

Agenda

Councillors

Herefordshire:

Mrs E M Bew

Worcestershire:

Mrs M L Drinkwater (Vice-Chair), Mr J Holden, Mr M M G Oborski, Mr R M Udall (Chair)

1. Apologies For Absence

To receive any apologies for absence.

2. Named Substitutes

To receive details of any member of the Authority nominated to attend the meeting in place of a member of the Committee.

3. Declaration of Interests (if any)

To invite any Councillor to declare any interest in any of the items on this Agenda.

4. Confirmation of Minutes

To confirm the minutes of the meeting of the meeting held on Wednesday 6 July 2005 (copy attached – pink pages).

5. Performance Plan 2005/06 - First Quarter Analysis - 1 April 2005 – 30 June 2005 (p.1-7)

To note progress being made towards achieving Performance Plan targets and information contained within the Best Value Performance Indicator quarterly performance report.

6. Work Programme (p.8)

To consider the development of the work programme.

7. Service Planning Process (p.9-10)

To note the need to develop an integrated planning and performance management framework and to consider how that should be progressed.

5. PERFORMANCE PLAN 2005/06 - FIRST QUARTER ANALYSIS - 1 APRIL 2005 – 30 JUNE 2005

Purpose of Report

1. To note progress being made towards achieving Performance Plan targets and information contained within the Best Value Performance Indicator quarterly performance report.
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Background

2. The main purpose of the quarterly performance reports is to provide the Best Value, Policy and Performance Committee with information regarding the Service's performance and progress against the targets that have been established within the Performance Plan 2005/06.
3. The report outlining the Service's performance in the first quarter of 2005/06 (1 April to 30 June 2005) is enclosed separately for Members of the Committee and is available to the public on request..
4. At the front of the report is a summary of the total number of incidents for the quarter broken down by Station and type of incident. Accompanying this is a breakdown of the fire safety activity throughout the period.
5. The incident statistics are followed by a summary analysis that provides Members with a quick overview of the Service's performance based on key PIs reflecting our key objectives and strategic initiatives contained within the 2005/06 performance plan. The estimates shown in the tables are supported by a 'traffic light' system of reporting:

Green Light: performance is at or above target
Amber Light: performance is just below target
Red Light: performance is below target
6. The other BVPI and local indicators for each strategic objective are reported with the same traffic light system used to indicate the level of performance achieved against the service's targets.
7. Finally, performance on the individual key PIs are then illustrated in a series of graphs showing past performance trends and comparisons with national, family and regional groups using the latest data available nationally.
8. It is intended that these reports will enable the Service to highlight areas of under performance and implement the necessary remedial action in order that our performance meets the targets that have been set.

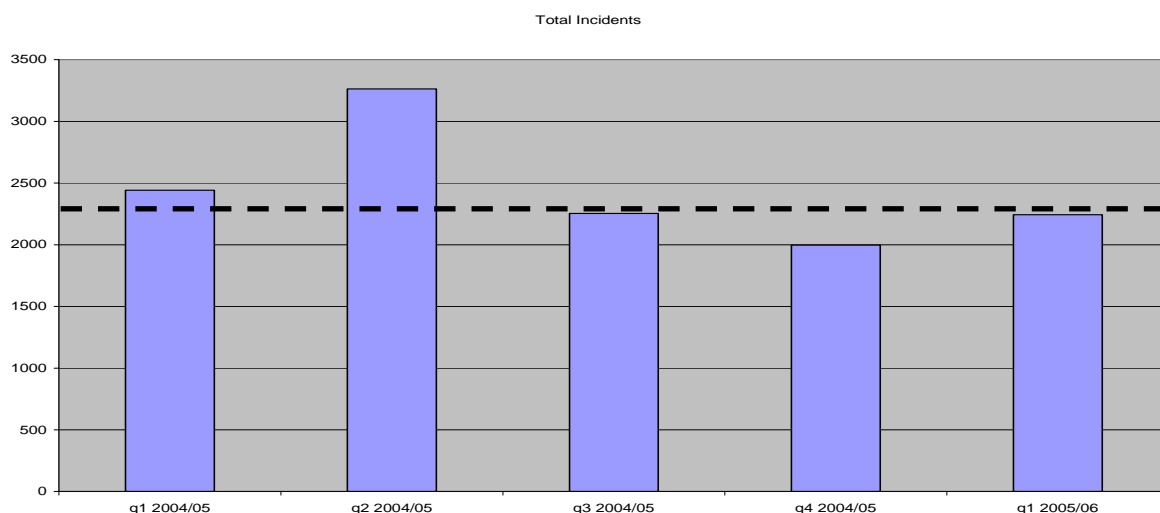
Analysis

Incident Statistics and Fire Safety Inspections

9. The incident statistics for the quarter show the number of incidents attended compared with the last quarter of 2004/05. It should be noted that there have been no fatalities from all fires in the first quarter and three rescues. In addition to responding to fires, the service attended false alarms and a broad range of special service activity. Unwanted automatic false alarms continue to make up almost 75% of all false alarms compared with the national average of 60% (*Source: Fire Statistics Monitor Q4/2004*).
10. In comparing our performance with the same quarter last year, there is a welcome reduction in every classification and it is hoped that this trend will continue, however, Members will be aware that this is largely subject to seasonal variations.
11. As well as the summary tabulation below, a graphic has been included that demonstrates the profile of call statistics over the last 5 quarters.
12. The Service will continue to operate its preventative strategies and will report on their impact over the year.
13. There has been a 6% increase in Fire Safety Inspections from the last quarter.

Summary

Quarter	All Fires	Special Service Incidents	All Fire Alarms	Total Incidents
q1 2004/05	933	511	998	2442
q2 2004/05	1686	511	1066	3263
q3 2004/05	755	476	1022	2253
q4 2004/05	721	385	891	1997
q1 2005/06	827	462	954	2243



Key Strategic Objective PIs

14. Of the 13 key service performance indicators:

- 4 are estimated as being 'green' and the Service is on course to reach the target for set indicators;
- 4 are estimated as being 'amber' and the Service may end the year just below target;
- 2 are estimated as being 'red' and it is forecast that the Service will end the year below the target for the set indicators, though often these indicators are stretched to enhance performance, and;
- 3 indicators have no traffic light as the data is not available or a traffic light is inappropriate for the specific indicator.

Other BVPIs

15. Of the other 19 indicators:

- 7 are estimated as being 'green' and the Service is on course to reach the target for the set indicators;
- 6 are estimated as being 'amber' and the Service may end the year just below target;
- 1 is estimated as being 'red' and it is forecast that the Service will end the year below the target for the set indicator, though often these indicators are stretched to enhance performance, and;
- 5 indicators have no traffic light as the data is not available or a traffic light is inappropriate for the specific indicator.

16. Whilst there is no change in the key indicators from the last quarter, there are a number of changes to the other indicators, due to a new suite of BVPIs issued from the ODPM for 2005/06. This means that comparisons between numbers within each traffic light category cannot be made between two periods.

Our Successes

Green

17. We are very pleased with performance in a number of areas, including:

- **BVPI 143i** – deaths arising from accidental dwelling fires per 100,000 population.(KEY INDICATOR)
As stated above, there were no fire related deaths in the first quarter 2005-06 and hence specifically for this indicator no deaths resulting from accidental dwelling fires. It is therefore difficult to forecast an annual estimate but it is hoped that this trend will continue for the rest of the year.
- **BVPI 206i** – The total number of deliberate primary fires excluding vehicles per 10,000 population. (KEY INDICATOR)

BVPI 206ii – The total number of deliberate primary fires in vehicles per 10,000 population. (KEY INDICATOR)

BVPI 206iii – The total number of deliberate secondary fires excluding vehicles per 10,000 population. (KEY INDICATOR)

BVPI 206iv – The total number of deliberate secondary fires in vehicles per 10,000 population. (KEY INDICATOR)

Performance in the sub-parts of this indicator is good. We are meeting the yearly target using projected figures from the first quarter for parts (i) and (ii), the primary fires, and using seasonally adjusted projected figures for secondary fires, parts (iii).and part (iv).

- **BVPI 146i, & BVPI 146ii**– Number of malicious calls not attended and attended.(KEY INDICATOR)

This BVPI has been amended for 2005/06 to reflect where call challenge leads to non-attendance by the Fire and Rescue Service. The intention is to measure “performance in command and control centres in terms of call challenge activities and best practice” (*ODPM consultation paper on proposed suite of 2005/06 BVPIs (Aug 04)*) It is encouraging to note that out of the 120 malicious calls made in the first quarter, 60% were call challenged and not attended as a result.

- **BVPI 15a & 15b** – Percentage of wholetime and non-uniform staff taking ill-health retirements. (KEY INDICATOR)

There were no non-uniform ill-health retirements from the establishment in the first quarter and only two wholetime staff retired on the grounds of ill-health. The Service was above the national and regional and family average in both indicators in 2003/04 and we are optimistic that this trend will continue.

- **BVPI 142ii** – Number of primary fires per 10,000 population.
BVPI 209ii – The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate.

The continuing focus on education and prevention has led to the Service attending only 326 primary fires in the first quarter. If this trend is continued for the rest of the year, the target of 20 primary fires per 10,000 population will be reached. It is also pleasing to note that there were only 9% of fires attended where the smoke alarm was fitted but did not activate for some reason.

- **BVPI 144b** – Percentage of accidental fire in dwellings confined to the room of origin.

BVPI 149ii – Number of properties with more than one attendance due to false alarms caused by automatic fire detection.

BVPI 149iii – Percentage of false alarms calls caused by automatic fire detection to a non-domestic property with more than one attendance.

Over 94% of accidental fires were confined to one room only in the first quarter. This is especially good performance when compared to

national, regional and family averages which, albeit for a different time period (2003-04), are 91%, 86% and 79% respectively.

BVPIs 149ii & 149iii are new for 2005/06 and are aimed at checking the number of times the Service is called to the same premises due to false alarms. In order to set targets for this area historical data was investigated together with an appraisal of work being undertaken in this area. The Service is heading towards the goals set for these indicators.

Targets Missed

Amber

18. Areas where performance is generally good but if performance is maintained at the same level for the remainder of the year, we will miss the target include:

- **BVPI 17** – Percentage of uniformed staff from ethnic minority communities and percentage of population of working age in the Service area from ethnic minority communities. (KEY INDICATOR)

BVPI 210 – Percentage of women firefighters. (KEY INDICATOR)

The service is not quite meeting the targets set for these indicators. Improvements in these areas are expected to emerge soon as a result of recent recruitment drives.

- **BVPI 8** - Percentage of commercial goods and services paid by the Authority within 30 days of invoices being received by the Authority (KEY INDICATOR)

BVPI 157 – Interactions enabled for electronic delivery as a percentage of interactions legally permissible. (KEY INDICATOR)

The Service has not reached the stretched 100% targets in these areas. The target for electronic interactions is set nationally and is the process of being reviewed by the ODPM. This is due to the number of national fire service projects currently in hand to deliver ‘e-services’ to citizens (*Fire Service Circular 26-2005 - E-fire project: progress update and relationship with BVPI 157*).

- **BVPI 142iii** – Number of accidental fires in dwellings per 10,000 dwellings.

- **BVPI 208** – Percentage of people escaping unharmed from accidental dwelling fires.

Although we have not met the targets in these indicators, only ten less accidental fires in dwellings in the first quarter would have resulted in the target being reached and three more people escaping out of the fires unharmed would have satisfied that indicator. We are optimistic that both targets will be met by the end of year.

- **BVPI 209i** - The percentage of fire attended in dwellings where a smoke alarm had activated.
- **BVPI 209iii** – The percentage of fires attended in dwellings where no smoke alarm was fitted.

These are also new indicators for 2005/06 which could be subject to interpretation. It could be construed that a lower percentage is in fact acceptable in BVPI 209i because it means that the Service having to attend less fires where a smoke fire has been activated. The ODPM guidance favours a higher percentage, to recognise prevention measures working and we have set targets based on this advice.

Four less dwelling fires where no smoke alarm was fitted in the quarter would have resulted in the service achieving the target in this area; hence an amber grading has been given.

- **BVPI 2a** – The level of Equality standard for local Government to which the authority conforms.

BVPI 2b – The quality of an Authority's Race Equality scheme (RES) and the improvements resulting from its application.

These indicators have been graded amber as stretched national targets have not been met. However, using the latest national data available (2003-04) shows that the Service was above the national regional and family average for BVPI 2a and matched the national average for BVPI 2b.

Areas for Improvement

Red

19. Areas where our performance still needs to improve include:

- **BVPI 149** – Number of false alarms caused by automatic fire detection equipment per 1000 non-domestic properties. (KEY INDICATOR)

Whilst the Service is applying an approach to reducing false alarms (based upon national CFOA guidance), ongoing performance and CPA has highlighted this area with a result that the BVPP Committee is to undertake a policy review during this year. The Service will continue to progress its strategies in this respect, monitor their effects and report continuing performance.

- **BVPI 12a** – the number of working days/shifts lost to sickness absence per head for wholetime uniformed staff. (KEY INDICATOR)

BVPI 12b - the number of working days/shifts lost to sickness absence per head for all staff. (KEY INDICATOR)

Whilst we are pleased with our performance against BVPI 12b, where we have achieved our first quarter target, the performance for BVPI 12a (wholetime uniformed staff only) results in an overall 'red' rating.

The trend in this area is improving and, in comparison with other Services, our performance is again aligned. This is an area where the Service will continue to strive for improvement towards the targets.

- **BVPI 207** – Fires in non-domestic premises per 1,000 non-domestic premises.

This is another new indicator for 2005/06 where we have extracted historic data to inform the target setting process. We have encountered higher than expected numbers for the first quarter. Fires in non-domestic premises account for only 20% of all primary fires.

Background Papers

None



**Performance Plan 2005/06
1st Quarter Analysis
1st April 2005 – 30th June 2005**



**Performance Management Team
Operations Support**

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Incident Statistics – Comparative Data 1 April 2005 to 30 June 2005

		Quarter 4 2004/05			Quarter 1 2005/06		
District	Station	Total Fires	Total Special Service (SS) Incidents	Total False Alarms	Total Fires	Total Special Service (SS) Incidents	Total False Alarms
South	21 Worcester	112	57	189	162	72	193
	26 Droitwich	34	27	45	29	40	48
	28 Evesham	30	8	52	40	15	51
	29 Pebworth	5	1	1	7	3	2
	30 Broadway	5	0	6	9	3	8
	31 Pershore	14	8	15	13	14	15
	32 Upton	5	4	10	9	6	15
	41 Malvern	28	11	46	43	20	43
	53 Tenbury Wells	7	6	5	2	1	6
	District Total	240	122	369	314	174	381
North	22 Stourport	44	14	29	49	17	33
	23 Bewdley	13	9	4	12	4	5
	24 Kidderminster	73	45	118	92	50	115
	25 Bromsgrove	65	32	59	74	37	98
	27 Redditch	117	47	129	148	76	152
	District Total	312	147	339	375	184	403
West	42 Ledbury	17	12	17	16	10	33
	43 Fownhope	1	2	4	6	2	10
	44 Ross on Wye	12	6	15	13	6	15
	45 Whitchurch	11	5	1	1	1	0
	46 Hereford	70	43	103	64	51	79
	47 Ewyas Harold	6	1	2	2	2	1
	48 Eardisley	3	2	1	3	4	1
	49 Kington	1	1	0	3	1	0
	50 Leintwardine	6	4	0	2	2	0
	51 Kingsland	11	5	5	4	6	5
	52 Leominster	11	12	24	11	5	12
	54 Bromyard	11	20	8	10	11	12
	55 Peterchurch	9	3	3	3	3	2
	District Total	169	116	183	138	104	170
	GRAND TOTAL	721	385	891	827	462	954

Fire Statistics 1 April 2005 to 30 June 2005

District	Station	Primary Fires (FDR1)	Secondary Fires (FDR3)	Chimney Fires	Total Fires	Rescues at Fires	Casualties at Fires	Fatalities at Fires
South	21 Worcester	62	98	2	162	1	4	0
	26 Droitwich	18	9	2	29	0	1	0
	28 Evesham	22	17	1	40	0	0	0
	29 Pebworth	2	5	0	7	0	0	0
	30 Broadway	3	5	1	9	0	0	0
	31 Pershore	4	8	1	13	0	0	0
	32 Upton	3	6	0	9	0	0	0
	41 Malvern	19	23	1	43	0	0	0
	53 Tenbury	1	1	0	2	0	0	0
District Total		134	172	8	314	1	5	0
North	22 Stourport	9	38	2	49	0	0	0
	23 Bewdley	5	7	0	12	0	0	0
	24 Kidderminster	33	58	1	92	0	0	0
	25 Bromsgrove	26	47	1	74	0	3	0
	27 Redditch	67	79	2	148	2	7	0
District Total		140	229	6	375	2	10	0
West	42 Ledbury	4	11	1	16	0	0	0
	43 Fownhope	2	3	1	6	0	0	0
	44 Ross on Wye	4	7	2	13	0	0	0
	45 Whitchurch	1	0	0	1	0	0	0
	46 Hereford	24	39	1	64	0	1	0
	47 Ewyas Harold	1	0	1	2	0	0	0
	48 Eardisley	0	3	0	3	0	0	0
	49 Kington	1	1	1	3	0	0	0
	50 Leintwardine	1	0	1	2	0	0	0
	51 Kingsland	2	1	1	4	0	2	0
	52 Leominster	5	4	2	11	0	0	0
	54 Bromyard	6	2	2	10	0	0	0
	55 Peterchurch	1	1	1	3	0	0	0
District Total		52	72	14	138	0	3	0
GRAND TOTAL		326	473	28	827	3	18	0

Special Service Incident Statistics 1 April 2005 to 30 June 2005

District	Station	Emergency Special Services	Non-emergency Special Services	Total Special Service (SS) Incidents	Rescues at SS Incidents	Casualties at SS Incidents	Fatalities at SS Incidents
South	21 Worcester	72	0	72	18	10	1
	26 Droitwich	40	0	40	3	3	0
	28 Evesham	15	0	15	1	1	0
	29 Pebworth	3	0	3	1	0	0
	30 Broadway	3	0	3	0	0	0
	31 Pershore	14	0	14	1	1	0
	32 Upton	6	0	6	1	8	1
	41 Malvern	20	0	20	0	0	0
	53 Tenbury	1	0	1	0	0	0
District Total	174	0	174	25	23	2	
North	22 Stourport	17	0	17	0	7	0
	23 Bewdley	4	0	4	0	1	0
	24 Kidderminster	50	0	50	25	5	3
	25 Bromsgrove	37	0	37	2	1	0
	27 Redditch	76	0	76	2	3	2
District Total	184	0	184	29	17	5	
West	42 Ledbury	10	0	10	0	0	0
	43 Fownhope	2	0	2	0	0	0
	44 Ross on Wye	6	0	6	0	2	0
	45 Whitchurch	1	0	1	0	0	0
	46 Hereford	49	2	51	10	10	0
	47 Ewyas Harold	2	0	2	0	0	0
	48 Eardisley	4	0	4	1	5	1
	49 Kington	1	0	1	0	0	0
	50 Leintwardine	2	0	2	0	0	0
	51 Kingsland	6	0	6	0	8	0
	52 Leominster	5	0	5	1	0	0
	54 Bromyard	11	0	11	1	8	1
	55 Peterchurch	3	0	3	0	0	0
District Total	102	2	104	13	33	2	
GRAND TOTAL		460	2	462	67	73	9

False Alarm Statistics and Fire Safety inspections 1 April 2005 to 30 June 2005

District	Station	False Alarm Malicious	False Alarm Good Intent	False Alarm Apparatus	Total False Alarms
South	21 Worcester	9	36	148	193
	26 Droitwich	1	5	42	48
	28 Evesham	0	12	39	51
	29 Pebworth	0	1	1	2
	30 Broadway	1	1	6	8
	31 Pershore	0	2	13	15
	32 Upton	0	9	6	15
	41 Malvern	1	10	32	43
	53 Tenbury	0	0	6	6
	District Total	12	76	293	381
North	22 Stourport	3	12	18	33
	23 Bewdley	1	2	2	5
	24 Kidderminster	11	16	88	115
	25 Bromsgrove	3	26	69	98
	27 Redditch	12	41	99	152
	District Total	30	97	276	403
West	42 Ledbury	0	6	27	33
	43 Fownhope	0	0	10	10
	44 Ross on Wye	2	2	11	15
	45 Whitchurch	0	0	0	0
	46 Hereford	3	19	57	79
	47 Ewyas Harold	0	0	1	1
	48 Eardisley	0	0	1	1
	49 Kington	0	0	0	0
	50 Leintwardine	0	0	0	0
	51 Kingsland	0	0	5	5
	52 Leominster	0	3	9	12
	54 Bromyard	1	3	8	12
	55 Peterchurch	1	1	0	2
		District Total	7	34	129
	GRAND TOTAL	49	207	698	954

Fire Safety Inspections 1 April 2005 to 30 June 2005	
Full inspections	15
Re-inspections	349
Plan inspections	40
Follow-up inspections	80
Specific inspections	854
Building Regulations Plans/Consultations	549

INTEGRATED RISK MANAGEMENT (Education & Prevention/Response & Intervention)

KEY BVPIs

	Performance Indicator	Historic Data	Comparative Data			Last Year	Current Year		Forecast Data		Traffic light
		03/04 Actual	03/04 National Average	03/04 Family Average	03/04 Regional Average	04/05 Actual	05/06 Target	05/06 Estimate	06/07 Target	07/08 Target	
BVPI 143i & 143ii	Number of deaths and injuries from accidental fires in dwellings per 100,000 population	0.55 5.7	0.52 9.4	0.63 12.3	0.34 5.8	0.55 5.7	0.27 5.0	0.14 2.21	0.26 4.9	0.25 4.8	GREEN
BVPI 206i, 206ii, 206iii & 206iv	Total number of deliberate primary fires excluding vehicles & in vehicles and secondary fires excluding vehicles and in vehicles by 10,000 pop.	3.4 5.9 28.3 1.5	New Nat Indicator	New Nat Indicator	New Nat Indicator	3.0 4.8 16.3 0.7	2.9 4.6 15.8 0.65	2.2 2.9 14.9 0.64	2.8 4.4 15.3 0.6	2.7 4.2 14.8 0.5	GREEN
BVPI 146i & 146ii	Number of malicious calls not attended and attended per 1,000 population	0.27 0.41	New Nat Indicator	New Nat Indicator	New Nat Indicator	0.23 0.28	0.25 0.26	0.39 0.27	0.27 0.24	0.30 0.23	GREEN
BVPI 149i	Number of false alarms caused by automatic fire detection equipment per 1,000 non-domestic properties	116.5	128.7	103.7	123.8	115.6	95	110	90	85	RED

PEOPLE STRATEGY (People and Skills)

KEY BVPIs

	Performance Indicator	03/04 Actual	03/04 National Average	03/04 Family Average	03/04 Regional Average	04/05 Actual	05/06 Target	05/06 Estimate	06/07 Target	07/08 Target	Traffic light
BVPI 17	% of uniformed staff from ethnic minority communities, & % of pop of working age in the Service area from ethnic minority communities	0.8 2.2	2.3 3.5	0.5 1.0	2.5 4.8	0.88 2.2	1.1 -	0.88 2.2	1.2 -	1.3	AMBER
BVPI 210	Percentage of women Firefighters (prev. Local Indicator 18)	3.9	N/a	N/a	N/a	3.7	4.9	4.5	5.6	6.3	AMBER
BVPI 12a & 12b	Working days/shifts lost to sickness absence per head – Wholetime uniformed and all staff	8.3 8.8	N/a	N/a	N/a	9.2 8.7	6.4 8.3	10.0 8.3	6.2 8.0	6.0 7.7	RED
BVPI 15a & 15b	Percentage of staff eligible for Firefighters' Pension Scheme & LGPS taking ill-health retirement	0.9 0.8	1.4 0.5	1.9 0.6	1.9 0.5	0.3 0.8	0.7 0.7	0.64 0.0	0.6 0.6	0.5 0.5	GREEN

Traffic lights:

Green: Estimate for 2005/06 is at or above target/previous year

Amber: Estimate for 2005/06 is just below target /previous year

Red: Estimate for 2005/06 is considerably below target/previous year

BUILDING CAPACITY IN SUPPORT SERVICES (Corporate Management)

KEY BVPIs

	Performance Indicator	Historic Data	Comparative Data			Last Year	Current Year		Forecast Data		Traffic light
		03/04 Actual	03/04 National Average	03/04 Family Average	03/04 Regional Average	04/05 Actual	05/06 Target	05/06 Estimate	06/07 Target	07/08 Target	
BVPI 8	Invoices for commercial goods and services paid by the Authority within 30 days of invoices being received by the Authority (%)	93.1	87.2	77.3	81.9	95.0	100	97.5	100	100	AMBER
BVPI 157	Interactions enabled for electronic delivery as percentage of interactions legally permissible	78	49.5	35.2	51.1	79	100	79	100	100	AMBER
Local Indicator	Efficiency Gains	-	N/a	N/a	N/a	-	2.5%		2.5%	2.5%	

ORGANISATIONAL DEVELOPMENT

KEY BVPIs

	Performance Indicator	03/04 Actual	03/04 National Average	03/04 Family Average	03/04 Regional Average	04/05 Actual	05/06 Target	05/06 Estimate	06/07 Target	07/08 Target	Traffic light
Local Indicator	Conduct a cultural audit	-	N/a	N/a	N/a	-	100%				
Local Indicator	To deliver a comprehensive service communication strategy	-	N/a	N/a	N/a	-	100%				

Traffic lights:

Green: Estimate for 2005/06 is at or above target/previous year

Amber: Estimate for 2005/06 is just below target /previous year

Red: Estimate for 2005/06 is considerably below target/previous year

**INTEGRATED RISK MANAGEMENT
(Education & Prevention/Response & Intervention)**

OTHER BVPIs

	Performance Indicator	Historic Data	Comparative Data			Last Year	Current Year		Forecast Data		Traffic light
		03/04 Actual	03/04 National Average	03/04 Family Average	03/04 Regional Average	04/05 Actual	05/06 Target	05/06 Estimate	06/07 Target	07/08 Target	
BVPI 142ii	Number of primary fires per 10,000 population	23.9	34.1	30.2	31.3	20.7	20	17.9	19	18	GREEN
BVPI 142iii	Number of accidental fires in dwellings per 10,000 dwellings	14.6	17.4	14.8	16.4	13.0	12.75	13.3	12.5	12.25	AMBER
BVPI 207	Fires in non-domestic premises per 1,000 non-domestic premises	11.5	New Nat Indicator	New Nat Indicator	New Nat Indicator	9.5	9.0	10.6	8.5	8.0	RED
BVPI 208	Percentage of people escaping unharmed from accidental dwelling fires	90.8	New Nat Indicator	New Nat Indicator	New Nat Indicator	93.2	94	92.7	95	96	AMBER
BVPI 209i	The percentage of fires attended in dwellings where a smoke alarm had activated	30.4	New Nat Indicator	New Nat Indicator	New Nat Indicator	34.6	36	34.6	37	38	AMBER
BVPI 209ii	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	10.7	New Nat Indicator	New Nat Indicator	New Nat Indicator	12.2	11.5	9.1	11.0	10.5	GREEN
BVPI 209iii	The percentage of fires attended in dwellings where no smoke alarm was fitted	50.1	New Nat Indicator	New Nat Indicator	New Nat Indicator	58.8	53.2	56.4	52	51	AMBER

Traffic lights:

Green: Estimate for 2005/06 is at or above target/previous year

Amber: Estimate for 2005/06 is just below target /previous year

Red: Estimate for 2005/06 is considerably below target/previous year

**INTEGRATED RISK MANAGEMENT
(Education & Prevention/Response & Intervention)**

OTHER BVPIs

	Performance Indicator	Historic Data	Comparative Data			Last Year	Current Year		Forecast Data		Traffic light
		03/04 Actual	03/04 National Average	03/04 Family Average	03/04 Regional Average	04/05 Actual	05/06 Target	05/06 Estimate	06/07 Target	07/08 Target	
BVPI 144b	Percentage of accidental fires in dwellings confined to the room of origin	88.6	90.6	85.7	79.1	89.3	91	94.1	92	93	GREEN
BVPI 149ii	Number of properties with more than one attendance due to false alarms caused by automatic fire detection	318	N/a	N/a	N/a	320	300	270	285	270	GREEN
BVPI 149iii	Percentage of false alarm calls caused by automatic fire detection to a non-domestic property with more than one attendance	53.2	N/a	N/a	N/a	53.0	53	35	53	53	GREEN

Traffic lights:

Green: Estimate for 2005/06 is at or above target/previous year

Amber: Estimate for 2005/06 is just below target /previous year

Red: Estimate for 2005/06 is considerably below target/previous year

**PEOPLE STRATEGY
(People & Skills)**

OTHER BVPIs

	Performance Indicator	Historic Data	Comparative Data			Last Year	Current Year		Forecast Data		Traffic light
		03/04 Actual	03/04 National Average	03/04 Family Average	03/04 Regional Average	04/05 Actual	05/06 Target	05/06 Estimate	06/07 Target	07/08 Target	
BVPI 2a	The level of the Equality Standard for Local Government to which the Authority conforms	3	1.6	1.8	1.8	3	4	3	4	4	AMBER
BVPI 2b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	58%	58%	53%	68%	74%	100%	74%	100%	100%	AMBER
BVPI 11a	The percentage of top 5% of earners that are women	4.3	4.4	6.1	9.8	4.5	4.5	4.5	4.5	4.5	GREEN
BVPI 11b	The percentage of top 5% of earners from black and minority ethnic communities	0	1.3	1.5	3.6	4.5	4.5	4.5	4.5	4.5	GREEN
BVPI 11c	The percentage of top 5% of earners that are disabled	-	New Nat Indicator	New Nat Indicator	New Nat Indicator	0	-	0	-	-	
BVPI 16	% of employees meeting the Disability Discrimination Act 1995 and % of pop of working age in the Service area who are disabled	- -	New Nat Indicator	New Nat Indicator	New Nat Indicator	0 12.6	-	0 12.6	-	-	

Traffic lights:

Green: Estimate for 2005/06 is at or above target/previous year

Amber: Estimate for 2005/06 is just below target /previous year

Red: Estimate for 2005/06 is considerably below target/previous year

**BUILDING CAPACITY IN SUPPORT SERVICES
(Corporate Management)**

OTHER BVPIs

	Performance Indicator	Historic Data	Comparative Data			Last Year	Current Year		Forecast Data		Traffic light
		03/04 Actual	03/04 National Average	03/04 Family Average	03/04 Regional Average	04/05 Actual	05/06 Target	05/06 Estimate	06/07 Target	07/08 Target	
BVPI 3	% of citizens satisfied by the overall service provided by the Authority	70	72.2	60.5	59.2	NR	NR	NR	80	NR	
BVPI 4	Percentage of persons making complaints satisfied with handling of those complaints	82.9	N/a	N/a	N/a	83	NR	NR	95	NR	
BVPI 150	Net expenditure on the Fire Service per head of population (£)	30.83	33.56	33.58	32.32	36.27	38.32	-	39.41		

Traffic lights:

Green: Estimate for 2005/06 is at or above target/previous year

Amber: Estimate for 2005/06 is just below target /previous year

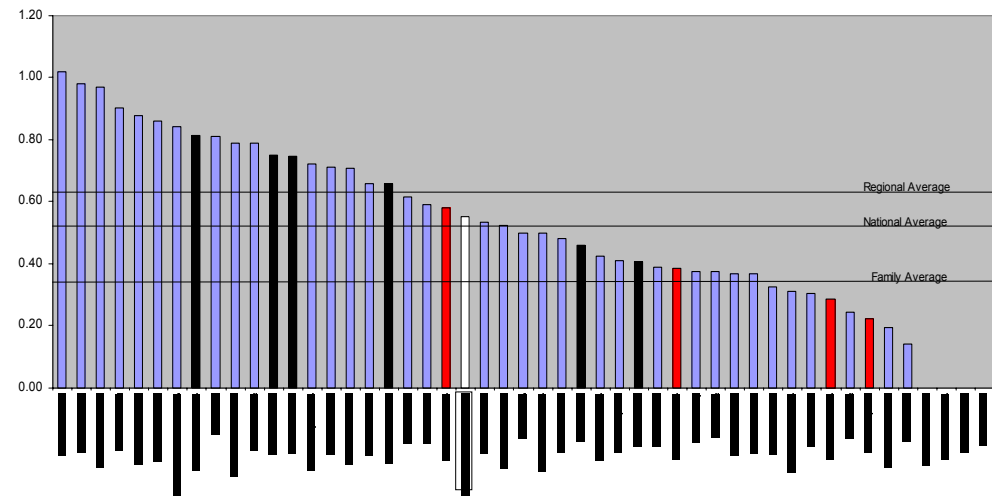
Red: Estimate for 2005/06 is considerably below target/previous year

**KEY PERFORMANCE INDICATOR
INTEGRATED RISK MANAGEMENT (Education & Prevention/Response & Intervention)**

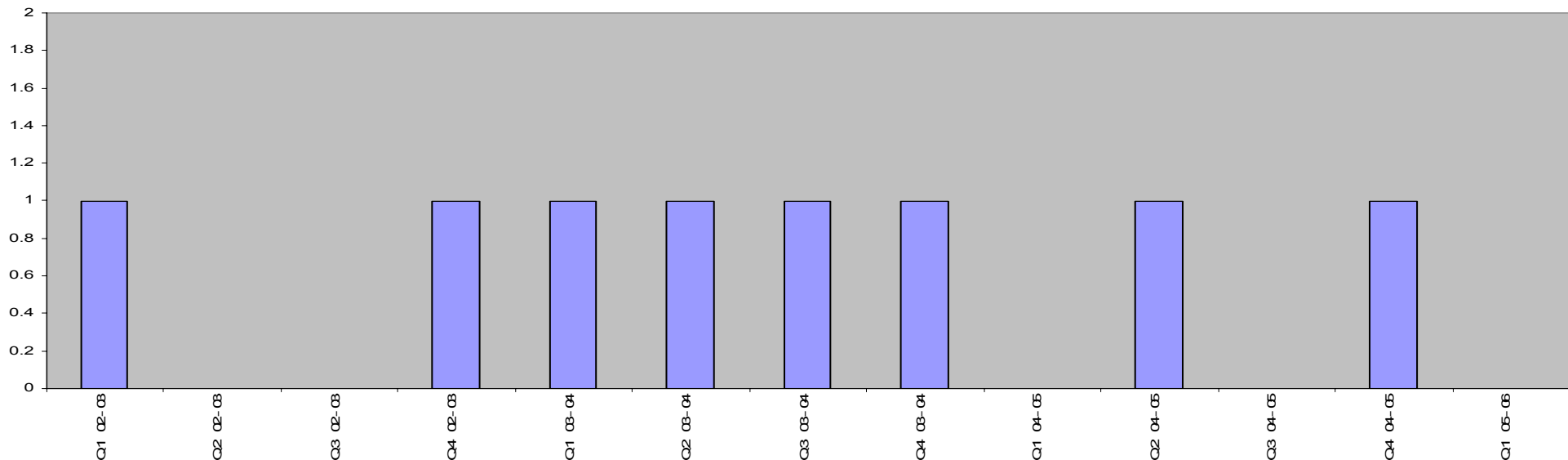
BVPI 143i

BVPI 143i DEATHS ARISING FROM ACCIDENTAL DWELLING FIRES PER 100,000 POPULATION	
DIRECTION FOR GOOD PERFORMANCE	▼
QUARTER COMPARED WITH LAST QUARTER	▼
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▶
ESTIMATE FOR YEAR	0.14
TARGET FOR YEAR	0.27
TRAFFIC LIGHT	GREEN

2003-04 NATIONAL REGIONAL AND FAMILY COMPARISONS



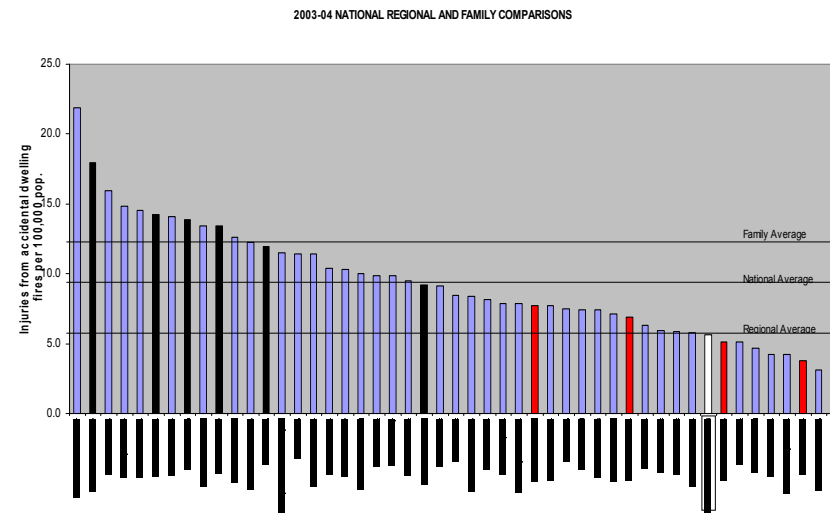
QUARTERLY DATA FROM 2002-03



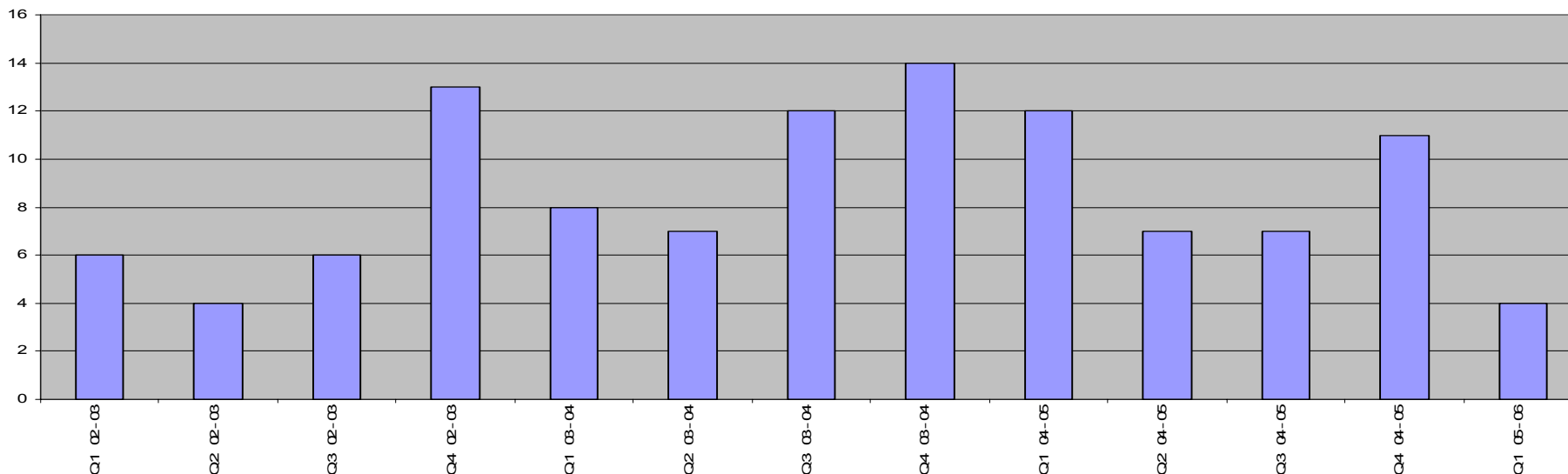
**KEY PERFORMANCE INDICATOR
INTEGRATED RISK MANAGEMENT (Education & Prevention/Response & Intervention)**

BVPI 143ii

BVPI 143ii INJURIES ARISING FROM ACCIDENTAL DWELLING FIRES PER 100,000 POPULATION	
DIRECTION FOR GOOD PERFORMANCE	▼
QUARTER COMPARED WITH LAST QUARTER	▼
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▼
ESTIMATE FOR YEAR	2.21
TARGET FOR YEAR	5.0
TRAFFIC LIGHT	GREEN



QUARTERLY DATA FROM 2002-03



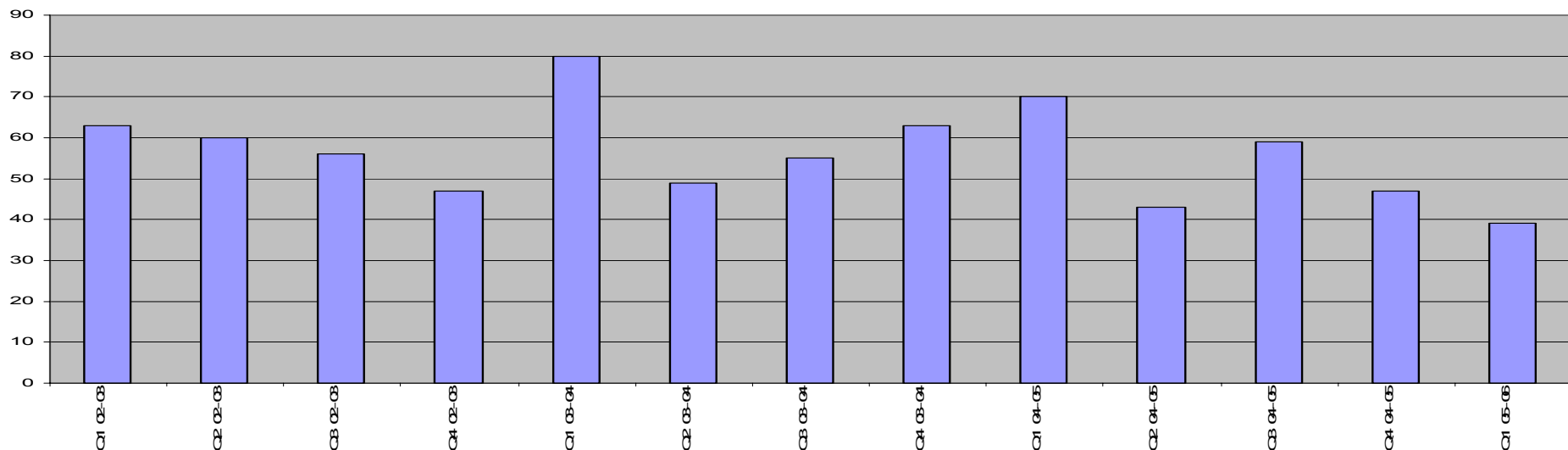
**KEY PERFORMANCE INDICATOR
INTEGRATED RISK MANAGEMENT (Education & Prevention/Response & Intervention)**

BVPI 206i

BVPI 206i NUMBER OF DELIBERATE PRIMARY FIRES (EXCLUDING DELIBERATE PRIMARY FIRES IN VEHICLES) PER 100,000 POPULATION	
DIRECTION FOR GOOD PERFORMANCE	▼
QUARTER COMPARED WITH LAST QUARTER	▼
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▼
ESTIMATE FOR YEAR	2.2
TARGET FOR YEAR	2.9
TRAFFIC LIGHT	GREEN

- NEW NATIONAL INDICATOR FROM 2005/06
- NO COMPARATIVE NATIONAL DATA AVAILABLE

QUARTERLY DATA FROM 2002-03



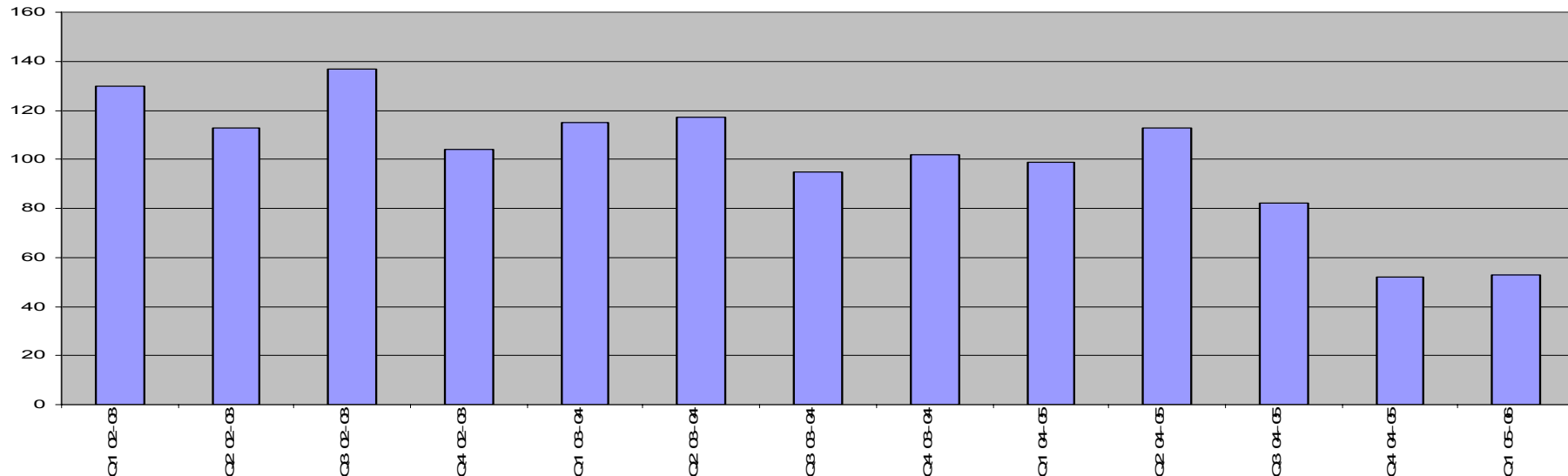
**KEY PERFORMANCE INDICATOR
INTEGRATED RISK MANAGEMENT (Education & Prevention/Response & Intervention)**

BVPI 206ii

BVPI 206ii NUMBER OF DELIBERATE PRIMARY FIRES IN VEHICLES PER 100,000 POPULATION	
DIRECTION FOR GOOD PERFORMANCE	▼
QUARTER COMPARED WITH LAST QUARTER	▲
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▼
ESTIMATE FOR YEAR	2.9
TARGET FOR YEAR	4.6
TRAFFIC LIGHT	GREEN

- NEW NATIONAL INDICATOR FROM 2005/06
- NO COMPARATIVE NATIONAL DATA AVAILABLE

QUARTERLY DATA FROM 2002-03



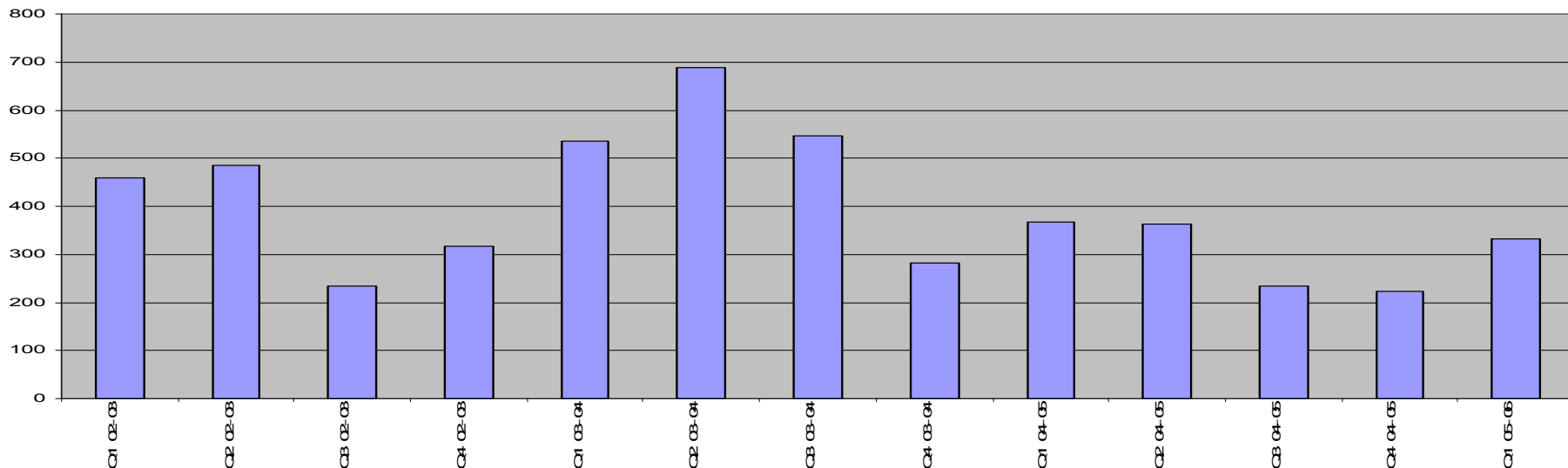
**KEY PERFORMANCE INDICATOR
INTEGRATED RISK MANAGEMENT (Education & Prevention/Response & Intervention)**

BVPI 206iii

BVPI 206iii NUMBER OF DELIBERATE SECONDARY FIRES (EXCLUDING DELIBERATE SECONDARY FIRES IN VEHICLES) PER 100,000 POPULATION	
DIRECTION FOR GOOD PERFORMANCE	▼
QUARTER COMPARED WITH LAST QUARTER	▲
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▼
ESTIMATE FOR YEAR	14.9
TARGET FOR YEAR	15.8
TRAFFIC LIGHT	GREEN

- NEW NATIONAL INDICATOR FROM 2005/06
- NO COMPARATIVE NATIONAL DATA AVAILABLE

QUARTERLY DATA FROM 2002-03



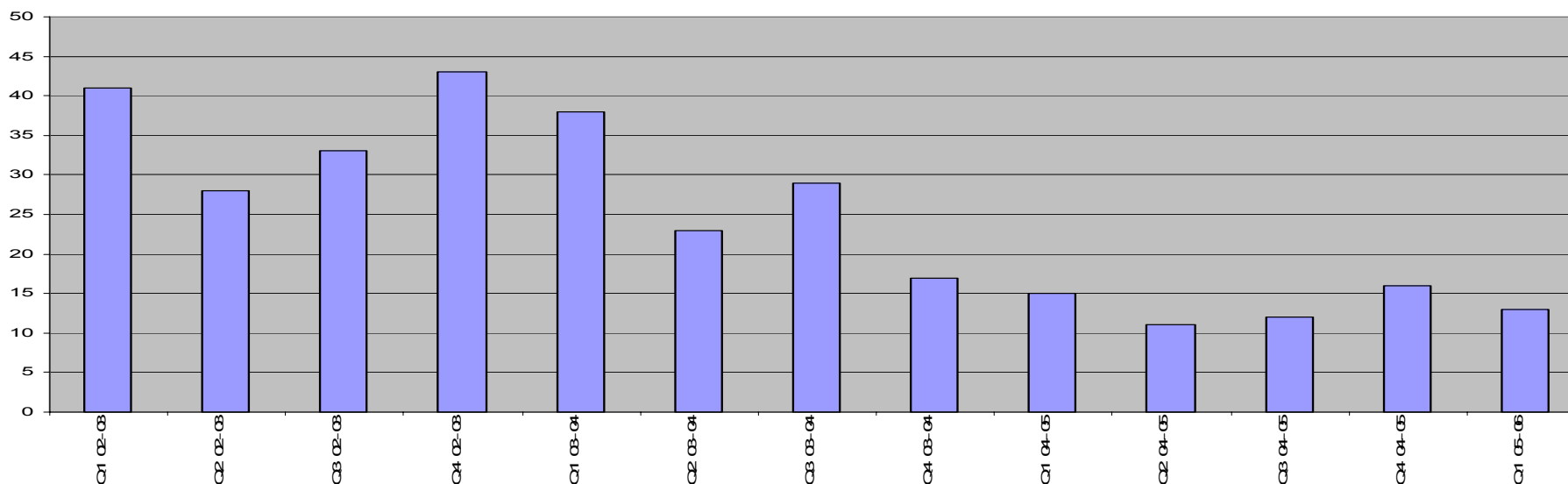
**KEY PERFORMANCE INDICATOR
INTEGRATED RISK MANAGEMENT (Education & Prevention/Response & Intervention)**

BVPI 206iv

BVPI 206iv NUMBER OF DELIBERATE SECONDARY FIRES IN VEHICLES PER 100,000 POPULATION	
DIRECTION FOR GOOD PERFORMANCE	▼
QUARTER COMPARED WITH LAST QUARTER	▼
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▼
ESTIMATE FOR YEAR	0.64
TARGET FOR YEAR	0.65
TRAFFIC LIGHT	GREEN

- NEW NATIONAL INDICATOR FROM 2005/06
- NO COMPARATIVE NATIONAL DATA AVAILABLE

QUARTERLY DATA FROM 2002/03



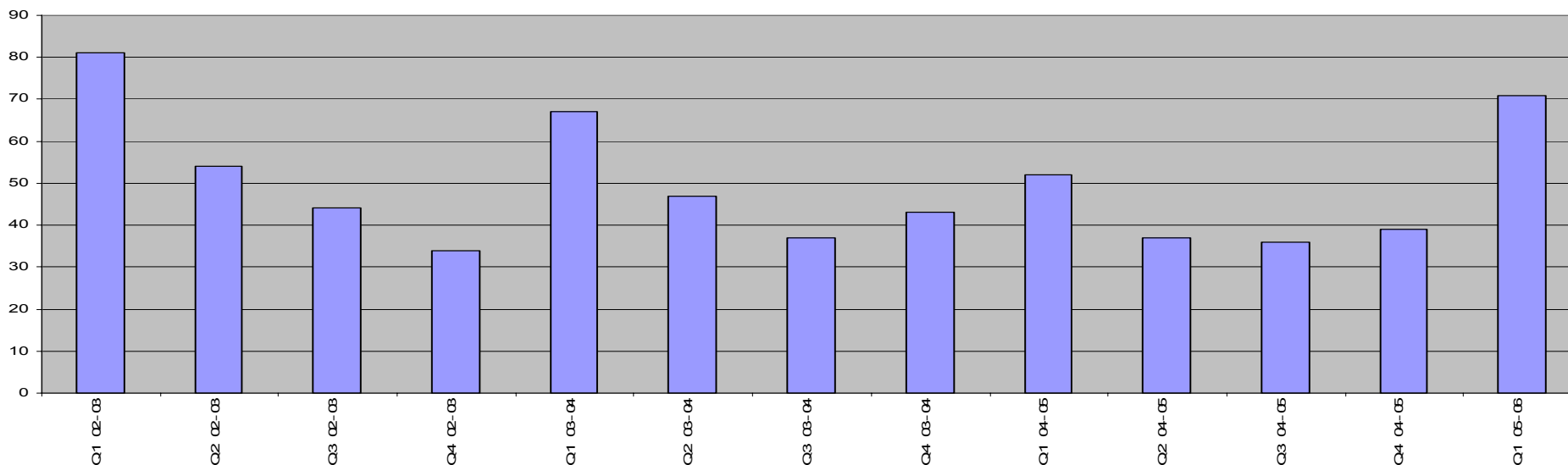
**KEY PERFORMANCE INDICATOR
INTEGRATED RISK MANAGEMENT (Education & Prevention/Response & Intervention)**

BVPI 146i

BVPI 146i NUMBER OF MALICIOUS FALSE ALARMS NOT ATTENDED PER 1,000 POPULATION	
DIRECTION FOR GOOD PERFORMANCE	▲
QUARTER COMPARED WITH LAST QUARTER	▲
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▲
ESTIMATE FOR YEAR	0.39
TARGET FOR YEAR	0.25
TRAFFIC LIGHT	GREEN

- **NEW NATIONAL INDICATOR FROM 2005/06**
- **NO COMPARATIVE NATIONAL DATA AVAILABLE**

QUARTERLY DATA FROM 2002-03



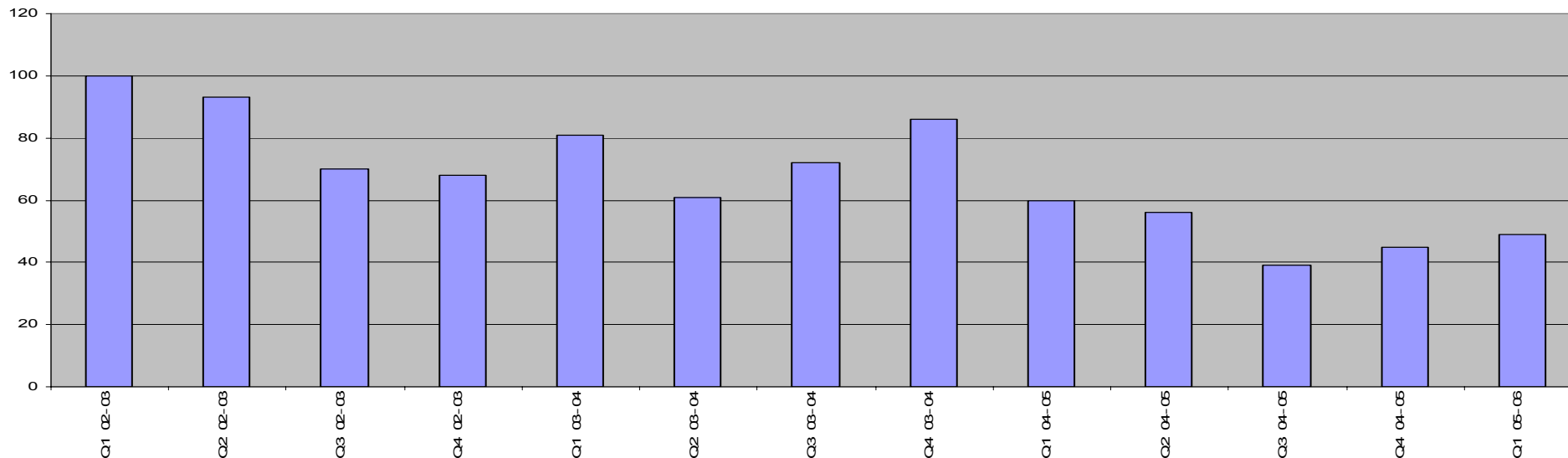
**KEY PERFORMANCE INDICATOR
INTEGRATED RISK MANAGEMENT (Education & Prevention/Response & Intervention)**

BVPI 146ii

BVPI 146ii NUMBER OF MALICIOUS FALSE ALARMS ATTENDED PER 1,000 POPULATION	
DIRECTION FOR GOOD PERFORMANCE	▼
QUARTER COMPARED WITH LAST QUARTER	▲
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▼
ESTIMATE FOR YEAR	0.27
TARGET FOR YEAR	0.26
TRAFFIC LIGHT	GREEN

- NEW NATIONAL INDICATOR FROM 2005/06
- NO COMPARATIVE NATIONAL DATA AVAILABLE

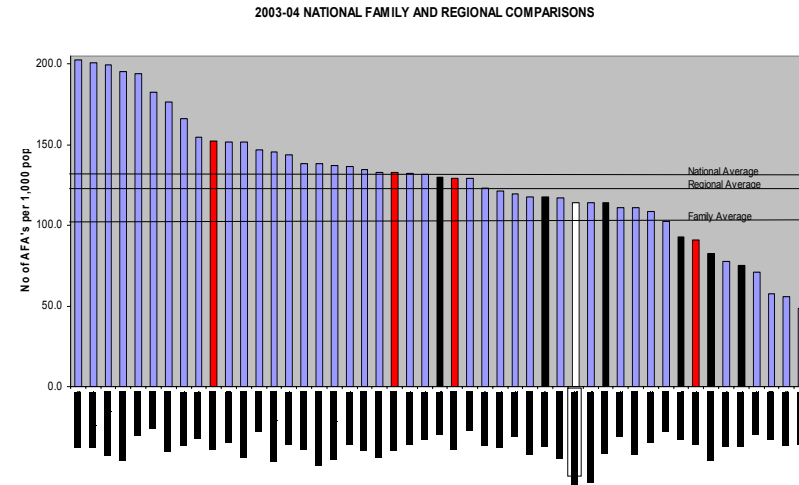
QUARTERLY DATA FROM 2002-03



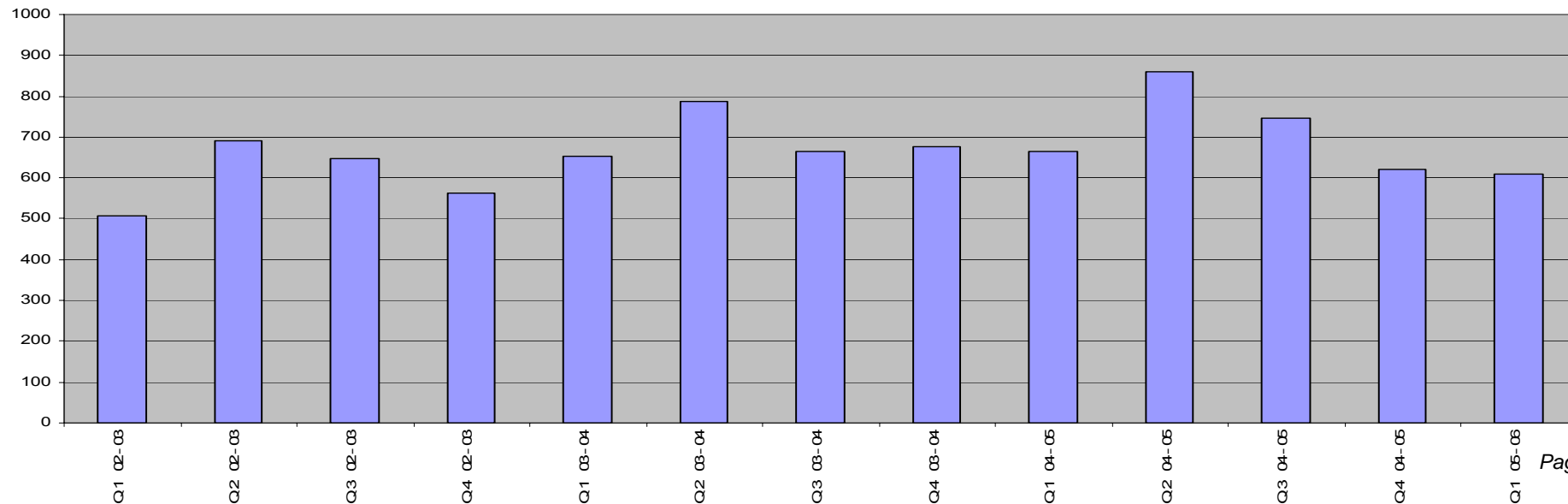
**KEY PERFORMANCE INDICATOR
INTEGRATED RISK MANAGEMENT (Education & Prevention/Response & Intervention)**

BVPI 149i

BVPI 149i NUMBER OF FALSE ALARMS CAUSED BY AUTOMATIC DETECTION PER 1,000 NON-DOMESTIC DWELLING	
DIRECTION FOR GOOD PERFORMANCE	▼
QUARTER COMPARED WITH LAST QUARTER	▲
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▲
ESTIMATE FOR YEAR	110
TARGET FOR YEAR	95
TRAFFIC LIGHT	RED



QUARTERLY DATA FROM 2002-03

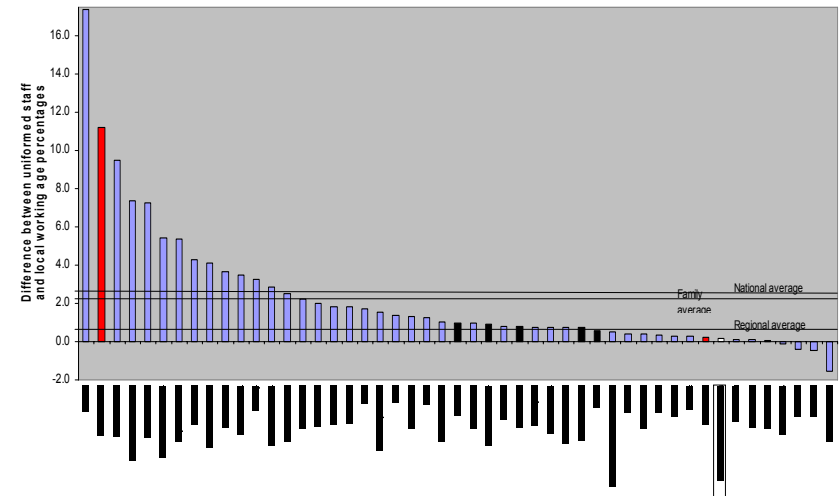


**KEY PERFORMANCE INDICATOR
PEOPLE STRATEGY (People & Skills)**

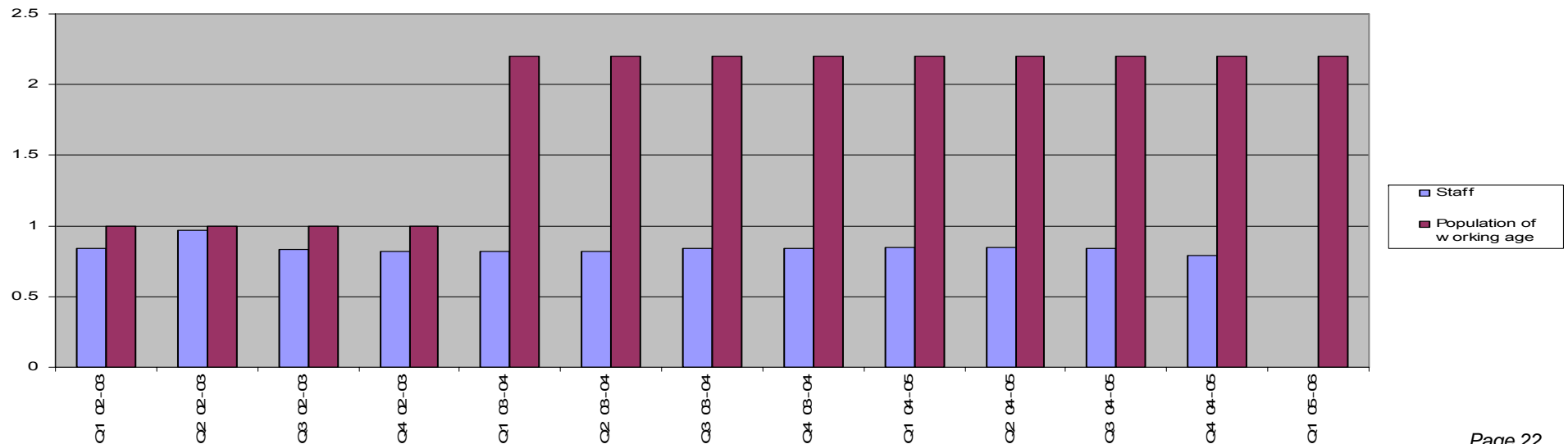
BVPI 17i & ii

BVPI 17i& ii % OF ETHNIC MINORITY UNIFORMED STAFF, AND % OF POPULATION OF WORKING AGE IN THE SERVICE AREA FROM ETHNIC MINORITY COMMUNITIES	
DIRECTION FOR GOOD PERFORMANCE	N/a
QUARTER COMPARED WITH LAST QUARTER	▶
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▶
ESTIMATE FOR YEAR	0.88
TARGET FOR YEAR	1.1
TRAFFIC LIGHT	GREEN

2003-04 NATIONAL REGIONAL AND FAMILY COMPARISONS



QUARTERLY DATA FROM 2002-03



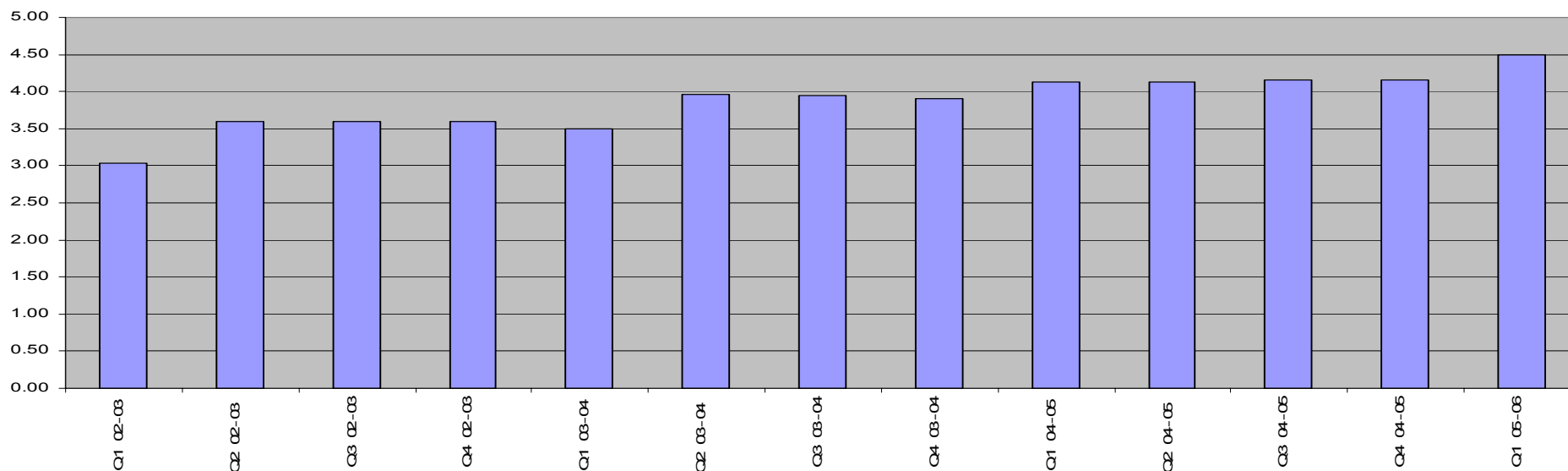
**KEY PERFORMANCE INDICATOR
PEOPLE STRATEGY (People & Skills)**

BVPI 210

BVPI 210 PERCENTAGE OF WOMEN FIREFIGHTERS	
DIRECTION FOR GOOD PERFORMANCE	▲
QUARTER COMPARED WITH LAST QUARTER	▲
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▲
ESTIMATE FOR YEAR	4.5
TARGET FOR YEAR	4.9
TRAFFIC LIGHT	AMBER

- NEW NATIONAL INDICATOR FROM 2005/06
- NO COMPARATIVE NATIONAL DATA AVAILABLE

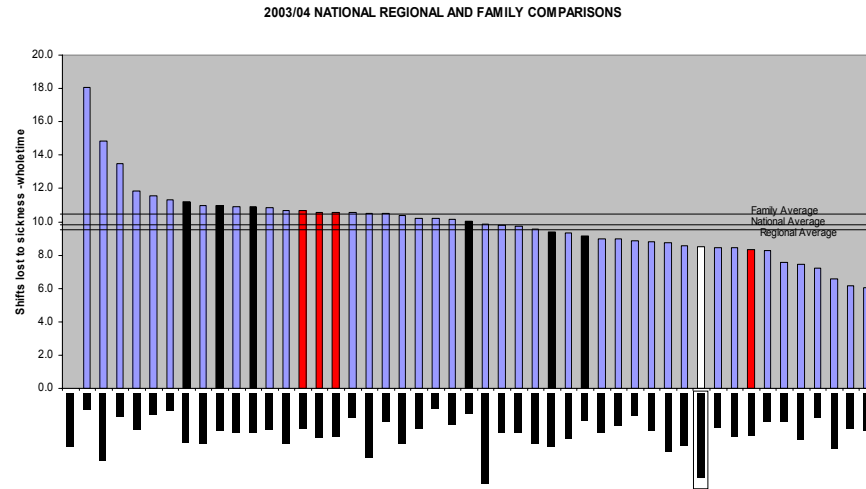
QUARTERLY DATA FROM 2002-03



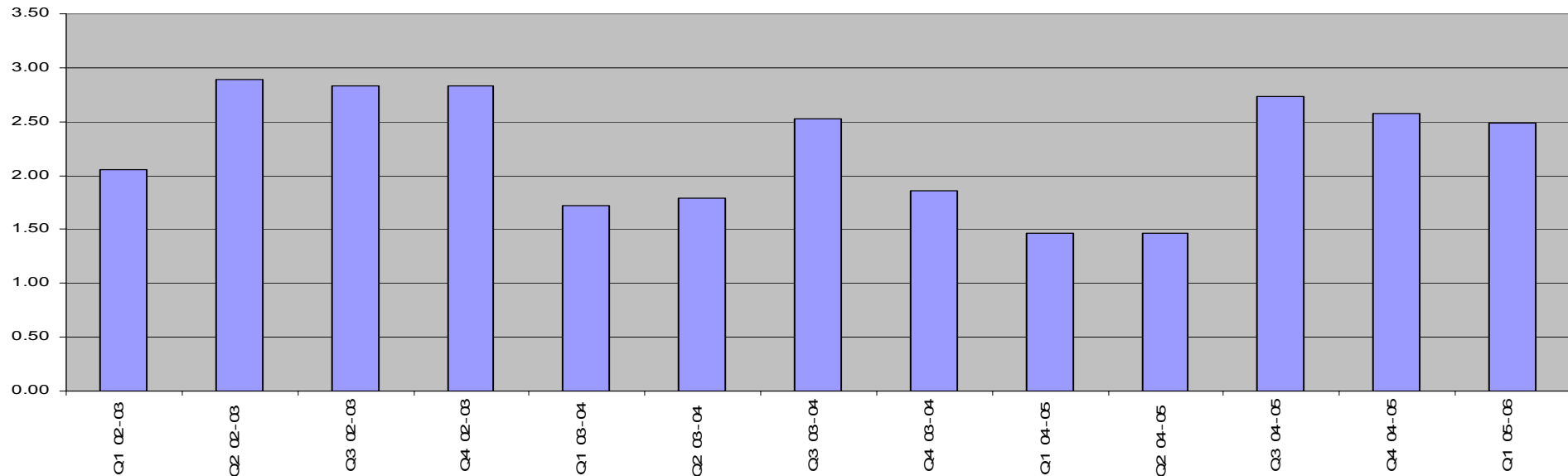
**KEY PERFORMANCE INDICATOR
PEOPLE STRATEGY (People & Skills)**

BVPI 12a

BVPI 12a PROPORTION OF WORKING DAYS LOST TO SICKNESS ABSENCE BY WHOLETIME UNIFORMED STAFF	
DIRECTION FOR GOOD PERFORMANCE	▼
QUARTER COMPARED WITH LAST QUARTER	▼
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▲
ESTIMATE FOR YEAR	10.0
TARGET FOR YEAR	6.4
TRAFFIC LIGHT	RED



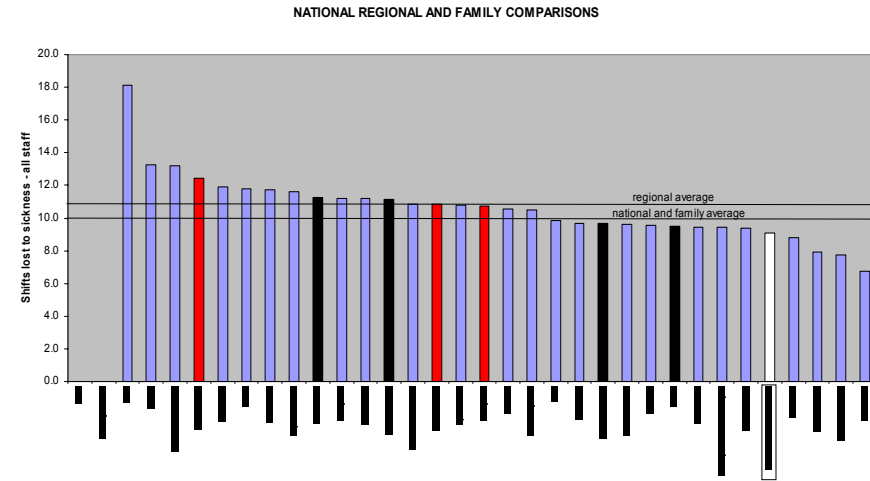
QUARTERLY DATA FROM 2002-03



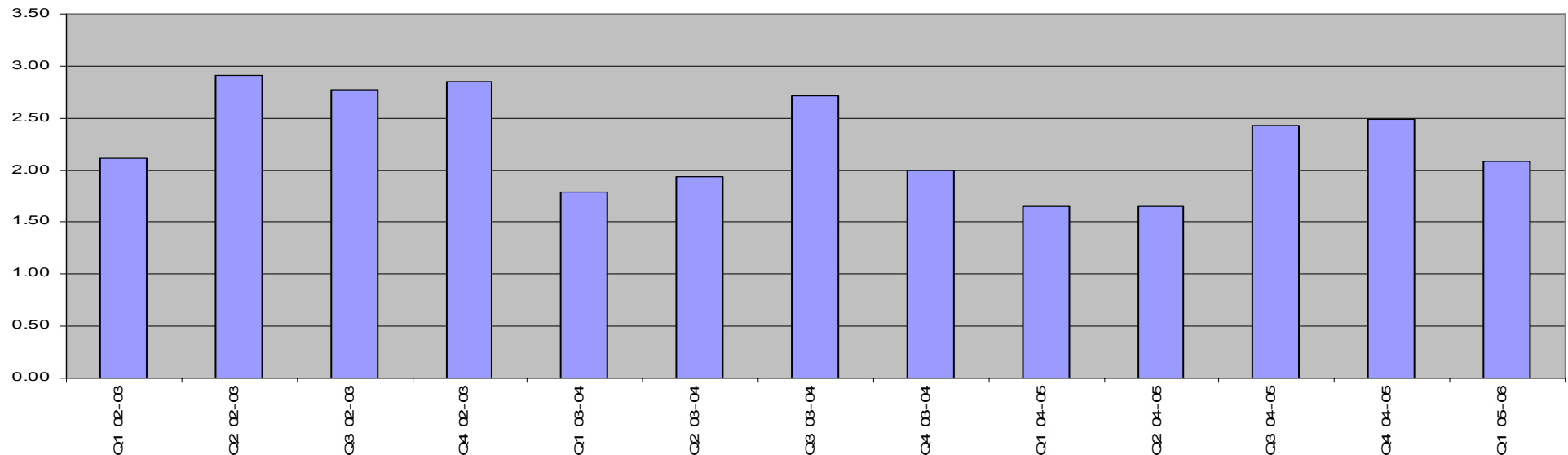
**KEY PERFORMANCE INDICATOR
PEOPLE STRATEGY (People & Skills)**

BVPI 15b

BVPI 12b PROPORTION OF WORKING DAYS LOST TO SICKNESS ABSENCE BY ALL STAFF	
DIRECTION FOR GOOD PERFORMANCE	▼
QUARTER COMPARED WITH LAST QUARTER	▼
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▲
ESTIMATE FOR YEAR	8.3
TARGET FOR YEAR	8.3
TRAFFIC LIGHT	GREEN



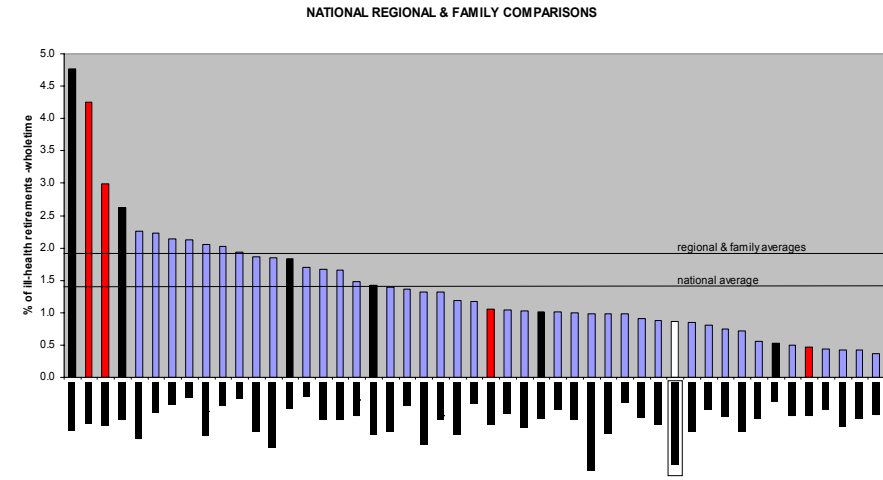
QUARTERLY DATA FROM 2002-03



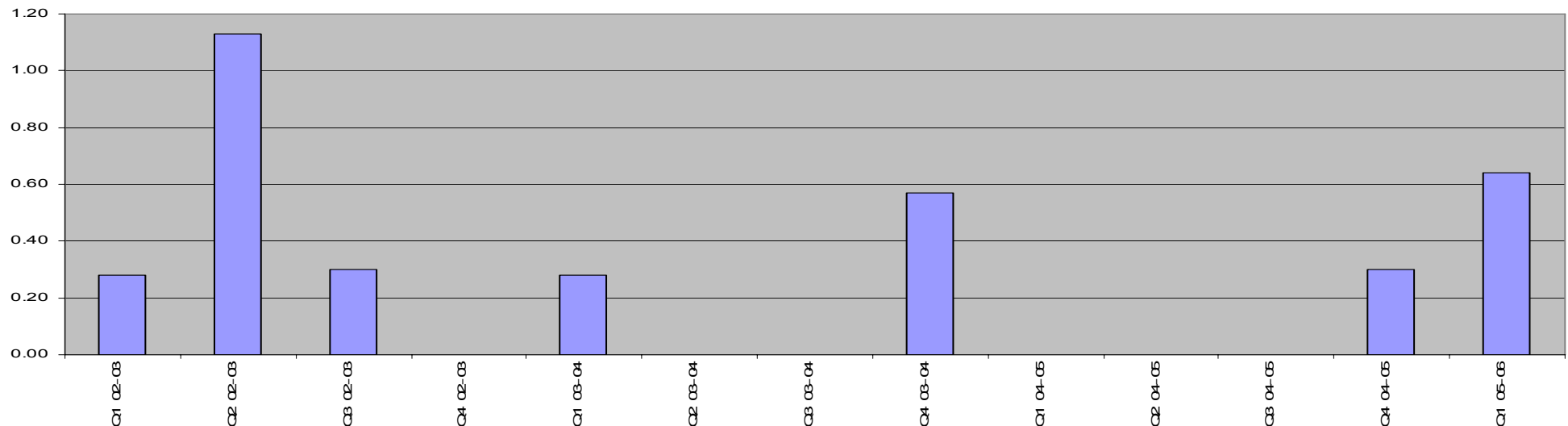
**KEY PERFORMANCE INDICATOR
PEOPLE STRATEGY (People & Skills)**

BVPI 15b

BVPI 15a WHOLETIME FIREFIGHTER ILL HEALTH RETIREMENTS AS A PERCENTAGE OF THE TOTAL WORKFORCE	
DIRECTION FOR GOOD PERFORMANCE	▼
QUARTER COMPARED WITH LAST QUARTER	▲
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▲
ESTIMATE FOR YEAR	0.64
TARGET FOR YEAR	0.7
TRAFFIC LIGHT	GREEN



QUARTERLY DATA FROM 2002-03

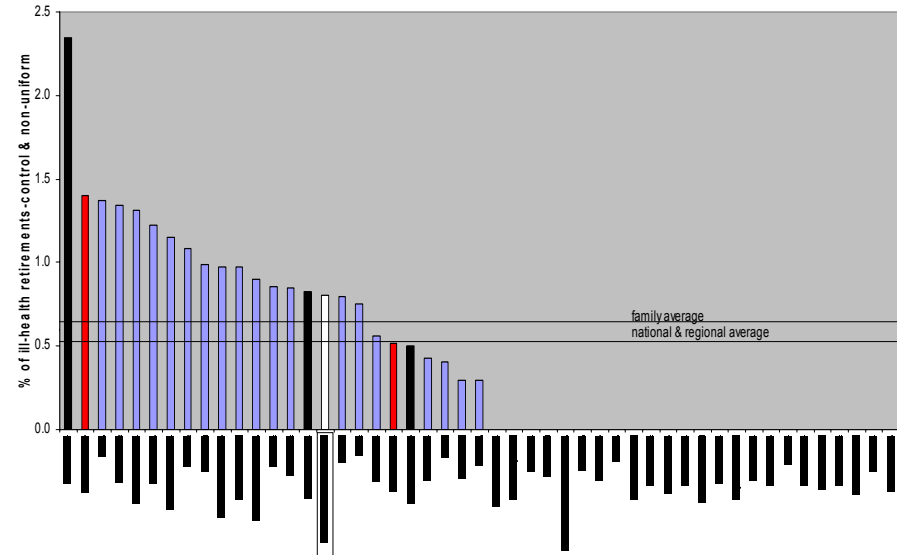


**KEY PERFORMANCE INDICATOR
PEOPLE STRATEGY (People & Skills)**

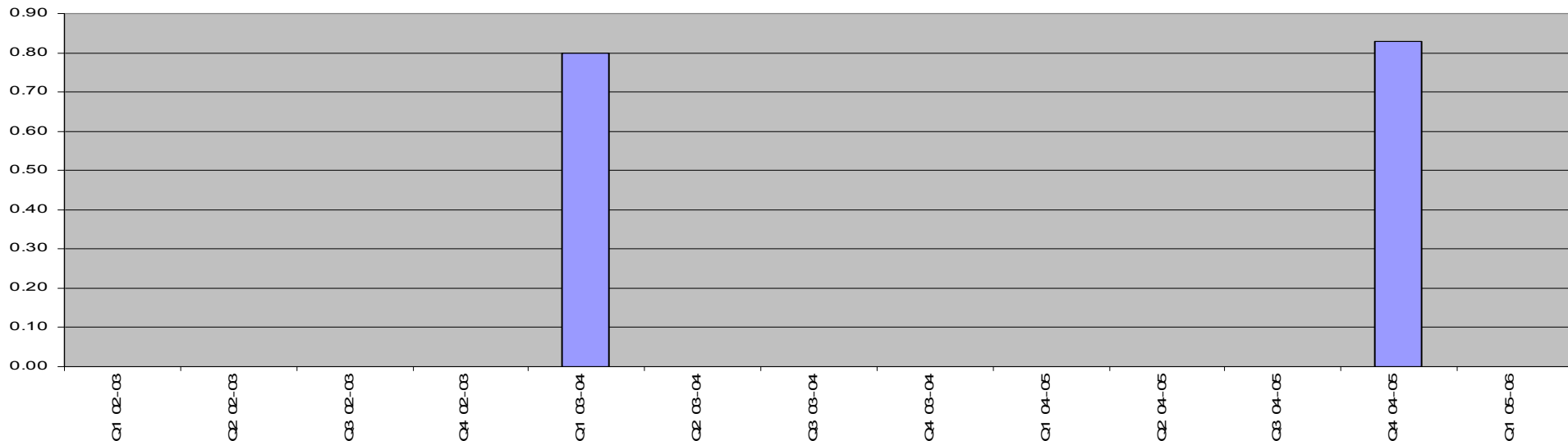
BVPI 15b

BVPI 15b CONTROL & NON-UNIFORM ILL HEALTH RETIREMENTS AS A PERCENTAGE OF THE TOTAL WORKFORCE	
DIRECTION FOR GOOD PERFORMANCE	▼
QUARTER COMPARED WITH LAST QUARTER	▼
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▶
ESTIMATE FOR YEAR	0.0
TARGET FOR YEAR	0.7
TRAFFIC LIGHT	GREEN

NATIONAL REGIONAL & FAMILY COMPARISONS



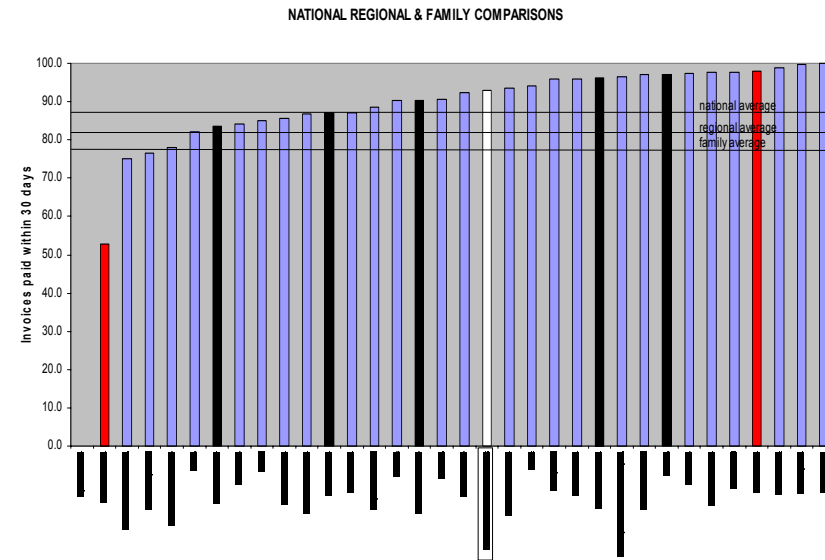
QUARTERLY DATA FROM 2002-03



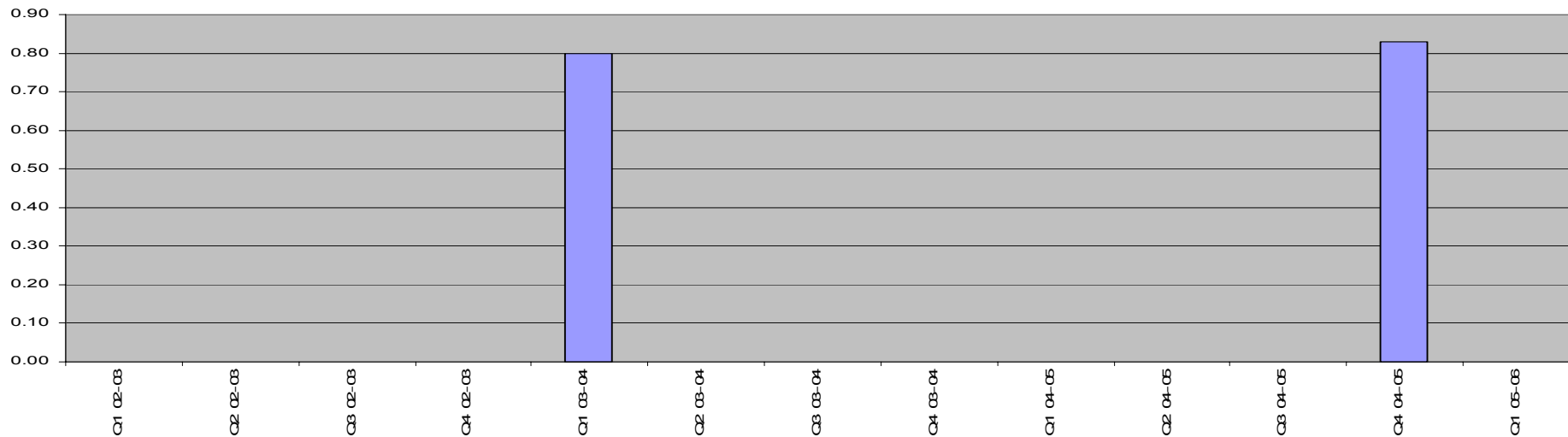
**KEY PERFORMANCE INDICATOR
BUILDING CAPACITY IN SUPPORT SERVICES (Corporate Management)**

BVPI 8

BVPI 8 – INVOICES PAID WITHIN 30 DAYS	
DIRECTION FOR GOOD PERFORMANCE	▲
QUARTER COMPARED WITH LAST QUARTER	▲
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▲
ESTIMATE FOR YEAR	97.5
TARGET FOR YEAR	100
TRAFFIC LIGHT	AMBER



QUARTERLY DATA FROM 2002-03

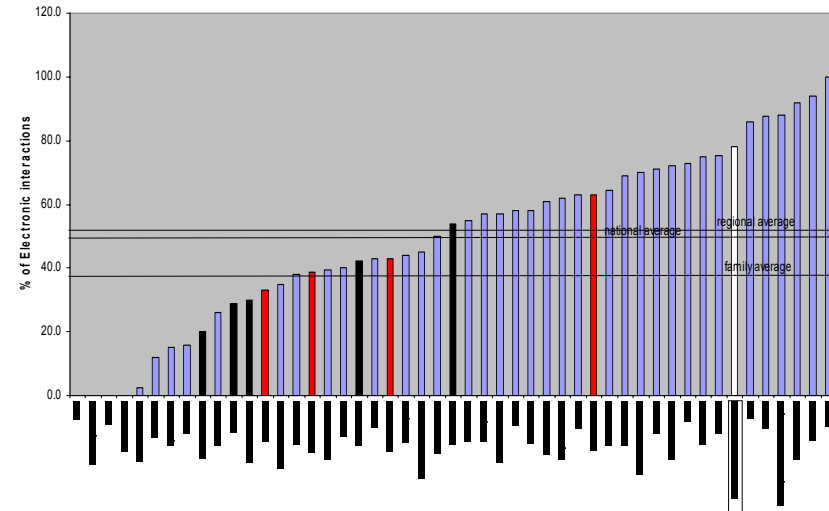


**KEY PERFORMANCE INDICATOR
BUILDING CAPACITY IN SUPPORT SERVICES (Corporate Management)**

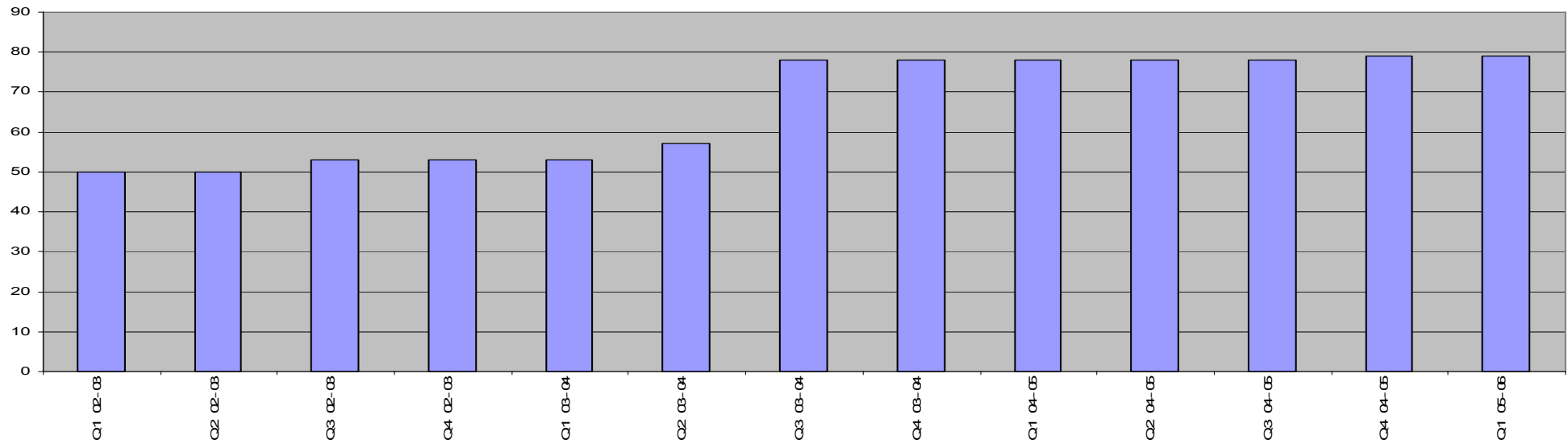
BVPI 157

BVPI 157 – ELECTRONIC INTERACTIONS	
DIRECTION FOR GOOD PERFORMANCE	▲
QUARTER COMPARED WITH LAST QUARTER	▶
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▲
ESTIMATE FOR YEAR	79
TARGET FOR YEAR	100
TRAFFIC LIGHT	AMBER

National Regional & Family Comparisons



QUARTERLY DATA FROM 2002-03



6. WORK PROGRAMME

Purpose of Report

1. To consider the development of the work programme.
-

Background

2. At the Best Value Policy and Performance Committee Meeting held on 6 July 2005, it was agreed to hold a workshop to determine a work programme for 2005/06, with a view to the programme being finalised at this meeting.

Progress

3. The workshop was successful. Specific outcomes were:
 - That the work programme should include monitoring of the Comprehensive Performance Assessment (CPA) process, the CPA Improvement Plan and the progress against Regional Management Board projects.
 - Comments were made on the draft CPA Improvement Plan.
 - That a policy review methodology should be prepared and used to review the operation of Automatic Fire Alarms with the review then being reported to the Committee for consideration.
 - That a three year Best Value review process should be identified and agreed, incorporating any truncated reviews in this current year, following the 'Round Table' event at which the CPA Improvement Plan will be discussed. It was further noted that the methodology to be used in the future would be an outcome of the current Regional Management Board project on Best Value.
 - The Chairman of the Committee would be represented at the CPA 'Round Table' event referred to above.
4. Agenda item 7 on this agenda sets out proposed changes to the service planning process which will also impact on the Committee's work.

Recommendation

The Chief Fire Officer recommends that the approach to developing the Committee's work programme as set out in this report be endorsed.

Background Papers

None

7. SERVICE PLANNING PROCESS

Purpose of Report

1. To note the need to develop an integrated planning and performance management framework and to consider how that should be progressed.
-

Background

2. Whilst the Terms of Reference of the Committee approved in September 2004 were designed to reflect the influences of modernisation, the Comprehensive Performance Assessment (CPA) process has caused the Service to consider the benefits of seeking further improvement to the Service Authority's planning and performance systems in order to help achieve an 'excellent' rating in the future.
3. The Service now faces a number of separate, and sometimes competing, statutory drivers in managing a modernised Fire and Rescue Service. The 'Best Value' regime now 'competes' with a statutory duty to carry out Integrated Risk Management Planning, CPA and Improvement Planning. The Service has internal requirements to carry out work to support the budget setting process, and intend to monitor operational performance using Operational Assurance as a further 'tool' to drive the planning processes. All such drivers will now reside within the Government's National Framework Document which annually sets out :
 - *"the Government's expectations for the Fire and Rescue Service*
 - *what Fire and Rescue Authorities are expected to do*
 - *what support Government will provide."*
4. To date, separate processes, have been created in response to each of the individual drivers as and when they occurred, leading to a situation where the Service has separate means for their planning, reporting and processing. There is some danger that the various planning and performance management frameworks may continue to develop in isolation, resulting in inefficiencies. If the Authority is to become an "excellent" Authority, these various separate programmes now need to be integrated into a single consolidated planning and performance management framework. Re-alignment of processes into a single consolidated system will not only improve the quality and robustness of the work, but will also reduce bureaucracy and make administration more cost effective.
5. This work is of vital importance for the Authority, and the Authority must ensure that any new systems fully meet the various statutory and non-statutory needs. Such change require careful consideration and 'challenge' to ensure that the best results are achieved for the Authority. Initial discussions with the external auditors, PricewaterhouseCoopers, have established that the intentions fully accord with the general modernisation agenda. They have offered to work with the Service to assist in

developing an integrated planning and performance management framework. It is suggested that this process would be greatly improved by the early input and participation of this Committee.

6. Without pre-judging the outcomes of this process, it is hoped that the potential to implement changes in time for the delivery of the 2006/7 Service Plan (and associated Performance Management processes) may be realised.

Recommendation

The Chief Fire Officer recommends that the review of the Service's Planning and Performance mechanisms, in conjunction with Price Waterhouse Coopers and Principal Management be supported, and that the Committee participate in the Review in order to make recommendations to the Fire and Rescue Authority with regard to the most appropriate future framework.

Background Papers

None