

Agenda

Councillors

Herefordshire:

Mrs E M Bew

Worcestershire:

Mrs M L Drinkwater (Vice-Chairman), Mr A Fry (Chairman), Mr J Holden, Mr M M G Oborski.

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 Best Value, Policy and Performance Committee held on Friday 29 September 2006 and note the note relating to the Committee's meeting scheduled for 30th November, 2006. (copy attached – pink pages).

5. Performance Plan 2006/07 Second Quarter Analysis 1 July 2006 – 30 Sept 2006 (p.1-10)

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

6. Reducing Risk in the Community (p.11-14)

To outline the methods being employed to reduce risk for at risk groups in the Community.

7. Recruitment Strategy (p.15-16)

To update Members on the progress made in undertaking a comprehensive review of recruitment.

Minutes

Present:

Worcestershire:

Mrs ML Drinkwater (Vice-Chairman), Mr A Fry (Chairman), Mr C T Smith.

Available Papers:

- A. The agenda paper and appendices referred to. (previously circulated).
- B. The Minutes of the meeting of the Best Value, Policy and Performance Committee held on 8th June, 2006. (previously circulated).
- C. Supplementary information containing detailed statistics in relation to the Performance Plan 2006/2007 (previously circulated). An amended page No.17 was circulated at the meeting.

(A copy of the agenda papers will be attached to the signed minutes).

45. (Agenda item 1) Apologies for Absence

Apologies were received from Mrs EM Bew, G Holden and Mr MMG Oborski.

46. (Agenda item 2) Named Substitutes

Mr CT Smith substituted for Mrs EM Bew.

47. (Agenda item 3) Declaration of Interests

None.

48. (Agenda item 4) Confirmation of Minutes

RESOLVED: that Minutes of the meeting held on 8th June, 2006 be confirmed as a correct record and signed by the Chairman.

49. (Agenda item 5) Performance Plan 2006/07 First Quarter Analysis 1 April – 30 June 2006

Consideration was given to a report which provided an update on progress being made towards achieving Performance Plan targets and to note information contained within the Best Value Performance Indicator Quarterly Performance report.

Circulated at the meeting and attached to the agenda with these Minutes was an amended page No.17 to the report.

Members were informed that more properties were being fitted with smoke alarms which had an effect on the reduction in accidental fires. Action was continuing to raise awareness of the community involving a multi agency approach (e.g. County Council Social Services Department) with a view to reducing the number of accidental fires which hopefully would result in even more properties being fitted with smoke alarms.

RESOLVED: that

- (i) a report be submitted to the next meeting of this Committee in relation to those areas of the community which are being targeted with a view to the awareness of the community being raised in respect of fire prevention;**
- (ii) the report be noted.**

50. (Agenda item 6) Fire Service Performance Management Framework 2006/07

Consideration was given to a report which updated the Committee on progress being made on the preparation for the Operational Assessment of Service Delivery site visit.

A report would be submitted to the next meeting of this Committee on the outcome of the assessment.

RESOLVED: that the report be noted

51. (Agenda item 7) Human Resources Update – Absence Management

Consideration was given to a report which informed the Committee of statistics relating to long and short-term sickness for uniformed personnel, excluding retained fire fighters.

RESOLVED: that the report be noted.

52. (Agenda item 8) Human Resources Update - Recruitment

The Committee considered a report which updated the Committee on the progress of the Service's strategy for recruitment.

Members were informed that raising the profile of the Fire Service was key to attracting appropriate candidates for available posts within the Fire Service.

The Chairman agreed that profile was a key element in the recruitment process and took the view that the Committee should be actively involved in achieving a satisfactory recruitment process which will give the Fire Service a mechanism which will attract applicants from all areas of the community.

RESOLVED: that

- (i) a report be submitted to a future meeting of this Committee detailing the current recruitment process and the future strategy to be adopted in respect of this**

process, with a progress report being submitted to the next meeting;

(ii) the report be noted.

53. (Agenda item 9) Policy, Planning and Performance Departmental Update

Consideration was given to a report which updated the Committee on the work of the Policy, Planning and Performance Department.

RESOLVED: that the report be noted.

The meeting ended at 11.55 a.m.

Chairman

5. PERFORMANCE PLAN 2006/07 SECOND QUARTER
ANALYSIS 1 JULY 2006 – 30 SEPT 2006

Purpose of Report

1. To provide an update on progress being made towards achieving Performance plan targets and to note information contained within the Best Value Performance Indicator (BVPI) quarterly performance report.
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Background

2. The main purpose of the quarterly performance report is to provide the Best Value, Policy and Performance Committee and Performance Review officers with information regarding the Service's performance and progress against the targets that have been established within the Performance Plan 2006/07.
3. The report detailing the Service's performance in the second quarter of 2006/07 (1 July 2006 to 30 September 2006) is enclosed separately for Members of the Committee and is available to the public on request.
4. That report contains 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 performance indicators (PIs) reflecting our key objectives and strategic initiatives contained within the 2006/07 performance plan. The estimates shown in the tables are predicted estimates for the end of the year and 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. Performance on the individual key PIs are then illustrated in a series of graphs showing the past years performance against the targets 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 both celebrate success and highlight areas of improvement. Action can then be implemented the latter areas in order that performance meets targets set for the future.

Incident Statistics

9. Members are requested to note the levels of operational activity experienced for the period 1 July 2006 to 30 September 2006 (2nd Quarter 2006-07), as appended to the report.
10. There has been an increase in incidents during the 2nd Quarter when compared both with the 1st Quarter 2006-07 and the same quarter last year (2nd Quarter 2005-06). This is mainly due to increases in primary fires, false alarms and special service incidents.
11. An initial analysis of these figures has identified the weather as a particular causal factor; the second quarter of 06/07 comprised two exceptionally warm months (July 5°C above the long term average, September 3°C above the long term average), with two localised storms contributing the majority of the increase in special service incidents in the quarter.

Primary Fires

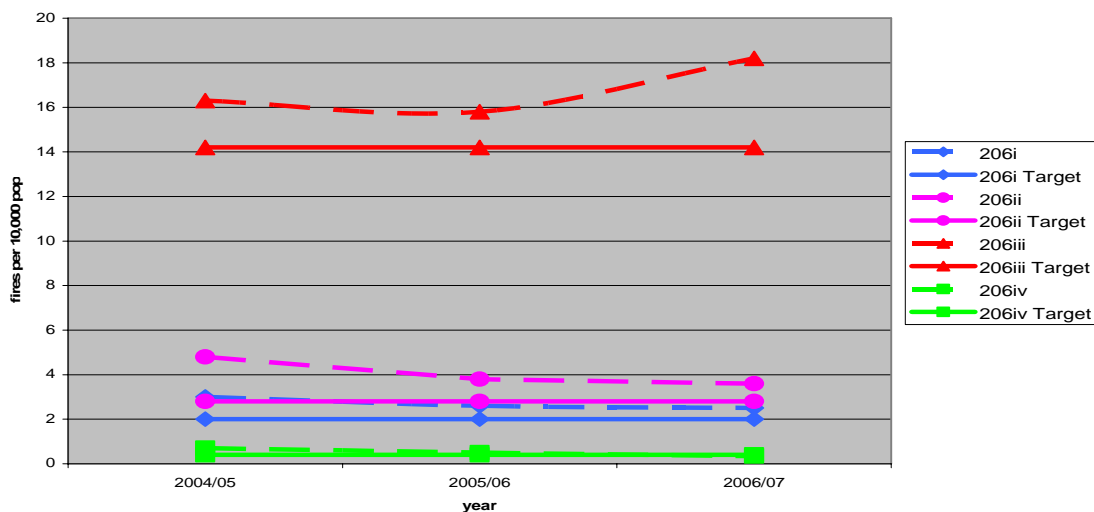
12. At the six month midpoint, there has been a 16% increase in primary fires compared with the same point last year 2005/06, with the major contributors to this being **increases in the number of deliberate fires excluding vehicles and the number of accidental primary fires.**
13. There was a total of 411 primary fires in the second quarter, out of these 280 or 68% of the total were attributed to accidental causes. This compares with the average proportion of accidental fires making up 62% of all primary fires per quarter.

Deliberate Fires

14. Deliberate secondary fires excluding vehicles (this includes grassland, heath and rubbish fires) have driven the overall increase in our deliberate fire statistics this quarter. The graph below illustrates this:

Hereford & Worcester Fire and Rescue Authority
Best Value, Policy and Performance Committee
22 January 2007

206 Deliberate fires



Year by Year Q2 Comparison

	Q2 03-04	Q2 04-05	Q2 05-06	Q2 06-07
206i Deliberate primary fires excluding vehicles	49	43	55	66
206ii Deliberate primary vehicle fires	117	113	80	65
206iii Deliberate secondary fires excluding fires	689	363	394	538
206iv Deliberate secondary vehicle fires	23	11	7	7

15. We attended 538 deliberate secondary fires in the second quarter compared with 375 in the first quarter and 394 in the same quarter last year. Further analysis has suggested this increase can be attributed to the significantly higher summer temperatures and the school holiday period. The majority of deliberate secondary fires were concentrated in Kidderminster, Redditch and Worcester

Deliberate Fires - Proposed Action Plan

- Local targeted prevention work from Community Safety Managers
- Further work on targeted prevention and arson reduction being progressed through our active involvement in Crime and Disorder Reduction Partnerships (CDRPs). In North Worcestershire, Station Managers are active members of the CDRP in Bromsgrove, Kidderminster and Redditch. A similar situation exists in South Worcestershire, where in addition, the District Commander is a member of the strategic body. In Herefordshire, our representative on the local CDRP is the District Commander.
- The Service is now exploring the potential of a proactive response to weather warnings from the Met Office particularly in identified hot spot areas with support from Community Safety Advisors and Community Risk Managers.

Special Service Incidents

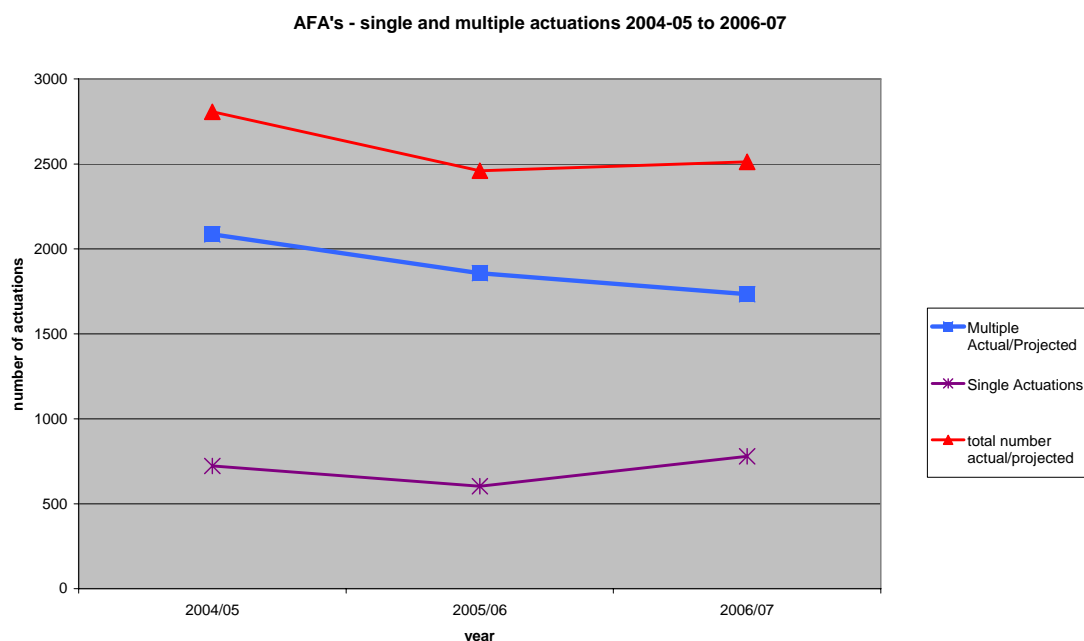
16. There has been a 20% increase in special service incidents over the first two quarters compared with the position at the same time in 2005/06. This accounts for an additional 181 incidents. The majority of these (166) occurred during two localised storms on 5 July 2006 and 23 August 2006, during which the Service attended 116 flooding or water removal incidents.

Special Service Incidents – Proposed Actions

- Explore the potential of closer engagement with Local Authorities and Water Undertakers in delivering long term solutions to flash flooding.
- Officers to reflect on further target setting in the context of changing weather conditions.

Automatic False Alarms (AFAs)

17. There has been an increase in false alarms with 801 automatic false alarm incidents attended in the 2nd quarter compared with 512 in the 1st quarter and 676 in the same quarter last year. This can be attributed mainly due to single activations rather than multiple activations from the same buildings. This increase is broadly reflected within the West Midlands region which might well indicate demographic (more AFA systems) or climatic (hot spells and electrical storms) causes. Any reduction in multiple occurrences would of course also affect this indicator and the current policy on repeated alarms is subject to a RMB review programmed for March 2007.



AFA - Proposed Action

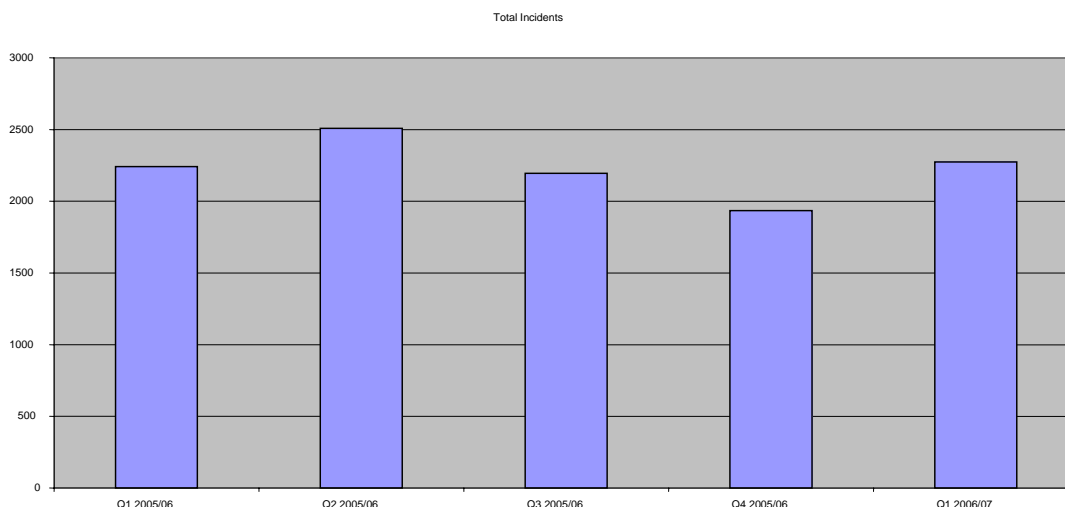
- Further detailed work is being undertaken into the causes of the increase in these incidents and possible action to address this issue, targeting the key areas concerned. The Service continues to operate its preventative strategies and will report during the meeting on how these strategies will be adapted in the future.

Prevention

18. The Service undertook 615 Home Fire Safety Checks in the 2nd quarter. Although this is less than the number of checks undertaken in the first quarter, it is still higher than undertaken in the same quarter last year. Historically, there has been a dip in home fire safety checks during the summer holiday period, combined this year with the increase in operational incidents. 828 smoke alarms were fitted in the second quarter and the Service is currently predicting that by the end of the year nearly 3700 smoke alarms will have been fitted, an increase of 15% on last years figures.
19. As well as the summary tabulation below, a graphic has been included that demonstrates the profile of incident statistics over the last 5 quarters.

Summary

Quarter	All Fires	Special Service Incidents	All False Alarms	Total Incidents
Quarter 2 2005/06	922	477	1110	2509
Quarter 3 2005/06	669	475	1051	2195
Quarter 4 2005/06	751	375	809	1935
Quarter 1 2006/07	948	423	902	2273
Quarter 2 2006/07	1335	697	1287	3319



Background papers

None

Incident Statistics – Comparative Data 1 July 2006 to 30 September 2006

		Quarter 1 2006/07			Quarter 2 2006/07		
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	134	61	152	154	195	237
	26 Droitwich	45	25	58	60	42	96
	28 Evesham	32	19	58	51	32	71
	29 Pebworth	3	0	3	16	3	5
	30 Broadway	4	0	4	2	6	17
	31 Pershore	24	10	14	14	12	24
	32 Upton	10	14	14	22	30	20
	41 Malvern	38	18	46	70	38	72
	53 Tenbury Wells	4	5	1	6	3	11
	District Total	294	152	350	395	361	553
North	22 Stourport	76	18	21	90	19	40
	23 Bewdley	26	13	9	38	9	6
	24 Kidderminster	94	44	92	192	52	132
	25 Bromsgrove	100	50	109	99	52	99
	27 Redditch	188	48	132	274	51	202
	District Total	484	173	363	693	183	479
West	42 Ledbury	17	9	15	18	16	21
	43 Fownhope	3	0	1	2	3	2
	44 Ross on Wye	20	10	21	22	24	21
	45 Whitchurch	5	7	5	5	9	2
	46 Hereford	72	51	105	117	53	149
	47 Ewyas Harold	5	0	0	8	2	2
	48 Eardisley	4	2	2	7	7	4
	49 Kington	3	3	2	4	1	1
	50 Leintwardine	4	0	2	3	1	1
	51 Kingsland	4	4	0	9	5	8
	52 Leominster	14	5	23	23	20	24
	54 Bromyard	13	7	10	14	7	16
	55 Peterchurch	6	0	3	15	5	4
	District Total	170	98	189	247	153	255

Fire Statistics 1 July 2006 to 30 September 2006

District	Station	Primary Fires (FDR1)	Secondary Fires (FDR3)	Chimney Fires	Total Fires	Rescues at Fires	Casualties at Fires	Fatalities at Fires
South	21 Worcester	60	93	1	154	1	3	0
	26 Droitwich	24	36	0	60	0	0	0
	28 Evesham	14	37	0	51	0	0	1
	29 Pebworth	6	10	0	16	0	0	0
	30 Broadway	1	1	0	2	0	0	0
	31 Pershore	3	10	1	14	0	0	0
	32 Upton	9	13	0	22	0	0	0
	41 Malvern	25	45	0	70	0	2	0
	53 Tenbury	3	3	0	6	0	0	0
District Total	145	248	2	395	1	5	1	
North	22 Stourport	17	73	0	90	0	1	0
	23 Bewdley	10	28	0	38	0	0	0
	24 Kidderminster	43	149	0	192	0	0	0
	25 Bromsgrove	38	60	1	99	1	2	0
	27 Redditch	70	204	0	274	0	4	2
District Total	178	514	1	693	1	7	2	
West	42 Ledbury	5	13	0	18	0	0	0
	43 Fownhope	0	2	0	2	0	0	0
	44 Ross on Wye	10	12	0	22	0	1	0
	45 Whitchurch	1	4	0	5	0	0	0
	46 Hereford	38	78	1	117	0	2	0
	47 Ewyas Harold	4	4	0	8	0	0	0
	48 Eardisley	5	1	1	7	0	0	0
	49 Kington	4	0	0	4	0	1	0
	50 Leintwardine	0	1	2	3	0	0	0
	51 Kingsland	6	3	0	9	0	0	0
	52 Leominster	8	14	1	23	0	0	0
	54 Bromyard	4	10	0	14	0	0	0
	55 Peterchurch	3	11	1	15	0	0	0
District Total	88	153	6	247	0	4	0	
GRAND TOTAL	411	915	9	1335	0	0	3	

Special Service Incidents 1 July 2006 to 30 September 2006

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	195	0	195	9	14	1
	26 Droitwich	40	2	42	3	12	1
	28 Evesham	32	0	32	0	4	0
	29 Pebworth	3	0	3	0	0	0
	30 Broadway	6	0	6	0	0	0
	31 Pershore	12	0	12	0	7	0
	32 Upton	30	0	30	1	1	1
	41 Malvern	38	0	38	6	2	0
	53 Tenbury	3	0	3	1	1	0
District Total	359	2	361	19	41	3	
North	22 Stourport	19	0	19	0	2	0
	23 Bewdley	9	0	9	0	2	0
	24 Kidderminster	50	2	52	5	6	0
	25 Bromsgrove	52	0	52	8	10	0
	27 Redditch	50	1	51	1	3	0
District Total	180	3	183	14	23	0	
West	42 Ledbury	16	0	16	0	7	0
	43 Fownhope	3	0	3	0	0	0
	44 Ross on Wye	24	0	24	0	6	0
	45 Whitchurch	9	0	9	0	3	1
	46 Hereford	52	1	53	4	9	0
	47 Ewyas Harold	2	0	2	0	1	1
	48 Eardisley	7	0	7	0	9	0
	49 Kington	1	0	1	0	0	0
	50 Leintwardine	1	0	1	0	0	0
	51 Kingsland	5	0	5	0	2	0
	52 Leominster	20	0	20	0	7	0
	54 Bromyard	6	1	7	0	3	0
55 Peterchurch	5	0	5	0	0	0	
District Total	151	2	153	4	47	2	
GRAND TOTAL		690	7	697	37	111	5

False Alarm and Fire Safety Service Incidents 1 July 2006 to 30 Sept 2006

District	Station	False Alarm Malicious	False Alarm Good Intent	False Alarm Apparatus	Total False Alarms
South	21 Worcester	10	42	185	237
	26 Droitwich	3	13	80	96
	28 Evesham	1	8	62	71
	29 Pebworth	0	4	1	5
	30 Broadway	1	1	15	17
	31 Pershore	0	7	17	24
	32 Upton	0	8	12	20
	41 Malvern	2	18	52	72
	53 Tenbury	0	0	11	11
	District Total	17	101	435	553
North	22 Stourport	2	13	25	40
	23 Bewdley	0	0	6	6
	24 Kidderminster	11	29	92	132
	25 Bromsgrove	3	28	68	99
	27 Redditch	13	52	137	202
	District Total	29	122	328	479
West	42 Ledbury	0	4	17	21
	43 Fownhope	0	0	2	2
	44 Ross on Wye	1	5	15	21
	45 Whitchurch	0	2	0	2
	46 Hereford	2	23	124	149
	47 Ewyas Harold	0	0	2	2
	48 Eardisley	0	1	3	4
	49 Kington	0	0	1	1
	50 Leintwardine	0	1	0	1
	51 Kingsland	0	2	6	8
	52 Leominster	6	4	14	24
	54 Bromyard	2	1	13	16
	55 Peterchurch	0	1	3	4
	District Total	11	44	200	255
	GRAND TOTAL	57	267	963	1287

Fire Safety Inspections 1 July 2006 to 30 Sept 2006	
Full inspections	6
Re-inspections	194
Plan inspections	10
Follow-up inspections	93
Specific inspections	394
Building Regulations Plans/Consultations	271

6. REDUCING RISK IN THE COMMUNITY

Purpose of Report

1. To outline the methods being employed to reduce risk for at risk groups in the Community.
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Background

2. Activity carried out by Hereford & Worcester Fire and Rescue Service aims to help reduce the incidence of fire, deaths and casualties from fire, in line with expectations within the National Framework.
3. The National Framework is a strategic plan that seeks to give Fire and Rescue Authorities the flexibility they require to meet the specific needs of their local communities. The Framework provides a firm foundation on which to build local community solutions.
4. The Integrated Risk Management Plan (IRMP) is designed to improve community safety through targeted delivery to those considered to be most 'at risk' from fire and the more productive use of Service resources which is outlined below.

The Community Safety Strategy

5. The Community Safety Strategy forms an integral part of the IRMP.
6. That ensures that we work to anticipate risk and adapt our preventative service delivery to reduce injury and harm wherever possible. The Service through the Community Safety Strategy has sought to demonstrate its aim of placing Prevention before Intervention, as the most effective means of reducing harm to the people in our community.
7. Wherever possible, our main efforts and resources will be targeted at those groups within the community who are known to be 'at risk' through a process known in Marketing circles as "Segmentation".

Four Core Segments
A. Fire Safety
B. Water Safety
C. Road Safety
D. Home Safety

Risk Reduction through the IRMP

8. Our risk reduction strategies are based upon a process of:
 - Identifying those who are most ‘at risk’
 - Confirming the location of those people
 - Identifying the risks to which they are exposed
 - Targeting the Service’s efforts and resources at reducing those risks using a range of prevention, protection and intervention initiatives
9. Over recent years, the sophistication of methods being used to understand risk in our Service area has improved significantly.
10. Our understanding and knowledge of risk has been greatly enhanced by using the Fire Service Emergency Cover (FSEC) software that was provided to all UK Fire and Rescue Services which includes demographic and census data from the latest surveys.
11. The Service’s Community Safety Department, District Commanders, Station Commanders and Community Risk Managers are now using dynamic methods reflected in the IRMP process, to produce “enabling strategies” to support retrospective and projective risk reduction delivery programmes.
12. To date, we have distributed the Community Safety Strategy throughout the Service area and to key strategic partners (Crime and Disorder Partnerships, Community Safety Groups and Local Strategic Partnerships).
13. In summary, we are reducing risks by:
 - Segmenting the community by geography, demographics and use of past incident data further informed by local knowledge to create highly targeted campaigns
 - Partnership working particularly including ‘sign posting’ arrangements with other agencies
 - Home Fire Safety Checks and installing smoke alarms
 - Support for national education campaigns when targeting coincides
 - Schools fire safety education programmes
 - Linking outreach activity to the Community
 - Arson and Fire Investigation

A. Fire Safety – Raising awareness of the risks and dangers of fire

The groups that are recognised as most ‘at risk’ are:

- Lone pensioners
- Single parent families
- People with a long term limiting illness
- People living in rented accommodation

B. Water Safety – Raising awareness of the dangers attending open water

- Those aged over 75 years – more frequent falls and decreasing ability to save themselves
- Males aged 15 to 30 years – alcohol plays a part in many drowning

C. Road Safety – Raising awareness and reducing risk

- Higher in males than females aged 10-19 years
- Serious injury for males and females aged over 85 years
- Fatality rate greater for those aged over 85 years

D. Home Safety – Reducing the risk of fire in the domestic environment

Generic to everybody in the Service area – We are now in a position to target areas and segment hard to reach communities using demographic Station profiles and Community Safety Advisers.

Generic Segmentation of ‘At Risk’ Groups

- Elderly/Infirm
- Young people
- Youth
- Disabled – hearing, sight, physical
- Migrant Workers
- Static ethnic communities – for example Eastern European, Pakistani, Muslim
- Traveller communities
- Seasonal Agricultural workers
- Hostels/Homeless

Specific Segmentation of “At Risk” Groups

- Firesetters
- Arson
- MAPP (Multi Agency Public Protection Arrangements)

Targeting ‘At Risk’ Groups

14. The Community Fire Safety Programme comprises of prevention, protection and intervention as appropriate in the circumstances. Wherever possible, work is undertaken in collaboration with other organisations in order to develop effective partnerships which maximise the outcomes from our joint efforts. Partnerships within local communities operating using shared intelligence to maximise effectiveness of shared service delivery.

Targeted Delivery

15. Service delivery is in compliance with the Community Fire Safety (CFS) strategy and is targeted to our ‘at risk’ groups using our core safety areas. Partnership synergy and shared intelligence is paramount to the sustainability and delivery of service.

Fire Safety

- Danger Dodgers (500 young people, 10/11 year olds at key stage 2)
- Education fire safety key stage 1/2/3
- Prince’s Trust (2 teams of 26 young people 16-25 years old)

Water Safety

- YOT (Youth Offending Team)
- Water Safety Education Key stage 2 – partnership with RLSS (Royal Life Saving Society)

Road Safety

- Child seat safety checking
- Dying to drive (1200 students 14/15 year olds at Key stage 3)
- Smart risk
- Crucial Crew

Home Safety

- HFSC (Home Fire Safety Check)
- Sure start
- Home start
- Young Citizens Challenge (720 students, 10/11 year olds at Key stage 2)

Delivery Partnerships

16. The Service continually works in partnership with other organisations to develop new initiatives that will reduce the risk to our communities. Example of current delivery partnerships in operation include:

- West Mercia Police
- National Road Safety
- RoSPA (Royal Society for the Prevention of Accidents)
- Deaf Direct
- Shelter (homeless to home)
- Age Concern
- Herefordshire Council
- Worcestershire County Council
- Ethnic Access Link
- MELA
- Hereford Association for the Blind
- Worcester Association for the Blind

Performance Management

17. The Service records all activity with community groups. Evidencing demonstrable cohesive delivery of service to 'at risk' groups. This is documented in:

- Monthly reports
- MIS (Management Information System)
- CFRMIS (Community Fire Risk Management Information System)
- HFSC (Home Fire Safety Check) Database
- Partnership Database

Background Papers

None

7. RECRUITMENT STRATEGY

Purpose of Report

1. To update Members on the progress made in undertaking a comprehensive review of recruitment.
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Background

2. At the Best Value, Policy and Performance Meeting on 29 September 2006, the committee asked for a comprehensive review of recruitment to be undertaken and an update report to be presented to a future meeting.
3. Following an initial review, significant further areas of work have been identified and many of these are ongoing, analysis and collection of data will continue, with the final report being developed as a corporate objective in 2007/8.
4. This process will include a detailed study of current recruitment practices, analysis of Firefighter recruitment in the final quarter of 2006/7 and full evaluation of the impact of the National Firefighter Selection Tests which will be in place for the first quarter of 2007/8. The use of these tests for the recruitment and selection of Firefighters for all duty systems is a requirement of the National Framework.
5. The review is being undertaken with a view to strengthening current systems in order to support Hereford & Worcester Fire and Rescue Service's commitment to recruitment and employment of a more diverse workforce that is reflective of its local communities.

Progress to date

6. An initial review has been undertaken into past recruitment initiatives and present targeting of under represented groups with a particular focus on the lessons learnt from previous recruitment campaigns.

Transitional Arrangements

7. A plan has been developed to focus advertising and awareness raising for under represented groups by making full use of literature provided for a national advertising campaign aimed at attracting more female applicants to Fire and Rescue Services. This will include a number of awareness raising events. Ethnic minority groups will be targeted for awareness raising by making full use of the Community Safety Advisors. This work will be co-ordinated by the new Equality and Diversity Officer.
8. This review has informed the development of the following key objectives:
 - Maintenance of agreed establishment levels.

- Attracting applicants from under represented groups and taking positive action to ensure that the workforce is representative of the communities that it serves.
- Introduction of succession planning.
- Ensuring compliance with legislation in order to eliminate any discrimination in future recruitment and selection.
- Introducing a framework for recruitment planning.
- Promoting equality of opportunity.

2007/08 Objective

9. This initial work will inform a key objective for 2007/08; to produce a comprehensive report that has reviewed present recruitment practices and strengthened current systems, in order to ensure that the workforce is fully representative of the communities that we serve.

Background Papers

None



**HEREFORD & WORCESTER
FIRE AND RESCUE AUTHORITY**

**Performance Plan 2006/07
2nd Quarter Analysis
1 July 2006 – 30 Sept 2006**



Performance Management Team

**Hereford & Worcester Fire and Rescue Authority
Best Value, Policy and Performance Committee**

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Incident Statistics – Comparative Data 1 Jul 2006 to 30 Sep 2006

		Quarter 1 2006/07			Quarter 2 2006/07		
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	134	61	152	154	195	237
	26 Droitwich	45	25	58	60	42	96
	28 Evesham	32	19	58	51	32	71
	29 Pebworth	3	0	3	16	3	5
	30 Broadway	4	0	4	2	6	17
	31 Pershore	24	10	14	14	12	24
	32 Upton	10	14	14	22	30	20
	41 Malvern	38	18	46	70	38	72
	53 Tenbury Wells	4	5	1	6	3	11
	District Total	294	152	350	395	361	553
North	22 Stourport	76	18	21	90	19	40
	23 Bewdley	26	13	9	38	9	6
	24 Kidderminster	94	44	92	192	52	132
	25 Bromsgrove	100	50	109	99	52	99
	27 Redditch	188	48	132	274	51	202
	District Total	484	173	363	693	183	479
West	42 Ledbury	17	9	15	18	16	21
	43 Fownhope	3	0	1	2	3	2
	44 Ross on Wye	20	10	21	22	24	21
	45 Whitchurch	5	7	5	5	9	2
	46 Hereford	72	51	105	117	53	149
	47 Ewyas Harold	5	0	0	8	2	2
	48 Eardisley	4	2	2	7	7	4
	49 Kington	3	3	2	4	1	1
	50 Leintwardine	4	0	2	3	1	1
	51 Kingsland	4	4	0	9	5	8
	52 Leominster	14	5	23	23	20	24
	54 Bromyard	13	7	10	14	7	16
	55 Peterchurch	6	0	3	15	5	4
	District Total	170	98	189	247	153	255
	GRAND TOTAL	948	423	902	1335	697	1287

Fire Statistics 1 Jul 2006 to 30 Sep 2006

District	Station	Primary Fires (FDR1)	Secondary Fires (FDR3)	Chimney Fires	Total Fires	Rescues at Fires	Casualties at Fires	Fatalities at Fires
South	21 Worcester	60	93	1	154	1	3	0
	26 Droitwich	24	36	0	60	0	0	0
	28 Evesham	14	37	0	51	0	0	1
	29 Pebworth	6	10	0	16	0	0	0
	30 Broadway	1	1	0	2	0	0	0
	31 Pershore	3	10	1	14	0	0	0
	32 Upton	9	13	0	22	0	0	0
	41 Malvern	25	45	0	70	0	2	0
	53 Tenbury	3	3	0	6	0	0	0
District Total		145	248	2	395	1	5	1
North	22 Stourport	17	73	0	90	0	1	0
	23 Bewdley	10	28	0	38	0	0	0
	24 Kidderminster	43	149	0	192	0	0	0
	25 Bromsgrove	38	60	1	99	1	2	0
	27 Redditch	70	204	0	274	0	4	2
District Total		178	514	1	693	1	7	2
West	42 Ledbury	5	13	0	18	0	0	0
	43 Fownhope	0	2	0	2	0	0	0
	44 Ross on Wye	10	12	0	22	0	1	0
	45 Whitchurch	1	4	0	5	0	0	0
	46 Hereford	38	78	1	117	0	2	0
	47 Ewyas Harold	4	4	0	8	0	0	0
	48 Eardisley	5	1	1	7	0	0	0
	49 Kington	4	0	0	4	0	1	0
	50 Leintwardine	0	1	2	3	0	0	0
	51 Kingsland	6	3	0	9	0	0	0
	52 Leominster	8	14	1	23	0	0	0
	54 Bromyard	4	10	0	14	0	0	0
	55 Peterchurch	3	11	1	15	0	0	0
District Total		88	153	6	247	0	4	0
GRAND TOTAL		411	915	9	1335	2	16	3

Special Service Incidents 1 Jul 2006 to 30 Sep 2006

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	195	0	195	9	14	1
	26 Droitwich	40	2	42	3	12	1
	28 Evesham	32	0	32	0	4	0
	29 Pebworth	3	0	3	0	0	0
	30 Broadway	6	0	6	0	0	0
	31 Pershore	12	0	12	0	7	0
	32 Upton	30	0	30	1	1	1
	41 Malvern	38	0	38	6	2	0
	53 Tenbury	3	0	3	1	1	0
District Total	359	2	361	20	41	3	
North	22 Stourport	19	0	19	0	2	0
	23 Bewdley	9	0	9	0	2	0
	24 Kidderminster	50	2	52	5	6	0
	25 Bromsgrove	52	0	52	8	10	0
	27 Redditch	50	1	51	1	3	0
District Total	180	3	183	14	23	0	
West	42 Ledbury	16	0	16	0	7	0
	43 Fownhope	3	0	3	0	0	0
	44 Ross on Wye	24	0	24	0	6	0
	45 Whitchurch	9	0	9	0	3	1
	46 Hereford	52	1	53	4	9	0
	47 Ewyas Harold	2	0	2	0	1	1
	48 Eardisley	7	0	7	0	9	0
	49 Kington	1	0	1	0	0	0
	50 Leintwardine	1	0	1	0	0	0
	51 Kingsland	5	0	5	0	2	0
	52 Leominster	20	0	20	0	7	0
	54 Bromyard	6	1	7	0	3	0
55 Peterchurch	5	0	5	0	0	0	
District Total	151	2	153	4	47	2	
GRAND TOTAL		690	7	697	38	111	5

False Alarms and Fire Safety Statistics 1 July 2006 to 30 Sept 2006

District	Station	False Alarm Malicious	False Alarm Good Intent	False Alarm Apparatus	Total False Alarms
South	21 Worcester	10	42	185	237
	26 Droitwich	3	13	80	96
	28 Evesham	1	8	62	71
	29 Pebworth	0	4	1	5
	30 Broadway	1	1	15	17
	31 Pershore	0	7	17	24
	32 Upton	0	8	12	20
	41 Malvern	2	18	52	72
	53 Tenbury	0	0	11	11
	District Total	17	101	435	553
North	22 Stourport	2	13	25	40
	23 Bewdley	0	0	6	6
	24 Kidderminster	11	29	92	132
	25 Bromsgrove	3	28	68	99
	27 Redditch	13	52	137	202
	District Total	29	122	328	479
West	42 Ledbury	0	4	17	21
	43 Fownhope	0	0	2	2
	44 Ross on Wye	1	5	15	21
	45 Whitchurch	0	2	0	2
	46 Hereford	2	23	124	149
	47 Ewyas Harold	0	0	2	2
	48 Eardisley	0	1	3	4
	49 Kington	0	0	1	1
	50 Leintwardine	0	1	0	1
	51 Kingsland	0	2	6	8
	52 Leominster	6	4	14	24
	54 Bromyard	2	1	13	16
	55 Peterchurch	0	1	3	4
	District Total	11	44	200	255
	GRAND TOTAL	57	267	963	1287

Fire Safety Inspections 1 July 2006 to 30 Sept 2006	
Full inspections	6
Re-inspections	194
Plan inspections	10
Follow-up inspections	94
Specific inspections	395
Building Regulations Plans/Consultations	271

INTEGRATED RISK MANAGEMENT	KEY STRATEGIC OBJECTIVE PIs
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	Performance Indicator	Historic Data	Comparative Data			Last Year	Current Year		Forecast Data		Traffic light
		04/05 Actual	04/05 National Average	04/05 Family Average	04/05 Regional Average	05/06 Actual	06/07 Target	06/07 Estimate	07/08 Target	08/09 Target	
BVPI 143i & 143ii	Number of deaths and injuries from accidental fires in dwellings per 100,000 population	0.27 5.1	0.43 8.00	0.39 11.15	0.41 4.96	0.00 3.97	0.32 2.9	0.14 4.11	0.31 2.0	0.29 1.2	AMBER
BVPI 206i, 206ii, 206iii & 206iv	Total number of deliberate primary fires excluding vehicles and in vehicles and secondary fires excluding vehicles and in vehicles by 10,000 pop.	3.0 4.8 16.3 0.7	New Nat Indicator	New Nat Indicator	New Nat Indicator	2.6 3.8 15.8 0.5	2.0 2.8 14.2 0.4	2.5 3.6 18.2 0.34	1.49 1.9 12.6 0.29	0.92 1.1 11 0.18	RED
BVPI 146i & 146ii	Number of malicious calls not attended and attended per 1,000 population	0.23 0.28	New Nat Indicator	New Nat Indicator	New Nat Indicator	0.32 0.31	0.34 0.21	0.27 0.23	0.37 0.16	0.39 0.11	AMBER
BVPI 149i	Number of false alarms caused by automatic fire detection equipment per 1,000 non-domestic properties	115.0	128.7	103.5	125.0	100.8	94	102.9	87	79	RED

PEOPLE	KEY STRATEGIC OBJECTIVE PIs
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	Performance Indicator	04/05 Actual	04/05 National Average	04/05 Family Average	04/05 Regional Average	05/06 Actual	06/07 Target	06/07 Estimate	07/08 Target	08/09 Target	Traffic light
BVPI 17a & 17b	% of uniformed staff from ethnic minority communities, and % of population of working age in the Service area from ethnic minority communities	0.7 2.2	1.4 5.4	0.5 1.4	2.6 6.9	0.7 2.2	1.2 -	0.7 2.2	1.7 -	2.2 -	AMBER
BVPI 210	Percentage of women Firefighters (prev. Local Indicator 18)	3.7	n/a	n/a	n/a	5.02	5.5	5.12	5.9	6.4	AMBER
BVPI 12a & 12b	Working days/shifts lost to sickness absence per head – Wholtime uniformed and all staff	9.52 9.16	9.71 10.30	9.62 9.25	10.53 11.05	9.16 8.46	8.7 8.04	9.24 8.86	8.24 7.62	7.78 7.2	RED
BVPI 15a & 15b	Percentage of staff eligible for Firefighters' Pension Scheme and LGPS taking ill-health retirement	0.30 0.79	1.04 0.51	0.99 0.45	1.33 0.36	1.23 0.0	0.3 0.0	0.0 0.0	0.0 0.0	0.0 0.0	GREEN

Traffic lights:
Green: Estimate for 2006/07 is at or above target/previous year
Amber: Estimate for 2006/07 is just below target /previous year
Red: Estimate for 2006/07 is considerably below target/previous year

SUPPORT SERVICES	KEY STRATEGIC OBJECTIVE PIs
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	Performance Indicator	Historic Data	Comparative Data			Last Year	Current Year		Forecast Data		Traffic light
		04/05 Actual	04/05 National Average	04/05 Family Average	04/05 Regional Average	05/06 Actual	06/07 Target	06/07 Estimate	07/08 Target	08/09 Target	
BVPI 8	Invoices for commercial goods and services paid by the Authority within 30 days of invoices being received by the Authority (%)	95.1	90.3	95.0	87.6	91	100	93.89	100	100	AMBER
Local Indicator	Efficiency Gains	-				4.4	3.6		5.0	7.5	

ORGANISATIONAL DEVELOPMENT	KEY STRATEGIC OBJECTIVE PIs
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	Performance Indicator	04/05 Actual	04/05 National Average	04/05 Family Average	04/05 Regional Average	05/06 Actual	06/07 Target	06/07 Estimate	07/08 Target	08/09 Target	Traffic light

Traffic lights:
 Green: Estimate for 2006/07 is at or above target/previous year
 Amber: Estimate for 2006/07 is just below target /previous year
 Red: Estimate for 2006/07 is considerably below target/previous year

INTEGRATED RISK MANAGEMENT

OTHER PIs

	Performance Indicator	Historic Data	Comparative Data			Last Year	Current Year		Forecast Data		Traffic light
		04/05 Actual	04/05 National Average	04/05 Family Average	04/05 Regional Average	05/06 Actual	06/07 Target	06/07 Estimate	07/08 Target	08/09 Target	
BVPI 142ii	Number of primary fires per 10,000 population	20.4	28.7	25.9	26.9	18.2	15.9	18.6	13.5	11.0	RED
BVPI 142iii	Number of accidental fires in dwellings per 10,000 dwellings	12.3	16.7	15.81	15.2	12.3	11.0	10.6	9.6	8.4	GREEN
BVPI 207	Fires in non-domestic premises per 1,000 non-domestic premises	9.5	New Nat Indicator	New Nat Indicator	New Nat Indicator	10.1	9.1	9.26	8.0	7.0	AMBER
BVPI 208	Percentage of people escaping unharmed from accidental dwelling fires	93.2	New Nat Indicator	New Nat Indicator	New Nat Indicator	93.6	93.7	92.41	93.8	93.9	AMBER
BVPI 209i	The percentage of fires attended in dwellings where a smoke alarm had activated	34.6	New Nat Indicator	New Nat Indicator	New Nat Indicator	35.4	37.6	37.4	38.0	38.4	AMBER
BVPI 209ii	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	12.2	New Nat Indicator	New Nat Indicator	New Nat Indicator	11.5	9.8	9.1	8.8	8.4	GREEN
BVPI 209iii	The percentage of fires attended in dwellings where no smoke alarm was fitted	58.8	New Nat Indicator	New Nat Indicator	New Nat Indicator	53.2	52.6	53.8	51.1	49.6	AMBER

Traffic lights:

Green: Estimate for 2006/07 is at or above target/previous year

Amber: Estimate for 2006/07 is just below target /previous year

Red: Estimate for 2006/07 is considerably below target/previous year

	Performance Indicator	Historic Data	Comparative Data			Last Year	Current Year		Forecast Data		Traffic light
		04/05 Actual	04/05 National Average	04/05 Family Average	04/05 Regional Average	05/06 Actual	06/07 Target	06/07 Estimate	07/08 Target	08/09 Target	
BVPI 144b	Percentage of accidental fires in dwellings confined to the room of origin	92.0	90.7	89.5	89.3	92.3	93.0	89.7	94.0	94.8	RED
BVPI 149ii	Number of properties with more than one attendance due to false alarms caused by automatic fire detection	320	New Nat Indicator	New Nat Indicator	New Nat Indicator	376	369	376	362	355	AMBER
BVPI 149iii	Percentage of false alarm calls caused by automatic fire detection to a non-domestic property with more than one attendance	74.3	New Nat Indicator	New Nat Indicator	New Nat Indicator	75.5	70	69	65	60	AMBER

Traffic lights:

Green: Estimate for 2006/07 is at or above target/previous year

Amber: Estimate for 2006/07 is just below target /previous year

Red: Estimate for 2006/07 is considerably below target/previous year

PEOPLE

OTHER PIs

	Performance Indicator	Historic Data	Comparative Data			Last Year	Current Year		Forecast Data		Traffic light
		04/05 Actual	04/05 National Average	04/05 Family Average	04/05 Regional Average	05/06 Actual	06/07 Target	06/07 Estimate	07/08 Target	08/09 Target	
BVPI 2a	The level of the Equality Standard for Local Government to which the Authority conforms	3	1.59	1.5	2	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	74%	66%	69%	74%	89%	100%	89%	100%	100%	AMBER
BVPI 11a	The percentage of top 5% of earners that are women	4.5	4.37	4.30	7.20	3.84	3.84	2.63	3.84	3.84	AMBER
BVPI 11b	The percentage of top 5% of earners from black and minority ethnic communities	4.5	1.24	2.05	1.19	0.0	3.84	0.00	3.84	3.84	AMBER
BVPI 11c	The percentage of top 5% of earners that are disabled	0	New Nat Indicator	New Nat Indicator	New Nat Indicator	0	3.84	0.00	3.84	3.84	AMBER
BVPI 16ai	% of wholetime and retained employees meeting the Disability Discrimination Act 1995 and % of population of working age in the Service area who are disabled	NR 12.67	New Nat Indicator	New Nat Indicator	New Nat Indicator	0.14 12.67	0.2 -	0.15 12.67	0.3 -	0.4 -	AMBER
BVPI 16aii	% of control and non-uniformed employees meeting the Disability Discrimination Act 1995 and % of population of working age in the Service area who are disabled	NR 12.67	New Nat Indicator	New Nat Indicator	New Nat Indicator	0.0 12.67	0.2 -	0.0 12.67	0.4 -	0.6 -	AMBER

Traffic lights:

Green: Estimate for 2006/07 is at or above target/previous year

Amber: Estimate for 2006/07 is just below target /previous year

Red: Estimate for 2006/07 is considerably below target/previous year

SUPPORT SERVICES

OTHER PIs

	Performance Indicator	Historic Data	Comparative Data			Last Year	Current Year		Forecast Data		Traffic light
		04/05 Actual	04/05 National Average	04/05 Family Average	04/05 Regional Average	05/06 Actual	06/07 Target	06/07 Estimate	07/08 Target	08/09 Target	
BVPI 3	% of citizens satisfied by the overall service provided by the Authority	NR	NR	NR	NR	NR	80	NR	-	-	
BVPI 4	Percentage of persons making complaints satisfied with handling of those complaints	NR	NR	NR	NR	86.6	95	50	-	-	AMBER
BVPI 150	Net expenditure on the Fire Service per head of population (£)	31.90	36.47	35.60	34.35	35.23	36.44	NR	38.60	39.92	

Traffic lights:

Green: Estimate for 2006/07 is at or above target/previous year

Amber: Estimate for 2006/07 is just below target /previous year

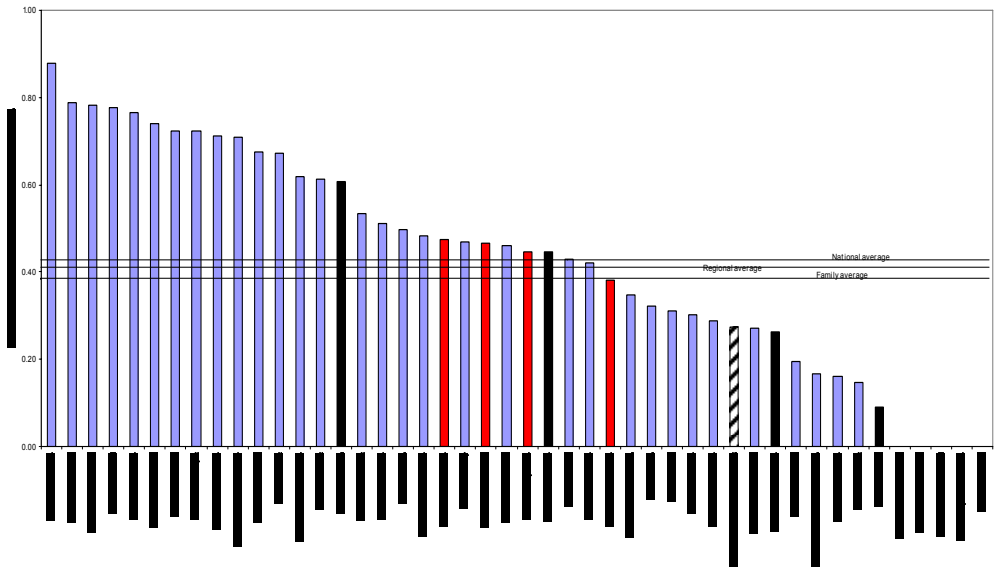
Red: Estimate for 2006/07 is considerably below target/previous year

KEY PERFORMANCE INDICATOR INTEGRATED RISK MANAGEMENT

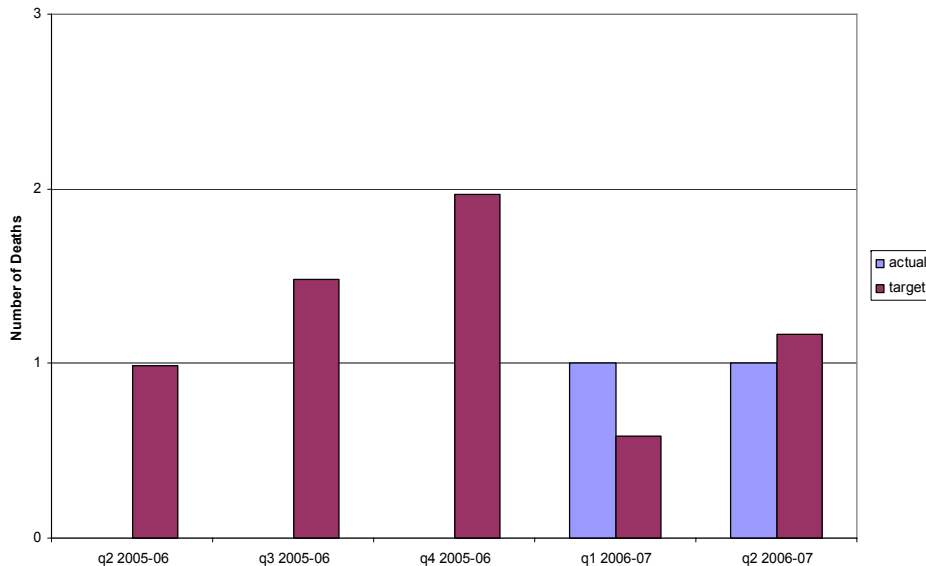
BVPI 143i

2004-05 NATIONAL REGIONAL AND FAMILY COMPARISONS

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	0.32
TRAFFIC LIGHT	AMBER



Cumulative number of deaths from accidental dwelling fires per quarter against target

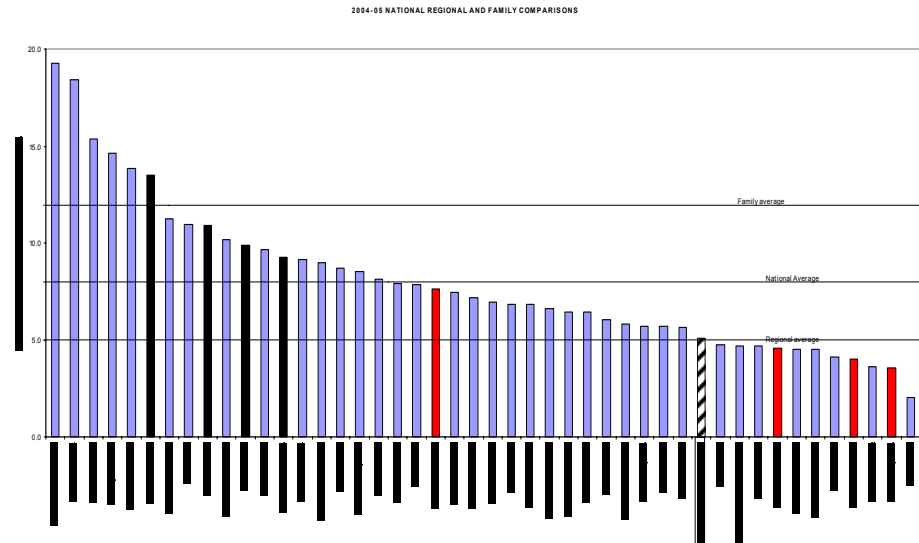


We are pleased to confirm that after the fatality in the first quarter, there have been no deaths as a result of accidental dwelling fires in the second quarter of 2006/07. It is hoped that this trend will continue for the rest of the year which would result in the Service meeting its annual target. Nationally, Hereford & Worcester was the best performing Service in the West Midlands region in recently published 2004-05 national statistics and we expect to be one of the top performers nationally when the 2005-06 national data is published.

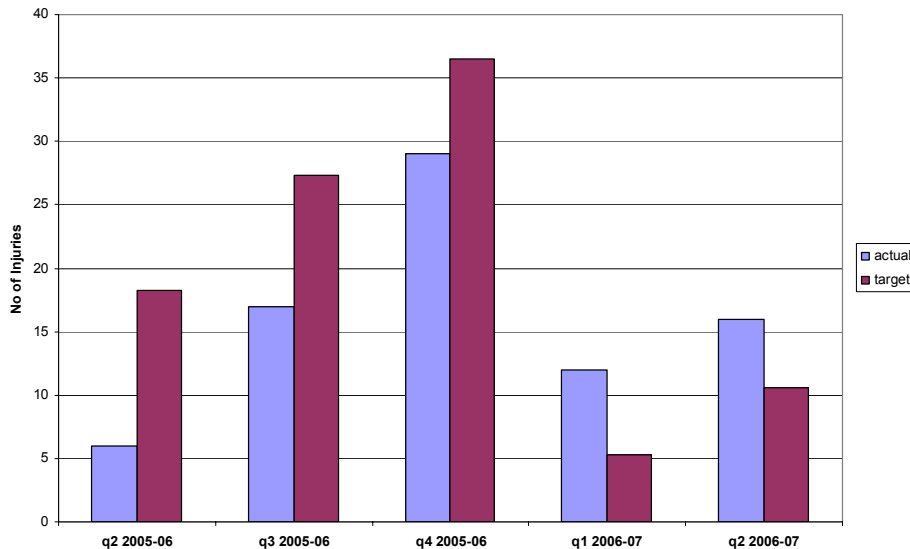
KEY PERFORMANCE INDICATOR INTEGRATED RISK MANAGEMENT

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	4.11
TARGET FOR YEAR	2.9
TRAFFIC LIGHT	AMBER



Cumulative number of injuries against target for quarter



In the second quarter there have been fewer injuries from accidental dwelling fires than the last quarter. There have been a total of four injuries in this quarter compared with twelve injuries as a consequence of accidental dwelling fires in the first quarter. As a result, the annual estimate for the year is closer to the target figure than was predicted after the first quarter.

Nationally in 2004-05, we are top of our family group and draft 2005-06 data shared by our family group, show the Service as being the best performing Family Group 3 member in 2005-06 as well.

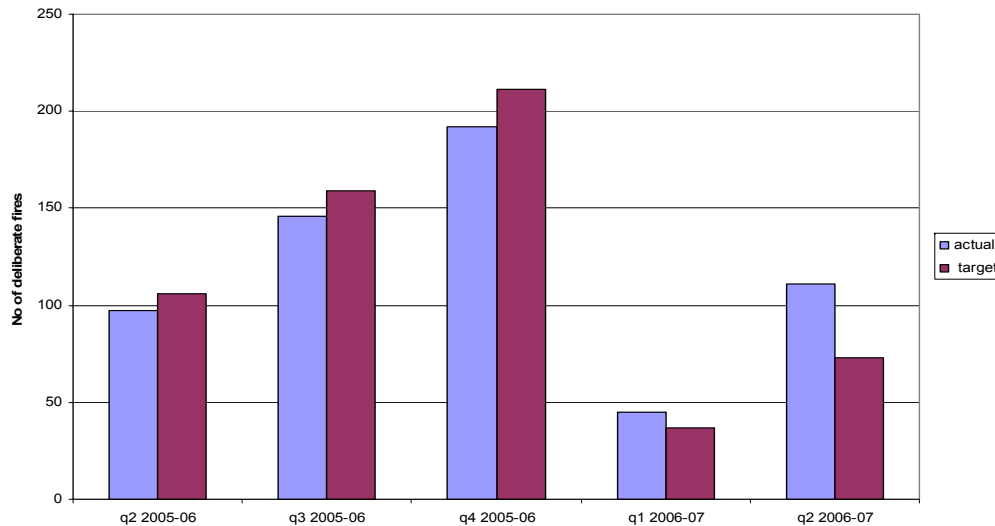
KEY PERFORMANCE INDICATOR INTEGRATED RISK MANAGEMENT

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	2.5
TARGET FOR YEAR	2.0
TRAFFIC LIGHT	RED

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

Cumulative number of deliberate fires against target



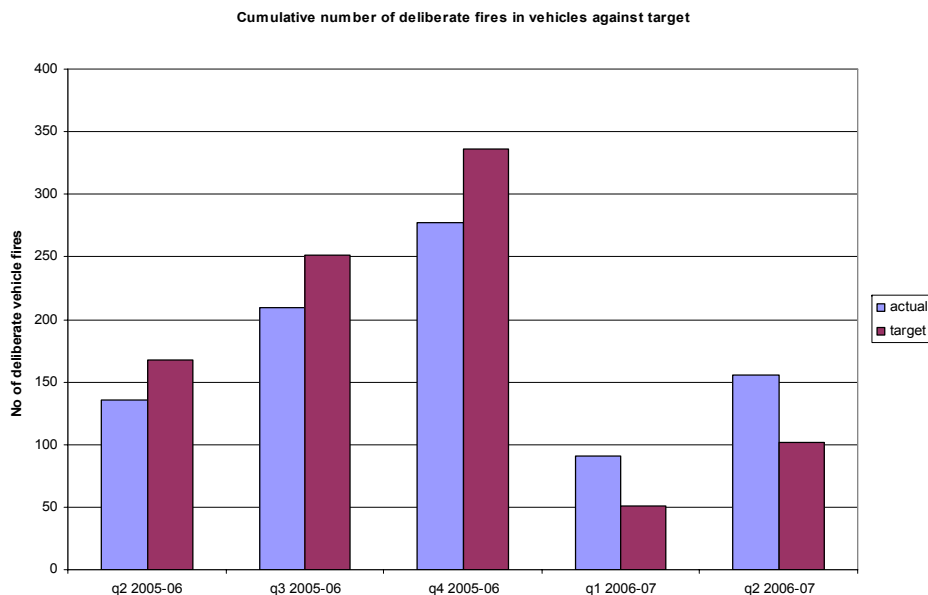
There has been a large increase in the number of deliberate primary fires in the second quarter 2006-07 when compared with the previous quarters. There were 66 deliberate primary fires in the second quarter which is more than in any quarter for three years. The reduction of arson is a key part of our community safety strategy and we will continue to focus on driving down the figures in this area. Nationally, there is no comparative data available due to the indicator being revised in 2005-06.

KEY PERFORMANCE INDICATOR INTEGRATED RISK MANAGEMENT

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	3.6
TARGET FOR YEAR	2.8
TRAFFIC LIGHT	RED

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



The first quarter was regrettably the worst quarter in the last five quarters for deliberate car fires, with 91 incidents in the period 1 April 2006 to 30 June 2006. Although there has been a reduction in the number of incidents in the second quarter, there have still been 65 deliberate primary car fires. Part of this reduction may be due to local authority initiatives such as the Car clear scheme in Wyre Forest where in the first quarter over 60 cars have been reclaimed by the Council.

Nationally, there is no comparative data available due to the indicator being revised in 2005-06

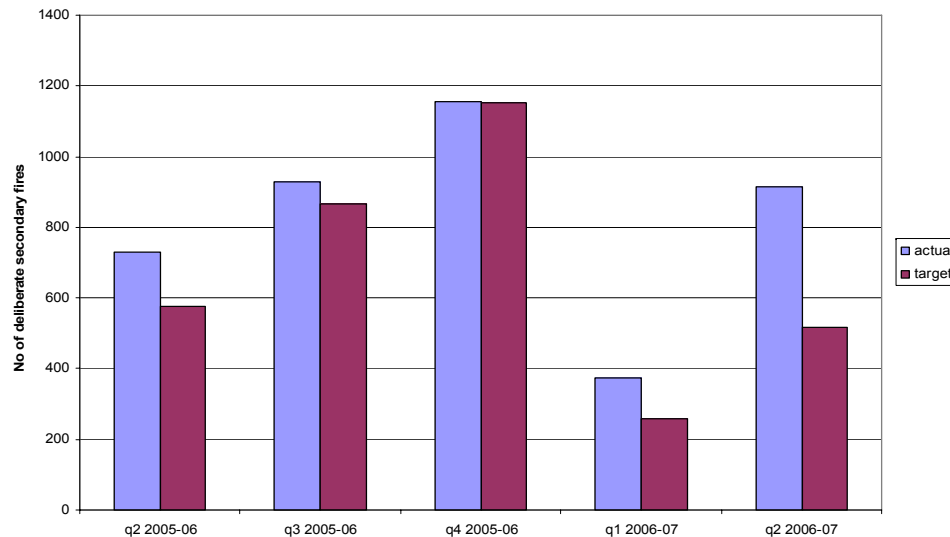
KEY PERFORMANCE INDICATOR INTEGRATED RISK MANAGEMENT

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	18.2
TARGET FOR YEAR	14.2
TRAFFIC LIGHT	RED

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

Cumulative number of deliberate secondary fires per quarter against target



Similar to the number of deliberate primary fires, the number of deliberate secondary fires has also increased, with 538 incidents dealt with in the second quarter. This can be attributed in part to the spell of hot weather coinciding with the beginning of the school holidays.

Nationally, there is no comparative data available due to the indicator being revised in 2005-06.

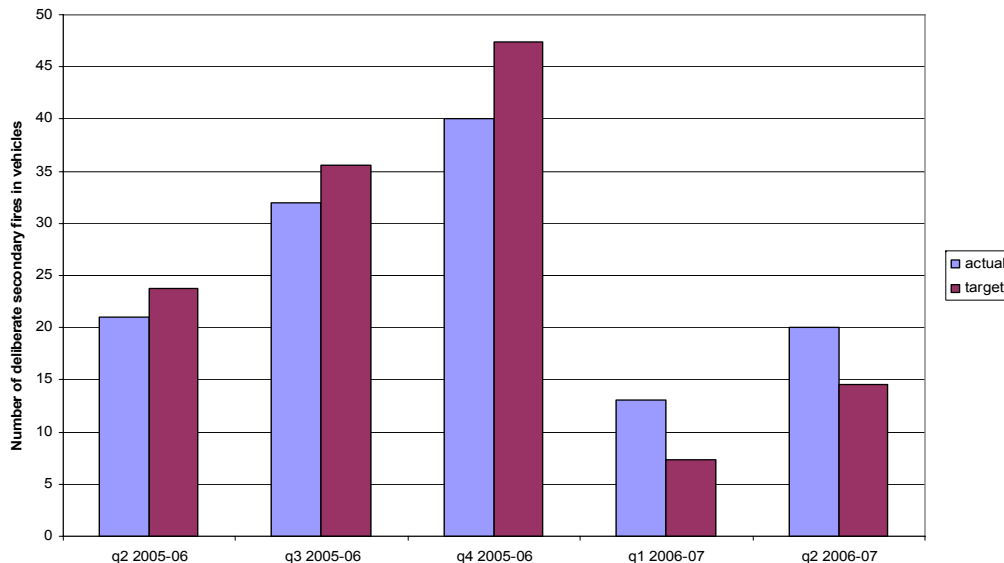
KEY PERFORMANCE INDICATOR INTEGRATED RISK MANAGEMENT

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	0.34
TARGET FOR YEAR	0.4
TRAFFIC LIGHT	RED

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

Cumulative number of deliberate secondary fires in vehicles per quarter against target



As with deliberate primary car fires, the number of secondary car fires has reduced from the first quarter. Trend analysis however predicts that we shall still meet the target at the outturn of the year for this part of the indicator, but a red traffic light has been assigned, as the estimate for BVPI 206 as a whole is predicted to miss the target. Splitting the existing indicator into four parts from 2005-06 has led to there being no comparative national data available. Draft family group data shared shows a mixed performance for Hereford & Worcester for secondary fires generally.

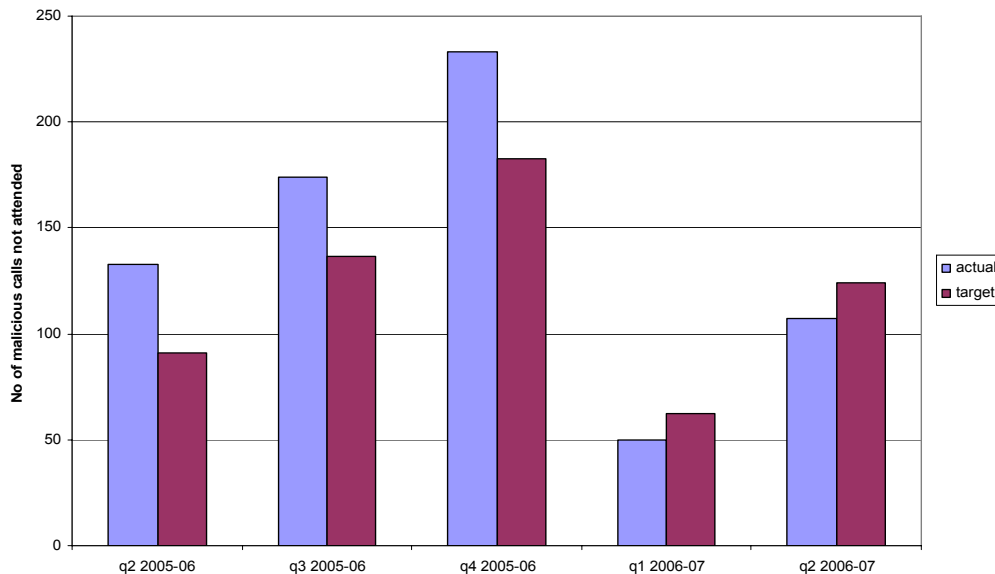
KEY PERFORMANCE INDICATOR INTEGRATED RISK MANAGEMENT

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	0.27
TARGET FOR YEAR	0.34
TRAFFIC LIGHT	AMBER

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

Cumulative number of malicious calls not attended per quarter against target



The direction for good performance in this indicator is upwards. The number of malicious false alarms not attended should increase as a result of preventative call challenging. In the first quarter, 50 calls were challenged as malicious false alarms. The second quarter has shown an increase in the number of incidents not attended. However it should be noted that although the target is upwards the overall aim is to drive down the total number of malicious false alarms. Trend analysis indicates that we will just miss the target for this indicator if current performance is maintained, but the two parts of the indicator should be looked at in conjunction. As with BVPI 206, this indicator was revised in 2005-06, so comparative national data is not available.

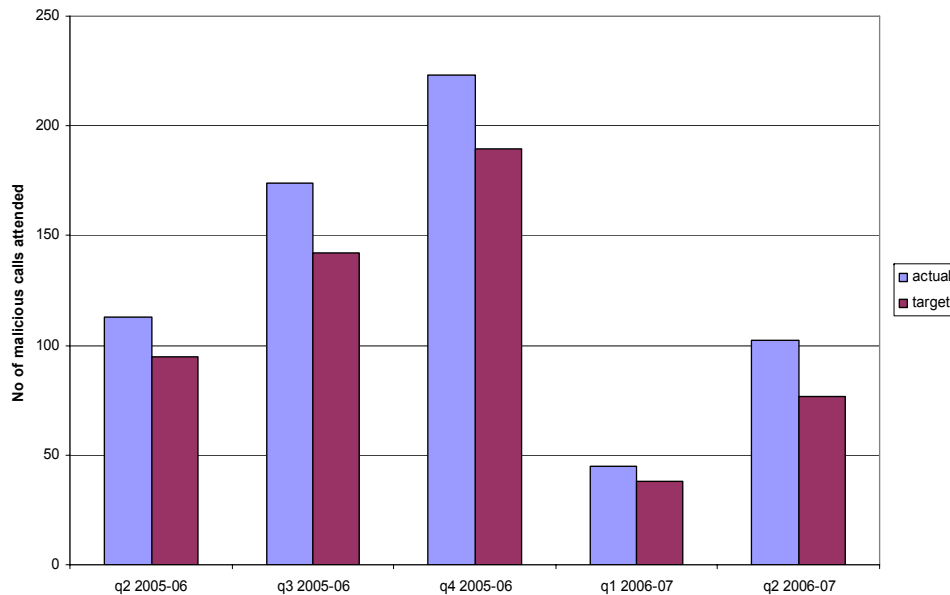
KEY PERFORMANCE INDICATOR INTEGRATED RISK MANAGEMENT

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	0.23
TARGET FOR YEAR	0.21
TRAFFIC LIGHT	AMBER

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

Cumulative number of malicious calls attended per quarter against target

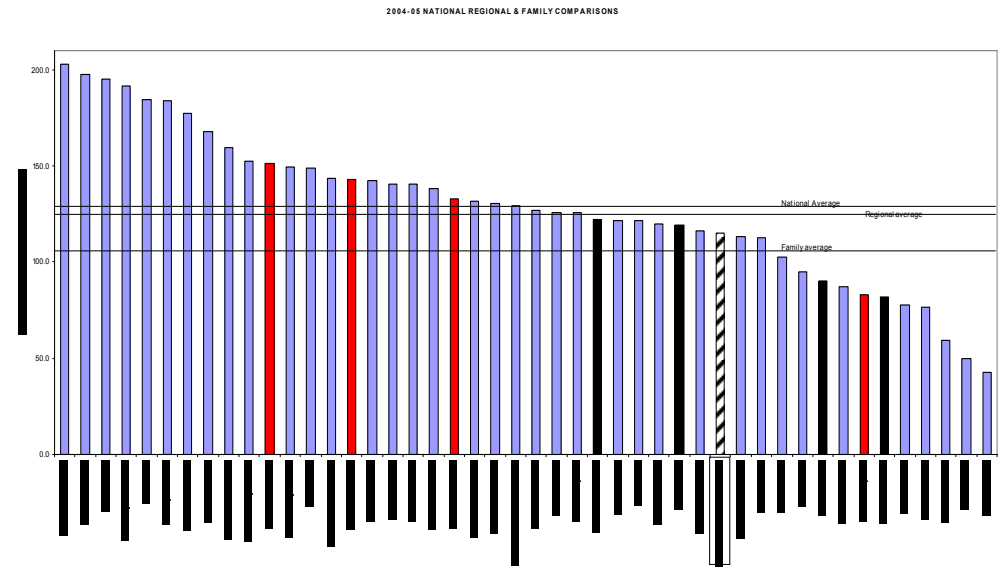


The direction for good performance in this indicator is downwards. The number of malicious false alarms attended should decrease as a result of preventative call challenging. In the first quarter, 45 incidents were attended as malicious false alarms. In the second quarter, however, 57 incidents were attended but this increase may be due to the overall increase in false alarms. The two parts of the indicator should be taken in conjunction. Current annual estimates indicate that we will just miss the target for the indicator which is why it is graded "amber". Although national data is not available, draft family data shared within the group indicates that we were the best performer in this indicator in 2005-06.

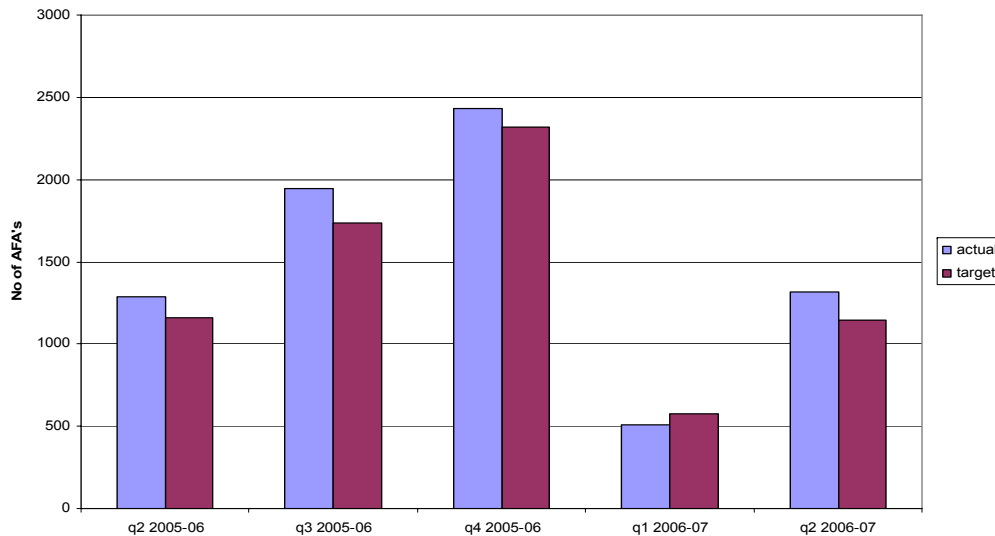
KEY PERFORMANCE INDICATOR INTEGRATED RISK MANAGEMENT

BVPI 149i

BVPI 149i NUMBER OF AUTOMATIC FALSE ALARMS ATTENDED PER 1,000 NON-DOMESTIC DWELLINGS	
DIRECTION FOR GOOD PERFORMANCE	▼
QUARTER COMPARED WITH LAST QUARTER	▲
QUARTER COMPARED WITH SAME QUARTER LAST YEAR	▲
ESTIMATE FOR YEAR	102.9
TARGET FOR YEAR	94
TRAFFIC LIGHT	RED



Cumulative no of AFA's in non-domestic properties per quarter against target



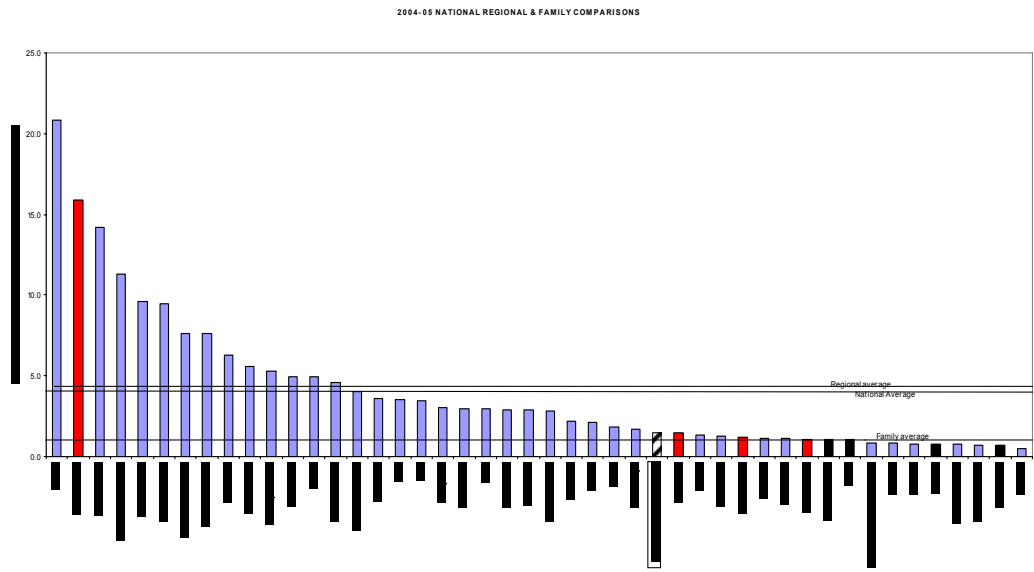
The number of unwanted automatic false alarms attended has increased from 512 in the first quarter to 801 in the second. Further analysis is being undertaken at the moment to the effectiveness of the Service's AFA policy.

Nationally, there is room for improvement as though we are above average, we are not in the top quartile of Fire and Rescue Services in the analysis made of published 2004-05 data. Draft data for 2005-06 indicates that we are above average nationally but still not in the top quartile.

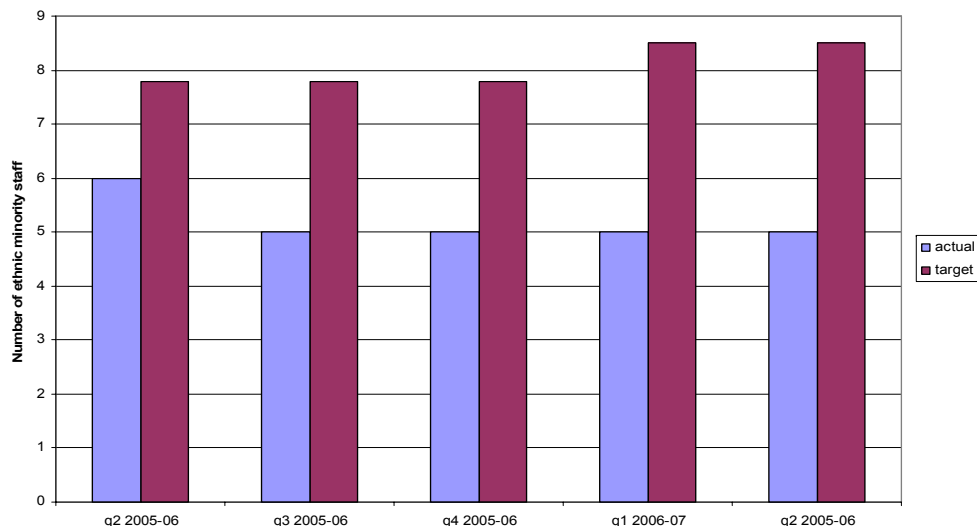
KEY PERFORMANCE INDICATOR PEOPLE

BVPI 17a & 17b

BVPI 17ai& 17b PERCENTAGE OF UNIFORMED STAFF FROM ETHNIC MINORITIES, AND PERCENTAGE 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	0.7
TARGET FOR YEAR	1.2
TRAFFIC LIGHT	AMBER



No. of ethnic minority staff per quarter against target



The Service is not quite meeting the targets set for this indicator with the aim of matching the demographics of the local population. We are currently developing an awareness raising campaign to accelerate the further improvement in the recruitment levels of ethnic minorities. Nationally, there is a target in the National Framework for all Fire and Rescue Services to deliver an increase in the percentage of minority ethnic representation within the Fire Service to 7% by 2009. We aim to contribute towards this by matching the local demography of the two counties.

The graph above shows relative differences between ethnic representation in the individual Fire Services and their local communities.

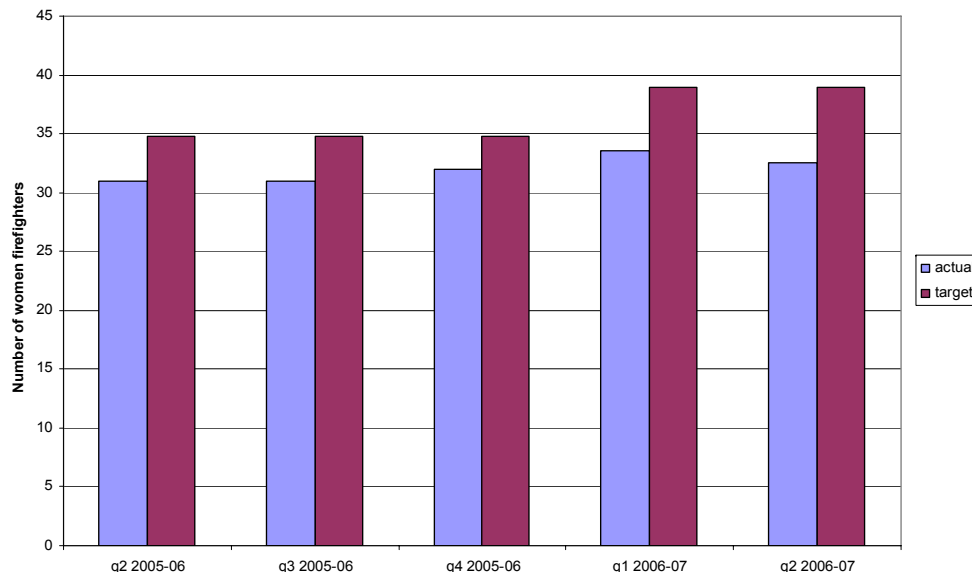
KEY PERFORMANCE INDICATOR PEOPLE

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	5.12
TARGET FOR YEAR	5.5
TRAFFIC LIGHT	AMBER

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

Number of women firefighters per quarter against target



BVPI 210 was introduced in 2005/06 in conjunction with the National Framework target to increase the percentage of women amongst uniformed operational staff to 15% by 2009. The increase in female representation in uniformed staff over the past year has slightly reduced in this last quarter due to an increase in overall establishment in the second quarter.

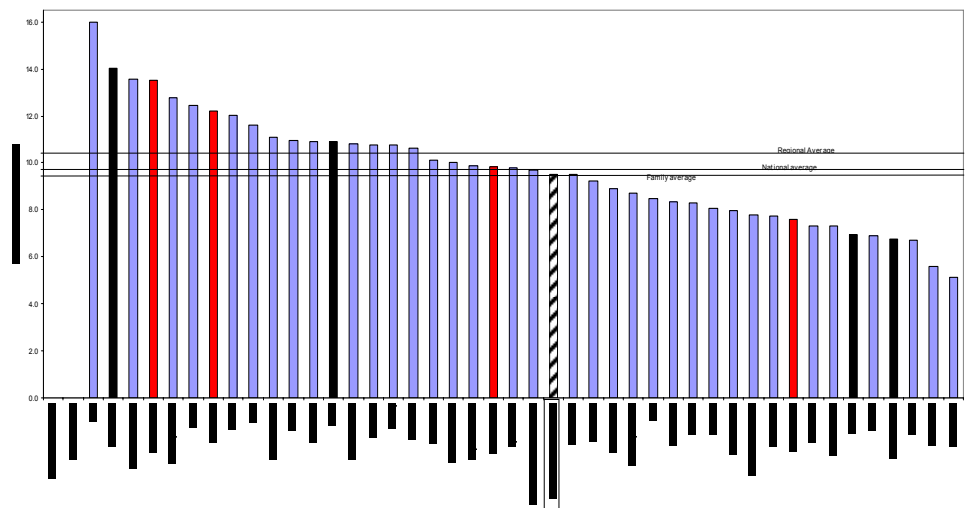
The Service had previously collected this data in a local indicator before it was introduced nationally in 2005-06. As a result there is no comparative data with other Fire and Rescue Services.

KEY PERFORMANCE INDICATOR PEOPLE

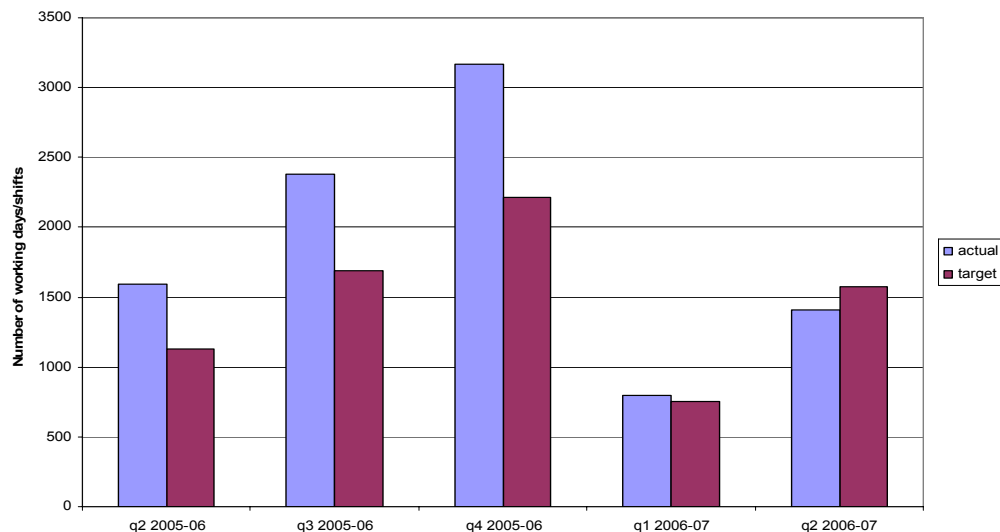
BVPI 12a

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	9.24
TARGET FOR YEAR	8.7
TRAFFIC LIGHT	RED

2004/05 NATIONAL REGIONAL AND FAMILY COMPARISONS



Cumulative number of working days/shifts lost to sickness - wholetime uniformed

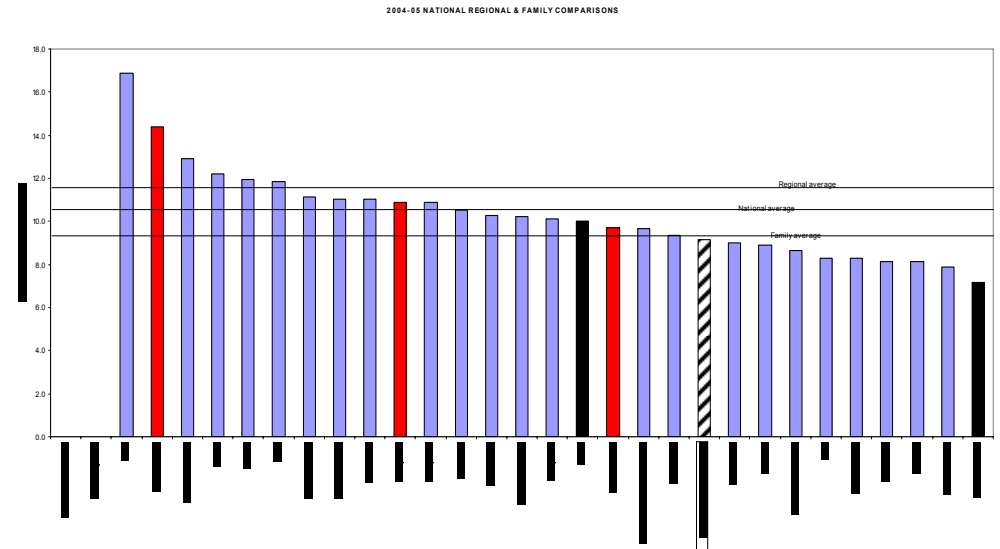


There were 611 shifts/working days lost to sickness in the second quarter which compares favourably with the 796 shifts/working days in the first quarter. Over the last three years, analysis has shown that there tends to be more sickness in the last two quarters of the year than in the first two and this trend has been taken into account when gauging the estimate for the year. Although we have missed our targets over the last three years, nationally we are not poor performers when compared with other Fire and Rescue Services; this implies that targets for previous years may have been too aspirational.

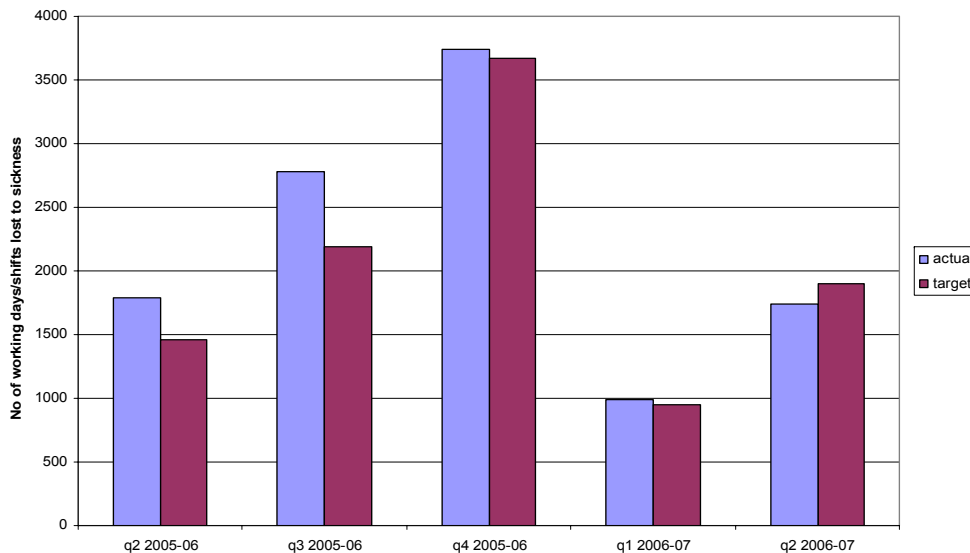
KEY PERFORMANCE INDICATOR PEOPLE

BVPI 12b

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	8.62
TARGET FOR YEAR	8.04
TRAFFIC LIGHT	RED



Cumulative number of working days/shifts lost to sickness - all staff



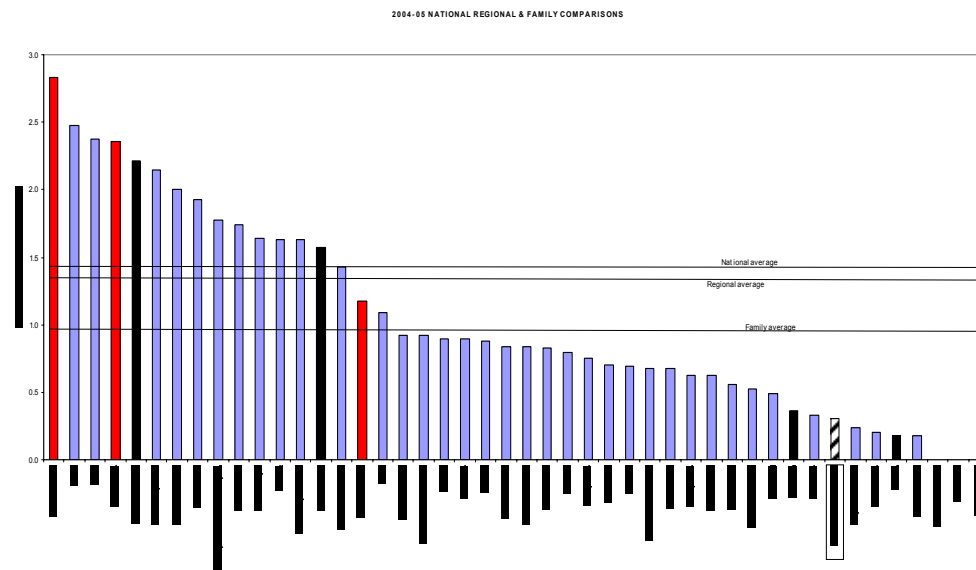
Similar to BVPI 12a, we are currently going to miss the target set for this indicator based on a trend forecast. However there has been a significant reduction this quarter compared with the previous quarter with 746 shifts/working days lost in the second quarter compared with 992 lost in the first quarter.

Draft figures shared amongst our family group for 2005-06 show the Service as the second best performer in our family group for that year.

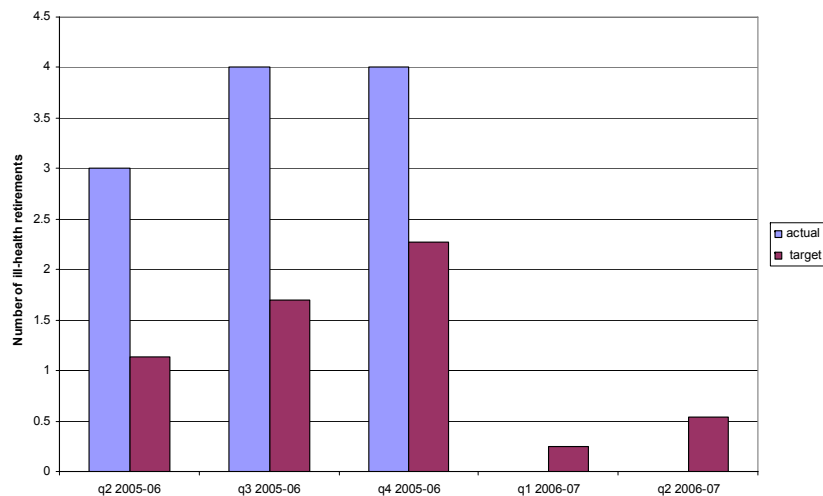
KEY PERFORMANCE INDICATOR PEOPLE

BVPI 15a

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	0.0
TARGET FOR YEAR	0.3
TRAFFIC LIGHT	GREEN



Number of ill-health retirements per quarter against target



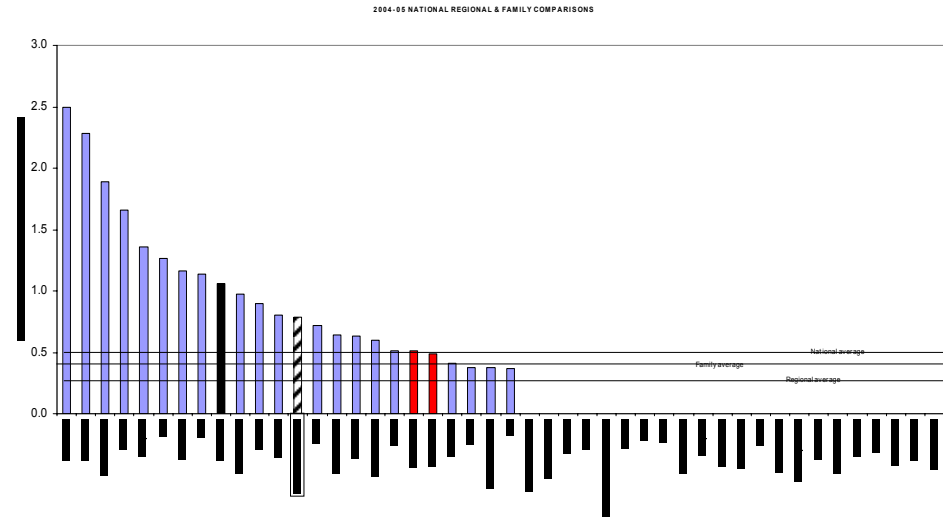
This is the third quarter in a row where we have had no ill-health retirements by Wholetime Firefighters.

Nationally, the published 2004-05 data indicates that we were one of the top performers in that year.

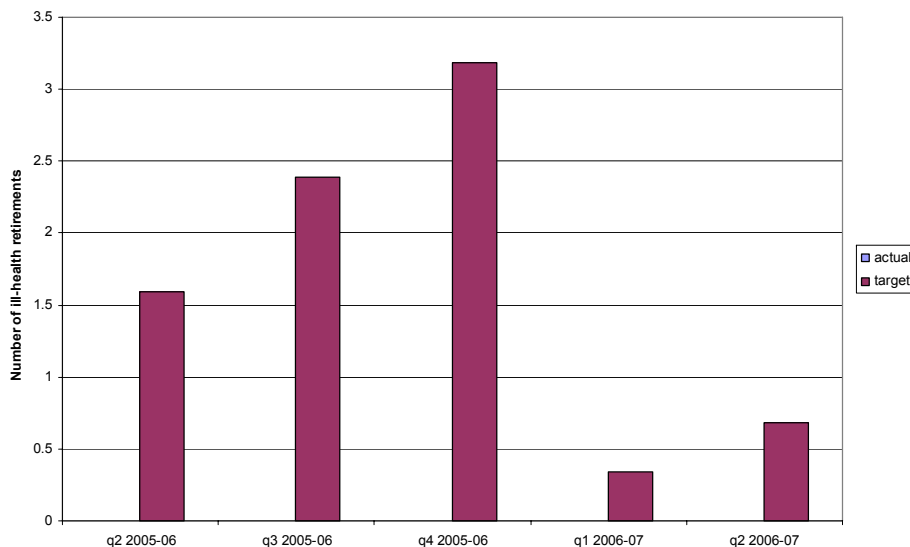
KEY PERFORMANCE INDICATOR PEOPLE

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	0.0
TRAFFIC LIGHT	GREEN



Number of ill-health retirements against target - non-uniform

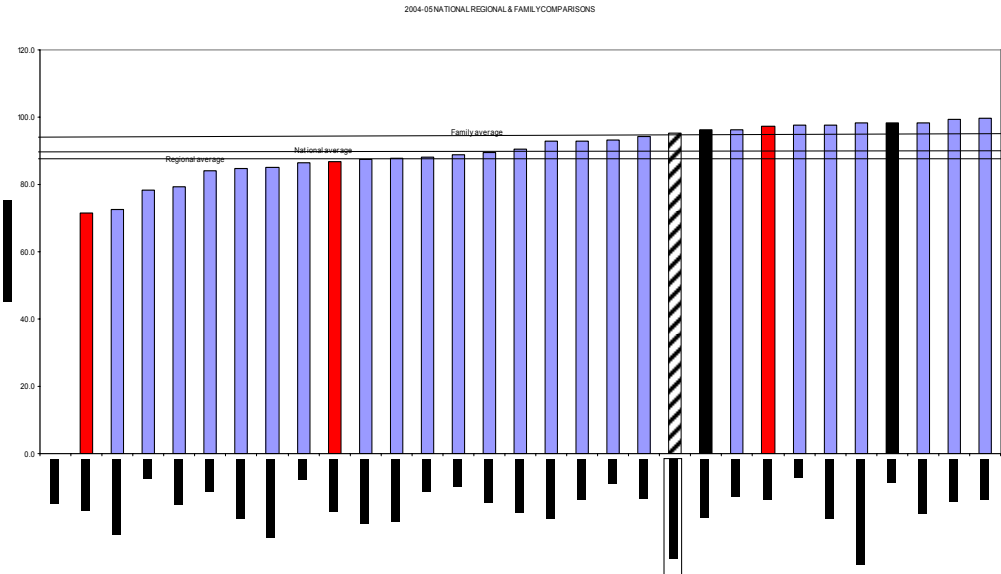


Similar to BVPI 15a, we have had no non-uniform or Fire Control ill-health retirements in the last five quarters. We have estimated that this trend will continue for the rest of the year, though this should be treated with some caution as an unexpected retirement could happen at any time. Nationally in 2004-05, we were not one of the top performers but this is expected to change when the 2005-06 data is published.

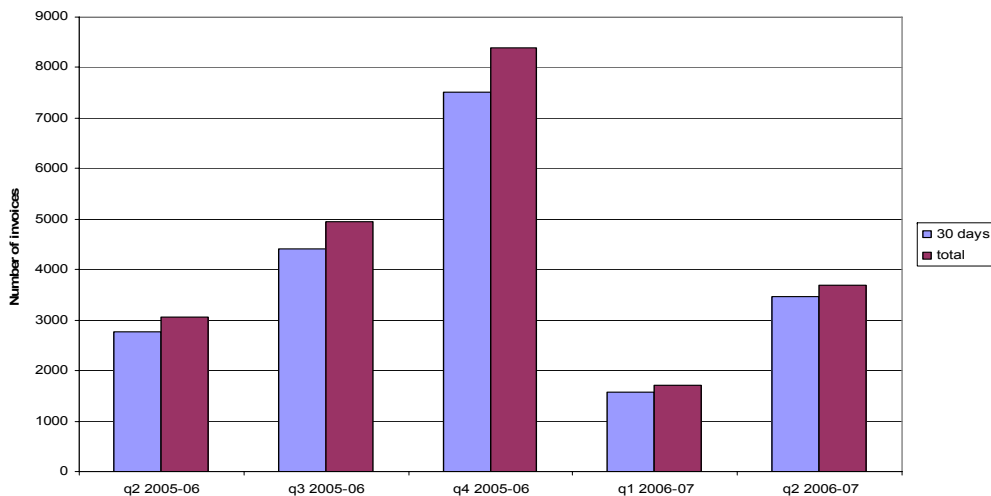
KEY PERFORMANCE INDICATOR SUPPORT SERVICES

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	93.89
TARGET FOR YEAR	100
TRAFFIC LIGHT	AMBER



Cumulative invoices paid within 30 days per quarter against total invoices



There has been a substantial improvement in the invoices paid within 30 days for the second quarter with over 96.0% of invoices paid within the time period.

This contributes to a new estimate of 93.89% for the year.

For information, the monthly figures for the 2nd quarter are:

- July 2006 93%
- August 2006 97%
- September 2006 99%