

## Agenda No 6 (a)

### AGENDA MANAGEMENT SHEET

**Name of Committee** Community Safety Overview and Scrutiny Committee

**Date of Committee** 19<sup>th</sup> July 2005

**Report Title** Warwickshire Fire and Rescue Service Departmental Performance Report 2004/05

**Summary**

A report outlining the performance of the Service during 2004/05, in accordance with the Corporate Performance Management Framework.

The report summarises the performance of the Service against its Corporate Health and Best Value performance indicators and identifies progress made against key projects in our 2004/05 Service Plan. It includes customer results in the context of the customer care standards and also our financial results.

**For further information please contact:**

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**Would the recommended decision be contrary to the Budget and Policy Framework?**

No

**Background papers**

None

**Appendices:**

None

#### CONSULTATION ALREADY UNDERTAKEN:

Details to be specified

Other Committees

Local Member(s)

Other Elected Members

Cllr John Haynes, Cllr Dave Shilton

Cabinet Member

Cllr Richard Hobbs

Chief Executive

- |                          |                                     |                |
|--------------------------|-------------------------------------|----------------|
| Legal                    | <input checked="" type="checkbox"/> | Greta Needham  |
| Finance                  | <input checked="" type="checkbox"/> | Oliver Winters |
| Other Chief Officers     | <input type="checkbox"/>            |                |
| District Councils        | <input type="checkbox"/>            |                |
| Health Authority         | <input type="checkbox"/>            |                |
| Police                   | <input type="checkbox"/>            |                |
| Other Bodies/Individuals | <input type="checkbox"/>            |                |

**FINAL DECISION:** For Information

**SUGGESTED NEXT STEPS:**

Details to be specified

- |   |                          |
|---|--------------------------|
| Further consideration by this Committee | <input type="checkbox"/> |
| To Council                              | <input type="checkbox"/> |
| To Cabinet                              | <input type="checkbox"/> |
| To an O & S Committee                   | <input type="checkbox"/> |
| To an Area Committee                    | <input type="checkbox"/> |
| Further Consultation                    | <input type="checkbox"/> |

**Community Safety Overview and Scrutiny Committee**

**19<sup>th</sup> July 2005**

**Warwickshire Fire and Rescue Service  
Departmental Performance Report 2004/05**

**Report of the County Fire Officer**

**Recommendation**

The Community Safety Overview and Scrutiny Committee is asked to consider Warwickshire Fire and Rescue Service's performance at the year end stage, and in particular to:

- (i) Endorse any proposed remedial actions.
- (ii) Request any additional information required.

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# CHAPTER ONE - PERFORMANCE RESULTS

## 1.0 Introduction

- 1.1 This report has been produced as part of the WCC's performance management framework, which requires performance to be reported on twice every year. It details actual performance for the department in support of the Corporate objective to reduce crime and improve the safety of the community.
- 1.2 The report summarises the performance of the Service against its Corporate Health and Best Value performance indicators and identifies progress made against key projects in our 2004/05 Service Plan. It includes customer results in the context of the customer care standards and also our financial results.
- 1.3 Section two looks at key consultations conducted throughout the year and subsequent corrective actions that were necessary.
- 1.4 The final section reviews our complaints procedure, the number and type of complaints received this year and also the number of compliments received by the Service during 2004/05.
- 1.5 Overall the Service has had a successful year in 2004/05 with many indicators (both BVPI's and Corporate objectives) achieving target.
- 1.6 Considering the Corporate Headline Indicators (CHI), total calls to fire attended and deliberate fires, performance was good and targets were achieved. The remaining two CHI's relating to fatalities and injuries had mixed performances. The target for deaths in the County was set at zero, however there were two deaths, one in Nuneaton and Bedworth and one in North Warwickshire. The incidence of injuries in accidental dwelling fires declined in the second part of the year and across the year the overall target was achieved. Encouragingly Nuneaton and Bedworth and North Warwickshire have not had any injuries in accidental dwelling fires all year.
- 1.7 Customer results are variable due to new and more accurate methods of monitoring. General satisfaction with the Service has been decreasing over recent years, however with the new Area Risk Teams and the restructure of Press and PR arrangements it is envisaged this trend can be altered.

## 2.0 Summary of Performance for 2004/05

Objectives/Priorities		No. of Objectives / Key Tasks	% of Total	2003/04 % (Comparison)
<b>Green</b>	Forecast to achieve by target date	10	91%	83%
<b>Amber</b>	Forecast to be part met or achievement delayed by less than 6 months of target date	0	0	17%
<b>Red</b>	Forecast as not achieved or delayed by more than 6 months from target date	1	9%	0%
●	Deferred or superseded	0	0%	0%

Key Performance Indicators - Targets		No. of KPIs	% of Total	2003/04 % (Comparison)
<b>Green</b>	Forecast to achieve or exceed target	15	68%	53%
<b>Amber</b>	Forecast to miss target by 10% or less	4	19%	37%
<b>Red</b>	Forecast to miss target by more than 10%	3	15%	11%

Key Performance Indicators – Trends		No. of KPIs	% of Total
<b>Green</b>	Forecast continuous improvement over last 3 years (or 2 if no data) or sustained 'best of class'	12	54%
<b>Amber</b>	Forecast flat (below best in class) or fluctuations above and below target, or some improvements but not yet consistent	8	36%
<b>Red</b>	Forecast reverse trend to the aim of the indicator	0	0%
<b>White</b>	Only current value available	2	9%

### 3.0 Performance Against Departmental and Corporate Objectives/Priorities

3.1 The performance of the Service for the full year 2004/05 against key projects that underpin the County Council's Corporate Business Plan is detailed in the table below.

**Key:**

End of Year status against Departmental Objectives/ Priorities	
<b>Green</b>	Forecast to be on target.
<b>Amber</b>	Forecast to be part met or achievement delayed by less than 6 months of target date
<b>Red</b>	Forecast as not achieved by year end or delayed by more than 6 months of target date
●	Deferred or superseded

Risk to the delivery of Corporate Priorities	
<b>High</b>	Major potential impact
<b>Medium</b>	Moderate potential impact
<b>Low</b>	Minimal potential impact
<b>Nil</b>	No impact

## Departmental and Corporate Objectives

Ref No	Departmental Objective	Milestone (success measure and date)	Forecast Status	Risk to delivery of Corporate Priorities	Comments
KMTO 1	Reduce the risk, incidence and effects from fire and non-fire emergencies	Implement the 2004/05 Action Plan by establishing Area Risk Teams by July 2004.	Green	High	Area Risk Teams have been established and are working. The first project review was successfully completed in October 2004. The outcomes from the review are being fed into the Year 2 IRMP action plan.
KMTO 1	Reduce the risk, incidence and effects from fire and non-fire emergencies	West Midlands Regional Management Board established and working by April 2004	Green	High	Projects being delivered in accordance with the regional timetable. Regular progress reports are provided to Community safety overview and Scrutiny Committee.
KMTO 1	Reduce the risk, incidence and effects from fire and non-fire emergencies	To implement a programme of home fire safety checks (HFSCs) and smoke detector ownership that targets high risk groups. 1670 by April 2005 of which 70 will be for deaf members of the community	Green	High	This objective was completed and the targets for 2005/06 have been increased in line with the Year 2 IRMP action plan.
KMTO 1	Reduce the risk, incidence and effects from fire and non-fire emergencies	To deliver the schools programme, formalise the position of the Arson Reduction Officer and to reduce the rate of increase in the total number of deliberate vehicle fires.	Green	High	The Car Clear project has been well received by all partners and has begun to have a positive impact on deliberate vehicle fires in Warwickshire. The number of deliberate vehicle fires in 2004/05 was 15% lower than the previous year. This project is complimenting the efforts of the Arson Reduction Officer.



KMTO 2	Audit Commission Pay Verification Action Plan	To complete work as per the Action Plan Objectives by July 2004.	Green	High	Work completed and verified by Price Waterhouse Coopers on behalf of the Audit Commission.
KMTO 3	Integrated Personal Development System (IPDS)	To develop an action plan for the delivery of the IPDS project by August 2004.	Green	High	Progress against this project is proceeding in accordance with the regional and national timetable.
KMTO 4	Comprehensive Performance Assessment (CPA)	To prepare the submission document in preparation for the CPA by the audit Commission of the Service. By March 2005.	Green	High	CPA peer review successfully completed in March 2005 and the outcomes used to prepare for the Audit Commission assessment in April 2005.
KMTO 5	Local Public Service Agreement 2 (LPSA 2)	To agree projects and related targets for inclusion within the WCC LPSA 2 submission.	Green	High	Projects for inclusion agreed – Youth Development and Arson Reduction. WCC Programme to be agreed with the ODPM during 2005.
KMTO 6	Resilience and New Dimension	Progress New Dimension projects in conjunction with the regional and national framework by March 2005.	Green	High	Incident Support Unit (ISU) is based at Nuneaton, and staff have been trained in accordance with regional and national guidance. News is expected on where additional equipment within the region is to be located.
EFQM	Process Mapping	To map key processes in accordance with the Service's process map. Also, to map the key processes within the Human Resources department. By March 2005.	Red	Medium	<p>Following the new appointment within the Human Resources department, there has been a change in the approach to this work. There has been a reallocation of roles within the department and all processes are being reviewed in conjunction with the WCC HRMS project.</p> <p>The Service will review its commitment to this project following the publication of the CPA report.</p>

Risk	Risk Management	To undertake a departmental hazard analysis exercise with Zurich Management Services	Green	High	Hazard analysis exercise completed in October 2004, and an action plan developed in accordance with WCC protocols. The action plan was reviewed at the January meeting of the Performance Review Group and this work will be progressed by the WFRS Risk Management Group during 2005/06 in accordance with the corporate framework.
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# 4.0 Performance against Key Performance Indicators

Key:

Target status against Key Performance Indicators	
<b>Red</b>	Forecast to miss target by more than 10%
<b>Amber</b>	Forecast to miss target by 10% or less
<b>Green</b>	Forecast to meet or exceed target

Trends status against Key Performance Indicators	
<b>Amber</b>	Forecast flat (below best in class) or fluctuations above and below target, or some improvements but not yet consistent
<b>Red</b>	Forecast reverse trend to the aim of the indicator
<b>Green</b>	Forecast to meet or exceed target

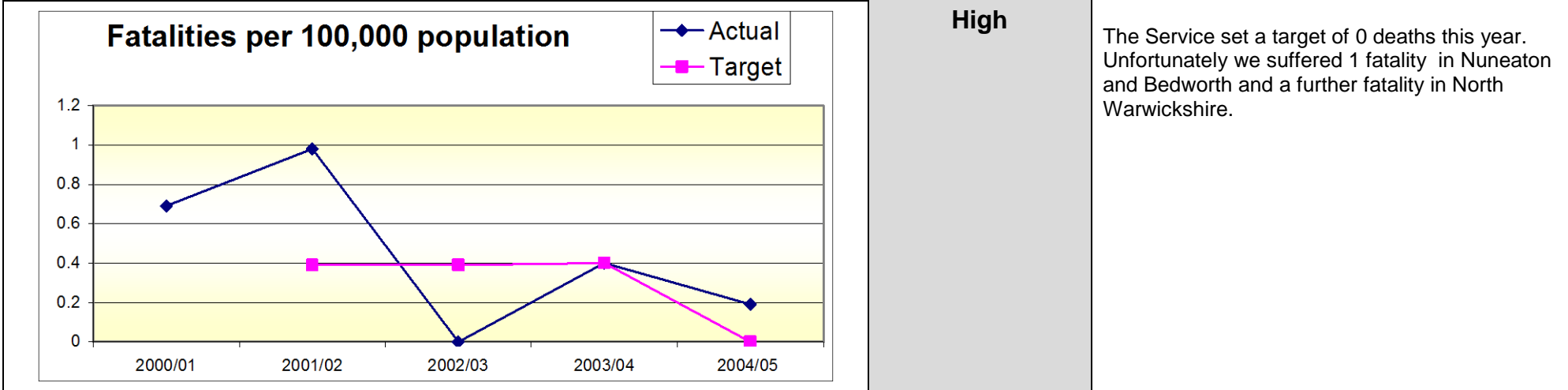


See Appendix 1 for full BVPI results

### Key Performance Indicators

Indicator	Actual 2002/03	Actual 2003/4	Actual 2004/5	Target 2004/5	Target Status	Trend Status	Risk to the delivery of Corp Priority	Remedial Action or Commentary																																					
The percentage of undisputed invoices which were paid within 30 days	84%	94.5%	95%	100%	Amber	Green	<b>Low</b>	<p>The Financial Services Team will continue to monitor performance and report to policy board on a monthly basis. Compliance will also be discussed at budget mangers forum. Improvements are being made each month.</p> <p>Monthly league tables are produced showing how departments are performing and also raising the profile of the performance measure.</p> <p>During the January/July holiday periods although we operate deputy arrangements leave can be difficult to manage within smaller cost centres/departments over these periods.</p>																																					
<p><b>OAP COMPLIANCE 2004/2005</b></p> <table border="1"> <caption>Data for OAP COMPLIANCE 2004/2005</caption> <thead> <tr> <th>Month</th> <th>FIRE &amp; RESCUE (%)</th> <th>WCC TARGET (%)</th> </tr> </thead> <tbody> <tr><td>Apr-04</td><td>95.5</td><td>100</td></tr> <tr><td>May-04</td><td>93.5</td><td>100</td></tr> <tr><td>Jun-04</td><td>98.5</td><td>100</td></tr> <tr><td>Jul-04</td><td>87.5</td><td>100</td></tr> <tr><td>Aug-04</td><td>93</td><td>100</td></tr> <tr><td>Sep-04</td><td>96.5</td><td>100</td></tr> <tr><td>Oct-04</td><td>98.5</td><td>100</td></tr> <tr><td>Nov-04</td><td>99.5</td><td>100</td></tr> <tr><td>Dec-04</td><td>91.5</td><td>100</td></tr> <tr><td>Jan-05</td><td>90</td><td>100</td></tr> <tr><td>Feb-05</td><td>97.5</td><td>100</td></tr> <tr><td>Mar-05</td><td>98.5</td><td>100</td></tr> </tbody> </table>									Month	FIRE & RESCUE (%)	WCC TARGET (%)	Apr-04	95.5	100	May-04	93.5	100	Jun-04	98.5	100	Jul-04	87.5	100	Aug-04	93	100	Sep-04	96.5	100	Oct-04	98.5	100	Nov-04	99.5	100	Dec-04	91.5	100	Jan-05	90	100	Feb-05	97.5	100	Mar-05
Month	FIRE & RESCUE (%)	WCC TARGET (%)																																											
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Feb-05	97.5	100																																											
Mar-05	98.5	100																																											

Number of fatalities in accidental dwelling fires per 100,000 population	0.0	0.4	0.40	0	<b>Red</b>	<b>Amber</b>
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Accidental fires in dwellings confined to room of origin	-	-	88.6%	92%	<b>Amber</b>	-
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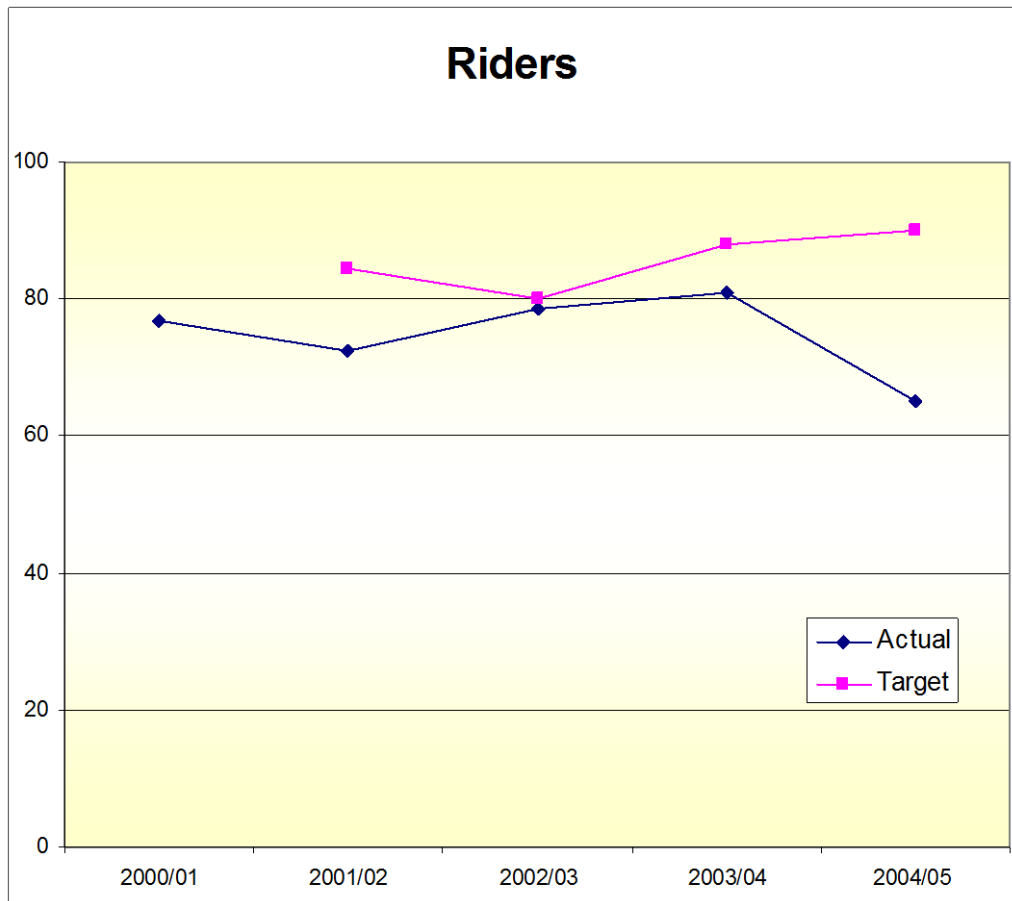
**High**

The Service set a target of 0 deaths this year. Unfortunately we suffered 1 fatality in Nuneaton and Bedworth and a further fatality in North Warwickshire.

**Low**

The indicator has not achieved the target for this year. The problem has been highlighted to Area Risk Managers who have been tasked with improving performance for the forthcoming year.

Percentage of calls to fire at which national standards for attendance were met: b) Number of riders	78.9%	81%	65.8%	90%	<b>Red</b>	<b>Amber</b>
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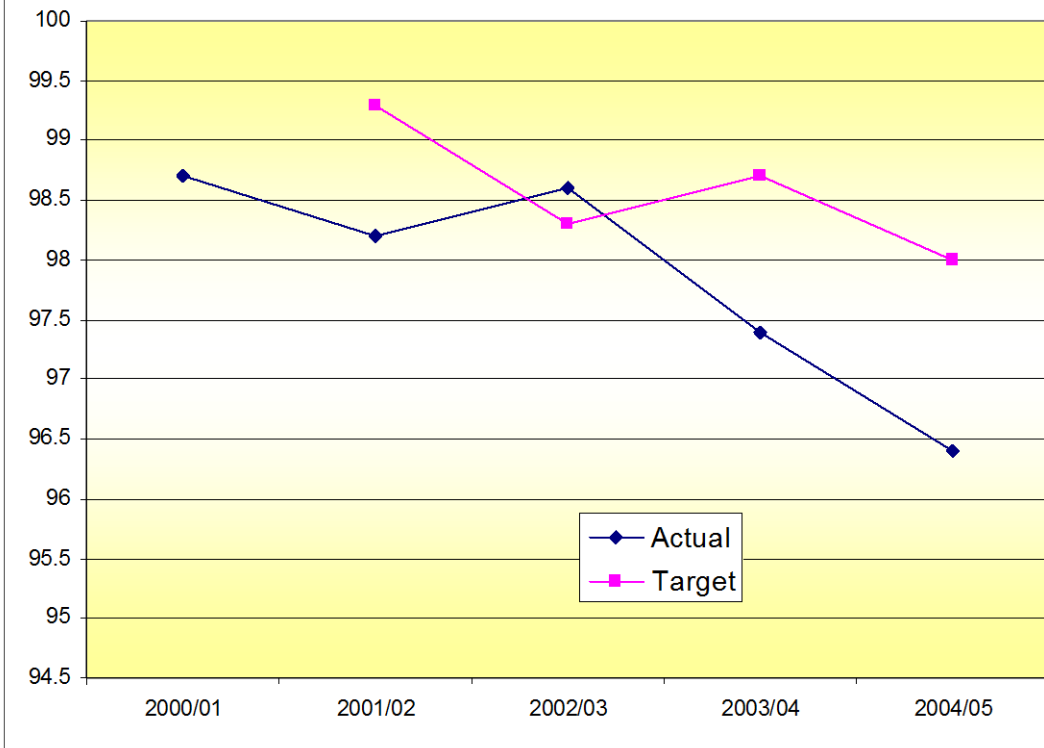
**Low**

Low achievement against this indicator is partly attributable to long term sickness and temporary promotions. 7 new firefighters were given posts across the county in February. The Human Resources department and a group of Station Managers have been tasked to address this issue.

However, this indicator will soon be removed as National BVPI's so as it is not considered high priority, in future it will be reported as a local indicator.

Percentage of calls to fire at which national standards for attendance were met: b) Attendance Times	98.6%	97.4%	96.4%	98%	<b>Amber</b>	<b>Amber</b>
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**Attendance Times**



**Low**

Although the performance against this indicator has dipped over the last two years, the Service still meets the standard 96.4% of the time. This indicator has now been deleted from the statutory set of indicators and will continue to be monitored at a local level against locally set targets.



False alarms caused by automatic fire detection apparatus per 1,000 non domestic properties.	54.9	157.3	151.60	147.4	<b>Amber</b>	<b>Amber</b>
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**AFA's per 1000 non domestic properties**



**Medium**

The performance against this indicator has improved on the previous year, however the target was not achieved. Dedicated personnel analyse the number of AFA's and work with organisations that have regular repeat calls to help reduce the number of unnecessary calls to the Service. A new policy is to be introduced to address the continuing high number of AFA's.

## 5.0 Customer Results

Target status against Key Performance Indicators	
<b>Red</b>	Forecast to miss target by more than 10%
<b>Amber</b>	Forecast to miss target by 10% or less
<b>Green</b>	Forecast to meet or exceed target

Trends status against Key Performance Indicators	
<b>Amber</b>	Forecast flat (below best in class) or fluctuations above and below target, or some improvements but not yet consistent
<b>Red</b>	Forecast reverse trend to the aim of the indicator
<b>Green</b>	Forecast continuous improvement over last 3 years (or 2 if no data) or sustained 'best of class'

Satisfaction Indicator	Actual 2002	Actual 2003	Actual 2004	Target 2004/5	Target Status	Trend Status	Remedial Action or Commentary
Satisfaction with WFRS	63.9%	53%	58%	-	<b>Amber</b>	<b>Red</b>	Although satisfaction is only 58%, satisfaction with actual users of the service is much higher. The number of dissatisfied people has remained constant for the past 4 years, with the category neither satisfied or dissatisfied increasing. These issues have been explored further in the focus groups that were conducted as part of the IRMP consultation.
% of emails responded to within 10 working days	-	83%	93%	100%	<b>Amber</b>	<b>Green</b>	Although the target has not been achieved a significant improvement has been made to response time for emails since 2003. Continuing monitoring should lead to further improvement next year.
% of letters responded to within 10 working days	-	94%	78%	100%	<b>Red</b>	<b>Amber</b>	We have altered the way in which we monitor letters. A sample of mail received is recorded once a week and then checked after the 10 days to ensure the standards are being met. The difference between 2003/04 and 2004/05 values is due to the adjusted process. Messages regarding the dip in performance and the standards staff should be working to have gone out in the weekly Information Order and Team Briefing.
% of telephone calls responded to within 5 rings	Unable to monitor	Unable to monitor	-	-	-	-	

## 6.0 Financial Results Outturn 2004/05

6.1 As part of the corporate budget monitoring requirements, the Service has prepared its outturn position for the financial year and the overall position is summarised in Table 1 below. It is important to note that these figures have not yet been audited and therefore could be subject to change if a material error or omission is identified. Final audited outturn will be available in August 2005.

**Table 1: Outturn 2004/05 (subject to audit)**

	<b>Budget £000</b>	<b>Outturn £000</b>	<b>(Over)/ Underspend £000</b>
Operational Service	18,505	18,352	153
Pensions (Net)	3,498	3,738	(240)
IRMP	496	239	257
<b>Grand Total</b>	<b>22,499</b>	<b>22,329</b>	<b>170</b>

6.2 The main points to note from the year end position are as follows:

### 6.2.1 Operational Service £153k underspend

This is predominantly within our supplies and services budget and is mainly due to efficiencies in expenditure on uniforms, equipment maintenance, communications and smoke alarms (capital grant income received for the purchase of smoke alarms led to a £30K underspend on the revenue budget).

### 6.2.1 Pensions £240k overspend

The overspend has resulted from a larger than usual number of retirements in the year and this will be charged to the firefighters pension fund reserve at the year-end. Additional funding has been agreed for 2005/6 and 2006/7 to put the Pensions Reserve back into balance.

### 6.2.3 IRMP £257k underspend

2004/5 was the first year of implementation of the IRMP and therefore many of the initiatives started part way through the year. Although the Area Risk Managers had identified potential areas for spending, full roll out didn't occur in part due to the learning process and some anticipated partnerships which have yet to materialise. The underspend will be carried forward to 2005/6 to fund the year 2 IRMP action plan.

## CHAPTER TWO - CONSULTATION

### 1.0 Introduction

1.1 The objective of this section is to detail the Service's public consultation activity for the period April 2004 to March 2005, as part of twice yearly reporting on public consultation. Consultation is undertaken to support the Corporate objective to reduce crime and improve safety in the community and this report addresses improvements that will be made to service delivery following completed consultation.

### 2.0 Consultation this Year

Title	Purpose	Start Date	Methodology	Corporate Objective
Citizens Panel	Community Safety Wave – To assess public perception and awareness of the Service.	16 <sup>th</sup> July	Regular postal surveys sent to an elected panel of 1000 Warwickshire residents. Questions are based around a general theme.	Community Safety
Quality of Service Survey	To monitor the levels of operational service delivery.	Ongoing	Postal questionnaires are distributed monthly to members of the public who have had a primary fire. Data collated by ORS. Results are published annually.	Community Safety
Quality of Service Survey – Fire Safety Inspection	To measure the quality of our service at Fire Safety Inspections.	Ongoing	Questionnaires are left after every inspection and returned to ORS for analysis. Results are published annually.	Community Safety
Mystery Shopper	To monitor Customer Care Standards, including visits, letters and phone calls.	February 2005	Scenarios are set and all locations are evaluated by mystery shoppers against the Customer Care standards. Around two waves conducted per year.	Community Safety
IRMP - Year 2 action plan consultation	As part of the Integrated Risk Management Plan (IRMP) the Service is obliged to consult with members of the public regarding each stage of the plan.	Focus Groups in January 2005  Internet survey online from mid December 2004	The focus groups have been designed to gain in-depth views and feelings from members of the Citizen's panel and youth parliament about the Year Two action plan and satisfaction with the Service.  The electronic survey is available so that every member of the public can comment if they so wish.	Community Safety

## **3.0 Messages from Consultation Results**

### **3.1 Citizens Panel**

- 3.1.1 The recent Citizens Panel was based around community safety and asked for the panel's opinion of Warwickshire Fire and Rescue Service (WFRS). We were pleased to receive results that showed the public are generally satisfied with the service that we provide (80% satisfied), including the location of premises (80%), ease of contacting us (80%), speed of response (81%), and performance regarding reducing fires (79%). Summary results exclude those who answered don't know.
- 3.1.2 The information gained from the survey will help us to improve our services and feed into our Integrated Risk Management Plan Year Two Action Plan. A plan will be developed once the IRMP results have been analysed to try to raise awareness with the public of the range of Services on offer. The survey confirmed that the public would like the Service to be involved in wider community activities, such as youth work. However the survey highlighted that the public are unaware of the range of services, additional to firefighting, that we provide and participate in.

### **3.2 Quality of Service**

- 3.2.1 During April 2004 – March 2005 721 questionnaires were distributed and 210 were returned – a 29% response rate. The survey covers initial contact, the service provided at the scene, the information and advice provided following the fire, follow up contact and overall views on the service provided.
- 3.2.2 For this period almost all the respondents (99%) were satisfied with the service from WFRS, this is the same as the previous year. At the scene of the incident all respondents felt that the service met or exceeded their expectations. However, after the incident the Service failed to meet the expectations of 3% of the respondents
- 3.2.3 Most of the respondents who contacted the Service themselves held a positive opinion of the first person who spoke to them. Views of the firefighters who attended the incident were also generally very positive. This result is also reflected in previous surveys results, with little variation. The overall results in the survey were positive. The areas where negative results are apparent relates to information booklet distribution where 77% of respondents did not receive the free booklet containing practical advice on how to get back to normal after a fire incident.

### **3.3 IRMP Consultation**

- 3.3.1 November 2004 to January 2005 was the consultation period for the IRMP Year 2 Action Plan. During this period an online survey was made available to all members of the public and staff. To provide a more in-depth response to the action plan two focus groups were also held, one in Leamington and one in Nuneaton.

- 3.3.2 The response from both the online survey and the focus groups was positive with the majority of objectives being supported fully. Both consultations highlighted that awareness of the vast range of services offered by WFRS was low, with very few people being aware of any WFRS activities outside of emergency response activities.
- 3.3.3 Both focus groups are satisfied with the performance of Warwickshire Fire and Rescue Service. In both Nuneaton and Leamington Spa there is a great deal of support and fondness for the Service.
- 3.3.4 Respondents believe that firefighters are efficient, well trained and respond quickly to 999 calls. They perceive firefighters to be friendly, kind-hearted, brave and hardworking. Firefighters are respected enormously; residents feel they have an extremely important and difficult job to do.

## **4.0 Actions taken in response**

### **4.1 Citizens Panel and IRMP Consultation**

- 4.1.1 As the Citizens Panel indicated a low level of awareness regarding activities and programmes that WFRS participate in, a number of actions have been implemented to rectify this. The Press and PR function for Fire and Rescue has been reorganised and is now conducted corporately. This ensures a professional service is provided and maximum coverage of all events is given.
- 4.1.2 The website is continuously being improved to record and publicise the work the Service undertakes. To extend this members of the Area Risk Teams will be asked to join the group who administer the pages, to ensure all areas of the county are represented and that all work planned is captured and displayed on the web for the public to access.

## CHAPTER THREE - COMPLAINTS

### 1.0 Introduction

1.1 The Service adheres to the County Council complaints procedure. In common with all other departments of the County Council, the Service now reports on complaints against the following criteria on a half-yearly basis:

- Number of complaints, comments and compliments received
- The reason for the complaint – poor/inadequate service, conduct of staff, council policy or facilities
- The main complaint area for each category
- The number of complaints of a discriminatory nature
- Remedial action taken as a result of complaints
- The stage of the complaints procedure to which each complaint went
- The number of complaints dealt with within the time scales set out in the complaints procedure
- The number of complaints which were substantiated/justified
- The number of complaints referred on by Members
- Number of complainants who asked for Members to be notified of their complaint

1.2 The analysis of complaints in this way will highlight any trends and enables remedial action to be taken, where appropriate.

### 2.0 Complaints Analysis

2.1 The number of complaints received by the Service in the last three years is shown below:

<b>NUMBER OF COMPLAINTS</b>		
April 02 - March 03	April 03 - March 04	April 04 - March 05
17	27	13

2.2 A breakdown of the complaints in the last period against the standard reporting categories is as follows:

<b>REASON FOR COMPLAINT</b>	
	<b>Number</b>
Poor service	2
Staff conduct	6
Council policy	0
Facilities	0
Discriminatory nature	0
Other	5

	<b>13</b>
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2.3 Of the 13 complaints received in the period, 8 were found to be justified. All five of the complaints in the "Other" category were driving related and as a consequence of one of them a firefighter undertook refresher training on driving under "blue light" conditions.

### **3.0 Compliments Analysis**

3.1 During the past year a new process has been introduced within the Service to accurately measure the number of compliments received. Previously the number of compliments has been estimated as there has been no central collection point. This year a database has been established to store scanned compliments.

3.3 A total of 134 compliments were received by the Service during 2004/005. We were complimented on a number of Service activity areas such as the schools programme, fire safety advise, conduct at emergency incidents and success for achieving quality awards such as Chartermark. However the biggest number of compliments were regarding the community activity the Service undertakes such as visits to fire stations, Fire Service visits to fetes etc, work experience and Youth work.



## Appendix 1

### Key Performance Indicators

BVPI	Indicator	Actual 2002/03	Actual 2003/4	Actual 2004/5	Target 2004/5	Target Status	Trend Status
2a	Level of Equality Standard for Local Government to which authority conforms	1	2	2	2	Green	Green
2b	The duty to promote race equality	1	2	2	2	Green	Green
8	The percentage of undisputed invoices which were paid within 30 days	84%	94.5%	95%	100%	Amber	Green
11af	The percentage of top 5% earners that are women	0%	0%	5.5%	5.3%	Green	Green
11bf	The percentage of top 5% earners that are from ethnic communities	5.6%	5.3%	5.5%	5.3%	Green	Green
12f	The number of working days /shifts lost due to sickness absence	11.1	8.5	8	8	Green	Green
15f	The percentage of employees retiring on grounds of ill health as a percentage of total workforce	3.20%	2.3%	0.5%	2.3%	Green	Green
17f	The percentage of employees from ethnic communities as a percentage of the total workforce.	2.9%	3.1%	3.6%	3.5%	Green	Green
142i	Numbers of fire calls per 10,000 population	73	79.7	56.9	72.19	Green	Amber
142ii	Number of calls to fire attended: Primary fires per 10,000 population	34.3	31.3	26.2	29.98	Green	Green
142iii	Number of calls to fire attended: Accidental fires in dwellings per 10,000 dwellings	14.5	13.0	11.02	12.01	Green	Green
143i	Number of fatalities in accidental dwelling fires per 100,000 population	0.0	0.4	0.39	0	Red	Amber
143ii	Number of injuries in accidental dwelling fires per 100,00 population	5.8	7.4	4.04	5.27	Green	Amber
144	Accidental fire in dwellings confined to room of origin in smaller towns and urban residential areas	-	-	88.6%	92%	Amber	-

145a	Percentage of calls to fire at which national standards for attendance were met: a) Number of appliances	100%	100%	100%	100%	<b>Green</b>	<b>Green</b>
145b	Percentage of calls to fire at which national standards for attendance were met: b) Number of riders	78.9%	81%	65.8%	90%	<b>Red</b>	<b>Amber</b>
145c	Percentage of calls to fire at which national standards for attendance were met: c) Attendance times	98.6%	97.4%	96.4%	98%	<b>Amber</b>	<b>Amber</b>
146	Number of calls to malicious false alarms per 1,000 population	0.39	0.35	0.29	0.34	<b>Green</b>	<b>Green</b>
147	Average time taken by fire authorities to issue fire safety certificates.	32.9 days	30 days	35 days	30 days	<b>Red</b>	<b>Amber</b>
149	False alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties	154.9	157.3	151.60	147.4	<b>Amber</b>	<b>Amber</b>
150	Expenditure per head of population on the provision of fire and rescue services.	£34.87	£36.54	£34.08	£41.15	<b>Green</b>	<b>Amber</b>
206	Number of primary deliberate fires per 10,000 population	-	-	13.7	14.7	<b>Green</b>	-