

AGENDA MANAGEMENT SHEET

Name of Committee Community Safety Overview and Scrutiny Committee

Date of Committee 15th December 2005

Report Title Warwickshire Fire and Rescue Service - Performance Report Half Year 2005/06

Summary A report outlining the 2005/06 half year performance of the Fire and Rescue Service.

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 | <input type="checkbox"/> | |
| Local Member(s) | <input type="checkbox"/> | |
| Other Elected Members | <input checked="" type="checkbox"/> | Cllr John Haynes, Cllr David Shilton |
| Cabinet Member | <input checked="" type="checkbox"/> | Cllr Richard Hobbs |
| Chief Executive | <input type="checkbox"/> | |
| 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

Other Bodies/Individuals

FINAL DECISION: For Information

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by
this Committee

To Council

To Cabinet

To an O and S Committee

To an Area Committee

Further Consultation

Community Safety Overview and Scrutiny Committee

15th December 2005

Performance Report Half Year 2005/06

Report of the County Fire Officer

Recommendation

The Community Safety Overview and Scrutiny Committee is asked to:

- a) Consider Warwickshire Fire and Rescue Service's performance for the half-year 2005/06.
- b) Endorse any proposed remedial actions.
- c) Request any additional information required.

Executive Summary and Headlines

1. The following report summarises the performance of the Warwickshire Fire and Rescue Service for the half-year 2005/06 (1st April to 30th September 2005). The performance is set out in terms of Corporate Headline Indicators (CHIs), departmental key performance indicators, corporate and departmental objectives, customer satisfaction indicators, consultations and complaints / compliments.
2. The report shows that:-
 - 100% of key objectives are forecast to be achieved for 2005/06 compared with 82% in 2004/05.
 - Considering the Corporate Headline indicators (CHI), total calls to fire attended and deliberate fires, performance is good with both forecast to achieve target. The remaining two CHI's relating to fatalities and injuries are not forecast to meet target.
 - Overall customer results are showing improvements both to target and trend data. The only area for concern would be the response to email times.
 - The Services financial performance has been good for the first half of the year in that its expenditure and income has been predominantly on target, and is projected to remain so for the second half of the year.

- The Service is continuing its key stakeholder consultation activities this year both with Service users and Warwickshire residents. Warwickshire Fire and Rescue Service will be seeking the approval of Warwickshire residents and partnership organisations for the IRMP Year 3 Action Plan. The Service is committed to continual improvement through consultation responses.
- The report also summarises the low number of complaints the Service has received in the last six months, a total of 4. This compares with 11 in the same period in 2004/05.

Warwickshire Fire and Rescue Service

Performance Report for Half Year 2005/06 **(1st April to 30th September 2005)**

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CHAPTER ONE – PERFORMANCE RESULTS

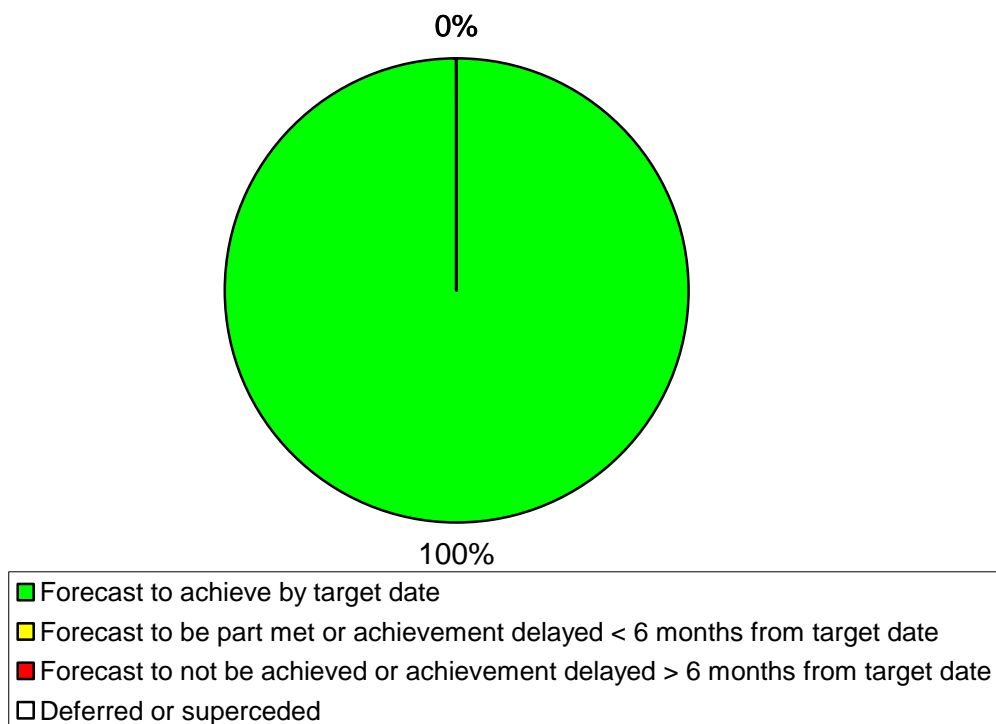
1. Introduction

- 1.1 This section describes the Warwickshire Fire and Rescue Service's performance against Corporate Headline Indicators (CHIs), departmental key performance indicators and corporate and departmental objectives. The report forms part of WCC's well established performance management system, which requires twice-yearly performance reports.
- 1.2 This is the half-year report, which gives a forecast and estimate of the full year performance of the Service.
- 1.3 Considering the Corporate Headline indicators (CHI), total calls to fires attended and deliberate fires, performance is good with both forecast to achieve target. It should be noted that this year the ODPM deleted the total number of calls to fire as a Best Value Performance Indicator, therefore no other detailed performance data has been included in this report. The remaining two CHI's relating to fatalities and injuries are not forecast to meet target. The target for deaths in the County was set at zero, however there was one death in Rugby. As of November injuries were just over target, and previously the later stage of the year has seen an increase in the rate of injuries.
- 1.4 The number of Fire and Rescue Best Value Performance Indicators has increased this year following ODPM instruction. The estimated year end performance is detailed in the Appendix 1, there isn't any historical information included in most cases. The majority of new indicators have had targets set for this year, however some have been designated monitoring only for 2005/06.

2. Summary of Performance for 2005/06

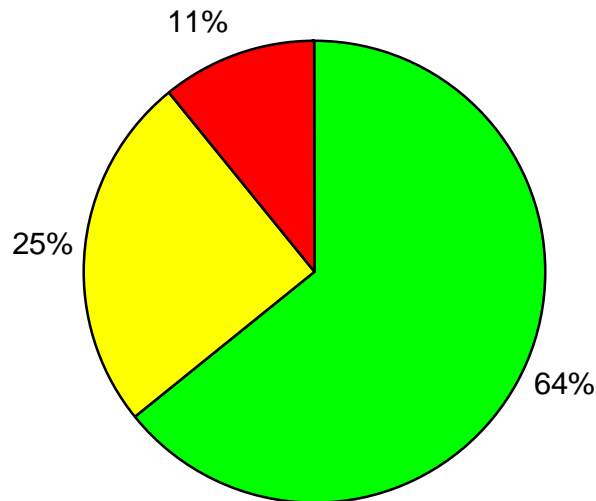
Objectives/Priorities	No. of Key Tasks	% of Total	2004/05 % (Comparison)
Forecast to achieve by target date	6	100%	82%
Forecast to be part met or delayed by less than 6 months of target date	0	0%	18%
Forecast as not achieved or delayed by more than 6 months from target date	0	0%	0%
Deferred or superseded	0	0%	0%

Performance of Objectives / Priorities



Key Performance Indicators - Targets	No. of KPIs	% of Total	2004/05 % (Comparison)
Forecast to achieve or exceed target	18	64%	73%
Forecast to miss target by 10% or less	7	25%	9%
Forecast to miss target by more than 10%	3	11%	18%

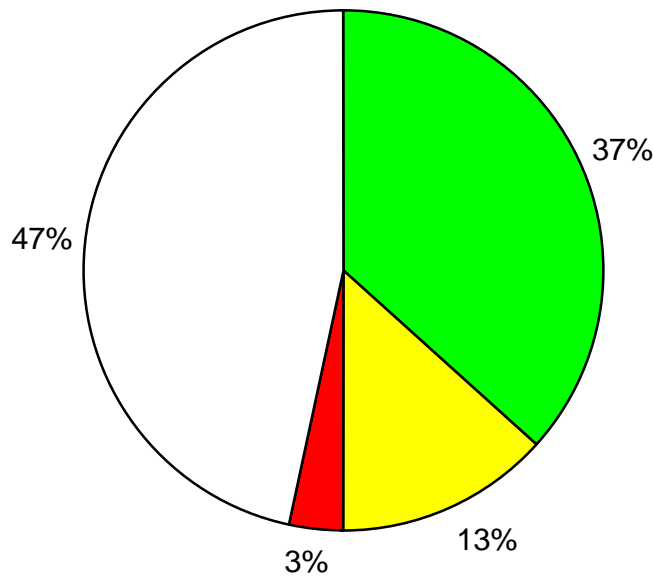
Performance of Key Performance Indicators - Targets



■ Forecast to achieve or exceed target	■ Forecast to miss target by 10% or less
■ Forecast to miss target by more than 10%	

Key Performance Indicators – Trends	No. of KPIs	% of Total
Forecast continuous improvement over last 3 years (or 2 if no data) or sustained 'best of class'	11	37%
Forecast flat (below best in class) or fluctuations above and below target, or some improvements but not yet consistent	4	13%
Forecast reverse trend to the aim of the indicator	1	3%
Only current value available (new Service indicators)	14	47%

Performance of Key Performance Indicators - Trends



- Forecast continuous improvement over last 3 years (or 2 if no data) or sustained 'best of class'
- Forecast flat (below best in class) or fluctuations above and below target, or some improvements but not yet consistent
- Forecast reverse trend to the aim of the indicator
- Only current value available

3. Performance Against Departmental and Corporate Objectives / Priorities

3.1 The performance of the Service in the first half of 2005/06 against key projects that underpin the County Council's Corporate Business Plan is detailed in the table below. As the table shows all objectives are on target for completion this year.

Key:

End of Year status against Departmental Objectives/ Priorities	
Amber	Forecast to be part met or achievement delayed by less than 6 months of target date
Red	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	
High	Major potential impact
Medium	Moderate potential impact
Low	Minimal potential impact
Nil	No impact

Departmental and Corporate Objectives

Ref No (if used in Service Plan)	Departmental Objective	Milestone (success measure and date)	Status	Risk to delivery of Corporate Priorities	Comments
KMTO 1	Reduce the risk, incidence and effects from fire and non-fire emergencies	-	Green	High	A further review of the Area Risk Teams has just been completed and confirms that their activities are supporting risk reduction within Warwickshire. Performance against many of the Services key indicators has remained good with improvements against previous year and challenging targets(see appendix 1 for full performance details)
KMTO 2	Integrated Personal Development System (IPDS)	-	Green	High	The project is proceeding in accordance with the regional and national timetable.
KMTO 3	Comprehensive Performance assessment (CPA)	-	Green	High	The Fire and Rescue Authority achieved a 'Good' rating following the assessment carried out by the Audit Commission in April 2005.
KMTO 4	Local Public Service Agreement 2 (LPSA 2)	-	Green	High	Stretch targets for the Youth Development and Arson Reduction projects are being agreed with the ODPM in accordance with the County Council project plan. Start date April 2006.

Ref No (if used in Service Plan)	Departmental Objective	Milestone (success measure and date)	Status	Risk to delivery of Corporate Priorities	Comments
KMTO 5	Resilience, New dimension and Civil Contingencies	-	Green	High	The Service will be receiving additional equipment from the ODPM to complement the Incident Response Unit based at Nuneaton. This will include a High Volume Pumping Unit and a Mass Decontamination Disrobe Pod.
KMTO 6	Establish the West Midlands Regional Control Room	-	Green	High	The location for the West Midlands Regional Control Room was announced by the ODPM in August 2005. The new Control Room is to be based in Wolverhampton. This project is proceeding in accordance with the national timetable.

4. Performance Against Key Performance Indicators

- The prime purpose of this section is to report “Red” and “Amber” results for key performance indicators, relating to forecast performance against targets or trends. “Green” results may be presented briefly here, or as an Appendix to this Chapter.

Key:

Target status against Key Performance Indicators		Trends status against Key Performance Indicators	
Amber	Forecast to miss target by 10% or less	Amber	Forecast flat (below best in class) or fluctuations above and below target, or some improvements but not yet consistent
Red	Forecast to miss target by more than 10%	Red	Forecast reverse trend to the aim of the indicator

Key Performance Indicators

The table below details performance for the Best Value Performance Indicators where historical performance has been flat or where the indicators have only recently been introduced into the Service where no full historical or trend data is available.

BVPI	Indicator	Actual 2004/5	Estimate 2005/06	Target 2005/06	Target Status	Trend Status	Remedial action/commentary
11a	The percentage of top 5% earners that are women	5.5%	5.5%	11%	amber	amber	A challenging target was set for this year, where personnel changes in the top 5% of earners has occurred. Successful candidates have not been women.

BVPI	Indicator	Actual 2004/5	Estimate 2005/06	Target 2005/06	Target Status	Trend Status	Remedial action/commentary
11b	The percentage of top 5% earners that are from ethnic communities	5.5%	5.5%	11%	amber	amber	A challenging target was set for this year, where personnel changes in the top 5% of earners has occurred successful candidates have not been from ethnic communities.
144	Accidental fire in dwellings confined to room of origin in smaller towns and urban residential areas	88.6%	90%	92%	amber	amber	The confinement of the fire to the room of origin performance has improved on last year, but the challenging target of 92% has not been achieved.
146i	Number of calls to malicious false alarms not attended per 1,000 population		0.23	0.38	red	-	This is a new indicator to the Service and a challenging target was set. The aim is that Control room staff who take the call challenge suspected malicious callers. The caller will hopefully then abandon the call rather than a fire appliance being mobilised to attend a non-existent incident.
206iii	Number of deliberate secondary fires(ex vehicles) per 10,000 population		25.2	23.78	amber	-	This is a new indicator to the Service this year and although the target is not being achieved there is still an improvement on the previous years performance. The Area Risk Teams will continue to work with partnership organisations to reduce the number of deliberate secondary fires across the County.

The tables and charts below detail red and amber performance for performance indicators where historical and trend data is available.

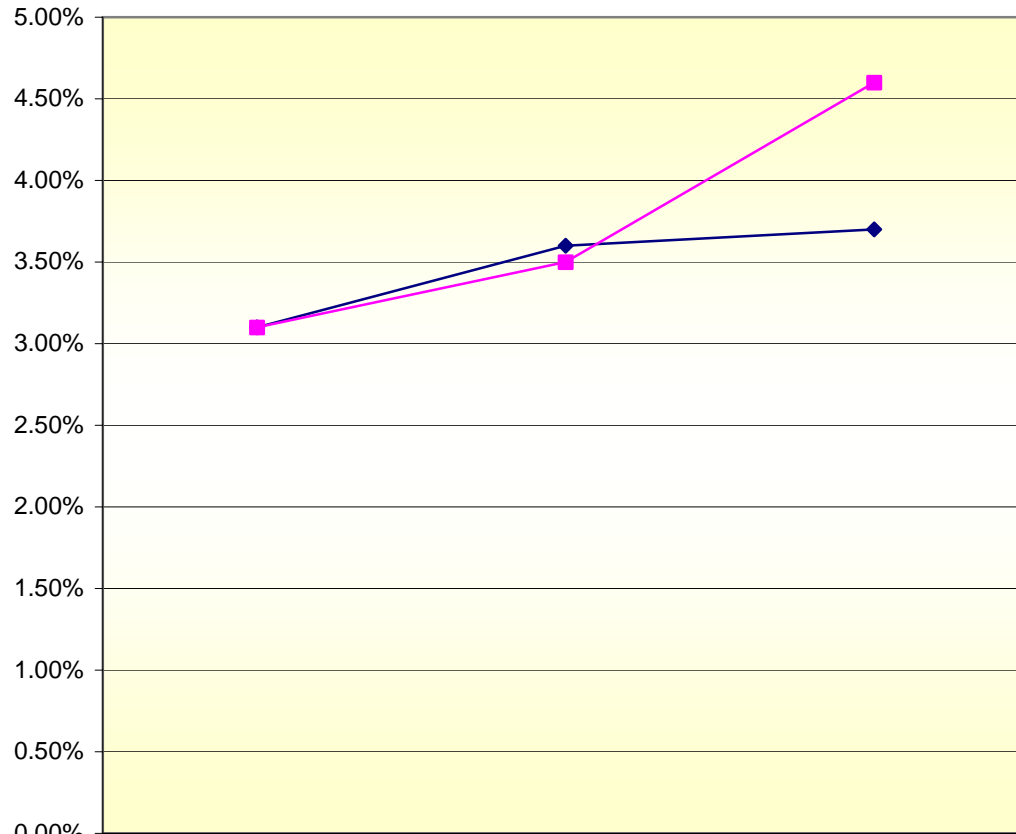
Indicator and traffic light		Performance Graph	Priority	Remedial Action or Commentary												
Target amber	Trend green	BVPI 8 The percentage of undisputed invoices which were paid within 30 days														
<div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">The %age of undisputed invoices which were paid within 30 days</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th></th> <th>2003/04</th> <th>2004/05</th> <th>2005/06(estimate)</th> </tr> </thead> <tbody> <tr> <td>◆ Actual</td> <td>94.50%</td> <td>95%</td> <td>97%</td> </tr> <tr> <td>■ Target</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table> </div>				2003/04	2004/05	2005/06(estimate)	◆ Actual	94.50%	95%	97%	■ Target	100%	100%	100%	Low	<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>
	2003/04	2004/05	2005/06(estimate)													
◆ Actual	94.50%	95%	97%													
■ Target	100%	100%	100%													

**Target
amber**

**Trend
green**

BVPI 17f) The percentage of employees from ethnic communities as a percentage of the total workforce.

Employees from ethnic communities as a %age of total workforce



◆ Actual	3.10%	3.60%	3.70%
■ Target	3.10%	3.50%	4.60%

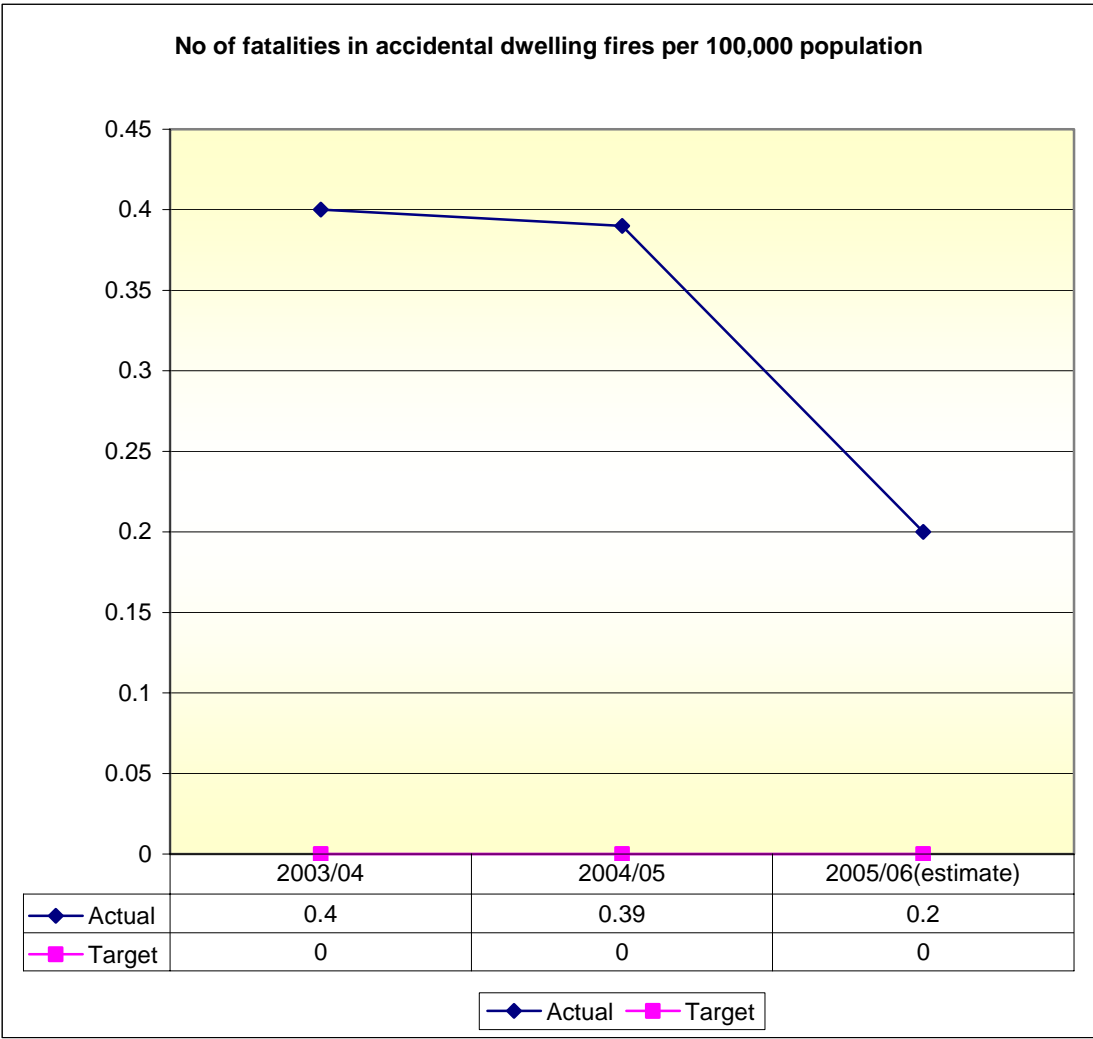
Low

The Service has only had a very limited number of new uniformed opportunities this year so unfortunately the challenging target will not be achieved by year end.

**Target
red**

**Trend
Amber**

BVPI 143i) Number of fatalities in accidental dwelling fires per 100,000 population



High

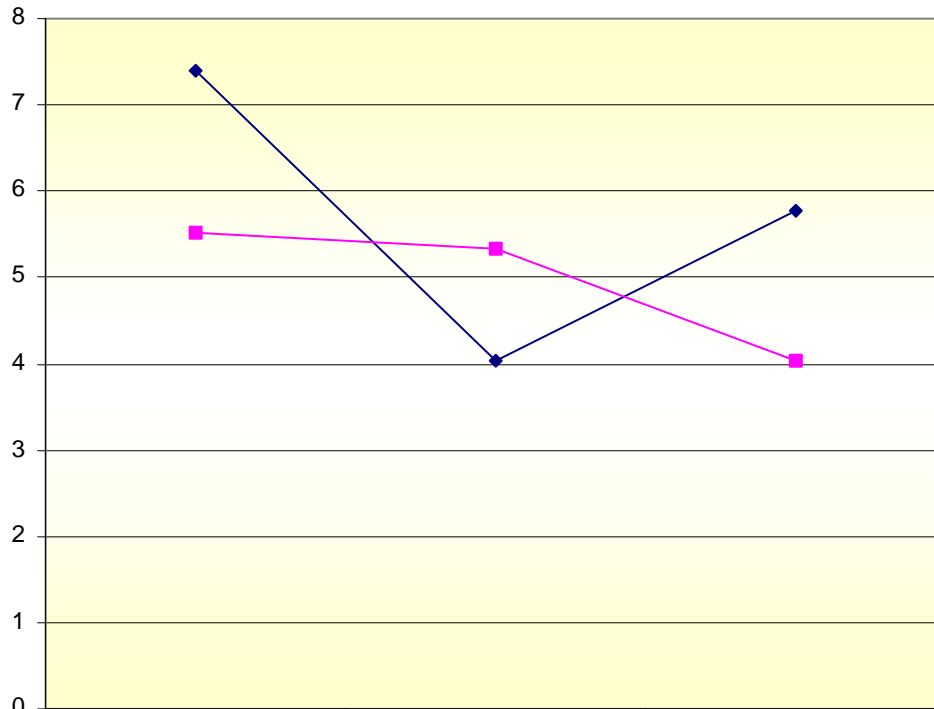
Unfortunately there has been one death in an accidental dwelling fire in the County this year. It occurred in Rugby in unfortunate circumstances. The Service always works to minimise the number of deaths in accidental dwelling fires through targeted fire safety campaigns and the schools education programme. A challenging target of zero deaths is adopted by the Service.

Target
red

Trend
red

BVPI 143ii) Number of Injuries in accidental dwelling fires per 100,000

Number of injuries in accidental dwelling fires per 100,000 population



	2003/04	2004/05	2005/06(estimate)
Actual	7.4	4.04	5.77
Target	5.53	5.33	4.04

Actual Target

High

The number of injuries in accidental dwelling fires has decreased since 2004/05, however the challenging target was not achieved. At the end of September there had been 12 injuries compared to 14 in the same period of last year. The Area Risk Teams are continuing with the targeted fire safety campaigns to minimise the incidence of injuries in accidental dwelling fires.

**Target
red**

**Trend
green**

BVPI 149i) False alarms caused by automatic fire detection apparatus(AFA's) per 1,000 non-domestic properties

Total no of false alarms caused by automatic fire detection apparatus per 1,000 non domestic properties



	2003/04	2004/05	2005/06(estimate)
Actual	157.3	151.6	144.9
Target	149	149	141.01

Medium

The total number of false alarm calls to automatic fire detection apparatus remains high and over target, but the trend is down. Improvements are being made year on year, however the target has not been met. Work is continuing with premises that have a high number of calls to reduce the number of false alarm calls. The Service policy for attending calls to automatic fire detection apparatus is under review with likely changes which will decrease the number of AFA calls.

5. Customer Results

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

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

Satisfaction Indicator	Actual 2003/04	Actual 2004/5	Forecast 2005/6	Target 2005/6	Target Status	Trend Status	Remedial Action or Commentary
Satisfaction with WFRS (measured through the Best Value Users Satisfaction Survey)	53%	58%	65%	65%	Green	Green	The results of the annual BVUSS are due. This will let us know if the Service has achieved its target. There has been ongoing work throughout the year to raise the profile of the Service across the County.
% of emails responded to within 10 working days	83%	93%	93%	95%	Amber	Amber	At the half year point the performance is not quite to target. More emphasis will be put on the need to reply to emails promptly in order to achieve year end target. The introduction of the Freedom of Information Act has helped raise the awareness of answering e-mails on a timely basis.

Satisfaction Indicator	Actual 2003/04	Actual 2004/5	Forecast 2005/6	Target 2005/6	Target Status	Trend Status	Remedial Action or Commentary
% of letters responded to within 10 working days	94%	78%	100%	100%	Green	Green	This measure is monitored internally and to date all letters going through the monitoring process have been replied to on time. This monitoring will continue to ensure standards don't decline. The introduction of the Freedom of Information Act has helped raise the awareness of answering letters on a timely basis.
% of telephone calls responded to within 5 rings			-	-	-	-	The Service does not currently have the technology to monitor call answering times.

6. Financial Results

5.1 As part of the corporate budget monitoring requirements, the Service has prepared its end of year forecast as at quarter 2 of 2005/06 as summarised in the table below.

Quarter 2 Forecast 2005/06

	Budget £000	Projected Outturn £000	Projected (Over)/ Underspend £000
Mutual Assistance	0	40	(40)
Other	24,231	24,231	0
Grand Total	24,231	24,231	(40)

5.2 It can be seen in the above table that the Services financial performance has been good for the first half of the year in that its expenditure and income has been predominantly on target, and is projected to remain so for the second half of the year.

- 5.3 The Service is forecasting a small overspend at year end due to the financial effects of the mutual assistance agreement with West Midlands Fire Authority. Upon entering into the agreement it was anticipated that the mutual assistance provided and received would balance out to a neutral cost. However this has not been the case this year. The Service is in the process of reviewing the current agreement with West Midlands Fire Authority to try and address some of the issues and it is hoped that these discussions will minimise the overspend.
- 5.4 This minimal overspend will not affect the Services ability to achieve the target for expenditure per head of population (BV150).

CHAPTER TWO – CONSULTATION

1. Introduction

1.1 This section aims to provide the committee with an indication of what public consultation has been carried out, what priorities and areas of concern the public have raised, how this information has been used and the actions taken as a result.

1.2 The report also addresses planned consultation activities for the next six months and any improvements that will be made to service delivery following completed consultation.

2. Consultation This Year

Title	Purpose	Start Date	Methodology	Corporate Objective
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
IRMP - Year 3 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 planned for December 2005 Internet survey online from mid October	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 3 Action Plan and satisfaction with the Service. It also aims to understand how the public would prefer the Fire Service to deliver some of its services. The electronic survey is available so that every member of the public can comment if they so wish.	Community Safety

Title	Purpose	Start Date	Methodology	Corporate Objective
Home Fire Safety Check Quality of Service Survey	A new survey to monitor the level of customer satisfaction with this service.	April 2005	A postal survey distributed monthly to members of the public who have received a Home Fire Safety Check. Data is collated by ORS and the first set of results will be published in May 2006.	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

Key messages and action plans from consultation were reported in the year end performance report, no new results have been received since that time.

CHAPTER THREE – COMPLAINTS

1. Introduction

1.1 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. Complaints Analysis

2.1 The number of complaints received by the service in the April to September period in the last four years is shown below:

NUMBER OF COMPLAINTS			
April – Sept 02	April – Sept 03	April – Sept 04	April – Sept 05
6	11	7	4

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

REASON FOR COMPLAINT	
	Number
Poor service	
Staff conduct	
Council policy	
Facilities	
Discriminatory nature	
Other	4
TOTAL	4

2.3 All four of the complaints in this period related to the driving of brigade vehicles and all were found to be justified.

3. Improvements Made

- 3.1 Fire appliance drivers have been reminded of the Brigade policy not to use 'blue lights' to negotiate heavy traffic whilst on cover moves. One driver was referred to Driver Training for reassessment.

4. Compliments

- 4.1 Between April and September the Service has received a total of 63 compliments. We have been complimented on a number of Service activity areas such as the Schools Programme, Fire Safety advice and conduct at emergency incidents. 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.

William Brown
County Fire Officer

November 2005

Appendix 1

Key Performance Indicators

BVPI	Indicator	Actual 2003/4	Actual 2004/5	Estimate 2005/06	Target 2005/06	Target Status	Trend Status
2a	Level of Equality Standard for Local Government to which authority conforms	2	2	2	2	green	green
2b	The duty to promote race equality	2	2	2	2	green	green
8	The percentage of undisputed invoices which were paid within 30 days	94.5%	95%	97%	100%	amber	green
11af	The percentage of top 5% earners that are women	0%	5.5%	5.5%	11%	amber	amber
11bf	The percentage of top 5% earners that are from ethnic communities	5.3%	5.5%	5.5%	11%	amber	amber
12f	The number of working days /shifts lost due to sickness absence	8.5	8	7	7	green	green
15f	The percentage of employees retiring on grounds of ill health as a percentage of total workforce	2.3%	0.5%	0.6%	2.0	green	green
17f	The percentage of employees from ethnic communities as a percentage of the total workforce.	3.1%	3.6%	3.7%	4.6%	amber	green
142i	Number of calls to fire attended: Primary fires per 10,000 population	31.3	26.2	26.0	26.0	green	green
142ii	Number of calls to fire attended: Accidental fires in dwellings per 100,000 dwellings	13.0	11.02	10.75	10.75	green	green
143i	Number of fatalities in accidental dwelling fires per 100,000 population	0.4	0.39	0.20	0	red	amber
143ii	Number of injuries in accidental dwelling fires per 100,000 population	7.4	4.04	5.77	4.04	red	red
144	Accidental fire in dwellings confined to room of origin in smaller towns and urban residential areas		88.6%	90%	92%	amber	amber

BVPI	Indicator	Actual 2003/4	Actual 2004/5	Estimate 2005/06	Target 2005/06	Target Status	Trend Status
146i	Number of calls to malicious false alarms not attended per 1,000 population			0.23	0.38	red	-
146ii	Number of calls to malicious false alarms attended per 1,000 population			0.15	0.38	green	-
149i	False alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties	157.3	151.60	144.9	141.01	amber	green
149ii	Number of those properties with more than 1 attendance			388	388	green	-
149iii	The %age of calls which are to a property with more than 1 attendance			70%	76%	green	-
150	Expenditure per head of population on the provision of fire and rescue services.	£36.54	£34.08	£42.51	£42.51	green	green
206i	Number of deliberate primary fires per 10,000 population		3.8	3.62	3.62	green	green
206ii	Number of deliberate primary vehicles fires per 10,000 population			9.46	9.46	green	-
206iii	Number of deliberate secondary fires(ex vehicles) per 10,000 population			25.2	23.78	amber	-
206iv	Number of deliberate secondary fires in vehicles per 10,000 population			0.98	0.98	green	-
207	The number of fires in non –domestic premises(per 1,000 non-domestic properties)			16.4	New indicator monitoring only for 05/06		
208	The % age of people in accidental dwelling fires who escape unharmed without FRA assistance at the fire			82%	New indicator monitoring only for 05/06		

BVPI	Indicator	Actual 2003/4	Actual 2004/5	Estimate 2005/06	Target 2005/06	Target Status	Trend Status
209	The % of fires attended in dwellings where: i) a smoke alarm had activated ii) a smoke alarm was fitted but did not activate iii) no smoke alarm was fitted						
				48%	40%	green	-
				20%	20%	green	-
				32%	40%	green	-
218a	%age of new reports of abandoned vehicles investigated within 24hrs of notification			100%	100%	green	-
218b	%age of abandoned vehicles removed within 24 hrs from the point at which the authority is legally entitled to remove the vehicle			100%	100%	green	-