

AGENDA MANAGEMENT SHEET

Name of Committee

**Corporate Services and Community
Safety Overview & Scrutiny Committee
14th July 2009**

Date of Committee

Report Title

**Year End Community Protection
Directorate Report Card 2008/09
(April 2008– March 2009).**

Summary

This report provides an analysis of the Community Protection Directorate's performance at the year end for 2008/09. It reports on performance against the key performance indicators as set out in the Directorate Report Card

**For further information
please contact:**

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No.

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

Background papers

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

Other Committees

☐

.....

Local Member(s)

☐

.....

Other Elected Members

☒

Cllr Chattaway, Cllr Davis, Cllr Mrs Boad, Cllr Shilton

Cabinet Member

☒

Cllr Richard Hobbs

Chief Executive

☐

.....

Legal

☒

Sarah Duxbury

Finance

☒

Sally Bentley

Other Chief Officers

☒

David Carter

District Councils

☐

.....

Health Authority

☐

.....

Police	<input type="checkbox"/>
Other Bodies/Individuals	<input checked="" type="checkbox"/>	Kate Nash

FINAL DECISION YES

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"/>

**Corporate Services and Community Safety Overview & Scrutiny Committee -
14th July 2009**

Year End Directorate Report Card 2008/09

**Report from Chief Fire Officer Paul Fuller and David Carter,
Director of Customers, Workforce and Governance for the
Community Protection Directorate**

Recommendation

That the Corporate Services and Community Safety Overview & Scrutiny Committee are recommended to:

- Consider both the summary and detail of the performance indicators within the Directorate Report Card for the Year End 2008/09 (Appendix 1)

1.0 Background

- 1.1 This report presents Corporate Services and Community Safety O&S Committee with the year end performance summary of the Directorate Report Card Community Protection Directorate and is intrinsically linked to the Corporate Report Card which is considered by Cabinet. This report is a joint report from Paul Fuller and David Carter as the Directorate has now been split up.
- 1.2 All Directorate Report Cards will provide the specialist service based information which support the Council-wide position considered by Cabinet in the Corporate Report card.
- 1.3 After a full year of operation the Report Card system has been enhanced and all Directorates will now provide an update on the performance of their Directorate Report Cards to the respective Overview & Scrutiny Committee on a quarterly basis.
- 1.4 The objective of the system is to provide Members with a detailed update on the key performance measures relating to the Directorate, from which Members can be signposted to more detailed reports and information if required.
- 1.5 This detail and a summary of content are set out in the following sections.

2.0 Content of the Directorate Report Card




- 2.1 As a minimum requirement the Directorate Report Card includes any indicators which are in the Corporate Report Card and are the responsibility of this Directorate either on the basis of our specific service areas or as contributions to a Corporate total.
- 2.2 Recognising the increased role which partnership plays in the delivery of County Council services, all LAA measures relevant to the Committee have been incorporated into the Directorate Report Card, In addition to the relevant measures from the Corporate Report Card all Directorate Report Cards will be made up of other 'local' indicators' which they feel are relevant to their services.
- 2.3 Directorate Report Cards will therefore potentially comprise the following four 'types' of measures:

Type 1	Specialist areas, clearly led by one Directorate which appear in the Corporate Report Card <i>eg. Environment CPA score</i>
Type 2	The Directorate's contribution to the cumulative Corporate figure which appears in the Corporate Report Card <i>eg. Sickness absence</i>
Type 3	Measures specific to the Directorate, as taken from the Directorate Business Plan (Directorate Report Card only)
Type 4	Measures related to the effectiveness of services delivered within the relevant Directorate (Directorate Report Card only)

- 2.4 The content of the Directorate Report Card has been agreed by the Directorate Management Team in consultation with Portfolio holders and Members.

3.0 Overall Summary of Full Year Performance

- 3.1 There are 45 measures within the Directorate Report Card and at the year end for 2008/09, performance is reported for 44 of these.
- 3.2 The year end performance for 2008/09 is presented in full in Appendix A and summarised in the table below.

	Year end actual compared to 2008/09 target						Total
	Year end actual exceeding target		Year end actual meeting target		Year end actual missed target		
							
	Total no. of measures	%	Total no. of measures	%	Total no. of measures	%	Total no. of measures
Customer Results	1	33.3	1	33.3	1	33.3	3
People measures	2	25	0	0	6	75	8
Corporate Health	0	0	2	66.6	1	33.3	3
Performance Results	11	37	0	0	19	63	30
OVERALL TOTAL	14	32	3	7	27	61	44

4.0 Remedial action

- 4.1 In response to Member concerns this year a great emphasis has been placed on the need for robust remedial action in relation to measures which are forecast not to meet target.
- 4.2 The table below summarises the key remedial action which will address underperforming areas and take place between now and the next reporting period, as taken from the table in Appendix A.

5.0 Recommendations

The Corporate Services and Community Safety O&S Committee are recommended to:

- Consider both the summary and detail of the performance indicators within the Directorate Report Card at the year end point of 2008/09 (Appendix 1)

Paul Fuller
Chief Fire Officer

David Carter
Director of Customers,
Workforce and Governance

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
					Current Performance			
Ref	Description	Aim	Collection Frequency		Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)	SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
LI500	To reduce the number of deliberate primary vehicle fires (LPSA2)	Smaller is Better	Quarterly	326	270.00	458.00	★	see LI520
LI501	To reduce the number of deliberate small fires (LPSA2)	Smaller is Better	Quarterly	1329	955.00	1034.00	★	see LI521 and LI522
LI502	To reduce the number of deliberate primary property fires (LPSA2)	Smaller is Better	Quarterly	193	229.00	132.00	▲	see LI519
LI503	% residents satisfied that WCC protects the community and makes Warwickshire a safer place to live	Bigger is Better	Annually	New indicator not available	44.00	Not available	Not applicable	This is a new indicator and has been monitored only during this year therefore there has been no target set and no remedial action is available
LI507	No. acc. fire deaths per 100K pop (BV143(ii))	Smaller is Better	Quarterly	0.19	0.38	0.00	▲	There have been 2 deaths in accidental dwelling fires this year, 1 in the Rugby District and 1 in the Warwick District. At risk groups are targetted through our continuing Community Fire Safety activity to reduce the number of deaths and injuries in accidental dwelling fires.
LI508	No of fire injuries in adf's per 100Kpop (BV143(ii))	Smaller is Better	Quarterly	4.79	1.90	4.75	★	There have been 10 injuries in accidental dwelling fires have recorded during 08/09. This performance is significantly better than last year, a 58% overall reduction. Targetted Community Fire Safety activity has continued to try and reduce the incidence of injuries in accidental dwelling fires.

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
					Current Performance			
Ref	Description	Aim	Collection Frequency		Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)	SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
LI509	Primary fires per 10,000 pop (BV142(ii))	Smaller is Better	Quarterly	24.11	21.99	17.32	▲	The Fire and Rescue Service Plan 2009/10 includes an objective to improve the accuracy of the incident related data on which the CFS Strategy is based. It is anticipated that achievement of this objective will have a positive impact on performance against the target for reducing the number of primary fires.
LI510	Accidental fires per 10,000 (BV142(iii))	Smaller is Better	Quarterly	11.82	10.44	10.05	★	During 08/09 there were 243 recorded accidental dwelling fires. This was 4% incidents more than target but was 11.6% less than the previous year. 3500 targetted Home Fire Safety Checks (HFSC) were completed last year alongside other Fire Safety Eductaion programmes. The number of HFSC scheduled for 09/10 has been doubled to try and reduce the risk further.
LI511	% fires confined to origin room (BV144.04)	Bigger is Better	Quarterly	88.95	93.60	93.00	★	The number of accidental dwelling fires confined to the room of origin has acheived the challenging target of 93%. This has been acheived through good working practices as well as data quality checking to ensure accurate incident recording.
LI512	Malicious false alarms: N Att. (BV146i.05)	Bigger is Better	Quarterly	0.22	0.09	0.22	▲	The overall number of malicious false alarms received is well below target. However the number of those calls that despite being challenged result in an attendance is still too high, 69%. The call challenge procedure will continue and further action will be taken as appropriate.

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
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Ref	Description	Aim	Collection Frequency		Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)	SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
LI513	Malicious false alarms: Att (BV146ii.05)	Smaller is Better	Quarterly	0.26	0.19	0.25	★	The overall number of malicious false alarms received is well below target. However the number of those calls that despite being challenged result in an attendance is still too high, 69%. The call challenge procedure will continue and further action will be taken as appropriate.
LI514	False alarms auto detect per 1000 (xBV149)	Smaller is Better	Quarterly	114.02	85.21	102.63	★	There has been a significant decrease in the overall number of false alarm calls caused by detection apparatus of 25%. The target was achieved during this year. However, the issue is around the number and percentage of properties receiving repeat attendances. The call challenge and attendance processes are in place and WFRS personnel will continue to work with the public to minimise unwanted fire alarm activations. Other policies are being considered to try and reduce the numbers. Service Order being updated by Richard Buxton so that ART's are going to start engaging in process again
LI515	AFA Properties with repeated attendance	Smaller is Better	Quarterly	310	225	200	▲	There has been a significant decrease year on year in the overall number of false alarm calls caused by detection apparatus of 25%. The target was acheived during this year. However, the issue is around the number and percentage of properties receiving repeat attendances. The call challenge and attendance processes are in place and WFRS personnel will continue to work with owners and occupiers of premises to minimise unwanted fire alarm activations. Other policies are being considered to try and reduce the numbers.

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
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Ref	Description	Aim	Collection Frequency		Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)	SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
LI516	Percentage of AFA calls to properties with repeated attendances	Smaller is Better	Quarterly	70.52	73.1	61.54	▲	There has been a significant decrease year on year in the overall number of false alarm calls caused by detection apparatus of 25%. The target was acheived during this year. However, the issue is around the number and percentage of properties receiving repeat attendances. The call challenge and attendance processes are in place and WFRS personnel will continue to work with owners and occupiers of premises to minimise unwanted fire alarm activations. Other policies are being considered to try and reduce the numbers.
LI517	Deliberate fires per 10,000 pop (BV206)	Smaller is Better	Quarterly	35.39	27.61	27.57	▲	The total number of deliberate fires are behind target and the year end target has beed marginally missed. This is due to the deliberate primary fires not acheiving target. It should also be noted that there has been a significant year on year reduction of 23%.
LI519	Delib. Fires Pri. - no vehicles (BV206i.05)	Smaller is Better	Quarterly	3.7	4.35	2.51	▲	The number of deliberate property fires has not achieved the LPSA2 target this year despite analysis of the issues and subsequent targeted activity. We continue to analyse the frequency and trends of these incidents to target arson reduction strategies. The Arson Reduction Team is working closely with other partnership agencies to reduce the number of deliberate property fires. Void premises initiative set up by the Arson Reduction Team.

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

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LI520	Delib. Fire Pri. - in vehicles (BV206ii.05)	Smaller is Better	Quarterly	6.24	5.13	5.43	★	The incidence of deliberate vehicle fire has decreased significantly during the year acheiving the target by 6% and there was a 17% reduction on the previous year. The partnership Car Clear scheme has continued to be successful.The scheme has been reviewed and is being relaunched during the forthcoming year, this should result in continued success.
LI521	Delib. Fire Sec - no vehicles (BV206iii.05)	Smaller is Better	Quarterly	24.55	18.04	18.78	★	The overall number of deliberate small fires has acheived its stretch LPSA2 target by 45 and there has been a year on year reduction of 28%. There has been considerable targetted activity concentrated on reducing the number of deliberate small fires across the County this year. These initiatives have included partnership working such as the Anti Social Behaviour Intervention Team (ASBIT) which ran in Nuneaton and Bedworth and Rugby Districts and was highly successful.
LI522	Delib. Fires Sec -in vehicles (BV206iv.05)	Smaller is Better	Quarterly	0.9	0.09	0.85	★	There have only been 5 deliberate derelict vehicle fires recorded during the year. This is in part due to an improved incident recording system that has been implemented. However there has also been an improvement due to the arson reduction initiatives that have been undertaken this year.

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

Performance Results								
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LI523	Fires in non-domestic premises (xBV207)	Smaller is Better	Quarterly	21.37	11.02	9.68	▲	Despite some category classification changes during the year the target has been exceeded by 14%. Analysis of the occurrence and trends of non domestic property fires continues. Area Risk Teams and the Fire Protection department are continually working with owners and occupiers of non domestic properties across the County to ensure that the necessary fire precautions are applied within their premises. Properties considered to be high risk are prioritised.
LI524	% of people escaping ADF's (BV 208)	Bigger is Better	Quarterly	88.12	94.14	98	▲	The stretch target of 98% has been marginally missed acheiving 95%. Home Fire Safety Checks are continuing across the County and are targetted at the community groups considered to be at risk. The number of HFSC's to be delivered over the next 12 months will be significantly increased. All other CFS activity is continuing including the schools education programme. All these activities raise awareness of the need to have an escape plan within the home in the event of a fire.

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

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LI525	Smoke alarm activated (BV209i)	Bigger is Better	Quarterly	36.42	37.86	47	▲	Despite the targeted Fire Safety education programmes used within the County, performance against these indicators has been disappointing. The number of Home Fire Safety Checks to be delivered during the forthcoming year has doubled. Fire safety education highlights the need for homes to have a working smoke alarm. Other methods of delivering this message are being explored & work related to the quality of data recorded will ensure accuracy of incident recording through IRS.
LI526	Smoke alarm fitted did not activate	Smaller is Better	Quarterly	12.47	16.46	15	▲	Despite the comprehensive targetted Fire Safety educaion programmes used within the County, performance against these indicators has been disappointing. The number of Home Fire Safety Checks to be delivered during the forthcoming year has been doubled. All fire safety education methods highlight the need to have a working smoke alarm within the home. Other methods of delivering this important message are being explored.
LI527	No smoke alarm fitted	Smaller is Better	Quarterly	51.17	45.68	38	▲	Despite the comprehensive targetted Fire Safety educaion programmes used within the County, performance against these indicators has been disappointing. The number of Home Fire Safety Checks to be delivered during the forthcoming year has been doubled. All fire safety education methods highlight the need to have a working smoke alarm within the home. Other methods of delivering this important message are being explored.

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

Performance Results								
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NI015	Serious violent crime rate, including Domestic Violence (per 1,000)	Smaller is Better	Quarterly	0.5	0.58	0.47	▲	Recording criteria for Serious Violent Crime reviewed during 2008/9, with a negative impact on LAA target as greater number of offences included within LAA classification. Overall, there were 684 fewer victims of Serious Violent Crime in 2008/9. 2009/10 LAA target refreshed to reflect new classification. Significant piece of research into violent crime ongoing, with findings to be linked into other partnership projects being developed around high harm causers and family intervention.
LI015a	Serious violent crime rate - to include Domestic Violence (Number of offences)	Smaller is Better	Quarterly	261	306	248	▲	Recording criteria for Serious Violent Crime reviewed during 2008/9, with a negative impact on LAA target as greater number of offences included within LAA classification. Overall, there were 684 fewer victims of Serious Violent Crime in 2008/9. 2009/10 LAA target refreshed to reflect new classification. Significant piece of research into violent crime ongoing, with findings to be linked into other partnership projects being developed around high harm causers and family intervention.

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

Performance Results								
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NI016	Serious acquisitive crime - Offences (per 1,000)	Smaller is Better	Quarterly	15.31	15.12	14.54	▲	Overall decrease in Serious Acquisitive Crime represents positive news against a challenging economic backdrop. However, 5% reduction target not achieved. Remedial action implemented in hotspot areas for hotspot crime types e.g. Vehicle Crime action plan ongoing in North Leamington. Areas within Leamington, Nuneaton and Rugby identified as Priority Policing Areas for 2009/10 and differential targets adopted for burglary and vehicle crime within these areas. LAA target renegotiated with GOWM. Target is now to achieve a 10% (rather than 15%) reduction over the 3 years of the LAA.
LI016a	Serious acquisitive crime (Number)	Smaller is Better	Quarterly	7995	7964	7595	▲	Overall decrease in Serious Acquisitive Crime represents positive news against a challenging economic backdrop. However, 5% reduction target not achieved. Remedial action implemented in hotspot areas for hotspot crime types e.g. Vehicle Crime action plan ongoing in North Leamington. Areas within Leamington, Nuneaton and Rugby identified as Priority Policing Areas for 2009/10 and differential targets adopted for burglary and vehicle crime within these areas. LAA target renegotiated with GOWM. Target is now to achieve a 10% (rather than 15%) reduction over the 3 years of the LAA.

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
					Current Performance			
Ref	Description	Aim	Collection Frequency		Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)	SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
NI021	Dealing with local concerns about anti-social behaviour and crime by the local council and police (%)	Bigger is Better	Biennial	0	23.1	0	★	Place Survey baseline established during 2008/9. 2008/9 performance measured using Criminal Damage incidents as a proxy measure. 12.8% reduction in incidents achieved compared to 2007/8 baseline (against target of 5%). 2007/8 baseline: 9,178 incidents. 2008/9 target: 8,719 incidents. 2008/9 actual: 8,002 incidents.
NI030	Re-offending rate of prolific and priority offenders (%)	Smaller is Better	Quarterly	17	31	20	Not yet available	This figure represents the forecast reduction in re-offending by Warwickshire PPOs, based on confirmed data for the first three quarters. Final performance in relation to the NI will be calculated by comparing the reduction achieved in Warwickshire to that achieved by a national cohort. This figure is calculated by GOWM and should be available in July. The percentage reduction figure of 31% is therefore subject to change.
NI040	Drug users in effective treatment (number)	Bigger is Better	Annually	938	1064	957	★	There is a time delay with this indicator as 'effective treatment' is defined as 12 weeks in effective treatment. We will not know if treatment has been effective for someone entering treatment in March until June (12 weeks later). Final year end data should therefore be available in July. Current data suggests this target is likely to be achieved. There were 1,064 drug users in effective treatment to the end of November, against a target of 1,053.

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

Customers								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
					Current Performance			
Ref	Description	Aim	Collection Frequency		Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)	SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
LI316b	% Achievement of WCC customer care standards	Bigger is Better	Quarterly	New indicator not available	73.00	70.00	★	The Directorate has acheived it's customer care standards targets this year. These standards are measured internally against replies to emails and also a sampling of letters received by the Directorate.
LI317b	% Satisfaction with Mystery Shopping experience rating	Bigger is Better	Annually	New indicator not available	73.00	75.00	▲	A full report was made to Senior Managers following the Mystery Shopper exercise within the year. The analysis was full and recommendations for improvements were made within the document. Improved performance in the next Mystery Shopper wave is anticipated
LI321b	Number of adverse Ombudsman complaints	Bigger is Better	Quarterly	0	0.00	0.00	●	There have been no adverse complaints to the Ombudsman during this last year.

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

People								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
					Current Performance			
Ref	Description	Aim	Collection Frequency		Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)	SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
LI334b	% Satisfaction that the County Council is a good employer	Bigger is Better	Annually	65	57.00	72.00	▲	This is a measure of staff perception which is only taken once a year. The year-end actual figure of 57% is taken from the 2008 Annual Staff Survey which was conducted in the summer of 2008. The last survey was taken at a time when a business case to combine with another Fire Authority was being developed and it is considered likely that this adversely affected staff's rating of their satisfaction. The next survey is due to take place in July 2009 and it is anticipated that the removal of the combination proposals and the communications taking place with staff about future initiatives will see this figure improve.
LI335b	% Staff satisfaction that Appraisal was of benefit	Bigger is Better	Annually	41	38.00	50.00	▲	This quarters result of 38% is unchanged from the previous quarters because it was taken from the 2008 Annual Staff Survey - as such, this figure will not change until the next Survey is undertaken in July 2009. Following a recent internal project regarding communication within the Service improvements are already being made. For example, a staff focus group has been established, and the Chief Fire Officer is undertaking informal walkabouts. Other longer term recommendations made within the report are being considered.



Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

People								
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LI336b	% of all benchmarkable staff satisfaction questions in the top quartile of all local authorities (ORC Benchmark)	Bigger is Better	Annually	New indicator not available	33.00	40.00	▲	This measure (from 2008 Staff Survey) is made up of individual staff satisfaction ratings. These ratings were adversely affected during this survey, as a business case to combine with another FA was being developed. The figure should improve in the July 2009 survey with the removal of combination proposals and staff communication about future initiatives.
LI337b	No. Working days/ shifts lost due to sickness absence per FTE	Smaller is Better	Quarterly	9	5.76	8.00	★	The target figure (which relates to the former Community Protection Directorate) was comprehensively met during the reporting period. However, as the absence figure relating just to Fire & Rescue (on which future reports will be based) is known to be higher than that relating to the former CP Directorate as a whole, the initiatives which are in place to achieve further reductions in this PI will continue.
LI338b	% Employees who are disabled	Bigger is Better	Quarterly	5	4.63	5.00	▲	The target figure (which relates to the former Community Protection Directorate) was marginally missed over the reporting period. No remedial action is being taken due to the fact that the target figure for future performance has been substantially revised to account for the much lower percentage of employees (0.5%) who are disabled who work within Fire & Rescue (as compared to within the former CP Directorate as a whole).

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

People								
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LI339b	% Employees from BME communities	Bigger is Better	Quarterly	4	3.90	5.00	▲	In response to the Fire and Rescue Service Equality Strategy 2008-2018, the service has produced an action plan intended - approved by the Fire Authority - which is intended to raise the percentage of BME employees to levels reflecting those of the local community over a ten year period.
LI340b	Top 5% of earners (senior management posts) that are women	Bigger is Better	Quarterly	18.75	21.05	18.75	★	This target has been achieved with a number of senior management posts being taken by females.
LI518	% staff receiving an appraisal (Directorates Only)	Bigger is Better	Annually	61	58.00	95.00	▲	The year-end actual of 58% relates to the 2008 round of staff appraisals. For the 2009 appraisals further monitoring arrangements have been introduced which will permit the percentage completed to be monitored by location & appropriate remedial action to be taken.

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

Corporate Health								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
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LI327	Fire CPA Score	Bigger is Better	Annually	2	2.00	2.00		Even though the 2008 Direction of Travel assessment was not completed, the 2007 score has been carried forward. Fire and rescue is now preparing for an IDeA peer review and CAA assessment in June 2009 following discussions with the Audit Commisssion and the Chief Fire and Rescue Advisors Unit. The objective is to maintain performance and agree and implement a prioritised improvement plan linked to modernisation.
LI329b	% End year variance from budget - Please Note: The target for this indicator is +/- 1% variance	Plan is Best	Quarterly	-2.53	2.50	1.00		The underspending of £0.580 million for Community Protection equates to 2.22% of the 2008/09 latest approved budget. The net underspend is made up of a number of variances including an overspend of £0.496 million relating to the additional unfunded costs of the major investigation at Atherstone on Stour. The variance also includes underspending of £0.736 million relating to projects either funded by external grant or earmarked for the continuation/support of initiatives in 2009/10. Whilst the Directorate has continued to closely monitor and manage budgets throughout the year, some of the variances have arisen from circumstances which are somewhat beyond our control.

Warwickshire County Council Community Protection Year End Directorate Report Card 2008 - 2009

Corporate Health								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
					Current Performance			
Ref	Description	Aim	Collection Frequency		Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)	SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
LI331b	% Compliance with Directorate Governance action plan	Bigger is Better	Quarterly	100	100.00	100.00	<div></div>	In 2008/09 the Directorate has acheived all the tasks identified on the Corporate Governance action plan.