

report

meeting	NOTTINGHAMSHIRE AND CITY OF NOTTINGHAM FIRE & RESCUE AUTHORITY	
date	16 December 2005	agenda item number

REPORT OF THE CHIEF FIRE OFFICER

BEST VALUE PERFORMANCE INDICATORS PERFORMANCE UPDATE – QUARTER 2

1 PURPOSE OF REPORT

The purpose of this report is to update Members on how the Nottinghamshire & City of Nottingham Fire & Rescue Authority is performing against its statutory Best Value Performance Indicators (BVPIs).

2 BACKGROUND

- 2.1 Since the introduction of the Local Government Act 1999, the Authority has had to publish a Best Value Performance Plan (BVPP). This shows how the Authority is performing against specific measures as laid down by the Office of the Deputy Prime Minister (ODPM).
- 2.2 From 1 April 2005, revised sets of performance indicators were introduced via the ODPM following the issue of Fire & Rescue Services Circular 58-2004. This covers two principle areas ; Corporate Health and Fire.
- 2.3 Nottinghamshire & City of Nottingham Fire & Rescue Authority updates its performance on a quarterly basis and as well as formally presenting the outcomes to the Fire Authority, the results are published on the Internet. The overall summary of reports from each quarter is published in July of each year as part of the BVPP.

3 REPORT

- 3.1 The second quarter's performance statistics are presented to the Fire Authority in Appendices 1 and 2. These show the aggregated targets at Service level and are colour coded to highlight specific areas of performance. The colours represent the following :

Blue : indicates good performance and possibility of best practice

Green : indicates performance is on line with targets set

Amber : indicates performance is below target, but within reasonable tolerance

Red : indicates performance is below target and action is required

The performance is mapped along a trajectory and upper and lower tolerance is set. The colour coding is set against this trajectory and its variance.

- 3.2 Appendix 1 shows an overall analysis of how the organisation is performing against its statutory indicators. This allows Members an overall snapshot of how the organisation is performing in specific areas. For internal information, the poster at Appendix 3 is distributed to all departments within the organisation. It is also broken down into district areas to enable local actions against specific areas.
- 3.3 Where BVPIs have identified poor or good performance, an appropriate guided response is required from the manager responsible. These are detailed at Appendix 2. This response details what actions are being taken and if there are any significant issues that need to be considered in relation to the overall totals.
- 3.4 Those areas of performance where "new target" has been entered only commenced from April 2005. Evidence is presently being gathered so that an annual target can be applied and performance measured. These will appear in future reports for Members at forthcoming Fire Authority meetings.
- 3.5 It is anticipated that upon the introduction of the new governance arrangements, performance is delegated to the new Performance Monitoring Committee, with the overall annual report being brought to full Authority for sign-off.
- 3.6 Members' attention is drawn to those areas where there has been good performance and where the organisation is underperforming. For example, overall performance in the BVPIs relating to community safety are good, with a general downward trend in the number of primary and secondary fires continuing. The Service is within the targets set for LPSA 3 and LPSA 8, and unless there is a significant change in this trend the PSA target will be achieved.
- 3.7 Underperforming areas continue to be those around health, although the figures do mask initiatives that are being taken. The high level of ill-health retirements (BVPI 15i) is due to the resolution of cases where individuals have been on long term sick and whose absence has continually impacted on the service. This will have an impact on absence figures in the future. In respect of the sickness in general, a new partnership arrangement has been implemented with an absence specialist. First Care Health and Absence now take all sickness notifications and process the data on behalf of Nottinghamshire Fire and Rescue Service. This is coupled with medical advice over the telephone and an expected return to work date is agreed. A pilot which commenced on 14 November 2005 is due to run for 12 weeks.
- 3.8 Other areas where figures cause concern include improvements in the numbers of top earners that are from ethnic backgrounds, female and disabled employees. Specific and targeted activity and initiatives to improve these areas over the long term will need to be put in place. This will be presented to the Equalities Group for action.

4 FINANCIAL IMPLICATIONS

The impact of some areas of performance does have financial implications. For example, the BVPI 12 series relates to absence. Actions taken to improve absence results is a direct saving to the Fire Authority, if the overall performance is improved.

5 PERSONNEL IMPLICATIONS

Areas of personnel implications relate to BVPI 2, 11, 12, 15, 16, 17 and 210.

6 EQUALITY IMPACT ASSESSMENT

A full equality impact assessment has not been undertaken with regard to this report. However, Members' attention is drawn to BVPIs 2, 11, 16, 17 and 210.

7 RISK MANAGEMENT IMPLICATIONS

Nottinghamshire & City of Nottingham Fire & Rescue Authority have a legal duty to produce and report on its performance in the areas identified. Failure to do so would put the Authority in conflict with the Local Government Act 1999 and associated Fire & Rescue Service legislation.

8 RECOMMENDATIONS

- 8.1 That Members note the contents of this report and continue to monitor the Service's overall performance.
- 8.2 That upon the inception of the new governance framework, the Authority delegate quarterly performance monitoring to the Performance Monitoring Committee, with the Annual Report being brought to the full Authority.

9 BACKGROUND PAPERS FOR INSPECTION

- Local Government Act 1999 ;
- Fire & Rescue Services National Framework 2004/2005 ;
- Fire & Rescue Services Circular 58-2004 ;
- Fire Authority Report – 1st Quarter Statistics – 29/07/05.

Paul Woods
CHIEF FIRE OFFICER

APPENDIX ONE

Front Page Report for 2nd Quarter 2005/06

BVPI	DESCRIPTION	PERFORMANCE	04/05 ANNUAL	04/05	05/06 ANNUAL	Q2	Q2
		OWNERSHIP	RESULT	Q2 RESULT	TARGET	TARGET	ACTUAL
BVPI 2a	The level of Equality Standard for Local Government	Equalities	1	1	2	2	1
BVPI 2b	The quality of Auth.Race Equality Scheme and improvements	Equalities	94.70%	94.70%	95.0%	95.0%	95.00%
BVPI 8	% of undisputed invoices paid within 30 days	Finanace	89.5%	93.70%	95.0%	95.0%	90.00%
BVPI 150	Expenditure per head of population	Finanace	£35.25	£35.25	39.85	£30.10	£35.25
BVPI 11i	The percentage of top 5% of earners that are women.	Personnel	2.4%	2.4%	4.0%	4.0%	4.2
BVPI 11ii	The % of top 5% of earners from minority ethnic communities	Personnel	0.0%	0.0%	2.0%	2.0%	0
BVPI 11iii	The percentage of top 5% of earners that are disabled	Personnel	New Target	New Target	2.0%	2.0%	0
BVPI 12i	Proportion of days/shifts sickness by WT uniformed	Personnel	12.55	3.46	8.0	2.00	2.78
BVPI 12ii	Proportion of days/shifts lost to sickness by all staff	Personnel	12.15	3.36	8.5	2.10	2.67
BVPI 15i	Whole time firefighter ill health retirements as a %	Personnel	0.50%	0.0%	1.035%	0.170%	0.360%
BVPI 15ii	Control and non-uniformed ill health retirements as a %	Personnel	0.70%	0.0%	1.035%	0.170%	0.0%
BVPI 16i	The %of W/T & Retained employees with a disability	Equalities	New target	New target	review 11/05	NA	NA
BVPI 16ii	The % of control and non-uniform employees with a disability	Equalities	New Target	New target	review 11/05	NA	NA
BVPI 17	% of ethnic minority uniformed staff	Equalities	1.08%	1.16%	2.73%	2.73%	1.17%
BVPI 210	The % of women fire-fighters	Equalities	New target	New target	4.50%	3.60%	2.90%
BVPI 157	The % of types of interactions enabled for e-delivery	I-T-C	57.0%	57%	100%	100%	100%
BVPI 142ii	Number of calls to primary fires per 10,000 population;	Safety Services	40.85	10.90	40	10.00	9.24
BVPI 142iii	No of calls to accidental fires in dwellings per 10,000 dwellings	Safety Services	16.24	3.72	15	3.75	3.84
BVPI 143i	No of deaths from acc fires in dwellings per 100,000 population.	Safety Services	0.29	0.19	0.19	0.049	0
BVPI 143ii	No injuries(excl pre-checks)acc fires in dwel per 100,000 pop.	Safety Services	10.26	2.83	10.5	2.62	1.86
BVPI 144	% of accidental dwelling fires confined to room of origin	Safety Services	90.0%	92.45%	92.0%	92.0%	91.50%
BVPI 146i	No of calls to malicious false alarms not attended per 1,000 population	Safety Services	New Target	New target	212	0.05	0.04 *
BVPI 146ii	No of calls to malicious false alarms attended per 1,000 population	Safety Services	New Target	New target	700	0.17	0.14 **
BVPI 149i	False alarms caused by AFA per 1,000 non-dom. Prop's	Safety Services	149.88	33.70	146	42.78	33.87
BVPI 149ii	False alarms by AFA, no of properties more than 1 attendance	Safety Services	New Target	New target	review 11/05	NA	315
BVPI 149iii	False alarms by AFA,% of calls to prop more than 1 attendance	Safety Services	New Target	New Target	review 11/05	NA	NA
BVPI 206i	No of deliberate primary fires (excl vehicles) per 10,000 pop	Safety Services	New Target	New Target	9.9	2.38	2.40
BVPI 206ii	No of deliberate primary fires in vehicles per 10,000 population	Safety Services	New Target	New Target	16	3.48	3.00
BVPI 206iii	No of deliberate secondary fires (excl vehicles) per 10,000 population	Safety Services	New Target	New Target	45	15.5	13.6
BVPI 206iv	No of deliberate secondary fires in vehicles per 10,000 population	Safety Services	New Target	New Target	1.1	0.25	0.20
BVPI 207	The no of fires in non-dom premises per 1,000 non-dom premises.	Safety Services	New Target	New Target	15.5	3.9	2.9
BVPI 208	% of people escaped unharmed from accid. dwel fires without	Safety Services	New Target	New Target	review 11/05	NA	86.10%

	assistce						
BVPI 209i	% of fires attended in dwellings- smoke alarm had activated	Safety Services	New Target	New Target	review 11/05	NA	36.70%
BVPI 209ii	% of fires attended in dwel-smoke alarm fitted, did not activate	Safety Services	New Target	New Target	review 11/05	NA	8.80%
BVPI 209iii	% of fires attended in dwellings - no smoke alarm fitted	Safety Services	New Target	New Target	review 11/05	NA	55.80%
LPSA 3	Reduce the number of deliberate fires per 10,000 population by 10% by March 2010, based on 2001_02 baseline	Safety Services	28.34	7.46	36.88	9.22	5.38
LPSA 8	Reduce the incidence of accidental dwelling fire related deaths and injuries (per 100,000 population) to 11.2, by March 2006	Safety Services	10.6	2.3	11.2	2.8	1.9
	* 75 calls not attended (target 53). 34% of malicious calls not attended						Over-performing (Identify best practice)
							Performing within target (no action)
	** 144 malicious calls attended, target 175.						Performing just under target (monitor)
							Under-performing (analysis / action plan)

Corporate Performance Matters!

Quarter 2 2005/06

A SAFER NOTTINGHAMSHIRE BY PUTTING SAFETY AT THE HEART OF THE COMMUNITY

Responding to the Needs of Our

Deliver a Quality Public Service

Supporting All Our Employees

Provide Efficient and Effective Support Mechanisms for the Delivery of that Service

Managing the Service on a Sound Business Foundation

	Actual	Actual
BVPI 142ii Total Primary Fires per 10,000 population (pop.)	9.24	10
BVPI 142iii Total Accidental Dwelling Fires per 10,000 dwellings.	3.84	3.75
BVPI 143i Accidental Dwelling Fire Fatalities per 100,000 pop.	0	0.049
BVPI 143ii Accidental Dwelling Fire Injuries per 100,000 pop.	1.86	2.62
BVPI 144 Accidental Dwelling Fire Confined to Room of Origin.	91.5%	92.0%
BVPI 146i Malicious False Alarm Calls per 1,000 pop.	0.04	0.05
BVPI 146ii Malicious False Alarm Calls Attended per 1,000 pop.	0.14	0.17
BVPI 149i False Alarms per 1,000 properties (ND props.)	33.87	42.78
BVPI 149ii False Alarms. No. of properties with more than 1 Attendance.	315	New Target
BVPI 149iii False Alarms. % of properties with more than 1 Attendance.	74.7%	New Target
BVPI 206i Deliberate Primary Fires (excl. vehicles) per 10,000 pop.	2.38	2.4
BVPI 206ii Deliberate Primary Fires in Vehicles per 10,000 pop	3.48	3.0
BVPI 206iii Deliberate Secondary Fires per 10,000 pop.	13.6	15.5
BVPI 206iv Deliberate Secondary Fires in Vehicles per 10,000 pop.	0.2	0.25
BVPI 207 Fires in Non-Domestic Properties (ND props.)	2.9	3.9
BVPI 208 % People Escaped from Acc. Dwelling fires without Assistance.	86.1%	New Target
BVPI 209i % Fires in Dwellings where Smoke Alarm Activated.	36.7%	New Target
BVPI 209ii % Fires in Dwellings where Smoke Alarm Fitted but did not Activate.	8.8%	
BVPI 209iii % Fires in Dwellings where No Smoke Alarm Fitted.	55.8%	New Target

	Actual	Actual
BVPI 12i Proportion Days/Shifts Lost due to Sickness by WT Uniformed Employees.	2.78	
BVPI 12ii Proportion Days/Shifts Lost due to Sickness by all Employees.	2.45	2.10
BVPI 15i WT Fire-fighter Ill Health Retirements.	0.17%	0.36%
BVPI 15ii Control and Non-Uniformed Ill Health Retirements.	0%	0.17%

➔ Excellent performance (share best practice)
 ➔ Under-performing (analysis / action plan)

➔ Performance on target (no action)
 ➔ Performing just under target (monitor)

	Actual	Actual
BVPI 2a Level of Equality Standard for Local Government.	1	2
BVPI 2b Quality of Authority Race Equality Scheme & Improvements.	95%	95%
BVPI 8 % Undisputed Invoices Paid within 30 Days	90%	95%
BVPI 11i % of Top 5% of Earners who are Female.	4.2%	4.0%
BVPI 11ii % of Top 5% of Earners who are from Ethnic Minority Communities.	0%	
BVPI 11iii % of Top 5% of Earners that are Disabled	0%	2%
BVPI 16i % of WT and Retained Employees with a Disability.		New Target
BVPI 16ii % of Control and Non-Uniformed Employees with a Disability.		New Target
BVPI 17 % of Uniformed Staff From Ethnic Minority Communities	1.17%	2.73%
BVPI 150 Expenditure per Head of Population. (04/05 Result)	£35.25	£30.10
BVPI 157 % of Interactions Enabled for E-delivery.		Annual result
BVPI 210 % of Female Fire-fighters.	2.9%	3.6%