

report

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REPORT OF THE CHIEF FIRE OFFICER

BEST VALUE PERFORMANCE INDICATORS PERFORMANCE UPDATE – QUARTER 3

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 for the third reporting period 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, a revised set of performance indicators were introduced via the ODPM following the issue of Fire & Rescue Services Circular 58-2004. This covers two areas; Corporate Health and Fire.
- 2.3 These two areas are then broken down into separate Best Value Performance Indicators with either nationally or locally set targets. In the case of locally set targets an appreciation of previous performance is taken into account along with the desire to continuously improve the service. Therefore the local targets are considered to be both aspirational and challenging.
- 2.4 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 to give the latest information to the public. 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 third 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 depicts how the organisation is performing against its statutory indicators with the targets for each indicator (front page report). This allows Members an overall snapshot of how the organisation is performing in specific areas. For internal information, the poster at Appendix 4 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 (red) or good (blue) performance, an appropriate guided response is required from the manager responsible. The red areas are detailed at Appendix 2. These responses detail 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 from April 2006 against which performance will be measured in these areas.
- 3.5 Appendix 3 shows details the performance within the two items of Local Public Service Agreement (3&8). The Service continues to perform well in both areas and is predicted on this trend to meet the expected targets.

4 FINANCIAL IMPLICATIONS

The impact of some areas of performance does have financial implications. For example, the BVPI 12 series relates to absence of both uniformed and non-uniformed staff. Therefore actions taken to improve attendance will result in a direct saving to the Fire Authority.

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.
- Fire Authority Report – 2nd Quarter Statistics – 16/12/05

Paul Woods
CHIEF FIRE OFFICER

APPENDIX 1 – Front Page Report for 3rd Quarter 2005/06

BVPI	DESCRIPTION	PERFORMANCE OWNERSHIP	04/05 ANNUAL RESULT	04/05 Q3 RESULT	05/06 ANNUAL TARGET	Q3 TARGET	Q3 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%	95.0%
BVPI 8	% of undisputed invoices paid within 30 days	Finanace	89.5%	82.40%	95.0%	95.0%	82.90%
BVPI 150	Expenditure per head of population	Finanace	£35.25	NA	39.85	N/A	NA
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	2.98	8.0	2.00	3.03
BVPI 12ii	Proportion of days/shifts lost to sickness by all staff	Personnel	12.15	2.82	8.5	2.10	3.16
BVPI 15i	W hole time firefighter ill health retirements as a %	Personnel	0.50%	0.18%	1.035%	0.170%	0.180%
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	New target	New Target	NA
BVPI 16ii	The % of control and non-uniform employees with a disability	Equalities	New Target	New target	New target	New Target	NA
BVPI 17	% of ethnic minority uniformed staff	Equalities	1.08%	1.09%	2.73%	2.73%	1.17%
BVPI 210	The % of women fire-fighters	Equalities	New target	New target	4.50%	4.20%	2.70%
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	10.25	40	10.00	8.53
BVPI 142iii	No of calls to accidental fires in dwellings per 10,000 dwellings	Safety Services	16.24	4.10	15	3.75	3.96
BVPI 143i	No of deaths from acc fires in dwellings per 100,000 population.	Safety Services	0.29	0.00	0.17	0.0425	0.10
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	1.26
BVPI 144	% of accidental dwelling fires confined to room of origin	Safety Services	90.0%	89.20%	92.0%	92.0%	93.68%
BVPI 146i	No of calls to malicious false alarms not attended per 1,000 population	Safety Services	New Target	New target	0.21	0.05	0.05
BVPI 146ii	No of calls to malicious false alarms attended per 1,000 population	Safety Services	New Target	New target	0.68	0.17	0.16
BVPI 149i	False alarms caused by AFA per 1,000 non-dom. Prop's	Safety Services	149.88	38.32	146	37.96	28.38
BVPI 149ii	False alarms by AFA, no of properties more than 1 attendance	Safety Services	New Target	New target	560	450	458
BVPI 149iii	False alarms by AFA,% of calls to prop more than 1 attendance	Safety Services	New Target	New Target	84%	78%	78%
BVPI 206i	No of deliberate primary fires (excl vehicles) per 10,000 pop	Safety Services	New Target	New Target	9.9	2.26	2.10
BVPI 206ii	No of deliberate primary fires in vehicles per 10,000 population	Safety Services	New Target	New Target	16	3.34	2.90
BVPI 206iii	No of deliberate secondary fires (excl vehicles) per 10,000 population	Safety Services	New Target	New Target	45	7.5	7.8
BVPI 206iv	No of deliberate secondary fires in vehicles per 10,000 population	Safety Services	New Target	New Target	1.1	0.22	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	2.7
BVPI 208	% of people escaped unharmed from accid. dwel fires without assistce	Safety Services	New Target	New Target	87%	87%	89.5%
BVPI 209i	% of fires attended in dwellings- smoke alarm had activated	Safety Services	New Target	New Target	30%	30%	32.20%
BVPI 209ii	% of fires attended in dwel-smoke alarm fitted, did not activate	Safety Services	New Target	New Target	8.8%	8.8%	7.40%
BVPI 209iii	% of fires attended in dwellings - no smoke alarm fitted	Safety Services	New Target	New Target	60%	60%	60.3%

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	6.61	36.88	9.22	5.83
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	2.8	11.2	2.8	1.4

	Over-performing (Identify best practice)
	Performing within target (no action)
	Performing just under target (monitor)
	Under-performing (analysis / action plan)
	New target in 2005 - target under review

Appendix 2 – Red Areas
BVPI 8 Guided Response

The Percentage of undisputed invoices paid within 30 days

Why has this performance indicator not met / met its target?

There is still an issue of late GRNing of goods that have an order attached to them. In addition to this there are often delays in the forwarding of invoices to the Finance department, where the invoice needs to be signed for payment. There are still invoices received, where no purchase order has been raised and these take time to investigate and authorise.

For a significant proportion of the three months in question, there was a sickness absence in the Finance department, relating to one of the post processing creditor payments. Although this absence was covered by temporary staff, the efficiency of processing naturally suffered due to lack of experience.

During this quarter was the Christmas Holiday period, and upon looking at previous years this holiday time also has an effect on the efficiency of processing creditor payments.

What influence has internal and external partnerships has on this performance indicator?

Budget Holders need to recognise that the signing off and returning of invoices to the Finance department and informing Stores of the receipts of goods to enable the GRN to be completed is the main solution to the under performance of this indicator.

In addition, finance also need to be made aware when a payment to a supplier is in dispute, as such invoices are removed from the total of invoice subject to measurement.

What are the barriers to achieving/improving this area of performance?

The barriers are highlighted above.

However during this period there was a high level of late signed off invoices by the following departments:

Information Technology
Personnel
Training / SDC
Estates & Procurement

What actions do you suggest for improving own / others performance

Finance and Stores have recently met to discuss ways of improving performance for this indicator. Actions agreed are:

- Stores Department has already implemented a “work Validation Form” to speed up GRNing relating to work carried out by contractors.
- Finance Department will try to improve reporting to stores on outstanding GRN's for which invoices have been received, to speed up the Grning process.
- Finance/Store will be identifying personnel who have ordered goods/services without an official purchase order and educating them about the importance of following correct procedures
- PACT members to be reminded of the importance of communicating disputed invoices to the Finance Department

BVPI 11ii Guided Response

The percentage of top 5% of earners from ethnic minority communities

Why has this performance indicator not met / met its target?

Only 1.6% (17) of all Service Personnel have categorised their ethnic background as non-white. None of these employees are in job roles in which salary exceeds £42,497 per annum. For this reason, the target figure of 2% has been unachievable.

What are the barriers to achieving/improving this area of performance?

The limited number of vacant jobs which arise at this salary level (ie. Grade 9, Head of section level for non-uniformed posts and Station Manager and above roles) and the limited number of BME employees who might apply for internal promotion to such roles.

What actions do you suggest for improving own / others performance?

The Equalities Officer and Service Development Manager, through the Equalities Panel, to consider positive action development initiatives for BME employees who may be interested in progressing through to senior rank.

BVPI 11iii Guided Response

The percentage of top 5% of earners that are disabled

Why has this performance indicator not met / met its target?

Only 3 employees have notified the Service that they consider themselves to be disabled under the provisions of the Disability Discrimination Act. In order to achieve the 2% target, 2 of the top 5% of earners i.e who earn in excess of £42,497, would need to be recorded as disabled. None of those in this category have been recorded as disabled, therefore the target has been unachievable.

What are the barriers to achieving/improving this area of performance?

Unless vacancies arise, or existing employees in the top 5% of earners become disabled, there is little opportunity to increase the number of disabled employees within this salary band. The majority of the job roles are uniformed posts requiring flexiduty cover and it would not be possible for disabled employees to undertake such roles.

What actions do you suggest for improving own / others performance?

Due to changes in the Firefighter Pension Scheme regulations and amendment to the Appointments Regulations, future appointments to senior managerial or specialist roles need not be from uniformed officers nor require operational fitness. This should mean that the roles will become available to a more diverse pool of applicants which should increase the likelihood of a person with a disability being appointed to a senior role within the organisation.

BVPI 12i Guided Response
Proportion of days/shifts lost to sickness by whole time uniformed staff

Why has this performance indicator not met / met its target?
Comparison to last years result.

A total number of 1805 working days was lost due to sickness absence in the last quarter, an average of 3.03 days per person. As a comparison, the same period in 2004 saw 1766 days lost, at an average of 2.98 per person. This represents an increase of 39 days.

It also represents an increase of 157 days on the previous quarter (July – Sept 2005). Riders, flexi-duty officers and control staff have all shown an increase in long term absence (+374) and an reduction in short-term absence (-217 days). Control staff have also seen a slight increase in both short term (+6) and long term (+16) absence compared to the previous quarter.

In terms of quarterly targets (average per person), the following results apply:

	<u>Target</u>	<u>Actual</u>	<u>Difference</u>
Upper threshold	2.125	3.03	+0.905
Target	2.0	3.03	+1.03
Lower Threshold	1.815	3.03	+1.215

Clearly, the Service has not met any of its target thresholds during the review period.

Reasons why this performance has not met the expectations

Whilst there has been a significant reduction in short-term absence amongst rider personnel (from 732 to 584 days), there has also been a comparable increase in long-term absence (from 644 to 966 days) – this is reflected in an overall increase of 174 days.

Short-term absence has also reduced for day duty staff (from 120 to 45 days) but again this has contrasted with an increase in long-term absence (from 59 to 91 days). Resulting in an overall reduction of 43 days.

There has been very little change to flexi-duty absence figures (+4 days).

Control personnel have seen a slight increase in both short-term (from 21 to 27 days) and long term (from 48 to 64 days) absence.

These are very disappointing results as previous quarters have seen a steady reduction in absence figures overall, particularly against comparable periods of the previous year. Whilst a seasonal increase in absence can be anticipated during this quarter, it is disappointing that there has been a slight increase of 39 days on the same period of 2004.

Whilst actions to manage and reduce short-term absence seem to have had a positive effect with short-term absence down by 217 days, the numbers of employees moving into the long-term absence category has increased by 374 days. As at the end of December 14 employees were categorised as “long-term absent” ie had been continuously absent for more than 28 days. However a number of these employees will be retired from service during the next quarter on the grounds of permanent ill-health following recommendations from an Independent Medical Physician under the provisions of the Firefighters’ Pension Scheme. This should reduce long-term absence significantly.

What are the barriers to achieving/improving this area of performance?

The next quarter (January – March) typically sees sickness increase due to seasonal factors and this may adversely impact upon absence levels.

What actions do you suggest for improving own / others performance

The emphasis placed on the management of absence at a local level should continue, supported by the Occupational Health and Personnel teams. The role played by these teams is particularly important in dealing with long-term absence issues.

The specific increase in long-term rider and day duty absence should be reviewed to ensure that appropriate intervention and support is being applied to encourage a return to work at the earliest opportunity.

In the last review, reference was made to the proposed role of FirstCare. The trial of this service commenced from 14th November. The potential benefits of using FirstCare are to provide nurse advice and ongoing support to those who are ill, a quicker return to work through effective treatment advice, the monitoring of individual absence and more accurate and timely management information on absence.

Additionally, a dedicated Attendance Team based within the Personnel section is concentrating on absence issues and working to ensure that action is taken in dealing with individuals with poor attendance records in line with the Attendance Management Policy.

The incorporation of an Absence Management course for Line Managers as part of the Service development programme has meant that training on absence management for line managers has now recommenced.

BVPI 12ii Guided Response
Proportion of days/shifts lost to sickness by all staff

Why has this performance indicator not met / met its target?

Comparison to last year's results

A total number of 2366 working days were lost due to sickness absence in the last quarter, an average of 3.16 days per person. As a comparison, the same period in 2004 saw 2069 days lost, at an average of 2.81 days per person. This represents an increase of 297 days.

It also represents an increase of 447 days on the previous quarter (July – Oct 2005). The major reasons for this increase are set out in the guided response for BVPI12(I) , however there has also been a significant increase in non-uniformed absence reported, with an additional 290 lost due to sickness absence compared to the previous quarter. This is all accounted for by both short (+115 days) and long-term (+174 days) absence.

In terms of the quarterly targets (average per person), the following results apply:

	<u>Target</u>	<u>Actual</u>	<u>Difference</u>
Upper threshold	2.25	3.16	+0.42
Target	2.125	3.16	+0.545
Lower threshold	2.00	3.16	+.67

Clearly the Service has not met any of its target thresholds during the review period.

Reasons why this performance area has not met the expectations

Please refer to BVPI 12i for analysis of the figures for the operational workforce.

The increase in long-term absence amongst non-uniformed personnel was highlighted in the previous report. As at 31st December, there were 5 employees who were recorded as “long-term absent” i.e. continuously absent for more than 28 days, and these are being actively managed through the Occupational Health and Personnel teams. All the absences are due to serious medical conditions requiring hospitalisation and a lengthy convalescence period.

It is disappointing to record that short-term absence increased for the first time in many months for non-uniformed personnel, rising from 158 days to 273 days for the period. Whilst some seasonal increase can be anticipated, this is a significant increase and is higher than the comparable period in 2004 (157 days).

Cumulatively, the increase in rider, day duty officer, control and non-uniformed sickness absence has led to an increase of 447 days in sickness absence for the period.

What are the barriers to achieving/improving this area of performance?

As much of the increased absence has arisen due to long-term sickness factors, achieving an immediate reduction will be more difficult to achieve than managing a reduction in short-term absence, as the reasons for absence are likely to be due to long-standing or serious incidents of long-term illness or injury rather than for minor ailments.

What actions do you suggest for improving own / others performance

The emphasis placed on the management of absence at a local level should continue, supported by the Occupational Health and Personnel teams. The role played by these teams is particularly important in dealing with long-term absence issues.

In addition to the recommended review into rider and day duty personnel sickness levels (outlined in BVPI 12I), the management of absence amongst non-uniformed personnel also needs to be investigated and action taken where appropriate. This is particularly important given that this is the 2nd quarterly increase amongst this group of staff and is in line with the recommendations made in the previous report.

In the last review, reference was made to the proposed role of FirstCare. The trial of this service commenced from 14th November. The potential benefits of using FirstCare is to provide nurse advice and ongoing support to those who are ill, a quicker return to work through effective treatment advice, the monitoring of individual absence and more accurate and timely management information on absence. The impact and benefit of this facility will be reviewed during the next review period, to establish whether the Service should continue to use the services of FirstCare as an integral part of its absence management policy.

Additionally, a dedicated Attendance Team based within the Personnel section are currently concentrating on absence issues to ensure that action is taken in dealing with individuals with poor attendance records in line with the Attendance Management Policy.

Absence management training for line managers has now become part of the management development programme at SDC and all line managers will be attending this course over the next few months.

BVPI 17 Guided Response
The Percentage of ethnic minority uniformed staff

Why has this performance indicator not met / met its target?

There are currently 11 employees from minority ethnic backgrounds employed within uniformed roles.

This is the same as for the previous quarter (July-Oct 2005). Whilst some appointments have been made to Trainee Firefighter roles during this period, all appointees have White UK ethnic backgrounds.

In terms of the quarterly targets established, the following results apply:

	<u>Target</u>	<u>Actual</u>	<u>Difference</u>
	(%)	(%)	(%)
Upper threshold	3	1.17	1.83
Target	2.73	1.17	1.56
Lower threshold	2.5	1.17	1.33

The Service has not met the target thresholds during the review period.

Reasons why this performance area has not met the expectations

During the review period, the Service undertook a Wholetime recruitment campaign. Of the 1200 applications received, 0.19% (53) was from applicants from minority ethnic backgrounds. Of these 5 subsequently passed the selection tests and were interviewed. 2 people from a minority ethnic background were successful at interview and will commence employment in February.

The Service needs to attract more applicants from minority ethnic groups with the potential to pass the selection tests if it is to increase the diversity of its wholetime workforce. This is a longstanding issue for the British Fire Service.

In terms of those employed within the retained service, the demographics of the population means that high density minority ethnic communities do not generally live within a short distance of fire stations employing retained firefighters. This means that the pool of potential applicants is relatively small and creates difficulties in attracting potential recruits.

During the period 10 retained firefighters were recruited, of which 1 appointee classified their ethnic background as Black Caribbean.

In terms of the Control section, there were no appointments in the review period.

What are the barriers to achieving/improving this area of performance?

Encouraging appropriately skilled candidates to apply for vacancies with the Service and pass the national selection tests.

What actions do you suggest for improving own / others performance

To achieve the target of 2.73% of the uniformed workforce from minority ethnic backgrounds, the Service would need to employ 25 persons, which represents an increase of 14 personnel.

Continue to work with local communities to raise the profile of the Service and encourage greater interest in potential vacancies.

Undertake a pro-active campaign to increase the number of women and those from minority ethnic groups applying to become Firefighters on the retained duty system. Positive action initiatives are

currently being discussed at regional level, with a view to pooling resources and experience to provide a more professional and consistent positive action campaign across the East Midlands.

The Equalities Officer to undertake a review of current recruitment and selection practices to establish whether there are any intrinsic barriers for minority ethnic applicants and how these may be overcome, and report to the Ad-Hoc Equalities Panel. This would be a particularly useful analysis on completion of the Wholetime Recruitment campaign.

BVPI 210 Guided Response The % of women Firefighters

Why has this performance indicator not met / met its target?

No female applicants were appointed to Wholetime Trainee Firefighter roles during the period – however 23 male appointments were made to the course commencing on 14th November. Of the 1231 applications wholetime applications received, 72 were from female applicants (5.8%). Of these only 1 female applicant was successful (and will commence employment in April) compared to 34 male applicants.

Whilst no female appointments were made to retained firefighting roles during the period – 2 appointments were made overall – a female applicant has been successful at the testing stage and will commence employment in January.

What are the barriers to achieving/improving this area of performance?

There is unlikely to be another wholetime recruitment campaign for some months and therefore no opportunity to increase the numbers of women in service. However we are currently seeking to recruit to Wholetime Firefighter posts from the existing retained workforce, and there are 2 female firefighters who have expressed an interest in moving across to the Wholetime duty system. Any such transfer will not affect the overall number of women employed in Firefighter roles.

In terms of retained recruitment, the Service receives relatively few applications from women. During the review period, 2 women attended selection testing compared to 49 men.

What actions do you suggest for improving own / others performance?

The Equalities Officer is engaged, regionally, in developing positive action events aimed at promoting the Service to women as a potential career. The Safety Service dept need to become more pro-active in promoting the retained service to women – particularly in the context of women who might be able to provide daytime cover.

The proposed changes to the shift system should offer a greater flexibility of working hours, including access to part-time working and job-share opportunities, which it is hoped may remove some of the barriers felt by women with children in terms of being able to adapt to the existing rigid 4-4-2 system. The new arrangements are designed to be more family-friendly and to offer greater choices in terms of work patterns.

BVPI 142iii Guided Response
Accidental fires in dwellings per 10,000 dwellings

Why has this performance indicator not met / met its target?

From an analysis undertaken in it is clear that social deprivation and family environments that have high risk life styles are still disproportionately affected by accidental dwelling fires. This analysis when linked with the analysis around BVPI 143ii suggests that although deaths and injuries are reducing partly due to Home Safety Check visits and the fitting of smoke detectors behavioural changes hoped for around reducing risks associated with increased fires in the home are not taking place.

What influence has internal and external partnerships has on this performance indicator?

Clearly these high risk groups are the same client groups take social services – health services – Primary Care Trusts are activity involved. From detailed analysis it is apparent that those communities within the 50 most deprived Super Output Areas in Nottinghamshire have a disproportionate number of fires, these same areas attract significant regeneration funding Neighbourhood Renewal Funding etc – we need to increase the profile of Avoidable Injuries within this agenda.

What are the barriers to achieving/improving this area of performance?

Although significant progress has been achieved in increasing the profile of Avoidable Injuries with partners and the important role the Service has in this agenda – there is still a need to inform partners of the wider role of the Service and the importance of reducing Avoidable Injuries as a driver in lessening the health inequalities gap and subsequently improving regeneration in an area.

What actions do you suggest for improving own / others performance?

The work currently taking place around the Service's involvement with Local Area Agreements will strength partnerships and increase the Service's ability to target and access high risk groups. With the introduction of new shift patterns that will create greater capacity for community safety activities the Service will be able to significantly increase the delivery of CS initiatives.

BVPI 143i Guided Response
Number of deaths from accidental fires in dwellings per 100,000 population

Why has this performance indicator not met / met its target?

There have been 2 accidental fire fatalities during this quarter; both victims matched the profile developed by the Community Safety section. This profile suggests that victims will be male over 60 years old, a heavy smoker/drinker, live alone and suffer from some form of debilitating illness and most importantly be known to a number of agencies who have not shared information with each other. In effect each agency is interacting with their client in isolation.

Failure to share information predominately due to agencies rigidly applying the Data Protection Act.

What influence has internal and external partnerships has on this performance indicator?

The reluctance of external partners to share information on vulnerable groups is a significant barrier to accessing high risk vulnerable people. The Service hosted a Vulnerable Persons Summit at Bestwood Lodge Hotel and invited senior managers from a range of partner agencies in Nottinghamshire. It has to be reported that the attendance was disappointing especially from senior managers. Despite this significant commitment and progress was made around joint working.

The biggest barrier that still has not been fully address is the sharing of information between partners that will allow the early identification of at risk people and hopefully with early intervention reduce the probability that they will be a victim of fire.

What are the barriers to achieving/improving this area of performance?

Failure to address the information sharing issue above

What actions do you suggest for improving own / others performance

- That this issue is raised, with the support of HM Coroner at the County/City Councils Community Safety Boards and Chief Executive Sign up is obtained.
- That a summit of Data Protection Officers is arranged where the extent of the problem and solutions can be identified.
- An agreed protocol is developed for the sharing of information and cross county sign up is achieved.

Appendix 3 – Performance against the Local Public Service Agreement (3 & 8)

LPSA 3 Guided Response

**The number of deliberate fires per 10,000 population
as reported in FDR1 section 5.1a as malicious, deliberate or doubtful**

What influence has internal and external partnerships has on this performance indicator?

The partnership created by both the Arson Task Force and through the mini LAA – Safer Stronger Communities in the City. In the City the LAA SSC initiative has resulted in the setting up of a Hot Tasking Group where the Group Manager represents the Service, greater focus is now placed on reducing deliberate fires with a 5% year on year reduction owned by the LAA SSC partnership.

What are the barriers to achieving/improving this area of performance?

The main barrier is continued problems with the appointment of a community safety analyst to provide intelligence and trend analysis.

What actions do you suggest for improving own / others performance

An appointment of CS analyst and if necessary consideration of market supplement to recruit suitable appointee is likely to improve the number and calibre of applicants for the post offered.

LPSA 8 Guided Response

**Reduce the incidence of accidental dwelling fire related deaths and injuries
(per 100,000 population) to 11.2, by March 2006**

What influence has internal and external partnerships has on this performance indicator?

Partnership strategies undertaken have contributed towards what can be considered as a successful Home Safety Check initiative.

What are the barriers to achieving/improving this area of performance?

The Service has been developing partnerships with other agencies, these include training of staff to undertake HSC's and a more robust referral schemes. This approach has enhanced the Service's ability to delivery more HSC's and most importantly fit smoke detectors in homes.

What actions do you suggest for improving own / others performance?

This target is completed and every indication is that we will successfully achieve the target of 11.2 deaths/injuries in accidental dwelling fire by March 2006. In the final quarter we would have to experience a total more than 50% greater than the worst quarter's outturn during the life of the LPSA.

Corporate Performance Matters! Quarter 3 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	
BVPI 142ii Total Primary Fires per 10,000 population (pop.)	8.53	10
BVPI 142iii Total Accidental Dwelling Fires per 10,000 dwellings.	3.96	3.75
BVPI 143i Accidental Dwelling Fire Fatalities per 100,000 pop.	0.1	0.0425
BVPI 143ii Accidental Dwelling Fire Injuries per 100,000 pop.	1.26	2.62
BVPI 144 Accidental Dwelling Fire Confined to Room of Origin.	93.7%	92.0%
BVPI 146i Malicious False Alarm Calls Not Attended per 1,000 pop.	0.05	0.05
BVPI 146ii Malicious False Alarm Calls Attended per 1,000 pop.	0.16	0.17
BVPI 149i False Alarms per 1,000 properties (ND props.)	28.38	37.96
BVPI 149ii False Alarms. No. of properties with more than 1 Attendance.	458	450
BVPI 149iii False Alarms. % of properties with more than 1 Attendance.	78%	78%
BVPI 206i Deliberate Primary Fires (excl. vehicles) per 10,000 pop.	2.1	2.26
BVPI 206ii Deliberate Primary Fires in Vehicles per 10,000 pop	2.9	3.34
BVPI 206iii Deliberate Secondary Fires (excl. vehicles) per 10,000 pop.	7.8	7.5
BVPI 206iv Deliberate Secondary Fires in Vehicles per 10,000 pop.	0.2	0.22
BVPI 207 Fires in Non-Domestic Buildings per 1,000 props.	2.7	3.9
BVPI 208 % People Escaped from Acc. Dwelling fires without Assistance.	89.5%	87%
BVPI 209i % Fires in Dwellings where Smoke Alarm Activated.	32.2%	30%
BVPI 209ii % Fires in Dwellings where Smoke Alarm Fitted but did not Activate.	7.4%	
BVPI 209iii % Fires in Dwellings where No Smoke Alarm Fitted.	60.3%	60%

	Actual	
BVPI 12i Proportion Days/Shifts Lost due to Sickness by WT Uniformed Employees.	3.03	
BVPI 12ii Proportion Days/Shifts Lost due to Sickness by all Employees.	3.16	2.10
BVPI 15i WT Fire-fighter Ill Health Retirements.	0.18%	0.17%
BVPI 15ii Control and Non-Uniformed Ill Health Retirements.	0%	0.17%

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

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

	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	82.9%	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.	2.7%	4.2%