

Humberside Fire Authority

Best Value Performance Plan Summary

2007/2008

Introduction

This document reports how we have performed over the previous year against each of the Best Value Performance Indicators (BVPI), as required by the guidance issued by 'Communities and Local Government'. As we approach the end of the business year we are able to estimate the likely outcome of our efforts in these key areas. Exact performance figures will be reported in our Best Value Performance Plan which will be published in June 2007.

Assessments

Following on from the Comprehensive Performance Assessment (CPA) conducted in 2005, this year the Audit Commission has conducted further assessments to measure our improvement and performance. This was achieved through a performance framework consisting of three elements;

1. **Service Assessment.** This assessment was in two parts - an operational assurance assessment, and an analysis of performance in some key BVPIs.

The Operational Assurance assessment was conducted along 5 Key Lines of Enquiry (KLoE) which were –

- Risk Analysis;
- Prevention and Protection;
- Operational Preparedness;
- Call Management and Incident Support; and
- Emergency Response.

Each of these areas was awarded a score between 1 and 4 dependent upon performance. A score of 3 was awarded for every KLoE resulting in an overall rating of 3 – 'Consistently above minimum requirements – Performing Well'

A similar scoring mechanism was used to assess performance in key BVPIs over a five year period. If however, the required performance in restricting the number of deaths in accidental fires in dwellings – BVPI 143(i) was not met the overall score was restricted to 2. An overall score of 2 was awarded because the considerable progress made in recent years did not compensate for previous records.

*A score of 3 for Operational Assurance and 2 for BVPI Analysis resulted in an **overall score of 2.***

2. **Use of Resources Assessment** This assessed the authority over a broad range of financial issues and provided a scored assessment including whether the Fire and Rescue Authority is providing value for money.

We await the result of this assessment.

3. **Direction of Travel Assessment** This covered a number of key areas to assess the improvement or deterioration of performance since the CPA.

We await the result of this assessment.

Auditors Report

In his report dated 28th September 2006 the District Auditor Mr. Michael Newbury, made the following comment regarding the Best Value Performance Plan for the year 2006/07.

'I did not identify any matters to be reported to the Authority and did not make any recommendations on procedures in relation to the plan.'

Our Performance

Once again the Authority has performed well in many areas as can be seen from the following pages of Best Value Performance Indicators.

The incidence of primary fires has reduced again BVPI 142 (ii); the overall number of deliberate fires is down BVPI 206(ii), (iii) and (IV); the number of fire deaths has remained very low BVPI 143(i); and smoke detectors have been installed in more of those properties that have had a fire BVPI 209(i). Increased success has been experienced by our Control personnel who are identifying malicious calls that should not be attended BVPI 146(i). An area in which there has been great success is in reducing the amount of absence caused by sickness BVPI 12(i).

There are, however, some areas in which we have not improved. The number of false alarms caused Automatic Fire Detectors, BVPI 149, has increased again but it is hoped that this trend will be reversed with the recent introduction of new procedures. Accidental fires in dwellings have increased marginally BVPI 142(iii), as have the number of associated injuries BVPI 143(ii) and the number of deliberate property fires BVPI 206(i).

We are pleased that our current performance keeps us on track to meet the targets set in the National Framework, for a 20% reduction in accidental fire deaths in the home and a 10% reduction in deliberate fires, by the year 2010.

The figures in brackets represent the total number for each indicator

BVPI - 142(ii) The number of primary fires per 10,000 population			
2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
41.27	38.3	35.8	36.83 (3282)
<p>Comment: There has been increasing success in reducing this type of incident, a trend that has continued this year. The primary reason for this is the massive reduction in vehicle fires in recent years which can in some way be attributed to our prevention activities. Unfortunately we have not quite achieved our target but there is still a sizeable reduction on the number of these incidents.</p>			

BVPI - 142(iii) The number of accidental fires in dwellings per 10,000 dwellings			
2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
15.96	16.12	15.75	17.1 (662)
<p>Comment: Following the great success we have had reducing this type of incident in recent years unfortunately the outcome for this year is likely to show a slight increase. This is despite our increased efforts in undertaking Home Fire Safety Checks and other activities.</p>			

BVPI - 143(i) The number of deaths arising from accidental fires in dwellings per 100,000 population			
2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
0.68	0.23	0	0.11 (1)
<p>Comment: Last year we set our target as zero because we feel that any fire death is unacceptable and we will continue to work towards this demanding challenge. We have again restricted deaths and the outcome of 0.11 deaths per 100 000 population is less than last year and equates to one fire death. We are on track to exceed the 20% reduction requirements of the National Framework.</p>			

BVPI - 143(ii) The number of injuries arising from accidental fires in dwellings per 100,000 population			
2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
7.71	5.3	5	8.1 (72)
<p>Comment: Following the extremely good results we have achieved in recent years, this year there appears to be a slight upturn in the number of injuries arising from fires. The increase is in some way explained by the increase in dwelling fires. We will continue our fire safety education activities to bring this figure down.</p>			

BVPI - 144 The % of accidental fires in dwellings confined to room of origin			
2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
91.98	92.1	92.25	91
<p>Comment: Whilst we anticipate a slight reduction in our achievement for this indicator we continue to perform at an extremely high level.</p>			

BVPI - 146(i) The number of calls to malicious false alarms <u>not attended</u> per 1,000 population			
2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
0.7	0.78	0.85	0.89 (797)
<p>Comment: This year there is likely to be another increase in the number of calls <u>not attended</u>. This is a tribute to the excellent work of our Control Room staff challenging all callers who they believe are making a hoax call. Sadly the overall number of hoax calls we receive has increased slightly this year.</p>			

BVPI - 146(ii) The number of calls to malicious false alarms attended per 1,000 population

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
0.7	0.59	0.55	0.54 (481)

Comment: The number of malicious calls attended has again reduced and we have met our target. This achievement can be directly attributed to our call challenge policy and the work of our Control Room staff particularly since the number of hoax calls has increased this year.

BVPI - 149(i) The number of false alarms caused by automatic fire detection per 1,000 non-domestic properties

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
91.24	90.48	89	94.26 (2685)

Comment: This type of call has risen this year despite our renewed efforts. We have recently introduced of an innovative registration scheme for properties with Automatic Fire Detection (AFD) which is designed to reduce these calls. Our policy of sending fewer fire engines, when it is deemed safe to do so, continues to reduce the resources assigned to these calls.

BVPI - 149(ii) The number of non-domestic properties where more than one attendance is made to false alarms caused by automatic fire detection.

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
384	382	370	380

Comment: Again, we are likely to make a slight reduction in the number of these calls but we have fallen short of our target. An innovative registration scheme for properties with Automatic Fire Detection has now been introduced and should soon begin to make some impact on this indicator.

BVPI - 149(iii) The % of total false alarms, caused by automatic fire detection at non-domestic properties, where more than one attendance is made.

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
68.9	75.15	70	76

Comment: There has been an increase in the number of these calls this year. Our efforts to reduce the number of properties where more than one attendance is made will continue.

BVPI - 150 The expenditure per head of population on the provision of Humberside Fire and Rescue Service

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
£47.82	49.06	48.18	48.18

BVPI - 157 The number of types of interactions that are enabled for e-delivery as a % of the types of interactions that are legally permissible for e-delivery

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
95	100	100	100

Comment: We have been in a position where we fully meet this indicator for some time now and this situation will continue.

BVPI - 206(i) The number of deliberate primary fires (excluding vehicles) per 10,000 population

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
9.09	8.51	8.25	8.94 (797)

Comment: This year there will be an increase in these incidents compared to last year although results have been fairly stable for a number of years. The increase may be showing that we give increasing attention to accurately investigating the cause of all fires.

BVPI - 206(ii) The number of deliberate primary fires in vehicles per 10,000 population

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
16.21	15.65	15.25	11.2 (998)

Comment: The result for this indicator will show an impressive reduction in the number of deliberate vehicle fires. A combination of our prevention work and the efforts of other agencies has made a significant impact and means that we are on target to easily achieve the 10% reduction required by the National Framework.

BVPI - 206(iii) The number of deliberate secondary fires (excluding vehicles) per 10,000 population

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
57.4	58.32	55	46.69 (4160)

Comment: This shows a massive reduction which undercuts our target by a considerable margin. It is a tribute to the extensive work we do with our partner agencies to remove combustible waste material from our community areas before it is ignited.

BVPI - 206(iv) The number of deliberate secondary fires in vehicles per 10,000 population

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
2.18	1.78	1.6	1.08 (96)

Comment: This is another extremely pleasing forecast and will considerably undercut our target. Success in this area can be attributed in some way to the excellent work our crews do, in partnership with others, to have the source for these incidents removed from the streets.

BVPI - 207 The number of fires in non-domestic premises per 1000 non-domestic premises

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
17.93	14.02	13.75	15.94 (454)

Comment: Last year there was a substantial reduction in this type of incident but this year has seen a small rise. Our Technical Fire Safety teams continue to work with industry in an effort to prevent these incidents and ensure a safe working environment.

BVPI - 208 The % of people in accidental dwelling fires who escaped unharmed without HFRS assistance.

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
85.7	96.28	97	94

Comment: Following the very good results achieved last year, this year there will be a slight downturn in the number who have escaped unharmed from fire. This reflects the fact that more dwelling fires have been attended this year and more injuries reported. The greater ownership of smoke alarms and our increasing community safety work should contribute to a future improvement to performance in this area.

BVPI - 209 (i) The % of fires attended in dwellings where a smoke alarm had activated

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
14.1	38.41	39	43.69 (412)

Comment: This is another very good result and builds on the sizeable improvement that was made last year. It shows that there is increased smoke detector ownership in those areas of our community most likely to be effected by fire and is reflective of our efforts in publicise the benefits, and encourage the fitting, of smoke detectors.

BVPI - 209 (ii) The % of fires attended in dwellings where a smoke was fitted but did not activate.

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
21.9	21.4	20	17.6 (166)

Comment: This is a very pleasing result and shows a reduction in the number of smoke detectors not operating. A smoke alarm may not activate for any number of reasons which range from incorrect positioning to removal of the battery. Often a smoke detector will not activate (even when it is correctly sited and maintained) because people discover a fire before it generates enough smoke to activate the alarm. Unfortunately this BVPI does not identify these events and the actual number of defective smoke alarms is likely to be less than the reported figure suggests.

BVPI - 209 (iii) The % of fires attended in dwellings where no smoke alarm was fitted

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
60	40.19	39	38.39 (362)

Comment: This is a very good result which builds on last years improvement and is indicative that our efforts to increase smoke detector ownership are working.

BVPI - 210 The % of women firefighters

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
2.99	3.1	4	3.6

Comment: Positive recruitment campaigns continue to enable us to improve our performance against this indicator.

BVPI - 2a The level of the Equality Standard for Local Government to which the authority conforms

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
1	2	3	2

Comment: Some progress has been made towards an increased level of conformity with the equality standards however we have not quite achieved our target of level 3. This should be achieved by completing an equal pay review in the coming year

BVPI - 2b The quality of an authority's Race Equality Scheme and the improvements resulting from it's application

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
47.40%	74.00%	74%	74%

Comment: This year the intention was to consolidate on previous good achievement, which has been done. Plans are in place to make further improvements in the coming year.

BVPI - 8 The number of undisputed invoices paid within 30 days

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
97.45	98.5	98.8	99.9

Comment: This will be an extremely good result, exceeding our already demanding target. It follows the integration of a new IT based finance system which is now fully operational.

BVPI - 11(i) The % of the top 5% of earners that are women.

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
0	0	0	0

Comment: Women are actively encouraged to join the service in both operational and support roles some of whom are progressing, however, this year none have attained a level to be within the top 5% earners. Appointments and promotions made on merit, in line with legislative requirements.

BVPI - 11(ii) The % of the top 5% of earners from ethnic minority communities.

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
2.3	2.3	2.3	2.3

Comment: Members of ethnic minority communities are actively encouraged to join the service in both operational and support roles. This year no more have attained a level to be within the top 5% earners. Appointments and promotions are made on merit, in line with legislative requirements.

BVPI - 11(iii) The % of the top 5% of earners that have a disability.

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
0	0	0	0

Comment: This is a measure of managers who consider themselves to be disabled under the Disability Discrimination Act. Under this Act there is no compulsion for employees to declare a disability and our records at the moment show none. Appointments and promotions are made on merit, in line with legislative requirements.

BVPI - 12(i) The proportion of working days/shifts lost to sickness absence by wholetime uniformed staff.

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
8.33	8.71	7.5	6.5

Comment: As was anticipated in last years report this result has shown a marked improvement. This is partly because the number of personnel on long term sickness absence has reduced, but also because of the increased efforts of our occupational health personnel and absence management systems.

BVPI - 12(ii) The proportion of working days/shifts lost to sickness absence by all staff.

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
9.02	9.27	8	7.5

Comment: As anticipated this result shows a marked improvement,

BVPI - 15(i) Wholetime firefighter ill health retirements as a % of those in the Firefighters Pension Scheme

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
0.56	1.89	1.35	0.56 (4)

Comment: There has been a good reduction in the number personnel retiring due to ill health improving considerably on last years performance and exceeding our target. This may be a result of changes that have been made to the firefighters pension scheme.

BVPI - 15(ii) Control and Non-uniform ill health retirements as a % of those in the Local Government Pension Scheme

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
1.16	0	0	0.28 (1)

Comment: Performance in this area remains good. Whilst we did not achieve our target of 0 the number remains very low.

BVPI - 16a(i) The % of wholetime and retained duty system employees with a disability

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
0	0.47	0.7	0.46

Comment: This measure should be compared to BVPI 16b (the number of economically active disabled people in the community aged between 18 and 54) which is 11.52%. This year no further personnel have declared a disability under the Disability Discrimination Act.

BVPI - 16a(ii) The % of Control and Non-uniform employees with a disability.

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
1.76	2.1	2.3	2.1

Comment: This measure should be compared to BVPI 16b (the number of economically active disabled people in the community aged between 18 and 64) which is 15.15%. The number of personnel declaring themselves to be disabled in accordance with the Disability Discrimination Act has remained stable but the target not met.

BVPI - 17a The % of uniformed staff from ethnic minority communities

2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Forecast
0.82	0.9	1.3	0.92

Comment: This measure should be compared to BVPI 17b (the number of economically active members of ethnic minority groups in the area) which is 2.07%. The number of personnel falling into this category has remained stable but the target has not been met.