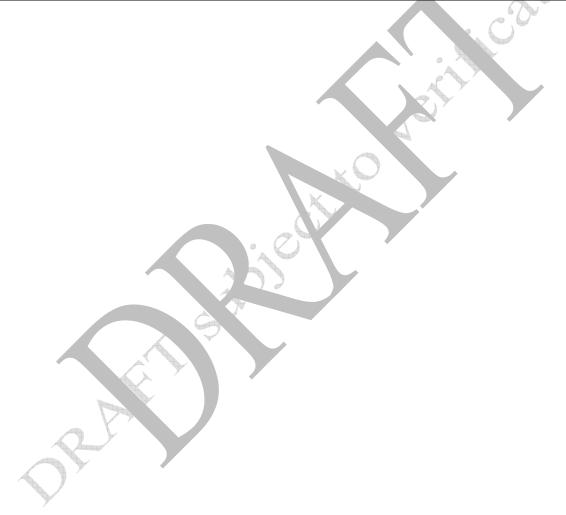
## Best Value Performance Indicators 2008/09 outturn (unverified by CLG)

| Indicator Description: Corporate Health  | 2005/06                  | 2006/07                     | 2007/08                  |                   | nent From<br>Against | Target  | Quarter 1, 2, 3           | 2008/09 | Success<br>Or Failure | Comments  |
|--|--------------------------|-----------------------------|--------------------------|-------------------|----------------------|---------|---------------------------|---------|-----------------------|---|
| Corporate Health   | 2000/00                  | 2000/01                     | 2001700                  | 2005/<br>06 (3yr) | 2007/<br>08 (1yr)    | 2008/09 | Performance               | Outturn | Likely                | Comments  |
| 2a – Level to which the Fire<br>Authority conforms to the<br>commission for equality's<br>'Standard for local<br>Government' | Level 2                  | Level 2                     | Level 2                  | 1                 | 1                    | Level 3 | Level 3                   | Level 4 | <b>✓</b>              | Level 4 achieved during March 2009.   |
| BV2b – Duty to promote race equality   | <b>89%</b> (17)          | 89% (17)                    | <b>95%</b> (18)          | <b>↑</b>          |                      | 94.7%   | <b>95%</b> (18/19)        | 95%     | ✓                     |   |
| BV8 – Percentage of invoices paid within 30 days   | <b>97.1%</b> (4382/4515) | <b>98.4%</b><br>(4034/4101) | <b>98.4%</b> (3893/3958) | 1                 | <b>↑</b>             | 99.12%  | <b>99.15%</b> (4417/4456) | 99. 15% | ✓                     |   |
| BV11a – Percentage of top<br>5% earners who are women  | <b>7.14%</b> (1)         | 6.25% (1)                   | 6.25% (1)                | <b>\</b>          | <b>↓</b>             | 11.77%  | 5.88% (1)                 | 5.88%   | ×                     | The actual number of women, BME and disabled staff in these categories is the same as for previous reporting periods. However an increase |
| BV11b – Percentage of top<br>5% earner who are from an<br>ethnic minority  | <b>7.14%</b> (1)         | 6.25% (1)                   | <b>6.25%</b> (1)         | <b>↓</b>          | <b>↓</b>             | 5.88%   | 5.88% (1)                 | 5.88%   | ✓                     | in the overall<br>establishment figure<br>means an increase in<br>the total number  |

| BV11c – Percentage of top<br>5% earners who have a<br>disability | 0% | 0% | <b>12.50%</b> (2) | 1 | <b>\</b> | 5.88% | 11.76% (2) | 11.76% | 1 | captured in the top<br>5%. This reduces the<br>% achieved for the<br>PI. |  |
|--|----|----|-------------------|---|----------|-------|------------|--------|---|--|--|
|--|----|----|-------------------|---|----------|-------|------------|--------|---|--|--|



| Indicator Description: Corporate Health  | 2005/06            | 2006/07             | 2007/08            | 2005/<br>06 (3yr) | 2007/<br>08 (1yr) | Target<br>2008/09 | Quarter 1, 2, 3<br>and 4<br>Performance | 2008/09<br>Outturn | Success<br>Or Failure<br>Likely | Comments   |
|--|--------------------|---------------------|--------------------|-------------------|-------------------|-------------------|---|--------------------|---------------------------------|--|
| BV12(i) – Working days/shifts lost due to sickness absence by whole-time uniformed staff   | <b>8.59</b> (1912) | <b>9.79</b> (2222)  | <b>4.76</b> (1113) | <b>↑</b>          | <b></b>           | 8.0               | <b>5.16</b> (1255)                      | 5.16               | ✓                               | Figures provided are those scrutinised for the IRMP returns to |
| BV12(ii) – Working days/shifts lost due to sickness absence by all staff   | <b>9.65</b> (2677) | <b>10.48</b> (2999) | <b>5.94</b> (1779) | <b>↑</b>          | <b>→</b>          | 8.1               | <b>6.79</b> (2162)                      | 6.79               | <b>√</b>                        | CLG.   |
| BV15(i) – Percentage of<br>whole time fire fighters retiring<br>on grounds of ill health as a<br>percentage of total work force            | 0%                 | 0.96% (2)           | <b>0.47%</b> (1)   | =                 | 1                 | 0.43%             | 0.00% (0)                               | 0.00%              | ✓                               |  |
| BV15(ii) – Percentage of<br>control and non-uniformed<br>staff retiring on grounds of ill<br>health as a percentage of<br>total work force | 0%                 | 0%                  | 0%                 | =                 |                   | 0%                | 0%                                      | 0%                 | <b>✓</b>                        |  |
| BV16a(i) – Percentage of<br>whole time and retained duty<br>fire fighters with a disability  | 0%                 | 0%                  | 1.48%              | <b>→</b>          | $\rightarrow$     | 7.50%             | <b>1.03%</b> (6)                        | 1.03%              | ×                               |  |
| BV16a(ii) – Percentage of control and non-uniformed staff with a disability  | 0%                 | 0%                  | <b>2.04%</b> (2)   | <b>↑</b>          | <b>↑</b>          | 9.25%             | <b>4.33%</b> (4)                        | 4.33%              | ×                               |  |

| Indicator Description:  | 0005/00           | 0000/07             | 0007/00           |                   | nent From<br>Against | Target  | Quarter 1, 2, 3      | 2008/09 | Success              | 2  |
|---|-------------------|---------------------|-------------------|-------------------|----------------------|---------|----------------------|---------|----------------------|--|
| Corporate Health  | 2005/06           | 2006/07             | 2007/08           | 2005/<br>06 (3yr) | 2007/<br>08 (1yr)    | 2008/09 | and 4<br>Performance | Outturn | Or Failure<br>Likely | Comments   |
| BV 17a – Percentage uniformed staff from ethnic minority communities  *Note that BV 17a is not the same as E&D 2008-18 Strategy Requirement "By 2013, recruitment of minority ethnic staff across the whole organisation to be at the same percentage as the minority ethnic representation in the local working population." | <b>1.0%</b> (5)   | <b>1.31%</b><br>(7) | <b>1.07%</b> (6)  | = ~               |                      | 2.0%    | <b>1.00%</b><br>(6)  | 1.00%   | ×                    | Recruitment currently in progress for Whole time and Retained. |
| BV 210 – Percentage of women fire fighters  | <b>2.22%</b> (11) | <b>2.32%</b> (12)   | <b>2.22%</b> (12) | <b>↓</b>          | <b>↓</b>             | 4.4%    | <b>1.95%</b> (10)    | 1.95%   | ×                    | This figure will increase to 11 from 1st April 2009.           |
|   |                   |                     |                   |                   |                      |         |                      |         |                      |  |

| Indicator Description:  | 2005/06            | 2006/07            | 2007/08            |                   | nent From<br>Against | Target  | Quarter 1, 2, 3<br>and 4 | 2008/09 | Success<br>Or Failure | Comments  |
|---|--------------------|--------------------|--------------------|-------------------|----------------------|---------|--------------------------|---------|-----------------------|---|
| Prevention  | 2005/06            | 2006/07            | 2007/06            | 2005/<br>06 (3yr) | 2007/<br>08 (1yr)    | 2008/09 | Performance              | Outturn | Likely                | Comments  |
| BV 142(ii) – Number of primary fires per 10,000 population  | <b>24.9</b> (1122) | <b>24.9</b> (1131) | <b>23.3</b> (1057) | <b>↑</b>          | <b>↑</b>             | 23.5    | <b>21.63</b> (979)       | 21.63   | ~                     |   |
| BV142(iii) – Number of accidental dwelling fires per 10,000 population  | <b>14.4</b> (260)  | <b>13.2</b> (248)  | <b>12.3</b> (231)  | <b>↑</b>          | <b>\</b>             | 11.5    | <b>14.4</b> (275)        | 14.4    | *                     | A Review is being carried out by District and by Station. |
| BV206(i)&(ii) – Total<br>number of deliberate<br>primary fires per 10,000<br>population (including<br>vehicles) | <b>10.4</b> (469)  | <b>10.5</b> (481)  | <b>9.7</b> (434)   | 1                 | 1                    | 8.9     | <b>7.56</b> (342)        | 7.56    | <b>✓</b>              |   |
| BV206(iii)&(iv) – Total<br>number of deliberate<br>secondary fires per 10<br>population (including<br>vehicles) | <b>3.8</b> (171)   | <b>5.03</b> (228)  | <b>21.29</b> (965) | <b>↓</b>          | 1                    | 22.09   | <b>14.18</b> (642)       | 14.18   | 1                     |   |
| BV206(i) – Number of<br>deliberate primary fires<br>(excluding vehicles) per<br>10,000 population               | <b>5.6</b> (235)   | <b>5.12</b> (232)  | <b>4.46</b> (202)  | <b>↑</b>          | <b>↑</b>             | 4.0     | <b>3.42</b> (155)        | 3.42    | <b>✓</b>              |   |
| BV206(ii) – Number of<br>deliberate primary fires<br>in vehicles per 10,000<br>population                       | <b>4.8</b> (216)   | <b>5.49</b> (249)  | <b>5.12</b> (232)  | <b>↑</b>          | <b>↑</b>             | 4.9     | <b>4.13</b> (187)        | 4.13    | ~                     |   |
| BV 206(iii) – Number of<br>deliberate secondary<br>fires (excluding<br>vehicles) per 10,000<br>population       | <b>3.7</b> (166)   | <b>4.94</b> (224)  | <b>21.20</b> (961) | <b>\</b>          | <b>↑</b>             | 22.0    | <b>14.10</b> (638)       | 14.10   | <b>✓</b>              |   |

| Indicator Description: Fire   | 2005/06                | 2006/07                | 2007/08                |                   | nent From<br>Against | Target  | Quarter 1, 2, 3        | 2008/09 | Success<br>Or Failure | Commente  |
|---|------------------------|------------------------|------------------------|-------------------|----------------------|---------|------------------------|---------|-----------------------|---|
| Prevention  | 2005/06                | 2006/07                | 2007/08                | 2005/<br>06 (3yr) | 2007/<br>08 (1yr)    | 2008/09 | and 4<br>Performance   | Outturn | Likely                | Comments  |
| BV 206(iv) – Number of<br>deliberate secondary<br>fires in vehicles per<br>10,000 population                        | <b>0.1</b> (5)         | <b>0.09</b> (4)        | <b>0.09</b> (4)        | <b>↑</b>          | =                    | 0.09    | <b>0.09</b> (4)        | 0.09    | <b>✓</b>              |   |
| BV 207 – Number of<br>fires in non-domestic<br>properties per 1,000<br>non-domestic properties                      | <b>15.4</b> (235)      | <b>14.7</b> (226)      | <b>13.0</b> (198)      | <b>↑</b>          | 1                    | 12.0    | <b>11.66</b> (179)     | 11.66   | <b>*</b>              |   |
| BV 209(i) – Percentage of fires attended in dwellings where a smoke alarm had activated                             | <b>36.3%</b> (120/331) | <b>44.0%</b> (135/307) | <b>43.4%</b> (125/288) | <b>↑</b>          | <b>↑</b>             | 46.0%   | <b>45.9%</b> (147/320) | 45.9%   | ×                     | Improved % on all previous years. Just 1 more fire where a smoke alarm had activated would have seen the target achieved. |
| BV 209(ii) – Percentage<br>of fires attended in<br>dwellings where a<br>smoke alarm was fitted<br>but not activated | <b>15.7%</b> (52/331)  | <b>14.6%</b> (45/307)  | <b>14.9%</b> (43/288)  | <b>↑</b>          | 10                   | 14.0%   | <b>12.8%</b> (41/320)  | 12.8%   | <b>*</b>              |   |
| BV 209(iii) – Percentage of fires attended in dwellings where a smoke alarm was not fitted                          | <b>48.0%</b> (159/331) | <b>41.4%</b> (127/307) | <b>41.7%</b> (120/288) | 19                | 1                    | 40.0%   | <b>41.3%</b> (132/320) | 41.3%   | ×                     | If 4 of these properties had smoke alarms fitted, the target would have been achieved.                                    |
|   |                        | P                      |                        | 7                 |                      |         |                        |         |                       |   |

| Indicator Description: Operational  | 2005/06                   | 2006/07                 | 2007/08                    |                   | nent From<br>Against | Target<br>- 2008/09 | Quarter 1, 2, 3 and 4   | 2008/09<br>Outturn | Success<br>Or Failure | Comments   |
|---|---------------------------|-------------------------|----------------------------|-------------------|----------------------|---------------------|-------------------------|--------------------|-----------------------|--|
| Response  |                           |                         |                            | 2005/<br>06 (3yr) | 2007/<br>08 (1yr)    | 2000/09             | Performance             | Outturn            | Likely                |  |
| BV 143(i) – Number of<br>deaths arising from<br>accidental fires per<br>100,000 population    | <b>0.67</b> (3)           | <b>0.44</b> (2)         | <b>0.66</b> (3)            | 1                 | 1                    | 0.22                | <b>0.44</b> (2)         | 0.44               | *                     | Profile of fatalities continues to move towards older persons. |
| BV 143(ii) – Number of injuries arising from accidental dwelling fires per 100,000 population | <b>4.2</b> (19)           | <b>1.76</b> (8)         | <b>1.99</b> (9)            | 1                 | <b>↓</b>             | 2.5                 | <b>2.43</b> (11)        | 2.43               | <b>✓</b>              |  |
| BV 144 – percentage of accidental dwelling fires confined to room of origin                   | <b>90.0%</b> (244/271)    | <b>93.5%</b> (232/248)  | <b>93.48%</b> (215/230)    | <b>↑</b>          | <b>↑</b>             | 95.5%               | <b>95.64%</b> (263/275) | 95.64%             | ~                     |  |
| BV 146(i)&(ii) – Total<br>number of malicious false<br>alarms per 1,000<br>population         | <b>1.1</b> (474)          | <b>0.93</b> (422)       | <b>0.91</b> (415)          | <b>↑</b>          | <b>↑</b>             | 1.00                | <b>0.72</b> (324)       | 0.72               | ~                     |  |
| BV 146(ii) – Proportion of calls to malicious false alarms attended                           | <b>34.4%</b><br>(163/474) | <b>33.65%</b> (142/422) | <b>29.88%</b><br>(124/415) | <b>↑</b>          | <b>↑</b>             | 0.25                | <b>27.47%</b> (89/324)  | 0.20               | <b>√</b>              |  |

| Indicator Description:  |                          |                         |                         |                   | nent From<br>Against |                   | 0                                       |                    | Current                         |          |
|---|--------------------------|-------------------------|-------------------------|-------------------|----------------------|-------------------|---|--------------------|---------------------------------|----------|
| Operational Response  | 2005/06                  | 2006/07                 | 2007/08                 | 2005/<br>06 (3yr) | 2007/<br>08 (1yr)    | Target<br>2008/09 | Quarter 1, 2, 3<br>and 4<br>Performance | 2008/09<br>Outturn | Success<br>Or Failure<br>Likely | Comments |
| BV 149(i) – Number of<br>false alarms caused by<br>automatic fire detection<br>per 1,000 non-domestic<br>properties | <b>86.5</b> (1319)       | <b>64.4</b> (982)       | <b>58.1</b> (892)       | 1                 | <b>↑</b>             | 61.0              | <b>45.65</b> (701)                      | 45.65              | ~                               |          |
| BV 149(ii) – Number of<br>those properties with<br>more than 1 attendance<br>per 1,000 non-domestic<br>properties   | <b>12.75</b> (193)       | <b>14.4</b> (220)       | <b>10.4</b> (161)       | 1                 | 1                    | 14.5              | <b>8.33</b> (128)                       | 8.33               | <b>✓</b>                        |          |
| BV 149(iii) – Percentage<br>of calls which are to a<br>property with more than 1<br>attendance                      | <b>77.14%</b> (783/1015) | <b>77.49%</b> (761/982) | <b>78.03%</b> (696/892) | 1                 | 1                    | 75.0%             | <b>74.18%</b> (520/701)                 | 74.18%             | <b>✓</b>                        |          |
| BV 208 – Percentage of<br>people in dwelling fires<br>who escaped unharmed  | <b>96.8%</b> (329/340)   | <b>98.5%</b> (532/540)  | <b>98.1%</b> (368/375)  | 1                 | <b>\</b>             | 98.5%             | <b>97.3%</b> (401/412)                  | 97.3%              | ×                               |          |
|   |                          | R. C.                   |                         |                   |                      |                   |   |                    |                                 |          |

#### **Local Performance Indicators: Resilience**

| Description of Indicato   | or                                | 2008/09 Target | 2008/09 Outturn<br>Quarter 1, 2, 3 and 4 | Success or Failure |  |
|---|-----------------------------------|----------------|--|--------------------|--|
| Percentage of occasions all whole-time fire a   | appliances are available          | 100%           | 99.6%                                    | ×                  |  |
| Percentage of occasions all retained duty sy available  | stem fire appliances are          | 99%            | 98.03%                                   | ×                  |  |
| Percentage of occasions whole-time primary  | RT                                | 100%           | 100%                                     | ✓                  |  |
| crewed special appliances are available:  | ALP                               | ALP 100% 100%  |  |                    |  |
| Percentage of occasions at which a minimun<br>available  (Based on 6 officers to maintain command structure<br>available on 95% of occasions reflected by the add | e. In addition 7 officers will be | 100%           | 100%                                     | ✓                  |  |
| Percentage of occasions at which minimum state are achieved  (Based on 3 Fire Control S   | -                                 | 95%            | 100% * based on quarters 1, 2 and 3      | ✓                  |  |

Shropshire and Wrekin Fire and Rescue Authority
Audit and Performance Management Committee
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## **Performance Indicators: Equality & Diversity**

| E&D 2008-18 Strat  | egy Requirement:                                 | Target<br>2013 | Target 2008/09  | Quarter 1, 2, 3<br>and 4<br>Performance | 2008/09<br>Outturn | Success or Failure | Comments                              |  |  |  |  |
|--|--|----------------|---|---|--------------------|--------------------|---------------------------------------|--|--|--|--|
| By 2013, a minimum of 15 per the operational sector to be ware.  |  | 18%            | 18% Waiting for confirmation from CLG regarding our SFRS 'Stretch' targets. |   |                    |                    |                                       |  |  |  |  |
| By 2013, recruitment of mino<br>whole organisation to be at the<br>minority ethnic representation<br>population.* (Note - This is no | ne same percentage as the n in the local working | 7%             |   | Waiting for confir                      | mation from Cl     | _G regarding ou    | r SFRS 'Stretch' targets.             |  |  |  |  |
|  | Male/Female progression                          |                |   |   |                    |                    |                                       |  |  |  |  |
|  | Male/Female retention                            |                |   |   |                    |                    | Taster sessions held in November      |  |  |  |  |
| By 2013 parity in rates of   | BME/non-BME                                      |                | X   | i                                       |                    |                    | 2008 for women and minority ethnic    |  |  |  |  |
| retention and progression  | progression                                      |                |   |   |                    |                    | people.                               |  |  |  |  |
| between minority ethnic  | BME/non-BME retention                            |                |   |   |                    |                    | poop.o.                               |  |  |  |  |
| and white employees, and   | Females in non-                                  |                | A   |   |                    |                    | Joint awareness event with the Police |  |  |  |  |
| between men and women.   | operational roles                                |                |   |   |                    |                    | and Ambulance Service in February     |  |  |  |  |
|  | Males in non-operational                         |                |   |   |                    |                    | 2009.                                 |  |  |  |  |
|  | roles  |                |   |   |                    |                    |                                       |  |  |  |  |
| The proportion of all  | Age  | 5              |   |   |                    |                    |                                       |  |  |  |  |
| applications received which  | Disability                                       | W              |   |   |                    |                    | Currently waiting results for Whole   |  |  |  |  |
| come from under-   | Religion/belief                                  | 4              |   |   |                    |                    | time 2009 recruitment Drive.          |  |  |  |  |
| represented groups   | Sexual Orientation                               |                |   |   |                    |                    | and 2000 redictions brive.            |  |  |  |  |
| (Attraction targets).  | Gender Identity                                  |                |   |   |                    |                    |                                       |  |  |  |  |

<sup>\*</sup> Fire and Rescue Authorities with very low minority ethnic working age populations and low recruitment requirements may set a target in terms of individuals recruited over the five year period rather than a percentage of total recruitment.

10 September 2009

#### **Local Attendance Standards - Local Standards of Cover for Incidents**

|                             |                         |           | LIFE RISKS Fi | res                     |           |           | Resilience State    |
|-----------------------------|-------------------------|-----------|---------------|-------------------------|-----------|-----------|---------------------|
|                             | Qualifying<br>Incidents | Pass 5 FF | Pass Rate     | Qualifying<br>Incidents | Pass 8 FF | Pass Rate | Number of Occasions |
| April                       | 29                      | 25        | 86.2%         | 25                      | 22        | 88.0%     | 0                   |
| May                         | 27                      | 22        | 81.5%         | 26                      | 21        | 80.8%     | 0                   |
| June                        | 23                      | 23        | 100.0%        | 23                      | 17        | 73.9%     | 0                   |
| July                        | 29                      | 26        | 89.7%         | 29                      | 23        | 79.3%     | 2                   |
| August                      | 21                      | 18        | 85.7%         | 20                      | 12        | 60.0%     | 0                   |
| September                   | 22                      | 19        | 86.4%         | 21                      | 11        | 52.4%     | 1                   |
| October                     | 30                      | 25        | 83.3%         | 28                      | 16        | 57.1%     | 0                   |
| November                    | 29                      | 26        | 89.7%         | 27                      | 21        | 77.8%     | 1                   |
| December                    | 38                      | 33        | 86.8%         | 37                      | 28        | 75.7%     | 1                   |
| January                     | 51                      | 47        | 92.2%         | 51                      | 42        | 82.4%     | 1                   |
| February                    | 29                      | 26        | 89.7%         | 29                      | 24        | 82.8%     | 1                   |
| March                       | 23                      | 22        | 95.7%         | 23                      | 18        | 78.3%     | 0                   |
| Cumulative Total            | 351                     | 312       |               | 339                     | 255       |           | 7                   |
| Annual Pass Rate            |                         |           | 88.89%        |                         |           | 75.22%    |                     |
| Annual Target               |                         |           | 85.00%        |                         |           | 85.00%    |                     |
| Year End<br>Prediction: √/× |                         |           | ✓             |                         |           | *         |                     |

**Comments:** Please note that the targets have been reviewed and amended to reflect on historic performance. There are a different number of qualifying incidents for pass at 5 and 8 FFs. This can be attributed to a number of operational reasons, for example a stop message being sent before the second appliance has arrived, or the original mobilisation was to a non life risk incident.

### LIFE RISKS RTC's

|                                |                         | -         | <u> </u>  |                         |           |           |                         |         |           |
|--------------------------------|-------------------------|-----------|-----------|-------------------------|-----------|-----------|-------------------------|---------|-----------|
|                                | Qualifying<br>Incidents | Pass 5 FF | Pass Rate | Qualifying<br>Incidents | Pass 8 FF | Pass Rate | Qualifying<br>Incidents | Pass RT | Pass Rate |
| April                          | 5                       | 5         | 100%      | 5                       | 4         | 80.0%     | 5                       | 4       | 80.0%     |
| May                            | 1                       | 1         | 100%      | 1                       | 1         | 100%      | 1                       | 1       | 100%      |
| June                           | 4                       | 2         | 50.0%     | 4                       | 3         | 75.0%     | 4                       | 3       | 75.0%     |
| July                           | 6                       | 3         | 50.0%     | 6                       | 3         | 50.0%     | 4                       | 2       | 50.0%     |
| August                         | 8                       | 6         | 75.0%     | 8                       | 6         | 75.0%     | 6                       | 5       | 83.3%     |
| September                      | 5                       | 3         | 60.0%     | 5                       | 5         | 100%      | 3                       | 3       | 100%      |
| October                        | 7                       | 3         | 43%       | 7                       | 5         | 71.4%     | 6                       | 3       | 50.0%     |
| November                       | 9                       | 4         | 44%       | 9                       | 4         | 44.4%     | 9                       | 5       | 55.6%     |
| December                       | 3                       | 3         | 100%      | 3                       | 3         | 100%      | 3                       | 3       | 100%      |
| January                        | 6                       | 5         | 83%       | 6                       | 5         | 83%       | 5                       | 5       | 100%      |
| February                       | 6                       | 4         | 67%       | 6                       | 5         | 83%       | 4                       | 3       | 75%       |
| March                          | 4                       | 3         | 75%       | 4                       | 2         | 50%       | 4                       | 1       | 25%       |
| Cumulative                     |                         |           |           |                         |           |           |                         |         |           |
| Total                          | 64                      | 42        |           | 64                      | 46        |           | 54                      | 38      |           |
| Annual Pass                    |                         |           |           |                         |           |           |                         |         |           |
| Rate                           |                         |           | 65.63%    |                         | 2         | 71.88%    |                         |         | 70.37%    |
| Annual Target                  |                         |           | 77.00%    |                         |           | 77.00%    |                         | ·       | 85.00%    |
| Year End<br>Prediction:<br>✓/× |                         |           | *         | 9                       |           | *         |                         |         | *         |

#### Notes:

These tables cover the attendance at fires and RTCs classed as 'Life Risk', and is a monthly cumulative count on performance for the 2008/09 reporting year, which is the first reportable year. As such, the targets have been set against no historic data. Monitoring will continue monthly and reported view this report on a quarterly basis. It should be noted that the areas already planned for improvement, including XL cabs and additional rescue equipment, will help to improve the Brigade's performance in the areas where standards are not currently being met.

| Risk area                   | HIG                     | <b>H</b> risk are | as        | LOV                     | <b>V</b> risk are | as        |                         | ALL area        | S         |  |
|-----------------------------|-------------------------|-------------------|-----------|-------------------------|-------------------|-----------|-------------------------|-----------------|-----------|--|
| Target                      | 1st appl                | iance in 10 m     | inutes    | 1st appli               | ance in 20 mi     | nutes     | В                       | oat in 30 minu  | ıtes      |  |
| rarget                      |                         | 80%               |           |                         | 80%               |           | 85%                     |                 |           |  |
|                             | Qualifying<br>Incidents | Monthly<br>Pass   | Pass Rate | Qualifying<br>Incidents | Monthly<br>Pass   | Pass Rate | Qualifying<br>Incidents | Monthly<br>Pass | Pass Rate |  |
| April                       | 4                       | 1                 | 25.0%     | 0                       | 0                 | -         | 4                       | 4               | 100%      |  |
| May                         | 0                       | 0                 | -         | 1                       | 1                 | 100%      | 0                       | 0               | -         |  |
| June                        | 0                       | 0                 | -         | 0                       | 0                 | -         | 0                       | 0               | -         |  |
| July                        | 3                       | 1                 | 33.3%     | 3                       | 3                 | 100%      | 6                       | 3               | 50.0%     |  |
| August                      | 3                       | 1                 | 33.3%     | 1                       | 1                 | 100%      | 4                       | 4               | 100%      |  |
| September                   | 0                       | 0                 | -         | 0                       | 0                 | -         | 0                       | 0               | -         |  |
| October                     | 1                       | 0                 | 0%        | 2                       | 2                 | 100%      | 3                       | 2               | 67%       |  |
| November                    | 0                       | 0                 | -         | 0                       | 0                 | -         | 0                       | 0               | -         |  |
| December                    | 0                       | 0                 | -         | 1                       | 1                 | 100%      | 1                       | 1               | 100%      |  |
| January                     | 0                       | 0                 | -         | 1                       | 1                 | 100%      | 0                       | 0               | -         |  |
| February                    | 0                       | 0                 | -         | 0                       | 0                 | -         | 0                       | 0               | -         |  |
| March                       | 0                       | 0                 | -         | 1                       | 1                 | 100%      | 1                       | 0               | 0%        |  |
| Cumulative Total            | 11                      | 3                 |           | 10                      | 10                |           | 19                      | 14              |           |  |
| Annual Pass Rate            |                         |                   | 27%       |                         |                   | 100%      |                         |                 | 74%       |  |
| Annual Target               |                         |                   | 80%       |                         |                   | 80%       |                         |                 | 85%       |  |
| Year End<br>Prediction: ✔/≭ |                         |                   | *         |                         |                   | ✓         |                         |                 | ×         |  |

**Comments:** With regards to the pass rate for the 1st appliance in 10 minutes, various processes are being verified and Water Rescue Strategies are being considered to help improve performance within the Brigade.

### National / Local Agreements.

A number of National indicator targets, which will support the establishment of the Local Area Agreements (LAAs) have been identified by officers, which the actions of Fire and Rescue Authorities will impact upon. These include the following:

- NI 33 Arson Incidents.
- NI 37 Awareness of civil protection arrangements in the local area.
- NI 47 People killed or seriously injured in road traffic accidents.
- NI 48 Children killed or seriously injured in road traffic accidents.
- NI 49 Number of primary fires and related fatalities and non-fatal casualties excluding precautionary checks.
- NI 189 Flood and coastal erosion risk management.

The two National indicators which the areas have decided to focus on are highlighted in bold above (NI 33 and NI 49).

|                           |        | NI 33 Arson Incidents    |     |      |     |                                 |           |     |             |              |      |                                 |  |
|---------------------------|--------|--------------------------|-----|------|-----|---------------------------------|-----------|-----|-------------|--------------|------|---------------------------------|--|
|                           |        |                          | Pri | mary | 0   |                                 | Secondary |     |             |              |      |                                 |  |
| LAA Area                  |        | Performance - cumulative |     |      |     | Success                         |           |     | Performance | - cumulative | 9    | Success                         |  |
|                           |        | Q1                       | Q2  | Q3   | Q4  | Or<br>Failure<br>Likely<br>✓/ 🕊 |           | Q1  | Q2          | Q3           | Q4   | Or<br>Failure<br>Likely<br>✓/ 🗴 |  |
| Channahira Caumh, Caumail | Target | 66                       | 132 | 198  | 263 | <b>✓</b>                        | Target    | 166 | 332         | 498          | 663  | _ /                             |  |
| Shropshire County Council | Actual | 35                       | 79  | 111  | 146 |                                 | Actual    | 61  | 115         | 166          | 211  |                                 |  |
| Talford and Wrakin        | Target | 38                       | 75  | 113  | 150 | ×                               | Target    | 95  | 189         | 284          | 378  | 4-                              |  |
| Telford and Wrekin        | Actual | 62                       | 115 | 157  | 194 | <b>^</b>                        | Actual    | 132 | 236         | 344          | 426  | ×                               |  |
| Total                     | Target | 104                      | 207 | 311  | 413 | <b>✓</b>                        | Target    | 355 | 521         | 782          | 1041 | <b>✓</b>                        |  |
|                           | Actual | 97                       | 194 | 268  | 340 |                                 | Actual    | 193 | 351         | 510          | 637  |                                 |  |

|                      |                          | NI 49 Number of primary fires |     |         |     |                               |  |           |      |         |      |                               |   |          |         |    |    |
|----------------------|--------------------------|-------------------------------|-----|---------|-----|-------------------------------|--|-----------|------|---------|------|-------------------------------|---|----------|---------|----|----|
| LAA                  |                          | Number of primary fires       |     |         |     |                               | Number of primary fires and related fatalities |           |      |         |      |                               | Number of primary fires and non-fatal casualties excluding precautionary checks |          |         |    |    |
| Area                 | Performance - cumulative |                               |     | Success |     | Pe                            | rformance                                      | - cumulat | tive | Success |      | Perfo                         | rmance  | e - cumu | ılative |    |    |
|                      |                          | Q1                            | Q2  | Q3      | Q4  | Or Failure<br>Likely<br>✓ / 🕊 |  | Q1        | Q2   | Q3      | Q4   | Or Failure<br>Likely<br>✓ / 🕊 |   | Q1       | Q2      | Q3 | Q4 |
| Shropshire<br>County | Target                   | 153                           | 306 | 459     | 612 | <b>✓</b>                      | Target   | 0.7       | 1.4  | 2.1     | 2.86 | *                             | Actual  | 3        | 5       | 8  | 9  |
| Council              | Actual                   | 138 282 423 559               | •   | Actual  | 0   | 0                             | 3  | 3         |      | Actual  | 3    | 3                             | 0   | 9        |         |    |    |
| Telford and          | Target                   | 97                            | 194 | 291     | 387 | ×                             | Target   | 0.4       | 0.8  | 1.2     | 1.63 | <b>√</b>                      | Actual  | 1        | 1       | 3  | 4  |
| Wrekin               | Actual                   | 116                           | 219 | 321     | 414 |                               | Actual   | 0         | 0    | 0       | 0    | •                             | rictual   | '        | '       | J  | 7  |
| Total                | Target                   | 250                           | 500 | 750     | 999 | <b>✓</b>                      | Target   | 1.13      | 2.26 | 3.39    | 4.5  | <b>✓</b>                      | Actual  | 4        | 6       | 11 | 13 |
| . 3601               | Actual                   | 254                           | 501 | 744     | 973 | •                             | Actual   | 0         | 0    | 3       | 3    |                               | rictual   | •        |         |    | 10 |

#### Notes:

**NI 33 Arson Incidents -** The rationale for this indicator; Deliberate fires are a key component of Anti-Social Behaviour which is a national priority for Government. The numbers of deliberate primary and secondary fires are reported within the performance.

NI 49 Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checks) – The rationale for the indicator is linked to DS04: "To support local government that empowers individuals and communities so citizens feel they have a voice and can influence decisions; and promotes sustainable development and high quality services". The indicator assists in this by measuring the incidence of fires and related casualties, and is therefore a means by which individuals and communities can assess the fire safety support provided by their local fire service as well as supporting performance assessment by the Audit Commission.

#### **Environment.**

#### How much do we impact the environment?

The Service uses an overall assessment of our environmental impact which assesses the impact of all of our activities and allocates a value to them.

|                       |                   |                           | P                      | erformance<br>2008         |                              | 2008                 | Success<br>Or Failure           |  | Examples of how Shropshire Fire  |
|-----------------------|-------------------|---------------------------|------------------------|----------------------------|------------------------------|----------------------|---------------------------------|--|--|
| Environment al Impact | Target<br>setting | Q1<br>(January<br>-March) | Q2<br>(April-<br>June) | Q3<br>(July-<br>September) | Q4<br>(October-<br>December) | Predicted<br>Outturn | Likely  ✓ / ≭  Lower is  better | Comments   | and Rescue Service contribute to a positive impact on the Environment.   |
| Value<br>2008         | 880               | 884                       | 879                    | 849                        | 849                          | 849                  | 1                               | The impact<br>assessment<br>started reporting<br>in December   | Controlling Actions Positive impact on the environment Audit and Registration  |
| Value<br>2009         | 830               | 849                       |                        |                            |                              |                      | *                               | 2007. The performance at the time was 925 with a baseline figure of 1,000 so there has been a considerable reduction in impact (Improvement in performance). | Introduction of Cycle to Work Scheme: Provides reduced cost cycles to employees and encourages cycling to work and for other purposes. |

#### Accidents on duty and those leading to Sickness absence

|           |         | Total number | r of accidents |                                 | 2008/09 Q1, Q2, Q3 | 2008/09 Q1,Q2, Q3                  | 2008/09 Q1, Q2, Q3 and |
|-----------|---------|--------------|----------------|---------------------------------|--------------------|------------------------------------|------------------------|
| MONTH     | 2005/06 | 2006/07      | 2007/08        | 2008/09<br>Q1, Q2, Q3<br>and Q4 | and Q4<br>RIDDOR*  | and Q4<br>Sickness Absence<br>Days | Q4<br>Comments         |
| April     | 12      | 0            | 2              | 3                               | 0                  | 4                                  | Days lost for 2 people |
| May       | 13      | 3            | 8              | 3                               | 0                  | 0                                  |                        |
| June      | 9       | 6            | 2              | 3                               | 1                  | 24                                 | Days lost for 1 person |
| July      | 9       | 7            | 9              | 7                               | 1                  | 6                                  | Days lost for 1 person |
| August    | 6       | 6            | 2              | 6                               | 1                  | 7                                  | Days lost for 2 people |
| September | 7       | 5            | 4              | 3                               | 0                  | 0                                  |                        |
| October   | 7       | 3            | 4              | 8                               | 2                  | 21                                 | Days lost for 2 people |
| November  | 3       | 7            | 3              | 3                               | 1                  | 12                                 | Days lost for 1 person |
| December  | 2       | 4            | 5              | 3                               | 0                  | 0                                  |                        |
| January   | 5       | 4            | 8              | 8                               | 0                  | 0                                  |                        |
| February  | 3       | 6            | 2              | 1                               | 0                  | 0                                  |                        |
| March     | 4       | 5            | 2              | 3                               | 0                  | 0                                  |                        |
| TOTAL     | 80      | 56           | 51             | 51                              | 6                  | 74                                 | 9 People               |

# **Accidents by Department/Section**

|                    | 2004-05 | 2005-06 | 2006-07 | 2007-08 | 2008-09 Q1, Q2, Q3 and Q4 |
|--------------------|---------|---------|---------|---------|---------------------------|
| CONTROL ROOM       | 1       | 2       | 0       | 0       | 0                         |
| NON OPERATIONAL    | 7       | 7       | 1       | 0       | 3                         |
| OPERATIONAL DUTIES | 18      | 27      | 22      | 14      | 12                        |
| ON STATION         | 12      | 20      | 13      | 14      | 19                        |
| TRAINING           | 11      | 20      | 9       | 8       | 11                        |
| VEHICLE            | 2       | 3       | 2       | 0       | 0                         |
| OTHER              | 0       | 1       | 9       | 15      | 6                         |
| TOTAL              | 51      | 80      | 56      | 51      | 51                        |

# Other Requested Indicators.

#### Further analysis behind BVPI 142(iii)

| 2008/09      | Number of Accidental<br>Dwelling Fires | Fire fighting action required | Those which were Out On<br>Arrival | % Out On Arrival |
|--------------|--|-------------------------------|------------------------------------|------------------|
| April 08     | 20                                     | 11                            | 9                                  | 45%              |
| May 08       | 15                                     | 8                             | 7                                  | 47%              |
| June 08      | 18                                     | 10                            | 8                                  | 44%              |
| July 08      | 24                                     | 10                            | 14                                 | 58%              |
| August 08    | 15                                     | 6                             | 9                                  | 60%              |
| September 08 | 20                                     | 6                             | 14                                 | 70%              |
| October 08   | 25                                     | 9                             | 16                                 | 64%              |
| November 08  | 24                                     | 7                             | 17                                 | 71%              |
| December 08  | 32                                     | 15                            | 17                                 | 53%              |
| January 09   | 34                                     | 17                            | 17                                 | 50%              |
| February 09  | 24                                     | 16                            | 8                                  | 33%              |
| March 09     | 24                                     | 12                            | 12                                 | 50%              |
| TOTAL        | 275                                    | 127                           | 148                                | 54%              |

| Year    | Number of Accidental<br>Dwelling Fires | Fire fighting action required | Those which were Out On<br>Arrival | % Out On Arrival |
|---------|--|-------------------------------|------------------------------------|------------------|
| 2006/07 | 248                                    | 101                           | 147                                | 59%              |
| 2007/08 | 230                                    | 91                            | 139                                | 60%              |
| 2008/09 | 273                                    | 122                           | 151                                | 55%              |
| TOTAL   | 751                                    | 314                           | 437                                | 58%              |

# Road Traffic Collision (RTC) Statistics

| Station           | Code G<br>RTC persons trapped and where<br>extrication takes place |         |         |                                 | RTC r   | _       | ode H<br>is trapped<br>only | , services                      | Code I<br>RTC attended but no services<br>delivered |         |         |                                 |  |
|-------------------|--|---------|---------|---------------------------------|---------|---------|-----------------------------|---------------------------------|---|---------|---------|---------------------------------|--|
|                   | 2005/06  | 2006/07 | 2007/08 | 2008/09<br>Q1, Q2, Q3<br>and Q4 | 2005/06 | 2006/07 | 2007/08                     | 2008/09<br>Q1, Q2, Q3<br>and Q4 | 2005/06   | 2006/07 | 2007/08 | 2008/09<br>Q1, Q2, Q3<br>and Q4 |  |
| Albrighton        | 0  | 4       | 1       | 2                               | 7       | 5       | 7                           | 4                               | 0   | 0       | 0       | 0                               |  |
| Baschurch         | 0  | 5       | 1       | 0                               | 7       | 9       | 9                           | 9                               | 2   | 2       | 1       | 2                               |  |
| Bishops Castle    | 4  | 3       | 1       | 0                               | 2       | 4       | 2                           | 2                               | 0   | 0       | 0       | 0                               |  |
| Bridgnorth        | 10   | 5       | 4       | 3                               | 15      | 18      | 22                          | 3                               | 1   | 1       | 1       | 0                               |  |
| Church Stretton   | 5  | 2       | 4       | 0                               | 10      | 2       | 9                           | 9                               | 1   | 1       | 1       | 1                               |  |
| Cleobury Mortimer | 3  | 1       | 3       | 1                               | 6       | 2       | 2                           | 5                               | 0   | 0       | 0       | 1                               |  |
| Clun              | 1  | 3       | 0       | 1                               | 1       | 5       | 0                           | 1                               | 0   | 0       | 0       | 0                               |  |
| Craven Arms       | 4  | 6       | 5       | 2                               | 5       | 5       | 5                           | 5                               | 0   | 0       | 0       | 1                               |  |
| Ellesmere         | 4  | 1       | 1       | 0                               | 3       | 5       | 3                           | 4                               | 0   | 0       | 0       | 0                               |  |
| Hodnet            | 3  | 4       | 2       | 3                               | 1       | 1       | 9                           | 1                               | 2   | 2       | 0       | 0                               |  |
| Ludlow            | 6  | 9       | 3       | 5                               | 9       | 14      | 12                          | 8                               | 0   | 0       | 0       | 0                               |  |
| Market Drayton    | 7  | 2       | 1       | 6                               | 5       | 8       | 14                          | 14                              | 0   | 0       | 1       | 1                               |  |
| Minsterley        | 2  | 2       | 1       | 2                               | 6       | 6       | 5                           | 3                               | 0   | 1       | 2       | 0                               |  |
| Much Wenlock      | 1  | 4       | 2       | 1                               | 3       | 9       | 4                           | 3                               | 2   | 0       | 1       | 0                               |  |
| Newport           | 2  | 2       | 2       | 4                               | 8       | 9       | 11                          | 4                               | 1   | 0       | 1       | 0                               |  |
| Oswestry          | 5  | 5       | 6       | 4                               | 14      | 15      | 21                          | 21                              | 2   | 2       | 2       | 4                               |  |
| Prees             | 1  | 3       | 2       | 0                               | 1       | 2       | 2                           | 2                               | 0   | 2       | 0       | 0                               |  |
| Shrewsbury        | 15   | 9       | 19      | 9                               | 43      | 30      | 40                          | 35                              | 5   | 5       | 6       | 4                               |  |
| Telford Central   | 11   | 18      | 12      | 6                               | 37      | 25      | 23                          | 26                              | 3   | 5       | 2       | 1                               |  |
| Tweedale          | 3  | 0       | 1       | 8                               | 5       | 4       | 4                           | 15                              | 0   | 0       | 0       | 2                               |  |
| Wellington        | 11   | 9       | 8       | 9                               | 23      | 24      | 28                          | 37                              | 4   | 5       | 4       | 1                               |  |
| Wem               | 4  | 3       | 3       | 0                               | 5       | 5       | 2                           | 5                               | 1   | 0       | 0       | 0                               |  |
| Whitchurch        | 3  | 0       | 2       | 2                               | 9       | 3       | 5                           | 7                               | 0   | 0       | 0       | 0                               |  |
| Over the border   | 1  | 0       | 0       | 0                               | 1       | 0       | 0                           | 0                               | 0   | 0       | 0       | 0                               |  |
| TOTAL             | 106  | 100     | 84      | 68                              | 226     | 210     | 239                         | 223                             | 24  | 26      | 22      | 18                              |  |

### **Key Financial Health Indicators 2008/09**

\*Following recommendation by the Audit Commission, a suite of health indicators have been devised which demonstrate how the processes and procedures carried out by the Finance department contribute to the strategic aims of the Authority. The indicators show how key financial systems are monitored and reconciled, and this in turn places reliance on the monitoring information and statutory documents produced by the department.

|   |                            | 1                       |                          | 1                       | 1                          | 1                           | 1                       | 1                       | ~ L/                    |                         |                         |                                 |
|---|----------------------------|-------------------------|--------------------------|-------------------------|----------------------------|-----------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|---------------------------------|
| Indicator   | Apr                        | May                     | Jun                      | Jul                     | Aug                        | Sep                         | Oct                     | Nov                     | Dec                     | Jan                     | Feb                     | Mar                             |
| Key financial ledgers reconciled by end of following period:  |                            |                         |                          |                         |                            |                             |                         |                         |                         |                         |                         |                                 |
| Sales ledger<br>Purchase ledger<br>Cash & Bank  | 13 May<br>21 May<br>12 May | 9 Jun<br>4 Jun<br>6 Jun | 10 Jul<br>2 Jul<br>4 Jul | 4 Aug<br>4 Aug<br>8 Aug | 1 Sept<br>2 Sept<br>4 Sept | 29 Sept<br>29 Sept<br>1 Oct | 3 Nov<br>5 Nov<br>5 Nov | 1 Dec<br>3 Dec<br>5 Dec | 5 Jan<br>5 Jan<br>8 Jan | 2 Feb<br>4 Feb<br>4 Feb | 3 Mar<br>6 Apr<br>9 Mar | 31 Mar<br>6 Apr<br>15 Apr       |
| Budget monitoring reports produced, reconciled to ledger and issued to budget holders, within 10 working days of period end   | 11 Jun                     | 11 Jun                  | 7 Jul                    | 15 Aug                  | 11 Sept                    | 7 Oct                       | 10 Nov                  | 9 Dec                   | 13 Jan                  | 12 Feb                  | 11 Mar                  | 17 Apr                          |
| Salaries monitoring reports produced, reconciled to ledger and issued to budget holders, within 14 working days of period end | 11 Jun                     | 11 Jun                  | 7 Jul                    | 15 Aug                  | 5 Sept                     | 2 Oct                       | 6 Nov                   | 9 Dec                   | 15 Jan                  | 10 Feb                  | 18 Mar                  | 24 Apr                          |
| Revenue budget performance reported to Policy Group, by end of following period   | 18 Jun                     | 18 Jun                  | 15 Jul                   | 27 Aug                  | 24 Sept                    | 21 Oct                      | 19 Nov                  | 18 Dec                  | 29 Jan                  | 25 Feb                  | 25 Mar                  | Year end<br>analysis<br>ongoing |
| Capital spend reported to<br>Policy Group, by end of<br>following period  | 18 Jun                     | 18 Jun                  | 15 Jul                   | 27 Aug                  | 24 Sept                    | 21 Oct                      | 19 Nov                  | 18 Dec                  | 29 Jan                  | 25 Feb                  | 25 Mar                  | Year end<br>analysis<br>ongoing |

| Indicator  | Apr   | May                      | Jun           | Jul   | Aug   | Sep   | Oct   | Nov  | Dec   | Jan   | Feb  | Mar   |
|--|-------|--------------------------|---------------|-------|-------|-------|-------|------|-------|-------|------|-------|
| BVPI 8 - percentage of<br>invoices paid within 30<br>days<br>Target for year 98.5% | 99.7% | 98.7%                    | 98.9%         | 98.9% | 97.7% | 98.9% | 98.9% | 100% | 99.7% | 98.8% | 100% | 99.4% |
| Percentage of payments made by BACS  | N/a   | 94%                      | 98%           | 97%   | 97%   | 95%   | 93%   | 97%  | 94%   | 98%   | 97%  | 97%   |
| Budget book to be produced by June 2008  |       | Policy<br>Group 7<br>May |               |       |       |       |       |      |       |       |      |       |
| Statement of Accounts to be approved by the Fire Authority by 30 June              |       | ,                        | CFA<br>11 Jun |       |       |       |       |      |       |       |      |       |
| Statement presented to auditors with full working papers – signed off by 30 Sept   |       |                          |               |       |       |       |       |      |       |       |      |       |