

KEY ACHIEVEMENTS 2007/08

STRATEGIC PRIORITY ONE: PROTECTING AND PREVENTING



- **On the frontline:** the Service has seen a gradual decline in the number of accidental fire deaths over the last two decades which has contributed to the achievement of no accidental dwelling fire related deaths throughout 2007/08. We dealt with approximately 19,000 calls and responded to over 10,000 incidents during 2007/08.
- **Community safety:** following the introduction of our Community Safety Strategy last year we have introduced a wide range of initiatives which included a Zero Tolerance/Firewatch campaign to combat arson across the District of Derwentside. The project has three main strands: Education & Publicity, Targeting Hotspots and Enforcement. The campaign was undertaken in partnership with the Police and has been very successful in reducing the number of nuisance fires by 36 percent in a period of 6 months.
- **Resilience:** we have continued to participate in a range of multi-agency training events that included a major Road Traffic Collision exercise which received regional and national media interest. The Service has developed a Partnership with the Environment Agency which ensures that operational working arrangements are agreed and acted upon if major spillage incidents occur; thereby reducing the impact on our environment.
- **Fire safety:** we have achieved external accreditation under ISO 9001 for our Fire Safety Quality Management System. The system has been developed to ensure that our Fire Safety Team delivers services in line with documented procedures ensuring consistency of service delivery. Our Service has become one of the first Fire & Rescue Services in the country to appoint a Fire Investigation Manager from a forensic background. This new post has enabled the Fire Investigation team to develop close links with other agencies and integrate with the quality management system.
- **Educating people:** we have introduced two Young Fire-Fighter Training Association schemes at Seaham and Consett stations. These deliver a programme of personal development enabling members to learn and gain an understanding of the fire and rescue service, our responsibility to the community and the importance of fire safety. Our Duke of Edinburgh Award Scheme has been acknowledged by CLG as good practice. Over the last year team members have successfully completed group leader training, basic expedition leader and basic walking leader's courses.



- **Special equipment and vehicles:** the operations team have introduced new equipment onto all front line appliances to assist in the rescue of casualties at road traffic collisions (RTC). This new equipment is designed to stabilise vehicles when they have overturned assisting our teams to release casualties from a secure position. We have also designed new RTC jackets for our crews which are lighter in weight and provide more flexibility when working in difficult situations. Other Fire and Rescue Services are now considering the introduction of this design. All 27 frontline fire appliances have now been fitted with Mobile Data Terminals, providing our crews with current, accurate and relevant risk critical information at the point of need. In addition, a programme to fit new digital radio equipment into all frontline appliances has commenced which will enable emergency services to communicate with one another and will be completed by July 2008.
- **Incident command system:** the Service has invested in an improved facility to further enhance training of operational personnel in incident management. A new purpose built incident command suite is scheduled to open in the summer of this year. The suite uses a software package called HYDRA MINERVA that offers students exposure to countless incident management scenarios that are otherwise only available at real incidents or during exercises.

- **Partnership working:** The Service has introduced a Road Traffic Collision (RTC) Reduction Co-ordinator to engage with partners within the Road Safety Forum. We need to build on the partnerships established to achieve the National targets for 2010. A new forum has been established covering North East, Yorkshire and Humberside Fire Services. This year we have been instrumental in writing a strategy for the Road Casualty Reduction Forum which creates a framework for the Partnership to operate under.

Furthermore, we take part in the North East Emergency Services (Fire, Police and Ambulance) Partnership which focuses on all matters relating to RTC procedures and equipment. This group has produced a protocol (memorandum of understanding), which details the roles and responsibilities of all emergency services when attending road traffic incidents. In future years we will be reporting progress on the recently introduced government targets in connection with the reduction of people killed and seriously injured in RTC's.



STRATEGIC PRIORITY TWO: DEVELOPING MOTIVATED PEOPLE TO DELIVER EFFECTIVELY



- **Quality management:** we have continued to build on our compliance with the Charter Mark Standard and have recently been informed that our service delivery continues to meet the rigorous requirements of the standard which is awarded for excellence in customer service.
- **Investor in people:** in 2007 the Service underwent an assessment for the new standard for the Investor in People award. At the end of the assessment the assessor made the following comments: "The assessment revealed that there was a strong desire to improve the overall performance of Durham and Darlington Fire and Rescue Service through the ongoing development of people."
- **Health and safety:** we are now an accredited training centre for The Institution of Occupational Safety & Health (IOSH) which allows us to deliver quality assured health and safety training, not only to our staff but also to those of other Fire and Rescue Services.
- **Diversity:** our Equality and Diversity Plan has been rolled out throughout the organisation which includes awareness training for all employees and members of the Combined Fire Authority.
- **Working for health:** we achieved the 'Working for Health' Bronze Award run by the Durham Primary Care Trust (PCT) in 2006/07 and during 2007/08 we have been working towards achieving the Silver Award. The initiatives undertaken to progress this include introducing a voluntary health screening process for all staff and adopting early health interventions to enable employees to return from absence as quickly as possible. An extensive programme of hearing surveillance for all employees has commenced in line with the Control of Noise at Work Regulations 2005. We have appointed a full time Health and Fitness Advisor, the first in the North East region and one of only a handful in the country. We can now offer development and support for our staff, increasing their health, fitness and well-being.



STRATEGIC PRIORITY THREE: VALUE THROUGH SUSTAINABLE IMPROVEMENT

- **Partnerships:** the Service has entered into a legal partnership with Essex Fire & Rescue Service, providing specialist fire safety and fire investigation legal advice and guidance together with ongoing training. This new partnership represents excellent value for money with the ability to access leading legal opinion when required.
- **Performance management:** we have completed the implementation of our performance measurement software PbViews which has resulted in improved accessibility to Service performance information and more timely reporting. Stations have built upon their local risk based approach to target setting with more detailed local risk plans within each station area, ensuring that their action plans meet the needs of their local communities.
- **Proactive approach to health and safety:** the additional development of our staff and the continuous development of our integrated health and safety management systems has resulted in a 10% reduction in personnel accidents and a 26% reduction in vehicle accidents compared to 2006/07.
- **Corporate governance:** moving forward from our new committee structure implemented last year we have reviewed our senior management structure enabling us to be more responsive, flexible and focused on our priorities. Details can be found on page 44 of this plan.
- **Value for money, working in partnership:** a Value for Money (VFM) study was undertaken in 2007. This was funded through the North East Local Government

Improvement Partnership. This study was conducted as a joint initiative between the four North East Fire and Rescue Services comparing data on cost and performance between the four services and we will progress this further in 2008/09. We have also worked in partnership with the North East Centre of Excellence to streamline our support functions and release time on stations by reducing paperwork and simplifying systems.



KEY ACHIEVEMENTS

- IMPROVEMENT PROJECTS 2007/08

2007/08 Key Projects	Outcome
Re-focus resources to positively impact upon the most significant risk areas for accidental dwelling fires	COMPLETE - December 2007
Develop a methodology for the improved investigation and analysis of the cause of nuisance fires	COMPLETE - March 2008
Devolve the responsibility for the development and delivery of local risk planning to District Teams	COMPLETE - December 2007
Prepare for the merger of Controls as part of the FireControl project, to include transition arrangements	COMPLETE - December 2007
Review the provision of special appliances to deal with heavy rescue, hazardous materials and water rescue	COMPLETE - September 2007
Progress the Regional Management Board Work Programme - Resilience (inc. FiReControl, Firelink and New Dimensions)	COMPLETE (Phase 1) - March 2008
Carry out a baseline review in respect of community safety activity and education linked to elderly people within our communities	COMPLETE - March 2008
Introduce an arson monitoring and forecasting system as part of an anti-social behaviour strategy	COMPLETE - March 2008
Re-prioritise the fire safety inspection and enforcement regime for non-domestic premises	COMPLETE - March 2008
Implement a Role Specific Development Procedure into the Service	COMPLETE - March 2008
Implement a Leadership Development Procedure into the Service	This project now forms part of the People Development Strategy project which will be delivered during 2008/09 (see Annexe 2)
Implement a Management Development Procedure into the Service	This project now forms part of the People Development Strategy project which will be delivered during 2008/09 (see Annexe 2)
Implement an Incident Management Procedure into the Service	This project has been delayed to enable further research to be undertaken and is expected to be completed by August 2008
Develop and implement a succession plan to include a protocol for changing roles from uniformed to non-uniformed	This project has been rescheduled to be completed by July 2008 (see Annexe 2)
Work towards the 'Silver' Health Award	Achieve Bronze Award. Work ongoing to achieve Silver Award.
Achieve Level 3 of the Equality Standard	COMPLETE - June 2008
Undertake a cultural audit/staff attitude survey	The project has been rescheduled to be completed by July 2008
Review and revise the Service's structure and establishment	COMPLETE - June 2007
Consider the integration of the Legislative and Community Safety Teams	COMPLETE - September 2007

Key: Strategic Priority One: Protecting and Preventing Strategic Priority Two: Developing Motivated People to Deliver Effectively
 Strategic Priority Three: Value Through Sustainable Improvement



PLANNING AHEAD CONTINUING OUR JOURNEY

This corporate plan sets out how the Service intends to deliver the strategic objectives over the medium term. Alignment of financial, human and physical resources is critical if the plan is to be achieved.

Clearly risk reduction and performance management are also central to corporate planning. Our integrated risk management planning process considers the hazards that have the potential to cause damage, injury and harm, as well as the lessons to be learned from previous fires and emergency incidents. Our performance figures identify where we are doing well and where we need to do better.

Together these processes inform our decision making, help us to predict where things are likely to go wrong and make sure that we allocate resources in the most effective way to improve public safety. And for the risks that form part of everyday life, we can ensure we have the right resources in the right place to respond at the right time.

Each year, as part of our corporate (medium term) planning activity, we:

- consider statutory requirements;
- review national, regional and local priorities;
- review our corporate risk register;
- analyse and re-evaluate our local risks as part of our integrated risk planning processes;

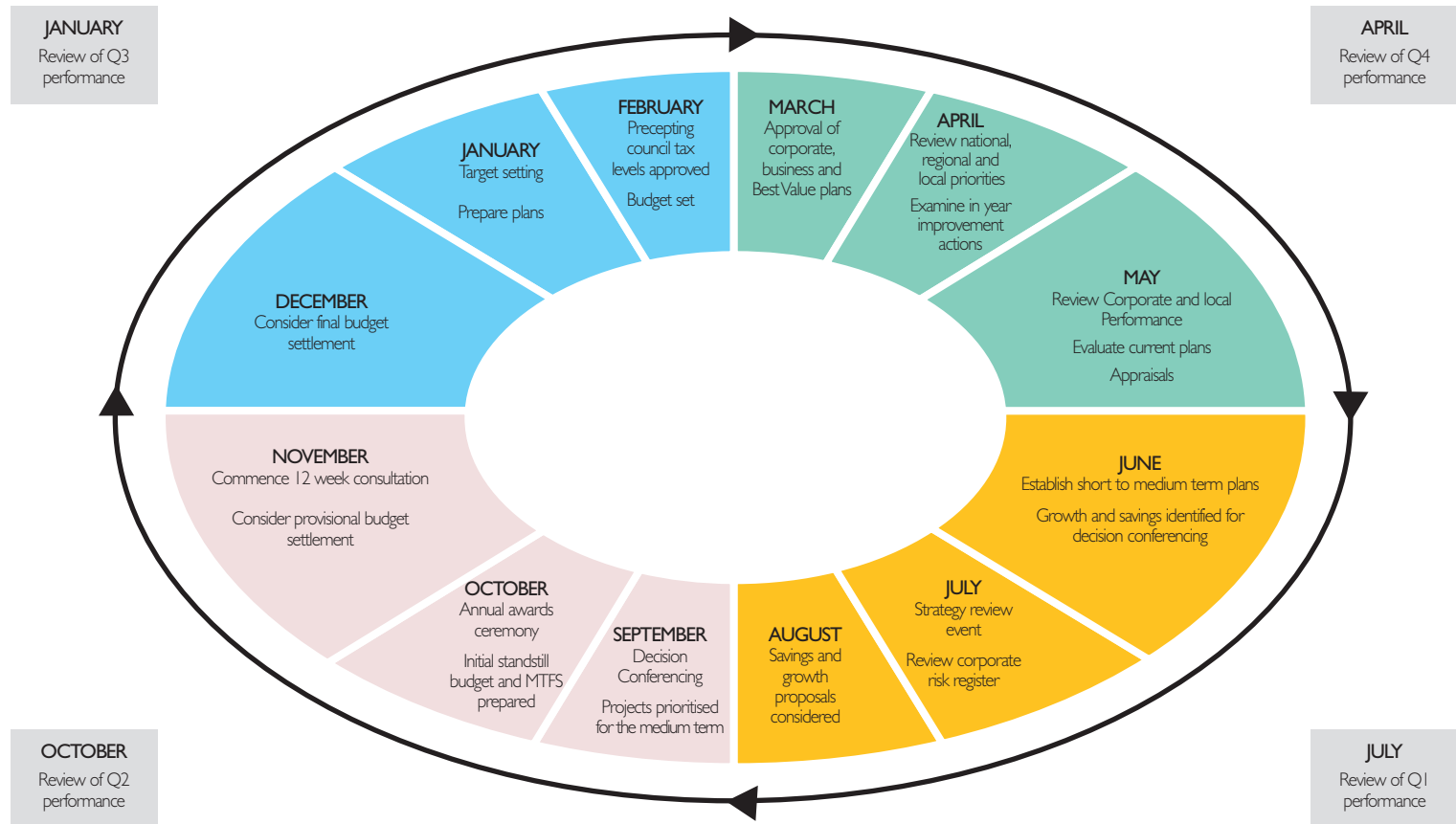
- consider identified improvement actions from internal and external reviews;
- review progress against strategic objectives in terms of performance against target, compared to others; and year on year; and
- audit and review existing plans.

We have undertaken our corporate planning activities for 2008/09 using a range of information sources and systems. Our current and historic performance measurement information presented in full detail within pages 29 to 41 of this Plan helps to inform our planning process which is part of our Integrated Planning Cycle.

Integrated Risk Management Plan (IRMP)	
CORPORATE PLAN	Community Safety Strategy
	Human Resources Strategy
	Medium Term Financial Strategy
	Information Communications Technology Strategy
	Performance Management Strategy
	Communications Strategy
Performance Plan (BVPP)	



County Durham and Darlington Fire and Rescue Service Integrated Planning Cycle





FIRE & RESCUE

Driving improvements

Key Improvement Projects (see annex 2 for details) are monitored through our 'Driving Improvement' project management process which links our 3 Strategic Aims and 7 Objectives into real outcomes.

Each project is linked to our Service Leadership Team via a nominated Director. Below our key service improvement projects, there are a number of individual Section/Station projects which are resourced and managed locally by the section/station as part of their annual planning arrangements.

People are safe and Feel It

Our measure of success will not just be based on what the Service and its Auditors judge by statistical analysis of performance, important as this may be. Our Citizens will also recognise the role the FRS plays in the wider safety and social engagement agenda and will play a proactive role in determining what gets delivered in the places where they live. The outcome will be communities that are empowered to determine local priorities and actually perceive that their neighbourhoods have improved as a result. Where citizens have issues with performance they have robust opportunities and mechanisms to challenge.

Statistically the Leading FRS

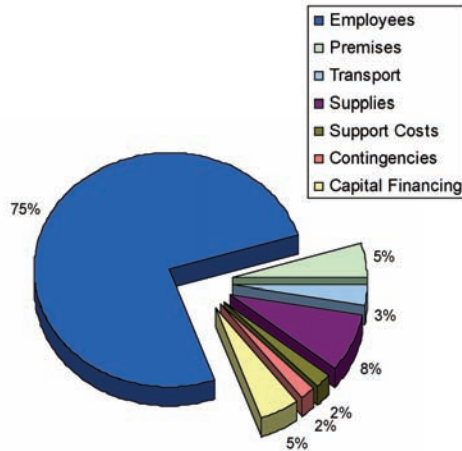
Across a basket of agreed performance indicators, County Durham and Darlington Fire and Rescue Service will be able to demonstrate that it leads the UK in service delivery across all aspects of community safety and cost effective use of resources. Not content with this, the Service will consistently strive to demonstrate year on year that it is judged as 'improving strongly'.



FINANCIAL PLANNING

Revenue Budget

The Authority's revenue budget requirement for 2008/09 is £29.424M. An analysis of the revenue budget is shown below:



How the Budget is Funded

The budget is funded through a combination of central government grant and local council tax. The amount met from these sources is shown below:

Funding	2008/09 (£'000)
Revenue Support Grant	1,685
Non-Domestic Rates Grant	12,100
Council Tax Precept	15,485
Surplus on Collection Fund	154
TOTAL Funding	29,424

The Civil Contingencies Unit (CCU)

The CCU is administered on behalf of Durham County Council and Darlington Borough Council. The Unit is funded from income from local authorities within County Durham and Darlington. The revenue budget for the CCU in 2008/09 is as follows:

Description of Expenditure	2008/09 Budget (£'000)
Employees	479
Premises	15
Transport	14
Supplies and Services	51
Support Services	10
Contingencies	16
TOTAL Expenditure	585
Income	
Local Authority Contributions	576
Other	9
TOTAL Income	585



How we set our Budgets – Consultation

We use a structured process to direct financial resources to service areas that have a best fit with the Authority's strategic aims. This process, known as decision conferencing, ensures that resources are directed to areas that aim to provide maximum benefit to our communities.

We consult extensively on our proposed budgets prior to approval by the Fire Authority. The citizen's panel provides the opportunity for local people to inform the budget setting process. Meetings are also held with members of the business community to discuss our financial plans.

Our budget process is transparent and takes account of users views of our services and levels of council tax.

Medium Term Financial Planning

We have a Medium Term Financial Strategy that aims to ensure that the Authority is financially stable over the medium term. This strategy examines future spending projections and anticipated funding levels, as well as the risks that the Authority faces in the medium to long term and outlines how these risks are being mitigated and managed. The Medium Term Financial Strategy is available to download from: <http://www.ddfire.gov.uk>

Key Elements of Medium Term Financial Strategy

Value for Money

The Service is reviewing the cost of services (as measured against BV150 and other performance indicators) to ensure that value for money is achieved in the use of resources. The Authority will implement a value for money strategy during 2008/09, setting out the future requirements to ensure that VfM is delivered across all service areas.

Financial Risk Management

The management of financial risk is fundamental to the successful provision of quality services. Financial risks will be monitored and managed and any implications arising from risks identified will be managed in accordance within the financial management strategies that have been identified.

Efficiency Gains:

In considering value for money, the Authority will consider the scope for efficiency gains arising from local, regional and national initiatives. The Authority has an efficiency strategy which reflects the latest efficiency guidance and the options available to the Authority in relation to identifying efficiency gains.

Council Tax

Future budget setting rounds will consider the balance between increasing expenditure, efficiencies and low

council tax increases, and the implications of guidance in relation to capping.

Modemisation and Service Improvement

This strategy sets out the areas of modernisation that have been budgeted for and assumed over the medium term. Any significant changes arising from modernisation or Government policy will be assessed and the strategy amended as required.

Reserves

The Authority has a reserves policy, and this will be further built upon by identifying means of maintaining reserves at acceptable levels whilst providing value for money to the taxpayer, and considering future budget risks.

Funding Streams

The Authority receives the majority of its funding from central government and local taxpayers. All relevant funding streams will be examined to ensure alternative funding opportunities are recognised and realised wherever possible.

Partnerships

The Authority will review its partnership arrangements via the partnership strategy to ensure that partnerships provide value for money. Any significant financial implications arising from partnerships will be included in the medium term financial strategy.



Capital Budgets

In 2008/09, the Authority is investing in a number of capital schemes aimed at improving the estate and in particular, in providing effective Community Safety facilities on fire stations to assist in our prevention work. The Authority is also seeking to locate to new and modern Headquarters in 2008/09. The Authority procures vehicles and equipment through the capital programme and a new 'Special Rescue Unit' (SRU) will be purchased in 2008/09 that will provide enhanced response capabilities. A summary of the capital programme for 2008/09 is shown below:

Capital Programme	2008/09 (£'000)
Premises	7,533
Vehicles	595
Equipment	137
TOTAL	8,265

Value for Money and Efficiencies

The Fire and Rescue Service has been set a national cashable efficiency target for the period 2008/09 to 2010/11 of 4.8% of total expenditure (£110 Million). This target relates to the whole of the English Fire and Rescue service.

The Authority is committed to delivering Value for Money services to our communities, and has adopted a Value for Money (VFM) strategy to provide a framework for delivery over the medium term. The VFM strategy is available at www.ddfire.gov.uk.

We will work towards delivering the national efficiency target and have set an internal efficiency target of 4.8% (approximately £1.3M) to be met by 31st March 2011.



BEST VALUE REVIEWS (BVR)

The Local Government and Public Involvement in Health Act 2007 removes the requirement to undertake Best Value Reviews as previously required under The Local Government Act 1999. However, as the best value review programme is embedded within the authorities business improvement process there are a number of projects in relation to best value reviews which will now be found within our 'Driving Improvement' document.

Best Value Performance Plan (BVPP)

The introduction of the Local Government and Public Involvement in Health Act 2007 removes the requirement for best value authorities to compile and publish an annual Best Value Performance Plan (BVPP). However, The Department of Communities and Local Government (CLG) will still require Fire Authorities to report outturn performance data on the 2007/08 Best Value Performance Indicators (BVPIs) and provide a statement certifying compliance with the Code of Practice on Workforce Matters including certifying that individual contracts entered into comply with best value requirements.

Audit of BVPP 2007/08

Section 7 of The Local Government 1999 Act requires that our BVPP is audited by independent external auditors. This audit was undertaken by the Audit Commission and subsequently reported in January 2008. We are pleased to announce that the auditors

concluded that: 'The Authority's BVPP was prepared and published in accordance with statutory requirements; there were no matters to report to the Authority and no recommendations made on procedures in relation to the Plan'.

Contracts

We have awarded no contracts during 2007/08 which involve a transfer of staff; however had this been applicable these would comply with the requirements in the Code of practice on Workforce Matters in Local Authority Service Contracts (ODPM Circular 03/03).



MEASURING OUR SUCCESS



We use performance indicators to monitor progress against our targets for service provision. They help us to see where we are doing well and where we need to do better and they inform our decision making. Our performance indicators are divided into:

- Best Value Indicators (BVs) which have been set by the Government and are of two types:
 - Best Value Corporate Health Indicators, which provide a snapshot of how well the Authority is performing overall; and
 - Best Value Service Delivery Indicators, which reflect the national interest in the delivery of local services and are designed to enable comparisons to be made between the performances of different authorities over time.
- Local Performance Indicators (LPIs), which reflect local circumstances and assist in the day to day management of the Service.

The following pages of this Plan show our performance against our targets for the year 2007/08¹. We have also included performance figures from the previous two years² to show our direction of travel.

Our targets have been set taking into account national guidance, local circumstances and our priorities for the coming year. In almost all cases they have been aimed at continuous improvement in service delivery. Of particular significance is the National Framework Document, which sets specific targets in relation to certain aspects of the Service. For example, there is a requirement to reduce by 10% the number of deliberate fires by the 31st March 2010 from the 2001/02 baseline.

Annex 3 shows comparisons of our performance for the year 2006/07 against national, regional and family group fire and rescue services.

¹These figures have not been validated by CLG at the time of publishing this Plan

²Figures for 2006/07 may differ to those published in our Corporate plan last year since these figures were still to be subject to validation



**BV 2: i) Level of the Equality Standard for Local Government to which the Authority Conforms; and
ii) Duty to Promote Race Equality**

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
(i)	2	2	2	2	3	4	5	5	5
(ii)	47%	79%	89%	100%	100%	100%	100%	100%	

Following the requirement for Authorities to undertake external verification to progress to Levels 3 and 5 of the Equality Standard, the Authority completed a self assessment document and underwent external validation to obtain level 3 in May 2008.

The improvement in the quality of our Race Equality Scheme is a result of consultation with our ethnic minority communities. This has contributed to the achievement of 100% (19 criteria) during 2007/08.

BV 3: The Percentage of Citizens Satisfied with the Overall Service Provided by the Authority

	Performance		Targets		Objective Link
	03/04*	06/07	06/07	09/10	
BV3 Percentage of Citizens fairly/very satisfied	The Question asked in the previous survey differed to that asked in the current survey and therefore direct comparisons are not applicable	71	90	76	6
BV3 a Percentage of Non-White People fairly/very satisfied		56	92	61	
BV3 b Percentage of White People fairly/very satisfied		70	91	75	
BV3 c Percentage of Females fairly/very satisfied		71	91	76	
BV3 d Percentage of Males fairly/very satisfied		70	90	75	

* This survey is undertaken once every three years

The 2006/07 targets were calculated using limited historical data based on the results from the question asked in the 2000/01 and 2003/04 surveys which are different to the one asked in this survey. Therefore it is not appropriate to measure the current performance against these targets. Targets have now been reviewed in light of these results.

Over the last two years we have re-structured our Service into District teams putting our community and fire safety officers into local areas to improve accessibility and provide advice on specific local issues. We believe that this visual presence at local level, combined with the initiatives included in our recently revised three year Community Safety Strategy will assist in the improvement of future public satisfaction levels.

BV 8: Percentage of Undisputed Invoices which were Paid in 30 Days

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
	98.2	97.5	98.9	97.2	100	100	100	100	7

We have systems in place to produce the number of invoices paid outside the target of 30 days and we will continue to be proactive in chasing up late invoices.

BV 11: Percentage of Top 5% of Earners that are: i) Women; ii) from Black and Minority Ethnic (BME) Communities; and iii) Disabled

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
(i)	0	2.8	7.8	12.5	10.5	15.6	18.7	21.8	5
(ii)	0	2.8	2.6	0	5.2	3.1*	3.1*	3.1*	
(iii)	Not Applicable	0	0	0	2.6	1	2	3	

**Our performance level already more than reflects our current BME population (1.4%). This combined with our current succession planning situation for this category means that we will maintain this target for the next three years but will re-visit on an annual basis.*

The Authority has achieved the 2007/08 target for females in the top 5% of earners as a result of a senior level restructure. This has however reduced the number of BME employees falling into this category.

The Authority will continue to increase the circulation of job vacancies amongst our diverse communities to improve upon the above (ii) and (iii) indicators.



BV 12: Proportion of Working Days/Shifts Lost to Sickness by: i) Whole- time Uniformed Staff; and ii) All Staff

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
(i)	9.7	7.7	6.3	6.7	6.5	6.5	6.5	6.5	5
(ii)	9.7	7.8	6.3	7.2	6.3	6.3	6.3	6.3	

The targets set for 2007/08 have not been met this year as a result of an increase in long term sickness absence, in particular in connection with non-uniformed staff. During 2008 the Service will review its Corporate Health Strategy to attempt to reduce this and to determine practices and procedures to address the wider objective of employee wellbeing.

BV15: Ill Health Retirements as a Percentage of the Total Workforce: i) Whole-time Fire-fighters ii) Control and Non-Uniformed Staff

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
(i)	1.5	1.3	0.8	0.5	0.7	0.7	0.7	0.7	5
(ii)	0	0	0	0	0	0	0	0	

Performance this year has achieved the target with only two employees leaving the Service as a result of ill-health. This year in order to maintain this improvement and in light of the Disability Discrimination Act 1995 the review of the Corporate Health Strategy will address best practice in the management of long term sickness absence and alternatives to medical retirement.

BV 16a): Percentage of Employees with a Disability: i) Whole-time and Retained Duty System; and ii) Control and Non-Uniformed. b): Percentage of Economically Active People who have a Disability.

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
(i)	Not Applicable	1.7	0.7	1.3	2.6	1.4	2.8	3.2	5
(ii)		4.9	9.3	14.2	11.4	15.6	15.6	15.6	
(b)	15.6	15.6	15.6	15.6	Not Applicable				

The Authority has achieved the target for Control and Non Uniformed employees with a disability as a result of raising awareness of the changes in legislation which require employees to self declare a disability. This awareness raising will continue with Whole-time and Retained employees and we will increase the circulation of vacancies amongst members of our communities with disabilities.

BV 17 a): Percentage of Uniformed Staff from Ethnic Minority Communities; b): Percentage of Economically Active (18-54) Population from Ethnic Minority Communities in the Fire and Rescue Service Area.

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
(a)	0.5	0.7	1.5	1.8	5.4	7	N/A	N/A	5
(b)	1.4	1.4	1.4	1.4	Not Applicable				

The number of ethnic minority employees has increased as a result of recent whole-time firefighter recruitment. To build on this success the Authority along with other Fire Services in the Region will produce a Positive Action Plan for 2008/09 aimed at encouraging applications from under represented groups.



BV 142: Calls to: ii) Primary Fires per 10,000 Population; and iii) Accidental Fires in Dwellings per 10,000 Dwellings.

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
(ii)	32.2	29.5	30.9	32.8	29.7	31.5	30.3	29.1	1
(iii)	17.6	17.7	18.3	17.4	17.1	16.6	15.8	15.3	

In line with national guidance the Service has revised the classification of a wheeled bin fire into a primary fire as opposed to a secondary fire. This has had the effect of increasing the figure in BV 142 (ii).

In 2007/08 we reviewed our Community Safety Strategy and expanded our community safety capabilities. District and Station action plans have now been developed to ensure they are more focused upon local risks. These Local Risk Plans now include statistical incident data supported by the Service's performance management system which helps in the targeting of local initiatives and resources.

BV 143: i) Deaths and ii) Injuries (Excluding Precautionary Checks) Arising from Accidental Fires in Dwellings per 100,000 Population.

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
(i)	0.34	0.17	0.67	0	0.34*	0.34*	0.34*	0.34*	1,2,3
(ii)	4.5	3.5	6.2	5.7	3.7	4.3	3.8	3.7	

*The targets for future years have been set realistically to ensure that we do not have any more than two fire deaths in any given year.

The excellent results experienced in relation to fire fatalities are in stark contrast to the period 2006/07. This further demonstrates the longer term downward trend in fatality reductions that can be achieved through a sustained strategy of targeted community safety initiatives aimed at the more vulnerable groups within our communities.

BV 144: Percentage of Accidental Fires in Dwellings Confined to Room of Origin

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
	91.7	93.1	92.8	91.5	93.4	93.9	94.4	94.9	2

Greater emphasis in relation to the importance of the closure of doors is given during Home Fire Safety Visits. We aim to raise awareness with the public in how they can reduce the spread of fire within their homes to have a positive impact on this indicator.

BV 146: Calls to Malicious False Alarms per 1,000 Population: i) not attended and ii) attended

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
(i)	Not Applicable	0.7	0.8	0.4	0.6*	0.6*	0.6*	0.6*	3
(ii)		0.5	0.4	0.4	0.4*	0.4*	0.3*	0.3*	

* These figures are set to take account of a 10% reduction in the number of calls, however because the number of calls are so small when compared to the population the effect on the target figures is minor.

The improvement trend has continued due to the call challenging policy which was introduced two years ago. A procedure is in place with mobile phone companies to immediately disconnect any mobile phone from which two hoax calls have been placed. Also, in the event of receipt of malicious calls from landline telephone numbers a letter will be sent from the telephone provider which may result in disconnection of the domestic landline.



- BV 149: i) False Alarms Caused by Automatic Fire Detection per 1,000 Non-Domestic Properties.
 ii) Number of those properties with more than one attendance.
 iii) The percentage of calls which are to properties with more than one attendance.

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
(i)	129.5	109.0	89.5	78.7	94.4	80.0	78.0	76.0	3
(ii)	Not Applicable	250	213	168	No targets set due to the uncertain nature of the calls				
(iii)		55.0	58.2	46.9					

We continue to closely examine monthly statistics on the top 30 'worst offending' premises. Fire Safety Officer's and the District Management Teams work with premise owners and their managers to reduce these types of calls. This has resulted in an ongoing improving trend.

BV 150: Expenditure per Head of Population

	Performance			Targets				Objective Link
	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
	£41.80	£44.85	£49.86	£46.96	£52.37	Not Set	Not Set	7

This indicator measures the total cost of service provision including FRS17 costs relating to pensions. Decisions in relation to setting the budget are made taking account of service development priorities and efficiency schemes, and in full consultation with the citizen's panel. An effective budget management framework is in place that ensures we manage our resources in accordance with budgets that have been set.

- BV 206 i): Deliberate Primary Fires (excluding deliberate primary fires in vehicles) per 10,000 population;
- ii): Deliberate Primary Fires in Vehicles per 10,000 population;
- iii): Deliberate Secondary Fires (excluding deliberate secondary fires in vehicles) per 10,000 population;
- iv): Deliberate Secondary Fires in Vehicles per 10,000 population.

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
(i)	Not Available	5.9	6.8	9.1	6.5	9.8	9.5	9.1	1,3
(ii)		8.6	7.2	6.9	6.7	6.9	6.5	6.3	
(iii)		53.7	64.6	52.2	52.3	49.9	48.2	46.7	
(iv)		0.3	0.5	0.4	0.5*	0.5*	0.5*	0.5*	

* These figures are set to take account of a 10% reduction in the number of calls; however, because these are so small when compared to the population, the effect on the target figure is minor.

Reducing deliberate fires is a key element of our Community Safety Strategy. The Memorandum of Understanding adopted by all Crime and Disorder Partnerships across County Durham and Darlington has been instrumental in establishing agreed roles and responsibilities amongst partners, who provide valuable assistance through the rapid removal of abandoned vehicles and dumped rubbish. Building on the partnership approach we have seconded two uniformed police officers to assist in targeted action to reduce deliberate fires. A post incident action sheet has been developed to improve our response to deliberate fires and to reduce the instances of further fires in the area.



BV 207: Fires in Non-Domestic Premises per 1,000 Non-Domestic Premises

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
	Not Available	14.0	16.3	17.3	15.4	16.2	15.6	14.9	1

The Service continues to enforce all areas of Fire Safety Legislation, and our Fire Safety team will continue to audit and give advice to owners and managers of non-domestic premises. A risk based fire safety audit programme is now in place which includes themed, post incident, peak performance and non scheduled audits. The Fire Safety Order is still relatively new legislation and we remain convinced that our approach will reduce incidents in this area.

BV 208: Percentage of People in Accidental Dwelling Fires Who Escaped Unharmed Without Fire and Rescue Assistance at the Fire

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
	Not Available	81.1	86.1	85.7	No Target Set	90.0	90.0	90.0	1,3

There are key initiatives which we conduct in an aim to impact upon this measure. These include the delivery of advice such as what to do in the event of a fire, closing doors and, all importantly, the fitting and maintenance of smoke alarms, all of which go some way to ensuring people can leave safely when fires do start.

Continued school-based educational programmes will ensure that we can maintain a long term fire safety strategy enabling community members to escape unharmed from dwelling fires.

BV 209: Percentage of Fires Attended in Dwellings Where: i) a smoke alarm has activated; ii) a smoke alarm was fitted but not activated; and iii) no smoke alarm was fitted

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
(i)	Not Available	35.3	31.7	32.3	No Target Set	34.0	38.0	42.0	3
(ii)		9.8	9.9	7.8	No Target Set	7.0	6.5	6.0	
(iii)		54.8	58.5	59.9	No Target Set	55.0	50.0	45.0	

We have continued with our policy of issuing smoke alarms and training partner agency staff to fit them on our behalf to improve take up amongst vulnerable groups including those with hearing impairment. We are currently reviewing the identification and targeting the fitting of smoke alarms, to ensure resources are targeted to those groups and properties most at risk.

We will continue to drive home the important messages relating to smoke alarm maintenance re-enforcing the National Community Fire Safety Centre principles of “Push the Button Not Your Luck” and “Test Your Smoke Alarms Weekly” encouraging occupiers to test their smoke alarms on a regular basis to ensure that they work.



BV 210: Percentage of Women Fire-fighters

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
	1.7	2.3	2.0	2.0	13.8	2.2	2.4	2.6	5

The number of female fire-fighters has remained static during 2007/08. It is hoped to increase this for both whole-time and retained positions through the increase of positive action events as part of the Authority's 2008/09 Positive Action Plan. The planned appointment of a dedicated Positive Action and Recruitment Officer should also improve our performance in this area.

LPI 2 i): Fire Control Operator Pick Up Times (seconds)

	Performance				Targets				Objective Link
	04/05	05/06	06/07	07/08	07/08	08/09	09/10	10/11	
	1.4	1.2	1.1	1.2	1.2	6.0	6.0	6.0	2

Control is working closely with the National and Regional FiReControl Project Teams to provide accurate performance information prior to migrating to the Regional Control Centre. The suggested National performance standard for call handling is 100% of calls to be answered within an average of 6 seconds. Data is already available to support that the Control for Durham and Darlington already exceed this average.