

AGENDA ITEM:

<b>REPORT TO:</b>	<b>MERSEYSIDE FIRE &amp; RESCUE AUTHORITY</b>
<b>DATE:</b>	<b>28<sup>TH</sup> MAY 2009</b>
<b>REPORT NO.</b>	<b>CFO/133/09</b>
<b>REPORTING OFFICER:</b>	<b>DEPUTY CHIEF FIRE OFFICER HAGEN</b>
<b>CONTACT OFFICER:</b>	<b>DEB APPLETON, DIRECTOR OF STRATEGY &amp; MEMBER DEVELOPMENT &amp; IRMP, EXTN. 4402</b>
<b>OFFICERS CONSULTED:</b>	<b>JAN FINNERAN – PLANNING OFFICER</b>
<b>SUBJECT:</b>	<b>4<sup>TH</sup> QUARTER SERVICE PLAN REVIEW</b>

**APPENDIX A TITLE 4<sup>TH</sup> QUARTER SERVICE PLAN 2008/09  
ATTACHED – MEMBERS ARE SUPPLIED WITH ELECTRONIC COPY ON CD**

Purpose of Report

1. To request that Members approve the recommendations of this report relating to the 4<sup>th</sup> Quarter Service Plan review 2008/09.

Recommendation

2. That Members approve the 4<sup>th</sup> Quarter Service Plan review 2008/09 prior to publication on public folders and amendment of the predicted performance data to reflect the final performance figures in the 2009/10 Service Plan which is published on the Merseyfire website.

Executive Summary

The 4th Quarter Service Plan review is an integrated document containing the IRMP, Service Plan, Disability, Gender and Race Equalities Schemes, Best Value Indicators and Performance Data.

This report highlights areas where performance is going well, along with areas where targets have not been met.

Introduction & Background

3.

- 3.1 The 4<sup>th</sup> Quarter Service Plan review contains updates for IRMP, Service Plan, Equality & Diversity action points and performance through Best

Value Indicators, National Indicators and Local Performance Indicators for the period from April 2008 to March 2009.

- 3.2 This is the final report on the Best Value Performance Indicators following the abolition of the statutory need to report to Communities and Local Government (CLG). From April 2009 a new suite of performance indicators has been created to reflect the business requirements of the Organisation, these will be reported in the 1<sup>st</sup> quarter Service Plan 2009/10 through the Performance & Audit Committee.
- 3.3 The 4<sup>th</sup> quarter review reports on the performance for the whole of 2008/09 and where appropriate analyses and compares performance against previous years.
- 3.4 On the 1<sup>st</sup> April 2008 the Incident Recording System (IRS) was introduced to collect incident data to provide intelligence reports. As is often the case with a completely new recording system, there have been reported anomalies in some of the information produced which has had a detrimental impact on affected performance figures. Discussion with other Fire Services who also use the system confirms that they too are having the same issues so some caution must be applied when comparing performance with previous years. The Director of Knowledge & Information Management, along with other FRSs, has reported the problems to Communities and Local Government (CLG) but has not yet received a response.

Members' attention is drawn particularly to the progress made in the following areas.

4.

- 4.1 **IRMP 1.1 Local Area IRMP's** - St Helens district team have held a planning day to create action plans to refresh the IRMP template previously created. Links to the IRMP and Local Area Agreements have been highlighted to link into the Comprehensive Area Agreement (CAA) process. This method is being assessed as a pilot with the intention of implementing in all the districts.
- 4.2 **IRMP 1.3 Flood Response Prevention** – A pilot has been undertaken at E1 St Helens and W6 Wallasey of the risk assessment process that will be used to map flooding areas.
- 4.3 **SP 3.4 Improve the Corporate Incident/Accident Investigation System** - Wellworker procedure training is being delivered through Crew based training.
- 4.4 **BVPI 142(ii) Number of property and vehicle (primary) fires per 10,000 population.**

2007/08 - incidents April 07 to March 08 – 33.45 (Total number of incidents 4568)  
Target for 2008/09 - 35.94  
2008/09 - incidents April 08 to March 09 – 31.03 (Total Number of incidents 4200)

The final cumulative figure identifies a reduction of 8% in the number of property and vehicle fires per 10,000 population from the previous year.

**4.5 BVPI 206 (i) number of deliberate primary fires (excluding deliberate vehicle fires) per 10,000 population.**

2007/08 - incidents April 07 to March 08 - 8.44 (total number of incidents 1153)  
Target for 2008/09 – 9.01  
2008/09 - incidents April 08 to March 09 – 7.66 (total number of incident 1037)

The target has been achieved with over a 10% reduction in fires compared to the previous year.

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

2007/08 - incidents April 07 to March 08 – 9.16 (total number of incidents 1251)  
Target for 2008/09 – 10.16  
2008/09 - incidents April 08 to March 09 – 7.92 9 (total number of incidents 1072)

There has been a major reduction in the number of deliberate primary fires in vehicles, with the total number decreasing by 179. The target has also been achieved with 2.24 fewer incidents per 10,000 per population.

**4.7 LPI 3 Home Fire Safety Checks (HFSC)**

2007/08 April – March – 103,695  
Target for 2008/09 – 60,000  
2008/09 April – March – 108,476

At the end of 2008/09 the Service has successfully achieved the target set for HFSC's with 4781 (4.61%) more than 2007/08. This clearly shows the continued push by MF&RS towards a safer community.

**4.8 BVPI 12(i) The number of working days/shifts lost to sickness per head (whole-time uniformed staff)**

2007/08 - number of shifts lost per person April 07 to March 08 – 7.27  
Target 2008/09 – 5.3  
2008/09 - number of shifts lost per person April 08 to March 09 – 5.33

#### **4.9 BVPI 12 (ii) The number of working days/shifts lost to sickness absence per head, (all staff)**

2007/08 - number of shifts lost per person – 7.16

Target for 2008/09 – 5.8

2008/09 - number of shifts lost per person – 5.52

Sickness has been showing a decrease throughout the year. There has been a reduction in shifts lost for the whole of the organisation. The absence strategy has had a significant effect on the sickness reduction, incentive schemes, health screening, occupational health services, rigorous enforcement of the policy have all had an impact on reducing the absence figures.

#### **5. Members should note the following areas targets set have not been met**

##### **5.1 SP1.3 Mobile Occupational Health Unit**

The medical equipment has been delivered to MFRS. However, there are issues with the vehicle manufacture and the vehicle may not be available until September 2009.

##### **5.2 The number of calls to accidental fires in dwellings per 10,000 dwellings.**

2007/08 - incidents April 07 to March 08 – 21.66 (total Number of calls 1286)

Target for 2008/09 – 20.11

2008/09 - incidents April 08 to March 09– 21.93 (total number of calls 1302)

##### **5.3 The number of deaths from accidental dwelling fires per 100,000 population.**

2007/08 - incidents April 07 to March 08 – 0.57 (total number of fatalities 9)

Target for 2008/09 – 0.45 (total number of fatalities 6)

2008/09 - incidents April 08 to March 09 - 0.57 (total number of fatalities 9)

During 2008/09 there have unfortunately been 9 fatalities, continued implementation of Home Fire Safety Checks (HFSC) and the new strategy for Vulnerable Property Assessment's (VPA) will strive to reduce the number of fatalities. Risk Management work, alongside Advocate intervention and the intelligence led targeting of high risk groups using lifestyles data will also continue to identify homes requiring HFSC intervention.

#### **5.4 BVPI 207 Fire in non-domestic premises per 10,000 non-domestic premises**

2007/08 - incidents April 07 to March 08 – 12.47 (total number of fires 486)

Target for 2008/09 – 11.28

2008/09 - incidents April 08 to March 09–15.76 (total number of fires 614)

Unfortunately there has been an increase of 26% when compared to last years non-domestic fires, this may be a reflection of the current economic downturn. To combat this Community Safety is focusing on non domestic properties with the development of new local indicators which assess the type of properties being affected. This will allow for any trends to be identified and appropriate action can be undertaken.

#### **5.5 LPI 1 Total Number of false alarm calls**

2007/08 - incidents April 07 to March 08 – 8675

Target for 2008/09 – 8408

2008/09 - incidents April 08 to March 09 – 8743

The final figure for 2008/09 showed a total number of 8743 false alarm calls for the year, this shows an increase of 68 incidents on the same period for 2007/08.

#### **5.6 LPI 9 Road Traffic Collisions Attended**

2007/08 - incidents April 07 to March 08 – 762

Target for 2008/09 – 704

2008/09 - incidents April 08 to March 09– 748

2008/09 final performance data shows a reduction in RTC incidents when compared to the same quarter of 2007/08, although the target has not been met for 2008/09 with 44 more incidents being attended than the challenging target set.

#### Equality & Diversity Implications

6. Equality & Diversity actions form part of the Service Plan.

#### Financial Implications & Value for Money

7. It is the aim of the majority of objectives to provide the same or an improved service for the same or a reduced cost.

#### Health & Safety and Environmental Implications

8. Health & Safety and Environmental impact have been considered at the planning stage of the action plans contained within the Service Plan. Any issues will be reported through the project management process.

Contribution to Achieving the Vision:

“To Make Merseyside a Safer, Stronger, Healthier Community”

9. The Service Plan is the primary document that sets out how we will achieve the Vision.

**BACKGROUND PAPERS**

- Service Plan 2008/09 - P&A Report 3<sup>rd</sup> July 2008
- 1<sup>st</sup> Quarter Service Plan Review – P&A Report 18<sup>th</sup> September 2008
- 2<sup>nd</sup> Qtr Service Plan 2008/09 – P&A Report 20<sup>th</sup> November 2008
- 3<sup>rd</sup> Qtr Service Plan 2008/09 – P&A 3<sup>rd</sup> March 2009 July 09.