



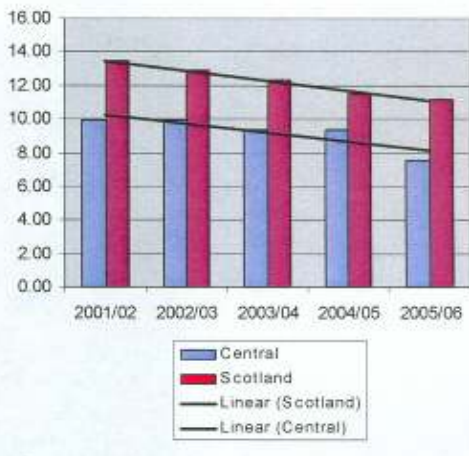
Central Scotland Fire and Rescue Service

Performance Management Report 2006 - 07



Performance measurement

Accidental dwelling fires per 10,000 population



* Scottish National Statistics to be released for 2006/07 at a later date.

Explanation

This is a key measurement for fire and rescue authorities throughout Scotland and the UK, which makes it straight-forward for us to measure our performance against others. Limiting the indicator to dwelling fires means that we are focussing on the principal area where injury and death are occurring.

Our stated aim is to reduce the number of these fires at least as quickly as the Scottish average is falling.

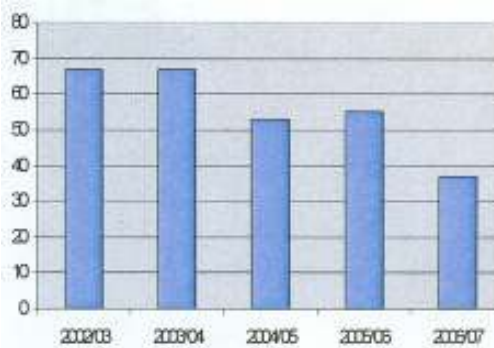
What the latest information is indicating

The latest national data available takes us up to 2005/06. The five year trend line we have plotted shows that we are improving (that is, reducing the number of dwelling fires) almost as quickly as the Scottish average.

Our response

We will continue to focus on our community safety work, ensuring that the work is targeted as part of our Integrated Risk Management Plan and continue to move resources towards community safety activity. This strategy consistent with our Mission Statement and strategic objectives.

Casualties from fires



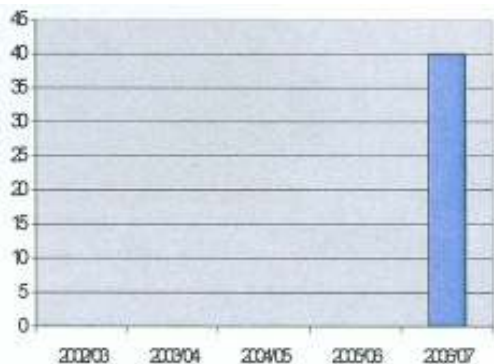
Although the fire casualty (injury and death) rate for Scotland is improving, it has been consistently and significantly higher than the UK average for many years. As with dwelling fires, the aim is to drive down the rate and deliver a sustained improvement.

The graph shows numbers of casualties excluding those who are counted as a "precautionary check up".

We have experienced a significant reduction in the number of fire related casualties over the last five years.

The improving trend is encouraging. The improving trend is encouraging us to continue the community safety work we are involved in, although we will continue to challenge the effectiveness of that work and to enhance it.

Non-Fire Casualties



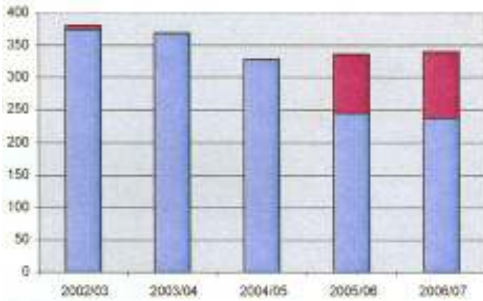
The non-fire casualties we deal with are predominantly from road traffic collisions. We have only recently begun to report on this statistic and we do not have Scottish data to compare with at this stage. However, given the scale of this work, it is our intention to make this a key reporting figure.

The information on non-fire casualties confirms that we are now dealing with as many non-fire as fire casualties. We do not have information from previous years to show trends, however, we believe that the number of non-fire casualties is growing year-on-year.

We are involved in road safety initiatives in partnership with other organisations and are committing more resources to this area of work.

Performance measurement

Hoax Calls



* The red areas represents total number of hoax calls challenged resulting in a reduction of mobilisations.

* The blue areas represents total number of hoax calls attended by the Service

Explanation

By reducing the number of hoax calls we attend, we are freeing up crews for actual incidents and community safety work and reducing the number of emergency vehicle movements and accidents we are involved in. [The same benefits can be derived from limiting the number of vehicles we mobilise to automatically generated calls.]

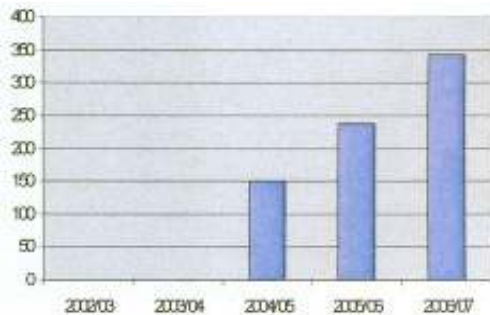
What the latest information is indicating

We are seeing clear evidence that our call challenging policy (where we robustly challenge suspected hoax callers) is resulting in less fire appliance mobilisations. The darker areas at the top of each bar are those occasions we took a malicious call but did not mobilise to the call.

Our response

The improving trend is encouraging us to continue and improve on our call challenging policy, thereby freeing up resources and reducing 'blue light' accidents.

Home Fire Safety Checks



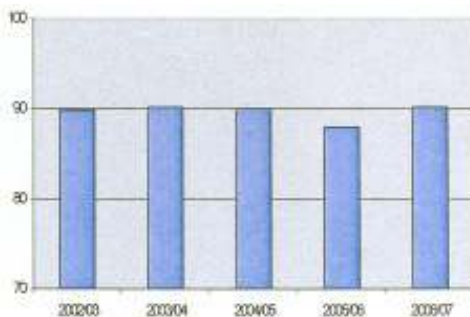
A crucial part of our community safety work is the home fire safety check, in that it targets people at risk within their homes. Although we have been carrying out this work at a low level for some years, our current drive is to substantially increase the number of these checks.

Our data is showing a welcome year-on-year increase in this work, although we are still in the early days of this type of activity.

We are encouraged to continue to expand this work.

We are working with our local authority partners to ensure that, as we increase the number of checks we carry out, we are targeting the most vulnerable people in our communities.

% attendance times within 10 minutes



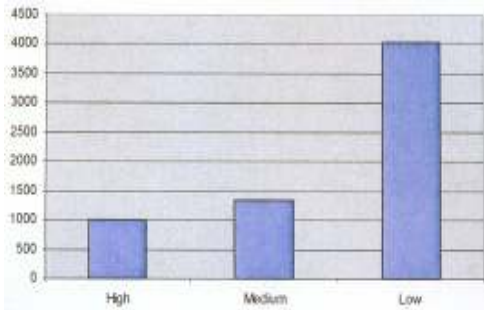
How quickly we can attend a fire is one of the key factors in minimising injury and fire damage. The 10 minute indicator we are using here is not an absolute target, but it allows us to benchmark and monitor any changes in our attendance performance over time as we move fire appliance locations and road and traffic conditions change.

Our attendance time monitor, which contains information up to 2006/07, shows that we are consistent in our ability to attend fires and other emergencies.

We will continue to monitor closely our attendance times and to consider the factors influencing those times.

Performance measurement

Enforcement Calls



Explanation

By auditing premises to ensure duty holders are complying with the law, it is our intention to reduce the risk to persons in non-domestic premises. We are concentrating our resources in premises which pose the highest risk to the occupants. The graph alongside represents our current categorisation of the level of risk in non-domestic premises. In future years, we will report a year-on-year change.

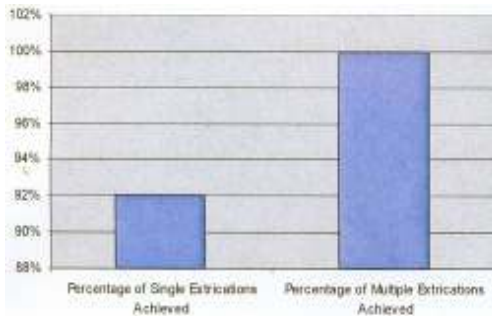
What the latest information is indicating

In line with most Scottish Fire and Rescue Services, auditing of premises started in April 2007, following the introduction of new fire safety legislation. Early indications are showing that some premises are not as high a risk as we previously considered and that a high percentage of deficiencies in premises lie with the management of Fire Safety rather than with the physical premises themselves.

Our response

We will continue to target the premises which pose a higher risk to their occupants in order to reduce the risk of harm caused by fire, as far as can reasonably be done. If our strategy is effective, we may see some of the premises currently classified as high risk being 'downgraded' to medium or low risk.

Road Traffic Collision Extractions



The earlier a casualty can be released from a vehicle, the more likely they are to survive. We have set ourselves two target times – one for releasing a single casualty (40 minutes), the other for multiple casualties (55 minutes).

This is a new indicator for us, but in future years we will be able to compare our performance year on year.

The measurement is indicating that we are successfully meeting our target to release multiple casualties but that we have room to improve our performance for single casualties.

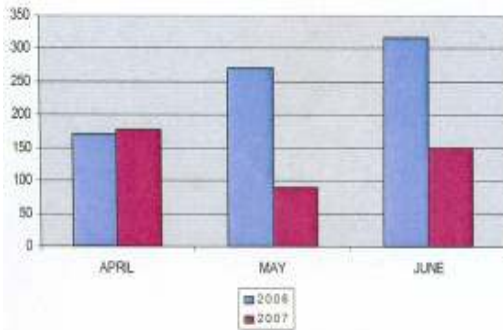
We intend to improve the accuracy of this indicator. We will ensure that the release of casualties is recorded as close to point of release as possible to give "real time" indicators.

We will also record separately instances where casualties may be required to remain in situ within vehicles to have medical stabilisation procedures undertaken prior to removal to ambulance, or where triage measures are used.

The intention is to provide more meaningful comparison of statistical information, both internally and in benchmarking.

Performance measurement

Absence Management



Explanation

In common with all public sector organisations we recognise the need to reduce sickness absence as a contribution to our efficiency.

We therefore measure the effectiveness of our absence management policies and occupational health arrangements to improve rates of sickness and ill health retirements.

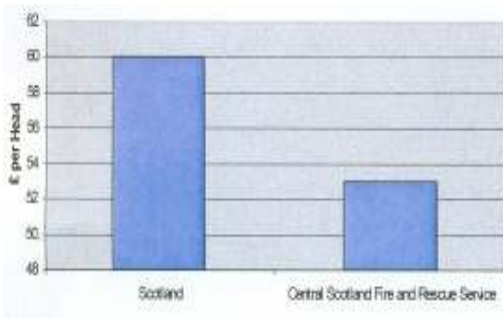
What the latest information is indicating

At this point in time, we have a limited amount of data and it is difficult to benchmark against our Scottish colleagues. The measurement we have published here is a sample at this time and is indicating that for the first quarter of 2007 compared to the corresponding period in 2006 we reduced our long term absence rate by 45%.

Our response

Although the indicator for long term sickness is extremely encouraging, we recognise the need to reduce short term sickness – which is currently of more concern to us. Therefore, we plan to introduce a number of absence management related policies which it is anticipated will have the result of lowering short term sickness absence significantly.

Cost of the service per head of population



The Chartered Institute of Public Finance Accountants (CIPFA) publishes information on the cost of Scottish fire and rescue services. The graph indicates the cost of our service per head of population compared with the Scottish average and is based on the most up to date information available from CIPFA.

The measurement is indicating that the cost of running the fire and rescue service is considerably lower than the Scottish average.

Although the indicator is favourable, the Board has a duty to ensure value for money and the efficient use of resources. We will therefore continue to examine ways of delivering an efficient and effective service and ensure that our resources are put to best use.

We need always to balance our desire to run a lean organisation with our ability and capacity to deliver a growing agenda.