



Central Scotland Fire and Rescue Service

Performance Management Report 2007 - 08



Introduction

In April 2008, Scottish local authorities submitted a first draft set of Single Outcome Agreements to the Scottish Government. The Single Outcome Agreements were prepared to underpin the Concordat between Scottish local authorities and the Government and are designed to reflect local planning, priorities and performance monitoring at the local level.

The Plan is made up of three sections:

Section 1: Central Scotland Fire and Rescue Service works in partnership with other public and voluntary sector organisations through our Community Planning Partnerships and is therefore committed to, and contribute towards, the objectives of our partner's Single Outcome Agreements. Although we have a track record of monitoring and reporting on our performance, it is important to us that we demonstrate the quality and level of service we provide to our communities through commitment to the Single Outcome Agreements. This report on Targets and Performance has therefore been produced to reflect the Nation link to the Single Outcome Agreements prepared and submitted by our Community Planning Partners.

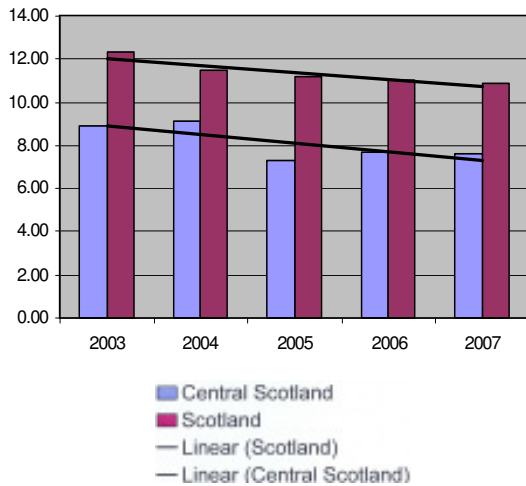
Our approach to the Single Outcome Agreements is to view them as an improvement plan – setting out the improvements to community safety we hope to deliver - and it is a way of monitoring our progress towards those objectives. It is a means by which we can be held accountable for the work we are doing, which links into the scrutiny and auditing undertaken by Central Scotland Joint Fire and Rescue Board.

Section 2: We have given an account of our performance over the last twelve months and indicated our response to the information given.

Section 3: We have set out some key indicators and performance targets against three of the 15 National Outcomes. We have chosen the set of three National Outcomes as best reflecting our own contribution to the Government's objectives. The indicators in [blue text](#) have a direct read-across to one or more of our partner's Single Outcome Agreements. Some of the indicators listed in the 3rd section do not appear in section 2 because they have been newly introduced this year as a result of discussion with our partner organisations over their Single Outcome Agreement.

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 straightforward 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.

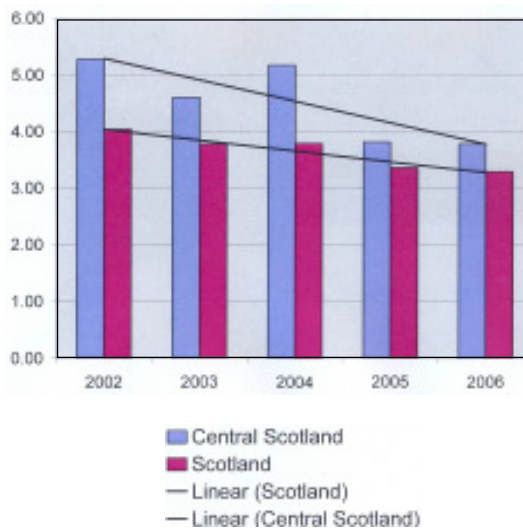
What the latest information is indicating

The latest national data available takes us up to 2006. The trends show that the number of accidental dwelling fires in Central Scotland is continuing to fall at a rate consistent with the Scottish average.

Our response

We are comfortable that our safety record with accidental dwelling fires is improving, however, we are not complacent, and intend to increase the work we do with owners and tenants of houses in our area, through partnership agreements with our three constituent Council Housing Departments.

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 the numbers of casualties excluding those who are counted as a "precautionary check up."

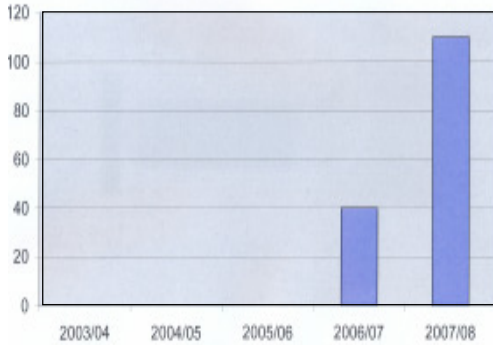
The information shows that the number of fire casualties in Central Scotland has been consistently higher than the Scottish average, We can offer no explanation as to why this might be at this time. However, the trend lines demonstrate that we are moving closer to the Scottish average.

We are carrying out an analysis to try to understand better why our fire casualty figures are higher than average and will respond appropriately.

Targets and Performance

Performance measurement

Non-fire casualties



Explanation

The non-fire casualties we deal with are predominantly from road traffic collisions. We have only recently commenced reporting on this statistic and 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.

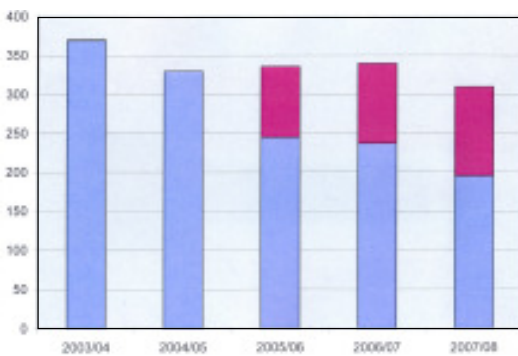
What the latest information is indicating

We are still in the early stages of using this figure as a performance indicator. The apparent increase is therefore as a result of a more robust measurement process rather than a direct increase in casualties. In future years, we will be better able to carry out a year-on-year benchmark.

Our response

We have recognised that our non-fire operational workload is increasing and we intend to continue to put resources towards that work. In addition, we are presently running an initiative directed at changing young drivers behaviour and attitude to driving.

Hoax Calls



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

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

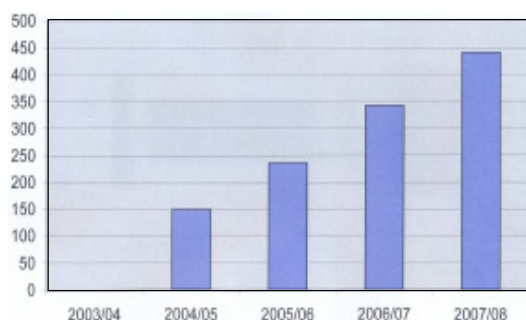
By reducing the number of hoax calls we attend, we are freeing up crews for actual incidents and community safety work and reducing the number of emergency vehicle movements and accidents we are involved in. [The same benefits can be derived from limiting the number of vehicles we mobilise to automatically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

We are experiencing a welcome decrease in the number of hoax calls received and seeing a year-on-year decrease in the number of hoax calls we are mobilising to as a result of our staff challenging these calls.

We will continue to improve our call challenging strategy and, more generally, increase our youth engagement work - something which we believe we can equate with a lowering in the abuse of our services. We are also engaged in a radio campaign highlighting the risk and consequences of hoax calls.

Performance measurement

Home Fire Safety Checks



Explanation

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.

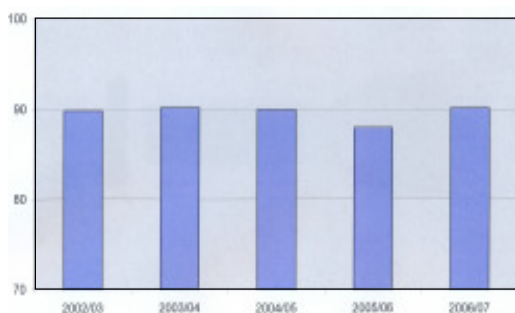
What the latest information is indicating

We are continuing to see a year-on-year increase in the number of home fire safety check being carried out.

Our response

We have recently signed partnership agreements with our three constituent Councils and a local housing association, which we believe, will result in a significant increase in home fire checks this coming year.

% 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 monitor any changes in our performance over time as we move fire appliance locations and road and traffic conditions change.

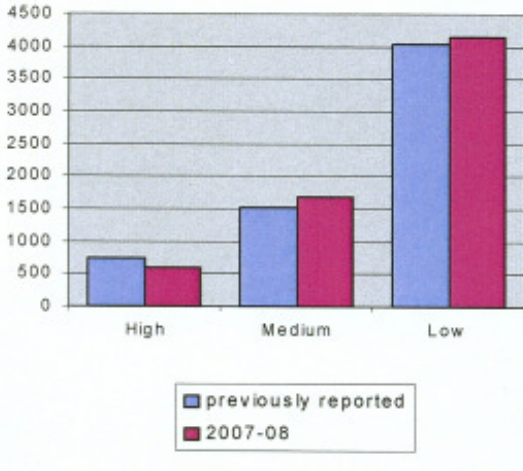
Our performance information here is showing that we continue to have a consistent attendance. Crucially, we are not experiencing a deterioration either through changes to our own mobilisation or through changes to the road network.

We will continue to monitor our attendance times and we hope to provide this type of information to local fire stations.

Targets and Performance

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 non-domestic premises. We are concentrating our premises which pose the highest risk to the occupants. The graph represents our current categorisation of the level of risk in non-domestic premises. In future years, we will report a year-on-year change.

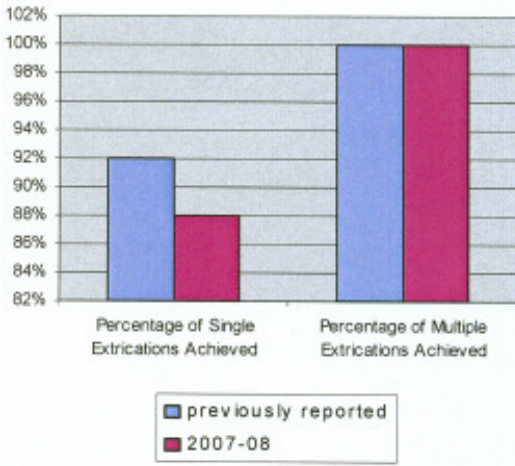
What the latest information is indicating

Our information shows a small decrease in the number of premises we categorise as high risk. This is a reflection on where we have found premises to be well managed.

Our response

We will continue to assess risk premises within our areas and where necessary re-categorise those premises. By complying with the Enforcement Concordat we will be improving the reflection on where the level of Fire Safety within non-domestic premises. This will enable persons responsible for Fire Safety within the premises to meet their obligations under the Fire (Scotland) Act 2005.

Road Traffic Collision Extractions



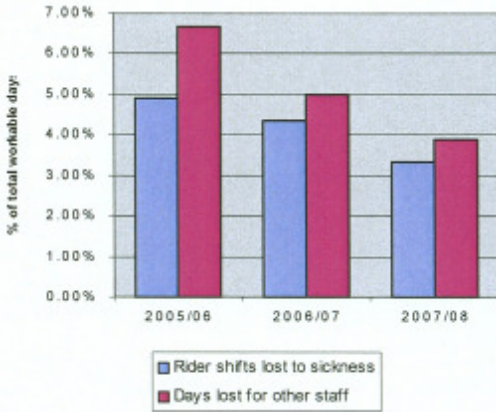
The earlier a casualty can be released from a vehicle, the more likely they are to survive. We have set ourselves two target - times - one for releasing a single casualty (40 minutes) the other for multiple casualties (55minutes).

The information is showing a reasonable year-on-year variation.

We are continuing to put effort into developing extrication skills within operational crews.

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

Our absence management information is showing a welcome year-on-year reduction in lost days.

Our response

We will continue to work on reducing our sickness absence. We are in the process of introducing a new policy in that respect.



Targets and Performance

We live our lives safe from crime, disorder and danger

Local Context

The Fire (Scotland) Act 2005 gave fire authorities, for the first time, a statutory duty to promote fire safety.

Fires, fire injuries and deaths are undergoing a long term, steady decline within Scotland. The rate of improvement in our own area is similar to the Scottish average improvement. Despite this, the rate of fires, injuries and fatalities remains much higher in Scotland than in the rest of the UK. In common with the rest of Scotland, the incidence of road traffic collisions and injuries is on the increase.

The Service is also taking on a much broader range of operational services, much of which is designed primarily to meet the Scottish civil contingencies agenda.

Local Outcomes	Relevant Indicators	Targets and Trends
We are proactive in our approach to fire safety	<p>The range of community safety initiatives we deliver and the number of people who benefit from those initiatives</p> <p>The number of 'high risk' premises which drop to medium risk within the Service area</p>	<p>Year-on-year growth in the number of people benefiting from community safety initiatives</p> <p>Year-on-year reduction in 'high risk' premises</p>
Our communities experience a reduced incidence of fires, fire injuries and deaths	<p>No. of accidental dwelling fires per 10,000 population</p> <p>The number of accidental fire fatalities per 10,000 population</p> <p>Casualties from fires per 10,000 population</p> <p>The number of wilful fire raising incidents per 10,000 population</p> <p>The number of hoax emergency calls to the Fire and Rescue Service per 10,000 population</p>	<p>Year-on-year reduction with an improvement rate at least equivalent to the Scottish average</p> <p>Year-on-year reduction with an improvement rate at least equivalent to the Scottish average</p> <p>Year-on-year reduction with an improvement rate at least equivalent to the Scottish average</p> <p>Year-on-year reduction with an improvement rate at least equivalent to the Scottish average</p> <p>Year-on-year reduction in mobilisation with an improvement rate at least equivalent to the Scottish average</p>
Our roads are safer and less people injured in road traffic collisions	Non-fire casualties per 10,000 population	Year-on-year reduction with an improvement rate at least equivalent to the Scottish average

We live in well designed, sustainable places where we are able to access the amenities and services we need

Local Context

Clackmannanshire, Stirling and Falkirk Councils each have a significant number of council houses and rented accommodation is associated with a greater fire risk than average.

Clackmannanshire has a growing presence within the Scottish Index for Multiple Deprivation.

Local Outcomes

We have developed successful partnerships in respect of home fire safety

Relevant Indicators

Number of Council homes being fire safety checked

Targets and Trends

Number of new council tenants who receive a home fire safety check

Sustainable increase in council home receiving fire safety checks

National Outcome

We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others

Local Context

Central Scotland Fire and Rescue Service has a strong tradition of youth intervention and youth engagement where, in particular, the position of a firefighter is used as a role model to influence young people.

Local Outcomes	Relevant Indicators	Targets and Trends
We have developed successful partnerships in respect of a range of youth intervention initiatives	<p>Number of young people involved in a range of youth intervention initiatives</p> <p>Number of young people who attend the Safe Drive Stay Alive show</p> <p>Percentage of fifteen year old fourth year pupils attending Safe Drive, Stay Alive</p> <p>Number of young people who drop out of ASKS courses + number of young people who complete our ASKS courses</p>	<p>Year-on-year increase</p> <p>Sustainable increase in the number of people who have attended the Safe Drive, Stay Alive programme.</p> <p>Sustainable increase in the number of people who have fourth year pupils expressed as a percentage of all fourth year pupils in the area.</p> <p>Sustainable increase in numbers attending and decrease in drop-outs.</p>

Act Safe, Keep Safe is a course for your people who are referred to us through the education, justice or social work systems.

National Outcome

Our public services are high quality, continually improving, efficient and responsive to local people's needs

Local Context

The Service recognises its duty to identify efficiency improvements and its accountability in that respect. We maintain an efficiency register which outlines the efficiency gains we have been able to deliver over a period of time.

Our cost of service per head of population is significantly lower than the Scottish average.

Local Outcomes	Relevant Indicators	Targets and Trends
We are able to demonstrate an effective and efficient use of resources	<p>Total number of AFA calls received</p> <p>Number of AFA calls from our top twenty offenders</p> <p>No of employees per 1,000 population</p> <p>Time taken to respond to emergency calls > 1 min.; > 2 mins.</p>	<p>A reduction in the total number of AFA calls received</p> <p>Consistent decrease in AFA calls from top twenty offenders</p> <p>Sustain current level</p>
We are able to demonstrate responsiveness to community risk through our Integrated Risk Management Planning (IRMP) process	Change proposals set out within the IRMP process	Demonstrable change in the use of resources
We are able to demonstrate year on year efficiency savings and improvements in our working	<p>Efficiency register and Board accounts</p> <p>Sickness absence per wholetime equivalent post</p>	Demonstrable efficiency savings



Protecting the Heart of Scotland