

# CENTRAL SCOTLAND FIRE AND RESCUE SERVICE

## **Performance Management Report 2008-09**

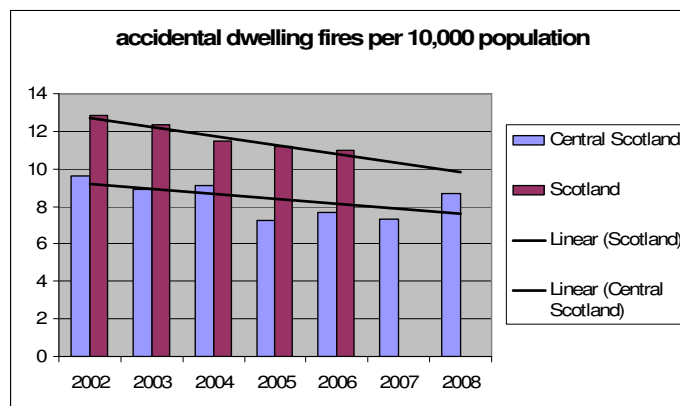
### **Introduction**

This is the annual Performance Management Report published by Central Scotland Joint Fire and Rescue Board. It contains a set of targets and performance measurements intended to demonstrate how Central Scotland Fire and Rescue Service is performing.

The Scottish Government expects fire and rescue authorities to contribute to the Single Outcome Agreements prepared by their local Community Planning Partners. Our intention is to demonstrate that the Service works effectively with other public, private and voluntary organisations, and to ensure that the activities of the Service contribute towards the Scottish Government's desired National Outcomes. This report has therefore been produced to reflect the National Outcomes defined by the Scottish Government and to provide a direct link between our performance and the Single Outcome Agreements prepared and submitted by our Community Planning Partners.

In the first section we have given an account of our performance over the last twelve months and indicated our response to the information given. In the second section, we have set out some key indicators and performance targets against three four of the 15 National Outcomes. We have identified this set of four National Outcomes as best reflecting our own contribution to the Government's objectives.

## Accidental dwelling fires



### Explanation

This is a key measurement for fire and rescue authorities throughout Scotland and the UK. The chart compares our own incidence of accidental dwelling fires to the Scottish average.

Looking at the incidence of dwelling fires means that we are focussing on the principal area where Injury and death are occurring.

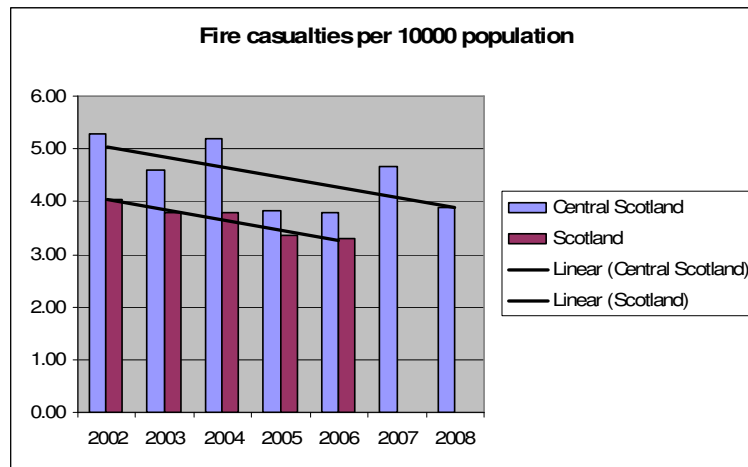
### What the latest information is indicating

Whilst the figure here varies from year to year, the general trend over the last 6-7 years has been downwards. However, the 2008 figure is showing a disappointingly significant increase. At the time of publication of this draft, we do not have the Scottish data to compare with.

### Our response

We intend to continue increasing our Home Fire Safety Check work and target those homes considered most at risk. We will also review our own data with the Scottish average as and when that information becomes available.

## Casualties from fires



### Explanation

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

The chart shows numbers of casualties including those who are counted as a "precautionary check up", and compares our own figures against the Scottish average.

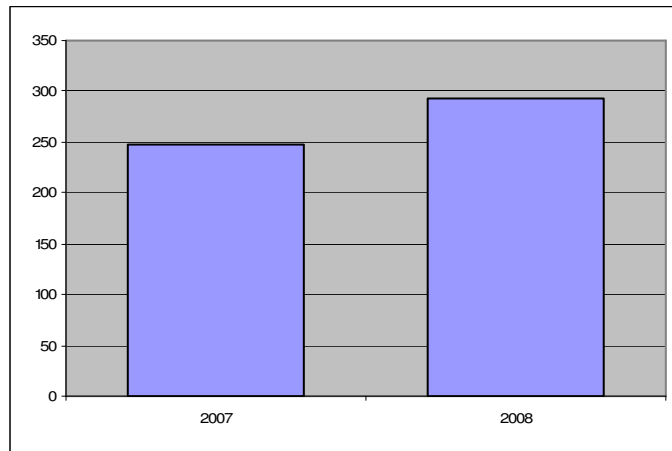
### What the latest information is indicating

Our latest information is showing that whilst we experience year-on-year fluctuation, our longer term average is improving in line with the Scottish average.

### Our response

We believe that our community safety work is contributing to the overall improvement and we intend to continue increasing this work.

## Non-fire casualties



### Explanation

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.

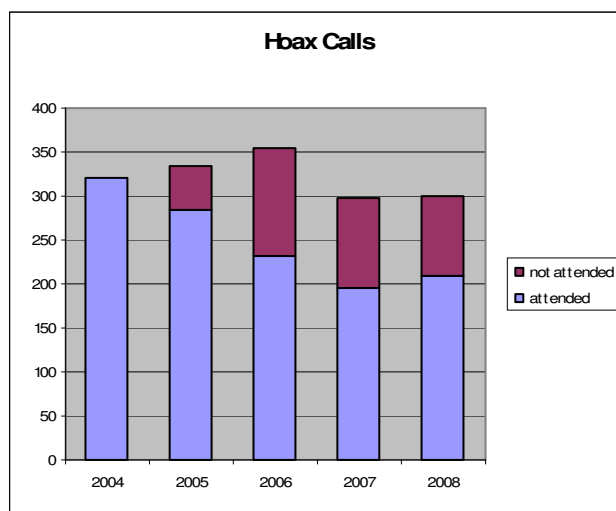
### What the latest information is indicating

We do not intend to analyse trends at this point.

### Our response

Central Scotland Fire and Rescue Service leads on a number of multi agency Community Safety initiatives aimed at changing the behaviour of young people when driving motor vehicles or travelling as passengers in vehicles. We have confidence that the longer term benefits of these initiatives will become apparent in time.

## 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 increasing the availability of our crews for actual incidents and community safety work and at the same time we are reducing the number of emergency vehicle movements and accidents we are involved in.

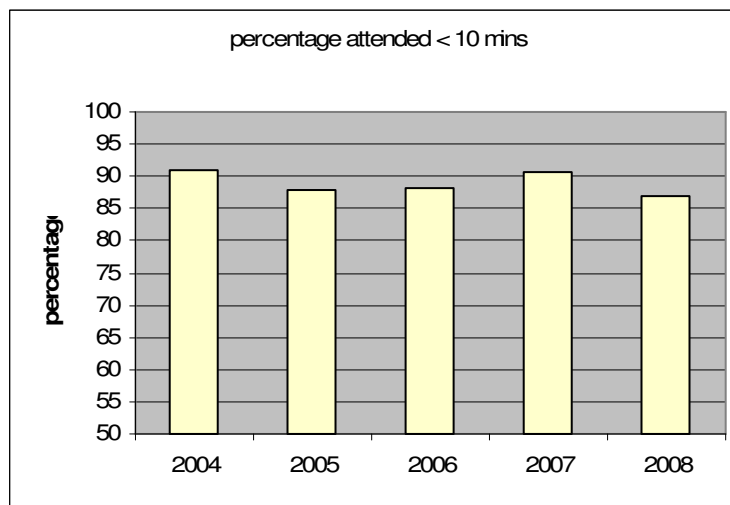
### What the latest information is indicating

We are recording long-term success in reducing both the number of malicious calls received and the percentage of those we actually respond to.

### Our response

Our Control staff are routinely challenging calls they suspect as being malicious and the reduction in mobilisations as a result is apparent. We also believe that there is a relationship between the improvement in the figures and the increase in youth engagement work we are involved in.

## Attendance times



### Explanation

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.

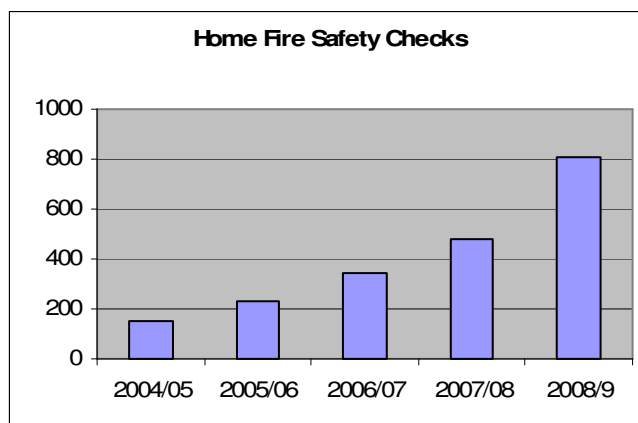
### What the latest information is indicating

The information above shows a year-on-year fluctuation in our performance with a relatively low point for 2008.

### Our response

We intend to continue monitoring this information and provide statistics to our operational crews to help them better understand their own performance.

## 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. Our current drive is to substantially increase the number of these checks and our working partnership with our three Councils means that we are targeting higher risk properties.

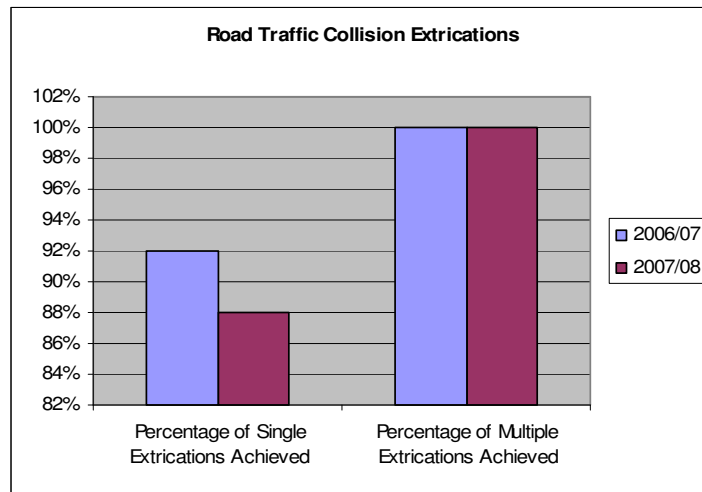
### What the latest information is indicating

Our home fire safety check work has increased by 68% in 2008-9 from the previous year involving the use of fewer resources. Home fire safety check requests have increased significantly through our agreements with the three Councils and Link Housing Association, providing a challenge to Central Scotland Fire and Rescue Service in meeting this demand.

### Our response

Areas under consideration to meet this challenge are more use of intervention resources and possible risk based approach to the delivery of home fire safety checks.

## Road Traffic Collision Extractions



### Explanation

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).

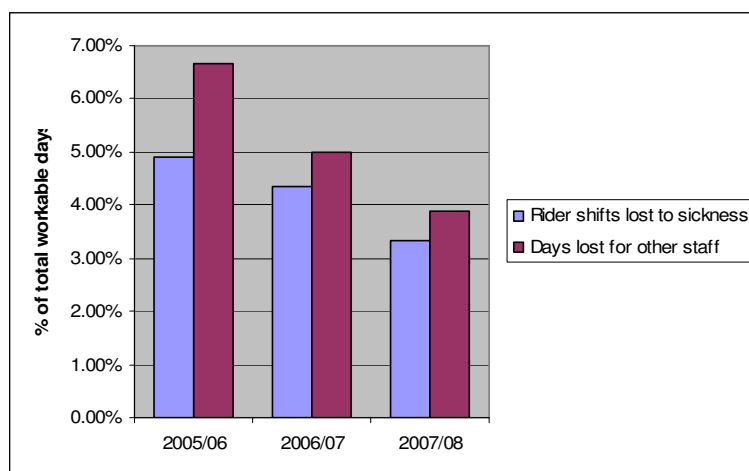
### What the latest information is indicating

This information will be updated mid 2009 following a revision of our statistics.

### Our response

None at this stage.

## Absence Management



### Explanation

In common with other 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

This information will be updated mid 2009 following a revision of our statistics.

### Our response

None at this time.

# Targets and Performance

National Outcome: *We live our lives safe from crime, disorder and danger*

## Local Context

The Fire (Scotland) Act 2005 gives fire authorities a duty to promote fire safety and a duty to attend road traffic collisions.

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. Each of our three partner Council areas contain a significant amount of rented accommodation, and we know that this is a key indicator for fire and fire injuries.

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 and resilience agenda.

Local Outcomes	Relevant Indicators	Targets and Trends
We are proactive in our approach to fire safety	The range of community safety initiatives we deliver and the number of people who benefit from those initiatives	Year-on-year growth in the number of people benefiting from community safety initiatives
Our communities experience a reduced incidence of fires, fire injuries and deaths	No. of accidental dwelling fires per 10,000 population	Year-on-year reduction with an improvement rate at least equivalent to the Scottish average
	Casualties from fires per 10,000 population	Year-on-year reduction with an improvement rate at least equivalent to the Scottish average
	The number of wilful fire raising incidents per 10,000 population	Year-on-year reduction with an improvement rate at least equivalent to the Scottish average
	The number of hoax emergency calls to the Fire and Rescue Service responded to.	Year-on-year reduction in mobilisation with an improvement rate at least equivalent to the Scottish average
	The time taken to respond to	Monitor trends to identify any

	emergency calls in under 1 minute and under 2 minutes	significant deterioration in service
We work in close partnership with Clackmannanshire, Falkirk and Stirling Councils in addressing home fire safety	Number of Council homes being fire safety checked	Sustainable increase in council home receiving fire safety checks
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

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	Number of young people involved in a range of youth intervention initiatives	Year-on-year increase in the number of young people benefiting from our youth initiatives
	Number of young people who attend the Safe Drive Stay Alive show	Sustainable increase in the number of people who have attended the Safe Drive, Stay Alive programme
	Percentage of fourth year pupils attending Safe Drive, Stay Alive	100% of fourth year pupils attending the Safe Drive, Stay Alive programme
	Number of young people taking part in our Act Safe, Keep Safe programme	Sustainable increase in numbers attending the programme

<b>National Outcome: We reduce the local and global environmental impact of our consumption and production</b>
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## Local Context

The Board owns a range of properties throughout central Scotland most of which are older and not energy efficient. We have an ongoing programme to make improvements in our energy efficiency.

Most of the services provided by the Service involve moving people and vehicles – particularly large goods vehicles, and we are conscious of the impact of all of that activity. We are therefore keen to drive down unnecessary journeys.

Local Outcomes	Relevant Indicators	Targets and Trends
We have driven down our impact on the Environment through a range of measures and policy changes.	Reducing the level of waste disposal at all premises.	50% reduction in the number of waste collections made to our premises
	Improving the thermal efficiency of our buildings through the use of roof insulation and other measures.	Reduction in energy use.
	Assessing the energy performance of all our building stock	Quarterly performance information to compare trends spanning the last four financial years.
	Reduce the service's carbon footprint created by its fleet.	Reduce the size of the light vehicle fleet.  Introduce new low emission vehicles in to the fleet.  Ensure that all new cars meet the highest possible NCAP rating.

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

## Local Context

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

### Local Outcomes

We are able to demonstrate responsiveness to community risk through our Integrated Risk Management Planning (IRMP) process

### Relevant Indicators

Changes to the way we deliver services driven by our Integrated Risk Management Planning (IRMP) process

### Targets and Trends

Year on year improvements to service delivery

We are able to demonstrate year on year efficiency savings and improvements in our working

Our annual Efficiency Register and Board accounts

Sickness absence per wholetime equivalent post

2% year-on-year efficiency savings