

Fire and Rescue Service
Headquarters, Pirehill
Please ask for Kay Ross
DDI (01785) 898670

SCRUTINY AND PERFORMANCE COMMITTEE

Thursday 5 November 2009
2.15 pm
Fire and Rescue Service Headquarters,
Pirehill

A Chair and Vice-Chair's Preview (for Mr J. Francis and Mr R. Reade) has been arranged for
1.45 pm)

Howard Norris
Secretary to the Authority
27 October 2009

A G E N D A

1. Apologies
2. Declarations of Interest
3. **Minutes of the meeting held on 2 September 2009**
4. **Terms of Reference of the Committee** (as amended by the Authority on 16 October 2009)
5. **Data Quality Report – Quarter 1 2009/10**
Report of the Director of Performance and Planning
6. **Performance Summary Document 2009/10**
Report of the Director of Performance and Planning
7. **Unwanted Fire Signals (UwFS)**
Presentation by Mr A McEntire, Station Manager Central Risk Reduction
8. **Accidental Fire Deaths and Injuries Progress Report**
Report of the Director of Safer Communities and presentation by Mr S Pope, Area Commander Stafford on the Staffordshire Wide Accident Prevention Partnership (SWAPP)

9. **Acorn Reporting System**

Report of the Director of Performance and Planning and presentation by Mr D Askey, Mapping Analyst

10. **Overview of the Fire Improvement Group**

Oral update of the Director of Performance and Planning

11. **Items for Future Meetings**

January 2010	Non Domestic Fires – Strategies being adopted and the effectiveness
	Report of CCTV Equipment - attacks on Firefighters Protection and the storage of footage
	Communications Team and Strategy
Future Items date not yet specified	Previous Working Group updates
	PFI Scrutiny
	Staff Welbeing Strategy – Further Progress Report
	Performance – Fire Service Family Group
	Efficiencies General
	Internal Audit Report on the Occupational Health, Fitness and Welfare Facility
	Data gathering – work to facilitate the gathering of data
	LAA report

12. **Date of Next Meeting** – The next meeting of this Committee will be held on Thursday 7 January 2010 at 2.15 pm

**MINUTES OF THE SCRUTINY AND PERFORMANCE COMMITTEE
HELD ON 2 SEPTEMBER 2009**

Present: Mr. J. Francis (Chairman)

Billson, D.	Reade, R.
Easton, R.	Rigby, A.
Lawson, I.	Walker, Mrs E.
Morrison, G.	

In attendance, on the invitation of the Chairman, Mr L W Bloomer.

Also in Attendance: Mr C. Enness, Deputy Chief Fire Officer, Mrs. P Chapman, Acting Head of Human Resources, and Ms. K. Bourne, Head of Performance and Planning.

Apologies: Wells, J.

PART ONE

Documents referred to in these minutes as schedules are not appended but will be attached to the signed copy of the minutes. Copies, or specific information in them, may be available on request.

Membership of the Committee

1. The Membership of the Committee was outlined for Members information. The Chairman welcomed Members to the Committee. Members then introduced themselves.
2. **RESOLVED** – That the Membership of the Committee be noted.

Minutes

3. The Chairman thanked the previous members of the committee for their diligence and praised the hard work undertaken to get us to this point.

Members discussed the reduction in Unwanted Fire Signals. The former Chairman, Mr Smith, had indicated that the strategy in Staffordshire was useful but in his opinion needed a bolder approach and he had asked that the Scrutiny and Performance Committee continue to take this issue forward. Members requested a further report on this. Members were advised that a report was scheduled to be reported to the next meeting in November 2009. The report would show the results of the policy in Staffordshire since its introduction.

Members also discussed the Accidental Fire Deaths Report. The monitoring of the accidental fire deaths would continue and a report would be put to the next meeting of the Committee in November 2009. A copy of the Accidental Fire Deaths report would be sent to Members of the Committee before the next meeting.

Members also discussed the effectiveness of CCTV cameras on appliances and the quality of the footage for prosecution purposes. Members were advised that the quality of the footage was of reasonable quality. CCTV cameras on appliances were installed as a deterrent for attacks on firefighters. The cameras were purchased through the normal procurements route and the quality of the footage would be assessed prior to

their purchase. Members requested that a report be put to a future meeting on the number of attacks before and after the installation of CCTV. Members requested that they view an example of the footage. A Member asked about the storage of footage under the Data Protection Act and Mr Enness advised that he would ask the information officer to talk to Members on this issue.

Members discussed the temporary structure in the communications team and requested that a report be put to the next meeting.

Members noted that good work of the Committee previously which was outlined in the minutes.

4. **RESOLVED** – (a) That the minutes of the Scrutiny and Performance Committee held on 24 April 2009 be confirmed and signed by the Chairman and countersigned by Mr Enness as true record.

(b) That a report on Unwanted Fire Signals be put to the next meeting.

(c) That an Accidental Fire Deaths and Injuries progress report be put to the next meeting and that the report of the a report of the Accidental Fire Deaths Task Group be circulated to Members before the next meeting.

(d) That a report on CCTV equipment on appliances and attacks on firefighters be put to a future meeting and also that the information officer advises Members on the Data Protection Act and the storage of footage.

(e) That a progress report on the Communications Team and strategy be put to the next meeting of the Committee in November 2009.

Terms of Reference of the Committee (Schedule 1)

5. Members considered the terms of reference of the Committee which would be reviewed by a Working Group set up by the Authority. Mr Enness suggested that the Committee should perhaps receive a periodic update of the Local Area Agreements and scrutinise the service in line with Stoke and the County's LAA. This suggestion would be fed in to the Working Group for consideration.

6. **RESOLVED** – That the Terms of Reference be noted and that the comments of Mr Enness relating to the proposed addition to the Terms of Reference relating to LAAs be fed into the Working Group looking at the Terms of Reference and Structure of the Authority's Committees.

Quarterly Performance Report – Quarter 1 2009/10 (Schedule 2)

7. The report provided Members with information regarding Service performance for the Quarter 1 2009/10 year. The table attached to the paper reported primary performance information and a summary of data confidence. Mr Enness informed Members that this information gave them an idea of where the Service were performing well and where they were performing less well and would also highlight areas for possible future scrutiny.

Appendix 1 set out the Incident Reporting System Data Confidence. The target for this was 90% accuracy and this was currently running at 83%. The Service ran test on the data to see if the record was consistent or whether there were contradictions in the

recording of the data. Further details were outlined in the Data Quality Report. Some Area Commands still had issues in relation to input and this would be discussed under that Data Quality Report.

The report covered a range of performance information. The Authority set itself stretching targets which might not always be met but even though targets were not met in some areas the Service was performing better. The report also outlined whether the trends were going up or down.

In response to a question Members were informed that the Acorn System was a risk intelligence unit which covered certain geographical areas. When the information was added to the system it would highlight area of risk and these could be targeted from the Area Command. For example it could highlight where vulnerable households were for Home Fire Risk Checks (HFRCs).

Members discussed the terminology “killed or seriously injured” and were advised that the Service would fall in line with the police categorisation. The complete definition would be reported back to the committee.

Members indicated that it would be interesting to know how many of those that were killed or seriously injured were motorcyclists and this would be broken down for Members. The figures reported were those provided by the Observatory for the whole of Staffordshire.

Members also discussed business fires/non domestic fires and were advised that a report on this would be put to a future meeting. .

Members discussed the fact that the number of Unwanted Fire Signals (UWFSs) had reduced which may be an indication that the policy was working.

The attacks on firefighters varied from verbal abuse right through to physical assault. Members were advised that the attacks were not necessarily alcohol related. Members asked that the detail on the attacks be provided in future. Members were advised that the Service pressed for prosecution each time a firefighter was assaulted.

With regard to sickness targets had not been met although the figures were much better than in previous years. The recent swine flu epidemic will have had a bearing on the sickness figures and Members had regard to this when considering the figures. Sickness management would be covered by Mrs Chapman in her Staff Welfare Report. A few years ago the sickness figures were bad and were now much better but there was still room for improvement. Now that the service had reduced the figures down it was harder to reduce the figures even lower. A Member asked why the figures were so high for control staff and was advised that with only a small number of staff if two people were off sick then percentage wise this would be shown as a high percentage. Members asked whether this notable practice for reducing sickness had been publicised and were advised that best practice was shared with other FRAs.

8. **RESOLVED** – (a) That the performance results contained in the report be noted and acted upon.

(b) That a report be put to a future meeting of the Committee on the “Acorn System”.

(c) That the definition for “killed and seriously injured” used by the police be reported back to the Committee together with a breakdown of the number of motorcyclists in this category.

(d) That a report on Non Domestic Fires and the strategies being adopted and their effectiveness be reported to a future meeting.

Data Quality Report – Quarter 1 2009/10
(Schedule 3)

9. The report outlined the current status of data quality within the organisation and highlighted area of concern with regard to current data quality standards.

Incident Recording System (IRS) data confidence levels as at the end of Q1 were summarised as follows. The IRS was a new recording system which had replaced the old papers based system. The Service had now got a web enabled data base which had a record of every single incident. Much more information was now available for analysis.

Percentage Breakdown by Area Command of Significant IRS Issues				
Area Command	Accurate %	Mapping Error %	Consistency Errors %	Overdue %
<i>Cannock Chase</i>	80.05%	4.76%	11.56%	3.63%
<i>East Staffordshire</i>	97.13%	0.00%	1.43%	1.43%
<i>Lichfield</i>	85.90%	5.13%	6.84%	2.14%
<i>Newcastle</i>	70.54%	14.84%	9.25%	5.38%
<i>South Staffordshire</i>	92.50%	0.00%	6.00%	1.50%
<i>Stafford</i>	79.31%	10.00%	8.62%	2.07%
<i>Staffordshire Moorlands</i>	86.51%	1.40%	6.05%	6.05%
<i>Stoke-On-Trent</i>	82.42%	3.30%	9.79%	4.50%
<i>Tamworth</i>	89.72%	2.37%	6.32%	1.58%
Service	83.07%	5.12%	8.23%	3.58%

The target for the Service was 95% and at for Quarter 1 the target had not been met.

Additional problems had emerged since the implementation of the Incident Recording System (IRS) at the beginning of 2009/10. There were some technical difficulties with the system, which were compounding errors such as mapping and completion rates. Since the Service was using the national database provided by CLG, issues regarding technical problems were being fed back to the national support team, and the Service were awaiting fixes to the problems reported. General errors were caused by inconsistencies in the records when analysed, resulting in the need for clarification and amendment by local Area Commands. A combination of discrepancies in cause classifications and erroneously completed small fire records had contributed to an increase in the instances of primary fires, which were more than 30% above the rate seen for the same period last year. A number of actions were being implemented to address the data quality problems being experienced. An IRS application was being developed to assist in the automatic identification of errors and communication of errors back to Area Commands.

A user group had been formed to allow users to provide feedback on problems encountered, to discuss solutions and share best practice. Further help documentation was being developed by the Performance and Planning team to provide assistance with common errors and frequently asked questions. Another training programme was being developed in conjunction with the Training and Development team, in order to provide staff with the skills needed to operate the system successfully. Any none response by local areas to the correction of errors within the agreed time limit was resulting in the escalation of the issues to the Head of Safer Communities.

A new round of training was planned to address the shortcomings of the previous training. A hints and tips booklet had been produced to assist personnel in inputting the data. It was essential that the data was accurately inputted as this would have an impact on the Service.

The new system had led to some difficulties in recording consistent information. There were also a new set of people inputting the data. The data was inputted onto the system when staff got back to the station. The issues were not always software problems as there were also training issues. All the information needed by the inputters was available to them when inputting the data. With the old paper based system there was also an element of misreported which was now catching up. When the regional control centre was up and running they would be working towards inputting this information into a palm based computer. Appliances would also have mobile computer terminals in their cabs. This system would be much more user friendly.

Members were advised that specific information was available from the IRS and verification could be sought from the incident commander if there was conflicting information inputted.

The Performance and Planning Team and the Area Command teams were all anxious to get the data inputting right and were working hard to rectify any problems.

Mr Francis, the Authority's Data Quality Champion was to meet with Ms Bourne, Head of Performance and Planning, to look at the issues surrounding Data Quality.

10. **RESOLVED** – (a) That the current data quality standards be noted.

(b) Members requested a further report for the next meeting outlining what was being done about the data being mis recorded.

(c) That a report on Data gathering - the work undertaken to facilitate the recording of data - be reported to a future meeting.

(d) That arrangements be made for Mr Francis to meet with the Head of Performance and Planning to look at the Data Quality issues.

Indicators and Targets 2009/10 (Schedule 4)

11. The Service had reviewed the Performance Indicators and Targets which support the performance framework and proposed a list of indicators and targets for the current financial year which were appended to the report.

Targets were reviewed annually and potentially amended at the beginning of each year to take account of previous year's performance and any changes to priority areas or available resources. As the majority of the Committee were new they were not sure as to what they should be looking for with regard to target setting. Mr Enness informed Members that a report would be put to each committee meeting on the performance of the Service compared to the targets set and would analyse this information. There was a tremendous amount of information contained within the report. Members were advised to speak to their local Area Commanders about target setting and performance.

The definitions of performance indicators remained largely unchanged from 2008/09, particularly the operational Safer Communities measures, however targets had been set to continue the trend in improving year on year performance. In particular the targets for Accidental Dwelling Fire Deaths (2 for 2009/10) and Accidental Dwelling Fires (503 for

2009/10), had been set with a view to achieving the commitment of negligible accidental dwelling fire deaths by 2011 (this equated to an average of 1 death per million population per year). The target of achieving 50000 HFRC's with 75% to vulnerable elderly households was also aimed at achieving this performance outcome.

Human Resources indicators had become more specific for 2009/10 with many measures broken down by staff role bandings and/or equality and diversity variables. Collection and better use of management information was one of the key actions cited in the Rising to the Challenge report on Fire and Rescue Service efficiency opportunities, as a way in which Services could improve their performance in such areas as sickness absence. Staffordshire continued to use this technique to strengthen its performance in areas such as the management of sickness. Staffordshire has also recently signed up to the stretch Equality and Diversity targets of Black Minority Ethnic (BME) recruitment (6.6% in the next 3 years) and Female Fire Fighter Recruitment (18% in the next 3 years). The commitment to achieve the top level of the new Equality Framework (level 3), meant that the performance must be monitored on a range of measures using equality and diversity variables. Performance in areas such as top earners, training and leaving rates were all being monitored not only against the job roles of staff, but also on the key equality and diversity variables (ethnicity, gender, disability, age, religion and belief and sexual orientation).

Other new indicators had been developed to reflect priorities for the Service such as the achievement of excellent standards of data quality, testing business continuity plans and the monitoring of the improvement plans. These would be developed as a result of feedback from audits such as the Comprehensive Area Assessment. A new indicator had been developed tracking invoices paid within 10 days, to reflect the current economic climate faced by the area.

A range of indicators were being developed by the Chief Fire Officers Association (CFOA). Usage of these performance measures would be voluntary for all authorities. The indicators would be used to support the Performance Assessment process and would provide benchmarking information for those authorities which choose to adopt them. When the suite of indicators had been finalised, the Authority would consider which of the indicators it wished to adopt.

12. **RESOLVED** – That the contents of the report be noted and indicators and targets contained within the report be approved.

Staff Welfare Strategy Progress Report (Schedule 5)

13. The report outlined the progress to date in year one of the implementation of the Welfare Strategy which commenced in April 2009. Mrs Chapman informed Members that in 2008 an external review of the Occupational Health and Welfare facility provided advice to improve the existing resource. The key drives were to how attendance could be improved in the Service and the health promotion of staff. Occupational health staff now intervened on the first day that a member of staff was off ill. They were also involved with proactive health promotion eg lifestyle/diet advice; blood pressure/cholesterol tests; assessing fitness levels in an informal way. Physiotherapy was provided to staff and this was having a positive impact of getting staff fit and back to work quicker.

The five year staff welfare plan was reported to the Service Management Board in late 2008. It was agreed at that meeting that year one was to be funded and the other years

would be reviewed once they knew how successful it had been. Year two would be looked at as the year progresses.

The key objectives for year one along with progress to date were outlined as follows:-

Undertake an Internal Audit of the Occupational Health, Fitness and Welfare Facility - An internal audit of the current practices of the department was undertaken and completed at the end of July. The Audit had been submitted to the Head of Human Resources. Members requested that this report be put to a future Scrutiny Committee. This was the first task of the Occupational Health and Welfare Manager to look at us as an organisation and to highlight areas that the service needed to look at. The audit would be open and robust.

Implement changes identified by Audit - A plan of necessary actions and timeframe had been established following completion of the internal audit.

Develop and implement on station Health Surveillance/ Health Promotion - In August 2009 the Occupational Health Department commenced recruitment for a further Full Time Occupational Health Adviser to under the mobile health promotion/ surveillance role.

Purchase an Occupational Health Vehicle and Equipment to facilitate on station activities - The proposed plan for the customisation of a Mercedes Sprinter Vehicle had been agreed with a forecasted date for delivery to Staffordshire Fire and Rescue Service (SFRS) of December 2009. This vehicle would be used to undertake health promotion/surveillance at Fire Service premises.

Members discussed why it was necessary to have a specific vehicle and was informed that some of the stations had limited private facilities which would be suitable to carry out confidential occupational health assessments, although in the future these stations would have improved facilities as part of the PFI project. In the meantime it would prove costly to require all personnel to visit headquarters for assessment, for example retained personnel would have to be paid their travel expenses plus be compensated for their time off. Members discussed the increased cost of the vehicle which down to the exchange rate. A Member enquired whether a second hand vehicle could have purchased for this purpose and was advised that the vehicle, which was specialist, would be fully fitted out with the necessary equipment and as this was a modern progressive Service that it was essential to have the best equipment. Resources had been allocated to stations that could accommodate the checks. Members discussed the leasing of vehicles and were advised that the Service did lease some of its vehicles. There were advantages of buying the vehicle as with leasing the Authority would never actually own it.

Increase the Staffing Level of Occupational Health (OH) Advisers and Administration staff - A Full Time Welfare Administrator commenced employment in the Occupational Health and Welfare Department in July. This new work role focuses on the administration of Welfare provision for the employees of SFRS and includes the Chaplaincy service, Child Care vouchers, Cycle to Work Scheme and Fire Fighter Charity work. A Full Time qualified Occupational Health Adviser had been recruited specifically to undertake sickness absence management. The unit had just got to full strength when one member of staff elected to retire and so the full staffing of the unit had taken longer than anticipated. .

Increase Occupational Health Physician resource - Mr David Baker, a Consultant Occupational Health Physician commenced employment with SFRS in July 2009,

replacing the services of the local General Practitioner. The Physician undertakes two sessions per month for the service re occupational health advice covering all aspects of fitness for work, including specific advice re sickness absence and rehabilitation programmes. This brings benefits to the Service as decisions could be taken in house. He had also made suggested improvements to health reports and had advised on new initiatives. It had been recommended that a more vigorous medical was undertaken on new recruits. It was now difficult to retire a person on ill health grounds and it was difficult to re employ people into different roles within the service.

PC Software / Laptop Computer – A laptop computer had been secured; PC software to follow.

Year 1 could be further enhanced by the introduction of a co-ordinated Fitness programme as outlined in Appendix 2 to the report - In addition to the implementation of the Welfare Strategy, the Occupational Health and Welfare Department of SFRS was working with Staffordshire University to help improve the health and fitness of all staff in the fire service. This is a research pilot project, supporting 3 groups of employees, providing support to them via a Fitness Adviser over a period of 3 months. Staffordshire University would support the fitness initiatives and at headquarters there was a walking initiative. Staff undertook to take part on four months of activity and to get advice from the fitness adviser. Improvement in fitness and improvement of well being would be assessed. It was hoped that this initiative would reduce absence through sickness.

Nationally the fitness of firefighters was to be assessed and it was anticipated that all Fire and Rescue Services would have to adopt a minimum standard. The development of an interim programme would enable firefighters to become familiar with the required standards. It was hoped that firefighters did not see this as a threat. The Service would start to engage staff in these fitness assessments. Members were advised the currently firefighters undertook a medical when they became a firefighter and then did not take any further testing until they reached the age of 40. The Service would have to decide how much time should be dedicated to fitness per person. The Service was trying to balance the well being of the staff with the claim culture for injuries etc. Firefighters were being asked to comment on which types of equipment would better prepare them to carry out their job properly and the research was ongoing and was being carried on nationally. A scientific approach was being taken.

Members discussed the additional recommendations contained original staff welfare report which would be considered again as some time in the future and these included the provision of a gymnasium, private health insurance, developing a wellness programme, and establishing a carers support group. The Service may need to be creative in providing any of these facilities. It may be that the Service may not pay private health care insurance but may pay to facilitate the payment from salary if staff wished to contribute to private healthcare or negotiate lower rates for employees eg west midlands police negotiated reduced rates for employees. . This was a difficult area as how would it be perceived if firefighters were getting private health insurance. This would be looked at again over the next 12 months.

Members discussed the appropriate software which would need to be purchased over the next three years to accommodate a comprehensive health questionnaire.

The full funding for the staff welfare policy would need to be looked a carefully. The Committee could monitor the progress of the policy and carry out a cost benefits analysis.

The Authority had made it clear that it wanted the Service to be one of the highest performing at a low cost and the officers were working to deliver that.

Member discussed the reasons for sickness which included muscular skeletal conditions, and stress. Employees on their return from work have to specify whether their injury/illness is work related. The policy covered preparation, prevention and effective treatment.

Members thanked officers for the report.

14. **RESOLVED** – (a) That the progress against the strategy be noted.

(b) That the Internal Audit of the current practices of the Occupational Health, Fitness and Welfare Facility be reported to a future Scrutiny Committee.

(c) That the progress of the Staff Welfare Strategy be monitored by the Scrutiny Committee.

Items for Future meetings

15. **RESOLVED** – That the following items be brought to a future meeting of the Scrutiny and Performance Committee.

November 2009	UwFS (Unwanted Fire Signals)
	Accidental Fire Deaths and Injuries Progress Report
	Communications Team and Strategy
Future Items date not yet specified	PFI Scrutiny
	Efficiencies General
	Non Domestic Fires – Strategies being adopted and the effectiveness
	Previous Working Group updates
	Overview of the Fire Improvement Group
	Staff Wellbeing Strategy – Further Progress Report
	Report on CCTV Equipment – attacks on firefighters, protection and the storage of footage etc
	Acorn Reporting System
	Internal Audit Report on the Occupational Health, Fitness and Welfare facility.
	Data gathering – work to facilitate the gathering of data.

16. **Date of Next Meeting** – The next meeting of the Committee was scheduled to be held on Thursday 5 November 2009 at 2.15pm.

CHAIRMAN

2009 Changes to the Terms of Reference

Stoke-on-Trent and Staffordshire Fire and Rescue Authority

Scrutiny and Performance Committee

Constitution

The Committee consists of 9 members with a quorum of 3.

Terms of Reference

Scrutiny

- To undertake policy reviews with a view to improving the Authority's performance.
- To check whether priorities are being met.
- To examine services provided and make recommendations as to how service improvements can be put in place.
- To appoint ad hoc task and finish groups as necessary.
- To consider for Scrutiny items referred by other Committees.
- *To scrutinise the performance of the Service in relation to its contribution to Stoke and Staffordshire's LAAs.*

Performance

- To monitor aspects of service performance.
- To develop local performance standards and targets

Delegation

To set local standards and performance targets.

To select areas for investigation on its own initiative (as well as undertaking tasks allocated to it by the Authority or other Committees).

Receive minutes from: The new Authority Improvement Panel

Reporting to: Minutes go to the Strategy and Resources Committee

Frequency of Meetings

The committee will meet ~~six~~*eight*-times each year.

(New Committee separated from the Audit function - established by the Fire Authority on 3 June 2005 and amended in May 2008).

Stoke-on-Trent and Staffordshire Fire and Rescue Authority

Scrutiny and Performance Committee

5 November 2009

Data Quality Report – Quarter 2 2009/10

Report of the Director of Performance and Planning

1. Summary:

To review the current status of data quality within the organisation and to agree the use of information. To highlight any areas of concern with regard to current data quality standards.

2. Recommendations:

It is recommended that Members note the current data quality standards. No decisions are required.

3. Financial Implications:

If data quality standards fall below acceptable levels, this has serious implications for management decisions based on performance information. These might include decisions around financial management and the provision of a value for money service.

4. Legal Implications:

Provision of good quality information is necessary to ensure that all statutory legal obligations are met.

5. Equality and Diversity Implications:

Provision of good quality information is necessary to manage Equality and Diversity within the Service and to understand and monitor our performance in this area.

6. Risk Implications:

In order to understand and manage risk effectively, it is necessary to ensure that data is of good quality.

7. Consultation and Engagement Undertaken

None

8. Other Implications:

None.

9. Background:

Incident Recording System (IRS) data confidence levels as at the end of Quarter 2 can be summarised as follows.

IRS Breakdown for Q1+Q2			
Area Command	Accurate %	Error %	Overdue %
Cannock Chase	98.58%	0.89%	0.53%
East Staffordshire	99.52%	0.16%	0.32%
Lichfield	96.22%	3.58%	0.20%
Newcastle-under-Lyme	91.06%	5.04%	3.90%
South Staffordshire	98.56%	0.96%	0.48%
Stafford	88.05%	9.34%	2.61%
Staffordshire Moorlands	93.05%	5.93%	1.02%
Stoke-on-Trent	92.04%	6.03%	1.93%
Tamworth	97.11%	2.17%	0.72%
Service	94.04%	4.36%	1.60%

Data confidence has increased since Quarter 1, when it was 83.1%, achieving 94.04% at the end of Quarter 2 for the Service as a whole.

Some false trends are still emerging as a consequence of moving to the IRS, at the beginning of this financial year.

IRS involves the detailed recording of all incidents attended by the Fire Service including Small Fires. This was not the procedure for the process which IRS replaced, which involved detailed recording of only Primary Fires (fires involving property or a death or injury to a person). Misclassification of the recording of some Small Fires has resulted in these being mis-recorded as Primary Fires. There has been a small erroneous increase in the numbers of Primary Fires reported as a result of this.

This problem is being addressed by checks and queries to identify and rectify mis-recorded Primary Fires. This issue will be a component of the enhanced training which is being planned for IRS users in conjunction with the Training and Development team. The IRS User Group is also being used to communicate such problems to users.

The results of the Data Quality Audit have now been fed back. Some minor errors were cited in procedures to collate statistics, however no areas for serious concern were identified. An Information Audit project is to be carried out by the Service to review all processes for producing business critical information, to validate the robustness of the information produced and to ensure adherence to the Service Data Quality Policy (MANPQ:31-08).

Author: Kath Bourne: Head of Planning and Performance
Contact: 01785 898606: k.bourne@staffordshirefire.gov.uk

Background Documents:

NIL

Stoke-on-Trent and Staffordshire Fire and Rescue Authority

Scrutiny and Performance Committee

5 November 2009

Performance Summary Document 2009/10

Report of the Director of Performance and Planning

1. Summary:

This paper seeks approval for the Annual Performance Summary which replaces the Best Value Performance Plan. The document satisfies the CAA 'Duty to Inform', which is a requirement placed on all Fire and Rescue Services to communicate to the public its achievements and level of performance. The document covers the 2008/09 financial year and includes key strategic performance indicators and local working initiatives by Area Commands.

2. Recommendations:

It is recommended that Members note the content of the document and comment regarding any proposed amendments or additions to performance information before the final draft is forwarded to the full FRA for final approval.

3. Financial Implications:

There are no specific financial implications

4. Legal Implications:

There are no specific legal implications

5. Equality and Diversity Implications:

There are no specific equality and diversity implications

6. Risk Implications:

This document is a key vehicle for communicating achievement and performance to the wider community. Doing this successfully will reduce the risk of lack of community understanding and support for the work we do.

7. Consultation and Engagement Undertaken

Consultation with Principal Officers and Strategic Managers has taken place regarding the structure and content of the document.

8. Other Implications:

None.

9. Background:

The Best Value Performance Plan (BVPP) was disbanded in 2008/09. The BVPP was a statutory document requiring prescriptive communication on performance against the Best Value Performance Indicators achieved by the Service. The target audience for this document was the community which the Service serves.

The replacement for the BVPP is the Performance Statement, which CAA requires the Service to produce on an annual basis. This document must communicate performance achieved by the Service to the community which it serves. In this respect the Performance Statement performs the same function as the BVPP, however the format and content of the Performance Statement is much less prescriptive than the BVPP. The Service therefore has more scope in determining how the document should look and the information it should contain.

Author: Kath Bourne: Head of Planning and Performance
Contact: 01785 898606: k.bourne@staffordshirefire.gov.uk

Background Documents:

None

To view Appendix, Performance Summary, follow this link
http://www.staffordshirefire.gov.uk/Documents/sfrs_scrutiny_proof_a3_spreads_Layout_1_for_web.pdf

or it can be found on the website at
<http://www.staffordshirefire.gov.uk/594.asp>

**Stoke-on-Trent and Staffordshire Fire and Rescue Service
Scrutiny and Performance Committee**

5 November 2009

**Accidental Dwelling Fire Deaths Progress Report
Report of the Director of Safer Communities**

SUMMARY

The findings and recommendations of the Accidental Dwelling Fires Task Group report were approved by the Fire Authority on 20 May 2009. One of the six recommendations of the report was to update the Scrutiny and Performance Committee of the Service's progress against the recommendations which are:-

Recommendation 1

The 0800 team was established and went live in July 2008 and has made considerable progress in booking Home Fire Risk Assessments (HFRC's). The first 10,000 appointments were secured by mid May 2009 however the 20,000 mark was reached by 18 September 2009. This has been attributed by more proactive publicity, increasing performance of the team and more accurate information being received from Social Care and Health.

The Service have carried out 32,460 HFRC's since April 2008 and carried out a total of 225,146 County wide since HFRC's were first undertaken.

Recommendation 2

Area Commander Steve Pope will be outlining the progress made with the Staffordshire Wide Accident Prevention Partnership (SWAPP). The SWAPP is a multi agency partnership looking at the wider safety issues for adults over 65.

Recommendation 3

All Area Commanders have made contact with the local coal merchants to explore the possibilities of making owner/occupiers safer from fire. Fire-fighters also emphasise the dangers of coal/wood fires when carrying out a HFRC

Recommendation 4

Fire guards form part of the HFRC package in every household

Recommendation 5

Area Commands are using ACORN to ensure the most vulnerable members of their local communities are prioritized and made safe from fire

RECOMMENDATIONS

It is recommended that members note the information provided including the presentation of the SWAPP.

Financial Implications

There is a cost to the proactive approach to reducing fire deaths and injuries as result of accidental dwelling fires which is within the base budget. The strategy is contained within the Staffordshire Safety Plan 2008/11.

Legal Implications

The Authority has a legal duty under the Fire and Rescue Services Act 2004, Part 2 Functions of Fire and Rescue Authorities, section 6 Fire Safety, subsection (1), (2) (a), (b) (i) (ii).

Equality and Diversity

None

Risk Implications

There is a slight risk that if fire deaths continue or to rise beyond an acceptable level, the reputation of the Fire and Rescue Service could be damaged

Consultation and Engagement undertaken

None

Other implications

None

1. Background

On 16 February 2009 an 'Accidental Dwelling Fires Task Group' was established as a result of the concerns of both members and senior officers after three separate accidental fire deaths within an eight day period in January 2009, which was an unprecedented event especially since the start of Staffordshire's modernisation agenda.

The 'Task Group' of six members and five officers were led by Councilor Roger Smith who together examined the causes of fire deaths within the County and invited evidence from external bodies and individuals who, in the opinion of the 'Task Group', could provide such information.

The 'Task Group' examined all accidental fire deaths from November 2006 onwards which was chosen due the commencement of the 'Olive Branch' initiative and the tragic death of Olive Simcock in Dove Cottage, Blymhill.

There were fifteen accidental dwelling fire deaths during the research period although that has subsequently been reduced to fourteen due to the Rugeley incident being recategorised.

The report highlighted that if you were elderly and lived alone you were more likely to die in an accidental dwelling fire especially if there were additional contributory factors e.g., coal fire, alcohol, smoking or you had medical problems.

The report also highlighted six recommendations:-

- To ensure the HFRC Project continues to be in the forefront of the communities minds by further advertising and re-branding when necessary.
- That the Fire Service reviews its partnership arrangements and actively considers what further or alternative arrangements it could make with other bodies for partnership working to maximise its influence and effectiveness.
- That as a number of the fire deaths involved elderly people coming into contact with open fires the Fire Service should ensure that its HFRC's contain advice relating to any grants available to people for replacing their coal fires with a more efficient heating system.
- That, recognising the effectiveness of specific campaigns which include the replacement of chip pans and electric blankets and installation of smoke alarms, equally looking into whether further such campaigns which could include fire guards could be initiated by the Fire Service.
- That Area Commands make full use of the ACORN reporting system which provides details of areas of housing where a higher risk may exist which will increase the level of effective intelligence relating to fire deaths.
- That appropriate Authority monitoring of performance as regards the recommendations contained within this report via the Scrutiny and Performance Committee takes place twice a year commencing with the first meeting of that Committee after August 2009.

Report Author: - Bob Russell

Telephone: - 01785 898665

Email:- b.russell@staffordshirefire.gov.uk

Stoke-on-Trent and Staffordshire Fire and Rescue Authority

Scrutiny and Performance Committee

5 November 2009

Acorn Socio Demographic Data Package

Report of the Director of Performance and Planning

1. Summary:

Acorn is a dataset of lifestyle information. By analysing significant social factors and behaviours, it provides an understanding of the different types of people in the UK.

The Acorn classifications are attached to postcodes. The information can be used to analyse socio demographic trends which are predominant in certain geographical areas.

Currently Acorn data is used to analyse the types of people who are having accidental dwelling fires and also people who are injured or killed in fires. This information is used to identify communities which contain people with similar profiles, so that risk activity can be targeted more effectively. For example it can also be used to identify locations where people are more likely to own a chip pan or an electric blanket so initiatives can be planned with this in mind.

2. Recommendations:

Members are requested to take note of the presentation which will explain in more detail how Acorn information can be utilised.

3. Financial Implications:

SFRS have purchased the Acorn License in partnership with Staffordshire County Council and Staffordshire Police from a company called CACI. There is an annual payment of approximately £5000 per annum. This entitles us to yearly updates maintenance and one license.

4. Legal Implications:

No legal implications

5. Equality and Diversity Implications:

Acorn information can be used to identify geographic locations where communities consist of higher BME numbers, so that Community Fire Safety activity can be designed with this in mind.

6. Risk Implications:

None.

7. Consultation and Engagement Undertaken

None

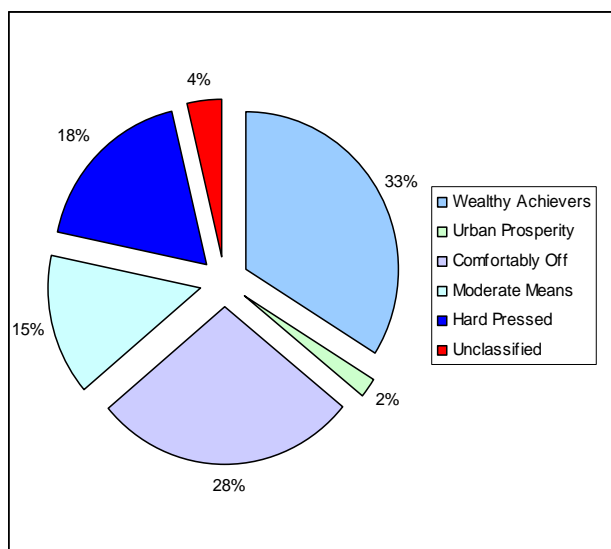
8. Other Implications:

None.

9. Background:

Acorn data is classified into 5 categories, 17 groups and 56 types. The data is collated from various sources such as census data, crime data and other socio demographic data sets.

Acorn categorises all 1.9 million UK postcodes, which have been described using over 125 demographic statistics within England, Scotland, Wales and Northern Ireland, and 287 lifestyle variables, making it a powerful discriminator, providing a clearer understanding of people and communities.



The chart shows the population of Staffordshire by Acorn Category

The above graph gives a breakdown of Acorn categories in Staffordshire. This information can be used with our incident data to analyse types of people who are having fires and where they are likely to live. For example in 2007 the most prominent Acorn type to be having accidental dwelling fires was the Hard Pressed category.

Using lifestyle information gives us an insight into how people live their lives and is another tool to be used in planning risk reduction strategies.

Author: Kath Bourne: Head of Planning and Performance
Contact: 01785 898606: k.bourne@staffordshirefire.gov.uk

Background Documents:

Nil