



Wiltshire Fire & Rescue Service

Wiltshire and Swindon Fire Authority

Performance Summary 2006-07



Your Safety: Our Priority

On behalf of the Management Board of Wiltshire Fire & Rescue Service, welcome to this year's Performance Summary that explains the progress we have made with the Service's priorities, chosen to ensure we achieve our objectives and the aim of the organisation.

The agenda for change is a challenging and constant one and we have been concentrating on putting in place the mechanisms, systems and processes for achieving future improvements with the majority of them having been completed in the current financial year.

We have responded to all aspects of the Modernisation Agenda set out by the Government through its Communities and Local Government department [CLG], becoming an organisation with greater self-awareness and a better understanding of our communities. Effort and investment has addressed areas for improvement and ensured a process of continual improvement.

Comprehensive operational risk-based improvements we identified in previous Integrated Risk Management Plans in 2004/2005 and 2005/2006 have been consolidated and we are now focussed on providing a sustained, high standard of operational delivery and visible community leadership in our diverse communities. Extensive prevention and protection activities have also been implemented at the same time as delivering real value for money.

If you have any views on how Wiltshire Fire & Rescue Service operates please send your comments by e-mail to consultation@wiltshire.gov.uk or by post to the address on the back of this plan.

Thank you for your interest in Wiltshire Fire & Rescue Service.



Andy Goves
MA, MSc, LLB(Hons), FIFireE

Chief Fire Officer on behalf of the Management Board

Business Plan 2006-2010

In June last year we published our Business Plan 2006-2010. This brings together all of the work we need to carry out over a four year period to help us achieve the aim of the organisation which is:

“To continue providing an efficient and effective Fire & Rescue Service, protecting the people in Wiltshire & Swindon, by working together with others to make our communities safer and stronger.”

The Business Plan sets out 21 key priorities of work covering four main areas of focus; People, Communities, Resources and Finance & Performance.

The Annual Plan 2007 that will be produced in June of this year will incorporate key elements of the work completed over the last year and will say what we will be focussing on over the coming year. A plan like this one will be published every year showing our progress to date.

Comprehensive Performance Assessment

Following the original Comprehensive Performance Assessment that assessed our performance as ‘weak’ in 2005, we produced a Service Plan incorporating 63 improvements that we could complete over a two year period. We have made significant progress already and are well on course to deliver all 63 by the end of 2007.

During the last year there have been a series of audits looking at our performance and how well we manage the Service. The audits carried out were:

Operational Assurance – how well we deliver the operational service to the community.

Use of Resources – how we manage the finances of the Service and ensure value for money.

Direction of Travel – measured our progress since we had a baseline service assessment in 2005.

Integrated Risk Management

Integrated Risk Management is the development of a balanced approach by the Fire and Rescue Service to reducing risk within the community. This is achieved by combining prevention, protection and emergency response on a risk-assessed basis in order to improve the safety of the community and also create a safer working environment for firefighters.

The Annual Plan 2007 will incorporate Community Safety initiatives that we have achieved over the last year and how we are looking to drive those forward over the coming year. An overview of two of our current initiatives can be found on page 4.

Partnership Working



We work closely with a number of different partners including schools, Wiltshire Police and community safety partnerships to try and address the causes of fire and to find joint solutions.



Safe Drive, Stay Alive is a roadshow based around powerful personal testimonies designed to make the audience aware of the nature and extent of personal tragedy and suffering a road traffic collision can and does cause.

The main aim of the project is to reduce the number of road traffic collisions involving young drivers, providing an opportunity for young people in Wiltshire and Swindon to gain an understanding of the consequences of being involved in a road traffic collision.

The Salamander Project focuses on young people who have been excluded from school or even involved in crime. The project involves them in challenging physical activities on a fire station over the course of a week. The youngsters are helped to find their feet as citizens and encouraged to change their attitude to life.



“These are young people who come from unusual backgrounds, there may be something amiss in the family background and/or the formal education has failed them. They’ve drifted in to criminal activity because, largely, their mates were involved. Generally their lives contain more negatives than positives. The Salamander Project provided an oasis of quality experience, thereby demonstrating to them that life has more to offer. They came away feeling good about themselves having received praise and positive reinforcement from the Officers”.

A quote from the Wiltshire Young Offenders Team



The table below shows our performance against nationally set Best Value Performance Indicators (BVPs), alongside those of the South West region, our family group (fire and rescue services of a similar size) and national averages.

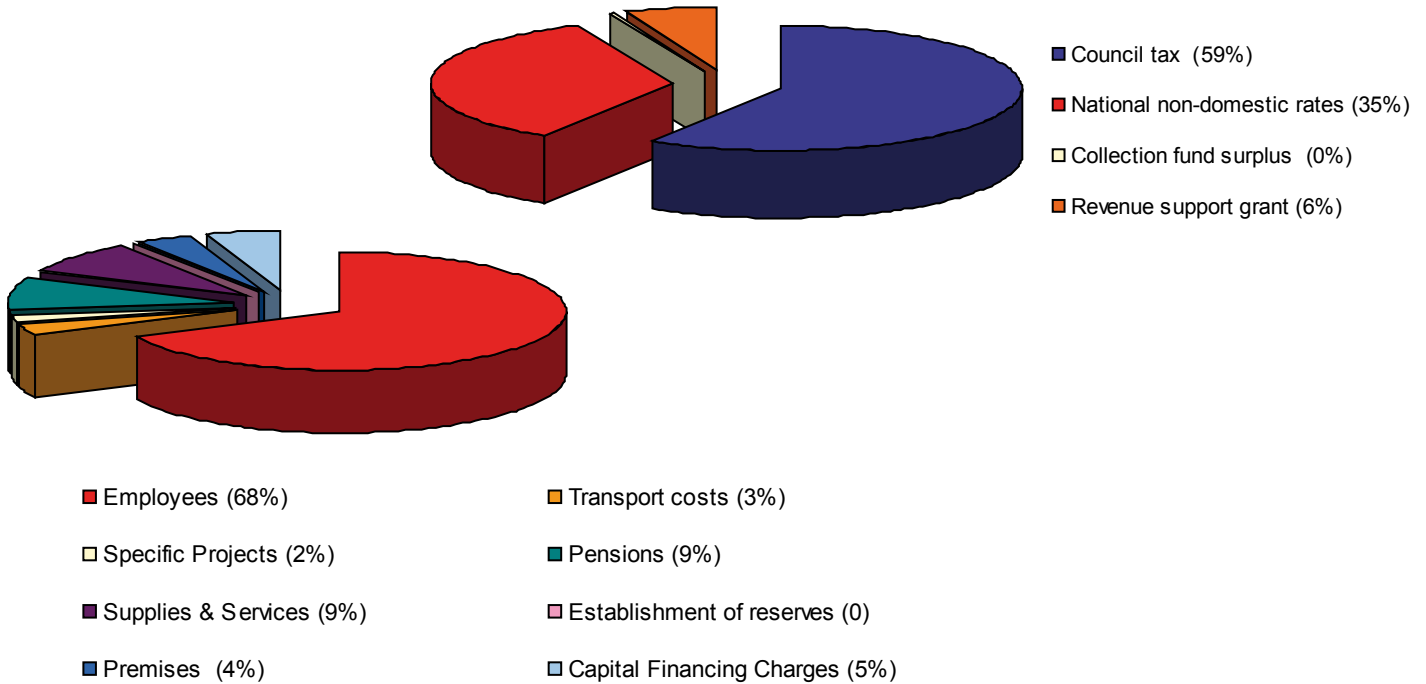
Note: Sections highlighted in green indicate that we are performing on target or above.

BVPI No.	Description	Actual 2005/06	Target 2006/07	SW Region Average 2005/06	Family Group 2 Average 2005/06	National Average 2005/06
2a	The level of the Equality Standard for Local Government to which Wiltshire FRS conforms	1	1	1.57	1.64	1.74
2b	Duty to promote race equality	78.95%	84.21%	80.45%	66.80%	76.84%
8	The percentage of invoices for commercial goods and services which were paid by Wiltshire FRS within 30 days (or mutually agreeable period) of receipt	85.81%	100.0%	92.08%	92.15%	92.27%
11a	The percentage of the top 5% of earners who are women	0.00%	5.88%	3.64%	5.03%	5.71%
11b	The percentage of the top 5% of earners from minority ethnic communities	0.00%	5.88%	0.00%	1.18%	1.64%
11c	The percentage of the top 5% of earners who are disabled	0.00%	5.88%	0.00%	0.59%	0.76%
12i	Average number of working days/shifts lost due to sickness absence – Wholetime Uniformed and Control	8.18	7.13	10.89	8.87	9.53
12ii	Average number of working days/shifts lost due to sickness absence - Wholetime, Control & Non-Uniformed	8.98	7.60	11.13	8.82	9.74
15i	Percentage of employees retiring on grounds of ill-health – Wholetime	0.00%	0.45%	0.96%	0.74%	0.93%
15ii	Percentage of employees retiring on grounds of ill-health - Control & Non-uniformed Staff	0.00%	0.00%	0.31%	0.11%	0.34%
16(a) (i)	The percentage of wholetime and retained duty system employees with a disability	0.18%	0.50%	0.25%	0.63%	0.47%
16(a) (ii)	The percentage of control and non-uniformed employees with a disability	2.48%	3.31%	1.80%	2.88%	2.89%
16(b) (i)	The percentage of economically active disabled people in the Authority area	11.24%	N/A	13.44%	12.38%	14.23%
17(a)	Percentage of uniformed staff from minority ethnic communities	1.71%	2.76%	0.96%	1.29%	2.42%
17(b)	Percentage of minority ethnic community population of working age in Wiltshire FRS area	2.75%	N/A	2.60%	5.55%	9.88%
142(i)	Number of fires (excluding false alarms) per 10,000 population	39.53	N/A	Deleted		
142(ii)	Number of primary fires per 10,000 population	21.19	20.00	25.09	24.36	2.26
142(iii)	Number of accidental fires in dwellings per 10,000 dwellings	16.62	12.64	16.04	15.68	17.98
143(i)	Number of deaths arising from accidental dwelling fires per 100,000 population	0.00	0.00	0.45	0.29	0.45
143(ii)	Number of injuries arising from accidental dwelling fires per 100,000 population	5.71	4.60	7.26	6.22	8.45
144	Percentage of accidental dwelling fires confined to room of origin	91.94%	94.00%	90.59%	90.62%	91.24%
145(i)	Percentage of incidents at which the number of appliances met the standards of fire cover	100.00%	Not Set	Deleted		
145(ii)	Percentage of incidents at which the number of riders met the standards of fire cover	90.64%	Not Set			
145(iii)	Percentage of incidents at which attendance times met the standards of fire cover	92.27%	Not Set			
146(i)	Number of calls to malicious false alarms not attended per 1,000 population	0.26	0.28	0.22	0.33	0.48
146(ii)	Number of calls to malicious false alarms attended per 1,000 population	0.14	0.19	0.40	0.35	0.57
149(i)	Number of false alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties	67.36	135.94	101.49	112.51	138.27
149(ii)	Number of those properties with more than one attendance	215.00	169.00	New indicator 2005/06		
149(iii)	The percentage of calls which are to a property with more than 1 attendance	73.97%	37.25%			
150	Expenditure per head of population on the provision of fire and rescue services	£33.23	£34.09	£34.52	£34.52	£40.28
157	The number of types of interactions that are enabled for e-delivery as a percentage of the types of interaction that are legally permissible for e-delivery	72.90	100.00	Not Set		
206(i)	The number of deliberate primary fires (excluding in vehicles) per 10,000 population	3.49	3.30	3.89	4.17	5.04
206(ii)	The number of deliberate primary fires in vehicles per 10,000 population	3.36	3.30	6.26	6.33	7.72
206(iii)	The number of deliberate secondary fires (excluding in vehicles) per 10,000 population	10.51	10.40	17.43	18.80	30.51
206(iv)	The number of deliberate secondary fires in vehicles per 10,000 population	0.34	0.30	0.40	0.87	0.91
207	The number of fires in non-domestic premises per 1,000 non-domestic premises	10.97	13.32	11.96	12.69	13.04
208	The percentage of people in accidental dwelling fires who escaped unharmed without FRA assistance at the fire	89.58%	90.00%	91.87%	92.00%	92.64%
209(i)	The percentage of fires attended in dwellings where a smoke alarm had activated	50.63%	50.74%	44.27%	41.66%	39.30%
209(ii)	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	12.61%	13.01%	13.32%	14.14%	11.90%
209(iii)	The percentage of fires attended in dwellings where no smoke alarm was fitted	36.76	36.25%	42.38%	44.17%	48.78%
210	The percentage of women firefighters	3.21	6.00%	3.29	2.85%	2.77%

Budget 2006/07 - how the money was spent and where it came from

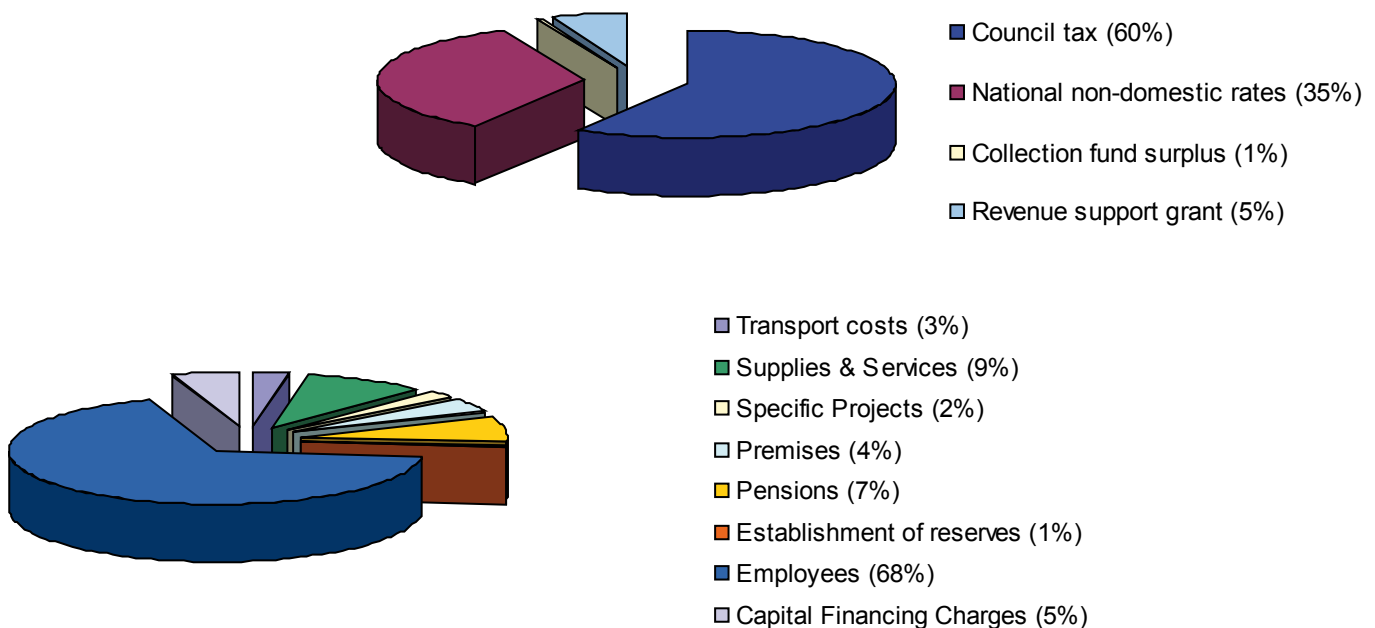
We receive a grant from central government and an allocation of national non-domestic rates, which fund a proportion of our budget requirement. The remainder is raised through a precept on the taxpayers, through their district councils. Below, is a breakdown of our funding and how we spent it:

The total revenue budget for 2006/07 is 21,368,800.



Budget for 2007/08 - how the money is being spent and where it comes from

The total revenue budget for 2007-2008 is £22,656,400.





Wiltshire and Swindon Fire Authority

Fire & Rescue Service Headquarters, Manor House, Potterne, Devizes, Wiltshire, SN10 5PP
Tel: +44 (0) 1380 723601 Fax: +44 (0) 1380 727000 enquiries@wiltsfire.gov.uk



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