

COMMUNITY SAFETY DIRECTORATE PLAN 2008/2009

Community Safety Excellence

1. Continue to monitor Best Value Performance Indicators (BVPI)
 - a) Achieve upper quartile position across the range within 3 years.
 - b) Where we are already in upper quartile, strive to achieve 'best performing' position, against the benchmark from CLG

2. Continue to support partnership working within all Districts, contributing to Local Area Agreement (2) in all areas where Fire Safety may have an impact.
 - a) Arson reduction
 - b) Anti-social behaviour and youth engagement
 - c) Road safety

3. Continue to target F&G groups for Home Fire Safety Checks(HFRC) where appropriate
 - a) Identify other vulnerable groups via local intelligence and implement programme of HFSCs in these areas.
 - b) Utilise the central team of Community Safety Officers to target areas of greatest risk e.g. Peterborough, Cambridge...

Operational Excellence

1. Ensure a balance between community safety and operational efficiency.
 - a) Develop and implement a risk critical training programme (i.e. those that would determine an individual's ability to remain 'on the run') and record and ensure that the training is completed to satisfactory standard and in timely manner.
 - Breathing Apparatus
 - Road Traffic Collision
 - Working at Height
 - Water safety
 - b) Establish programme to update existing 1.1.d risk cards into national 7.2.d information.
 - Identify new premises requiring 7.2.d inspection programme.

2. Incident debriefing - ensure that good practice and learning points are passed throughout the Service via an efficient incident debriefing process.

3. Introduce incident monitoring system into the Service specifically for:
 - Incident Command System(ICS) at supervisory level.
 - Procedures and techniques at crew and watch command level.

Use of Resources

1. Sickness – continue to reduce the number of operational days lost to sickness absence through a strict monitoring regime and liaison with occupational health. Aim to achieve a target of 8 working days lost per W/T uniformed employee, in line with other public sector employees.
2. Retained Availability – continue the monitoring and recording of retained availability.
Determine policies/procedures to reduce the non availability of retained pumps. Aim to reduce the number of appliances unavailable during the day (average of 10, peaking at 16), and the time any appliance is off the run due to insufficient crewing.
3. Introduce 'global' cover into management of wholetime crewing. Greater use of the Resource Management Unit(RMU) to identify improvements/efficiency in management of personnel.
4. Review use of pre-arranged overtime to reduce inefficient use of personnel.
5. Ensure that appraisals are carried out for all personnel. Include 'championing' of equality and fairness within appraisal system, by identifying what each individual has done to promote this within the Service.

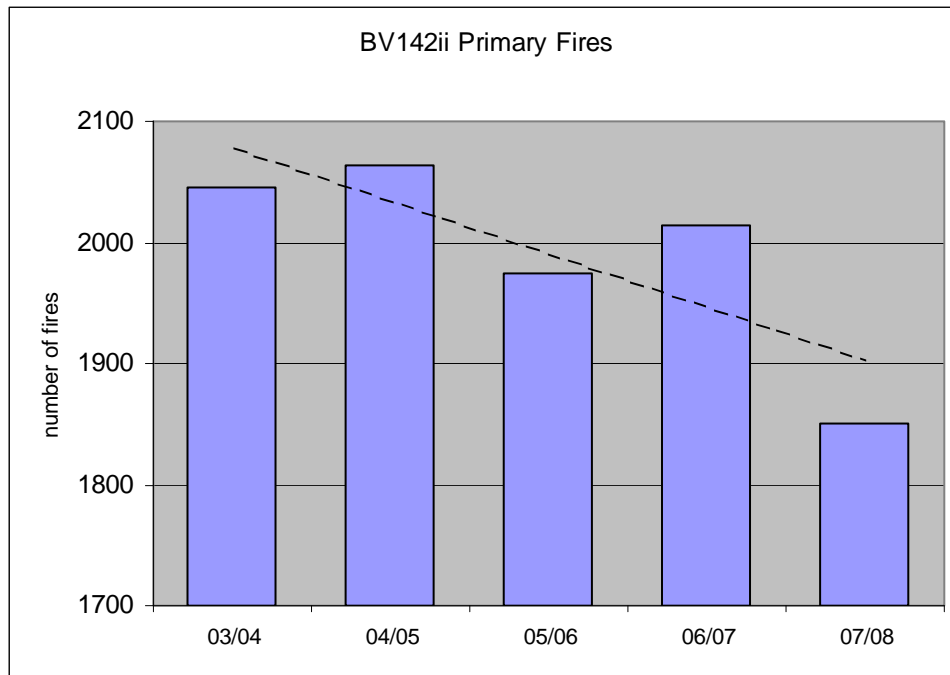
The following gives the overall targets for Cambridgeshire Fire and Rescue Service. The individual Districts will establish their own agreed targets which enable this Authority to achieve these global targets

Target Setting

Each target will be sub-divided. There will be an aspirational target, which CFRS will strive to achieve over a longer period of time (usually 3-5 years), and a specific target to be achieved during 2008/09.

1. Primary Fires (BVPI 142 ii)
 - a. To achieve upper quartile position by end 2012/13. Currently equates to 1587 primary fires or 21.2/10,000 population
 - b. To reduce primary fires to 1800 or 24/10,000 population by end 2008/09

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	published 07/08 BV Plan
						2005/06		
Primary Fires	32.9	28.0	26.4	26.9	24.7	21.4	27th	26.2
number of fires	2,045	2,064	1,975	2,014	1,851	-	-	-

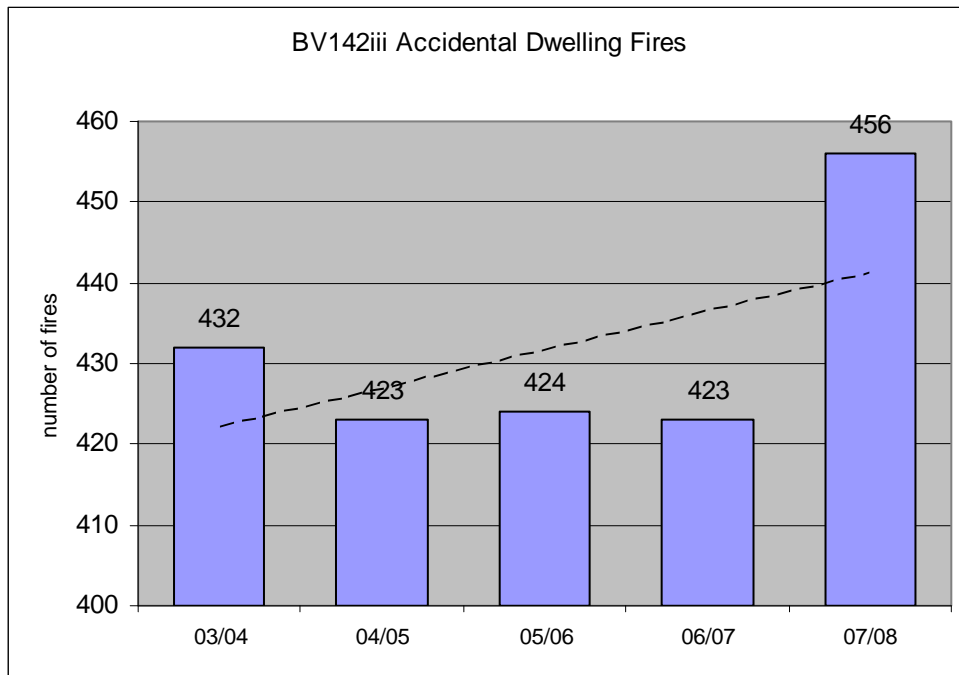


During the previous 4 years the number of primary fires has fluctuated around the 2000 total. However, last year saw a noticeable reduction to 1850. Measured per 10,000 population, this equates to 24.7 fires, which is appreciably short of the upper quartile position. This is potentially a most challenging measure to CFRS.

2. Accidental Dwelling Fires (BVPI 142iii)

- a. To achieve best performing FRS by 2010/11
- b. To reduce accidental dwelling fires to 423 or 13.9/10,000 dwellings by end 2008/09

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	published 07/08 BV Plan
						2005/06		
Accidental Dwelling Fires	14.6	14.1	14.0	13.9	15.0	13.9	16th	13.3
number of fires	432	423	424	423	456	-		-



Previous 4 years have been relatively stable with regards to this measure. Last year saw a small but significant increase, despite efforts to reduce. However, there is evidence to suggest that accidental dwelling fires in sheltered accommodation may be main contributor to this increase. This measure will be further subdivided to identify performance resulting from sheltered accommodation.

3. Fire Deaths (BVPI 143i)

Target is to prevent all accidental fire deaths within CFRS

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06		published 07/08 BV Plan
Fire Deaths/100,000	0	0.27	0	0.53	0.27	0.25	2nd	0.13
number of deaths	0	2	0	4	2	-	-	-

CFRS will continue to concentrate on its programme of targeted “home fire safety checks”, to drive down accidental dwelling fires and consequently reduce likelihood of fire deaths.

3. Fire Injuries (BVPI 143ii)

- a. To achieve best performing FRS by end 2010/11
- b. To achieve upper quartile position by end 2008/09 This equates to 34 injuries or 4.56/100,000 population

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06		published 07/08 BV Plan
Fire Injuries/100,000	13.97	8.94	2.81	3.47	7.34	4.74	4th	4.80
number of injuries	102	66	21	26	55	-	-	-

This is a measure which has seen increases in the last 2 years. The numbers are relatively small, and liable to fluctuation

4. Fire Spread (BVPI 144)

- a. To achieve best performing FRS by end 2012/13.
- b. To confine fire spread to room of origin on 94% of occasions by end 2008/09

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06		published 07/08 BV Plan
Fire Spread %	see note 2	94.3	91.7	94.1	93.0	91.9	17th	95.0
fires confined	-	399	394	398	424	-	-	-
total fires	-	423	424	423	456	-	-	-

5. Malicious Calls not attended (BVPI 146i) and attended (BVPI 146ii)
 a. To be best performing FRS in 2008/09

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National		
						2005/06		published 07/08 BV Plan
Malicious calls NOT attended	0.04	0.05	0.05	0.09	0.09	-	-	0.06
calls	33	37	35	64	67	-	-	
Malicious calls attended	0.5	0.5	0.4	0.4	0.4	0.3		0.4
calls	367	342	330	319	274			

6. False Alarms (BVPI 149i)

- a. To achieve upper quartile nationally by end 2015/16. This is a real “stretch” target given the methods of responding to Automatic Fire Alarms (AFA) utilised by other FRS
- b. To reduce AFAs to 160/1000 non domestic premises by end 2008/09
- c.

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06		published 07/08 BV Plan
False alarms - AFAs	200.5	202.7	207.0	202.8	181.5	100.2	46th	200.0
alarms	4,312	4,403	4,597	4,502	4,030			

These are real “stretch” targets. If CFRS are to meet these targets, additional resources targeted at the worst offending premises will be required, or we need to alter our current approach to responding to AFAs.

7. AFA repeat offenders (BVPI 149ii)

It is proposed to target premises which continue to have repeat AFAs in excess of 12 per year. Proposal that this work would be more efficiently carried out within a central team due to the uneven distribution within the districts

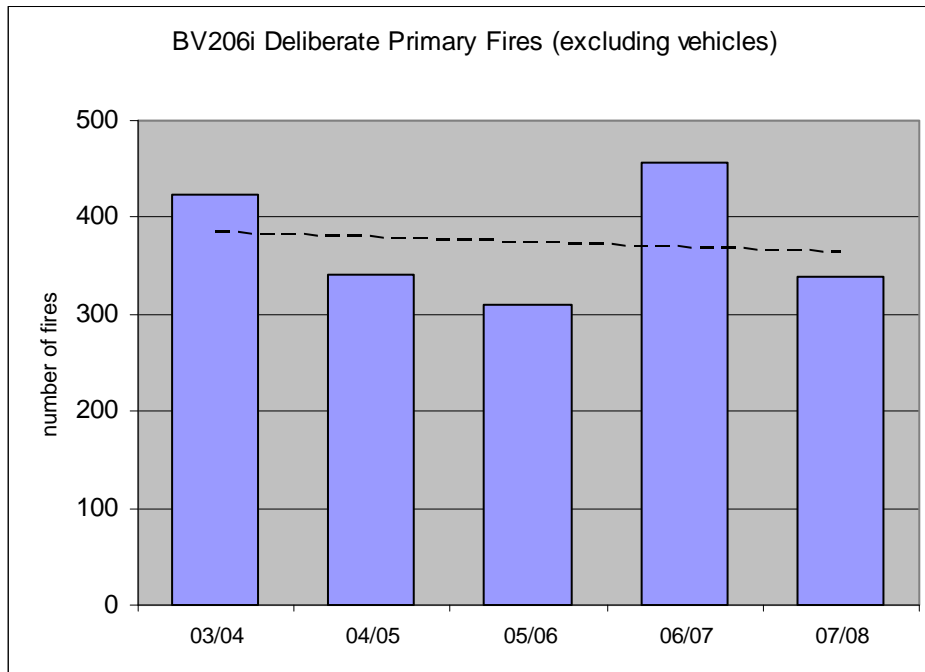
Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06		published 07/08 BV Plan
Number properties >1 attend.	-	-	603	640	669	-	-	500

8. Deliberate Primary Fires (BVPI 206i)

NB. Targets must be in line with total number of primary fires as there is an approximate 50:50 split.

- a. To achieve upper quartile position by end 2010/11. This equates to 252 fires or 3.4/10,000 population
- b. To reduce deliberate primary fires to 309 or 4.1/10,000 population. This is to match best performing year in last 5 years

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06	22nd	published 07/08 BV Plan
Deliberate Primary Fires	5.8	4.6	4.1	6.1	4.5	3.5		4.5
fires	424	340	309	457	339			

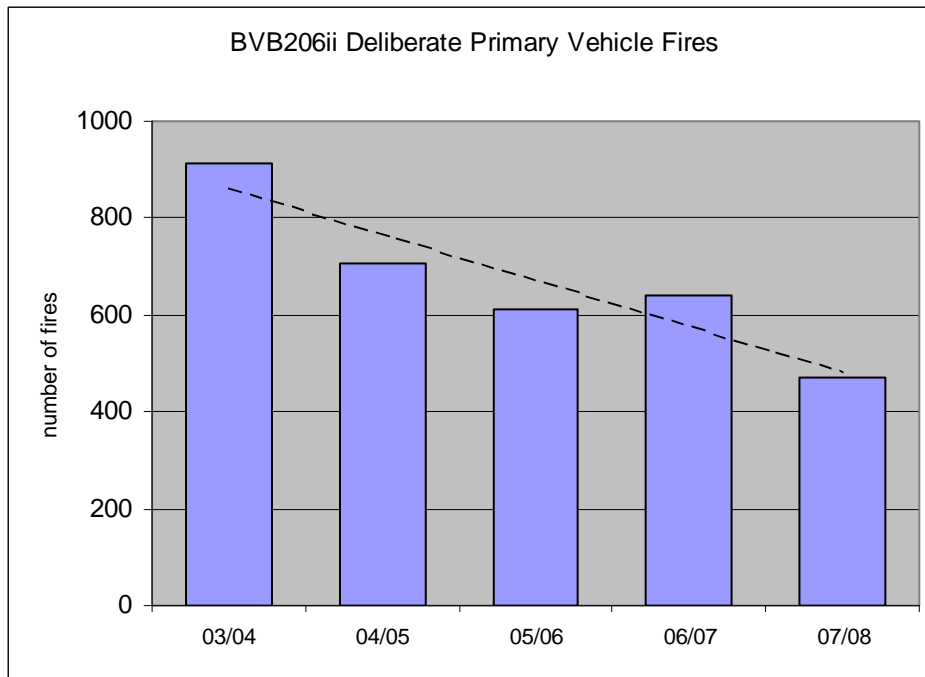


9. Deliberate Vehicle Fires (BVPI 206ii)

- a. To achieve upper quartile by end 2010/11. Equates to 306 fires or 4.1/10,000 population
- b. To reduce deliberate vehicle fires to 425 fires or 5.7/10,000 population by end 2008/09

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06		published 07/08 BV Plan
Deliberate Vehicle Fires	12.5	9.6	8.2	8.6	6.3	4.6	30th	6.8
fires	913	706	613	641	473			

Efforts to encourage early notification and removal of vehicles stolen/dumped have lead to large reductions in both this category and “deliberate derelict vehicle fires”.



10. Deliberate Secondary Fires (BVPI 206iii)

- a. To best performing FRS by end 2010/11.
- b. To achieve upper quartile by end 2008/09. This equates to 965 fires or 12.9/10,000 population

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06		published 07/08 BV Plan
Deliberate Secondary Fires	23.8	16.7	17.7	18.8	13.8	14	20th	16.9
fires	1,744	1,231	1,322	1,405	1,030			

11. Deliberate Derelict Vehicle Fires (BVPI 206iv)

- a. To achieve national upper quartile by end 2010/11. Equates to 30 fires or 0.4/10,000 population
- b. To achieve 37 fires or 0.5/10,000 population by end 2008/09.
NB this represents a 20% reduction on 2007/08

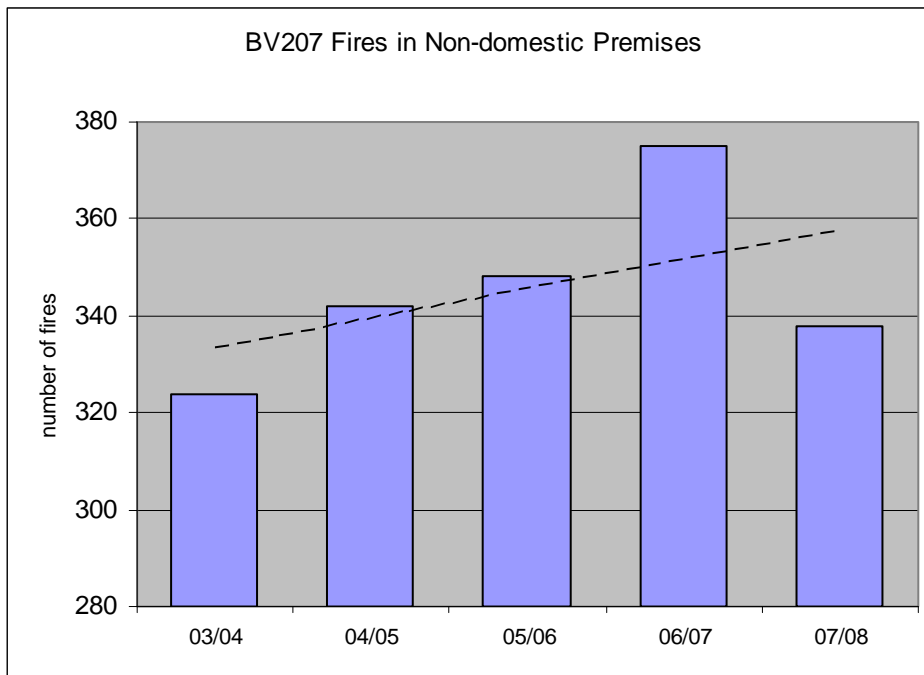
Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06		published 07/08 BV Plan
Deliberate Derelict Veh Fires	4.4	2.2	1.8	0.9	0.6	0.4		0.8
fires	319	163	137	67	46			

See note in deliberate vehicle fires above. CFRS have seen an annual reduction in this measure, to a position where the numbers are now relatively small (46 in 2007/08).

12. Non Domestic Fires (BVPI 207)

- a. To achieve upper quartile by end 2012/13. This equates to 244 fires or 11/1000 non domestic premises
- b. To contain number of fires at current level for 2008/09. This equates to 338 fires or 15.2/1000 premises
Divide recording into deliberate and accidental non domestic fires to provide evidence for future targeting

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06		published 07/08 BV Plan
Fires Non-domestic Premises	15.1	15.7	15.7	16.9	15.2	10.9	36th	13.5
fires	324	342	348	375	338			



Divide measure into deliberate and accidental non domestic fires to provide evidence for future targeting. CFRS are approaching 50% above the upper quartile target, and are currently making little impact on reducing these fires.

13. Public Escaping Unharmed (BVPI 208)

- a. To achieve upper quartile by end 2010/11. This is a target of 93.5%
- b. Achieve target of 91% by end 2008/09

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06		published 07/08 BV Plan
Escaping unharmed	93.4	93.4	93.0	91.9	90.8	95.2	17th	95.0
unharmed	1,207	1,071	1,031	905	883			
left	1,292	1,147	1,109	985	973			

This is a further measure where CFRS have experienced a reduction in performance. There is some anecdotal evidence to suggest that this may be result of mis-reporting. District Managers to emphasise the criteria for recording this indicator.

14. Smoke Alarms Activated (BVPI 209i)

- a. To achieve best performing FRS in 3 years.
- b. To achieve 54% by end 2008/09

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06		published 07/08 BV Plan
Smoke alarm activated	41.2	49.0	52.5	52.5	53.3	45.4	5th	55.0
dwelling fires	239	264	280	272	281			
total dwelling fires	580	539	533	518	527			

CFRS are well within the upper quartile for this measure. It needs to be read in conjunction with fires in premises where there is “no smoke alarm fitted”, where we also perform well within the upper quartile.

15. Smoke Alarms Not Activated (BVPI 209ii)

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06		published 07/08 BV Plan
Smoke alarm not activated	17.8	15.0	16.1	16.8	15.7	11	38th	16.0
dwelling fires	103	81	86	87	83			
total dwelling fires	580	539	533	518	527			

This will be reported by number of smoke alarms failing to activate due to defect or omission only. This is a measure which will assist in demonstrating the effectiveness of our smoke alarm campaigns to the public.

16. No Smoke Alarm Fitted (BVPI 209iii)

- a. To achieve best performing FRS in 3 years.
- b. Achieve 30% by 2008/09

Indicator	03/04	04/05	05/06	06/07	07/08	CLG National	CFRS Position	
						2005/06		published 07/08 BV Plan
No smoke alarm fitted	41.0	36.0	31.3	30.7	30.9	40.3	2nd	28.0
dwelling fires	238	194	167	159	163			
total dwelling fires	580	539	533	518	527			

Use of Resources

17. Sickness : Reduction of days lost to sickness
 - a. To achieve a target of 6.5 working days lost per W/T uniformed employee by 2010
 - b. To achieve a target of 8.2 working days lost per W/T uniformed employee, in line with other public sector employees, by 2008/09.

18. Retained Availability: Reduction in the number of retained pumps unavailable during the day (0830 – 1730hrs) and the duration of this non-availability.
 - a. To provide 24/7 retained cover with all pumps within 5 years.
 - b. To reduce average number of retained pumps off the run to 8 (currently 10) during 2008/09

19. Global cover for wholetime crewing.
 - a. Reduce use of pre-arranged overtime to cover crew shortages by 10% p.a. to reduce inefficient use of personnel.
 - b. Reduce use of pre-arranged overtime to cover training by 10% p.a.

20. Appraisals for all personnel.
 - a. 99% of personnel to receive appraisal during each year.

21. Incident Debriefing:
 - a. All incidents over 4 pumps to be subject to formal debrief.

22. Grievance and Discipline:
 - a. To record number of grievances submitted, and number upheld
 - b. To record number of discipline cases, and number found proven.