

# Devon & Somerset Fire & Rescue Authority

Performance Report  
April 2007 - March 2008

Corporate Plan 2007/08 to 2009/10

Acting to Protect and Save



# Devon & Somerset Fire & Rescue Authority

## Performance Report April 2007 - March 2008 Corporate Plan 2007/08 to 2009/10

This is a performance report for Devon and Somerset Fire and Rescue Service for 2007/08.

The report looks at performance against the Corporate Plan's Goals, Objectives, Activities and Targets for twelve months of 2007/08.

This report contains the following information:

A summary of performance against the activities and targets for each of the goals/objectives. The information for most activities comes directly from the Project Control Tool.

Further information is also provided on the performance against the targets which includes:

- the underpinning Best Value Performance Indicators,
- the long term trend and target
- Performance by Area, and
- Actual v. Previous Year

Wherever possible, performance is given a Red, Amber, or Green rating. Red illustrates that performance is moving in the wrong direction, Amber illustrates that performance is moving in the right direction but is not on target and Green illustrates performance which has achieved or exceeded the target.

Please note: At the time the data was compiled there were a total of 5 FDR1s outstanding (0.15%). Devon: North 0, South 0, East 3, West 2; Somerset: East 0, West 0. This therefore needs to be considered when looking at performance against targets. The timeliness of the completion of FDR1s has greatly improved, partly due to the rollout of our new Performance Information Management System (PIMS).

## Mission: Acting to protect and save

**Goal 1: To proactively reduce risk, to save life, protect property and the environment from fire and other emergencies**

**Objective 1 To reduce community risk by effective preventative and protective service delivery.**

Activities	Percentage Complete	Progress Status	Comments
1.1 Harmonise, develop and implement a comprehensive policy and evaluation of risk within the service	25%	Green	Summary and evaluation of current position, including risk management activities throughout DSFRS, is now complete. Draft policy has been transferred to new Service Policy Document format and is 75% complete. Draft document now not going to SMT until 2008/09.
1.2 Prioritise and carry out Home Fire Safety Checks where they will have the most impact on reducing deaths and injuries			This activity will be monitored through CFRMIS by the number of Home Fire Safety Checks completed against target from April. Training will be given to the Groups in April. The current recording of HFSCs has now been realigned to reflect the required fields in CFRMIS and once entering forms direct to CFRMIS is taken over by Group Admin the backlog will start to clear.
1.3 Review, develop and deliver youth strategies to maximise youth inclusion	77%	Green	Harmonisation of policies and documentation is ongoing. There is a dedicated team to clarify roles and scrutinise policies and work done to date. The draft strategy document is now complete. This project will continue for 2008/09 and is a Corporate Plan Priority.
1.4 Further develop arson reduction programmes including community action days, rubbish removal and car clearance in conjunction with partners	63%	Amber	Liaison with support departments is ongoing, links for internet access need to be finalised. Arson Service Policy Document is nearing completion, post consultation amendments are being carried out. A number of toolkits are under development including: Commercial and Domestic refuse, Arson in Schools, Arson Reporting, Police Info Form. Internet guidance is developing well, including toolkits. Working with Avon & Somerset Arson Task Force regarding strategy, Promulgation of range of programmes is underway but will need to dovetail with LAA outcomes. Discussions being held with ICT regarding formulation of Questionnaire Builder report. This project will continue for 2008/09 and is a Corporate Plan Priority.
1.5 Undertake a risk based fire safety enforcement programme			This activity is a Corporate Plan priority for 2008/09 and will be monitored by the number of inspections completed against agreed local targets. This will be collected, monitored and reported on in 2008/09.
1.6 Carry out Building Regulations consultations in accordance with procedural guidance			This activity will be monitored by the percentage of Building Regulation consultations completed within 21 working days. The target is 100%. This will be collected, monitored and reported on in 2008/09.
1.7 Carry out fire investigations to identify the cause of fires and feed into preventative and protection strategies	70%	Green	Fire Investigation (FI) Service Policy Document is nearing completion and will be issued for consultation once ready. Identification of FI team structure is well underway but requires outcome of Rank to Role. Staff movements to be monitored and shortfalls in FI cover identified. Mobilisation and weight of investigator attendance at FI incidents to be discussed at next FI team meeting. FI team attendance to be monitored. H&S issues at FI scenes to be discussed at FI team meeting, attendance at incidents to be monitored. Areas of inter-agency liaison are being identified. FI team to liaise with CFRMIS project team regarding electronic process for capture of FI data. Current training delivery is being reviewed and time constraints of staff delivering training are being determined. This project will continue for 2008/09 and is a Corporate Plan Priority.
1.8 Continue to develop a road traffic collision reduction programme in conjunction with other community safety partners	90%	Amber	Pilot programmes being conducted in Areas continue to be monitored. Identification of all relevant resources needed to deliver courses across both counties is progressing well. RTC training module for Firefighters is now complete. Agree the suite of FRS programmes with partners is 75% complete, recent pilots to be evaluated and a common template agreed with partners. Consultation on the suite of FRS programmes with RB's is now complete. Issue suite of agreed RTC programmes to Service Delivery staff is nearing completion, tool-kit to be issued with appropriate copyright guidance. This project will continue for 2008/09 and is a Corporate Plan Priority.

## Mission: Acting to protect and save

Goal 1: To proactively reduce risk, to save life, protect property and the environment from fire and other emergencies

Objective 1 To reduce community risk by effective preventative and protective service delivery.

Targets:	Polarity	Actual Apr-Mar 07/08	Previous Year Apr-Mar 06/07	Target 2007/08	2005/06 Top Quartile
<b>1.1 Reduce deaths in accidental dwelling fires by 20% averaged over the eleven years to 31 March 2010 compared to 5 years to</b>					
BVPI 143 (i) Number of deaths arising from accidental fires in dwellings per 100,000 population	↓	-23% to 0.24	0.31	0.37	0.25
<b>1.2 Reduce casualties at accidental dwelling fires by 5% each year up to 2009/10</b>					
BVPI 143 (ii) Number of injuries arising from accidental fires in dwellings per 100,000 population	↓	-23% to 8.35	10.83	10.29	4.74
<b>1.3 Reduce accidental dwelling fires by 5% each year up to 2009/10</b>					
BVPI 142 (iii) Number of accidental dwelling fires per 10,000 dwellings	↓	-10% to 15.3	17.0	16.2	13.9
<b>1.4 Reduce fires in non-domestic premises by 3% each year up to 2009/10</b>					
BVPI 207 Number of fires in non-domestic premises per 1,000 non domestic premises	↓	-22% to 11.2	14.4	14	10.9
<b>1.5 Reduce all deliberate fires by 4% each year up to 2009/10</b>					
BVPI 206 (i) Number of deliberate primary fires (excluding vehicle fires) per 10,000 population	↓	-11% to 3.4	3.8	-2.5% to 3.7	3.5
BVPI 206 (ii) Number of deliberate primary fires in vehicles per 10,000 population	↓	-21% to 3.4	4.3	-2% to 4.2	4.6
BVPI 206 (iii) Number of deliberate secondary fires (excluding vehicle fires) per 10,000 population	↓	-19% to 14.5	17.8	-5% to 16.9	14.0
BVPI 206 (iv) Number of deliberate secondary fires in vehicles per 10,000 population	↓	-54% to 0.18	0.39	-2% to 0.38	0.4

Other BVPIs:	Polarity	Actual Apr-Mar 07/08	Previous Year Apr-Mar 06/07	Target 2007/08	2005/06 Top Quartile
BVPI 144 Percentage of accidental dwelling fires confined to room of origin	↑	-1.6% to 88.4%	90.0%	91.0%	91.9%
BVPI 208 Percentage of people in accidental dwelling fires who escape unharmed without FRA assistance at the fire	↑	2.7% to 93.6%	90.9%	91.3%	95.2%
BVPI 209 (i) Percentage of fires attended in a dwelling where a smoke alarm activated	↑	-3.2% to 39.9%	43.1%	48.0%	45.4%
BVPI 209 (ii) Percentage of fires attended in a dwelling where a smoke alarm was fitted but did not activate	↓	1.4% to 12.4%	11.1%	10%	11%
BVPI 209 (iii) Percentage of fires attended in a dwelling where no smoke alarm was fitted	↓	1.8% to 47.7%	45.9%	42.0%	40.3%
BVPI 142 (ii) Number of Primary fires per 10,000 population	↓	-13% to 20.7	23.9	-3% to 23.2	21.4

## Mission: Acting to protect and save

Goal 1: To proactively reduce risk, to save life, protect property and the environment from fire and other emergencies

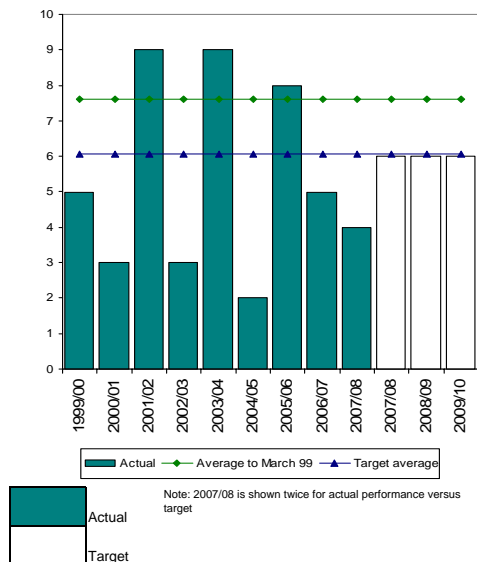
Objective 1 To reduce community risk by effective preventative and protective service delivery.

### Targets

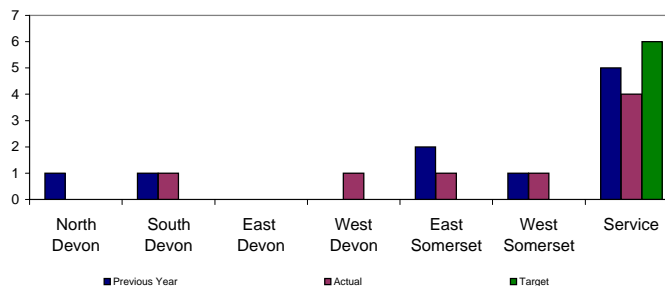
1.1 Reduce deaths in accidental dwelling fires by 20% averaged over the eleven years to 31 March 2010 compared to 5 years to March 1999.

BVPI 143 (i) Number of deaths arising from accidental fires in dwellings

#### Long Term Trend and Target



#### Area Performance Actual v. Previous Year (April - March)



	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target Rate							0.37
Yearly target - Numbers							6
Actual (Apr-Mar)	0.00	0.35	0.00	0.30	0.37	0.40	0.24
Previous Year (Apr-Mar)	0.64	0.35	0.00	0.00	0.75	0.40	0.31
Performance compared to previous year	-100%	0%	0%	100%	-51%	0%	-23%
Number of Deaths Apr-Mar 07/08	0	1	0	1	1	1	4
Number of Deaths Apr-Mar 06/07	1	1	0	0	2	1	5

The one female fatality in **South Devon** occurred following a fire in a ground floor flat that started in the kitchen.

The one male fatality in **East Somerset** was an elderly gentleman who died after a light fell onto his bedclothes.

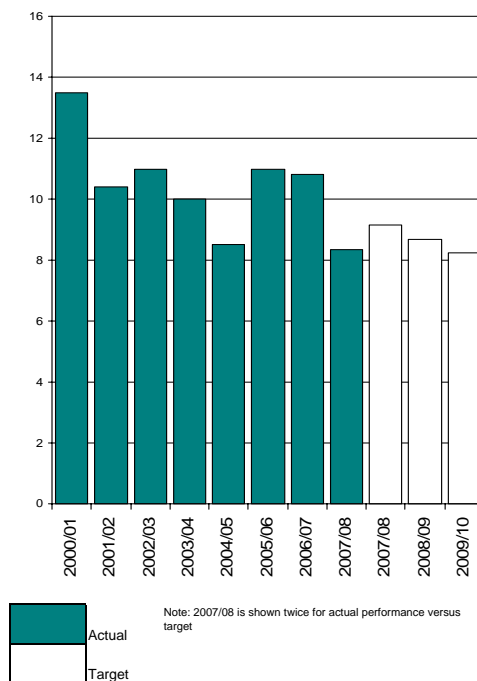
The one female fatality in **West Devon** was trapped by collapse of structure. Final outcome of cause of death will depend on Coroner's inquest but it is not believed to be the result of a preventable accidental dwelling fire.

The one fatality in **West Somerset** was a 51 year old male overcome by gas, smoke or toxic fumes.

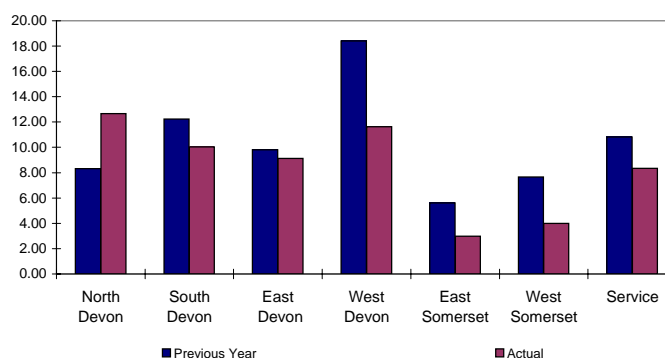
1.2 Reduce casualties at accidental dwelling fires by 5% each year up to 2009/10

BVPI 143 (ii) Number of injuries arising from accidental dwelling fires in dwelling fires per 100,000 population

#### Long Term Trend and Target



#### Area Performance Actual v. Previous Year (April - March)



	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target Rate	-5% to 7.90	-5% to 11.63	-5% to 9.33	-5% to 17.48	-5% to 5.34	-5% to 7.27	-5% to 10.29
Yearly target - Numbers	12	34	32	59	14	18	169
Actual (Apr-Mar)	12.66	10.03	9.12	11.63	2.98	4.00	8.35
Previous Year (Apr-Mar)	8.32	12.24	9.82	18.40	5.62	7.65	10.83
Performance compared to previous year	52%	-18%	-7%	-37%	-47%	-48%	-23%
Number of Injuries Apr-Mar 07/08	20	29	31	39	8	10	137
Number of Injuries Apr-Mar 06/07	13	35	33	61	15	19	176

## Mission: Acting to protect and save

Goal 1: To proactively reduce risk, to save life, protect property and the environment from fire and other emergencies

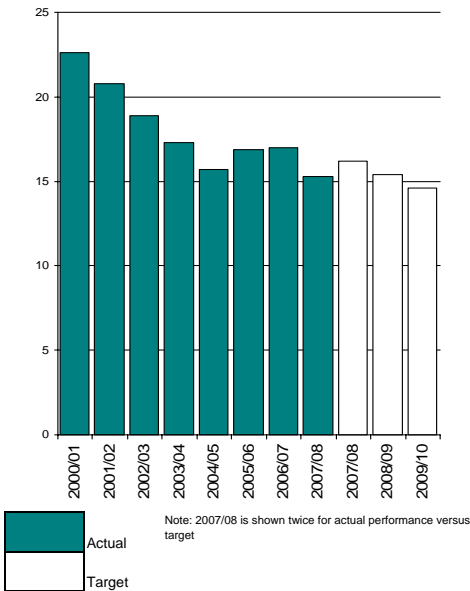
Objective 1 To reduce community risk by effective preventative and protective service delivery.

### Targets

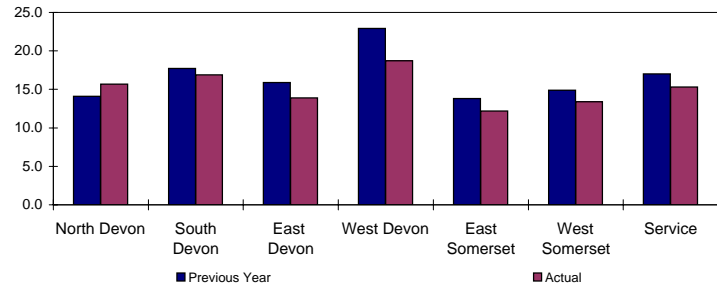
#### 1.3 Reduce accidental dwelling fires by 5% each year up to 2009/10

BVPI 142 (iii) Number of accidental dwelling fires per 10,000 dwellings

#### Long Term Trend and Target



#### Area Performance Actual v. Previous Year (April - March)

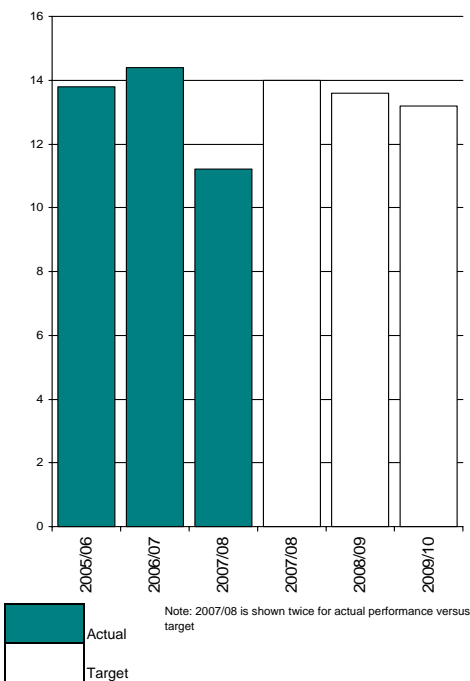


↓	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target Rate	-5% to 13.4	-5% to 16.8	-5% to 15.1	-5% to 21.8	-5% to 13.1	-5% to 14.2	-5% to 16.2
Yearly target - Numbers	91	217	222	317	148	154	1149
Actual (Apr-Mar)	15.7	16.9	13.9	18.7	12.2	13.4	15.3
Previous Year (Apr-Mar)	14.1	17.7	15.9	22.9	13.8	14.9	17.0
Performance compared to previous year	11%	-5%	-13%	-18%	-12%	-10%	-10%
Number of fires Apr-Mar 07/08	107	218	205	272	139	146	1087
Number of fires Apr-Mar 06/07	95	226	232	330	156	160	1199

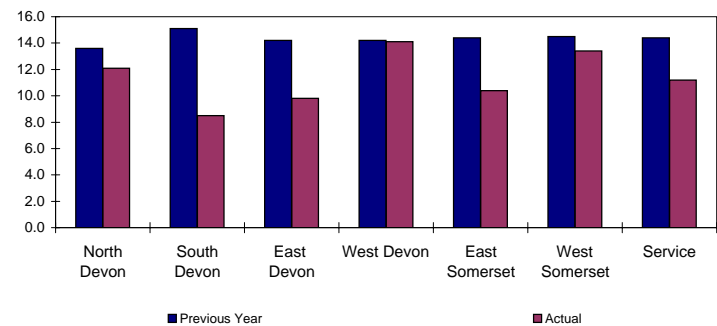
#### 1.4 Reduce fires in non-domestic premises by 3% each year up to 2009/10

BVPI 207 Number of fires in non-domestic premises per 1,000 non-domestic premises

#### Long Term Trend and Target



#### Area Performance Actual v. Previous Year (April - March)



↓	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target Rate	-3% to 13.2	-3% to 14.7	-3% to 13.8	-3% to 13.8	-3% to 14.0	-3% to 14.1	-3% to 14.0
Yearly target - Numbers	90	158	197	140	129	128	842
Actual (Apr-Mar)	12.1	8.5	9.8	14.1	10.4	13.4	11.2
Previous Year (Apr-Mar)	13.6	15.1	14.2	14.2	14.4	14.5	14.4
Performance compared to previous year	-11%	-44%	-31%	-1%	-28%	-8%	-22%
Number of fires Apr-Mar 07/08	82	91	141	143	96	121	675
Number of fires Apr-Mar 06/07	91	160	200	142	131	131	855

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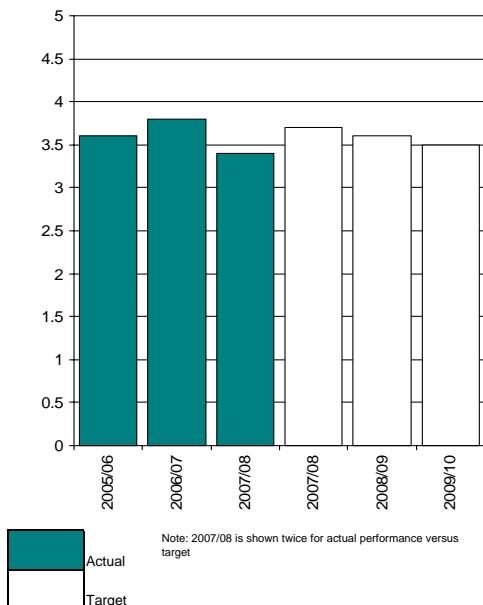
Objective 1 To reduce community risk by effective preventative and protective service delivery.

### Targets

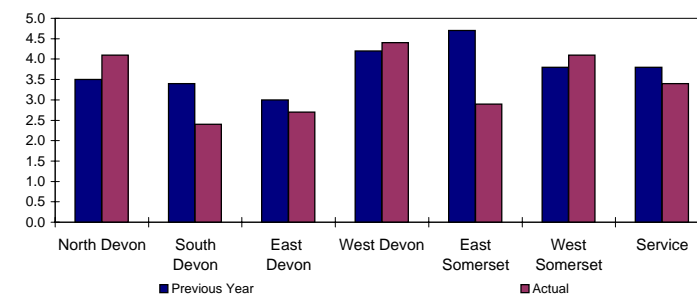
1.5 Reduce all deliberate fires by 4% each year up to 2009/10

BVPI 206 (i) Number of deliberate primary fires (excluding vehicle fires) per 10,000 population

#### Long Term Trend and Target



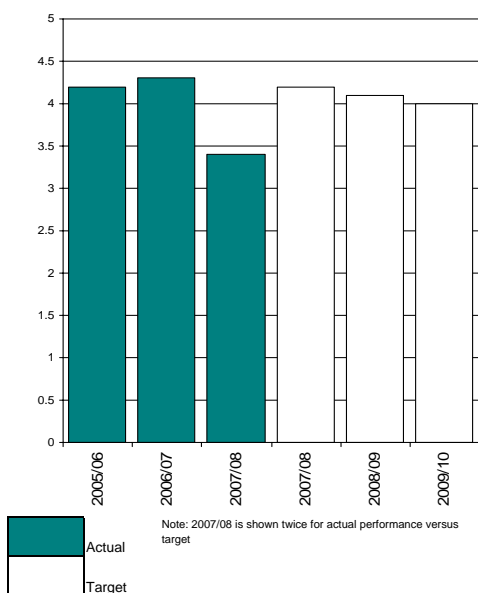
#### Area Performance Actual v. Previous Year (April - March)



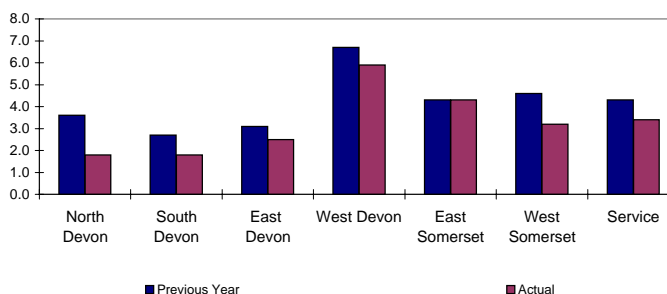
↓	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target Rate	-2.5% to 3.4	-2.5% to 3.3	-2.5% to 2.9	-2.5% to 4.1	-2.5% to 4.7	-2.5% to 3.7	-2.5% to 3.7
Yearly target - Numbers	54	95	99	137	126	92	603
Actual (Apr-Mar)	4.1	2.4	2.7	4.4	2.9	4.1	3.4
Previous Year (Apr-Mar)	3.5	3.4	3.0	4.2	4.7	3.8	3.8
Performance compared to previous year	17%	-29%	-10%	5%	-38%	8%	-11%
Number of fires Apr-Mar 07/08	64	70	92	148	78	102	554
Number of fires Apr-Mar 06/07	54	96	102	140	125	95	612

BVPI 206 (ii) Number of deliberate primary fires in vehicles per 10,000 population

#### Long Term Trend and Target



#### Area Performance Actual v. Previous Year (April - March)



↓	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target Rate	-2% to 3.5	-2% to 2.6	-2% to 3.0	-2% to 6.6	-2% to 4.2	-2% to 4.5	-2% to 4.2
Yearly target - Numbers	55	75	102	221	113	112	678
Actual (Apr-Mar)	1.8	1.8	2.5	5.9	4.3	3.2	3.4
Previous Year (Apr-Mar)	3.6	2.7	3.1	6.7	4.3	4.6	4.3
Performance compared to previous year	-50%	-33%	-19%	-12%	0%	-30%	-21%
Number of fires Apr-Mar 07/08	28	52	84	197	115	79	555
Number of fires Apr-Mar 06/07	57	76	104	223	116	115	691

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Goal 1: To proactively reduce risk, to save life, protect property and the environment from fire and other emergencies

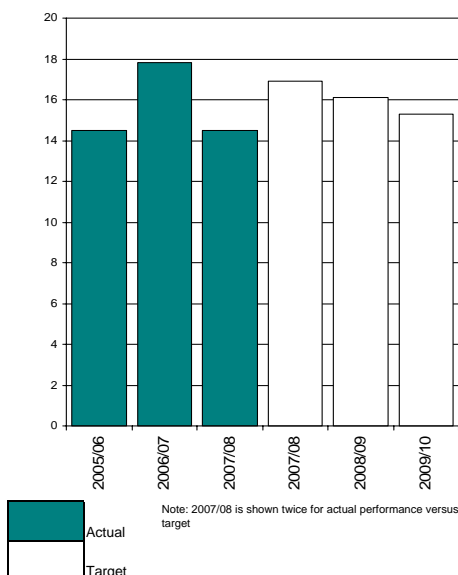
Objective 1 To reduce community risk by effective preventative and protective service delivery.

### Targets

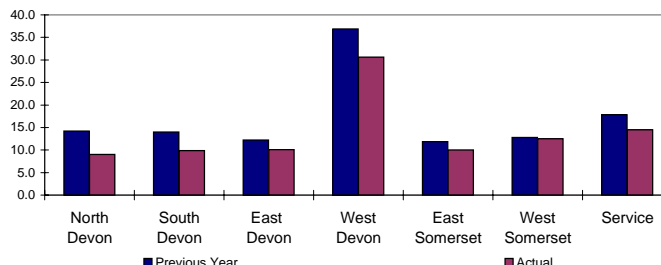
1.5 Reduce all deliberate fires by 4% each year up to 2009/10

BVPI 206 (iii) Number of deliberate secondary fires (excluding vehicles) per 10,000 population

#### Long Term Trend and Target



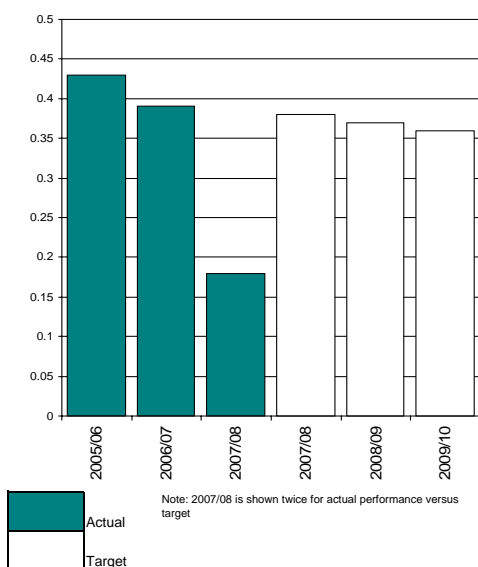
#### Area Performance Actual v. Previous Year (April - March)



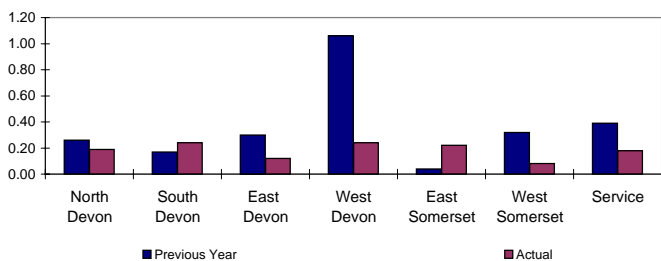
↓	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target Rate	-5% to 13.5	-5% to 13.3	-5% to 11.6	-5% to 35.1	-5% to 11.3	-5% to 12.2	-5% to 16.9
Yearly target - Numbers	213	385	394	1175	304	304	2775
Actual (Apr-Mar)	9.0	9.9	10.1	30.6	10.0	12.5	14.5
Previous Year (Apr-Mar)	14.2	14.0	12.2	36.9	11.9	12.8	17.8
Performance compared to previous year	-37%	-29%	-17%	-17%	-16%	-2%	-19%
Number of fires Apr-Mar 07/08	142	287	343	1025	270	312	2379
Number of fires Apr-Mar 06/07	222	400	411	1224	318	318	2893

BVPI 206 (iv) Number of deliberate secondary fires in vehicles per 10,000 population

#### Long Term Trend and Target



#### Area Performance Actual v. Previous Year (April - March)



↓	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target Rate	-2% to 0.25	-2% to 0.17	-2% to 0.29	-2% to 1.04	-2% to 0.04	-2% to 0.31	-2% to 0.38
Yearly target - Numbers	4	5	10	35	1	8	63
Actual (Apr-Mar)	0.19	0.24	0.12	0.24	0.22	0.08	0.18
Previous Year (Apr-Mar)	0.26	0.17	0.30	1.06	0.04	0.32	0.39
Performance compared to previous year	-27%	41%	-60%	-77%	450%	-75%	-54%
Number of fires Apr-Mar 07/08	3	7	4	8	6	2	30
Number of fires Apr-Mar 06/07	4	5	10	35	1	8	63

## Mission: Acting to protect and save

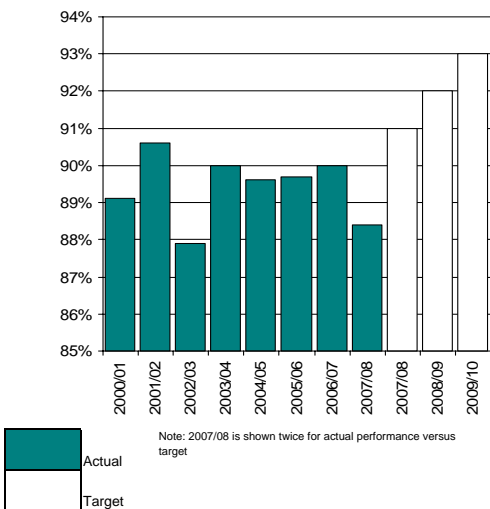
Goal 1: To proactively reduce risk, to save life, protect property and the environment from fire and other emergencies

Objective 1 To reduce community risk by effective preventative and protective service delivery.

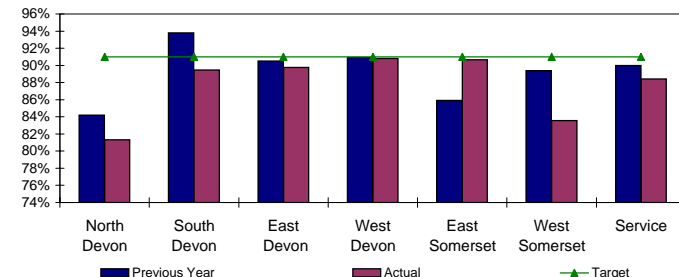
Other BVPIs:

### BVPI 144 Percentage of accidental dwelling fires confined to room of origin

#### Long Term Trend and Target



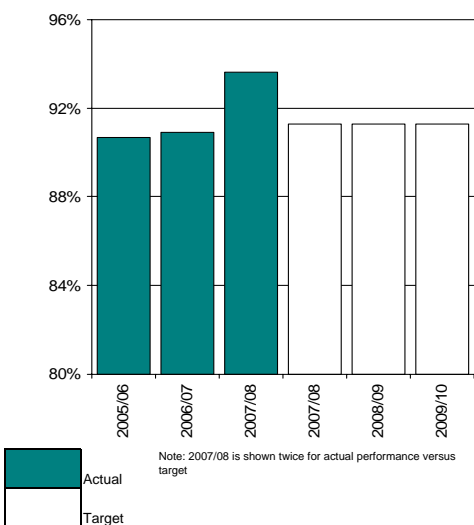
#### Area Performance Actual v. Previous Year (April - March)



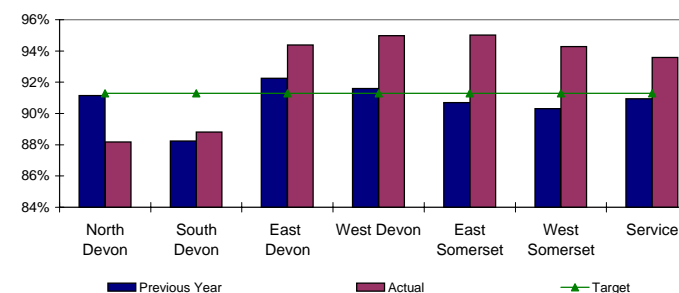
↑	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target	91%	91%	91%	91%	91%	91%	91%
Actual (Apr-Mar)	89.5%	89.8%	89.8%	90.8%	90.7%	83.6%	88.4%
Previous Year (Apr-Mar)	84.2%	93.8%	90.5%	90.9%	85.9%	89.4%	90.0%
Performance compared to target	-9.7%	-1.6%	-1.2%	-0.2%	-0.4%	-7.4%	-2.6%
Performance compared to previous year	-2.9%	-4.4%	-0.8%	0.0%	4.8%	-5.8%	-1.6%

### BVPI 208 Percentage of people in accidental dwelling fires who escape unharmed without FRA assistance at the fire

#### Long Term Trend and Target



#### Area Performance Actual v. Previous Year (April - March)



↑	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target	91.3%	91.3%	91.3%	91.3%	91.3%	91.3%	91.3%
Actual (Apr-Mar)	88.2%	88.8%	94.4%	95.0%	95.0%	94.3%	93.6%
Previous Year (Apr-Mar)	91.2%	88.2%	92.3%	91.6%	90.7%	90.3%	90.9%
Performance compared to target	-3.1%	-2.5%	3.1%	3.7%	3.7%	3.0%	2.3%
Performance compared to previous year	-3.0%	0.6%	2.1%	3.4%	4.3%	4.0%	2.6%

## Mission: Acting to protect and save

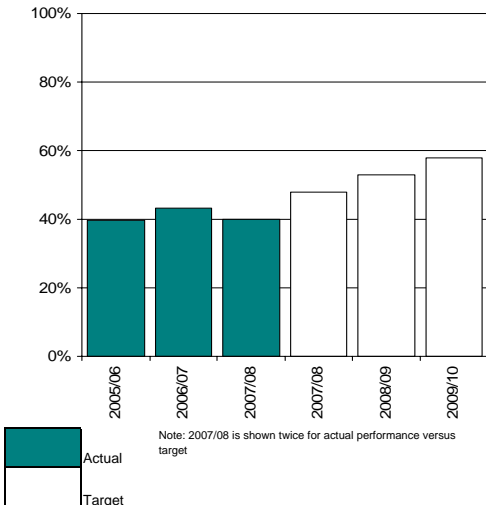
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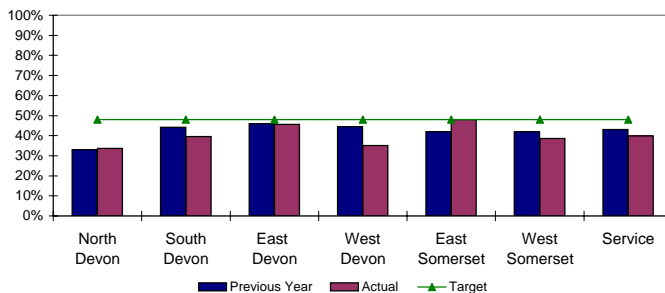
Other BVPIs:

### BVPI 209 (i) Percentage of fires attended in a dwelling where a smoke alarm activated

Long Term Trend and Target



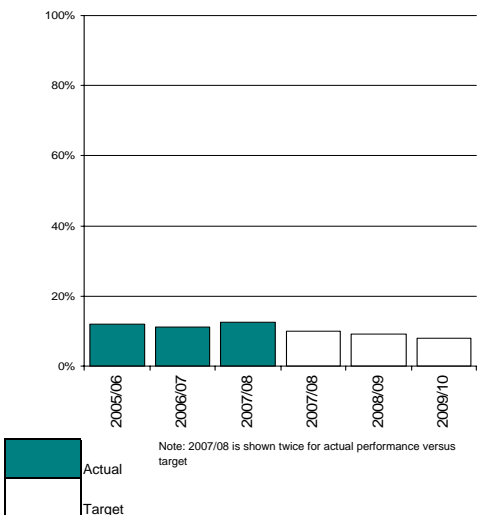
Area Performance Actual v. Previous Year (April - March)



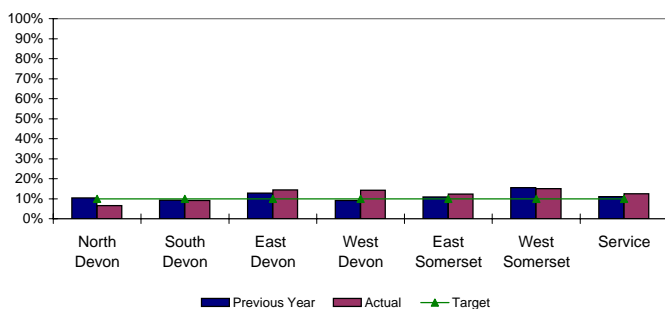
	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target	48%	48%	48%	48%	48%	48%	48%
Actual	33.6%	39.6%	45.6%	35.1%	48.1%	38.6%	39.9%
Previous Year	33.0%	44.1%	45.9%	44.5%	42.0%	41.9%	43.1%
Performance compared to target	-14.4%	-8.4%	-2.4%	-12.9%	0.1%	-9.5%	-8.1%
Performance compared to previous year	0.6%	-4.6%	-0.3%	-9.4%	6.1%	-3.4%	-3.2%

### BVPI 209 (ii) Percentage of fires attended in a dwelling where a smoke alarm was fitted but did not activate

Long Term Trend and Target



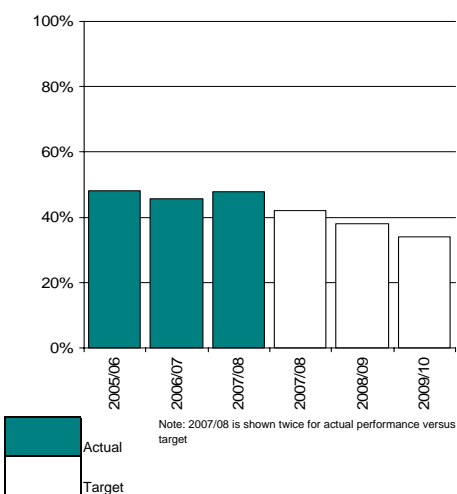
Area Performance Actual v. Previous Year (April - March)



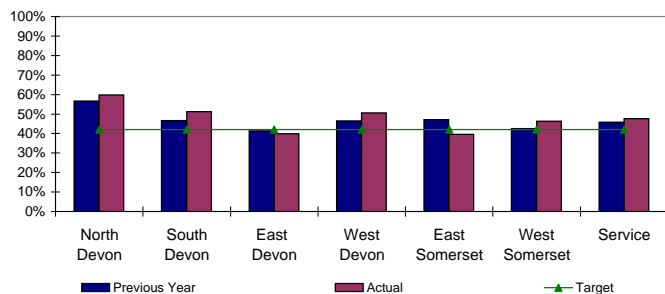
	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target	10%	10%	10%	10%	10%	10%	10%
Actual	6.6%	9.2%	14.5%	14.2%	12.3%	15.1%	12.4%
Previous Year	10.4%	9.3%	12.8%	9.1%	10.9%	15.6%	11.1%
Performance compared to target	-3.4%	-0.8%	4.5%	4.2%	2.3%	5.1%	2.4%
Performance compared to previous year	-3.8%	-0.1%	1.7%	5.2%	1.4%	-0.5%	1.4%

### BVPI 209 (iii) Percentage of fires attended in a dwelling where no smoke alarm was fitted

Long Term Trend and Target



Area Performance Actual v. Previous Year (April - March)



	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target	42%	42%	42%	42%	42%	42%	42%
Actual	59.8%	51.3%	39.9%	50.6%	39.6%	46.4%	47.7%
Previous Year	56.6%	46.6%	41.3%	46.4%	47.1%	42.5%	45.9%
Performance compared to target	17.8%	9.3%	-2.1%	8.6%	-2.4%	4.4%	5.7%
Performance compared to previous year	3.2%	4.7%	-1.4%	4.2%	-7.5%	3.9%	1.8%

## Mission: Acting to protect and save

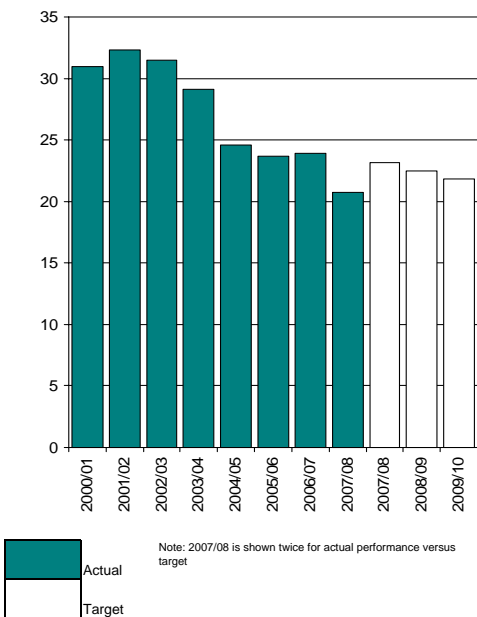
Goal 1: To proactively reduce risk, to save life, protect property and the environment from fire and other emergencies

**Objective 1 To reduce community risk by effective preventative and protective service delivery.**

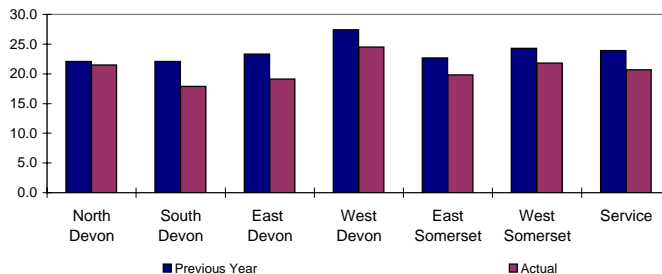
Other BVPIs:

### BVPI 142 (ii) Number of primary fires per 10,000 population

#### Long Term Trend and Target



#### Area Performance Actual v. Previous Year (April - March)



↓	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target Rate	-3% to 21.4	-3% to 21.4	-3% to 22.6	-3% to 26.6	-3% to 22.0	-3% to 23.6	-3% to 23.2
Yearly target - Numbers	338	619	768	892	591	590	3798
Actual (Apr-Mar)	21.5	17.9	19.1	24.5	19.8	21.8	20.7
Previous Year (Apr-Mar)	22.1	22.1	23.3	27.4	22.7	24.3	23.9
Performance compared to previous year	-3%	-19%	-18%	-11%	-13%	-10%	-13%
Number of fires Apr-Mar 07/08	339	517	649	822	533	544	3404
Number of fires Apr-Mar 06/07	345	633	783	910	605	603	3879

## Mission: Acting to protect and save

**Goal 1: To proactively reduce risk, to save life, protect property and the environment from fire and other emergencies**

**Objective 2 Develop our emergency response service in order to meet local community needs and to safeguard the environment and heritage.**

Activities:	Percentage Complete	Progress Status	Comments
2.1 Harmonise our response to premises with automatic fire alarm systems and work with premises to reduce the number of unwanted calls	99%	Green	Policy has been introduced in Control Rooms and Group Delivery teams. Service Policy Document has been prepared for internal consultation.
2.2 Review and harmonise response standards over the next 3 years to the following types of incidents: Year 1: House fires, road traffic collisions, other property fires, co-responder incidents, extrications and rescues Year 2: other fires (e.g. moorland, small fires, chimney fires) Year 3: all other incidents	96%	Green	Strand 1 of Project is nearing completion. Awaiting final acceptance. Strand 2 is also close to completion. Trial documents are with ICT for production, control agreed. This project will continue for 2008/09 and is a Corporate Plan Priority.
2.3 Review the distribution and location of all our operational resources - fire stations, vehicles, equipment and staff: Year 1: evaluate and start implementation of any recommended changes	22%	Green	Establish Community Risk register against each station with DSFRS is now complete. Complete review of resource disposition against new Emergency Response Standards (ERS) is underway. This project will continue for 2008/09 and is a Corporate Plan Priority.
2.4 Commence modernisation and deployment of the aerial appliance provision across the organisation	70%	Green	In response to the Fire Authority decision, a policy for mixed crewing arrangements between aerials and other appliances is nearly complete. Once agreed watches will be balanced to reflect the reduction in establishment. This project has rolled over into 2008/09 due to Fire Authority decision and should be completed by the end of the summer period.
2.5 Support and work with the Government to deliver a South West Regional Control Centre by 2009	14%	Green	Checkpoint 1 has been signed off and complete. Work on Checkpoint 2 is ongoing. Progress being made on developing the DSFRS transition plan. Meeting in London on 04/03/2008 to update national generic RCC plan with CLG. This project will continue for 2008/09 and is a Corporate Plan Priority.
2.6 Support and work with the Government to implement Firelink – a new national radio system – by 2008	21%	Amber	Completion of Phase A has slipped nationally to mid 2008. Vehicle programme to be revised to facilitate new dates. Phase B now to be completed end 2008. Initial preparatory work being carried out. This project will continue for 2008/09 and is a Corporate Plan Priority.
2.7 Continue working in our Moorland partnerships	76%	Amber	Review of FRS moorland arrangements is ongoing however this milestone has slipped as predicted. Training event for Commoners Fire Party was held on 10/01/2008. A review of Service Ops Procedure has now commenced. Research on alternative moorland arrangements is 50% complete. This milestone requires the involvement of other departments and outside agencies, partners and services. The research is unable to be completed within the designated timescale. Production of Memorandum of Understanding is 80% complete, a meeting has been held with one helicopter provider. Final draft for Dartmoor fire plan to be agreed. Policy Document approvals will be subject to Capital programme, 75% complete. Consultation with RB's is 60% complete. Publication of Dartmoor Forest Fire Plan published and distributed to relevant stations.
2.8 Harmonise and develop Civil Contingency arrangements for service resilience such as New Dimension assets and Urban Search and Rescue team.	63%	Green	Permanent team has been recruited, support team nearing completion. Team proficiency to be assessed following completion of FSC training. Station 60 continues to be developed, site to evolve to facilitate additional assets and skills - Vari handler, Water Safety/Rescue. USAR Search dog provision: awaiting National Course provision - dog Handler to be recruited from existing team. Development of interagency New Dimension Awareness training is continuing. Development of Civil Contingencies Support Officers Role is underway. Prototype Enhanced Command Support Vehicle viewed at FSC. Trainer appointed and commenced initial training course FSC. Development of HVP teams -Water Sector Team - support station teams is 50% complete, technical support pack to be developed for both HVP teams. Harmonisation of all ND assets and protocols is nearly complete. IRU Training and Exercise programme is continuing in order to refine and enhance Mass Decontamination capability.  Awaiting outcome of national capability project for long term capability management, preparing to confirm National Asset Inventory sheets.

Targets:	Polarity	Actual Apr-Mar 07/08	Previous Year Apr-Mar 06/07	Target 2007/08	2005/06 Top Quartile
<b>2.1 Reduce unwanted calls from automatic fire alarm systems by 3% in 2007/08, 5% in 2008/09 and 7% in 2009/10</b>					
BVPI 149 (i) False alarms caused by automatic fire detection equipment per 1,000 non domestic properties	↓	-12% to 78.9	89.5	86.8	100.2
<b>2.2 Reduce malicious false alarms by 1% each year up to 2009/10</b>					
BVPI 146 (i) Number of calls to malicious false alarms not attended per 1,000 population	↓	-8.6% to 0.32	0.35	0.34	0.20
BVPI 146 (ii) Number of calls to malicious false alarms attended per 1,000 population	↓	-19% to 0.21	0.26	0.26	0.35
<b>Other BVPIs:</b>					
BVPI 149 (ii) Number of those properties with more than one attendance in the financial year	↓	-12.2% to 684	779	779	n/a
BVPI 149 (iii) Percentage of calls to a property with more than one attendance in the financial year	↓	-5.7 to 54.0%	59.6%	59.6%	n/a

## Mission: Acting to protect and save

Goal 1: To proactively reduce risk, to save life, protect property and the environment from fire and other emergencies

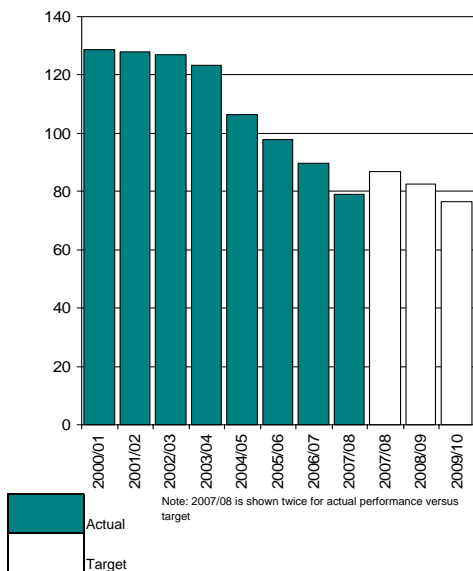
Objective 2 Develop our emergency response service in order to meet local community needs and to safeguard the environment and heritage.

### Targets

2.1 Reduce unwanted calls from automatic fire alarm systems by 3% in 2007/08, 5% in 2008/09 and 7% in 2009/10

BVPI 149 (i) False alarms caused by automatic fire detection equipment per 1,000 non-domestic properties

#### Long Term Trend and Target



#### Area Performance Actual v. Previous Year (April - March)



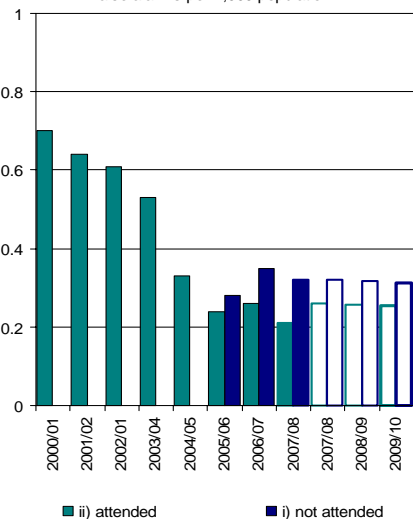
↓	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target Rate	-3% to 55.6	-3% to 89.7	-3% to 106.8	-3% to 132.2	-3% to 49.5	-3% to 63.0	-3% to 86.8
Yearly target - Numbers	378	965	1530	1341	456	574	5246
Actual (Apr-Mar)	58.4	78.1	86.3	117.8	56.2	63.0	78.9
Previous Year (Apr-Mar)	57.3	92.5	110.1	136.3	51.0	64.9	89.5
Performance compared to previous year	2%	-16%	-22%	-14%	10%	-3%	-12%
Number of AFAs Apr-Mar 07/08	397	840	1236	1195	517	574	4759
Number of AFAs Apr-Mar 06/07	384	980	1554	1362	465	586	5331

2.2 Reduce malicious false alarms by 1% each year up to 2009/10

BVPI 146 (i) & (ii) Number of calls to malicious false alarms per 1,000 population

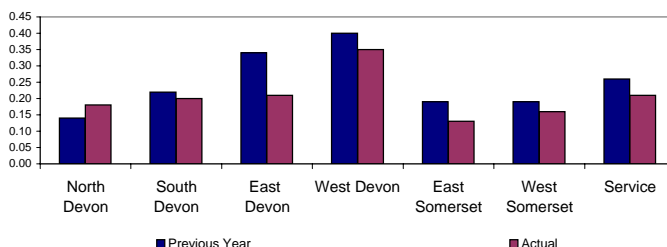
#### Long Term Trend and Target

BVPI 146 (i) & (ii) Number of calls to malicious false alarms per 1,000 population



#### Area Performance Actual v. Previous Year (April - March)

BVPI 146 (ii) Number of calls to malicious false alarms per 1,000 population - Attended



↓	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target Rate							-1% to 0.26
Yearly target - Numbers							424
Actual (Apr-Mar)	0.18	0.20	0.21	0.35	0.13	0.16	0.21
Previous Year (Apr-Mar)	0.14	0.22	0.34	0.40	0.19	0.19	0.26
Performance compared to previous year	29%	-9%	-38%	-13%	-32%	-16%	-19%
Number of calls to MFA Apr-Mar 07/08	28	57	71	119	35	40	350
Number of calls to MFA Apr-Mar 06/07	22	63	115	131	50	46	427

BVPI 146 (i) Number of calls to malicious false alarms not attended per 1,000 population is only measured at a service level.

↓	Service target	Rate target	Actual	Previous Year	Performance compared to previous year	Yearly target - Numbers	Number of calls to MFA Apr-Mar 07/08	Number of calls to MFA Apr-Mar 06/07
	-1% to	0.34	0.32	0.35	-8.6%	563	529	569

## Mission: Acting to protect and save

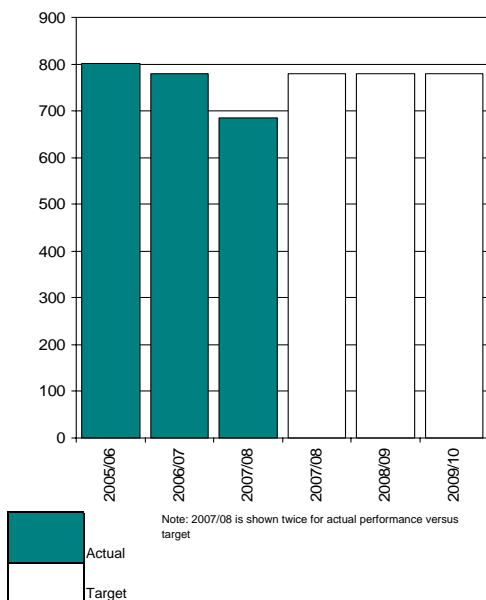
Goal 1: To proactively reduce risk, to save life, protect property and the environment from fire and other emergencies

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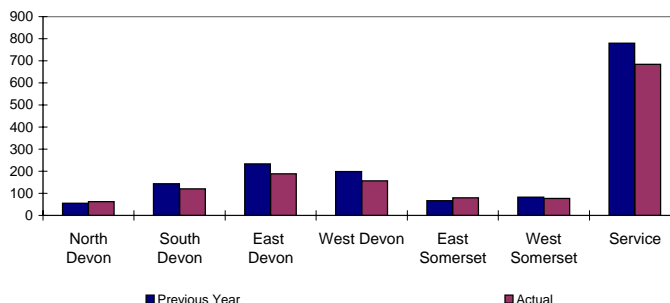
### Other BVPIs:

#### BVPI 149 (ii) Number of properties with more than one attendance to a false alarm

##### Long Term Trend and Target



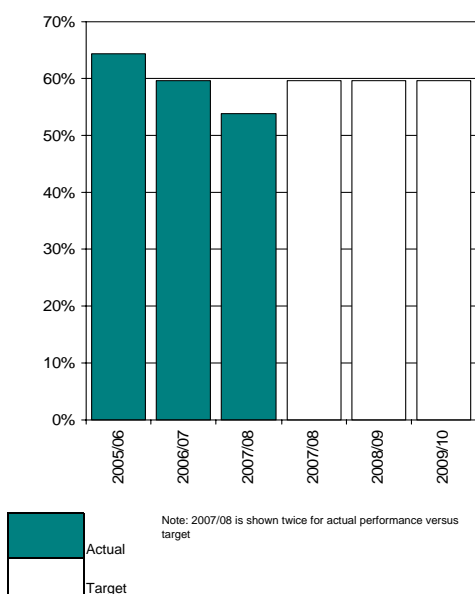
##### Area Performance Actual v. Previous Year (April - March)



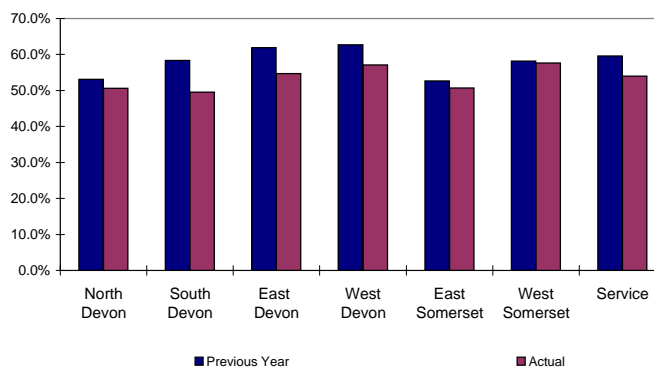
↓	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target	Maintain at 55	Maintain at 144	Maintain at 233	Maintain at 198	Maintain at 67	Maintain at 82	Maintain at 779
Actual (Apr-Mar)	63	120	188	157	79	77	684
Previous Year (Apr-Mar)	55	144	233	198	67	82	779
Performance compared to previous year	14.5%	-16.7%	-19.3%	-20.7%	17.9%	-6.1%	-12.2%

#### BVPI 149 (iii) Percentage of calls to properties with more than one attendance to a false alarm

##### Long Term Trend and Target



##### Area Performance Actual v. Previous Year (April - March)



↓	North Devon	South Devon	East Devon	West Devon	East Somerset	West Somerset	Service
Target	53.1%	58.4%	61.9%	62.7%	52.7%	58.2%	59.6%
Actual	50.6%	49.5%	54.7%	57.1%	50.7%	57.7%	54.0%
Previous Year	53.1%	58.4%	61.9%	62.7%	52.7%	58.2%	59.6%
Performance compared to previous year	-2.5%	-8.9%	-7.2%	-5.6%	-2.0%	-0.5%	-5.7%

## Mission: Acting to protect and save

### Goal 2: To be an employer of choice which reflects the community we serve

#### Objective 3 Create a modern working environment which is fair, safe, equitable and embraces diversity.

Activities:	Percentage Complete	Progress Status	Comments
3.1 Promote the adoption by all staff of the Service's Core Values	25%	Amber	A key factor for this project is the effective dissemination of the Service Core Values to every member of the organisation – and not just posters on walls but a way to ensure that everyone knows the values and understands what they mean for them and for DSFRS. This week DSFRS have purchased an e-learning package for basic foundation training in the fundamentals of Equality & Diversity. All members of staff will HAVE to do this training. Part of that training package will have a specific section on the Service Core Values. Roll out of this package to all staff members will be over 2008. This project will continue for 2008/09 and is a Corporate Plan Priority.
3.2 Ensure all new plans and policies have an equality impact assessment	100%	Green	All plans and policies that are undergoing harmonisation are now equality impact assessed. It is an integral part of the policy development process. It had originally been planned to have an external training provider to deliver awareness training on Equality Impact Assessments to all those involved in policy development work. However, it has been found to be more practical, cost effective and effective for the Equality & Diversity Advisor or Co-ordinator, to spend an hour-long targeted and customised session with each policy author and as they need it. Thus Equality Impact Assessments are now naturally incorporated into the policy review cycle.
3.3 Harmonise and develop an equalities strategy allied to the regional and national equality strategies	35%	Amber	The draft national equality & diversity strategy has just completed its consultation process. A collective regional response has been submitted. Similarly members of the HRMD committee and members of the EMB have been updated on this work. The strategy for DSFRS can now be drafted alongside this work.
3.4 Introduce a non-uniformed job evaluation scheme	48%	Green	Project plan is now in place. EMB/SMT and Unison have been briefed by South West Provincial Employers. Staff briefings are complete as is training of panel members and HR. Production of implementation agreement now complete, verbally agreed - awaiting a signed copy. JE panel meetings are continuing, 2 Mgt reps, 2 UNISON reps, 1 Technical Expert from SWPE will be in attendance.
3.5 Robustly investigate work place accidents to inform future preventative strategies	52%	Amber	Appropriate competency levels of accident investigators discussed with Health and Safety Team and arranged for an external course provider to carry out an L2. Harmonisation of standards must be ensured. Review protocol for cross Service investigations. Provision of accident reporting training to areas is to be monitored at monthly Health and Safety meetings. Harmonisation of recording of sickness days lost due injury to be discussed with HR team. Review and identification of storage requirements for Health and Safety information to be discussed at monthly Health and Safety meetings. Research, develop, maintain and review Health and Safety policies and processes in order to maintain conformity with health and safety statutes 40% complete, progress to be monitored at monthly meetings.
3.6 Develop and deliver a Property Asset Management Plan	20%	Amber	Further meeting held with Miquet in conjunction with Cleveland and Cheshire FS's, now awaiting Miquet's interpretation of our spec. Data entry - stage 1 basic: Data for entry being prepared - 80% of station plans now on CAD, centralised collection of utility usage in place. Data entry stage 2 - schedules of condition: 57% of Schedules of Condition of stations now undertaken and ready for entry.

Targets:	Polarity	Actual Apr-Mar 07/08	Previous Year Apr-Mar 06/07	Target 2007/08	2005/06 Top Quartile
<b>3.1 Maintain Level 2 of the Equality Standard for Local Government in 2007/08 and achieve Level 3 in 2008/09 and 2009/10.</b>					
BVPI 2 (i) The level of the Equality standard for Local Government to which the authority conforms	↑	2	2	2	2
<b>3.2 Reduce the number of working days lost due to work related injuries and ill health</b>					
Local PI Number of working days lost due to work related injuries and ill health	↓	-28% to 2929	4048	TBA	n/a

Other BVPIs:	Polarity	Actual	Previous Year	Target	2005/06
BVPI 2 (ii) The duty to promote race equality	↑	80%	80%	85%	89%

## Mission: Acting to protect and save

### Goal 2: To be an employer of choice which reflects the community we serve

#### Objective 4 Recruit and retain a workforce which reflects the communities that we serve.

Activities:	Percentage Complete	Progress Status	Comments
4.1 Develop and maintain processes for the proactive recruitment and selection of minority and under representative groups	44%	Green	Progress on this project will be embedded within the regional work of positive action on recruitment. In addition to this, as part of the review on retained fire-fighters, we are gathering information to help understand why people join and/or leave the service so as to inform future recruitment and retention of this essential group of staff. Meetings are ongoing with other departments and areas. Literature to be completed mid February. In 2008/09 we will be developing a Positive Action Strategy for the recruitment of staff.
4.2 Utilise national selection tests for the recruitment of firefighters as appropriate			

Targets:	Polarity	Actual as at 31st Mar 08	Previous Year Actual 2006/07	Target 2007/08	2005/06 Top Quartile
<b>4.1 Increase the number of women firefighters to 80 in 2007/08, 100 in 2008/09 and 120 in 2009/10.</b>					
BVPI 210 Percentage of women firefighters	↑	4.04% (78)	3.88% (76)	4.1% (80)	3.21%
<b>4.2 Increase the % ethnic minority staff employed to 0.45% by 2007/08, 0.6% in 2008/09 and 0.74% in 2009/10</b>					
BVPI 17 (i) Percentage of uniformed staff from ethnic minorities	↑	0.35 (7)	0.35% (7)	0.45% (9)	1.68%
<b>4.3 Increase the % disabled staff employed to 0.4% by 2007/08, 0.5% in 2008/09 and 0.6% in 2009/10</b>					
BVPI 16 (i) Percentage of wholetime and retained employees declaring that they meet the Disability Discrimination Act 1995 disability definition	↑	0.36% (7)	0.31% (6)	0.4% (7)	0.64%
BVPI 16 (ii) Percentage of control and non-uniformed employees declaring that they meet the Disability Discrimination Act 1995 disability definition	↑	1.94% (6)	1.95% (6)	2.3% (7)	3.72%

Other BVPIs:	Polarity	Actual as at 31st March 08	Previous Year Actual 2006/07	Target 2007/08	2005/06 Top Quartile
BVPI 11 (i) Percentage of top 5% of earners that are women	↑	4.55% (3)	1.79% (1)	2.9% (2)	7.14%
BVPI 17 (ii) Percentage of economically active ethnic minority population in authority area	↑	1.42% (2001 Census)	1.42% (2001 Census)	n/a	n/a
BVPI 11 (ii) Percentage of top 5% of earners from black and minority ethnic communities	↑	1.52% (1)	1.79% (1)	1.5% (1)	1.91%
Percentage of economically active disabled people in the authority area (18-54 yr olds)	↑	11.48% (2001 Census)	11.48% (2001 Census)	n/a	n/a
Percentage of economically active disabled people in the authority area (18-64 yr olds)	↑	14.58% (2001 Census)	14.58% (2001 Census)	n/a	n/a
BVPI 11 (iii) Percentage of top 5% of earners that have a disability	↑	3.03% (2)	1.79% (1)	1.5% (1)	0.00%

## Mission: Acting to protect and save

**Goal 2: To be an employer of choice which reflects the community we serve**

**Objective 5 Develop and maintain a highly skilled and professional workforce to meet the demands and challenges of a rapidly changing environment.**

Activities:	Percentage Complete	Progress Status	Comments
5.1 Promote health and well being, manage sickness absence – particularly short-term absence - and provide services to enable staff to return to work as quickly as possible	11%	Green	A meeting has been arranged to explore the re-energising of existing sickness absence management policy and practice. Research is ongoing into Best Practice and draft framework and linked policies are being produced. Investigation and development of the administration systems to support policy and procedures is ongoing. In 2008/09 we will be developing and implementing an absent management policy and procedures.
5.2 Develop and implement a new appraisal system for all staff across the service (year 2)	0%	Amber	Project currently on hold. This project will continue for 2008/09 and is a Corporate Plan Priority subject to revaluation of resources.
5.3 Continue the rollout of the new Retained duty system across the service	61%	Green	The identification of existing operational performance of the RDS duty arrangements and the consideration of future options is 70% complete. Data from questionnaire responses to be analysed. The identification of opportunities for further broadening the involvement of RDS personnel in operational and non operational activities and evaluation of existing workload/training requirements for RDS personnel is 75% complete. Evidence from discussion group meetings to be analysed. A review of the effectiveness of existing RDS support and recruitment systems and exploration of potential solutions is 60% complete. A review of the existing communication arrangements for RDS personnel, proposal of potential improvements and the scope of the Retained Liaison Officer role to be determined is 40% complete.
5.4 Provide core skills training to all members of staff as required by their role in line with the National Learning and Development Strategy	10%	Amber	Work has begun on benchmarking existing practices within former DFERS and SFRS against best practice and legislative requirements and work is being undertaken to develop harmonised training policies, strategies and implementation plans for all core skill areas. Project is currently on hold. This project will continue for 2008/09 as a Department Plan Maintenance Activity.
5.5 Review the provision of training facilities	5%	Amber	Work has begun on developing a questionnaire to gather information perceived as essential requirements and current provision. Project is currently on hold. This project will continue for 2008/09 as a Department Plan Priority, the project is due to finish at the end of March 2009 and is on schedule.

Targets:	Polarity	Actual Apr-Mar 07/08	Previous Year Apr-Mar 06/07	Target 2007/08	2005/06 Top Quartile
<b>5.1 Reduce sickness absence by 5% each year up to 2009/10</b>					
BVPI 12 (i) Proportion of working days/shifts lost to sickness absence by wholtime uniformed staff	↓	21% to 13.66	11.34	10.8	7.85
BVPI 12 (ii) Proportion of working days/shifts lost to sickness absence by all staff	↓	29% to 13.03	10.30	9.8	8.55
<b>5.2 Ensure 100% of staff promoted into new roles receive “risk critical” elements of the development programme prior to actively commencing the role.</b>					
Local PI Percentage of staff promoted to new roles who have received 'risk critical' elements of their development programme	↑	Measure yet to be defined	n/a	100%	n/a
<b>5.3 Achieve and maintain 100% of station based staff trained in line with current service Breathing Apparatus (BA) Training Policy</b>					
Local PI Percentage of station based staff trained in BA	↑	92.13%	n/a	100%	n/a
<b>5.4 Achieve and maintain 60% of station based staff trained in line with current service Trauma Care Training Policy</b>					
Local PI Percentage of station based staff trained in trauma care	↑	54.45%	n/a	60%	n/a

Other BVPIs:	Polarity	Actual as at 31st Mar 08	Previous Year Actual 2006/07	Target 2007/08	2005/06 Top Quartile
BVPI 15 (i) Wholtime firefighter ill-health retirements as a percentage of the total workforce	↓	0.27% (2)	0.40% (3)	0.30%	0.21%
BVPI 15 (ii) Control and non-uniformed ill-health retirements as a percentage of the total workforce	↓	0.00% (0)	0.30% (1)	0.30%	0.00%

*Please note: The figures for the percentage of station based staff trained in Breathing Apparatus and in Trauma Care now include Somerset based staff. However, the standards and policies for Somerset pre combination were very different to the Devon policies and standards, they therefore don't necessarily meet the criteria which Devon hold as standard but they meet the standards of their policy. The policies are currently being harmonised.*

**Mission: Acting to protect and save**

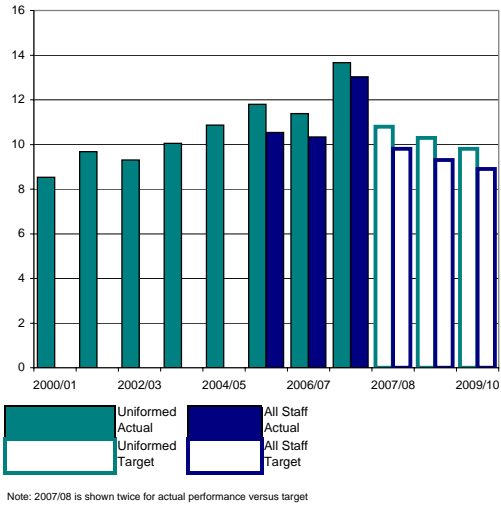
**Goal 2: To be an employer of choice which reflects the community we serve**

**Objective 5 Develop and maintain a highly skilled and professional workforce to meet the demands and challenges of a rapidly changing environment.**

**Targets**

**5.1 Reduce sickness absence by 5% each year up to 2009/10**

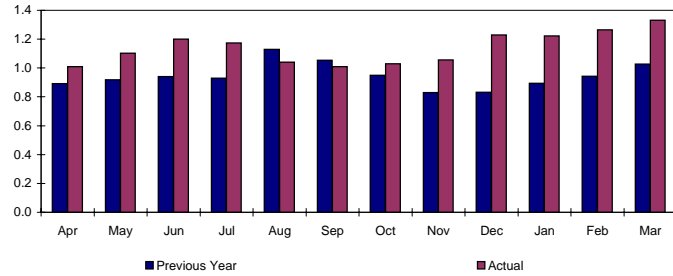
**Long Term Trend and Target**



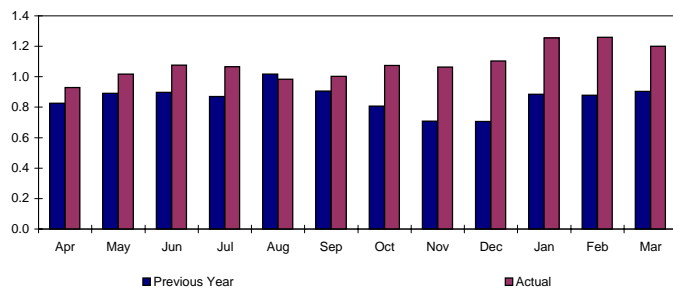
**Service level Sickness YTD (April - March)**

	Uniformed Staff	All Staff
Target	-5% to	-5% to
Rate	10.8 days	9.8 days
Actual (Apr-Mar)	13.67	13.03
Previous Year (Apr-Mar)	11.34	10.30
Performance compared to previous year	21%	27%

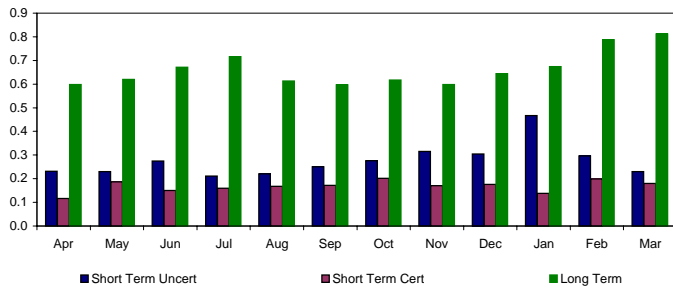
**Uniformed Staff Sickness Monthly Rates (not cumulative) Actual v. Previous Year**



**All Staff Sickness Monthly Rates (not cumulative) Actual v. Previous Year**



**All Staff Monthly Rates (not cumulative) for 2007/08 by Sickness Duration**



## Mission: Acting to protect and save

### Goal 3: To provide an effective, efficient and economic service

#### Objective 6 Improve organisational effectiveness and reduce strategic risks by providing effective financial, performance and project management

Activities:	Percentage Complete	Progress Status	Comments
6.1 Continue to integrate financial and business planning processes to improve annual and medium term financial planning	18%	Amber	Draft policy is 30% complete however timetable needs to be re-scoped. Activity to carry forward to 2008/09.
6.2 Harmonise and implement a new performance management framework for the Service that enhances the existing audit and review activities	57%	Green	Creation of programme is 90% complete. Implementation of programme extended by ACO following meeting with Area Managers. Meetings are being arranged regarding development of Area Assessment. Format of observation process to be agreed in next period.
6.3 Implement a new Incident Recording System as required by Communities and Local Government	9%	Green	Impact assessment of implementing a new system to dovetail with 2 existing control rooms is now complete. This project will continue for 2008/09 and is a Department Plan Priority, the project is due to finish at the end of March 2009.
6.4 Harmonise and implement Business Continuity plans	47%	Amber	Understanding the Service activities and Production of BIA (Business Impact Analysis) and Risk Assessment is complete. Development and harmonisation of generic and specific plans, this milestone is currently behind original timescales. Business Continuity Management (BCM) plan response 15% complete. Somerset and Devon data reviewed and combined. Department templates to be finalised, draft template to be presented to Planning Group 10/03/2008. Project rolled forward to 2008/09.

Targets:	Polarity	Actual Apr-Mar 07/08	Previous Year Apr-Mar 06/07	Target 2007/08	2005/06 Top Quartile
6.1 To achieve positive results from external assessment	↑				
The Audit Commission Fire and Rescue Performance Assessment results were published on the 31st January 2008. The auditors made reference to the combination for enabling further opportunities for improvement. The report states: "Early signs are that the new Service is delivering better outcomes, is improving value for money and is in a stronger position to drive further improvement and sustain this in the longer term." The former Devon and Somerset Fire and Rescue Services were both found to be "performing well" in their delivery of front line services. They were also rated as "performing well" in use of resources and value for money and "improving adequately" in the direction of travel category.					

Other BVPIs:	Polarity	Actual Apr-Mar 07/08	Previous Year Apr-Mar 06/07	Target 2007/08	2005/06 Top Quartile
BVPI 8 Percentage of undisputed invoices which were paid in 30 days	↑	98%	96.45%	98%	97.49%

#### Objective 7 Allocate and use resources efficiently to provide value for money for the council tax payers.

Activities:	Percentage Complete	Progress Status	Comments
7.1 Establish benchmarking to demonstrate value for money	15%	Green	External consultants KPMG have been secured to assist the service in undertaking an audit of support services, as was agreed as part of the recent budget setting process. Work has commenced and KPMG has met with local officers to discuss what appropriate measures should be collated and which other organisations we should benchmark against. Current estimates are for this work to be completed by early Autumn.
7.2 Continue to research and identify cashable and non-cashable efficiencies as a contribution to Gershon	57%	Amber	Work on efficiency identification and monitoring process has not yet commenced due to other pressures however this delay is not expected to compromise the delivery of the project. Identification of efficiency savings across the service is progressing however as a consequence of the CLG decision to cancel the requirement for FRAs to return Mid-Year AES reports the timetable for this work has slipped. The mid-year AES report is no longer required.
7.3 Ensure that the Service's procurement activity delivers Best Value and has regard to regional and national issues e.g. Regional procurement Strategy and Firebuy	18%	Amber	The review of ordering processes is underway with travel and accommodation processes being identified as needing change. This work will continue into 2008/09.
7.4 Evaluate the cost and benefits of establishing a trading company	0%	Amber	Project currently on hold. This project will continue for 2008/09 as a Department Plan Priority, the project is due to finish at the end of June 2009 and is on schedule.
7.5 Develop a robust information and communications technology (ICT) strategy to meet organisational needs	87%	Amber	Writing-up is 95% complete. Technology issues, current and future development (e.g. data management) and integration issues are still to be finalised. Content verification is 75% complete.
7.6 Redirect resources during the day into community safety and training activity	4%	Green	Identify work stream activity from the outcomes determined through the "Review of Duty Systems" CA 7.7. Workstream governance arrangements to be established working through Ops Programme Board.
7.7 Review all duty systems and the distribution and skills of our staff to deliver the services required by the organisation and bring forward proposals for change where appropriate	30%	Amber	Workplace Systems have been employed to scope out the initial phase of this project for wholetime staff availability which is programmed to be completed by the end of July. The aim is to identify and release staff to engage more effectively in community safety activities and training whilst improving confidence levels on fire appliances. This is a 2 year project and will continue in 2008/09.
7.8 To develop a Sustainable Development Policy	30%	Green	Consultation, knowledge gathering is 90% complete, meeting with key parties and identify priority and manageable schemes for first tranche. Document findings report for Corporate Sustainability 60% complete. Report will give overview of current and future practices and aims from the sustainability programme, identifying those that may be acted upon in tranche 1 and those that will feature in the longer term.

Targets:	Polarity	Actual Apr-Mar 07/08	Previous Year Apr-Mar 06/07	Target 2007/08	2005/06 Top Quartile
7.1 Achieve the savings from combining the two services as identified in the business case of between £1.6 million and £3 million over the next 5 years.	↓				
Some financial savings are already being delivered e.g. reduced ICT licensing costs and rationalised workshop facilities. Other efficiencies where we are delivering an improved service by pooling resources are also emerging e.g. establishing Fire Investigation Team. A more complete report on the benefits delivered by combination will be submitted at a future meeting.					

## Mission: Acting to protect and save

**Goal 3: To provide an effective, efficient and economic service**

**Objective 8 Work together with strategic partners to enhance and improve service delivery or increase organisational effectiveness**

Activities:	Percentage Complete	Progress Status	Comments
8.1 Engage with local partnerships such as Local Strategic Partnerships and Crime and Disorder Reduction Partnerships to secure arrangements for improving service delivery	12%	Amber	Partnership map is 75% complete. A small team has been set up to progress this project and work has commenced on drafting a partnership framework. It is anticipated that the framework will be completed by early Autumn.
8.2 Develop and implement a partnership framework and database			
8.3 Develop and maintain sustainable and effective partnerships with hard to reach groups	20%	Amber	This work covers both positive action for employment of underrepresented groups within DSFRS (e.g. women, people from minority ethnic communities, those with disabilities)...as well as the service delivery for particular minority communities across the Service area. However, to deliver such work, we need to ensure that we have a clear understanding and focus of what is required. Thus a small working group of key figures in DSFRS (recruitment, retained liaison, operational, partnerships) as well as partners from external groups (e.g. race equality councils) is being established to move this work forward. It had been hoped that the group would be formed by now, but there have been difficulties in establishing dates due to diary conflicts. The key outcome of this group will be for DSFRS to have a clear strategy for how we can best encourage, attract and train potential applicants from the "hard to reach" and minority communities of Devon and Somerset. This project will continue for 2008/09 and is a Corporate Plan Priority.
8.4 Review the provision of the Co-responder service with South West Ambulance Trust	84%	Green	Consultations with RFU complete. FOA and FBU require letter only. Paper to be produced for next IRC meeting. Confirm procurement of vehicles within Capital Programme 80% complete. Livery agreed - Stns identified - Stn identification on vehicles. Stowage being facilitated by Engineering - first three vehicles to be ready by mid March - remainder by 1 April 08. First phase of introduction is 85% complete. Meeting held 31/01/08 to set ground for SLA and possible financial remuneration for FRS in attending incidents. Meeting arranged for 25/02/2008 cancelled by SWAST - awaiting new date to discuss SLA. Stations to be provided with Ambulance Service alerters. Driver training requirements have been identified and training has commenced.

Targets:	Polarity	Actual Apr-Mar 07/08	Previous Year Apr-Mar 06/07	Target 2007/08	2005/06 Top Quartile
<b>8.1 Achieve the Somerset Local Area</b>					
<b>• Reduce deliberate primary fires (excluding vehicles) by 2.5% per annum until</b>					
Number of deliberate primary fires (excluding vehicles) in Somerset (BV206 (i))	↓	-18% to 180	220	219 = Year Target	n/a
<b>• Reduce deliberate primary fires in vehicles by 1% per annum until 2008/09</b>					
Number of deliberate primary fires in vehicles in Somerset (BV206 (ii))	↓	-16% to 194	231	286 = Year Target	n/a
<b>• Reduce deliberate secondary fires (excluding vehicles) by 2.5% per annum until</b>					
Number of deliberate secondary fires (excluding vehicles) in Somerset (BV206 (iii))	↓	-8% to 582	636	625 = Year Target	n/a

See Pages 7 & 8 for further information on deliberate fires

## Mission: Acting to protect and save

### Goal 3: To provide an effective, efficient and economic service

#### Objective 8 Work together with strategic partners to enhance and improve service delivery or increase organisational effectiveness

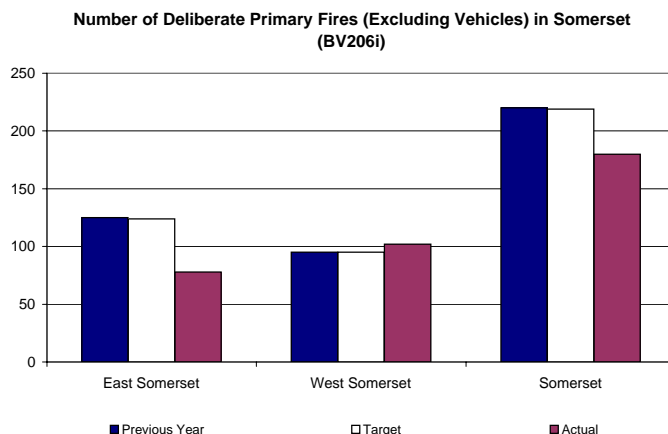
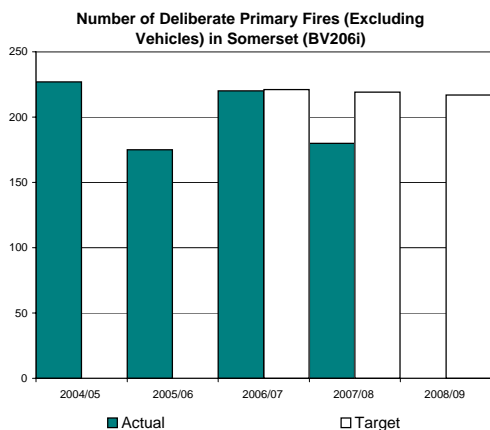
##### Targets

##### 8.1 Achieve the Somerset Local Area Agreement targets:

- Reduce deliberate primary fires (excluding vehicles) by 2.5% per annum until 2008/09

##### Long Term Trend and Target

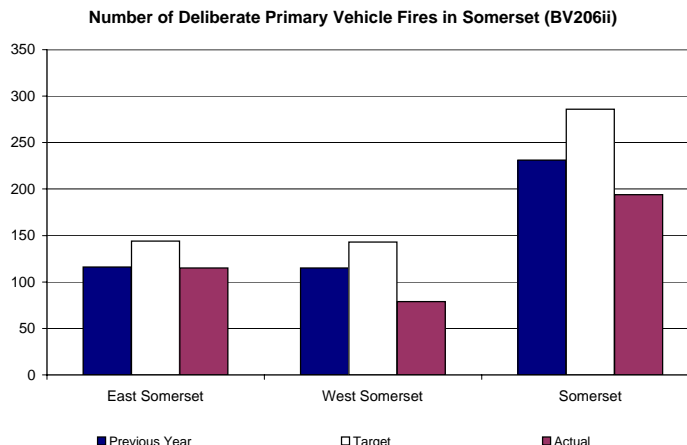
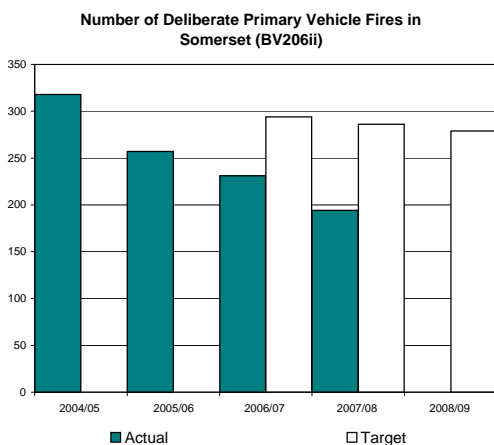
##### Area Performance Actual v. Previous Year (April - March)



- Reduce deliberate primary fires in vehicles by 1% per annum until 2008/09

##### Long Term Trend and Target

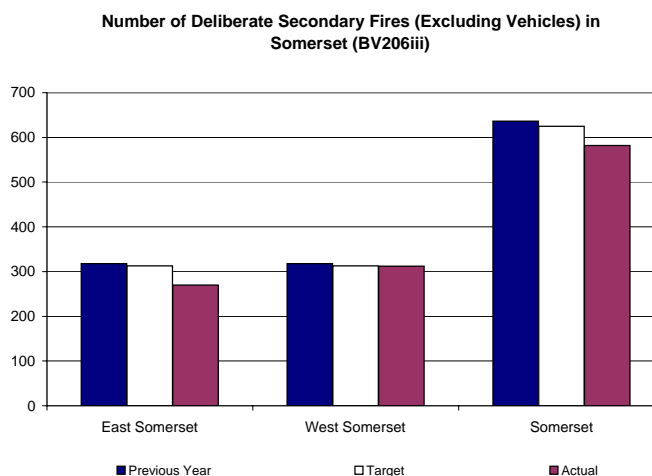
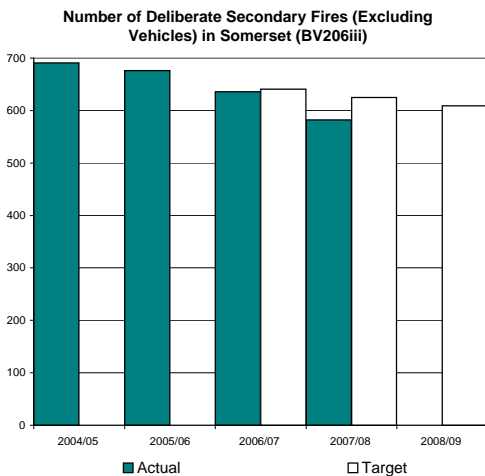
##### Area Performance Actual v. Previous Year (April - March)



- Reduce deliberate secondary fires (excluding vehicles) by 2.5% per annum until 2008/09

##### Long Term Trend and Target

##### Area Performance Actual v. Previous Year (April - March)



## Mission: Acting to protect and save

### Goal 3: To provide an effective, efficient and economic service

#### Objective 9 Effectively engage with our staff, stakeholders and the public

Activities:	Percentage Complete	Progress Status	Comments
9.1a Internal communications strategies	91%	Green	Policy document has been produced. Amendments to be made to Telephone Standards guidelines. Technological capabilities of telephone system to be confirmed. Working group to be set up with high volume call takers to discuss most appropriate solution. Review of arrangements for communicating with members is now complete. Production of Outlook guidelines, Guidance on team meetings and disseminating information and Review of communication processes to ensure quality assurance deferred to 2008/09.
9.1b External communications strategies	53%	Green	An Internet Content Management System is now operational in ICT. Contingency plans for major emergencies have been developed. Review of opportunities to promote the positive image of the Service is complete. The following will be deferred to 2008/09. Review of communication processes to ensure quality assurance monitoring arrangements are built in and Production of Policy document have not progressed due to capacity issues. Development of concept for press rota for out of hours support is 80% complete. Report has been written, awaiting consultation with interested parties. Review of Media Training Strategy is 80% complete. More than 50 members of staff have identified media training as priority on their TNA returns. Existing inhouse training viewed as successful. House-Style/Standards for corporate correspondence and documents 80% complete. Guidelines have been completed and are available on the intranet. Policy document to be harmonised.
9.2 Maintain positive working relationships with unions	69%	Green	Agreement on the arrangements for the FBU FT representative 50% complete. Initial discussions with FBU and Corporate Insurance completed. Paper required for SMT with recommendations. Sign-off of recognition agreement with FBU 40% complete however the Service and FBU are unable to reach agreement. IRCs have been formed for RFU, FOA and UNISON. Formation of JCC linked to recognition agreement. Have discussed with all RBs but FBU unwilling to participate with RFU as not nationally recognised. RFU, FOA and UNISON are active participants in the creation of Joint Safety Commission. FBU seeking a separate committee as unwilling to participate with the RFU. Meeting to be held to discuss further.
9.3 Actively consult with the public and staff	88%	Green	Development of policy delayed until completion of employee survey and business plans, will carry over into 2008/09. Consultation period closed 21st March 2008 for employee survey and the report from ORS is due May 2008. Corporate Plan consultation completed. Proposed changes to shift arrangements reported to DSFRS on 15th Feb. Corporate Plan and emergency response standards proposals to be reported to DSFRA 27th March. Consultation on Council Tax precept consultation completed. Results reported to resources committee on 01 February 2008 and DSFRA 15th Feb 2008. Quality of Service survey ongoing throughout year. Survey distribution is now complete in Devon and Somerset up until the end of February 08.
9.4 Develop an elected Member Development Strategy	42%	Green	Development of Member role profile is 50% complete. Regional induction pack being produced as part of CBF work, due by March. Approach to Leadership Training Costed and Agreed is 70% complete. National Fire Leadership Academy to be held regionally in July 08. Approach to Member Development that is aligned to Corporate Plan costed and agreed is 60% complete. Scoping day with IDEa (and elected Members) was held on 29 February 08 to identify key areas for Member engagement/development. Production of Annual Development Plan 10% complete. Work ongoing into 2008/09.