



AGENDA ITEM: 9

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

20th September 2010

PERFORMANCE MONITORING

**Report by Dawn Docx,
Deputy Chief Fire Officer**

Purpose of Report

- 1.** To provide members with information relating to North Wales Fire and Rescue Service activity and performance.

Information

- 2.** Attached for members' information is the monitoring report relating to the first quarter of the 2010/11 reporting year, covering the period from 1st April 2010 to 30th June 2010.

Recommendation

- 3.** That Members note the contents of the performance monitoring report.

NORTH WALES FIRE AND RESCUE



Gwasanaeth Tân ac Achub
Fire and Rescue Service

PERFORMANCE MONITORING REPORT

QUARTER 1

APRIL 2010 – JUNE 2010

Figures are provisional and may be subject to minor amendment.

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FIRES – QUICK REFERENCE

REPORTING YEAR – 2010/11						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
Total calls*	5,083				5,083	↑ 21%
Total fires	1,207				1,207	↑ 25%
Primary fires	357				357	↓ 11%
Secondary fires	790				790	↑ 59%
Chimney fires	60				60	↓ 5%
All deliberate fires	599				599	↑ 25%
All accidental fires	608				608	↑ 26%
Accidental fires in dwellings	122				122	↑ 9%
Fires in non-domestic properties	58				58	↓ 12%

LAST YEAR – 2009/10					
	Q1	Q2	Q3	Q4	YTD
Total calls*	4,215				4,215
Total fires	962				962
Primary fires	403				403
Secondary fires	496				496
Chimney fires	63				63
All deliberate fires	480				480
All accidental fires	482				482
Accidental fires in dwellings	112				112
Fires in non-domestic properties	66				66

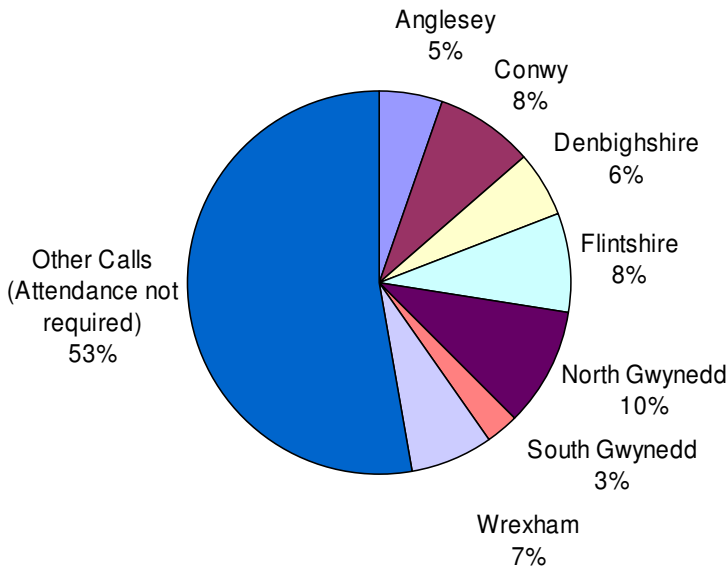
* Total calls = Total number of calls handled by Control, directly associated with emergency incidents e.g. genuine incidents, repeat calls, false alarms, hoaxes (a FRS resource may not have been required to attend each call).

Total Calls in 2010/11

- *There was an increase of 21% or 868 more calls received compared to 2009/10*
- *There was an increase of 11% or 236 more incidents that required the Service to attend*

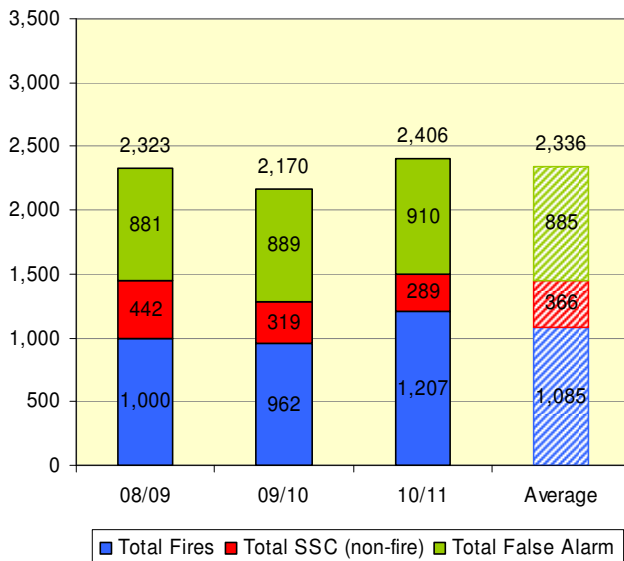
During 2010/11 the Control team handled 5,083 calls, and the Service was required to attend 2,406 incidents.

Total Calls Handled, and Location of Incidents Attended (OPSW_6.1)



North Gwynedd experienced the highest proportion of incidents (10%) whereas South Gwynedd experienced the smallest (3%). Of the total calls received 53% did not require the Service to attend for example not genuine incidents, repeat calls, confirmed false alarms, or confirmed hoaxes.

Incidents Attended, by Category

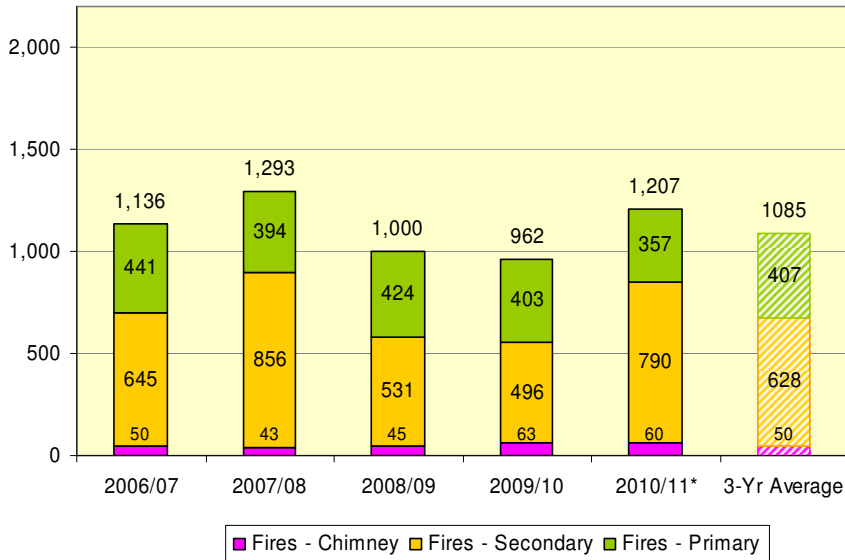


Total Fires

- **There was an increase of 25% or 245 more fires compared to the same period in 2009/10**

During 2010/11 the Service dealt with 1,207 fires, which are more fires than the previous year and the 3-year average. Secondary fires increased significantly, whereas primary and chimney fires both decreased.

Number of Fires by Type

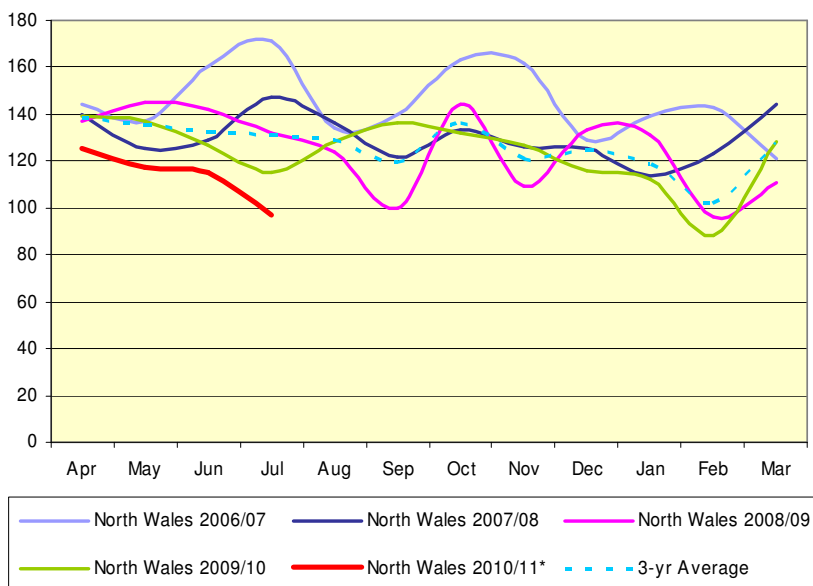


Primary Fires

- **There was a decrease of 11% or 46 fewer primary fires compared to 2009/10**

During 2010/11 the Service dealt with 357 primary fires, which is better than the previous year and the 3-year average.

Number of Primary Fires

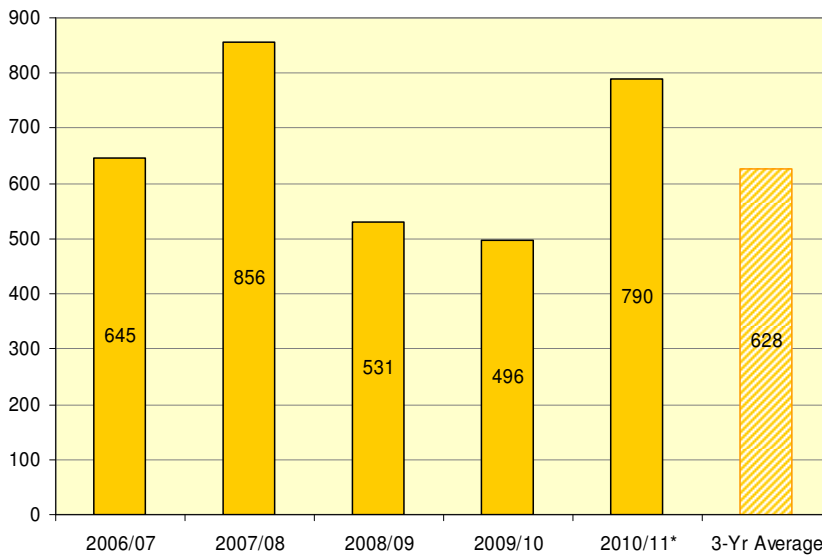


Secondary Fires

- **There was an increase of 59% or 294 more secondary fires compared to 2009/10**

During the first quarter of 2010/11 the Service dealt with 790 secondary fires, which is higher than the same period in the previous year and also the 3-year average. April experienced a particularly high number of fires, exacerbated by the dry weather, but the number of fires decreased each month thereafter. Overall the rate of secondary fires was 9 per day during the first quarter.

Secondary Fires

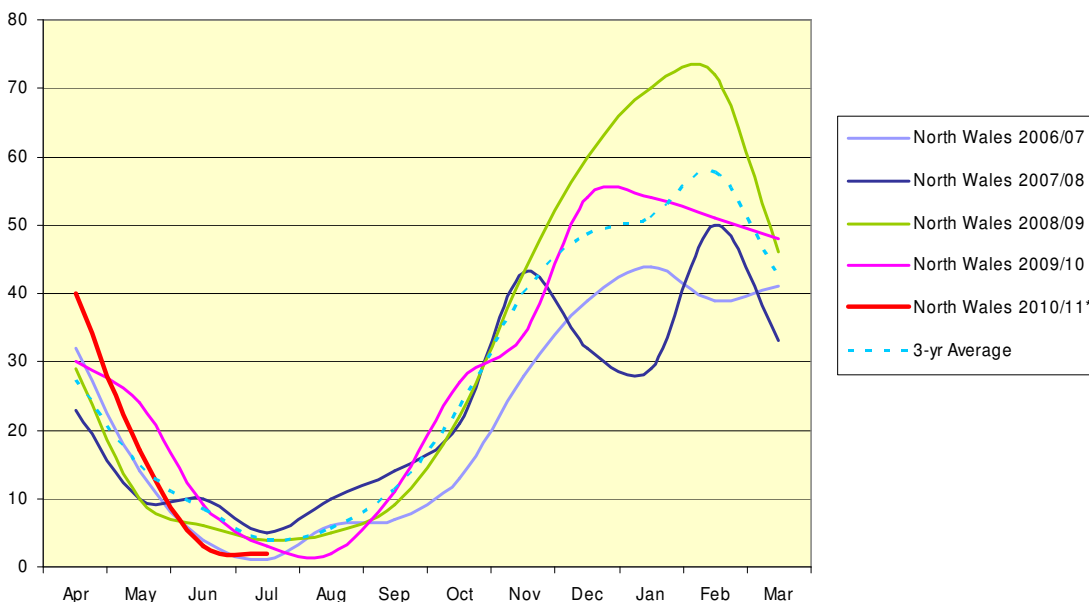


Chimney Fires

- **There was a decrease of 5% or 3 fewer chimney fires compared to 2009/10**

During the first quarter the Service dealt with 60 chimney fires, less than the previous year but more than the 3-year average of 50.

Number of Chimney Fires

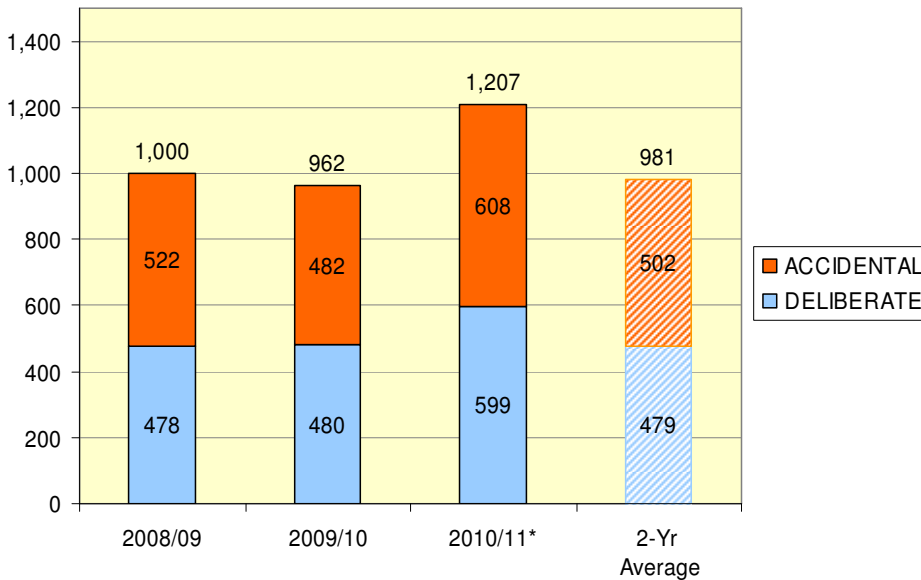


Fires by Motive

- ***There was a 26% increase or 126 more accidental fires compared to 2009/10***
- ***There was a 25% increase or 119 more deliberate fires compared to 2009/10***

During the first quarter the Service dealt with 599 deliberate fires and 608 fires that were started accidentally. Accidental and deliberate fires both increased compared to the same period in 2009/10 and the 3-year average, reflecting the increased fire activity during quarter one.

Fires by Motive

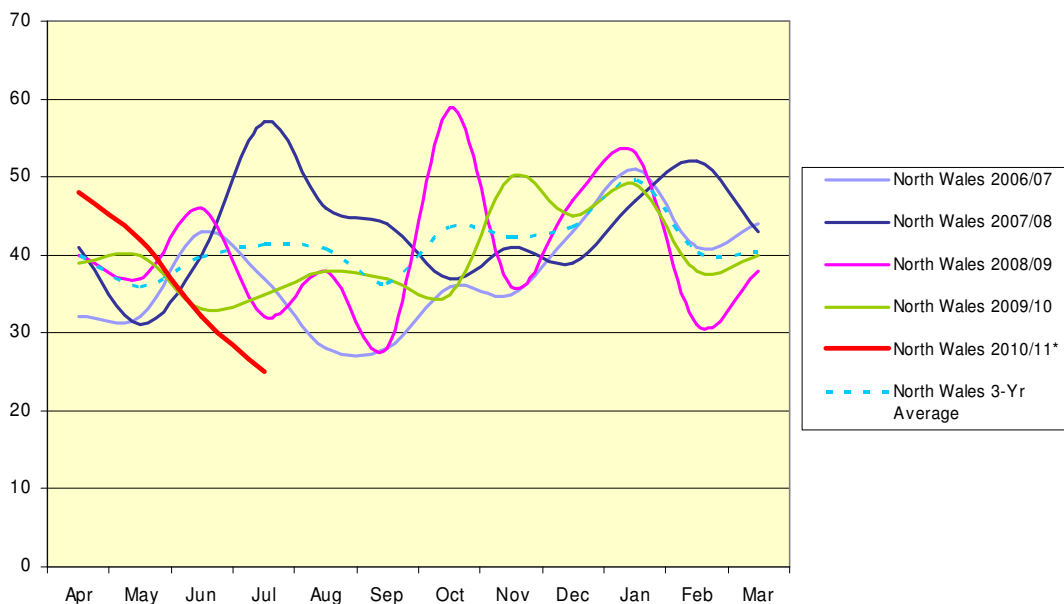


Accidental Fires in Dwellings

- ***There was an increase of 9% or 10 more accidental fires in dwellings compared to 2009/10***

During the first quarter the Service dealt with 122 accidental fires in dwellings, which is higher than the previous year and also the 3-year average. Although there was a higher than average number of accidental fires in dwellings during April, these have fallen each month thereafter.

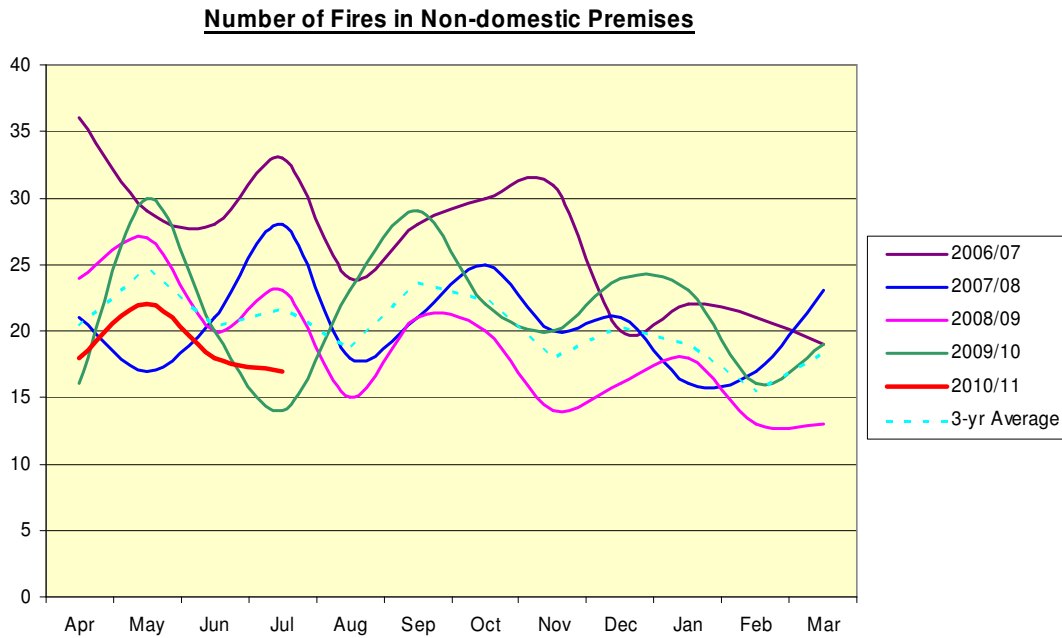
Number of Accidental Fires in Dwellings



Fires in Non-domestic Properties

- ***There was a decrease of 12% or 8 fewer fires in non-domestic properties compared to 2009/10***

During the first quarter of 2010/11 the Service dealt with 58 fires in non-domestic premises, which is both lower than the previous year (66) and the 3-year average (65).



KEEPING SAFE – QUICK REFERENCE

REPORTING YEAR – 2010/11						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
% of Accidental Fires in Dwellings confined to room of origin	89%				89%	↑ 1%
Injuries from Accidental Fires in Dwellings	8				8	↓ 10
Deaths from Accidental Fires in Dwellings	1*				1*	↑ 1*
Dwelling fires - smoke alarm activated	64%				64%	↑ 22%
Dwelling fires – smoke alarm did not operate	19%				19%	↓ 9%
Dwelling fires – no smoke alarm present	17%				17%	↓ 13%

LAST YEAR – 2009/10					
	Q1	Q2	Q3	Q4	YTD
% of Accidental Fires in Dwellings confined to room / item of origin	88%				88%
Injuries from Accidental Fires in Dwellings	18				18
Deaths from Accidental Fires in Dwellings	0				0
Dwelling fires - smoke alarm activated	42%				42%
Dwelling fires – smoke alarm did not operate	28%				28%
Dwelling fires – no smoke alarm present	30%				30%

Accidental Fires in Dwellings Confined to the Room of Origin

- ***There was an increase to 89% (1 percentage point better) compared to 2009/10***

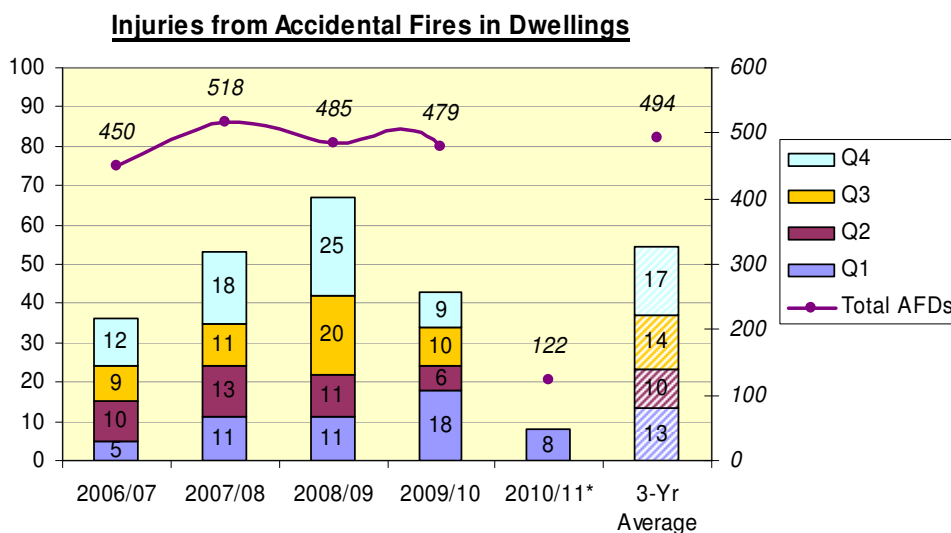
During the first quarter the Service dealt with 122 accidental fires in dwellings and 109 of these were confined to the item or room in which they started. This is better than the previous year but slightly below the 3-year average (93%).

* Provisional figure pending confirmation from Coroner

Injuries from Accidental Fires in Dwellings

- **There was a decrease of 10 fewer people receiving injuries from accidental fires in dwellings**

During the first quarter 8 people received injuries out of the 122 accidental fires in dwellings, which is better than the previous year (18 people) and also the 3-year average (13 people). Nobody received injuries from accidental fires in dwellings during the month of August although an average number of these fires occurred during the month.



Deaths from Accidental Fires in Dwellings

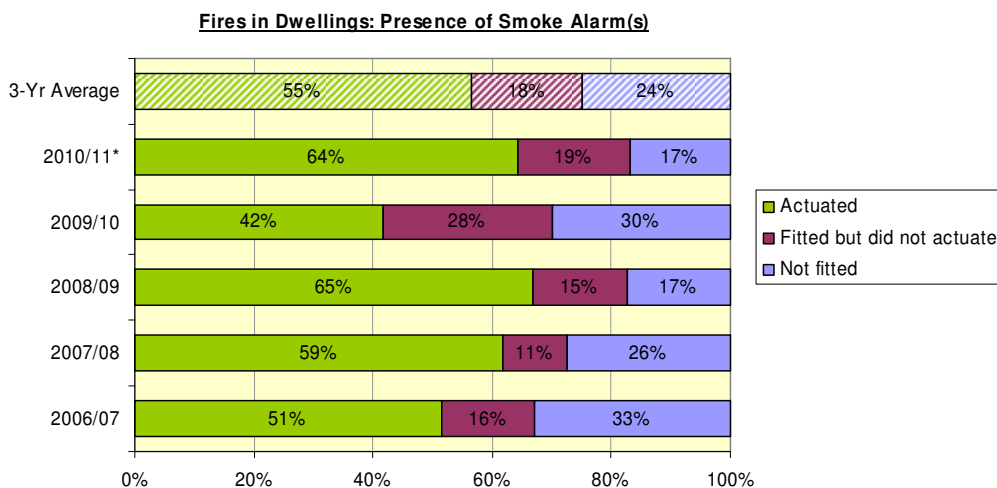
- **There was 1* death from accidental fires in dwellings (pending official confirmation)**

During the first quarter there was one fire death from an accidental fire in a dwelling, which occurred in Caernarfon. There were no deaths from deliberate fires in dwellings.

Fires in Dwellings – Presence of Smoke Alarms

- **There was an increase to 64 % (22 percentage points better) of the homes that had a fire that also had a working smoke alarm compared to 2009/10.**

This figure is better than the previous year (42%) and the 3-year average (55%). This also means there was a reduction (improvement) in the proportion of homes that had a fire but where a smoke alarm did not work / was not fitted.



* Provisional figure pending confirmation from Coroner

EMERGENCY SPECIAL SERVICE CALLS (no fire) - QUICK REFERENCE

REPORTING YEAR – 2010/11						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
All emergency special service calls	289				289	↓ 9%
Road Traffic Collisions (no fire)	137				137	↓ 6%

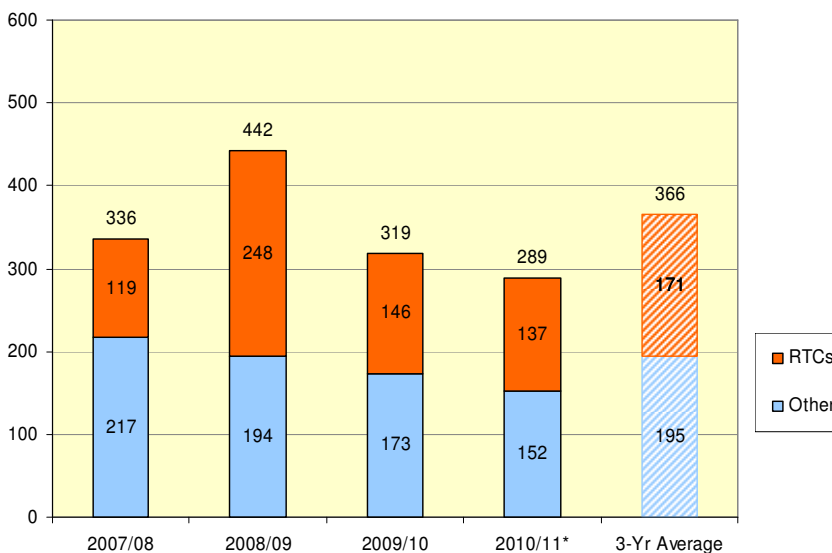
LAST YEAR – 2009/10					
	Q1	Q2	Q3	Q4	YTD
All emergency special service calls	319				319
Road Traffic Collisions (no fire)	146				146

Emergency Special Service Calls (no fire)

- *There was a 9% decrease or 30 fewer special service incidents overall compared to 2009/10*

During the first quarter the Service dealt with 289 special service calls, which is lower than the previous year and the 3-year average.

Special Service Calls



FALSE ALARMS - QUICK REFERENCE

REPORTING YEAR – 2010/11						
AFA = Automatic Fire Alarms						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
Malicious false alarms attended	31				31	↓ 6%
False alarms from AFAs in non-domestic properties	313				313	↓ 18%
False alarms made with good intent attended	391				391	↑ 45%

LAST YEAR – 2009/10						
	Q1	Q2	Q3	Q4	YTD	
Malicious false alarms attended	33				33	
False alarms from AFAs in non-domestic properties	381				381	
False alarms made with good intent attended	269				269	

Malicious False Alarms

- ***There was a decrease of 6% or 2 fewer malicious false alarms attended compared to 2009/10***

During the first quarter the Service attended 31 malicious false alarms compared to 33 the previous year, and which is in-line with the 3-year average (27).

False Alarms from Automatic Fire Alarms (AFA)

- ***There was a decrease of 18% or 68 fewer false alarms generated by automatic fire detection equipment in non-domestic properties compared to 2009/10***

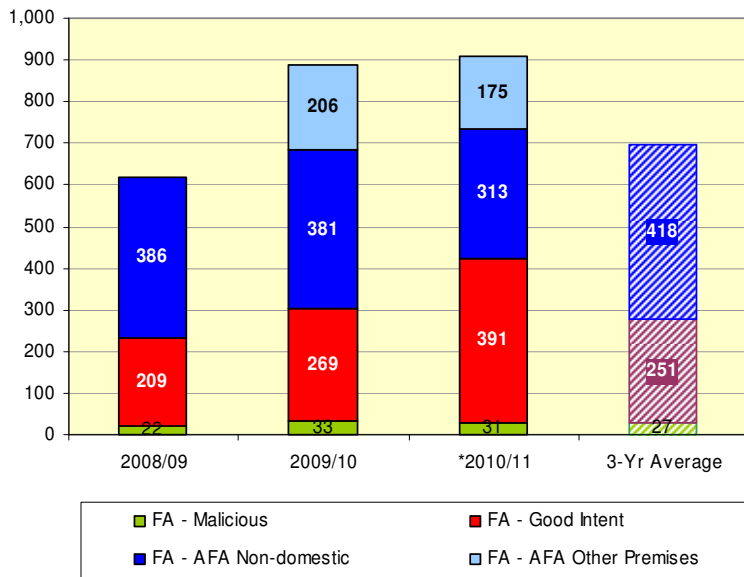
During the first quarter the Service attended 313 false alarms generated by automatic fire detection equipment in non-domestic properties, which is better compared to the previous year and the 3-year average; this equates to around 24 incidents each week.

False Alarms Made With Good Intent (suspected fire or special service situation)

- ***There was an increase of 45% or 122 more false alarms made with good intent compared to 2009/10***

During the first quarter the Service attended 391 genuine calls for assistance but which later turned out to be false alarms, and this reflects the overall increase in incident activity during the period.

False Alarms by Type



NB. Data for 'FA – AFA Other premises' available from 2009/10 onwards.

CORPORATE - QUICK REFERENCE

REPORTING YEAR – 2010/11						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year → = no change						
	Q1	Q2	Q3	Q4	YTD	
% of Invoices paid within 30 days	92%				92%	→
Shifts/days sickness per person	n/a				n/a	

LAST YEAR – 2009/10					
	Q1	Q2	Q3	Q4	YTD
% of Invoices paid within 30 days	92%				92%
Shifts/days sickness per person	2.12				2.12

Invoice payments

During the first quarter 2,656 undisputed commercial invoices were paid of which 92% (2,434) invoice payments were made within 30 days.

Sickness Absence

- ***There was an improvement to 1.31 (0.14 fewer) days/shifts lost due to sickness absence per employee compared to 2009/10***

At the time of this report sickness absence data is available for the 2-month period of April and May. A total of 595 days/shifts were lost due to sickness absence, or 1.31 days/shifts per employee, compared to 1.45 days/shifts lost in 2009/10. This improvement was seen both in long-term and short-term sickness absence.

GLOSSARY

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary	<p>These are fires that are not chimney fires, and which are in any type of building (except if derelict), vehicles, caravans and trailers, outdoor storage, plant and machinery, agricultural and forestry property, and other outdoor structures such as bridges, post boxes, tunnels, etc.</p> <p>Fires in any location if they involved casualties, rescues or escapes are categorised as primary fires, as are fires in any location that were attended by five or more fire appliances.</p>
Secondary	<p>Secondary fires are fires that are neither chimney fires nor primary fires.</p> <p>Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p> <p>Secondary fires are those that would normally occur in locations such as open land, in single trees, fences, telegraph poles, refuse and refuse containers (but not paper banks, which would be considered - in the same way as agricultural and forestry property - to be a primary fire), outdoor furniture, traffic lights, etc. etc.</p>
Chimney	<p>These are fires in occupied buildings where the fire is confined within the chimney structure, even if heat or smoke damage extends beyond the chimney itself.</p> <p>Chimney fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p>