



# **PERFORMANCE MONITORING REPORT**

## **QUARTER 1**

**APRIL 2008 – JUNE 2008**

Figures are provisional, and may be subject to minor amendment.

In some of the graphs in this report a line has been inserted to show a 3 year average. The data used for this is from 2005-06, 2006-07 and 2007-08.

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## FIRES - QUICK REFERENCE

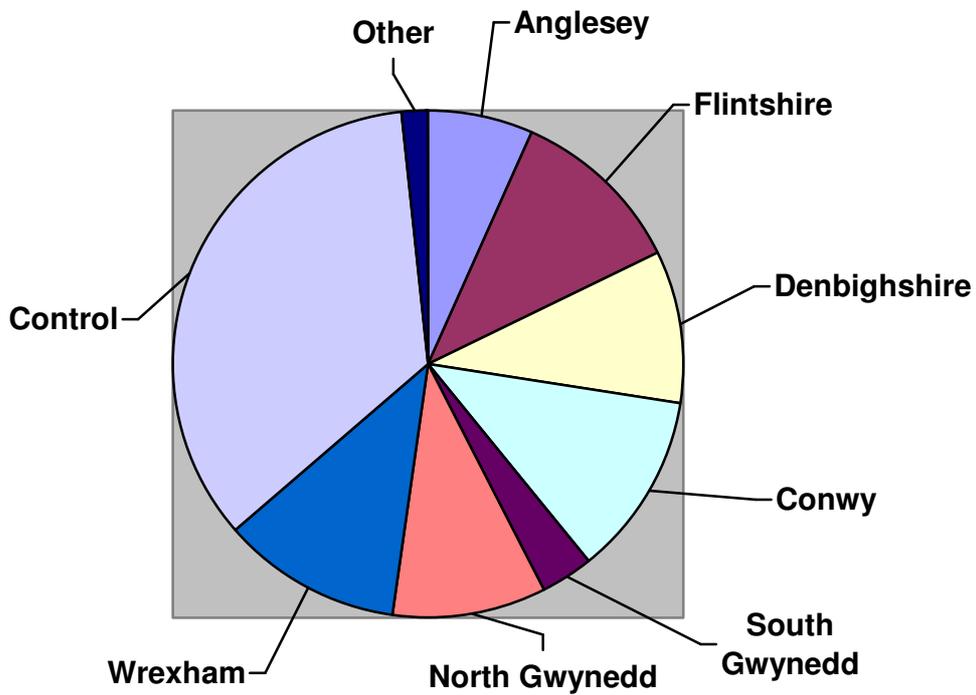
<b>THIS YEAR</b>						
[YTD = Year to date]						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change						
↑ = increase this year      ↓ = decrease this year						
	Q1	Q2	Q3	Q4	YTD	YTD
Total calls*	4,510				4,510	↑ 27%
Total fires	1,014				1,014	↓ 28%
Primary fires	428				428	↑ 8%
Secondary fires	541				541	↓ 58%
Chimney fires	45				45	↑ 4%
All deliberate fires	474				474	↓ 44%
All accidental fires	540				540	↓ 13%
Accidental fires in dwellings	122				122	↑ 9%
Fires in non-domestic properties	60				60	↑ 2%

<b>LAST YEAR</b>					
	Q1	Q2	Q3	Q4	YTD
Total calls*	3,543				3,543
Total fires	1,293				1,293
Primary fires	394				394
Secondary fires	856				856
Chimney fires	43				43
All deliberate fires	683				683
All accidental fires	610				610
Accidental fires in dwellings	112				112
Fires in non-domestic properties	59				59

\* Total calls = All incidents allocated to fire stations or Control, including those where no attendance was required.

## Total Calls

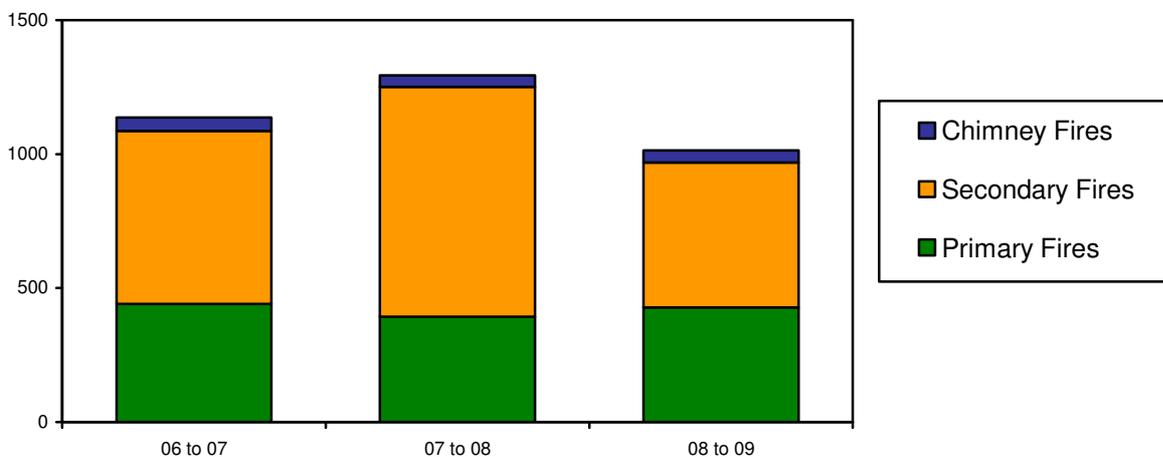
The Service dealt with over 4,500 calls in the first quarter of the year. As percentages of the total, they were allocated out as shown below:



## Total Fires

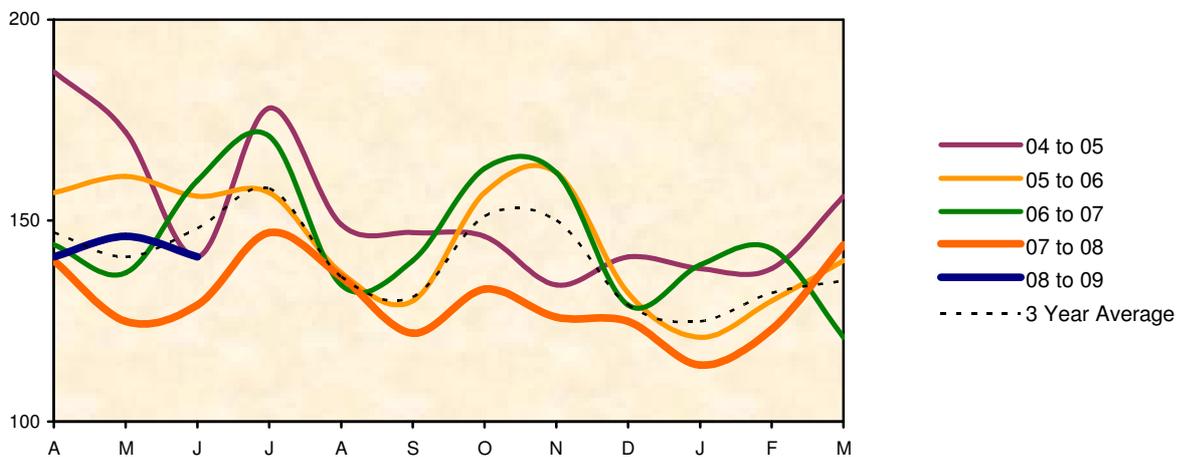
The total number of fires attended in the first quarter of this year was lower than in either of the previous two years, having fallen to 1,014 from 1,293 last year and 1,136 the previous year.

### All Fires



In the first quarter of this year, more **primary fires** were attended than in the same quarter of last year, despite the fact that the numbers in both April and June were below the 3-year average.

### Primary Fires



Conversely, the number of **secondary fires** was significantly lower this year than last year, especially in relation to the number of small grass and gorse fires that had been particularly widespread during April and May 2007.

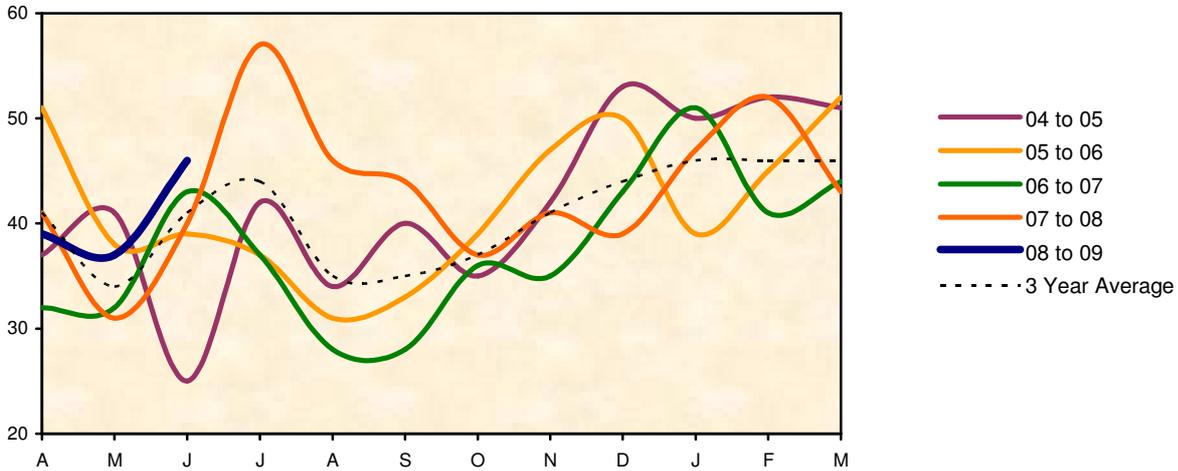
A large proportion of secondary fires, however, continues to be those that occur in refuse or refuse containers, which this year accounted for almost half (260, or 48%) of the secondary fires attended in the first quarter.

The number of chimney fires rose slightly (by 4%) compared to the same quarter last year, but was still lower than in the same quarter in 2006-07.

## Accidental Fires In Dwellings

The number of accidental fires in dwellings in the first quarter was higher this year than last year, and 5% above the three-year average for the same period.

### Accidental Dwelling Fires



The number of accidental fires in dwellings in June rose to a level higher than was seen in that particular month for at least 5 years.

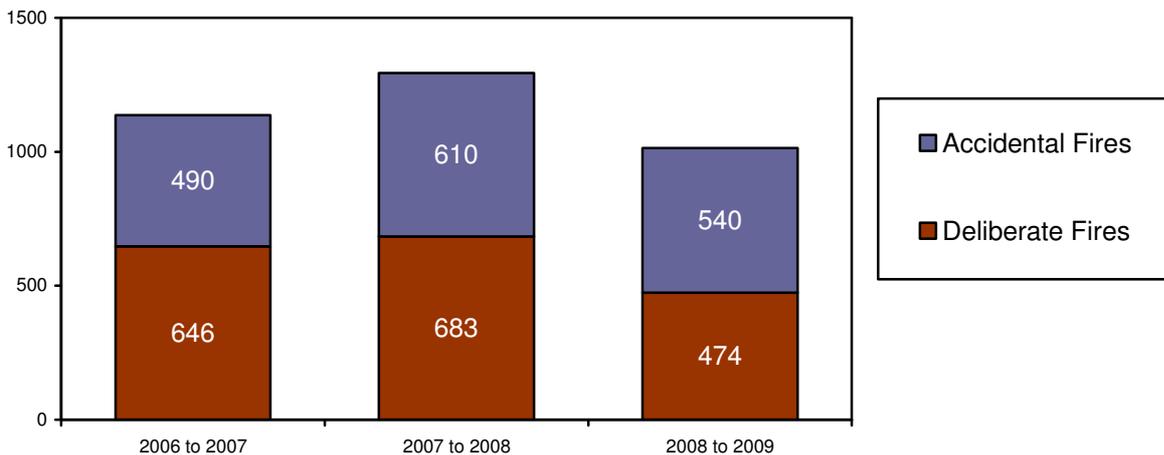
50% of the accidental dwelling fires attended were already out when the first fire engine arrived, which is consistent with the percentage in recent years.

## Deliberate Fires

This year, 34% of all primary fires and 60% of all secondary fires were attributed to deliberate ignition, compared to 37% and 63% last year.

Unlike in either of the last two years, the majority of fires in the first quarter of this year were accidental.

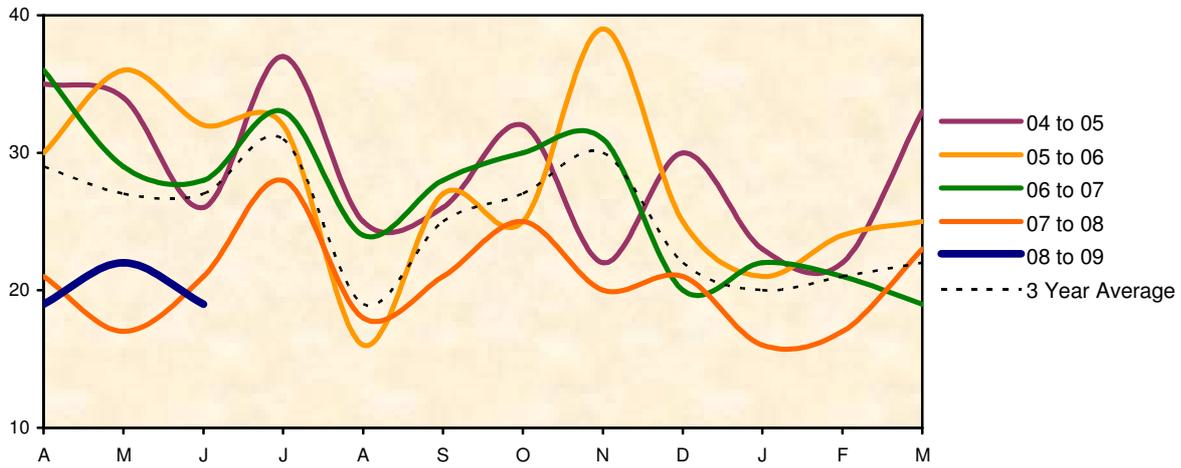
### Deliberate and Accidental Fires



## Fires in Non-Domestic Properties

The number of fires in non-domestic properties in the first quarter was well below the three year average, almost matching the first quarter of last year. Compared to earlier years, the incidence of these fires has fallen by one third.

### Fires in Non-Domestic Properties



## KEEPING SAFE - QUICK REFERENCE

<b>THIS YEAR</b>						
<b>ADF = Accidental Dwelling Fire</b>						[YTD = Year to date]
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change						
↑ = increase this year			↓ = decrease this year			
	Q1	Q2	Q3	Q4	YTD	YTD
% of ADFs confined to room of origin	96%				96%	↑ 1%
Injuries from ADFs	11				11	→
Deaths from ADFs	0				0	→
% safe unaided escapes from ADFs	91%				91%	↑ 9%
Dwelling fires - smoke alarm activated*	65%				65%	↑ 6%
Dwelling fires – smoke alarm failed	16%				16%	↑ 5%
Dwelling fires – no smoke alarm	16%				16%	↓ 10%

<b>LAST YEAR</b>					
	Q1	Q2	Q3	Q4	YTD
% of ADFs confined	95%				95%
Injuries from ADFs	11				11
Deaths from ADFs	0				0
% safe unaided escapes from ADFs	82%				82%
Dwelling fires - smoke alarm activated*	59%				59%
Dwelling fires – smoke alarm failed	11%				11%
Dwelling fires – no smoke alarm	26%				26%

\* Heat/fire detectors make up the remaining percentage points.

## Accidental Dwelling Fires Confined to the Room of Origin

Of the 122 accidental dwelling fires in the first quarter, 96% (117) were confined to the room in which the fire started, which is 1% higher than last year.

## Injuries from Accidental Dwelling Fires

In the first quarter of both this year and last year, eleven people received burns and/or other injuries in accidental dwelling fires.

## Deaths from Accidental Dwelling Fires

As in the first quarter of last year, no fire deaths were recorded from accidental dwelling fires in the first quarter of this year.

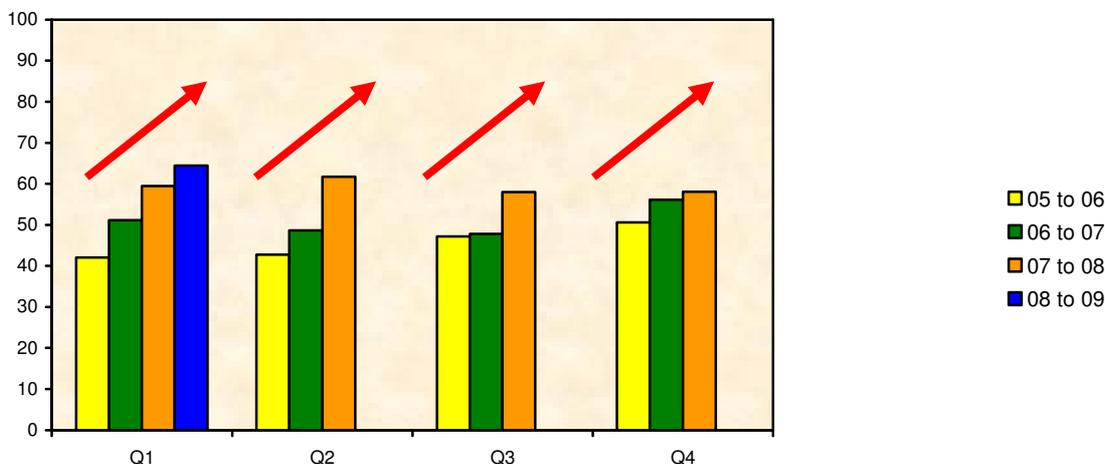
## Safe Unaided Escapes from Accidental Dwelling Fires

346 people were caught up in the 122 accidental dwelling fires that were attended in the first quarter. Of those, 91% (315) were able to escape the fire without sustaining any injury, or having to rely on fire crews to assist them to safety. This is a significantly higher percentage than in the first quarter of last year.

## Smoke Alarms in Dwelling Fires

Of the 135 dwelling fires attended in the first quarter, 87 (65%) had a smoke alarm fitted, and that activated correctly. In the same period last year, 133 dwelling fires were attended, of which 79 (59%) had correctly activating smoke alarms. The service's aim is to ensure that all dwellings have correctly fitted effective smoke alarms, which is reflected in the year-on-year increases in the percentage in each quarter.

### % ACTIVATED SMOKE ALARMS IN DWELLING FIRES



## SPECIAL SERVICE CALLS - QUICK REFERENCE

THIS YEAR						
[YTD = Year to date]						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change						
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	Q1	Q2	Q3	Q4	YTD	YTD
All emergency special service calls	477				477	↑ 42%
Road Traffic Collisions (no fire)	253				253	↑ 113%

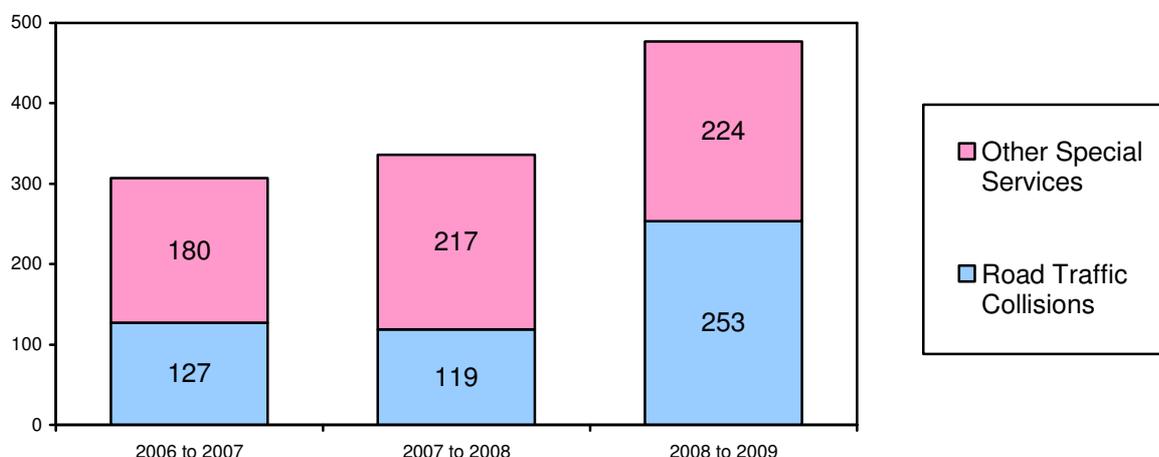
LAST YEAR					
	Q1	Q2	Q3	Q4	YTD
All emergency special service calls	336				336
Road Traffic Collisions (no fire)	119				119

### Emergency Special Service Calls

The Service attended 477 emergency special service calls during the first quarter of this year, which is more than in any quarter over the past two financial years.

Road Traffic Collisions accounted for over half (53%) of all emergency special services attended, which is a significantly higher proportion than in the same quarter of the previous two years (41% and 35%).

### Special Service Calls



## FALSE ALARMS - QUICK REFERENCE

<b>THIS YEAR</b>						
<b>AFA = Automatic Fire Alarms</b>					[YTD = Year to date]	
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change						
↑ = increase this year			↓ = decrease this year			
	Q1	Q2	Q3	Q4	YTD	YTD
Malicious false alarms received	147				147	↓ 14%
Malicious false alarms attended	32				32	↑ 19%
% Malicious false alarms attended	22%				22%	↑ 6%
False alarms from AFAs	434				434	↓ 11%
Non-domestic properties repeat AFAs	62				62	↓ 27%
% AFA false alarms - same properties	47%				47%	↓ 10%
False alarms made with good intent	270				270	↓ 22%

<b>LAST YEAR</b>					
	Q1	Q2	Q3	Q4	YTD
Malicious false alarms received	171				171
Malicious false alarms attended	27				27
% Malicious false alarms attended	16%				16%
False alarms from AFAs	486				486
Non-domestic properties repeat AFAs	85				85
% AFA false alarms - same properties	57%				57%
False alarms made with good intent	344				344

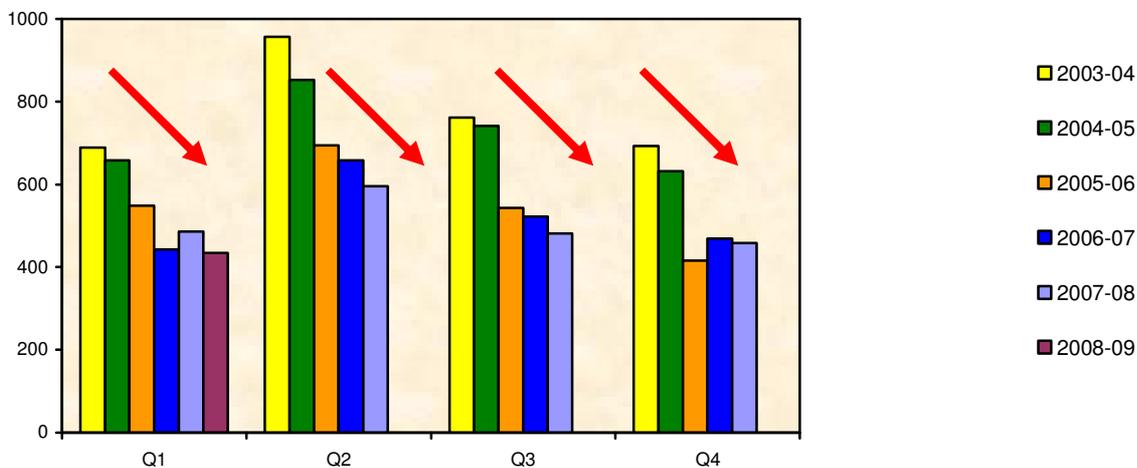
## Malicious False Alarms

In the first quarter, 24 fewer malicious false alarms were made to the Control Room than in the same period last year, but 5 more resulted in an attendance. The Service aims to attend no more than 25% of the total received.

## False Alarms from Automatic Fire Alarms

Fire appliances were sent out in response to 434 false alarms generated by automatic fire alarms in non-domestic premises in the first quarter. This is one of the lowest number attended in any quarter in recent years, but nevertheless it equates to around 33 every week.

### FALSE ALARMS FROM AFAs IN NON-DOMESTIC PROPERTIES



The 434 false alarms came from 293 different premises. However, the automatic fire alarm systems in 90 of those premises were problematic, and called the Service out more than once during the first quarter. These 90 premises were responsible for generating 203 false alarms.

In other words, 28% of the premises attended were responsible for generating 47% of all the false alarms that were attended.

## False alarms made with Good Intent

In the first quarter, the Service responded to 270 genuine calls for assistance, but which later turned out to be false alarms.

## CORPORATE - QUICK REFERENCE

THIS YEAR						
						[YTD = Year to date]
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↑ = increase this year			↓ = decrease this year			
	Q1	Q2	Q3	Q4	YTD	YTD
% of Invoices paid within 30 days	93%				93%	↑ 3%
Shifts/days sickness per person	1.92				1.92	↓ 0.05

LAST YEAR					
	Q1	Q2	Q3	Q4	YTD
% of Invoices paid within 30 days	90%				90%
Shifts/days sickness per person	1.97				1.97

### Invoice payments

In the first quarter, 2,770 invoices were processed, 2,671 of which were undisputed invoices for commercial goods and services. Of those, 2,491 (93%) were paid within 30 days of the date when the invoice was received.

### Sickness Absence

In the first quarter, a total of 864 days/shifts were lost to sickness absence by an average of 450 wholtime operational, control and support staff.

Long term sickness accounted for 502 of those days/shifts (58%), with short term sickness making up the remainder.

## OTHER NATIONAL INDICATORS FOR FUTURE REPORTING

EFR/S/001	Fires in dwellings within the ten minute service standard that were attended within ten minutes.
EFR/S/002	Fires in dwellings in areas identified as having a casualty rate greater than 6 that were attended within five minutes.
RRC/S/004	Dwellings that received a Home Fire Safety Check, broken down according to the applicable area risk rating and service standard for that area.
RRC/S/004	Fires in dwellings that had already had a Home Fire Safety Check in the 24 months before the fire
RRC/S/002	Deaths from accidental and deliberate fires
RRC/C/001	Deaths in fires in dwellings and non-domestic premises
RRC/S/002	Injuries from accidental and deliberate fires
RRC/C/001	Injuries in fires in dwellings and non-domestic premises

## 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.</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>