



AGENDA ITEM: 7

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

1st February 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 half of the 2009/10 reporting year, covering the period from 1st April 2009 to 30th September 2009.

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 2

APRIL 2009 – SEPTEMBER 2009

Figures are provisional and may be subject to minor amendment.

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FIRES – QUICK REFERENCE

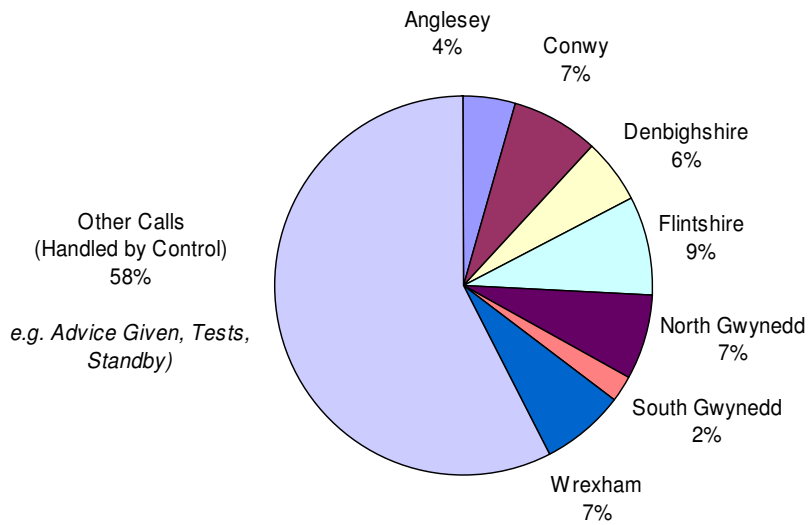
THIS YEAR – 2009/10						
						[YTD = Year to date]
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year			↓ = decrease this year			
	Q1	Q2	Q3	Q4	YTD	YTD
Total calls*	5,244	5,233			10,477	↓ 8%
Total fires	960	833			1,793	↑ 5%
Primary fires	401	379			780	→
Secondary fires	496	438			934	↑ 8%
Chimney fires	63	16			79	↑ 25%
All deliberate fires	480	451			931	↑ 10%
All accidental fires	480	382			862	→
Accidental fires in dwellings	111	110			221	→
Fires in non-domestic properties	83	88			171	↑ 6%

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YTD
Total calls*	6,036	5,389			11,425
Total fires	1,000	706			1,706
Primary fires	424	356			780
Secondary fires	531	332			863
Chimney fires	45	18			63
All deliberate fires	478	366			844
All accidental fires	522	340			862
Accidental fires in dwellings	123	98			221
Fires in non-domestic properties	84	77			161

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

Total Calls

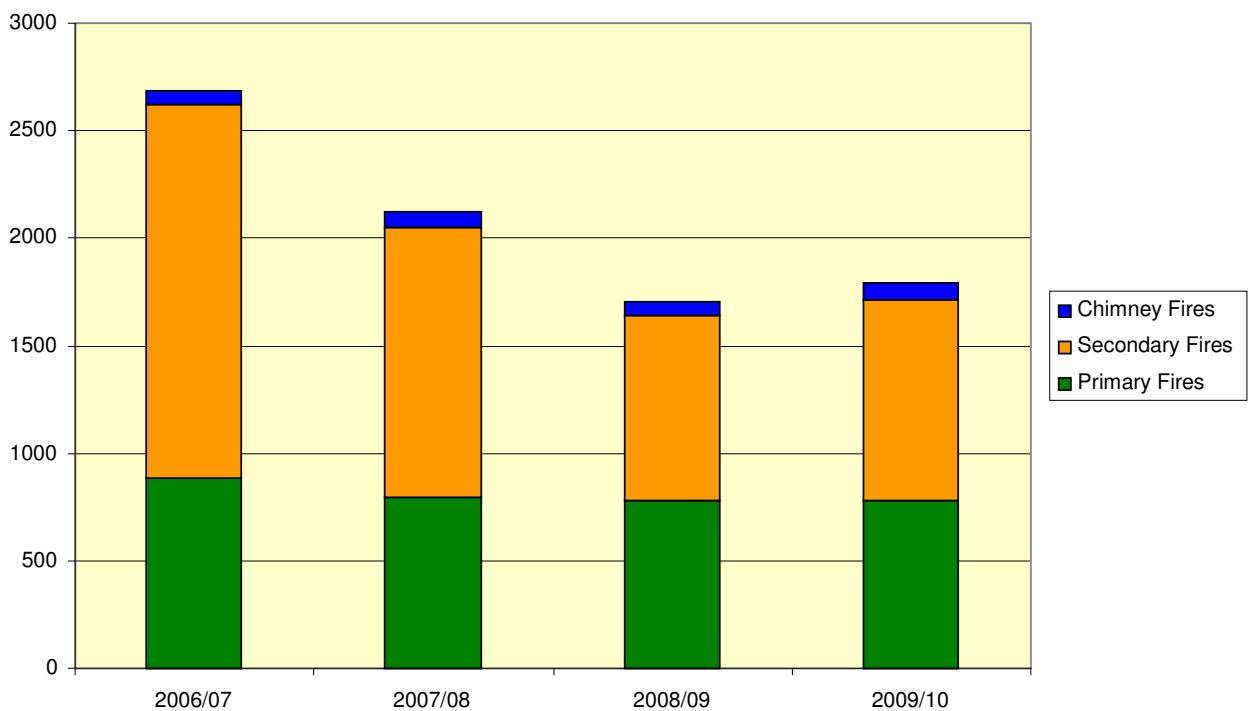
The Service dealt with nearly 10,500 calls in the first half of the year. As percentages of the total, they were allocated out as shown below.



Total Fires

The Service attended 1,793 fires during the first half of the year compared to 1,706 last year, and over 2,000 in previous years.

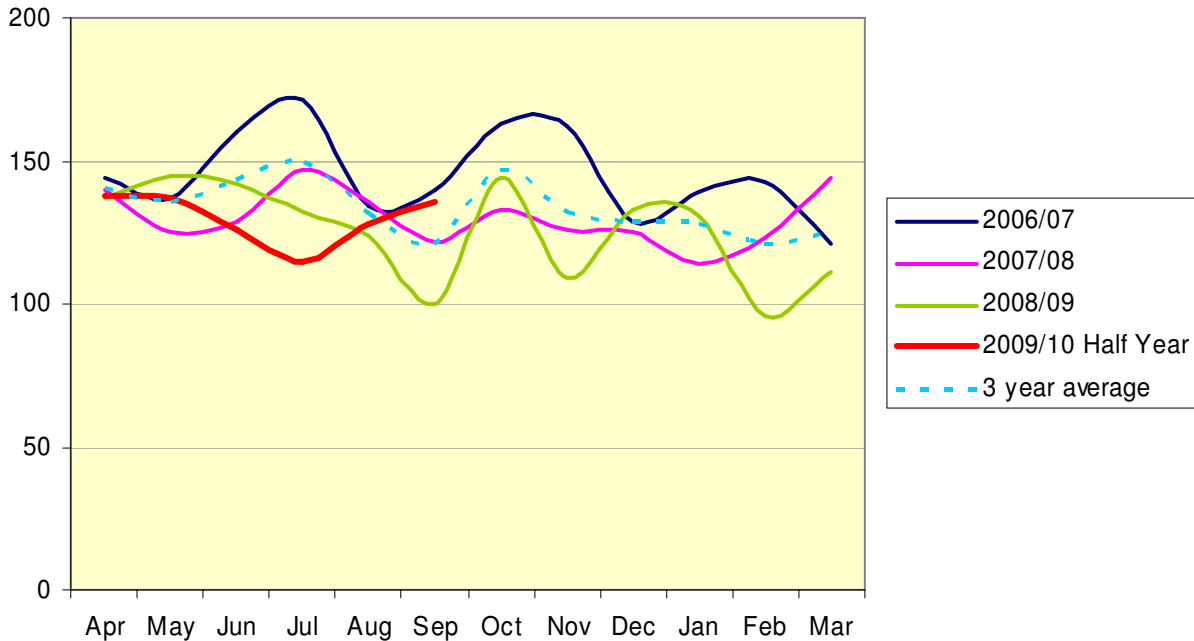
All Fires - Half Year



Primary Fires

In the first half of the year the Service attended 780 primary fires, which is the same compared to last year, and lower than the 3-year average. During the month of September there was a higher than average number of primary fires for the time of year.

Primary Fires - Half Year



Secondary Fires

There were 934 secondary fires during the first half of the year compared to 863 last year, and which is lower than the 3-year average of 1,282 for the period. The rate of secondary fires was 5 per day.

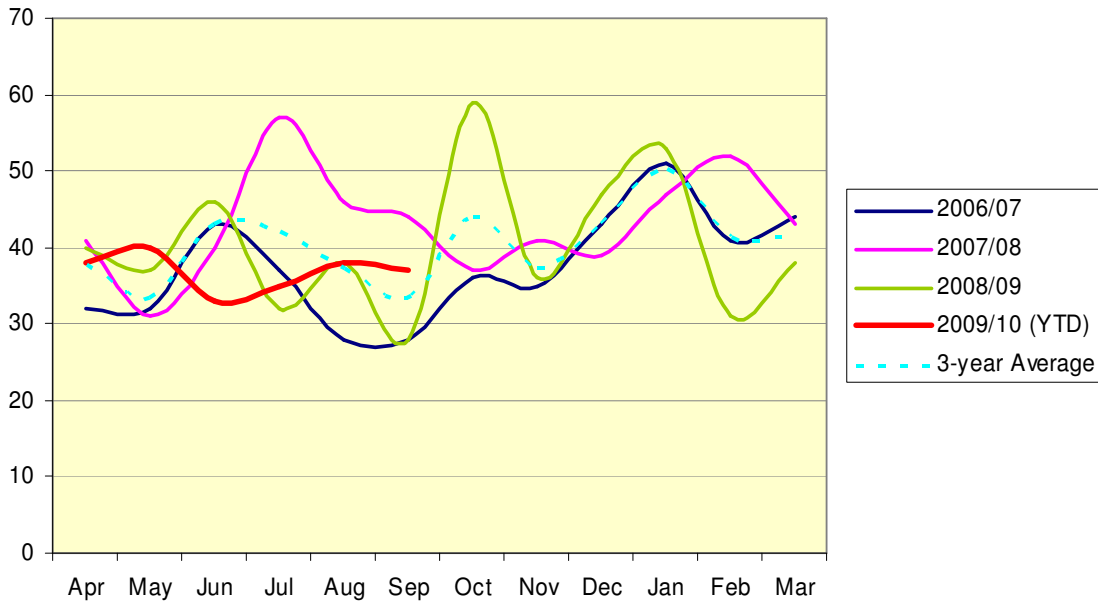
Chimney Fires

There were 79 chimney fires during the first half of the year compared to 63 last year; this is higher than the 3-year average of 66. The majority of chimney fires occurred in the colder months of April and early May.

Accidental Fires in Dwellings

Of the 258 dwelling fires during the first half of the year 221 (86%) were accidental, this is lower than the 3-year average of 227. There were also 221 accidental dwelling fires during the same period last year.

Accidental Fires in Dwellings, Half Year

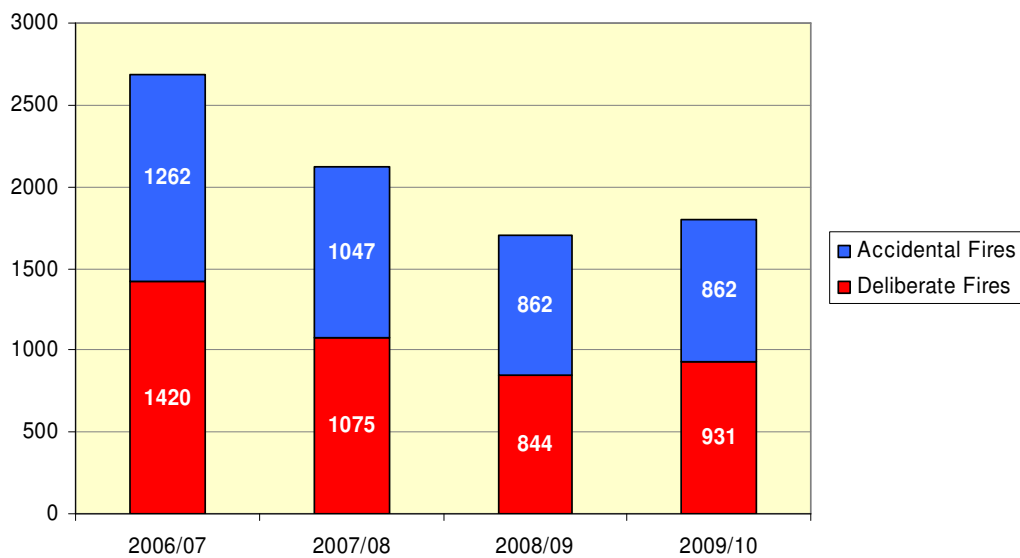


Deliberate Fires

This year, 36% of all primary fires and 70% of all secondary fires were attributed to deliberate ignition, compared to 36% and 65% last year respectively.

52% of fires in the first half were started deliberately and 48% accidental, similar to previous years.

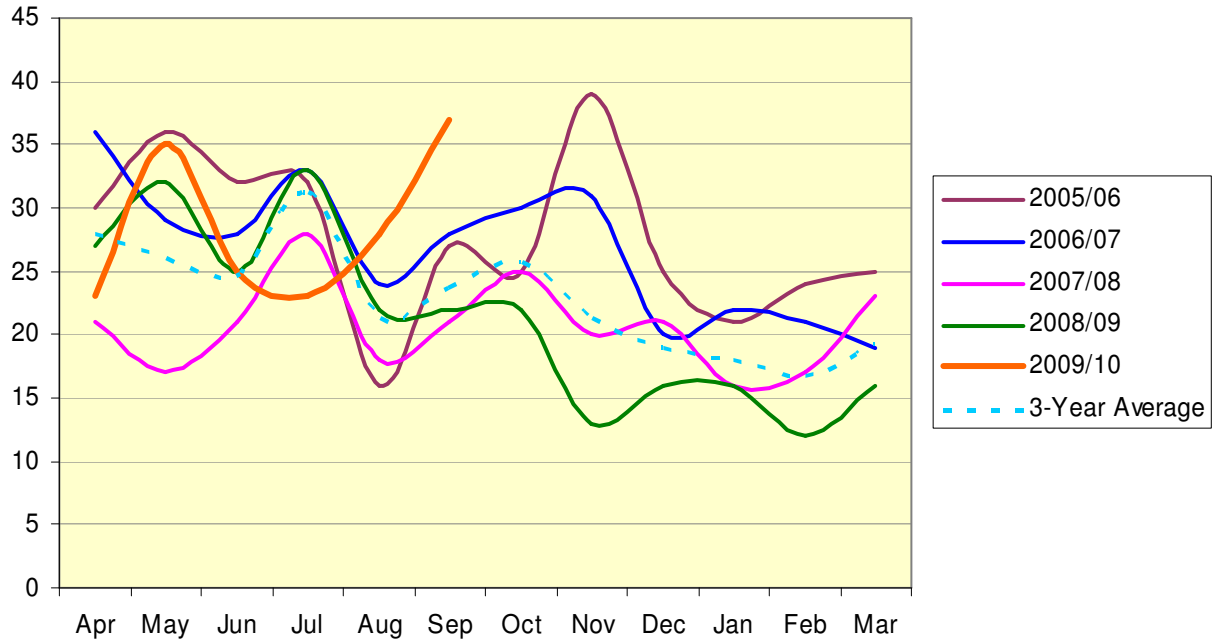
Deliberate and Accidental Fires - Half Year



Fires in Non-domestic Properties

There were 171 fires in non-domestic properties during the first half of the year, which is 10 more than last year and above the 3-year average (155) for the time of year.

Fires in Non-domestic Properties



KEEPING SAFE – QUICK REFERENCE

THIS YEAR – 2009/10						
ADF = Accidental Dwelling Fire						[YTD = Year to date]
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						
	Q1	Q2	Q3	Q4	YTD	YTD
% of ADFs confined to room of origin	88%	94%			91%	→
Injuries from ADFs	16	3			19	↓ 3
Deaths from ADFs	0	0			0	↓ 2
Dwelling fires - smoke alarm activated	41%	60%			50%	↓ 17%
Dwelling fires – smoke alarm did not operate	29%	12%			21%	↑ 9%
Dwelling fires – no smoke alarm present	30%	28%			29%	↑ 10%

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YTD
% of ADFs confined to room of origin	95%	87%			91%
Injuries from ADFs	10	12			22
Deaths from ADFs	0	2			2
Dwelling fires - smoke alarm activated	65%	68%			67%
Dwelling fires – smoke alarm did not operate	15%	9%			12%
Dwelling fires – no smoke alarm present	17%	22%			19%

Accidental Dwelling Fires Confined to the Room of Origin

Of the 221 accidental dwelling fires in the first half 91% (201) were confined to the room in which they started, which is the same as last year.

Injuries from Accidental Dwelling Fires

In the first half of this year 19 people received burns and/or other injuries in accidental dwellings fires, compared to 22 people last year. During June an individual incident resulted in 4 people receiving injuries, which contributed to the higher number in quarter 1.

Deaths from Accidental Dwelling Fires

During the first half of the year there were no accidental dwelling fire deaths. In the previous year there were 2.

A coroner's report recently confirmed the dwelling fire death of April 2009 was a result of deliberate ignition by the occupant.

Smoke Alarms in Dwelling Fires

Of the 258 dwelling fires attended in the first half, 129 (50%) had a working smoke alarm. No smoke alarm was present in 29%.

SPECIAL SERVICE CALLS - QUICK REFERENCE

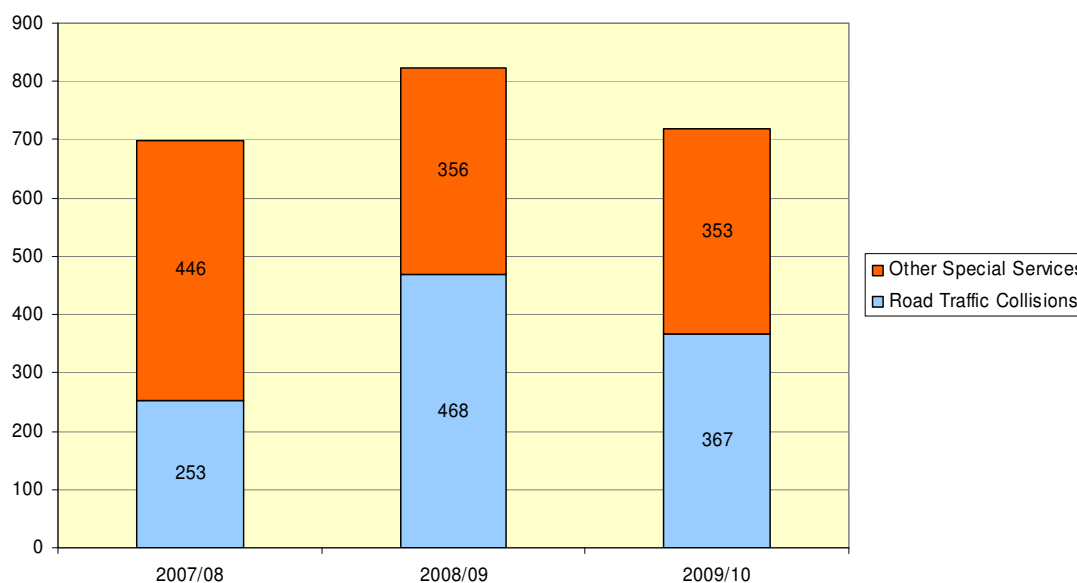
THIS YEAR – 2009/10						
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Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year			↓ = decrease this year			
	Q1	Q2	Q3	Q4	YTD	YTD
All emergency special service calls	316	404			720	↓ 13%
Road Traffic Collisions (no fire)	146	221			367	↓ 20%

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YTD
All emergency special service calls	442	382			824
Road Traffic Collisions (no fire)	246	222			468

Emergency Special Service Calls

The Service attended 720 special service calls during the first half of the year. Road traffic collisions (RTCs) accounted for 51% (367) of all special services compared to 57% the year before.

Special Service Calls - Half Year



FALSE ALARMS - QUICK REFERENCE

THIS YEAR – 2009/10						
AFA = Automatic Fire Alarms						[YTD = Year to date]
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			
	Q1	Q2	Q3	Q4	YTD	YTD
Malicious false alarms attended	33	35			68	↓ 9%
False alarms from AFAs in non-domestic properties	369	456			825	↓ 4%
False alarms made with good intent attended	298	335			633	↑ 68%

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YTD
Malicious false alarms attended	22	53			75
False alarms from AFAs in non-domestic properties	386	474			860
False alarms made with good intent attended	209	168			377

Malicious False Alarms

During the first half 7 fewer malicious false alarms resulted in attendance, compared to the same period last year.

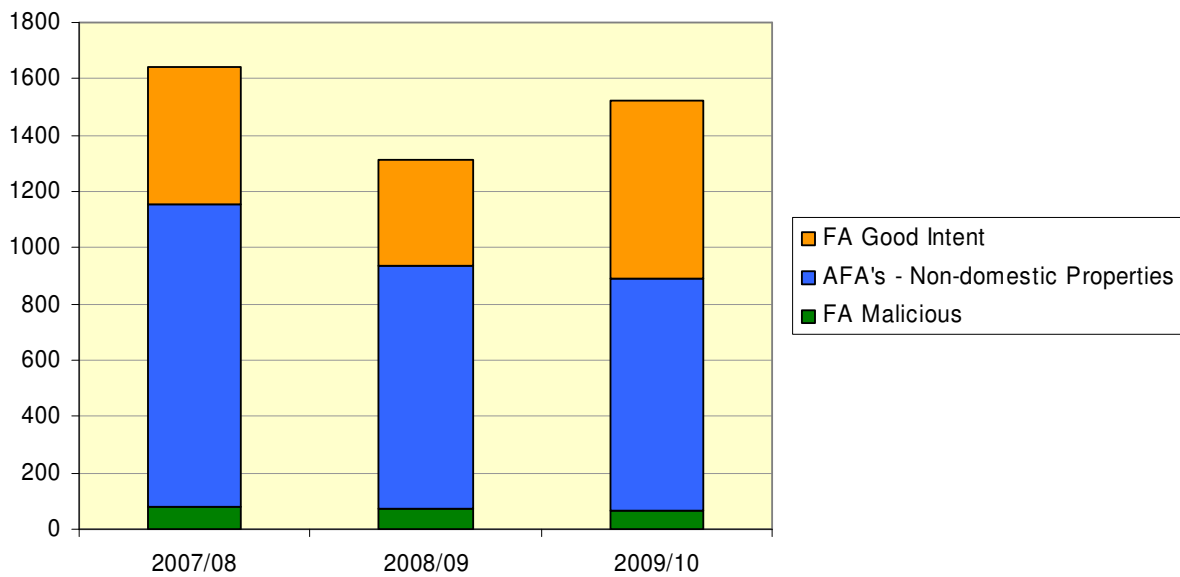
False Alarms from Automatic Fire Alarms

Fire appliances attended 825 false alarms generated by automatic fire detection equipment in non-domestic properties during the first half, compared to 860 last year. This is lower than the 3-year average but equates to around 32 every week.

False Alarms Made With Good Intent

In the first half the Service responded to 633 genuine calls for assistance, but which later turned out to be false alarms.

False Alarms Attended - Half Year



CORPORATE - QUICK REFERENCE

THIS YEAR – 2009/10						
						[YTD = Year to date]
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						
	Q1	Q2	Q3	Q4	YTD	YTD
% of Invoices paid within 30 days	92%	94%			93%	→
Shifts/days sickness per person	2.12	2.05			4.17	↓ 0.21

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YTD
% of Invoices paid within 30 days	93%	93%			93%
Shifts/days sickness per person	1.92	2.46			4.38

Invoice payments

During the first half of the year 4,993 undisputed commercial invoices were paid, and 93% (4,645) of these payments were made within 30 days, which is the same overall percentage as last year.

Sickness Absence

In the first half 4.17 days/shifts per employee were lost due to sickness absence, which is a total of 1,858 days/shifts lost by an average of 446 wholetime operational, control and support staff.

Long term sickness accounted for 1,242 of those days/shifts (67%), 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. 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>