



AGENDA ITEM: 7

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

10th May 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 three quarters of the 2009/10 reporting year, covering the period from 1st April 2009 to 31st December 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 3

APRIL 2009 – DECEMBER 2009

Figures are provisional and may be subject to minor amendment.

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FIRES – QUICK REFERENCE

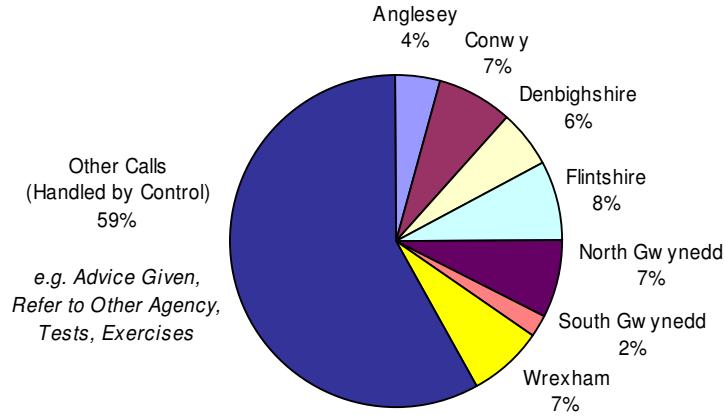
THIS YEAR – 2009/10						
						[YTD = Year to date]
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	YTD
Total calls*	5,244	5,233	5,281		15,758	↓ 3%
Total fires	962	834	745		2,541	↑ 2%
Primary fires	403	379	373		1,155	↓ 1%
Secondary fires	496	439	257		1,192	↑ 5%
Chimney fires	63	16	115		194	↑ 3%
All deliberate fires	480	451	317		1,248	↑ 4%
All accidental fires	482	383	428		1,293	↓ 0.5%
Accidental fires in dwellings	112	110	130		352	↓ 3%
Fires in non-domestic properties	66	66	64		196	↑ 9%

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YTD
Total calls*	6,036	5,389	4,868		16,293
Total fires	1,000	706	790		2,496
Primary fires	424	356	386		1,166
Secondary fires	531	332	279		1,142
Chimney fires	45	18	125		188
All deliberate fires	478	366	353		1,197
All accidental fires	522	340	437		1,299
Accidental fires in dwellings	123	98	142		363
Fires in non-domestic properties	71	59	50		180

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

Total Calls

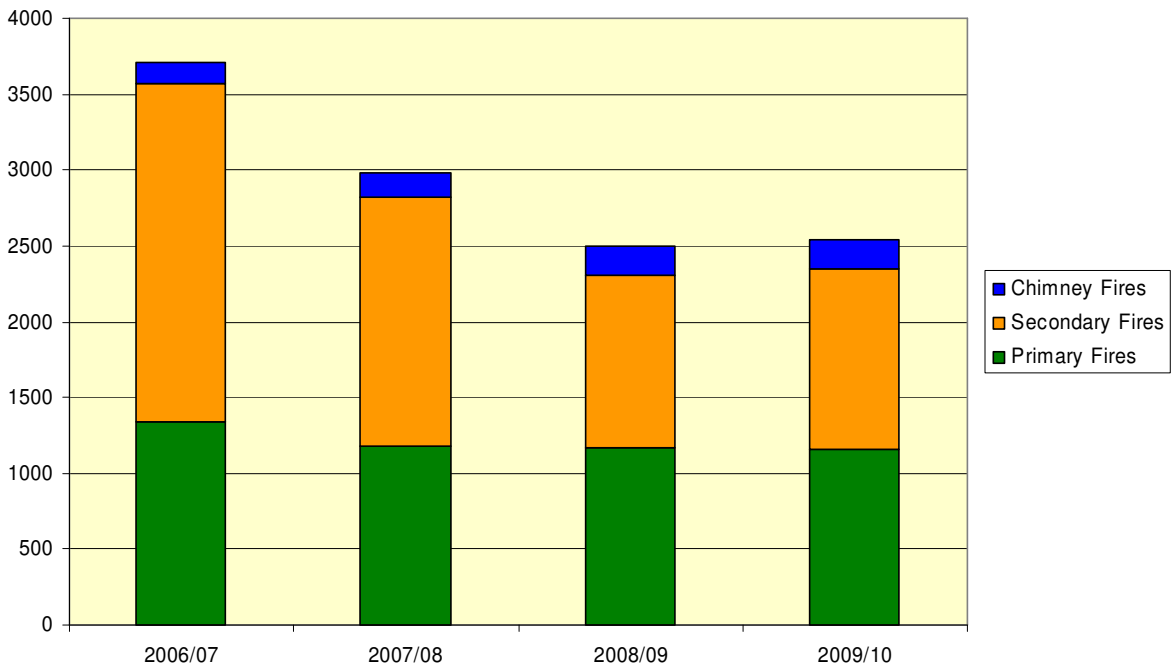
The Service dealt with nearly 16,000 calls in the first three quarters of 2009/10, these were distributed as shown below.



Total Fires

The Service attended 2,541 fires during the first three quarters of the financial year compared to 2,496 the previous year, but nearly 3,000 in 2008/09.

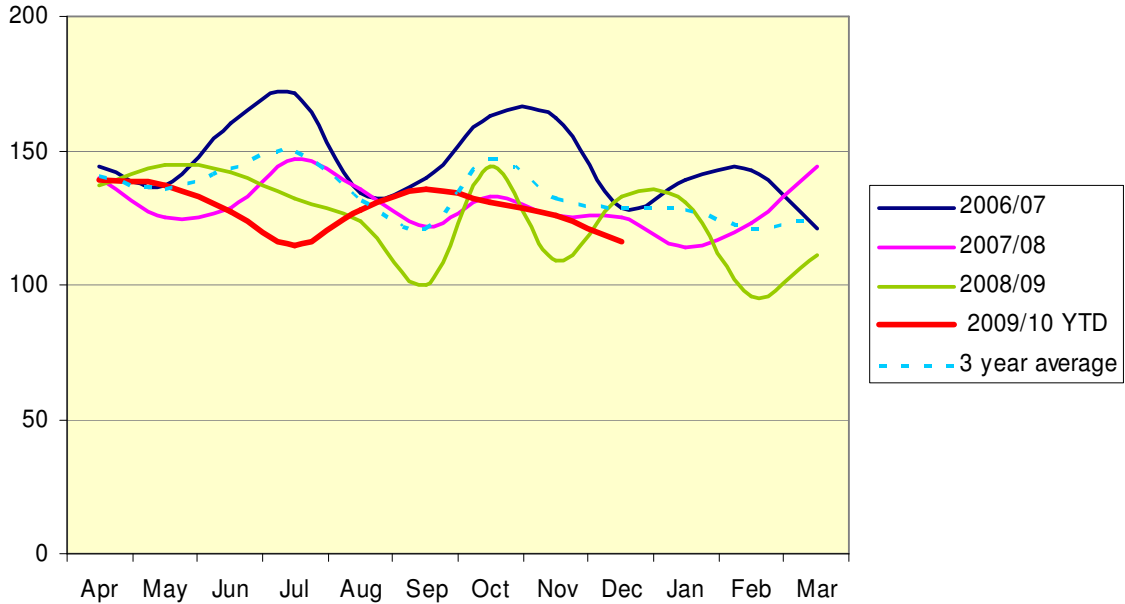
All Fires



Primary Fires

In the first three quarters of the 2009/10 financial year the Service attended 1,155 primary fires, 11 fewer compared to the previous year and lower than the 3 year average.

Primary Fires



Secondary Fires

There were 1,192 secondary fires during the first three quarters of the 2009/10 financial year compared to 1,142 the previous year, and which is lower than the 3-year average of 1,668 for the period. The rate of secondary fires was 4 per day.

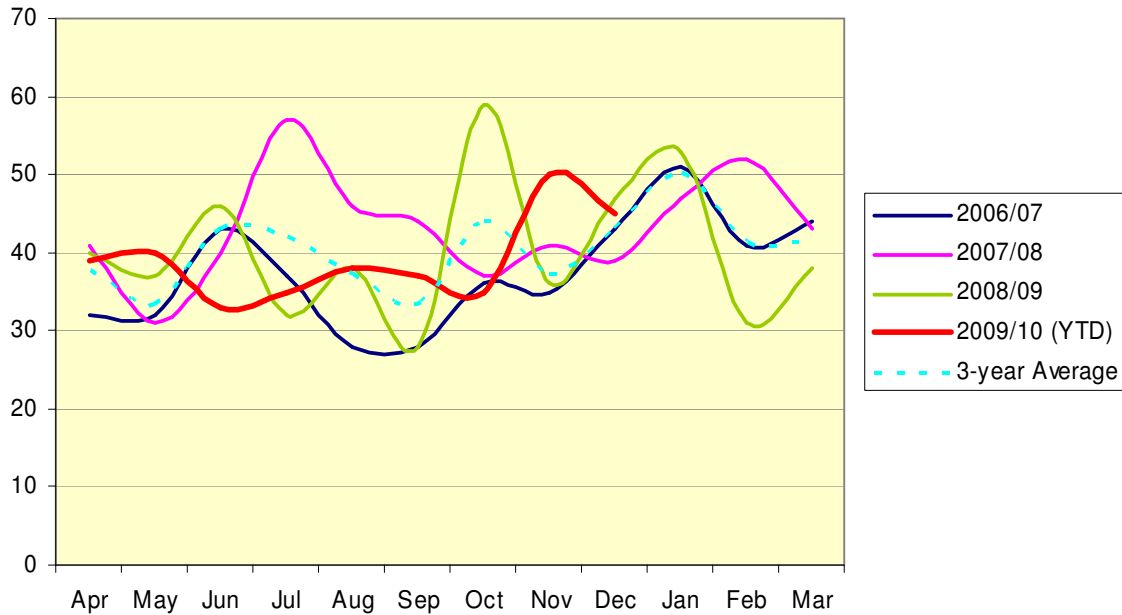
Chimney Fires

There were 194 chimney fires during the first three quarters of 2009/10 compared to 188 the previous year; this is higher than the 3-year average of 167. The majority of chimney fires occurred during the third quarter.

Accidental Fires in Dwellings

Of the 406 dwelling fires during the first three quarters of the financial year, 352 (87%) started accidentally. This is fewer compared to the same period the previous year but almost equals the 3 year average of 351.

Accidental Fires in Dwellings

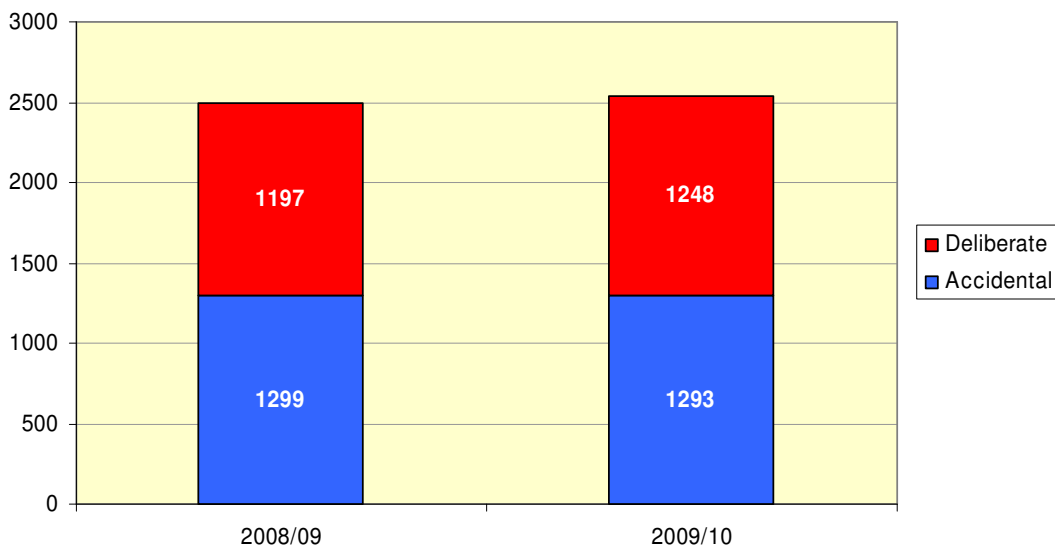


Deliberate Fires

During the 2009/10 financial year 35% of all primary fires and 71% of all secondary fires were attributed to deliberate ignition, compared to 37% and 67% last year respectively.

49% of fires in the first three quarters were started deliberately and 51% accidentally, which is consistent with previous year percentages.

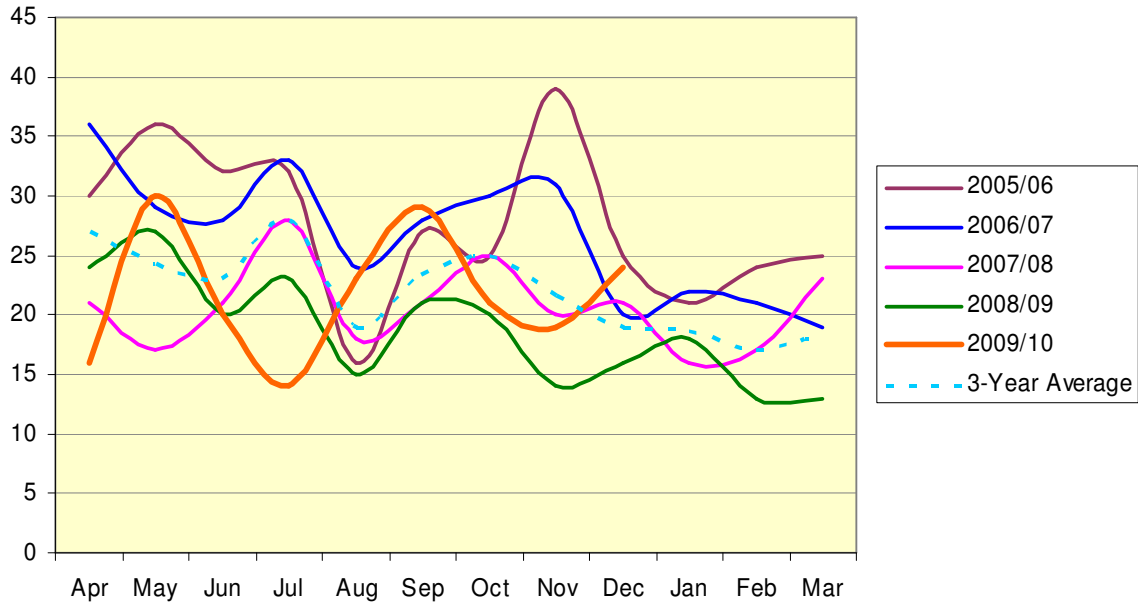
Deliberate and Accidental Fires



Fires in Non-domestic Properties

There were 196 fires in non-domestic properties during the first three quarters of the 2009/10 financial year, which is 16 more compared to the previous year and above the 3-year average (210) 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%	94%		92%	↑ 1%
Injuries from ADFs	16	3	9		28	↓ 14
Deaths from ADFs	0	0	4*		4*	↑ 1
Dwelling fires - smoke alarm activated	42%	60%	49%		50%	↓ 14%
Dwelling fires – smoke alarm did not operate	28%	12%	25%		22%	↑ 9%
Dwelling fires – no smoke alarm present	30%	28%	26%		28%	↑ 6%

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YTD
% of ADFs confined to room of origin	95%	87%	91%		91%
Injuries from ADFs	11	11	20		42
Deaths from ADFs	0	2	1		3
Dwelling fires - smoke alarm activated	65%	68%	58%		64%
Dwelling fires – smoke alarm did not operate	15%	9%	16%		13%
Dwelling fires – no smoke alarm present	17%	22%	27%		22%

Accidental Dwelling Fires Confined to the Room of Origin

Of the 352 accidental dwelling fires in the first three quarters of the financial year 92% (324) were confined to the room in which they started, which is one percentage point higher than the previous year.

Injuries from Accidental Dwelling Fires

In the first three quarters of the 2009/10 financial year 28 people received burns and/or other injuries in accidental dwellings fires, compared to 42 people the previous year. During June 2009 an individual incident resulted in 4 people receiving injuries, which contributed to the higher number in the first quarter.

Deaths from Accidental Dwelling Fires

During the third quarter there were 4 deaths from accidental dwellings fires (2 confirmed and 2 unconfirmed by the Coroner at this time). In the previous year (2008/09) there were 3 accidental dwelling fire deaths during the first three quarters of the year.

Smoke Alarms in Dwelling Fires

Of the 406 dwelling fires attended in the first three quarters of the 2009/10 financial year, 202 (50%) had a working smoke alarm. No smoke alarm was present in 28%.

* Provisional figure pending confirmation from Coroner

SPECIAL SERVICE CALLS - QUICK REFERENCE

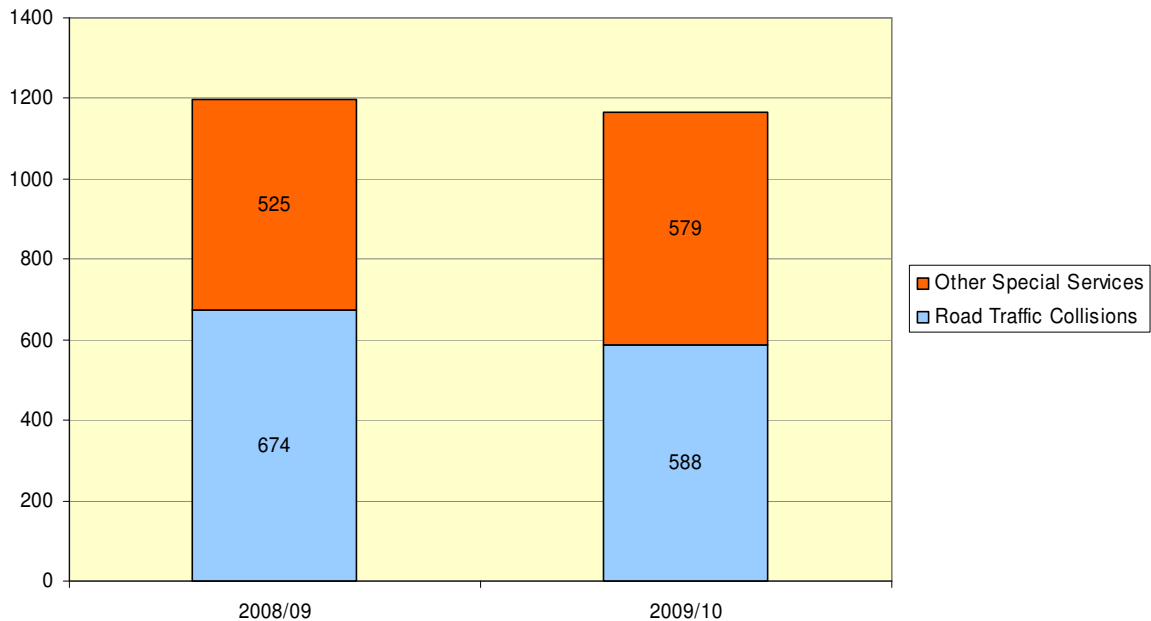
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	Q1	Q2	Q3	Q4	YTD	YTD
All emergency special service calls	316	405	446		1,167	↓ 32
Road Traffic Collisions (no fire)	146	221	221		588	↓ 86

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YTD
All emergency special service calls	442	382	375		1,199
Road Traffic Collisions (no fire)	246	222	206		674

Emergency Special Service Calls

The Service attended 1,167 special service calls during the first three quarters of the 2009/10 financial year. Road traffic collisions (RTCs) accounted for 50% (588) of all special services compared to 56% the previous year.

Special Service Calls



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	39		107	↓ 25
False alarms from AFAs in non-domestic properties	369	455	408		1,232	↓ 97
False alarms made with good intent attended	298	334	315		946	↑ 384

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YTD
Malicious false alarms attended	22	53	57		132
False alarms from AFAs in non-domestic properties	386	474	469		1,329
False alarms made with good intent attended	209	168	185		562

Malicious False Alarms

During the first three quarters of the 2009/10 financial year, 25 fewer malicious false alarms resulted in attendance compared to the same period in the previous year.

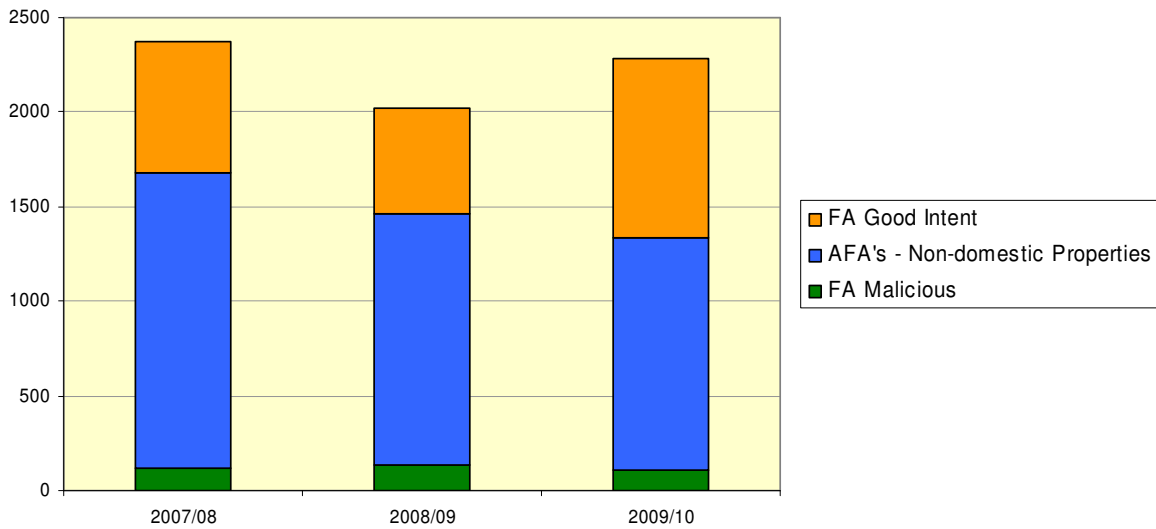
False Alarms from Automatic Fire Alarms

Fire appliances attended 1,232 false alarms generated by automatic fire detection equipment in non-domestic properties during the first three quarters of 2009/10, compared to 1,329 the previous 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 three quarters of 2009/10 the Service responded to 946 genuine calls for assistance, but which later turned out to be false alarms.

False Alarms Attended



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%	96%		94%	↑ 1%
Shifts/days sickness per person	2.12	2.05	2.24		6.41	↓ 0.03

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YTD
% of Invoices paid within 30 days	93%	93%	92%		93%
Shifts/days sickness per person	1.92	2.46	2.06		6.44

Invoice payments

During the first three quarters of the 2009/10 financial year 7,621 undisputed commercial invoices were paid, and 94% (7,165) of these payments were made within 30 days, which is one percentage point higher compared to the previous year.

Sickness Absence

In the first three quarters of the 2009/10 financial year 6.41 days/shifts per employee were lost due to sickness absence, which is a total of 2,877 days/shifts lost by an average of 449 wholetime operational, control and support staff.

Long term sickness accounted for 1,904 of those days/shifts (66%), 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>