



## **AGENDA ITEM: 8**

### **NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL**

**7th February 2011**

#### **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 three quarters of the 2010/11 reporting year, covering the period from 1<sup>st</sup> April 2010 to 31<sup>st</sup> December 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

**THREE QUARTERS**

**APRIL 2010 – DECEMBER 2010**

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

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## FIRES – QUICK REFERENCE

<b>REPORTING YEAR – 2010/11</b>						
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      ➡ = no change						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	
Total calls*	5,083	4,210	4,469		13,762	↑ 7%
Total fires	1,207	636	692		2,535	↓ 0%
Primary fires	357	301	374		1,032	↓ 11%
Secondary fires	790	318	207		1,315	↑ 10%
Chimney fires	60	17	111		188	↓ 3%
All deliberate fires	599	312	246		1,157	↓ 7%
All accidental fires	608	324	446		1,378	↑ 6%
Accidental fires in dwellings	122	91	145		358	↑ 2%
Fires in non-domestic properties	58	57	55		170	↓ 14%

<b>LAST YEAR – 2009/10</b>					
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>
Total calls*	4,215	4,358	4,326		12,899
Total fires	962	834	747		2,543
Primary fires	403	379	375		1,157
Secondary fires	496	439	257		1,192
Chimney fires	63	16	115		194
All deliberate fires	480	451	317		1,248
All accidental fires	482	383	430		1,295
Accidental fires in dwellings	112	110	130		352
Fires in non-domestic properties	66	66	66		198

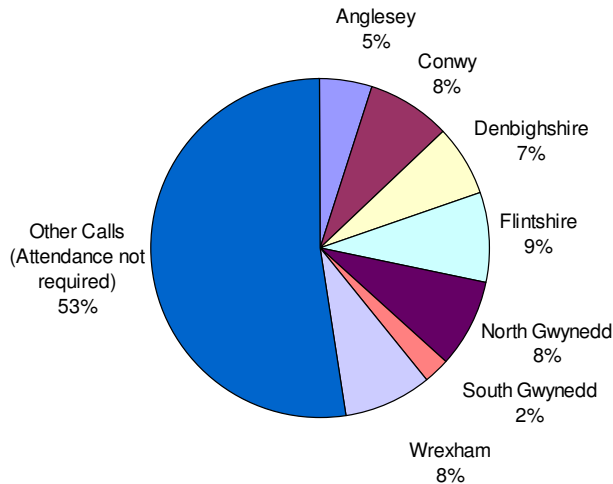
\* Total calls = Total number of calls handled by Control, directly associated with emergency incidents e.g. genuine incidents, repeat calls, false alarms, hoaxes (a FRS resource may not have been required to attend each call).

**Total Calls in 2010/11**

- *There was an increase of 7% or 863 more calls received compared to 2009/10*
- *There was a decrease of 1% or 74 fewer incidents that required the Service to attend*

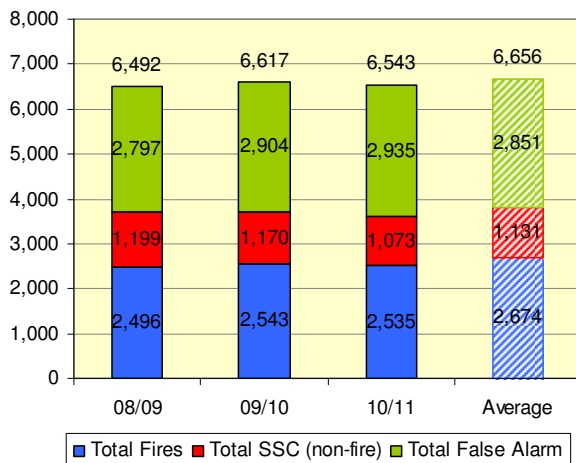
In the first three quarters of 2010/11 the control team handled 13,762 calls and the Service was required to attend 6,543 incidents.

**Total Calls Handled, and Location of Incidents Attended** (OPSW\_6.1)



Flintshire experienced the highest proportion of incidents (9%), with the fewest in South Gwynedd (2%), Of the total calls received 53% did not require the Service to attend for example repeat calls, not genuine incidents, confirmed false alarms, or confirmed hoaxes.

**Incidents Attended, by Category**



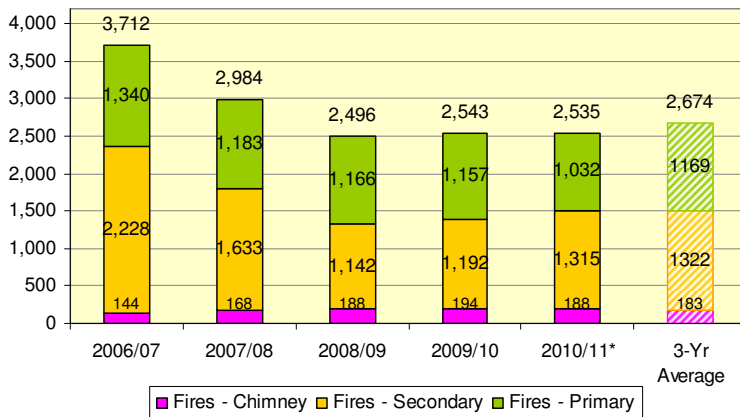
## Total Fires

- **There was a slight decrease of 0.3% or 8 fewer fires compared to the same period in 2009/10**

During the first three quarters of 2010/11 the Service dealt with 2,535 fires, which is lower than the previous year and the 3-year average.

Primary and chimney fires both decreased overall, but secondary fires increased.

**Number of Fires by Type**

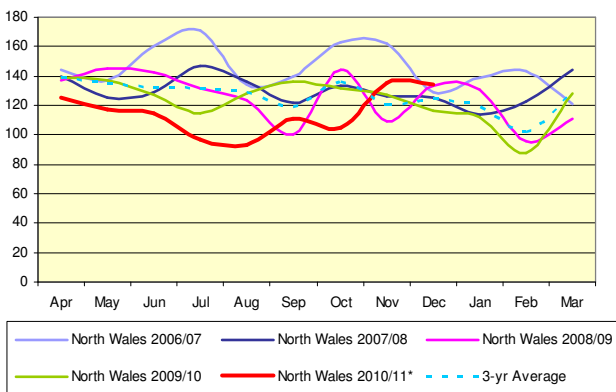


## Primary Fires

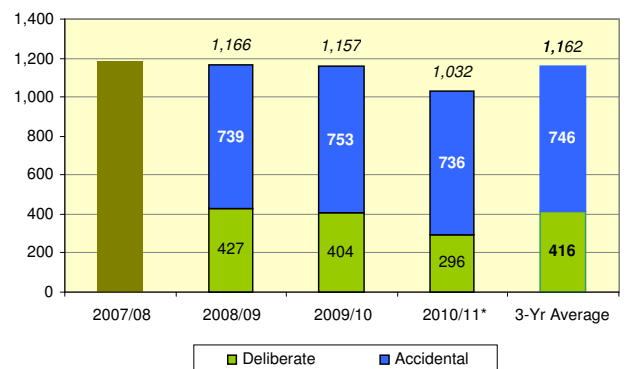
- **There was a decrease of 11% or 125 fewer primary fires compared to 2009/10**

During the first three quarters of 2010/11 the Service dealt with 1,032 primary fires, which is better than the previous year and the 3-year average; this decrease is most prominent in quarters one and two.

**Number of Primary Fires**



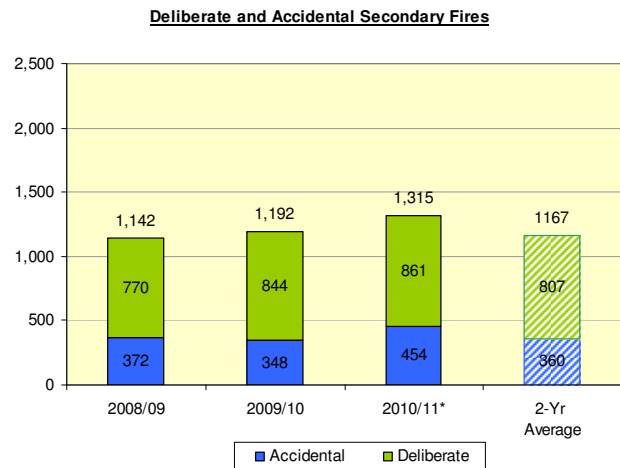
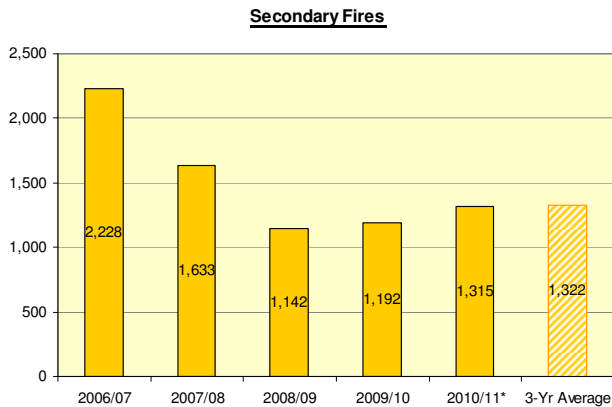
**Number of Primary Fires by Motive**



## Secondary Fires

- There was an increase of 10% or 123 more secondary fires compared to 2009/10

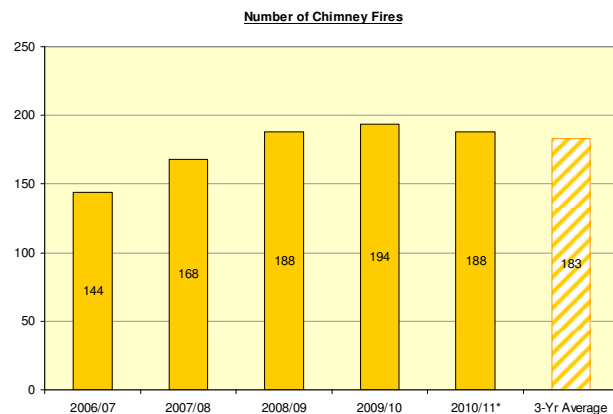
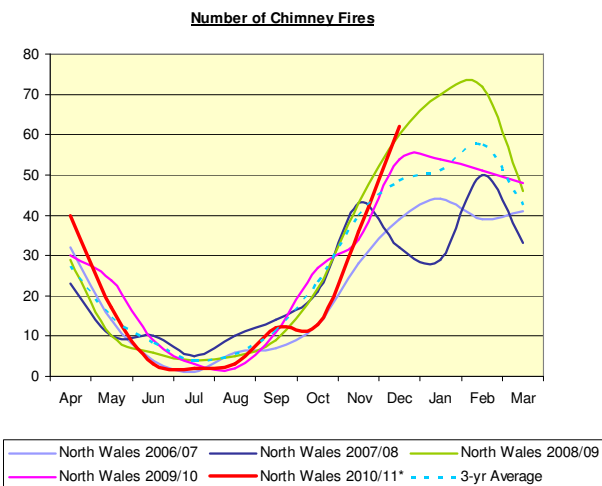
During the first three quarters of 2010/11 the Service dealt with 1,315 secondary fires, although this is higher than the previous year it is in-line with the 3-year average. Much of this increase was isolated to quarter one, April in particular, which was exacerbated by the dry weather. Secondary fires decreased each month thereafter and were lower than average during quarters two and three. The rate of secondary fires was 5 per day.



## Chimney Fires

- There was a decrease of 3% or 6 fewer chimney fires compared to 2009/10

During the first three quarters of 2010/11 the Service dealt with 188 chimney fires, 6 fewer compared to the previous year but a little higher than the 3-year average (183).

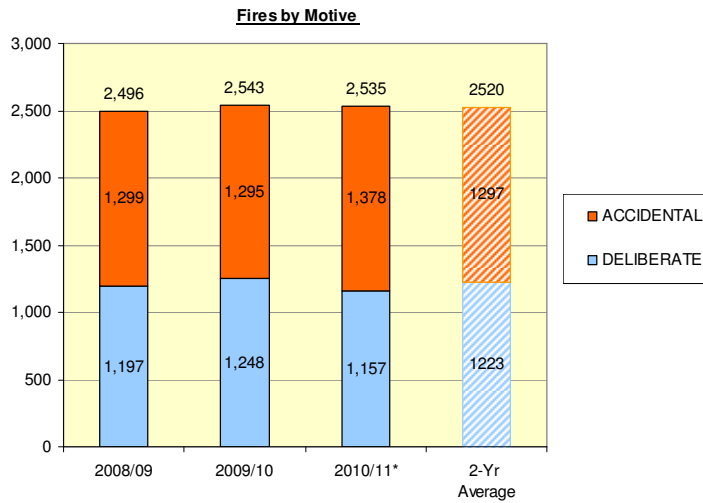




**Fires by Motive**

- *There was a 6% increase or 83 more accidental fires compared to 2009/10*
- *There was a 7% decrease or 91 fewer deliberate fires compared to 2009/10*

During the first three quarters of 2010/11 the Service dealt with 1,378 accidental fires and 1,157 deliberate fires.

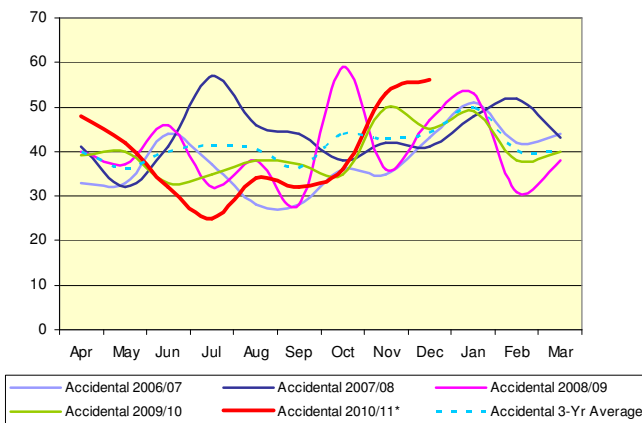


**Accidental Fires in Dwellings**

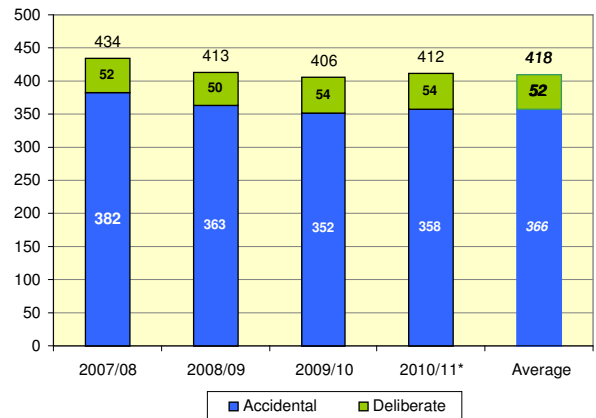
- *There was an increase of 2% or 6 more accidental fires in dwellings compared to 2009/10*

During the first three quarters of 2010/11 the Service dealt with 358 accidental fires in dwellings, compared to 352 during the same period last year. This does however remain lower than the 3-year average (366) and there were fewer incidents during quarter two.

**Number of Accidental Fires in Dwellings**



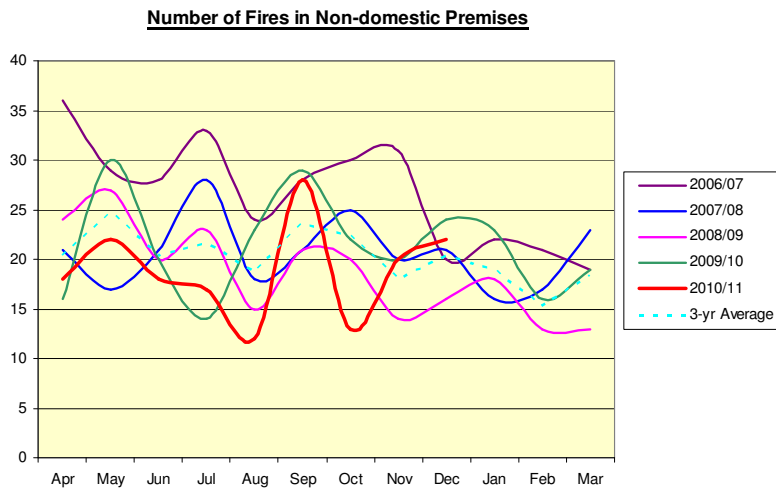
**Number of Fires in Dwellings by Motive**



## Fires in Non-domestic Properties

- ***There was a decrease of 14% or 28 fewer fires in non-domestic premises compared to 2009/10***

During the first three quarters of 2010/11 the Service dealt with 170 fires in non-domestic premises, which is both lower than the previous year (198) and the 3-year average (190).



## 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 - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = 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%	92%	91%		92%	➡
Injuries from Accidental Fires in Dwellings	8	16	10		34	➡
Deaths from Accidental Fires in Dwellings	1*	4*	2*		7	↑ 3*
Dwelling fires - smoke alarm activated	64%	67%	56%		61%	↑ 11pp
Dwelling fires – smoke alarm did not operate	19%	21%	26%		23%	↑ 1pp
Dwelling fires – no smoke alarm present	17%	12%	18%		16%	↓ 12pp

LAST YEAR – 2009/10					
	Q1	Q2	Q3	Q4	YTD
% of Accidental Fires in Dwellings confined to room / item of origin	88%	94%	94%		92%
Injuries from Accidental Fires in Dwellings	18	6	10		34
Deaths from Accidental Fires in Dwellings	0	0	4		4
Dwelling fires - smoke alarm activated	42%	60%	49%		50%
Dwelling fires – smoke alarm did not operate	28%	12%	25%		22%
Dwelling fires – no smoke alarm present	30%	28%	26%		28%

### Accidental Fires in Dwellings Confined to the Room of Origin

- *There was no change at 92% compared to 2009/10*

During the first three quarters of 2010/11 the Service dealt with 358 accidental fires in dwellings and 328 (92%) of these were confined to the item or room in which they started; this proportion is equal to the previous year and the 3-year average.

\* Provisional figure pending confirmation from Coroner  
pp = Percentage points

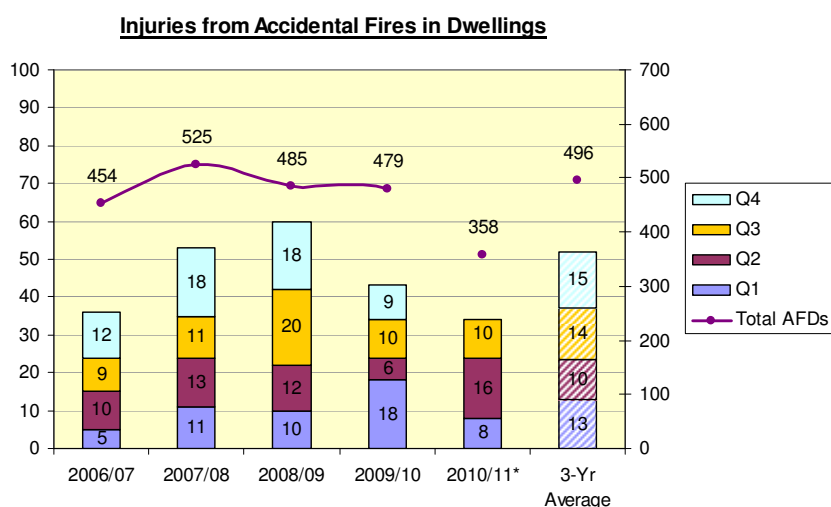
## Injuries from Accidental Fires in Dwellings

- ***There was no change at 34 injuries compared to 2009/10***

During the first three quarters of the year 34 people received injuries (requiring hospital treatment), which is the same as the previous year; these injuries resulted from 22 out of 358 accidental fires in dwellings. At a single incident in Pwllheli (North Gwynedd) during September, 7 people received fire injuries.

There were no injuries during the month of June although an average number of fires occurred.

A further 88 people required attention at the scene only (first aid or a precautionary check) as a result of 67 accidental fires in dwellings.



## Deaths from Accidental Fires in Dwellings

- ***There were 7\* deaths from accidental fires in dwellings (pending confirmation)***

During the first three quarters of 2010/11 there were 7 deaths from accidental fires in dwellings, occurring in Caernarfon, St Asaph, Marian Glas, Wrexham and Mold (the deaths at Marian Glas have been confirmed by the Coroner with the remainder pending confirmation).

There have been no deaths from deliberate fires in dwellings.

## Injuries from Other Fires

**Fires in non-domestic premises:** 6 people received injuries (all accidental fires). A further 8 people required attention at the scene only (first aid or a precautionary check).

**Outdoor fires:** 12 people received injuries (all accidental fires). A further 4 people required attention at the scene only (first aid or a precautionary check), 2 of which were fires started deliberately.

**Vehicle fires:** 2 people received injuries (all accidental fires). A further 3 people required attention at the scene only (first aid or a precautionary check) resulting from fires started deliberately.

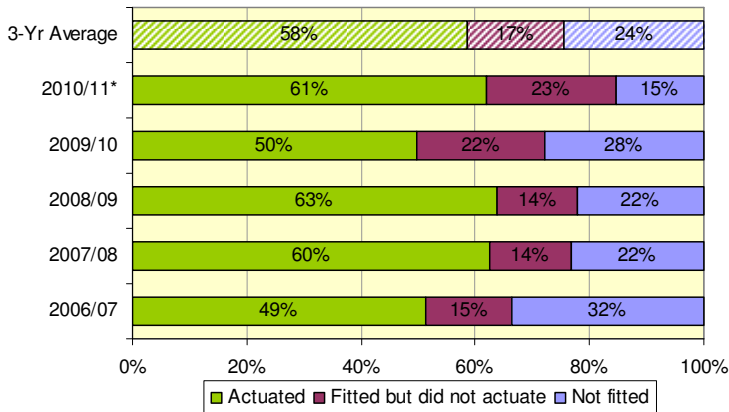
\* Provisional figure pending confirmation from Coroner

**Fires in Dwellings – Presence of Smoke Alarms**

- ***There was an increase to 61% (11 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 (50%) and the 3-year average (58%). Although the overall percentage of homes that had a fire but where a *smoke alarm did not work / was not fitted* has reduced (improved), there has been a slight increase to 23% (1 percentage point worse) of smoke alarms fitted but did not actuate.

**Fires in Dwellings: Presence of Smoke Alarm(s)**



## EMERGENCY SPECIAL SERVICE CALLS (no fire) - QUICK REFERENCE

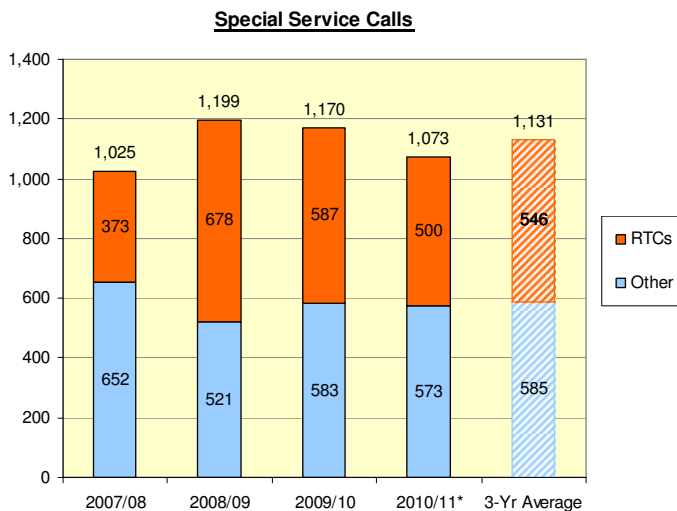
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	Q1	Q2	Q3	Q4	YTD	
All emergency special service calls	290	366	417		1,073	↓ 8%
Road Traffic Collisions (no fire)	137	165	198		500	↓ 15%

LAST YEAR – 2009/10					
	Q1	Q2	Q3	Q4	YTD
All emergency special service calls	319	405	446		1,170
Road Traffic Collisions (no fire)	145	220	222		587

### Emergency Special Service Calls (no fire)

- *There was an 8% decrease or 97 fewer special service incidents overall compared to 2009/10*

During the first three quarters of 2010/11 the Service dealt with 1,073 special service calls, which is fewer than the previous year and the 3-year average. Road traffic collisions (RTCs) represented just under half of special service calls.



## FALSE ALARMS - QUICK REFERENCE

<b>REPORTING YEAR – 2010/11</b>						
<b>AFA = Automatic Fire Alarms</b>						
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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	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	
All false alarms attended	909	1,025	1,001		2,935	↑ 1%
Malicious false alarms attended	31	26	38		95	↓ 11%
False alarms from AFAs in non-domestic properties	288	356	383		1,027	↓ 21%
False alarms made with good intent attended	429	465	426		1,320	↑ 72%

<b>LAST YEAR – 2009/10</b>					
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>
All false alarms attended	889	1,045	970		2,904
Malicious false alarms attended	33	35	39		107
False alarms from AFAs in non-domestic properties	381	483	442		1,306
False alarms made with good intent attended	269	263	234		766

### **False Alarms (Overall)**

- ***There was a 1% increase or 31 more false alarms compared to 2009/10***

During the first three quarters of 2010/11 the Service dealt with 2,935 false alarms, which is slightly higher than the previous year. There has been a shift in the proportion of false alarms generated by automatic fire detection equipment, and false alarms made with good intent, following the reclassification of a number of incidents following national discussions.

### **Malicious False Alarms**

- ***There was a decrease of 11% or 12 fewer malicious false alarms compared to 2009/10***

During the first three quarters of 2010/11 the Service attended 95 malicious false alarms compared to 107 the previous year, and which is also better than the 3-year average (117).

### **False Alarms from Automatic Fire Alarms (AFA)**

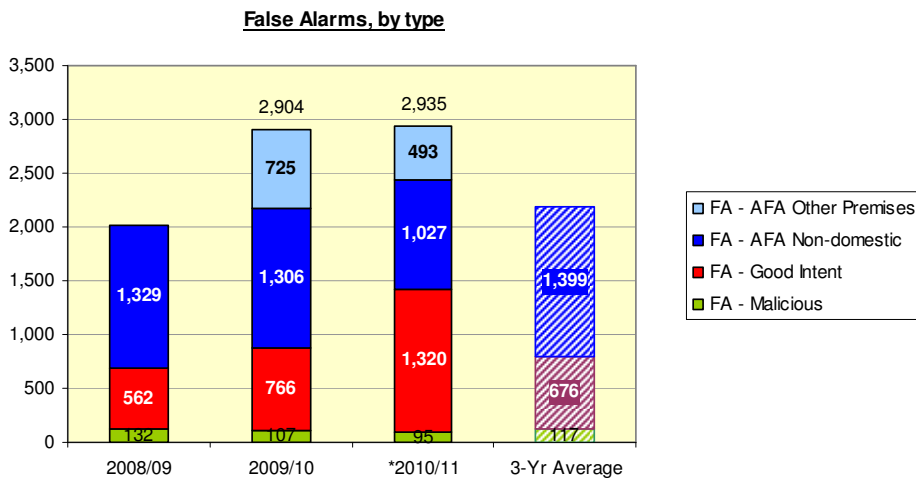
- ***There was a decrease of 21% or 279 fewer false alarms generated by automatic fire detection equipment in non-domestic properties compared to 2009/10.***

During the first three quarters of 2010/11 the Service attended 1,027 false alarms generated by automatic fire detection equipment in non-domestic properties, which appears better compared to the previous year and the 3-year average; this equates to around 26 incidents each week. This significant decrease can in part be attributed to the realignment of incident classification.

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

- ***There was an increase of 72% or 554 more false alarms made with good intent compared to 2009/10***

During the first three quarters of 2010/11 the Service dealt with 1,320 calls for assistance but which later turned out to be false alarms. However, this significant increase can in part be attributed to the realignment of incident classification.



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



## CORPORATE - QUICK REFERENCE

REPORTING YEAR – 2010/11						
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↑ = increase this year      ↓ = decrease this year      → = no change						
	Q1	Q2	Q3	Q4	YTD	
% of Invoices paid within 30 days	92%	95%	97%		95%	↑ 1pp
Shifts/days sickness per person	1.78	1.77	n/a		3.55	↓ 0.62

LAST YEAR – 2009/10					
	Q1	Q2	Q3	Q4	YTD
% of Invoices paid within 30 days	92%	94%	96%		94%
Shifts/days sickness per person	2.12	2.05	n/a		4.17

### Invoice payments

During the first three quarters of the financial year 7,399 undisputed commercial invoices were paid of which 95% (7,000) invoice payments were made within 30 days.

### Sickness Absence

- ***There was an improvement to 3.55 (0.62 fewer) days/shifts lost due to sickness absence per employee compared to 2009/10 (half year point)***

A total of 1,624 days/shifts were lost due to sickness absence, or 3.55 days/shifts per employee, compared to 4.17 days/shifts lost in 2009/10. This improvement is seen both in long-term and short-term sickness absence. Early indications for the third quarter show a continuation in this improvement.

## 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>