



PERFORMANCE MONITORING REPORT

Q1 APRIL – JUNE 2005

FIRES

FOR REFERENCE

NUMBERS:

[All are provisional.]

		Q1	YTD*
BV 142(ii)	Primary fires	475	475
	Primary fires started deliberately	172	172
BV 206 (i)	Primary fires started deliberately (excl. any in vehicles)	93	93
BV 206(ii)	Primary fires started deliberately in vehicles only	79	79
BV 142 (iii)	Accidental fires in dwellings	129	129
BV 144	Accidental fires in dwellings confined to the room of origin	93%	93%
BV 207	Fires in non-domestic properties	98	98
BV 206(iii)	Secondary fires started deliberately (excl. any in vehicles)	466	466
BV 206(iv)	Secondary fires started deliberately in vehicles only	5	5

COMPARED TO LAST YEAR:

[↑ = more this year; ↓ = fewer this year; → = same both years]

		Q1	YTD
BV 142(ii)	Primary fires	↓	↓
	Primary fires started deliberately	↓	↓
BV 206 (i)	Primary fires started deliberately (excl. any in vehicles)	↑	↑
BV 206(ii)	Primary fires started deliberately in vehicles only	↓	↓
BV 142 (iii)	Accidental fires in dwellings	↑	↑
BV 144	Accidental fires in dwellings confined to the room of origin	↑%	↑%
BV 207	Fires in non-domestic properties	↑	↑
BV 206(iii)	Secondary fires started deliberately (excl. any in vehicles)	↓	↓
BV 206(iv)	Secondary fires started deliberately in vehicles only	↓	↓

ON OR OFF TARGET:

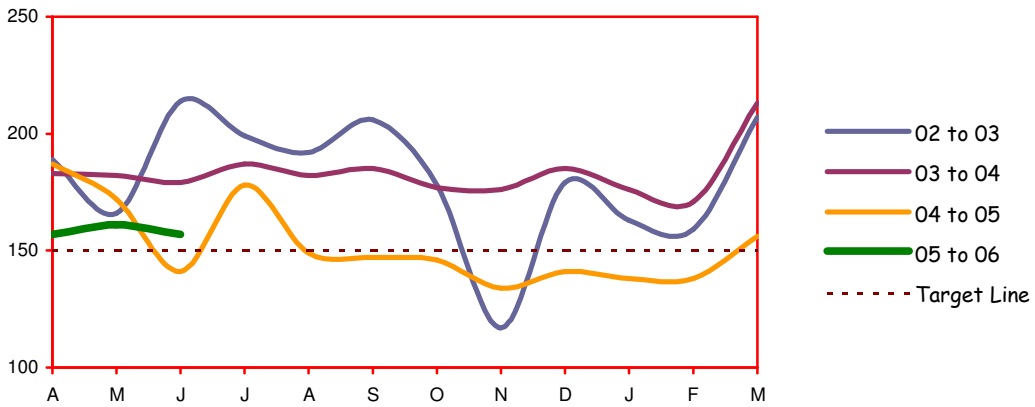
☺ = on target ☹ = off target

		Q1	YTD
BV 142(ii)	Primary fires		☹
	All primary fires started deliberately		
BV 206 (i)	Primary fires started deliberately (excl. any in vehicles)		☹
BV 206(ii)	Primary fires started deliberately in vehicles only		☺
BV 142 (iii)	Accidental fires in dwellings		☹
BV 144	Accidental fires in dwellings confined to the room of origin		☹
BV 207	Fires in non-domestic properties		☹
BV 206(iii)	Secondary fires started deliberately (excl. any in vehicles)		☺
BV 206(iv)	Secondary fires started deliberately in vehicles only		☺

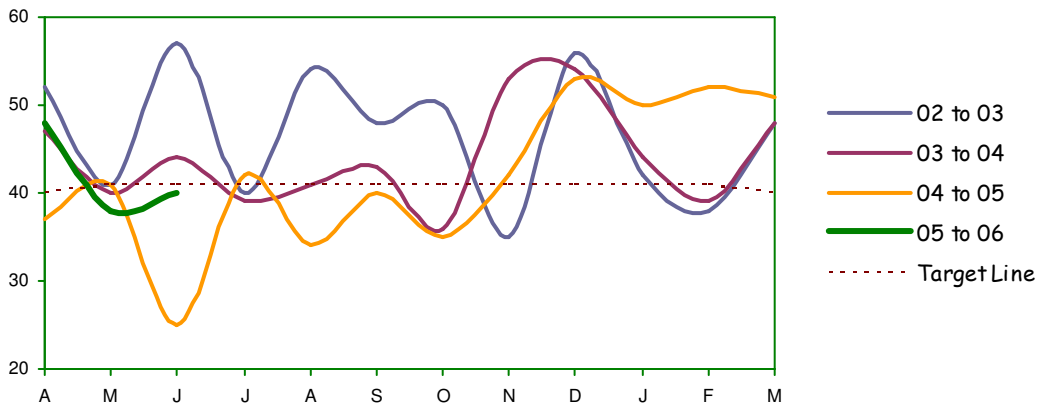
* YTD = Year to date

YEAR-ON-YEAR COMPARISONS

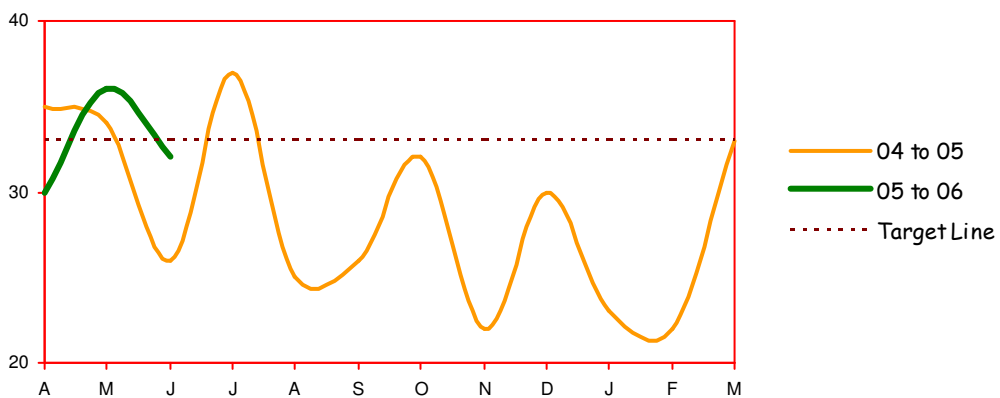
Primary fires



Accidental fires in dwellings



Fires in non-domestic properties



STOP PRESS - LATE UPDATE

August was a particularly good month this year, with fewer primary fires and fewer accidental fires in dwellings than in almost any other month since April 2002. Fires in non-domestic premises also fell substantially in August, to just 18.

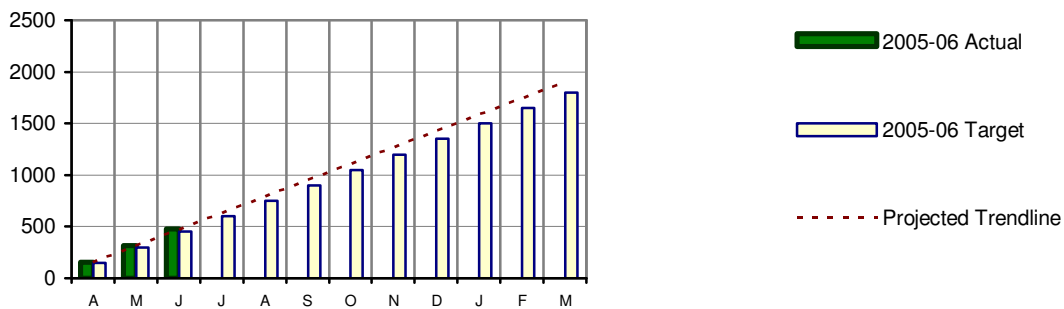
IN-YEAR ANALYSES

BV 142(ii)

Primary fires

Monthly average - 158

- On average, there were 8 primary fires more than the target figure each month in the first quarter (36% of which were started deliberately)
- There were 16 more primary fires in June 2005 than there had been in June 2004. This followed 13 consecutive months when there had been fewer primary fires than in the corresponding month in the previous year.

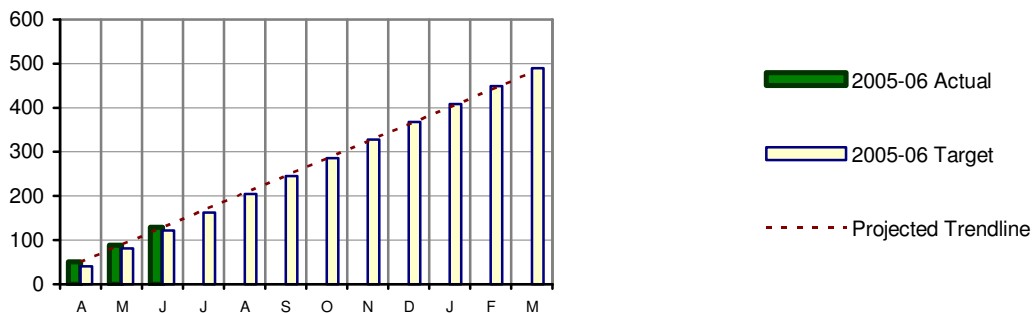


BVPI 142(iii) & 144

Accidental fires in dwellings

Monthly average - 42

- Despite a poor April, two consecutive 'good' months put the Service back on course to hit the target by the end of the year
- 93% of accidental fires in dwellings were confined to the room of origin

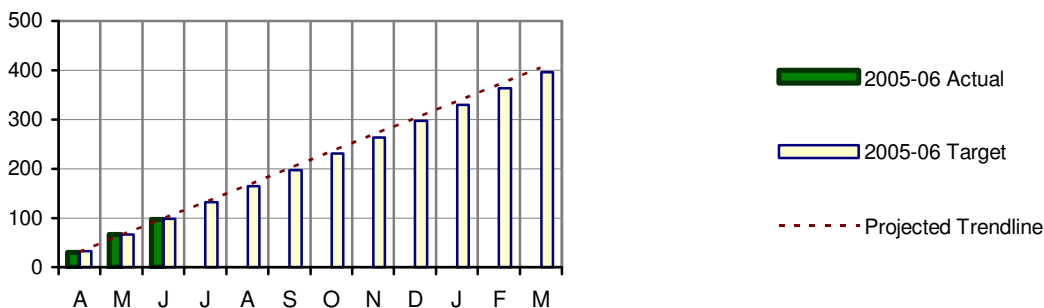


BVPI 207

Fires in Non-Domestic Properties

Monthly average - 33

- There were 98 fires in non-domestic properties in the first quarter - just 3 more than in the same quarter last year

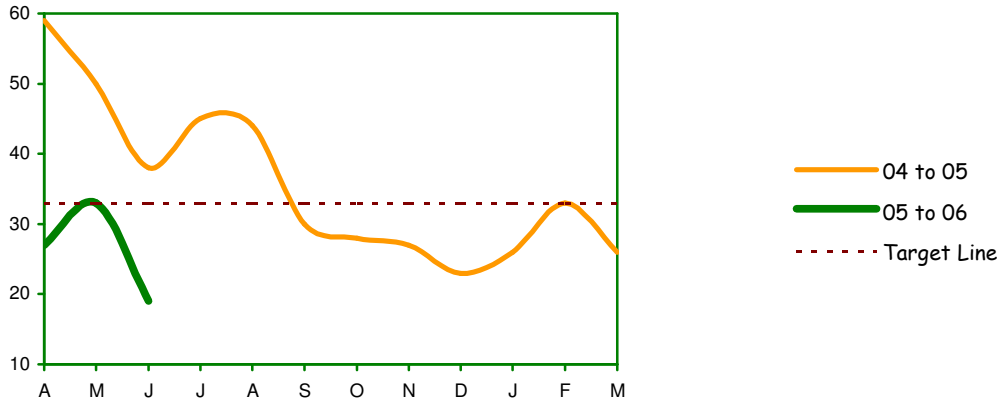


STOP PRESS - LATE UPDATE

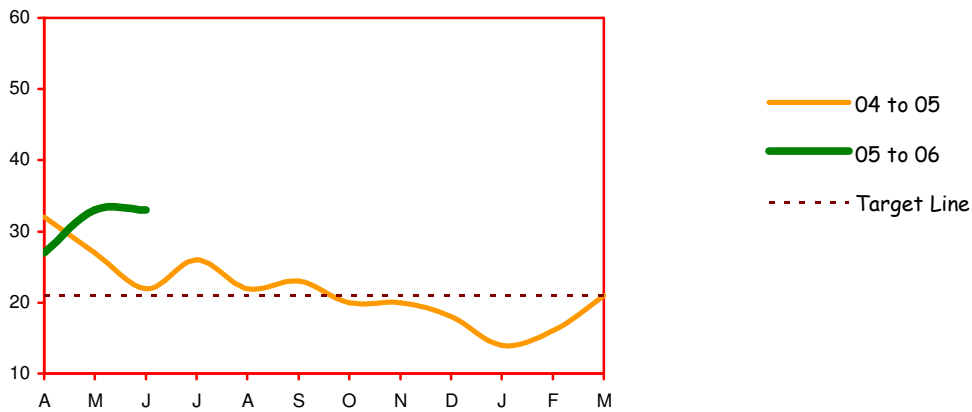
By August, primary fires were down, but this year's target was still not being met (19 over). However, accidental fires in dwellings and fires in non-domestic properties were still on course to meet the annual target.

FIRES STARTED DELIBERATELY YEAR-ON-YEAR COMPARISONS

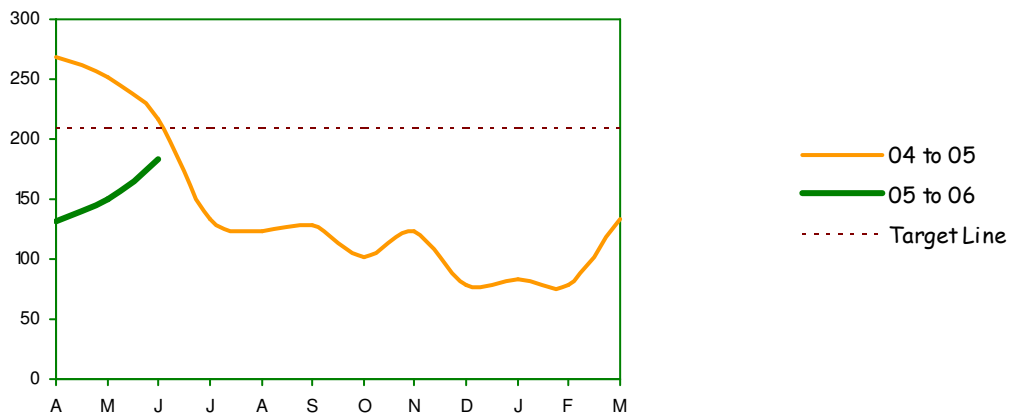
Deliberate primary fires in vehicles



Deliberate primary fires other than those in vehicles



Deliberate secondary fires other than those in vehicles

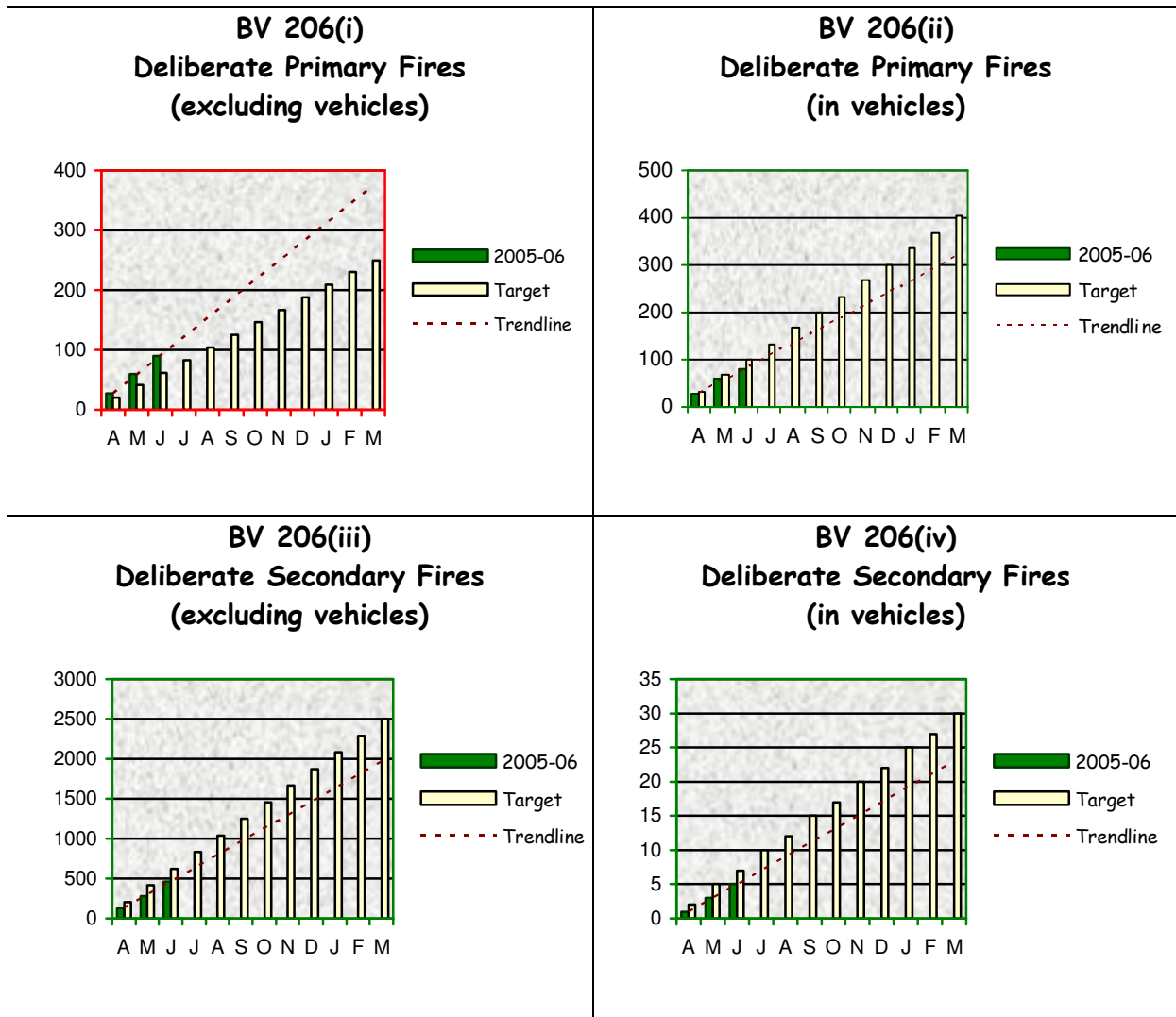


STOP PRESS - LATE UPDATE

By the end of August, the total number of deliberate fires (in all locations) had fallen by almost 14% compared to last year (1384 > 1195).

FIRES STARTED DELIBERATELY

IN-YEAR ANALYSES



a) Three out of the four tentative targets for these new indicators looked comfortably within reach this year

b) Compared to the same point last year:

- Deliberate primary fires in vehicles were down by 46%
- Deliberate secondary fires in vehicles were down by 58%
- Deliberate secondary fires (excluding those in vehicles) were down by 37%

c) BUT, deliberate primary fires (excluding those in vehicles) - BV 206(i) - had gone up by almost 15% compared to last year, with the prospect that the year could end around 150 fires (60%) over target

STOP PRESS - LATE UPDATE

By the end of August BV206(iv) also looked likely to miss the annual target of 30, following an increase in the number of deliberate secondary fires in vehicles during July and August. However, overall numbers continued to fall, with BV206(i) remaining the only category that was worse than last year (129>144).

DEATHS, INJURIES AND ESCAPES

FOR REFERENCE

NUMBERS:			
[All are provisional.]			
		Q1	YTD*
BV143(i)	Deaths from accidental fires in dwellings	1	1
BV143(ii)	Injuries from accidental fires in dwellings	12	12
BV208	The percentage of people who escaped unharmed from accidental fires in dwellings without fire and rescue service assistance at the fire	90%	90%

COMPARED TO LAST YEAR:			
[↑ = more this year; ↓ = fewer this year; → = same both years]			
		Q1	YTD
BV143(i)	Deaths from accidental fires in dwellings	→	→
BV143(ii)	Injuries from accidental fires in dwellings	**	**
BV208	The percentage of people who escaped unharmed from accidental fires in dwellings without fire and rescue service assistance at the fire	↑%	↑%
	** Injuries are calculated differently after 01/04/2005		

ON OR OFF TARGET:			
☺ = on target ☹ = off target			
		Q1	YTD
BV143(i)	Deaths from accidental fires in dwellings		☺
BV143(ii)	Injuries from accidental fires in dwellings		☺
BV208	The percentage of people who escaped unharmed from accidental fires in dwellings without fire and rescue service assistance at the fire		

* YTD = Year to date

DEATHS, INJURIES AND ESCAPES FROM FIRES

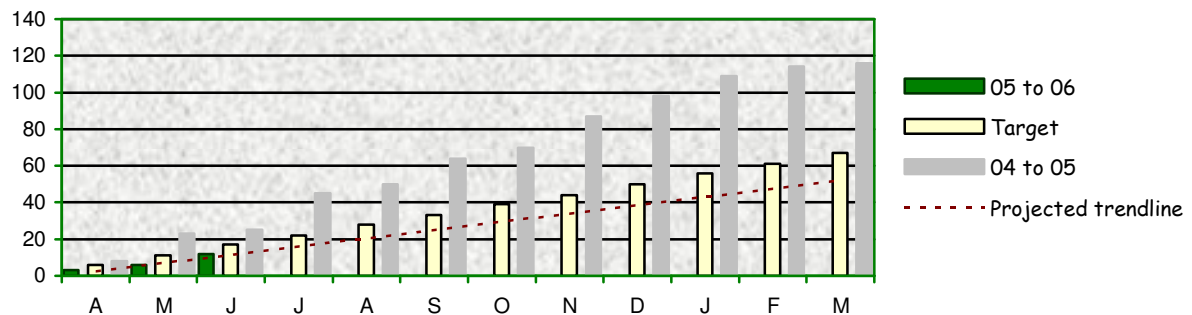
IN-YEAR ANALYSES

BVPI 143(i) Deaths from Accidental Fires in Dwellings

One person died in May 2005.

BVPI 143(ii) Injuries from Accidental Fires in Dwellings

Monthly average - 4



- Following a review of FDR1 completion protocols, the number of people categorised as having suffered an actual 'injury' (i.e. not simply advised to seek a precautionary check) was about half of what it was last year
- If the trend continued, this year's target would be achieved

STOP PRESS - LATE UPDATE

By the end of August, the same pattern was continuing, with about half the number of people present at accidental fires in dwellings being categorised as 'injured' as opposed to having simply been advised to seek a medical check-up as a precautionary measure. No further fire deaths had been recorded.

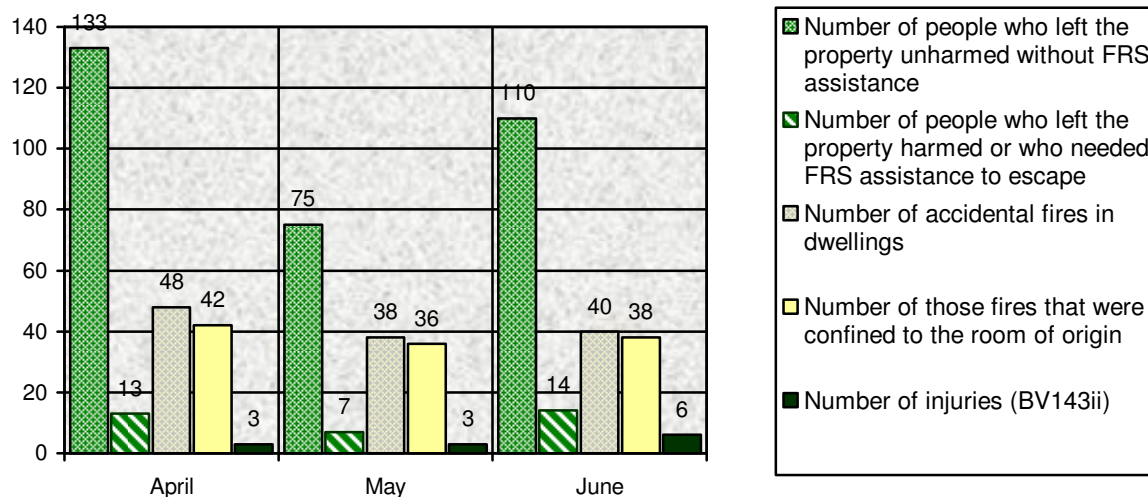
NOTE:

BVPI 143ii (injuries) excludes precautionary checks, but BVPI 208 includes precautionary checks.

DEATHS, INJURIES AND ESCAPES FROM FIRES

BVPI 208 The % of people who escaped unharmed from accidental fires in dwellings without F&RS assistance at the fire

Monthly average - 90%



Precautionary Checks

BV143ii (injuries) excludes precautionary checks, but BVPI 208 includes precautionary checks. In other words, 'precautionary checks' are included within the definition as having been *harmed*, but not of having been *injured*.

Houses in Multiple Occupancy (HMOs)

Only those people in the 'dwelling' where the fire started are included (e.g. in a separate flat).

Target

The Service is using the first year to learn about the influences that affect this new indicator. A target will be developed next year.

The graph shows:

- the numbers of people who left the property:
 - without any assistance (at the scene) from the fire and rescue service; and
 - who did not sustain any injury; and
 - who were not advised to seek a precautionary check-up
- the numbers of people who were taken from the property:
 - having been killed or injured in the fire; or
 - having been advised to seek a precautionary check-up; or
 - who, although 'unharmed' had had to rely on the fire and rescue service to assist them to escape from the premises
- the numbers of accidental fires in dwellings that had occurred (for information only)
- how many of those had been confined to the room of origin (for information only)
- the number of people classified as having been 'injured', but excluding any that had only been advised to seek a precautionary medical check-up (for information only)

STOP PRESS - LATE UPDATE

By the end of August, 88% of people who were present at accidental fires in dwellings this year had been able to escape unharmed, and without having had to rely on firefighters to rescue them.

FALSE ALARMS

REFERENCE

NUMBERS:			
[All are provisional.]			
		Q1	YTD*
BV146i	Malicious false alarms not attended	188	188
BV146ii	Malicious false alarms attended	76	76
LI 149	False alarms from AFA ¹ s in all property types	752	752
BV149i	False Alarms from AFAs in non-domestic properties	547	547
BV149ii	False Alarms from AFAs in non-domestic properties with more than one attendance in the year	108	108
BV149iii	The percentage of calls to properties with more than one attendance to a false alarm from an AFA in the reporting year	68%	68%

COMPARED TO LAST YEAR:			
[↑ = more this year; ↓ = fewer this year; → = same both years]			
		Q1	YTD
BV146i	Malicious false alarms not attended	↑	↑
BV146ii	Malicious false alarms attended	↑	↑
LI 149	False alarms from AFAs in all property types	↑	↑
BV149i	False Alarms from AFAs in non-domestic properties	↑	↑
BV149ii	False Alarms from AFAs in non-domestic properties with more than one attendance in the year		
BV149iii	The percentage of calls to properties with more than one attendance to a false alarm from an AFA in the reporting year	↑	↑

ON OR OFF TARGET:			
☺ = on target ☹ = off target			
		Q1	YTD
BV146i	Malicious false alarms not attended		☺
BV146ii	Malicious false alarms attended		☹
LI 149	False alarms from AFAs in all property types		☹
BV149i	False Alarms from AFAs in non-domestic properties		
BV149ii	False Alarms from AFAs in non-domestic properties with more than one attendance in the year		
BV149iii	The percentage of calls to properties with more than one attendance to a false alarm from an AFA in the reporting year		

* YTD = Year to date

¹ AFA = Automatic Fire Alarm

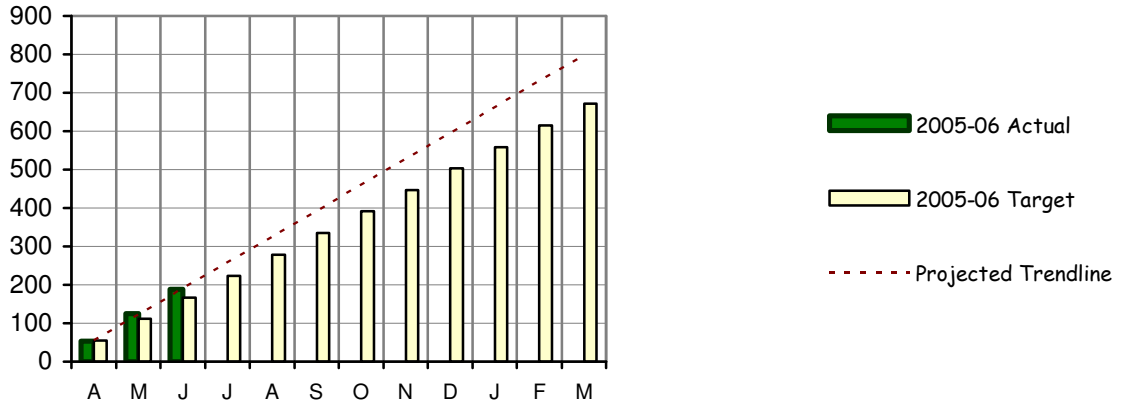
FALSE ALARMS

IN-YEAR ANALYSES

BVPI 146i

Malicious False Alarms NOT Attended

Monthly average - 63

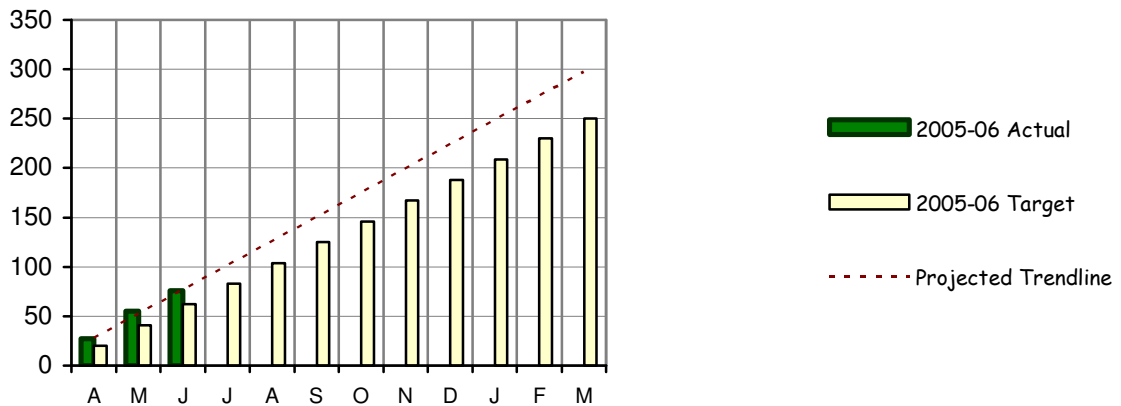


- The projected trend suggested that there would be more malicious false alarms not attended during the year, but that would need to be considered in the context of potentially increasing numbers of would-be malicious false alarms being made to Control.

BVPI 146ii

Malicious False Alarms Attended

Monthly average - 25



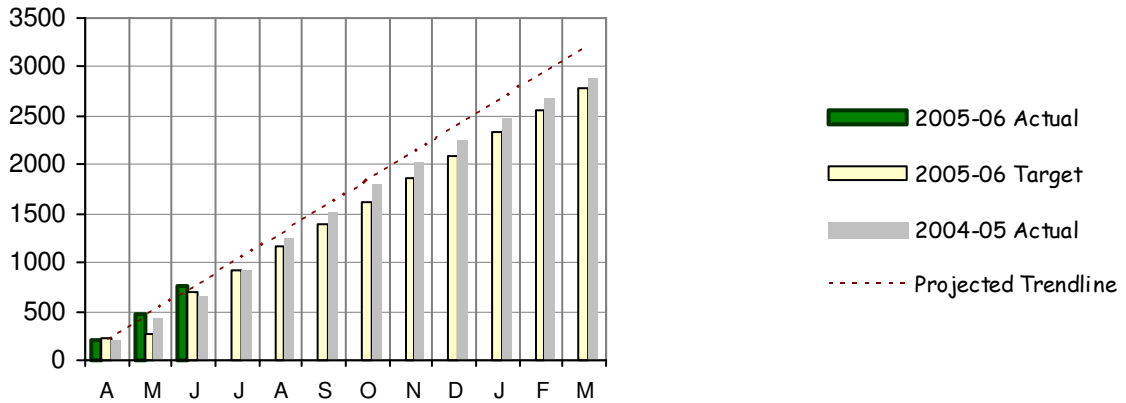
- This part of the indicator is exactly the same as the old BVPI 146.
- The Service attended more than its target figure in both April and May, making it difficult to regain its course towards achieving the annual target
- If the trend continued, end of year results could have been 20% over target

STOP PRESS - LATE UPDATE

By the end of August, overall numbers of malicious false alarms being received, and numbers of malicious false alarms being attended had both fallen very slightly. Around 74% of the malicious false alarms received were successfully recognised as false alarms and dealt with by Control Operators without having had to mobilise fire appliances unnecessarily..

LPI* linked to False Alarms from AFAs in all premises Monthly average - 250 BV149

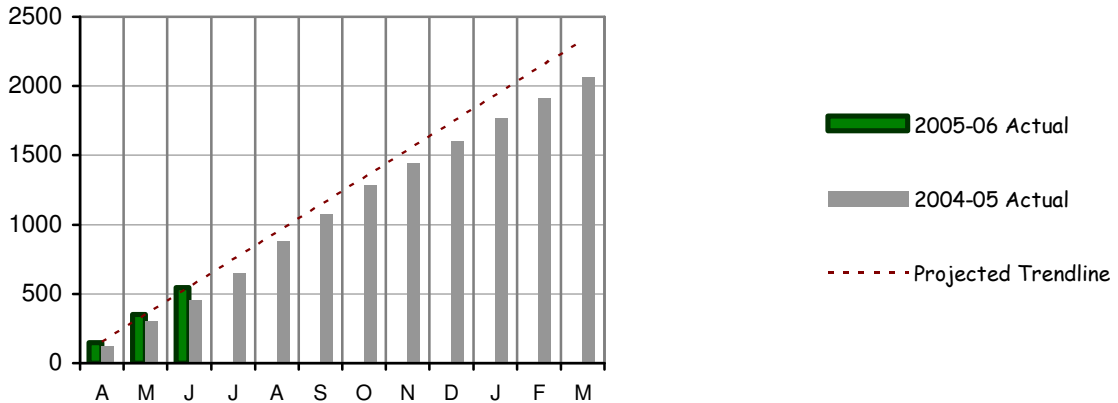
- The target for this local indicator is the same as for last year's BV149 (i.e. this incorporates false alarms from systems in all property types)
- Despite efforts to reduce these, rather than falling, false alarms from AFAs rose in the first quarter of the year to 14% higher than in the same period last year
- If this trend continued for the rest of the year, the Service faced attending more than its target figure for the year and more than it attended last year



* LPI = Local Performance Indicator

NOTE: Targets for each of the three elements of this new indicator will be set next year.

BVPI 149i False Alarms from AFAs in non-domestic properties Monthly average - 182



- Numbers every month in the first quarter were higher than last year
- If this trend continued, performance could be as much as 25% higher than last year

BVPI 149ii False Alarms from AFAs in non-domestic properties with more than one attendance in the year Monthly average - 36

- In the first quarter, of the 546 false alarms attended in non-domestic premises, 108 came from properties that had already generated at least one false alarm this year

BVPI 149iii The percentage of calls to properties with more than one attendance to a false alarm from an AFA in the year YTD average - 68%

- In the first quarter, of the 546 false alarms attended in non-domestic properties, 371 (68%) were repeat false alarms to properties that had already had at least one attendance to a false alarm this year
- In 2004-05, over 77% of false alarm calls fell into this category

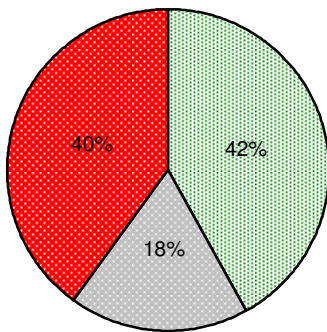
STOP PRESS - LATE UPDATE
 By August, attendances at false alarms from automatic fire alarms were continuing to increase, with a cumulative total exactly 100 higher than last year. Although there was some evidence of a slight slow-down in July and August, there were still more than last year in every month since April. At the end of August, the Service was facing an increase of 11% on last year.

SMOKE ALARMS

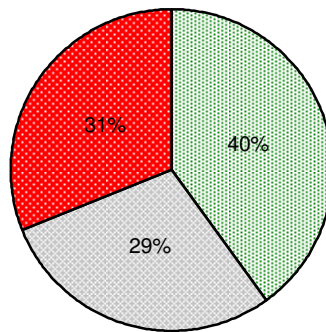
BVPI 209 The percentage of fires in dwellings* where...

		Annual target	Monthly average	Year to date
(i)	... a smoke alarm had activated	45%	21/48 (44%)	63/144 (44%)
(ii)	... a smoke alarm was fitted, but did not activate	20%	10/48 (21%)	29/144 (20%)
(iii)	... no smoke alarm was fitted	35%	17/48 (35%)	52/144 (36%)

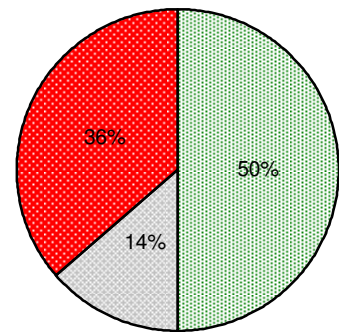
April



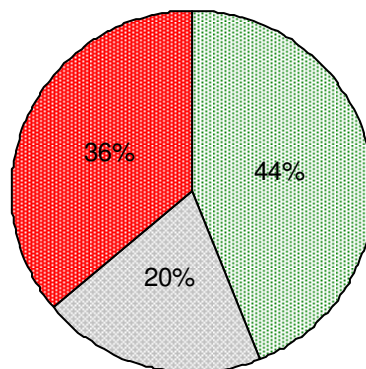
May



June



First quarter



- Activated (target 45%)
- Not Activated (target 20%)
- Not Present (target 35%)

STOP PRESS - LATE UPDATE

The same pattern continued until the end of August, with relative percentages remaining similar throughout.

* This indicator relates to all fires in dwellings, not only the accidental ones.

SICKNESS ABSENCE AND INVOICE PAYMENT

REFERENCE

NUMBERS:			
[All are provisional.]			
		Q1	YTD*
BV12i	Average number of working days/shifts lost to sickness absence per person by wholetime uniformed staff, including Control staff	2.91	2.91
BV12ii	Average number of working days/shifts lost to sickness absence per person by all staff (excluding those on the retained duty system)	2.74	2.74
BV8	The percentage of undisputed invoices for commercial goods and services that were paid in under 30 days	95%	95%

COMPARED TO LAST YEAR:			
[↑ = more this year; ↓ = fewer this year; → = same both years]			
		Q1	YTD
BV12i	Average number of working days/shifts lost to sickness absence per person by wholetime uniformed staff, including Control staff	↑	↑
BV12ii	Average number of working days/shifts lost to sickness absence per person by all staff (excluding those on the retained duty system)	↑	↑
BV8	The percentage of undisputed invoices for commercial goods and services that were paid in under 30 days	↑	↑

ON OR OFF TARGET:			
☺ = on target ☹ = off target			
		Q1	YTD
BV12i	Average number of working days/shifts lost to sickness absence per person by wholetime uniformed staff, including Control staff		☹
BV12ii	Average number of working days/shifts lost to sickness absence per person by all staff (excluding those on the retained duty system)		☹
BV8	The percentage of undisputed invoices for commercial goods and services that were paid in under 30 days		☺

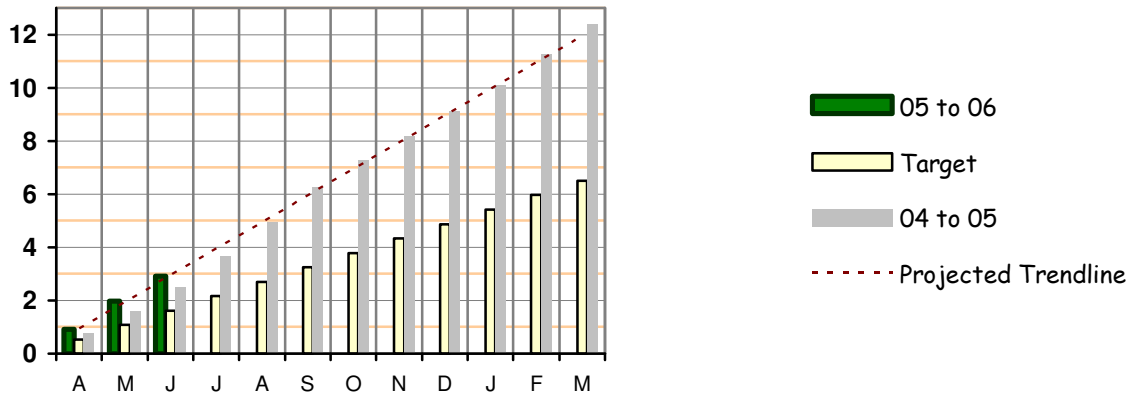
* YTD = Year to date

SICKNESS ABSENCE

IN-YEAR ANALYSES

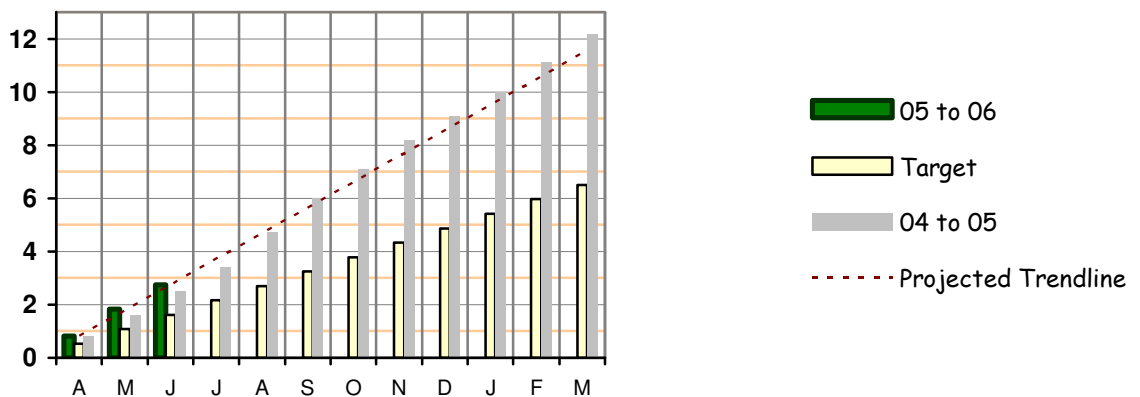
BVPI 12i **Working days/shifts lost to sickness absence by wholetime uniformed staff, including Control staff** **Monthly average 1.0**

- This indicator was continuing to show an upward trend
- In the first three months of this year, wholetime uniformed staff lost more days/shifts than they did last year
- If this trend continued, wholetime uniformed staff could be averaging around 12 days/shifts lost each this year due to sickness absence - double the national target and worse than almost every other FRA in England and Wales

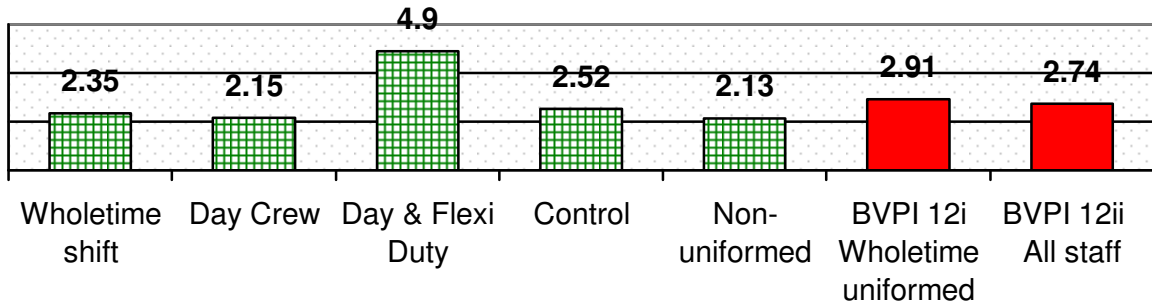


BVPI 12ii **Working days/shifts lost to sickness absence by all staff** **Monthly average 0.9**

- The average sickness absence rate in the first quarter across the whole workforce (excluding those working the retained duty system) was higher than last year's rate



Average number of days/shifts lost per person in the first quarter of 2005-06



STOP PRESS - LATE UPDATE

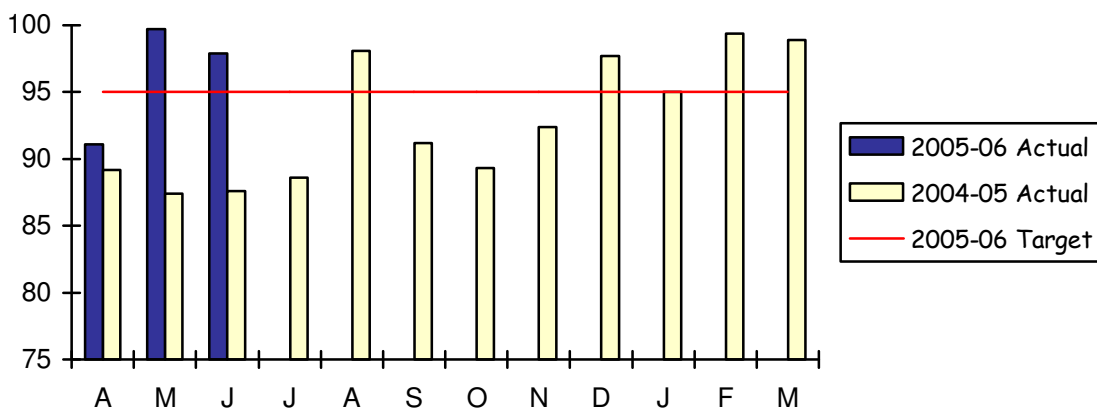
The year has continued with levels of sickness higher than last year and well above the annual target.

PAYMENT OF INVOICES

BVPI 8 The percentage of undisputed invoices for commercial goods and services that were paid in under 30 days

YTD percentage - 95%

- A higher percentage of undisputed invoices were paid within 30 days in each of the first three months of 2005-06 than in the same months last year
- Although performance was below target in April, it was well above target in the following two months



STOP PRESS - LATE UPDATE

By the end of August, the percentage had fallen slightly to just short of the target (94%)