
# PERFORMANCE MONITORING REPORT

## Quarter 1

## APRIL 2006 – JUNE 2006

# FIRES

## FOR REFERENCE

### NUMBERS:

[YTD = Year to date]

| BVPI | | Q1 | Q2 | Q3 | Q4 | YTD |
|---|---|---|---|---|---|---|
| 142(ii) | Primary fires | 441 | | | | 441 |
| | Primary fires started deliberately | 180 | | | | 180 |
| 206 (i) | Primary fires started deliberately (excl. any in vehicles) | 70 | | | | 70 |
| 206(ii) | Primary fires started deliberately in vehicles only | 110 | | | | 110 |
| 142 (iii) | Accidental fires in dwellings | 107 | | | | 107 |
| 144 | Accidental fires in dwellings confined to the room of origin | 91% | | | | 91% |
| 207 | Fires in non-domestic properties | 97 | | | | 97 |
| 206(iii) | Secondary fires started deliberately (excl. any in vehicles) | 459 | | | | 459 |
| 206(iv) | Secondary fires started deliberately in vehicles only | 5 | | | | 5 |

### COMPARED TO LAST YEAR:

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

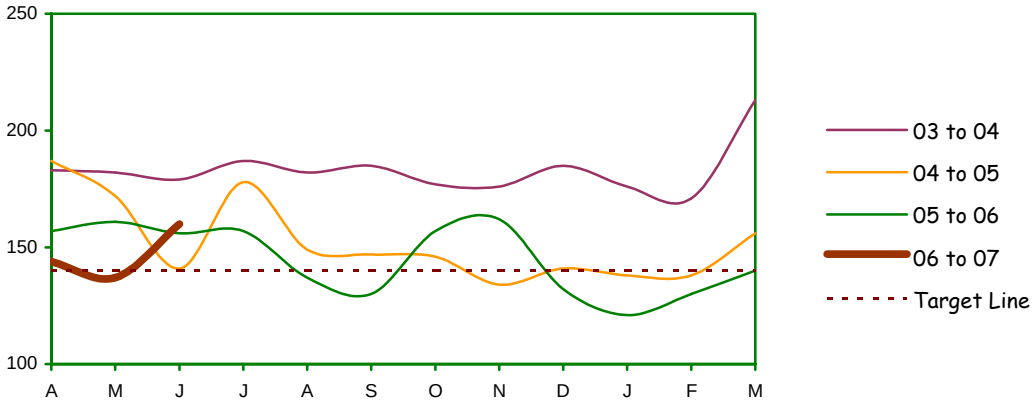
[Green = improvement; Red = deterioration; Amber = no change]

| BVPI | | Q1 | Q2 | Q3 | Q4 | YTD |
|---|---|---|---|---|---|---|
| 142(ii) | Primary fires | ↓ | | | | ↓ |
| 206 (i) | Primary fires started deliberately (excl. any in vehicles) | ↓ | | | | ↓ |
| 206(ii) | Primary fires started deliberately in vehicles only | ↑ | | | | ↑ |
| 142 (iii) | Accidental fires in dwellings | ↓ | | | | ↓ |
| 144 | Accidental fires in dwellings confined to the room of origin | ↓% | | | | ↓% |
| 207 | Fires in non-domestic properties | → | | | | → |
| 206(iii) | Secondary fires started deliberately (excl. any in vehicles) | ↓ | | | | ↓ |
| 206(iv) | Secondary fires started deliberately in vehicles only | → | | | | → |
| | All primary fires started deliberately | ↑ | | | | ↑ |
| | All secondary fires started deliberately | ↓ | | | | ↓ |
| | All fires started deliberately | → | | | | → |

| ON OR OFF TARGET: | | |
|---|---|---|
| ☺ = on target ☹ = off target | | |
| BVPI | | YTD |
| 142(ii) | Primary fires | ☹ |
| 206 (i) | Primary fires started deliberately (excl. any in vehicles) | ☹ |
| 206(ii) | Primary fires started deliberately in vehicles only | ☹ |
| 142 (iii) | Accidental fires in dwellings | ☺ |
| 144 | Accidental fires in dwellings confined to the room of origin | ☹ |
| 207 | Fires in non-domestic properties | ☹ |
| 206(iii) | Secondary fires started deliberately (excl. any in vehicles) | ☹ |
| 206(iv) | Secondary fires started deliberately in vehicles only | ☺ |

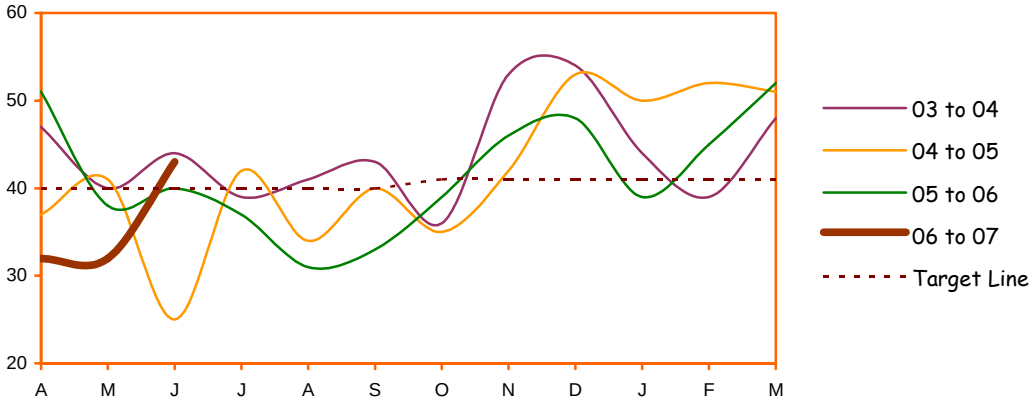
# YEAR-ON-YEAR COMPARISONS

## Primary fires



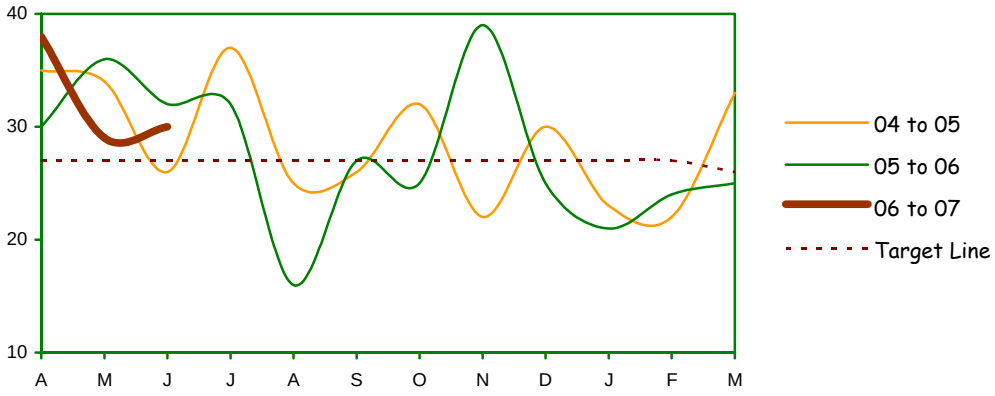

⇧ *Target = 12 X 140 = 1680*

## Accidental fires in dwellings




⇧ *Target = (6 X 40) + (6 X 41) = 486*

## Fires in non-domestic properties

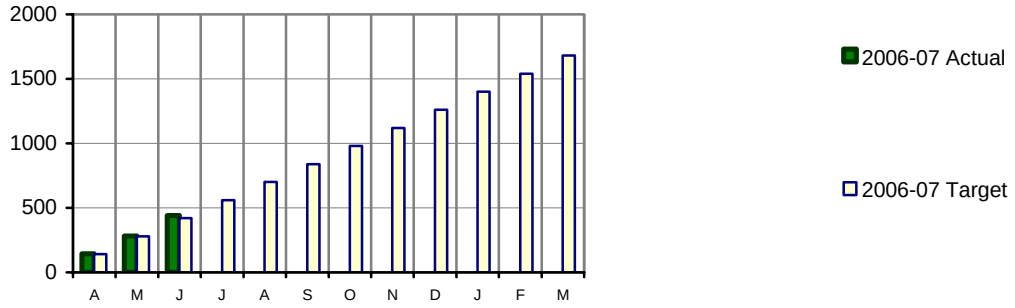



⇧ *Target = (11 X 27) + (1 X 26) = 323*

## IN-YEAR ANALYSES

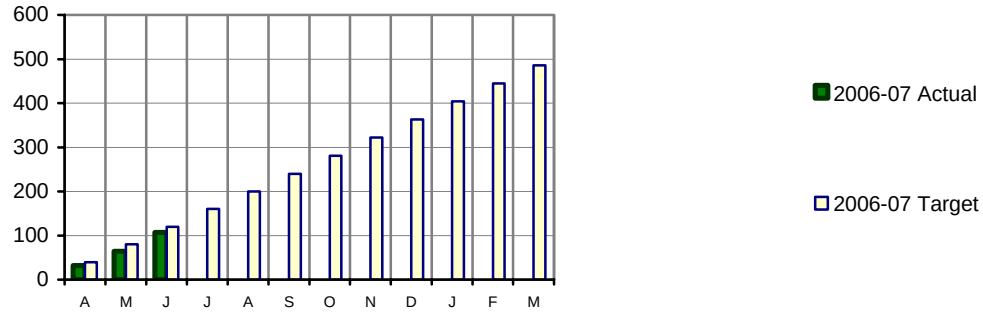
**BV 142(ii)** **Primary fires** **Monthly average - 147**

- There were 33 fewer primary fires in the first quarter of this year than in the first quarter of last year. This reflected the decrease of 41 accidental primary fires and the increase of 8 deliberate primary fires.



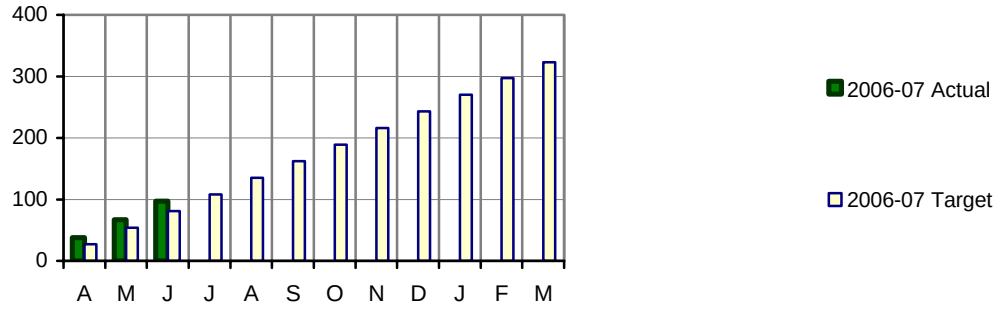

**BVPI 142(iii) & 144** **Accidental fires in dwellings** **Monthly average – 36**

- The number of accidental dwelling fires fell by 16.4% in the first quarter, when compared to the same period last year. Of the 107 in these three months, 97 (91%) were successfully confined to the room in which they started.
- There were a further 19 fires in dwellings that had been started deliberately.




**BVPI 207** **Fires in Non-Domestic Properties** **Monthly average - 32**

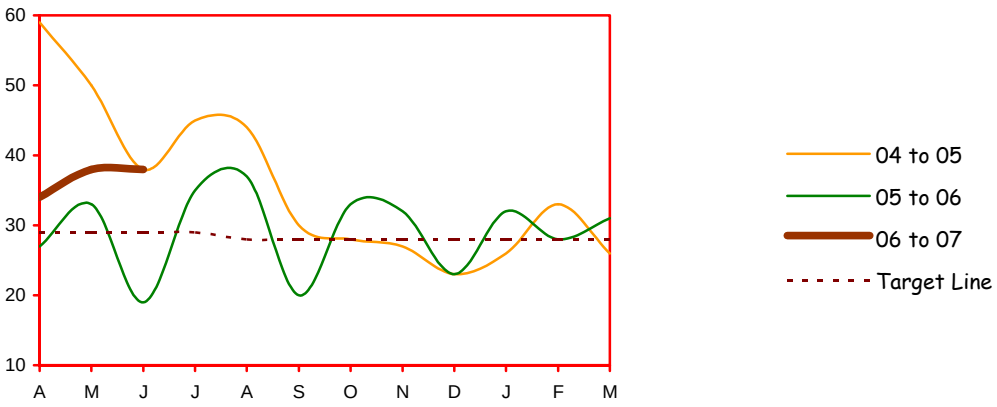
- There were 97 fires in non-domestic properties between April and June – almost exactly the same number as in the first 3 months of last year.



# FIRES STARTED DELIBERATELY

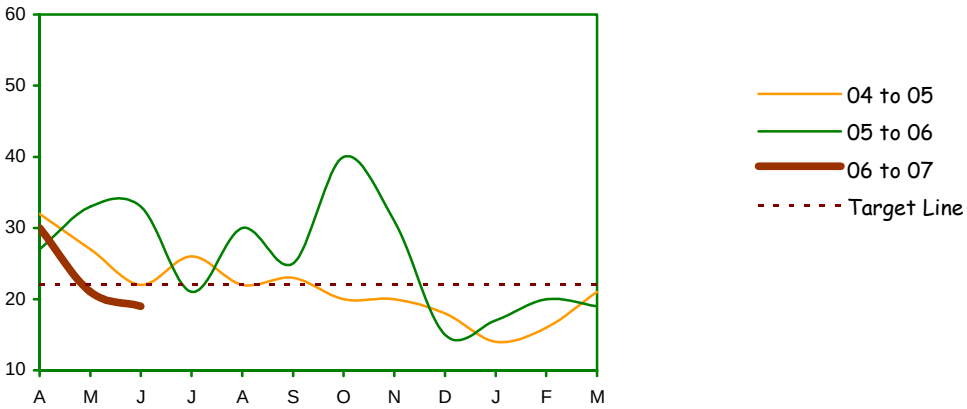
## YEAR-ON-YEAR COMPARISONS

### Deliberate primary fires in vehicles



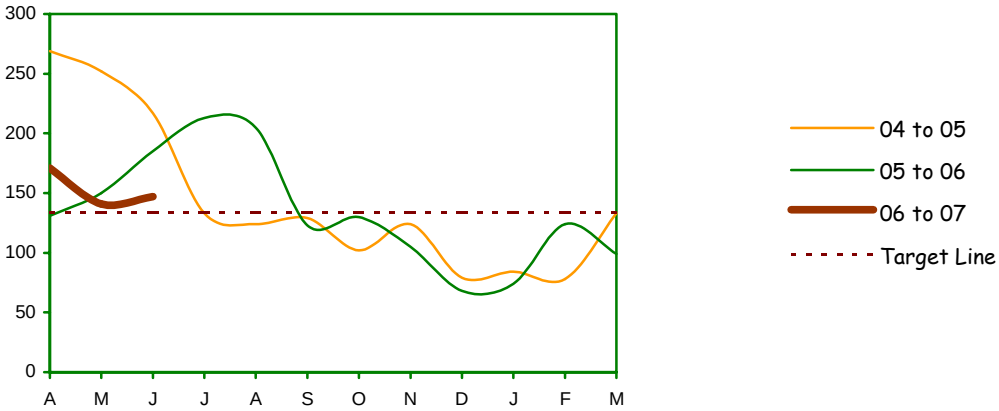

⇧ *Target = (4 X 28) + (8 X 28) = 340*

### Deliberate primary fires other than those in vehicles




⇧ *Target = 12 X 22 = 264*

### Deliberate secondary fires other than those in vehicles




⇧ *Target = 12 X 134 = 1608*

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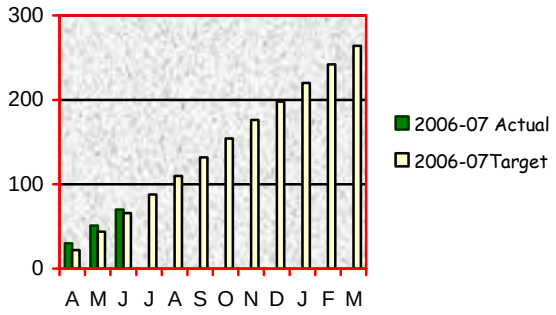
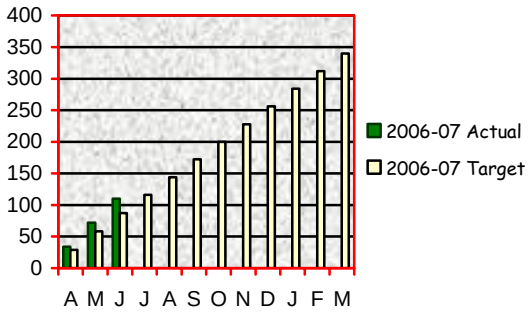
## FIRES STARTED DELIBERATELY

## IN-YEAR ANALYSES

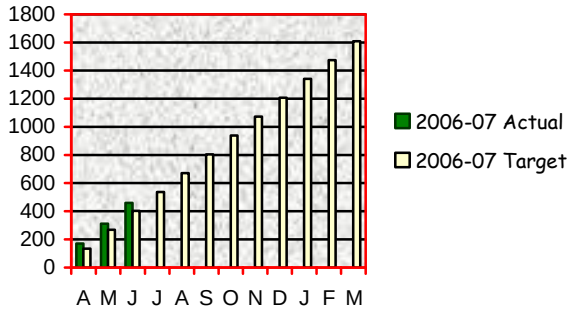
**BV 206(i)**
**Deliberate Primary Fires**
**(excluding vehicles)**



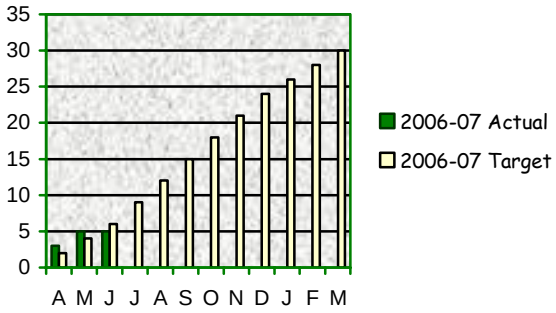

**BV 206(ii)**
**Deliberate Primary Fires**
**(in vehicles)**




**BV 206(iii)**
**Deliberate Secondary Fires**
**(excluding vehicles)**




**BV 206(iv)**
**Deliberate Secondary Fires**
**(in vehicles)**




- During the first quarter, 110 vehicles were deliberately set alight. This constitutes a 39% increase when compared to the same period last year.
- In addition, the Service attended a further 70 primary fires (down 25%) and 464 secondary fires (down 1.4%) that had also been started deliberately.
- Deliberate fire setting has accounted for 644 fires in the first three months, which equates to just over 7 per day.

# DEATHS, INJURIES AND ESCAPES

## FOR REFERENCE

**NUMBERS:** [YTD = Year to date]

[All are provisional.]

| BVPI | | Q1 | Q2 | Q3 | Q4 | YTD |
|---|---|---|---|---|---|---|
| BV143(i) | Deaths from accidental fires in dwellings | 2 | | | | 2 |
| BV143(ii) | Injuries from accidental fires in dwellings | 7 | | | | 7 |
| BV208 | The percentage of people who escaped unharmed from accidental fires in dwellings without fire and rescue service assistance at the fire | 86% | | | | 86% |
| | | | | | | |

**COMPARED TO LAST YEAR:**

[↑ = more this year; ↓ = fewer this year; →= same both years]
[**Green** = improvement; **Red** = deterioration; **Amber** = no change]

| BVPI | | Q1 | Q2 | Q3 | Q4 | 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

| BVPI | | 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 | ☹ |

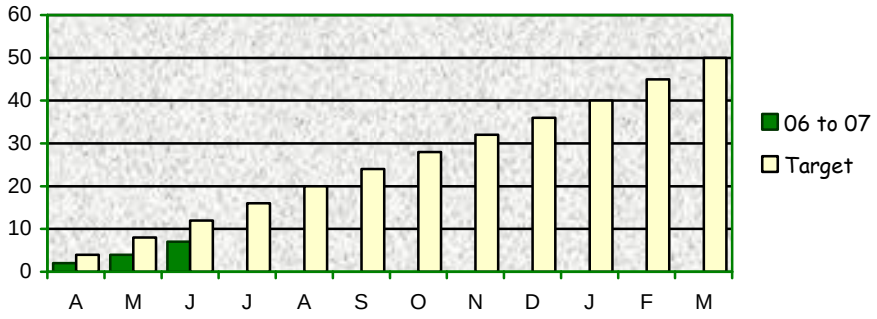
# DEATHS, INJURIES AND ESCAPES FROM FIRES

## IN-YEAR ANALYSES

### BVPI 143(i) Deaths from Accidental Fires in Dwellings

- One person's death in April and another person's death in June were attributed to accidental fires in dwellings.

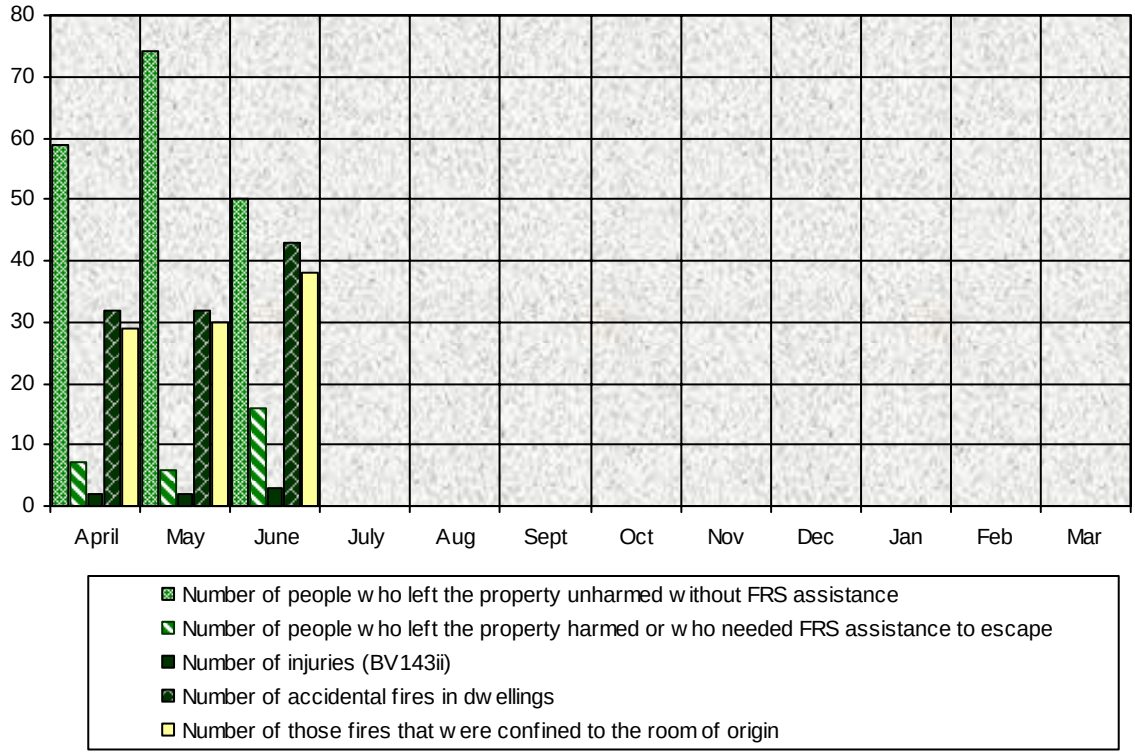
### BVPI 143(ii) Injuries from Accidental Fires in Dwellings **Monthly average - 2**




- 7 people were injured in the 107 accidental fires in dwellings in the first quarter. This compares with 12 in the same period last year.

## 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** **YTD – 86%**




This indicator is designed to show how well prepared members of the public are to escape safely in the event of a fire in their home. The higher the percentage of people who can do so without having to rely on fire crews to assist them, the better.

- In the first quarter, 212 people were recorded as having been involved in accidental dwelling fires. Of those, 183 (86%) were able to do so without having been harmed or having had to rely on fire crews to rescue them. Of the 29 who were not, 7 sustained an injury.

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

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

# FALSE ALARMS

## FOR REFERENCE

### NUMBERS:

[YTD = Year to date]

| BVPI | | Q1 | Q2 | Q3 | Q4 | YTD |
|---|---|---|---|---|---|---|
| BV146i | Malicious false alarms not attended | 187 | | | | 187 |
| BV146ii | Malicious false alarms attended | 39 | | | | 39 |
| LI 149 | False alarms from AFA[1]s in all property types | 647 | | | | 647 |
| BV149i | False Alarms from AFAs in non-domestic properties | 440 | | | | 440 |
| BV149ii | False Alarms from AFAs in non-domestic properties with more than one attendance in the year | 84 | | | | 84 |
| BV149iii | The percentage of calls to properties with more than one attendance to a false alarm from an AFA in the reporting year | 59% | | | | 59% |

### COMPARED TO LAST YEAR:

[↑ = more this year; ↓ = fewer this year; →= same both years]
[**Green** = improvement; **Red** = deterioration; **Amber** = no change]

| BVPI | | Q1 | Q2 | Q3 | Q4 | 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

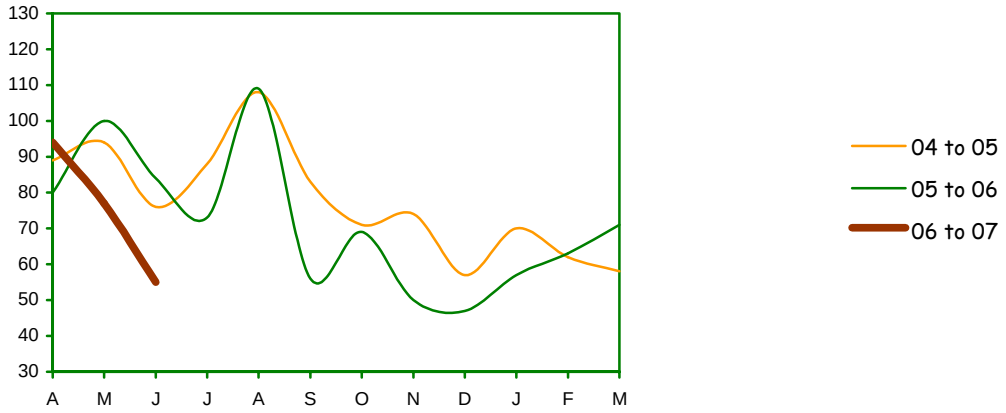
| BVPI | | YTD |
|---|---|---|
| BV146i | Malicious false alarms not attended | ☺ |
| BV146ii | Malicious false alarms attended | ☺ |
| LI 149 | False alarms from AFAs in all property types | ☺ |
| BV149i | False Alarms from AFAs in non-domestic properties | ☺ |
| BV149ii | False Alarms from AFAs in 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 | ☺ |

[1] AFA = Automatic Fire Alarm

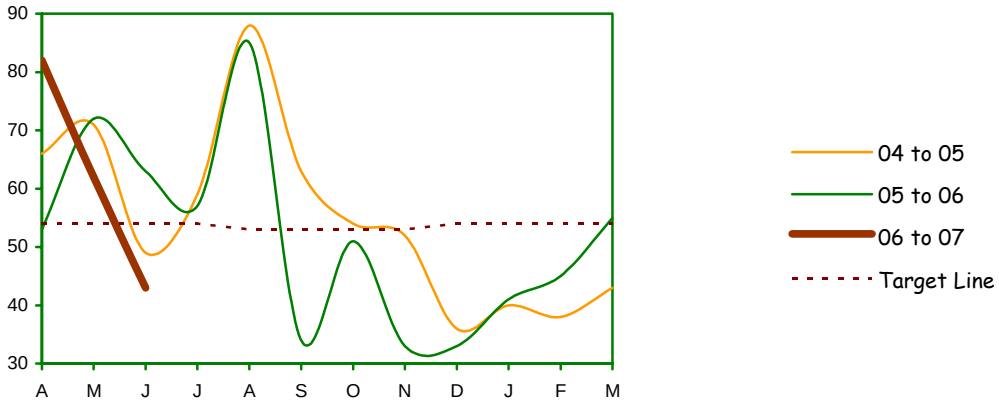
# FALSE ALARMS

## YEAR-ON-YEAR COMPARISONS

### All Malicious False Alarms Received by Control

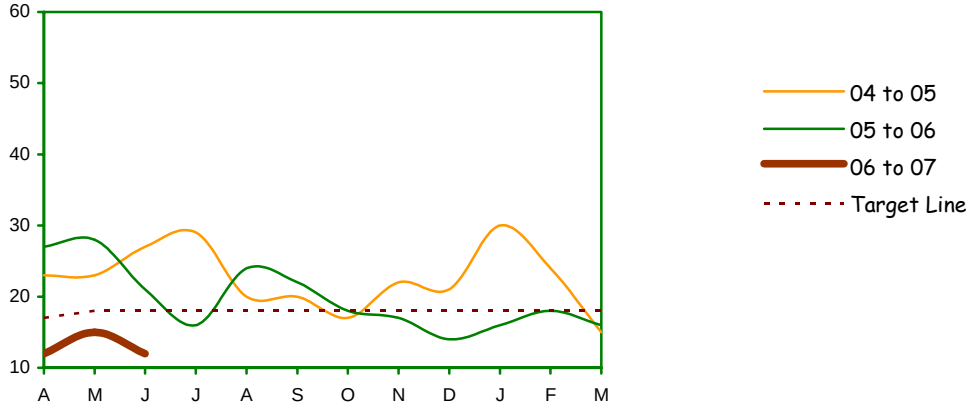



### Malicious False Alarms Not Attended




⇧ *Target = (8 X 54) + (4 X 53) = 644*

### Malicious False Alarms Attended

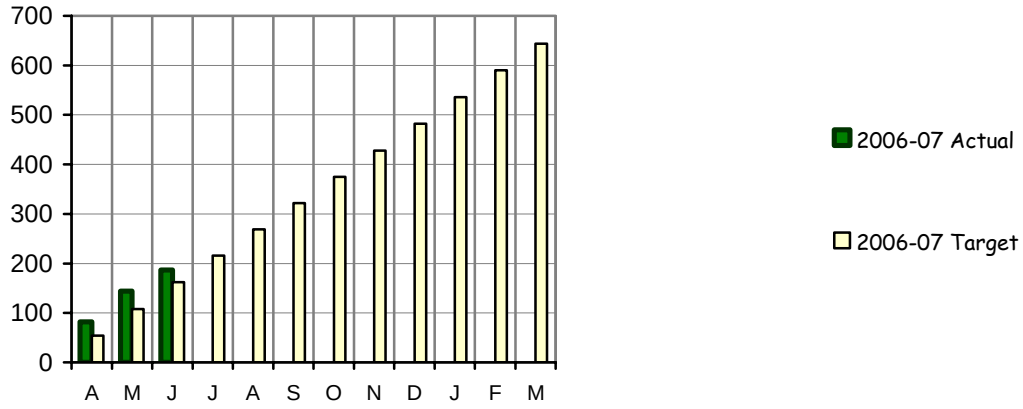



⇧ *Target = (1 X 17) + (11 X 18) = 215*

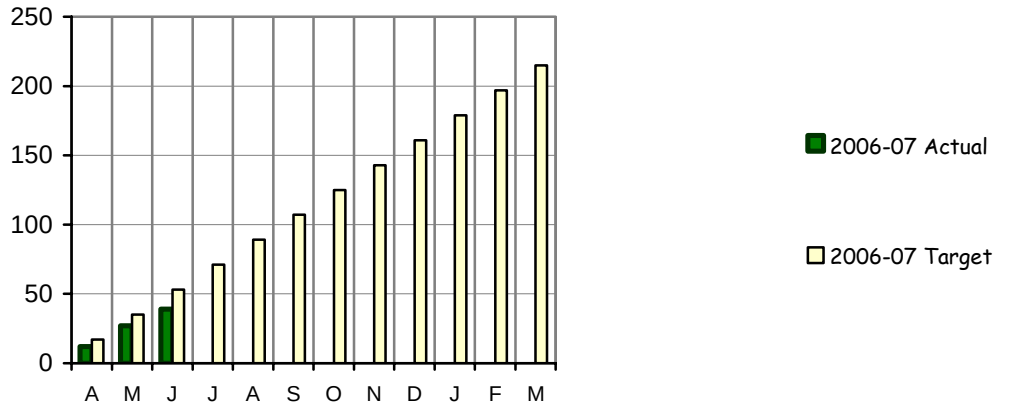
*Between 1st April and 30th June, 226 malicious false alarms were received by the Control Room. This compares with 264 in the same period last year.*

# IN-YEAR ANALYSES

**BVPI 146i** **Malicious False Alarms NOT Attended** **Monthly average – 62**




**BVPI 146ii** **Malicious False Alarms Attended** **Monthly average – 13**

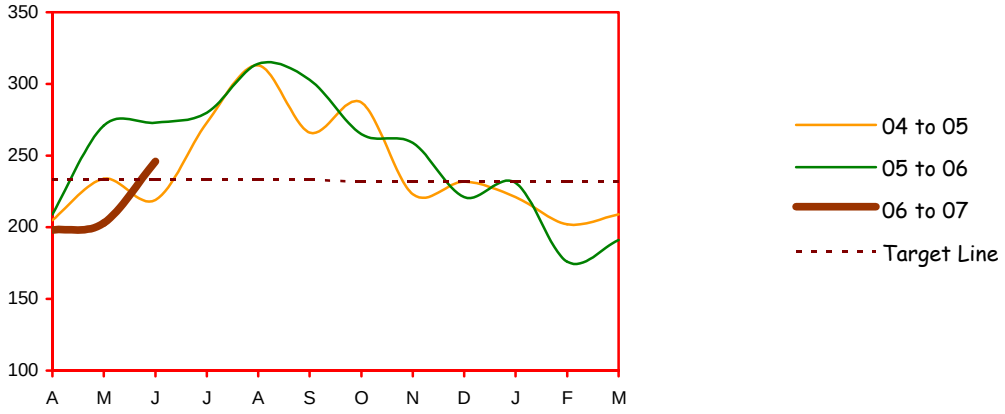



- Of the 226 malicious false alarms received, 39 (17%) resulted in the Service making an unnecessary attendance. Of those attended, 13 had been passed to Control via remote monitoring centres.
- This compares favourably with the 29% (76 out of 264, 26 of which came via a remote monitoring centre) that received an attendance in the same period last year

# FALSE ALARMS FROM AUTOMATIC FIRE DETECTION APPARATUS (AFA)

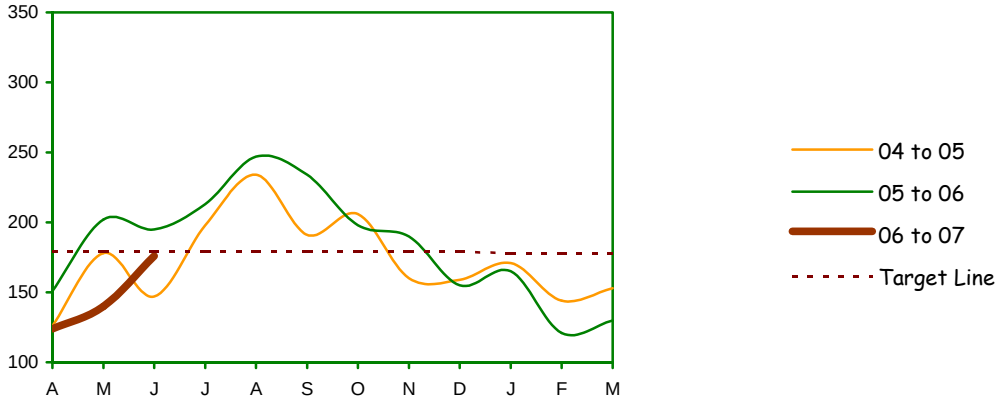
## YEAR-ON-YEAR COMPARISONS

### False Alarms from AFAs in all Property Types



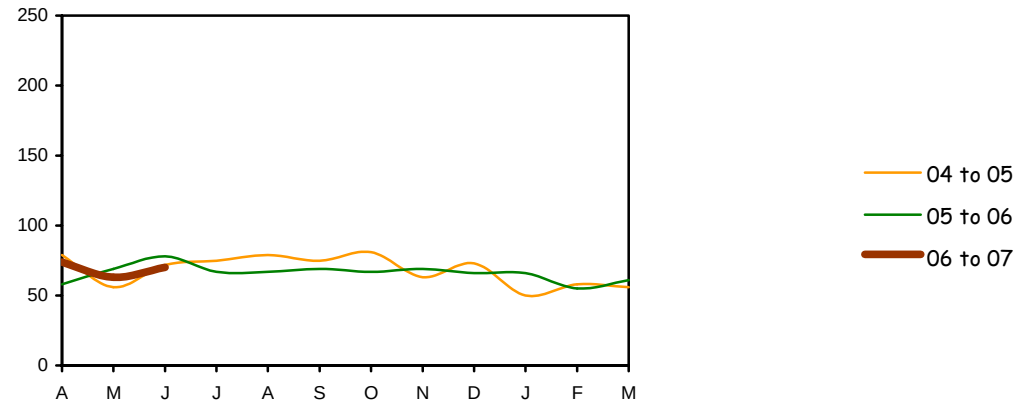

⇧ *Target = (6 X 233) + (6 X 232) = 2790*

### False Alarms from AFAs in Non-Domestic Properties



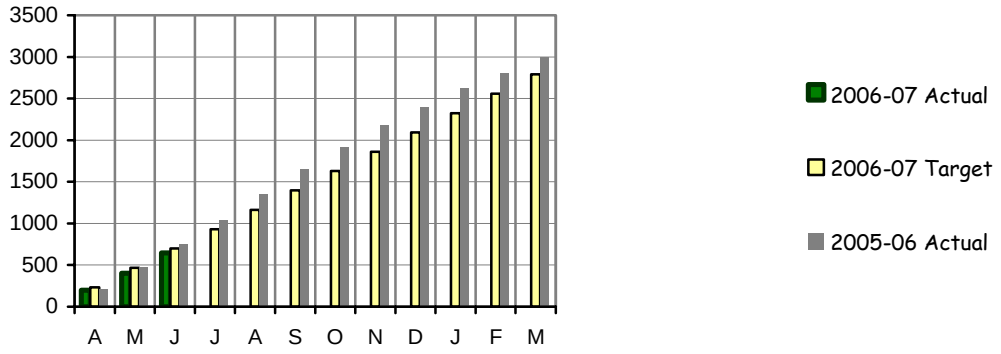

⇧ *Target = (9 X 179) + (3 X 178) = 2145*

### False Alarms from AFAs in Domestic Properties



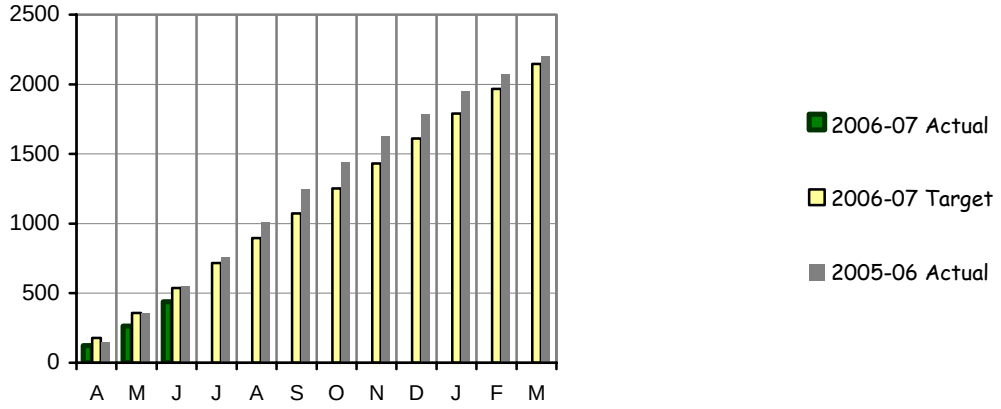
## IN-YEAR ANALYSES

**LPI* linked to BV149** **False Alarms from AFAs in all premises** **Monthly average – 216**




- In the first three months, the Service attended 647 false alarms that had been generated by automatic fire alarms

**BVPI 149i** **False Alarms from AFAs in non-domestic properties** **Monthly average - 147**




- 440 false alarms from automatic fire alarms in non-domestic properties were attended in the first quarter. This is 108 fewer than in the same period last year
- A further 135 received by Control either resulted in a reduced attendance or no attendance being made

* LPI = Local Performance Indicator

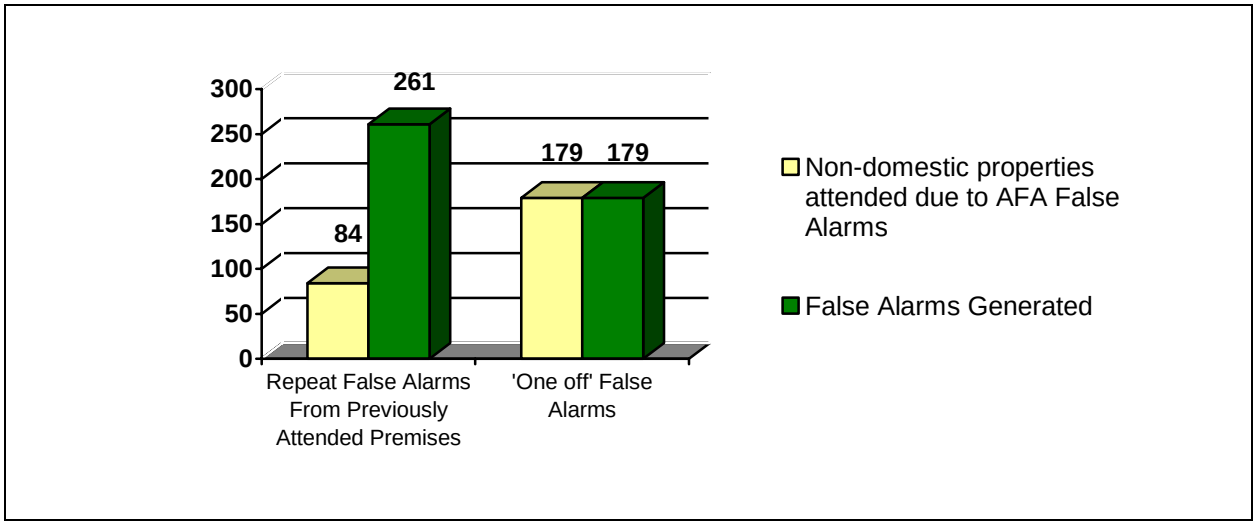
## REPEAT FALSE ALARMS

**BVPI 149ii** **Non-domestic properties that had more than one attendance in the reporting year due to false alarms from AFAs** **Cumulative monthly average – 28**

- Between 1st April and 30th June this year, 84 non-domestic properties were attended more than once in response to false alarms from their automatic fire alarms
- A further 179 non-domestic properties were attended once only

**BVPI 149iii** **The percentage of AFA false alarms from non-domestic properties that came from non-domestic properties that had already had at least one attendance to an AFA false alarm in the reporting year** **Cumulative monthly average – 59%**

- Those 84 premises referred to above generated 59% of all false alarms from AFAs in non-domestic properties in the first quarter.



# SMOKE ALARMS

## FOR REFERENCE

### NUMBERS:

[YTD = Year to date]

| BVPI | | Q1 | Q2 | Q3 | Q4 | YTD |
|---|---|---|---|---|---|---|
| BV209i | The percentage of fires in dwellings where a smoke alarm had activated | 50% | | | | 50% |
| BV209ii | The percentage of fires in dwellings where a smoke alarm was fitted, but did not activate | 16% | | | | 16% |
| BV209iii | The percentage of fires in dwellings where no smoke alarm was fitted | 33% | | | | 33% |

### COMPARED TO LAST YEAR:

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

| BVPI | | Q1 | Q2 | Q3 | Q4 | YTD |
|---|---|---|---|---|---|---|
| BV209i | The percentage of fires in dwellings where a smoke alarm had activated | ↑ | | | | ↑ |
| BV209ii | The percentage of fires in dwellings where a smoke alarm was fitted, but did not activate | ↓ | | | | ↓ |
| BV209iii | The percentage of fires in dwellings where no smoke alarm was fitted | ↓ | | | | ↓ |

### ON OR OFF TARGET:

☺ = on target ☹ = off target

| BVPI | | YTD |
|---|---|---|
| BV209i | The percentage of fires in dwellings where a smoke alarm had activated | ☺ |
| BV209ii | The percentage of fires in dwellings where a smoke alarm was fitted, but did not activate | ☺ |
| BV209iii | The percentage of fires in dwellings where no smoke alarm was fitted | ☺ |

# SMOKE ALARMS
# IN-YEAR ANALYSES

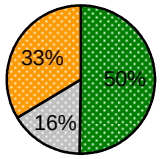
## BVPI 209 The percentage of fires in dwellings* where…

**(i)… a smoke alarm had activated**
**(ii)… a smoke alarm was fitted, but did not activate**
**(iii)… no smoke alarm was fitted**

- In the first quarter, the Service attended 126 dwelling fires. In 50% of them, a smoke alarm had been fitted and had activated. A further 16% had a smoke alarm fitted, but it did not activate, and in over 33% there was no smoke alarm

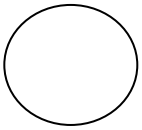
| | (i) smoke alarm activated | (ii) smoke alarm not activated | (iii) no smoke alarm | Total | Total dwelling fires (incl. those with heat/fire systems) |
|---|---|---|---|---|---|
| Q1 | 63 | 20 | 42 | 125 | 126 |
| Q2 | | | | | |
| Q3 | | | | | |
| Q4 | | | | | |
| YTD | 63 | 20 | 42 | 125 | 126 |

**Q1**



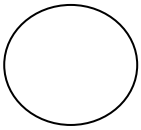

April - June

**Q2**



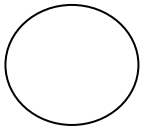
July - September

**Q3**



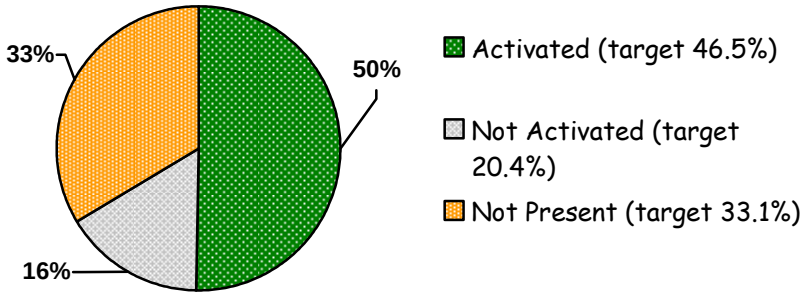
October - December

**Q4**



January - March

**Year To Date**




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

## SICKNESS ABSENCE AND INVOICE PAYMENT

(SICKNESS ABSENCE FIGURES ARE AVAILABLE FOR THE FIRST 3 QUARTERS ONLY)

### FOR REFERENCE

**NUMBERS:** [YTD = Year to date]

| BVPI | | Q1 | Q2 | Q3 | Q4 | YTD |
|---|---|---|---|---|---|---|
| BV12i | Average number of working days/shifts lost to sickness absence per person by wholetime uniformed staff, including Control staff | 2.60 | | | | 2.60 |
| BV12ii | Average number of working days/shifts lost to sickness absence per person by all staff (excluding those on the retained duty system) | 2.52 | | | | 2.52 |
| BV8 | The percentage of undisputed invoices for commercial goods and services that were paid in under 30 days | 74% | | | | 74% |

**COMPARED TO LAST YEAR:**

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

| BVPI | | Q1 | Q2 | Q3 | Q4 | 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

| BVPI | | 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 | ☹ |

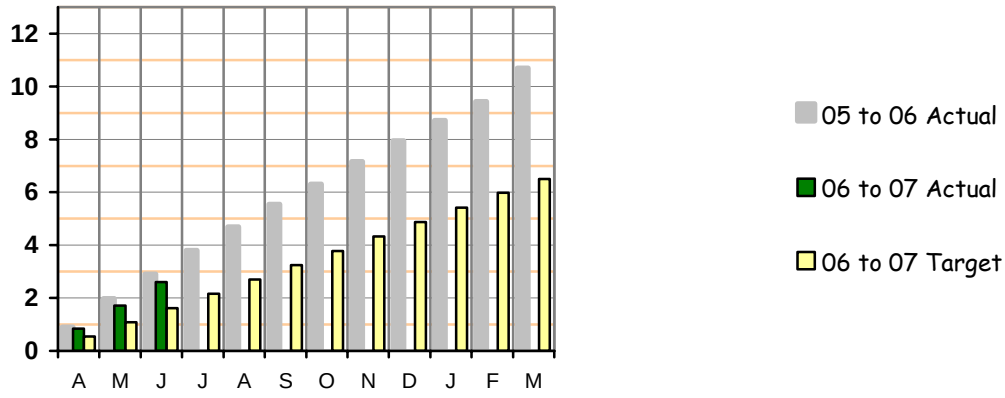
## SICKNESS ABSENCE

## IN-YEAR ANALYSES

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

**Monthly cumulative average 0.87**
**YTD 2.60**

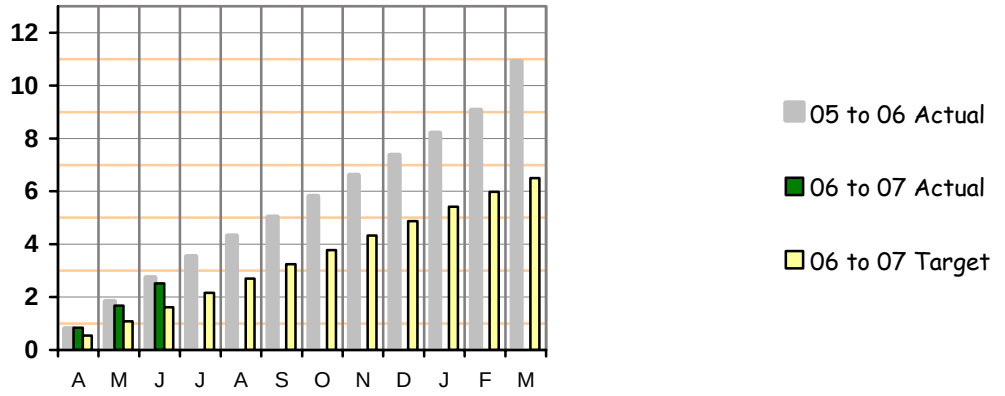
- After 3 months, the number of working days or shifts lost due to sickness absence equates to 2.6 per wholetime uniformed employee. This compares favourably with the same period last year (2.9 per employee).



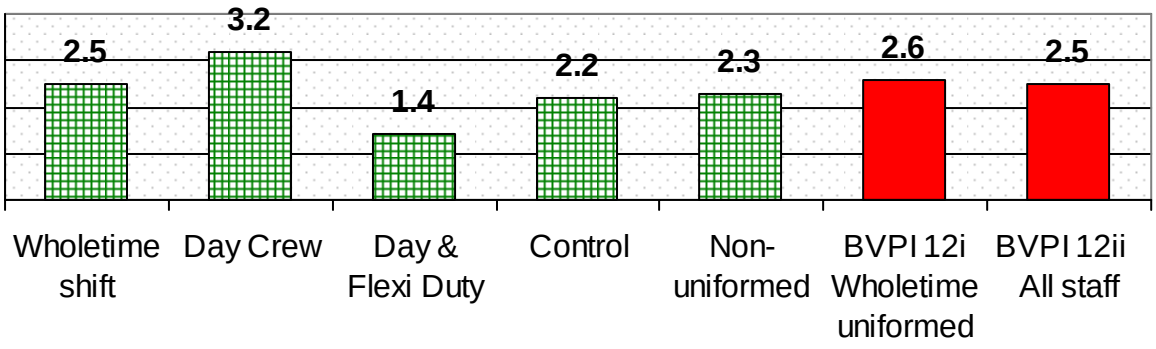

**BVPI 12ii** **Working days/shifts lost to sickness absence by all staff (excluding those on the Retained Duty System)**

**Monthly cumulative Average 0.84**
**YTD 2.52**

- In the first quarter, the number of working days/shifts lost due to sickness absence fell from 2.74 per employee last year to 2.52 this year



**Average number of days/shifts lost per person in the first three months of 2006-07**




- In the first quarter the biggest increase in sickness absence was amongst day crewing staff; rising from 2.15 days last year to 3.2 this year
- The biggest decrease was amongst staff working day duty or flexible duty systems, where sickness absence fell from 4.9 days last year to 1.4 this year

## PAYMENT OF INVOICES

**BVPI 8** **The percentage of undisputed invoices for commercial goods and services that were paid in under 30 days** — **YTD percentage – 74%**

- In the first quarter, 2,373 undisputed invoices were received, of which 1,756 were paid within 30 days.