



AGENDA ITEM: 7

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

15th November 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 2010/11 reporting year, covering the period from 1st April 2010 to 30th September 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

HALF YEAR

APRIL 2010 – SEPTEMBER 2010

Figures are provisional and may be subject to minor amendment.

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FIRES – QUICK REFERENCE

REPORTING YEAR – 2010/11						
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	
Total calls*	5,083	4,210			9,293	↑ 8%
Total fires	1,207	636			1,843	↑ 3%
Primary fires	357	301			658	↓ 16%
Secondary fires	790	318			1,108	↑ 19%
Chimney fires	60	17			77	↓ 3%
All deliberate fires	599	311			910	↓ 2%
All accidental fires	608	325			933	↑ 8%
Accidental fires in dwellings	122	91			213	↓ 4%
Fires in non-domestic properties	58	57			115	↓ 13%

LAST YEAR – 2009/10					
	Q1	Q2	Q3	Q4	YTD
Total calls*	4,215	4,358			8,573
Total fires	962	834			1,796
Primary fires	403	379			782
Secondary fires	496	439			935
Chimney fires	63	16			79
All deliberate fires	480	451			931
All accidental fires	482	383			865
Accidental fires in dwellings	112	110			222
Fires in non-domestic properties	66	66			132

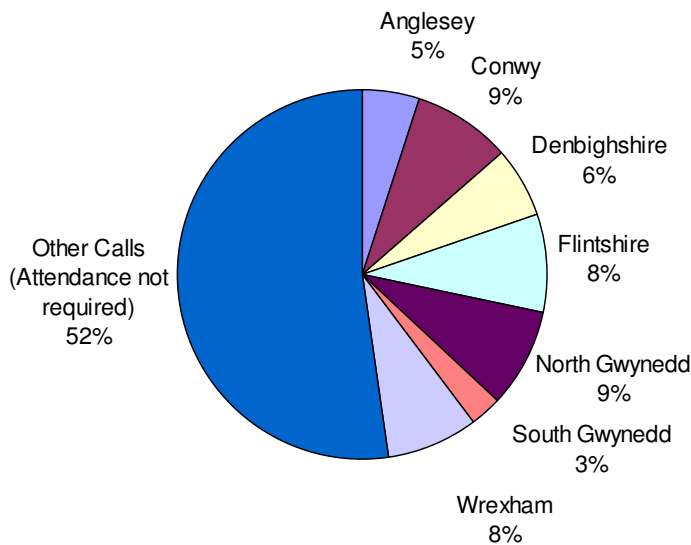
* Total calls = Total number of calls handled by Control, directly associated with emergency incidents e.g. genuine incidents, repeat calls, false alarms, hoaxes (a FRS resource may not have been required to attend each call).

Total Calls in 2010/11

- *There was an increase of 8% or 720 more calls received compared to 2009/10*
- *There was a very slight decrease of 0.5% or 21 fewer incidents that required the Service to attend*

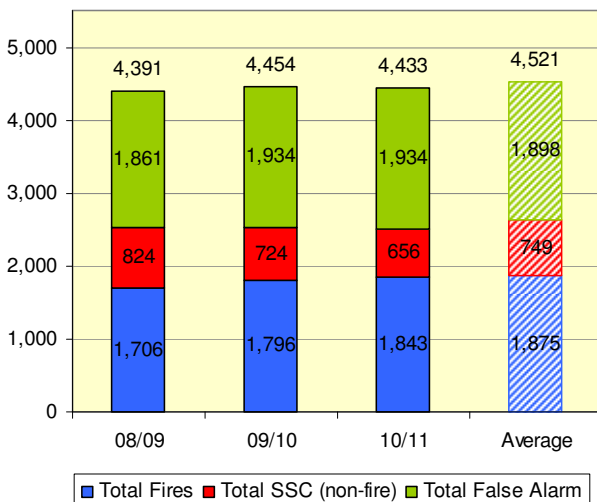
During the first half of 2010/11 the Control team handled 9,293 calls, and the Service was required to attend 4,433 incidents.

Total Calls Handled, and Location of Incidents Attended (OPSW_6.1)



Conwy and North Gwynedd experienced the highest proportion of incidents (9% each) with the fewest in South Gwynedd (3%). Of the total calls received 52% did not require the Service to attend for example not genuine incidents, repeat calls, confirmed false alarms, or confirmed hoaxes.

Incidents Attended, by Category



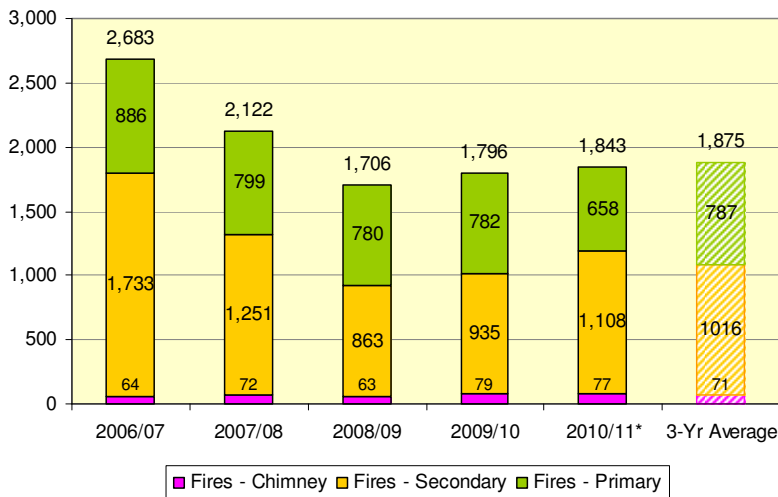
Total Fires

- There was an increase of 3% or 47 more fires compared to the same period in 2009/10

During 2010/11 the Service dealt with 1,843 fires, which is slightly more fires than the previous year but slightly lower than the 3-year average.

Secondary fires increased, whereas primary and chimney fires both decreased overall.

Number of Fires by Type

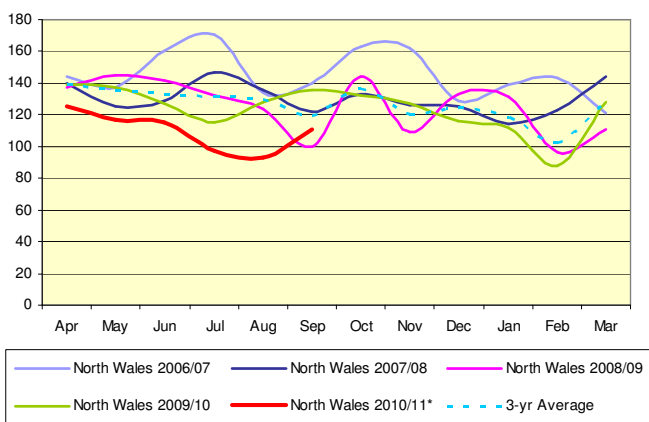


Primary Fires

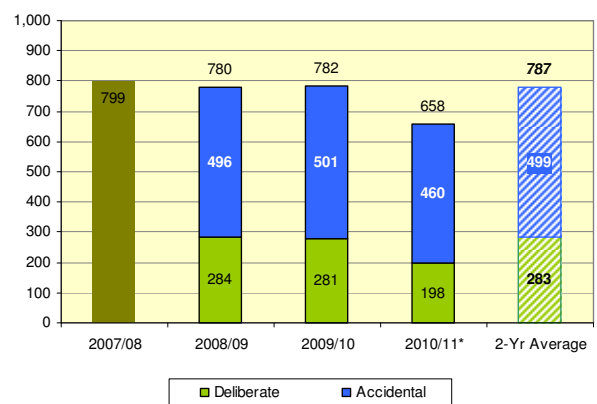
- There was a decrease of 16% or 124 fewer primary fires compared to 2009/10

During the first half of 2010/11 the Service dealt with 658 primary fires, which is better than the previous year. There were fewer fires in both quarter 1 and quarter 2 compared to the previous year and the 3-year average.

Number of Primary Fires



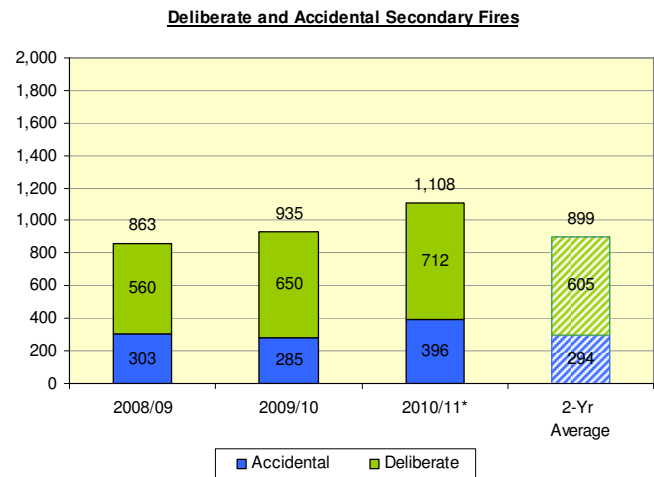
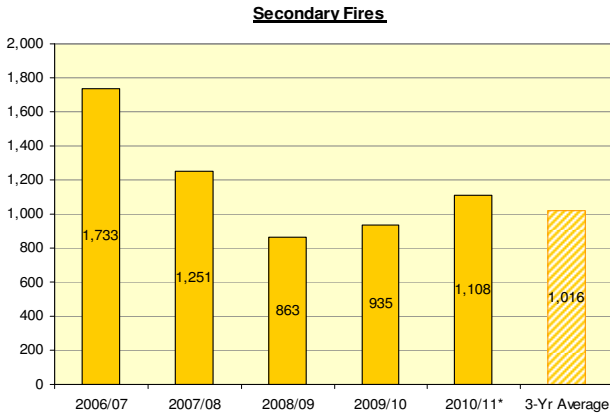
Number of Primary Fires by Motive



Secondary Fires

- There was an increase of 19% or 173 more secondary fires compared to 2009/10

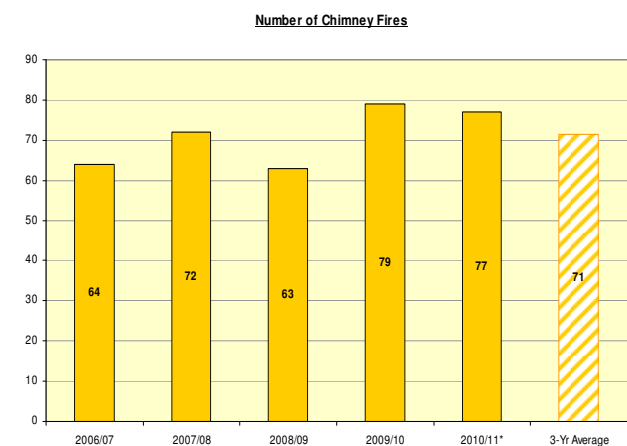
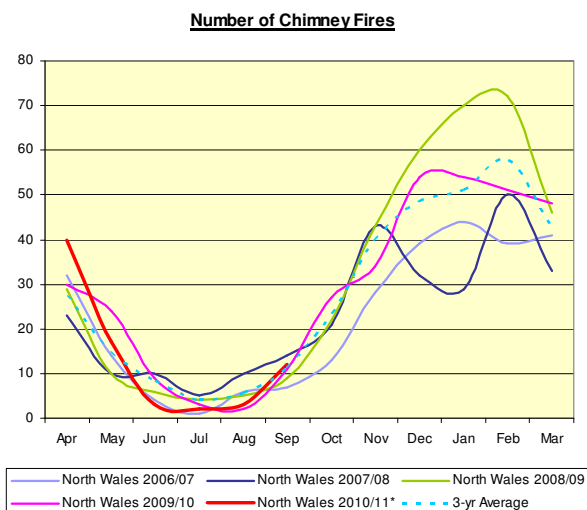
During the first half of 2010/11 the Service dealt with 1,108 secondary fires, which is higher than the same period in the previous year and also the 3-year average. Much of this increase was isolated to quarter 1, April in particular, which was exacerbated by the dry weather. However, secondary fires decreased each month thereafter and during quarter 2 there was a lower than average number. The rate of secondary fires was 6 per day.



Chimney Fires

- There was a slight decrease of 3% or 2 fewer chimney fires compared to 2009/10

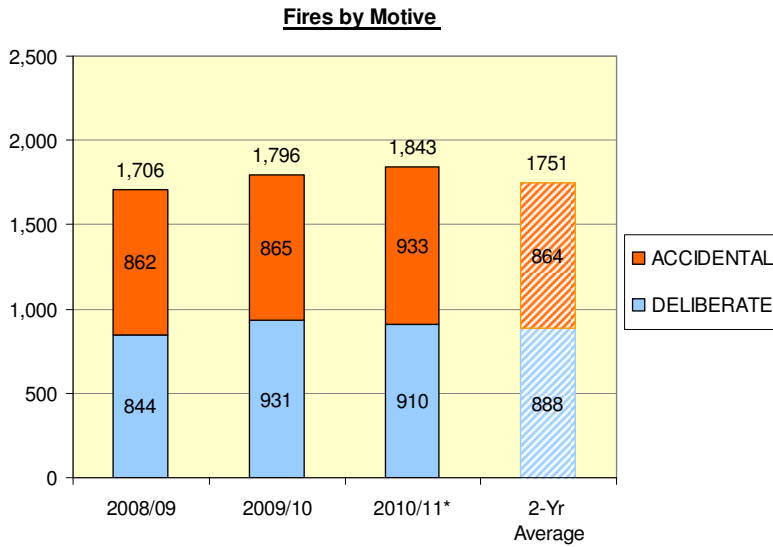
During the first half of 2010/11 the Service dealt with 77 chimney fires, compared to the previous year (79), but remaining higher than the 3 year average (71).



Fires by Motive

- ***There was an 8% increase or 68 more accidental fires compared to 2009/10***
- ***There was a 2% decrease or 21 fewer deliberate fires compared to 2009/10***

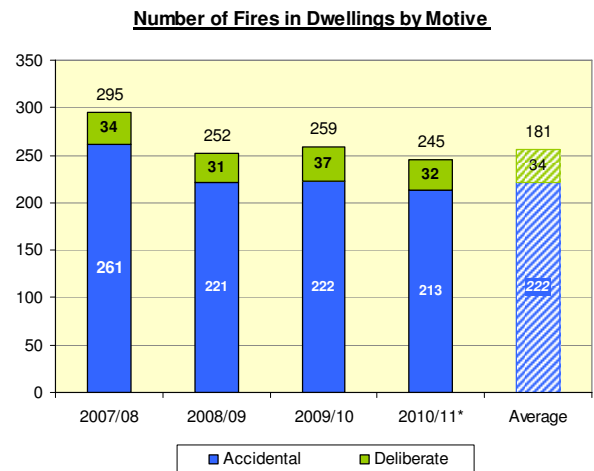
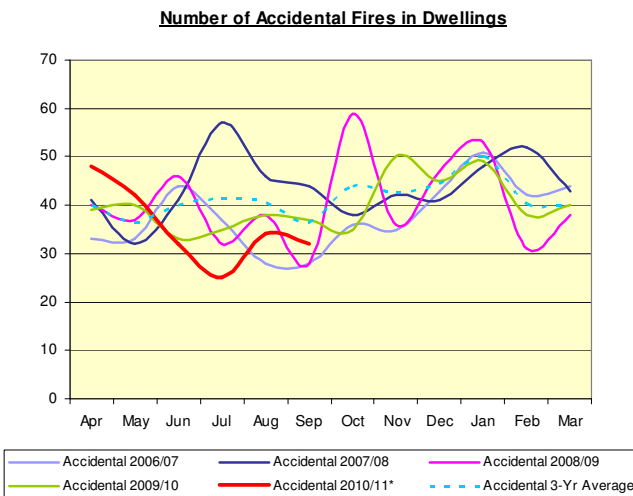
During the first half of the year the Service dealt with 910 deliberate fires and 933 fires that were started accidentally, which is roughly equal proportions.



Accidental Fires in Dwellings

- ***There was a decrease of 4% or 9 fewer accidental fires in dwellings compared to 2009/10***

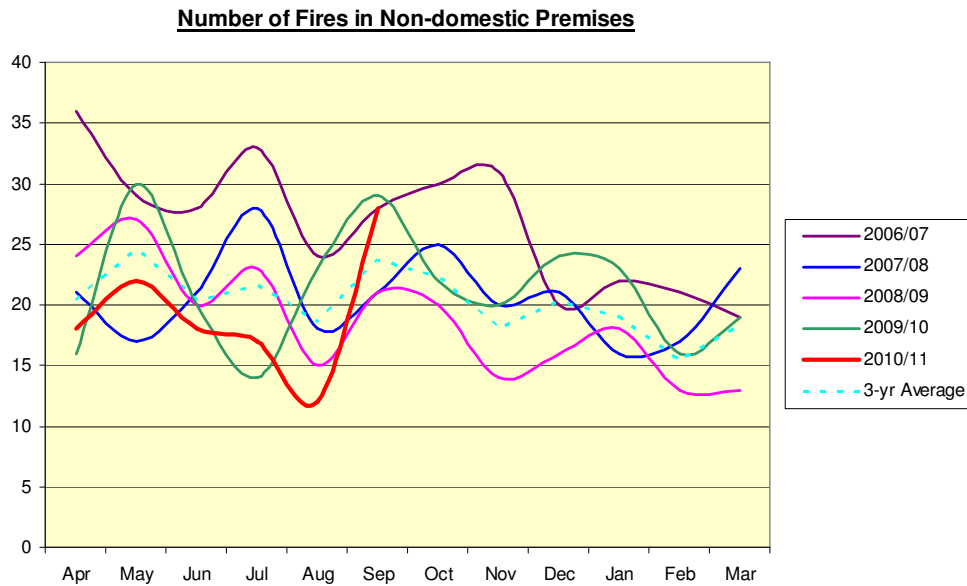
During the first half of 2010/11 the Service dealt with 213 accidental fires in dwellings, which is better than the previous year (222) and the 3-year average (235). Whilst quarter 1 experienced an increase in these fires, the number fell during quarter 2 bringing the overall count back on trend.



Fires in Non-domestic Properties

- ***There was a decrease of 13% or 17 fewer fires in non-domestic premises compared to 2009/10***

During the first half of 2010/11 the Service dealt with 115 fires in non-domestic premises, which is lower than both the previous year (132) and the 3-year average (129). The current financial year is also following a similar monthly pattern to previous years, with comparable peaks and declines.



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 - Green = improvement; Red = deterioration; Amber = 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%	➡
Injuries from Accidental Fires in Dwellings	8	16			24	➡
Deaths from Accidental Fires in Dwellings	1*	4*			5*	↑ 5*
Dwelling fires - smoke alarm activated	64%	67%			65%	↑ 15 pp
Dwelling fires – smoke alarm did not operate	19%	21%			20%	↓ 1 pp
Dwelling fires – no smoke alarm present	17%	12%			15%	↓ 14 pp

LAST YEAR – 2009/10					
	Q1	Q2	Q3	Q4	YTD
% of Accidental Fires in Dwellings confined to room / item of origin	88%	94%			91%
Injuries from Accidental Fires in Dwellings	18	6			24
Deaths from Accidental Fires in Dwellings	0	0			0
Dwelling fires - smoke alarm activated	42%	60%			50%
Dwelling fires – smoke alarm did not operate	28%	12%			21%
Dwelling fires – no smoke alarm present	30%	28%			29%

Accidental Fires in Dwellings Confined to the Room of Origin

- ***There was no change at 91% compared to 2009/10***

During the first half of 2010/11 the Service dealt with 213 accidental fires in dwellings and 193 (91%) of these were confined to the item or room in which they started. To the half year point this proportion has remained the same since 2008/09, although is slightly below the 3-year average (92%).

* Provisional figure pending confirmation from Coroner
pp = Percentage points

Injuries from Accidental Fires in Dwellings

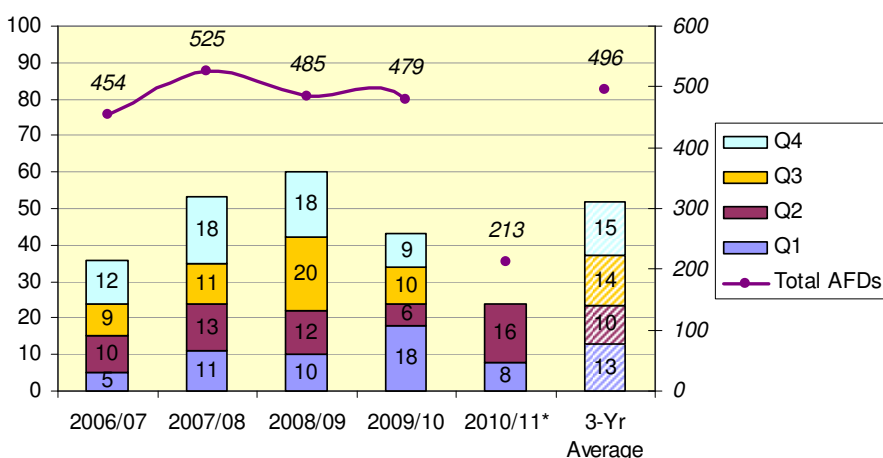
- **There was no change at 24 injuries compared to 2009/10**

During the first half of the year 24 people received injuries (requiring hospital treatment), which is the same as the previous year; these injuries resulted from 12 fires out of the 213 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 49 people required attention at the scene only (first aid or a precautionary check) as a result 41 accidental fires in dwellings.

Injuries from Accidental Fires in Dwellings



Deaths from Accidental Fires in Dwellings

- **There were 5* deaths from accidental fires in dwellings (pending confirmation)**

During the first half of the year there were 5 deaths from accidental fires in dwellings. A death in Caernarfon and a death in St Asaph are currently pending confirmation from the Coroner. An incident in Tyn Y Gongl, Anglesey resulted in 3 confirmed fire deaths.

There were 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 7 people required attention at the scene only (first aid or a precautionary check).

Outdoor fires: 6 people received injuries (all accidental fires). A further 3 people required attention at the scene only (first aid or a precautionary check).

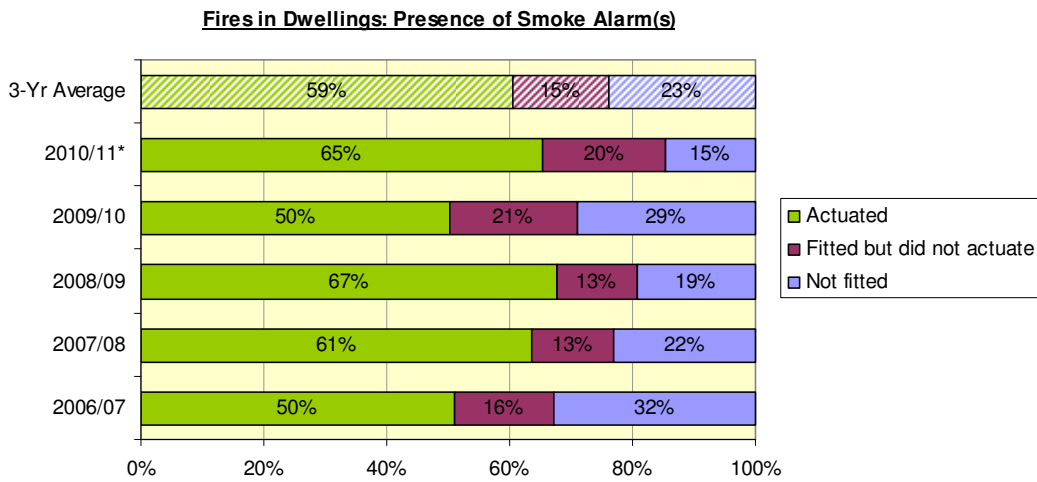
Vehicle fires: there were no fire injuries.

* Provisional figure pending confirmation from Coroner

Fires in Dwellings – Presence of Smoke Alarms

- *There was an increase to 65% (15 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 (59%). This also means there was a reduction (improvement) in the proportion of homes that had a fire but where a smoke alarm did not work / was not fitted.



EMERGENCY SPECIAL SERVICE CALLS (no fire) - QUICK REFERENCE

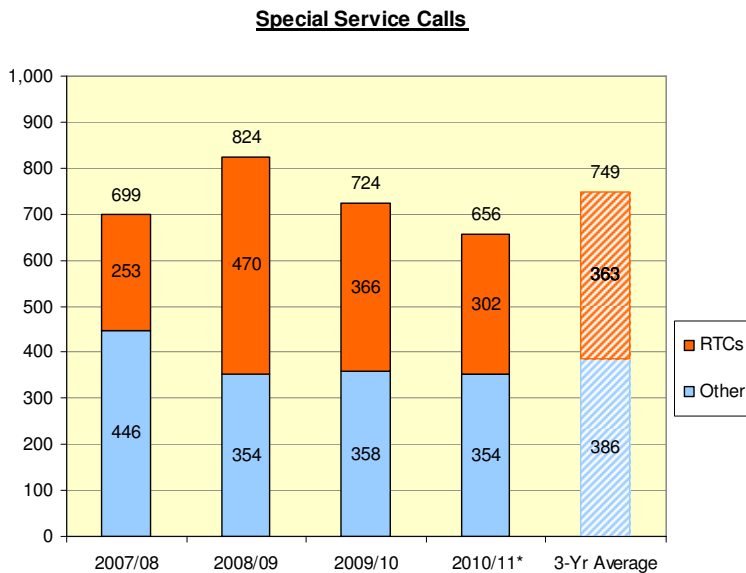
REPORTING YEAR – 2010/11						
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	Q1	Q2	Q3	Q4	YTD	
All emergency special service calls	290	366			656	↓ 9%
Road Traffic Collisions (no fire)	137	165			302	↓ 17%

LAST YEAR – 2009/10					
	Q1	Q2	Q3	Q4	YTD
All emergency special service calls	319	405			724
Road Traffic Collisions (no fire)	146	220			366

Emergency Special Service Calls (no fire)

- *There was a 9% decrease or 68 fewer special service incidents overall compared to 2009/10*

During the first half the Service dealt with 656 special service calls, which is fewer than the previous year and the 3-year average. Road traffic collisions (RTCs) represent approximately half of special service calls.



FALSE ALARMS - QUICK REFERENCE

REPORTING YEAR – 2010/11						
AFA = Automatic Fire Alarms						
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						
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	Q1	Q2	Q3	Q4	YTD	
Malicious false alarms attended	31	26			57	↓ 16%
False alarms from AFAs in non-domestic properties	288	356			644	↓ 25%
False alarms made with good intent attended	429	465			894	↑ 68%

LAST YEAR – 2009/10					
	Q1	Q2	Q3	Q4	YTD
Malicious false alarms attended	33	35			68
False alarms from AFAs in non-domestic properties	381	483			864
False alarms made with good intent attended	269	263			532

False Alarms (Overall)

- ***There was no change at 1,934 overall false alarms compared to 2009/10***

The overall number of false alarms is in line with the previous. However, following recent UK wide discussions regarding the classification of false alarm incidents within the Incident Recording System, this has prompted the reclassification of a number of our incidents. Consequently there appears to be a shift in the proportion of false alarms generated by automatic fire detection equipment, and false alarms made with good intent.

Malicious False Alarms

- ***There was a decrease of 16% or 11 fewer malicious false alarms attended compared to 2009/10***

During the first half the Service attended 57 malicious false alarms compared to 68 the previous year, and which is also better than the 3-year average (73).

False Alarms from Automatic Fire Alarms (AFA)

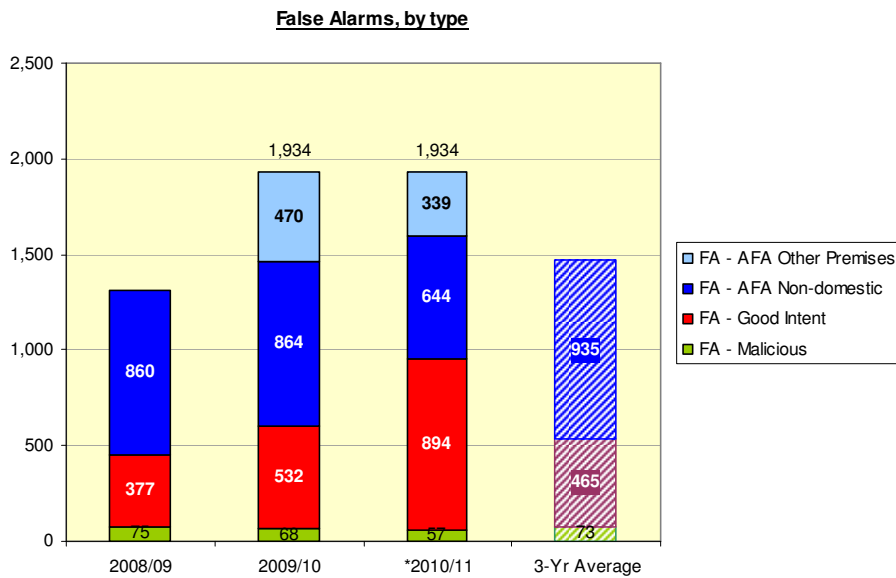
- ***There was a decrease of 25% or 220 fewer false alarms generated by automatic fire detection equipment in non-domestic properties compared to 2009/10.***

During the first half the Service attended 644 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 25 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 68% or 362 more false alarms made with good intent compared to 2009/10***

During the first half the Service attended 894 calls for assistance but which later turned out to be false alarms, and particularly in quarter 1 this reflects the overall increased activity during the period. 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%			93%	→
Shifts/days sickness per person	1.78	n/a			n/a	

LAST YEAR – 2009/10					
	Q1	Q2	Q3	Q4	YTD
% of Invoices paid within 30 days	92%	94%			93%
Shifts/days sickness per person	2.12	2.05			4.17

Invoice payments

During the first half of the financial year 5,062 undisputed commercial invoices were paid of which 93% (4,723) invoice payments were made within 30 days.

Sickness Absence

- ***There was an improvement to 2.41 (0.50 fewer) days/shifts lost due to sickness absence per employee compared to 2009/10 (in the 4-months to July)***

At the time of this report sickness absence data was available for the 4-month period April to July inclusive. A total of 1,097 days/shifts were lost due to sickness absence, or 2.41 days/shifts per employee, compared to 2.90 days/shifts lost in 2009/10. This improvement is seen both in long-term and short-term sickness absence.

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>