



## **AGENDA ITEM: 12**

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

**21<sup>st</sup> September 2009**

#### **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 quarter of the 2009/10 reporting year, covering the period from 1<sup>st</sup> April 2009 to 30<sup>th</sup> June 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 1**

**APRIL 2009 – JUNE 2009**

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

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## FIRES – QUICK REFERENCE

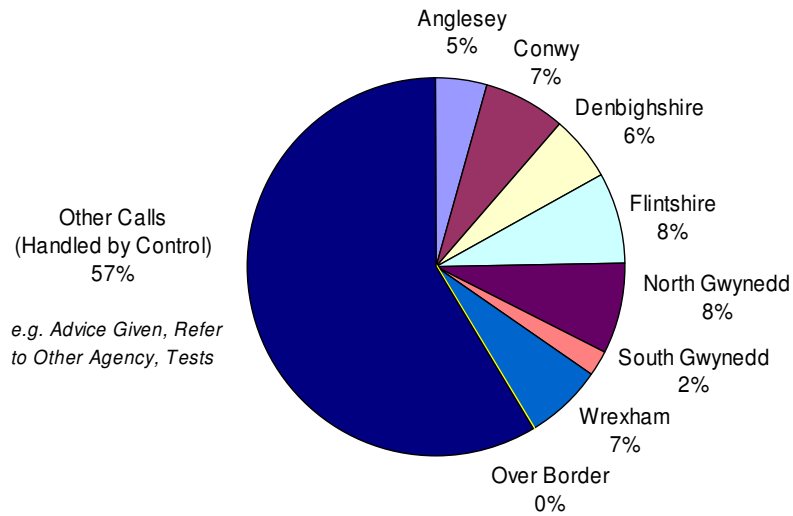
<b>THIS YEAR – 2009/10</b>						
(YTD = Year to date)						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change						
↑ = increase this year      ↓ = decrease this year						
	Q1	Q2	Q3	Q4	YTD	YTD
Total calls*	5,244				5,244	↑ 16%
Total fires	965				965	↓ 3%
Primary fires	403				403	↓ 5%
Secondary fires	499				499	↓ 6%
Chimney fires	63				63	↑ 40%
All deliberate fires	483				483	→ 0.2%
All accidental fires	482				482	↑ 3%
Accidental fires in dwellings	110				110	↓ 12%
Fires in non-domestic properties	83				83	→ 1%

<b>LAST YEAR – 2008/09</b>					
	Q1	Q2	Q3	Q4	YTD
Total calls*	4,510				4,510
Total fires	999				999
Primary fires	423				423
Secondary fires	532				532
Chimney fires	45				45
All deliberate fires	484				484
All accidental fires	467				467
Accidental fires in dwellings	125				125
Fires in non-domestic properties	84				84

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

**Total Calls**

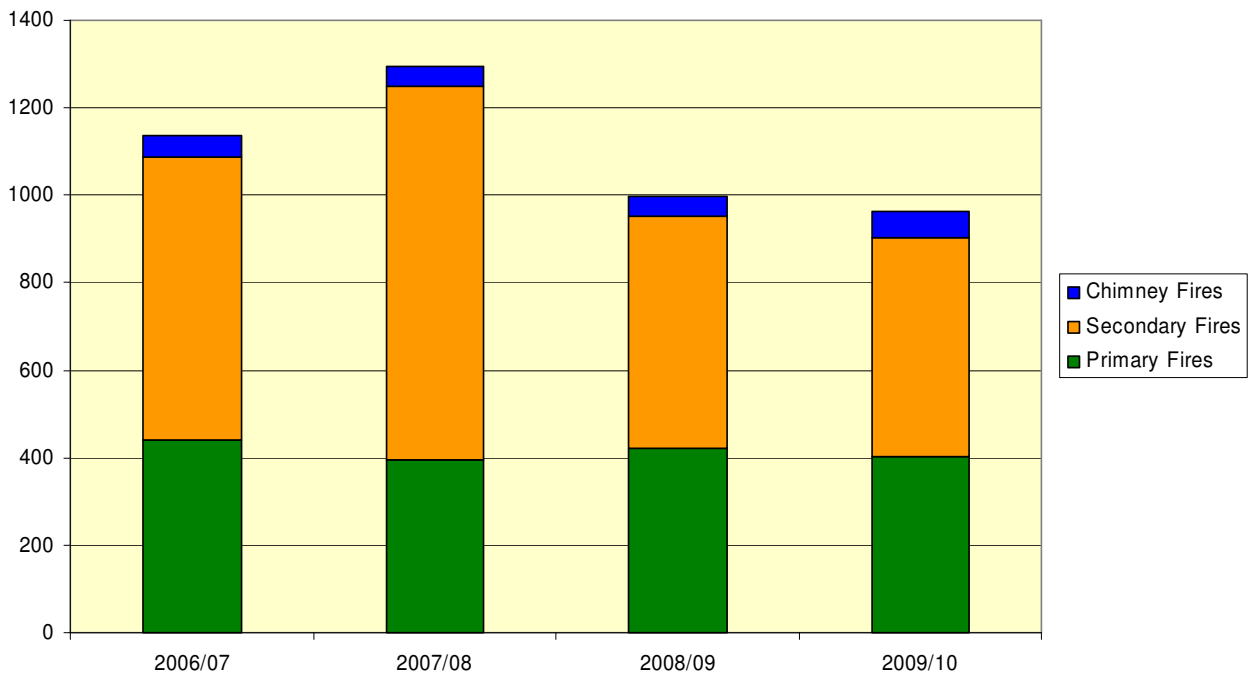
The Service dealt with over 5,000 calls in the first quarter of the year. As percentages of the total, they were allocated out as shown below.



**Total Fires**

The total number of fires attended in the first quarter of this year was lower than in either of the previous three years, having fallen to 965 from 999 last year, and 1,293 the previous year.

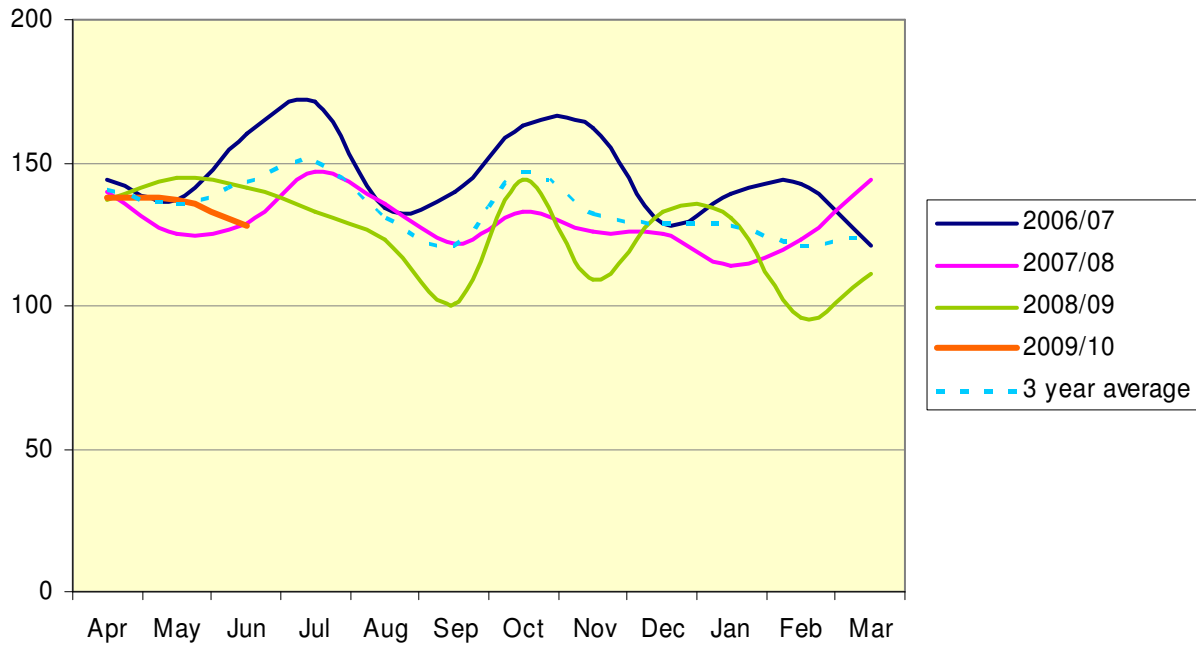
**All Fires - Quarter 1**



### **Primary Fires**

In the first quarter of this year, fewer primary fires were attended than in the same quarter of last year; the numbers in both April and June were also below the 3-year average.

### **Primary Fires**



### **Secondary Fires**

The number of secondary fires continued to fall and was 6% lower this year than last year, and 42% lower than the year before.

### **Chimney Fires**

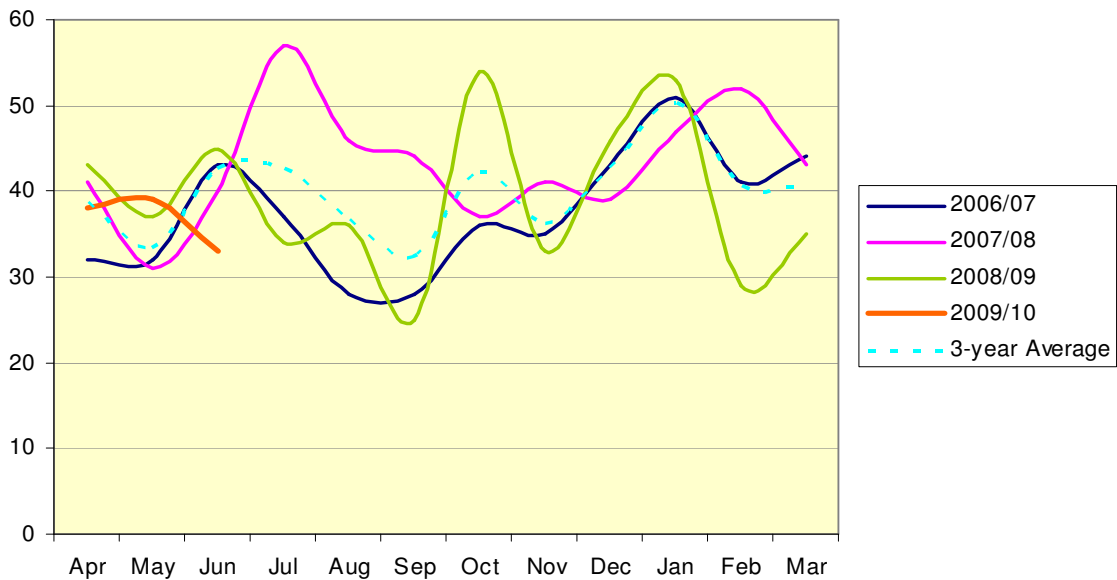
In the first quarter of this year, 18 more chimney fires were attended than in the same quarter of last year; the majority of chimney fires occurred in the colder months of April and early May.

**Accidental Fires in Dwellings**

In the first quarter of this year there were 15 fewer (12%) accidental dwelling fires than last year, and 2% fewer than the year before; this was 4% lower than the 3-year average for the same period.

The number of accidental fires in dwellings in June fell to a level lower than was seen in that particular month for the last four years.

**Accidental Fires in Dwellings**

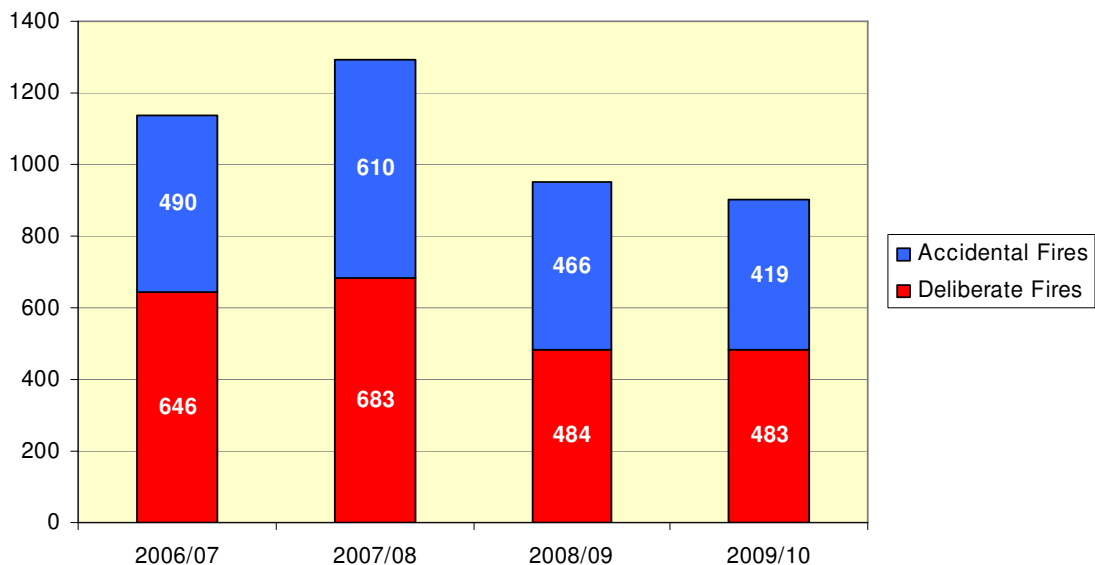


**Deliberate Fires**

This year, 37% of all primary fires and 67% of all secondary fires were attributed to deliberate ignition, compared to 34% and 63% last year.

54% of fires in the first quarter were deliberate and 46% accidental, similar to previous years.

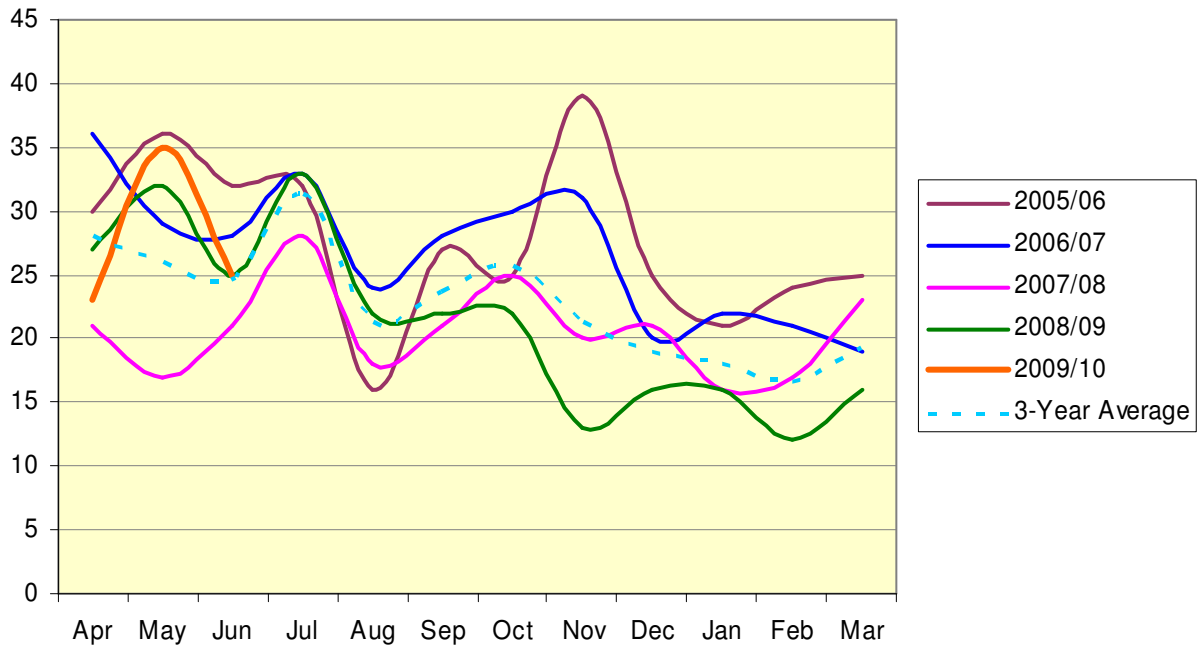
**Deliberate and Accidental Fires**



### Fires in Non-domestic Properties

The number of fires in non-domestic properties in the first quarter was lower than the previous year, and slightly above the 3-year average, by four incidents.

**Fires in Non-domestic Properties**





## KEEPING SAFE – QUICK REFERENCE

<b>THIS YEAR – 2009/10</b>						
<b>ADF = Accidental Dwelling Fire</b>						(YTD = Year to date)
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						
	Q1	Q2	Q3	Q4	YTD	YTD
% of ADFs confined to room of origin	89%				89%	↓ 5%
Injuries from ADFs	17				17	↑ 7
Deaths from ADFs	0				0	→
Dwelling fires - smoke alarm present	70%				70%	↓ 16%
Dwelling fires – smoke alarm did not operate	29%				29%	↑ 81%
Dwelling fires – no smoke alarm present	26%				26%	↑ 63%

<b>LAST YEAR – 2008/09</b>					
	Q1	Q2	Q3	Q4	YTD
% of ADFs confined to room of origin	94%				94%
Injuries from ADFs	10				10
Deaths from ADFs	0				0
Dwelling fires - smoke alarm present	83%				83%
Dwelling fires – smoke alarm did not operate	16%				16%
Dwelling fires – no smoke alarm present	16%				16%

### **Accidental Dwelling Fires Confined to the Room of Origin**

Of the 110 accidental dwelling fires in the first quarter, 89% (98) were confined to the room in which they started, which is slightly lower than last year.

### **Injuries from Accidental Dwelling Fires**

In the first quarter of this year 17 people received burns and/or other injuries in accidental dwellings fires, compared to 10 people last year. During June one incident alone resulted in 4 people receiving injuries, which has contributed to this higher number.

### **Deaths from Accidental Dwelling Fires**

As in the first quarter of last year, there were no confirmed <sup>1</sup> accidental dwelling fire deaths in the same period this year.

### **Smoke Alarms in Dwelling Fires**

Of the 136 dwelling fires attended in the first quarter, 95 (70%) had a smoke alarm present, and at 36 (26%) no smoke alarm was present.

<sup>1</sup> A coroner's verdict is still awaited for one fire death.

## SPECIAL SERVICE CALLS - 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 - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change						
↑ = increase this year      ↓ = decrease this year						
	Q1	Q2	Q3	Q4	YTD	YTD
All emergency special service calls	318				318	↓ 28%
Road Traffic Collisions (no fire)	148				148	↓ 40%

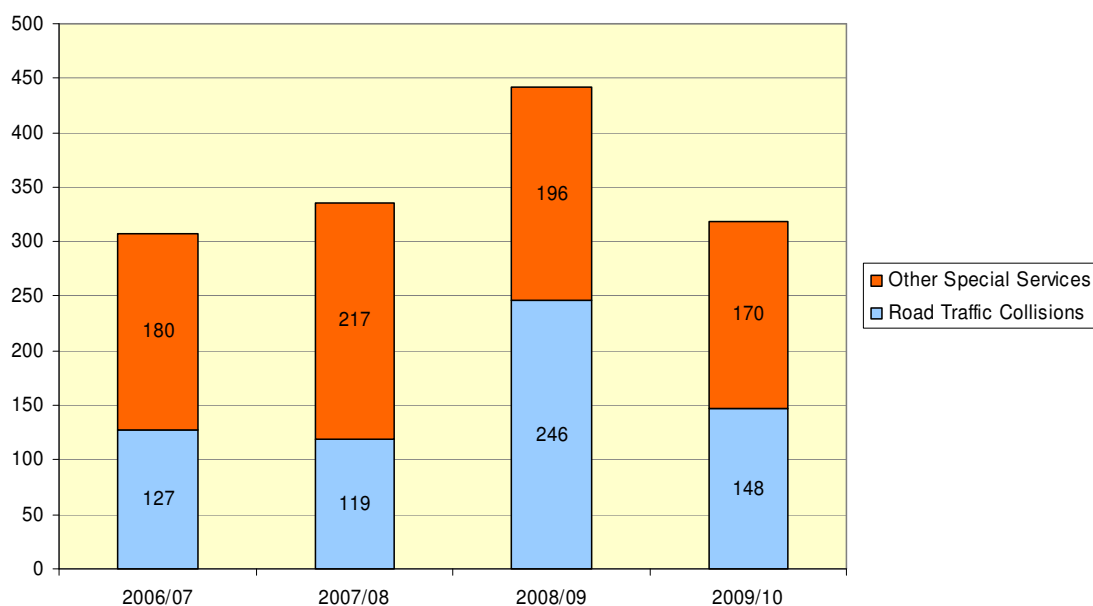
LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YTD
All emergency special service calls	442				442
Road Traffic Collisions (no fire)	246				246

### Emergency Special Service Calls

The Service attended 318 emergency special service calls during the first quarter of this year, which is fewer than in any quarter over the past two financial years.

This year, road traffic collisions (RTCs) have fallen by nearly 100 incidents. RTCs accounted for 47% (148) of all emergency special services compared to 57% (246) the year before.

**Special Service Calls - Quarter 1**



## FALSE ALARMS - QUICK REFERENCE

<b>THIS YEAR – 2009/10</b>						
<b>AFA = Automatic Fire Alarms</b>				(YTD = Year to date)		
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			
	Q1	Q2	Q3	Q4	YTD	YTD
Malicious false alarms attended	33					↑ 11
False alarms from AFAs in non-domestic properties	373					↓ 14%
False alarms made with good intent attended	299					↑ 11%

<b>LAST YEAR – 2008/09</b>					
	Q1	Q2	Q3	Q4	YTD
Malicious false alarms attended	22				22
False alarms from AFAs in non-domestic properties	436				436
False alarms made with good intent attended	270				270

### Malicious False Alarms

In the first quarter, 11 more malicious false alarms resulted in attendance.

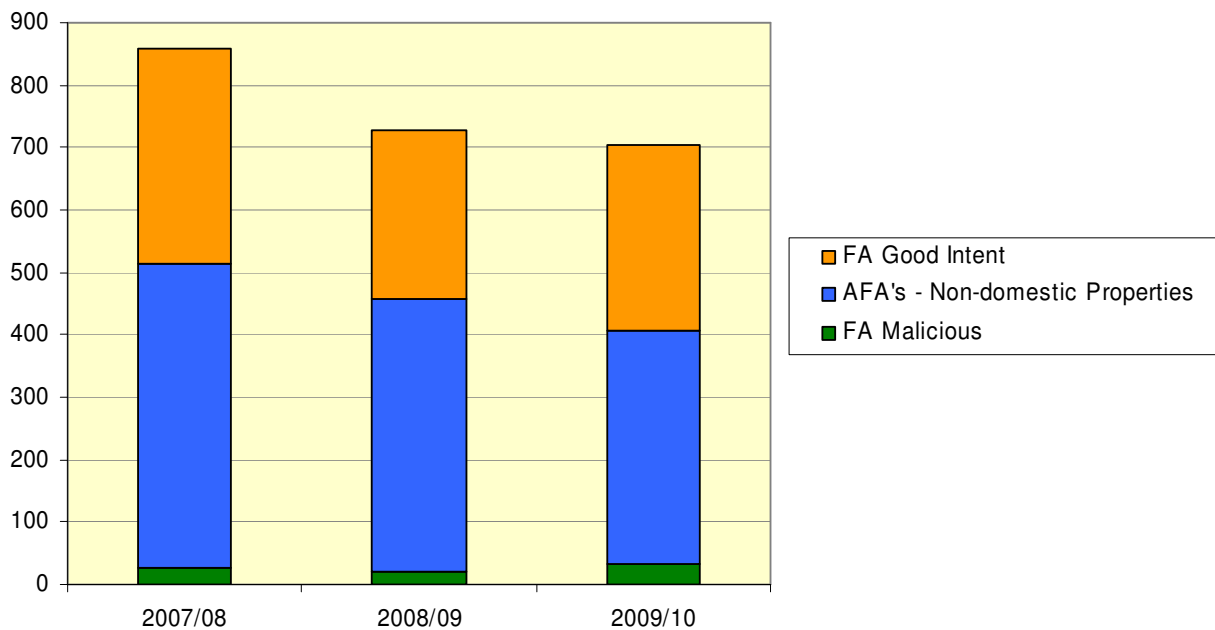
### False Alarms from Automatic Fire Alarms

Fire appliances were sent out in response to 373 false alarms generated by automatic fire alarms in non-domestic properties in the first quarter. This is one of the lowest number attended in any quarter in recent years, but nevertheless it equates to around 29 every week.

### False Alarms Made With Good Intent

In the first quarter, the Service responded to 299 genuine calls for assistance, but which later turned out to be false alarms.

**False Alarms Attended**



## CORPORATE - QUICK REFERENCE

THIS YEAR – 2009/10						
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↑ = increase this year      ↓ = decrease this year						
	Q1	Q2	Q3	Q4	YTD	YTD
% of Invoices paid within 30 days	92%					↓ 1%
Shifts/days sickness per person	2.12					↑ 0.2

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

### Invoice payments

In the first quarter, 2,550 invoices were processed, 2,501 of which were undisputed invoices for commercial goods and services. Of those, 2,304 (92%) were paid within 30 days of the date when the invoice was received.

### Sickness Absence

In the first quarter, a total of 936 days/shifts were lost due to sickness absence by an average of 442 wholetime operational, control and support staff.

Long term sickness accounted for 645 of those days/shifts (69%), 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>