



# **PERFORMANCE MONITORING REPORT**

## **Quarter 2**

**APRIL 2007 – SEPTEMBER 2007**

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

In some of the graphs in this report a line has been inserted to show a 3 year average. The data used for this is from 2004-05, 2005-06 and 2006-07.

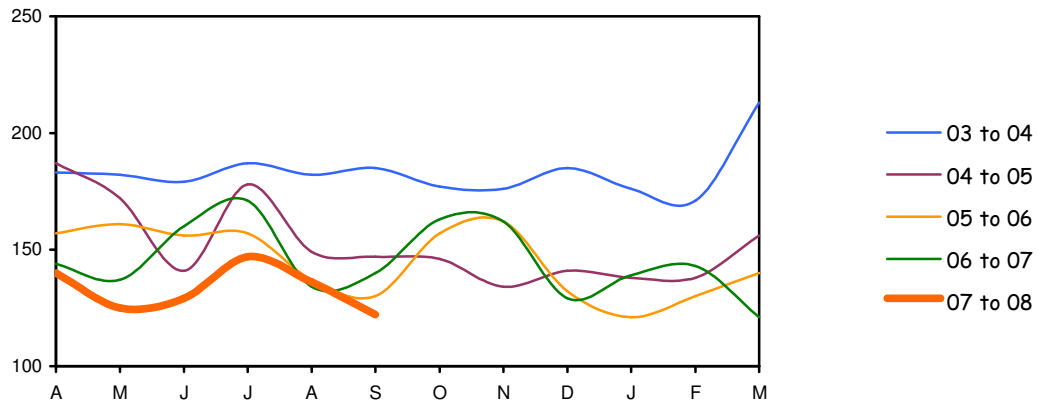
## FIRES

<b>FOR REFERENCE</b>						
<b>NUMBERS:</b>						
		[YTD = Year to date]				
BVPI		Q1	Q2	Q3	Q4	YTD
142(ii)	Primary fires	394	405			799
	Primary fires started deliberately	145	125			270
206 (i)	Primary fires started deliberately (excl. any in vehicles)	73	58			131
206(ii)	Primary fires started deliberately in vehicles only	72	67			139
142 (iii)	Accidental fires in dwellings	112	147			259
144	Accidental fires in dwellings confined to the room of origin	93.8%	94.6%			94.2%
207	Fires in non-domestic properties	59	67			126
206(iii)	Secondary fires started deliberately (excl. any in vehicles)	536	266			802
206(iv)	Secondary fires started deliberately in vehicles only	2	2			4

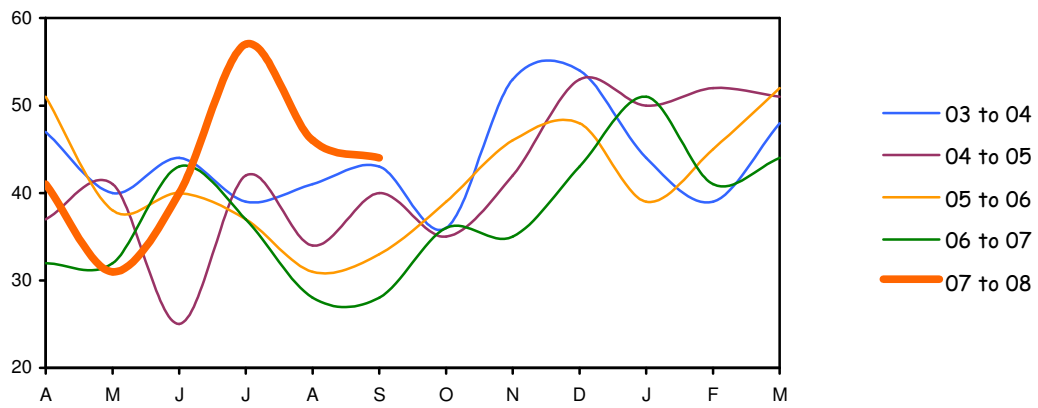
<b>COMPARED TO LAST YEAR:</b>						
[↑ = more this year; ↓ = fewer this year; → = same both years]						
[Green = improvement; Red = deterioration; Amber = no change]						
BVPI		Q1	Q2	Q3	Q4	YTD
142(ii)	Primary fires	↓	↓			↓
206 (i)	Primary fires started deliberately (excl. any in vehicles)	↓	↓			↓
206(ii)	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	↑	↓			↓

## YEAR-ON-YEAR COMPARISONS

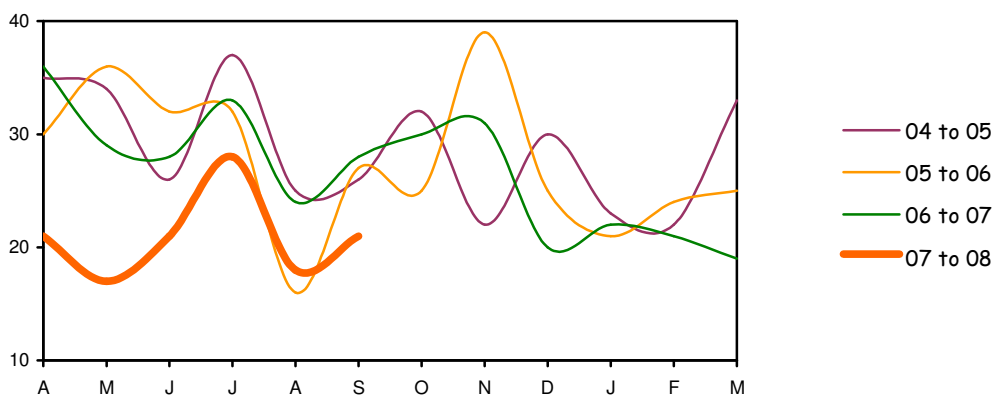
### Primary fires



### Accidental fires in dwellings



### Fires in non-domestic properties



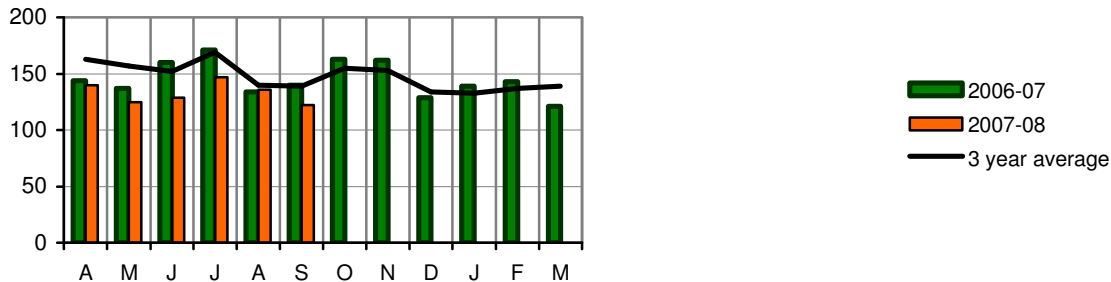
## IN-YEAR ANALYSES

### BV 142(ii)

### Primary fires

**Monthly average - 133**

- The number of *accidental* primary fires has risen by 2.1% and the number of *deliberate* primary fires has fallen by 25.4%.
- 799 primary fires were attended in the first six months of this year, which is 86 fewer than last year, and 13% lower than the three-year average.
- 33.8% of all primary fires attended had been started deliberately, compared to 41% in the same period last year.

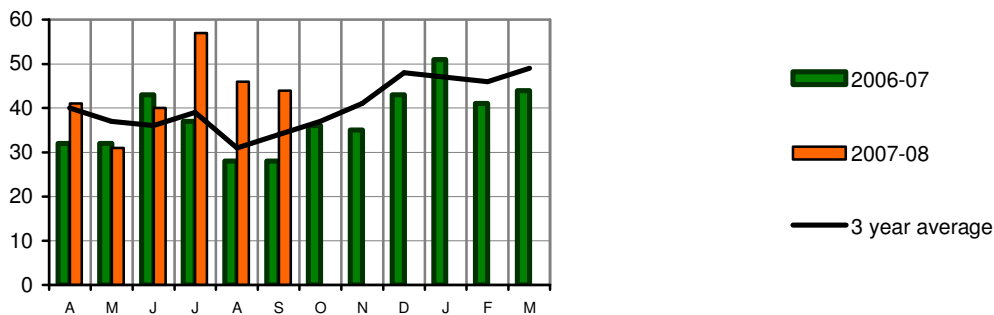


### BVPI 142(iii) & 144

### Accidental fires in dwellings

**Monthly average - 43**

- In the first half of the year, the number of accidental fires in dwellings was almost 30% higher than last year, and almost 20% above the three year average for the same period.
- In total, 259 accidental fires were attended, compared to 200 last year – the increase occurring almost entirely in the second quarter, and in all counties except Anglesey. 245 of the 259 were successfully confined to the room of origin.
- Compared to last year, the monthly average is 10 higher this year.

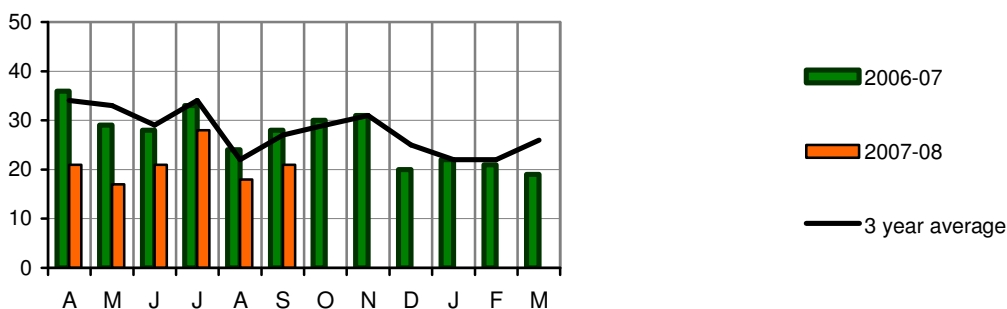


### BVPI 207

### Fires in Non-Domestic Properties

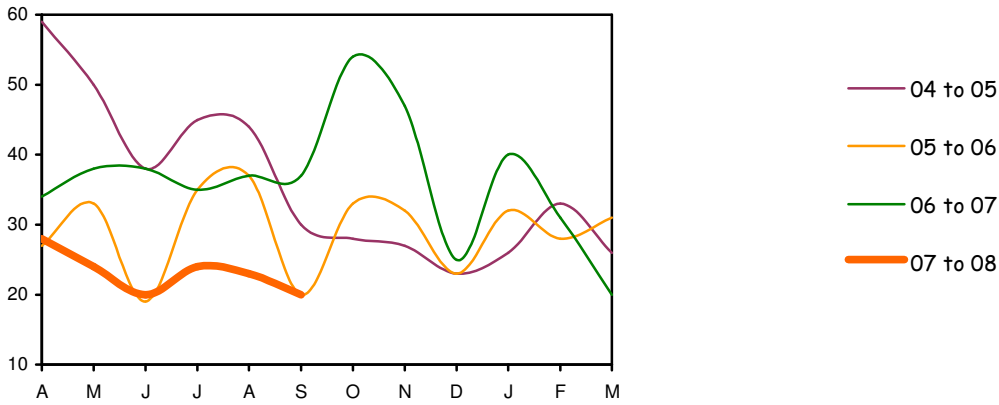
**Monthly average - 21**

- 126 fires were attended in non-domestic properties between April and September, which is 52 fires (29.2%) fewer than last year, and 29% lower than the three year average for the same months.
- Compared to last year, the monthly average is 10 lower this year.

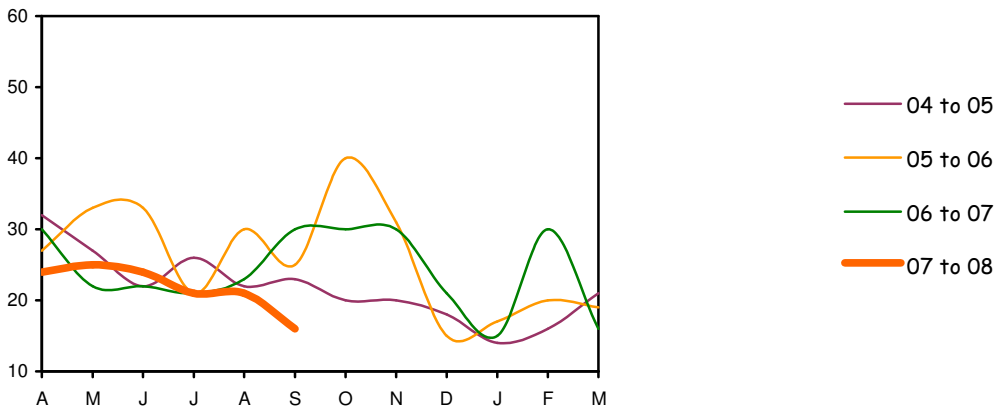


## FIRES STARTED DELIBERATELY YEAR-ON-YEAR COMPARISONS

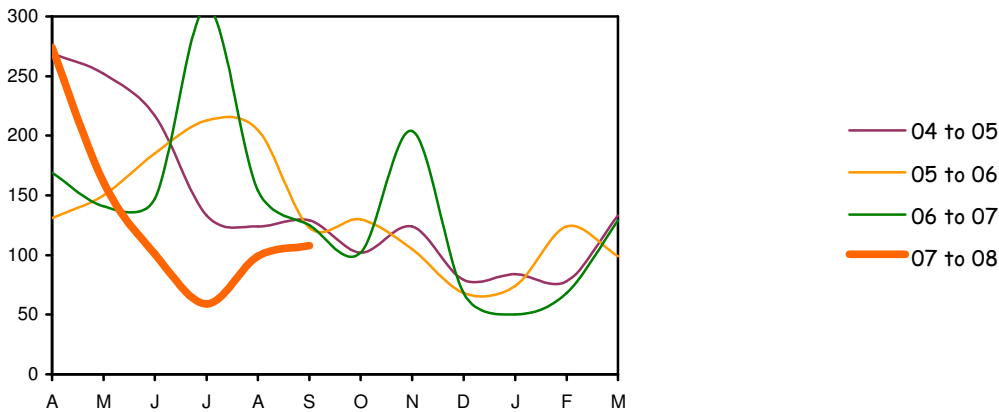
### Deliberate primary fires in vehicles



### Deliberate primary fires other than those in vehicles



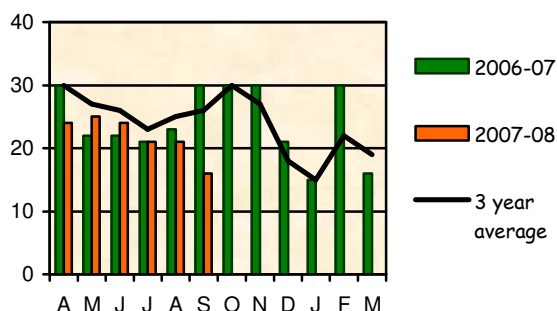
### Deliberate secondary fires other than those in vehicles



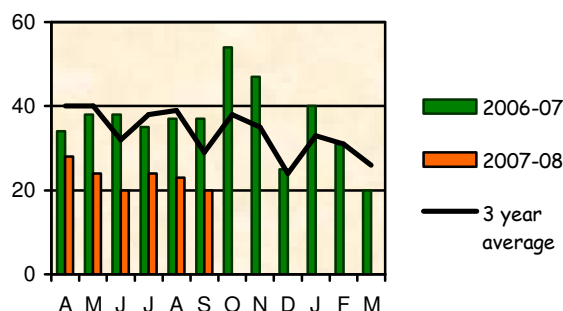
## FIRES STARTED DELIBERATELY

### IN-YEAR ANALYSES

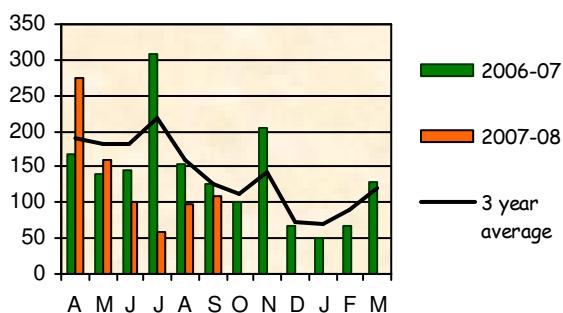
**BV 206(i)  
Deliberate Primary Fires  
(excluding vehicles)**



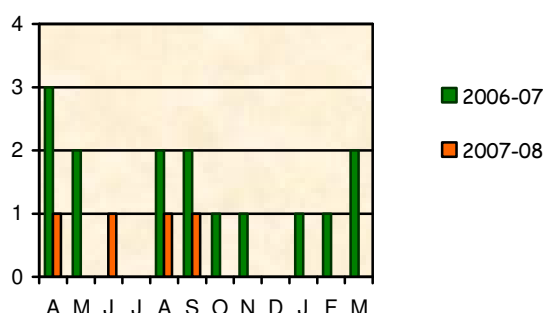
**BV 206(ii)  
Deliberate Primary Fires  
(in vehicles)**



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



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



- There were 131 deliberate primary fires in the first six months (excluding those in vehicles), of which 34 were in dwellings. This marks a reduction of 11.5% (17 fires) compared to last year, and 16% when compared to the three year average.
- 139 deliberate primary fires in vehicles were attended in the first two quarters - 80 (36.5%) fewer than in the same period last year, representing an improvement of 36.5% when compared to the three year average.
- In the same period, 802 deliberate secondary fires (excluding those in vehicles) were attended which is 242 (23.2%) fewer than last year and 21% lower than the three year average for the same period.
- There were 4 deliberate secondary fires in vehicles during the first two quarters, compared to 9 in the same period last year.

## DEATHS, INJURIES AND ESCAPES

### FOR REFERENCE

<b>NUMBERS:</b>		[YTD = Year to date]				
BVPI		Q1	Q2	Q3	Q4	YTD
BV143(i)	Deaths from accidental fires in dwellings	0	2			2
BV143(ii)	Injuries from accidental fires in dwellings	11	13			24
BV208	The percentage of people who escaped unharmed from accidental fires in dwellings without fire and rescue service assistance at the fire	81.8%	90.2%			86.3%

<b>COMPARED TO LAST YEAR:</b>						
[↑ = 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	↓%	↑%			→%

## DEATHS, INJURIES AND ESCAPES FROM FIRES

### IN-YEAR ANALYSES

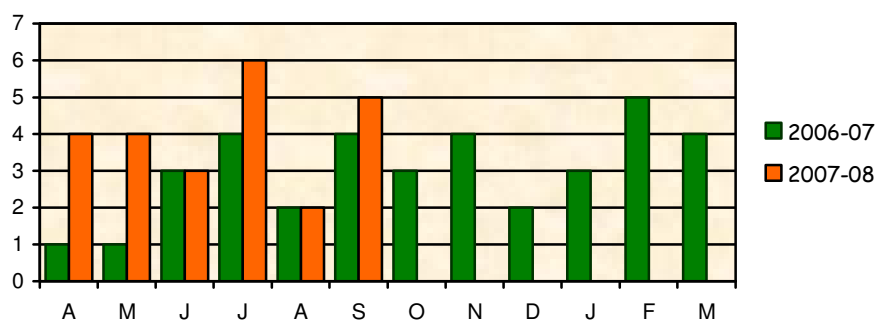
#### BVPI 143(i) Deaths from Accidental Fires in Dwellings

**YTD - 2**

- 2 people lost their lives in the 259 accidental fires in dwellings (one in Denbighshire and one in North Gwynedd). This compares with 4 people having lost their lives in the 200 accidental fires in dwellings in the same period last year.

#### BVPI 143(ii) Injuries from Accidental Fires in Dwellings

**Monthly average - 4**



- 24 people were injured in the 259 accidental dwelling fires between April and September this year, compared to 15 people in the same period last year. The ratio of injuries per fire is therefore slightly higher this year (1 per 10.8 fires) than last year (1 per 13.3 fires).

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

**YTD - 86.3%**

- In the 259 accidental dwelling fires attended in the first six months, there were 511 people, 70 (13.7%) of whom were either harmed (but not actually killed or injured) or needed to be rescued by the fire crew attending the incident. A further 441 (86.3%) got out safe and well without relying on a fire crew to assist them to do so.

April - September	People leaving the premises	People injured	People harmed or requiring assistance from fire crew	People unharmed and unassisted by fire crew	% unharmed and unassisted by fire crew
05-06	613	26	70	543	88.6%
06-07	446	15	61	385	86.3%
07-08	511	24	70	441	86.3%

- When broken down in more detail (next page) we see that in Anglesey in the first six months, all of the people involved in an accidental fire in a dwelling got out uninjured.
- Even in Conwy, where the lowest percentage of people (77%) got out unharmed and unaided, just 5 were actually injured.



	Anglesey	Denbighshire	Flintshire	Wrexham	Gwynedd	Conwy
Accidental dwelling fires	25	40	41	55	42	56
People leaving the premises	58	63	54	130	79	123
People unharmed and unaided	57	60	47	111	67	95
<b>% unharmed and unaided</b>	<b>98%</b>	<b>95%</b>	<b>87%</b>	<b>85%</b>	<b>85%</b>	<b>77%</b>
People injured	0	2	4	9	4	5

## FALSE ALARMS

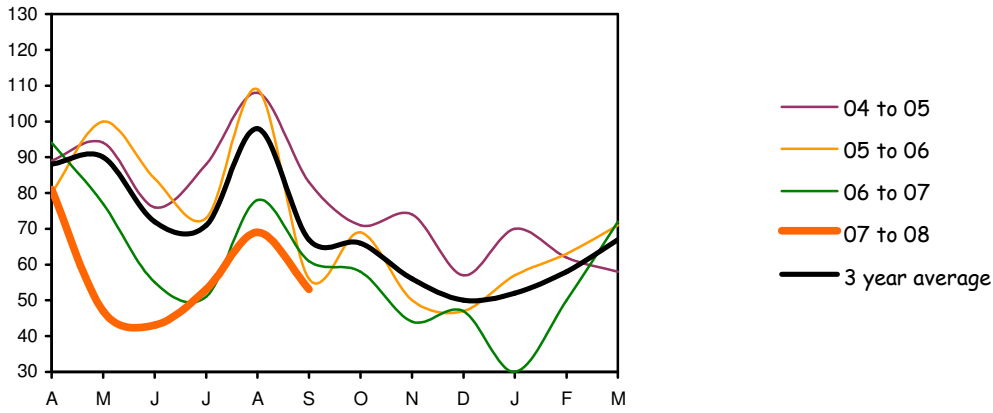
<b>FOR REFERENCE</b>						
<b>NUMBERS:</b>						
[YTD = Year to date]						
BVPI		Q1	Q2	Q3	Q4	YTD
BV146i	Malicious false alarms not attended	144	126			270
BV146ii	Malicious false alarms attended	27	49			76
LI 149	False alarms from AFA's in all property types	688	872			1560
BV149i	False Alarms from AFAs in non-domestic properties	486	595			1081
BV149ii	False Alarms from AFAs in non-domestic properties with more than one attendance in the year	85	111			196
BV149iii	The percentage of calls to properties with more than one attendance to a false alarm from an AFA in the reporting year	56.8%	82.9%			71.1%
<b>COMPARED TO LAST YEAR:</b>						
[↑ = 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	↓	↓			↓

<sup>1</sup> AFA = Automatic Fire Alarm

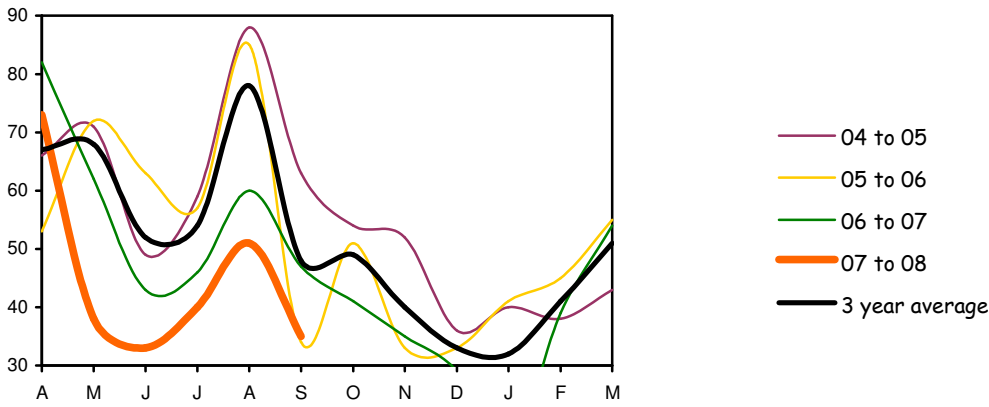
## FALSE ALARMS

### YEAR-ON-YEAR COMPARISONS

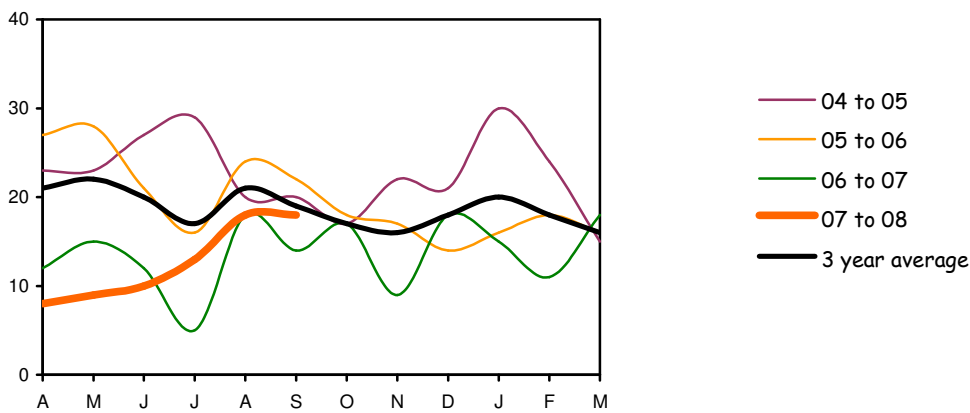
#### All Malicious False Alarms Received by Control



#### Malicious False Alarms Not Attended



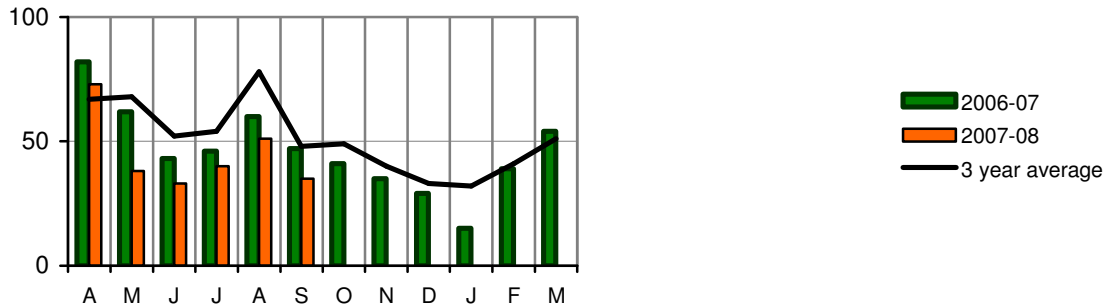
#### Malicious False Alarms Attended



## IN-YEAR ANALYSES

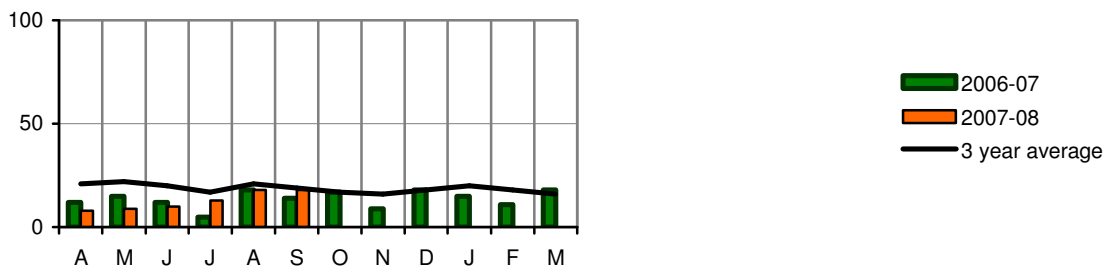
**BVPI 146i Malicious False Alarms NOT Attended Monthly average – 45**

- 346 malicious false alarms were received in the first six months of this financial year, 270 (78%) were successfully recognised as bogus, and no attendance was made.



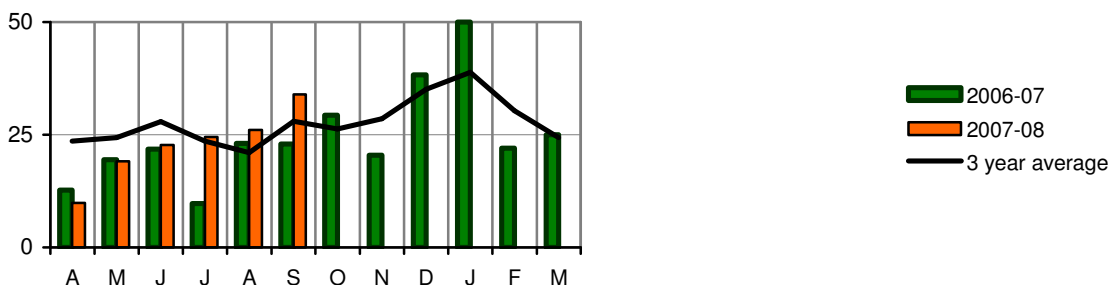
**BVPI 146ii Malicious False Alarms Attended Monthly average – 13**

- On 76 occasions (22%), fire appliances were mobilised in response to malicious false alarms received by the Control room.



**LPI Percentage of Malicious False Alarms Attended YTD – 22.0%**

- In the first six months of this year, 22% of malicious false alarms were attended, compared to 18% in the same period last year.



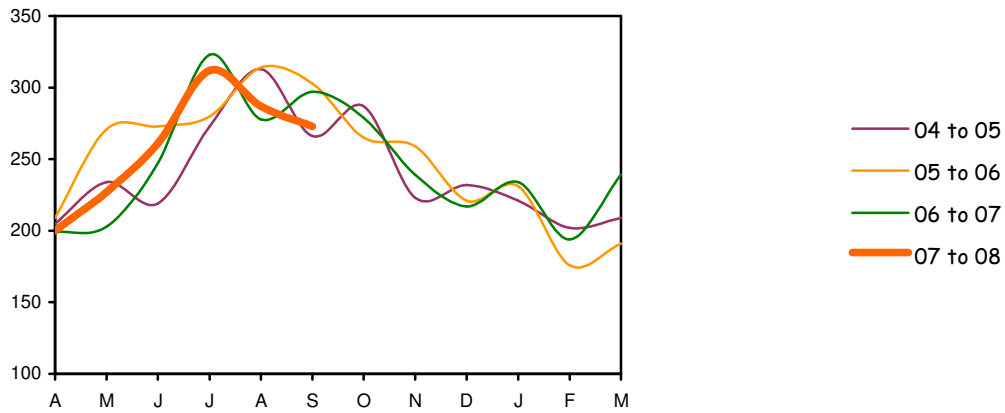
- The number of malicious false alarms received in the first six months of this year is 17% lower than the three year average.

The table below shows how the number of malicious false alarms received has fallen over recent years, and how the percentage that were attended has similarly fallen in the same period.

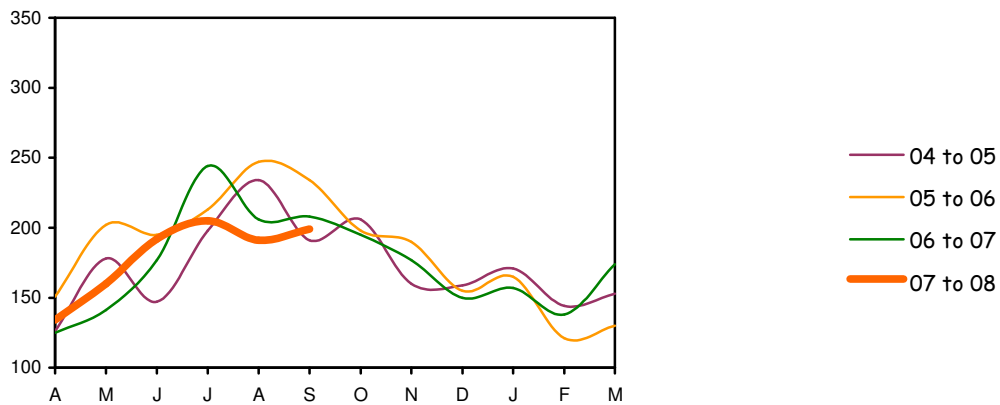
April to September	Malicious False Alarms received	Malicious False Alarms attended	% Malicious False Alarms Attended
2004-05	538	142	26.4%
2005-06	502	138	27.5%
2006-07	416	76	18.3%
2007-08	346	76	22%

## FALSE ALARMS FROM AUTOMATIC FIRE DETECTION APPARATUS (AFA) YEAR-ON-YEAR COMPARISONS

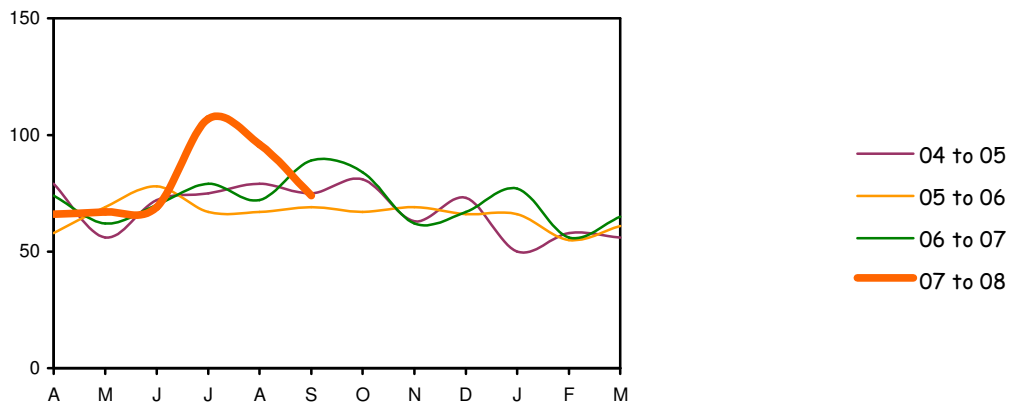
### False Alarms from AFAs in all Property Types



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



### False Alarms from AFAs in Domestic Properties

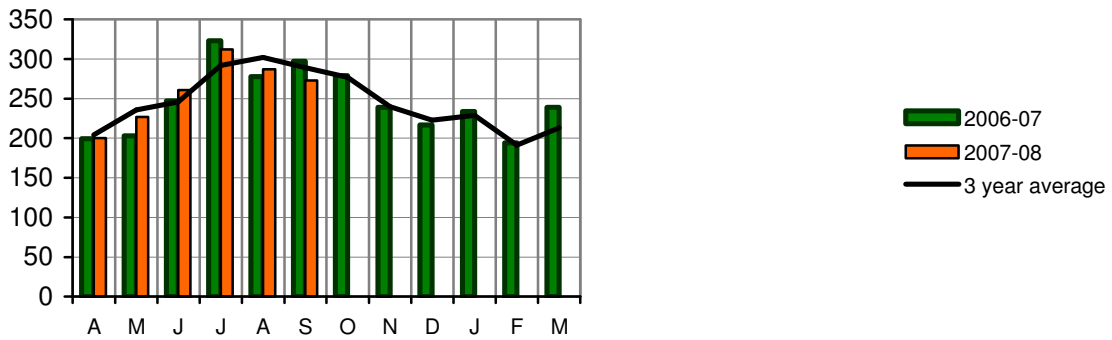


## IN-YEAR ANALYSES

**LPI\* linked to BV149**

**False Alarms from AFAs in all premises**

**Monthly average – 260**

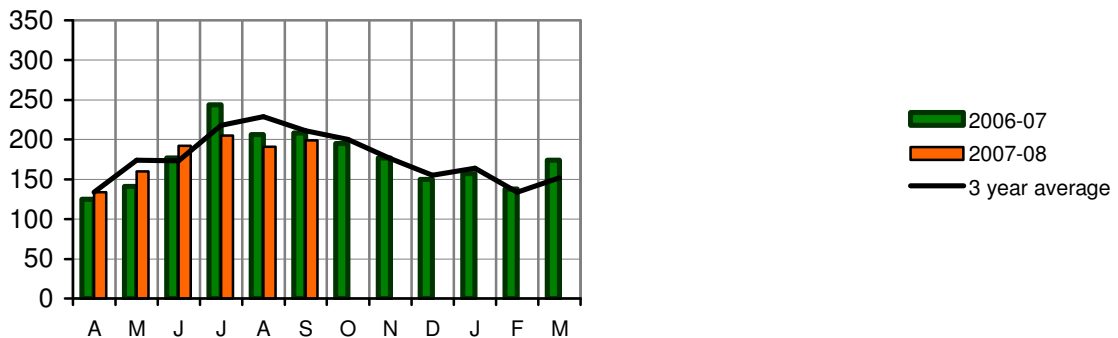


- In the first six months of this financial year, the Service attended 1,560 false alarms (8.5 per day) from Automatic Fire Alarms – an increase of 13 (0.8%) on last year, and 6.3% more than the three year average for this period. 1081 of these false alarms came from non-domestic properties, and 479 from domestic properties. The monthly average is almost exactly the same as last year.

**BVPI 149i**

**False Alarms from AFAs in non-domestic properties**

**Monthly average - 180**



- 1,081 false alarms (5.9 per day) were received from AFAs in non-domestic properties in the first half of this financial year. This was 1.8% fewer than the same period last year, and a 5% improvement compared to the three year average.

\* LPI = Local Performance Indicator

## REPEAT FALSE ALARMS

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<b>BVPI 149ii</b>	<b>Non-domestic properties that had more than one attendance in the reporting year due to false alarms from AFAs</b>	<b>Cumulative monthly average – 33</b>
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- In the first half of the year, the Service attended 508 different premises in North Wales believing that there was a genuine emergency, as signalled by their AFA. This is 54 (10.6%) more premises than in the same period last year.
  - Of the 508 premises attended this year, 196 (38.6%) of them were visited more than once in the six month period, compared to 204 (44.2%) of the total last year.
  - Compared to last year, the monthly average remains unchanged.
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<b>BVPI 149iii</b>	<b>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</b>	<b>Cumulative monthly average – 71.1%</b>
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- Those 196 premises referred to in BV149ii above generated 769 (71.1%) of all the false alarms from AFAs in non-domestic properties in the first six months. In other words, 38.6% of the premises visited were responsible for generating 71.1% of all the false alarms.



## SMOKE ALARMS

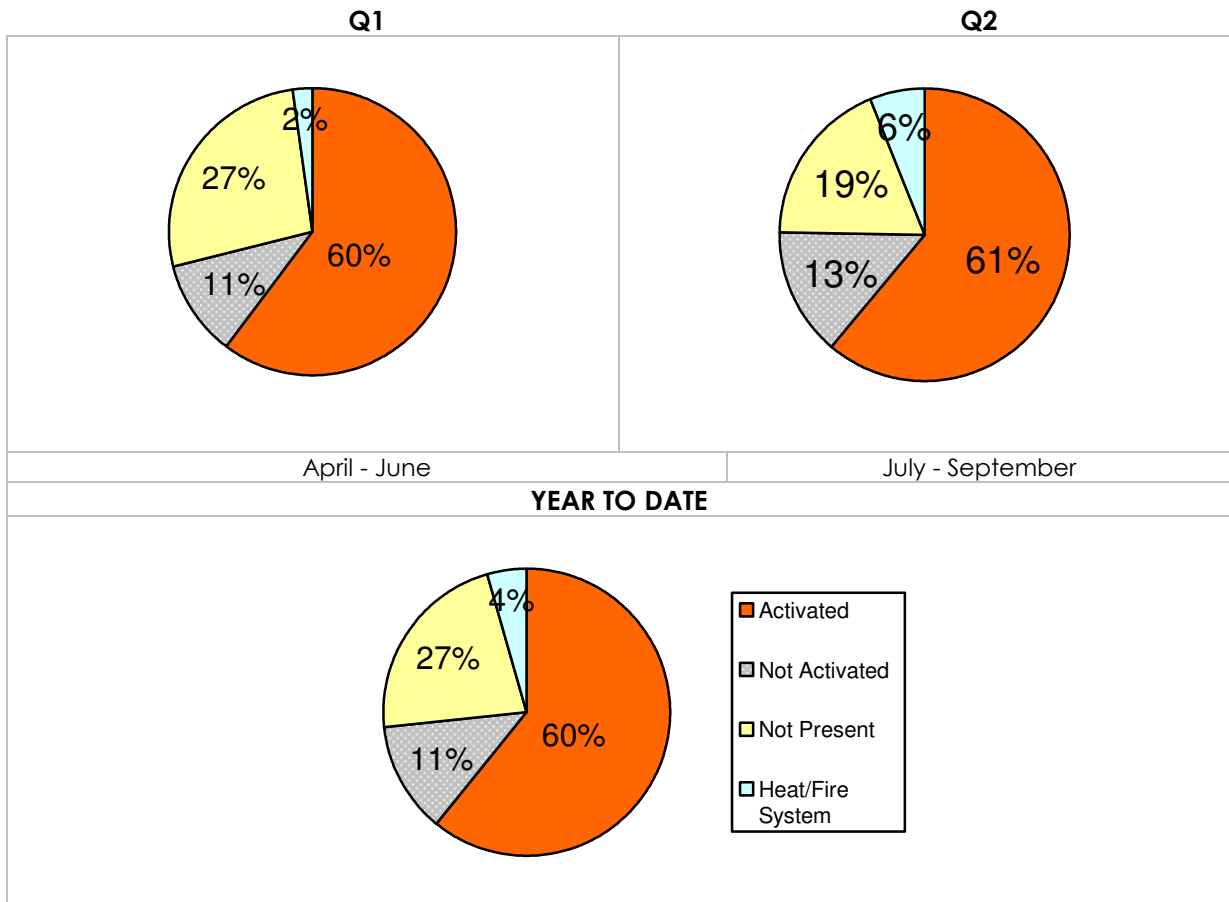
<b>FOR REFERENCE</b>						
<b>NUMBERS:</b>						
[YTD = Year to date]						
BVPI		Q1	Q2	Q3	Q4	YTD
BV209i	The percentage of fires in dwellings where a smoke alarm had activated	60%	61%			61%
BV209ii	The percentage of fires in dwellings where a smoke alarm was fitted, but did not activate	11%	14%			13%
BV209iii	The percentage of fires in dwellings where no smoke alarm was fitted	27%	19%			22%
<b>COMPARED TO LAST YEAR:</b>						
[↑ = more this year; ↓ = fewer this year; → = same both years]						
[Green = improvement; Red = deterioration; Amber = no change]						
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	↓	↓			↓

## 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 six months of this year, the Service attended 293 dwelling fires – 51 more than last year. In 178 (60.8%) of them, a smoke alarm had been fitted and had activated. A further 37 (12.6%) had a smoke alarm fitted, but it did not activate, and in 65 (22.2%) there was no smoke alarm.
- In the same period last year, the Service attended 242 dwelling fires, 121 (50%) of which had a smoke alarm fitted and which had activated. 38 (15.7%) had a smoke alarm, but it did not activate, and in 78(32.2%) there was no smoke alarm fitted.
- So far this year we have seen an improvement in all three categories compared to the 3 year average.

	(i) smoke alarm activated	(ii) smoke alarm not activated	(iii) no smoke alarm	Heat/fire system installed	Total dwelling fires (incl. those with heat/fire systems)
Q1	79	14	35	3	131
Q2	99	23	30	10	162
YTD	178	37	65	13	293



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

## SICKNESS ABSENCE AND INVOICE PAYMENT

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	1.56				1.56
BV12ii	Average number of working days/shifts lost to sickness absence per person by all staff (excluding those on the retained duty system)	1.96				1.96
BV8	The percentage of undisputed invoices for commercial goods and services that were paid in under 30 days	90%	93.9%			91.8%
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
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 figures for the first quarter have been amended. Updates for the second quarter are not yet available, but will be provided in the next routine monitoring report early in 2008.

## PAYMENT OF INVOICES

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

**YTD percentage**  
**- 91.8%**

- In the first six months of this year 91.8% of undisputed invoices were paid in under 30 days which is a 15% improvement on the same period last year and 4% higher than the three year average.

