



AGENDA ITEM: 8

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

19th July 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 2009/10 reporting year, covering the period from 1st April 2009 to 31st March 2010.

Recommendation

- 3.** That Members note the contents of the performance monitoring report.

NORTH WALES FIRE AND RESCUE SERVICE



Gwasanaeth Tân ac Achub
Fire and Rescue Service

PERFORMANCE MONITORING REPORT

YEAR END

APRIL 2009 – MARCH 2010

Figures are provisional and may be subject to minor amendment.

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FIRES – QUICK REFERENCE

REPORTING YEAR – 2009/10						
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	YEAR END	
Total calls*	4,215	4,358	4,326	4,316	17,215	↓ 8%
Total fires	962	834	747	827	3,370	↓ 0.6%
Primary fires	403	379	375	328	1,485	↓ 1%
Secondary fires	496	439	257	346	1,538	↑ 2%
Chimney fires	63	16	115	153	347	↓ 8%
All deliberate fires	480	451	317	288	1,536	↓ 0.6%
All accidental fires	482	383	430	539	1,834	↓ 0.5%
Accidental fires in dwellings	112	110	130	127	479	↓ 1%
Fires in non-domestic properties	66	66	66	58	256	↑ 14%

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YEAR END
Total calls*	4,964	4,496	4,511	4,650	18,621
Total fires	1,000	706	790	893	3,389
Primary fires	424	356	386	338	1,504
Secondary fires	531	332	279	367	1,509
Chimney fires	45	18	125	188	376
All deliberate fires	478	366	353	348	1,545
All accidental fires	522	340	437	545	1,844
Accidental fires in dwellings	123	98	142	122	485
Fires in non-domestic properties	71	59	50	44	224

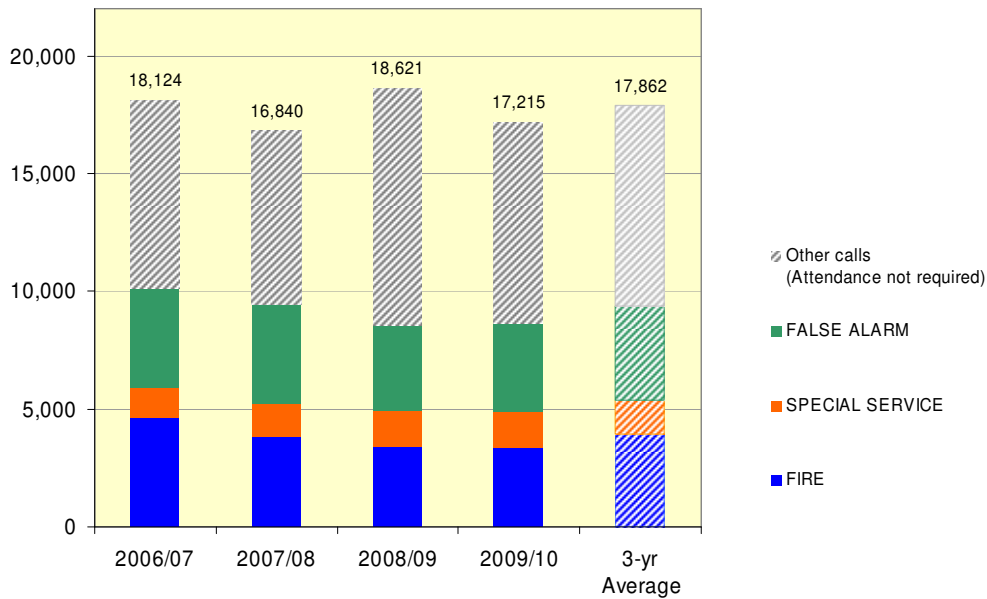
* Total calls = Total number of calls handled by Control, directly associated with emergency incidents e.g. genuine incidents, repeat calls, false alarms, hoaxes (a FRS resource may not have been required to attend each call).

Total Calls in 2009/10

During 2009/10 the Control team handled 17,215 calls, and the Service was required to attend 8,637 incidents.

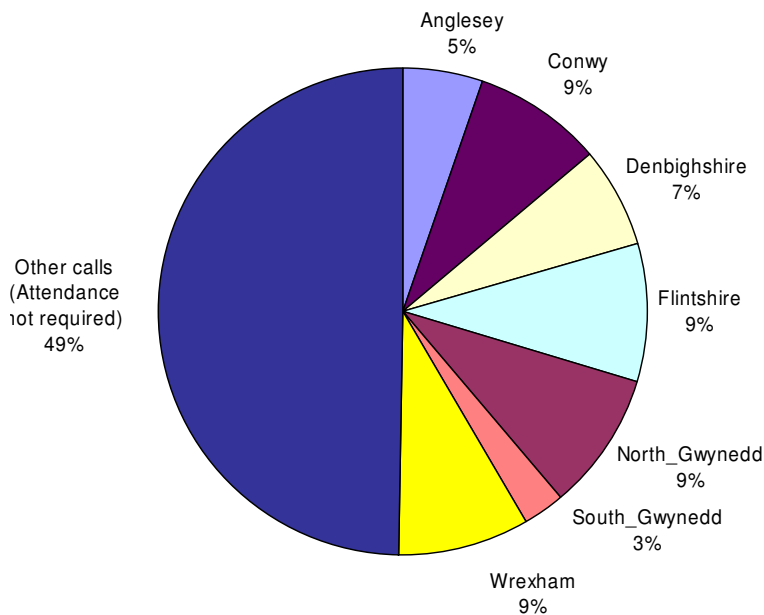
- ***There was a decrease of 8% or 1,406 fewer calls received compared to 2008/09***
- ***Of these calls an additional 1% or 87 calls required the Service to attend an incident***

Incident Types as a Proportion of Total Calls Handled (OPSW_6.1)



The unitary authority areas of Conwy, Flintshire, North Gwynedd, and Wrexham each experienced 9% of the incidents that required the Service to attend. 49% of the calls received did not require the Service to attend for example not genuine incidents, repeat calls, confirmed false alarms, or confirmed hoaxes.

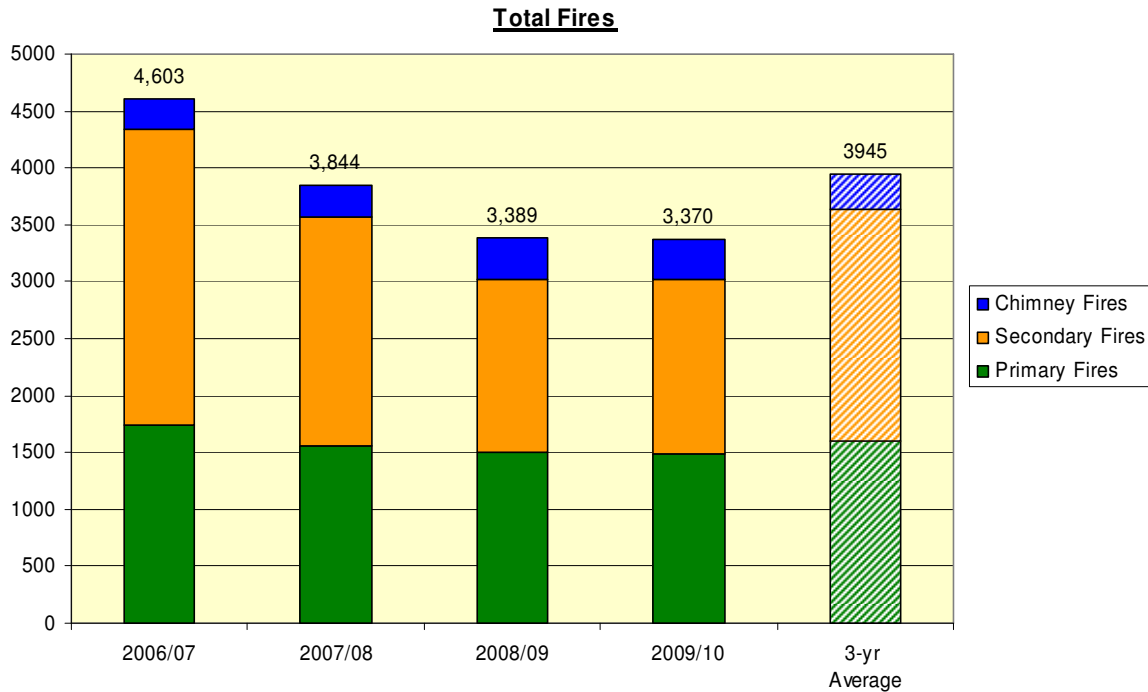
Location of Incidents as a Proportion of Total Calls Handled (OPSW_6.1)



Total Fires

- ***There was a decrease of 0.6% or 19 fewer fires compared to 2008/09***

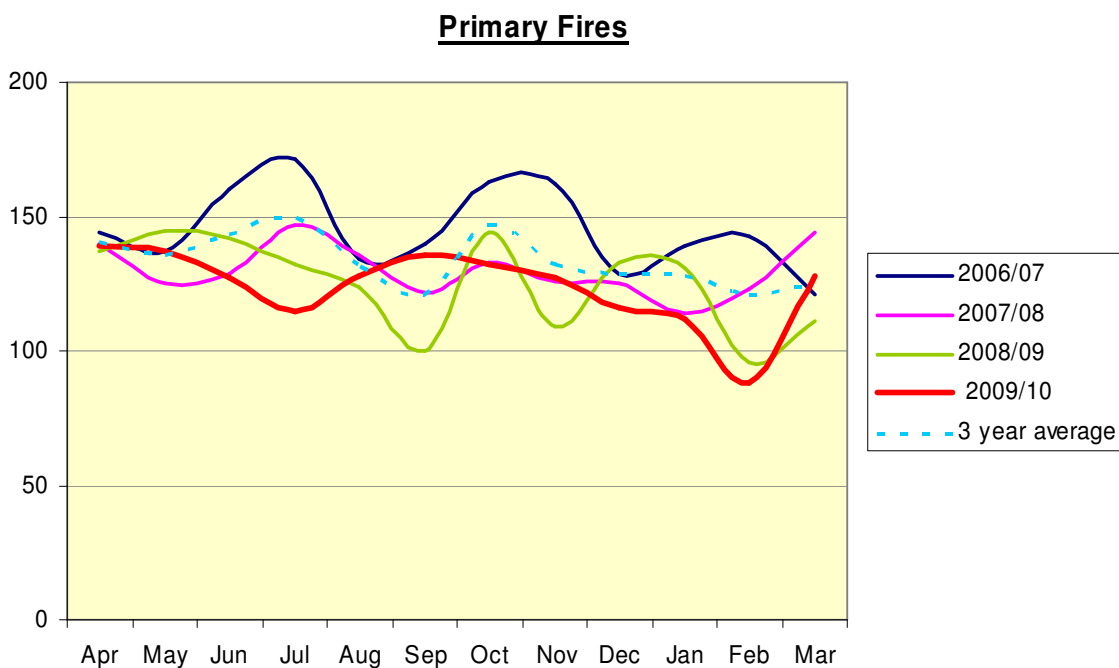
During 2009/10 the Service dealt with 3,370 fires, which is better than the previous year and the 3-year average. Incidents of primary fire also reduced compared to 2008/09.



Primary Fires

- ***There was a decrease of 1% or 19 fewer primary fires compared to 2008/09***

During 2009/10 the Service dealt with 1,485 primary fires, which is better than the previous year and the 3-year average.



Secondary Fires

During 2009/10 the Service dealt with 1,538 secondary fires, which is markedly lower than the 3-year average of 2,034, but slightly higher than the previous year. The rate of secondary fires was 4 per day.

- ***There was an increase of 2% or 29 more secondary fires compared to 2008/09***

Chimney Fires

During 2009/10 the Service dealt with 347 chimney fires, which is better than the previous year, but higher than the 3-year average of 308.

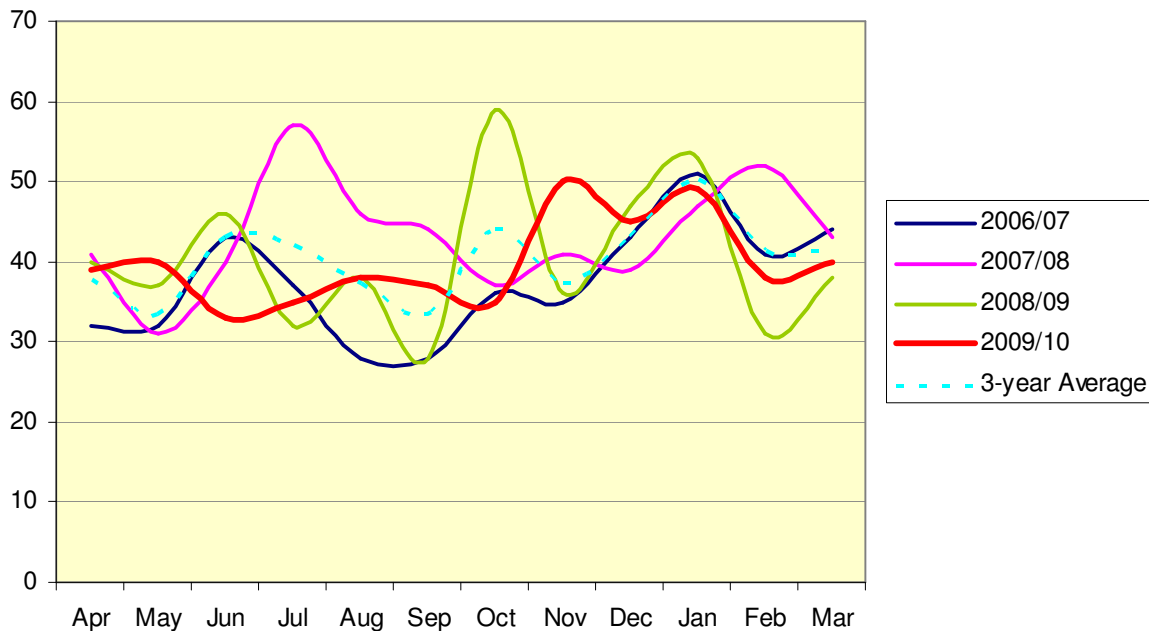
- ***There was a decrease of 8% or 29 fewer chimney fires compared to 2008/09***

Accidental Fires in Dwellings

- ***There was a decrease of 1% or 6 fewer accidental fires in dwellings compared to 2008/09***

During 2009/10 the Service dealt with 479 accidental fires in dwellings, which is better than the previous year and also the 3-year average.

Accidental Fires in Dwellings

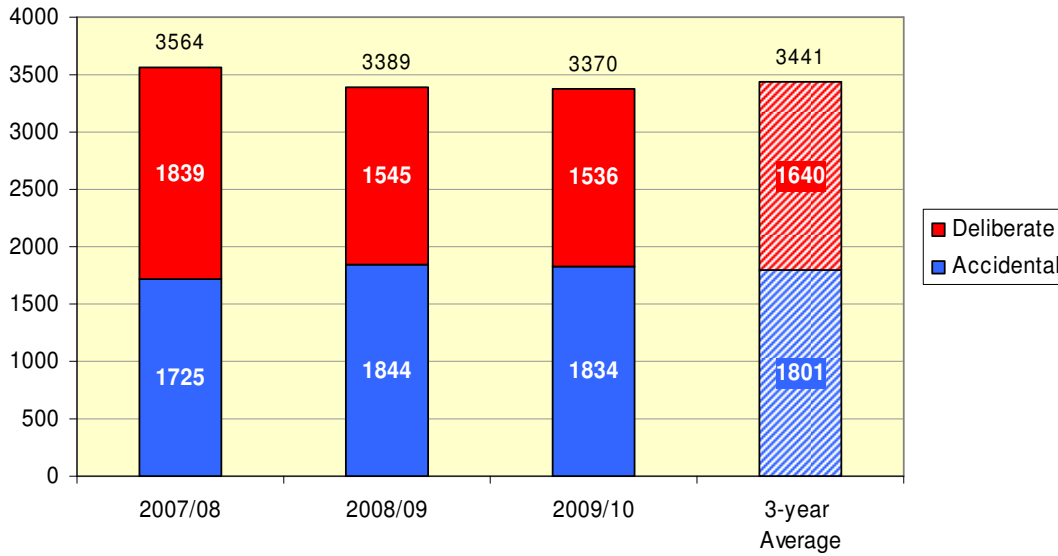


Deliberate Fires

- *There was a 0.6% decrease or 9 fewer deliberate fires compared to 2008/09*
- *Deliberate fires accounted for 46% of total fires both in 2008/09 and 2009/10*

During 2009/10 the Service dealt with 1,536 deliberate fires, which is fewer compared to 2008/09 and to the 3-year average.

Deliberate and Accidental Fires

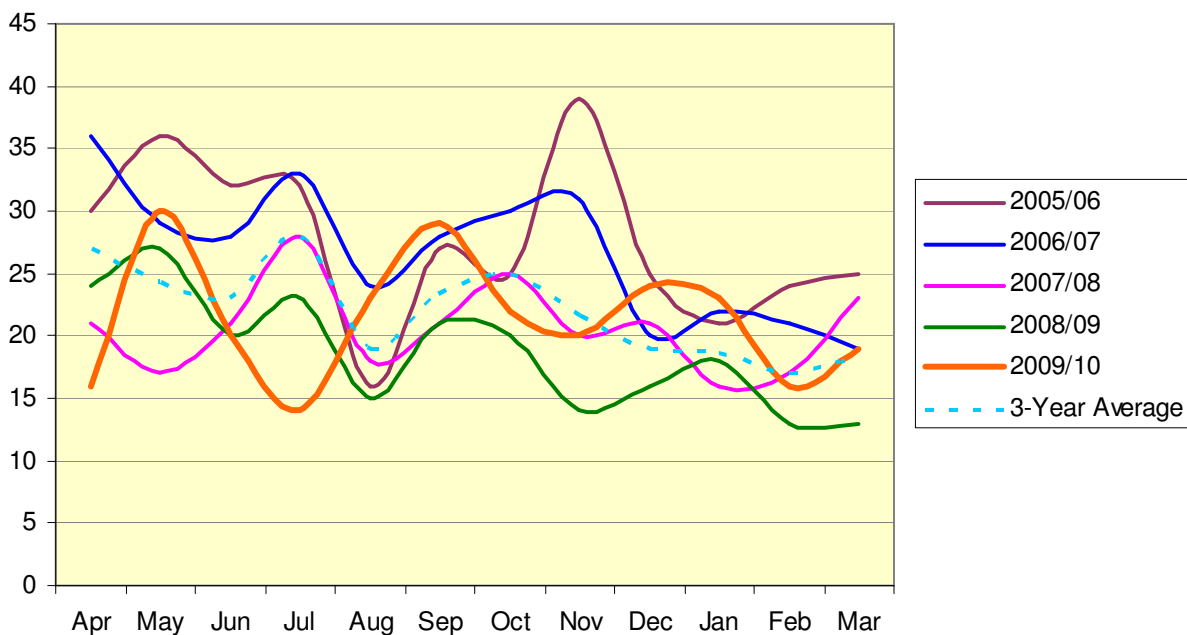


Fires in Non-domestic Properties

During 2009/10 the Service dealt with 256 fires in non-domestic properties, which is lower than the 3-year average of 264, but higher than the previous year.

- *There was an increase of 14% or 32 more fires in non-domestic properties compared to 2008/09*

Fires in Non-domestic Properties



KEEPING SAFE – QUICK REFERENCE

REPORTING YEAR – 2009/10						
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						
	Q1	Q2	Q3	Q4	YEAR END	
% of Accidental Fires in Dwellings confined to room of origin	88%	94%	94%	96%	93%	↑ 1%
Injuries from Accidental Fires in Dwellings	18	6	10	9	43	↓ 24
Deaths from Accidental Fires in Dwellings	0	0	4*	2*	6*	↑ 2*
Dwelling fires - smoke alarm activated	42%	60%	49%	60%	52%	↓ 9%
Dwelling fires – smoke alarm did not operate	28%	12%	25%	23%	23%	↑ 9%
Dwelling fires – no smoke alarm present	30%	28%	26%	17%	25%	↑ 1%

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YEAR END
% of Accidental Fires in Dwellings confined to room / item of origin	95%	87%	91%	93%	92%
Injuries from Accidental Fires in Dwellings	11	11	20	25	67
Deaths from Accidental Fires in Dwellings	0	2	1	1	4
Dwelling fires - smoke alarm activated	65%	68%	58%	55%	61%
Dwelling fires – smoke alarm did not operate	15%	9%	16%	13%	14%
Dwelling fires – no smoke alarm present	17%	22%	27%	32%	24%

Accidental Fires in Dwellings Confined to the Room of Origin

- ***There was an increase to 93% (1 percentage point better) compared to 2008/09***

During 2009/10 the Service dealt with 479 accidental fires in dwellings and 446 of these were confined to the item or room in which they started. This is also better than the 3-year average of 92%.

* Provisional figure pending confirmation from Coroner

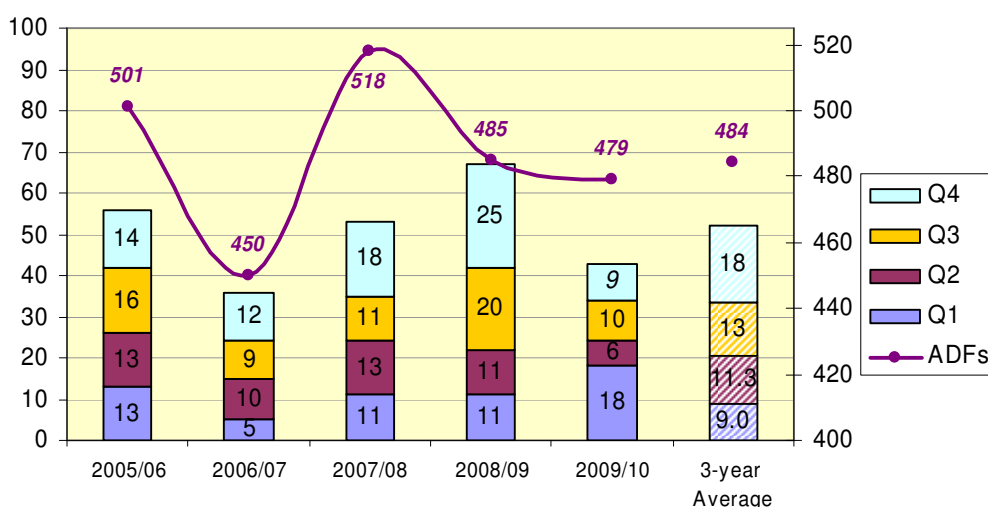
Injuries from Accidental Fires in Dwellings

- **There was a decrease of 24 fewer people receiving injuries from accidental fires in dwellings**

During the year 43 people received injuries out of the 479 accidental fires in dwellings, which is better than the previous year (67 people) and also the 3-year average (52 people). During June 2009 an individual incident resulted in 4 people receiving injuries, which contributed to the higher number in the first quarter.

Nobody received injuries from accidental fires in dwellings during the month of August although an average number of these fires occurred.

Injuries from Accidental Fires in Dwellings



Deaths from Accidental Fires in Dwellings

- **There were 6* deaths (two confirmed) from accidental fires in dwellings, which is 2 more than 2008/09**

The deaths resulted from six separate accidental fires in dwellings during the months of November, December, and March (causes of four deaths are pending official confirmation). The 3-year average is 7 deaths from accidental fires in dwellings.

Fires in Dwellings – Presence of Smoke Alarms

- **There was a decrease to 52% (9 percentage points fewer) of homes that had a fire and did not have a working smoke alarm, compared to 2008/09**

This figure is lower than both the previous year (61%) and 3-year average (57%), and is not in-line with previous performance improvements. Possible explanations are that fires may be occurring more amongst harder to reach groups, the economic climate, and a change to collecting incident information through the introduction of the Incident Recording System (IRS) across the UK from April 2009.

* Provisional figure pending confirmation from Coroner

SPECIAL SERVICE CALLS - QUICK REFERENCE

REPORTING YEAR – 2009/10						
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						
	Q1	Q2	Q3	Q4	YEAR END	
All emergency special service calls	319	405	446	332	1,502	↓ 3%
Road Traffic Collisions (no fire)	146	221	221	180	768	↓ 13%

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YEAR END
All emergency special service calls	442	382	375	345	1,544
Road Traffic Collisions (no fire)	248	222	208	207	885

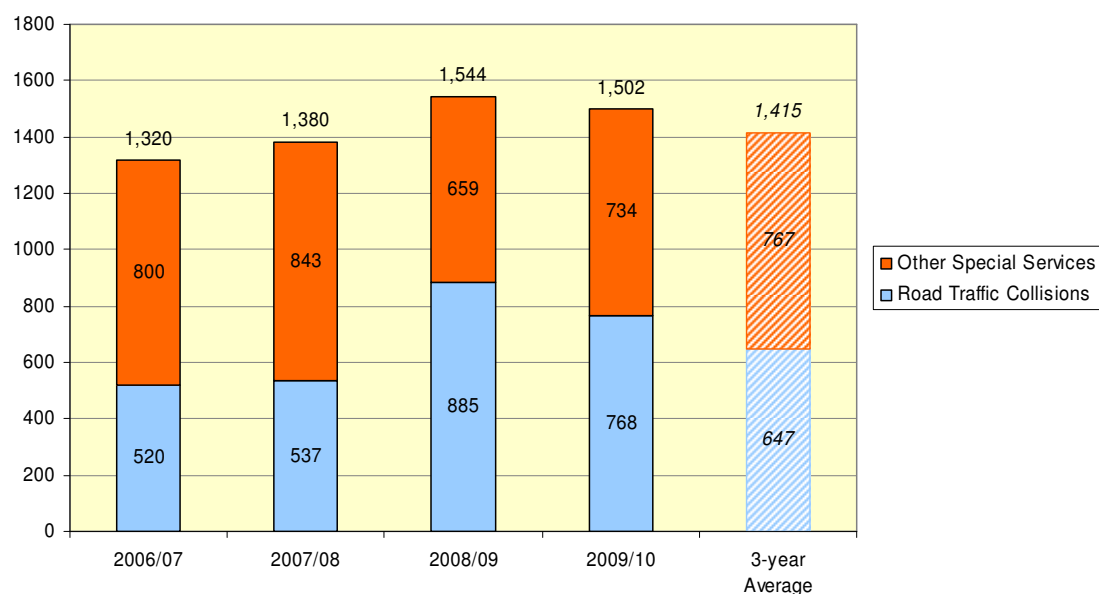
Emergency Special Service Calls (no fire)

- **There was a 3% decrease or 42 fewer special service incidents compared to 2008/09**

During 2009/10 the Service dealt with 1,502 special service calls, which is lower than the previous year of 1,545 but above the 3-year average of 1,462.

From 2008/09 onwards RTC related special service incidents increased to represent on average 55% of all the special services, compared to below 40% in earlier years. This reflects the joint working initiative and information sharing between the Service and Welsh Ambulance Service in relation to RTCs.

Special Service Calls



FALSE ALARMS - QUICK REFERENCE

REPORTING YEAR – 2009/10						
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						
↑ = increase this year ↓ = decrease this year						
	Q1	Q2	Q3	Q4	YEAR END	
Malicious false alarms attended	33	35	39	33	140	↓ 16%
False alarms from AFAs in non-domestic properties	381	483	442	340	1,646	↓ 4%
False alarms made with good intent attended	269	263	234	299	1,065	↑ 34%

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YEAR END
Malicious false alarms attended	22	53	57	34	166
False alarms from AFAs in non-domestic properties	386	474	469	378	1,707
False alarms made with good intent attended	209	168	185	230	792

Malicious False Alarms

- ***There was a decrease of 16% or 26 fewer malicious false alarms attended compared to 2008/09***

During 2009/10 the Control room received 563 malicious calls with many purporting to be genuine incidents. Less than a quarter (140) of these calls resulted in the Service attending, this is better than both the 3-year average and 2008/09.

False Alarms from Automatic Fire Alarms (AFA)

- ***There was a decrease of 4% or 61 fewer false alarms generated by automatic fire detection equipment in non-domestic properties compared to 2008/09***

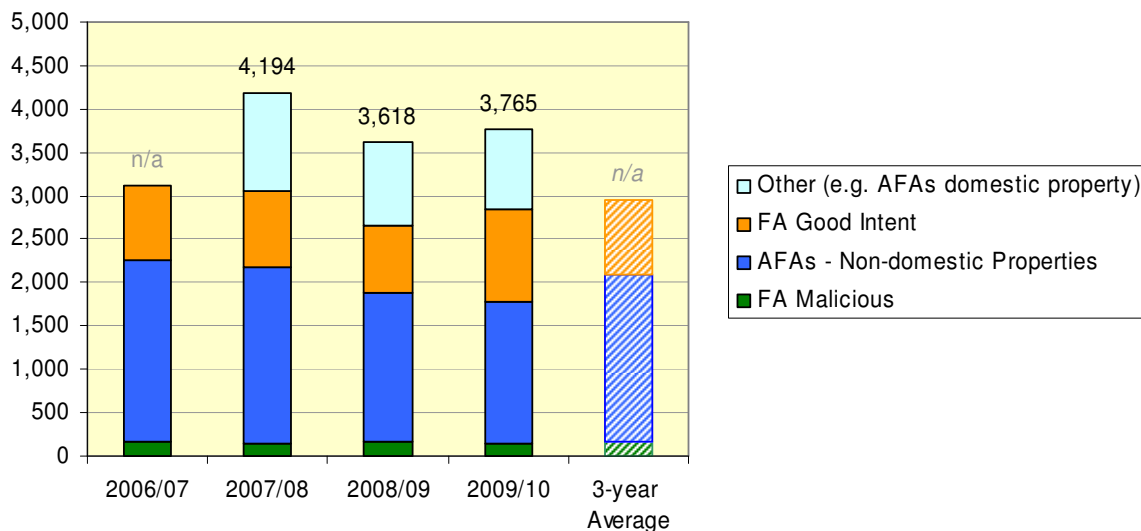
During 2009/10 the Service attended 1,646 false alarms generated by automatic fire detection equipment in non-domestic properties, which is better compared to the previous year and the 3-year average. This equates to around 32 incidents each week.

False Alarms Made With Good Intent (suspected fire or special service situation)

- ***There was an increase of 34% or 273 more false alarms made with good intent compared to 2008/09***

During 2009/10 the Service attended 1,065 genuine calls for assistance but which later turned out to be false alarms. The Service actively encourages members of the public to be vigilant particularly in instances of suspected fires, whilst also promoting the non-emergency phone line to inform Control of intended controlled burns including bonfires. It is also possible that the change to collecting incident information through the introduction of the Incident Recording System (IRS) across the UK from April 2009 has impacted on this figure.

False Alarms Attended



CORPORATE - QUICK REFERENCE

REPORTING YEAR – 2009/10						
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	Q1	Q2	Q3	Q4	YEAR END	
% of Invoices paid within 30 days	92%	94%	96%	95%	94%	↑ 2%
Shifts/days sickness per person	2.12	2.05	2.24	2.46	8.88	↑ 0.57

LAST YEAR – 2008/09					
	Q1	Q2	Q3	Q4	YEAR END
% of Invoices paid within 30 days	93%	93%	92%	90%	92%
Shifts/days sickness per person	1.92	2.46	2.06	1.87	8.31

Invoice payments

- ***There was an increase to 94% (2 percentage points better) invoices paid within 30 days compared to 2008/09***

During the 2009/10 financial year 10,435 undisputed commercial invoices were paid of which 94% (9,841) invoice payments were made within 30 days.

Sickness Absence

- ***There was an increase to 8.88 or 0.57 more days/shifts lost due to sickness absence per employee compared to 2008/09***

During the 2009/10 financial year the Service lost 4,002 days/shifts, by an average of 451 wholtime operational, control and support staff. Short-term sickness improved with the Service losing 0.12 days less per employee, but long-term sickness increased by 0.71 days lost per employee.

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>