



PERFORMANCE MONITORING REPORT

Quarter 1

APRIL 2007 – JUNE 2007

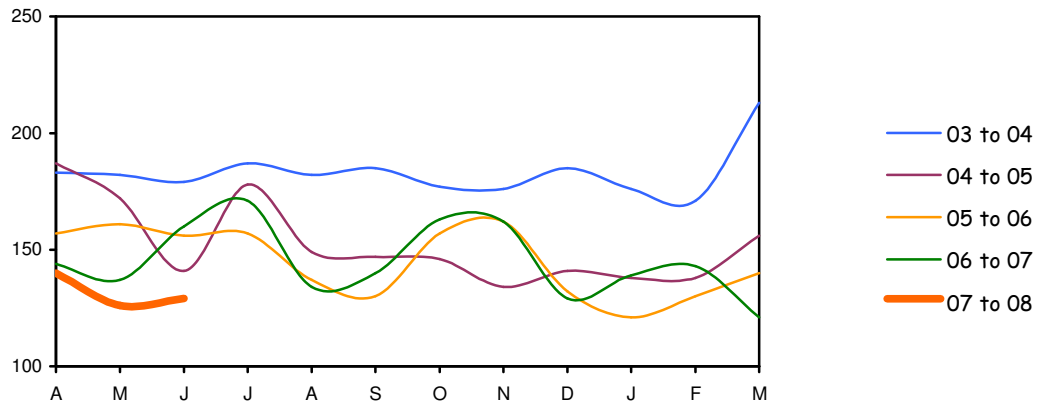
Figures are provisional, and may be subject to minor amendment.

FIRES

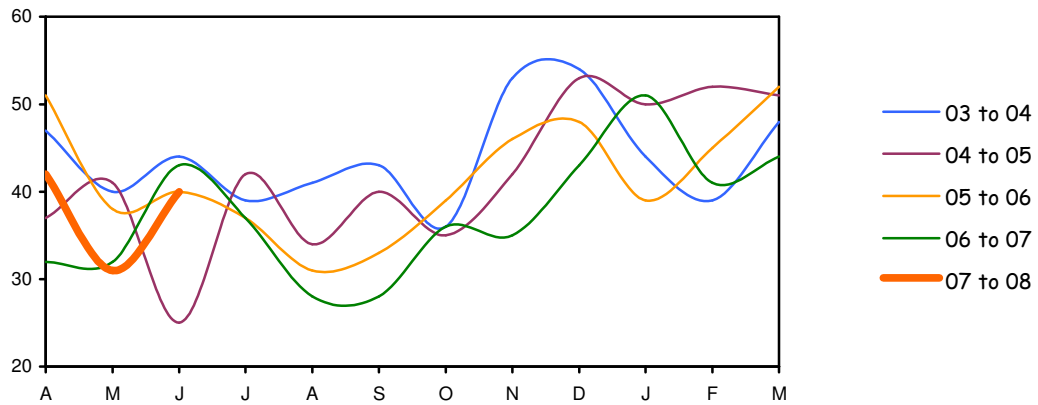
FOR REFERENCE						
NUMBERS:						
[YTD = Year to date]						
BVPI		Q1	Q2	Q3	Q4	YTD
142(ii)	Primary fires	395				395
	Primary fires started deliberately	145				145
206 (i)	Primary fires started deliberately (excl. any in vehicles)	73				73
206(ii)	Primary fires started deliberately in vehicles only	72				72
142 (iii)	Accidental fires in dwellings	113				113
144	Accidental fires in dwellings confined to the room of origin	93.8%				93.8%
207	Fires in non-domestic properties	61				61
206(iii)	Secondary fires started deliberately (excl. any in vehicles)	503				503
206(iv)	Secondary fires started deliberately in vehicles only	2				2
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	↑				↑

YEAR-ON-YEAR COMPARISONS

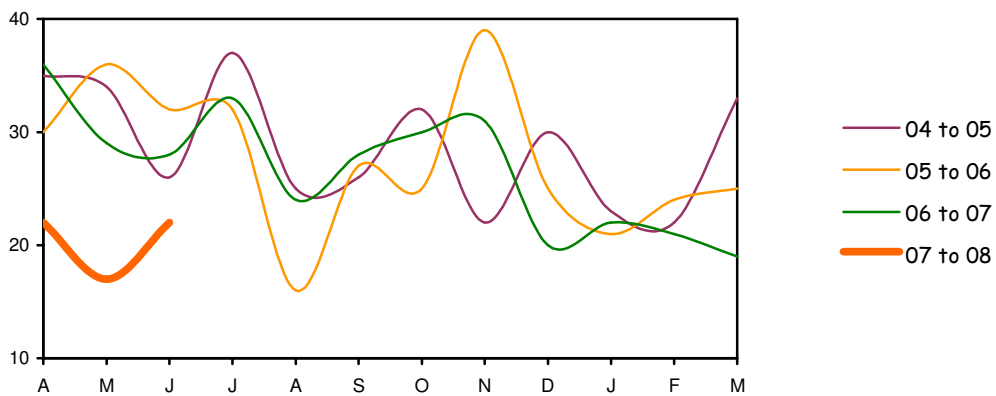
Primary fires



Accidental fires in dwellings



Fires in non-domestic properties



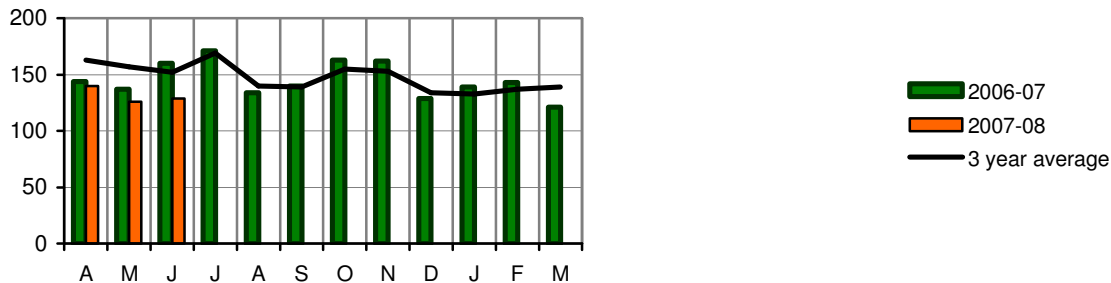
IN-YEAR ANALYSES

BV 142(ii)

Primary fires

Monthly average - 132

- 395 primary fires were attended in the first quarter of this year, which is 46 (10.4%) lower than last year, and 16% lower than the three-year average for April, May and June. 145 (36.7%) of all primary fires attended had been started deliberately.

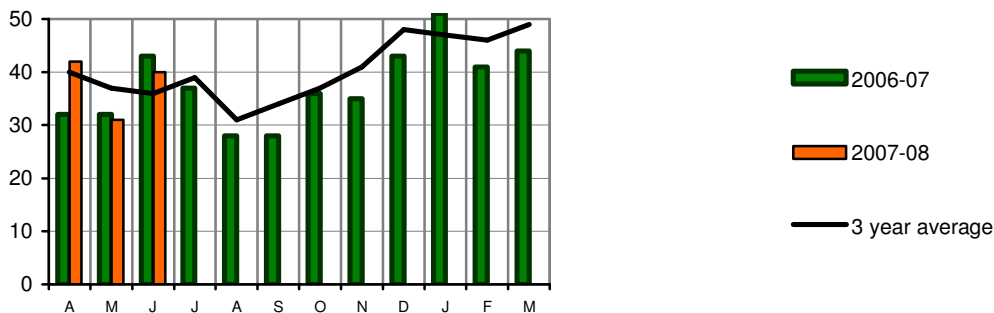


BVPI 142(iii) & 144

Accidental fires in dwellings

Monthly average - 38

- 113 accidental fires and 20 deliberate fires were attended in dwellings in the first quarter. The number of accidental fires in dwellings was slightly higher - 6 fires (5.6%) - than last year, but matched the three year average for the same quarter.

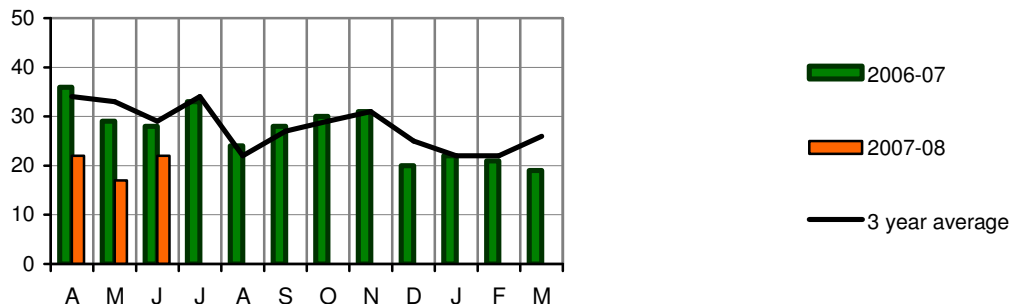


BVPI 207

Fires in Non-Domestic Properties

Monthly average - 20

- 61 fires were attended in non-domestic properties during April, May and June, which is 32 fires (34.4%) fewer than last year, and 36% lower than the three year average for the same months.

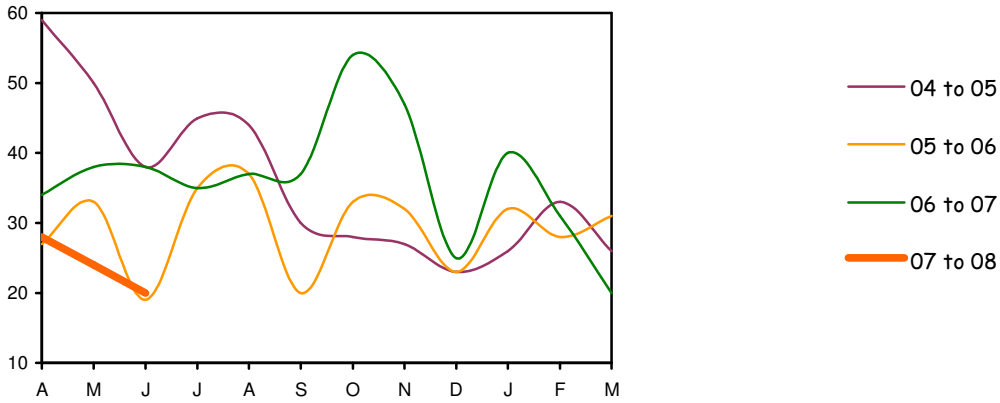


Please Note

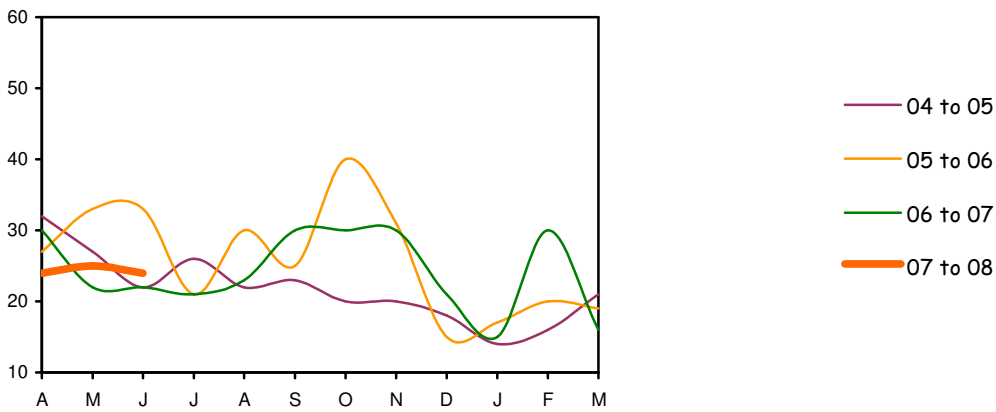
In some of the graphs in this report a line has been inserted to show a 3 year average. The data used for this is from 2004-05, 2005-06 and 2006-07.

FIRES STARTED DELIBERATELY YEAR-ON-YEAR COMPARISONS

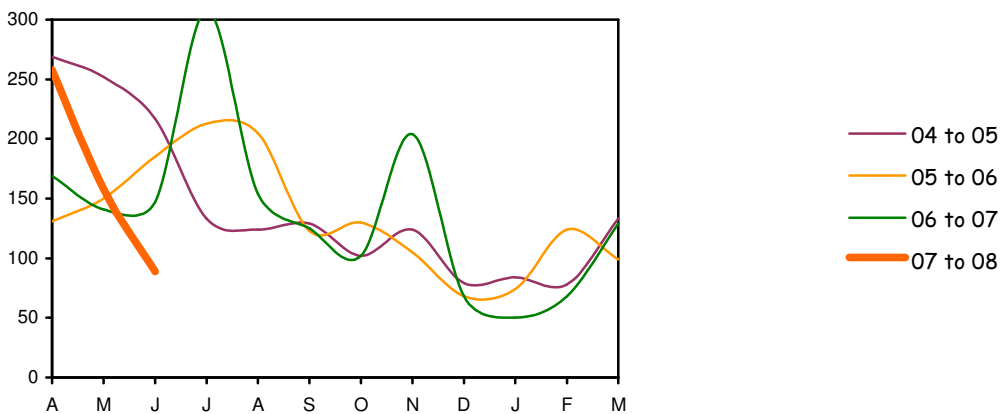
Deliberate primary fires in vehicles



Deliberate primary fires other than those in vehicles

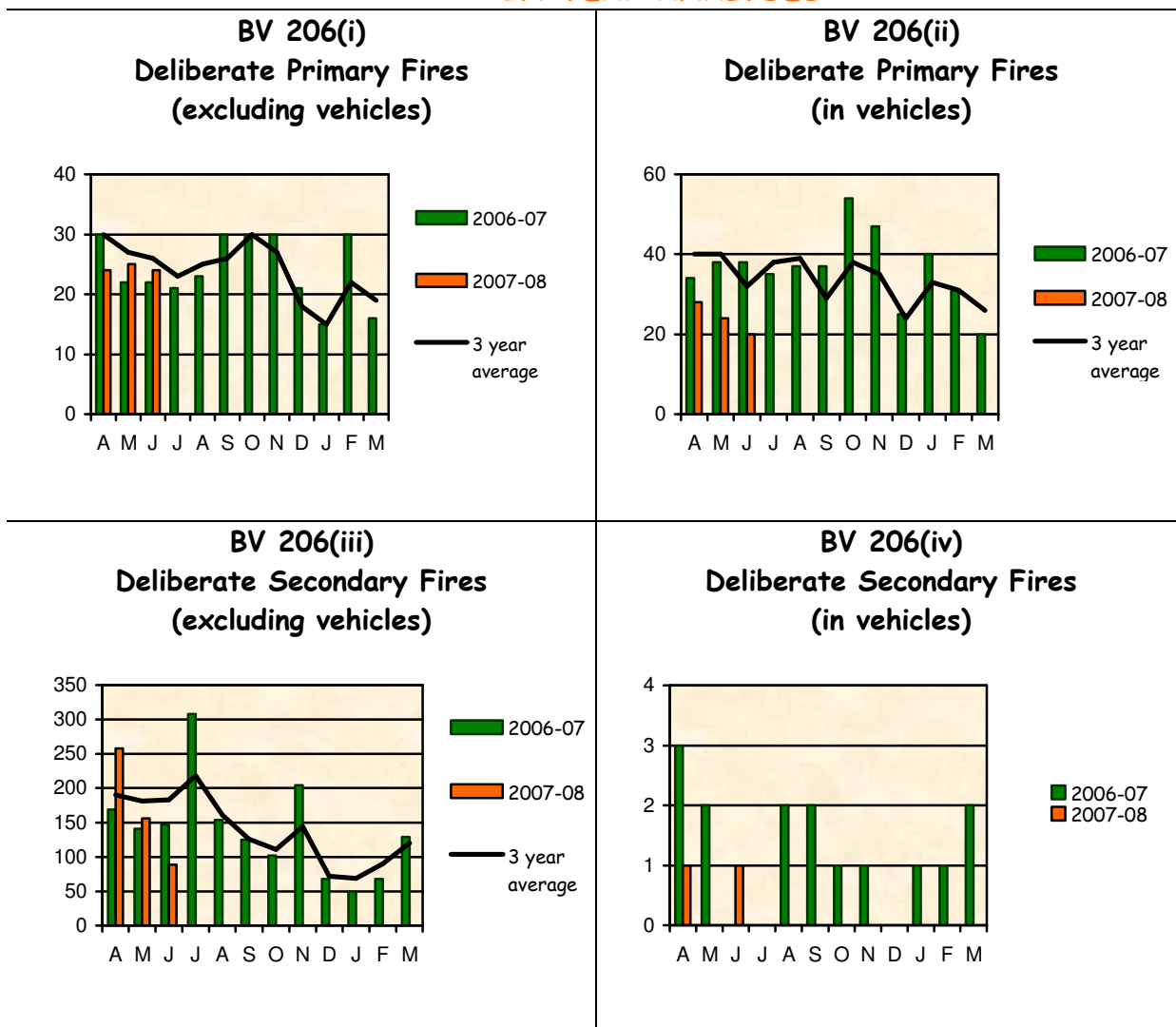


Deliberate secondary fires other than those in vehicles



FIRES STARTED DELIBERATELY

IN-YEAR ANALYSES



- Excluding the ones in vehicles, there were 73 deliberate primary fires in the first quarter, 20 of which were in dwellings. This almost exactly matches last year's figures for the same quarter (74 and 22), and represents a reduction of 12% when compared to the three year average
- 72 deliberate primary fires in vehicles were attended in the first quarter - a reduction of 38 (34.5%) when compared to the same period last year, and an improvement of 35.7% when compared to the three year average. The emergence of a clear pattern of three monthly peaks and troughs may be an indicator that there is an underlying contributory factor
- 503 deliberate secondary fires were attended during the period of April (258), May (156) and June (89), which is 46 (10%) more than last year, and 49 (9%) higher than the three year average for the same period. As in the case of deliberate fires in vehicles, a clear pattern is emerging of four-monthly peaks in July, November and March which could be linked to an underlying contributory factor
- There were 2 deliberate secondary fires in vehicles during the first three months, compared to 5 in the same period last year

DEATHS, INJURIES AND ESCAPES

FOR REFERENCE

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

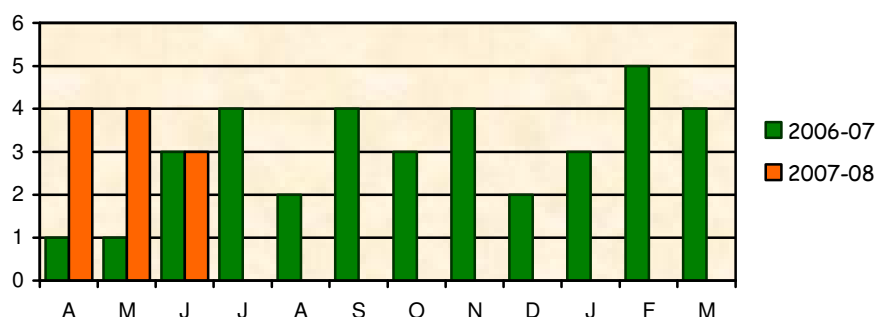
BVPI 143(i) Deaths from Accidental Fires in Dwellings

0

- Nobody died in any of the 113 accidental fires attended in dwellings during the first three months of this year. Compared to last year, 2 people had lost their lives in the 107 accidental fires in dwellings attended in the same period

BVPI 143(ii) Injuries from Accidental Fires in Dwellings

Monthly average - 4



- 11 people were injured in the 113 accidental dwelling fires in the first quarter this year, compared to 5 people in the same period last year, and 12 in the previous year. (Injuries were calculated differently before 01/04/2005).

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

YTD - 81.8%

- In the 133 accidental dwelling fires attended in the first quarter, there were 231 people, 31 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 189 got out safe and well without relying on a fire crew to assist them to do so

April - June	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	400	12	22	366	91.5%
06-07	223	5	24	194	87%
07-08	231	11	31	189	81.8%

- When broken down in more detail (next page) we see that in Anglesey in the first quarter, all people involved in an accidental fire in a dwelling during the first quarter got out unharmed, uninjured and without relying on a fire crew to rescue them.
- Even in Conwy, where the lowest percentage of people (67%) got out unharmed and unaided, over 98% (53 out of 54) were nevertheless uninjured when they got out.

	Anglesey	Denbighshire	Flintshire	Wrexham	Gwynedd	Conwy
Accidental dwelling fires	10	20	17	23	17	26
People leaving the premises	16	26	17	74	44	54
People unharmed and unaided	16	24	15	62	36	36
% unharmed and unaided	100%	92%	88%	84%	82%	67%
People injured	0	2	1	5	2	1

FALSE ALARMS

FOR REFERENCE

NUMBERS:		[YTD = Year to date]				
BVPI		Q1	Q2	Q3	Q4	YTD
BV146i	Malicious false alarms not attended	144				144
BV146ii	Malicious false alarms attended	27				27
LI 149	False alarms from AFA ¹ s in all property types	687				687
BV149i	False Alarms from AFAs in non-domestic properties	485				485
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	56.1%				56.1%

COMPARED TO LAST YEAR:

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

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

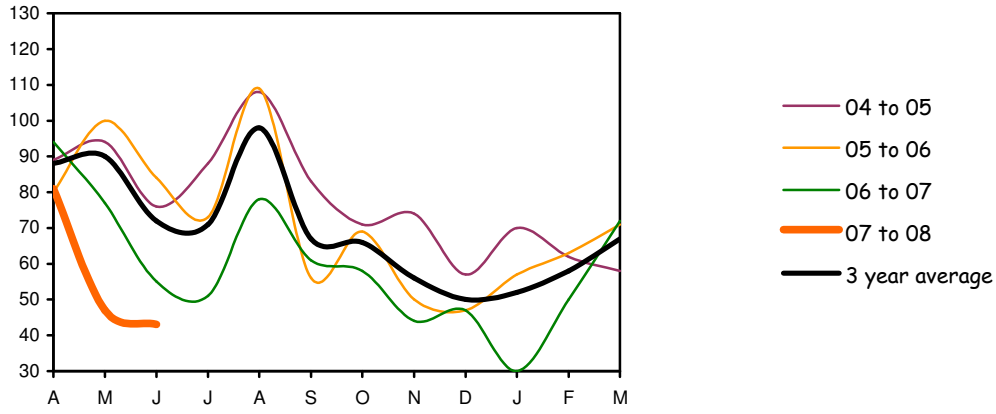
BVPI		Q1	Q2	Q3	Q4	YTD
BV146i	Malicious false alarms not attended	↓				↓
BV146ii	Malicious false alarms attended	↓				↓
LI 149	False alarms from AFAs in all property types	↑				↑
BV149i	False Alarms from AFAs in non-domestic properties	↑				↑
BV149ii	False Alarms from AFAs in non-domestic properties with 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	↓				↓

¹ AFA = Automatic Fire Alarm

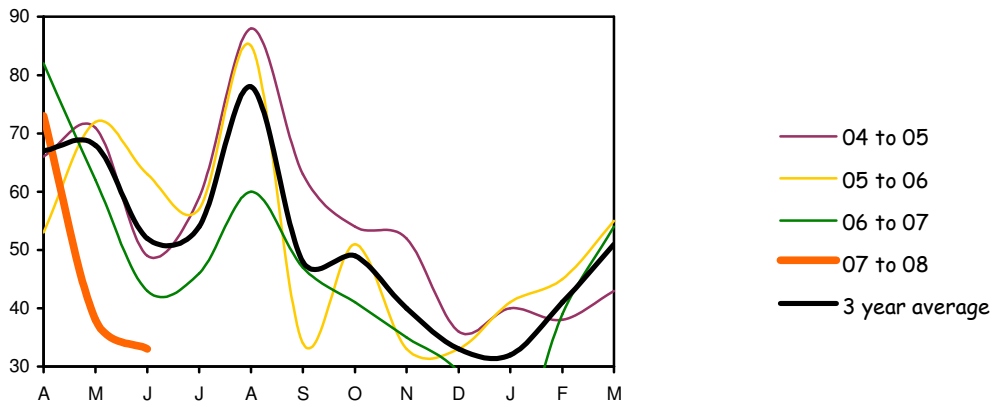
FALSE ALARMS

YEAR-ON-YEAR COMPARISONS

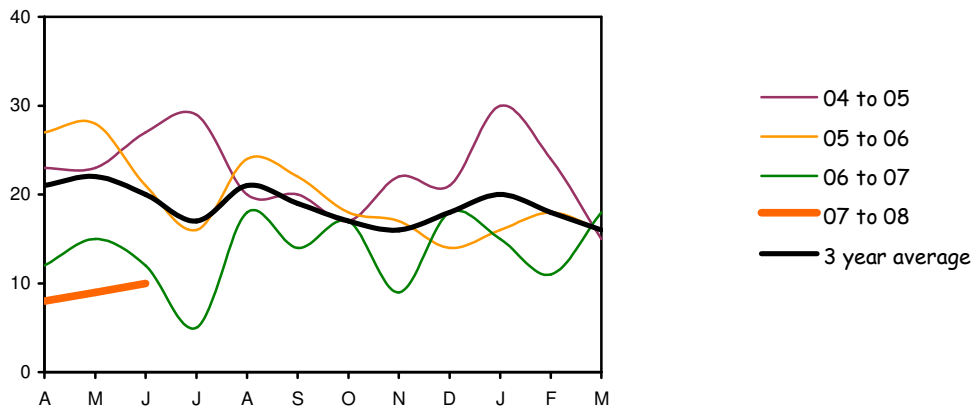
All Malicious False Alarms Received by Control



Malicious False Alarms Not Attended



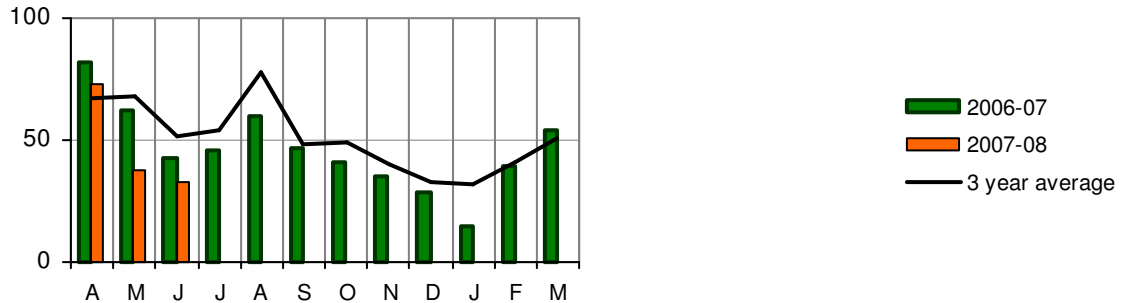
Malicious False Alarms Attended



IN-YEAR ANALYSES

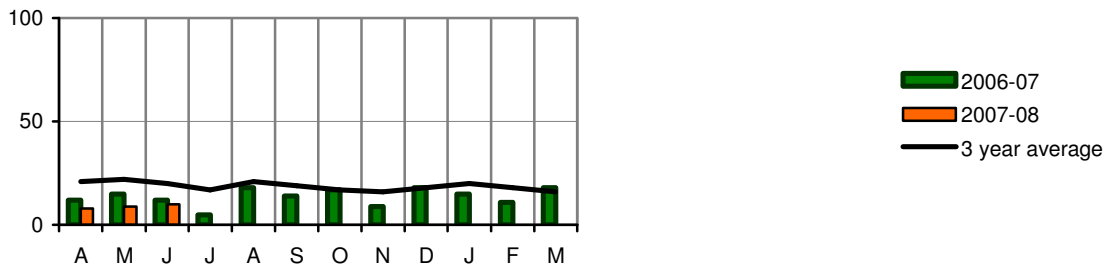
BVPI 146i Malicious False Alarms NOT Attended Monthly average - 48

- Of the total of 171 malicious false alarms received in the first three months of this financial year, 144 were successfully recognised as bogus, and no attendance was made.

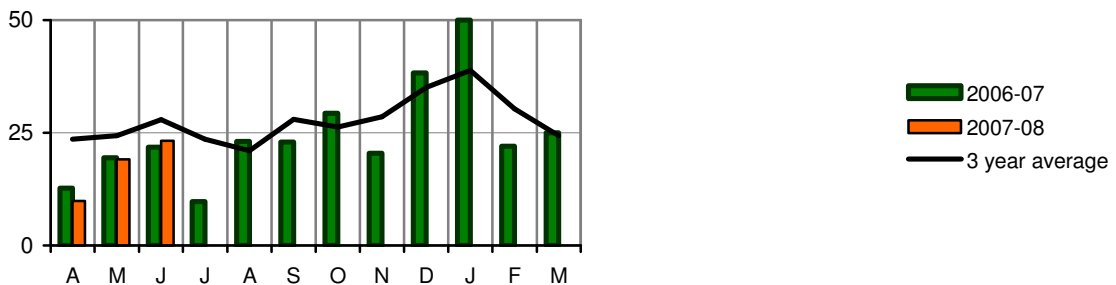


BVPI 146ii Malicious False Alarms Attended Monthly average - 9

- On 27 occasions (16%), fire appliances were mobilised in response to malicious false alarms received by the Control room.



LPI Percentage of Malicious False Alarms Attended Monthly average - 15.8%



- The number of malicious false alarms received in the first three months of this year is lower than in recent years, and attendances made in response to those are encouragingly lower in both actual terms and as a percentage.

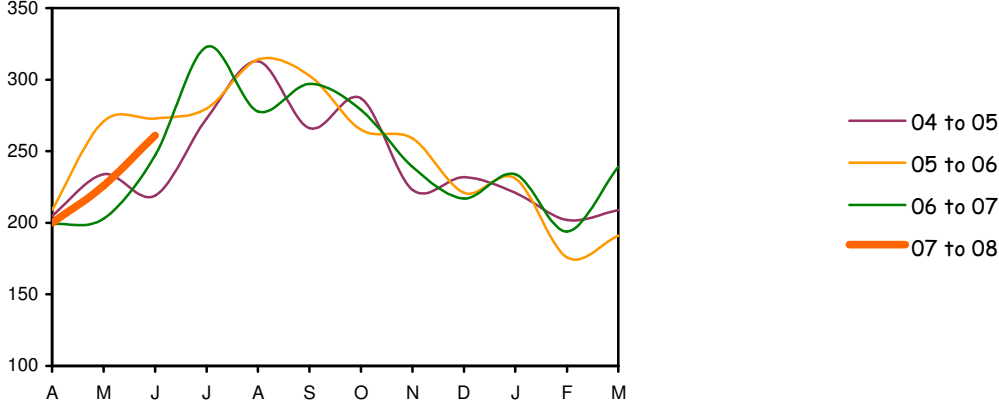
The table below shows how the number of malicious false alarms received has fallen over recent years, and how the percentage that were attended has similarly fallen in the same period.

April to June	Malicious False Alarms received	Malicious False Alarms attended	% Malicious False Alarms Attended
2004-05	259	73	28%
2005-06	264	76	29%
2006-07	226	39	17%
2007-08	171	27	16%

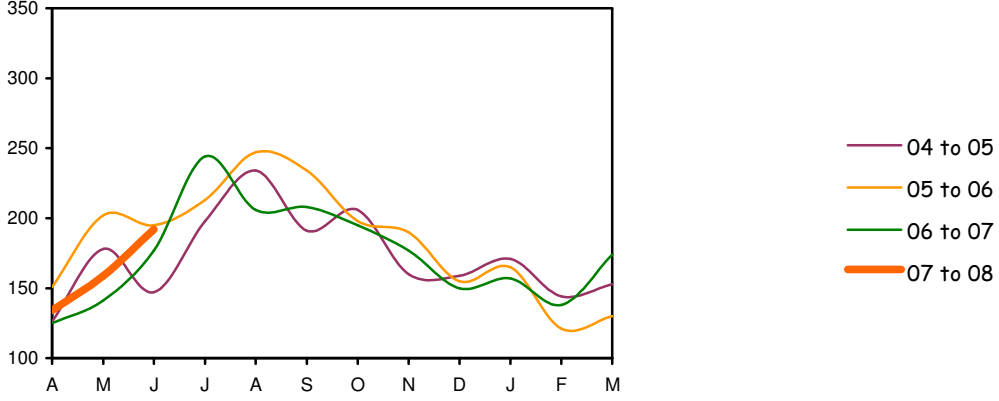
FALSE ALARMS FROM AUTOMATIC FIRE DETECTION APPARATUS (AFA)

YEAR-ON-YEAR COMPARISONS

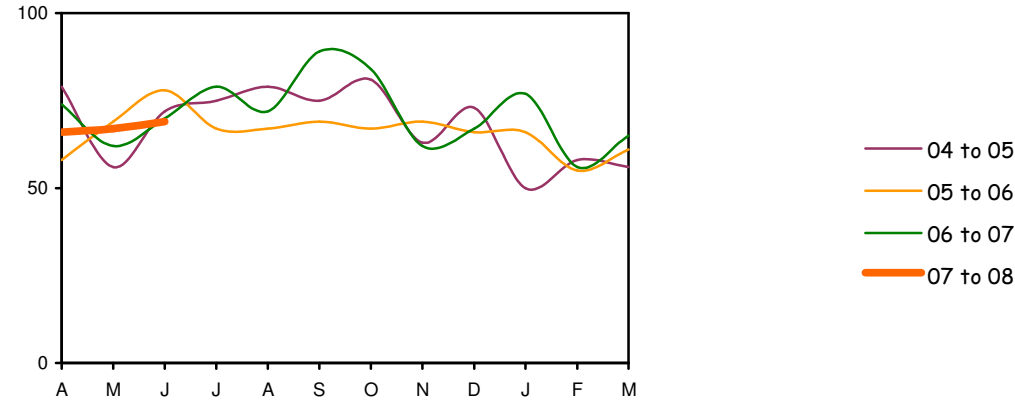
False Alarms from AFAs in all Property Types



False Alarms from AFAs in Non-Domestic Properties



False Alarms from AFAs in Domestic Properties

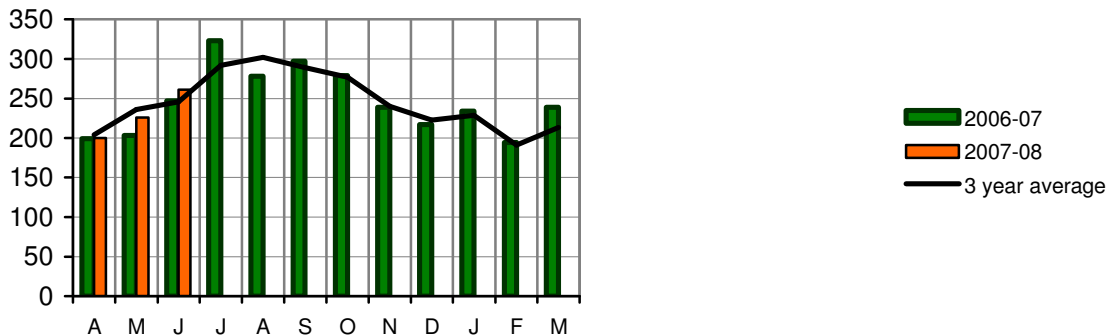


IN-YEAR ANALYSES

**LPI* linked to
BV149**

False Alarms from AFAs in all premises

Monthly average - 229

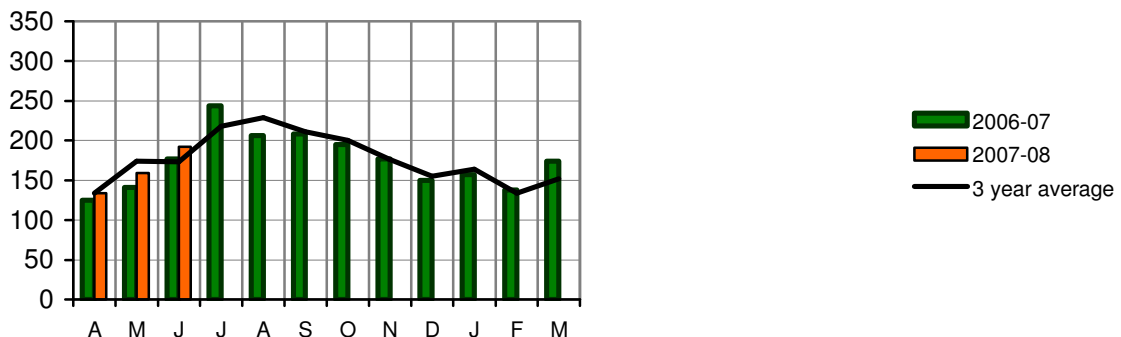


- In the first three months of this financial year, the Service attended 687 false alarms (7.5 per day) from Automatic Fire Alarms - an increase of 38 (5.9%) on last year, and matching the three year average for this quarter. 485 of these false alarms came from non-domestic properties, and 202 from domestic properties

BVPI 149i

False Alarms from AFAs in non-domestic properties

**Monthly average
- 162**



- 485 false alarms (5 per day) were received from AFAs in non-domestic properties in the first quarter of this financial year. This was 9.5% more than the same period last year, and showed no improvement compared to the three year average

* 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
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- In the first quarter, the Service attended 297 different premises in North Wales believing that there was a genuine emergency, as signalled by their AFA. This is 35 (13.3%) more premises than in the same period last year.
 - Of the 297 premises attended this year, 84 (28%) of them were visited more than once in the three month period, compared to 87 (33%) of the total last year
-

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 - 56%
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- Those 84 premises referred to in BV149ii above generated 272 (56%) of all the false alarms from AFAs in non-domestic properties in the first quarter. In other words, 28% of the premises visited were responsible for generating 56% of all the false alarms

SMOKE ALARMS

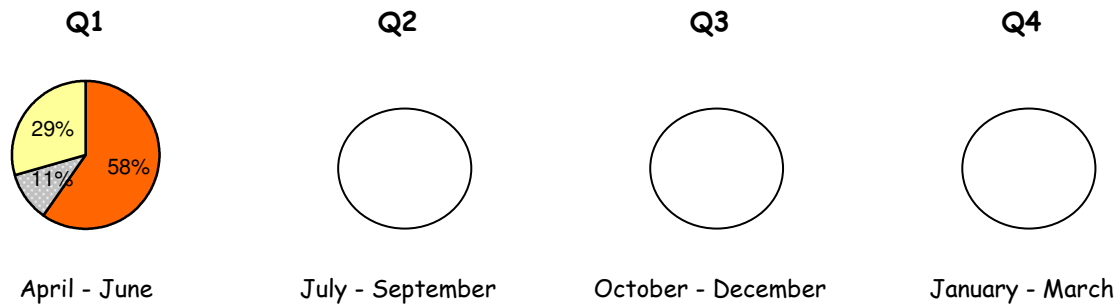
FOR REFERENCE						
NUMBERS:						
						[YTD = Year to date]
BVPI		Q1	Q2	Q3	Q4	YTD
BV209i	The percentage of fires in dwellings where a smoke alarm had activated	58%				58%
BV209ii	The percentage of fires in dwellings where a smoke alarm was fitted, but did not activate	11%				11%
BV209iii	The percentage of fires in dwellings where no smoke alarm was fitted	29%				29%
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
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 quarter, the Service attended 133 dwelling fires - 4 more than last year. In 77 (57.9%) of them, a smoke alarm had been fitted and had activated. A further 14 (10.5%) had a smoke alarm fitted, but it did not activate, and in 38 (28.6%) there was no smoke alarm
- In the same quarter last year, the Service attended 129 dwelling fires, 66 (51%) of which had a smoke alarm fitted and which had activated

	(i) smoke alarm activated	(ii) smoke alarm not activated	(iii) no smoke alarm	Total	Total dwelling fires (incl. those with heat/fire systems)
Q1	77	14	38	129	133
Q2					
Q3					
Q4					
YTD	77	14	38	129	133



* 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	1.14				1.14
BV12ii	Average number of working days/shifts lost to sickness absence per person by all staff (excluding those on the retained duty system)	1.57				1.57
BV8	The percentage of undisputed invoices for commercial goods and services that were paid in under 30 days	90%				90%
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	↑				↑

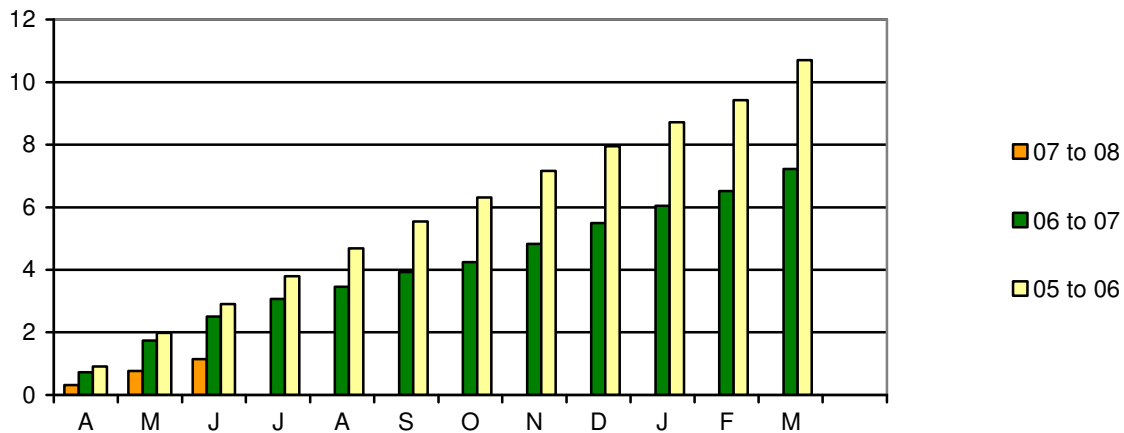
SICKNESS ABSENCE

IN-YEAR ANALYSES

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

**Monthly cumulative
Average 0.38
YTD 1.14**

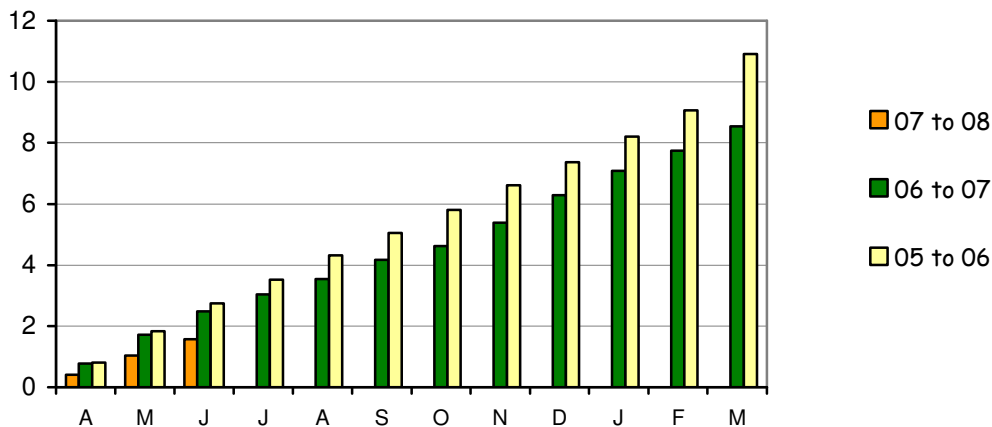
- In the first 3 months of this year wholetime uniformed staff lost 1.14 working days/shifts per person to sickness which is 1.36 fewer than the same period last year.



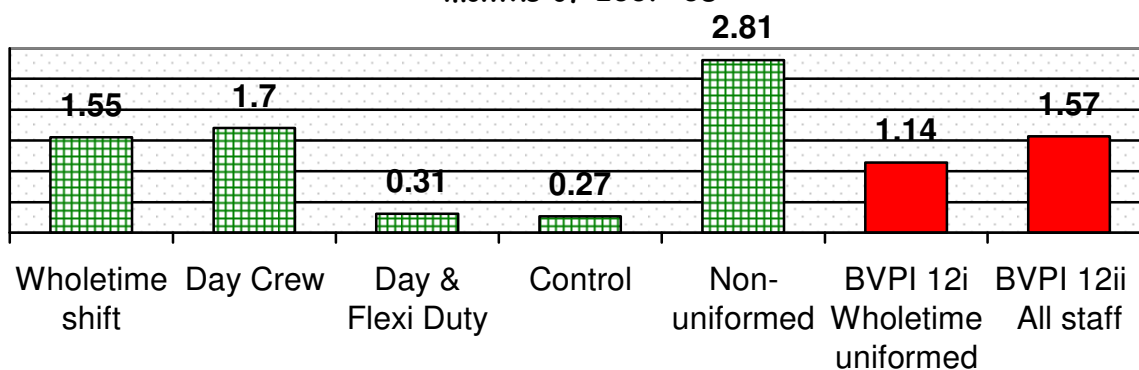
BVPI 12ii Working days/shifts lost to sickness absence by all staff (excluding those on the Retained Duty System)

**Monthly cumulative
Average 0.52
YTD 1.57**

- Compared to last year, a reduction of 0.91 working days/shifts per person lost to sickness has been achieved when calculated across the whole workforce



Average number of days/shifts lost per person in the first three months of 2007-08



- The biggest reduction in sickness absence was in Control with a fall of 1.96 days per person
- The biggest increase was for Support Staff (non-uniformed) with a rise of 0.35 days per person lost to sickness absence

There has been a considerable improvement in the number of working days/shifts lost to sickness compared to the same 3 months of last year. The biggest improvement has been in the category of long term sickness

PAYMENT OF INVOICES

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

YTD percentage
- 90%

- In the first three months of this year 90% of undisputed invoices were paid in under 30 days which is a 5% improvement on the same period last year and 4% higher than the three year average

