



PERFORMANCE MONITORING REPORT

Quarter 3

APRIL 2007 – DECEMBER 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.

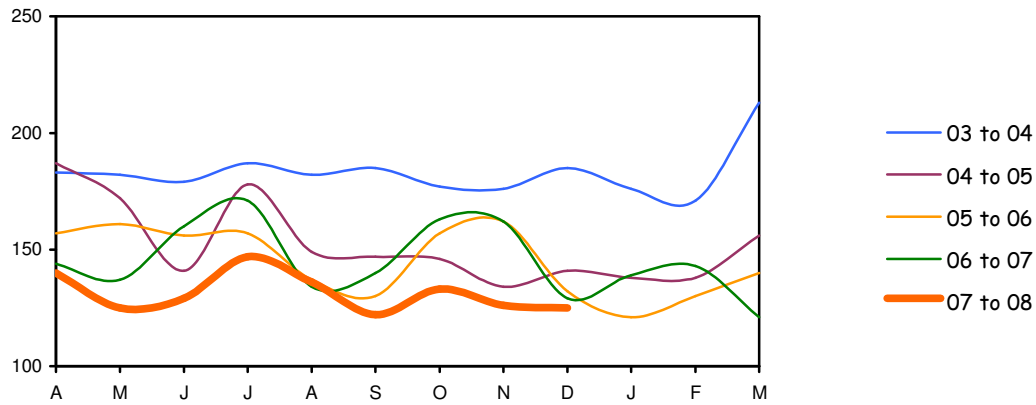
FIRES

FOR REFERENCE						
NUMBERS:						
		[YTD = Year to date]				
BVPI		Q1	Q2	Q3	Q4	YTD
142(ii)	Primary fires	394	405	384		1183
	Primary fires started deliberately	145	125	138		408
206 (i)	Primary fires started deliberately (excl. any in vehicles)	73	58	81		212
206(ii)	Primary fires started deliberately in vehicles only	72	67	57		196
142 (iii)	Accidental fires in dwellings	113	148	117		378
144	Accidental fires in dwellings confined to the room of origin	94.6%	93.9%	94.9%		94.4%
207	Fires in non-domestic properties	59	67	66		192
206(iii)	Secondary fires started deliberately (excl. any in vehicles)	536	265	270		1071
206(iv)	Secondary fires started deliberately in vehicles only	2	2	2		6

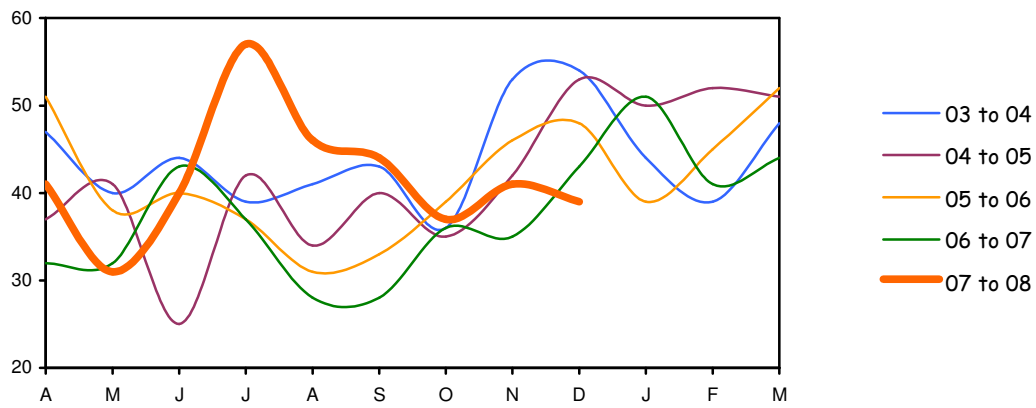
COMPARED TO LAST YEAR:						
[↑ = more this year; ↓ = fewer this year; → = same both years]						
[Green = improvement; Red = deterioration; Amber = no change]						
BVPI		Q1	Q2	Q3	Q4	YTD
142(ii)	Primary fires	↓	↓	↓		↓
206 (i)	Primary fires started deliberately (excl. any in vehicles)	↓	↓	↓		↓
206(ii)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

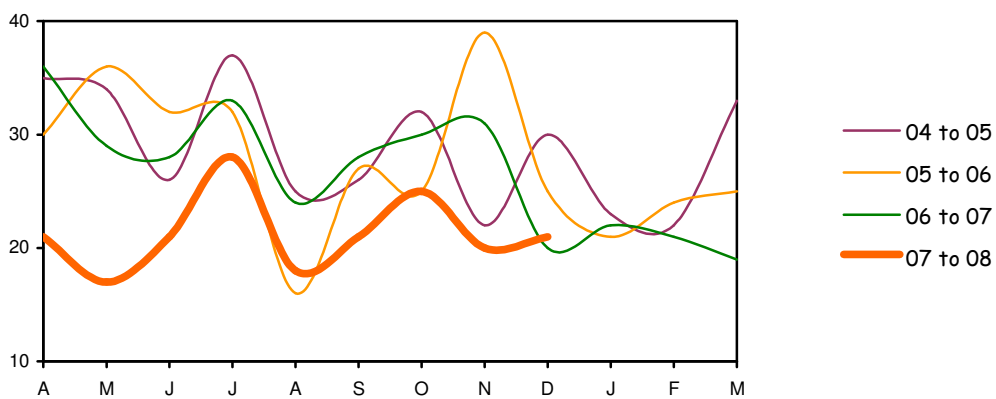
Primary fires



Accidental fires in dwellings



Fires in non-domestic properties



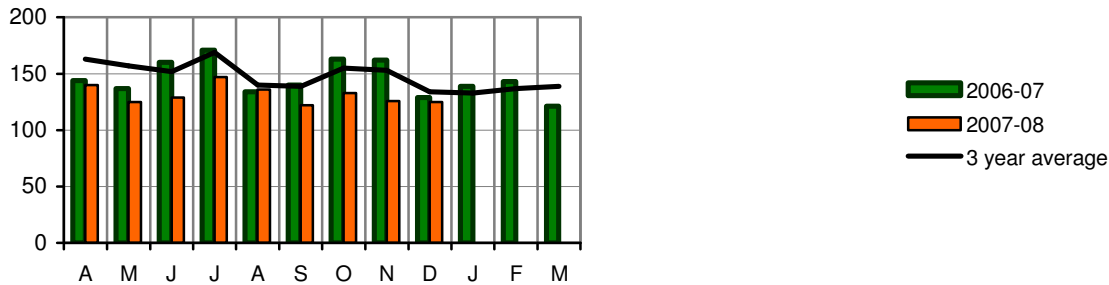
IN-YEAR ANALYSES

BV 142(ii)

Primary fires

Monthly average - 131

- 1183 primary fires were attended between April and December. This was 155 (11.6%) fewer than the number between April and December last year, and has been consistently below the three year average all year.
- 34.5% of all primary fires were started deliberately; whereas 42.9% were started deliberately in the same period last year.
- The actual number of *deliberate* primary fires, however, has fallen by 28.9%, unlike the number of *accidental* primary fires that has risen by 1.2%.

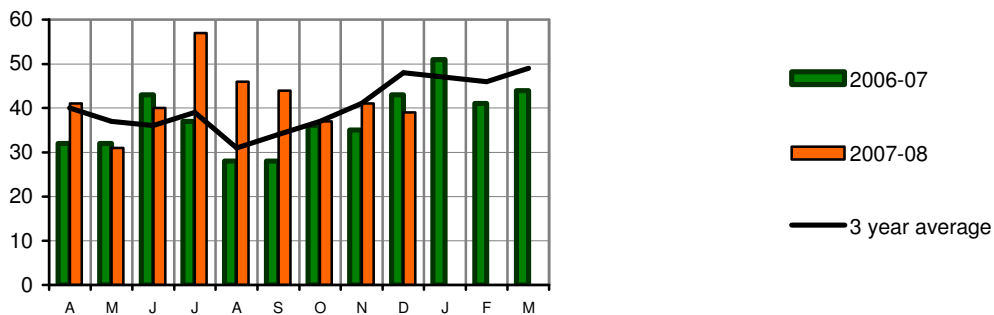


BVPI 142(iii) & 144

Accidental fires in dwellings

Monthly average - 42

- In the first three quarters of this year there were 376 accidental fires in dwellings, 94.4% of which were successfully confined to the room of origin.
- Overall, there was an increase of 62 (19.7%) accidental fires in dwellings compared to the same period last year, and an increase of 9.9% compared to the three year average. This stems from a significantly higher incidence over the summer months.
- Also, 55 fires were started deliberately in dwellings, compared to 62 last year.

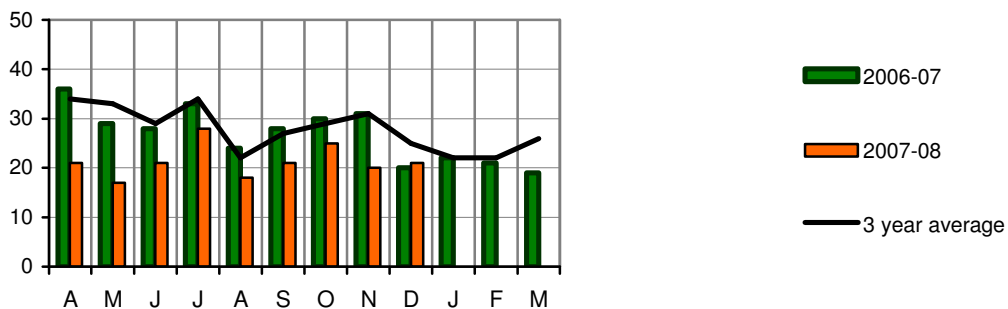


BVPI 207

Fires in Non-Domestic Properties

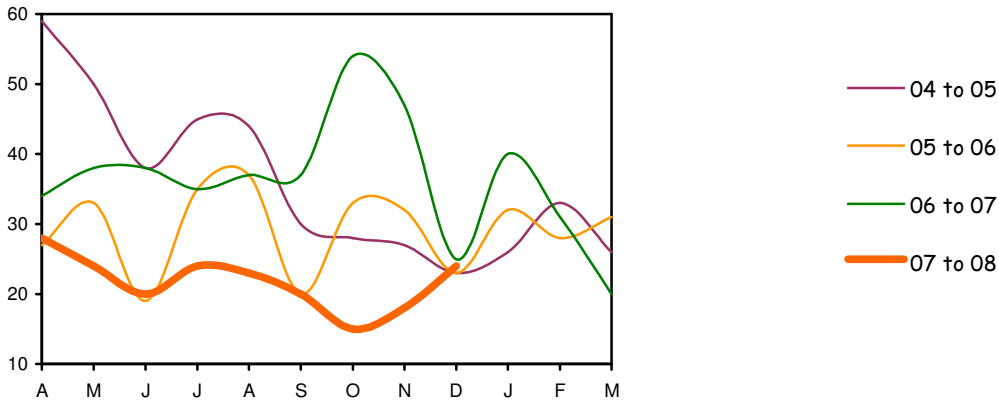
Monthly average - 21

- 192 fires were attended in non-domestic properties between April and December, which represents a reduction of 67 (25.9%) when compared to the same period last year.

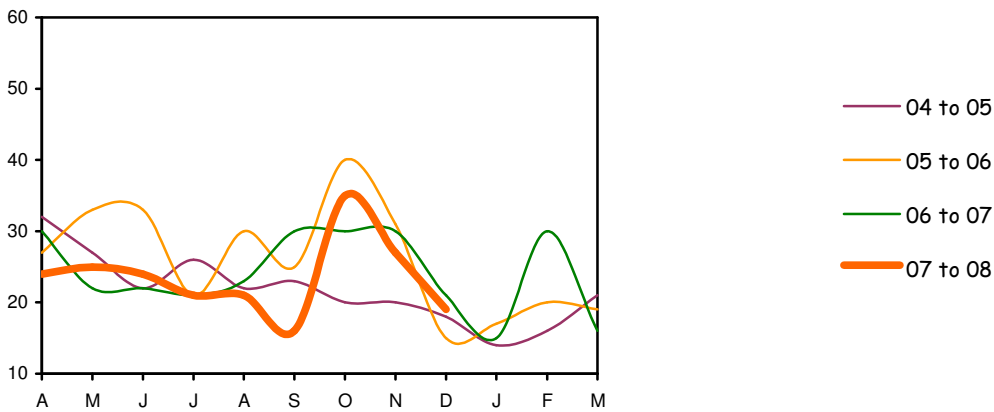


FIRES STARTED DELIBERATELY YEAR-ON-YEAR COMPARISONS

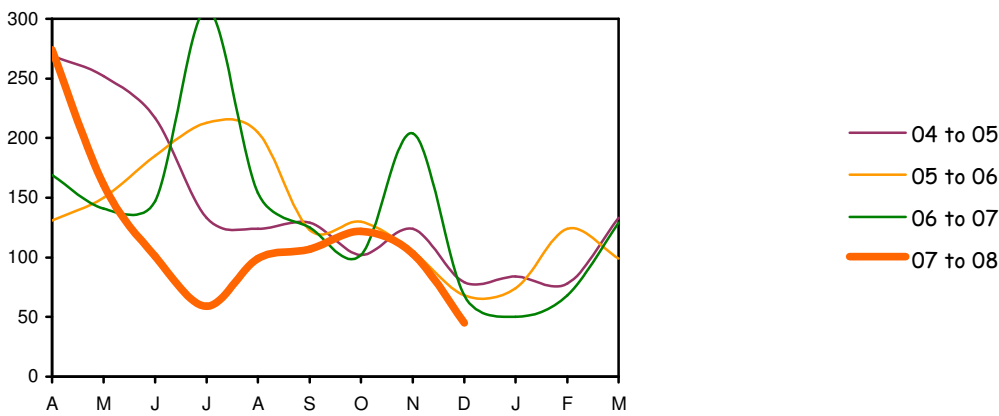
Deliberate primary fires in vehicles



Deliberate primary fires other than those in vehicles

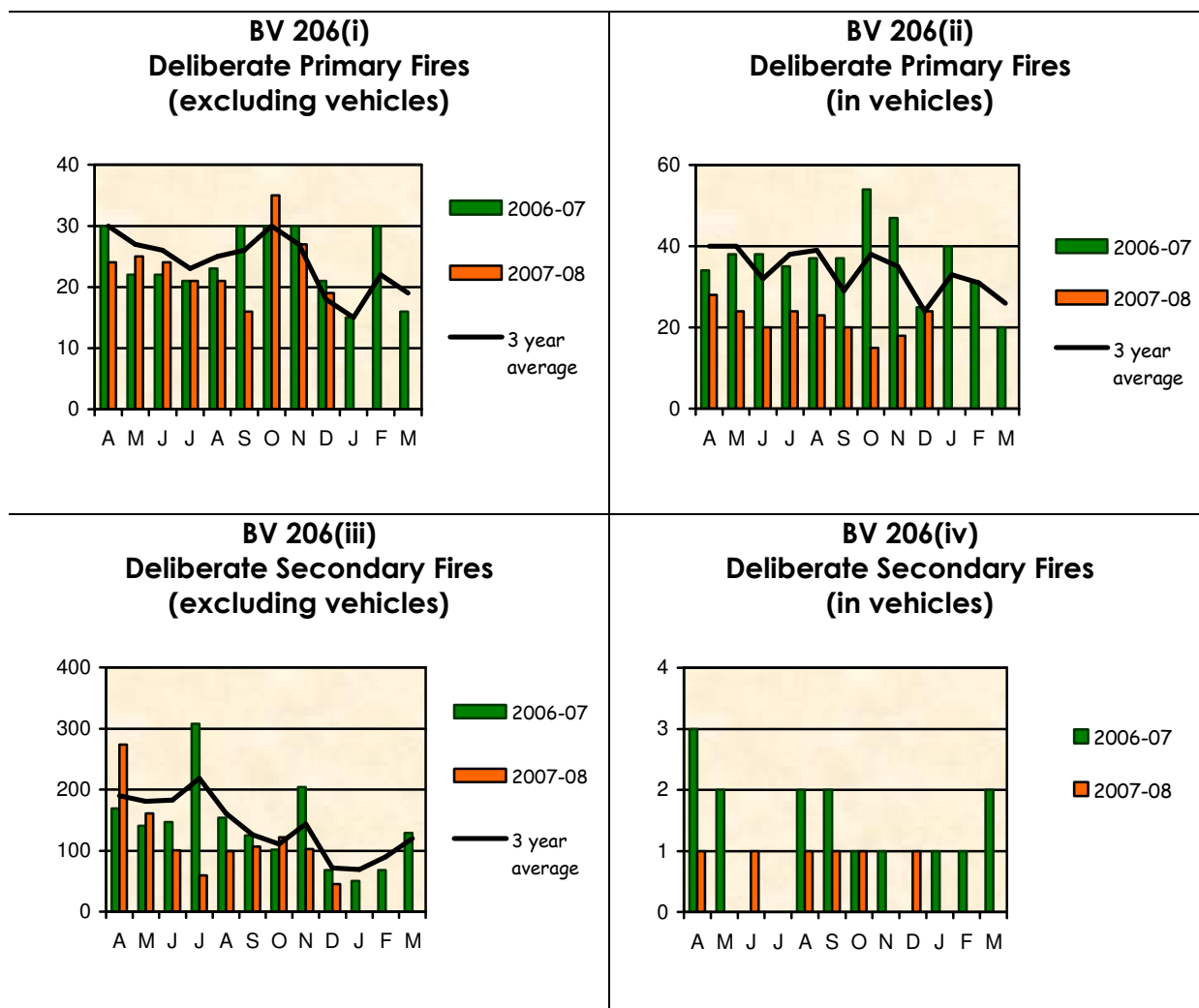


Deliberate secondary fires other than those in vehicles



FIRES STARTED DELIBERATELY

IN-YEAR ANALYSES



- There were 212 deliberate primary fires in the first nine months (excluding those in vehicles), of which 55 were in dwellings. This marks a reduction of 7.4% (17 fires) compared to last year, and 12.6% when compared to the three year average.
- 196 deliberate primary fires in vehicles were attended in the first three quarters – which is 149 (43.2%) fewer than in the same period last year, and an improvement of 38% when compared to the three year average.
- In the same period, 1,071 deliberate secondary fires (excluding those in vehicles) were attended which is 347 (24.5%) fewer than last year and 23% below the three year average for the same period.
- There were 6 deliberate secondary fires in vehicles during the first three quarters, compared to 11 in the same period last year.
- In total, the Service attended 1,485 deliberate fires in the first nine months of this year, compared to 2,003 in the same period last year; which represents a 25.9% reduction.

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	2	5		7
BV143(ii)	Injuries from accidental fires in dwellings	11	13	10		34
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%	91.6%		88.8%

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

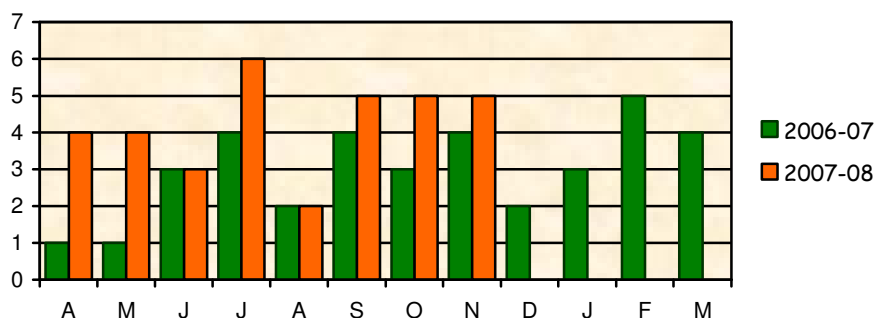
BVPI 143(i) Deaths from Accidental Fires in Dwellings

YTD - 7

- 7 people lost their lives in the 376 accidental fires in dwellings – 2 in Conwy, 2 in Denbighshire, 2 in North Gwynedd and 1 in Flintshire.

BVPI 143(ii) Injuries from Accidental Fires in Dwellings

Monthly average – 3



- 34 people were injured in the 376 accidental dwelling fires between April and December this year, compared to 24 people in the 314 accidental dwelling fires in the same period last year. This is an increase from 1 per 13 accidental dwelling fires last year to 1 per 11 accidental dwelling fires this year.

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

YTD – 88.8%

- In the 376 accidental dwelling fires attended in the first nine months, there were 973 people, 109 (11.2%) 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 864 (88.8%) got out safe and well without relying on a fire crew to assist them to do so.
- Although the actual number of people escaping unharmed and unassisted is higher this year, the percentage has remained relatively consistent over the last three years.

April - December	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	860	39	105	755	88.6%
06-07	763	24	86	677	88.7%
07-08	973	34	109	864	88.8%

FALSE ALARMS

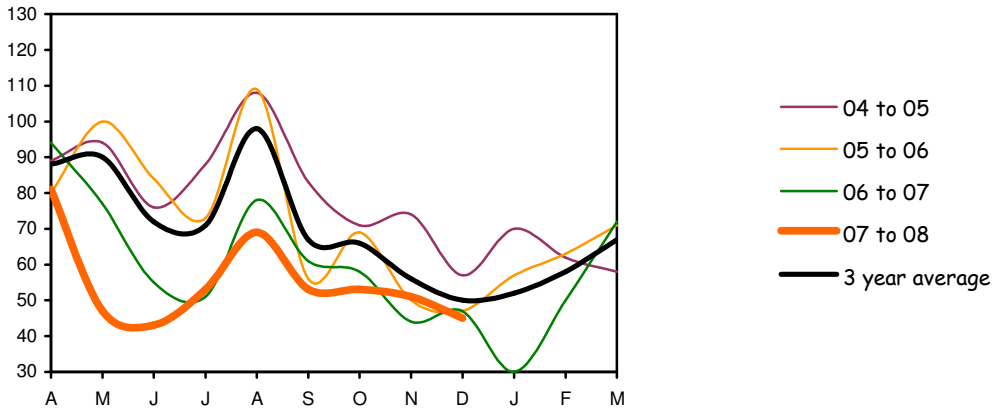
FOR REFERENCE						
NUMBERS:						
[YTD = Year to date]						
BVPI		Q1	Q2	Q3	Q4	YTD
BV146i	Malicious false alarms <u>not</u> attended	144	126	112		382
BV146ii	Malicious false alarms attended	27	49	37		113
LI 149	False alarms from AFA's in all property types	688	872	744		2,304
BV149i	False Alarms from AFAs in non-domestic properties	486	595	481		1,562
BV149ii	False Alarms from AFAs in non-domestic properties with more than one attendance in the year	85	111	72		268
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%	85.2%		75.5%
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 <u>not</u> 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

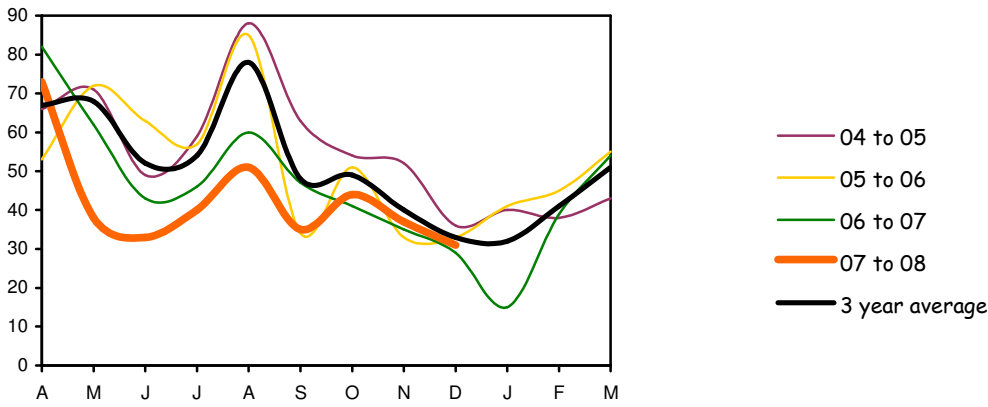
FALSE ALARMS

YEAR-ON-YEAR COMPARISONS

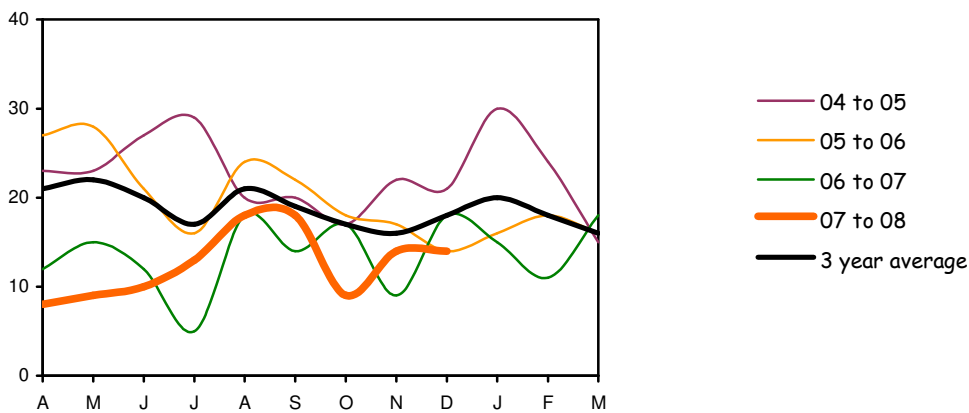
All Malicious False Alarms Received by Control



Malicious False Alarms Not Attended



Malicious False Alarms Attended



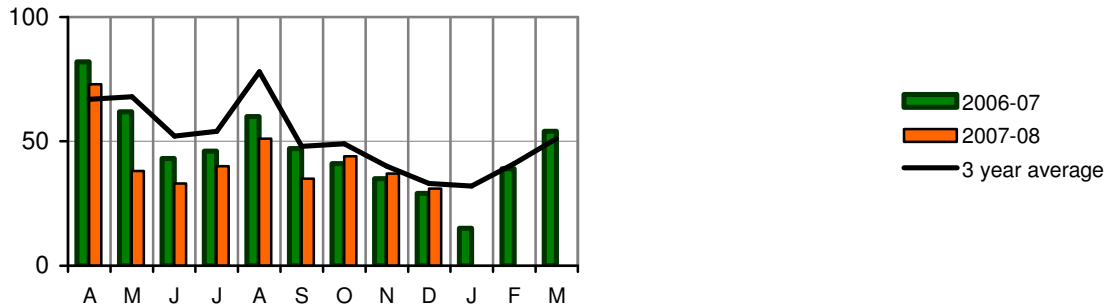
IN-YEAR ANALYSES

BVPI 146i

Malicious False Alarms NOT Attended

Monthly average – 42

- Of the 495 malicious false alarms received in the first nine months of this financial year, 382 (77.2%) were successfully recognised as bogus, and no attendance was made.

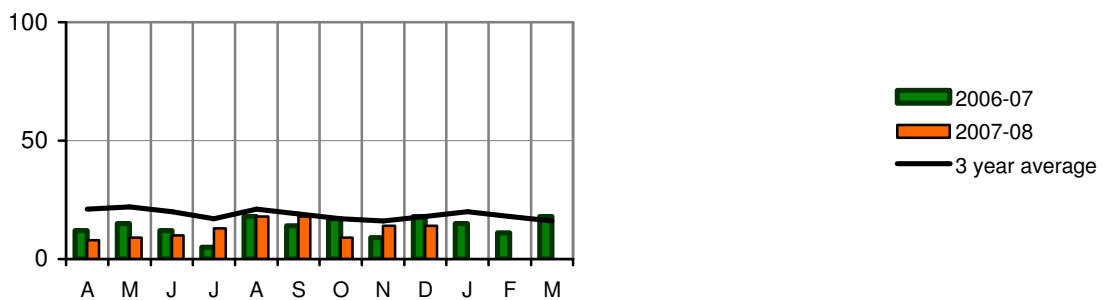


BVPI 146ii

Malicious False Alarms Attended

Monthly average – 13

- On 113 occasions (22.8%), fire appliances were mobilised in response to malicious false alarms received by the Control room.

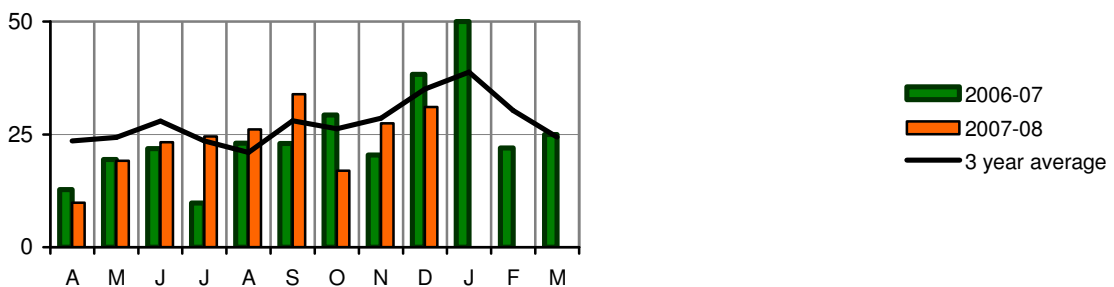


LPI

The percentage of Malicious False Alarms Attended

YTD – 22.8%

- Overall, the number of malicious false alarms received in the first nine months of this year has been 24.8% lower than the three year average.
- Of those received, 22.8% were attended this year, compared to 21.2% in the same period last year.

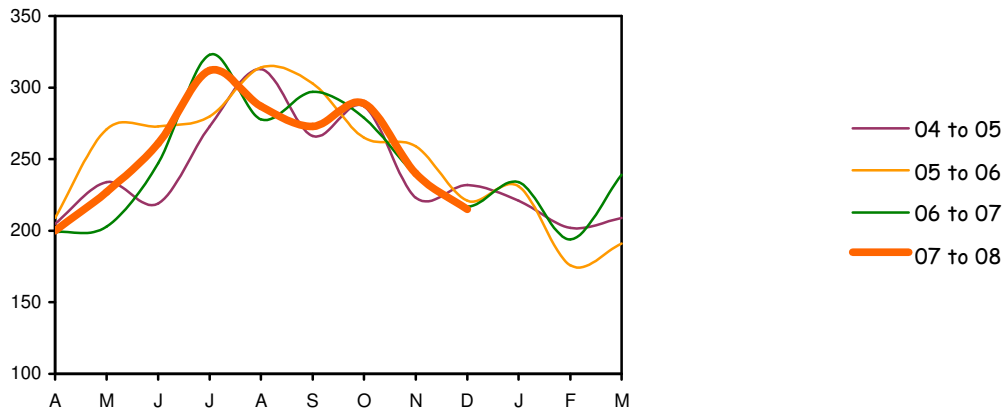


The table below shows how the number of malicious false alarms received has fallen over recent years, and how the percentage that are attended has similarly fallen in the same period.

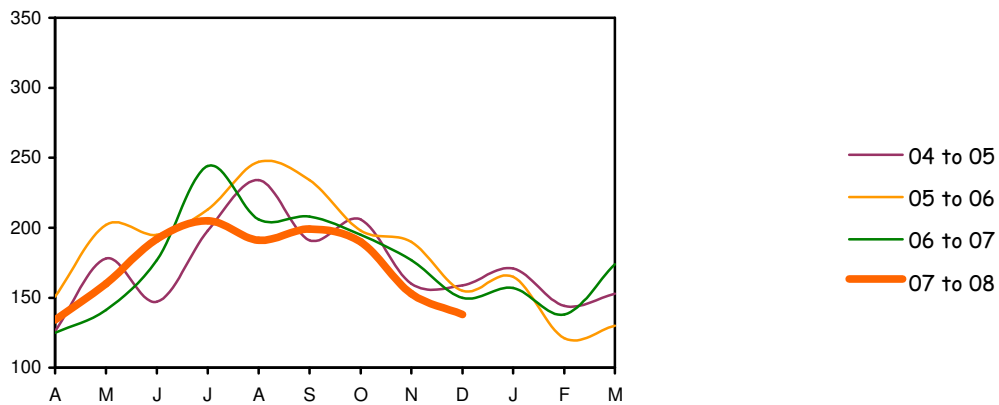
April to December	Malicious False Alarms received	Malicious False Alarms attended	% Malicious False Alarms Attended
2004-05	740	202	27.3%
2005-06	668	187	28.0%
2006-07	565	120	21.2%
2007-08	495	113	22.8%

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

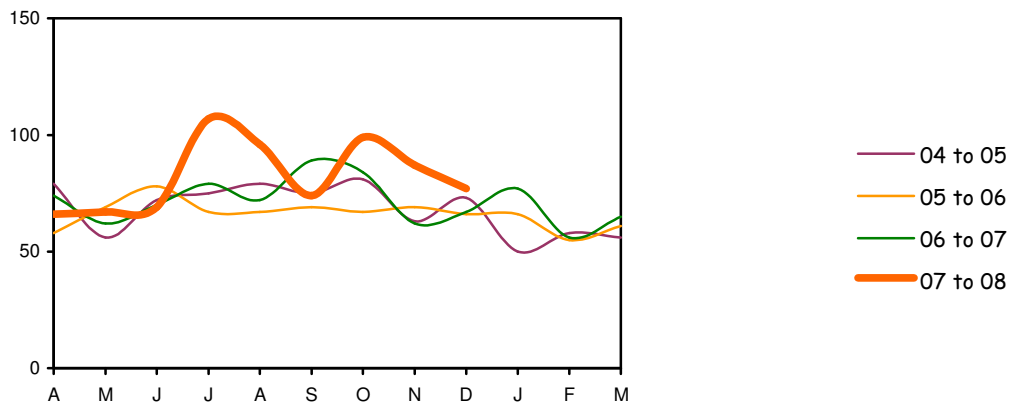
False Alarms from AFAs in all Property Types



False Alarms from AFAs in Non-Domestic Properties



False Alarms from AFAs in Domestic Properties

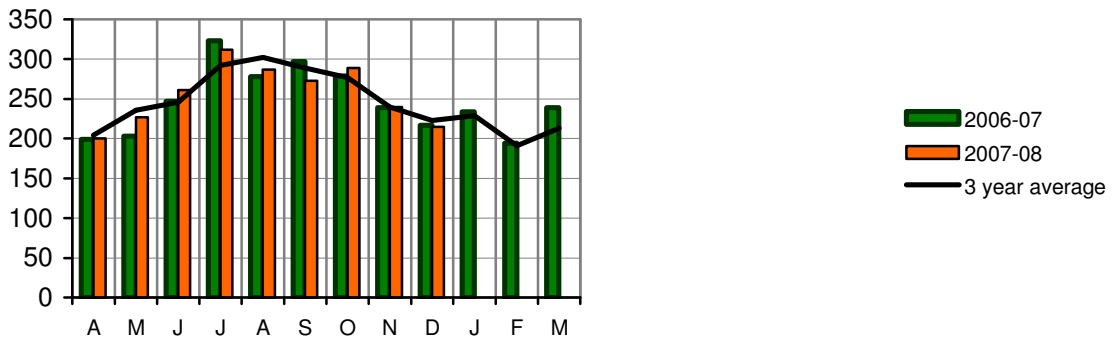


IN-YEAR ANALYSES

LPI* linked to BV149

False Alarms from AFAs in all premises

Monthly average – 256

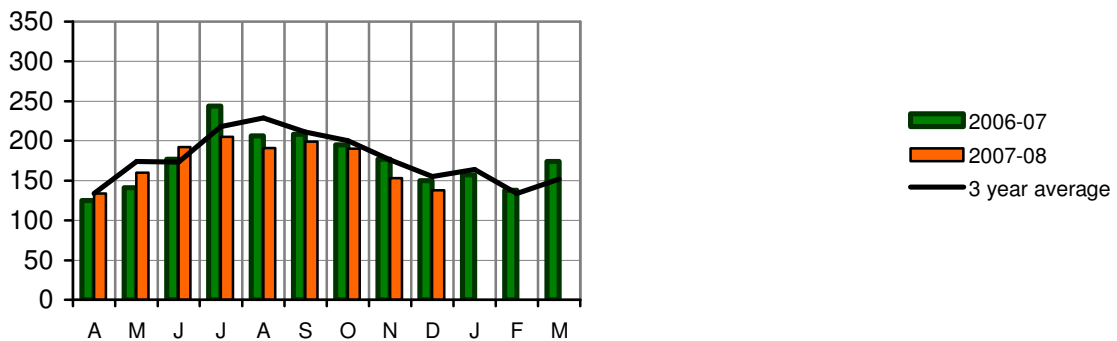


- In the first nine months of this financial year, the Service attended 2,304 false alarms (8.4 per day) from Automatic Fire Alarms – an increase of 22 (0.9%) on last year.
- 67.8% (1,562) of these false alarms came from non-domestic properties, and 32.2% (742) from domestic properties.

BVPI 149i

False Alarms from AFAs in non-domestic properties

Monthly average - 173



- The 1,562 false alarms (5.7 per day) received from AFAs in non-domestic properties in the first nine months of this financial year equates to a 3.8% reduction since the same period last year, and a 6.4% improvement on 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 – 29
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- Between April and December, the Service attended 651 different premises in North Wales falsely believing that there was a genuine emergency, as signalled by their AFA. This is 38 (6.2%) more premises than in the same period last year.
 - Of those 651 premises, 268 (41.2%) of them were visited more than once in the nine month period due to repeat false alarms. This is better than last year when 285 (46.5%) premises were visited more than once.
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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 – 75.5%
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- Those 268 premises referred to in BV149ii above generated 1,179 (75.5%) of all the false alarms from AFAs in non-domestic properties in the first nine months. In other words, 41.2% of the non-domestic premises visited were responsible for generating 75.5% of all the non-domestic false alarms.

SMOKE ALARMS

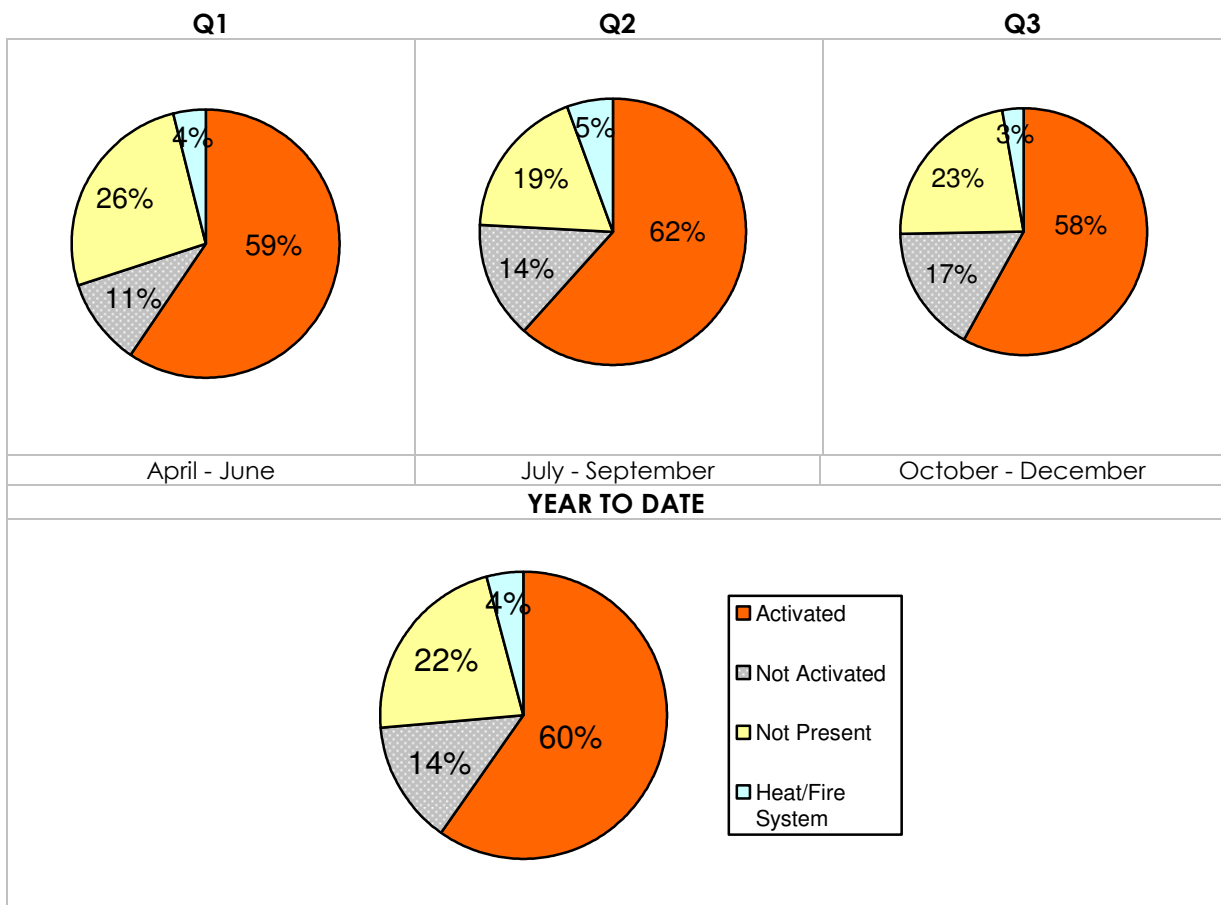
FOR REFERENCE						
NUMBERS:						
[YTD = Year to date]						
BVPI		Q1	Q2	Q3	Q4	YTD
BV209i	The percentage of fires in dwellings where a smoke alarm had activated	59%	62%	58%		60%
BV209ii	The percentage of fires in dwellings where a smoke alarm was fitted, but did not activate	11%	14%	17%		14%
BV209iii	The percentage of fires in dwellings where no smoke alarm was fitted	26%	19%	23%		22%
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 nine months of this year, the Service attended 433 dwelling fires. In 259 (59.8%) of them, a smoke alarm had been fitted and had activated. A further 60 (13.9%) had a smoke alarm fitted, but it did not activate, and in 96 (22.2%) there was no smoke alarm fitted.
- In the same period last year, the Service attended 376 dwelling fires. In 185 (49.2%) of them, a smoke alarm had been fitted and had activated. A further 54 (14.4%) had a smoke alarm fitted, but it did not activate, and in 121 (32.2%) there was no smoke alarm fitted.
- This year there has been an improvement in all three categories.

	(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	5	133
Q2	100	23	30	9	162
Q3	80	23	31	4	138
YTD	259	60	96	18	433



* 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	1.85			3.41
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	1.97			3.94
BV8	The percentage of undisputed invoices for commercial goods and services that were paid in under 30 days	90%	93.9%	90.7%		91.5%
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	↑	↑	↑		↑

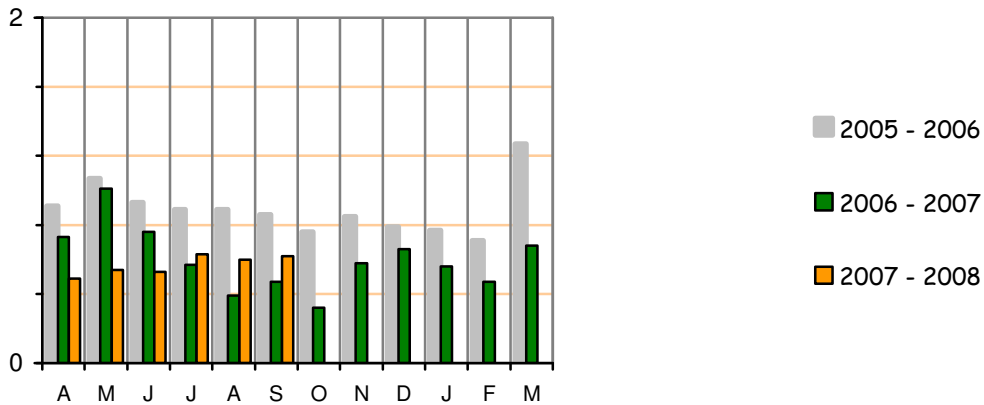
Figures for the second quarter have been amended. Updates for the third quarter will not be available until the next routine quarterly monitoring report.

SICKNESS ABSENCE

IN-YEAR ANALYSES FOR THE PERIOD APRIL – SEPTEMBER 2007

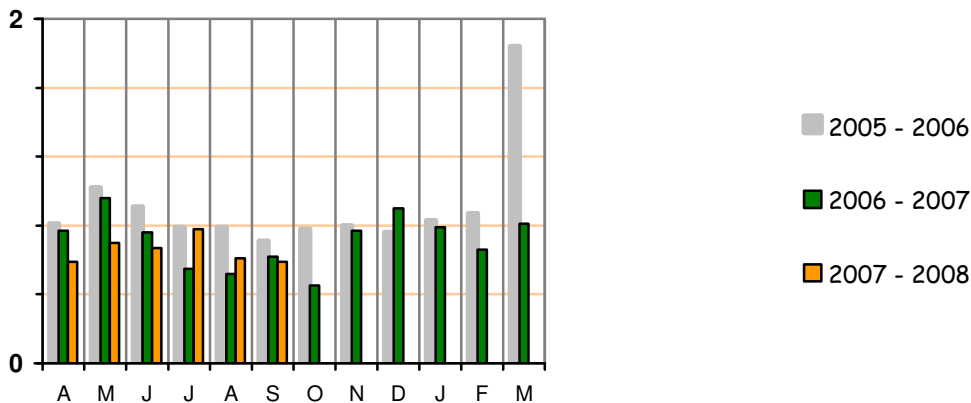
BVPI 12i **Working days/shifts lost to sickness absence by wholetime uniformed staff, including Control staff** **YTD 3.41**

- In the first six months of this year, a total of 1,117 working days/shifts were lost to sickness absence by wholetime operational staff and control staff, compared to 1,238 in the same period last year. (Average staffing - 328 this year compared to 314 last year.) This equates to 3.41 per person.



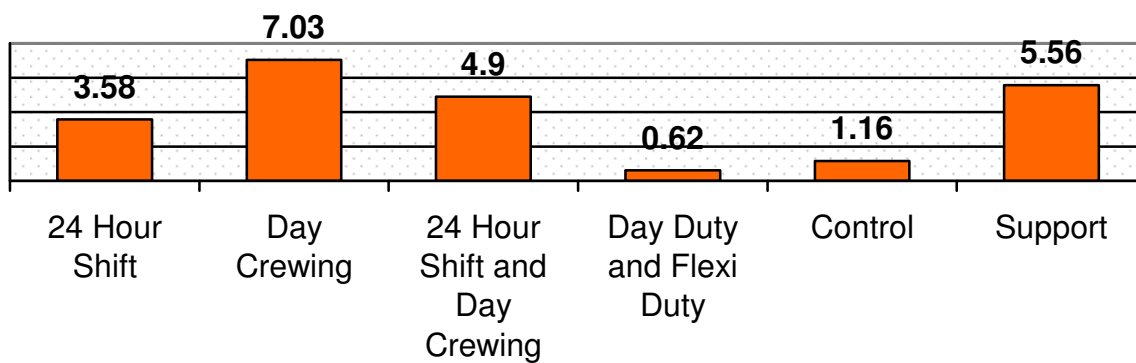
BVPI 12ii **Working days/shifts lost to sickness absence by all staff (excluding those on the Retained Duty System)** **YTD 3.94**

- In the first six months of this year, 1,719 working days/shifts were lost to sickness absence by an average of 436 staff. This equates to 3.94 per person, and is 3% lower than last year's 1,773 days/shifts that were lost by an average of 430 staff.



- Between April and September, the highest rate of sickness absence per person was amongst staff on day crewing stations and support staff, reflecting the higher levels of long term sickness in those staff categories.
- Support staff, making up less than 25% of the workforce (disregarding Retained Duty Staff), lost 35% of the total number of days/shifts that were lost to sickness absence.
- Taking wholetime shift and day crewing operational staff together as a single category (211.7 people, on average), the number of shifts lost totalled 1,029. This can be broken down into 744 (72.3%) shifts lost to long term sickness and 285 (27.7%) to short term. The average lost would be 4.9 shifts per person.
- The lowest rate of sickness absence was amongst staff working on day duty and flexible duty systems, and control staff.

Average number of days/shifts lost per person in the first six months of 2007 - 2008



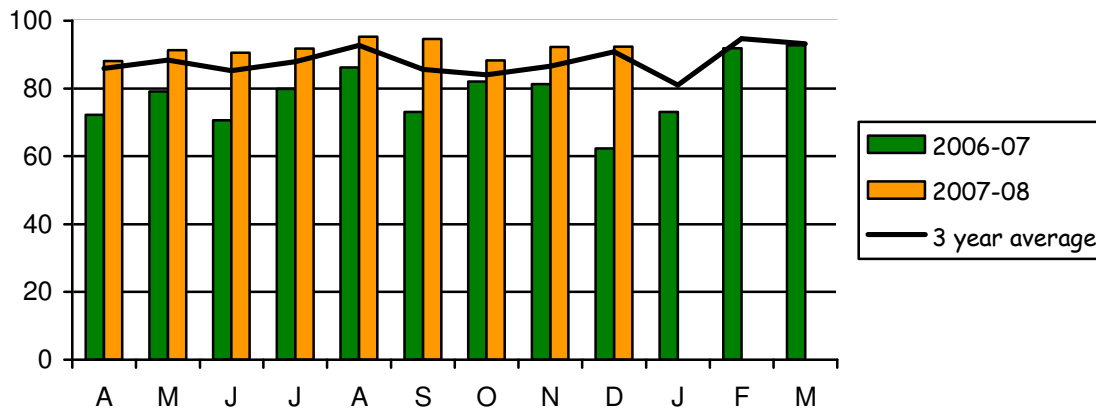
	Average number of staff in category	Working days/shifts lost to:		Total
		Short Term Sickness Absence	Long Term Sickness Absence	
24 Hour Shift	133.0	160	316	476
Day Crewing	78.7	125	428	553
Day & Flexi Duty	84.5	47	5	52
Control	31.0	36	0	36
Support Staff	108.0	193	409	602
All Staff	436	563	1156	1719

PAYMENT OF INVOICES

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

YTD percentage – 91.5%

- In the first nine months of this year 91.5% of undisputed invoices were paid in under 30 days which is a 15% improvement on the same period last year and a 4% improvement on the three year average.
- In total, the Service received 7,265 invoices. Of those, 71 were non-commercial invoices, and 102 were disputed.
- Of the remaining 7,092, 6,488 were paid within 30 days.



ADDITIONAL INFORMATION:

The three year average has been calculated from totals between 2004 and 2007.

	04-05	05-06	06-07	Average number processed	04-05	05-06	06-07	Average number paid	% paid within 30 days
A	832	1460	748	1013	742	1330	541	871	85.95
M	1027	727	780	845	898	725	618	747	88.44
J	979	789	845	871	858	773	597	743	85.27
J	1077	937	642	885	954	868	513	778	87.91
A	783	1112	892	929	768	1046	769	861	92.68
S	858	695	650	734	782	631	475	629	85.70
O	979	689	815	828	874	546	669	696	84.13
N	979	1041	738	919	905	884	600	796	86.62
D	607	580	624	604	593	526	527	549	90.89
J	1049	832	944	942	996	605	690	764	81.10
F	925	722	779	809	919	663	716	766	94.72
M	866	824	762	817	856	724	706	762	93.23