



PERFORMANCE MONITORING REPORT

QUARTER 2

APRIL 2008 – SEPTEMBER 2008

PLEASE NOTE: Temporary problems in accessing data following the recent changes to Control systems have meant that estimates have been used for the period between 23 September and 30 September. Corrections will be issued when these reporting issues have been resolved.

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 2005-06, 2006-07 and 2007-08.

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FIRES - QUICK REFERENCE

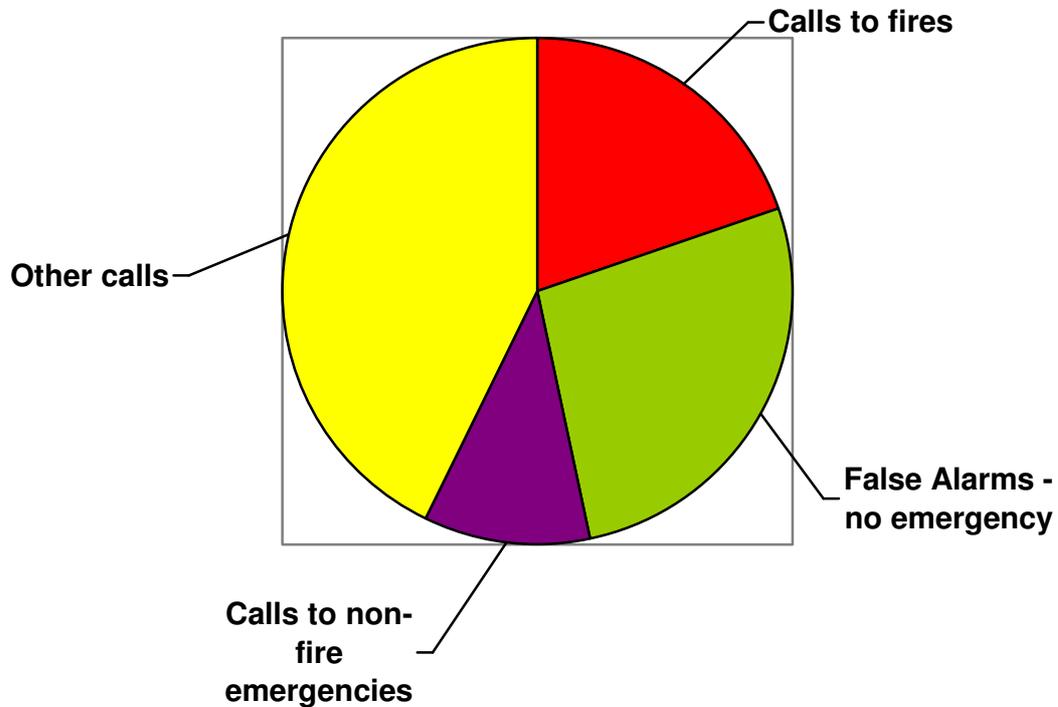
THIS YEAR						
						[YTD = Year to date]
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year			↓ = decrease this year			
	Q1	Q2	Q3	Q4	YTD	YTD
Total calls*	4,510	4,204			8,714	↑24%
Total fires	1,014	705			1,719	↓19%
Primary fires	428	353			781	↓2%
Secondary fires	541	336			877	↓30%
Chimney fires	45	16			61	↓15%
All deliberate fires	474	357			832	↓23%
All accidental fires	540	348			887	↓15%
Accidental fires in dwellings	122	97			220	↓15%
Fires in non-domestic properties	60	58			119	↓6%

LAST YEAR					
	Q1	Q2	Q3	Q4	YTD
Total calls*	3,543	3,064			6,607
Total fires	1,293	829			2,122
Primary fires	394	405			799
Secondary fires	856	395			1,251
Chimney fires	43	29			72
All deliberate fires	683	392			1,075
All accidental fires	610	437			1,047
Accidental fires in dwellings	112	147			259
Fires in non-domestic properties	59	67			126

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

Total Calls

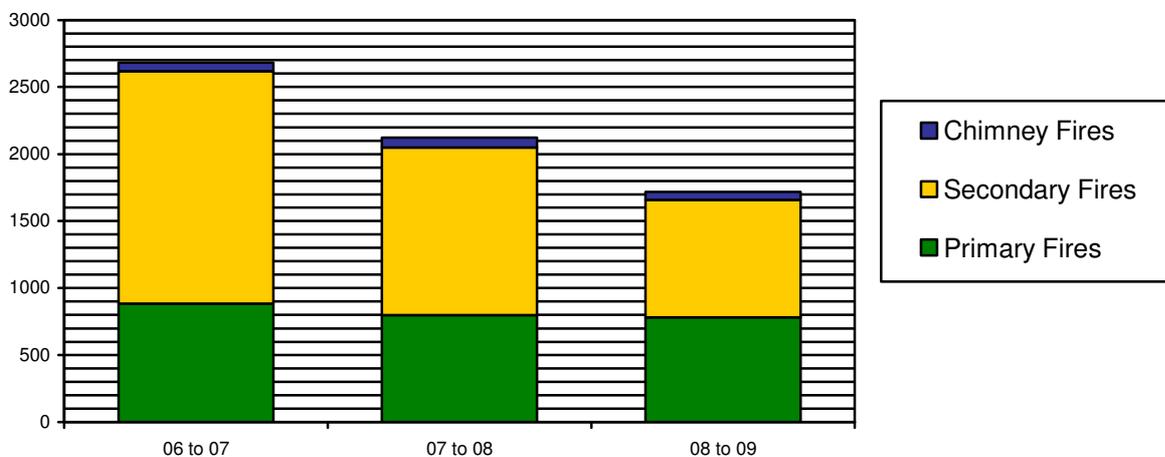
The Service dealt with over 8,700 calls in the first half of the year. Approximately 20% were to fires, 10% were to non-fire special services and 27% were false alarms.



Total Fires

The total number of fires attended in the first six months of this year was 19% lower than in the same period last year and 36% lower than in the same period in the previous year.

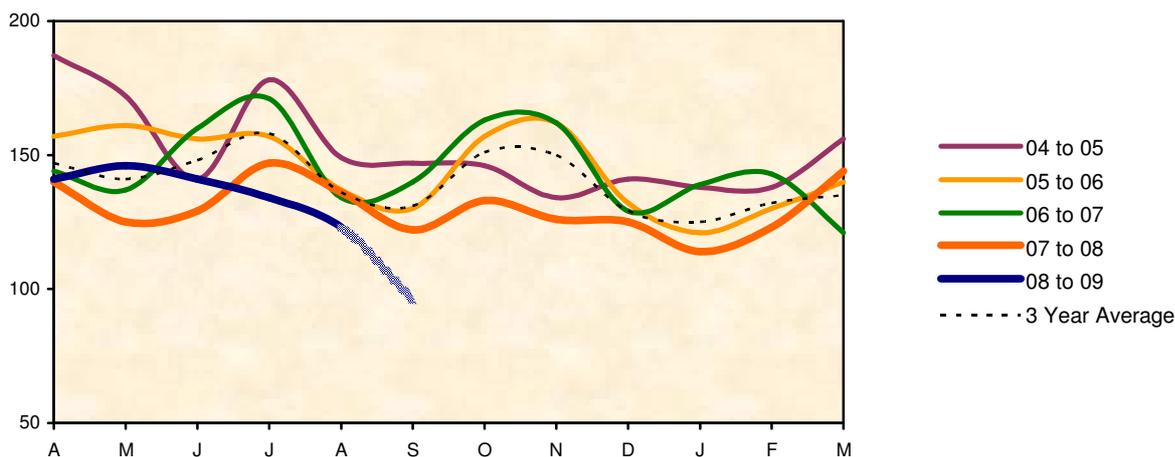
All Fires



Estimates for September indicate that the number of **primary fires** fell to a surprisingly low level. However, this will need to be confirmed once all data are available.

Nevertheless, the number of primary fires in the second quarter was significantly lower than the 3-year average, giving a total reduction for the first half year of around 2% compared to last year.

Primary Fires



The reduction in the number of **secondary fires** in the first quarter continued into the second quarter, resulting in a half-year reduction of almost one third. Grass and gorse fires accounted for 35% of all secondary fires recorded, and 51% were in refuse and refuse containers.

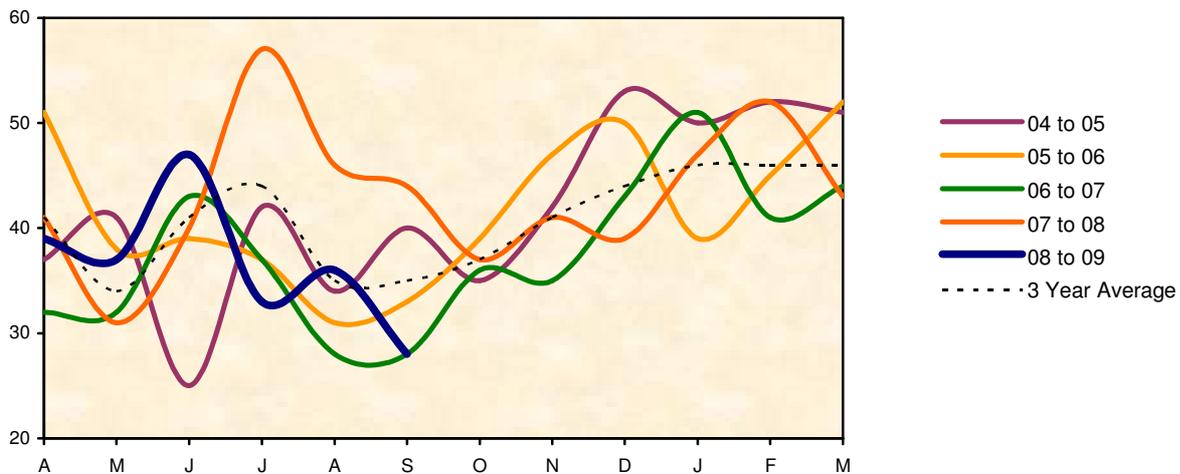
The number of chimney fires fell 15% in the first half year, from an average of 12 per month to 10 per month.

Accidental Fires In Dwellings

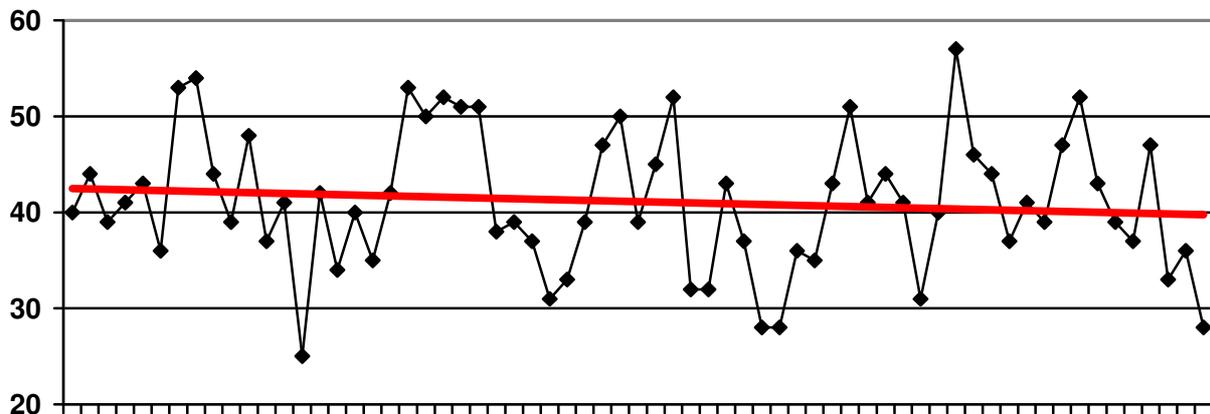
Following a reduction in the number of accidental fires in dwellings in September, the total for the first half year returned to similar levels to those seen in the three years prior to last year's surprising increase.

	2004-05	2005-06	2006-07	2007-08	2008-09
April – Sept	219	229	200	259	220

Accidental Dwelling Fires



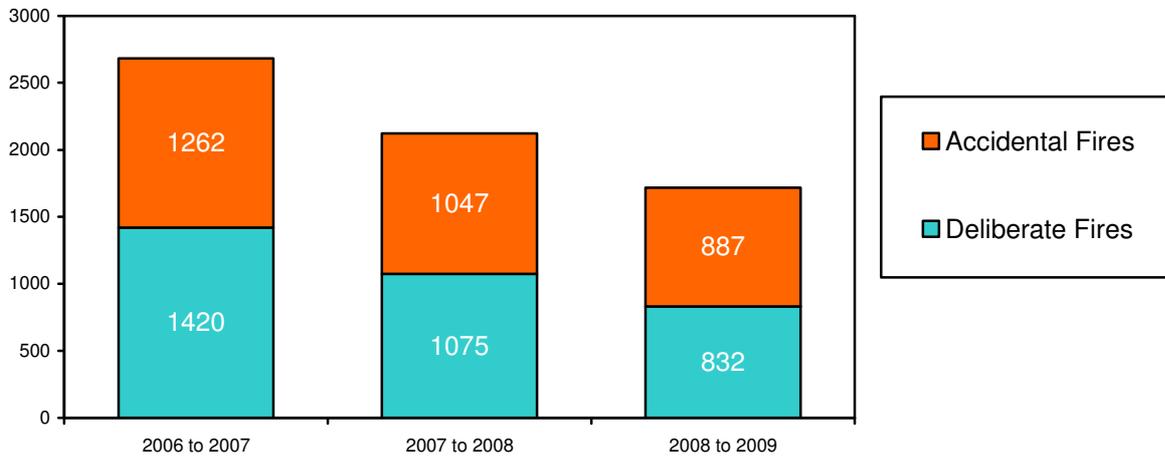
When looking at the number of accidental dwelling fires each month from April 2003 to September 2008, the trendline has now begun to show an encouraging gradual overall decline (illustrated by the red line) which was not the case at the beginning of this year.



Deliberate and Accidental Fires

The number of deliberate fires has fallen by over 41% in the last two years, and the number of accidental fires has fallen by about 30% in the same period.

Deliberate and Accidental Fires

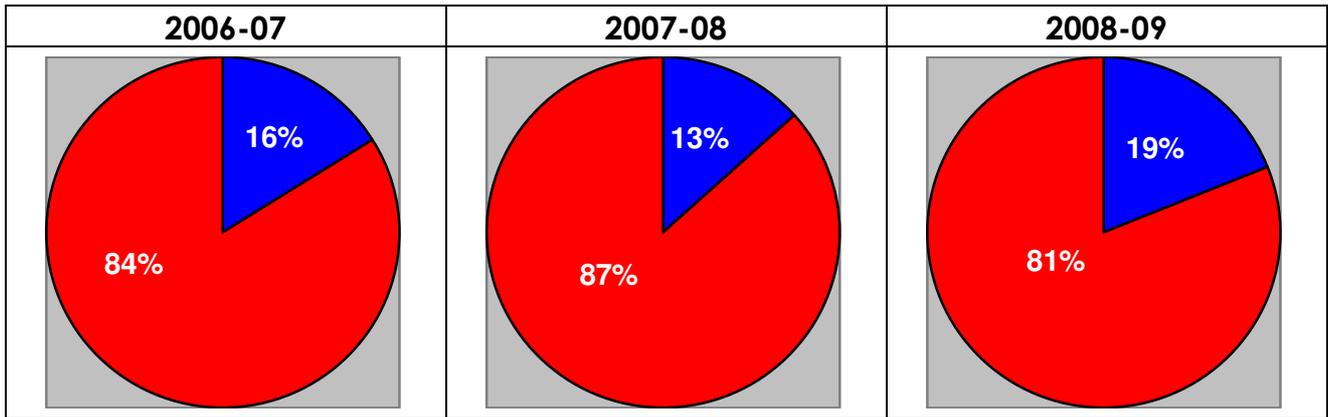


Unlike either of the last two years, the number of accidental fires in the first six months this year exceeded the number of deliberate fires.

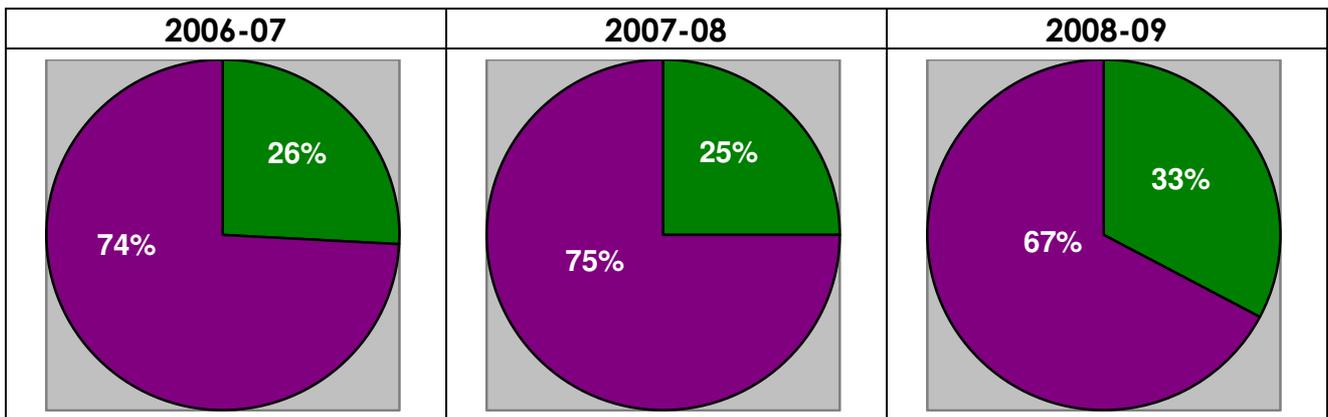
Deliberate Fires

By analysing relative percentages, work can be targeted to areas of relatively higher need.

The percentage of deliberate fires being set **in vehicles** (the blue sections in the graphs below) has ranged from 13% to 19% in the first six months in recent years.



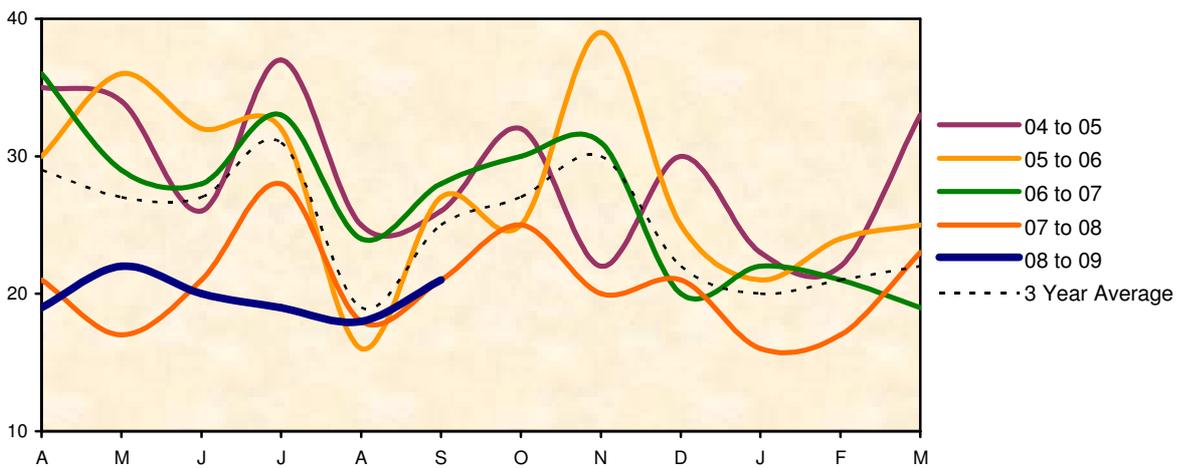
The percentage of deliberate **primary** fires (as opposed to deliberate secondary fires), however, (shown in green in the graphs below) has increased this year from around a quarter to one-third.



Fires in Non-Domestic Properties

The number of fires in non-domestic properties remains below the three year average. When calculated against the number of non-domestic properties in North Wales (27,050), there has been one fire per 227 non-domestic properties so far this year. As a comparison against four years ago, in the first half year of 2004-05, there was one fire per 145 non-domestic properties (based on 26,393 non-domestic properties).

Fires in Non-Domestic Properties



KEEPING SAFE - QUICK REFERENCE

THIS YEAR						
ADF = Accidental Dwelling Fire						[YTD = Year to date]
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	YTD	YTD
% of ADFs confined to room of origin	96%	89%			93%	↓1%
Injuries from ADFs	11	12			23	↓ 4%
Deaths from ADFs	0	2			2	→
% safe unaided escapes from ADFs	91%	87%			89%	↑ 3%
Dwelling fires - smoke alarm activated*	68%	70%			68%	↑ 3%
Dwelling fires – smoke alarm failed	15%	10%			13%	→
Dwelling fires – no smoke alarm	17%	22%			19%	↓ 3%

LAST YEAR					
	Q1	Q2	Q3	Q4	YTD
% of ADFs confined	95%	94%			94%
Injuries from ADFs	11	13			24
Deaths from ADFs	0	2			2
% safe unaided escapes from ADFs	82%	90%			86%
Dwelling fires - smoke alarm activated*	63%	67%			65%
Dwelling fires – smoke alarm failed	11%	14%			13%
Dwelling fires – no smoke alarm	26%	19%			22%

* Adjustments have been made in line with the new national indicator, by adding heat/fire detector activations to the smoke alarm activations.

Accidental Dwelling Fires Confined to the Room of Origin

Of the 220 accidental dwelling fires in the first half of the year, 93% (203) were confined to the room in which the fire started, which is 1% lower than last year.

Injuries from Accidental Dwelling Fires

In the first six months of this year, 23 people received burns and/or other injuries in accidental dwelling fires.

Deaths from Accidental Dwelling Fires

In August, the Service attended two separate fire incidents – one was a dwelling fire and one was a person whose clothes had caught fire. The two people involved had been severely injured by fire, and both died later. Coroners' reports are awaited to confirm the cause of death.

Safe Unaided Escapes from Accidental Dwelling Fires

540 people were caught up in the 220 accidental dwelling fires that were attended in the first six months. Of those, 81% (482) were able to escape the fire without sustaining any injury, or having to rely on fire crews to assist them to safety.

Smoke Alarms in Dwelling Fires

Of the 252 dwelling fires attended in the first six months, 172 (68%) had either a heat, fire or smoke alarm fitted, and that activated correctly. In the same period last year, 295 dwelling fires were attended, of which 193 (65%) had correctly activating heat, fire or smoke alarms. The number with none fitted fell from 65 last year to 48 this year. The service's aim is to ensure that all dwellings have correctly fitted effective heat, fire or smoke alarms, which is reflected in the year-on-year increases in the percentage in each quarter.

SPECIAL SERVICE CALLS - QUICK REFERENCE

THIS YEAR						
[YTD = Year to date]						
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	YTD	YTD
All emergency special service calls	477	425			902	↑ 29%
Road Traffic Collisions (no fire)	253	228			481	↑ 47%

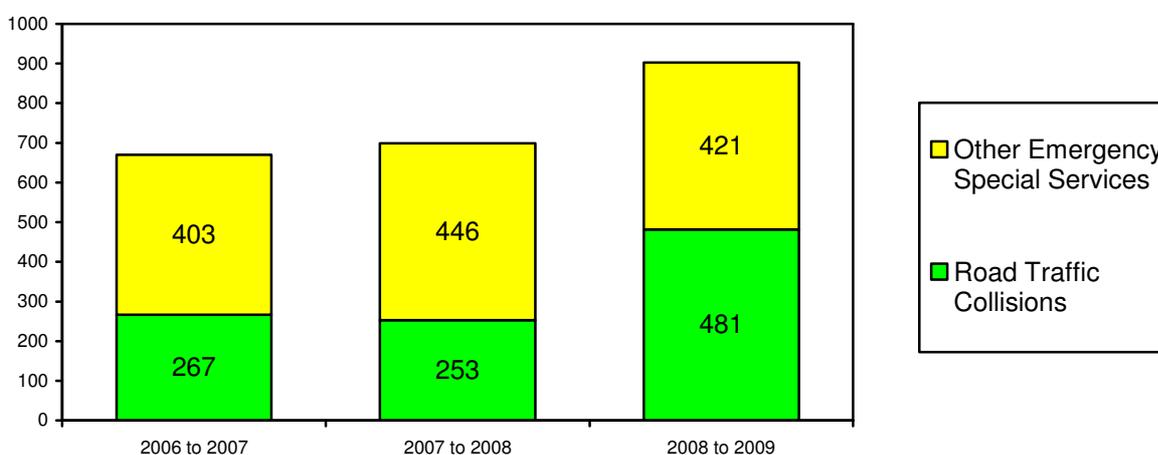
LAST YEAR					
	Q1	Q2	Q3	Q4	YTD
All emergency special service calls	336	363			699
Road Traffic Collisions (no fire)	119	134			253

Emergency Special Service Calls

The Service attended 902 emergency special service calls during the first half of this year, which represents an increase of almost one third.

Attendance at road traffic collisions (RTCs) accounted for over 53% of all emergency special services – a 47% increase when compared to last year. This increase can be attributed to a new protocol between the Fire and Rescue Service and the Ambulance Service that means that fire crews are mobilised to RTCs sooner, without necessarily having to wait for police or ambulance crews to attend first to assess the situation before calling out the fire and rescue service.

Emergency Special Service Calls



FALSE ALARMS - QUICK REFERENCE

THIS YEAR						
AFA = Automatic Fire Alarms						[YTD = Year to date]
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	YTD	YTD
Malicious false alarms received	147	169			316	↓ 9%
Malicious false alarms attended	32	56			88	↑ 16%
% Malicious false alarms attended	22%	33%			28%	↑ 6%
False alarms from AFAs	434	511			945	↓ 13%
Non-domestic properties repeat AFAs	62	90			152	↓ 22%
% AFA false alarms - same properties	47%	69%			59%	↓ 12%
False alarms made with good intent	270	225			495	↓ 16%

LAST YEAR					
	Q1	Q2	Q3	Q4	YTD
Malicious false alarms received	171	175			346
Malicious false alarms attended	27	49			76
% Malicious false alarms attended	16%	28%			22%
False alarms from AFAs	486	595			1081
Non-domestic properties repeat AFAs	85	111			196
% AFA false alarms - same properties	57%	83%			71%
False alarms made with good intent	344	242			586

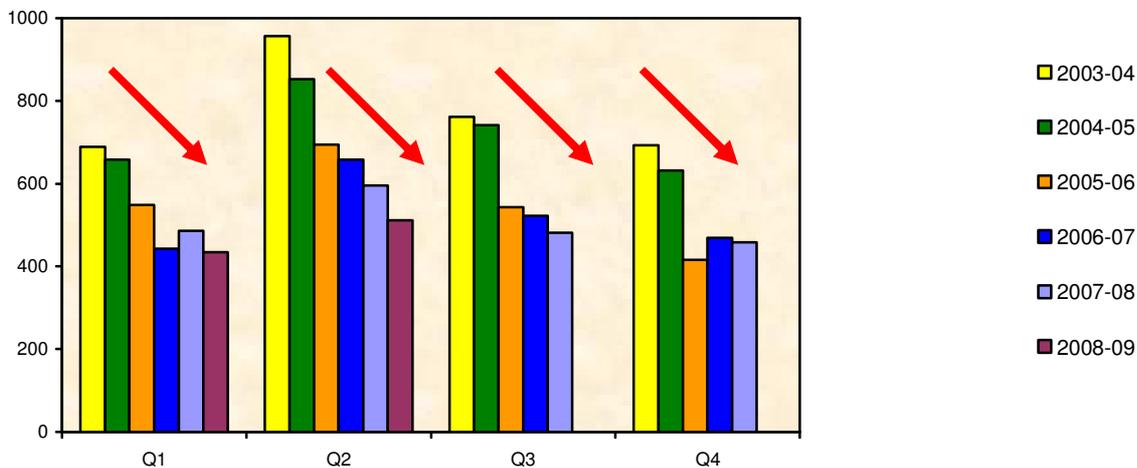
Malicious False Alarms

In the first half of the year, 30 fewer malicious false alarms were made to the Control Room than in the same period last year, but 8 more resulted in an attendance. The Service aims to attend no more than 25% of the total received.

False Alarms from Automatic Fire Alarms

Fire appliances were sent out in response to 945 false alarms generated by automatic fire alarms in non-domestic premises in the first six months. If this estimate is confirmed, it would represent a significant reduction in the number attended, but nevertheless it still equates to around 6 unnecessary mobilisations per day.

FALSE ALARMS FROM AFAs IN NON-DOMESTIC PROPERTIES



Estimates also suggest that fewer individual premises had problems with repeat false alarms.

False Alarms Raised with Good Intent

The second quarter saw another reduction in the number of genuine calls for assistance but that later turn out to be false alarms. During the first six months, the Service responded to an average of 19 per week compared to almost 23 per week last year.

CORPORATE - QUICK REFERENCE

THIS YEAR						
						[YTD = Year to date]
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	YTD	YTD
% of Invoices paid within 30 days	93%	93%			93%	↑ 1%
Shifts/days sickness per person	1.92					

LAST YEAR					
	Q1	Q2	Q3	Q4	YTD
% of Invoices paid within 30 days	90%	94%			92%
Shifts/days sickness per person	1.97				

Invoice payments

5,230 undisputed invoices for commercial goods and services were processed during the first six months of the year – 370 more than in the same period last year. 4,872 (93.2%) were paid within 30 days of the date when the invoice was received.

Sickness Absence

Totals for the second quarter are still being compiled. These will be reported when they become available.

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>