



# PERFORMANCE MONITORING REPORT

Q1 AND Q2

APRIL 2006 –SEPTEMBER 2006

## FIRES

FOR REFERENCE						
NUMBERS:						
[YTD = Year to date]						
BVPI		Q1	Q2	Q3	Q4	YTD
142(ii)	Primary fires	441	445			886
	Primary fires started deliberately	180	182			362
206 (i)	Primary fires started deliberately (excl. any in vehicles)	70	73			143
206(ii)	Primary fires started deliberately in vehicles only	110	109			219
142 (iii)	Accidental fires in dwellings	107	93			200
144	Accidental fires in dwellings confined to the room of origin	91%	85%			88%
207	Fires in non-domestic properties	97	86			183
206(iii)	Secondary fires started deliberately (excl. any in vehicles)	457	589			1046
206(iv)	Secondary fires started deliberately in vehicles only	5	4			9
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	→	↑			↑

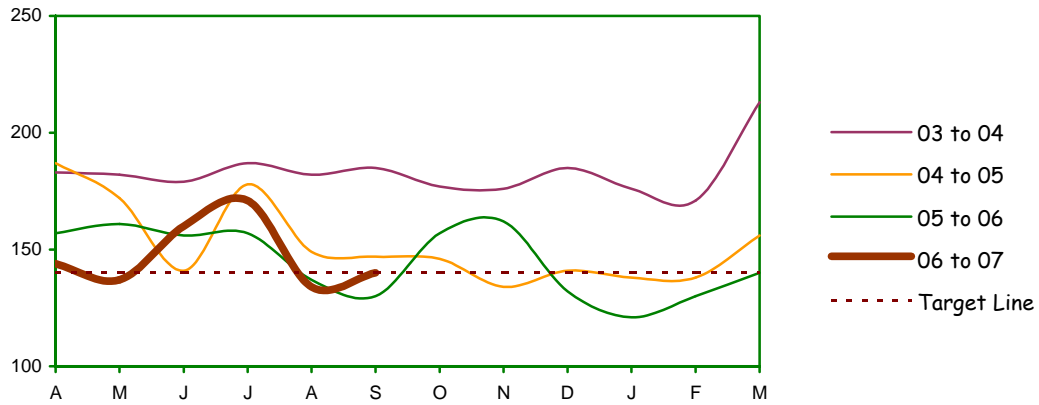
**ON OR OFF TARGET:**

☺ = on target ☹ = off target

BVPI		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	☺

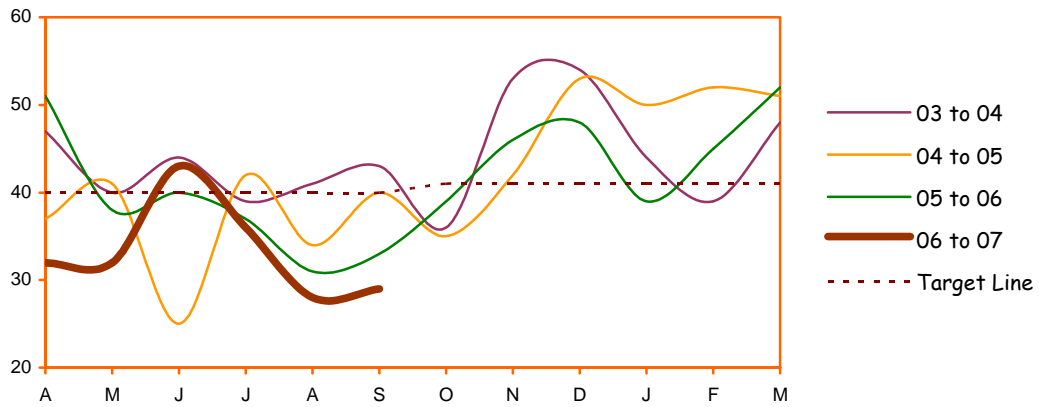
## YEAR-ON-YEAR COMPARISONS

### Primary fires



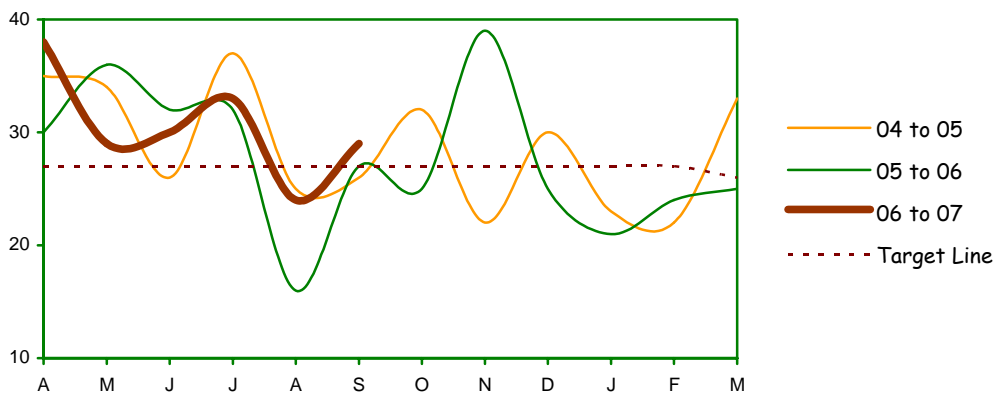
Target = 12 X 140 = 1680

### Accidental fires in dwellings



Target = (6 X 40) + (6 X 41) = 486

### Fires in non-domestic properties



Target = (11 X 27) + (1 X 26) = 323

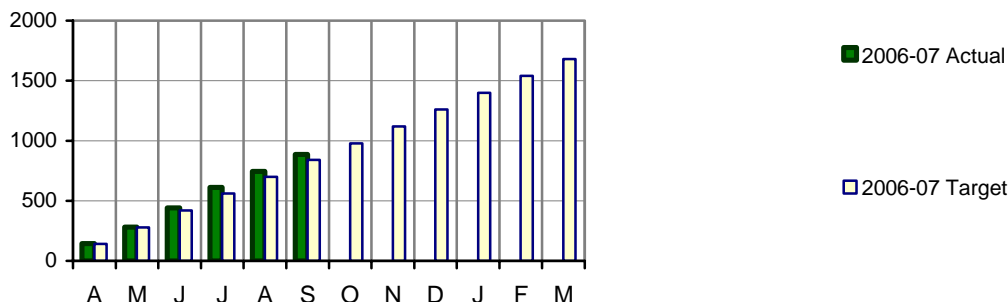
## IN-YEAR ANALYSES

### BV 142(ii)

### Primary fires

Monthly average - 148

- Overall, the number of primary fires attended in the first half of this year was 1.3% lower than in the first half of last year, with the highest percentage *decrease* in Gwynedd, and the highest percentage *increase* in Anglesey
- 41% of all the primary fires attended had been started deliberately

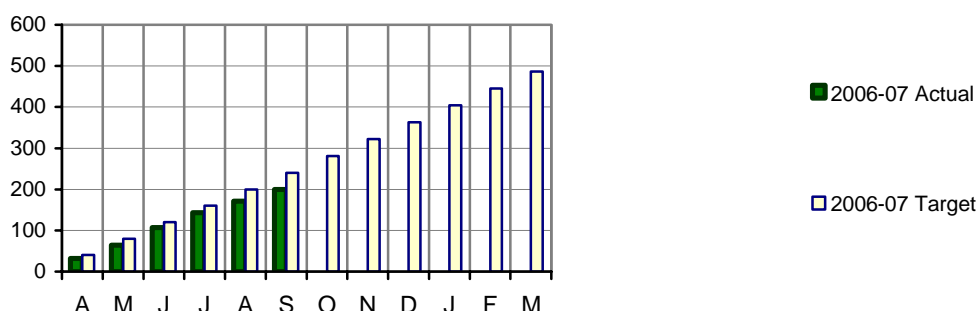


### BVPI 142(iii) & 144

### Accidental fires in dwellings

Monthly average - 33

- There were 200 accidental fires in dwellings during the first six months of this year, which was 29 fewer than in the same six months of last year
- Compared to the same period of last year, the highest percentage *decrease* was in Flintshire, and the highest percentage *increase* was in Anglesey
- In total, 88% of the accidental fires in dwellings were successfully confined to the room in which they first started

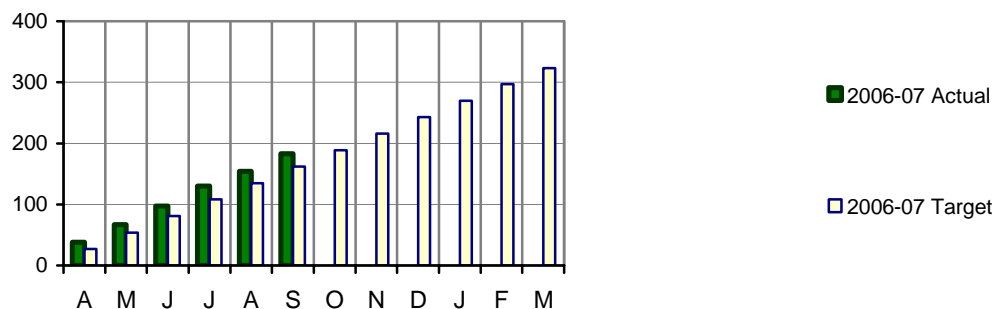


### BVPI 207

### Fires in Non-Domestic Properties

Monthly average - 31

- At the end of July 2006, the number of fires in non-domestic premises was exactly the same as it was at the end of July 2005. However, during August and September, 10 more were attended this year than last year.



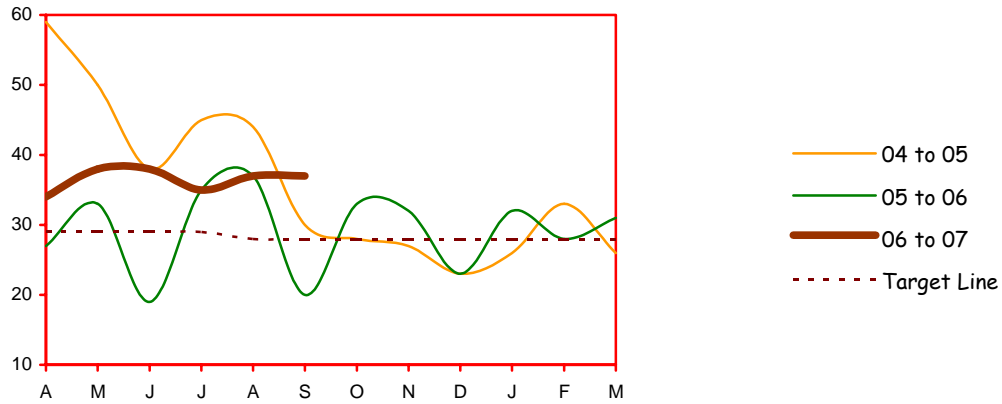
	Primary fires			Deliberate Primary fires		
	2005-06	2006-07	Change	2005-06	2006-07	Change
N. Gwynedd	121	88	-27%	41	30	-27%
S. Gwynedd	50	38	-24%	14	6	-57%
Wrexham	206	200	-3%	114	110	-4%
Flintshire	193	193	0%	65	79	+22%
Conwy	137	142	+4%	34	49	+44%
Denbighshire	121	133	+10%	53	61	+15%
Anglesey	70	92	+31%	19	26	+37%
<b>All Areas</b>	<b>898</b>	<b>886</b>	<b>-1%</b>	<b>340</b>	<b>361</b>	<b>+6%</b>

	% of primary fires that are deliberate	% of primary fires that are deliberate	Change in % points
	2005-06	2006-07	
N. Gwynedd	34%	34%	0
S. Gwynedd	28%	16%	-12
Wrexham	55%	55%	0
Flintshire	34%	41%	+7
Conwy	25%	35%	+10
Denbighshire	44%	46%	+2
Anglesey	27%	28%	+1
<b>All Areas</b>	<b>38%</b>	<b>41%</b>	<b>+3</b>

	Accidental fires in dwellings		
	2005-06	2006-07	Change
Flintshire	47	29	-38%
N. Gwynedd	32	24	-25%
S. Gwynedd	12	10	-17%
Conwy	46	39	-15%
Denbighshire	32	28	-13%
Wrexham	37	41	+10%
Anglesey	23	32	+39%

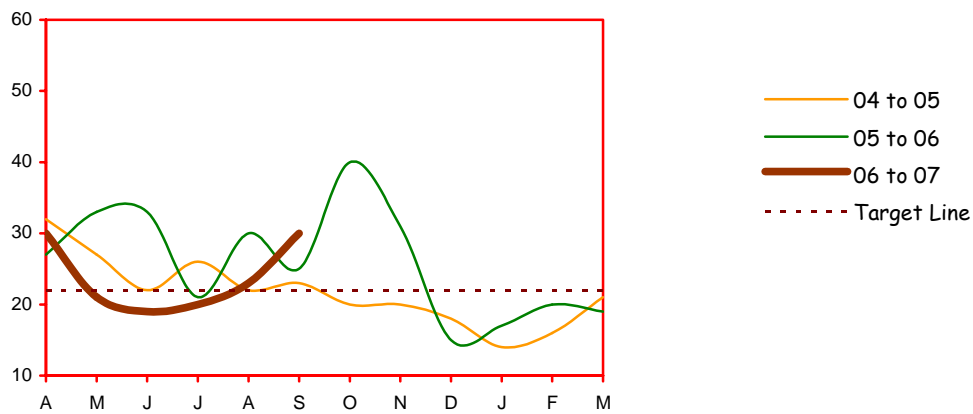
## FIRES STARTED DELIBERATELY YEAR-ON-YEAR COMPARISONS

### Deliberate primary fires in vehicles



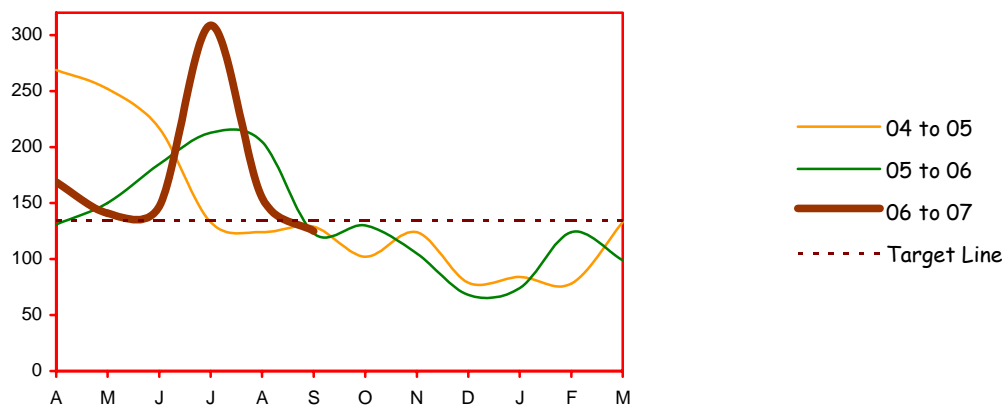
$\uparrow \text{Target} = (4 \times 28) + (8 \times 28) = 340$

### Deliberate primary fires other than those in vehicles



$\uparrow \text{Target} = 12 \times 22 = 264$

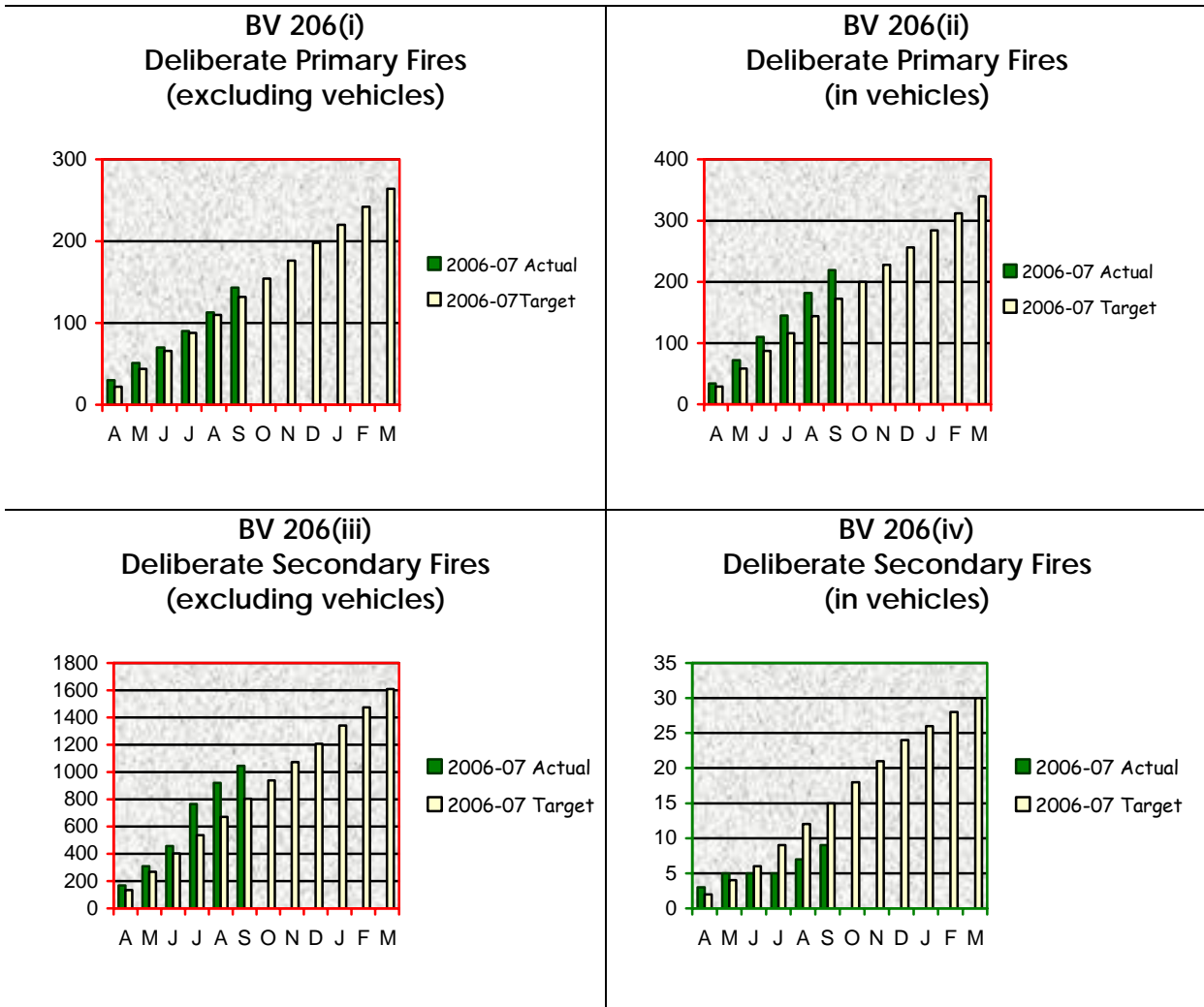
### Deliberate secondary fires other than those in vehicles



$\uparrow \text{Target} = 12 \times 134 = 1608$

## FIRES STARTED DELIBERATELY

### IN-YEAR ANALYSES



- This year's targets for reducing the number of deliberate fires are not being met in three out of four categories
- Overall, the Service attended 50 more deliberate fires in the first six months of this year than in the same six months last year
- The number of deliberate primary fires in vehicles is higher than last year, over target and shows no sign of improvement
- Excluding any in vehicles, 29% (41/143) of all deliberate primary fires were started in dwellings. This has risen from 24% (40/169) in the same period last year
- Excluding any in vehicles, deliberate secondary fires in July were 130% over target



## DEATHS, INJURIES AND ESCAPES

### FOR REFERENCE

<b>NUMBERS:</b>		[YTD = Year to date]				
[All are provisional.]						
BVPI		Q1	Q2	Q3	Q4	YTD
BV143(i)	Deaths from accidental fires in dwellings	2	4			6
BV143(ii)	Injuries from accidental fires in dwellings	7	11			18
BV208	The percentage of people who escaped unharmed from accidental fires in dwellings without fire and rescue service assistance at the fire	87%	86%			87%

<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	↓%	↑%			↓%

\*\* Injuries are calculated differently after 01/04/2005

<b>ON OR OFF TARGET:</b>		
☺ = on target ☹ = off target		
BVPI		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)

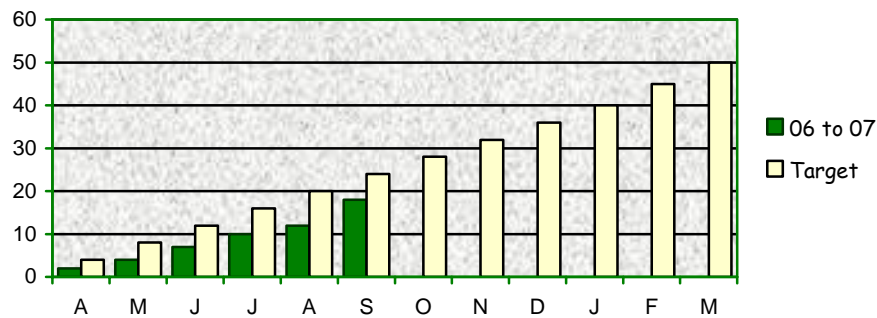
#### Deaths from Accidental Fires in Dwellings

- Despite the reduction in the number of accidental fires in dwellings this year, six people nevertheless lost their lives in five separate fires between April and September 2006. The victims were three women and one man – all aged over 60, and two boys aged under 5.

#### BVPI 143(ii)

#### Injuries from Accidental Fires in Dwellings

Monthly average - 3



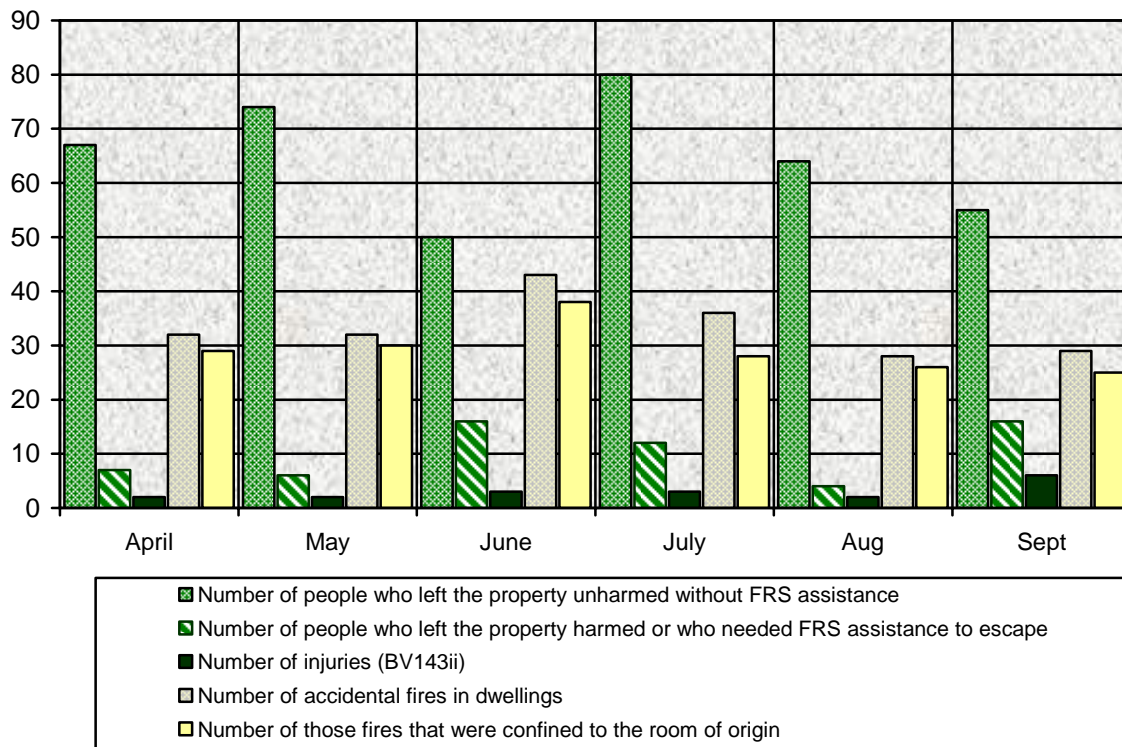
- Between April and September 2006, 18 people sustained an injury in an accidental fire in a dwelling. This is well within this year's target, and 30% lower than at the same point last year. Whereas in the first half of 2005-06 the ratio of injuries was 1 injury per 9 accidental dwelling fires, this has now fallen to 1 injury per 11 accidental fires in dwellings.

## DEATHS, INJURIES AND ESCAPES FROM FIRES

BVPI 208

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

YTD – 87%



This indicator is designed to show how well prepared members of the public are to escape safely in the event of a fire in their home. The higher the percentage of people who can do so without having to rely on fire crews to assist them, the better.

The majority of people at accidental fires in dwellings are neither injured nor physically harmed by the fire. In the first six months of this year, of the 451 people involved in such fires, 61 failed to get out unharmed and/or without help from a fire crew.

In terms of actual injuries, there was one in Gwynedd, three in Flintshire, four in Conwy, four in Wrexham, three in Anglesey and two in Denbighshire.

Across the whole area, for every 3 accidental fires in dwellings, 1 person was in some way harmed or needed to be helped by fire crews to escape. In North Gwynedd this ratio fell to 1 person in every 7 fires, and in Flintshire this rose to 1 person in every 2 fires.

**NOTES:**

BVPI 143ii (injuries) excludes precautionary checks, but BVPI 208 includes precautionary checks.

**Houses in Multiple Occupancy (HMOs)**

Only those people in the 'dwelling' where the fire started are included (e.g. in a separate flat).

## FALSE ALARMS

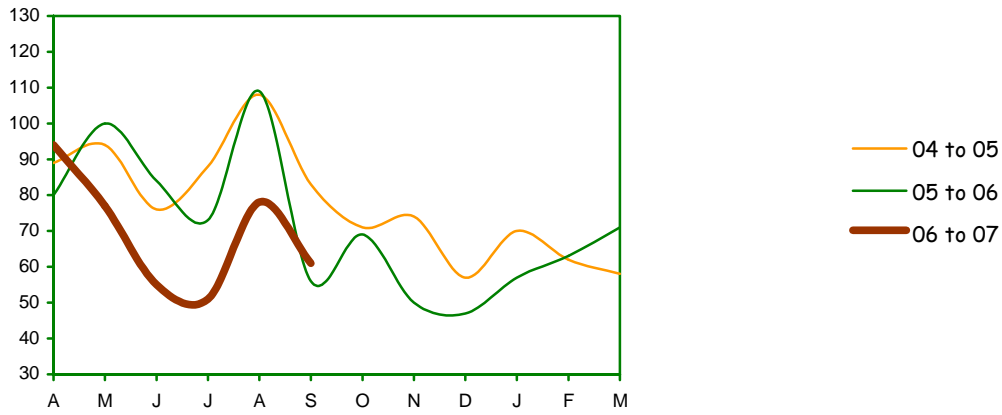
FOR REFERENCE						
NUMBERS:						
[YTD = Year to date]						
BVPI		Q1	Q2	Q3	Q4	YTD
BV146i	Malicious false alarms not attended	187	153			340
BV146ii	Malicious false alarms attended	39	37			76
LI 149	False alarms from AFA's in all property types	647	898			1545
BV149i	False Alarms from AFAs in non-domestic properties	440	656			1096
BV149ii	Non-domestic properties that had more than 1 attendance due to false alarms from AFAs	84	112			196
BV149iii	The percentage of calls to properties with more than one attendance to a false alarm from an AFA in the reporting year	60%	83%			74%
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	Non-domestic properties that had more than 1 attendance due to false alarms from AFAs	↓	↓			↓
BV149iii	The percentage of calls to properties with more than one attendance to a false alarm from an AFA in the reporting year	↓	↓			↓
ON OR OFF TARGET:						
☺ = on target ☹ = off target						
BVPI						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	Non-domestic properties that had more than 1 attendance due to false alarms from AFAs					☹
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

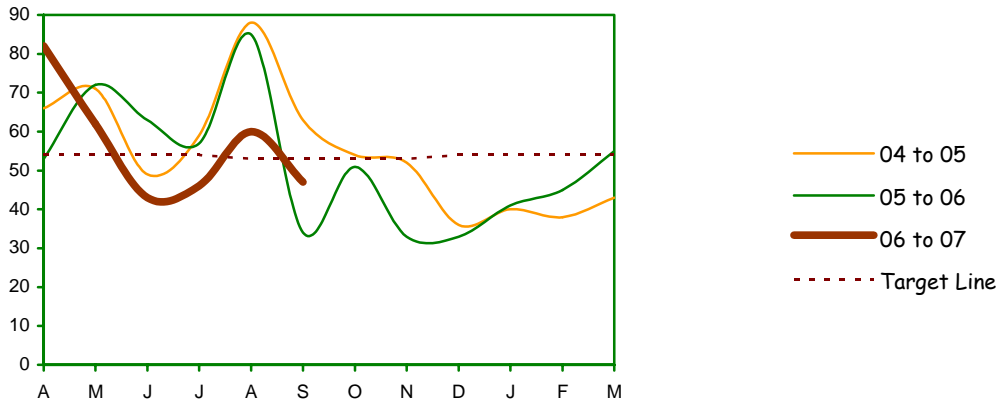
## FALSE ALARMS

### YEAR-ON-YEAR COMPARISONS

**All Malicious False Alarms Received by Control**

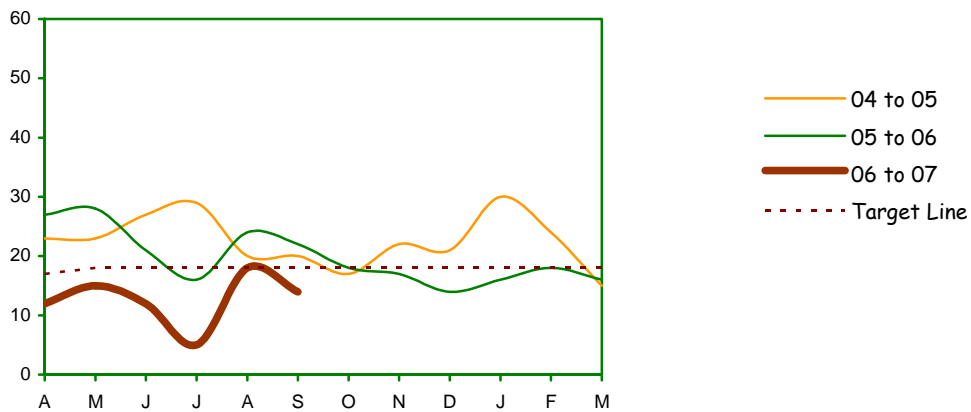


**Malicious False Alarms Not Attended**



$\uparrow \text{Target} = (8 \times 54) + (4 \times 53) = 644$

**Malicious False Alarms Attended**



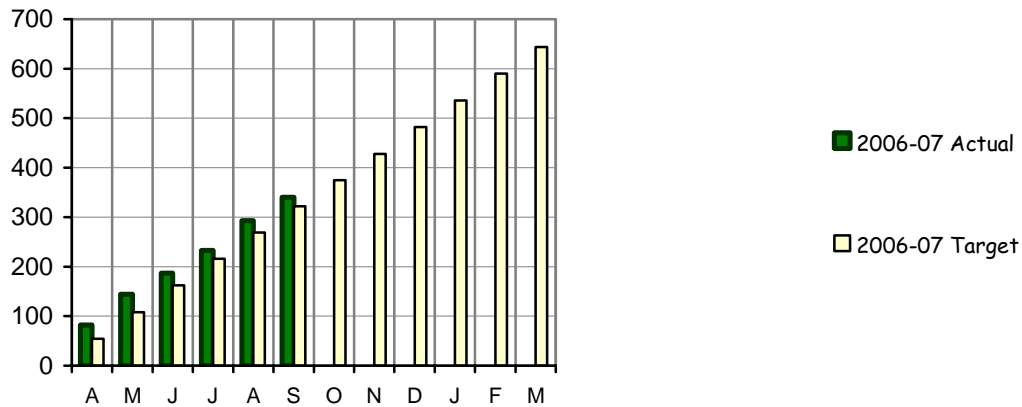
$\uparrow \text{Target} = (1 \times 17) + (11 \times 18) = 215$

## IN-YEAR ANALYSES

**BVPI 146i**

**Malicious False Alarms NOT Attended**

**Monthly average – 57**

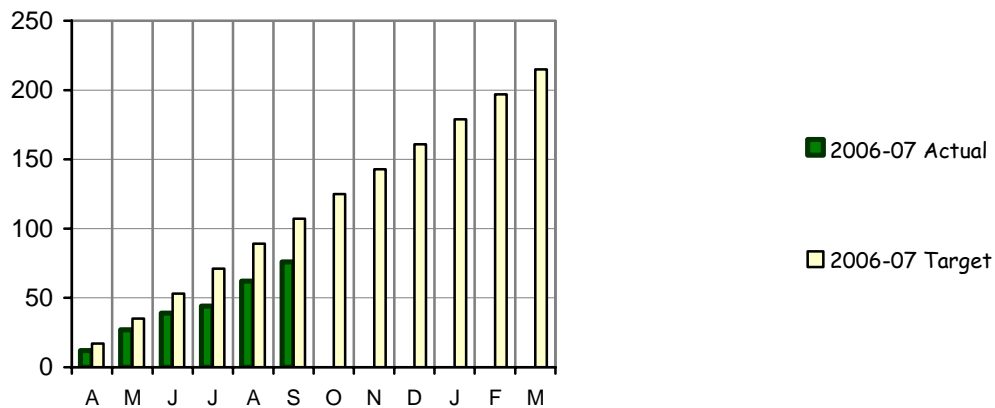


- The number of malicious false alarms received by Control in the first six months of this year was 17% lower than last year
- 340 (82%) of the 416 malicious false alarms that were received were successfully identified as malicious, and did not result in an attendance being made
- 45% fewer malicious false alarms were attended in the first half of this year than in the first half of last year

**BVPI 146ii**

**Malicious False Alarms Attended**

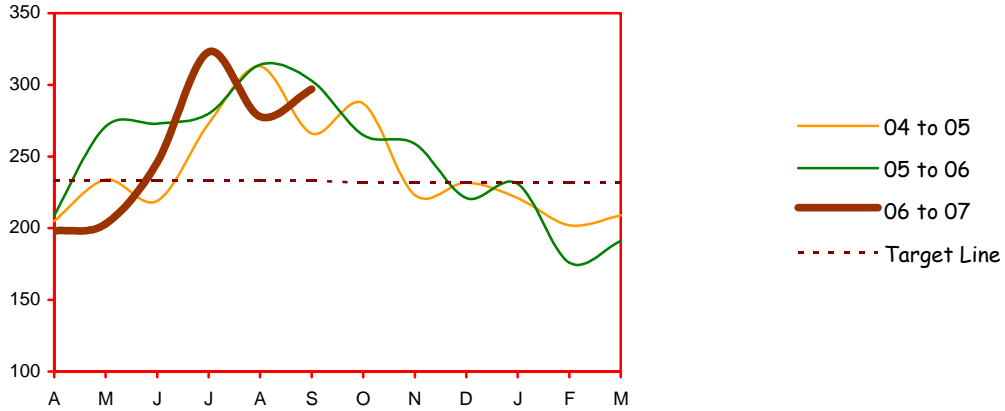
**Monthly average – 13**



# FALSE ALARMS FROM AUTOMATIC FIRE DETECTION APPARATUS (AFA)

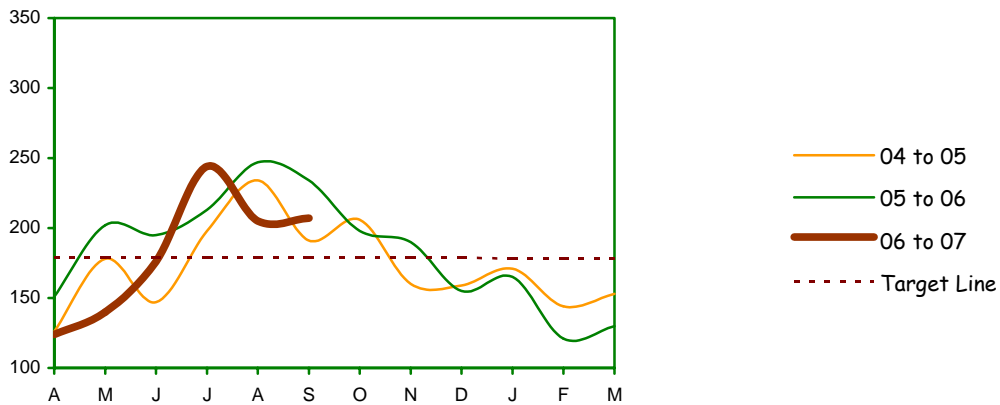
## YEAR-ON-YEAR COMPARISONS

### False Alarms from AFAs in all Property Types



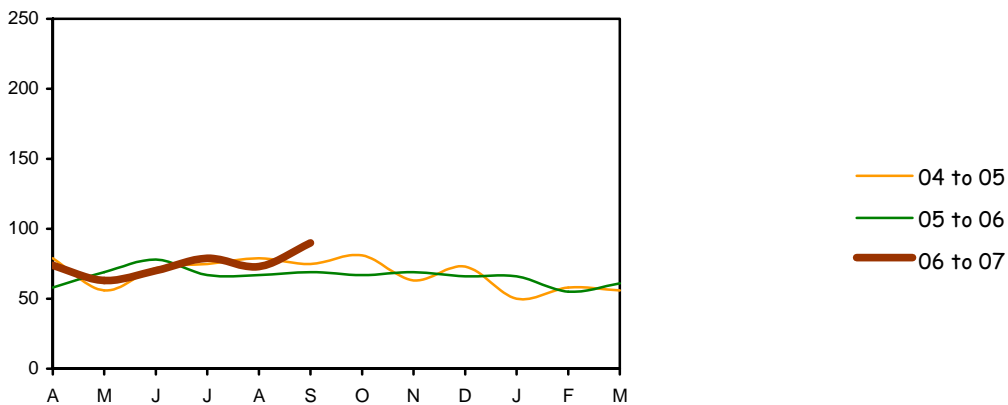
Target = (6 X 233) + (6 X 232) = 2790

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



Target = (9 X 179) + (3 X 178) = 2145

### False Alarms from AFAs in Domestic Properties



## IN-YEAR ANALYSES

Every day, on average, the Service attended more than eight false alarms from automatic fire alarms (AFAs) in North Wales during the first half of 2006-07.

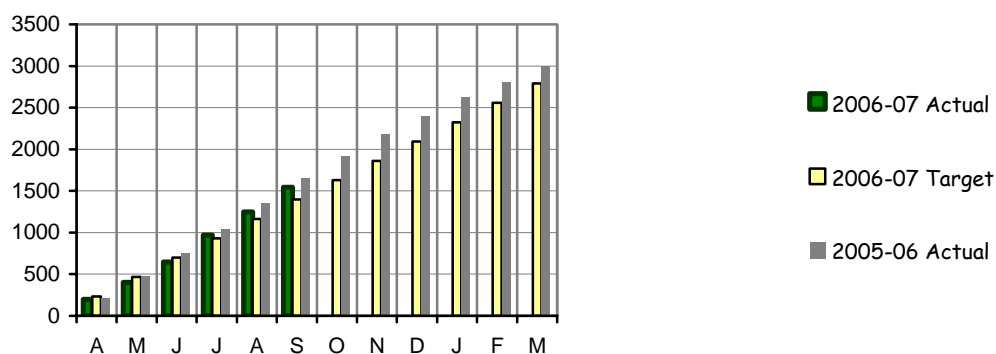
70% came from non-domestic properties.

In the same period in 2005-06, the Service attended, on average, nine AFA false alarms every day, with 65% coming from non-domestic properties.

**LPI\* linked to BV149**

**False Alarms from AFAs in all premises**

**Monthly average –  
258**

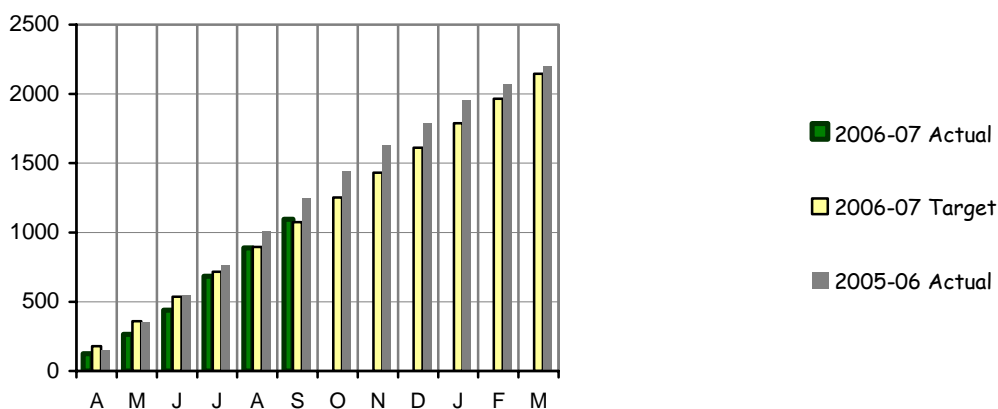


- Crews attended 1,545 false alarms from automatic fire alarms in the first six months of this year – 6% fewer than last year, but still 10% over target

**BVPI 149i**

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

**Monthly average  
- 183**



- Following a promising first quarter, the number of AFA false alarms from non-domestic properties rose by almost 50% in the second quarter of this year
- Nevertheless, the number of AFA false alarms is still 11.7% lower than at the same point last year

\* LPI = Local Performance Indicator



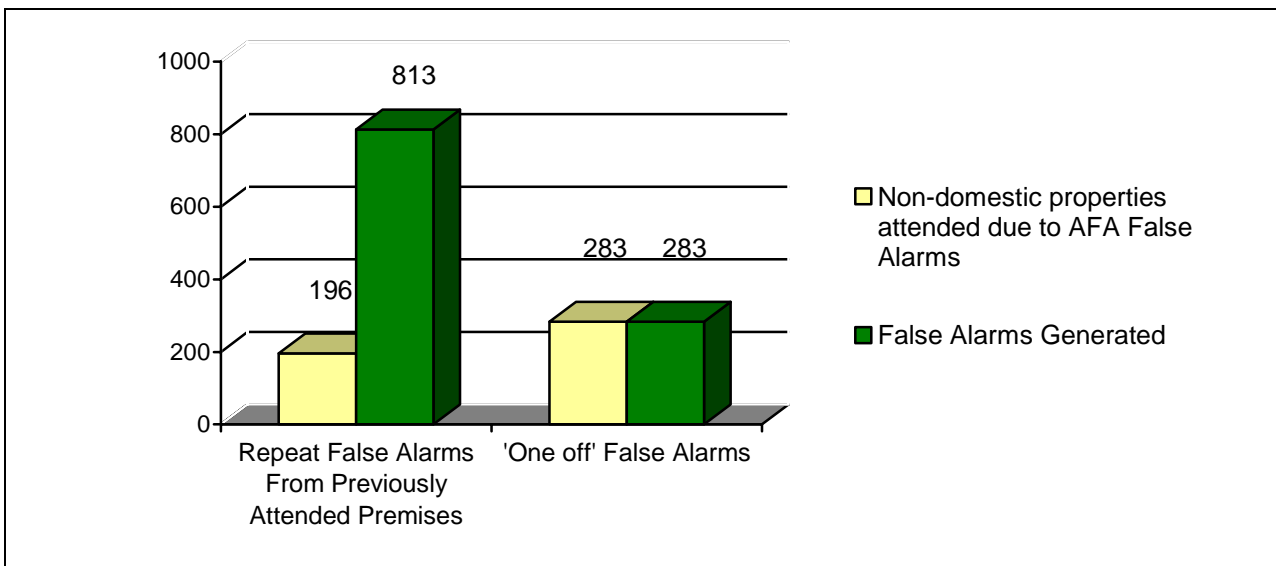
## REPEAT FALSE ALARMS

<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 this year, 196 premises were visited more than once in response to a false alarm from their AFA. A further 283 premises were visited just once

<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 – 74%</b>
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- The 196 premises that were re-visited were responsible for causing 813 false alarms – each producing an average of more than four false alarms in six months
- In the first 6 months of this year, the Service went to 479 different premises to attend to 1096 false alarms
- In the same period last year, crews went to 473 different premises to attend to 1242 false alarms



## SMOKE ALARMS

FOR REFERENCE						
<b>NUMBERS:</b> <span style="float: right;">[YTD = Year to date]</span>						
BVPI		Q1	Q2	Q3	Q4	YTD
BV209i	The percentage of fires in dwellings where a smoke alarm had activated	50%	46%			49%
BV209ii	The percentage of fires in dwellings where a smoke alarm was fitted, but did not activate	16%	10%			13%
BV209iii	The percentage of fires in dwellings where no smoke alarm was fitted	33%	37%			35%
<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	↓	→			↓
<b>ON OR OFF TARGET:</b>						
😊 = on target ☹ = off target						
BVPI						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					😊

## SMOKE ALARMS IN-YEAR ANALYSES

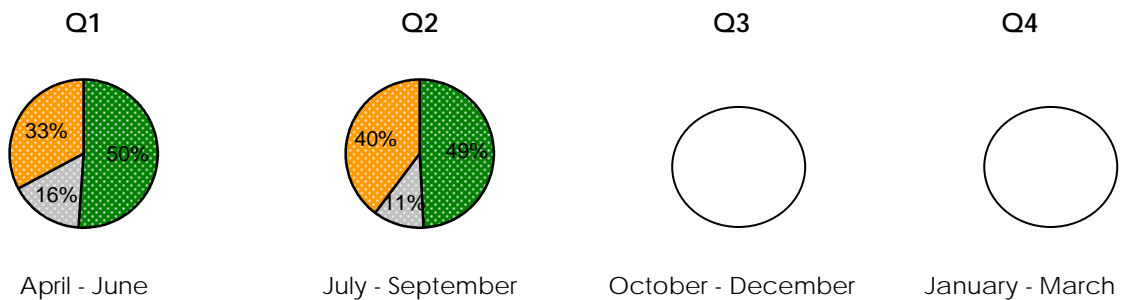
**BVPI 209**

**The percentage of fires in dwellings\* where...**

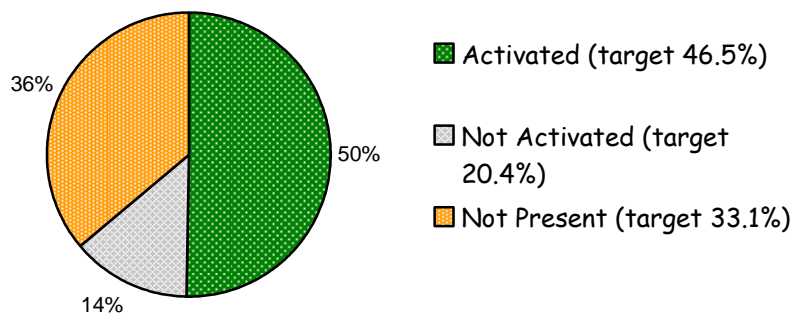
- (i)... a smoke alarm had activated**
- (ii)... a smoke alarm was fitted, but did not activate**
- (iii)... no smoke alarm was fitted**

- Despite having attended 28 fewer dwelling fires in the first half of this year, 50% of them had a working smoke detector that activated, compared to 42% last year
- During April – September last year, 20% of dwelling fires attended were in homes where the smoke alarm had not activated. This year, this fell to 14%.
- There was no smoke alarm fitted in 37% of the dwelling fires attended in the first half of last year. This fell to 36% in the same period this year.

	(i) smoke alarm activated	(ii) smoke alarm not activated	(iii) no smoke alarm	Total	Total dwelling fires (incl. those with heat/fire systems)
Q1	64	20	41	125	126
Q2	53	12	43	108	115
Q3					
Q4					
YTD	117	32	84	233	241



### Year To Date



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

## SICKNESS ABSENCE AND INVOICE PAYMENT

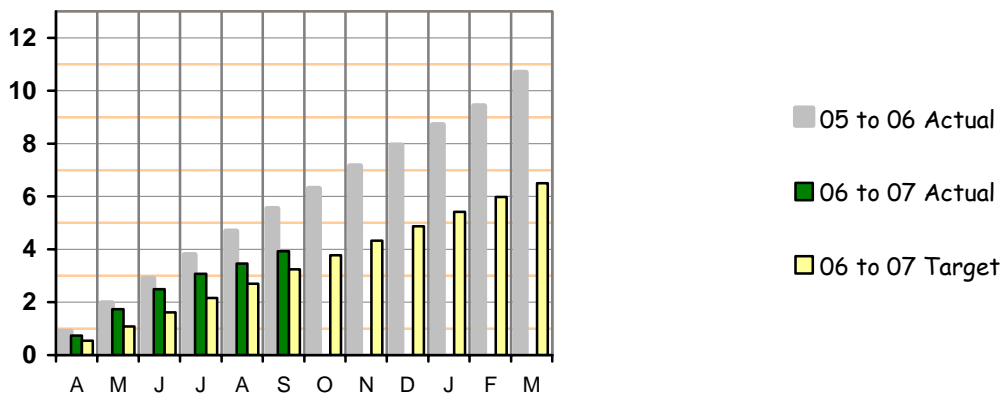
FOR REFERENCE						
<b>NUMBERS:</b> <span style="float: right;">[YTD = Year to date]</span>						
BVPI		Q1	Q2	Q3	Q4	YTD
BV12i	Average number of working days/shifts lost to sickness absence per person by wholetime uniformed staff, including Control staff	2.49	1.43			3.93
BV12i i	Average number of working days/shifts lost to sickness absence per person by all staff (excluding those on the retained duty system)	2.48	1.69			4.17
BV8	The percentage of undisputed invoices for commercial goods and services that were paid in under 30 days	74%	82%			77%
<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
BV12i	Average number of working days/shifts lost to sickness absence per person by wholetime uniformed staff, including Control staff	↓	↓			↓
BV12i i	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	↓	↓			↓
<b>ON OR OFF TARGET:</b>						
☺ = on target ☹ = off target						
BVPI						YTD
BV12i	Average number of working days/shifts lost to sickness absence per person by wholetime uniformed staff, including Control staff					☹
BV12i i	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

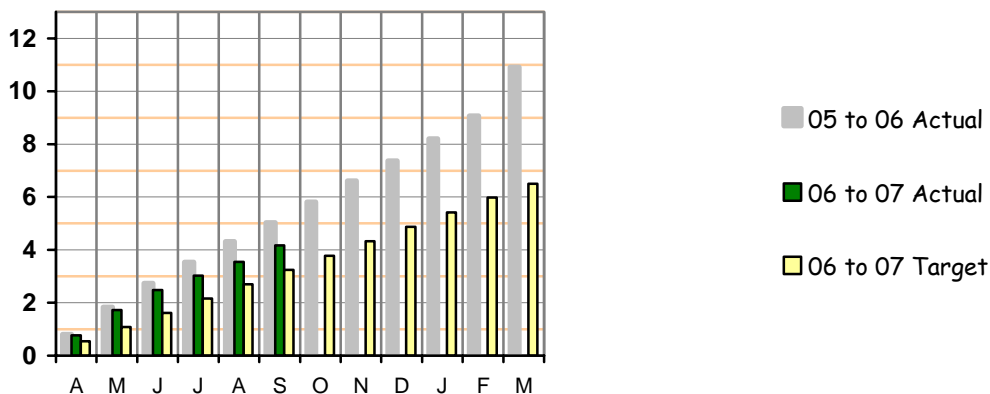
**BVPI 12i**      **Working days/shifts lost to sickness absence by wholetime uniformed staff, including Control staff**      **Monthly cumulative average 0.66**  
**YTD 3.93**

- Staff on the day crewing duty system lost the most programmed work shifts because of sickness absence in the first six months (5.5 per person), compared to staff on the flexible duty system who lost the least (0.8 per person)
- When averaged out, sickness absence accounted for 3.93 shifts/days lost per wholetime and control employee, compared to 5.55 shifts/days in the same 6 months of last year.

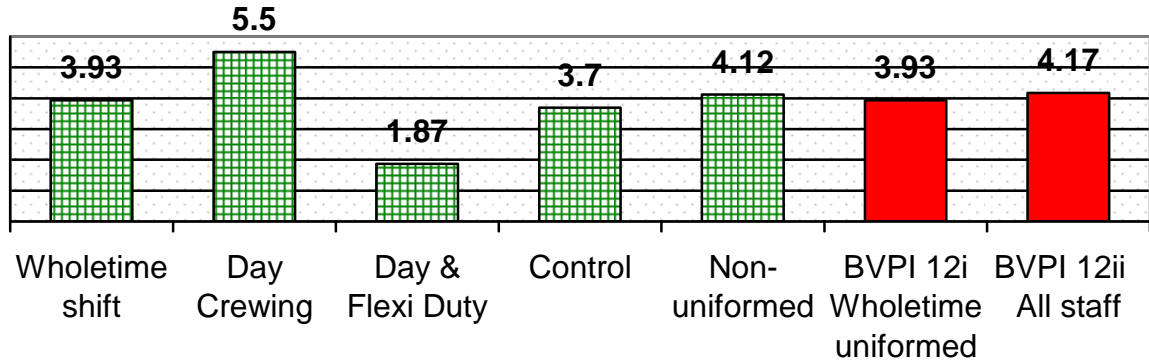


**BVPI 12ii**      **Working days/shifts lost to sickness absence by all staff (excluding those on the Retained Duty System)**      **Monthly cumulative Average 0.70**  
**YTD 4.17**

- Sickness absence amongst support staff was higher per person than amongst the remainder of the workforce in the first six months of this year, bringing the total for all staff up to 4.17. This compares well with the 5.05 days/shifts that were lost in the same period last year.



**Average number of days/shifts lost per person in the first six months of 2006-07**



	Average number of staff in category	Working days/shifts lost to:		Total
		Short Term Sickness Absence	Long Term Sickness Absence	
Wholetime Shift	128	210	293	503
Day Crewing	82	118	353	471
Day & Flexi Duty	82	82	98	180
Control	23	49	35	84
Non-uniformed	109	152	383	535
<b>All Staff</b>	<b>424</b>	<b>611</b>	<b>1162</b>	<b>1773</b>

## PAYMENT OF INVOICES

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

**YTD percentage –  
77%**

- During the first six months of this year, 4,694 invoices were received, of which 71 were non-commercial, and 66 were disputed. Of the remaining 4,557, 3513 (77%) were paid in under 30 days.

