

Policy, Performance and Communications

**PERFORMANCE REVIEW
AGAINST
STATUTORY PERFORMANCE
INDICATORS**

Quarter 3 2007/2008

South Wales
Fire and Rescue Service



Gwasanaeth Tân ac Achub
De Cymru

Raising Awareness - Reducing Risk

Introduction

To support the performance management system within SWFRS, quarterly reports are produced which detail our progress in achieving the targets we have set ourselves against new Wales Programme for Improvement Statutory Strategic and Core performance indicators.

The Welsh Assembly Government (WAG) requires FRSs to collect the relevant data from 1 April 2007, however it should be noted that these indicators are currently undergoing consultation.

The stated performance and targets should be considered provisional pending consultation and clarification from the WAG on known anomalies in the definitions.

Targets have been set taking into account the 5-year trend of performance where appropriate. This can result in an inferior target than the previous year's performance where that year may have been exceptional.

This report details our performance to quarter 3 of 2007/08, our projected end of year performance based on performance to date and actions we are undertaking to ensure the targets are achieved.

Performance Against Targets

Each individual performance indicator is considered. The actual performance against targets has been highlighted in accordance with the following key:

	Target achieved or surpassed
	Target not achieved but performance same as or improved over previous year
	Target not achieved and performance declined over previous year

Operational data was extracted from OWLe (SWFRS performance indicator management system) on Monday 28 January 2008. At this point there were still FDR1s outstanding, which will potentially impact on:

FRS/RRC/S/001
FRS/RRC/C/001

FRS/RRC/S/002
FRS/RRC/C/004

FRS/RRC/S/003
FRS/RRC/C/005

Risk Reduction Directorate

Strategic Indicators

Indicator Ref	Description	2006/7 Actual	2007/8 Target	Apr-Dec 2007 Actual	End of FY Year Projection
FRS/RRC/S/001(i)	Total number of all fires attended per 10,000 pop.	104.67	93.29	80.89	107.85
FRS/RRC/S/001(ii)	Total number of all primary fires attended per 10,000 pop.	31.20	30.16	21.19	28.25
FRS/RRC/S/001(iii)	Total number of all accidental fires in dwellings attended per 10,000 pop.	13.86	13.01	9.9	13.20
FRS/RRC/S/001(iv)	Total number of all deliberate fires attended per 10,000 pop.	88.49	77.64	68.94	91.92
FRS/RRC/S/002(i)	Total number of fire deaths per 100,000 pop.	0.28	0.35	0.42	0.56
FRS/RRC/S/002(ii)	Total number of accidental fire deaths per 100,000 pop.	0.14	0.21	0.42	0.56
FRS/RRC/S/002(iii)	Total number of deliberate fire deaths per 100,000 pop.	0.07	0.07	0.00	0.00
FRS/RRC/S/002(iv)	Total number of fire injuries per 100,000 pop.	16.59	16.21	11.54	15.39
FRS/RRC/S/002(v)	Total number of accidental fire injuries excluding precautionary checks per 100,000 pop.	4.31	4.51	3.71	4.94
FRS/RRC/S/002(vi)	Total number of deliberate fire injuries excluding precautionary checks per 100,000 pop.	1.91	1.96	1.47	1.96
FRS/RRC/S/003	The total number of fires in non-domestic premises per 1,000 non-domestic properties	12.44	12.29	10.6	13.41
FRS/RRC/S/004(i)	% of homes within the above average risk category (as determined by FSEC) that have received a community safety initiative within the reporting year	N/A	N/A	N/A	N/A
FRS/RRC/S/004(ii)	The total number of fires in homes where a community safety initiative has been delivered within the previous and present reporting year.	N/A	N/A	N/A	N/A

Core Indicators

Indicator Ref	Description	2006/7 Actual	2007/8 Target	Apr-Dec 2007 Actual	End of FY Year Projection
FRS/RRC/C/001(i)	Deaths caused by fires started accidentally in dwellings per 100,000 population;	0.07	0.14	0.35	0.47
FRS/RRC/C/001(ii)	Deaths caused by fires started deliberately in dwellings per 100,000 population;	0.00	0.00	0.00	0.00

FRS/RRC/ C/001(iii)	Deaths caused by fires started accidentally in premises other than dwellings per 100,000 population;	0.00	0.00	0.00	0.00
FRS/RRC/ C/001(iv)	Deaths caused by fires started deliberately in premises other than dwellings per 100,000 population;	0.00	0.00	0.00	0.00
FRS/RRC/ C/001(v)	Injuries (excluding precautionary checks) arising from fires started accidentally in dwellings per 100,000 population;	3.25	3.37	3.36	4.48
FRS/RRC/ C/001(vi)	Injuries (excluding precautionary checks) arising from fires started deliberately in dwellings per 100,000 population;	1.34	1.23	0.98	1.31
FRS/RRC/ C/001(vii)	Injuries (excluding precautionary checks) arising from fires started accidentally in premises other than dwellings per 100,000 population;	0.28	0.35	0.14	0.19
FRS/RRC/ C/001(viii)	Injuries (excluding precautionary checks) arising from fires started deliberately in premises other than dwellings per 100,000 population.	0.00	0.07	0.28	0.37
FRS/RRC/ C/004(i)	Number of deliberate primary fires per 10,000 population;	18.18	18.10	11.39	15.19
FRS/RRC/ C/004(ii)	Number of deliberate secondary fires per 10,000 population;	70.33	69.67	57.53	76.71
FRS/RRC/ C/005(i)	The % of fires attended in dwellings affected by fire where a smoke alarm had activated;	42.35%	43.00%	45.19%	45.75%
FRS/RRC/ C/005(ii)	The % of fires attended in dwellings affected by fire where a smoke alarm was fitted but did not activate when it was expected to	9.44%	9.12%	9.35%	9.5%
FRS/RRC/ C/005(iii)	The % of fires attended in dwellings affected by fire where no smoke alarm was fitted.	48.03%	47.56%	44.93%	44.75%

Intervention Directorate

Strategic Indicators

Indicator Ref	Description	2006/7 Actual	2007/8 Target	Apr-Dec 2007 Actual	End of FY Year Projection
FRS/EFR/ S/001	Percentage of fires in dwellings, within the 10 minute service standard as identified by each FRA, that were attended within 10 minutes. Time taken from [time of mobilization] first alert of an appliance to the time in attendance of an appliance.	N/A	N/A	N/A	N/A
FRS/EFR/ S/002	Percentage of fires in dwellings, identified by the Fire Service Emergency Cover (FSEC) model as being in a risk category (casualty rate) greater than 6, that were attended within 5 minutes.	N/A	N/A	N/A	N/A

Core Indicators

Indicator Ref	Description	2006/7 Actual	2007/8 Target	Apr-Dec 2007 Actual	End of FY Year Projection
FRS/RRC/C/002(i)	The total number of malicious false alarms received by the Authority per 1,000 population	2.12	1.98	1.56	2.08
FRS/RRC/C/002(ii)	The % of all malicious false alarms received that were not attended	66%	66%	69.24%	65.25%
FRS/RRC/C/002(iii)	The % of all malicious false alarms received that were attended.	34%	34%	30.76%	34.75%

Operational Planning, Development and Support Directorate

Core Indicators

Indicator Ref	Description	2006/7 Actual	2007/8 Target	Apr-Dec 2007 Actual	End of FY Year Projection
FRS/RRC/C/003	Total false alarms caused by automatic fire detection per 1,000 non-domestic properties.	118.88	118.14	84.44	113.25

Human Resources and Training Directorate

Core Indicators

Indicator Ref	Description	2006/7 Actual	2007/8 Target	Apr-Dec 2007 Actual	End of FY Year Projection
FRS/CHR/C/001(i)	The percentage of uniformed staff working wholtime and RDS who categorise themselves as having a disability	0.32%	0.40%	0.32%	0.26%
FRS/CHR/C/001(ii)	The percentage of control and non-uniformed staff who categorise themselves as having a disability	2.33%	2.90%	2.32%	2.32%
FRS/CHR/C/001(iii)	The percentage of people who categorise themselves as having a disability in the Authority area.	N/A	N/A	N/A	N/A
FRS/CHR/C/002(i)	The percentage of staff who belong to a minority ethnic group	N/A	1.2%	0.84%	0.95%
FRS/CHR/C/002(ii)	The percentage of people from minority ethnic groups who are "economically active" in the Authority area.	N/A	N/A	N/A	N/A
FRS/CHR/C/003	The percentage of firefighters who are women	1.23%	1.8%	1.54%	1.8%
FRS/CHR/C/004(i)	The number of working days/shifts lost to sickness absence per full time equivalent employee by all staff	7.75	8.00	5.57	7.43
FRS/CHR/C/004(ii)	The number of working days/shifts lost to sickness absence per full time equivalent employee by wholtime uniformed staff	7.11	7.20	5.49	7.31

FRS/CHR/C/004(iii)	The number of working days/shifts lost to sickness absence per full time equivalent employee by control staff	12.43	10.36	7.21	9.61
FRS/CHR/C/005(i)	Total no of ill health retirements as a % of the total workforce	N/A	Not set	0.41%	N/A
FRS/CHR/C/005(ii)	Total no of wholetime uniformed personnel ill health retirements as a % of the total wholetime uniformed workforce	0.80%	0.60%	0.21%	0.60%
FRS/CHR/C/005(iii)	Total no of RDS personnel ill health retirements as a % of the total RDS workforce	N/A	Not set	0.49%	N/A
FRS/CHR/C/005(iv)	Total no of control personnel ill health retirements as a % of the total control workforce	N/A	Not set	1.79%	1.85%
FRS/CHR/C/005(v)	Total number of non-uniformed personnel ill health retirements as a % of the total non-uniformed workforce	N/A	Not set	0.66%	0.39%

Finance and Asset Management Directorate

Core Indicators

Indicator Ref	Description	2006/7 Actual	2007/8 Target	Apr-Dec 2007 Actual	End of FY Year Projection
FRS/CFH/C/001	The percentage of undisputed invoices which were paid in 30 days	91%	100%	96.24%	97%

Summary of Performance Indicator Performance

The performance against the 'traffic light system' is summarised below:

Code	Description	Number of Indicators
N/A	Information not available or target not set	10
	Target achieved or surpassed	16
	Target not achieved but performance same as or improved over previous year	4
	Target not achieved and performance declined over previous year	17

Performance Management Unit
FRSHQ
X2348