

Policy, Performance and Communications

**PERFORMANCE REVIEW
AGAINST
STATUTORY PERFORMANCE
INDICATORS**

End of year 2007/08

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 best value performance indicators as detailed within the Improvement Plan 2007/08.

This report details our performance for the full year 2007/08. From 1st April 2007/08 we have reported against the new national strategic and core indicators as defined under the Wales Programme for Improvement Guidance for the Fire and Rescue Service in Wales.

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	13
	Target not achieved but performance same as or improved over previous year	9
	Target not achieved and performance declined over previous year	15
N/A	Information not available or target not set	13
Total Number of Strategic & Core Indicators		50

All of the figures within this report will be audited and included within our Improvement Plan for 2008/2009.

The report also proposes the targets for 2008/09.

The Corporate Objectives are also included with this report for further information.

Risk Reduction Directorate

Strategic Indicators

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/RRC/S/001(i)	Total number of all fires attended per 10,000 population	93.29	99.39		90.00
FRS/RRC/S/001(ii)	Total number of all primary fires attended per 10,000 population	30.16	27.47		24.95
FRS/RRC/S/001(iii)	Total number of fires attended which were started accidentally in dwellings per 10,000 dwellings	13.01	13.51		13.47
FRS/RRC/S/001(iv)	Total number of fires attended which were started deliberately per 10,000 population	77.64	84.16		70.00

Comments on Performance:

- April 2007 saw a dramatic increase to a total of 3285 incidents in April alone. This was due to a notable period of dry weather that coincided with school holidays. The same period in 2006 saw a figure of only 2060 calls.
- Grass arson initiatives in the RCT area yielded benefits later in the year and most notably in August and September when compared to previous years.

Next Years Performance:

- We will ensure that arson reduction teams and youth diversion activities are mainstream activities in the community safety function. The Fire Crime Unit is due to grow and become more intelligence led rather than reactive to perceived needs.

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/RRC/S/002(i)	Deaths caused by fires per 100,000 population	0.35	0.84		0.42
FRS/RRC/S/002(ii)	Deaths caused by fires which were started accidentally per 100,000 population	0.21	0.63		0.21
FRS/RRC/S/002(iii)	Deaths caused by fires which were started deliberately per 100,000 population	0.07	0.21		0.21
FRS/RRC/S/002(iv)	Injuries (exc precautionary checks) arising from fires per 100,000 population	16.21	7.94		7.28
FRS/RRC/S/002(v)	Injuries (exc precautionary checks) arising from fires which were started accidentally per 100,000 population	4.51	6.05		5
FRS/RRC/S/002(vi)	Total number of deliberate fire injuries excluding precautionary checks per 100,000 pop.	1.96	1.90		1.77

Comments on Performance:

- 2006/07 realised a notable achievement in the reduction of deaths and injuries. A number of fire deaths were experienced in December 2007. However, injuries continue on a downward trend. Overall, based on previous years, deaths and injuries continue on a notable downward trend.

Next Years Performance:

- We are committed to a reduction in the numbers of incidents of preventable deaths and injuries from fire and road incidents. Successful targeting of vulnerable groups will reduce the intervention demand on the service and reduce these numbers.
- We will target our most at risk groups with an £80,000 fire call project to generate home fire safety checks and increase smoke alarm ownership. Data sharing protocols are being established and engagement with voluntary sector to increase awareness and smoke alarm ownership.

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/RRC/S/003	The total number of fires in non-domestic premises per 1,000 non domestic premises	12.29	12.54		11.94

Comments on Performance:

- Business arson vulnerability assessments continue to be discharged by the Intervention Directorate and the risk based audit programme conducted by the Fire Safety function (some 7000 audits per year).

Next Years Performance:

- Continued emphasis on business arson vulnerability assessments. The Welsh Assembly Government supported the arson reduction team within the Risk Reduction Directorate. The Fire Crime Unit (SWFRS) refocused on intelligence led arson reduction initiatives.

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/RRC/S/004(i)	The number of homes that are within the above average risk category and the well above average risk category (as determined by FSEC) that have received, within the reporting year, a home fire safety risk assessment and are within the five minute service standard	N/A	515	N/A	6000
FRS/RRC/S/004(ii)	The number of homes that are within the above average risk category and the well above average risk category (as determined by FSEC) that have received, within the reporting year, a home fire safety risk assessment and are within the ten minute service standard	N/A	621	N/A	9000
FRS/RRC/S/004 (iii)	The number of homes that are within the above average risk category (as determined by FSEC) that have received, within the reporting year, a home fire safety risk assessment and are outside the ten minute service standard	N/A	85	N/A	3800
FRS/RRC/S/004 (iv)	The total number of fires in homes in which a home fire safety risk assessment and/or associated risk reduction activity had taken place	N/A	18	N/A	16

	within two years before the fire				
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Comments on Performance:

- This was a new indicator which was not monitored previously, hence we have no past information to compare our performance with and hence no target was for 2007/08 was set.

Next Years Performance:

- Each year we aim to complete in excess of 15,000 home fire safety checks. We aim to ensure that these home fire safety checks will take place in the above average risk category and the well above average risk category as these are identified as our high risk areas.

Core Indicators

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/RRC/C/001(i)	Deaths caused by fires started accidentally in dwellings per 100,000 population	0.14	0.42		0.07
FRS/RRC/C/001(ii)	Deaths caused by fires started deliberately in dwellings per 100,000 population	0	0.21		0.14
FRS/RRC/C/001(iii)	Deaths caused by fires started accidentally in premises other than dwellings per 100,000 population	0	0		0
FRS/RRC/C/001(iv)	Deaths caused by fires started deliberately in premises other than dwellings per 100,000 population	0	0		0
FRS/RRC/C/001(v)	Injuries (excluding precautionary checks) arising from fires started accidentally in dwellings per 100,000 population	3.37	4.71		3.5
FRS/RRC/C/001(vi)	Injuries (excluding precautionary checks) arising from fires started deliberately in dwellings per 100,000 population	1.23	1.34		1.17
FRS/RRC/C/001(vii)	Injuries (excluding precautionary checks) arising from fires started accidentally in premises other than dwellings per 100,000 population	0.35	0.42		0.35
FRS/RRC/C/001(viii)	Injuries (excluding precautionary checks) arising from fires started deliberately in premises other than dwellings per 100,000 population	0.07	0.21		0.07

Comments on Performance:

- 2006/07 realised a notable achievement in reduction of deaths and injuries. A number of fire deaths were experienced in December 2007. However, deaths and injuries continue on a downward trend.

Next Years Performance:

- We will target our most at risk groups with an £80,000 Fire Call project to generate Home Fire Safety Checks and increase smoke alarm ownership. Data sharing protocols are being established and engagement with voluntary sector to increase awareness and smoke alarm ownership.

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/RRC/C/004(i)	Number of deliberate primary fires attended by the FRS per 10,000 population	18.10	15.10		11.96
FRS/RRC/C/004(ii)	Number of deliberate secondary fires attended by the FRS per 10,000 population	69.67	69.06		54.60

Comments on Performance:

- Strong commitment to arson reduction campaigns including schools education, youth diversion, arson reduction teams, target hardening and vulnerability assessments.

Next Years Performance:

- Arson initiatives will continue and additional resources in community safety and partnerships has been achieved with additional funding stream.

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/RRC/C/005(i)	The % of fires attended in dwellings affected by fire where a smoke alarm and/or other fire detection equipment had activated	43.0%	43.9%		46.0%
FRS/RRC/C/005(ii)	The % of fires attended in dwellings affected by fire where a smoke alarm and/or other fire detection equipment was fitted but did not activate when it was expected to	9.12%	9.51%		9.09%
FRS/RRC/C/005(iii)	The % of fires attended in dwellings affected by fire where no smoke alarm or other fire detection equipment was fitted.	47.56%	46.58%		44.80%

Comments on Performance:

- Lack of smoke alarm ownership in the first instance is clearly a factor.
- Pilot of Fire Call project initiated and resulted in increased levels of Home Fire Safety Checks and smoke alarm ownership and installation.

Next Years Performance:

- Fire call project funded 2008/09 period to lead on targeting at risk groups and increase ownership of smoke alarms. Engagement with voluntary agencies due to be progressed to assist in awareness raising and ownership levels.

Intervention Directorate

Strategic Indicators

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/EFR/S/001	Percentage of fires in dwellings, within the ten minute service standard as identified by each FRA, that were attended within ten minutes	N/A	N/A	N/A	N/A
FRS/EFR/S/001	Percentage of fires in dwellings, which have been identified by the FSEC model as having a casualty rate greater than six that were attended within five minutes	N/A	N/A	N/A	N/A

Comments on Performance:

- Further guidance on the compilation and reporting of this indicator is awaited from the Welsh Assembly Government.

Core Indicators

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/RRC/C/002(i)	The total number of malicious false alarms received by the FRS per 1,000 population	2.00	2.03		1.90
FRS/RRC/C/002(ii)	The % of all malicious false alarms received that were not attended by the FRS	66%	68.31%		68%
FRS/RRC/C/002(iii)	The % of all malicious false alarms received that were attended by the FRS	34%	31.69%		32%

Comments on Performance:

- There is a downward trend in attending malicious false alarms due to the continued diligence of Control Room staff.
- The vision system generates call history which assists in call challenging. Caller location to the Control Operator assists in confirmation of genuine calls. Texts are also sent to malicious callers from mobile phones and persistent offenders have been disconnected.

Next Years Performance:

- We have set our stations targets in order to achieve our organisational targets, we will complete 834 key stage 1 and 2 school visits.
- We will carry out seasonal community fire safety initiatives
- We will provide continual support and involvement to all young fire fighter groups in all 10 unitary authority areas
- There is now a person to lead in community safety and false alarm malicious projects at fire control and liaising with community safety partnerships and SNEN (Single Non Emergency Number) call centre.

Operational Planning, Development and Support Directorate

Core Indicators

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/RRC/C/003	False Alarms in non-domestic premises caused by automatic fire detection and alarm systems	101.04	109.24		104

Comments on Performance:

- This annual performance has seen a monthly low of 8.06 and a peak of 10.79. The Service experienced a three month trend average of 10.37 between September to November. Further investigation will be conducted to determine if there are seasonal trends of performance.
- In light of the above performance it must be remembered that there is an increasing emphasis on built life and fire safety systems within non-domestic properties, however, the actual increase in the installation of systems, in non-domestic properties is unknown. Development continues across all South Wales but particularly in the Cardiff and Newport areas.

Next Years Performance:

- Throughout this year the Service has dedicated resources to revising our attendance at calls from automatic fire alarm (AFA) protected premises. A revised policy has been devised and is being trialled at high AFA call rate stations across the Service area. The policy aims to reduce unnecessary appliance movements to calls from AFAs. Stations are required to conduct risk based planning assumptions on foreseeable scenarios likely to be encountered at the premises. Once the trial of the policy is complete it will be reviewed and then rolled out across the service area. Whilst the policy does not specifically reduce unwanted AFAs it will reduce the unnecessary appliance movement, increasing efficiencies across the Service area in direct and opportunity costs. The consequence of this revised policy will require station-based personnel to work with premises owners to reduce the actual cause of unwanted AFAs. This will raise the awareness amongst the premises owners and FRS personnel.

A revised and comprehensive suite of codes for AFAs has been mapped against the new IRS; this will provide superior intelligence on the cause of AFAs than has been the case in the past. SWFRS will produce a booklet for occupiers that are based on these codes allowing them to take local action in the reduction of unwanted AFAs.

Human Resources and Training Directorate

Core Indicators

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/CHR/C/001(i)	The percentage of uniformed operational staff working the wholetime and RDS who categorise themselves as having a disability	0.40%	0.26%		0.40%
FRS/CHR/C/001(ii)	The percentage of control and non-uniformed staff who categorise themselves as having a disability	2.90%	1.96%		2.90%
FRS/CHR/C/001(iii)	The percentage of people who categorise themselves as having a disability in the Authority area.	N/A	20.47%	N/A	N/A

Comments on Performance:

- Two resignations, not associated with their disability have resulted in the target not being met. It is the Services' intention to issue the employee survey on a regular basis in order to gather the most current information in respect of employee disabilities

Next Years Performance:

- The Service will issue the employee survey on a regular basis in order to gather information on the current disability status of employees

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/CHR/C/002(i)	The percentage of staff who belong to a minority ethnic group	1.20%	1.09%		1.41%
FRS/CHR/C/002(ii)	The percentage of people from minority ethnic groups who are "economically active" in the Authority area.	N/A	3.08%	N/A	N/A

Comments on Performance:

- The Services' recruitment team and Diversity Officer have continued to be proactive in outreach work whereby a relatively high level of individuals from Black and Ethnic Minority communities have attended specific positive action events at Cardiff Gate

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/CHR/C/003	The percentage of firefighters who are women	1.80%	1.60%		1.80%

Comments on Performance:

- The Service recruitment team has continued with positive action measures that have attracted more applications from women, particularly RDS posts

Next Years Performance:

- The Service will continue running taster days and awareness campaigns. Recruitment is ongoing for RDS posts during this year, although no wholetime recruitment is planned until the end of 2008/09

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/CHR/C/004(i)	The number of working days/shifts lost to sickness absence per full time equivalent employee by all staff	8.0	7.81		6.76
FRS/CHR/C/004(ii)	The number of working days/shifts lost to sickness absence per full time equivalent employee by wholetime operational staff	7.2	7.59		6.2
FRS/CHR/C/004(iii)	The number of working days/shifts lost to sickness absence per full time equivalent employee by control staff	10.36	11.68		8.0
FRS/CHR/C/004(iv)	The number of working days/shifts lost to sickness absence per full time equivalent employee by non operational staff	N/A	7.82	N/A	6.80

Comments on Performance:

- The management of sickness by line managers has been strengthened by a number of new initiatives; new databases to ensure that absence information is submitted on a timely basis, welfare contact by station commanders on the first day of absence, clear guidance to Line Managers on the importance of conducting thorough return to work interviews, in particular to emphasis to staff the process for issuing of warnings under OPPD 22 Welfare and Attendance Monitoring.
- The emphasis on a speedy return to light duties for those staff who are not fit for operational duties has continued for wholetime staff and been extended to control staff with great success. Also for non operational staff many staff have returned to work on a phased return / partial duties where previously they may have remained on sickness absence until they were fit to return to undertake the full duties of their post.
- A new Health and Fitness policy has been introduced, to include a more structured approach to the management of physical fitness and weight issues. The ongoing replacement of fitness equipment on stations has continued as has the promotion of physical activity and healthy lifestyle for all staff.
- All long term absence cases are regularly reviewed by the HR Manager (absence management) with the appropriate manager and the HR manager also meets regularly with the Service Medical Advisor to review cases. The sickness advisory group continues to meet throughout the year to discuss the more complicated/contentious cases.
- The number of accidents on duty has decreased this year leading to fewer days lost.
- The continued close professional working relationship between the Absence Management Team, senior and line managers and staff in the occupational health department has been further enhanced.
- The new Welsh Audit Office website "Managing Sickness Absence" has been scrutinised on a regular basis and the HR Manager (Absence Management) has met with an officer from the WAO to identify areas of best practice.
- Whilst it is disappointing that the target for wholetime staff was not achieved this can be explained by significantly more operations being undertaken on staff with shoulder and knee problems and despite a slight increase in the number of days lost this years figures still compare exceptionally favourably to previous years

Next Years Performance:

- The appointment of a new budget and data controller in the HR directorate will enable sickness statistics by directorate / department / station to be provided to managers to identify areas of concern and for further action.
- A new absence management policy will be introduced to improve on the current processes and comprehensive training for managers and the representative bodies will take place. A revised alcohol and drugs policy will also be introduced as well as a stress policy.
- The recent transfer of the physical training advisors and welfare officer to the absence management team will lead to a more co-ordinated approach on the management of sickness between the team. Line managers and the occupational health department.
- Having previously achieved the Gold Standard Corporate Health Aware, we will be striving to obtain the new platinum award.

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/CHR/C/005(i)	Total no of ill health retirements as a % of the total workforce	N/A	0.42%	N/A	0.21%
FRS/CHR/C/005(ii)	Total no of wholetime operational personnel ill-health retirements as a % of the total wholetime operational workforce	0.6%	0.21%		0.10%
FRS/CHR/C/005(iii)	Total no of RDS personnel ill-health retirements as a % of the total RDS workforce	N/A	0.5%	N/A	0.10%
FRS/CHR/C/005(iv)	Total no of control personnel ill health retirements as a % of the total control workforce	N/A	1.80%	N/A	1.8%
FRS/CHR/C/005(v)	Total number of non-uniformed personnel ill health retirements as a % of the total non-uniformed workforce	N/A	0.64%	N/A	0.32%

Comments on Performance:

- We have had 2 ill health retirements up to the end of March 2008, which equates to 0.21% of the total workforce eligible for membership of the Fire fighters pension scheme. There have been 2 ill health retirements for staff within the Local Government Pension Scheme. This equates to 0.64% of the total workforce eligible for this scheme.

Next Years Performance:

- A continued vigilant approach to recommendations for ill health retirements, along with changes made to both schemes introducing a tiered system for ill health retirements.

Finance and Asset Management Directorate

Core Indicators

Indicator Ref	Description	2007/08 Target	2007/08 Actual	Target Achieved	2008/09 Target
FRS/CFH/C/001	The percentage of undisputed invoices which were paid in 30 days	100%	92.92%		100%

Comments on Performance:

- Invoices delivered to stations and offices other than HQ are not always dealt with promptly and forwarded for payment by finance staff.
- Reminders have been sent to staff and suppliers are being told to send all invoices to Headquarters. Efforts are being made to track the invoices and prevent late payments. The introduction of the electronic indenting system Reqlogic will help improve the prompt payment of invoices.

Summary of Performance Indicator Performance

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

Code	Description	Number of Indicators
	Target achieved or surpassed	13
	Target not achieved but performance same as or improved over previous year	9
	Target not achieved and performance declined over previous year	15
N/A	Information not available or target not set	13

Proposed Strategic Themes and Corporate Objectives for 2008/2009

Strategic Themes

1. Community Protection
2. Developing Our People
3. Effective Use of Resources
4. Technology
5. Organisational Improvement
6. Sustainability

Corporate Objectives

1. Community Protection Theme

- Maintain low levels of deaths and injuries from fires.
- Implement strategies to reduce deaths and injuries from road traffic collisions.
- Increase effectiveness of Fire Safety and Arson Reduction activities and review effectiveness of RRO.

2. Developing Our People Theme

- Implement and review a devolved management process for learning, development and progression.
- Create a culture where personnel appreciate and understand their role in achieving the vision to make our community a safer place to work and visit.
- Review and extend the progression process and embed this into all areas of the organisation.

3. Effective Use of Resources Theme

- Continued improvement of operational performance through better use of technology.
- Ensure our collaboration is an effective use of resources.
- Ensure Business process re-engineering continues.
- Review the estates portfolio.

4. Technology Theme

- Utilise the ICT infrastructure as an effective business tool.
- Review delivery of ICT service to meet the needs of the organisation and the public.
- Implement Fire Link.

5. Organisational Improvement Theme

- Rationalise premises into the new head quarters.
- Review research and innovation process and function.

6. Sustainability Theme

- Establish baseline and strategy for future years
- Raise awareness of the principals of sustainable development

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Distribution:-

Finance, Audit & General Purpose Committee
CCB

South Wales Fire and Rescue Service

Performance Indicator Targets 2008/2009 with Performance

Indicator Ref	Description	2003/4 Actual	2004/5 Actual	2005/6 Actual	2006/7 Actual	2007/8 Actual	2008/09 Predicted Trend	2008/9 Target	Responsible Officer	PMU Comment on Target
FRS/RRC/S/001 (i)	All Fires Attended per 10,000 population	151.35	105.81	96.06	104.67	99.39	79.94	90	Director Risk Reduction DCFO Marles	Maintenance of 5 year trend. Improvement on previous years performance and reverse upturn.
FRS/RRC/S/001 (ii)	All Primary Fires Attended per 10,000 population	44.84	35.83	32.95	31.20	27.47	22.65	24.95	Director Risk Reduction DCFO Marles	Maintenance of 5 year trend. Improvement on previous years performance.
FRS/RRC/S/001 (iii)	All Accidental Fires in Dwellings per 10,000 dwellings	14.62	14.19	14.97	13.86	13.51	13.47	13.47	Director Risk Reduction DCFO Marles	Continuation of 5 year trend and improvement on previous years performance
FRS/RRC/S/001 (iv)	All Deliberate Fires Attended per 10,000 population	129.75	89.99	79.42	88.49	84.16	66.56	70.00	Director Risk Reduction DCFO Marles	Maintenance of 5 year trend. Improvement on previous years performance and reverse upturn.
FRS/RRC/S/002 (i)	The No of Fire Deaths per 100,000 population	0.93	0.86	0.64	0.28	0.84	0.48	0.49	Director Risk Reduction DCFO Marles	Improvement on 5 year trend
FRS/RRC/S/002 (ii)	The No of Accidental Fire Deaths per 100,000 population	0.86	0.72	0.57	0.14	0.63	0.27	0.28	Director Risk Reduction DCFO Marles	Improvement on 5 year trend
FRS/RRC/S/002 (iii)	The No of Deliberate Fire Deaths per 100,000 population	0.07	0.14	0.07	0.07	0.21	0.18	0.21	Director Risk Reduction DCFO Marles	Maintenance of performance
FRS/RRC/S/002 (iv)	The No of Fire Injuries per 100,000 population	23.61	20.95	20.88	16.59	7.94	7.28	7.28	Director Risk Reduction DCFO Marles	Continuation of 5 year trend and improvement on previous years performance
FRS/RRC/S/002 (v)	The No of Accidental Fire injuries excluding precautionary checks per 100,000 population	9.83	8.61	7.36	4.31	6.05	3.67	5.00	Director Risk Reduction DCFO Marles	Improvement on performance based on lower tolerance limit
FRS/RRC/S/002 (vi)	The No of Deliberate Fire Injuries excluding precautionary checks per 100,000 population	2.22	1.94	2.69	1.91	1.90	1.93	1.77	Director Risk Reduction DCFO Marles	Improvement on performance based on lower tolerance limit
FRS/RRC/S/003	The No of Fires in Non-domestic premises per 1,000 non domestic properties	14.45	13.81	12.89	12.44	12.54	11.67	11.94	Director Risk Reduction DCFO Marles	Improvement on performance based on lower tolerance limit
FRS/RRC/S/004 (i)	The number of homes that are within the above average risk category (as determined by the Fire Service Emergency Cover Model, FSEC) that have received, within the reporting year, a home fire safety risk assessment and are within the five minute service standard.					510	N/A	6000	Director Risk Reduction DCFO Marles	Await clarification from Welsh Assembly Government
FRS/RRC/S/004 (ii)	The number of homes that are within the above average risk category (as determined by the Fire Service Emergency Cover Model, FSEC) that have received, within the reporting year, a home fire safety risk assessment and are within the ten minute service standard.					610	N/A	9000	Director Risk Reduction DCFO Marles	Await clarification from Welsh Assembly Government
FRS/RRC/S/004 (iii)	The number of homes that are within the above average risk category (as determined by the Fire Service Emergency Cover Model, FSEC) that have received, within the reporting year, a home fire safety risk assessment and are outside the ten minute service standard.					84	N/A	3800	Director Risk Reduction DCFO Marles	

South Wales Fire and Rescue Service

Indicator Ref	Description	2003/4 Actual	2004/5 Actual	2005/6 Actual	2006/7 Actual	2007/8 Actual	2008/09 Predicted Trend	2008/9 Target	Responsible Officer	PMU Comment on Target
FRS/RRC/S/004 (iv)	Total No of Fires in homes where a community safety initiative has been delivered within the previous and present reporting year						N/A	16	Director Risk Reduction DCFO Marles	
FRS/EFR/S/001 (i)	The Percentage of fires in Dwellings, within the 10 min service standard as identified by each FRA, that were attended within 10 mins						N/A	N/A	Director Intervention ACO Barry	Await clarification from Welsh Assembly Government
FRS/EFR/S/002	The Percentage of fires in Dwellings, identified as being in a risk category greater than 6, that were attended within 5 mins						N/A	N/A	Director Intervention ACO Barry	Await clarification from Welsh Assembly Government
FRS/RRC/C/001 (i)	The No of Deaths caused by fires started Accidentally in Dwellings per 100,000 population	0.88	0.72	0.57	0.07	0.42	0.07	0.07	Director Risk Reduction DCFO Marles	Improvement on 5 year trend
FRS/RRC/C/001 (ii)	The No of Deaths caused by fires started Deliberately in Dwellings per 100,000 population	0.00	0.07	0.00	0.00	0.21	0.16	0.14	Director Risk Reduction DCFO Marles	Maintenance of perfect performance
FRS/RRC/C/001 (iii)	The No of Deaths caused by fires started Accidentally in premises other than Dwellings per 100,000 population	0.00	0.07	0.00	0.00	0.00	-0.01	0.00	Director Risk Reduction DCFO Marles	Maintenance of perfect performance
FRS/RRC/C/001 (iv)	The No of Deaths caused by fires started Deliberately in premises other than Dwellings per 100,000 population	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Director Risk Reduction DCFO Marles	Maintenance of perfect performance
FRS/RRC/C/001 (v)	The No of Injuries excluding Precautionary Checks arising from Fires started Accidentally in Dwellings per 100,000 population	8.25	6.67	5.80	3.25	4.71	2.59	3.50	Director Risk Reduction DCFO Marles	Improvement on performance based on lower tolerance limit
FRS/RRC/C/001 (vi)	The No of Injuries excluding precautionary checks arising from fires started deliberately in dwellings per 100,000 population	1.51	1.00	2.25	1.34	1.34	1.49	1.17	Director Risk Reduction DCFO Marles	Improvement on performance based on lower tolerance limit
FRS/RRC/C/001 (vii)	The No of Injuries excluding precautionary checks accidentally in premises other than dwellings per 100,000 population	0.86	0.43	0.50	0.28	0.42	0.19	0.35	Director Risk Reduction DCFO Marles	Continuation of 5 year trend
FRS/RRC/C/001 (viii)	The No of Injuries excluding precautionary checks arising from fires started deliberately in premises other than Dwellings per 100,000 population	0.28	0.29	0.14	0.00	0.21	0.05	0.07	Director Risk Reduction DCFO Marles	Improvement on 5 year trend
FRS/RRC/C/002 (i)	The No of Malicious False Alarms received by the Authority per 1,000 population	2.46	2.20	2.04	2.12	2.03	1.89	1.90	Director Intervention ACO Barry	Improvement on performance based on lower tolerance limit
FRS/RRC/C/002 (ii)	The Percentage of all Malicious False Alarms received that were not attended	67.53%	69.73%	68.42%	65.61%	68.34%	67.18%	68.00%	Director Intervention ACO Barry	Improvement on performance based on upper tolerance limit
FRS/RRC/C/002 (iii)	The Percentage of all Malicious False Alarms received that were attended	32.47%	30.27%	31.58%	34.39%	31.66%	32.82%	32.00%	Director Intervention ACO Barry	Improvement on performance based on lower tolerance limit
FRS/RRC/C/003	The No of Total False Alarms caused by AFDs per 1,000 Non-Domestic Properties	94.59	103.88	115.06	118.88	109.24	121.63	104.00	Director OPDS ACO Skivens	Maintenance of 5 year trend to reverse current upward trend
FRS/RRC/C/004 (i)	The No of Deliberate Primary Fires per 10,000 population	26.95	22.70	19.22	18.18	15.10	11.96	11.96	Director Risk Reduction DCFO Marles	Improvement on previous year performance and maintain previous improvements
FRS/RRC/C/004 (ii)	The No of Deliberate Secondary Fires per 10,000 population	102.80	67.30	60.20	70.33	69.06	54.60	54.60	Director Risk Reduction DCFO Marles	Maintain performance and reverse recent upturn
FRS/RRC/C/005 (i)	The Percentage of dwelling fires where Smoke Alarms Fitted and Activated	37.42%	44.09%	45.14%	42.35%	43.69%	45.78%	46.00%	Director Risk Reduction DCFO Marles	Improve performance to acceptable limits and improve on previous year

South Wales Fire and Rescue Service

SOUTH WALES FIRE AND RESCUE SERVICE

Indicator Ref	Description	2003/4 Actual	2004/5 Actual	2005/6 Actual	2006/7 Actual	2007/8 Actual	2008/09 Predicted Trend	2008/9 Target	Responsible Officer	PMU Comment on Target
FRS/RRC/C/005 (ii)	The Percentage of dwelling fires where Smoke Alarms Fitted but did not activate	10.01%	8.64%	8.09%	9.44%	9.47%	9.05%	9.08%	Director Risk Reduction DCFO Marles	Maintain performance and reverse recent upturn
FRS/RRC/C/005 (iii)	The Percentage of dwelling fires where No Smoke Alarm Fitted	52.57%	47.27%	46.76%	48.03%	46.84%	45.08%	44.80%	Director Risk Reduction DCFO Marles	Maintain performance and reverse recent upturn
FRS/CHR/C/001 (i)	The Percentage of Uniformed Staff working WDS and RDS who categorise themselves as having a disability			0.1%	0.3%	2.6%	N/A	0.4%	Director HR & Training P Haynes	Improvement on previous year
FRS/CHR/C/001 (ii)	The Percentage of Control and Non-Uniformed Staff who categorise themselves as having disability			58.0%	2.2%	2.0%	N/A	2.9%	Director HR & Training P Haynes	Improvement on previous year
FRS/CHR/C/001 (iii)	The Percentage of People who categorise themselves as having a disability in the Authority Area					20.5%	N/A	N/A	Director HR & Training P Haynes	Await information from Wales Data Unit
FRS/CHR/C/002 (i)	The Percentage of Staff who belong to a Minority Ethnic Group					1.1%	N/A	1.4%	Director HR & Training P Haynes	Improvement on previous year
FRS/CHR/C/002 (ii)	The Percentage of People from Minority Ethnic Groups who are economically active in the Authority Area					3.1%	N/A	N/A	Director HR & Training P Haynes	Await information from Wales Data Unit
FRS/CHR/C/003	The Percentage of Fire-fighters who are Women		1.0%	1.1%	1.2%	1.6%	N/A	1.8%	Director HR & Training P Haynes	Improvement on previous year
FRS/CHR/C/004 (i)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - All Staff	11.6	11.7	9.6	7.8	7.8	6.2	6.8	Director HR & Training P Haynes	Improvement on performance based on lower tolerance limit
FRS/CHR/C/004 (ii)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - Wholetime Uniformed Staff	12.1	11.9	9.4	7.1	7.6	5.5	6.2	Director HR & Training P Haynes	Improvement on performance based on lower tolerance limit
FRS/CHR/C/004 (iii)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - Control Staff	26.8	23.8	11.8	12.4	11.7	4.8	8.0	Director HR & Training P Haynes	Maintenance of 5 year trend to reverse current upward trend
FRS/CHR/C/004 (iv)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - non operational staff	9.2	8.7	8.1	8.3	7.8	7.5	6.8	Director HR & Training P Haynes	
FRS/CHR/C/005 (i)	The Total No of Ill-Health Retirements as a % of the total Workforce					4.2%	N/A	2.1%	Director HR & Training P Haynes	Data extraction methodology under development
FRS/CHR/C/005 (ii)	The Total No of WT Uniformed Personnel Ill-Health Retirements as a % of the total WT Uniformed workforce	1.7%	1.1%	1.3%	0.8%	2.1%	1.6%	0.1%	Director HR & Training P Haynes	Improvement on previous year
FRS/CHR/C/005 (iii)	The Total No of RDS personnel ill-Health Retirements as a % of the total RDS workforce					0.5%	N/A	0.1%	Director HR & Training P Haynes	Data extraction methodology under development
FRS/CHR/C/005 (iv)	The Total No of Control Personnel ill-Health Retirements as a % of the total Control workforce					1.8%	N/A	1.8%	Director HR & Training P Haynes	Data extraction methodology under development
FRS/CHR/C/005 (v)	The Total No of Non-Uniformed Personnel ill-Health Retirements as a % of the total Non-Uniformed workforce					0.7%	N/A	0.3%	Director HR & Training P Haynes	Data extraction methodology under development
FRS/CFH/C/001	The percentage of undisputed invoices that were paid in 30 days	92.4%	89.6%	88.1%	91.5%	92.9%	91.8%	100.0%	Director Finance S Thomas	National Target

Note: These are unaudited figures

Performance Management Unit
August 2008

Key:

	Decline on previous year performance
	Improvement on Previous year performance