

**South Wales Fire and Rescue Service**

# PERFORMANCE MONITORING REPORT

**Quarter 1  
April to June  
2009/10 v3**

**South Wales**  
Fire and Rescue Service



Gwasanaeth Tân ac Achub  
**De Cymru**

**Raising Awareness - Reducing Risk**

## Introduction

Within South Wales Fire and Rescue Service, our performance management framework consists of the following constituent elements:

- Performance measurement framework
- An appraisal system that provides links between the planning framework and individual improvement targets for all staff
- A monitoring framework to ensure that all targets and action plans are effectively delivered
- A risk management framework that identifies business risk and actions to manage or mitigate

This is the first Quarterly Performance Monitoring Report of 2009/10 and it highlights performance for the period April to June 2009. Following consideration by the Corporate Continuity Board and the Finance, Audit and Performance Management Committee, the report is made available to the public via the internet.

The data provided in this report was extracted from the Directorates prior to the submission date of the 17<sup>th</sup> July 2009, and could be subject to change for the following reasons:

Firstly, there is often a delay between an incident occurring and data being entered electronically and secondly, not all data sets included have been subject to final quality checking and validation. This report is an indication on our performance to date.

The main body of the report focuses on the key elements of our Performance Management Framework.

The Performance Management Unit on behalf of the Chief Fire Officer's Policy, Performance and Communications Directorate co-ordinates and compiles this report. All information is extracted from updated directorate quarterly business plans.

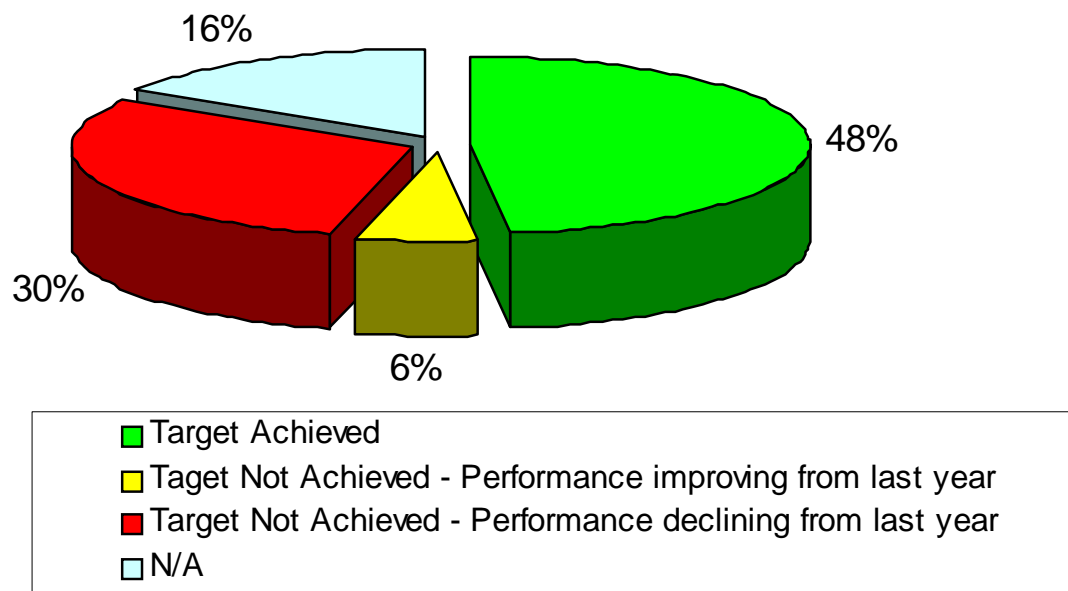
We are continually seeking to improve the Quarterly Performance Monitoring Report and would welcome comments on additional information that you would like to see included in the future.

## Executive Summary

### Performance Indicators

Appendix 1 outlines our performance for each of the strategic and core indicators, the graphs highlight the 5 year trend, the current quarters performance against the projected end of year performance, there is also the Family Group 4 annual average which can be used as a benchmark to assess our performance.

This graph illustrates our performance against our Strategic and Core National Indicators. This represents the total number of performance indicators, against our end of year projection, and whether we are likely to achieve our end of year targets based on the actual data from April – June 2008.



The following indicators are not expected to meet the target and performance declining compared to last year:-

FRS/RRC/S/001 (i) – All fires attended

FRS/RRC/S/001 (iii) – All accidental fires in dwellings attended

FRS/RRC/S/011 (iv) – All deliberate fires attended

FRS/RRC/S/002 (iv) – No of fire injuries

FRS/RRC/S/002 (v) – No of accidental fire injuries

FRS/RRC/S/003 – No of fires in non-domestic premises

FRS/RRC/C/001 (v) – No of injuries arising from fires starting accidentally in dwellings

FRS/RRC/C/001 (vii) – No of injuries arising from fires starting accidentally in premises other than dwellings

FRS/RRC/C/004 (i) – No of deliberate primary fires

FRS/RRC/C/004 (ii) – No of deliberate secondary fires

FRS/RRC/C/005 (i) – Dwelling fires where smoke alarms fitted and activated

FRS/RRC/C/005 (ii) - Dwelling fires where smoke alarms fitted but did not activate

FRS/CHR/C/005 (i) – Total no of ill health retirements as a % of the total workforce

FRS/CHR/C/005 (iii) – No of ill health retirements (RDS)

FRS/CFH/C/001 – No of undisputed invoices that were paid in 30 days

## Service Plan Actions

Service planning is a key part of the corporate planning process, Directorate plans are drawn up in order to provide a clear statement of what each directorate is striving to achieve to help realise the corporate aims and objectives.

Service plans are working documents, which are monitored and reviewed throughout the year as circumstances change, and at every end of quarter in line with our Performance Management Framework. The actions contained within the service plans provide an integral part to the performance as an organisation.

As per our framework, Directorates are requested to update their Service plans to show progress against performance indicators, actions and any associated business risk. Here is a summary of the actions contained within all Directorate service plans:-

Directorate Plan	No of Actions	Green ON TARGET	Amber CAUTION	Red OFF TARGET	Not Reported
Legal, Admin & ICT	5	4	1	0	0
Risk Reduction	15	14	1	0	0
Intervention	30	25	3	2	0
Policy, Performance & Communications	23	12	4	1	6
Finance	9	7	1	1	0
OPDS	23	19	4	0	0
HR & Training	7	7	0	0	0

## Corporate Risk

Corporate Risk is an event that has the potential to help or hinder the achievement of a strategic objective. Directors, Department and Station Managers are responsible for identifying risks during the business planning process and taking the appropriate actions to manage or mitigate risk within their areas. .

The Corporate Risk Register previously recorded all risks, including those from the Directorate Plans, Risk Reduction Plan, corporate schemes and key projects. Following an internal audit by Bentley Jennison and a review of the risk management framework, the Performance Management Unit has commenced a complete review of all risks on the register together with the named owner. This review is almost completed with only a handful of risks outstanding. Due to this taking place and to avoid duplication until the review was completed risk owners were not asked to carry out the quarter 1 review in the normal manner, therefore all risks have been counted as being reviewed this quarter. The following table also shows the number of risks owned by each Directorate prior to the review and currently.

Directorate	Number owned Q4 08/09	Number owned Q1 09/10	% Reviewed Q1
Intervention	36	16	100%
Risk Reduction	32	22	100%
OPDS	19	8	100%
Finance & Asset Management	9	6	100%
Policy, Performance & Communications	50	9	100%
Human Resources & Training	20	8	100%
Legal, Admin & ICT	18	5	100%
Total	184	73	

The risk section of this report provides an overview of the current high risks across the Service; it also demonstrates the changes in risk ratings over the last 4 quarters. There are currently 30 separate risks in this category.

**Performance Indicators**

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible																
FRS/RRC/S/001 (i)	All Fires Attended per 10,000 population	↓	<table border="1"> <caption>All Fires Attended per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>105</td></tr> <tr><td>2005/06</td><td>95</td></tr> <tr><td>2006/07</td><td>105</td></tr> <tr><td>2007/08</td><td>100</td></tr> <tr><td>2008/09</td><td>75</td></tr> <tr><td>2009/10</td><td>85</td></tr> </tbody> </table>	Year	Value	2004/05	105	2005/06	95	2006/07	105	2007/08	100	2008/09	75	2009/10	85	<p><b>No of Incidents - 3124</b> The 1<sup>st</sup> quarter of the year is historically a busy period. The profile for this year is on par with the first 2 months of last year. Marginal improvements in most areas, although Blaenau Gwent and the Vale of Glamorgan show the highest increase in the first quarter. Partnership officers to be tasked to meet with relevant station managers to highlight this upturn and if appropriate develop a strategy. Partnership officers have also been tasked to inform and involve their relevant Community Safety Partnership's. (CSP)</p>	Director Risk Reduction DCFO Barry		
Year	Value																				
2004/05	105																				
2005/06	95																				
2006/07	105																				
2007/08	100																				
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FRS/RRC/S/001 (ii)	All Primary Fires Attended per 10,000 population	↓	<table border="1"> <caption>All Primary Fires Attended per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>35</td></tr> <tr><td>2005/06</td><td>32</td></tr> <tr><td>2006/07</td><td>30</td></tr> <tr><td>2007/08</td><td>27</td></tr> <tr><td>2008/09</td><td>24</td></tr> <tr><td>2009/10</td><td>25</td></tr> <tr><td>FG4 Average</td><td>20</td></tr> </tbody> </table>	Year	Value	2004/05	35	2005/06	32	2006/07	30	2007/08	27	2008/09	24	2009/10	25	FG4 Average	20	<p><b>No of Incidents - 861</b> On a par with last year's profile for the first 2 months. However, four areas are showing an increase in primary fires; Blaenau Gwent, Merthyr, The Vale and Newport. Whilst it is worthy of note that Torfaen has halved their incidence of Primary fires compared to the same quarter last year. Partnership officers to be tasked to meet with relevant station managers to highlight this upturn and if appropriate develop a strategy. Partnership officers have also been tasked to inform and involve their relevant CSP's.</p>	Director Risk Reduction DCFO Barry
Year	Value																				
2004/05	35																				
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Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible																
FRS/RRC/S/001 (iii)	All Accidental Fires in Dwellings per 10,000 dwellings	↓	<table border="1"> <caption>All Accidental Fires in Dwellings per 10,000 dwellings</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>14.0</td> </tr> <tr> <td>2005/06</td> <td>15.0</td> </tr> <tr> <td>2006/07</td> <td>14.0</td> </tr> <tr> <td>2007/08</td> <td>13.5</td> </tr> <tr> <td>2008/09</td> <td>12.5</td> </tr> <tr> <td>2009/10</td> <td>14.0</td> </tr> <tr> <td>FG4 Average</td> <td>12.0</td> </tr> </tbody> </table>	Year	Value	2004/05	14.0	2005/06	15.0	2006/07	14.0	2007/08	13.5	2008/09	12.5	2009/10	14.0	FG4 Average	12.0	<p><b>No of Incidents - 214</b> On a par with last year profile for the first 2 months. Looking further into the data it is apparent that although there are improvements in the majority of areas three unitary authority areas are showing at least double the number of accidental fires in the same quarter compared to the previous year. Those being: Merthyr Tydfil, Newport and Vale of Glamorgan. Partnership officers to be tasked to meet with relevant station managers to highlight this upturn and if appropriate develop a strategy. Partnership officers have also been tasked to inform and involve their relevant CSP's.</p>	Director Risk Reduction DCFO Barry
Year	Value																				
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FRS/RRC/S/001 (iv)	All Deliberate Fires Attended per 10,000 population	↓	<table border="1"> <caption>All Deliberate Fires Attended per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>90.0</td> </tr> <tr> <td>2005/06</td> <td>80.0</td> </tr> <tr> <td>2006/07</td> <td>85.0</td> </tr> <tr> <td>2007/08</td> <td>85.0</td> </tr> <tr> <td>2008/09</td> <td>60.0</td> </tr> <tr> <td>2009/10</td> <td>75.0</td> </tr> </tbody> </table>	Year	Value	2004/05	90.0	2005/06	80.0	2006/07	85.0	2007/08	85.0	2008/09	60.0	2009/10	75.0	<p><b>No of Incidents - 2691</b> Partnership officers to be tasked to meet with relevant station managers to highlight this upturn and if appropriate develop a strategy</p>	Director Risk Reduction DCFO Barry		
Year	Value																				
2004/05	90.0																				
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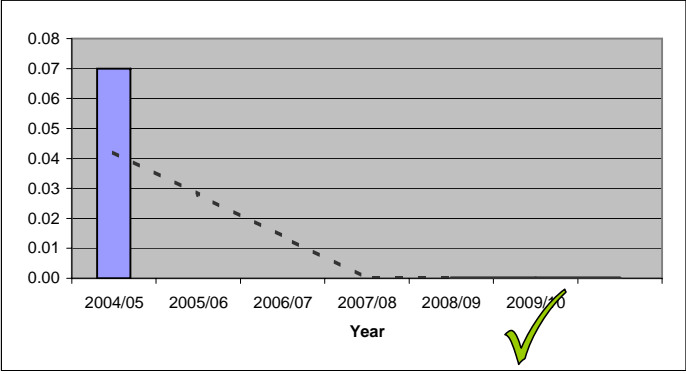
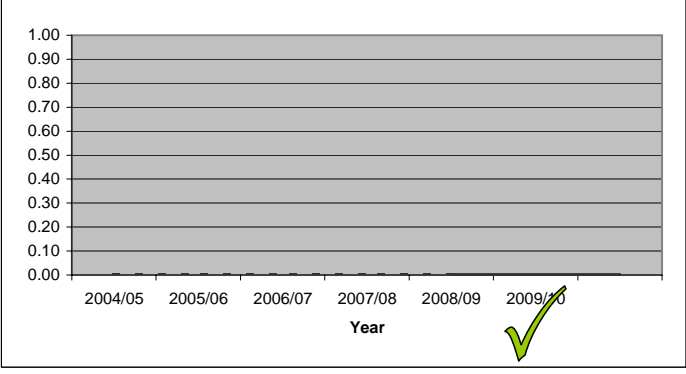
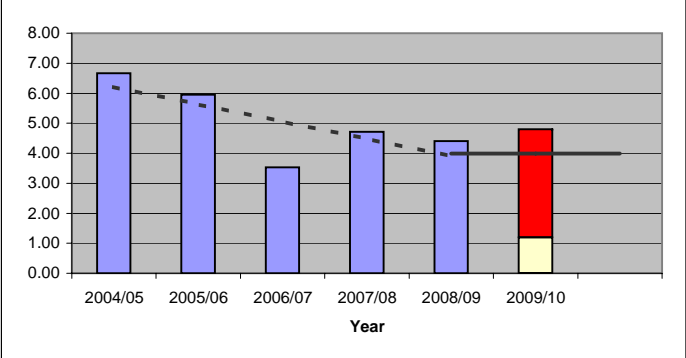
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible																
FRS/RRC/S/002 (i)	The No of Fire Deaths per 100,000 population	↓	<table border="1"> <caption>Fire Deaths per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>0.85</td> </tr> <tr> <td>2005/06</td> <td>0.65</td> </tr> <tr> <td>2006/07</td> <td>0.28</td> </tr> <tr> <td>2007/08</td> <td>0.78</td> </tr> <tr> <td>2008/09</td> <td>0.70</td> </tr> <tr> <td>2009/10</td> <td>0.70</td> </tr> <tr> <td>FG4 Average</td> <td>0.68</td> </tr> </tbody> </table>	Year	Value	2004/05	0.85	2005/06	0.65	2006/07	0.28	2007/08	0.78	2008/09	0.70	2009/10	0.70	FG4 Average	0.68	No incidents this quarter	Director Risk Reduction DCFO Barry
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FRS/RRC/S/002 (iii)	The No of Deliberate Fire Deaths per 100,000 population	↓	<table border="1"> <caption>Deliberate Fire Deaths per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>0.14</td> </tr> <tr> <td>2005/06</td> <td>0.07</td> </tr> <tr> <td>2006/07</td> <td>0.14</td> </tr> <tr> <td>2007/08</td> <td>0.14</td> </tr> <tr> <td>2008/09</td> <td>0.14</td> </tr> <tr> <td>2009/10</td> <td>0.07</td> </tr> <tr> <td>FG4 Average</td> <td>0.12</td> </tr> </tbody> </table>	Year	Value	2004/05	0.14	2005/06	0.07	2006/07	0.14	2007/08	0.14	2008/09	0.14	2009/10	0.07	FG4 Average	0.12	No incidents this quarter	Director Risk Reduction DCFO Barry
Year	Value																				
2004/05	0.14																				
2005/06	0.07																				
2006/07	0.14																				
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Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible																
FRS/RRC/S/002 (iv)	The No of Fire Injuries per 100,000 population	↓	<table border="1"> <caption>Fire Injuries per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>21.0</td> </tr> <tr> <td>2005/06</td> <td>10.5</td> </tr> <tr> <td>2006/07</td> <td>6.5</td> </tr> <tr> <td>2007/08</td> <td>8.0</td> </tr> <tr> <td>2008/09</td> <td>7.5</td> </tr> <tr> <td>2009/10</td> <td>8.5</td> </tr> <tr> <td>FG4 Average</td> <td>7.0</td> </tr> </tbody> </table>	Year	Value	2004/05	21.0	2005/06	10.5	2006/07	6.5	2007/08	8.0	2008/09	7.5	2009/10	8.5	FG4 Average	7.0	<p><b>No of Incidents - 30</b> This quarters' return exceeds that of the same quarter last year. Fire Investigation protocol has been amended to identify trends / patterns and any underlying issues.</p>	<p>Director Risk Reduction DCFO Barry</p>
Year	Value																				
2004/05	21.0																				
2005/06	10.5																				
2006/07	6.5																				
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2008/09	7.5																				
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FG4 Average	7.0																				
FRS/RRC/S/002 (v)	The No of Accidental Fire injuries excluding precautionary checks per 100,000 population	↓	<table border="1"> <caption>Accidental Fire Injuries per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>8.5</td> </tr> <tr> <td>2005/06</td> <td>7.8</td> </tr> <tr> <td>2006/07</td> <td>4.8</td> </tr> <tr> <td>2007/08</td> <td>6.0</td> </tr> <tr> <td>2008/09</td> <td>5.2</td> </tr> <tr> <td>2009/10</td> <td>6.5</td> </tr> <tr> <td>FG4 Average</td> <td>5.0</td> </tr> </tbody> </table>	Year	Value	2004/05	8.5	2005/06	7.8	2006/07	4.8	2007/08	6.0	2008/09	5.2	2009/10	6.5	FG4 Average	5.0	<p><b>No of Incidents - 23</b> This quarter return exceeds that of comparative quarter last year. Investigation to be carried out as to determine underlying causes of injuries, as both Merthyr and Torfaen have indicated a large increase in injuries compared to that of the same quarter previous year. Partnership Officers to liaise with relevant Station Managers in an attempt to remedy.</p>	<p>Director Risk Reduction DCFO Barry</p>
Year	Value																				
2004/05	8.5																				
2005/06	7.8																				
2006/07	4.8																				
2007/08	6.0																				
2008/09	5.2																				
2009/10	6.5																				
FG4 Average	5.0																				
FRS/RRC/S/002 (vi)	The No of Deliberate Fire Injuries excluding precautionary checks per 100,000 population	↓	<table border="1"> <caption>Deliberate Fire Injuries per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>1.9</td> </tr> <tr> <td>2005/06</td> <td>2.8</td> </tr> <tr> <td>2006/07</td> <td>2.0</td> </tr> <tr> <td>2007/08</td> <td>1.9</td> </tr> <tr> <td>2008/09</td> <td>2.5</td> </tr> <tr> <td>2009/10</td> <td>1.9</td> </tr> <tr> <td>FG4 Average</td> <td>2.1</td> </tr> </tbody> </table>	Year	Value	2004/05	1.9	2005/06	2.8	2006/07	2.0	2007/08	1.9	2008/09	2.5	2009/10	1.9	FG4 Average	2.1	<p><b>No of Incidents - 7</b> A favourable quarter. On target to achieve end of year figure.</p>	<p>Director Risk Reduction DCFO Barry</p>
Year	Value																				
2004/05	1.9																				
2005/06	2.8																				
2006/07	2.0																				
2007/08	1.9																				
2008/09	2.5																				
2009/10	1.9																				
FG4 Average	2.1																				

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible																
FRS/RRC/S/003	The No of Fires in Non-domestic premises per 1,000 non domestic properties	↓	<table border="1"> <caption>Performance Data for Indicator FRS/RRC/S/003</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>14.00</td></tr> <tr><td>2005/06</td><td>13.50</td></tr> <tr><td>2006/07</td><td>12.50</td></tr> <tr><td>2007/08</td><td>12.50</td></tr> <tr><td>2008/09</td><td>10.50</td></tr> <tr><td>2009/10</td><td>15.50</td></tr> <tr><td>FG4 Average</td><td>9.50</td></tr> </tbody> </table>	Year	Value	2004/05	14.00	2005/06	13.50	2006/07	12.50	2007/08	12.50	2008/09	10.50	2009/10	15.50	FG4 Average	9.50	<p><b>No of Incidents - 161</b> Currently exceeds target for year. Close monitoring of link with current economic climate and new Incident Reporting System, analysis to be carried out.</p>	Director Risk Reduction DCFO Barry
Year	Value																				
2004/05	14.00																				
2005/06	13.50																				
2006/07	12.50																				
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FG4 Average	9.50																				
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.	↑	<table border="1"> <caption>Performance Data for Indicator FRS/RRC/S/004 (i)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2007/08</td><td>500.00</td></tr> <tr><td>2008/09</td><td>450.00</td></tr> </tbody> </table>	Year	Value	2007/08	500.00	2008/09	450.00	Data not currently compiled quarterly	Director Risk Reduction DCFO Barry										
Year	Value																				
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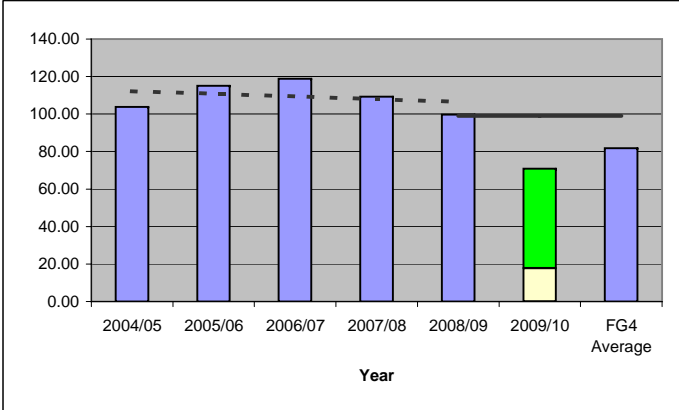
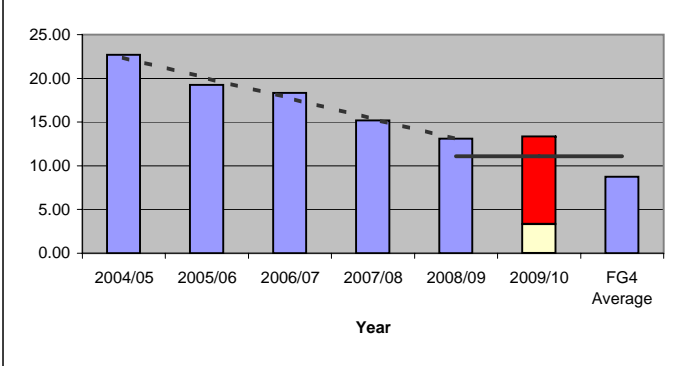
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Year	Number of Homes																				
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2008/09	60																				
2009/10	0																				
FRS/RRC/S/004 (iv)	Total No of Fires in homes where a community safety initiative has been delivered within the previous and present reporting year	NA	<table border="1"> <caption>Data for FRS/RRC/S/004 (iv)</caption> <thead> <tr> <th>Year</th> <th>Total No of Fires</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>0</td></tr> <tr><td>2005/06</td><td>0</td></tr> <tr><td>2006/07</td><td>0</td></tr> <tr><td>2007/08</td><td>18</td></tr> <tr><td>2008/09</td><td>45</td></tr> <tr><td>2009/10</td><td>0</td></tr> </tbody> </table>	Year	Total No of Fires	2004/05	0	2005/06	0	2006/07	0	2007/08	18	2008/09	45	2009/10	0	Data not currently compiled quarterly	Director Risk Reduction DCFO Barry		
Year	Total No of Fires																				
2004/05	0																				
2005/06	0																				
2006/07	0																				
2007/08	18																				
2008/09	45																				
2009/10	0																				
FRS/EFR/S/001	The Percentage of fires in Dwellings, within the 10 min service standard as identified by each FRA, that were attended within 10 mins	↑	<table border="1"> <caption>Data for FRS/EFR/S/001</caption> <thead> <tr> <th>Year</th> <th>Percentage of Fires</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>0%</td></tr> <tr><td>2005/06</td><td>0%</td></tr> <tr><td>2006/07</td><td>0%</td></tr> <tr><td>2007/08</td><td>90%</td></tr> <tr><td>2008/09</td><td>95%</td></tr> <tr><td>2009/10</td><td>0%</td></tr> <tr><td>FG4 Average</td><td>95%</td></tr> </tbody> </table>	Year	Percentage of Fires	2004/05	0%	2005/06	0%	2006/07	0%	2007/08	90%	2008/09	95%	2009/10	0%	FG4 Average	95%	Data Not currently available	Director Intervention ACO Martin
Year	Percentage of Fires																				
2004/05	0%																				
2005/06	0%																				
2006/07	0%																				
2007/08	90%																				
2008/09	95%																				
2009/10	0%																				
FG4 Average	95%																				


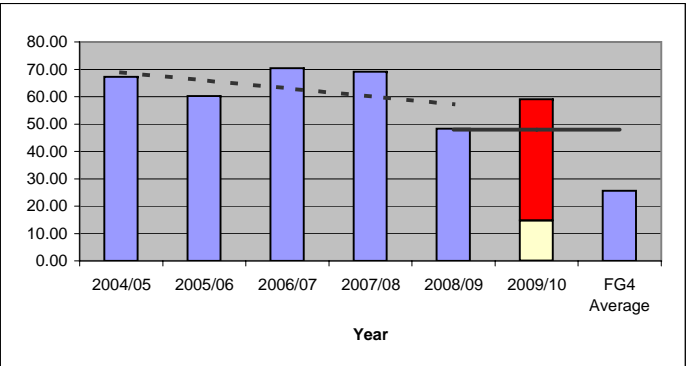

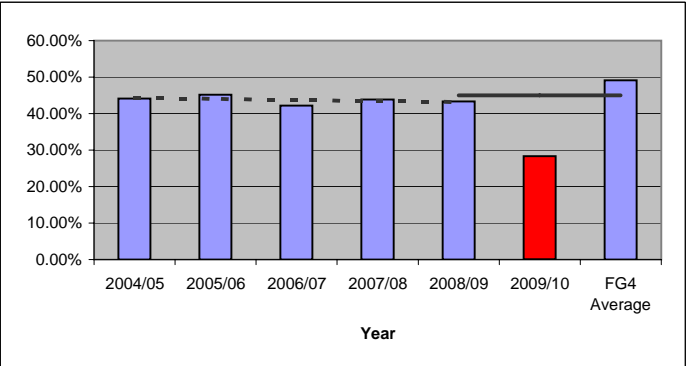
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible
FRS/EFR/S/002	The Percentage of fires in Dwellings, identified as being in a risk category greater than 6, that were attended within 5 mins	↑		data not currently available	Director Intervention ACO Martin
FRS/RRC/C/001 (i)	The No of Deaths caused by fires started Accidentally in Dwellings per 100,000 population	↓		No incidents this quarter	Director Risk Reduction DCFO Barry
FRS/RRC/C/001 (ii)	The No of Deaths caused by fires started Deliberately in Dwellings per 100,000 population	↓		No incidents this quarter	Director Risk Reduction DCFO Barry

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible
FRS/RRC/C/001 (iii)	The No of Deaths caused by fires started Accidentally in premises other than Dwellings per 100,000 population	↓		No incidents this quarter	Director Risk Reduction DCFO Barry
FRS/RRC/C/001 (iv)	The No of Deaths caused by fires started Deliberately in premises other than Dwellings per 100,000 population	↓		No incidents this quarter	Director Risk Reduction DCFO Barry
FRS/RRC/C/001 (v)	The No of Injuries excluding Precautionary Checks arising from Fires started Accidentally in Dwellings per 100,000 population	↓		<b>No of Incidents - 17</b> This quarter slightly exceeds the same quarter of last year. Fire Investigation protocol amended in an attempt to identify trends / patterns of causes of these injuries. Strategy to be formulated in the future when trends become identified.	Director Risk Reduction DCFO Barry

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/C/001 (vi)	The No of Injuries excluding precautionary checks arising from fires started deliberately in dwellings per 100,000 population	↓	<table border="1"> <caption>Performance Data for Indicator (vi)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>1.00</td></tr> <tr><td>2005/06</td><td>2.30</td></tr> <tr><td>2006/07</td><td>1.40</td></tr> <tr><td>2007/08</td><td>1.40</td></tr> <tr><td>2008/09</td><td>1.70</td></tr> <tr><td>2009/10</td><td>1.40</td></tr> </tbody> </table>	Year	Value	2004/05	1.00	2005/06	2.30	2006/07	1.40	2007/08	1.40	2008/09	1.70	2009/10	1.40	<p><b>No of Incidents - 5</b> Quarterly return sets the tone for achieving the end of year target.</p>	<p>Director Risk Reduction DCFO Barry</p>
Year	Value																		
2004/05	1.00																		
2005/06	2.30																		
2006/07	1.40																		
2007/08	1.40																		
2008/09	1.70																		
2009/10	1.40																		
FRS/RRC/C/001 (vii)	The No of Injuries excluding precautionary checks accidentally in premises other than dwellings per 100,000 population	↓	<table border="1"> <caption>Performance Data for Indicator (vii)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>0.45</td></tr> <tr><td>2005/06</td><td>0.50</td></tr> <tr><td>2006/07</td><td>0.30</td></tr> <tr><td>2007/08</td><td>0.40</td></tr> <tr><td>2008/09</td><td>0.35</td></tr> <tr><td>2009/10</td><td>1.10</td></tr> </tbody> </table>	Year	Value	2004/05	0.45	2005/06	0.50	2006/07	0.30	2007/08	0.40	2008/09	0.35	2009/10	1.10	<p><b>No of Incidents - 4</b> Current predictions show that we will exceed the target in this area. Further investigations will be carried out to identify problem areas and develop strategies to ensure a favourable outcome for the year</p>	<p>Director Risk Reduction DCFO Barry</p>
Year	Value																		
2004/05	0.45																		
2005/06	0.50																		
2006/07	0.30																		
2007/08	0.40																		
2008/09	0.35																		
2009/10	1.10																		
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	↓	<table border="1"> <caption>Performance Data for Indicator (viii)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>0.30</td></tr> <tr><td>2005/06</td><td>0.20</td></tr> <tr><td>2006/07</td><td>0.25</td></tr> <tr><td>2007/08</td><td>0.20</td></tr> <tr><td>2008/09</td><td>0.65</td></tr> <tr><td>2009/10</td><td>0.20</td></tr> </tbody> </table>	Year	Value	2004/05	0.30	2005/06	0.20	2006/07	0.25	2007/08	0.20	2008/09	0.65	2009/10	0.20	<p>No incidents this quarter</p>	<p>Director Risk Reduction DCFO Barry</p>
Year	Value																		
2004/05	0.30																		
2005/06	0.20																		
2006/07	0.25																		
2007/08	0.20																		
2008/09	0.65																		
2009/10	0.20																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/C/002 (i)	The No of Malicious False Alarms received by the Authority per 1,000 population	↓	<table border="1"> <caption>Performance Data for Indicator (i)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>2.2</td></tr> <tr><td>2005/06</td><td>2.1</td></tr> <tr><td>2006/07</td><td>2.1</td></tr> <tr><td>2007/08</td><td>2.0</td></tr> <tr><td>2008/09</td><td>1.8</td></tr> <tr><td>2009/10</td><td>1.7</td></tr> </tbody> </table>	Year	Value	2004/05	2.2	2005/06	2.1	2006/07	2.1	2007/08	2.0	2008/09	1.8	2009/10	1.7	<p><b>No of Incidents - 610</b> Quarterly return sets the tone for achieving the end of year target.</p>	<p>Director Intervention ACO Martin</p>
Year	Value																		
2004/05	2.2																		
2005/06	2.1																		
2006/07	2.1																		
2007/08	2.0																		
2008/09	1.8																		
2009/10	1.7																		
FRS/RRC/C/002 (ii)	The Percentage of all Malicious False Alarms received that were not attended	↑	<table border="1"> <caption>Performance Data for Indicator (ii)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>68%</td></tr> <tr><td>2005/06</td><td>67%</td></tr> <tr><td>2006/07</td><td>65%</td></tr> <tr><td>2007/08</td><td>67%</td></tr> <tr><td>2008/09</td><td>69%</td></tr> <tr><td>2009/10</td><td>78%</td></tr> </tbody> </table>	Year	Value	2004/05	68%	2005/06	67%	2006/07	65%	2007/08	67%	2008/09	69%	2009/10	78%	<p><b>No of Incidents - 471</b> Quarterly return sets the tone for achieving the end of year target.</p>	<p>Director Intervention ACO Martin</p>
Year	Value																		
2004/05	68%																		
2005/06	67%																		
2006/07	65%																		
2007/08	67%																		
2008/09	69%																		
2009/10	78%																		
FRS/RRC/C/002 (iii)	The Percentage of all Malicious False Alarms received that were attended	↓	<table border="1"> <caption>Performance Data for Indicator (iii)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>30%</td></tr> <tr><td>2005/06</td><td>32%</td></tr> <tr><td>2006/07</td><td>35%</td></tr> <tr><td>2007/08</td><td>32%</td></tr> <tr><td>2008/09</td><td>30%</td></tr> <tr><td>2009/10</td><td>22%</td></tr> </tbody> </table>	Year	Value	2004/05	30%	2005/06	32%	2006/07	35%	2007/08	32%	2008/09	30%	2009/10	22%	<p><b>No of Incidents - 139</b> Quarterly return sets the tone for achieving the end of year target.</p>	<p>Director Intervention ACO Martin</p>
Year	Value																		
2004/05	30%																		
2005/06	32%																		
2006/07	35%																		
2007/08	32%																		
2008/09	30%																		
2009/10	22%																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible																
FRS/RRC/C/003	The No of Total False Alarms caused by AFDs per 1,000 Non-Domestic Properties	↓	 <table border="1" data-bbox="792 300 1469 711"> <caption>Performance Data for FRS/RRC/C/003</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>105</td></tr> <tr><td>2005/06</td><td>115</td></tr> <tr><td>2006/07</td><td>120</td></tr> <tr><td>2007/08</td><td>110</td></tr> <tr><td>2008/09</td><td>100</td></tr> <tr><td>2009/10</td><td>70</td></tr> <tr><td>FG4 Average</td><td>100</td></tr> </tbody> </table>	Year	Value	2004/05	105	2005/06	115	2006/07	120	2007/08	110	2008/09	100	2009/10	70	FG4 Average	100	<p><b>No of Incidents - 746</b> A favourable quarter. The AFA mobilising pilot has had a dramatic effect on the reduction of mobilisations to these false alarms. We have attended 746 AFA incidents in comparison to the same quarter last year where we attended 1057 incidents.</p>	Director of OPDS ACO Skivens
Year	Value																				
2004/05	105																				
2005/06	115																				
2006/07	120																				
2007/08	110																				
2008/09	100																				
2009/10	70																				
FG4 Average	100																				
FRS/RRC/C/004 (i)	The No of Deliberate Primary Fires per 10,000 population	↓	 <table border="1" data-bbox="792 743 1469 1110"> <caption>Performance Data for FRS/RRC/C/004 (i)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>23</td></tr> <tr><td>2005/06</td><td>19</td></tr> <tr><td>2006/07</td><td>18</td></tr> <tr><td>2007/08</td><td>15</td></tr> <tr><td>2008/09</td><td>13</td></tr> <tr><td>2009/10</td><td>14</td></tr> <tr><td>FG4 Average</td><td>11</td></tr> </tbody> </table>	Year	Value	2004/05	23	2005/06	19	2006/07	18	2007/08	15	2008/09	13	2009/10	14	FG4 Average	11	<p><b>No of Incidents - 474</b> Many areas are showing performance on a par with the previous year although there are two areas worthy of further investigation. Those being Torfaen which has halved their incidences compared to this quarter last year. Unfortunately the driver for this indicator is Blaenau Gwent which has demonstrated a two fold increase in incidents. Investigations will be held to establish good practice in Torfaen and learning shared across the service.</p>	Director Risk Reduction DCFO Barry
Year	Value																				
2004/05	23																				
2005/06	19																				
2006/07	18																				
2007/08	15																				
2008/09	13																				
2009/10	14																				
FG4 Average	11																				

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible																
FRS/RRC/C/004 (ii)	The No of Deliberate Secondary Fires per 10,000 population		 <table border="1"> <caption>Deliberate Secondary Fires per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>~68</td> </tr> <tr> <td>2005/06</td> <td>~60</td> </tr> <tr> <td>2006/07</td> <td>~70</td> </tr> <tr> <td>2007/08</td> <td>~68</td> </tr> <tr> <td>2008/09</td> <td>~48</td> </tr> <tr> <td>2009/10</td> <td>~15</td> </tr> <tr> <td>FG4 Average</td> <td>~28</td> </tr> </tbody> </table>	Year	Value	2004/05	~68	2005/06	~60	2006/07	~70	2007/08	~68	2008/09	~48	2009/10	~15	FG4 Average	~28	<p><b>No of Incidents - 2100</b> This first quarter of the year is historically a busy period. Activity for the remaining quarter's tend to produce lower returns. This quarters' return exceeds the comparative of last year. This is driven mainly by Blaenau Gwent and Newport UA's.</p>	<p>Director Risk Reduction DCFO Barry</p>
Year	Value																				
2004/05	~68																				
2005/06	~60																				
2006/07	~70																				
2007/08	~68																				
2008/09	~48																				
2009/10	~15																				
FG4 Average	~28																				
FRS/RRC/C/005 (i)	The Percentage of dwelling fires where Smoke Alarms fitted and activated		 <table border="1"> <caption>Percentage of dwelling fires where smoke alarms fitted and activated</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>~44%</td> </tr> <tr> <td>2005/06</td> <td>~45%</td> </tr> <tr> <td>2006/07</td> <td>~42%</td> </tr> <tr> <td>2007/08</td> <td>~43%</td> </tr> <tr> <td>2008/09</td> <td>~43%</td> </tr> <tr> <td>2009/10</td> <td>~28%</td> </tr> <tr> <td>FG4 Average</td> <td>~49%</td> </tr> </tbody> </table>	Year	Value	2004/05	~44%	2005/06	~45%	2006/07	~42%	2007/08	~43%	2008/09	~43%	2009/10	~28%	FG4 Average	~49%	<p><b>Total No of Dwelling Fires - 248, No of dwelling fires where the smoke alarm fitted and activated - 68</b> Home Fire Safety team and Intervention Dept reminded to highlight the importance and benefits of having a working smoke detector in the home. Partnership Officers reminded to highlight the same message to partner agencies whilst attending their respective strategic level meetings. There are 47 incidents where there is no smoke detector information recorded.</p>	<p>Director Risk Reduction DCFO Barry</p>
Year	Value																				
2004/05	~44%																				
2005/06	~45%																				
2006/07	~42%																				
2007/08	~43%																				
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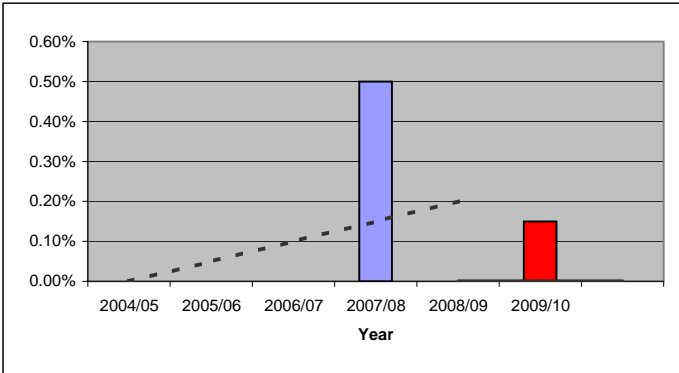
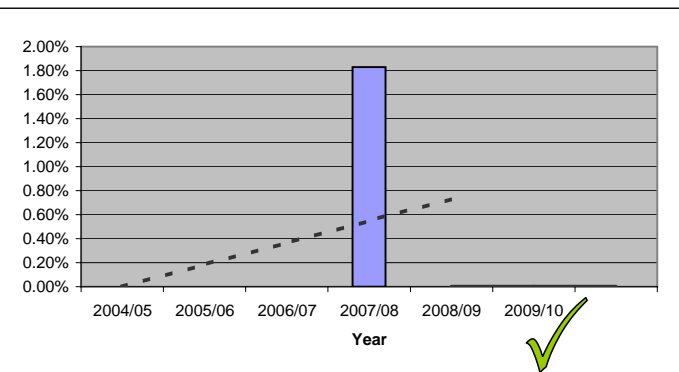
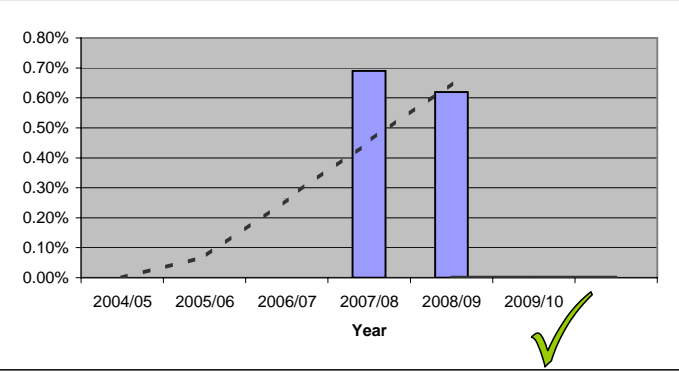
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible																
FRS/RRC/C/005 (ii)	The Percentage of dwelling fires where Smoke Alarms fitted but did not activate	↓	<table border="1"> <caption>Performance Data for Indicator (ii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>~8.5%</td> </tr> <tr> <td>2005/06</td> <td>~8.0%</td> </tr> <tr> <td>2006/07</td> <td>~9.5%</td> </tr> <tr> <td>2007/08</td> <td>~9.5%</td> </tr> <tr> <td>2008/09</td> <td>~10.5%</td> </tr> <tr> <td>2009/10</td> <td>~11.5%</td> </tr> <tr> <td>FG4 Average</td> <td>~15.5%</td> </tr> </tbody> </table>	Year	Percentage	2004/05	~8.5%	2005/06	~8.0%	2006/07	~9.5%	2007/08	~9.5%	2008/09	~10.5%	2009/10	~11.5%	FG4 Average	~15.5%	<p><b>Total No of Dwelling Fires - 248, No of dwelling fires where the smoke alarm fitted but it did not activate - 28.</b> Home Fire Safety team and Intervention Dept reminded to highlight the importance and benefits of having a working smoke detector in the home. Partnership Officers reminded to highlight the same message to partner agencies whilst attending their respective strategic level meetings. There are 47 incidents where there is no smoke detector information recorded. Some of the reasons why the smoke alarm did not activate was - the fire not close enough to the detector (13 occasions), detector removed (4 occasions), alerted by other means (5 occasions)</p>	Director Risk Reduction DCFO Barry
Year	Percentage																				
2004/05	~8.5%																				
2005/06	~8.0%																				
2006/07	~9.5%																				
2007/08	~9.5%																				
2008/09	~10.5%																				
2009/10	~11.5%																				
FG4 Average	~15.5%																				
FRS/RRC/C/005 (iii)	The Percentage of dwelling fires where no Smoke Alarm fitted	↓	<table border="1"> <caption>Performance Data for Indicator (iii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>~48%</td> </tr> <tr> <td>2005/06</td> <td>~47%</td> </tr> <tr> <td>2006/07</td> <td>~48%</td> </tr> <tr> <td>2007/08</td> <td>~47%</td> </tr> <tr> <td>2008/09</td> <td>~46%</td> </tr> <tr> <td>2009/10</td> <td>~44%</td> </tr> <tr> <td>FG4 Average</td> <td>~37%</td> </tr> </tbody> </table>	Year	Percentage	2004/05	~48%	2005/06	~47%	2006/07	~48%	2007/08	~47%	2008/09	~46%	2009/10	~44%	FG4 Average	~37%	<p><b>Total No of Dwelling Fires - 248, No of dwelling fires where no smoke alarm was fitted - 105.</b> Home Fire Safety team have recently completed process of recruiting 2 further members of staff to address this issue. This should see a downturn in these figures over the remaining term. There are 47 incidents where there is no smoke detector information recorded.</p>	Director Risk Reduction DCFO Barry
Year	Percentage																				
2004/05	~48%																				
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2007/08	~47%																				
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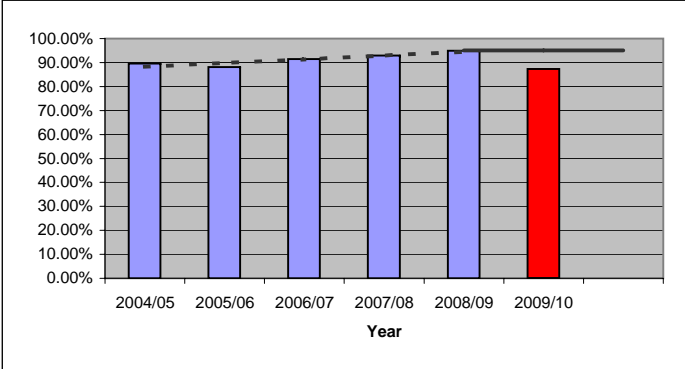
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/CHR/C/001 (i)	The Percentage of Uniformed Staff working WDS and RDS who categorise themselves as having a disability	↑	<table border="1"> <caption>Performance Data for Indicator (i)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>0.00%</td> </tr> <tr> <td>2005/06</td> <td>0.10%</td> </tr> <tr> <td>2006/07</td> <td>0.32%</td> </tr> <tr> <td>2007/08</td> <td>0.30%</td> </tr> <tr> <td>2008/09</td> <td>0.25%</td> </tr> <tr> <td>2009/10</td> <td>0.31%</td> </tr> </tbody> </table>	Year	Percentage	2004/05	0.00%	2005/06	0.10%	2006/07	0.32%	2007/08	0.30%	2008/09	0.25%	2009/10	0.31%	<p><b>No of Staff - 4</b> Increase due to reduction in headcount rather than increase in number of personnel who categorise themselves as having a disability. The Service continues to adopt a proactive stance in respect of job adverts etc.</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Percentage																		
2004/05	0.00%																		
2005/06	0.10%																		
2006/07	0.32%																		
2007/08	0.30%																		
2008/09	0.25%																		
2009/10	0.31%																		
FRS/CHR/C/001 (ii)	The Percentage of Control and Non-Uniformed Staff who categorise themselves as having disability	↑	<table border="1"> <caption>Performance Data for Indicator (ii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>0.00%</td> </tr> <tr> <td>2005/06</td> <td>0.55%</td> </tr> <tr> <td>2006/07</td> <td>2.20%</td> </tr> <tr> <td>2007/08</td> <td>1.95%</td> </tr> <tr> <td>2008/09</td> <td>1.55%</td> </tr> <tr> <td>2009/10</td> <td>1.55%</td> </tr> </tbody> </table>	Year	Percentage	2004/05	0.00%	2005/06	0.55%	2006/07	2.20%	2007/08	1.95%	2008/09	1.55%	2009/10	1.55%	<p><b>No of Staff - 6</b> Increase due to reduction in headcount rather than increase in number of personnel who categorise themselves as having a disability. The Service continues to adopt a proactive stance in respect of job adverts etc.</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Percentage																		
2004/05	0.00%																		
2005/06	0.55%																		
2006/07	2.20%																		
2007/08	1.95%																		
2008/09	1.55%																		
2009/10	1.55%																		
FRS/CHR/C/001 (iii)	The Percentage of People who categorise themselves as having a disability in the Authority Area	NA	<table border="1"> <caption>Performance Data for Indicator (iii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>0.00%</td> </tr> <tr> <td>2005/06</td> <td>0.00%</td> </tr> <tr> <td>2006/07</td> <td>0.00%</td> </tr> <tr> <td>2007/08</td> <td>0.00%</td> </tr> <tr> <td>2008/09</td> <td>20.00%</td> </tr> <tr> <td>2009/10</td> <td>20.00%</td> </tr> </tbody> </table>	Year	Percentage	2004/05	0.00%	2005/06	0.00%	2006/07	0.00%	2007/08	0.00%	2008/09	20.00%	2009/10	20.00%	<p>Data is provided by external source</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Percentage																		
2004/05	0.00%																		
2005/06	0.00%																		
2006/07	0.00%																		
2007/08	0.00%																		
2008/09	20.00%																		
2009/10	20.00%																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/CHR/C/002 (i)	The Percentage of Staff who belong to a Minority Ethnic Group	↑	<table border="1"> <caption>Performance Data for FRS/CHR/C/002 (i)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>0.00%</td></tr> <tr><td>2005/06</td><td>0.10%</td></tr> <tr><td>2006/07</td><td>0.40%</td></tr> <tr><td>2007/08</td><td>1.10%</td></tr> <tr><td>2008/09</td><td>1.15%</td></tr> <tr><td>2009/10</td><td>1.15%</td></tr> </tbody> </table>	Year	Percentage	2004/05	0.00%	2005/06	0.10%	2006/07	0.40%	2007/08	1.10%	2008/09	1.15%	2009/10	1.15%	<p><b>No of Staff - 22</b> No change from 08/09. The Service continues to adopt a proactive stance in respect of job adverts etc.</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Percentage																		
2004/05	0.00%																		
2005/06	0.10%																		
2006/07	0.40%																		
2007/08	1.10%																		
2008/09	1.15%																		
2009/10	1.15%																		
FRS/CHR/C/002 (ii)	The Percentage of People from Minority Ethnic Groups who are economically active in the Authority Area	NA	<table border="1"> <caption>Performance Data for FRS/CHR/C/002 (ii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>0.00%</td></tr> <tr><td>2005/06</td><td>0.30%</td></tr> <tr><td>2006/07</td><td>1.10%</td></tr> <tr><td>2007/08</td><td>3.10%</td></tr> <tr><td>2008/09</td><td>3.10%</td></tr> <tr><td>2009/10</td><td>3.10%</td></tr> </tbody> </table>	Year	Percentage	2004/05	0.00%	2005/06	0.30%	2006/07	1.10%	2007/08	3.10%	2008/09	3.10%	2009/10	3.10%	<p>Data is provided by external source</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Percentage																		
2004/05	0.00%																		
2005/06	0.30%																		
2006/07	1.10%																		
2007/08	3.10%																		
2008/09	3.10%																		
2009/10	3.10%																		
FRS/CHR/C/003	The Percentage of Fire-fighters who are Women	↑	<table border="1"> <caption>Performance Data for FRS/CHR/C/003</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>0.95%</td></tr> <tr><td>2005/06</td><td>1.10%</td></tr> <tr><td>2006/07</td><td>1.25%</td></tr> <tr><td>2007/08</td><td>1.60%</td></tr> <tr><td>2008/09</td><td>2.00%</td></tr> <tr><td>2009/10</td><td>2.15%</td></tr> </tbody> </table>	Year	Percentage	2004/05	0.95%	2005/06	1.10%	2006/07	1.25%	2007/08	1.60%	2008/09	2.00%	2009/10	2.15%	<p><b>No of Staff - 32</b> Increase due to reduction in headcount rather than increase in number of female personnel recruited. The Service continues to adopt a proactive stance in respect of job adverts etc.</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Percentage																		
2004/05	0.95%																		
2005/06	1.10%																		
2006/07	1.25%																		
2007/08	1.60%																		
2008/09	2.00%																		
2009/10	2.15%																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/CHR/C/004 (i)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - All Staff	↓	<table border="1"> <caption>Performance Data for All Staff</caption> <thead> <tr> <th>Year</th> <th>Performance</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>11.5</td></tr> <tr><td>2005/06</td><td>9.5</td></tr> <tr><td>2006/07</td><td>7.5</td></tr> <tr><td>2007/08</td><td>7.5</td></tr> <tr><td>2008/09</td><td>8.0</td></tr> <tr><td>2009/10</td><td>6.4</td></tr> </tbody> </table>	Year	Performance	2004/05	11.5	2005/06	9.5	2006/07	7.5	2007/08	7.5	2008/09	8.0	2009/10	6.4	<p><b>Total Days/Shifts lost to sickness - 2,205</b> The projected end of year performance is 6.4, which is well below target of 7.8</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Performance																		
2004/05	11.5																		
2005/06	9.5																		
2006/07	7.5																		
2007/08	7.5																		
2008/09	8.0																		
2009/10	6.4																		
FRS/CHR/C/004 (ii)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - Wholetime Uniformed Staff	↓	<table border="1"> <caption>Performance Data for Wholetime Uniformed Staff</caption> <thead> <tr> <th>Year</th> <th>Performance</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>11.5</td></tr> <tr><td>2005/06</td><td>9.0</td></tr> <tr><td>2006/07</td><td>7.0</td></tr> <tr><td>2007/08</td><td>7.5</td></tr> <tr><td>2008/09</td><td>7.0</td></tr> <tr><td>2009/10</td><td>6.24</td></tr> </tbody> </table>	Year	Performance	2004/05	11.5	2005/06	9.0	2006/07	7.0	2007/08	7.5	2008/09	7.0	2009/10	6.24	<p><b>Total days/shifts lost to sickness 1,571</b> The projected end of year performance is 6.24, which is below the target of 7.1</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Performance																		
2004/05	11.5																		
2005/06	9.0																		
2006/07	7.0																		
2007/08	7.5																		
2008/09	7.0																		
2009/10	6.24																		
FRS/CHR/C/004 (iii)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - Control Staff	↓	<table border="1"> <caption>Performance Data for Control Staff</caption> <thead> <tr> <th>Year</th> <th>Performance</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>23.0</td></tr> <tr><td>2005/06</td><td>11.5</td></tr> <tr><td>2006/07</td><td>12.0</td></tr> <tr><td>2007/08</td><td>11.5</td></tr> <tr><td>2008/09</td><td>12.5</td></tr> <tr><td>2009/10</td><td>9.92</td></tr> </tbody> </table>	Year	Performance	2004/05	23.0	2005/06	11.5	2006/07	12.0	2007/08	11.5	2008/09	12.5	2009/10	9.92	<p><b>No of Days/Shifts lost to sickness - 151</b> The projected end of year performance is 9.92, which is well below the target of 12.1 and a significant improvement on last year's figure of 12.95. However approximately 5% of staff are currently on long term sickness</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Performance																		
2004/05	23.0																		
2005/06	11.5																		
2006/07	12.0																		
2007/08	11.5																		
2008/09	12.5																		
2009/10	9.92																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/CHR/C/004 (iv)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - non operational staff	↓	<table border="1"> <caption>No of days/shifts lost to sickness</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>8.5</td> </tr> <tr> <td>2005/06</td> <td>8.0</td> </tr> <tr> <td>2006/07</td> <td>8.2</td> </tr> <tr> <td>2007/08</td> <td>7.8</td> </tr> <tr> <td>2008/09</td> <td>10.64</td> </tr> <tr> <td>2009/10</td> <td>6.20</td> </tr> </tbody> </table>	Year	Value	2004/05	8.5	2005/06	8.0	2006/07	8.2	2007/08	7.8	2008/09	10.64	2009/10	6.20	<p><b>No of days/shifts lost to sickness - 483</b> The projected end of year performance is 6.20, which is well below the target of 8.4 and a significant improvement on last year's figure of 10.64. The figures have improved as a result of a number of staff who were on long term sickness retiring in the previous quarter.</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Value																		
2004/05	8.5																		
2005/06	8.0																		
2006/07	8.2																		
2007/08	7.8																		
2008/09	10.64																		
2009/10	6.20																		
FRS/CHR/C/005 (i)	The Total No of Ill-Health Retirements as a % of the total Workforce	↓	<table border="1"> <caption>Total no of ill health retirements as a % of the total workforce</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>0.00%</td> </tr> <tr> <td>2005/06</td> <td>0.00%</td> </tr> <tr> <td>2006/07</td> <td>0.00%</td> </tr> <tr> <td>2007/08</td> <td>0.40%</td> </tr> <tr> <td>2008/09</td> <td>0.10%</td> </tr> <tr> <td>2009/10</td> <td>0.08%</td> </tr> </tbody> </table>	Year	Value	2004/05	0.00%	2005/06	0.00%	2006/07	0.00%	2007/08	0.40%	2008/09	0.10%	2009/10	0.08%	<p><b>Total no of ill health retirements - 1</b> There has been 1 IHR – an RDS employee as a result of an Accident on Duty. No further IHRs are anticipated at present</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Value																		
2004/05	0.00%																		
2005/06	0.00%																		
2006/07	0.00%																		
2007/08	0.40%																		
2008/09	0.10%																		
2009/10	0.08%																		
FRS/CHR/C/005 (ii)	The Total No of WT Uniformed Personnel Ill-Health Retirements as a % of the total WT Uniformed workforce	↓	<table border="1"> <caption>Total No of WT Uniformed Personnel Ill-Health Retirements as a % of the total WT Uniformed workforce</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>1.05%</td> </tr> <tr> <td>2005/06</td> <td>1.25%</td> </tr> <tr> <td>2006/07</td> <td>0.80%</td> </tr> <tr> <td>2007/08</td> <td>0.20%</td> </tr> <tr> <td>2008/09</td> <td>0.00%</td> </tr> <tr> <td>2009/10</td> <td>0.00%</td> </tr> </tbody> </table>	Year	Value	2004/05	1.05%	2005/06	1.25%	2006/07	0.80%	2007/08	0.20%	2008/09	0.00%	2009/10	0.00%	<p>No ill health retirements this quarter</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Value																		
2004/05	1.05%																		
2005/06	1.25%																		
2006/07	0.80%																		
2007/08	0.20%																		
2008/09	0.00%																		
2009/10	0.00%																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/CHR/C/005 (iii)	The Total No of RDS personnel ill-Health Retirements as a % of the total RDS workforce	↓	 <table border="1" data-bbox="792 293 1469 667"> <caption>RDS Personnel Ill-Health Retirements (%)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>0.00%</td></tr> <tr><td>2005/06</td><td>0.05%</td></tr> <tr><td>2006/07</td><td>0.10%</td></tr> <tr><td>2007/08</td><td>0.50%</td></tr> <tr><td>2008/09</td><td>0.15%</td></tr> <tr><td>2009/10</td><td>0.15%</td></tr> </tbody> </table>	Year	Percentage	2004/05	0.00%	2005/06	0.05%	2006/07	0.10%	2007/08	0.50%	2008/09	0.15%	2009/10	0.15%	This was as a result of an Accident on Duty	Director HR & Training P Haynes
Year	Percentage																		
2004/05	0.00%																		
2005/06	0.05%																		
2006/07	0.10%																		
2007/08	0.50%																		
2008/09	0.15%																		
2009/10	0.15%																		
FRS/CHR/C/005 (iv)	The Total No of Control Personnel ill-Health Retirements as a % of the total Control workforce	↓	 <table border="1" data-bbox="792 699 1469 1072"> <caption>Control Personnel Ill-Health Retirements (%)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>0.00%</td></tr> <tr><td>2005/06</td><td>0.20%</td></tr> <tr><td>2006/07</td><td>0.40%</td></tr> <tr><td>2007/08</td><td>1.80%</td></tr> <tr><td>2008/09</td><td>0.70%</td></tr> <tr><td>2009/10</td><td>0.00%</td></tr> </tbody> </table>	Year	Percentage	2004/05	0.00%	2005/06	0.20%	2006/07	0.40%	2007/08	1.80%	2008/09	0.70%	2009/10	0.00%	No ill health retirements this quarter	Director HR & Training P Haynes
Year	Percentage																		
2004/05	0.00%																		
2005/06	0.20%																		
2006/07	0.40%																		
2007/08	1.80%																		
2008/09	0.70%																		
2009/10	0.00%																		
FRS/CHR/C/005 (v)	The Total No of Non-Uniformed Personnel ill-Health Retirements as a % of the total Non-Uniformed workforce	↓	 <table border="1" data-bbox="792 1104 1469 1477"> <caption>Non-Uniformed Personnel Ill-Health Retirements (%)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>0.00%</td></tr> <tr><td>2005/06</td><td>0.10%</td></tr> <tr><td>2006/07</td><td>0.20%</td></tr> <tr><td>2007/08</td><td>0.70%</td></tr> <tr><td>2008/09</td><td>0.60%</td></tr> <tr><td>2009/10</td><td>0.00%</td></tr> </tbody> </table>	Year	Percentage	2004/05	0.00%	2005/06	0.10%	2006/07	0.20%	2007/08	0.70%	2008/09	0.60%	2009/10	0.00%	No ill health retirements this quarter	Director HR & Training P Haynes
Year	Percentage																		
2004/05	0.00%																		
2005/06	0.10%																		
2006/07	0.20%																		
2007/08	0.70%																		
2008/09	0.60%																		
2009/10	0.00%																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/CFH/C/001	The percentage of undisputed invoices that were paid in 30 days		 <table border="1" data-bbox="786 296 1469 665"> <caption>Performance Data (Percentage of undisputed invoices paid in 30 days)</caption> <thead> <tr> <th>Year</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>2004/05</td> <td>~90.00%</td> </tr> <tr> <td>2005/06</td> <td>~88.00%</td> </tr> <tr> <td>2006/07</td> <td>~90.00%</td> </tr> <tr> <td>2007/08</td> <td>~92.00%</td> </tr> <tr> <td>2008/09</td> <td>~94.87%</td> </tr> <tr> <td>2009/10</td> <td>87.30%</td> </tr> </tbody> </table>	Year	Performance (%)	2004/05	~90.00%	2005/06	~88.00%	2006/07	~90.00%	2007/08	~92.00%	2008/09	~94.87%	2009/10	87.30%	<p>The current performance % is 87.30% compared with the 2008/2009 year end figure of 94.87%. One significant reason for this temporary decrease in performance is the implementation of more stringent procurement procedures. All invoices that do not comply with procurement regulations are now being held in the finance department and payment delayed. The Senior Procurement Officer authorises payment once compliance has been met.</p>	Director Finance S Thomas
Year	Performance (%)																		
2004/05	~90.00%																		
2005/06	~88.00%																		
2006/07	~90.00%																		
2007/08	~92.00%																		
2008/09	~94.87%																		
2009/10	87.30%																		

## Corporate Risks

During June and July 2009 a complete review has been carried out with all risk owners to improve the quality and relevance of risks held. This has resulted in many risks being removed from the corporate register, but also in many being reworded or replaced with more meaningful corporate risks. The review is almost complete with a handful of risks outstanding for review.

### Significant (High) Risk

Risk Ref.	Risk Origin	Risk	Controls in Place	Review Comments	Movement in Risk Rating ↑↓				Risk Owner
					Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	
RRP 040	RRP	Co-responder scheme - inability of the service to respond in line with public expectation	Consultation and Negotiation to manage public expectation	Risk reviewed and retained. First review since March 08.	9	9	9	9	DCFO Kevin Barry
	BCB	If staff are using their own vehicles for work purposes without any checks on legality/insurance then there is a risk of liability on the organisation	None currently other than checks on users of pool cars	New risk endorsed by BCB at their meeting in June 09.	-	-	-	9	Calvin Powell
	Corp Obj 09/10	If we do not prepare and implement an asset management plan and planned maintenance programme for all the organisations assets then they will not be managed or maintained in an efficient and effective way which could lead to detrimental service delivery	Stock condition surveys undertaken on stations DDA audit of stations undertaken Estates working group and member sub group set up Budget realigned to focus on planned rather than reactive maintenance	New risk identified in the review replacing several previous risks.	-	-	-	9	Sally Murton
	Corp Obj 09/10	If the service does not review business processes to make them as efficient and effective as possible then there may be future	The HQ move has been a catalyst for departments to start reviewing and improving their business	New risks identified during the review process.	-	-	-	9	Sally Murton

South Wales Fire and Rescue Service

Risk Ref.	Risk Origin	Risk	Controls in Place	Review Comments	Movement in Risk Rating ↑↓				Risk Owner
					Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	
		capacity issues and a possible decline in level of service provision	processes						
JRA 07/08		If service information manuals are not current or adhered to then the service may be exposed to legal action	OPPD 64 Regular reports to BCB	Two previous risks reworded and merged in the review.	6	6	9	9	Tom Pedersen
Corp Obj 09/10		If funding streams are not robust or external funding discontinues then it may no longer be feasible to support new initiatives	Appeals to Welsh Assembly Government	New risks identified through the review process.	-	-	-	9	DCFO Kevin Barry
JRA		If the Firelink Project is continually delayed then the continued commitment of ICT resources and the robustness of operational equipment could be compromised	CFO sits on the National Project Board Local Project Manager in place Regular meetings and communication with Firelink	Re-worded and more focused risks established during the review to replace previous risk.	-	-	-	9	Chris Williams
JRA 08/09		Failure to increase partnership and collaborative activity with others with regards to community safety.	Partnership officers aware of WAG and Making the Connections agenda. Clear recognition that continuing reduction of deaths, injuries and arson related incidents can not be achieved	New risk identified in Joint Risk Assessment report to Fire Authority in June 2009.	-	-	-	9	Martin Henderson
JRA 08/09		Failure to establish formal data sharing agreements and use the information received /shared to improve effectiveness and efficiency then targeting and access to community safety	Newly appointed Business Manager with experience in data sharing engaged and involved with community safety partnership work	New risk identified in Joint Risk Assessment report to Fire Authority in June 2009.	-	-	-	9	Martin Henderson

South Wales Fire and Rescue Service

Risk Ref.	Risk Origin	Risk	Controls in Place	Review Comments	Movement in Risk Rating ↑↓				Risk Owner
					Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	
		products and services will be ineffective							
	BCB	If existing external funding is not continued SWFRS may not be able to continue to implement all planned initiatives and reduce risk. (No indication of continued funding beyond April 2011)	Peer review and evaluation of all products and services	New risk endorsed by BCB at their meeting in June 09.	-	-	-	9	Martin Henderson
	BCB	The implementation of control measure to ensure compliance with proposed changes in legislation relating to drivers hours will result in a detrimental impact on service delivery	Recognition of the issue Clarity from WAG and CLG	New risk endorsed by BCB at their meeting in June 09.	-	-	-	9	Rod Hammerton
	BCB	If we continue to fail to monitor staff working hours, especially in relation to RDS and WDS staff with dual contracts, then risk of breaching health and safety and employment legislation	None	New risk endorsed by BCB at their meeting in June 09.	-	-	-	9	Mark Malson
	CCB	If we do not understand the effect of our activities then we may not be utilising resources effectively	Debrief policy Odart team FIT	New risks agreed by CCB at their away day in June 2009.	-	-	-	9	DCFO Kevin Barry
	JRA	If equality and diversity is not mainstreamed and embedded across the organisation then we would fail to ensure that all communities and visitors to South Wales were safe,	Membership at BCB to ensure that all business decisions consider and include equality and diversity implications. CFO lead to provide impetus	New risk established during review by combining several overlapping JRA risks.	4	6	6	9	Vicky Gregory

South Wales Fire and Rescue Service

Risk Ref.	Risk Origin	Risk	Controls in Place	Review Comments	Movement in Risk Rating ↑↓				Risk Owner
					Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	
		<p>staff morale would decline and the contributions and talents of all our staff would not be realised and used to inform and develop the service to the public.</p> <p>our business processes may inadvertently unlawfully discriminate and</p> <p>we would face legal action from service users, staff or non-compliance by the Equality and Human Rights Commission.</p>	<p>of the relevance and importance of the agenda</p> <p>1.5 diversity staff that have appropriate qualifications and experience</p> <p>budget to facilitate involvement and participatory activity internally and externally</p>						
RRP 013	RRP	If we are unable to influence Key Partners to install sprinkler systems within builds then there are increased risks to those properties.	<p>Work stream on sprinkler installation adopted by CFO (Wales)</p> <p>Legislative Fire Safety Committee to maintain high profile input on new build and major refurbishment of public buildings</p>	Risk reviewed and retained. First review since March 08.	6	6	6	6	DCFO Kevin Barry
(RR P028 )	RRP	If business continuity concepts are not embedded and understood across the organisation then the plans will not have ownership and will not be effective or valid	Revised procedure regarding ownership of business continuity plans agreed by BCB	Original risk reworded and refocused on embedding BCPs during review.	-	-	-	6	Huw Jakeway
(JRA 018)	JRA 07/08	If operational crews are not provided with up to date risk information and mitigation measures then service delivery may not be effective and fire fighter	<p>Resources being transferred from Whitchurch with a phased transition to team.</p> <p>Project plan in place</p>	Original risk slightly reworded to improve meaning.	9	9	9	6	Huw Jakeway

South Wales Fire and Rescue Service

Risk Ref.	Risk Origin	Risk	Controls in Place	Review Comments	Movement in Risk Rating ↑↓				Risk Owner
					Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	
		safety put at risk							
	JRA 08/09	Failure to contribute to a sustainable Wales by demonstrating statutory compliance with, and corporate responsibility on environmental issues.	Corporate objective established and a Sustainable Development Manager appointed. Carbon Management energy efficiency report undertaken by the Carbon Trust		-	-	-	6	Calvin Powell
	JRA 08/09	Risk that if a qualified opinion is issued on financial statements it could lead to lack of assurance to citizens	Fire Authority has accepted that 08/09 will received a qualified opinion based on a technicality relating to holding reserves. Consultation is currently ongoing relating to changes in legislation to clarify the issue.	New risks identified in the Joint Risk Assessment presented to the Fire Authority in June 2009	-	-	-	6	Geraint Thomas
	Corp Obj 09/10	If RTC partners aren't fully engaged then we will be unable to deliver our objective	Partnership Forums LSB RRP CSP Education programmes CFOA pressure group Rospa	New risks agreed by CCB at their away day in June 2009.	-	-	-	6	DCFO Kevin Barry
(JRA /057)	JRA 07/08	If the FRS role in response to flooding events remains undefined by government then the full resource and financial implications will remain unknown and may	Link to national flood group Continue to monitor On going dialogue with WAG	Original risk reworded and refocused following review.	6	6	6	6	Huw Jakeway

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Risk Ref.	Risk Origin	Risk	Controls in Place	Review Comments	Movement in Risk Rating ↑↓				Risk Owner
					Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	
		impact on service planning							
JRA 08/09		If we do not maintain a relationship with youth services in local authorities then we would be unable to target or deliver programs that seek to reduce arson related incidents	Dedicated partnership officers and local links within youth services	New risks.	-	-	-	6	Martin Henderson
JRA0 8/09		If products and services afforded by CSP are not compliant with aims of CYPP agenda then risk of failure to meet statutory requirements to co-operate with LAs and a range of partners to improve the well being of children in each LA area	Children's services manager linked to two unitary authorities CYPPs to ensure currency and compliance	New JRA risk reworded to ensure focused and meaningful for the organisation.	-	-	-	6	Martin Henderson
RRP		If core funding for non emergency / 101 liaison can not be achieved, intelligence and police partnership support may be lost	Use of alternative funding by holding other vacancies in CSP to fund post	Risk reworded and refocused following review.	6	6	6	6	Martin Henderson
		Lack of budget / resources to achieve day crewing to RDS project will prevent anticipated release of resources	Action prioritised in the directorate plan	New risk identified during review process.	-	-	-	6	Rod Hammerton
		If we lost human resources databases, personal records and information systems due to a system failure then we will be unable to continue to deliver an effective service	Robust continuity plan in place in line with BCP	New risk identified during review process	-	-	-	6	Mark Malson

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Risk Ref.	Risk Origin	Risk	Controls in Place	Review Comments	Movement in Risk Rating ↑↓				Risk Owner
					Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	
	CCB	If social deprivation increases then there would be a greater risk to the communities	CSP LSB Targeted action Local intelligence	New risks agreed by CCB at their away day in June 2009.	-	-	-	6	DCFO Kevin Barry
	CCB	If we do not reinforce our values then they will not become embedded	PQAs PDR ADCs OPPDs	New risks agreed by CCB at their away day in June 2009.	-	-	-	6	Phil Haynes
	Corp Obj 09/10	A lack of operational intelligence may hinder tactical options to reduce environmental impact	Operational intelligence cell CFOA National Group	New risks agreed by CCB at their away day in June 2009.	-	-	-	6	Steve Skivens
		If we experience sudden temporary or permanent lack of staff then we risk not being able to deliver operational services or meet statutory responsibilities	Business Continuity Plans in place	New risk identified during review process	-	-	-	6	Steve Skivens

Key to risk origin: RRP = Risk Reduction Plan 2007/08/  
 JRA = Wales Audit Office, Joint Risk Assessment 2007/08 and 2008/09  
 CCB = Corporate Continuity Board away day June 2009.  
 Corp Obj 09/10 = Risks identified in relation to SWFRS achieving our corporate objectives for 2009/2010

Full details of all these risks together with material and manageable risks can be found in the Corporate Risk Register and the appropriate Directorate Plans.

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The following risks were included in the end of year report but following the ongoing four review are no longer considered significant risk or, in the majority of cases have been replaced by a more focused or meaningful risk.

Ref	Risk	Comment following review
JRA/003	Failure to manage effectively the risks associated with the transfer to Fire HQ to a new premise and the disposal of the existing building whilst also addressing existing demands of the capital programme.	HQ transfer now completed and the disposal aspect has been incorporated into the failure to establish an asset management plan risk listed above.
JRA/004	Failure to ensure sustainability fully embedded throughout the organisation.	Risk replaced by more focused JRA risk of failure to contribute to a sustainable Wales listed above.
JRA/005	Risk of non-compliance with statutory equality legislation and related duties.	Risk replaced, along with other equalities risk with the strategic equalities risk listed above.
JRA/016	Potential for operational ineffectiveness/error due to policies and procedures not being reviewed and maintained.	Risk closed as covered by reworded risks above covering currency of service information manuals and information provided to operational crews.
JRA/050	Potential for staff to be operating inefficiently or to out of date policies due to process for managing organisational policies not being robust.	As above risk closed as replaced by more focused risk relating to currency of service information manuals.
JRA/057	Risk that multi agency plans are not in place to respond to flooding incidents.	Risk replaced by more meaningful risk relating to the FRS role in response to flooding events remains undefined by government listed above.
PPC/012	Policy documents are not current or adhered to.	As above risk closed as replaced by more focused risk relating to currency of service information manuals.
WLS/004	Lack of clarity of roles and responsibilities and ownership of the (Welsh Language) scheme	Risk removed from the corporate risk register and retained on the detailed welsh language scheme risk register. An overarching risk in relation to effective implementation of the scheme is retained in the corporate risk register.
SAR/03	Effect on standard building specification	Risk associated with the special appliance review have been closed as the project has been completed and findings used as a reference document for future decisions
SAR/04	Suitability of receiving buildings influencing location.	As above.