

**South Wales Fire and Rescue Service**

# PERFORMANCE MONITORING REPORT

**Quarter 3  
April to December  
2008/09**

**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 third Quarterly Performance Monitoring Report of 2008/09 and it highlights performance for the period April to December 2008. 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 main body of the report focuses on the key elements of our Performance Management Framework.

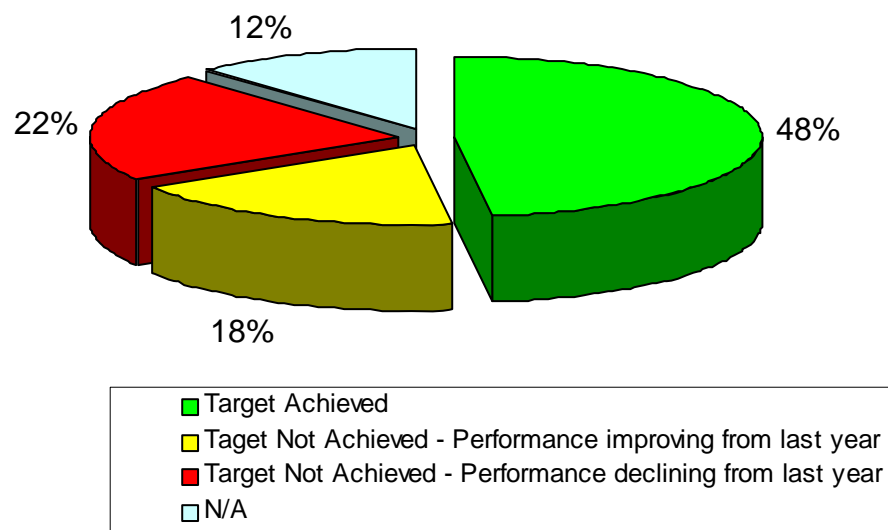
The Performance Management Unit on behalf of the Chief Fire Officer's Policy, Performance and Communications Directorate co-ordinates and compiles this report. All information is extracted from updated directorate quarterly business plans.

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

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 – December 2008.



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

- FRS/EFR/S/002 – Percentage of fires in dwellings identified as being in a risk category greater than 6, that were attended within 5 minutes
- FRS/RRC/C/001 (viii) - Injuries arising from fires started deliberately in premises other than dwellings
- 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/001 (i) - WDS and RDS Staff who categorise themselves as being disabled
- FRS/CHR/C/001 (ii) – Control & Non-uniformed Staff who categorise themselves as being disabled
- FRS/CHR/C/002 (i) – All Staff who belong to a Minority Ethnic Group
- FRS/CHR/C/004 (i) - All staff sickness absence
- FRS/CHR/C/004 (ii) - Wholetime Uniformed sickness absence
- FRS/CHR/C/004 (iii) - Control sickness absence
- FRS/CHR/C/004 (iv) - Non uniformed sickness absence

## **Business Plan Actions**

Business 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.

Business 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 business plans provide an integral part to the performance as an organisation.

As per our framework, Directorates are requested to update their business plans to show progress against performance indicators, actions and any associated business risk.

Updated business plans are available to view on the intranet pages; Department & Groups, Performance Management & Statistics Unit, Business Planning. Alternatively, if you wish copies of business plans, we will be happy to assist.

## 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 records all risks, including those from the Directorate Plans, Risk Reduction Plan, corporate schemes and key projects. The Corporate Risk Register is reported on more fully in an annual report. All risks are rated as Manageable (low), Material (medium) or Significant (high).

The following table shows all of the risks owned by each directorate. Each directorate should review all risks at least quarterly.

Directorate	Number of Risks Owned	% Reviewed Q1	% Reviewed Q2	% Reviewed Q3
Intervention	36	17%	69%	66%
Risk Reduction	32	51%	15%	25%
OPDS	19	100%	100%	10%
Finance & Asset Management	15	36%	55%	40%
Policy, Performance & Communications	51	52%	65%	90%
Human Resources & Training	20	100%	100%	100%
Legal, Admin & ICT	18	47%	0%	100%

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 17 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>Data for All Fires Attended per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>150.00</td> </tr> <tr> <td>2004/5</td> <td>105.00</td> </tr> <tr> <td>2005/6</td> <td>95.00</td> </tr> <tr> <td>2006/7</td> <td>105.00</td> </tr> <tr> <td>2007/8</td> <td>95.00</td> </tr> <tr> <td>2008/09</td> <td>75.00</td> </tr> </tbody> </table>	Year	Value	2003/4	150.00	2004/5	105.00	2005/6	95.00	2006/7	105.00	2007/8	95.00	2008/09	75.00	Trend continues. Still on target to achieve target of below 90.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	150.00																		
2004/5	105.00																		
2005/6	95.00																		
2006/7	105.00																		
2007/8	95.00																		
2008/09	75.00																		
FRS/RRC/S/001 (ii)	All Primary Fires Attended per 10,000 population	↓	<table border="1"> <caption>Data for All Primary Fires Attended per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>45.00</td> </tr> <tr> <td>2004/5</td> <td>35.00</td> </tr> <tr> <td>2005/6</td> <td>32.00</td> </tr> <tr> <td>2006/7</td> <td>30.00</td> </tr> <tr> <td>2007/8</td> <td>27.00</td> </tr> <tr> <td>2008/09</td> <td>23.00</td> </tr> </tbody> </table>	Year	Value	2003/4	45.00	2004/5	35.00	2005/6	32.00	2006/7	30.00	2007/8	27.00	2008/09	23.00	Activity remains similar to previous quarters.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	45.00																		
2004/5	35.00																		
2005/6	32.00																		
2006/7	30.00																		
2007/8	27.00																		
2008/09	23.00																		

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>Performance</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>14.5</td></tr> <tr><td>2004/5</td><td>14.0</td></tr> <tr><td>2005/6</td><td>14.5</td></tr> <tr><td>2006/7</td><td>13.5</td></tr> <tr><td>2007/8</td><td>13.0</td></tr> <tr><td>2008/09</td><td>11.5</td></tr> </tbody> </table>	Year	Performance	2003/4	14.5	2004/5	14.0	2005/6	14.5	2006/7	13.5	2007/8	13.0	2008/09	11.5	Reasonable return for this quarter. On target still.	Director Risk Reduction DCFO Barry
Year	Performance																		
2003/4	14.5																		
2004/5	14.0																		
2005/6	14.5																		
2006/7	13.5																		
2007/8	13.0																		
2008/09	11.5																		
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>Performance</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>130</td></tr> <tr><td>2004/5</td><td>90</td></tr> <tr><td>2005/6</td><td>80</td></tr> <tr><td>2006/7</td><td>85</td></tr> <tr><td>2007/8</td><td>85</td></tr> <tr><td>2008/09</td><td>55</td></tr> </tbody> </table>	Year	Performance	2003/4	130	2004/5	90	2005/6	80	2006/7	85	2007/8	85	2008/09	55	Another good quarter. Target is looking achievable.	Director Risk Reduction DCFO Barry
Year	Performance																		
2003/4	130																		
2004/5	90																		
2005/6	80																		
2006/7	85																		
2007/8	85																		
2008/09	55																		
FRS/RRC/S/002 (i)	The No of Fire Deaths per 100,000 population	↓	<table border="1"> <caption>The No of Fire Deaths per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Performance</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.90</td></tr> <tr><td>2004/5</td><td>0.80</td></tr> <tr><td>2005/6</td><td>0.65</td></tr> <tr><td>2006/7</td><td>0.25</td></tr> <tr><td>2007/8</td><td>0.75</td></tr> <tr><td>2008/09</td><td>0.65</td></tr> </tbody> </table>	Year	Performance	2003/4	0.90	2004/5	0.80	2005/6	0.65	2006/7	0.25	2007/8	0.75	2008/09	0.65	Now looking that Target will not be achieved, although will still be better than previous year	Director Risk Reduction DCFO Barry
Year	Performance																		
2003/4	0.90																		
2004/5	0.80																		
2005/6	0.65																		
2006/7	0.25																		
2007/8	0.75																		
2008/09	0.65																		

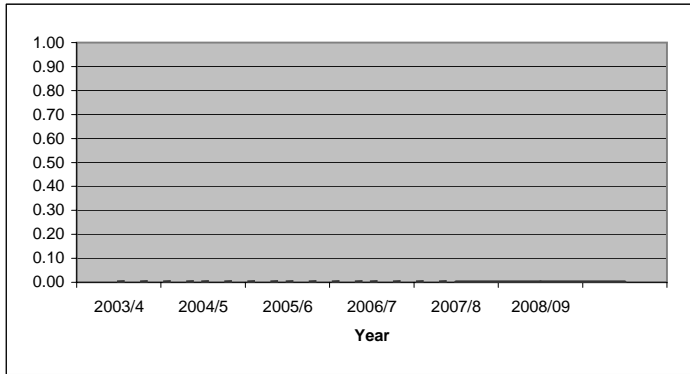
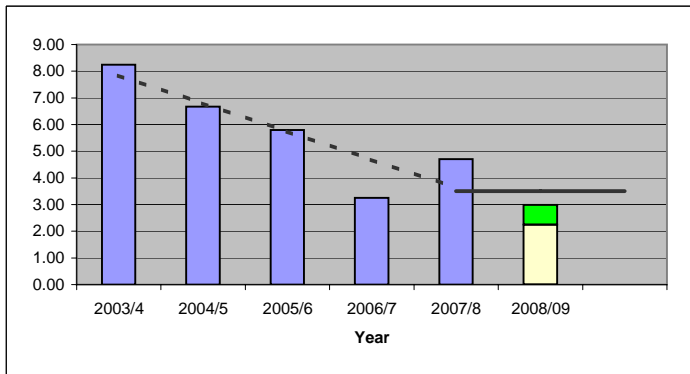
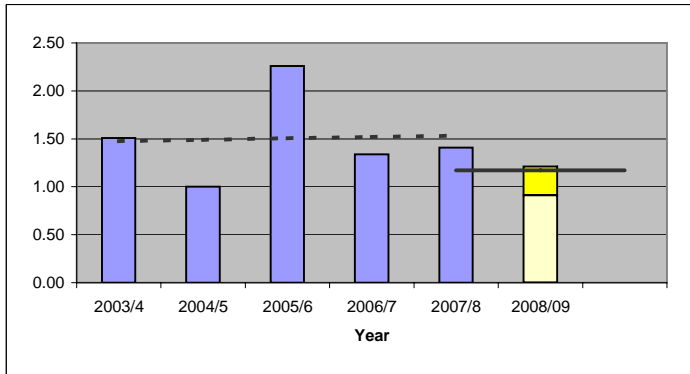
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/S/002 (ii)	The No of Accidental Fire Deaths per 100,000 population	↓	<table border="1"> <caption>Accidental Fire Deaths per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>0.85</td> </tr> <tr> <td>2004/5</td> <td>0.70</td> </tr> <tr> <td>2005/6</td> <td>0.55</td> </tr> <tr> <td>2006/7</td> <td>0.15</td> </tr> <tr> <td>2007/8</td> <td>0.60</td> </tr> <tr> <td>2008/09</td> <td>0.55</td> </tr> </tbody> </table>	Year	Rate	2003/4	0.85	2004/5	0.70	2005/6	0.55	2006/7	0.15	2007/8	0.60	2008/09	0.55	As above (FRS/ RRC/S/002)	Director Risk Reduction DCFO Barry
Year	Rate																		
2003/4	0.85																		
2004/5	0.70																		
2005/6	0.55																		
2006/7	0.15																		
2007/8	0.60																		
2008/09	0.55																		
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>Rate</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>0.07</td> </tr> <tr> <td>2004/5</td> <td>0.14</td> </tr> <tr> <td>2005/6</td> <td>0.07</td> </tr> <tr> <td>2006/7</td> <td>0.07</td> </tr> <tr> <td>2007/8</td> <td>0.14</td> </tr> <tr> <td>2008/09</td> <td>0.07</td> </tr> </tbody> </table>	Year	Rate	2003/4	0.07	2004/5	0.14	2005/6	0.07	2006/7	0.07	2007/8	0.14	2008/09	0.07	No deliberate fire deaths this quarter also.	Director Risk Reduction DCFO Barry
Year	Rate																		
2003/4	0.07																		
2004/5	0.14																		
2005/6	0.07																		
2006/7	0.07																		
2007/8	0.14																		
2008/09	0.07																		
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>Rate</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>23.5</td> </tr> <tr> <td>2004/5</td> <td>21.0</td> </tr> <tr> <td>2005/6</td> <td>21.0</td> </tr> <tr> <td>2006/7</td> <td>16.5</td> </tr> <tr> <td>2007/8</td> <td>8.0</td> </tr> <tr> <td>2008/09</td> <td>5.5</td> </tr> </tbody> </table>	Year	Rate	2003/4	23.5	2004/5	21.0	2005/6	21.0	2006/7	16.5	2007/8	8.0	2008/09	5.5	Few injuries being sustained this latest quarter.	Director Risk Reduction DCFO Barry
Year	Rate																		
2003/4	23.5																		
2004/5	21.0																		
2005/6	21.0																		
2006/7	16.5																		
2007/8	8.0																		
2008/09	5.5																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/S/002 (v)	The No of Accidental Fire injuries excluding precautionary checks per 100,000 population	↓	<table border="1"> <caption>Performance Data for Accidental Fire Injuries</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>10.00</td></tr> <tr><td>2004/5</td><td>8.50</td></tr> <tr><td>2005/6</td><td>7.50</td></tr> <tr><td>2006/7</td><td>4.50</td></tr> <tr><td>2007/8</td><td>6.00</td></tr> <tr><td>2008/09</td><td>3.50</td></tr> </tbody> </table>	Year	Value	2003/4	10.00	2004/5	8.50	2005/6	7.50	2006/7	4.50	2007/8	6.00	2008/09	3.50	In line to come in below target that has been set.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	10.00																		
2004/5	8.50																		
2005/6	7.50																		
2006/7	4.50																		
2007/8	6.00																		
2008/09	3.50																		
FRS/RRC/S/002 (vi)	The No of Deliberate Fire Injuries excluding precautionary checks per 100,000 population	↓	<table border="1"> <caption>Performance Data for Deliberate Fire Injuries</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>2.20</td></tr> <tr><td>2004/5</td><td>1.90</td></tr> <tr><td>2005/6</td><td>2.70</td></tr> <tr><td>2006/7</td><td>1.90</td></tr> <tr><td>2007/8</td><td>2.00</td></tr> <tr><td>2008/09</td><td>1.90</td></tr> </tbody> </table>	Year	Value	2003/4	2.20	2004/5	1.90	2005/6	2.70	2006/7	1.90	2007/8	2.00	2008/09	1.90	This quarter has seen the projection come in slightly above the target set. A good final quarter required.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	2.20																		
2004/5	1.90																		
2005/6	2.70																		
2006/7	1.90																		
2007/8	2.00																		
2008/09	1.90																		
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 Fires in Non-domestic Premises</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>14.50</td></tr> <tr><td>2004/5</td><td>13.50</td></tr> <tr><td>2005/6</td><td>13.00</td></tr> <tr><td>2006/7</td><td>12.50</td></tr> <tr><td>2007/8</td><td>12.50</td></tr> <tr><td>2008/09</td><td>10.00</td></tr> </tbody> </table>	Year	Value	2003/4	14.50	2004/5	13.50	2005/6	13.00	2006/7	12.50	2007/8	12.50	2008/09	10.00	Trend continues in favourable direction. Risk based regime now embedded in Fire Safety – good practice identified and thematic inspections are being piloted in HMOs.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	14.50																		
2004/5	13.50																		
2005/6	13.00																		
2006/7	12.50																		
2007/8	12.50																		
2008/09	10.00																		


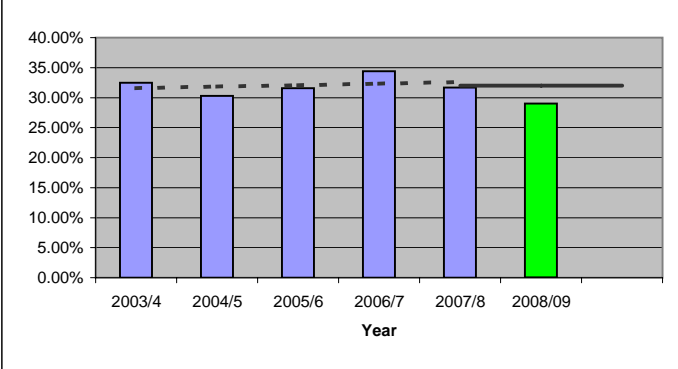
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/S/004 (i)	The number of homes that are within the above average risk category (as determined by the Fire Service Emergency Cover Model, FSEC) that have received, within the reporting year, a home fire safety risk assessment and are within the five minute service standard.	↑	<table border="1"> <caption>Performance Data for Indicator (i)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00</td></tr> <tr><td>2004/5</td><td>0.00</td></tr> <tr><td>2005/6</td><td>0.00</td></tr> <tr><td>2006/7</td><td>0.00</td></tr> <tr><td>2007/8</td><td>500.00</td></tr> <tr><td>2008/09</td><td>0.00</td></tr> </tbody> </table>	Year	Value	2003/4	0.00	2004/5	0.00	2005/6	0.00	2006/7	0.00	2007/8	500.00	2008/09	0.00	No Data available as yet.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	0.00																		
2004/5	0.00																		
2005/6	0.00																		
2006/7	0.00																		
2007/8	500.00																		
2008/09	0.00																		
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.	↓	<table border="1"> <caption>Performance Data for Indicator (ii)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00</td></tr> <tr><td>2004/5</td><td>0.00</td></tr> <tr><td>2005/6</td><td>0.00</td></tr> <tr><td>2006/7</td><td>0.00</td></tr> <tr><td>2007/8</td><td>500.00</td></tr> <tr><td>2008/09</td><td>0.00</td></tr> </tbody> </table>	Year	Value	2003/4	0.00	2004/5	0.00	2005/6	0.00	2006/7	0.00	2007/8	500.00	2008/09	0.00	As above (FRS/RRC/S/004)	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	0.00																		
2004/5	0.00																		
2005/6	0.00																		
2006/7	0.00																		
2007/8	500.00																		
2008/09	0.00																		
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.	NA	<table border="1"> <caption>Performance Data for Indicator (iii)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00</td></tr> <tr><td>2004/5</td><td>0.00</td></tr> <tr><td>2005/6</td><td>0.00</td></tr> <tr><td>2006/7</td><td>0.00</td></tr> <tr><td>2007/8</td><td>100.00</td></tr> <tr><td>2008/09</td><td>0.00</td></tr> </tbody> </table>	Year	Value	2003/4	0.00	2004/5	0.00	2005/6	0.00	2006/7	0.00	2007/8	100.00	2008/09	0.00	As above. No data available as yet.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	0.00																		
2004/5	0.00																		
2005/6	0.00																		
2006/7	0.00																		
2007/8	100.00																		
2008/09	0.00																		

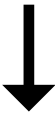
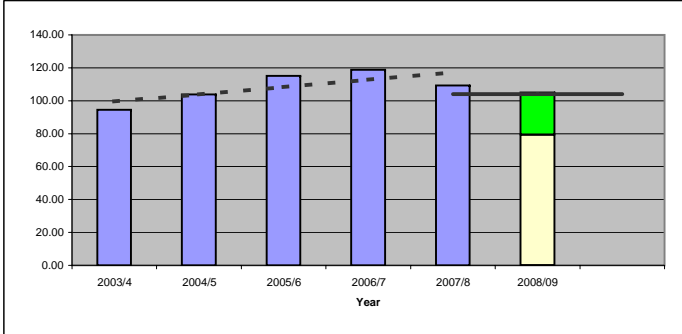

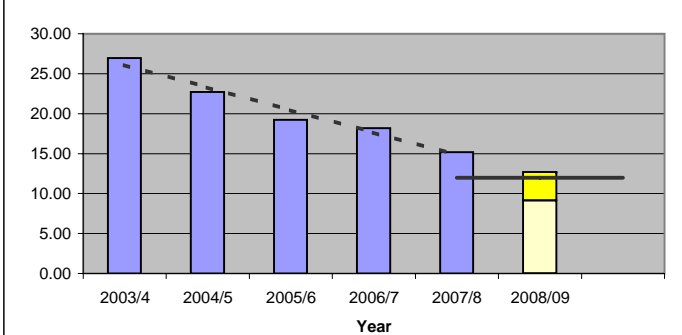
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/S/004 (iv)	Total No of Fires in homes where a community safety initiative has been delivered within the previous and present reporting year	NA	<table border="1"> <caption>Total No of Fires in homes where a community safety initiative has been delivered</caption> <thead> <tr> <th>Year</th> <th>Number of Fires</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00</td></tr> <tr><td>2004/5</td><td>0.00</td></tr> <tr><td>2005/6</td><td>4.00</td></tr> <tr><td>2006/7</td><td>8.00</td></tr> <tr><td>2007/8</td><td>18.00</td></tr> <tr><td>2008/09</td><td>16.00</td></tr> </tbody> </table>	Year	Number of Fires	2003/4	0.00	2004/5	0.00	2005/6	4.00	2006/7	8.00	2007/8	18.00	2008/09	16.00	As previous indicators.	Director Risk Reduction DCFO Barry
Year	Number of Fires																		
2003/4	0.00																		
2004/5	0.00																		
2005/6	4.00																		
2006/7	8.00																		
2007/8	18.00																		
2008/09	16.00																		
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>The Percentage of fires in Dwellings, within the 10 min service standard</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00%</td></tr> <tr><td>2004/5</td><td>0.00%</td></tr> <tr><td>2005/6</td><td>20.00%</td></tr> <tr><td>2006/7</td><td>40.00%</td></tr> <tr><td>2007/8</td><td>90.00%</td></tr> <tr><td>2008/09</td><td>95.00%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.00%	2005/6	20.00%	2006/7	40.00%	2007/8	90.00%	2008/09	95.00%	The method of data collection was established during this quarter	Director Intervention ACO Martin
Year	Percentage																		
2003/4	0.00%																		
2004/5	0.00%																		
2005/6	20.00%																		
2006/7	40.00%																		
2007/8	90.00%																		
2008/09	95.00%																		
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	↑	<table border="1"> <caption>The Percentage of fires in Dwellings, identified as being in a risk category greater than 6, that were attended within 5 mins</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00%</td></tr> <tr><td>2004/5</td><td>0.00%</td></tr> <tr><td>2005/6</td><td>10.00%</td></tr> <tr><td>2006/7</td><td>20.00%</td></tr> <tr><td>2007/8</td><td>65.00%</td></tr> <tr><td>2008/09</td><td>60.00%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.00%	2005/6	10.00%	2006/7	20.00%	2007/8	65.00%	2008/09	60.00%	The method of data collection was established during this quarter	Director Intervention ACO Martin
Year	Percentage																		
2003/4	0.00%																		
2004/5	0.00%																		
2005/6	10.00%																		
2006/7	20.00%																		
2007/8	65.00%																		
2008/09	60.00%																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible
FRS/RRC/C/001 (i)	The No of Deaths caused by fires started Accidentally in Dwellings per 100,000 population	↓		Exceeded target, although may not be any worse than last year.	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	↓		Still on target although a good quarter is now required.	Director Risk Reduction DCFO Barry
FRS/RRC/C/001 (iii)	The No of Deaths caused by fires started Accidentally in premises other than Dwellings per 100,000 population	↓		No fire deaths currently reportable in properties subject to the RR (Fire Safety) Order.	Director Risk Reduction DCFO Barry

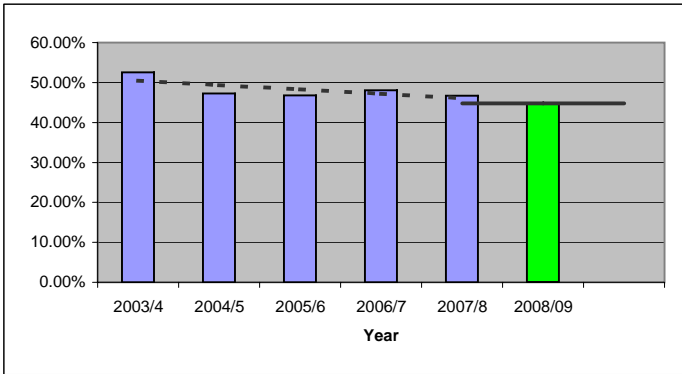
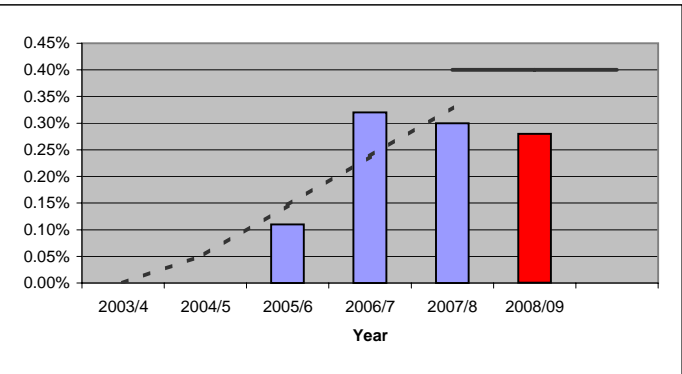
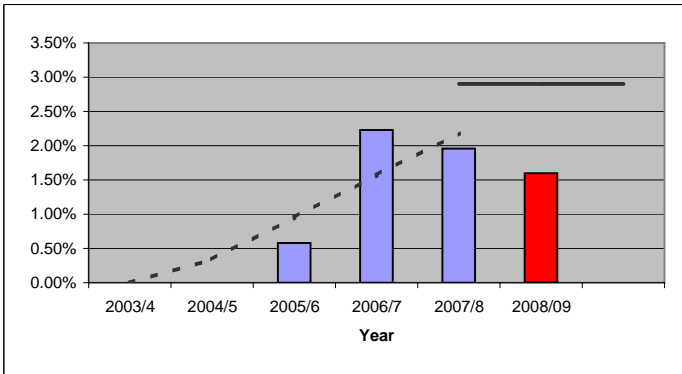
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/C/001 (iv)	The No of Deaths caused by fires started Deliberately in premises other than Dwellings per 100,000 population	↓	 <table border="1" data-bbox="719 292 1406 667"> <caption>Performance Data for Indicator (iv)</caption> <thead> <tr> <th>Year</th> <th>Deaths per 100,000 population</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00</td></tr> <tr><td>2004/5</td><td>0.00</td></tr> <tr><td>2005/6</td><td>0.00</td></tr> <tr><td>2006/7</td><td>0.00</td></tr> <tr><td>2007/8</td><td>0.00</td></tr> <tr><td>2008/09</td><td>0.00</td></tr> </tbody> </table>	Year	Deaths per 100,000 population	2003/4	0.00	2004/5	0.00	2005/6	0.00	2006/7	0.00	2007/8	0.00	2008/09	0.00	No fire deaths currently reportable in properties subject to the RR (Fire Safety) Order.	Director Risk Reduction DCFO Barry
Year	Deaths per 100,000 population																		
2003/4	0.00																		
2004/5	0.00																		
2005/6	0.00																		
2006/7	0.00																		
2007/8	0.00																		
2008/09	0.00																		
FRS/RRC/C/001 (v)	The No of Injuries excluding Precautionary Checks arising from Fires started Accidentally in Dwellings per 100,000 population	↓	 <table border="1" data-bbox="719 695 1406 1070"> <caption>Performance Data for Indicator (v)</caption> <thead> <tr> <th>Year</th> <th>Injuries per 100,000 population</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>8.2</td></tr> <tr><td>2004/5</td><td>6.8</td></tr> <tr><td>2005/6</td><td>5.8</td></tr> <tr><td>2006/7</td><td>3.2</td></tr> <tr><td>2007/8</td><td>4.5</td></tr> <tr><td>2008/09</td><td>2.8</td></tr> </tbody> </table>	Year	Injuries per 100,000 population	2003/4	8.2	2004/5	6.8	2005/6	5.8	2006/7	3.2	2007/8	4.5	2008/09	2.8	Target likely to be achieved.	Director Risk Reduction DCFO Barry
Year	Injuries per 100,000 population																		
2003/4	8.2																		
2004/5	6.8																		
2005/6	5.8																		
2006/7	3.2																		
2007/8	4.5																		
2008/09	2.8																		
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" data-bbox="719 1099 1406 1474"> <caption>Performance Data for Indicator (vi)</caption> <thead> <tr> <th>Year</th> <th>Injuries per 100,000 population</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>1.5</td></tr> <tr><td>2004/5</td><td>1.0</td></tr> <tr><td>2005/6</td><td>2.2</td></tr> <tr><td>2006/7</td><td>1.3</td></tr> <tr><td>2007/8</td><td>1.4</td></tr> <tr><td>2008/09</td><td>1.1</td></tr> </tbody> </table>	Year	Injuries per 100,000 population	2003/4	1.5	2004/5	1.0	2005/6	2.2	2006/7	1.3	2007/8	1.4	2008/09	1.1	Trend continues downward. Arson reduction initiatives continue.	Director Risk Reduction DCFO Barry
Year	Injuries per 100,000 population																		
2003/4	1.5																		
2004/5	1.0																		
2005/6	2.2																		
2006/7	1.3																		
2007/8	1.4																		
2008/09	1.1																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
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>2003/4</td> <td>0.85</td> </tr> <tr> <td>2004/5</td> <td>0.42</td> </tr> <tr> <td>2005/6</td> <td>0.50</td> </tr> <tr> <td>2006/7</td> <td>0.28</td> </tr> <tr> <td>2007/8</td> <td>0.42</td> </tr> <tr> <td>2008/09</td> <td>0.28</td> </tr> </tbody> </table>	Year	Value	2003/4	0.85	2004/5	0.42	2005/6	0.50	2006/7	0.28	2007/8	0.42	2008/09	0.28	Continued targeting of those most at risk in line with Risk Based Regime.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	0.85																		
2004/5	0.42																		
2005/6	0.50																		
2006/7	0.28																		
2007/8	0.42																		
2008/09	0.28																		
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>2003/4</td> <td>0.28</td> </tr> <tr> <td>2004/5</td> <td>0.28</td> </tr> <tr> <td>2005/6</td> <td>0.15</td> </tr> <tr> <td>2006/7</td> <td>0.15</td> </tr> <tr> <td>2007/8</td> <td>0.20</td> </tr> <tr> <td>2008/09</td> <td>0.65</td> </tr> </tbody> </table>	Year	Value	2003/4	0.28	2004/5	0.28	2005/6	0.15	2006/7	0.15	2007/8	0.20	2008/09	0.65	Three injuries sustained in an unprecedented criminal incident – ongoing Police investigation. Suspect murder case.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	0.28																		
2004/5	0.28																		
2005/6	0.15																		
2006/7	0.15																		
2007/8	0.20																		
2008/09	0.65																		
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>2003/4</td> <td>2.4</td> </tr> <tr> <td>2004/5</td> <td>2.2</td> </tr> <tr> <td>2005/6</td> <td>2.0</td> </tr> <tr> <td>2006/7</td> <td>2.1</td> </tr> <tr> <td>2007/8</td> <td>2.0</td> </tr> <tr> <td>2008/09</td> <td>1.9</td> </tr> </tbody> </table>	Year	Value	2003/4	2.4	2004/5	2.2	2005/6	2.0	2006/7	2.1	2007/8	2.0	2008/09	1.9	Actions currently taken: · Policy for challenging hoax calls, · EISEC (a BT software feature) identifies caller location to operator to assist in confirmation of genuine calls · Texts are sent to malicious callers from mobile phones and persistent offenders have been disconnected- · Continued diligence of control room staff · Trend database -- SNEN (Single non-emergency number – ‘101’) · · FAM (False alarm malicious) forum (an internal SWFRS forum)	Director Intervention ACO Martin
Year	Value																		
2003/4	2.4																		
2004/5	2.2																		
2005/6	2.0																		
2006/7	2.1																		
2007/8	2.0																		
2008/09	1.9																		


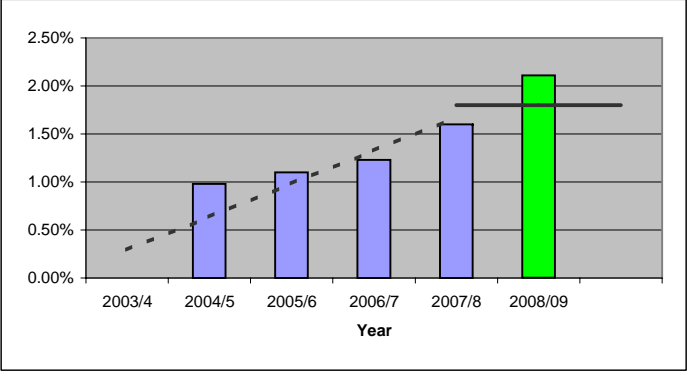

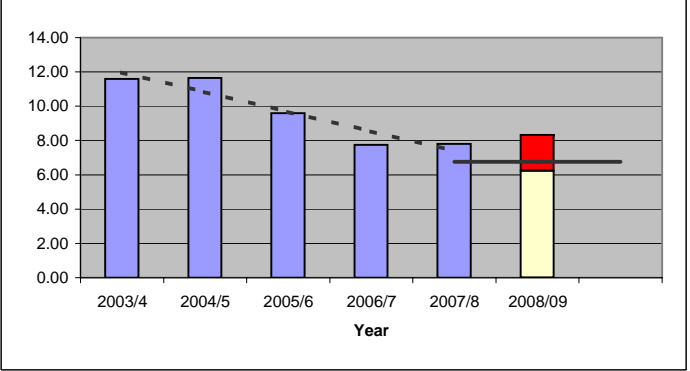

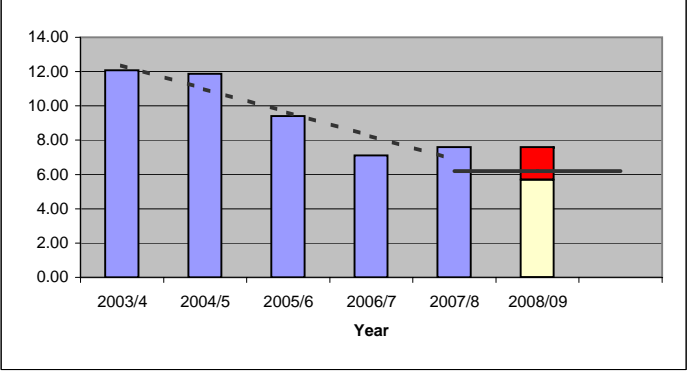
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/C/002 (ii)	The Percentage of all Malicious False Alarms received that were not attended		 <table border="1" data-bbox="725 304 1400 675"> <caption>Percentage of Malicious False Alarms Not Attended</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>~68%</td> </tr> <tr> <td>2004/5</td> <td>~69%</td> </tr> <tr> <td>2005/6</td> <td>~68%</td> </tr> <tr> <td>2006/7</td> <td>~66%</td> </tr> <tr> <td>2007/8</td> <td>~68%</td> </tr> <tr> <td>2008/09</td> <td>~71%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	~68%	2004/5	~69%	2005/6	~68%	2006/7	~66%	2007/8	~68%	2008/09	~71%	<p>Actions currently taken: · Policy for challenging hoax calls, · EISEC (a BT software feature) identifies caller location to operator to assist in confirmation of genuine calls · Texts are sent to malicious callers from mobile phones and persistent offenders have been disconnected- · Continued diligence of control room staff · Trend database -- SNEN (Single non-emergency number – ‘101’) - · FAM (False alarm malicious) forum (an internal SWFRS forum)</p>	Director Intervention ACO Martin
Year	Percentage																		
2003/4	~68%																		
2004/5	~69%																		
2005/6	~68%																		
2006/7	~66%																		
2007/8	~68%																		
2008/09	~71%																		
FRS/RRC/C/002 (iii)	The Percentage of all Malicious False Alarms received that were attended		 <table border="1" data-bbox="725 708 1400 1078"> <caption>Percentage of Malicious False Alarms Attended</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>~32%</td> </tr> <tr> <td>2004/5</td> <td>~30%</td> </tr> <tr> <td>2005/6</td> <td>~31%</td> </tr> <tr> <td>2006/7</td> <td>~34%</td> </tr> <tr> <td>2007/8</td> <td>~32%</td> </tr> <tr> <td>2008/09</td> <td>~29%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	~32%	2004/5	~30%	2005/6	~31%	2006/7	~34%	2007/8	~32%	2008/09	~29%	<p>Actions currently taken: · Policy for challenging hoax calls, · EISEC (a BT software feature) identifies caller location to operator to assist in confirmation of genuine calls · Texts are sent to malicious callers from mobile phones and persistent offenders have been disconnected- · Continued diligence of control room staff · Trend database -- SNEN (Single non-emergency number – ‘101’) - · FAM (False alarm malicious) forum (an internal SWFRS forum)</p>	Director Intervention ACO Martin
Year	Percentage																		
2003/4	~32%																		
2004/5	~30%																		
2005/6	~31%																		
2006/7	~34%																		
2007/8	~32%																		
2008/09	~29%																		

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			<p>Risk based planning assumptions are being conducted on identified premises. The revised policy will reduce unnecessary appliance movements and the risk to FRS personnel and the public. This 3<sup>rd</sup> quarters performance indicates a downward trend on the previous quarters performance. The revised projected end of year performance to date projects 105.9 false alarms caused by automatic fire detection per 1,000 non-domestic properties. However, if the final quarter is reflective of previous years it is possible that the end of year target will be achieved. It has been historical that this indicator sees an increase in the 2<sup>nd</sup> quarter; the revised stop codes introduced on the 1<sup>st</sup> January will allow a more robust interrogation of the data. OPDS are conducting a critical review of appliance attendance at AFAs and the introduction of single pump proximity mobilising.</p>	Director OPDS ACO Skivens
FRS/RRC/C/004 (i)	The No of Deliberate Primary Fires per 10,000 population			<p>Exceeded target, but should still see a better return than that of 07/08.</p>	Director Risk Reduction DCFO Barry

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>2003/4</td> <td>100.00</td> </tr> <tr> <td>2004/5</td> <td>65.00</td> </tr> <tr> <td>2005/6</td> <td>60.00</td> </tr> <tr> <td>2006/7</td> <td>68.00</td> </tr> <tr> <td>2007/8</td> <td>65.00</td> </tr> <tr> <td>2008/09</td> <td>45.00</td> </tr> </tbody> </table>	Year	Value	2003/4	100.00	2004/5	65.00	2005/6	60.00	2006/7	68.00	2007/8	65.00	2008/09	45.00	Staff are still working hard in these areas with further initiatives being planned.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	100.00																		
2004/5	65.00																		
2005/6	60.00																		
2006/7	68.00																		
2007/8	65.00																		
2008/09	45.00																		
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>2003/4</td> <td>37.00%</td> </tr> <tr> <td>2004/5</td> <td>43.00%</td> </tr> <tr> <td>2005/6</td> <td>43.00%</td> </tr> <tr> <td>2006/7</td> <td>42.00%</td> </tr> <tr> <td>2007/8</td> <td>44.00%</td> </tr> <tr> <td>2008/09</td> <td>44.00%</td> </tr> </tbody> </table>	Year	Value	2003/4	37.00%	2004/5	43.00%	2005/6	43.00%	2006/7	42.00%	2007/8	44.00%	2008/09	44.00%	HFS Teams and Intervention Dept reminded to highlight the importance and benefits of having a working smoke detector within the home to all occupants	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	37.00%																		
2004/5	43.00%																		
2005/6	43.00%																		
2006/7	42.00%																		
2007/8	44.00%																		
2008/09	44.00%																		
FRS/RRC/C/005 (ii)	The Percentage of dwelling fires where Smoke Alarms fitted but did not activate	↓	<table border="1"> <caption>Percentage of dwelling fires where smoke alarms fitted but did not activate</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>10.00%</td> </tr> <tr> <td>2004/5</td> <td>8.50%</td> </tr> <tr> <td>2005/6</td> <td>8.00%</td> </tr> <tr> <td>2006/7</td> <td>9.50%</td> </tr> <tr> <td>2007/8</td> <td>9.50%</td> </tr> <tr> <td>2008/09</td> <td>11.50%</td> </tr> </tbody> </table>	Year	Value	2003/4	10.00%	2004/5	8.50%	2005/6	8.00%	2006/7	9.50%	2007/8	9.50%	2008/09	11.50%	Exceeded target and that of previous year. HFS Team will be tasked to identify initiative, which reminds occupiers of the necessity of checking Smoke Alarms.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	10.00%																		
2004/5	8.50%																		
2005/6	8.00%																		
2006/7	9.50%																		
2007/8	9.50%																		
2008/09	11.50%																		


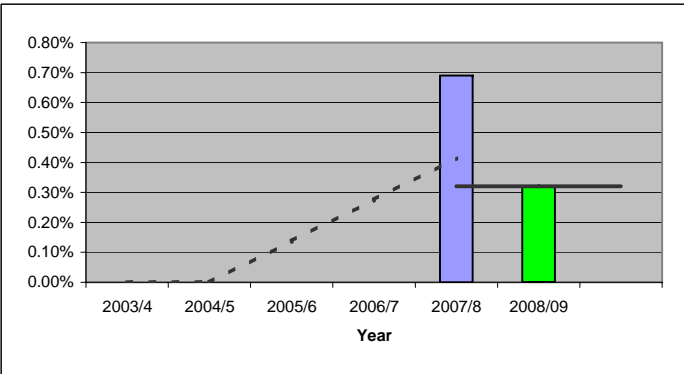

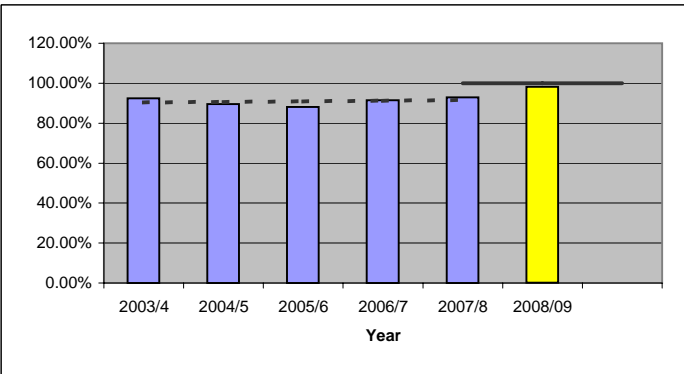
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/C/005 (iii)	The Percentage of dwelling fires where no Smoke Alarm fitted	↓	 <table border="1" data-bbox="723 292 1402 667"> <caption>Percentage of dwelling fires where no Smoke Alarm fitted</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>52.00%</td> </tr> <tr> <td>2004/5</td> <td>47.00%</td> </tr> <tr> <td>2005/6</td> <td>47.00%</td> </tr> <tr> <td>2006/7</td> <td>48.00%</td> </tr> <tr> <td>2007/8</td> <td>46.00%</td> </tr> <tr> <td>2008/09</td> <td>45.00%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	52.00%	2004/5	47.00%	2005/6	47.00%	2006/7	48.00%	2007/8	46.00%	2008/09	45.00%	On target still.	Director Risk Reduction DCFO Barry
Year	Percentage																		
2003/4	52.00%																		
2004/5	47.00%																		
2005/6	47.00%																		
2006/7	48.00%																		
2007/8	46.00%																		
2008/09	45.00%																		
FRS/CHR/C/001 (i)	The Percentage of Uniformed Staff working WDS and RDS who categorise themselves as having a disability	↑	 <table border="1" data-bbox="723 695 1402 1070"> <caption>Percentage of Uniformed Staff working WDS and RDS who categorise themselves as having a disability</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>0.00%</td> </tr> <tr> <td>2004/5</td> <td>0.05%</td> </tr> <tr> <td>2005/6</td> <td>0.11%</td> </tr> <tr> <td>2006/7</td> <td>0.32%</td> </tr> <tr> <td>2007/8</td> <td>0.30%</td> </tr> <tr> <td>2008/09</td> <td>0.28%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.05%	2005/6	0.11%	2006/7	0.32%	2007/8	0.30%	2008/09	0.28%	Accordance with DDA provisions. Monitored/assessed via OHS & Absence Management.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
2004/5	0.05%																		
2005/6	0.11%																		
2006/7	0.32%																		
2007/8	0.30%																		
2008/09	0.28%																		
FRS/CHR/C/001 (ii)	The Percentage of Control and Non-Uniformed Staff who categorise themselves as having disability	↑	 <table border="1" data-bbox="723 1099 1402 1474"> <caption>Percentage of Control and Non-Uniformed Staff who categorise themselves as having disability</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>0.00%</td> </tr> <tr> <td>2004/5</td> <td>0.40%</td> </tr> <tr> <td>2005/6</td> <td>0.60%</td> </tr> <tr> <td>2006/7</td> <td>2.20%</td> </tr> <tr> <td>2007/8</td> <td>1.90%</td> </tr> <tr> <td>2008/09</td> <td>1.60%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.40%	2005/6	0.60%	2006/7	2.20%	2007/8	1.90%	2008/09	1.60%	Accordance with DDA provisions. Monitored/assessed via OHS & Absence Management.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
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2008/09	1.60%																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
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 FRS/CHR/C/001 (iii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00%</td></tr> <tr><td>2004/5</td><td>0.00%</td></tr> <tr><td>2005/6</td><td>0.00%</td></tr> <tr><td>2006/7</td><td>0.00%</td></tr> <tr><td>2007/8</td><td>20.5%</td></tr> <tr><td>2008/09</td><td>20.5%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.00%	2005/6	0.00%	2006/7	0.00%	2007/8	20.5%	2008/09	20.5%	No new data available. This data has been provided by an external source.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
2004/5	0.00%																		
2005/6	0.00%																		
2006/7	0.00%																		
2007/8	20.5%																		
2008/09	20.5%																		
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>2003/4</td><td>0.00%</td></tr> <tr><td>2004/5</td><td>0.00%</td></tr> <tr><td>2005/6</td><td>0.00%</td></tr> <tr><td>2006/7</td><td>0.00%</td></tr> <tr><td>2007/8</td><td>1.10%</td></tr> <tr><td>2008/09</td><td>1.25%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.00%	2005/6	0.00%	2006/7	0.00%	2007/8	1.10%	2008/09	1.25%	WT recruitment campaign completed with limited success in recruiting from minority ethnic groups. Outreach and engagement work continues but requires specific consideration in next years Directorate Plan.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
2004/5	0.00%																		
2005/6	0.00%																		
2006/7	0.00%																		
2007/8	1.10%																		
2008/09	1.25%																		
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>2003/4</td><td>0.00%</td></tr> <tr><td>2004/5</td><td>0.00%</td></tr> <tr><td>2005/6</td><td>0.00%</td></tr> <tr><td>2006/7</td><td>0.00%</td></tr> <tr><td>2007/8</td><td>3.05%</td></tr> <tr><td>2008/09</td><td>3.05%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.00%	2005/6	0.00%	2006/7	0.00%	2007/8	3.05%	2008/09	3.05%	Comprehensive base data not available. This data has been provided by an external source.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
2004/5	0.00%																		
2005/6	0.00%																		
2006/7	0.00%																		
2007/8	3.05%																		
2008/09	3.05%																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/CHR/C/003	The Percentage of Fire-fighters who are Women		 <table border="1" data-bbox="719 304 1406 676"> <caption>Percentage of Fire-fighters who are Women</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>0.30%</td> </tr> <tr> <td>2004/5</td> <td>1.00%</td> </tr> <tr> <td>2005/6</td> <td>1.10%</td> </tr> <tr> <td>2006/7</td> <td>1.25%</td> </tr> <tr> <td>2007/8</td> <td>1.60%</td> </tr> <tr> <td>2008/09</td> <td>2.10%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	0.30%	2004/5	1.00%	2005/6	1.10%	2006/7	1.25%	2007/8	1.60%	2008/09	2.10%	<p>WT recruitment campaign completed with limited success in recruiting women with one female on the Trainees course commencing in February and a small number waiting within the pool for future courses. Outreach and engagement work continues but requires specific consideration in next years Directorate Plan.</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Percentage																		
2003/4	0.30%																		
2004/5	1.00%																		
2005/6	1.10%																		
2006/7	1.25%																		
2007/8	1.60%																		
2008/09	2.10%																		
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" data-bbox="719 708 1406 1080"> <caption>No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - All Staff</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>11.5</td> </tr> <tr> <td>2004/5</td> <td>11.0</td> </tr> <tr> <td>2005/6</td> <td>9.5</td> </tr> <tr> <td>2006/7</td> <td>7.5</td> </tr> <tr> <td>2007/8</td> <td>7.5</td> </tr> <tr> <td>2008/09</td> <td>8.32</td> </tr> </tbody> </table>	Year	Value	2003/4	11.5	2004/5	11.0	2005/6	9.5	2006/7	7.5	2007/8	7.5	2008/09	8.32	<p>The projected end of year performance is 8.32, which although this is above the target is only slightly higher than last year's figure.</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Value																		
2003/4	11.5																		
2004/5	11.0																		
2005/6	9.5																		
2006/7	7.5																		
2007/8	7.5																		
2008/09	8.32																		
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" data-bbox="719 1112 1406 1484"> <caption>No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - Wholetime Uniformed Staff</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>12.0</td> </tr> <tr> <td>2004/5</td> <td>11.5</td> </tr> <tr> <td>2005/6</td> <td>9.5</td> </tr> <tr> <td>2006/7</td> <td>7.0</td> </tr> <tr> <td>2007/8</td> <td>7.5</td> </tr> <tr> <td>2008/09</td> <td>7.59</td> </tr> </tbody> </table>	Year	Value	2003/4	12.0	2004/5	11.5	2005/6	9.5	2006/7	7.0	2007/8	7.5	2008/09	7.59	<p>The projected end of year performance is 7.59. There have been a significant number of staff on long term sickness owing to operations and serious illness. A number of staff, however, on long term sickness will be returning to duty/non operational duty during the next quarter.</p>	<p>Director HR &amp; Training P Haynes</p>
Year	Value																		
2003/4	12.0																		
2004/5	11.5																		
2005/6	9.5																		
2006/7	7.0																		
2007/8	7.5																		
2008/09	7.59																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
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 FRS/CHR/C/004 (iii)</caption> <thead> <tr> <th>Year</th> <th>Working Days/Shifts Lost</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>~27</td> </tr> <tr> <td>2004/5</td> <td>~24</td> </tr> <tr> <td>2005/6</td> <td>~12</td> </tr> <tr> <td>2006/7</td> <td>~13</td> </tr> <tr> <td>2007/8</td> <td>~12</td> </tr> <tr> <td>2008/09</td> <td>~12.37</td> </tr> </tbody> </table>	Year	Working Days/Shifts Lost	2003/4	~27	2004/5	~24	2005/6	~12	2006/7	~13	2007/8	~12	2008/09	~12.37	The projected end of year performance is 12.37, which although this is significantly above the target of 8.00 is only slightly above last year's figure. Although the majority of staff previously on long term sickness have returned to duty, there has been an increase of 36% in the number of days lost due to short term sickness in this quarter.	Director HR & Training P Haynes
Year	Working Days/Shifts Lost																		
2003/4	~27																		
2004/5	~24																		
2005/6	~12																		
2006/7	~13																		
2007/8	~12																		
2008/09	~12.37																		
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>Performance Data for FRS/CHR/C/004 (iv)</caption> <thead> <tr> <th>Year</th> <th>Working Days/Shifts Lost</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>~9.5</td> </tr> <tr> <td>2004/5</td> <td>~8.5</td> </tr> <tr> <td>2005/6</td> <td>~8</td> </tr> <tr> <td>2006/7</td> <td>~8.2</td> </tr> <tr> <td>2007/8</td> <td>~8</td> </tr> <tr> <td>2008/09</td> <td>~9.50</td> </tr> </tbody> </table>	Year	Working Days/Shifts Lost	2003/4	~9.5	2004/5	~8.5	2005/6	~8	2006/7	~8.2	2007/8	~8	2008/09	~9.50	The projected end of year performance is 9.50, which is well above the target of 6.80. Although a number of staff previously on long term sickness have now returned to work, additional staff are now on long term sickness. A number of staff, however, on long term sickness will be retiring during the next quarter.	Director HR & Training P Haynes
Year	Working Days/Shifts Lost																		
2003/4	~9.5																		
2004/5	~8.5																		
2005/6	~8																		
2006/7	~8.2																		
2007/8	~8																		
2008/09	~9.50																		
FRS/CHR/C/005 (i)	The Total No of Ill-Health Retirements as a % of the total Workforce	↓	<table border="1"> <caption>Performance Data for FRS/CHR/C/005 (i)</caption> <thead> <tr> <th>Year</th> <th>% of Total Workforce</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>0.00%</td> </tr> <tr> <td>2004/5</td> <td>~0.01%</td> </tr> <tr> <td>2005/6</td> <td>~0.05%</td> </tr> <tr> <td>2006/7</td> <td>~0.15%</td> </tr> <tr> <td>2007/8</td> <td>~0.22%</td> </tr> <tr> <td>2008/09</td> <td>~0.05%</td> </tr> </tbody> </table>	Year	% of Total Workforce	2003/4	0.00%	2004/5	~0.01%	2005/6	~0.05%	2006/7	~0.15%	2007/8	~0.22%	2008/09	~0.05%	Assessed via OHS Consultant and supported by HR Absence Management.	Director HR & Training P Haynes
Year	% of Total Workforce																		
2003/4	0.00%																		
2004/5	~0.01%																		
2005/6	~0.05%																		
2006/7	~0.15%																		
2007/8	~0.22%																		
2008/09	~0.05%																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
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>WT Uniformed Personnel Ill-Health Retirements (%)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>~1.65%</td> </tr> <tr> <td>2004/5</td> <td>~1.05%</td> </tr> <tr> <td>2005/6</td> <td>~1.25%</td> </tr> <tr> <td>2006/7</td> <td>~0.80%</td> </tr> <tr> <td>2007/8</td> <td>~0.20%</td> </tr> <tr> <td>2008/09</td> <td>~0.10%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	~1.65%	2004/5	~1.05%	2005/6	~1.25%	2006/7	~0.80%	2007/8	~0.20%	2008/09	~0.10%	Assessed via OHS Consultant and supported by HR Absence Management.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	~1.65%																		
2004/5	~1.05%																		
2005/6	~1.25%																		
2006/7	~0.80%																		
2007/8	~0.20%																		
2008/09	~0.10%																		
FRS/CHR/C/005 (iii)	The Total No of RDS personnel ill-Health Retirements as a % of the total RDS workforce	↓	<table border="1"> <caption>RDS personnel ill-Health Retirements (%)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>~0.00%</td> </tr> <tr> <td>2004/5</td> <td>~0.00%</td> </tr> <tr> <td>2005/6</td> <td>~0.10%</td> </tr> <tr> <td>2006/7</td> <td>~0.20%</td> </tr> <tr> <td>2007/8</td> <td>~0.50%</td> </tr> <tr> <td>2008/09</td> <td>~0.10%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	~0.00%	2004/5	~0.00%	2005/6	~0.10%	2006/7	~0.20%	2007/8	~0.50%	2008/09	~0.10%	Assessed via OHS Consultant and supported by HR Absence Management.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	~0.00%																		
2004/5	~0.00%																		
2005/6	~0.10%																		
2006/7	~0.20%																		
2007/8	~0.50%																		
2008/09	~0.10%																		
FRS/CHR/C/005 (iv)	The Total No of Control Personnel ill-Health Retirements as a % of the total Control workforce	↓	<table border="1"> <caption>Control Personnel ill-Health Retirements (%)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>~0.00%</td> </tr> <tr> <td>2004/5</td> <td>~0.00%</td> </tr> <tr> <td>2005/6</td> <td>~0.40%</td> </tr> <tr> <td>2006/7</td> <td>~0.80%</td> </tr> <tr> <td>2007/8</td> <td>~1.80%</td> </tr> <tr> <td>2008/09</td> <td>~1.80%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	~0.00%	2004/5	~0.00%	2005/6	~0.40%	2006/7	~0.80%	2007/8	~1.80%	2008/09	~1.80%	Assessed via OHS Consultant and supported by HR Absence Management.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	~0.00%																		
2004/5	~0.00%																		
2005/6	~0.40%																		
2006/7	~0.80%																		
2007/8	~1.80%																		
2008/09	~1.80%																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
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"> <caption>Performance Data for FRS/CHR/C/005 (v)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>~0.01%</td> </tr> <tr> <td>2004/5</td> <td>~0.02%</td> </tr> <tr> <td>2005/6</td> <td>~0.05%</td> </tr> <tr> <td>2006/7</td> <td>~0.10%</td> </tr> <tr> <td>2007/8</td> <td>~0.70%</td> </tr> <tr> <td>2008/09</td> <td>~0.30%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	~0.01%	2004/5	~0.02%	2005/6	~0.05%	2006/7	~0.10%	2007/8	~0.70%	2008/09	~0.30%	Assessed via OHS Consultant and supported by HR Absence Management.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	~0.01%																		
2004/5	~0.02%																		
2005/6	~0.05%																		
2006/7	~0.10%																		
2007/8	~0.70%																		
2008/09	~0.30%																		
FRS/CFH/C/001	The percentage of undisputed invoices that were paid in 30 days		 <table border="1"> <caption>Performance Data for FRS/CFH/C/001</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>~90%</td> </tr> <tr> <td>2004/5</td> <td>~88%</td> </tr> <tr> <td>2005/6</td> <td>~85%</td> </tr> <tr> <td>2006/7</td> <td>~88%</td> </tr> <tr> <td>2007/8</td> <td>~90%</td> </tr> <tr> <td>2008/09</td> <td>~100%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	~90%	2004/5	~88%	2005/6	~85%	2006/7	~88%	2007/8	~90%	2008/09	~100%	Continue to liase with larger departments including Fleet and Engineering to improve promptness of return of undisputed invoices.	Director Finance S Thomas
Year	Percentage																		
2003/4	~90%																		
2004/5	~88%																		
2005/6	~85%																		
2006/7	~88%																		
2007/8	~90%																		
2008/09	~100%																		

**Corporate Risks**

**Significant (High) Risk**

Risk Ref.	Risk Origin	Risk	Controls in Place	Quarterly Commentary Q3 - 2008/2009	Movement in Risk Rating ↑↓				Risk Owner
					Q4 07/08	Q1 08/09	Q2 08/09	Q3 08/09	
JRA/002	JRA	Failure to generate capacity to support 10 local strategic boards and related partnerships	Partnership department liaison officers currently attend CSPs and act as the liaison with FRA members within each authority. LSB in Cardiff has identified capacity issues.	No review submitted for quarter 3.	↔ 6	↔ 6	↔ 6	↔ 6	AM Martin Henderson
JRA/003	JRA	Failure to manage effectively the risks associated with the transfer of Fire HQ to a new premise and the disposal of the existing building whilst also addressing existing demands of the capital programme.	Estates transferred to the Director of Finance and a Building Development Manager in post. Relocation Project Team and documentation in place.	No review submitted for quarter 3.	↔ 9	↔ 9	↔ 9	↔ 9	AM Greg Clement  Sue Thomas
JRA/004	JRA	Failure to ensure sustainability fully embedded throughout the organisation	Meetings on going and action plan drawn up. Carbon footprint assessment planned within project plan for new HQ. Incorporated within business planning process and identified as a corporate objective for the service	Q3 08/09 amended focus for corporate objectives for 2009/10 - emphasise on operational incidents. Weighting increased back to high to reflect corporate importance	↔ 6	↓ 4	↔ 4	↑ 6	Calvin Powell

South Wales Fire and Rescue Service

Risk Ref.	Risk Origin	Risk	Controls in Place	Quarterly Commentary Q3 - 2008/2009	Movement in Risk Rating ↑↓				Risk Owner
					Q4 07/08	Q1 08/09	Q2 08/09	Q3 08/09	
JRA/005	JRA	Risk of non-compliance with statutory equality legislation and related duties	Business planning process includes equality and diversity actions as set out in the schemes. Performance management process in place.	Risk reviewed weighting increased back to high to reflect corporate importance.	↔ 6	↓ 4	↔ 4	↑ 6	Equalities Officer
JRA/006	JRA	Potential adverse impacts of the HQ move on financial reserves and balances.	Overall financial position sound, proposals to use some reserves to finance new HQ potential for cash flow issues. Specialist advice from sector on borrowing and investment issues.	No review submitted for quarter 3.	↔ 9	↔ 9	↔ 9	↔ 9	AM Greg Clement  Sue Thomas
JRA/016	JRA	Potential for operational ineffectiveness/error due to policies and procedures not being reviewed and maintained.	Ongoing discussion at CCB and BCB regarding resource allocation.	(Note - Risk was increased to high at Joint Risk Assessment update reported to Fire Authority July 2008.) No review submitted for quarter 3.	↔ 2	↑ 9	↔ 9	↔ 9	ACO Steve Skivens
JRA/018	JRA	Operational crews not provided with up to date risk information and mitigation measures.	Ongoing discussion at CCB and BCB regarding resource allocation	(Note - Risk was increased to high at Joint Risk Assessment update reported to Fire Authority July 2008.) No review submitted for	↔ 2	↑ 9	↔ 9	↔ 9	AM Huw Jakeway

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Risk Ref.	Risk Origin	Risk	Controls in Place	Quarterly Commentary Q3 - 2008/2009	Movement in Risk Rating ↑↓				Risk Owner
					Q4 07/08	Q1 08/09	Q2 08/09	Q3 08/09	
				quarter 3.					
JRA/ 050	JRA	Potential for staff to be operating inefficiently or to out of date policies due to process for managing organisational policies not being robust	Review cycle in place. New officer in post. (Note linked to Directorate Plan PPC/012).	Policy review document circulated to BCB Dec 2008. Residual risk score increased to 6 by risk owner in line with Directorate Plan risk.	↔ 4	↔ 4	↔ 4	↑ 6	Tom Pedersen
JRA/ 057	JRA	Risk that multi agency plans are not in place to respond to flooding incidents	A national flood group has been established and recommendations from the Pitt and Knight.	(Note – risk was increased following findings of the Pitt report) No review submitted for quarter 3.	↔ 2	↔ 2	↑ 6	↔ 6	AM Huw Jakeway
PPC/ 012	Dir. Plan	Internal policy documents are not current.	Review cycle in place. New officer in post.	Risk still valid, risk weighting increased.	↔ 2.4	↔ 2.4	↑ 6	↔ 6	Tom Pedersen
HQ/ 001	HQ Proje ct Plan	If the relocation of the HQ is not completed within time scales and budget then efficiency savings and improvements in working practices will not be achieved.	Project team have a detailed risk log that is regularly reviewed.	No review submitted for quarter 3.	↔ 6	↔ 6	↔ 6	↔ 6	AM Greg Clement
WLS/ 004	WLS	Lack of clarity of roles and responsibilities and ownership of the scheme.	None	CFO reduced residual risk to 6 from 9 and increased weighting factor to 1 due to corporate importance to the Service.	-	-	-	6	CFO Andy Marles

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SAR/01	SAR	Special Appliance Review (SAR) does not align with Risk Reduction Plan.	Context of SAR changed to that of reference document.	Risk reviewed - no change.	-	-	Added Oct 08	↔ 6	ACO Steve Martin
SAR/03	SAR	Effect on Standard Building Specification.	Estates Strategy Steering Group formed	No review submitted for quarter 3.	-	-	Added Oct 08	↔ 6	Geraint Thomas
SAR/04	SAR	Suitability of receiving buildings influencing location.	Estates Strategy Steering Group formed. FSEC modelling.	No review submitted for quarter 3.	-	-	Added Oct 08	↔ 6	Geraint Thomas
SAR/10	SAR	Delays in CCB approval.	Context of SAR changed to that of reference document. Link to RRP.	Risk reviewed - no change.	-	-	Added Oct 08	↔ 6	ACO Steve Martin
SAR/11	SAR	Delays in representative bodies approval	Consultation and negotiation.	Risk reviewed - no change.	-	-	Added Oct 08	↔ 6	ACO Steve Martin

Key to risk origin: JRA = Wales Audit Office, Joint Risk Assessment 2007/08  
 Dir. Plan = Directorate Plan  
 WLS = Welsh Language Scheme  
 SAR = Special Appliance Review 2008

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.