

Policy, Performance and Communications

**PERFORMANCE REVIEW
AGAINST
STATUTORY PERFORMANCE
INDICATORS**

End of year 2006/2007

South Wales
Fire and Rescue Service



Gwasanaeth Tân ac Achub
De Cymru

Raising Awareness - Reducing Risk

Introduction

To support the performance management system within SWFRS, quarterly reports are produced which detail our progress in achieving the targets we have set ourselves against best value performance indicators as detailed within the Annual Corporate Performance Plan 2006/07.

This report details our performance for the full year 2006/07. It is the last time we will be reporting on these best value performance indicators. From 2007/08 we will report against the new National strategic and core indicators as defined under the Wales Programme for Improvement for the Fire and Rescue Service in Wales. The definition of these indicators are currently in draft awaiting the consultation from the Welsh Assembly Government.

Performance Against Targets

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

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

It should be noted that activities associated with one particular performance indicator can also influence the performance of several other performance indicators. These are cross-referenced where relevant.

Operational data has been extracted from OWLe and the Vision database. The individual departments have submitted the data for the corporate health indicators.

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

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 001W	Welsh language board ruling on the authority's performance with regards to conforming with its Welsh language scheme- service delivery	Improving	Good	N/A
BVPI 001W	Welsh language board ruling on the authority's performance with regards to conforming with its Welsh language scheme- scheme management	Good	Good	N/A

Comments on Performance:

- The recent inspection by the Welsh Language Board has resulted in very good informal, verbal feedback from the inspectors. One of the areas of note was the work undertaken to include the Welsh language in the ADC promotion process. The official response is due to arrive soon.
- Activities in other indicators which support this indicator are as follows: 2, 17, 210

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 002	The level of the equality standard for local government to which the authority conforms	2	3	2
BVPI 002	The duty to promote race equality	63.16%	68.42%	68%

Comments on Performance:

- Focus for 2007/2008 must be equality and diversity training for staff that engage with the community and a professional one day induction module and establishing our employment and service delivery monitoring and reporting systems
- The challenge for 2007/2008 to reach Level 3 of the WLGA Equality Standard will be to establish and utilise monitoring mechanisms for employment and service delivery. Whilst reviewing our race equality objectives we must consider the satisfaction of people from an ethnic minority background with regard to our services.

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 008	The percentage of undisputed invoices that were paid in 30 days	88%	100%	91.7%

Comments on Performance:

- The target is not locally set. A realistic target would be 92.5 or 95 per cent
- Invoices delivered to Stations and offices other than HQ are not always dealt with promptly and forwarded for payment by finance staff.
- Reminders are being sent to staff and suppliers are being told to send all invoices to HQ. Efforts are being made to track the invoices and prevent late payments.

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 011	i) The Percentage Of Top 5% Earners That Are Women	3.57%	5.00%	4.3%
BVPI 011	ii) The Percentage Of Top 5% Earners From Black And Minority Ethnic Communities	0.00%	1.00%	0.00%
BVPI 011	iii) The Percentage Of Top 5% Earners That Are Disabled	0.00%	0.10%	1.1%

Comments on Performance:

- i) The Service's performance in respect of top 5% earners that are women improved upon last year primarily as a result of the appointment of a female to the senior position of Director of Legal, Admin and ICT Services.
 - ii) We have been unable to increase the top 5% of earners that are from ethnic minority communities
 - iii) The Service's performance has improved this year primarily as a result of the employee survey that has been undertaken.
- Apart from the senior appointment referred to above there have been very few opportunities for females to obtain positions at this level.
 - It should also be stated that the majority of positions at this level, except for support staff, are filled internally and therefore the lack of women within the rank structure means that the primary method by which we improve our performance is likely to be via the support staff structure.
 - The Service is continually reviewing it's recruitment processes to encourage applications from under representative groups. Also, the ADC process has more recently become open to personnel from outside of South Wales and it is hoped that this will have a positive impact.
 - The increase in the number of disabled personnel within the top 5% of earners has arisen from an individual who has been in the top 5% earners for some time declaring a disability on his employee return. This disability had not previously been made known to the service.
 - Activities in other indicators which support this indicator are as follows: 2, 16, 17, 210

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 012	Average number of days/shifts lost per employee (whole-time uniformed staff)	9.41	10.36	7.1
BVPI 012	Average number of days/shifts lost per employee (all staff)	9.59	10.11	7.9

Comments on Performance:

- The target set for i) was for improving performance i.e. to be lower than the Lower Tolerance level of 10.36. This target was greatly exceeded i.e. 7.1
- The target set for ii) was for improving performance i.e. to be lower than the Lower Tolerance level of 10.11. This target was greatly exceeded i.e. 7.9
- The targets were greatly exceeded owing to a number of factors; a far greater emphasis being placed at Line manager level on the management of sickness, this has been demonstrated by a much improved completion and timely return of paperwork; improved welfare arrangements and emphasis on the Attendance and Welfare policy being stressed at the return to work interview; the implementation of new processes to enable and encourage wholetime staff to return to work on non operational duties far sooner than in previous years; greater emphasis has been placed on health and fitness with a review of the existing Health and Fitness policy, improved fitness equipment on stations and the promotion of physical activity and healthy lifestyle advice for all staff ; the reduction in the number of injuries on duty and consequent days lost.
- Activities in other indicators which support this indicator are as follows: 15

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 015	Number of ill health retirements for employees eligible for the Firefighters Pension Scheme	12	8	8
BVPI 015	Number of ill health retirements for employees eligible for the Local Government Pension Scheme	4	2	3
BVPI 015	Ill health retirements as a percentage of the workforce eligible for the Firefighters Pension Scheme	1.26%	0.85%	0.8%
BVPI 015	Ill health retirements as a percentage of the workforce eligible for the Local Government Pension Scheme	1.15%	0.58%	0.9%

Comments on Performance:

- The actual number of retirements for staff within the Firefighters Pension Scheme was very similar to the target set. The actual retirements for staff within the Local Government Pension Scheme was one more than the target set.
- We have achieved the target set in the Firefighters Pension Scheme but we went over the target of 2 ill health retirements in the Local Government Scheme. However, we could not do anything about that as the recommendation for the retirements were made by the Medical Adviser
- Activities in other indicators which support this indicator are as follows: 12

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 016	The % of employees declaring that they meet the disability discrimination act 1995 disability definition compared with the percentage of economically active disabled people in the authority area- WDS & RDS Employees	0.11%	1.00%	0.32%
BVPI 016	The % of employees declaring that they meet the disability discrimination act 1995 disability definition compared with the percentage of economically active disabled people in the authority area- Control & Support Staff	0.00%	1.00%	2.33%
BVPI 016b	The % of the economically active (persons aged 18-54) population within the FRS area who have a disability	N/A	N/A	20.47%

Comments on Performance:

- As stated during the narrative on performance for 2005 –06 it was anticipated that the Service’s performance would increase in this respect.
- One of the primary reasons for this increase in performance was the employees survey that was distributed to all staff, asking a number of questions including “Do you consider that you have a disability”?
- It is the Service’s intention to issue the above survey on a regular basis in order to gather the most current information in respect of employee disabilities.
- Activities in other indicators which support this indicator are as follows: 11

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 017	Number of black and other ethnic minority uniformed staff employed expressed as a percentage	0.8%	1.1%	1.0%
BVPI 017	Percentage of population	2.2%	N/A	3.39%

Comments on Performance:

- While the number of new employees from Black and Ethnic Minority communities increased the performance did not quite achieve its target. However, the Service remains on schedule to meet its longer term target aims.
- One of the reasons why the Service failed to achieve the target was the fact that fewer wholetime recruits were appointed during 2006 – 07. This resulted from a lower level of retirees, which in its self is partly due to new Age Legislation and staff applying to work beyond the “usual” retirement age.
- The Services recruitment team and Diversity officer have been proactive in outreach work whereby a relatively high level of individuals from Black and Ethnic Minority communities have attended specific positive action events at Cardiff Gate.
- Activities in other indicators which support this indicator are as follows: 1, 2, 11

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 142	ii) Primary Fires attended per 10,000 population	33.0	30.9	31.2
BVPI 142	iii) Accidental Dwelling Fires per 10,000 Dwellings	15.2	12.8	14.4

Comments on Performance

- Whilst it is acknowledged that we have failed to meet our target figures, the figure for primary fires attended per 10,000 population and the number of accidental dwelling fires has shown an improvement on last years performance.
- The Community Safety Department has continued to develop initiatives in education, behavioural change and arson reduction, which have previously had positive effects on performance, and the relocation of the FSEC team to the Community Safety Department will enable us to analyse the situation more closely in order for us to assess priorities.
- The move of the FSEC team into the Department has allowed the exploitation of intelligent systems to help identify strategy. New youth focused initiatives such as the Dragon Programme and Fire Safe are helping to change behaviour and consider the consequences of fire setting, and Fire Con Plus has conveyed the Community Fire Safety message to people with disability.

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 143	i) Deaths in Accidental Dwelling Fires per 100,000 Population	0.57	0.56	0.07
BVPI 143	ii) Injuries in Accidental Dwelling Fires per 100,000 Population	6.23	4.21	3.53

Comments on Performance:

- There has been a significant reduction in the number of deaths from fire and injuries have also declined sharply.
- The continuing educational programmes have ensured that the figures for death and injury are a vast improvement on recent years.
- The continued deployment of operational crews engaged in Home Fire Safety Checks together with initiatives to identify risk premises with partner agencies is clearly a winning formulae and this has been reflected in the Risk Reduction Plan.
- Activities in other indicators which support this indicator are as follows: 142

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 144	The percentage of accidental fires in dwellings confined to room of origin	88.8%	89.6%	92.5%

Comments on Performance:

- The target for this year was 89.6%, this has been surpassed by 2.9% and is the first time since this information has been captured that the 90% threshold has been passed
- The successful outcome was achieved due to objective initiative and target setting at the start of the year and the monitoring and review where necessary of performance throughout the 12 months
Several initiatives have contributed to the successful performance this year
 - Increased activity in relation to Home Fire Safety Checks and fitting of smoke detectors
 - Increased RDS availability
 - Improved training and skills in relation to Breathing Apparatus and Positive Pressure Ventilation Fans

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 146	Number of calls to malicious false alarms i) not attended per 1,000 population	1.4	1.6	1.4
BVPI 146	Number of calls to malicious false alarms ii) attended per 1,000 population	0.6	0.6	0.7

Comments on Performance:

- BVPI 146(i) – Target not met by 0.2, this is possibly as a result of an increase in the number of false alarm malicious calls received during 06/07 – 3004 compared to the previous year 05/06 - 2888
- BVPI 146(ii) - Target not met by 0.1, this is possibly as a result of an increase in the number of false alarm malicious calls received during 06/07 – 3004 compared to the previous year 05/06 – 2888
- Please note that the above figures includes both malicious calls attended and abandoned or challenged calls received by the control room. During 06/07 only 1033 malicious calls were attended by the FRS.

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 149	i) false alarms caused by automatic fire detection apparatus per 1,000 non domestic properties	102.66	95.14	105.3
BVPI 149	ii) number of those properties with more than 1 attendance	N/A	N/A	N/A
BVPI 149	iii) the % of calls which are to a property with more than 1 attendance	N/A	N/A	N/A

Comments on Performance:

- A marginal increase was experienced from our 2005/2006 performance which has resulted in us not achieving our target for this reporting year. SWFRS have over the last 5 years actually reduced the number of false alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties by 15%.
- There is an increasing emphasis on built life and fire safety systems within non-domestic properties, however, the actual increase in the installation of systems in non-domestic properties is unknown. Development continues across all South Wales but particularly in the Cardiff and Newport areas.
- During 2007/2008 SWFRS will be utilising robust FSEC data sets in identifying the worst offending premises experiencing false alarms. This will allow a targeted approach to the reduction of false alarms in non-domestic premises, which will be monitored through station business plans. FSEC is capable of identifying specific premises within specific wards, it is anticipated to trial this approach in Autumn 2007, allowing for implementation 2007/2008.
- The Services' policy for Unwanted Fire Signals was issued in August 1999. It was amended in December 2004 and has been subjected it's cyclical review since. There is currently a major review of this policy and it is anticipated that a revised policy will be introduced Autumn 2007.
- ii) and iii) are new indicators and a data extraction methodology is being investigated.

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 150	Expenditure per head of population on the provision of fire and rescue services	£47.27	£49.46	£50.68

Comments on Performance:

- None given

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 206	Number of deliberate primary fires (excluding deliberate primary fires in vehicles) per 10,000 population	5.20	4.40	5.9
BVPI 206	Number of deliberate primary fires in vehicles per 10,000 population	14.00	13.12	12.4
BVPI 206	Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population	58.30	52.26	69.1
BVPI 206	Number of deliberate secondary fires in vehicles per 10,000 population	1.80	0.66	1.3

Comments on Performance:

- It is disappointing to note that the number of primary and secondary fires in other than vehicles has increased. However, it is pleasing to note that primary and secondary vehicle fires have reduced significantly although we have failed to meet our targets.
- Weather conditions early in 2007 have no doubt, had an adverse effect on performance with spate conditions occurring over the Spring months with grass fires. Although Control and Operational crews dealt admirably with the high volume of incidents, it is necessary to address this issue urgently. The decrease in vehicle fires can be attributed to improved partnership working with Local Authorities and private sector vehicle breakers in removing abandoned vehicles from roadsides before they become an arson target. We are not able to give definite reasons as to why we have failed to meet the targets, but the relocation of the FSEC team into the Community Safety Department will enable us to research the factors that affect these initiatives.
- The Community Safety Department has restructured to better accommodate the strategies identified in the Risk Reduction Plan. The deliberate fires issues are a focus of attention and the latter part of 2006-07 was spent preparing new initiatives to tackle arson. Such initiatives include the establishment of a Fire Crime Unit within the Community Safety Department to tackle the arson issue.

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 207	The number of fires in non-domestic premises per 1,000 non-domestic premises	12.40	11.00	11.7

Comments on Performance:

- This figure shows an improvement on the previous year by 0.7 incidents per 100 population. However, we have still failed to achieve our target.
- The introduction of the Regulatory Reform (Fire Safety) Order in 2006 has undoubtedly focused the minds of the business community in relation to fire safety and arson reduction. This, together with the improvements identified in last years update report has resulted in further improvement. When considering the improvement in performance, but the failure to achieve the target, it may be that the target figure needs to be reassessed in conjunction with continued non-domestic fire safety initiatives.
- The provision of the RRO road-show, together with a review of the work of the Arson Reduction Team in the Ely area and it's subsequent expansion, as well as other arson reduction initiatives from the Fire Crime Unit within the Community Safety Department, and the greater emphasis on partnership working, has enabled many localised initiatives to produce positive results.
- Activities in other indicators which support this indicator are as follows: 142

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 208	The % of people in accidental dwelling fires who escape unharmed without FRA assistance at the fire.	94.10%	94.68%	96.8%

Comments on Performance:

- This figure has shown an improvement on the previous year and continues to paint a positive picture of our performance.
- The continued supply of free smoke alarms to the community has no doubt enabled an early warning of fire where this has occurred.
- There will be a continued assessment of vulnerable homes in the community by employing the FSEC team which has been relocated to the Community Safety Department, to work alongside the newly established Home Safety Team and the development of the Home Fire Safety Plus scheme will allow for a higher quality assessment of vulnerable properties, thereby increasing our ability to protect our communities.
- Activities in other indicators which support this indicator are as follows: 142

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 209	The % of fires attended in dwellings where: i) a smoke alarm had activated;	45.70%	49.35%	45.6%
BVPI 209	The % of fires attended in dwellings where: ii) a smoke alarm was fitted but did not activate;	8.30%	6.82%	9.4%
BVPI 209	The % of fires attended in dwellings where: iii) no smoke alarm was fitted.	46.00%	43.63%	48.4%

Comments on Performance:

- We failed to reach our targets.
- There are two considerations for these indicators, the first being that the number of fires in dwellings where a smoke alarm was fitted had reduced, possibly because of other Community Safety activities making people more fire aware. However there was an increase in the number of fires where the smoke alarm did not actuate. This may be due to poor maintenance and battery failure, or it may be that occupiers detected the fires earlier. The last statistic is disappointing in seeing an increase in fires where no smoke alarm has been fitted.
- It is intended to build upon the educational and smoke alarm initiatives that this organisation has developed to further increase smoke alarm ownership and in particular, to target the most vulnerable members of the community to improve performance
- Activities in other indicators which support this indicator are as follows: 142

Indicator Ref	Description	2005/6 Actual	2006/7 Target	2006/7 Actual
BVPI 210	The Percentage of Women Fire Fighters	1.1%	1.3%	1.5%

Comments on Performance:

- This was a strong performance which exceeded the 2006 – 07 target by 15%
- This performance was achieved on the back of the Service recruitment teams positive action measures that have attracted more applications from females
- Activities in other indicators which support this indicator are as follows: 2

Summary of Performance Indicator Performance

Performance indicators have been categorised as corporate health or operational. The number of performance indicators achieving target can be summarised in the following table:

	Target Achieved	Target not Achieved, performance improved	Target not achieved, performance declined
Corporate	7	9	0
Operational	5	5	7
Total	12	14	7

Please note there are 6 indicators which have no data available at this present time and are not calculated within this summary.

It is pleasing to note that overall, performance is improving; however in certain areas targets are not being met. It should be noted that the basis of our target setting for 2006/07 was based on performance data from 2005/06, which was generally considered to be an exceptionally good year. In order to take into account of natural year on year fluctuations in performance due to factors beyond our control, the use of target setting and performance measurement based on moving 5-year trends and averages is being incorporated into the performance management framework for future years.

2007/08 Strategic and Core Indicators

Directors together with their Departmental Heads are currently working on their target setting methodologies for the 2007/08 strategic and core indicators.

As indicated above, wherever possible, the basis of target setting for these indicators will be set in collaboration with the relevant Director and Head of Department using the 5-year trend based analysis.

A summary of the Strategic and Core Indicators are as follows. Targets will be submitted to the Fire Authority for approval as soon as they are received from the Directorates.

Indicator Ref	Description	2002/3 Actual	2003/4 Actual	2004/5 Actual	2005/6 Actual	2006/7 Actual	2007/08 Target	Responsible Officer
FRS/RRC/S/001 (i)	All Fires Attended per 10,000 population	145.48	151.35	105.81	96.06	104.67		Director Risk Reduction DCFO Marles
FRS/RRC/S/001 (ii)	All Primary Fires Attended per 10,000 population	44.54	44.84	35.83	32.95	31.20		Director Risk Reduction DCFO Marles
FRS/RRC/S/001 (iii)	All Accidental Fires in Dwellings per 10,000 dwellings	17.2	14.62	14.19	14.97	13.86		Director Risk Reduction DCFO Marles
FRS/RRC/S/001 (iv)	All Deliberate Fires Attended per 10,000 population	126.11	129.75	89.99	79.42	88.49		Director Risk Reduction DCFO Marles
FRS/RRC/S/002 (i)	The No of Fire Deaths per 100,00 population	0.72	0.93	0.86	0.64	0.28		Director Risk Reduction DCFO Marles
FRS/RRC/S/002 (ii)	The No of Accidental Fire Deaths per 100,000 population	0.5	0.86	0.72	0.57	0.14		Director Risk Reduction DCFO Marles
FRS/RRC/S/002 (iii)	The No of Deliberate Fire Deaths per 100,000 population	0.14	0.07	0.14	0.07	0.07		Director Risk Reduction DCFO Marles
FRS/RRC/S/002 (iv)	The No of Fire Injuries per 100,000 population	23.32	23.61	20.95	20.88	16.59		Director Risk Reduction DCFO Marles
FRS/RRC/S/002 (v)	The No of Accidental Fire injuries excluding precautionary checks per 100,000 population	8.9	9.83	8.61	7.36	4.31		Director Risk Reduction DCFO Marles
FRS/RRC/S/002 (vi)	The No of Deliberate Fire Injuries excluding precautionary checks per 100,000 population	2.15	2.22	1.94	2.69	1.91		Director Risk Reduction DCFO Marles
FRS/RRC/S/003	The No of Fires in Non-domestic premises per 1,000 non domestic properties	14.19	14.45	13.81	12.89	12.44		Director Risk Reduction DCFO Marles
FRS/RRC/S/004 (i)	The Percentage of homes within the above average risk category that have recd a community safety initiative within the reporting year							Director Risk Reduction DCFO Marles
FRS/RRC/S/004 (ii)	Total No of Fires in homes where a community safety initiative has been delivered within the previous and present reporting year							Director Risk Reduction DCFO Marles

South Wales Fire and Rescue Service

FRS/EFR/S/001 (i)	The Percentage of fires in Dwellings, within the 10 min service standard as identified by each FRA, that were attended within 10 mins						Director Intervention ACO Barry
FRS/EFR/S/001 (ii)	The Percentage of fires in Dwellings, identified as being in a risk category greater than 6, that were attended within 5 mins						Director Intervention ACO Barry
FRS/RRC/C/001 (i)	The No of Deaths caused by fires started Accidentally in Dwellings per 100,000 population	0.43	0.86	0.72	0.57	0.07	Director Risk Reduction DCFO Marles
FRS/RRC/C/001 (ii)	The No of Deaths caused by fires started Deliberately in Dwellings per 100,000 population	0.14	0.00	0.07	0.00	0.00	Director Risk Reduction DCFO Marles
FRS/RRC/C/001 (iii)	The No of Deaths caused by fires started Accidentally in premises other than Dwellings per 100,000 population	0	0.00	0.07	0.00	0.00	Director Risk Reduction DCFO Marles
FRS/RRC/C/001 (iv)	The No of Deaths caused by fires started Deliberately in premises other than Dwellings per 100,000 population	0	0.00	0.00	0.00	0.00	Director Risk Reduction DCFO Marles
FRS/RRC/C/001 (v)	The No of Injuries excluding Precautionary Checks arising from Fires started Accidentally in Dwellings per 100,000 population	7.53	8.25	6.67	5.80	3.25	Director Risk Reduction DCFO Marles
FRS/RRC/C/001 (vi)	The No of Injuries excluding precautionary checks arising from fires started deliberately in dwellings per 100,000 population	1.72	1.51	1.00	2.26	1.34	Director Risk Reduction DCFO Marles
FRS/RRC/C/001 (vii)	The No of Injuries excluding precautionary checks accidentally in premises other than dwellings per 100,000 population	0.29	0.86	0.43	0.50	0.28	Director Risk Reduction DCFO Marles
FRS/RRC/C/001 (viii)	The No of Injuries excluding precautionary checks arising from fires started deliberately in premises other than Dwellings per 100,000 population	0.22	0.29	0.29	0.14	0.00	Director Risk Reduction DCFO Marles
FRS/RRC/C/002 (i)	The No of Malicious False Alarms received by the Authority per 1,000 population	2.37	2.46	2.20	2.04	2.12	Director Intervention ACO Barry
FRS/RRC/C/002 (ii)	The Percentage of all Malicious False Alarms received that were not attended	35%	32%	30%	32%	34%	Director Intervention ACO Barry
FRS/RRC/C/002 (iii)	The Percentage of all Malicious False Alarms received that were attended	65%	68%	70%	68%	66%	Director Intervention ACO Barry

South Wales Fire and Rescue Service

FRS/RRC/C/003	The No of Total False Alarms caused by AFDs per 1,000 Non-Domestic Properties	99.98	94.59	103.88	115.09	118.88	Director OPDS ACO Skivens
FRS/RRC/C/004 (i)	The No of Deliberate Primary Fires per 10,000 population	28.61	26.95	22.70	19.22	18.18	Director Risk Reduction DCFO Marles
FRS/RRC/C/004 (ii)	The No of Deliberate Secondary Fires per 10,000 population	97.5	102.80	67.30	60.20	70.33	Director Risk Reduction DCFO Marles
FRS/RRC/C/005 (i)	The Percentage of dwelling fires where Smoke Alarms Fitted and Activated	32.77%	37.42%	44.09%	45.14%	42.35%	Director Risk Reduction DCFO Marles
FRS/RRC/C/005 (ii)	The Percentage of dwelling fires where Smoke Alarms Fitted but did not activate	12.62%	10.01%	8.64%	8.09%	9.44%	Director Risk Reduction DCFO Marles
FRS/RRC/C/005 (iii)	The Percentage of dwelling fires where No Smoke Alarm Fitted	54.62%	52.57%	47.27%	46.76%	48.03%	Director Risk Reduction DCFO Marles
FRS/CHR/C/001 (i)	The Percentage of Uniformed Staff working WDS and RDS who categorise themselves as having a disability						Director HR & Training P Haynes
FRS/CHR/C/001 (ii)	The Percentage of Control and Non-Uniformed Staff who categorise themselves as having disability						Director HR & Training P Haynes
FRS/CHR/C/001 (iii)	The Percentage of People who categorise themselves as having a disability in the Authority Area						Director HR & Training P Haynes
FRS/CHR/C/002 (i)	The Percentage of Staff who belong to a Minority Ethnic Group						Director HR & Training P Haynes
FRS/CHR/C/002 (ii)	The Percentage of People from Minority Ethnic Groups who are economically active in the Authority Area						Director HR & Training P Haynes
FRS/CHR/C/003	The Percentage of Fire-fighters who are Women	N/A	N/A	0.98%	1.10%	1.23%	Director HR & Training P Haynes
FRS/CHR/C/004 (i)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - All Staff	10.87	11.59	11.65	9.59	7.75	Director HR & Training P Haynes
FRS/CHR/C/004 (ii)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - Wholetime Uniformed Staff	10.2	12.07	11.88	9.41	7.11	Director HR & Training P Haynes
FRS/CHR/C/004 (iii)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - Control Staff		26.81	23.79	11.83	12.43	Director HR & Training P Haynes

FRS/CHR/C/005 (i)	The Total No of Ill-Health Retirements as a % of the total Workforce						Director HR & Training P Haynes
FRS/CHR/C/005 (ii)	The Total No of WT Uniformed Personnel Ill-Health Retirements as a % of the total WT Uniformed workforce	1.46%	1.67%	1.05%	1.26%	0.62%	Director HR & Training P Haynes
FRS/CHR/C/005 (iii)	The Total No of RDS personnel ill-Health Retirements as a % of the total RDS workforce						Director HR & Training P Haynes
FRS/CHR/C/005 (iv)	The Total No of Control Personnel ill-Health Retirements as a % of the total Control workforce						Director HR & Training P Haynes
FRS/CHR/C/005 (v)	The Total No of Non-Uniformed Personnel ill-Health Retirements as a % of the total Non-Uniformed workforce						Director HR & Training P Haynes
FRS/CFH/C/001	The percentage of undisputed invoices that were paid in 30 days	90%	92%	90%	88%	91%	Director Finance S Thomas

Performance Management Unit
FRSHQ
X2348

Distribution:

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