

**South Wales Fire and Rescue Service**

# **PERFORMANCE MONITORING REPORT**

**Quarter 1  
April 2010 to June 2010**

**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 them.

This is the Quarter 1 Performance Monitoring Report for 2010/11 and it highlights performance for the period April 2010 to June 2010 and includes updates on the:

- Strategic and Core Performance Indicators
- Service Plan actions status
- Corporate Risk Register
- Improvement Objectives

Following consideration by the Senior Management Team and the Finance, Audit and Performance Management Committee, the report is made available to the public via the internet.

The data provided in this report is provisional and may be subject to change for the following reasons:

- There is an inherent delay between an incident occurring and the data being entered electronically
- The data sets included have not been subject to external quality checking and validation
- The transition to IRS in April 2009 may result in nationwide anomalies in reporting compared to previous years.

The Performance Management Unit on behalf of the Service Delivery Directorate co-ordinates and compiles this report. All information is extracted from updated Directorate quarterly service plans.

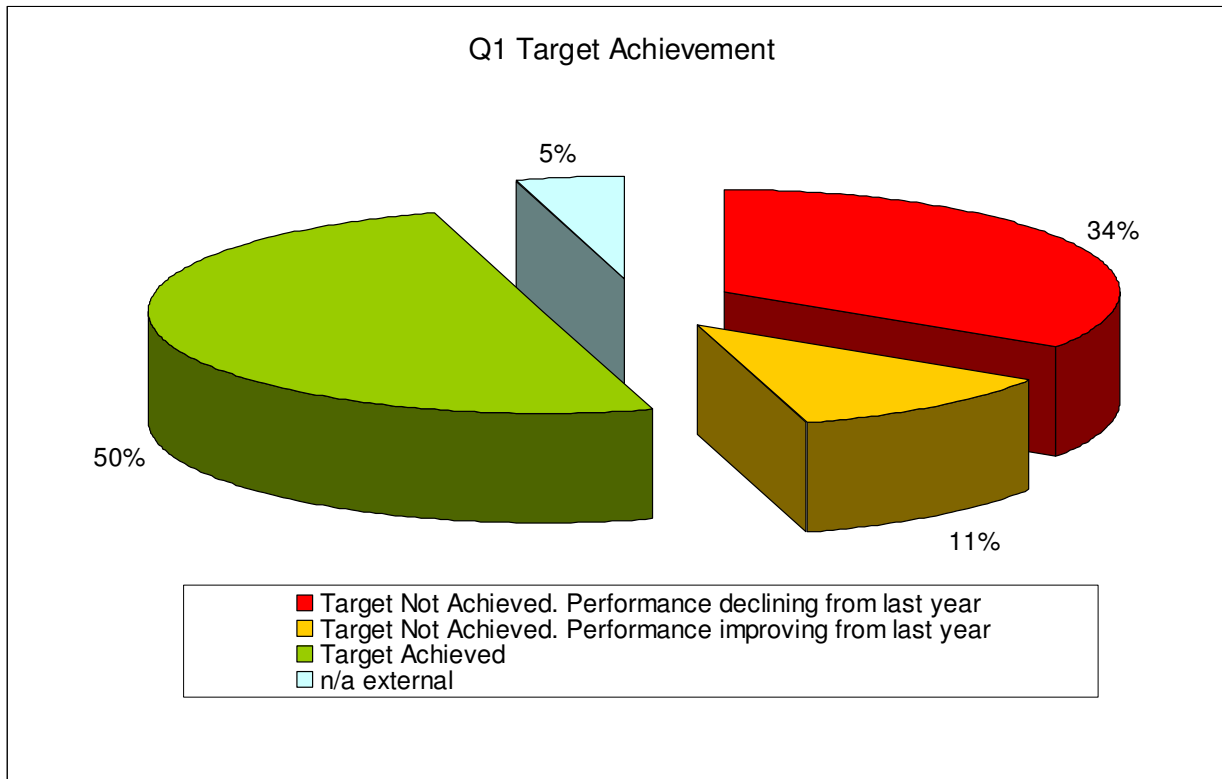
We are continually seeking to improve the Quarterly Performance Monitoring Report and would welcome comments on additional information that you would like to see included in the future. Contact Sarah Watkins on X2011

## Executive Summary

### Performance Indicators

Appendix 1 outlines our performance for the strategic and core indicators, the graphs highlight the 5 year trend for indicators of note and the current quarter's performance against the projected end of year performance. Where appropriate there is also the Family Group 4 annual average which can be used as a benchmark to assess our performance with that of similar Fire & Rescue Services.

This graph illustrates our performance to date against our Strategic and Core National Indicators. This represents the total number of performance indicators, against our end of year projection, and whether we are likely to achieve our end of year targets based on the actual data from April – June 2010.



It can be noted that for 61% of the Strategic and Core indicators we expect our end of year performance to either achieve this years target or improve on last years performance.

For 34% of the indicators we are currently projecting to not meet the target.

There are two indicators that refer to the “Percentage of People from Minority Ethnic Groups who are economically active in the Authority Area” and “The Percentage of People who categorise themselves as having a disability in the Authority Area”; for these indicators we have no influence and receive the data from an external source. (5%)

**The following indicators are not expected to meet the target and performance has declined compared to last year**

Category	Indicator Ref	Description
<b>Fire Measures</b>	FRS/RRC/C/004 (i)	The No of Deliberate Primary Fires per 10,000 population
	FRS/RRC/C/004 (ii)	The No of Deliberate Secondary Fires per 10,000 population
	FRS/RRC/S/001 (i)	All Fires Attended per 10,000 population
	FRS/RRC/S/001 (ii)	All Primary Fires Attended per 10,000 population
	FRS/RRC/S/001 (iv)	All Deliberate Fires Attended per 10,000 population
<b>Deaths and Injuries</b>	FRS/RRC/C/001 (ii)	The No of Deaths caused by fires started Deliberately in Dwellings per 100,000 population
	FRS/RRC/C/001 (vii)	The No of Injuries excluding precautionary checks accidentally in premises other than dwellings per 100,000 population
	FRS/RRC/S/002 (iii)	The No of Deliberate Fire Deaths per 100,000 population
	FRS/RRC/S/002 (v)	The No of Accidental Fire injuries excluding precautionary checks per 100,000 population
<b>Unwanted Alarm Signal Measures</b>	FRS/RRC/C/002 (i)	The No of Malicious False Alarms received by the Authority per 1,000 population
<b>Community Fire Safety Measures</b>	FRS/RRC/C/005 (i)	The Percentage of dwelling fires where Smoke Alarms Fitted and Activated
	FRS/RRC/C/005 (ii)	The Percentage of dwelling fires where Smoke Alarms Fitted but did not activate
<b>People Measures</b>	FRS/CHR/C/001 (i)	The Percentage of Uniformed Staff working WDS and RDS who categorise themselves as having a disability
	FRS/CHR/C/001 (ii)	The Percentage of Control and Non-Uniformed Staff who categorise themselves as having disability
	FRS/CHR/C/002 (i)	The Percentage of Staff who belong to a Minority Ethnic Group

## Service Plan Actions

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

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

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

Directorate Plan	No. of Actions	Green ON TARGET	Amber CAUTION	Red OFF TARGET	Not Reported
<b>Communications and Culture</b>	7	2	3	2	0
<b>Corporate Support</b>	5	5	0	0	0
<b>Service Delivery</b>	7	2	5	0	0
<b>PDS</b>	6	6	0	0	0
<b>People Services</b>	8	8	0	0	0
<b>Totals</b>	<b>33</b>	<b>23</b>	<b>8</b>	<b>2</b>	<b>0</b>

The Directorate Plans are published on the SWFRS website at:

**<http://www.southwales-fire.gov.uk/English/aboutus/fireservicepublications/Pages/default.aspx>**

## Corporate Risk

Corporate Risk is an event that has the potential to help or hinder the achievement of a strategic objective. Directors and Managers are responsible for identifying risks during the business planning process and taking the appropriate actions to manage or mitigate risk within their areas. South Wales Fire and Rescue Services maintain a register of the key corporate risks to the organisation, being those that could impact upon the achievement of an improvement objective or delivery of core business.

Following the quarter 1 review of the register, 2 risks were closed therefore there are currently 47 risks on the register, 2 high, 20 medium and 25 low. The high risks and those closed since the last review are outlined in appendix 2.

<b>Directorate</b>	<b>Number of Risks</b>	<b>% Reviewed End of Q1</b>
Communications and Culture	7	71%
Corporate Support	7	100%
PDS	5	100%
People Services	5	100%
Service Delivery	23	100%
<b>Total</b>	<b>47</b>	<b>89%</b>

## Appendix 1 Performance Indicators

Below is a matrix showing the overall performance picture at Quarter 1. The Following pages contain a more detailed review of performance by category.

Category	Indicator Ref	Responsible Director	Target	Category	Indicator Ref	Responsible Director	Target
Fire Measures	FRS/RRC/S/001 (i)	Service Delivery	R	Community Fire Safety Measures	FRS/RRC/C/005 (i)	Service Delivery	R
	FRS/RRC/S/001 (ii)	Service Delivery	R		FRS/RRC/C/005 (ii)	Service Delivery	R
	FRS/RRC/S/001 (iv)	Service Delivery	R		FRS/RRC/C/005 (iii)	Service Delivery	A
	FRS/RRC/C/004 (ii)	Service Delivery	R	Value Measures	FRS/CFH/C/001	Corporate Support	A
	FRS/RRC/C/004 (i)	Service Delivery	R	Deaths and Injuries	FRS/RRC/C/001 (i)	Service Delivery	G
	FRS/RRC/S/003	Service Delivery	G		FRS/RRC/S/002 (i)	Service Delivery	G
	FRS/RRC/S/001 (iii)	Service Delivery	A		FRS/RRC/S/002 (ii)	Service Delivery	G
FRS/CHR/C/001 (i)	People Services	R	FRS/RRC/S/002 (iii)		Service Delivery	R	
FRS/CHR/C/001 (ii)	People Services	R	FRS/RRC/C/001 (ii)		Service Delivery	R	
FRS/CHR/C/002 (i)	People Services	R	FRS/RRC/S/002 (iv)		Service Delivery	G	
FRS/CHR/C/003	People Services	G	FRS/RRC/S/002 (vi)		Service Delivery	G	
FRS/CHR/C/004 (i)	People Services	G	FRS/RRC/C/001 (vii)		Service Delivery	R	
FRS/CHR/C/004 (ii)	People Services	G	FRS/RRC/S/002 (v)		Service Delivery	R	
FRS/CHR/C/004 (iii)	People Services	G	FRS/RRC/C/001 (v)		Service Delivery	A	
FRS/CHR/C/004 (iv)	People Services	A	FRS/RRC/C/001 (iii)		Service Delivery	G	
FRS/CHR/C/005 (i)	People Services	G	FRS/RRC/C/001 (iv)		Service Delivery	G	
FRS/CHR/C/005 (ii)	People Services	G	FRS/RRC/C/001 (vi)		Service Delivery	G	
FRS/CHR/C/005 (iii)	People Services	G	FRS/RRC/C/001 (viii)		Service Delivery	G	
FRS/CHR/C/005 (iv)	People Services	G	Unwanted Alarm Signal Measures		FRS/RRC/C/002 (i)	Service Delivery	R
FRS/CHR/C/005 (v)	People Services	G		FRS/RRC/C/002 (ii)	Service Delivery	G	
FRS/CHR/C/001 (iii)	People Services	n/a external		FRS/RRC/C/002 (iii)	Service Delivery	G	
FRS/CHR/C/002 (ii)	People Services	n/a external		FRS/RRC/C/003	Service Delivery	G	
							G

# Fire Measures

**Worthy of note:**

5 of the 7 Fire Measures are presently showing a predicted performance to “Miss the Target and Decline on last year’s performance”. This is predominantly driven by exceptionally high numbers of grass fires this season. These are driving all the fire indicators at present particularly in relation to deliberate secondary fires, the total numbers of fires attended and also primary fires (through the selection of primary property types). Merthyr, RCT, Blaenau Gwent and Caerphilly incident numbers show an increase. These UAA’s are to be targeted to establish improvement actions.

**Notable Good practice:**

The number of Fires in Non-domestic Properties is showing a promising result which is being maintained in relation to non domestic incidents especially around small factory units and sheds / outhouses.

Fire Measures																			
Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
FRS/RRC/S/001 (i)	All Fires Attended per 10,000 population		<table border="1" style="display: none; margin-top: 10px;"> <caption>Performance Data (Estimated from Chart)</caption> <thead> <tr> <th>Year</th> <th>Performance Value</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>105</td> </tr> <tr> <td>2007/8</td> <td>100</td> </tr> <tr> <td>2008/09</td> <td>75</td> </tr> <tr> <td>2009/10</td> <td>75</td> </tr> <tr> <td>2010/11</td> <td>150</td> </tr> <tr> <td>FG4 Av.</td> <td>65</td> </tr> </tbody> </table>	Year	Performance Value	2006/7	105	2007/8	100	2008/09	75	2009/10	75	2010/11	150	FG4 Av.	65	Spate conditions encountered in April seeing a significant rise in call rate comparable with levels experienced 5 years ago.	5409
Year	Performance Value																		
2006/7	105																		
2007/8	100																		
2008/09	75																		
2009/10	75																		
2010/11	150																		
FG4 Av.	65																		

Fire Measures																					
Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals																
FRS/RRC/S/001 (ii)	All Primary Fires Attended per 10,000 population	↓	<table border="1"> <caption>All Primary Fires Attended per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>14.0</td> </tr> <tr> <td>2007/8</td> <td>13.5</td> </tr> <tr> <td>2008/09</td> <td>13.0</td> </tr> <tr> <td>2009/10</td> <td>13.0</td> </tr> <tr> <td>2010/11</td> <td>12.0</td> </tr> <tr> <td>Target</td> <td>11.5</td> </tr> <tr> <td>FG4 Av.</td> <td>13.0</td> </tr> </tbody> </table>	Year	Value	2006/7	14.0	2007/8	13.5	2008/09	13.0	2009/10	13.0	2010/11	12.0	Target	11.5	FG4 Av.	13.0	<p>Large grass fires and forestry fires are contributing to this. Slight increase from the same period last year but following the same profile. Blaenau Gwent, RCT, Caerphilly and Merthyr have the highest level of incidents. These are the same four Unitary authorities to be targeted to address S/001 (i)</p>	956
Year	Value																				
2006/7	14.0																				
2007/8	13.5																				
2008/09	13.0																				
2009/10	13.0																				
2010/11	12.0																				
Target	11.5																				
FG4 Av.	13.0																				
FRS/RRC/S/001 (iv)	All Deliberate Fires Attended per 10,000 population	↓	<table border="1"> <caption>All Deliberate Fires Attended per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>88</td> </tr> <tr> <td>2007/8</td> <td>82</td> </tr> <tr> <td>2008/09</td> <td>60</td> </tr> <tr> <td>2009/10</td> <td>58</td> </tr> <tr> <td>2010/11</td> <td>130</td> </tr> <tr> <td>Target</td> <td>55</td> </tr> <tr> <td>FG4 Av.</td> <td>30</td> </tr> </tbody> </table>	Year	Value	2006/7	88	2007/8	82	2008/09	60	2009/10	58	2010/11	130	Target	55	FG4 Av.	30	as per FRS/RRC/S/001 (i)	4714
Year	Value																				
2006/7	88																				
2007/8	82																				
2008/09	60																				
2009/10	58																				
2010/11	130																				
Target	55																				
FG4 Av.	30																				

Fire Measures																										
Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals																					
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>Actuals</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>~70</td> <td>~65</td> </tr> <tr> <td>2007/8</td> <td>~65</td> <td>~60</td> </tr> <tr> <td>2008/09</td> <td>~50</td> <td>~55</td> </tr> <tr> <td>2009/10</td> <td>~45</td> <td>~50</td> </tr> <tr> <td>2010/11</td> <td>~115</td> <td>~45</td> </tr> <tr> <td>FG4 Av.</td> <td>~25</td> <td>-</td> </tr> </tbody> </table>	Year	Actuals	Target	2006/7	~70	~65	2007/8	~65	~60	2008/09	~50	~55	2009/10	~45	~50	2010/11	~115	~45	FG4 Av.	~25	-	as per FRS/RRC/S/001 (ii)	4213
Year	Actuals	Target																								
2006/7	~70	~65																								
2007/8	~65	~60																								
2008/09	~50	~55																								
2009/10	~45	~50																								
2010/11	~115	~45																								
FG4 Av.	~25	-																								
FRS/RRC/C/004 (i)	The No of Deliberate Primary Fires per 10,000 population	↓	<table border="1"> <caption>Deliberate Primary Fires per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Actuals</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>~18</td> <td>~17</td> </tr> <tr> <td>2007/8</td> <td>~15</td> <td>~15</td> </tr> <tr> <td>2008/09</td> <td>~13</td> <td>~13</td> </tr> <tr> <td>2009/10</td> <td>~12</td> <td>~11</td> </tr> <tr> <td>2010/11</td> <td>~14</td> <td>~11</td> </tr> <tr> <td>FG4 Av.</td> <td>~4</td> <td>-</td> </tr> </tbody> </table>	Year	Actuals	Target	2006/7	~18	~17	2007/8	~15	~15	2008/09	~13	~13	2009/10	~12	~11	2010/11	~14	~11	FG4 Av.	~4	-	Predominantly driven by spate conditions for high attendance grass fires and forestry fires.	501
Year	Actuals	Target																								
2006/7	~18	~17																								
2007/8	~15	~15																								
2008/09	~13	~13																								
2009/10	~12	~11																								
2010/11	~14	~11																								
FG4 Av.	~4	-																								

Fire Measures																			
Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
FRS/RRC/S/001 (iii)	All Accidental Fires in Dwellings per 10,000 dwellings	↓	<table border="1"> <caption>Performance Data for All Accidental Fires in Dwellings per 10,000 dwellings</caption> <thead> <tr> <th>Year</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>14.0</td> </tr> <tr> <td>2007/8</td> <td>13.5</td> </tr> <tr> <td>2008/09</td> <td>13.0</td> </tr> <tr> <td>2009/10</td> <td>12.5</td> </tr> <tr> <td>2010/11</td> <td>12.5</td> </tr> <tr> <td>FG4 Av.</td> <td>12.5</td> </tr> </tbody> </table>	Year	Performance	2006/7	14.0	2007/8	13.5	2008/09	13.0	2009/10	12.5	2010/11	12.5	FG4 Av.	12.5	Merthyr Vale of Glamorgan and RCT data being analysed to establish any common factors	186
Year	Performance																		
2006/7	14.0																		
2007/8	13.5																		
2008/09	13.0																		
2009/10	12.5																		
2010/11	12.5																		
FG4 Av.	12.5																		
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 The No of Fires in Non-domestic premises per 1,000 non domestic properties</caption> <thead> <tr> <th>Year</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>12.5</td> </tr> <tr> <td>2007/8</td> <td>12.5</td> </tr> <tr> <td>2008/09</td> <td>10.5</td> </tr> <tr> <td>2009/10</td> <td>13.5</td> </tr> <tr> <td>2010/11</td> <td>13.5</td> </tr> <tr> <td>FG4 Av.</td> <td>9.5</td> </tr> </tbody> </table>	Year	Performance	2006/7	12.5	2007/8	12.5	2008/09	10.5	2009/10	13.5	2010/11	13.5	FG4 Av.	9.5	Monitoring trend in relation to non domestic incidents especially around small factory units and sheds / outhouses	140
Year	Performance																		
2006/7	12.5																		
2007/8	12.5																		
2008/09	10.5																		
2009/10	13.5																		
2010/11	13.5																		
FG4 Av.	9.5																		

# Deaths and Injuries

**Worthy of note:**

There is one fire death, (Deliberate Domestic), still under investigation.

Injuries due to non domestic accidental fires have shown a spike compared to previous Quarter 1 results that said there have only been 3 incidents.

Accidental dwelling fire injuries most incidents are occurring in Merthyr UA Area.

**Notable Good practice:**

No accidental fire deaths, domestic or non domestic. It can be noted that SWFRS performance in Accidental Dwelling Fires outstrips the FG4 average.

Fire injuries overall are lower this quarter, being held low by no deliberate fire injuries.

Deaths and Injuries

Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
FRS/RRC/C/001 (i)	The No of Deaths caused by fires started Accidentally in Dwellings per 100,000 population	↓	<p>The chart displays the number of deaths per 100,000 population from 2006/7 to 2010/11. The y-axis ranges from 0.00 to 0.50. The x-axis shows the years: 2006/7, 2007/8, 2008/09, 2009/10, 2010/11, and FG4 Av. A dashed line represents the target, and a solid line represents the FG4 average. The bars show a general downward trend, with a notable spike in 2007/8 and 2008/09.</p> <table border="1"> <caption>Performance Data (Estimated from Chart)</caption> <thead> <tr> <th>Year</th> <th>Performance (Deaths per 100,000)</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.07</td> </tr> <tr> <td>2007/8</td> <td>0.42</td> </tr> <tr> <td>2008/09</td> <td>0.42</td> </tr> <tr> <td>2009/10</td> <td>0.14</td> </tr> <tr> <td>2010/11</td> <td>0.14</td> </tr> <tr> <td>FG4 Av.</td> <td>0.14</td> </tr> </tbody> </table>	Year	Performance (Deaths per 100,000)	2006/7	0.07	2007/8	0.42	2008/09	0.42	2009/10	0.14	2010/11	0.14	FG4 Av.	0.14	no incidents this quarter	0
Year	Performance (Deaths per 100,000)																		
2006/7	0.07																		
2007/8	0.42																		
2008/09	0.42																		
2009/10	0.14																		
2010/11	0.14																		
FG4 Av.	0.14																		

Deaths and Injuries

Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
FRS/RRC/S/002 (i)	The No of Fire Deaths per 100,000 population	↓	<table border="1"> <caption>Fire Deaths per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.28</td> </tr> <tr> <td>2007/8</td> <td>0.75</td> </tr> <tr> <td>2008/09</td> <td>0.68</td> </tr> <tr> <td>2009/10</td> <td>0.28</td> </tr> <tr> <td>2010/11</td> <td>0.28</td> </tr> <tr> <td>FG4 Av.</td> <td>0.52</td> </tr> </tbody> </table>	Year	Value	2006/7	0.28	2007/8	0.75	2008/09	0.68	2009/10	0.28	2010/11	0.28	FG4 Av.	0.52	The one fire death currently showing is still under investigation.	1
Year	Value																		
2006/7	0.28																		
2007/8	0.75																		
2008/09	0.68																		
2009/10	0.28																		
2010/11	0.28																		
FG4 Av.	0.52																		
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>Value</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.15</td> </tr> <tr> <td>2007/8</td> <td>0.62</td> </tr> <tr> <td>2008/09</td> <td>0.55</td> </tr> <tr> <td>2009/10</td> <td>0.15</td> </tr> <tr> <td>FG4 Av.</td> <td>0.40</td> </tr> </tbody> </table>	Year	Value	2006/7	0.15	2007/8	0.62	2008/09	0.55	2009/10	0.15	FG4 Av.	0.40	No incidents this quarter	0		
Year	Value																		
2006/7	0.15																		
2007/8	0.62																		
2008/09	0.55																		
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FG4 Av.	0.40																		

Deaths and Injuries

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FRS/RRC/S/002 (iii)	The No of Deliberate Fire Deaths per 100,000 population	↓	<table border="1"> <caption>Deliberate Fire Deaths per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Actuals</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.18</td> <td>0.18</td> </tr> <tr> <td>2007/8</td> <td>0.18</td> <td>0.18</td> </tr> <tr> <td>2008/09</td> <td>0.18</td> <td>0.18</td> </tr> <tr> <td>2009/10</td> <td>0.18</td> <td>0.18</td> </tr> <tr> <td>2010/11</td> <td>0.35</td> <td>0.18</td> </tr> <tr> <td>FG4 Av.</td> <td>0.18</td> <td>0.18</td> </tr> </tbody> </table>	Year	Actuals	Target	2006/7	0.18	0.18	2007/8	0.18	0.18	2008/09	0.18	0.18	2009/10	0.18	0.18	2010/11	0.35	0.18	FG4 Av.	0.18	0.18	as per FRS/RRC/S/002 (i)	1
Year	Actuals	Target																								
2006/7	0.18	0.18																								
2007/8	0.18	0.18																								
2008/09	0.18	0.18																								
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2010/11	0.35	0.18																								
FG4 Av.	0.18	0.18																								
FRS/RRC/C/001 (ii)	The No of Deaths caused by fires started Deliberately in Dwellings per 100,000 population	↓	<table border="1"> <caption>Deaths caused by fires started Deliberately in Dwellings per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Actuals</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.07</td> <td>0.10</td> </tr> <tr> <td>2007/8</td> <td>0.14</td> <td>0.10</td> </tr> <tr> <td>2008/09</td> <td>0.14</td> <td>0.10</td> </tr> <tr> <td>2009/10</td> <td>0.07</td> <td>0.10</td> </tr> <tr> <td>2010/11</td> <td>0.28</td> <td>0.10</td> </tr> <tr> <td>FG4 Av.</td> <td>0.10</td> <td>0.10</td> </tr> </tbody> </table>	Year	Actuals	Target	2006/7	0.07	0.10	2007/8	0.14	0.10	2008/09	0.14	0.10	2009/10	0.07	0.10	2010/11	0.28	0.10	FG4 Av.	0.10	0.10	Still under investigation awaiting coroner	1
Year	Actuals	Target																								
2006/7	0.07	0.10																								
2007/8	0.14	0.10																								
2008/09	0.14	0.10																								
2009/10	0.07	0.10																								
2010/11	0.28	0.10																								
FG4 Av.	0.10	0.10																								


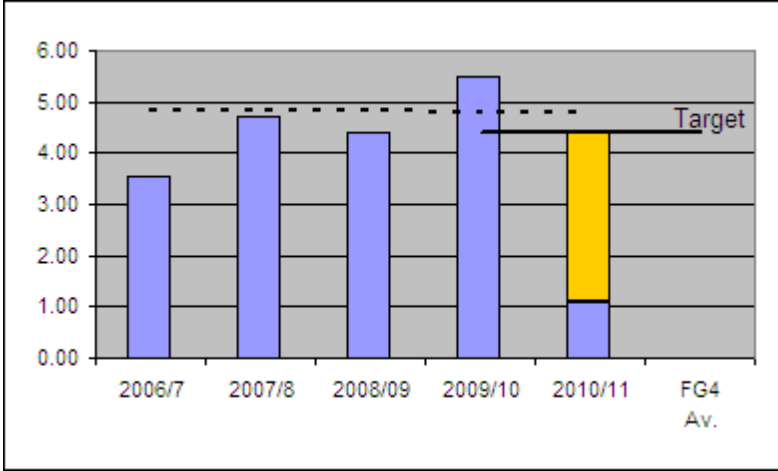
Deaths and Injuries

Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
FRS/RRC/S/002 (iv)	The No of Fire Injuries per 100,000 population	↓	 <table border="1" data-bbox="779 331 1599 810"> <caption>Fire Injuries per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>6.8</td> </tr> <tr> <td>2007/8</td> <td>8.0</td> </tr> <tr> <td>2008/09</td> <td>7.8</td> </tr> <tr> <td>2009/10</td> <td>8.5</td> </tr> <tr> <td>2010/11</td> <td>6.5</td> </tr> <tr> <td>FG4 Av.</td> <td>7.5</td> </tr> </tbody> </table>	Year	Value	2006/7	6.8	2007/8	8.0	2008/09	7.8	2009/10	8.5	2010/11	6.5	FG4 Av.	7.5	Lower numbers of injuries compared to the first quarter last year. Currently expecting to meet the target.	23
Year	Value																		
2006/7	6.8																		
2007/8	8.0																		
2008/09	7.8																		
2009/10	8.5																		
2010/11	6.5																		
FG4 Av.	7.5																		
FRS/RRC/S/002 (vi)	The No of Deliberate Fire Injuries excluding precautionary checks per 100,000 population	↓	 <table border="1" data-bbox="779 863 1585 1342"> <caption>Deliberate Fire Injuries per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>2.0</td> </tr> <tr> <td>2007/8</td> <td>1.9</td> </tr> <tr> <td>2008/09</td> <td>2.5</td> </tr> <tr> <td>2009/10</td> <td>2.3</td> </tr> <tr> <td>2010/11</td> <td>0.0</td> </tr> <tr> <td>FG4 Av.</td> <td>2.3</td> </tr> </tbody> </table>	Year	Value	2006/7	2.0	2007/8	1.9	2008/09	2.5	2009/10	2.3	2010/11	0.0	FG4 Av.	2.3	No incidents this quarter	0
Year	Value																		
2006/7	2.0																		
2007/8	1.9																		
2008/09	2.5																		
2009/10	2.3																		
2010/11	0.0																		
FG4 Av.	2.3																		

Deaths and Injuries

Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
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>Data for FRS/RRC/C/001 (vii)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <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>0.35</td> </tr> <tr> <td>2009/10</td> <td>0.62</td> </tr> <tr> <td>2010/11</td> <td>0.85</td> </tr> <tr> <td>FG4 Av.</td> <td>0.38</td> </tr> </tbody> </table>	Year	Value	2006/7	0.28	2007/8	0.42	2008/09	0.35	2009/10	0.62	2010/11	0.85	FG4 Av.	0.38	Statistical spike in April. 3 Incidents Monmouth- Residential Home (Abergavenny) Barry - Manufacturing Mill Central - Halls of residence	3
Year	Value																		
2006/7	0.28																		
2007/8	0.42																		
2008/09	0.35																		
2009/10	0.62																		
2010/11	0.85																		
FG4 Av.	0.38																		
FRS/RRC/S/002 (v)	The No of Accidental Fire injuries excluding precautionary checks per 100,000 population	↓	<table border="1"> <caption>Data for FRS/RRC/S/002 (v)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>4.8</td> </tr> <tr> <td>2007/8</td> <td>6.0</td> </tr> <tr> <td>2008/09</td> <td>5.3</td> </tr> <tr> <td>2009/10</td> <td>6.3</td> </tr> <tr> <td>2010/11</td> <td>6.4</td> </tr> <tr> <td>FG4 Av.</td> <td>4.2</td> </tr> </tbody> </table>	Year	Value	2006/7	4.8	2007/8	6.0	2008/09	5.3	2009/10	6.3	2010/11	6.4	FG4 Av.	4.2	Merthyr, Monmouth and Vale. Suspect a link with accidental domestic fires. Analysis to be carried out.	23
Year	Value																		
2006/7	4.8																		
2007/8	6.0																		
2008/09	5.3																		
2009/10	6.3																		
2010/11	6.4																		
FG4 Av.	4.2																		

Deaths and Injuries

Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
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"> <caption>Performance Data (Estimated from Chart)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>3.5</td> </tr> <tr> <td>2007/8</td> <td>4.8</td> </tr> <tr> <td>2008/09</td> <td>4.4</td> </tr> <tr> <td>2009/10</td> <td>5.5</td> </tr> <tr> <td>2010/11</td> <td>4.4</td> </tr> <tr> <td>FG4 Av.</td> <td>4.8</td> </tr> </tbody> </table>	Year	Value	2006/7	3.5	2007/8	4.8	2008/09	4.4	2009/10	5.5	2010/11	4.4	FG4 Av.	4.8	Investigate common factors. Main UUA affected is Merthyr.	16
Year	Value																		
2006/7	3.5																		
2007/8	4.8																		
2008/09	4.4																		
2009/10	5.5																		
2010/11	4.4																		
FG4 Av.	4.8																		

# Unwanted Alarm Signal Measures

**Worthy of note:**

Q1 is traditionally the busy period for malicious false alarms it is not expected for the trend to continue at the same level of activity.

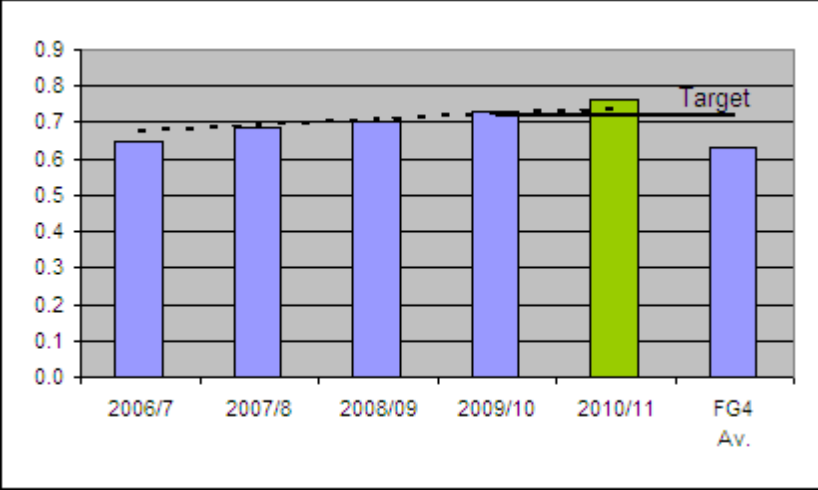
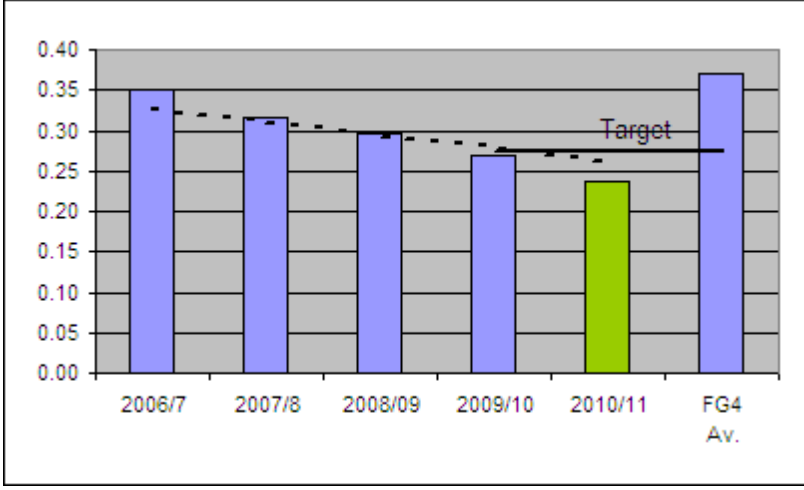
**Notable Good practice:**

It is clearly evident that the practice of targeted challenge and intelligent mobilising are paying dividends to ensure our resources attend real incidents.


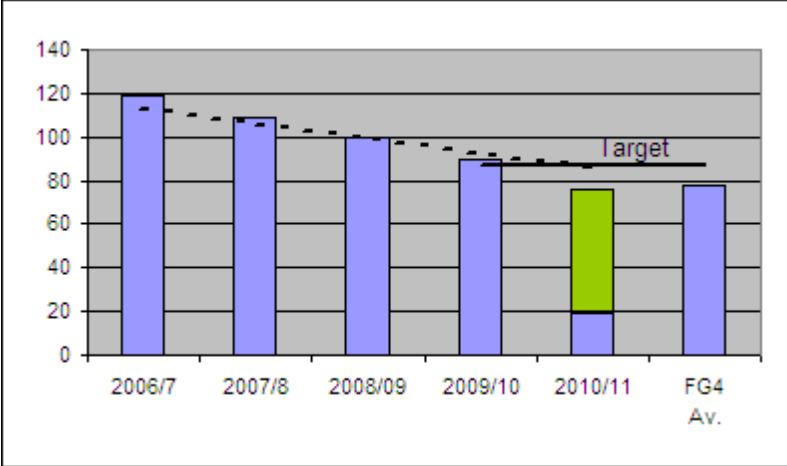
The policy of confirming Automatic Fire Detection alarms with a call back continues to ensure our resources attend real incidents. In this field also it should be noted that we are heading to perform better than the FG4 average in this area also.

Unwanted Alarm Signal Measures																			
Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
FRS/RRC/C/002 (i)	The No of Malicious False Alarms received by the Authority per 1,000 population		<table border="1" style="display: none; margin-top: 10px;"> <caption>Performance Data (Estimated from Chart)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <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>1.8</td> </tr> <tr> <td>2009/10</td> <td>1.5</td> </tr> <tr> <td>2010/11</td> <td>1.8</td> </tr> <tr> <td>FG4 Av.</td> <td>0.7</td> </tr> </tbody> </table>	Year	Value	2006/7	2.1	2007/8	2.0	2008/09	1.8	2009/10	1.5	2010/11	1.8	FG4 Av.	0.7	Although experiencing the usual Q1 busy period the overall trend is in decline and lower than previous years. Common areas for false alarms to be identified.	668
Year	Value																		
2006/7	2.1																		
2007/8	2.0																		
2008/09	1.8																		
2009/10	1.5																		
2010/11	1.8																		
FG4 Av.	0.7																		

Unwanted Alarm Signal Measures

Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
FRS/RRC/C/002 (ii)	The Percentage of all Malicious False Alarms received that were not attended	↑	 <table border="1"> <caption>Data for Indicator (ii): Percentage of Malicious False Alarms not attended</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.65</td> </tr> <tr> <td>2007/8</td> <td>0.68</td> </tr> <tr> <td>2008/09</td> <td>0.70</td> </tr> <tr> <td>2009/10</td> <td>0.72</td> </tr> <tr> <td>2010/11</td> <td>0.75</td> </tr> <tr> <td>FG4 Av.</td> <td>0.72</td> </tr> </tbody> </table>	Year	Percentage	2006/7	0.65	2007/8	0.68	2008/09	0.70	2009/10	0.72	2010/11	0.75	FG4 Av.	0.72	On line to exceed target with challenge initiative proving successful.	509
Year	Percentage																		
2006/7	0.65																		
2007/8	0.68																		
2008/09	0.70																		
2009/10	0.72																		
2010/11	0.75																		
FG4 Av.	0.72																		
FRS/RRC/C/002 (iii)	The Percentage of all Malicious False Alarms received that were attended	↓	 <table border="1"> <caption>Data for Indicator (iii): Percentage of Malicious False Alarms attended</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.35</td> </tr> <tr> <td>2007/8</td> <td>0.32</td> </tr> <tr> <td>2008/09</td> <td>0.30</td> </tr> <tr> <td>2009/10</td> <td>0.28</td> </tr> <tr> <td>2010/11</td> <td>0.24</td> </tr> <tr> <td>FG4 Av.</td> <td>0.28</td> </tr> </tbody> </table>	Year	Percentage	2006/7	0.35	2007/8	0.32	2008/09	0.30	2009/10	0.28	2010/11	0.24	FG4 Av.	0.28	On line to exceed target.	159
Year	Percentage																		
2006/7	0.35																		
2007/8	0.32																		
2008/09	0.30																		
2009/10	0.28																		
2010/11	0.24																		
FG4 Av.	0.28																		

Unwanted Alarm Signal Measures

Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
FRS/RRC/C/003	The No of Total False Alarms caused by AFDs per 1,000 Non-Domestic Properties		 <table border="1"> <caption>Performance Data (Estimated from Chart)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>120</td> </tr> <tr> <td>2007/8</td> <td>110</td> </tr> <tr> <td>2008/09</td> <td>100</td> </tr> <tr> <td>2009/10</td> <td>90</td> </tr> <tr> <td>2010/11</td> <td>75</td> </tr> <tr> <td>FG4 Av.</td> <td>80</td> </tr> </tbody> </table>	Year	Value	2006/7	120	2007/8	110	2008/09	100	2009/10	90	2010/11	75	FG4 Av.	80	Online to exceed the target. The AFD policy to confirm by call back is producing positive results.	803
Year	Value																		
2006/7	120																		
2007/8	110																		
2008/09	100																		
2009/10	90																		
2010/11	75																		
FG4 Av.	80																		

# Response Measures

**Worthy of note:**

In accordance with Welsh Fire and Rescue Service Circular W-FRSC (2010)10 - Performance Indicators 2010-11 – Interim Arrangements the two indicators previously in this category are no longer reportable.

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

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

# Community Fire Safety Measures

**Worthy of note:**

It is evident from the smoke detector indicators that the organisation needs to establish a task group to identify the common profiles and appropriate actions to address this issue. It is of concern to Community Safety Management that 53% of the domestic fires we attend have no smoke alarm fitted in the home. Initial investigations point to male occupiers living alone between the ages of 30 - 50 this group is difficult to access and influence.

In accordance with Welsh Fire and Rescue Service Circular W-FRSC (2010)10 - Performance Indicators 2010-11 – Interim Arrangements the four indicators previously in this category are no longer reportable

- The indicators referring to the number of homes that are within the Fire Service Emergency Cover (FSEC) Risk categories that have received, within the reporting year, a home fire safety risk assessment for the 5, 10 and over 10 minute service standards.
- The indicator “Total No of Fires in homes where a community safety initiative has been delivered within the previous and present reporting year”.

Community Fire Safety Measures																			
Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
FRS/RRC/C/005 (i)	The Percentage of dwelling fires where Smoke Alarms fitted and activated		<table border="1" style="display: none; margin-top: 10px;"> <caption>Performance Data for Smoke Alarms</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>~0.42</td> </tr> <tr> <td>2007/8</td> <td>~0.43</td> </tr> <tr> <td>2008/09</td> <td>~0.42</td> </tr> <tr> <td>2009/10</td> <td>~0.36</td> </tr> <tr> <td>2010/11</td> <td>~0.35</td> </tr> <tr> <td>FG4 Av.</td> <td>~0.52</td> </tr> </tbody> </table>	Year	Percentage	2006/7	~0.42	2007/8	~0.43	2008/09	~0.42	2009/10	~0.36	2010/11	~0.35	FG4 Av.	~0.52	It is evident from this indicator that the organisation needs to establish a task group to identify the common profiles and appropriate actions.	81
Year	Percentage																		
2006/7	~0.42																		
2007/8	~0.43																		
2008/09	~0.42																		
2009/10	~0.36																		
2010/11	~0.35																		
FG4 Av.	~0.52																		

Community Fire Safety Measures

Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
FRS/RRC/C/005 (ii)	The Percentage of dwelling fires where Smoke Alarms fitted but did not activate	↓	<table border="1"> <caption>Data for Indicator (ii) Performance Chart</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.095</td> </tr> <tr> <td>2007/8</td> <td>0.095</td> </tr> <tr> <td>2008/09</td> <td>0.105</td> </tr> <tr> <td>2009/10</td> <td>0.105</td> </tr> <tr> <td>2010/11</td> <td>0.115</td> </tr> <tr> <td>FG4 Av.</td> <td>0.165</td> </tr> </tbody> </table>	Year	Percentage	2006/7	0.095	2007/8	0.095	2008/09	0.105	2009/10	0.105	2010/11	0.115	FG4 Av.	0.165	It is evident from this indicator that the organisation needs to establish a task group to identify the common profiles and appropriate actions.	26
Year	Percentage																		
2006/7	0.095																		
2007/8	0.095																		
2008/09	0.105																		
2009/10	0.105																		
2010/11	0.115																		
FG4 Av.	0.165																		
FRS/RRC/C/005 (iii)	The Percentage of dwelling fires where no Smoke Alarm fitted	↓	<table border="1"> <caption>Data for Indicator (iii) Performance Chart</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.48</td> </tr> <tr> <td>2007/8</td> <td>0.46</td> </tr> <tr> <td>2008/09</td> <td>0.46</td> </tr> <tr> <td>2009/10</td> <td>0.53</td> </tr> <tr> <td>2010/11</td> <td>0.53</td> </tr> <tr> <td>FG4 Av.</td> <td>0.31</td> </tr> </tbody> </table>	Year	Percentage	2006/7	0.48	2007/8	0.46	2008/09	0.46	2009/10	0.53	2010/11	0.53	FG4 Av.	0.31	53% of the domestic fires we attend have no smoke alarm. Initial investigations point to male occupiers living alone between the ages of 30 - 50 this group is difficult to access and influence.	119
Year	Percentage																		
2006/7	0.48																		
2007/8	0.46																		
2008/09	0.46																		
2009/10	0.53																		
2010/11	0.53																		
FG4 Av.	0.31																		

# Value Measures

There is only 1 indicator in this category

Resource Value for Money Measures																			
Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
FRS/CFH/C/001	The percentage of undisputed invoices that were paid in 30 days	↑	<table border="1"> <caption>Performance Data (Estimated from Chart)</caption> <thead> <tr> <th>Year</th> <th>Performance Value</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.92</td> </tr> <tr> <td>2007/8</td> <td>0.93</td> </tr> <tr> <td>2008/09</td> <td>0.94</td> </tr> <tr> <td>2009/10</td> <td>0.92</td> </tr> <tr> <td>2010/11</td> <td>0.98</td> </tr> <tr> <td>Target</td> <td>1.00</td> </tr> </tbody> </table>	Year	Performance Value	2006/7	0.92	2007/8	0.93	2008/09	0.94	2009/10	0.92	2010/11	0.98	Target	1.00	Progressing satisfactorily.	3425
Year	Performance Value																		
2006/7	0.92																		
2007/8	0.93																		
2008/09	0.94																		
2009/10	0.92																		
2010/11	0.98																		
Target	1.00																		

# People Measures

**Worthy of note:**

The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - non operational staff is currently performing worse than planned.

There are two indicators that refer to the “Percentage of People from Minority Ethnic Groups who are economically active in the Authority Area” and “The Percentage of People who categorise themselves as having a disability in the Authority Area”; for these indicators we have no influence and receive the data from an external source. For brevity these graphs have not been included in this report. The full year graphs appear in the End of Year performance report for 2009 -2010.

The indicators referring to the percentage of staff categorising themselves as having a disability or belonging to a Minority Ethnic Group are not favourable. Efforts continue to make SWFRS an employer of choice with these groups however the current situation with recruitment precludes making any great improvements in this area for the foreseeable future.

**Notable Good practice:**

Women fire fighter headcount has increased by 1.

The No of Working Days/Shifts lost to Sickness Absence over all is performing above target. Especially with respect to Wholetime and Control staff.

There have been no ill health retirements but two are expected in the next quarter both ill health retirements expected in the next quarter are from the WT workforce. For brevity these graphs have not been included in this report

People Measures																			
Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
FRS/CHR/C/001 (i)	The Percentage of Uniformed Staff working WDS and RDS who categorise themselves as having a disability	↑	<table border="1"> <caption>Data for Indicator (i)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.0032</td> </tr> <tr> <td>2007/8</td> <td>0.0030</td> </tr> <tr> <td>2008/09</td> <td>0.0025</td> </tr> <tr> <td>2009/10</td> <td>0.0025</td> </tr> <tr> <td>2010/11</td> <td>0.0019</td> </tr> <tr> <td>FG4 Av.</td> <td>0.0025</td> </tr> </tbody> </table>	Year	Percentage	2006/7	0.0032	2007/8	0.0030	2008/09	0.0025	2009/10	0.0025	2010/11	0.0019	FG4 Av.	0.0025	The number of personnel within the above categories remains constant in the 1st quarter. i.e. 5.	5
Year	Percentage																		
2006/7	0.0032																		
2007/8	0.0030																		
2008/09	0.0025																		
2009/10	0.0025																		
2010/11	0.0019																		
FG4 Av.	0.0025																		
FRS/CHR/C/001 (ii)	The Percentage of Control and Non-Uniformed Staff who categorise themselves as having disability	↑	<table border="1"> <caption>Data for Indicator (ii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.025</td> </tr> <tr> <td>2007/8</td> <td>0.019</td> </tr> <tr> <td>2008/09</td> <td>0.021</td> </tr> <tr> <td>2009/10</td> <td>0.023</td> </tr> <tr> <td>2010/11</td> <td>0.022</td> </tr> <tr> <td>FG4 Av.</td> <td>0.020</td> </tr> </tbody> </table>	Year	Percentage	2006/7	0.025	2007/8	0.019	2008/09	0.021	2009/10	0.023	2010/11	0.022	FG4 Av.	0.020	The number of staff in the above categories remains constant in Q1 i.e. 6.	6
Year	Percentage																		
2006/7	0.025																		
2007/8	0.019																		
2008/09	0.021																		
2009/10	0.023																		
2010/11	0.022																		
FG4 Av.	0.020																		


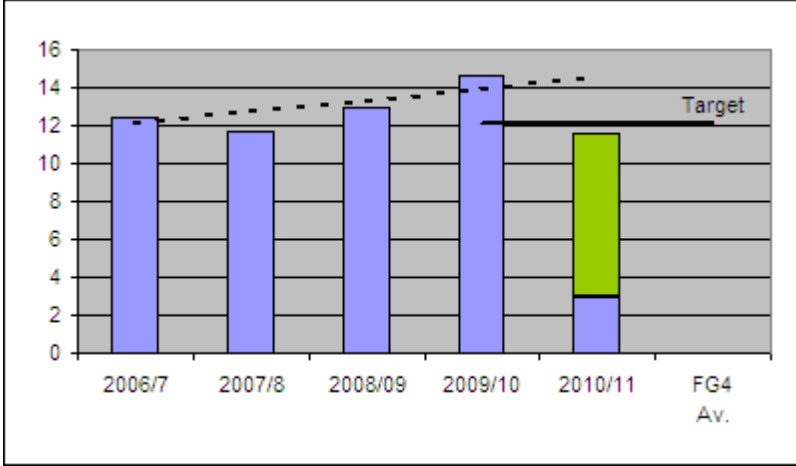
People Measures

Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
FRS/CHR/C/002 (i)	The Percentage of Staff who belong to a Minority Ethnic Group	↑	<table border="1"> <caption>Percentage of Staff from Minority Ethnic Groups</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.000</td> </tr> <tr> <td>2007/8</td> <td>0.011</td> </tr> <tr> <td>2008/9</td> <td>0.011</td> </tr> <tr> <td>2009/10</td> <td>0.009</td> </tr> <tr> <td>2010/11</td> <td>0.011</td> </tr> <tr> <td>FG4 Av.</td> <td>0.012</td> </tr> </tbody> </table>	Year	Percentage	2006/7	0.000	2007/8	0.011	2008/9	0.011	2009/10	0.009	2010/11	0.011	FG4 Av.	0.012	The numbers of staff in the above category remains constant in the 1st quarter. i.e. 24.	24
Year	Percentage																		
2006/7	0.000																		
2007/8	0.011																		
2008/9	0.011																		
2009/10	0.009																		
2010/11	0.011																		
FG4 Av.	0.012																		
FRS/CHR/C/003	The Percentage of Fire-fighters who are Women	↑	<table border="1"> <caption>Percentage of Fire-fighters who are Women</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>0.014</td> </tr> <tr> <td>2007/8</td> <td>0.021</td> </tr> <tr> <td>2008/9</td> <td>0.020</td> </tr> <tr> <td>2009/10</td> <td>0.025</td> </tr> <tr> <td>2010/11</td> <td>0.022</td> </tr> <tr> <td>FG4 Av.</td> <td>0.020</td> </tr> </tbody> </table>	Year	Percentage	2006/7	0.014	2007/8	0.021	2008/9	0.020	2009/10	0.025	2010/11	0.022	FG4 Av.	0.020	Female headcount increased by 1 during Q1. Total number at end of Q1 is 35.	35
Year	Percentage																		
2006/7	0.014																		
2007/8	0.021																		
2008/9	0.020																		
2009/10	0.025																		
2010/11	0.022																		
FG4 Av.	0.020																		

People Measures

Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals
FRS/CHR/C/004 (i)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - All Staff	↓		The projected end of year performance is 6.44 which is below 7.80	1,387
FRS/CHR/C/004 (ii)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - Wholetime Uniformed Staff	↓		The projected end of year performance is 5.32 which is significantly below the target of 7.10	607

People Measures

Indicator Reference	Description	Good	Performance	Q1 Comments	Q1 Actuals														
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 (Estimated from Chart)</caption> <thead> <tr> <th>Year</th> <th>Performance Value</th> </tr> </thead> <tbody> <tr> <td>2006/7</td> <td>12.5</td> </tr> <tr> <td>2007/8</td> <td>11.5</td> </tr> <tr> <td>2008/09</td> <td>13.0</td> </tr> <tr> <td>2009/10</td> <td>14.5</td> </tr> <tr> <td>2010/11</td> <td>11.60</td> </tr> <tr> <td>FG4 Av.</td> <td>12.10</td> </tr> </tbody> </table>	Year	Performance Value	2006/7	12.5	2007/8	11.5	2008/09	13.0	2009/10	14.5	2010/11	11.60	FG4 Av.	12.10	The projected end of year performance is 11.60 which is below the target of 12.10	109
Year	Performance Value																		
2006/7	12.5																		
2007/8	11.5																		
2008/09	13.0																		
2009/10	14.5																		
2010/11	11.60																		
FG4 Av.	12.10																		

## Appendix 2 – Corporate Risks

### Significant (High) Risks

The following table details the 2 risks that are currently rated high in the Corporate Risk Register, together with details of their scoring over the last four quarters.

Risk Ref.	Risk Origin	Risk	Controls in Place	Q1 Review Comments	Movement in Risk Rating ↑↓				Risk Owner
					Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	
21	SMT (formerly BCB)	If staff are using their own vehicles for work purposes without any checks on legality/insurance then there is a risk of liability on the organisation	None currently other than checks on users of pool cars	Director People Services agreed risk should fall under HR, draft Road Risk Policy issued for consultation by Health and Safety, which will place the responsibility for checking licences, road fund tax, MOT certificates and insurance onto line managers.	9 (3x3 old matrix)	15 (3x5)	15 (3x5)	15 (3x5)	Calvin Powell
25	Imp Obj	If the service does not review its allocation and use of resources (financial, people and assets) and business procedures to ensure that they are utilised in the most efficient and effective manner, and if budgets decline in real terms as predicted by government, then this could have implications on service delivery to the public. The review should include the source and	Improvement Objectives and priorities in place for effective use of resources and business improvement. - Plan for key dates for completion of key Corporate documents which will impact upon the financial position of the authority. - Asset Management Strategy & Land and Buildings Management Plan approved by Fire & Rescue Authority - Directors away days taken place to consider issues - Member workshop conducted to consider issues - Project register in place and project plans required to be in place for all	Risk remains, the financial implications of 22 June budget regarding pay are being calculated by payroll. Comprehensive Spending Review awaited 20 October. Further officer meetings to update Medium Term Financial Plan arranged for October following decision on 2011/12 RRP.	9 (3x3 old matrix)	16 (4x4)	20 (5x4)	20 (5x4)	Sally Murton

Risk Ref.	Risk Origin	Risk	Controls in Place	Q1 Review Comments	Movement in Risk Rating ↑↓				Risk Owner
					Q1 09/10	Q2 09/10	Q3 09/10	Q4 09/10	
		sustainability of funding streams, people strategies and asset cost and life cycle.	projects - Major Projects team approved by Fire & Rescue Authority and created within Corporate Support directorate - Collaboration in place with other organisations to maximise efficiencies - Improvement workshops taken place and outcomes being evaluated - Review of business processes undertaken for selected processes within the organisation - Business Plans link to Improvement Objectives and other strategic documents with links to efficiencies - Officer attendance at Public Services summits and involvement in 2 of the strategic working groups (business improvement & land and buildings) - Finance, Audit & Performance Management Committee scrutinises budget - Establishment of Finance Working Group and membership and terms of reference approved by Fire & Rescue Authority - Capital fund application forms introduced requiring business case for funding.						

Key to risk origin: SMT = Senior Management Team  
 BCB = Business Continuity Board (replaced by SMT)  
 Imp Obj = Improvement Objective  
 JRA = Joint Risk Assessment

Full details of all these risks together with material (medium) and manageable (low) risks can be found in the Corporate Risk Register held on the intranet at: <http://fshqsp:10000/RiskReduction/Performance%20Management/Pages/CorporateRisk.aspx>

### Closed Risks

The following table details the 2 risks that have been closed following the Q1 review.

Risk Ref.	Risk Origin	Risk	Controls in Place	Quarterly Review Comments	Score prior to closure	Risk Owner
65	JRA 08/09	Failure to increase capacity and efficiencies through the sharing and pooling of both human and physical resources.	Maintain register of collaboration and partnership events.	Risk closed by risk owner – collaboration now part of core business and recorded and monitored via the service planning process. All opportunities considered and pursued where beneficial.	9 (3x3)	CFO Andy Marles
66	SMT	If the electronic recording system (IRS) quality assurance process is not adequately resources, we will be unable to supply accurate and timely incident data to CLG/WAG and to the decision making bodies within SWFRS.	IRS scoping study completed and recommendations being implemented.	Risk considered by risk owner and actions in the process of being implemented felt to mitigate the risk to such a level that it can now be closed.	4 (2x2)	DCFO Kevin Barry

## Appendix 3 Improvement Objectives

This section provides the Quarter 1 progress against achieving the 2010/11 Improvement Objectives:

<b>Theme</b>	Community Well-being
<b>Objective</b>	To reduce deaths and injuries from fires and road traffic collisions.
<b>Responsible Director</b>	DCFO Service delivery
<ul style="list-style-type: none"> <li>• Appliance availability at highest level averaging 99% per month.</li> <li>• Favourable FSCA (after the incident survey) Report.</li> <li>• Service Standard Response time favourable.</li> <li>• Watching brief to be maintained on Core &amp; Strategic PIs given an uncharacteristically busy first quarter related to wildfires.</li> <li>• No accidental fire deaths.</li> <li>• RTC level of incidents reducing.</li> <li>• Successful procurement and roll out of new fire fighting PPE to all operational personnel.</li> <li>• Other FRS showing interest in SWFRS initiatives such as Wildfire and Bernie.</li> <li>• FRA has approved the build of water ladders, order placed for 9 body builds.</li> <li>• Agreement reached through OGC for one urban (14,000 litre) and one rural (8,000 litre) water carrier.</li> <li>• Operational Bulletins, Procedural Alerts and Safety Flashes being utilised to communicate essential information across the organisation.</li> <li>• Repair and maintenance programme is being maintained.</li> <li>• Water rescue equipment procured through WAG funding. Draft water rescue strategy being prepared through OGC, project team now established to implement recommendations.</li> <li>• Airwave operations at station and control level have been identified as best practice and achieved lowest use across the emergency services in England and Wales.</li> <li>• 9 work streams established under the current draft RRP this includes review of Day duty systems, middle manager structures and flexible duty system.</li> </ul>	

<b>Theme</b>	Attract and Develop Our People
<b>Objective</b>	To continue to develop a responsive and creative workforce who practice our values.
<b>Responsible Director</b>	Director People Services
<ul style="list-style-type: none"> <li>• Work force survey completed awaiting results.</li> <li>• Reduction in grievances and requirement for disciplinary action.</li> <li>• Low employee turnover in RDS.</li> <li>• Secondment opportunities for staff within the organisation being taken up, e.g. Training secondment to Diversity, Fire Control secondments to Community Fire Safety and Operational Risk Management.</li> <li>• Developed close working relations with community groups as part of our strategy to encourage applications from people from under-represented groups. Continuing to explore the development of targeted events to support the interest of this under-represented group within the Service. Engaging in a number of positive action</li> </ul>	

<p>initiatives to deliver awareness of FRS and associated employment opportunities. Further roll out of similar events under evaluation.</p> <ul style="list-style-type: none"> <li>Continuing to deliver a wide range of Learning and Development opportunities across a wide spectrum of activities across all staff categories and at all managerial levels. (Examples include L&amp;D Strategy and roll out of E-learning.)</li> <li>Progressing validation of South Wales Strategic ADC programme. Successful ADC at supervisory level, 35 candidates were successful. In addition a further 8 candidates from 2008 have been granted an extension to their existing pass, which is valid for a further 2 years</li> <li>Engaging with all service areas on all aspects of training and development and its delivery.</li> <li>HR policies and practices are being developed and reviewed to further promote our employee work life balance and to advance the Service as employer of choice.</li> <li>Stations visits by Diversity Officers raising awareness and improving communication on issues.</li> <li>Production of supervisory manager framework document in Operations to outline responsibilities and expectations.</li> <li>Control has completed a framework for the Watch Managers.</li> <li>RRP internal consultation visits have been attended by over 500 members of staff.</li> </ul>
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<b>Theme</b>	Effective Use of Resources
<b>Objective</b>	To ensure that the Service's assets are utilised effectively to support service delivery.
<b>Responsible Director</b>	Director Corporate Support
<ul style="list-style-type: none"> <li>Progressing collaborative options with Babcocks to increase the opportunity to secure third party income generation and increase the effective utilisation of FRS resources.</li> <li>Developing closer working relationships with Cardiff Council as part of the Occupational Health Unit agenda. Exploring training and occupational health service events with the Ambulance Service. Delivered 12 weeks induction training for Berkshire Fire and Rescue Service from Cardiff Gate.</li> <li>Review of procurement for future builds being conducted by M&amp;WWFRS in conjunction with SWFRS.</li> <li>Operational Intelligence project on track to deliver agreed outcomes.</li> <li>Operational Bulletins, Procedural Alerts and Safety Flashes being utilised to communicate essential information across the organisation.</li> <li>Good collaboration on workload and information being conducted through the CFOA Wales H&amp;S group.</li> <li>Operational forum re-established to generate a greater level of collaboration. Operational Intelligence project information shared with Welsh FRS's.</li> <li>Airwave operations at station and control level have been identified as best practice and achieved lowest use across the emergency services in England and Wales.</li> <li>Appliance availability at highest level averaging 99% per month.</li> <li>Favourable FSCA (after the incident survey) Report.</li> <li>SWFRS continue to work with other Welsh FRS's to deliver a resilient control solution to improve service delivery.</li> </ul>	

<b>Theme</b>	Organisational Improvement
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<b>Objective</b>	To improve internal service delivery ensuring the most effective use of both financial and people resources.
<b>Responsible Director</b>	Director Corporate Support
<ul style="list-style-type: none"> <li>• Looking to create an effective internal communications system.</li> <li>• Other FRS showing interest in SWFRS initiatives such as Wildfire and Bernie.</li> <li>• Potential award for collaboration over PPE.</li> <li>• Secondment opportunities for staff within the organisation being taken up, e.g. Training secondment to Diversity, Fire Control secondments to Community Fire Safety and Operational Risk Management.</li> <li>• The training department has commenced a programme of station visits to engage with end users (both internal and external) to develop training services which are customer focused.</li> <li>• A budget based monitoring and review process has been established to provide managers with ongoing information to support the decision making processes more effectively.</li> <li>• Operational Bulletins, Procedural Alerts and Safety Flashes being utilised to communicate essential information across the organisation.</li> <li>• 9 work streams established under the current draft RRP this includes review of Day duty systems, middle manager structures and flexible duty system.</li> <li>• Control completed review of 5th watch flexible working system.</li> <li>• Station IT upgrade has started – 6 upgrades completed to date.</li> </ul>	

<b>Theme</b>	Sustainability
<b>Objective</b>	To promote sustainable local communities through our activities.
<b>Responsible Director</b>	CFO
<ul style="list-style-type: none"> <li>• Good collaboration on workload and information being conducted through the CFOA Wales H&amp;S group.</li> <li>• Charity textile recycling facility now at HQ.</li> <li>• FA members identified to sit on Sustainable procurement group.</li> <li>• Initial meeting to discuss the Sustainable procurement objectives and the Sustainable Procurement Assessment Framework introduced by Welsh Assembly Government has been held. Further work in this area to be developed in quarter 2.</li> <li>• Wildfire and Bernie initiatives both reducing the impact of fires on the natural environment.</li> <li>• Continued reduction in deaths, injuries and property fires improving sustainability in Wales.</li> </ul>	