

South Wales Fire and Rescue Service

PERFORMANCE MONITORING REPORT

**Q4 - End of Year
April 2008 to March 2009**

South Wales
Fire and Rescue Service



Gwasanaeth Tân ac Achub
De Cymru

Raising Awareness - Reducing Risk

Introduction

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

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

This is the end of year Quarterly Performance Monitoring Report of 2008/09 and it highlights performance for the period April 2008 to March 2009.

Please note that due to outstanding operational data these figures are provisional and will change when the Fire Damage Reports (FDR1s) are received and validated. This report is compiled as an indication of our performance and final end of year performance will be issued in June 2009.

Following approval by the Corporate Continuity Board and the Finance, Audit and Performance Management Committee, the report is made available to the public via the internet.

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

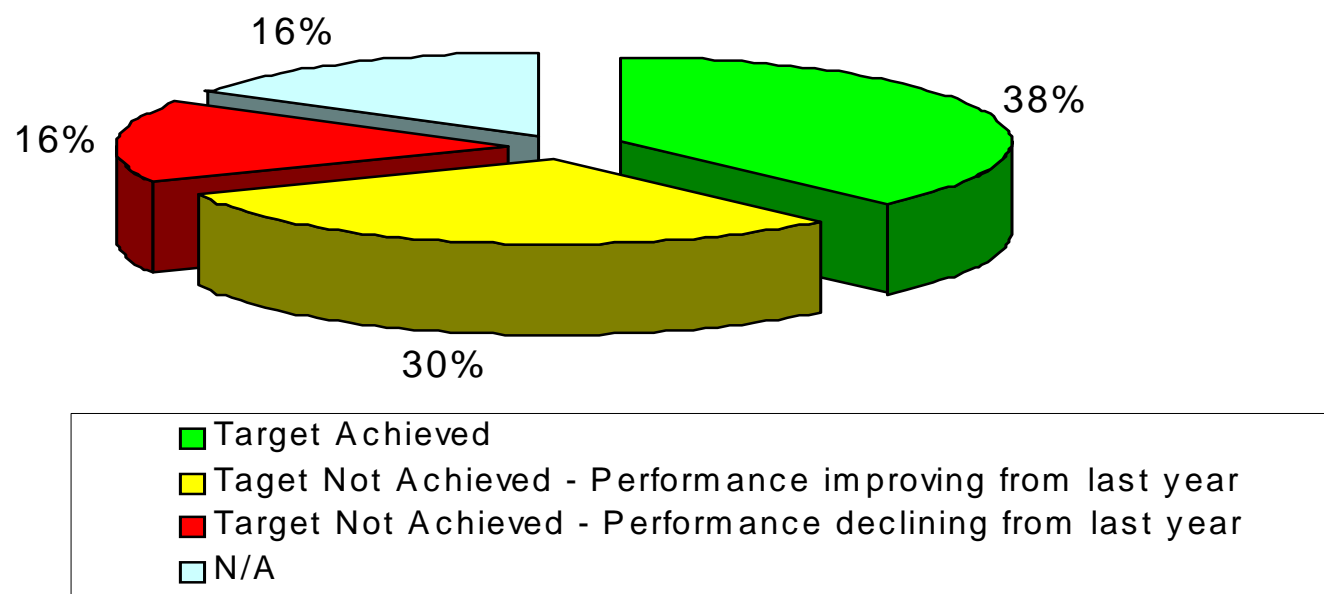
The Performance Management Unit on behalf of the Chief Fire Officer's Policy, Performance and Communications Directorate co-ordinates and compiles this report. All information is extracted from updated directorate quarterly business plans.

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

Executive Summary

Strategic and Core Performance Indicators

This graph illustrates our provisional performance of all of the strategic and core performance indicators against the targets we set ourselves for achieving in 2008/09.



The following indicators are not expected to meet the target and the performance has declined since 2007/08:-

- FRS/RRC/S/002 (vi) Deliberate Fire Injuries
- FRS/RRC/C/001 (vi) Injuries arising from fires started deliberately in dwellings
- FRS/RRC/C/001 (viii) Injuries arising from fires started deliberately in premises other than dwellings
- FRS/RRC/C/005 (ii) Dwelling fires where smoke alarms fitted but did not activate
- FRS/CHR/C/001 (i) WDS and RDS staff who categorise themselves as having a disability
- FRS/CHR/C/001 (ii) Control and Non-uniformed staff who categorise themselves as having a disability
- FRS/CHR/C/004 (iii) Working days lost to sickness absence – Control Staff
- FRS/CHR/C/004 (iv) Working days lost of sickness absence – Non Operational Staff

Business Plan Actions

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

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

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

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

Corporate Risk

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


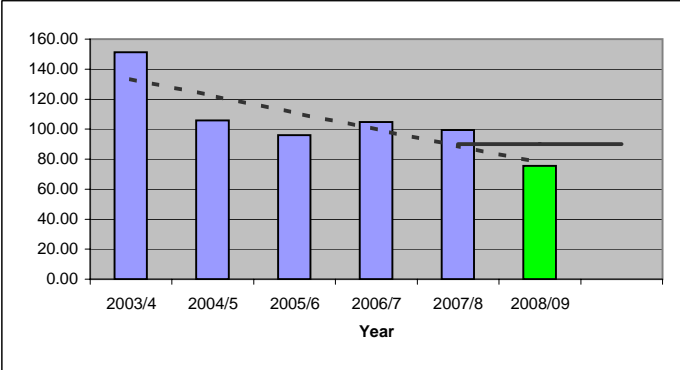

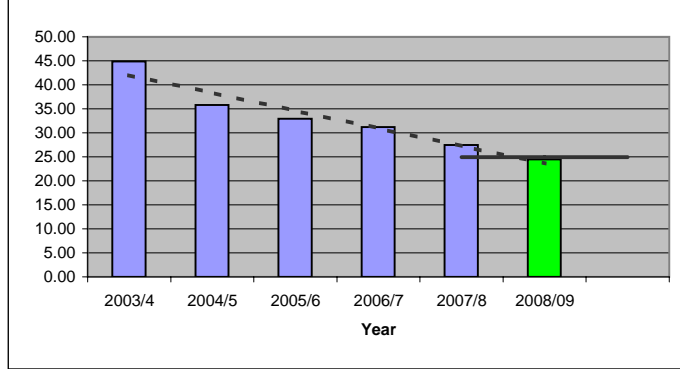
The Corporate Risk Register currently records all risks, including those from the Directorate Plans, Risk Reduction Plan, corporate schemes and key projects. The Corporate Risk Register is reported on more fully in an annual report. All risks are rated as Manageable (low), Material (medium) or Significant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

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

Directorate	Current Number of Risks Owned	% Reviewed Q1	% Reviewed Q2	% Reviewed Q3	% Reviewed Q4
Intervention	36	17%	69%	66%	67%
Risk Reduction	32	51%	15%	25%	47%
OPDS	19	100%	100%	10% (100% after deadline)	100%
Finance & Asset Management	9	36%	55%	40%	100%
Policy, Performance & Communications	50	52%	65%	90%	90%
Human Resources & Training	20	100%	100%	100%	65%
Legal, Admin & ICT	18	47%	0%	100%	100%

The risk section of this report provides an overview of the current high risks across the Service; it also demonstrates the changes in risk ratings over the last 4 quarters. There are currently 11 separate risks in this category.

Performance Indicators

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/S/001 (i)	All Fires Attended per 10,000 population		 <table border="1"> <caption>Data for All Fires Attended per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>150.00</td> </tr> <tr> <td>2004/5</td> <td>105.00</td> </tr> <tr> <td>2005/6</td> <td>95.00</td> </tr> <tr> <td>2006/7</td> <td>105.00</td> </tr> <tr> <td>2007/8</td> <td>95.00</td> </tr> <tr> <td>2008/09</td> <td>75.00</td> </tr> </tbody> </table>	Year	Value	2003/4	150.00	2004/5	105.00	2005/6	95.00	2006/7	105.00	2007/8	95.00	2008/09	75.00	Target achieved and exceeded.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	150.00																		
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Year	Value																		
2003/4	14.5																		
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FRS/RRC/S/001 (iv)	All Deliberate Fires Attended per 10,000 population	↓	<table border="1"> <caption>All Deliberate Fires Attended per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>130</td></tr> <tr><td>2004/5</td><td>90</td></tr> <tr><td>2005/6</td><td>80</td></tr> <tr><td>2006/7</td><td>85</td></tr> <tr><td>2007/8</td><td>85</td></tr> <tr><td>2008/09</td><td>60</td></tr> </tbody> </table>	Year	Value	2003/4	130	2004/5	90	2005/6	80	2006/7	85	2007/8	85	2008/09	60	Target achieved and exceeded.	Director Risk Reduction DCFO Barry
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Year	Value																		
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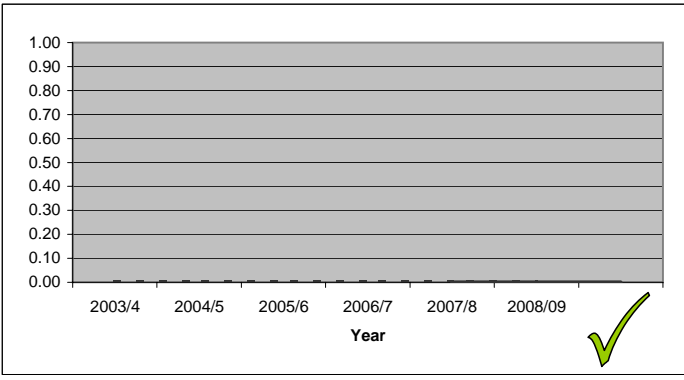
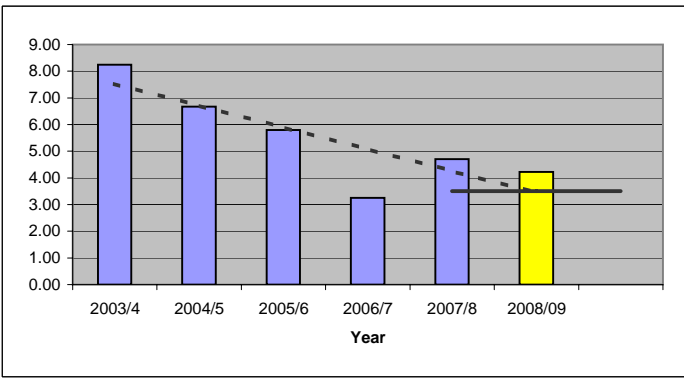
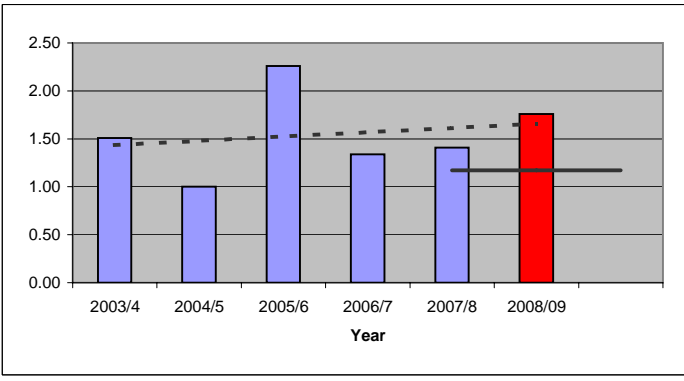
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/S/002 (ii)	The No of Accidental Fire Deaths per 100,000 population	↓	<table border="1"> <caption>Accidental Fire Deaths per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.85</td></tr> <tr><td>2004/5</td><td>0.70</td></tr> <tr><td>2005/6</td><td>0.55</td></tr> <tr><td>2006/7</td><td>0.15</td></tr> <tr><td>2007/8</td><td>0.60</td></tr> <tr><td>2008/09</td><td>0.55</td></tr> </tbody> </table>	Year	Value	2003/4	0.85	2004/5	0.70	2005/6	0.55	2006/7	0.15	2007/8	0.60	2008/09	0.55	As FRS/RRC/S/002 (i)	Director Risk Reduction DCFO Barry
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Year	Value																		
2003/4	0.07																		
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Year	Value																		
2003/4	24																		
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Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/S/002 (v)	The No of Accidental Fire injuries excluding precautionary checks per 100,000 population	↓	<table border="1"> <caption>Performance Data for FRS/RRC/S/002 (v)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>10.00</td></tr> <tr><td>2004/5</td><td>8.50</td></tr> <tr><td>2005/6</td><td>7.50</td></tr> <tr><td>2006/7</td><td>4.50</td></tr> <tr><td>2007/8</td><td>6.00</td></tr> <tr><td>2008/09</td><td>5.50</td></tr> </tbody> </table>	Year	Value	2003/4	10.00	2004/5	8.50	2005/6	7.50	2006/7	4.50	2007/8	6.00	2008/09	5.50	As FRS/RRC/S/002 (iv).	Director Risk Reduction DCFO Barry
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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 FRS/RRC/S/003</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>14.50</td></tr> <tr><td>2004/5</td><td>13.50</td></tr> <tr><td>2005/6</td><td>13.00</td></tr> <tr><td>2006/7</td><td>12.50</td></tr> <tr><td>2007/8</td><td>12.50</td></tr> <tr><td>2008/09</td><td>10.00</td></tr> </tbody> </table>	Year	Value	2003/4	14.50	2004/5	13.50	2005/6	13.00	2006/7	12.50	2007/8	12.50	2008/09	10.00	Target achieved and exceeded.	Director Risk Reduction DCFO Barry
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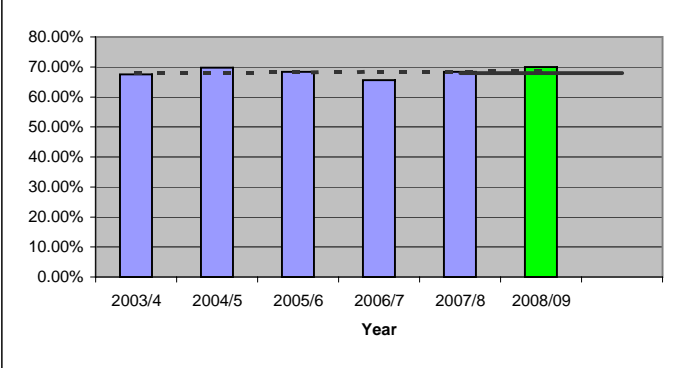
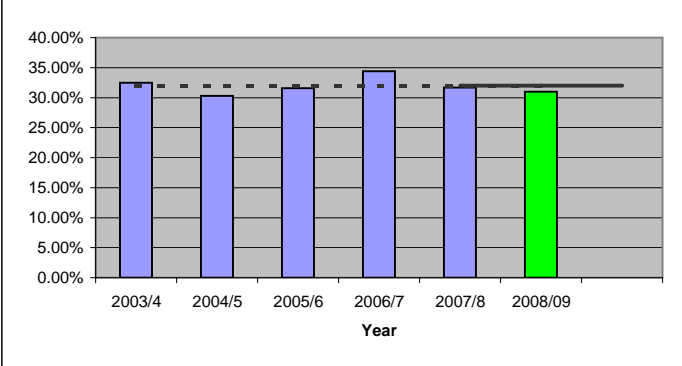
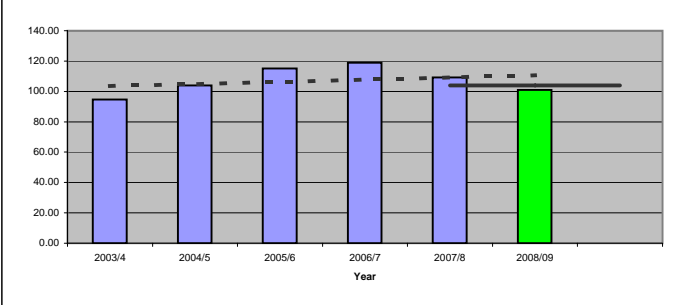
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/S/004 (i)	The number of homes that are within the above average risk category (as determined by the Fire Service Emergency Cover Model, FSEC) that have received, within the reporting year, a home fire safety risk assessment and are within the five minute service standard.	↑	<table border="1"> <caption>Performance Data for Indicator (i)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>~100</td></tr> <tr><td>2004/5</td><td>~100</td></tr> <tr><td>2005/6</td><td>~100</td></tr> <tr><td>2006/7</td><td>~100</td></tr> <tr><td>2007/8</td><td>~400</td></tr> <tr><td>2008/09</td><td>~100</td></tr> </tbody> </table>	Year	Value	2003/4	~100	2004/5	~100	2005/6	~100	2006/7	~100	2007/8	~400	2008/09	~100	Work is currently ongoing to report on this PI and will be available by the end of May 09. This PI places more emphasis on a persons geographical location rather than their predisposition to "risk". Previously commented to WAG data unit on validity of this PI (lobbied for change/deletion) Home Safety strategy for 09/10 will focus on targeting those most at risk irrespective of geographic location. New CLG report agrees with target strategy rather than blanket campaigns.	Director Risk Reduction DCFO Barry
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Year	Value																		
2003/4	~100																		
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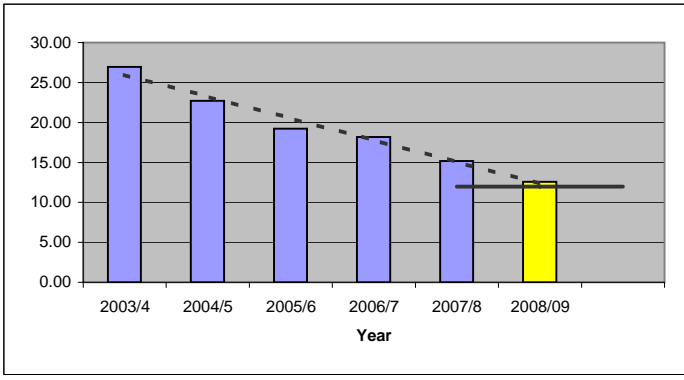
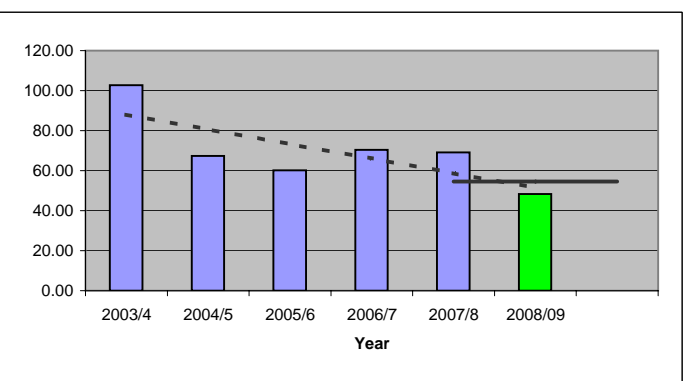
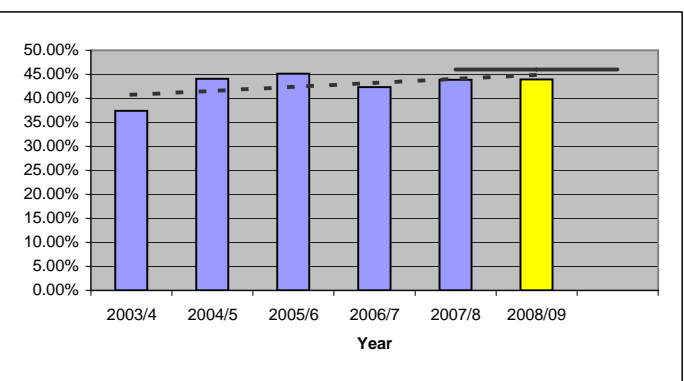
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible
FRS/RRC/S/004 (iv)	Total No of Fires in homes where a community safety initiative has been delivered within the previous and present reporting year	NA		Work is currently ongoing to report on this PI and will be available by the end of May 09. This is due to the time required to collect and collate all Fire Damage Reports and to analyse and cross reference results.	Director Risk Reduction DCFO Barry
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	↑		Work is currently ongoing to report on this PI and will be available by the end of May 09.	Director Intervention ACO Martin
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	↑		Work is currently ongoing to report on this PI and will be available by the end of May 09.	Director Intervention ACO Martin

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/C/001 (i)	The No of Deaths caused by fires started Accidentally in Dwellings per 100,000 population	↓	<table border="1"> <caption>Data for FRS/RRC/C/001 (i)</caption> <thead> <tr> <th>Year</th> <th>Deaths per 100,000 population</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>0.85</td> </tr> <tr> <td>2004/5</td> <td>0.70</td> </tr> <tr> <td>2005/6</td> <td>0.55</td> </tr> <tr> <td>2006/7</td> <td>0.08</td> </tr> <tr> <td>2007/8</td> <td>0.40</td> </tr> <tr> <td>2008/09</td> <td>0.42</td> </tr> </tbody> </table>	Year	Deaths per 100,000 population	2003/4	0.85	2004/5	0.70	2005/6	0.55	2006/7	0.08	2007/8	0.40	2008/09	0.42	Initial target set intended as a stretch target, 6 deaths although unacceptable represents a continued decline in the total number of fire deaths.	Director Risk Reduction DCFO Barry
Year	Deaths per 100,000 population																		
2003/4	0.85																		
2004/5	0.70																		
2005/6	0.55																		
2006/7	0.08																		
2007/8	0.40																		
2008/09	0.42																		
FRS/RRC/C/001 (ii)	The No of Deaths caused by fires started Deliberately in Dwellings per 100,000 population	↓	<table border="1"> <caption>Data for FRS/RRC/C/001 (ii)</caption> <thead> <tr> <th>Year</th> <th>Deaths per 100,000 population</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>0.00</td> </tr> <tr> <td>2004/5</td> <td>0.07</td> </tr> <tr> <td>2005/6</td> <td>0.00</td> </tr> <tr> <td>2006/7</td> <td>0.00</td> </tr> <tr> <td>2007/8</td> <td>0.14</td> </tr> <tr> <td>2008/09</td> <td>0.14</td> </tr> </tbody> </table>	Year	Deaths per 100,000 population	2003/4	0.00	2004/5	0.07	2005/6	0.00	2006/7	0.00	2007/8	0.14	2008/09	0.14	Target achieved.	Director Risk Reduction DCFO Barry
Year	Deaths per 100,000 population																		
2003/4	0.00																		
2004/5	0.07																		
2005/6	0.00																		
2006/7	0.00																		
2007/8	0.14																		
2008/09	0.14																		
FRS/RRC/C/001 (iii)	The No of Deaths caused by fires started Accidentally in premises other than Dwellings per 100,000 population	↓	<table border="1"> <caption>Data for FRS/RRC/C/001 (iii)</caption> <thead> <tr> <th>Year</th> <th>Deaths per 100,000 population</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>0.00</td> </tr> <tr> <td>2004/5</td> <td>0.07</td> </tr> <tr> <td>2005/6</td> <td>0.00</td> </tr> <tr> <td>2006/7</td> <td>0.00</td> </tr> <tr> <td>2007/8</td> <td>0.00</td> </tr> <tr> <td>2008/09</td> <td>0.00</td> </tr> </tbody> </table>	Year	Deaths per 100,000 population	2003/4	0.00	2004/5	0.07	2005/6	0.00	2006/7	0.00	2007/8	0.00	2008/09	0.00	Position of zero maintained.	Director Risk Reduction DCFO Barry
Year	Deaths per 100,000 population																		
2003/4	0.00																		
2004/5	0.07																		
2005/6	0.00																		
2006/7	0.00																		
2007/8	0.00																		
2008/09	0.00																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/C/001 (iv)	The No of Deaths caused by fires started Deliberately in premises other than Dwellings per 100,000 population	↓	 <table border="1" data-bbox="723 292 1404 673"> <caption>Performance Data for Indicator (iv)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00</td></tr> <tr><td>2004/5</td><td>0.00</td></tr> <tr><td>2005/6</td><td>0.00</td></tr> <tr><td>2006/7</td><td>0.00</td></tr> <tr><td>2007/8</td><td>0.00</td></tr> <tr><td>2008/09</td><td>0.00</td></tr> </tbody> </table>	Year	Value	2003/4	0.00	2004/5	0.00	2005/6	0.00	2006/7	0.00	2007/8	0.00	2008/09	0.00	Position of zero maintained.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	0.00																		
2004/5	0.00																		
2005/6	0.00																		
2006/7	0.00																		
2007/8	0.00																		
2008/09	0.00																		
FRS/RRC/C/001 (v)	The No of Injuries excluding Precautionary Checks arising from Fires started Accidentally in Dwellings per 100,000 population	↓	 <table border="1" data-bbox="723 695 1404 1077"> <caption>Performance Data for Indicator (v)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>8.2</td></tr> <tr><td>2004/5</td><td>6.8</td></tr> <tr><td>2005/6</td><td>5.8</td></tr> <tr><td>2006/7</td><td>3.2</td></tr> <tr><td>2007/8</td><td>4.8</td></tr> <tr><td>2008/09</td><td>4.2</td></tr> </tbody> </table>	Year	Value	2003/4	8.2	2004/5	6.8	2005/6	5.8	2006/7	3.2	2007/8	4.8	2008/09	4.2	Fire investigation team tasked with identifying any commonality / trends associated with injuries. FI attendance protocols changed with immediate effect (reviewed quarterly).	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	8.2																		
2004/5	6.8																		
2005/6	5.8																		
2006/7	3.2																		
2007/8	4.8																		
2008/09	4.2																		
FRS/RRC/C/001 (vi)	The No of Injuries excluding precautionary checks arising from fires started deliberately in dwellings per 100,000 population	↓	 <table border="1" data-bbox="723 1099 1404 1481"> <caption>Performance Data for Indicator (vi)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>1.5</td></tr> <tr><td>2004/5</td><td>1.0</td></tr> <tr><td>2005/6</td><td>2.2</td></tr> <tr><td>2006/7</td><td>1.3</td></tr> <tr><td>2007/8</td><td>1.4</td></tr> <tr><td>2008/09</td><td>1.7</td></tr> </tbody> </table>	Year	Value	2003/4	1.5	2004/5	1.0	2005/6	2.2	2006/7	1.3	2007/8	1.4	2008/09	1.7		Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	1.5																		
2004/5	1.0																		
2005/6	2.2																		
2006/7	1.3																		
2007/8	1.4																		
2008/09	1.7																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/C/001 (vii)	The No of Injuries excluding precautionary checks accidentally in premises other than dwellings per 100,000 population	↓	<table border="1"> <caption>Data for FRS/RRC/C/001 (vii)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>0.85</td> </tr> <tr> <td>2004/5</td> <td>0.42</td> </tr> <tr> <td>2005/6</td> <td>0.48</td> </tr> <tr> <td>2006/7</td> <td>0.28</td> </tr> <tr> <td>2007/8</td> <td>0.42</td> </tr> <tr> <td>2008/09</td> <td>0.35</td> </tr> </tbody> </table>	Year	Value	2003/4	0.85	2004/5	0.42	2005/6	0.48	2006/7	0.28	2007/8	0.42	2008/09	0.35		Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	0.85																		
2004/5	0.42																		
2005/6	0.48																		
2006/7	0.28																		
2007/8	0.42																		
2008/09	0.35																		
FRS/RRC/C/001 (viii)	The No of Injuries excluding precautionary checks arising from fires started deliberately in premises other than Dwellings per 100,000 population	↓	<table border="1"> <caption>Data for FRS/RRC/C/001 (viii)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>0.28</td> </tr> <tr> <td>2004/5</td> <td>0.28</td> </tr> <tr> <td>2005/6</td> <td>0.14</td> </tr> <tr> <td>2006/7</td> <td>0.28</td> </tr> <tr> <td>2007/8</td> <td>0.20</td> </tr> <tr> <td>2008/09</td> <td>0.62</td> </tr> </tbody> </table>	Year	Value	2003/4	0.28	2004/5	0.28	2005/6	0.14	2006/7	0.28	2007/8	0.20	2008/09	0.62	Two injuries in same incident at a hospital during final quarter of the year involving psychiatric patients. In relation to incidents of fires in secure premises (prisons) the Arson Rap Teams from CS&P tasked with accessing prison premises in order to carryout awareness training.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	0.28																		
2004/5	0.28																		
2005/6	0.14																		
2006/7	0.28																		
2007/8	0.20																		
2008/09	0.62																		
FRS/RRC/C/002 (i)	The No of Malicious False Alarms received by the Authority per 1,000 population	↓	<table border="1"> <caption>Data for FRS/RRC/C/002 (i)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>2.4</td> </tr> <tr> <td>2004/5</td> <td>2.2</td> </tr> <tr> <td>2005/6</td> <td>2.0</td> </tr> <tr> <td>2006/7</td> <td>2.1</td> </tr> <tr> <td>2007/8</td> <td>2.0</td> </tr> <tr> <td>2008/09</td> <td>1.8</td> </tr> </tbody> </table>	Year	Value	2003/4	2.4	2004/5	2.2	2005/6	2.0	2006/7	2.1	2007/8	2.0	2008/09	1.8	This is a significant reduction in the numbers of calls and consequent increase in public safety through a reduction in vehicle movements and increase in resource availability for genuine emergencies. This success can be directly linked to the innovative practices being employed in Control and a continued focus on the problem	Director Intervention ACO Martin
Year	Value																		
2003/4	2.4																		
2004/5	2.2																		
2005/6	2.0																		
2006/7	2.1																		
2007/8	2.0																		
2008/09	1.8																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/C/002 (ii)	The Percentage of all Malicious False Alarms received that were not attended	↑	 <table border="1" data-bbox="725 304 1404 673"> <caption>Performance Data for Indicator FRS/RRC/C/002 (ii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>~67%</td></tr> <tr><td>2004/5</td><td>~68%</td></tr> <tr><td>2005/6</td><td>~67%</td></tr> <tr><td>2006/7</td><td>~65%</td></tr> <tr><td>2007/8</td><td>~67%</td></tr> <tr><td>2008/09</td><td>~70%</td></tr> </tbody> </table>	Year	Percentage	2003/4	~67%	2004/5	~68%	2005/6	~67%	2006/7	~65%	2007/8	~67%	2008/09	~70%	This is 1.99% above the projected target for 2008-2009	Director Intervention ACO Martin
Year	Percentage																		
2003/4	~67%																		
2004/5	~68%																		
2005/6	~67%																		
2006/7	~65%																		
2007/8	~67%																		
2008/09	~70%																		
FRS/RRC/C/002 (iii)	The Percentage of all Malicious False Alarms received that were attended	↓	 <table border="1" data-bbox="725 707 1404 1075"> <caption>Performance Data for Indicator FRS/RRC/C/002 (iii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>~32%</td></tr> <tr><td>2004/5</td><td>~30%</td></tr> <tr><td>2005/6</td><td>~31%</td></tr> <tr><td>2006/7</td><td>~34%</td></tr> <tr><td>2007/8</td><td>~31%</td></tr> <tr><td>2008/09</td><td>~30%</td></tr> </tbody> </table>	Year	Percentage	2003/4	~32%	2004/5	~30%	2005/6	~31%	2006/7	~34%	2007/8	~31%	2008/09	~30%	This is a significant reduction in the numbers of calls and consequent increase in public safety through a reduction in vehicle movements and increase in resource availability for genuine emergencies. This success can be directly linked to the innovative practices being employed in Control and a continued focus on the problem.	Director Intervention ACO Martin
Year	Percentage																		
2003/4	~32%																		
2004/5	~30%																		
2005/6	~31%																		
2006/7	~34%																		
2007/8	~31%																		
2008/09	~30%																		
FRS/RRC/C/003	The No of Total False Alarms caused by AFDs per 1,000 Non-Domestic Properties	↓	 <table border="1" data-bbox="725 1109 1404 1414"> <caption>Performance Data for Indicator FRS/RRC/C/003</caption> <thead> <tr> <th>Year</th> <th>Number of Alarms</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>~95</td></tr> <tr><td>2004/5</td><td>~105</td></tr> <tr><td>2005/6</td><td>~115</td></tr> <tr><td>2006/7</td><td>~120</td></tr> <tr><td>2007/8</td><td>~105</td></tr> <tr><td>2008/09</td><td>~100</td></tr> </tbody> </table>	Year	Number of Alarms	2003/4	~95	2004/5	~105	2005/6	~115	2006/7	~120	2007/8	~105	2008/09	~100	The trial of proximity mobilisation has commenced that should reduce unnecessary appliance mobilisations. This trial coupled with the introduction of risk based planning assumptions will ensure the correct resources are mobilised to calls generated by AFAs. The actual performance of this indicator is very positive and represents a reduction of 3% against target. The introduction of a more comprehensive list of stop codes will ensure that the Service has robust data sets to interrogate in the future; this will greatly assist in the identification of trends in calls and in the time of the year.	Director OPDS ACO Skivens
Year	Number of Alarms																		
2003/4	~95																		
2004/5	~105																		
2005/6	~115																		
2006/7	~120																		
2007/8	~105																		
2008/09	~100																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/C/004 (i)	The No of Deliberate Primary Fires per 10,000 population	↓	 <table border="1" data-bbox="723 292 1404 673"> <caption>Deliberate Primary Fires per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>27.00</td> </tr> <tr> <td>2004/5</td> <td>23.00</td> </tr> <tr> <td>2005/6</td> <td>19.00</td> </tr> <tr> <td>2006/7</td> <td>18.00</td> </tr> <tr> <td>2007/8</td> <td>15.00</td> </tr> <tr> <td>2008/09</td> <td>12.00</td> </tr> </tbody> </table>	Year	Value	2003/4	27.00	2004/5	23.00	2005/6	19.00	2006/7	18.00	2007/8	15.00	2008/09	12.00	Stretch target established for 08/09 period, not achieved although downward trend continues.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	27.00																		
2004/5	23.00																		
2005/6	19.00																		
2006/7	18.00																		
2007/8	15.00																		
2008/09	12.00																		
FRS/RRC/C/004 (ii)	The No of Deliberate Secondary Fires per 10,000 population	↓	 <table border="1" data-bbox="723 695 1404 1077"> <caption>Deliberate Secondary Fires per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>105.00</td> </tr> <tr> <td>2004/5</td> <td>65.00</td> </tr> <tr> <td>2005/6</td> <td>60.00</td> </tr> <tr> <td>2006/7</td> <td>70.00</td> </tr> <tr> <td>2007/8</td> <td>70.00</td> </tr> <tr> <td>2008/09</td> <td>48.00</td> </tr> </tbody> </table>	Year	Value	2003/4	105.00	2004/5	65.00	2005/6	60.00	2006/7	70.00	2007/8	70.00	2008/09	48.00	Fire Crime Unit bolstered. Significant investment in youth inclusion and diversionary activity reflective of achievements. Target exceeded.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	105.00																		
2004/5	65.00																		
2005/6	60.00																		
2006/7	70.00																		
2007/8	70.00																		
2008/09	48.00																		
FRS/RRC/C/005 (i)	The Percentage of dwelling fires where Smoke Alarms fitted and activated	↑	 <table border="1" data-bbox="723 1099 1404 1481"> <caption>Percentage of dwelling fires where smoke alarms fitted and activated</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>37.00%</td> </tr> <tr> <td>2004/5</td> <td>43.00%</td> </tr> <tr> <td>2005/6</td> <td>45.00%</td> </tr> <tr> <td>2006/7</td> <td>43.00%</td> </tr> <tr> <td>2007/8</td> <td>45.00%</td> </tr> <tr> <td>2008/09</td> <td>45.00%</td> </tr> </tbody> </table>	Year	Value	2003/4	37.00%	2004/5	43.00%	2005/6	45.00%	2006/7	43.00%	2007/8	45.00%	2008/09	45.00%	Stretch target, however upward trend still favourable.	Director Risk Reduction DCFO Barry
Year	Value																		
2003/4	37.00%																		
2004/5	43.00%																		
2005/6	45.00%																		
2006/7	43.00%																		
2007/8	45.00%																		
2008/09	45.00%																		

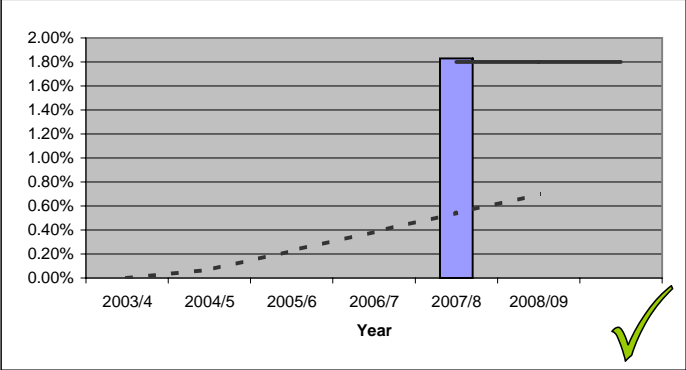
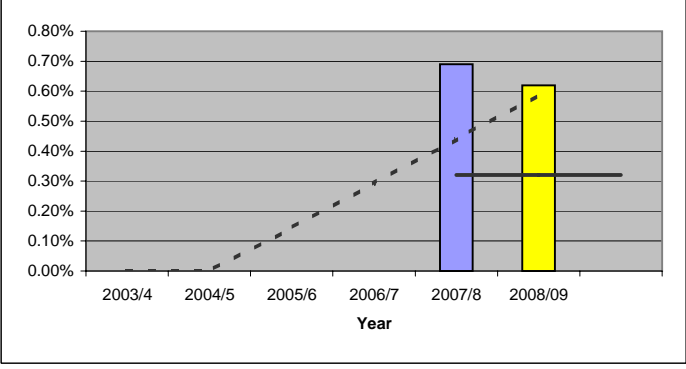
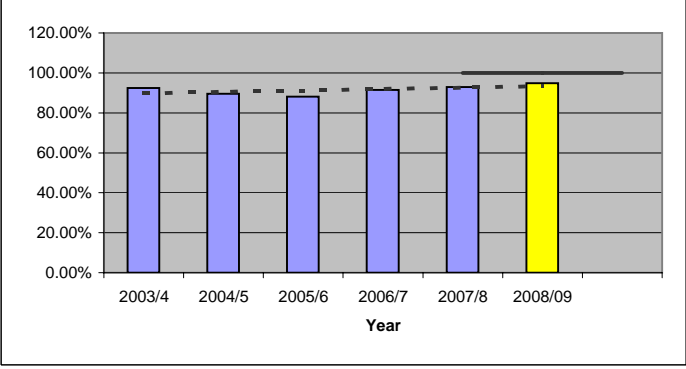
Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/RRC/C/005 (ii)	The Percentage of dwelling fires where Smoke Alarms fitted but did not activate	↓	<table border="1"> <caption>Performance Data for FRS/RRC/C/005 (ii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>10.00%</td> </tr> <tr> <td>2004/5</td> <td>8.50%</td> </tr> <tr> <td>2005/6</td> <td>8.00%</td> </tr> <tr> <td>2006/7</td> <td>9.50%</td> </tr> <tr> <td>2007/8</td> <td>9.50%</td> </tr> <tr> <td>2008/09</td> <td>10.50%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	10.00%	2004/5	8.50%	2005/6	8.00%	2006/7	9.50%	2007/8	9.50%	2008/09	10.50%	Media strategy for SWF&RS and Firebrake Wales for 09/10 period to incorporate need for 'checking and maintenance of smoke alarms and correct positioning'.	Director Risk Reduction DCFO Barry
Year	Percentage																		
2003/4	10.00%																		
2004/5	8.50%																		
2005/6	8.00%																		
2006/7	9.50%																		
2007/8	9.50%																		
2008/09	10.50%																		
FRS/RRC/C/005 (iii)	The Percentage of dwelling fires where no Smoke Alarm fitted	↓	<table border="1"> <caption>Performance Data for FRS/RRC/C/005 (iii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>52.00%</td> </tr> <tr> <td>2004/5</td> <td>47.00%</td> </tr> <tr> <td>2005/6</td> <td>46.00%</td> </tr> <tr> <td>2006/7</td> <td>48.00%</td> </tr> <tr> <td>2007/8</td> <td>46.00%</td> </tr> <tr> <td>2008/09</td> <td>45.00%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	52.00%	2004/5	47.00%	2005/6	46.00%	2006/7	48.00%	2007/8	46.00%	2008/09	45.00%	Ownership still on increase, however target fell short. Targets for HFSC's increased for 09/10 period.	Director Risk Reduction DCFO Barry
Year	Percentage																		
2003/4	52.00%																		
2004/5	47.00%																		
2005/6	46.00%																		
2006/7	48.00%																		
2007/8	46.00%																		
2008/09	45.00%																		
FRS/CHR/C/001 (i)	The Percentage of Uniformed Staff working WDS and RDS who categorise themselves as having a disability	↑	<table border="1"> <caption>Performance Data for FRS/CHR/C/001 (i)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/4</td> <td>0.00%</td> </tr> <tr> <td>2004/5</td> <td>0.00%</td> </tr> <tr> <td>2005/6</td> <td>0.10%</td> </tr> <tr> <td>2006/7</td> <td>0.32%</td> </tr> <tr> <td>2007/8</td> <td>0.30%</td> </tr> <tr> <td>2008/09</td> <td>0.25%</td> </tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.00%	2005/6	0.10%	2006/7	0.32%	2007/8	0.30%	2008/09	0.25%		Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
2004/5	0.00%																		
2005/6	0.10%																		
2006/7	0.32%																		
2007/8	0.30%																		
2008/09	0.25%																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/CHR/C/001 (ii)	The Percentage of Control and Non-Uniformed Staff who categorise themselves as having disability	↑	<table border="1"> <caption>Performance Data for FRS/CHR/C/001 (ii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00%</td></tr> <tr><td>2004/5</td><td>0.00%</td></tr> <tr><td>2005/6</td><td>0.50%</td></tr> <tr><td>2006/7</td><td>2.20%</td></tr> <tr><td>2007/8</td><td>1.90%</td></tr> <tr><td>2008/09</td><td>1.80%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.00%	2005/6	0.50%	2006/7	2.20%	2007/8	1.90%	2008/09	1.80%		Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
2004/5	0.00%																		
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2006/7	2.20%																		
2007/8	1.90%																		
2008/09	1.80%																		
FRS/CHR/C/001 (iii)	The Percentage of People who categorise themselves as having a disability in the Authority Area	NA	<table border="1"> <caption>Performance Data for FRS/CHR/C/001 (iii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00%</td></tr> <tr><td>2004/5</td><td>0.00%</td></tr> <tr><td>2005/6</td><td>0.00%</td></tr> <tr><td>2006/7</td><td>0.00%</td></tr> <tr><td>2007/8</td><td>20.00%</td></tr> <tr><td>2008/09</td><td>20.00%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.00%	2005/6	0.00%	2006/7	0.00%	2007/8	20.00%	2008/09	20.00%	Data provided by external sources which has not been validated.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
2004/5	0.00%																		
2005/6	0.00%																		
2006/7	0.00%																		
2007/8	20.00%																		
2008/09	20.00%																		
FRS/CHR/C/002 (i)	The Percentage of Staff who belong to a Minority Ethnic Group	↑	<table border="1"> <caption>Performance Data for FRS/CHR/C/002 (i)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00%</td></tr> <tr><td>2004/5</td><td>0.00%</td></tr> <tr><td>2005/6</td><td>0.00%</td></tr> <tr><td>2006/7</td><td>0.00%</td></tr> <tr><td>2007/8</td><td>1.10%</td></tr> <tr><td>2008/09</td><td>1.15%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.00%	2005/6	0.00%	2006/7	0.00%	2007/8	1.10%	2008/09	1.15%	Overall progress has built on previous year's position.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
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2005/6	0.00%																		
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Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/CHR/C/002 (ii)	The Percentage of People from Minority Ethnic Groups who are economically active in the Authority Area	NA	<table border="1"> <caption>Performance Data for FRS/CHR/C/002 (ii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00%</td></tr> <tr><td>2004/5</td><td>0.00%</td></tr> <tr><td>2005/6</td><td>0.50%</td></tr> <tr><td>2006/7</td><td>1.50%</td></tr> <tr><td>2007/8</td><td>3.00%</td></tr> <tr><td>2008/09</td><td>3.00%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.00%	2005/6	0.50%	2006/7	1.50%	2007/8	3.00%	2008/09	3.00%	Data provided by external sources which has not been validated.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
2004/5	0.00%																		
2005/6	0.50%																		
2006/7	1.50%																		
2007/8	3.00%																		
2008/09	3.00%																		
FRS/CHR/C/003	The Percentage of Fire-fighters who are Women	↑	<table border="1"> <caption>Performance Data for FRS/CHR/C/003</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.30%</td></tr> <tr><td>2004/5</td><td>1.00%</td></tr> <tr><td>2005/6</td><td>1.10%</td></tr> <tr><td>2006/7</td><td>1.25%</td></tr> <tr><td>2007/8</td><td>1.60%</td></tr> <tr><td>2008/09</td><td>2.00%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.30%	2004/5	1.00%	2005/6	1.10%	2006/7	1.25%	2007/8	1.60%	2008/09	2.00%	Overall progress has increased from previous year's position. <i>Outreach and engagement work continues but requires robust development as part of next years Directorate Plan.</i>	Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.30%																		
2004/5	1.00%																		
2005/6	1.10%																		
2006/7	1.25%																		
2007/8	1.60%																		
2008/09	2.00%																		
FRS/CHR/C/004 (i)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - All Staff	↓	<table border="1"> <caption>Performance Data for FRS/CHR/C/004 (i)</caption> <thead> <tr> <th>Year</th> <th>Days/Shifts Lost</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>11.5</td></tr> <tr><td>2004/5</td><td>11.0</td></tr> <tr><td>2005/6</td><td>9.5</td></tr> <tr><td>2006/7</td><td>7.5</td></tr> <tr><td>2007/8</td><td>7.0</td></tr> <tr><td>2008/09</td><td>7.75</td></tr> </tbody> </table>	Year	Days/Shifts Lost	2003/4	11.5	2004/5	11.0	2005/6	9.5	2006/7	7.5	2007/8	7.0	2008/09	7.75	Although the end of year performance of 7.75 is higher than the target of 6.76 it is an improvement on last year's figure of 7.81. The final position reflects continuously monitoring and assessment via Absence Management, in association with OHS and line managers.	Director HR & Training P Haynes
Year	Days/Shifts Lost																		
2003/4	11.5																		
2004/5	11.0																		
2005/6	9.5																		
2006/7	7.5																		
2007/8	7.0																		
2008/09	7.75																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/CHR/C/004 (ii)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - Wholetime Uniformed Staff	↓	<table border="1"> <caption>Performance Data for Indicator (ii)</caption> <thead> <tr> <th>Year</th> <th>Performance Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>12.00</td></tr> <tr><td>2004/5</td><td>11.80</td></tr> <tr><td>2005/6</td><td>9.50</td></tr> <tr><td>2006/7</td><td>7.20</td></tr> <tr><td>2007/8</td><td>7.50</td></tr> <tr><td>2008/09</td><td>7.09</td></tr> </tbody> </table>	Year	Performance Value	2003/4	12.00	2004/5	11.80	2005/6	9.50	2006/7	7.20	2007/8	7.50	2008/09	7.09	Although the end of year performance of 7.09 is higher than the target of 6.20 it is a significant improvement on last year's figure of 7.59. As stated previously there have been a significant number of staff on long term sickness owing to operations and serious illness during the year, without which the figures would be considerably lower. The final position reflects continuously monitoring and assessment via Absence Management, in association with OHS and line managers.	Director HR & Training P Haynes
Year	Performance Value																		
2003/4	12.00																		
2004/5	11.80																		
2005/6	9.50																		
2006/7	7.20																		
2007/8	7.50																		
2008/09	7.09																		
FRS/CHR/C/004 (iii)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - Control Staff	↓	<table border="1"> <caption>Performance Data for Indicator (iii)</caption> <thead> <tr> <th>Year</th> <th>Performance Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>26.50</td></tr> <tr><td>2004/5</td><td>23.50</td></tr> <tr><td>2005/6</td><td>11.50</td></tr> <tr><td>2006/7</td><td>12.50</td></tr> <tr><td>2007/8</td><td>11.68</td></tr> <tr><td>2008/09</td><td>12.12</td></tr> </tbody> </table>	Year	Performance Value	2003/4	26.50	2004/5	23.50	2005/6	11.50	2006/7	12.50	2007/8	11.68	2008/09	12.12	The end of year performance of 12.12 is an improvement on the projected end of year performance of 12.37 as at the end of the third quarter. Although the end of year performance of 12.12 is significantly higher than the target of 8.00 it is only a slight increase on last year's figure of 11.68. As previously reported almost 10% of the department have been on long term sickness during the year, a number of which were owing to serious illness. A critical analysis of the statistics is being undertaken and will be discussed in due course with members of the Control Management Team.	Director HR & Training P Haynes
Year	Performance Value																		
2003/4	26.50																		
2004/5	23.50																		
2005/6	11.50																		
2006/7	12.50																		
2007/8	11.68																		
2008/09	12.12																		
FRS/CHR/C/004 (iv)	The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - non operational staff	↓	<table border="1"> <caption>Performance Data for Indicator (iv)</caption> <thead> <tr> <th>Year</th> <th>Performance Value</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>9.00</td></tr> <tr><td>2004/5</td><td>8.50</td></tr> <tr><td>2005/6</td><td>8.00</td></tr> <tr><td>2006/7</td><td>8.20</td></tr> <tr><td>2007/8</td><td>7.80</td></tr> <tr><td>2008/09</td><td>8.85</td></tr> </tbody> </table>	Year	Performance Value	2003/4	9.00	2004/5	8.50	2005/6	8.00	2006/7	8.20	2007/8	7.80	2008/09	8.85	The end of year performance of 8.85 is an improvement on the projected end of year performance of 9.50 as at the end of the third quarter but it is higher than the target of 6.80 and of last year's figure of 6.92. As previously reported there have been a significant number of staff on long term sickness owing to operations and serious illness during the year, without which the figures would be considerably lower. A critical analysis of the statistics is being undertaken and will be discussed in due course with appropriate managers.	Director HR & Training P Haynes
Year	Performance Value																		
2003/4	9.00																		
2004/5	8.50																		
2005/6	8.00																		
2006/7	8.20																		
2007/8	7.80																		
2008/09	8.85																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/CHR/C/005 (i)	The Total No of Ill-Health Retirements as a % of the total Workforce	↓	<table border="1"> <caption>Ill-Health Retirements as a % of the total Workforce</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00%</td></tr> <tr><td>2004/5</td><td>0.01%</td></tr> <tr><td>2005/6</td><td>0.05%</td></tr> <tr><td>2006/7</td><td>0.10%</td></tr> <tr><td>2007/8</td><td>0.40%</td></tr> <tr><td>2008/09</td><td>0.10%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.01%	2005/6	0.05%	2006/7	0.10%	2007/8	0.40%	2008/09	0.10%	Assessed via OHS Consultant and supported by HR Absence Managements.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
2004/5	0.01%																		
2005/6	0.05%																		
2006/7	0.10%																		
2007/8	0.40%																		
2008/09	0.10%																		
FRS/CHR/C/005 (ii)	The Total No of WT Uniformed Personnel Ill-Health Retirements as a % of the total WT Uniformed workforce	↓	<table border="1"> <caption>WT Uniformed Personnel Ill-Health Retirements as a % of the total WT Uniformed workforce</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>1.65%</td></tr> <tr><td>2004/5</td><td>1.05%</td></tr> <tr><td>2005/6</td><td>1.25%</td></tr> <tr><td>2006/7</td><td>0.80%</td></tr> <tr><td>2007/8</td><td>0.20%</td></tr> <tr><td>2008/09</td><td>0.00%</td></tr> </tbody> </table>	Year	Percentage	2003/4	1.65%	2004/5	1.05%	2005/6	1.25%	2006/7	0.80%	2007/8	0.20%	2008/09	0.00%	The Total No of WT Uniformed Personnel Ill-Health Retirements as a % of the total WT Uniformed workforce	Director HR & Training P Haynes
Year	Percentage																		
2003/4	1.65%																		
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2006/7	0.80%																		
2007/8	0.20%																		
2008/09	0.00%																		
FRS/CHR/C/005 (iii)	The Total No of RDS personnel ill-Health Retirements as a % of the total RDS workforce	↓	<table border="1"> <caption>RDS personnel ill-Health Retirements as a % of the total RDS workforce</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00%</td></tr> <tr><td>2004/5</td><td>0.01%</td></tr> <tr><td>2005/6</td><td>0.05%</td></tr> <tr><td>2006/7</td><td>0.10%</td></tr> <tr><td>2007/8</td><td>0.50%</td></tr> <tr><td>2008/09</td><td>0.18%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.01%	2005/6	0.05%	2006/7	0.10%	2007/8	0.50%	2008/09	0.18%	Assessed via OHS Consultant and supported by HR Absence Management, resulting in no ill health retirements.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
2004/5	0.01%																		
2005/6	0.05%																		
2006/7	0.10%																		
2007/8	0.50%																		
2008/09	0.18%																		

Indicator Reference	Description	Desired Direction of Travel	Performance	Comments	Director Responsible														
FRS/CHR/C/005 (iv)	The Total No of Control Personnel ill-Health Retirements as a % of the total Control workforce	↓	 <table border="1" data-bbox="719 304 1402 675"> <caption>Performance Data for FRS/CHR/C/005 (iv)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00%</td></tr> <tr><td>2004/5</td><td>0.05%</td></tr> <tr><td>2005/6</td><td>0.15%</td></tr> <tr><td>2006/7</td><td>0.30%</td></tr> <tr><td>2007/8</td><td>1.80%</td></tr> <tr><td>2008/09</td><td>0.60%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.05%	2005/6	0.15%	2006/7	0.30%	2007/8	1.80%	2008/09	0.60%	Assessed via OHS Consultant and supported by HR Absence Management, resulting in no ill health retirements.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
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2005/6	0.15%																		
2006/7	0.30%																		
2007/8	1.80%																		
2008/09	0.60%																		
FRS/CHR/C/005 (v)	The Total No of Non-Uniformed Personnel ill-Health Retirements as a % of the total Non-Uniformed workforce	↓	 <table border="1" data-bbox="719 707 1402 1077"> <caption>Performance Data for FRS/CHR/C/005 (v)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>0.00%</td></tr> <tr><td>2004/5</td><td>0.00%</td></tr> <tr><td>2005/6</td><td>0.10%</td></tr> <tr><td>2006/7</td><td>0.30%</td></tr> <tr><td>2007/8</td><td>0.65%</td></tr> <tr><td>2008/09</td><td>0.60%</td></tr> </tbody> </table>	Year	Percentage	2003/4	0.00%	2004/5	0.00%	2005/6	0.10%	2006/7	0.30%	2007/8	0.65%	2008/09	0.60%	Assessed via OHS Consultant and supported by HR Absence Management.	Director HR & Training P Haynes
Year	Percentage																		
2003/4	0.00%																		
2004/5	0.00%																		
2005/6	0.10%																		
2006/7	0.30%																		
2007/8	0.65%																		
2008/09	0.60%																		
FRS/CFH/C/001	The percentage of undisputed invoices that were paid in 30 days	↑	 <table border="1" data-bbox="719 1109 1402 1479"> <caption>Performance Data for FRS/CFH/C/001</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2003/4</td><td>90.00%</td></tr> <tr><td>2004/5</td><td>88.00%</td></tr> <tr><td>2005/6</td><td>88.00%</td></tr> <tr><td>2006/7</td><td>90.00%</td></tr> <tr><td>2007/8</td><td>92.00%</td></tr> <tr><td>2008/09</td><td>95.00%</td></tr> </tbody> </table>	Year	Percentage	2003/4	90.00%	2004/5	88.00%	2005/6	88.00%	2006/7	90.00%	2007/8	92.00%	2008/09	95.00%		Director Finance S Thomas
Year	Percentage																		
2003/4	90.00%																		
2004/5	88.00%																		
2005/6	88.00%																		
2006/7	90.00%																		
2007/8	92.00%																		
2008/09	95.00%																		

Corporate Risks

Significant (High) Risk

Risk Ref.	Risk Origin	Risk	Controls in Place	Quarterly Commentary Q4 Year End - 2008/2009	Movement in Risk Rating ↑↓				Risk Owner
					Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	
JRA/003	JRA	Failure to manage effectively the risks associated with the transfer of Fire HQ to a new premise and the disposal of the existing building whilst also addressing existing demands of the capital programme.	Estates transferred to the Director of Finance and a Building Development Manager in post. Relocation Project Team and documentation in place.	Q4 08/09 end of year review, risk closed in relation to transfer of new HQ but to remain for disposal of old property. To be fully reviewed and reworded in 09/10 register. Scoring left unaltered.	↔ 9	↔ 9	↔ 9	↔ 9	Sue Thomas
JRA/004	JRA	Failure to ensure sustainability fully embedded throughout the organisation	Meetings on going and action plan drawn up. Carbon footprint assessment planned within project plan for new HQ. Incorporated within business planning process and identified as a corporate objective for the service	Q4 08/09 sustainability officer appoint, work on-going, risk to be rolled forward in 09/10 register.	↓ 4	↔ 4	↑ 6	↔ 6	Calvin Powell
JRA/005	JRA	Risk of non-compliance with statutory equality legislation and related duties	Business planning process includes equality and diversity actions as set out in the schemes. Performance management process in place.	Risk reviewed no change for quarter 4.	↓ 4	↔ 4	↑ 6	↔ 6	Equalities Officer

South Wales Fire and Rescue Service

Risk Ref.	Risk Origin	Risk	Controls in Place	Quarterly Commentary Q4 Year End - 2008/2009	Movement in Risk Rating ↑↓				Risk Owner
					Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	
JRA/ 016	JRA	Potential for operational ineffectiveness/error due to policies and procedures not being reviewed and maintained.	Ongoing discussion at CCB and BCB regarding resource allocation.	Additional personnel being released from revised crewing arrangements at Whitchurch.	↑ 9	↔ 9	↔ 9	↔ 9	ACO Steve Skivens
JRA/ 018	JRA	Operational crews not provided with up to date risk information and mitigation measures.	Ongoing discussion at CCB and BCB regarding resource allocation	Additional personnel being released from revised crewing arrangements at Whitchurch.	↑ 9	↔ 9	↔ 9	↔ 9	AM Huw Jakeway
JRA/ 050	JRA	Potential for staff to be operating inefficiently or to out of date policies due to process for managing organisational policies not being robust	Review cycle in place. New officer in post. (Note linked to Directorate Plan PPC/012).	Q4 end of year review, revised JRA may alter; consider combining with existing risk in 09/10.	↔ 4	↔ 4	↑ 6	↔ 6	Tom Pedersen
JRA/ 057	JRA	Risk that multi agency plans are not in place to respond to flooding incidents	A national flood group has been established and recommendations from the Pitt and Knight.	Risk reviewed, no change.	↔ 2	↑ 6	↔ 6	↔ 6	AM Huw Jakeway
PPC/ 012	Dir. Plan	Policy documents are not current or adhered to.	Review cycle in place. New officer in post.	Q4 08/09 controls and actions updated. Likelihood scoring increased from 2 to 3.	↔ 2	↑ 6	↔ 6	↑ 9	Tom Pedersen
WLS/ 004	WLS	Lack of clarity of roles and responsibilities and ownership of the scheme.	None	Q4 end of year review, the position on this risk will be clarified with the upcoming review of the PPC directorate structure.	-	-	↔ 6	↔ 6	CFO Andy Marles

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Risk Ref.	Risk Origin	Risk	Controls in Place	Quarterly Commentary Q4 Year End - 2008/2009	Movement in Risk Rating ↑↓				Risk Owner
					Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	
SAR/ 03	SAR	Effect on Standard Building Specification.	Estates Strategy Steering Group formed	Q4 end of year review – special appliance review project completed, draft asset management plan being prepared and will address.	-	Added Oct 08	↔ 6	↔ 6	Sally Murton
SAR/ 04	SAR	Suitability of receiving buildings influencing location.	Estates Strategy Steering Group formed. FSEC modelling.	Q4 end of year review – special appliance review completed, draft asset management plan being prepared and will address.	-	Added Oct 08	↔ 6	↔ 6	Sally Murton

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

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

South Wales Fire and Rescue Service

The following risks were included in the third quarter report but following quarter four review are no longer considered significant risk.

Ref	Risk	Quarterly Commentary	Current Risk Rating
JRA/002	Failure to generate capacity to support 10 local strategic boards and related partnerships	BCB review March 09 - decision made at CCB/BCB not to actively engage with LSBs outside of Cardiff, awaiting statutory position of LSBs beyond pilot authorities - decision residual risk score reduced from 6 to 4.	4
JRA/006	Potential adverse impacts of the HQ move on financial reserves and balances.	BCB review March 09 – decision made that the risk can now be closed following successful transfer to new HQ.	Closed
HQ/001	If the relocation of the HQ is not completed within time scales and budget then efficiency savings and improvements in working practices will not be achieved.	BCB review March 09 – decision made that the risk can now be closed following relocation to new HQ.	Closed
SAR/01	Special Appliance Review (SAR) does not align with Risk Reduction Plan.	End of year review - Special appliance review has now been completed and findings to be used as a reference document in the future.	Closed
SAR/10	Delays in CCB approval.	End of year review - Special appliance review has now been completed and findings to be used as a reference document in the future.	Closed
SAR/11	Delays in representative bodies approval.	End of year review - Special appliance review has now been completed and findings to be used as a reference document in the future.	Closed