

South Wales Fire and Rescue Service

PERFORMANCE MONITORING REPORT

**End of Year
April 2009 to March 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 end of year Performance Monitoring Report for 2009/10 and it highlights performance for the period April 2009 to March 2010 and includes updates on the:

- Strategic and Core Performance Indicators
- Service Plan actions status
- Corporate Risk Register
- Corporate 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 following 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 data has not been subject to the annual audit by the Wales Audit Office.
- 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.

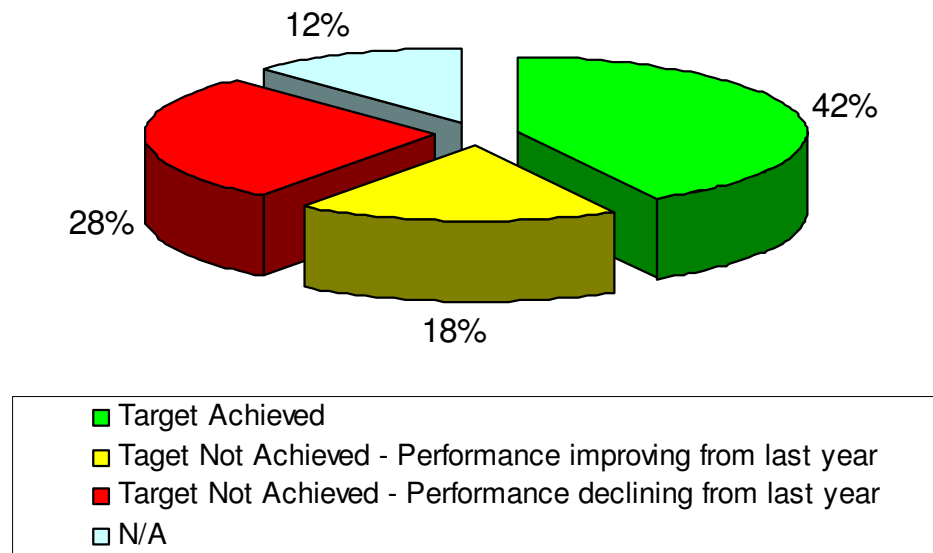
We are continually seeking to improve the Quarterly Performance Monitoring Report and would welcome comments on additional information that you would like to see included in the future. Contact Tom Pedersen on X2031

Executive Summary

Performance Indicators

Appendix 1 outlines our performance for each of the strategic and core indicators the graphs highlight the 5 year trend and the end of year performance. There is also the Family Group 4 annual average where available which can be used as a benchmark to compare our performance.

The pie chart below illustrates our provisional performance of all of the strategic and core performance indicators against the targets we set ourselves for achieving in 2009/10.



The following indicators have not met the target and performance has declined compared to last year:

| | |
|---------------------|--|
| FRS/RRC/S/001 (iii) | All Accidental Fires in Dwellings per 10,000 dwellings |
| FRS/RRC/S/002 (iv) | The No of Fire Injuries per 100,000 population |
| FRS/RRC/S/002 (v) | The No of Accidental Fire injuries excluding precautionary checks per 100,000 population |
| FRS/RRC/S/003 | The No of Fires in Non-domestic premises per 1,000 non domestic properties |
| 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 minutes |
| FRS/RRC/C/001 (v) | The No of Injuries excluding Precautionary Checks arising from Fires started Accidentally in Dwellings per 100,000 population |
| FRS/RRC/C/001 (vi) | The No of Injuries excluding precautionary checks arising from 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/C/005 (i) | The Percentage of dwelling fires where Smoke Alarms Fitted and Activated |
| FRS/RRC/C/005 (iii) | The Percentage of dwelling fires where No Smoke Alarm Fitted |
| FRS/CHR/C/004 (iii) | The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - Control Staff |
| FRS/CHR/C/005 (ii) | The Total No of WT Uniformed Personnel Ill-Health Retirements as a % of the total WT Uniformed workforce |
| FRS/CHR/C/005 (iii) | The Total No of RDS personnel ill-Health Retirements as a % of the total RDS workforce |
| FRS/CFH/C/001 | The percentage of undisputed invoices that were paid in 30 days |

Service Plan Actions

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

| Directorate Plan | No. of Actions | Green ON TARGET | Amber CAUTION | Red OFF TARGET | Not Reported |
|--|----------------|--------------------|------------------|-------------------|--------------|
| Corporate Support - Legal, Admin & ICT | 4 | 3 | 1 | 0 | 0 |
| Service Delivery - Risk Reduction | 15 | 10 | 4 | 1 | 0 |
| Service Delivery - Intervention | 30 | 29 | 0 | 1 | 0 |
| Service Delivery - Policy, Performance & Communications | 23 | 16 | 0 | 0 | 7 |
| Corporate Support - Finance | 9 | 5 | 3 | 1 | 0 |
| PDS - OPDS | 24 | 20 | 3 | 1 | 0 |
| People Services - HR & Training | 7 | 7 | 0 | 0 | 0 |
| Totals | 112 | 90 | 11 | 4 | 7 |

Note that following the Directorates restructure during 2009/2010, the original structures are being reported against for the financial year 2009/2010.

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 a corporate objective or delivery of core business.

Following the end of year report being submitted to the Finance, Audit and Performance Management Committee, a further review was undertaken by the Director of Corporate Support and the number of risks on the register was reduced from 61 to 49. These now consist of 2 high risks, 22 medium and 25 low risks. The high risks are outlined in appendix 2.

| Directorate | Number of Risks | % Reviewed End of Year |
|----------------------------|-----------------|------------------------|
| Communications and Culture | 9 | 100% |
| Corporate Support | 7 | 100% |
| PDS | 5 | 100% |
| People Services | 4 | 100% |
| Service Delivery | 24 | 100% |
| Total | 49 | 100% |

Appendix 1 Performance Indicators

Key to 2009/2010 graph colours:

| | |
|---|--|
| ■ | Target Achieved |
| ■ | Target Not Achieved - Performance improving from last year |
| ■ | Target Not Achieved - Performance declining from last year |
| □ | N/A |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | | | | | | | | |
|---------------------|--|--|--|-------------|----------------------|---------------|--------|-----|-----------------|--------|------|-----------------|--------|-----|-----------------|---------|-----|-----------------|---------|-----|--|---------|-----|-----|--|--------------------------------------|
| FRS/RRC/S/001 (i) | All Fires Attended per 10,000 population | ↓ | <table border="1"> <caption>Performance Data for All Fires Attended per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Performance Value</th> <th>Target Status</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>~95</td> <td>Target Achieved</td> </tr> <tr> <td>2006/7</td> <td>~105</td> <td>Target Achieved</td> </tr> <tr> <td>2007/8</td> <td>~98</td> <td>Target Achieved</td> </tr> <tr> <td>2008/09</td> <td>~75</td> <td>Target Achieved</td> </tr> <tr> <td>2009/10</td> <td>~72</td> <td>Target Not Achieved - Performance improving from last year</td> </tr> <tr> <td>FG4 Av.</td> <td>~78</td> <td>N/A</td> </tr> </tbody> </table> | Year | Performance Value | Target Status | 2005/6 | ~95 | Target Achieved | 2006/7 | ~105 | Target Achieved | 2007/8 | ~98 | Target Achieved | 2008/09 | ~75 | Target Achieved | 2009/10 | ~72 | Target Not Achieved - Performance improving from last year | FG4 Av. | ~78 | N/A | Blaenau Gwent and the Vale are still maintaining an improvement in performance. The Partnership Officer for Merthyr to be informed of increase in fire calls in this Unitary Authority during this last quarter. | Director Service Delivery DCFO Barry |
| Year | Performance Value | Target Status | | | | | | | | | | | | | | | | | | | | | | | | |
| 2005/6 | ~95 | Target Achieved | | | | | | | | | | | | | | | | | | | | | | | | |
| 2006/7 | ~105 | Target Achieved | | | | | | | | | | | | | | | | | | | | | | | | |
| 2007/8 | ~98 | Target Achieved | | | | | | | | | | | | | | | | | | | | | | | | |
| 2008/09 | ~75 | Target Achieved | | | | | | | | | | | | | | | | | | | | | | | | |
| 2009/10 | ~72 | Target Not Achieved - Performance improving from last year | | | | | | | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~78 | N/A | | | | | | | | | | | | | | | | | | | | | | | | |

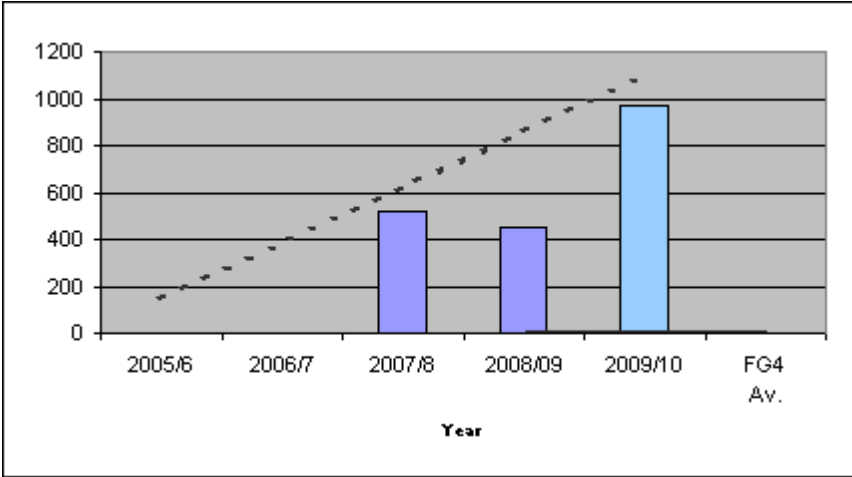
| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|--|-----------------------------|--|-------------|----------------------|--------|----|--------|----|--------|------|---------|----|---------|----|---------|----|--|--------------------------------------|
| 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>2005/6</td> <td>33</td> </tr> <tr> <td>2006/7</td> <td>31</td> </tr> <tr> <td>2007/8</td> <td>27</td> </tr> <tr> <td>2008/09</td> <td>24</td> </tr> <tr> <td>2009/10</td> <td>23</td> </tr> <tr> <td>FG4 Av.</td> <td>19</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 33 | 2006/7 | 31 | 2007/8 | 27 | 2008/09 | 24 | 2009/10 | 23 | FG4 Av. | 19 | Only slightly exceeded the target but most areas performing similar to previous year and the preceding quarter this year. R.C.T and the Vale indicating notable reduction. | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 33 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 31 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 27 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 24 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 23 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 19 | | | | | | | | | | | | | | | | | | |
| FRS/RRC/S/001 (iii) | All Accidental Fires in Dwellings per 10,000 dwellings | ↓ | <table border="1"> <caption>All Accidental Fires in Dwellings per 10,000 dwellings</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>15</td> </tr> <tr> <td>2006/7</td> <td>14</td> </tr> <tr> <td>2007/8</td> <td>13.5</td> </tr> <tr> <td>2008/09</td> <td>13</td> </tr> <tr> <td>2009/10</td> <td>13</td> </tr> <tr> <td>FG4 Av.</td> <td>13</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 15 | 2006/7 | 14 | 2007/8 | 13.5 | 2008/09 | 13 | 2009/10 | 13 | FG4 Av. | 13 | Marginally exceeded the target figure and last year's performance. Notable improvements in B / Gwent, Merthyr Tydfil, Newport with Torfaen showing an increase, which will be brought to Station Managers attention for investigation. | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 15 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 14 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 13.5 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 13 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 13 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 13 | | | | | | | | | | | | | | | | | | |

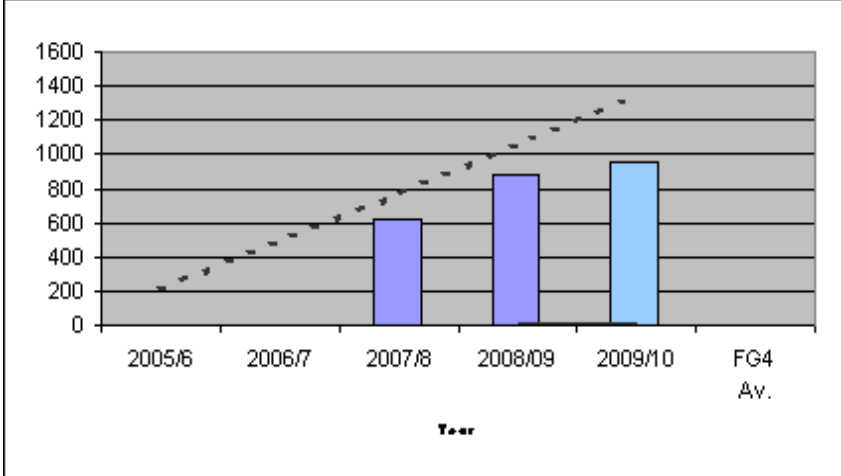
| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|---|-----------------------------|--|-------------|----------------------|--------|------|--------|------|--------|------|---------|------|---------|------|---------|------|---|--------------------------------------|
| 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>2005/6</td> <td>80</td> </tr> <tr> <td>2006/7</td> <td>90</td> </tr> <tr> <td>2007/8</td> <td>85</td> </tr> <tr> <td>2008/09</td> <td>60</td> </tr> <tr> <td>2009/10</td> <td>60</td> </tr> <tr> <td>FG4 Av.</td> <td>30</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 80 | 2006/7 | 90 | 2007/8 | 85 | 2008/09 | 60 | 2009/10 | 60 | FG4 Av. | 30 | Overall performance shows an improvement to last year. However, areas of note which will be investigated include Merthyr Tydfil and Caerphilly, as both U/A's indicated a notable increase in calls to both same quarter last year and the preceding quarter this year. | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 80 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 90 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 85 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 60 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 60 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 30 | | | | | | | | | | | | | | | | | | |
| FRS/RRC/S/002 (i) | The No of Fire Deaths per 100,000 population | ↓ | <table border="1"> <caption>The No of Fire Deaths per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>0.65</td> </tr> <tr> <td>2006/7</td> <td>0.28</td> </tr> <tr> <td>2007/8</td> <td>0.78</td> </tr> <tr> <td>2008/09</td> <td>0.70</td> </tr> <tr> <td>2009/10</td> <td>0.28</td> </tr> <tr> <td>FG4 Av.</td> <td>0.53</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 0.65 | 2006/7 | 0.28 | 2007/8 | 0.78 | 2008/09 | 0.70 | 2009/10 | 0.28 | FG4 Av. | 0.53 | All U/A areas returning favourable figure. Although there were a further two incidents this quarter, these were non accidental. | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 0.65 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 0.28 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 0.78 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 0.70 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 0.28 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 0.53 | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 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>2005/6</td> <td>0.56</td> </tr> <tr> <td>2006/7</td> <td>0.14</td> </tr> <tr> <td>2007/8</td> <td>0.63</td> </tr> <tr> <td>2008/09</td> <td>0.55</td> </tr> <tr> <td>2009/10</td> <td>0.14</td> </tr> <tr> <td>FG4 Av.</td> <td>0.49</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 0.56 | 2006/7 | 0.14 | 2007/8 | 0.63 | 2008/09 | 0.55 | 2009/10 | 0.14 | FG4 Av. | 0.49 | One further fire death this quarter. Overall performance is better than that of preceding year. | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 0.56 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 0.14 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 0.63 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 0.55 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 0.14 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 0.49 | | | | | | | | | | | | | | | | | | |
| FRS/RRC/S/002 (iii) | The No of Deliberate Fire Deaths per 100,000 population | ↓ | <table border="1"> <caption>Deliberate Fire Deaths per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>0.07</td> </tr> <tr> <td>2006/7</td> <td>0.14</td> </tr> <tr> <td>2007/8</td> <td>0.14</td> </tr> <tr> <td>2008/09</td> <td>0.14</td> </tr> <tr> <td>2009/10</td> <td>0.14</td> </tr> <tr> <td>FG4 Av.</td> <td>0.07</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 0.07 | 2006/7 | 0.14 | 2007/8 | 0.14 | 2008/09 | 0.14 | 2009/10 | 0.14 | FG4 Av. | 0.07 | Another incident this quarter causes overall performance for the year to exceed the target figure for the year. | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 0.07 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 0.14 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 0.14 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 0.14 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 0.14 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 0.07 | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|--|-----------------------------|--|-------------|----------------------|--------|------|--------|-----|--------|-----|---------|-----|---------|-----|---------|-----|--|--------------------------------------|
| FRS/RRC/S/002 (iv) | The No of Fire Injuries per 100,000 population | ↓ | <table border="1"> <caption>Fire Injuries per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>10.5</td> </tr> <tr> <td>2006/7</td> <td>6.5</td> </tr> <tr> <td>2007/8</td> <td>7.8</td> </tr> <tr> <td>2008/09</td> <td>7.5</td> </tr> <tr> <td>2009/10</td> <td>8.5</td> </tr> <tr> <td>FG4 Av.</td> <td>7.2</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 10.5 | 2006/7 | 6.5 | 2007/8 | 7.8 | 2008/09 | 7.5 | 2009/10 | 8.5 | FG4 Av. | 7.2 | As noted in previous quarter, the final year end target has now been exceeded. Evaluation of injuries sustained at fires to be initiated, if sufficient data is now available. | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 10.5 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 6.5 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 7.8 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 7.5 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 8.5 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 7.2 | | | | | | | | | | | | | | | | | | |
| FRS/RRC/S/002 (v) | The No of Accidental Fire injuries excluding precautionary checks per 100,000 population | ↓ | <table border="1"> <caption>Accidental Fire injuries excluding precautionary checks per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>7.8</td> </tr> <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>5.2</td> </tr> <tr> <td>2009/10</td> <td>6.5</td> </tr> <tr> <td>FG4 Av.</td> <td>4.2</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 7.8 | 2006/7 | 4.8 | 2007/8 | 6.0 | 2008/09 | 5.2 | 2009/10 | 6.5 | FG4 Av. | 4.2 | Again this quarter has seen a high number of injuries being sustained, with an increase on last years same quarter by 6 of the U/A area's. Issue will be raised with Fire Investigation lead officer to identify any trends. | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 7.8 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 4.8 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 6.0 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 5.2 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 6.5 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 4.2 | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|-----------------------|--|-----------------------------|---|-------------|----------------------|--------|------|--------|------|--------|------|---------|------|---------|------|---------|-----|---|--------------------------------------|
| FRS/RRC/S/002 (vi) | The No of Deliberate Fire Injuries excluding precautionary checks per 100,000 population | ↓ | <table border="1"> <caption>Deliberate Fire Injuries per 100,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>2.8</td> </tr> <tr> <td>2006/7</td> <td>2.0</td> </tr> <tr> <td>2007/8</td> <td>2.0</td> </tr> <tr> <td>2008/09</td> <td>2.5</td> </tr> <tr> <td>2009/10</td> <td>2.4</td> </tr> <tr> <td>FG4 Av.</td> <td>2.1</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 2.8 | 2006/7 | 2.0 | 2007/8 | 2.0 | 2008/09 | 2.5 | 2009/10 | 2.4 | FG4 Av. | 2.1 | Final quarter return in line with commentary as in previous quarter. Merthyr Tydfil U/A to be investigated as high indicator this final quarter. | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 2.8 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 2.0 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 2.0 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 2.5 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 2.4 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 2.1 | | | | | | | | | | | | | | | | | | |
| FRS/RRC/S/003 | The No of Fires in Non-domestic premises per 1,000 non domestic properties | ↓ | <table border="1"> <caption>Fires in Non-domestic premises per 1,000 non domestic properties</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>13.5</td> </tr> <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>FG4 Av.</td> <td>9.5</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 13.5 | 2006/7 | 12.5 | 2007/8 | 12.5 | 2008/09 | 10.5 | 2009/10 | 13.5 | FG4 Av. | 9.5 | The newly formed Business Community Liaison Team is currently establishing links within local business communities. Initial contact has been established with the Federation of Small Businesses and with a local Islamic Community Centre in Cardiff. This work is ongoing and will develop further during the course of next year. BAVA's and PFI's now routine. Audit team 7 has the business support responsibility and has commenced operations in Porthcawl with the tourism sector. Business Community Liaison Team has delivered presentations on the Fire Safety Order to the Federation of Small Businesses for the South Wales and Powys area. The move to the IRS system has resulted in a number of property types, not previously captured, being included in this indicator. (Sheds, etc.) | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 13.5 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 12.5 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 12.5 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 10.5 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 13.5 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 9.5 | | | | | | | | | | | | | | | | | | |

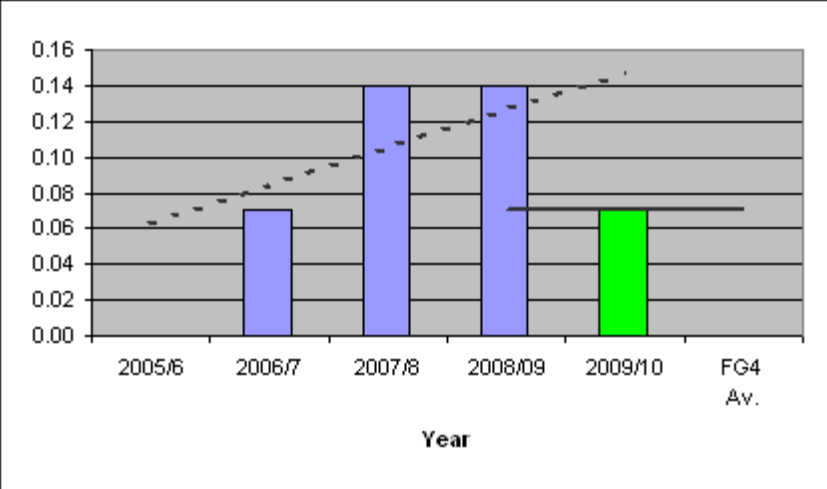
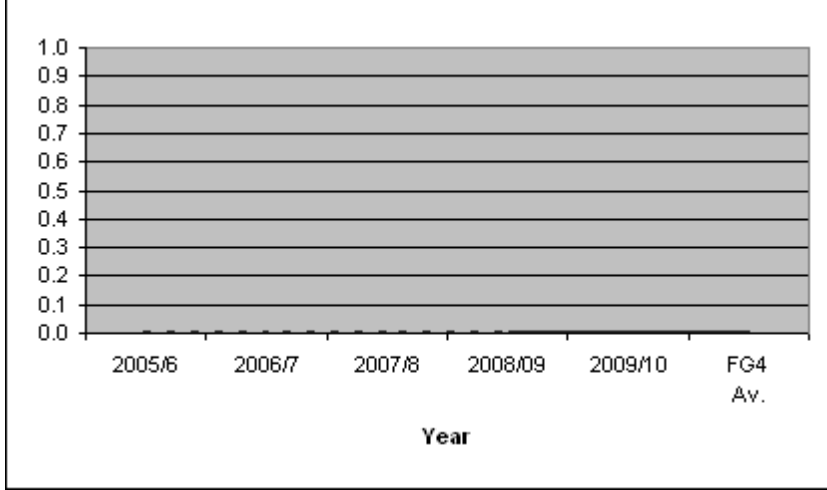
| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|--|-----------------------------|---|-------------|----------------------|--------|------|--------|------|--------|------|---------|------|---------|------|---------|-------|--|--------------------------------------|
| 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" data-bbox="622 263 1471 742"> <caption>Performance Data for Indicator FRS/RRC/S/004 (i)</caption> <thead> <tr> <th>Year</th> <th>Number of Homes</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>~150</td> </tr> <tr> <td>2006/7</td> <td>~350</td> </tr> <tr> <td>2007/8</td> <td>~500</td> </tr> <tr> <td>2008/09</td> <td>~450</td> </tr> <tr> <td>2009/10</td> <td>~950</td> </tr> <tr> <td>FG4 Av.</td> <td>~1000</td> </tr> </tbody> </table> | Year | Number of Homes | 2005/6 | ~150 | 2006/7 | ~350 | 2007/8 | ~500 | 2008/09 | ~450 | 2009/10 | ~950 | FG4 Av. | ~1000 | Efforts continue in this area to improve our targeting of HFSC's to the most vulnerable in society. FSEC and new MOSAIC data set to be used to full effect in 2010-11 Period | Director Service Delivery DCFO Barry |
| Year | Number of Homes | | | | | | | | | | | | | | | | | | |
| 2005/6 | ~150 | | | | | | | | | | | | | | | | | | |
| 2006/7 | ~350 | | | | | | | | | | | | | | | | | | |
| 2007/8 | ~500 | | | | | | | | | | | | | | | | | | |
| 2008/09 | ~450 | | | | | | | | | | | | | | | | | | |
| 2009/10 | ~950 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~1000 | | | | | | | | | | | | | | | | | | |

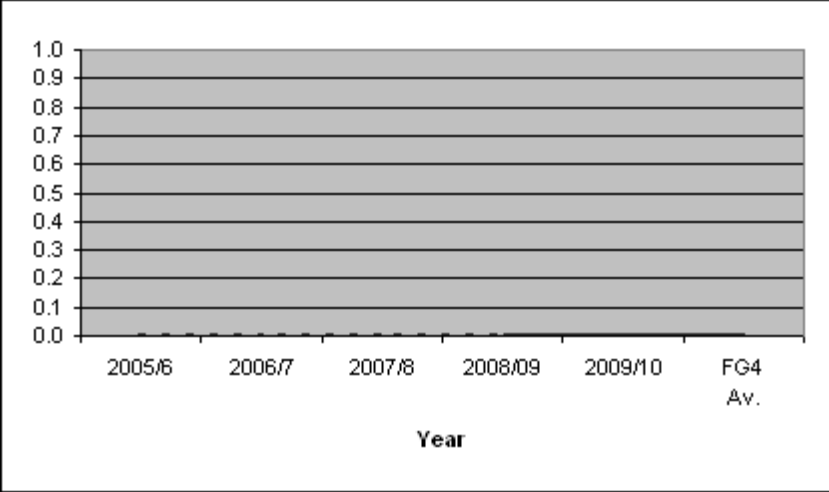
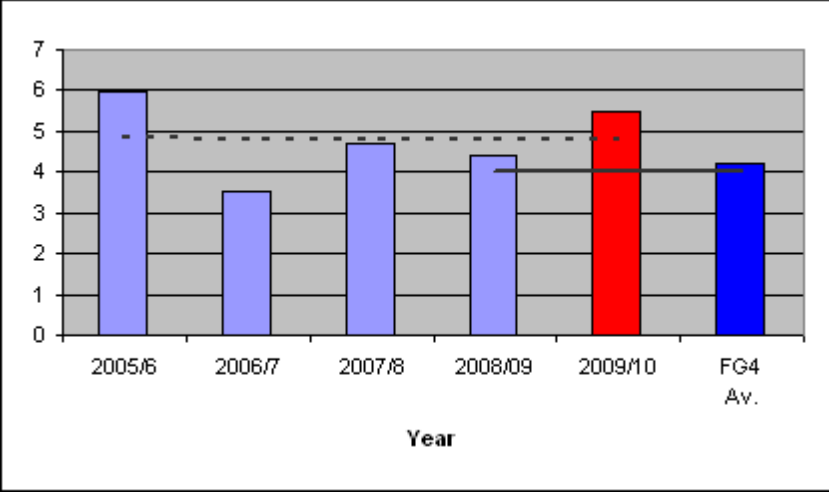
| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|---|-----------------------------|--|-------------|----------------------|--------|------|--------|------|--------|------|---------|------|---------|------|---------|-------|--|--------------------------------------|
| FRS/RRC/S/004 (ii) | The number of homes that are within the above average risk category (as determined by the Fire Service Emergency Cover Model, FSEC) that have received, within the reporting year, a home fire safety risk assessment and are within the ten minute service standard. | ↑ |  <table border="1" data-bbox="631 268 1469 746"> <caption>Performance Data for Indicator FRS/RRC/S/004 (ii)</caption> <thead> <tr> <th>Year</th> <th>Number of Homes</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>~200</td> </tr> <tr> <td>2006/7</td> <td>~400</td> </tr> <tr> <td>2007/8</td> <td>~600</td> </tr> <tr> <td>2008/09</td> <td>~850</td> </tr> <tr> <td>2009/10</td> <td>~950</td> </tr> <tr> <td>FG4 Av.</td> <td>~1000</td> </tr> </tbody> </table> | Year | Number of Homes | 2005/6 | ~200 | 2006/7 | ~400 | 2007/8 | ~600 | 2008/09 | ~850 | 2009/10 | ~950 | FG4 Av. | ~1000 | Efforts continue in this area to improve our targeting of HFSC's to the most vulnerable in society. FSEC and new MOSAIC data set to be used to full effect in 2010-11 period | Director Service Delivery DCFO Barry |
| Year | Number of Homes | | | | | | | | | | | | | | | | | | |
| 2005/6 | ~200 | | | | | | | | | | | | | | | | | | |
| 2006/7 | ~400 | | | | | | | | | | | | | | | | | | |
| 2007/8 | ~600 | | | | | | | | | | | | | | | | | | |
| 2008/09 | ~850 | | | | | | | | | | | | | | | | | | |
| 2009/10 | ~950 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~1000 | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|--|-----------------------------|---|-------------|----------------------|--------|----|--------|----|--------|----|---------|----|---------|----|---------|-----|--|--------------------------------------|
| FRS/RRC/S/004 (iii) | The number of homes that are within the above average risk category (as determined by the Fire Service Emergency Cover Model, FSEC) that have received, within the reporting year, a home fire safety risk assessment and are outside the ten minute service standard. | ↑ | <table border="1"> <caption>Performance Data (Estimated)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>10</td> </tr> <tr> <td>2006/7</td> <td>30</td> </tr> <tr> <td>2007/8</td> <td>85</td> </tr> <tr> <td>2008/09</td> <td>60</td> </tr> <tr> <td>2009/10</td> <td>80</td> </tr> <tr> <td>FG4 Av.</td> <td>~45</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 10 | 2006/7 | 30 | 2007/8 | 85 | 2008/09 | 60 | 2009/10 | 80 | FG4 Av. | ~45 | Efforts continue in this area to improve our targeting of HFSC's to the most vulnerable in society. FSEC and new MOSAIC data set to be used to full effect in 2010-11 period | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 10 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 30 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 85 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 60 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 80 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~45 | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 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 | ↓ | <table border="1"> <caption>Performance Data for FRS/RRC/S/004 (iv)</caption> <thead> <tr> <th>Year</th> <th>Total No of Fires</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>8</td> </tr> <tr> <td>2006/7</td> <td>18</td> </tr> <tr> <td>2007/8</td> <td>18</td> </tr> <tr> <td>2008/09</td> <td>43</td> </tr> <tr> <td>2009/10</td> <td>52</td> </tr> <tr> <td>FG4 Av.</td> <td>~65</td> </tr> </tbody> </table> | Year | Total No of Fires | 2005/6 | 8 | 2006/7 | 18 | 2007/8 | 18 | 2008/09 | 43 | 2009/10 | 52 | FG4 Av. | ~65 | Although this only represents 7% of Dwelling fires a watching brief to be maintained although initial consideration is that advice to call the fire and rescue service in the event of a fire is an influencing factor. | Director Service Delivery DCFO Barry |
| Year | Total No of Fires | | | | | | | | | | | | | | | | | | |
| 2005/6 | 8 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 18 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 18 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 43 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 52 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~65 | | | | | | | | | | | | | | | | | | |
| FRS/EFR/S/001 | The Percentage of fires in Dwellings, within the 10 min service standard as identified by each FRA, that were attended within 10 mins | ↑ | <table border="1"> <caption>Performance Data for FRS/EFR/S/001</caption> <thead> <tr> <th>Year</th> <th>Percentage of fires attended within 10 mins</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>30%</td> </tr> <tr> <td>2006/7</td> <td>55%</td> </tr> <tr> <td>2007/8</td> <td>85%</td> </tr> <tr> <td>2008/09</td> <td>92%</td> </tr> <tr> <td>2009/10</td> <td>90%</td> </tr> <tr> <td>FG4 Av.</td> <td>~90%</td> </tr> </tbody> </table> | Year | Percentage of fires attended within 10 mins | 2005/6 | 30% | 2006/7 | 55% | 2007/8 | 85% | 2008/09 | 92% | 2009/10 | 90% | FG4 Av. | ~90% | The Service has continued to exceed this target. This achievement is due to a continued endeavour maintain high levels of availability across our stations and a focus on improving attendance times. This indicator is under review by WAG | Director Service Delivery DCFO Barry |
| Year | Percentage of fires attended within 10 mins | | | | | | | | | | | | | | | | | | |
| 2005/6 | 30% | | | | | | | | | | | | | | | | | | |
| 2006/7 | 55% | | | | | | | | | | | | | | | | | | |
| 2007/8 | 85% | | | | | | | | | | | | | | | | | | |
| 2008/09 | 92% | | | | | | | | | | | | | | | | | | |
| 2009/10 | 90% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~90% | | | | | | | | | | | | | | | | | | |

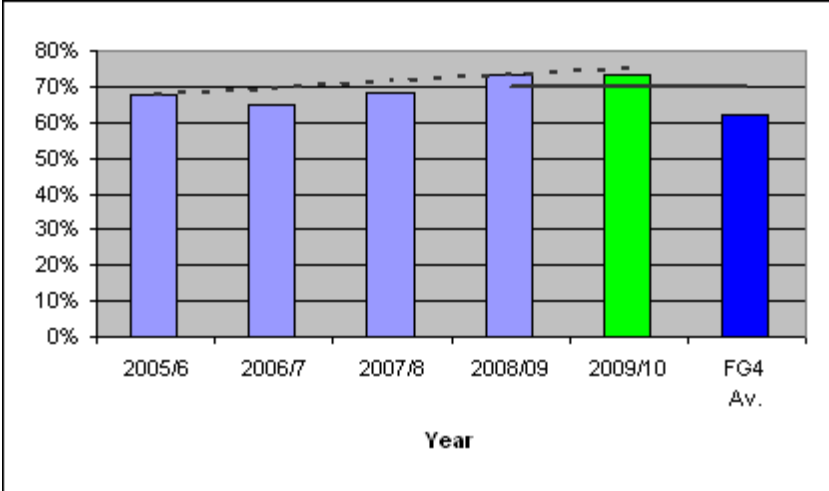
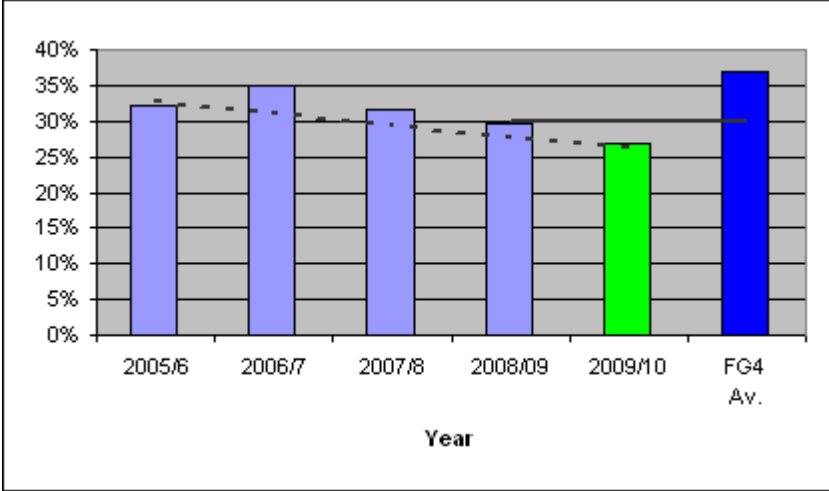
| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|---|-----------------------------|---|-------------|----------------------|--------|-------|--------|-------|--------|-------|---------|-------|---------|-------|---------|-------|--|--------------------------------------|
| FRS/EFR/S/002 | The Percentage of fires in Dwellings, identified as being in a risk category greater than 6, that were attended within 5 mins | ↑ | <table border="1"> <caption>Performance Data for FRS/EFR/S/002</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>~20%</td> </tr> <tr> <td>2006/7</td> <td>~35%</td> </tr> <tr> <td>2007/8</td> <td>~65%</td> </tr> <tr> <td>2008/09</td> <td>~65%</td> </tr> <tr> <td>2009/10</td> <td>~60%</td> </tr> <tr> <td>FG4 Av.</td> <td>~65%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | ~20% | 2006/7 | ~35% | 2007/8 | ~65% | 2008/09 | ~65% | 2009/10 | ~60% | FG4 Av. | ~65% | While performing strongly the Service continues to have difficulty achieving this target. The main issue is that this indicator is predicated on all resources responding directly from their stations whereas the reality is that crews and appliances spend a considerable amount of time off their station carrying out highly valuable preventative work in the community. This indicator is under review by WAG | Director Service Delivery DCFO Barry |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | ~20% | | | | | | | | | | | | | | | | | | |
| 2006/7 | ~35% | | | | | | | | | | | | | | | | | | |
| 2007/8 | ~65% | | | | | | | | | | | | | | | | | | |
| 2008/09 | ~65% | | | | | | | | | | | | | | | | | | |
| 2009/10 | ~60% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~65% | | | | | | | | | | | | | | | | | | |
| FRS/RRC/C/001 (i) | The No of Deaths caused by fires started Accidentally in Dwellings per 100,000 population | ↓ | <table border="1"> <caption>Performance Data for FRS/RRC/C/001 (i)</caption> <thead> <tr> <th>Year</th> <th>Deaths per 100,000</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>~0.58</td> </tr> <tr> <td>2006/7</td> <td>~0.08</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>~0.15</td> </tr> <tr> <td>FG4 Av.</td> <td>~0.48</td> </tr> </tbody> </table> | Year | Deaths per 100,000 | 2005/6 | ~0.58 | 2006/7 | ~0.08 | 2007/8 | ~0.42 | 2008/09 | ~0.42 | 2009/10 | ~0.15 | FG4 Av. | ~0.48 | No incidents this final quarter. An improved performance in target area achieved. | Director Service Delivery DCFO Barry |
| Year | Deaths per 100,000 | | | | | | | | | | | | | | | | | | |
| 2005/6 | ~0.58 | | | | | | | | | | | | | | | | | | |
| 2006/7 | ~0.08 | | | | | | | | | | | | | | | | | | |
| 2007/8 | ~0.42 | | | | | | | | | | | | | | | | | | |
| 2008/09 | ~0.42 | | | | | | | | | | | | | | | | | | |
| 2009/10 | ~0.15 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~0.48 | | | | | | | | | | | | | | | | | | |

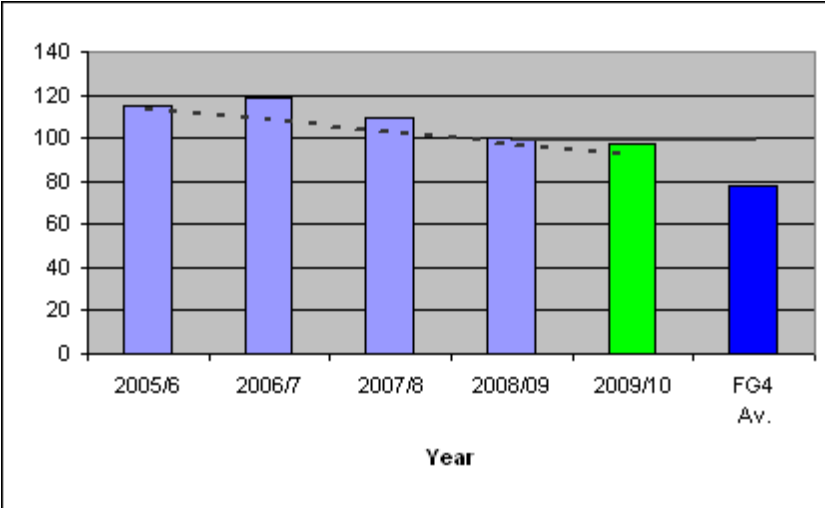
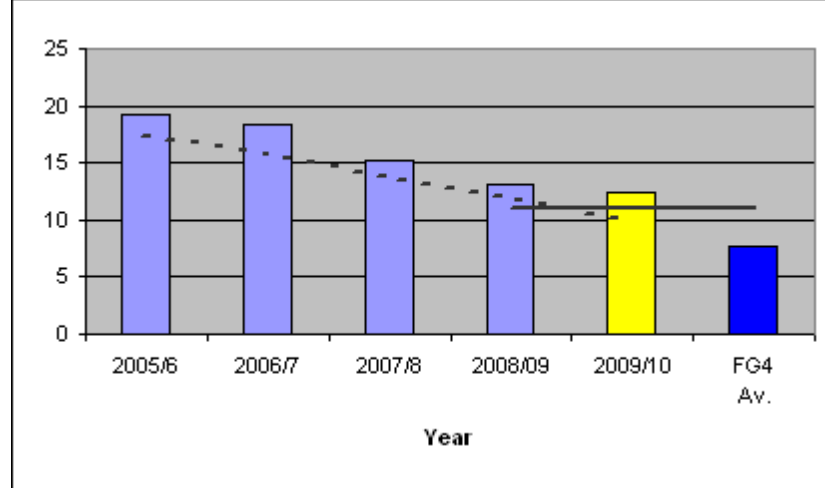
| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|---|-----------------------------|--|-------------|-------------------------------|--------|-------|--------|-------|--------|-------|---------|-------|---------|-------|---------|-------|---|--------------------------------------|
| FRS/RRC/C/001 (ii) | The No of Deaths caused by fires started Deliberately in Dwellings per 100,000 population | ↓ |  <table border="1" data-bbox="640 276 1464 767"> <caption>Performance Data for Indicator (ii)</caption> <thead> <tr> <th>Year</th> <th>Deaths per 100,000 population</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>~0.06</td> </tr> <tr> <td>2006/7</td> <td>~0.07</td> </tr> <tr> <td>2007/8</td> <td>~0.14</td> </tr> <tr> <td>2008/09</td> <td>~0.14</td> </tr> <tr> <td>2009/10</td> <td>~0.07</td> </tr> <tr> <td>FG4 Av.</td> <td>~0.07</td> </tr> </tbody> </table> | Year | Deaths per 100,000 population | 2005/6 | ~0.06 | 2006/7 | ~0.07 | 2007/8 | ~0.14 | 2008/09 | ~0.14 | 2009/10 | ~0.07 | FG4 Av. | ~0.07 | 1 incident last quarter. Investigation carried out and completed. | Director Service Delivery DCFO Barry |
| Year | Deaths per 100,000 population | | | | | | | | | | | | | | | | | | |
| 2005/6 | ~0.06 | | | | | | | | | | | | | | | | | | |
| 2006/7 | ~0.07 | | | | | | | | | | | | | | | | | | |
| 2007/8 | ~0.14 | | | | | | | | | | | | | | | | | | |
| 2008/09 | ~0.14 | | | | | | | | | | | | | | | | | | |
| 2009/10 | ~0.07 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~0.07 | | | | | | | | | | | | | | | | | | |
| 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" data-bbox="640 826 1464 1318"> <caption>Performance Data for Indicator (iii)</caption> <thead> <tr> <th>Year</th> <th>Deaths per 100,000 population</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>~0.01</td> </tr> <tr> <td>2006/7</td> <td>~0.01</td> </tr> <tr> <td>2007/8</td> <td>~0.01</td> </tr> <tr> <td>2008/09</td> <td>~0.01</td> </tr> <tr> <td>2009/10</td> <td>~0.01</td> </tr> <tr> <td>FG4 Av.</td> <td>~0.01</td> </tr> </tbody> </table> | Year | Deaths per 100,000 population | 2005/6 | ~0.01 | 2006/7 | ~0.01 | 2007/8 | ~0.01 | 2008/09 | ~0.01 | 2009/10 | ~0.01 | FG4 Av. | ~0.01 | No Incidents this year. | Director Service Delivery DCFO Barry |
| Year | Deaths per 100,000 population | | | | | | | | | | | | | | | | | | |
| 2005/6 | ~0.01 | | | | | | | | | | | | | | | | | | |
| 2006/7 | ~0.01 | | | | | | | | | | | | | | | | | | |
| 2007/8 | ~0.01 | | | | | | | | | | | | | | | | | | |
| 2008/09 | ~0.01 | | | | | | | | | | | | | | | | | | |
| 2009/10 | ~0.01 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~0.01 | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 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 | ↓ |  | No Incidents this year. | Director Service Delivery DCFO Barry |
| FRS/RRC/C/001 (v) | The No. of Injuries excluding Precautionary Checks arising from Fires started Accidentally in Dwellings per 100,000 population | ↓ |  | Only three U/A areas returning a reduction in incidents to same quarter of the previous year, although when compared to the previous quarter of this year, an improvement if 5 of the U/A,s can be witnessed. Target figure exceeded even before this final quarter commenced. | Director Service Delivery DCFO Barry |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|---|-----------------------------|---|-------------|---------------------------------|--------|-----|--------|------|--------|------|---------|------|---------|------|---------|------|--|--------------------------------------|
| FRS/RRC/C/001 (vi) | The No of Injuries excluding precautionary checks arising from fires started deliberately in dwellings per 100,000 population | ↓ | <table border="1"> <caption>Data for Indicator (vi)</caption> <thead> <tr> <th>Year</th> <th>Injuries per 100,000 population</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>2.3</td> </tr> <tr> <td>2006/7</td> <td>1.4</td> </tr> <tr> <td>2007/8</td> <td>1.4</td> </tr> <tr> <td>2008/09</td> <td>1.7</td> </tr> <tr> <td>2009/10</td> <td>1.8</td> </tr> <tr> <td>FG4 Av.</td> <td>1.8</td> </tr> </tbody> </table> | Year | Injuries per 100,000 population | 2005/6 | 2.3 | 2006/7 | 1.4 | 2007/8 | 1.4 | 2008/09 | 1.7 | 2009/10 | 1.8 | FG4 Av. | 1.8 | A disproportionately high return in Merthyr Tydfil has seen the target figure exceeded. Investigation will be carried out to ascertain full facts that are returning this high figure. | Director Service Delivery DCFO Barry |
| Year | Injuries per 100,000 population | | | | | | | | | | | | | | | | | | |
| 2005/6 | 2.3 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 1.4 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 1.4 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 1.7 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 1.8 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 1.8 | | | | | | | | | | | | | | | | | | |
| 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 Indicator (vii)</caption> <thead> <tr> <th>Year</th> <th>Injuries per 100,000 population</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>0.5</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> <tr> <td>2009/10</td> <td>0.63</td> </tr> <tr> <td>FG4 Av.</td> <td>0.42</td> </tr> </tbody> </table> | Year | Injuries per 100,000 population | 2005/6 | 0.5 | 2006/7 | 0.28 | 2007/8 | 0.42 | 2008/09 | 0.35 | 2009/10 | 0.63 | FG4 Av. | 0.42 | As previously noted, the move to IRS has included premises which were not previously captured within this indicator. This indicator is also linked to the increase in fires recorded in non-domestic premises. | Director Service Delivery DCFO Barry |
| Year | Injuries per 100,000 population | | | | | | | | | | | | | | | | | | |
| 2005/6 | 0.5 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 0.28 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 0.42 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 0.35 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 0.63 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 0.42 | | | | | | | | | | | | | | | | | | |

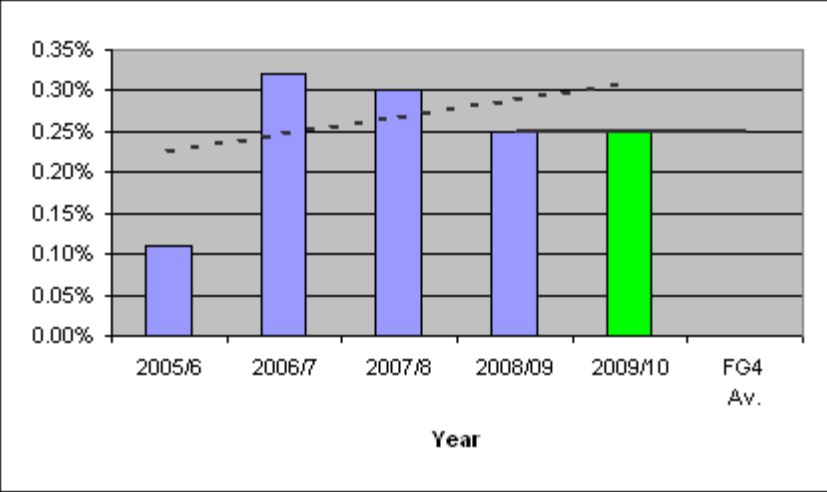
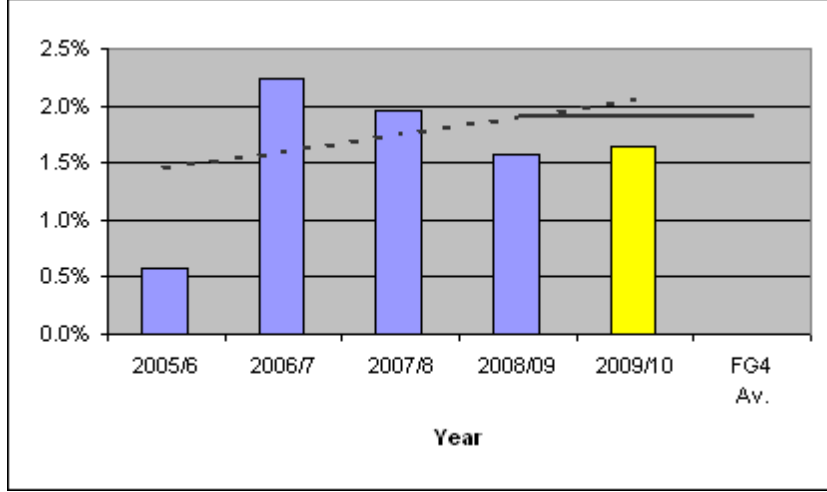
| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|----------------------|--|-----------------------------|--|-------------|---|--------|------|--------|------|--------|------|---------|------|---------|------|---------|------|---|--------------------------------------|
| 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 Indicator FRS/RRC/C/001 (viii)</caption> <thead> <tr> <th>Year</th> <th>Injuries per 100,000 population</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>0.20</td> </tr> <tr> <td>2006/7</td> <td>0.20</td> </tr> <tr> <td>2007/8</td> <td>0.20</td> </tr> <tr> <td>2008/09</td> <td>0.63</td> </tr> <tr> <td>2009/10</td> <td>0.14</td> </tr> <tr> <td>FG4 Av.</td> <td>0.21</td> </tr> </tbody> </table> | Year | Injuries per 100,000 population | 2005/6 | 0.20 | 2006/7 | 0.20 | 2007/8 | 0.20 | 2008/09 | 0.63 | 2009/10 | 0.14 | FG4 Av. | 0.21 | Two injuries have been provisionally recorded. The target has been achieved. | Director Service Delivery DCFO Barry |
| Year | Injuries per 100,000 population | | | | | | | | | | | | | | | | | | |
| 2005/6 | 0.20 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 0.20 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 0.20 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 0.63 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 0.14 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 0.21 | | | | | | | | | | | | | | | | | | |
| 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 Indicator FRS/RRC/C/002 (i)</caption> <thead> <tr> <th>Year</th> <th>Malicious False Alarms per 1,000 population</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>2.05</td> </tr> <tr> <td>2006/7</td> <td>2.10</td> </tr> <tr> <td>2007/8</td> <td>2.00</td> </tr> <tr> <td>2008/09</td> <td>1.80</td> </tr> <tr> <td>2009/10</td> <td>1.54</td> </tr> <tr> <td>FG4 Av.</td> <td>1.85</td> </tr> </tbody> </table> | Year | Malicious False Alarms per 1,000 population | 2005/6 | 2.05 | 2006/7 | 2.10 | 2007/8 | 2.00 | 2008/09 | 1.80 | 2009/10 | 1.54 | FG4 Av. | 1.85 | The number of malicious false alarms received by the Authority per 1,000 population has been reduced to a figure of 1.54 which is a reduction on our target figure. | Director Service Delivery DCFO Barry |
| Year | Malicious False Alarms per 1,000 population | | | | | | | | | | | | | | | | | | |
| 2005/6 | 2.05 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 2.10 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 2.00 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 1.80 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 1.54 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 1.85 | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|--|-----------------------------|---|-------------|----------------------|--------|------|--------|------|--------|------|---------|------|---------|------|---------|--------|--|--------------------------------------|
| FRS/RRC/C/002 (ii) | The Percentage of all Malicious False Alarms received that were not attended | ↑ |  <p>The chart displays the percentage of malicious false alarms not attended over five years and a four-year average. The y-axis ranges from 0% to 80%. The x-axis shows years from 2005/6 to 2009/10, plus a four-year average (FG4 Av.). A dashed horizontal line represents the target at 73.16%. The bars for 2005/6, 2006/7, 2007/8, and 2008/09 are light blue, the 2009/10 bar is green, and the FG4 Av. bar is dark blue.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>~68%</td> </tr> <tr> <td>2006/7</td> <td>~65%</td> </tr> <tr> <td>2007/8</td> <td>~68%</td> </tr> <tr> <td>2008/09</td> <td>~72%</td> </tr> <tr> <td>2009/10</td> <td>~73%</td> </tr> <tr> <td>FG4 Av.</td> <td>73.16%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | ~68% | 2006/7 | ~65% | 2007/8 | ~68% | 2008/09 | ~72% | 2009/10 | ~73% | FG4 Av. | 73.16% | The % of all malicious false alarms received that were not attended stands at 73.16% which is better than target. | Director Service Delivery DCFO Barry |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | ~68% | | | | | | | | | | | | | | | | | | |
| 2006/7 | ~65% | | | | | | | | | | | | | | | | | | |
| 2007/8 | ~68% | | | | | | | | | | | | | | | | | | |
| 2008/09 | ~72% | | | | | | | | | | | | | | | | | | |
| 2009/10 | ~73% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 73.16% | | | | | | | | | | | | | | | | | | |
| FRS/RRC/C/002 (iii) | The Percentage of all Malicious False Alarms received that were attended | ↓ |  <p>The chart displays the percentage of malicious false alarms attended over five years and a four-year average. The y-axis ranges from 0% to 40%. The x-axis shows years from 2005/6 to 2009/10, plus a four-year average (FG4 Av.). A dashed horizontal line represents the target at 26.84%. The bars for 2005/6, 2006/7, 2007/8, and 2008/09 are light blue, the 2009/10 bar is green, and the FG4 Av. bar is dark blue.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>~32%</td> </tr> <tr> <td>2006/7</td> <td>~35%</td> </tr> <tr> <td>2007/8</td> <td>~31%</td> </tr> <tr> <td>2008/09</td> <td>~29%</td> </tr> <tr> <td>2009/10</td> <td>~27%</td> </tr> <tr> <td>FG4 Av.</td> <td>26.84%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | ~32% | 2006/7 | ~35% | 2007/8 | ~31% | 2008/09 | ~29% | 2009/10 | ~27% | FG4 Av. | 26.84% | There was a reduction in the number of all malicious false alarms received that were attended to 26.84% which is better than target. | Director Service Delivery DCFO Barry |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | ~32% | | | | | | | | | | | | | | | | | | |
| 2006/7 | ~35% | | | | | | | | | | | | | | | | | | |
| 2007/8 | ~31% | | | | | | | | | | | | | | | | | | |
| 2008/09 | ~29% | | | | | | | | | | | | | | | | | | |
| 2009/10 | ~27% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 26.84% | | | | | | | | | | | | | | | | | | |

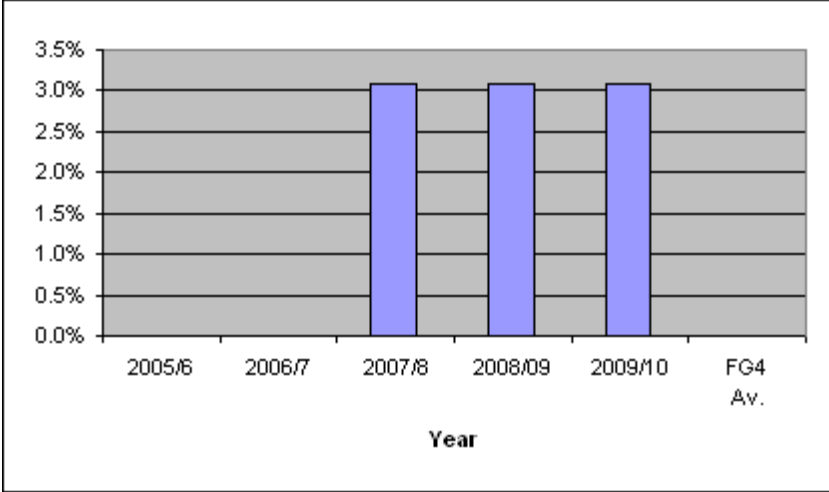
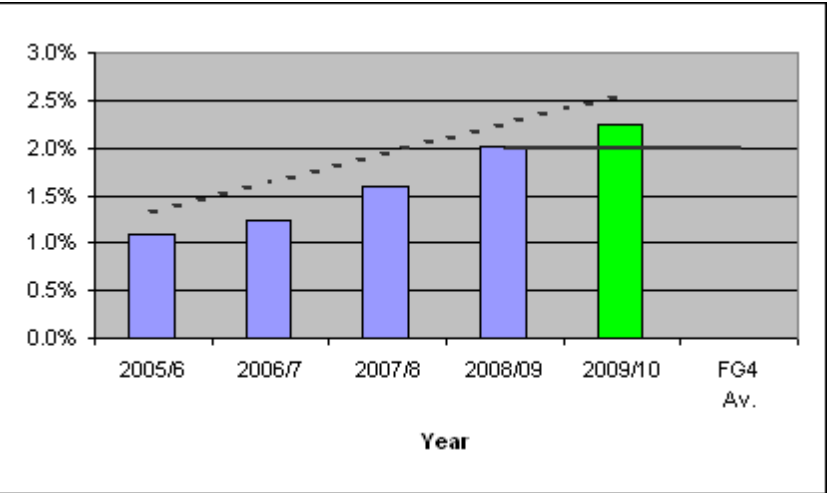
| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|---|-----------------------------|--|-------------|----------------------|--------|-----|--------|-----|--------|-----|---------|-----|---------|----|---------|----|---|--------------------------------------|
| FRS/RRC/C/003 | The No of Total False Alarms caused by AFDs per 1,000 Non-Domestic Properties | ↓ |  <table border="1" data-bbox="636 268 1458 778"> <caption>Total False Alarms per 1,000 Non-Domestic Properties</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>115</td> </tr> <tr> <td>2006/7</td> <td>118</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>95</td> </tr> <tr> <td>FG4 Av.</td> <td>78</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 115 | 2006/7 | 118 | 2007/8 | 110 | 2008/09 | 100 | 2009/10 | 95 | FG4 Av. | 78 | The final figure of false alarms caused by automatic fire detection per 1,000 non-domestic properties stands at 90.82 which is better than target | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 115 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 118 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 110 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 100 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 95 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 78 | | | | | | | | | | | | | | | | | | |
| FRS/RRC/C/004 (i) | The No of Deliberate Primary Fires per 10,000 population | ↓ |  <table border="1" data-bbox="636 825 1458 1315"> <caption>Deliberate Primary Fires per 10,000 population</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>19</td> </tr> <tr> <td>2006/7</td> <td>18</td> </tr> <tr> <td>2007/8</td> <td>15</td> </tr> <tr> <td>2008/09</td> <td>13</td> </tr> <tr> <td>2009/10</td> <td>12</td> </tr> <tr> <td>FG4 Av.</td> <td>8</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 19 | 2006/7 | 18 | 2007/8 | 15 | 2008/09 | 13 | 2009/10 | 12 | FG4 Av. | 8 | Although the target figure for 09/10 has only slightly been exceeded, the return is a better one than that of the previous year. | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 19 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 18 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 15 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 13 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 12 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 8 | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|-----------------------|--|-----------------------------|--|-------------|----------------------|--------|-----|--------|-----|--------|-----|---------|-----|---------|-----|---------|-----|--|--------------------------------------|
| FRS/RRC/C/004 (ii) | The No of Deliberate Secondary Fires per 10,000 population | ↓ | <table border="1"> <caption>Data for Indicator FRS/RRC/C/004 (ii)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>60</td> </tr> <tr> <td>2006/7</td> <td>70</td> </tr> <tr> <td>2007/8</td> <td>68</td> </tr> <tr> <td>2008/09</td> <td>48</td> </tr> <tr> <td>2009/10</td> <td>48</td> </tr> <tr> <td>FG4 Av.</td> <td>25</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 60 | 2006/7 | 70 | 2007/8 | 68 | 2008/09 | 48 | 2009/10 | 48 | FG4 Av. | 25 | The target has been bettered. | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 60 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 70 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 68 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 48 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 48 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 25 | | | | | | | | | | | | | | | | | | |
| FRS/RRC/C/005 (i) | The Percentage of dwelling fires where Smoke Alarms fitted and activated | ↑ | <table border="1"> <caption>Data for Indicator FRS/RRC/C/005 (i)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>45%</td> </tr> <tr> <td>2006/7</td> <td>42%</td> </tr> <tr> <td>2007/8</td> <td>44%</td> </tr> <tr> <td>2008/09</td> <td>43%</td> </tr> <tr> <td>2009/10</td> <td>37%</td> </tr> <tr> <td>FG4 Av.</td> <td>52%</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 45% | 2006/7 | 42% | 2007/8 | 44% | 2008/09 | 43% | 2009/10 | 37% | FG4 Av. | 52% | The HFS team had a productive final quarter, although, the delivery of fitting alarms was slightly impeded due to the Social Marketing Project that CFS dept were involved with. | Director Service Delivery DCFO Barry |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 45% | | | | | | | | | | | | | | | | | | |
| 2006/7 | 42% | | | | | | | | | | | | | | | | | | |
| 2007/8 | 44% | | | | | | | | | | | | | | | | | | |
| 2008/09 | 43% | | | | | | | | | | | | | | | | | | |
| 2009/10 | 37% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 52% | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 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>Data for Indicator (ii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>8%</td> </tr> <tr> <td>2006/7</td> <td>9.5%</td> </tr> <tr> <td>2007/8</td> <td>9.5%</td> </tr> <tr> <td>2008/09</td> <td>10.5%</td> </tr> <tr> <td>2009/10</td> <td>10.5%</td> </tr> <tr> <td>FG4 Av.</td> <td>16.5%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | 8% | 2006/7 | 9.5% | 2007/8 | 9.5% | 2008/09 | 10.5% | 2009/10 | 10.5% | FG4 Av. | 16.5% | As above in FRS/RRC/C/005(i) | Director Service Delivery DCFO Barry |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | 8% | | | | | | | | | | | | | | | | | | |
| 2006/7 | 9.5% | | | | | | | | | | | | | | | | | | |
| 2007/8 | 9.5% | | | | | | | | | | | | | | | | | | |
| 2008/09 | 10.5% | | | | | | | | | | | | | | | | | | |
| 2009/10 | 10.5% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 16.5% | | | | | | | | | | | | | | | | | | |
| FRS/RRC/C/005 (iii) | The Percentage of dwelling fires where no Smoke Alarm fitted | ↓ | <table border="1"> <caption>Data for Indicator (iii)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>46%</td> </tr> <tr> <td>2006/7</td> <td>47%</td> </tr> <tr> <td>2007/8</td> <td>46%</td> </tr> <tr> <td>2008/09</td> <td>45%</td> </tr> <tr> <td>2009/10</td> <td>52%</td> </tr> <tr> <td>FG4 Av.</td> <td>31%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | 46% | 2006/7 | 47% | 2007/8 | 46% | 2008/09 | 45% | 2009/10 | 52% | FG4 Av. | 31% | Social Marketing project restricted the time that the HFS staff were carrying out their 'core' duties | Director Service Delivery DCFO Barry |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | 46% | | | | | | | | | | | | | | | | | | |
| 2006/7 | 47% | | | | | | | | | | | | | | | | | | |
| 2007/8 | 46% | | | | | | | | | | | | | | | | | | |
| 2008/09 | 45% | | | | | | | | | | | | | | | | | | |
| 2009/10 | 52% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 31% | | | | | | | | | | | | | | | | | | |

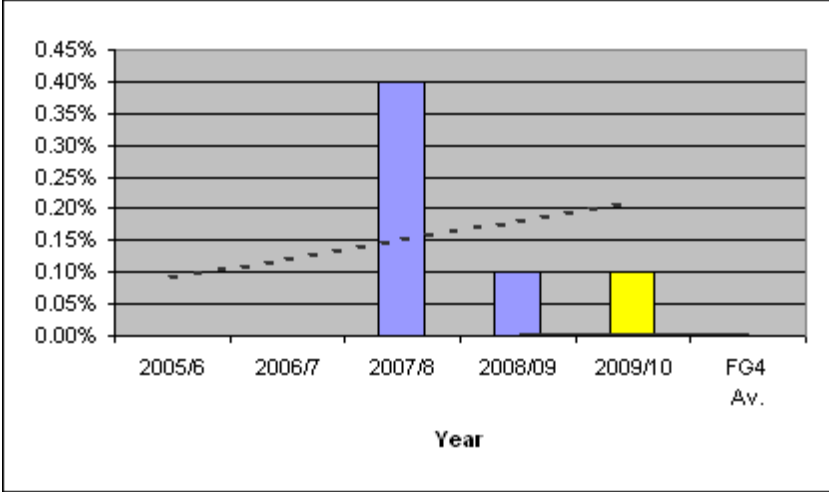
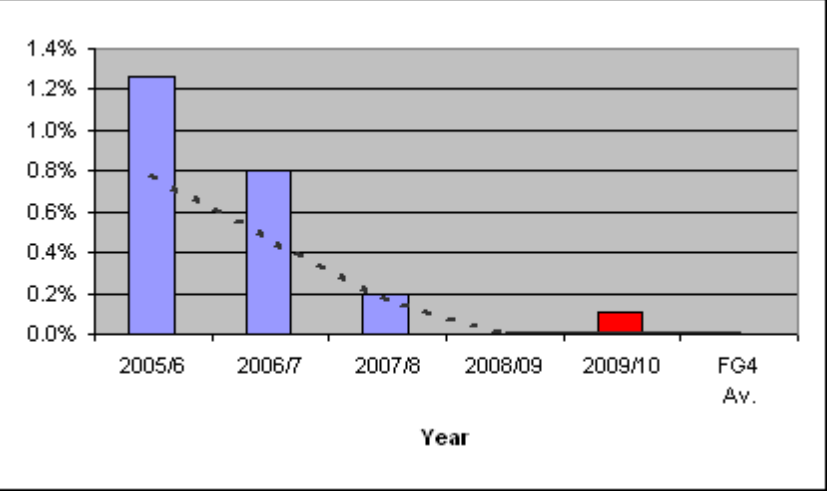
| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|--|-----------------------------|--|-------------|----------------------|--------|-------|--------|-------|--------|-------|---------|-------|---------|-------|---------|-------|---|---------------------------------------|
| FRS/CHR/C/001 (i) | The Percentage of Uniformed Staff working WDS and RDS who categorise themselves as having a disability | ↑ |  <table border="1" data-bbox="640 268 1464 762"> <caption>Percentage of Uniformed Staff with Disabilities</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>0.11%</td> </tr> <tr> <td>2006/7</td> <td>0.32%</td> </tr> <tr> <td>2007/8</td> <td>0.30%</td> </tr> <tr> <td>2008/09</td> <td>0.25%</td> </tr> <tr> <td>2009/10</td> <td>0.25%</td> </tr> <tr> <td>FG4 Av.</td> <td>0.25%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | 0.11% | 2006/7 | 0.32% | 2007/8 | 0.30% | 2008/09 | 0.25% | 2009/10 | 0.25% | FG4 Av. | 0.25% | The full year shows a reduction compared to Q1. This is due to an increase in RDS staff as opposed to a reduction in staff with disabilities. | Director People Services ACO P Haynes |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | 0.11% | | | | | | | | | | | | | | | | | | |
| 2006/7 | 0.32% | | | | | | | | | | | | | | | | | | |
| 2007/8 | 0.30% | | | | | | | | | | | | | | | | | | |
| 2008/09 | 0.25% | | | | | | | | | | | | | | | | | | |
| 2009/10 | 0.25% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 0.25% | | | | | | | | | | | | | | | | | | |
| FRS/CHR/C/001 (ii) | The Percentage of Control and Non-Uniformed Staff who categorise themselves as having disability | ↑ |  <table border="1" data-bbox="640 825 1464 1319"> <caption>Percentage of Control and Non-Uniformed Staff with Disabilities</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>0.5%</td> </tr> <tr> <td>2006/7</td> <td>2.2%</td> </tr> <tr> <td>2007/8</td> <td>1.9%</td> </tr> <tr> <td>2008/09</td> <td>1.5%</td> </tr> <tr> <td>2009/10</td> <td>1.6%</td> </tr> <tr> <td>FG4 Av.</td> <td>1.9%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | 0.5% | 2006/7 | 2.2% | 2007/8 | 1.9% | 2008/09 | 1.5% | 2009/10 | 1.6% | FG4 Av. | 1.9% | Cumulatively the number of staff who categorise themselves as having a disability has remained constant. The variations over Q2 to Q3 reflect the variations in the services headcount figures, rather than changes in the number of staff with disabilities. | Director People Services ACO P Haynes |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | 0.5% | | | | | | | | | | | | | | | | | | |
| 2006/7 | 2.2% | | | | | | | | | | | | | | | | | | |
| 2007/8 | 1.9% | | | | | | | | | | | | | | | | | | |
| 2008/09 | 1.5% | | | | | | | | | | | | | | | | | | |
| 2009/10 | 1.6% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 1.9% | | | | | | | | | | | | | | | | | | |

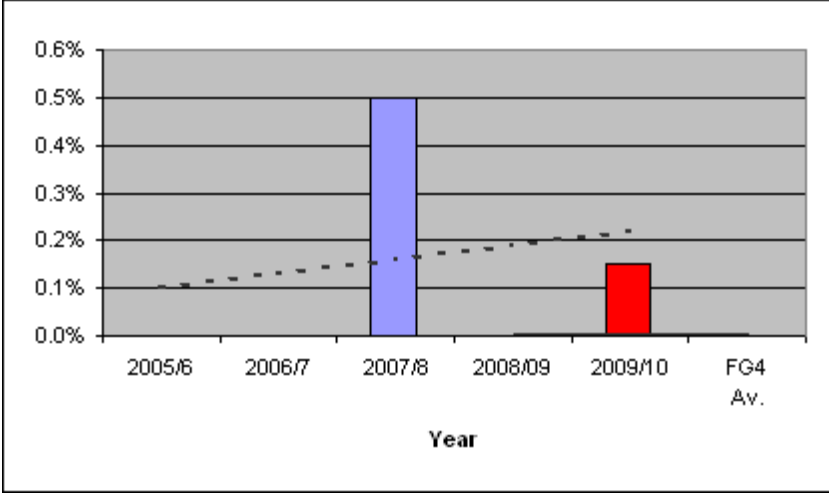
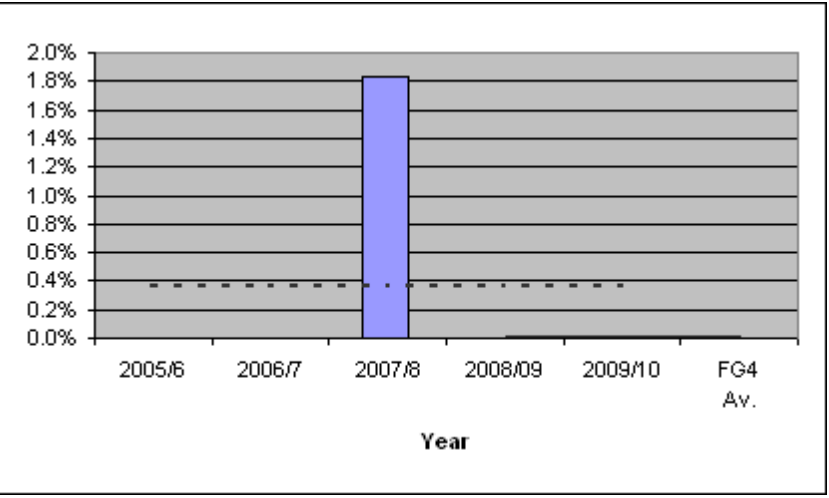
| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|---|-----------------------------|---|-------------|----------------------|--------|------|--------|------|--------|------|---------|------|---------|------|---------|------|--|---------------------------------------|
| FRS/CHR/C/001 (iii) | The Percentage of People who categorise themselves as having a disability in the Authority Area | N/A | <table border="1"> <caption>Percentage of People with a Disability</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>0%</td> </tr> <tr> <td>2006/7</td> <td>0%</td> </tr> <tr> <td>2007/8</td> <td>20%</td> </tr> <tr> <td>2008/09</td> <td>20%</td> </tr> <tr> <td>2009/10</td> <td>20%</td> </tr> <tr> <td>FG4 Av.</td> <td>0%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | 0% | 2006/7 | 0% | 2007/8 | 20% | 2008/09 | 20% | 2009/10 | 20% | FG4 Av. | 0% | Data provided by an external source. | Director People Services ACO P Haynes |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | 0% | | | | | | | | | | | | | | | | | | |
| 2006/7 | 0% | | | | | | | | | | | | | | | | | | |
| 2007/8 | 20% | | | | | | | | | | | | | | | | | | |
| 2008/09 | 20% | | | | | | | | | | | | | | | | | | |
| 2009/10 | 20% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 0% | | | | | | | | | | | | | | | | | | |
| FRS/CHR/C/002 (i) | The Percentage of Staff who belong to a Minority Ethnic Group | ↑ | <table border="1"> <caption>Percentage of Staff from a Minority Ethnic Group</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>0.3%</td> </tr> <tr> <td>2006/7</td> <td>0.6%</td> </tr> <tr> <td>2007/8</td> <td>1.1%</td> </tr> <tr> <td>2008/09</td> <td>1.1%</td> </tr> <tr> <td>2009/10</td> <td>1.2%</td> </tr> <tr> <td>FG4 Av.</td> <td>1.2%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | 0.3% | 2006/7 | 0.6% | 2007/8 | 1.1% | 2008/09 | 1.1% | 2009/10 | 1.2% | FG4 Av. | 1.2% | The decrease in percentage is due to leavers who were included as part of the Minority Ethnic group previously | Director People Services ACO P Haynes |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | 0.3% | | | | | | | | | | | | | | | | | | |
| 2006/7 | 0.6% | | | | | | | | | | | | | | | | | | |
| 2007/8 | 1.1% | | | | | | | | | | | | | | | | | | |
| 2008/09 | 1.1% | | | | | | | | | | | | | | | | | | |
| 2009/10 | 1.2% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 1.2% | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|-----------------------|--|-----------------------------|--|-------------|----------------------|--------|------|--------|------|--------|------|---------|------|---------|------|---------|------|--|--|
| FRS/CHR/C/002 (ii) | The Percentage of People from Minority Ethnic Groups who are economically active in the Authority Area | N/A |  <table border="1"> <caption>Percentage of People from Minority Ethnic Groups who are economically active in the Authority Area</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>0.0%</td> </tr> <tr> <td>2006/7</td> <td>0.0%</td> </tr> <tr> <td>2007/8</td> <td>3.0%</td> </tr> <tr> <td>2008/09</td> <td>3.0%</td> </tr> <tr> <td>2009/10</td> <td>3.0%</td> </tr> <tr> <td>FG4 Av.</td> <td>0.0%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | 0.0% | 2006/7 | 0.0% | 2007/8 | 3.0% | 2008/09 | 3.0% | 2009/10 | 3.0% | FG4 Av. | 0.0% | Data provided by an external source. | Director People Services ACO P Haynes |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | 0.0% | | | | | | | | | | | | | | | | | | |
| 2006/7 | 0.0% | | | | | | | | | | | | | | | | | | |
| 2007/8 | 3.0% | | | | | | | | | | | | | | | | | | |
| 2008/09 | 3.0% | | | | | | | | | | | | | | | | | | |
| 2009/10 | 3.0% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 0.0% | | | | | | | | | | | | | | | | | | |
| 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>2005/6</td> <td>1.0%</td> </tr> <tr> <td>2006/7</td> <td>1.2%</td> </tr> <tr> <td>2007/8</td> <td>1.6%</td> </tr> <tr> <td>2008/09</td> <td>2.0%</td> </tr> <tr> <td>2009/10</td> <td>2.2%</td> </tr> <tr> <td>FG4 Av.</td> <td>2.0%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | 1.0% | 2006/7 | 1.2% | 2007/8 | 1.6% | 2008/09 | 2.0% | 2009/10 | 2.2% | FG4 Av. | 2.0% | Increase on Q4 due to reduction in headcount as opposed to an increase of female firefighters. | Director People Services ACO P Haynes |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | 1.0% | | | | | | | | | | | | | | | | | | |
| 2006/7 | 1.2% | | | | | | | | | | | | | | | | | | |
| 2007/8 | 1.6% | | | | | | | | | | | | | | | | | | |
| 2008/09 | 2.0% | | | | | | | | | | | | | | | | | | |
| 2009/10 | 2.2% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 2.0% | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|--|-----------------------------|---|-------------|----------------------|--------|-----|--------|-----|--------|-----|---------|-----|---------|-----|---------|-----|--|---------------------------------------|
| FRS/CHR/C/004 (i) | The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - All Staff | ↓ | <table border="1"> <caption>Performance Data for Indicator (i)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>9.5</td> </tr> <tr> <td>2006/7</td> <td>7.8</td> </tr> <tr> <td>2007/8</td> <td>7.8</td> </tr> <tr> <td>2008/09</td> <td>8.1</td> </tr> <tr> <td>2009/10</td> <td>7.8</td> </tr> <tr> <td>FG4 Av.</td> <td>6.8</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 9.5 | 2006/7 | 7.8 | 2007/8 | 7.8 | 2008/09 | 8.1 | 2009/10 | 7.8 | FG4 Av. | 6.8 | The end of year performance of 7.78 is below the target of 7.8 and is also a decrease of 3.95% on last year's figure. | Director People Services ACO P Haynes |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 9.5 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 7.8 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 7.8 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 8.1 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 7.8 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 6.8 | | | | | | | | | | | | | | | | | | |
| 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>Value</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>9.5</td> </tr> <tr> <td>2006/7</td> <td>7.1</td> </tr> <tr> <td>2007/8</td> <td>7.5</td> </tr> <tr> <td>2008/09</td> <td>7.1</td> </tr> <tr> <td>2009/10</td> <td>6.8</td> </tr> <tr> <td>FG4 Av.</td> <td>6.1</td> </tr> </tbody> </table> | Year | Value | 2005/6 | 9.5 | 2006/7 | 7.1 | 2007/8 | 7.5 | 2008/09 | 7.1 | 2009/10 | 6.8 | FG4 Av. | 6.1 | The end of year performance of 6.81 is below the target of 7.1 and is also a decrease of 3.81 % on last year's figure. | Director People Services ACO P Haynes |
| Year | Value | | | | | | | | | | | | | | | | | | |
| 2005/6 | 9.5 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 7.1 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 7.5 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 7.1 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 6.8 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 6.1 | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|--|-----------------------------|--|-------------|--------------------------|--------|------|--------|------|--------|------|---------|------|---------|-------|---------|------|---|---------------------------------------|
| FRS/CHR/C/004 (iii) | The No of Working Days/Shifts lost to Sickness Absence per full time equivalent Employee - Control Staff | ↓ | <table border="1"> <caption>Performance Data for Indicator (iii)</caption> <thead> <tr> <th>Year</th> <th>Working Days/Shifts lost</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>12.0</td> </tr> <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>14.60</td> </tr> <tr> <td>FG4 Av.</td> <td>12.1</td> </tr> </tbody> </table> | Year | Working Days/Shifts lost | 2005/6 | 12.0 | 2006/7 | 12.5 | 2007/8 | 11.5 | 2008/09 | 13.0 | 2009/10 | 14.60 | FG4 Av. | 12.1 | The end of year performance of 14.60 is above the target of 12.1 and is also an increase on last year's figure. As previously reported there have been a significant number of staff on long term sickness during the year. | Director People Services ACO P Haynes |
| Year | Working Days/Shifts lost | | | | | | | | | | | | | | | | | | |
| 2005/6 | 12.0 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 12.5 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 11.5 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 13.0 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 14.60 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 12.1 | | | | | | | | | | | | | | | | | | |
| 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>Working Days/Shifts lost</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>8.0</td> </tr> <tr> <td>2006/7</td> <td>8.2</td> </tr> <tr> <td>2007/8</td> <td>7.8</td> </tr> <tr> <td>2008/09</td> <td>10.5</td> </tr> <tr> <td>2009/10</td> <td>9.69</td> </tr> <tr> <td>FG4 Av.</td> <td>8.4</td> </tr> </tbody> </table> | Year | Working Days/Shifts lost | 2005/6 | 8.0 | 2006/7 | 8.2 | 2007/8 | 7.8 | 2008/09 | 10.5 | 2009/10 | 9.69 | FG4 Av. | 8.4 | The end of year performance of 9.69 is above the target of 8.4 but is a decrease of 8.9 % on last year's figure. | Director People Services ACO P Haynes |
| Year | Working Days/Shifts lost | | | | | | | | | | | | | | | | | | |
| 2005/6 | 8.0 | | | | | | | | | | | | | | | | | | |
| 2006/7 | 8.2 | | | | | | | | | | | | | | | | | | |
| 2007/8 | 7.8 | | | | | | | | | | | | | | | | | | |
| 2008/09 | 10.5 | | | | | | | | | | | | | | | | | | |
| 2009/10 | 9.69 | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 8.4 | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|--|-----------------------------|---|-------------|----------------------|--------|--------|--------|--------|--------|--------|---------|--------|---------|--------|---------|--------|--|---------------------------------------|
| FRS/CHR/C/005 (i) | The Total No of Ill-Health Retirements as a % of the total Workforce | ↓ |  <table border="1" data-bbox="645 268 1471 762"> <caption>Ill-Health Retirements as a % of the total Workforce</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>~0.08%</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> <tr> <td>2009/10</td> <td>~0.10%</td> </tr> <tr> <td>FG4 Av.</td> <td>~0.15%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | ~0.08% | 2006/7 | ~0.10% | 2007/8 | ~0.40% | 2008/09 | ~0.10% | 2009/10 | ~0.10% | FG4 Av. | ~0.15% | There have been 2 ill health retirements (IHR) this year. 1 Wholetime and 1 Retained Duty System, the latter as a result of an accident on duty. | Director People Services ACO P Haynes |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | ~0.08% | | | | | | | | | | | | | | | | | | |
| 2006/7 | ~0.10% | | | | | | | | | | | | | | | | | | |
| 2007/8 | ~0.40% | | | | | | | | | | | | | | | | | | |
| 2008/09 | ~0.10% | | | | | | | | | | | | | | | | | | |
| 2009/10 | ~0.10% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~0.15% | | | | | | | | | | | | | | | | | | |
| 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" data-bbox="645 825 1471 1319"> <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>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>~0.05%</td> </tr> <tr> <td>2009/10</td> <td>~0.10%</td> </tr> <tr> <td>FG4 Av.</td> <td>~0.15%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | ~1.25% | 2006/7 | ~0.80% | 2007/8 | ~0.20% | 2008/09 | ~0.05% | 2009/10 | ~0.10% | FG4 Av. | ~0.15% | There has been 1 IHR this year. | Director People Services ACO P Haynes |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | ~1.25% | | | | | | | | | | | | | | | | | | |
| 2006/7 | ~0.80% | | | | | | | | | | | | | | | | | | |
| 2007/8 | ~0.20% | | | | | | | | | | | | | | | | | | |
| 2008/09 | ~0.05% | | | | | | | | | | | | | | | | | | |
| 2009/10 | ~0.10% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~0.15% | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|--|-----------------------------|---|-------------|----------------------|--------|-------|--------|-------|--------|-------|---------|-------|---------|-------|---------|-------|---|---------------------------------------|
| FRS/CHR/C/005 (iii) | The Total No of RDS personnel ill-Health Retirements as a % of the total RDS workforce | ↓ |  <table border="1" data-bbox="645 268 1471 767"> <caption>RDS Personnel Ill-Health Retirements (%)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>0.10%</td> </tr> <tr> <td>2006/7</td> <td>0.12%</td> </tr> <tr> <td>2007/8</td> <td>0.50%</td> </tr> <tr> <td>2008/09</td> <td>0.18%</td> </tr> <tr> <td>2009/10</td> <td>0.15%</td> </tr> <tr> <td>FG4 Av.</td> <td>0.18%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | 0.10% | 2006/7 | 0.12% | 2007/8 | 0.50% | 2008/09 | 0.18% | 2009/10 | 0.15% | FG4 Av. | 0.18% | Here has been 1 IHR this year as a result of an accident on duty. | Director People Services ACO P Haynes |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | 0.10% | | | | | | | | | | | | | | | | | | |
| 2006/7 | 0.12% | | | | | | | | | | | | | | | | | | |
| 2007/8 | 0.50% | | | | | | | | | | | | | | | | | | |
| 2008/09 | 0.18% | | | | | | | | | | | | | | | | | | |
| 2009/10 | 0.15% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 0.18% | | | | | | | | | | | | | | | | | | |
| 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="645 831 1471 1331"> <caption>Control Personnel Ill-Health Retirements (%)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>0.40%</td> </tr> <tr> <td>2006/7</td> <td>0.40%</td> </tr> <tr> <td>2007/8</td> <td>1.80%</td> </tr> <tr> <td>2008/09</td> <td>0.40%</td> </tr> <tr> <td>2009/10</td> <td>0.40%</td> </tr> <tr> <td>FG4 Av.</td> <td>0.40%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | 0.40% | 2006/7 | 0.40% | 2007/8 | 1.80% | 2008/09 | 0.40% | 2009/10 | 0.40% | FG4 Av. | 0.40% | There have been no IHRs this year | Director People Services ACO P Haynes |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | 0.40% | | | | | | | | | | | | | | | | | | |
| 2006/7 | 0.40% | | | | | | | | | | | | | | | | | | |
| 2007/8 | 1.80% | | | | | | | | | | | | | | | | | | |
| 2008/09 | 0.40% | | | | | | | | | | | | | | | | | | |
| 2009/10 | 0.40% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | 0.40% | | | | | | | | | | | | | | | | | | |

| Indicator Reference | Description | Desired Direction of Travel | Performance | Q4 Comments | Director Responsible | | | | | | | | | | | | | | |
|---------------------|--|-----------------------------|---|-------------|----------------------|--------|--------|--------|--------|--------|--------|---------|--------|---------|--------|---------|--------|---|--|
| FRS/CHR/C/005 (v) | The Total No of Non-Uniformed Personnel ill-Health Retirements as a % of the total Non-Uniformed workforce | ↓ | <table border="1"> <caption>Performance Data for FRS/CHR/C/005 (v)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>~0.20%</td> </tr> <tr> <td>2006/7</td> <td>~0.25%</td> </tr> <tr> <td>2007/8</td> <td>~0.68%</td> </tr> <tr> <td>2008/09</td> <td>~0.62%</td> </tr> <tr> <td>2009/10</td> <td>~0.45%</td> </tr> <tr> <td>FG4 Av.</td> <td>~0.35%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | ~0.20% | 2006/7 | ~0.25% | 2007/8 | ~0.68% | 2008/09 | ~0.62% | 2009/10 | ~0.45% | FG4 Av. | ~0.35% | There have been no IHRs this year | Director People Services ACO P Haynes |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | ~0.20% | | | | | | | | | | | | | | | | | | |
| 2006/7 | ~0.25% | | | | | | | | | | | | | | | | | | |
| 2007/8 | ~0.68% | | | | | | | | | | | | | | | | | | |
| 2008/09 | ~0.62% | | | | | | | | | | | | | | | | | | |
| 2009/10 | ~0.45% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~0.35% | | | | | | | | | | | | | | | | | | |
| FRS/CFH/C/001 | The percentage of undisputed invoices that were paid in 30 days | ↑ | <table border="1"> <caption>Performance Data for FRS/CFH/C/001</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2005/6</td> <td>~88%</td> </tr> <tr> <td>2006/7</td> <td>~90%</td> </tr> <tr> <td>2007/8</td> <td>~92%</td> </tr> <tr> <td>2008/09</td> <td>~94%</td> </tr> <tr> <td>2009/10</td> <td>~90%</td> </tr> <tr> <td>FG4 Av.</td> <td>~95%</td> </tr> </tbody> </table> | Year | Percentage | 2005/6 | ~88% | 2006/7 | ~90% | 2007/8 | ~92% | 2008/09 | ~94% | 2009/10 | ~90% | FG4 Av. | ~95% | Processes are continually being reviewed to ensure that invoices are processed as promptly as possible. | Director Corporate Support ACO S Murton |
| Year | Percentage | | | | | | | | | | | | | | | | | | |
| 2005/6 | ~88% | | | | | | | | | | | | | | | | | | |
| 2006/7 | ~90% | | | | | | | | | | | | | | | | | | |
| 2007/8 | ~92% | | | | | | | | | | | | | | | | | | |
| 2008/09 | ~94% | | | | | | | | | | | | | | | | | | |
| 2009/10 | ~90% | | | | | | | | | | | | | | | | | | |
| FG4 Av. | ~95% | | | | | | | | | | | | | | | | | | |

Appendix 2 Corporate Risks

Significant (High) Risk

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 | Quarterly 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 | On going meetings arranged with HR dept to discuss systems available in order to record information. | - | 9 (3x3 old matrix) | 15 (3x5) | 15 (3x5) | Calvin Powell |
| 25 | Corp 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 sustainability of funding streams, people strategies and asset cost and life cycle. | <p>Corporate objectives and priorities in place for effective use of resources and business improvement.</p> <ul style="list-style-type: none"> - 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 projects - Major Projects team approved by | Following the end of year report to Finance, Audit and Performance Management Committee the risk was re worded by the risk owner and the controls in place and actions planned updated. | 9 (3x3 old matrix) | 9 (3x3 old matrix) | 16 (4x4) | 20 (5x4) | Sally Murton |

| Risk Ref. | Risk Origin | Risk | Controls in Place | Quarterly Review Comments | Movement in Risk Rating ↑↓ | | | | Risk Owner |
|-----------|-------------|------|--|---------------------------|----------------------------|----------|----------|----------|------------|
| | | | | | Q1 09/10 | Q2 09/10 | Q3 09/10 | Q4 09/10 | |
| | | | <p>Fire & Rescue Authority and created within Corporate Support directorate</p> <ul style="list-style-type: none"> - 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 corporate 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)
Corp Obj = Corporate Objective

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>

Appendix 3 Corporate Objectives

This section provides the end of year progress against achieving the 2009/10 Corporate Objectives:

| | |
|--|--|
| Theme | Community Protection |
| Objective | Reduce deaths and injuries from fires and RTCs |
| Responsible Director | Director Risk Reduction |
| <ul style="list-style-type: none"> • There were 4 deaths last year due to fire, a significant reduction on the previous year. Only two of these were accidental and preventable. • A new Children's Youth and Partnerships Strategy for SWFRS has been written and is now with WAG for consultation for better targeting and referral to FRS Youth programs. • The Social Marketing project was launched in Tonypanydy to tackle youth behaviour in setting deliberate grass fires. A 74% reduction was achieved in the crucial 6 week period. The initiative will roll out across critical areas in 2010/11 • Renewed direct WAG funding for CS activities secured for 2010/11 period in excess of £800k. | |

| | |
|---|--|
| Theme | Attract and Develop Our People |
| Objective | Create an organisation that practices our values |
| Responsible Director | Director People Services |
| <ul style="list-style-type: none"> • IIP steering group established final assessment actions plans. • Wide range of HR policies and practices are being developed to further promote our employee work life balance and to advance the Service as employer of choice. • Maintenance of the existing good industrial relations with all of the representative bodies, promoting continuous engagement through effective consultation the review and development of extensive range of policies and procedures. • Progressing validation of South Wales Strategic ADC programme. • Progressed Fire Authority Member development programme in collaboration with Corporate Support Directorate. • 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. • Engaging with managerial groups on all aspects of training and development as well as delivering training as applicable defined situation. • Progressing health awareness agenda via the Occupational Health Unit and Physical Training Instructors. • Established a budget based monitoring and review process to provide managers with ongoing information to support the decision making processes more effectively. | |

| | |
|---|-------------------------------------|
| Theme | Effective Use of Resources |
| Objective | Implement the Asset Management Plan |
| Responsible Director | Director Corporate Services |
| <ul style="list-style-type: none"> • Major property and projects structure approved. • Capital allocation for 10/11 agreed. • Asset management working group to be established in new municipal year reporting to FAPM. • Implementation of plan ongoing. | |

| | |
|--|---------------------------------------|
| Theme | Organisational Improvement Theme |
| Objective | To re-engineer our business processes |
| Responsible Director | Director Corporate Services |
| <ul style="list-style-type: none"> • Improvement workshops in headquarters, stations and control completed with outcomes being analysed and action plans being developed. | |

| | |
|--|---|
| Theme | Sustainability |
| Objective | Reduce environmental impact on operational activities |
| Responsible Director | Director Risk Reduction |
| <ul style="list-style-type: none"> • Green Champions are now firmly embedded on stations. • Reducing the environmental impact of operational activities has been included as an aspect of Tactical Officers courses with relation to overall operations with specific focus on wildfire. <ul style="list-style-type: none"> ○ Wildfire level 2 training for supervisory and tactical managers has now commenced in high risk areas. To date 48 individuals have been trained with further courses programmed throughout the summer months. ○ This training combined with the use of Argocats has seen a significant decrease in deployments onto the mountainside at several incidents. On large fires the attendance of front line appliances has been reduced on average by 2-3 appliances. Members of the Operational Development and Review Team have also made comments regarding their observations of crews working more effectively on the mountainside. ○ Through the partnership arrangement with the Forestry Commission and Airborne Solutions, the helicopter has been deployed on eight occasions. These incidents would have been protracted for several hours if not days, however early use of the helicopter has brought the incidents to a safe and successful conclusion once again limiting the numbers of resources committed to the mountainside. | |