

# Improvement Plan 2009/2010 – Summary

Fire and Rescue Services in Wales have a duty to show year on year improvement as part of the Wales Programme for Improvement. Fire Authority Members drive this process through the Performance Review and Audit Committee.

Provided here is a summary of our of our Improvement Plan for 2009/2010 but full reporting has been made as part of a single comprehensive document that also includes our [Risk Reduction Action Plan for 2010/2011](#).

## Our key objectives are:-

- To save lives and protect communities
- To be trusted and respected by our communities
- To be seen as more than an emergency service
- To manage within budget
- To make efficiencies year on year
- To match our resources to priorities
- To seek out and utilise alternative resources
- To manage our people effectively
- To fully develop risk reduction planning
- To develop effective partnership working
- To develop our workforce into effective and empowered people

## Performance Indicators for 2008/09

The Welsh Assembly Government has provided Performance Indicators (PI) for the Welsh Fire and Rescue Services to report on their performance on specific areas of Risk Reduction and Community Safety and Workforce and Financial Health. Strategic Indicators are published here and are supplemented by some of our Core Indicators. Figures for the last four years are provided in order to report on trends in our performance, also shown are the challenging targets we have set for next year in order to demonstrate our commitment to reducing risk.

Performance is shown as an indicator which takes account of population and dwelling density but actual numbers are shown for the indicators for 2008/09.

## Strategic Indicators

### Fires attended

The number of fires we attend shows a steady downward trend with a significant reduction in some areas; this reflects the success of our home safety and arson reduction work. We want to continue with these reductions and have set challenging targets for next year.

| Fires, primary fires, accidental dwelling fires and deliberate fires<br>FRS/RRC/S/001 |   |  | 2005/06 | 2006/07 | 2007/08 | 2008/09 |            | 2009/10 Target |
|---|---|--|---------|---------|---------|---------|------------|----------------|
|   |   |  |         |         |         | PI      | Actual     |                |
| (i)   | ✓ | Total number of all fires attended per 10,000 population.                        | 76.70   | 82.00   | 76.66   | 62.06   | 5416 fires | 70.00          |
| (ii)  | ✓ | Total number of all primary fires attended per 10,000 population.                | 31.10   | 28.80   | 25.80   | 23.90   | 2086 fires | 23.81          |
| (iii)   | ✗ | Total number of all accidental fires in dwellings attended per 10,000 dwellings. | 19.20   | 16.20   | 16.49   | 16.54   | 644 fires  | 15.40          |
| (iv)  | ✓ | Total number of all deliberate fires attended per 10,000 population.             | 47.62   | 52.46   | 48.10   | 36.76   | 3208 fires | 40.00          |

**Key** ✓ Reflects an improvement from previous year.  
✗ Reflects that performance has fallen since last year.

## Fire deaths and injuries

The number of injuries from accidental fires continues to show a significant reduction and the trend for fire deaths also shows an overall reduction.

| Fire deaths and injuries<br>FRS/RRC/S/002 |   |   | 2005/06 | 2006/07 | 2007/08 | 2008/09 |             | 2009/10 Target |
|---|---|---|---------|---------|---------|---------|-------------|----------------|
|   |   |   |         |         |         | PI      | Actual      |                |
| (i)                                       | ✓ | Total number of fire deaths per 100,000 population.   | 0.69    | 0.23    | 1.15    | 0.57    | 5 deaths    | 0.57           |
| (ii)                                      | ✓ | Deaths caused by fires started accidentally per 100,000 population.                                       | 0.58    | 0.12    | 0.92    | 0.57    | 5 deaths    | 0.46           |
| (iii)                                     | ✓ | Deaths caused by fires started deliberately per 100,000 population.                                       | 0.12    | 0.12    | 0.23    | 0.00    | 0 deaths    | 0.11           |
| (iv)                                      | ✓ | Total number of injuries (excluding precautionary checks) arising from fires per 100,000 population.      | 26.85   | 18.55   | 13.37   | 8.71    | 76 injuries | 9.05           |
| (v)                                       | ✓ | Injuries (excluding precautionary checks) arising from fires started accidentally per 100,000 population. | 18.21   | 10.60   | 12.33   | 7.22    | 63 injuries | 7.56           |
| (vi)                                      | ✗ | Injuries (excluding precautionary checks) arising from fires started deliberately per 100,000 population. | 2.65    | 1.27    | 1.04    | 1.49    | 13 injuries | 1.49           |

**Key** ✓ Reflects an improvement from previous year.  
✗ Reflects that performance has fallen since last year.

## Fires in Non Domestic Premises

The number of fires in non domestic premises continues to reduce, reflecting the work undertaken to educate and to establish closer working relationships with businesses.

| Fires in non-domestic premises<br>FRS/RRC/S/003 |   | 2005/06 | 2006/07 | 2007/08 | 2008/09 |           | 2009/10 Target |
|---|---|---------|---------|---------|---------|-----------|----------------|
| ✓   | The total number of fires in non-domestic premises per 1,000 non-domestic premises. | 12.8    | 13.2    | 11.61   | 10.54   | 347 fires | 10.21          |

**Key** ✓ Reflects an improvement from previous year.  
✗ Reflects that performance has fallen since last year.

## Risk Reduction and Service Standards

This indicator is recently introduced and reports on the number of Home Fire Safety Checks (HFSC) undertaken in high risk areas as defined by the Fire Service Emergency Cover (FSEC) model. The increase in HFSCs carried out in 2008/2009 reflects the Authority intention to improve year on year. Home Fire Safety Checks are also carried out for risk groups outside of the Standard. Analysis of incidents where fires occur following a HFSC will help us identify how to improve our service, but also show that householders are more aware of the need to report even small fires in the home after they receive a HFSC.

| Risk Reduction and Service Standards<br>FRS/RRC/S/004   |   |   | 2005/06          | 2006/07 | 2007/08 | 2008/09 | 2009/10<br>Target |
|---|---|---|------------------|---------|---------|---------|-------------------|
| (i)   | ✓ | Number of homes within the above average and well above average risk category (FSEC definition) that have received, within the reporting year, a home fire safety risk assessment and are within the 5 min standard.      | Introduced 08/09 |         | 475     | 1023    | 1288              |
| (ii)  | ✓ | Number of homes within the above average and well above average risk category (FSEC definition) that have received, within the reporting year, a home fire safety risk assessment and are within the 10 min standard.     | Introduced 08/09 |         | 2259    | 4923    | 5500              |
| (iii)   | ✗ | Number of homes within the above average and well above average risk category (FSEC definition) that have received, within the reporting year, a home fire safety risk assessment and are outside of the 10 min standard. | Introduced 08/09 |         | 2353    | 1933    | 3000              |
| (iv)  | ✗ | Number of fires in homes in which a home fire safety risk assessment and/or associated risk reduction activity had taken place within two years before the fire.  | Introduced 08/09 |         | 31      | 64      | 50                |
| <b>Key</b> ✓ Reflects an improvement from previous year.<br>✗ Reflects that performance has fallen since last year. |   |   |                  |         |         |         |                   |

## Find out more

Our website contains more detailed information on areas reported in this document. In the Performance Section of our website you will find information on:-

- Risk Reduction Planning
- Annual Action Plans
- Consultation Reports
- Wales Audit Office – Joint Risk Assessment
- Relationship Manager’s Annual Letter
- Welsh Performance Indicators
- Strategic Plan 2010/2015
- Business Plans for Service Departments

or contact us on 0370 6060699.

This document has been equality impact assessed in line with the Service's equality impact policy.

Mid and West Wales Fire and Rescue is committed to creating safer communities in partnership with the communities we serve; the changes we have made so far have reduced overall risk in our community. We are determined to improve our performance further using this plan and the Wales Programme for Improvement in order to secure continuous improvement and greater value for money.

For a FREE Home Fire Safety Check call 0800 169 1234 or go to our website [www.mawwfire.gov.uk](http://www.mawwfire.gov.uk).