

Performance Management Report for the year 2004/05

Corporate Health Indicators		MAWWFRS				Family Group Average			Top Quartile			Exception Report
		Actual		Target		2002/3	2003/4	2004/5	2002/3	2003/4	2004/5	
BVPI	Description	2002/3	2003/4	2004/5	2004/5	2002/3	2003/4	2004/5	2002/3	2003/4	2004/5	
2	The level (if any) of the Commission for Racial Equality's (CRE) standard for local government to which the authority conforms	1	2	1	2	N/App			N/App			Agreed in 2003/4 that Wales FRS will use the Welsh Local Government Equality Standard. In addition the National Equality & Diversity Practitioners Forum, on which MAWWFRS represents the Welsh Region, have recommended that the Quality Standard for Local Government is the most appropriate standard for all FRS in the UK.
3	☹ The percentage of citizens satisfied with the overall service provided	Not measured	74%	N/App	N/App	Not measured	71.37%	N/App	Not measured	73.5	N/App	MAWWFRS Actual for 2003/4 was 74%. No target set due to lack of previous information as this was only the second time this survey was conducted.
8	☹ The percentage of invoices for commercial goods and services, which were paid by the authority within 30 days of such invoices being received by the authority.	83.90%	91.71%	93%	100%	90.00%	92.59%	N/Av	96.41%	96.39%	N/Av	Although under target, this performance represents the family group average.
11a	☺ The percentage of top 5% of earners that are women	5.40%	4.30%	11.76%	5.00%	3%	3.55%		5.07%	5.40%		The Firefighters' Pay Award has brought more female members of staff from Control into this category.
11b	☺ The percentage of top 5% of earners from black and minority ethnic communities	0%	0%	2.9%	See Right	N/A	0.71%		N/A			Given the tiny percentage of ethnic minority staff currently employed by the MAWWFRS, any target would be meaningless.
12	The number of working days/ shifts per employee lost due to sickness absence											
(i)	☹ W/T Uniformed and Control	6.9	9.43	7.15	7	10.4	9.96	N/Av	8.9	8.74		Although the W/T Uniformed & Control sickness figures are slightly outside the target set, they are within the Top Quartile and Family Group Average. Sickness rate for all personnel is outside the Service Target, but well within the Top Quartile and Family Group Average.
(ii)	☹ All Staff (excluding retained)	7.7	9.72	7.75	7	10.7	9.95		9.2	9.45		
15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce											
(a)	☹ Staff eligible for membership of Fire Fighter's Pension	0.8%	1.4%	1.02%	1.0%	1.5%	1.90%	N/Av	1.8%	0.86%		
(b)	☹ Local Government Pension Scheme	0.0%	0.6%	0.5%	0.5%	0.3%	0.64%		0.83%	0		
17	Percentage of											
(a)	☹ Ethnic minority uniformed staff	0.2%	0.15%	0.16%	See Right	0.4%	0.39%	N/Av	1.3%	1.51%		All employment procedures and practices encourage applications from all sections of the community. An All-Wales Recruitment Strategy Document has recently been approved by CFOA, which includes detailed advice on the targetting of under-represented groups. An awareness campaign is currently under review for 2005.
(b)	☹ Minority ethnic community population of working age in the brigade area	1.0%	1.0%	1.0%	0.5%	1.0%	1.00%		4.0%	N/Av		
157	☺ The percentage of local priority transactions currently e-enabled.	Not measured	42%	100%	75%	N/A	42.18%		N/Av	70.75%		This PI is above the target set and has followed a very positive report from the ACiW on e-Government Phase 3 Review.

Service Delivery Indicators		MAWWFRS				Family Group Average			Top Quartile			Exception Report	
		Actual		Target									
BVPI	Description	2002/3	2003/4	2004/5	2004/5	2002/3	2003/4	2004/5	2002/3	2003/4	2004/5		
142	Number of calls to fire attended												
(i)	☺ Total calls (excluding false alarms) per 10,000 population	111.6	107.8	83.5	98.1	71.9	76.61		58.64			Improved performance in this area. However, it is still well above the Top Quartile & Family Group Figures.	
(ii)	☺ Primary Fires per 10,000 population	45	40.6	32.7	36.9	32.1	30.4	N/Av	28.8		N/Av		Improved performance in this area. However, it is still well above the Top Quartile & Family Group Figures.
(iii)	☺ Accidental fires in dwellings per 10,000 dwellings	22.2	20.3	18.4	18.6	18.2	16.9		14.84				Improved performance in this area. However, it is still above the Top Quartile & Family Group Figures.
143	Number per 10,000 population of												
(i)	☺ Deaths arising from accidental fires in dwellings	0.8	0.7	0.58	0.59	0.5	0.61		0.3				
(ii)	☺ Injuries – arising from accidental fires in dwellings	18.5	17.72	12.11	14.55	11.4	12.26	N/Av	7.4		N/Av		
144	☺ Accidental fire in dwellings confined to room of origin(%)	91.6%	89.6%	92%	95.0%	Figures unavailable					Performance has fallen short of the target set but is an improvement on the previous year's figure.		
146	☺ Number of calls to malicious false alarms per 1,000 population	0.8	0.83	0.63	0.75	0.9	0.62		0.55				
149	☹ False Alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties	76.8	82.36	86.43	75.4	101	104.22	N/Av	111.4			Statistics would indicate, that in certain Commands the increase in F A Calls is due to new premises coming on line with the commissioning of the Fire Alarm Systems. County Commanders will become more proactive in this area to reduce call numbers.	
206	☺ Number of deliberate fires per 10000 population	22.59	19.69	14.14	18.7		13.62						
150	☺ Expenditure per head of population on the provision of fire and rescue services	£39.90	£42.43	£45.10	£45.44	£32.40	£35.70	N/Av	£28.75			The target was based on the approved 2004/5 budget and most recent population figures available. The actual indicator is based on the same expenditure and updated population figures (mid year 2003 estimates).	