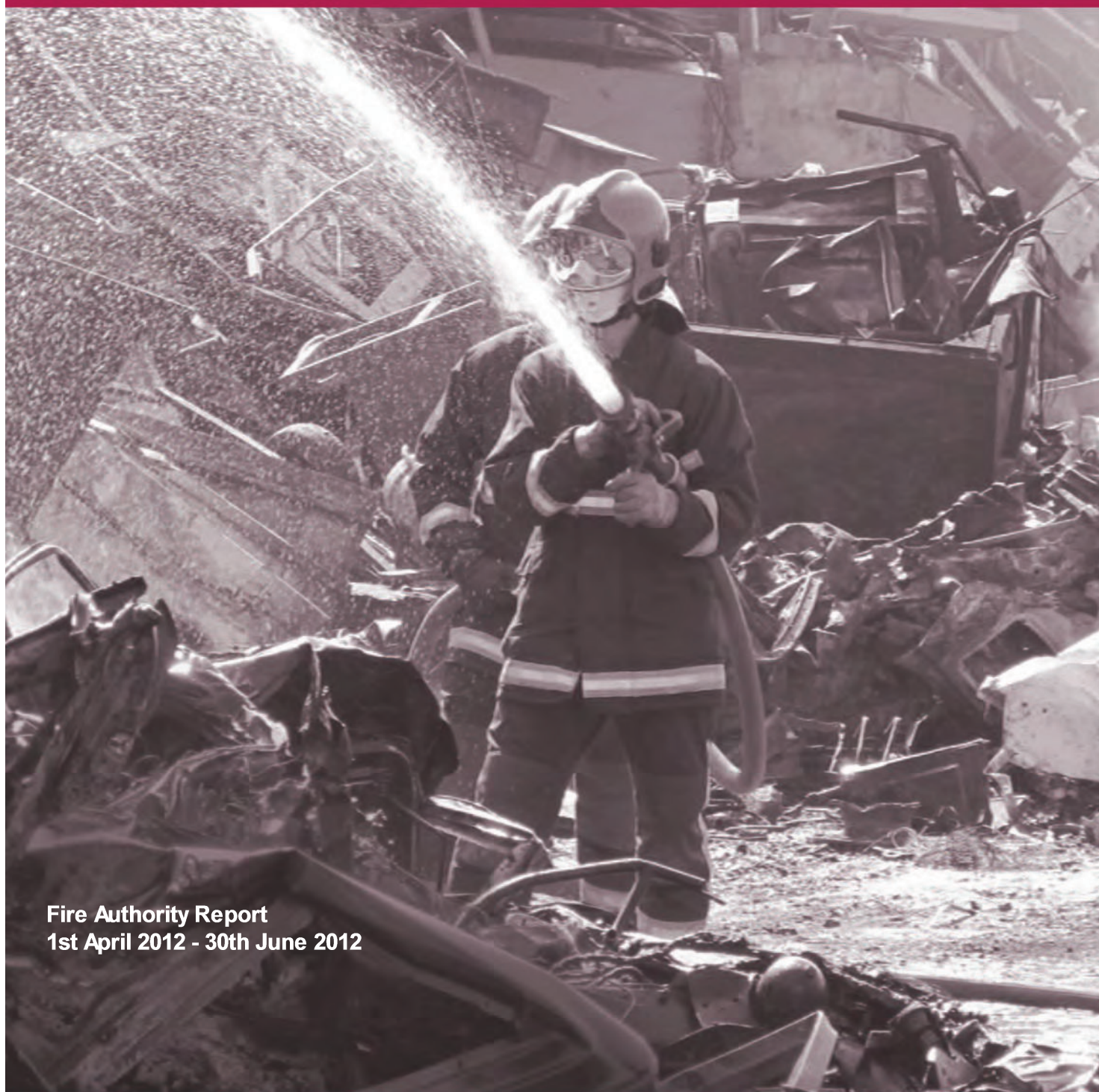




Measuring Progress

GREATER MANCHESTER
FIRE AND RESCUE SERVICE



Fire Authority Report
1st April 2012 - 30th June 2012

Introduction

Performance Indicator Introduction

This report provides a clear measure of progress showing how we are performing in respect of our performance indicators.

All performance indicators are shown by month, to provide a clear picture of how we are performing at any given time. The summary column for each indicator shows how we are performing overall at the end of each reporting period.

Indicators with a target are coded as follows:



Performance is better than target and better than last year



Performance is better than target, but worse than last year



Performance is below target, but better than last year



Performance is below target and worse than last year

Indicators without a target use the arrows to illustrate how current year performance compares to last year.



Performance is better than last year



Performance is the same as last year



Performance is worse than last year

The report begins with a brief description of each performance indicator and a summary of performance across GMFRS, which is then broken down by Borough.

The graphs compare current year performance to the previous year by month and where applicable also compares this years performance to target.

Introduction

Like many public sector organisations, Greater Manchester Fire and Rescue Authority is operating in an extremely challenging financial climate. In common with the other Metropolitan Fire and Rescue Authorities we have been handed the largest budget cuts in the sector, with overall reductions between 25 to 40% over the period 2011-2015. These figures translate to funding cuts of between £18 million to £25 million. Further more, our ability to plan for these changes and minimise the impact they will have upon the service we provide is made even more challenging by the lack of information for the period 2013-15.

Our challenges are not just limited to our budget situation. The risks facing our firefighters are becoming increasingly complex and the breadth of the services that we provide are ever growing. We are also developing our existing partnerships with other providers of services to the public, to ensure we work together and are able to support agendas beyond preventing fires.

Despite the challenges, we remain passionate about our purpose of protecting and improving the quality of people's lives across Greater Manchester and we believe that we can still achieve this goal and continue to improve our performance.

The Corporate Plan 2012-15 sets out how we intend to achieve this. Central to our approach is a move away from a 'one size fits all' service towards a more flexible, responsive, efficient and targeted approach which is tailored to the risks facing each area within Greater Manchester.

This report is intended to complement the richer picture of overall Service activity contained within the quarterly CFO activity reports available on our website and to support elected Members of the Fire Authority in their meetings with Borough Managers and Partners.



Steve McGuirk
CBE, MA, BA(Hons), FRSA, FIFireE
Chief Executive/
County Fire Officer



David Acton
Chairman
Greater Manchester
Fire and Rescue Authority



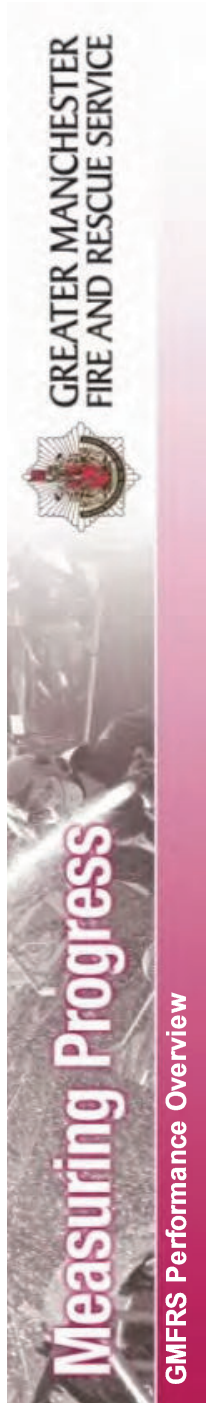
Tommy Judge
Vice-Chairman
Greater Manchester
Fire and Rescue Authority

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2012/13 PERFORMANCE INDICATORS FRAMEWORK							GREATER MANCHESTER FIRE AND RESCUE SERVICE	Status
Indicator Description	Previous Yr to Date	Current Yr to Date	Target to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Prevention								
Primary Fires (DL1, 2)	(i) Total (DL1)	1,505	1,288	1,339	1288			↑
	(ii) Fatalities (DL2)	4	4	Aspire to zero	4			→
	(iii) Injuries (DL2)	112	95	102	95			↑
	(iv) Injuries broken down Serious (DL2) Slight (DL2)	11 101	15 80	Monitored for information Monitored for information	15 80			New for 2012/13 New for 2012/13
Deliberate Fires (DL1, 2)	(i) Total (DL1, 2)	3,413	2,058	3,126	2058			↑
	(ii) Primary (DL1, 2)	619	478	526	478			↑
	(iii) Secondary (DL1, 2)	2,794	1,580	2,600	1,580			↑
The number of Home Safety Checks completed (DL1, 2, 3, 12)	16,452	15,961	16,530	15,961				↓
Number of accidental dwelling fires (DL1, 2, 4)	Percentage of accidental fires in dwellings confined to room of origin (DL4)	93%	92%	95%	493			↑
		51.78%	51.78%		92%			↓
The percentage of fires attended in dwellings where:	(i) a smoke alarm had activated (DL4)	47.73%	51.78%		51.78%			↑
	(ii) a smoke alarm was fitted but did not activate (DL4)	19.49%	18.85%		18.85%			→
The number of people in accidental dwelling fires who escape unharmed without FRA assistance (DL2)	Number of calls to malicious false alarms Attended (DL1, 3)	32.78%	29.37%	29.24%	29.37%			↓
		517	942		942			↑
Malicious Calls Challenged by Control (DL1, 3)	The number of incidents involving hostilities towards fire-fighters (DL3)	158	152	132	152			↑
		582	400		400			↓
Number of road traffic accidents attended (DL1)		14	8		8			↑
		185	198		198			→

Indicator Description	Previous Yr to Date	Yr to Date	Target to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Trend / Status
Protection								
Number of Fire Safety Enforcement Inspections (DL1, 4, 5, 7)	1,444	1,533	2,295	1,533				↑
Number of Inspections resulting in the issue of an Enforcement Notice (DL5, 7)	112	120	Monitored for information	120				New for 2012/13
Number of fires in Non Domestic Properties (DL1, 4, 5)	203	203	Monitored for information	203				New for 2012/13
False alarms caused by automatic fire detection apparatus (DL1, 4, 5)	1,316	1,208	1028	1,208				↑
Response								
% of 999 calls answered within 6 seconds (DL8)	95.30%	96.54%	98%	96.54%				↑
45 seconds	5.55%	14.66%	75%	14.66%				↑
60 seconds	19.58%	35.52%	85%	35.52%				↑
90 seconds	52.77%	68.45%	90%	68.45%				↑
120 seconds	74.81%	83.92%	98%	83.92%				↑
Life saving advice by 999 operator (DL2, 8, 9)	2	9	Monitored for information	9				New for 2012/13
% of appliances turned out from Wholtime Stations within 60 seconds (DL6)	33%	36%	100%	36%				↑
% of appliances turned out from Retained Stations within 5 minutes (DL8)	84%	72%	100%	72%				↓
Appliances turned out from Stations with 'Other' crewing arrangements on average within 3 minutes (DL6)	3 mins 45 seconds	3 mins 12 seconds	3 mins	3 mins 12 seconds				New for 2012/13
Category 1 - less than 5 minutes	87%	82%	95%	82%				↓
Category 2 - less than 7 minutes	94%	95%	95%	95%				↑
Category 3 - less than 12 minutes	98%	98%	95%	98%				→
Category 4 - less than 17 minutes	98%	97%	95%	97%				↓
Number of People Rescued from Fires (DL2)	56	50		50				↑



Indicator Description	Previous Yr to Date	Yr to Date	Target to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Trend / Status	
Public Value									
Planned in year efficiency savings (DL10)	Reported Annually			Planned efficiency savings in year amount to £6,455,000					Reported annually
To recruit and maintain at least 200 Volunteers to provide 100,000 volunteer hours (DL13)	179	309	200	309				↑	
	5,301	8,549	7,000	8,549				↑	
People									
of working time lost to sickness (DL16, 18)	New for 2012/13	3.04%	Monitored for information	3.04%				New for 2012/13	
(ii) All staff	1.38	1.62	1.5	1.62				↓	
(i) Whole-time uniformed staff	1.08	1.34	1.5	1.34				↓	
(ii) Non-Uniformed Staff	2.48	2.69	1.5	2.69				↓	
Principles									
The number of working days lost to injuries (DL18)	79	47	106	47				↑	
The reduction in our overall carbon footprint and use of natural resources (DL17)	3,015	2,255	n/a	2,255				↑	
Gas *	2,076,875	3,047,355	2,625,623	3,047,355				↓	
* Note: Gas and Electric data reflects consumption for automatically metered sites.	1,145,221	1,105,482	1,312,320	1,105,482				↑	
Fuel (in litres)	169,728	158,690	150,184	158,690				↑	
The number of complaints received (DL6, 12)	15	26	Monitored for information	26				New for 2012/13	
The number of Freedom of Information requests received (DL6)	15	17	Monitored for information	17				New for 2012/13	
** KPIs highlighted in this colour were introduced on 01/04/12									

Prevention

1.0 Primary Fires

These are reportable fires, such as those listed below*, or any fires involving Fatalities, Casualties, Rescues, or fires attended by five or more appliances. An appliance is counted if either the appliance, equipment from it, or personnel riding on it, were used to fight the fire.

*Buildings, Caravans, Trailers, etc. Vehicles and other methods of transport (not derelict), Outdoor storage, Plant and Machinery, Agricultural and Forestry premises and property, other outdoor structures including post boxes, tunnels, bridges, etc.

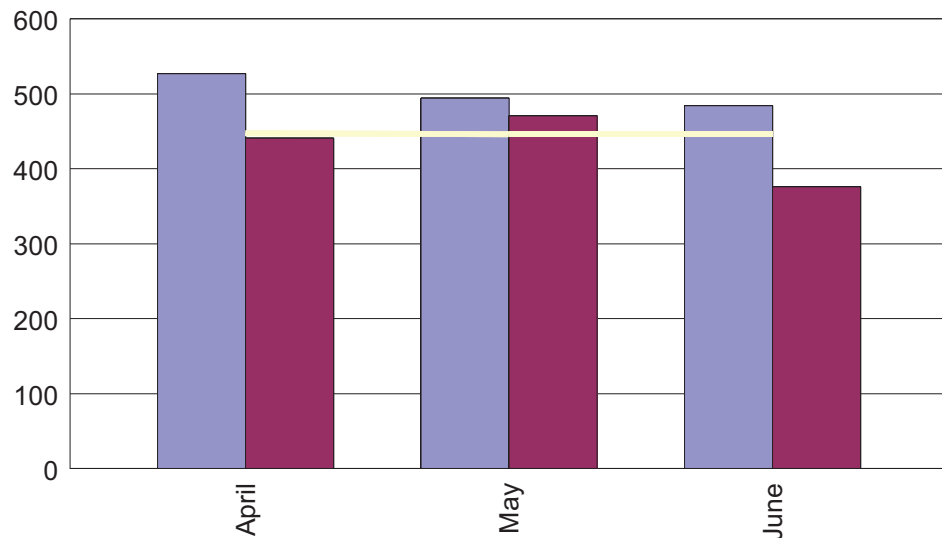
Buildings are classed as:

All buildings including those under construction, but excluding derelict buildings or those under demolition.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
April	527	441	-86	447	-6	101.36%	▲
May	494	471	-23	446	25	94.69%	▲
June	484	376	-108	446	-70	118.62%	▲
Grand Total	1505	1288	-217	1339	-51	103.96%	▲

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

The total number of primary fires are down in quarter 1 from the previous year total by 217 (14.42%) and below target to date by 51 (3.81%). The drop in total primary fires is mainly attributable to targeted initiatives such as HSC work focussing advice around cooking safety, identifying hotspots and supporting pro-active campaigns in sheltered accommodation, working with care providers to deliver targeted safety messages.



Prevention

1.0 Primary Fires

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
BOLTON	1	April	65	51	-14	54	-3	105.88%	▲
		May	54	47	-7	54	-7	114.89%	▲
		June	62	46	-16	54	-8	117.39%	▲
Summary of BOLTON			181	144	-37	162	-18	112.50%	▲
BURY	1	April	25	27	2	25	2	92.59%	▼
		May	26	33	7	25	8	75.76%	▼
		June	32	22	-10	25	-3	113.64%	▲
Summary of BURY			83	82	-1	75	7	91.46%	▲
MANCHESTER	1	April	121	102	-19	110	-8	107.84%	▲
		May	123	118	-5	110	8	93.22%	▲
		June	125	97	-28	110	-13	113.40%	▲
Summary of MANCHESTER			369	317	-52	330	-13	104.10%	▲
OLDHAM	1	April	57	44	-13	40	4	90.91%	▲
		May	41	44	3	40	4	90.91%	▼
		June	36	45	9	40	5	88.89%	▼
Summary of OLDHAM			134	133	-1	120	13	90.23%	▲
ROCHDALE	1	April	40	39	-1	36	3	92.31%	▲
		May	40	43	3	36	7	83.72%	▼
		June	41	28	-13	36	-8	128.57%	▲
Summary of ROCHDALE			121	110	-11	108	2	98.18%	▲
SALFORD	1	April	56	32	-24	47	-15	146.88%	▲
		May	57	46	-11	47	-1	102.17%	▲
		June	42	41	-1	47	-6	114.63%	▲
Summary of SALFORD			155	119	-36	141	-22	118.49%	▲
STOCKPORT	1	April	39	42	3	31	11	73.81%	▼
		May	37	43	6	30	13	69.77%	▼
		June	36	20	-16	31	-11	155.00%	▲
Summary of STOCKPORT			112	105	-7	92	13	87.62%	▲
TAMESIDE	1	April	33	33	0	28	5	84.85%	◀▶
		May	35	28	-7	28	0	100.00%	▲
		June	26	23	-3	27	-4	117.39%	▲
Summary of TAMESIDE			94	84	-10	83	1	98.81%	▲
TRAFFORD	1	April	31	27	-4	24	3	88.89%	▲
		May	21	28	7	24	4	85.71%	▼
		June	29	21	-8	24	-3	114.29%	▲
Summary of TRAFFORD			81	76	-5	72	4	94.74%	▲
WIGAN	1	April	60	44	-16	52	-8	118.18%	▲
		May	60	41	-19	52	-11	126.83%	▲
		June	55	33	-22	52	-19	157.58%	▲
Summary of WIGAN			175	118	-57	156	-38	132.20%	▲
Grand Total			1505	1288	-217	1339	-51	103.96%	▲



Prevention

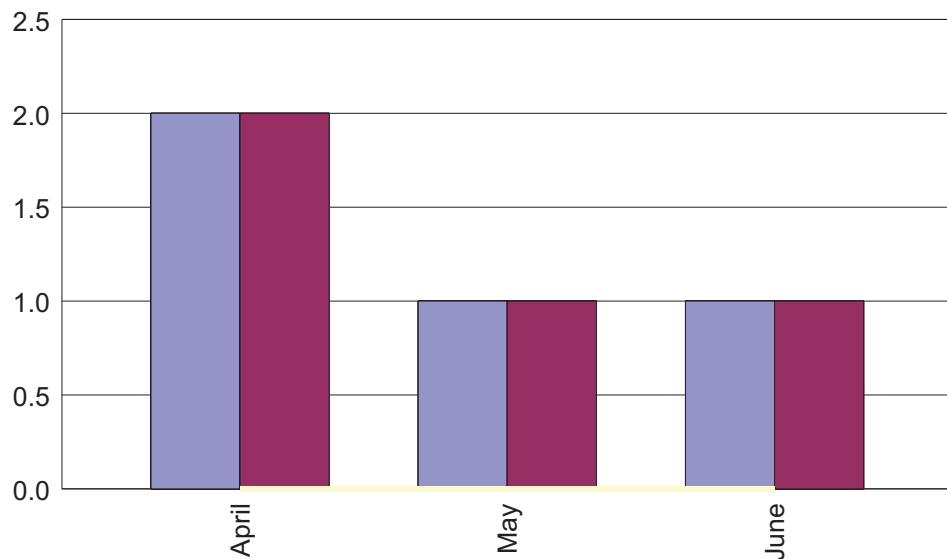
1.1 Fatalities from Fires

The number of deaths occurring as a result of a Fire. This indicator includes all incidents where the Coroner has recorded fire as the cause of death.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
April	2	2	0	◀▶
May	1	1	0	◀▶
June	1	1	0	◀▶
Grand Total	4	4	0	◀▶

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

Please refer to the performance issue log on the following page.

Prevention

1.1 Fatalities from Fires - Performance Issue Log

Performance Indicator: Primary Fires (Fatalities)

Date Logged: 24/7/12

Nature of Problem:

Fatalities from fire remains at the same level for quarter one this year compared to the same period last year, with 4 reportable fire deaths. Two were as a result of cooking, one resulting from an electric blanket and one as a result of a murder.

Analysis:

The murder case is beyond the immediate ability of GMFRS to resolve.

The incident involving the electric blanket resulted in the death of an older member of the community. We have learnt that there is more information that we could gather that may be of value in designing future community safety campaigns e.g. the age and condition of the electric blanket and when it was last tested, if at all.

The two cooking related fatalities involved chip pans and alcohol as contributory factors. In one of the cases the family were known to other agencies and would have been discussed through Multi Agency Risk Assessment Conference (MARAC), however there were no previous fire related issues. This has highlighted an opportunity to develop a more consistent approach to engagement with MARAC across all Boroughs

Action taken:

Implementation of the fire investigation review will address some of the issues relating to fatalities such as products, maintenance etc.

A 'Ban the Pan' campaign is being launched with the support of the Co-Operative Group.

Proactive promotion of automatic water suppression systems is taking place with MPs, LA Members and Social housing providers to encourage the voluntary adoption of their use and identify cost benefits to all. This approach is also being supported by the Local Government Association who have developed and are proposing the implementation of a Strategy to promote the use of sprinklers in all premises. The introduction of AWSS may reduce the number of fire fatalities.

Continued promotion of safer and healthier living through our programmes involving young people.

Expected Outcomes:

The number of fire fatalities has reduced significantly over recent years. The introduction of Automatic Water Suppression Systems (AWSS) may improve this.

Longer term education will result in a more 'fire aware' society.



Prevention

1.1 Fatalities from Fires

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
BOLTON	1	April	0	0	0	↔
		May	0	0	0	↔
		June	0	0	0	↔
Summary of BOLTON			0	0	0	↔
BURY	1	April	0	0	0	↔
		May	0	1	1	▼
		June	0	0	0	↔
Summary of BURY			0	1	1	▼
MANCHESTER	1	April	1	0	-1	▲
		May	0	0	0	↔
		June	1	1	0	↔
Summary of MANCHESTER			2	1	-1	▲
OLDHAM	1	April	0	0	0	↔
		May	0	0	0	↔
		June	0	0	0	↔
Summary of OLDHAM			0	0	0	↔
ROCHDALE	1	April	0	0	0	↔
		May	1	0	-1	▲
		June	0	0	0	↔
Summary of ROCHDALE			1	0	-1	▲
SALFORD	1	April	0	0	0	↔
		May	0	0	0	↔
		June	0	0	0	↔
Summary of SALFORD			0	0	0	↔
STOCKPORT	1	April	0	1	1	▼
		May	0	0	0	↔
		June	0	0	0	↔
Summary of STOCKPORT			0	1	1	▼
TAMESIDE	1	April	0	0	0	↔
		May	0	0	0	↔
		June	0	0	0	↔
Summary of TAMESIDE			0	0	0	↔
TRAFFORD	1	April	1	0	-1	▲
		May	0	0	0	↔
		June	0	0	0	↔
Summary of TRAFFORD			1	0	-1	▲
WIGAN	1	April	0	1	1	▼
		May	0	0	0	↔
		June	0	0	0	↔
Summary of WIGAN			0	1	1	▼
Grand Total			4	4	0	↔

Prevention

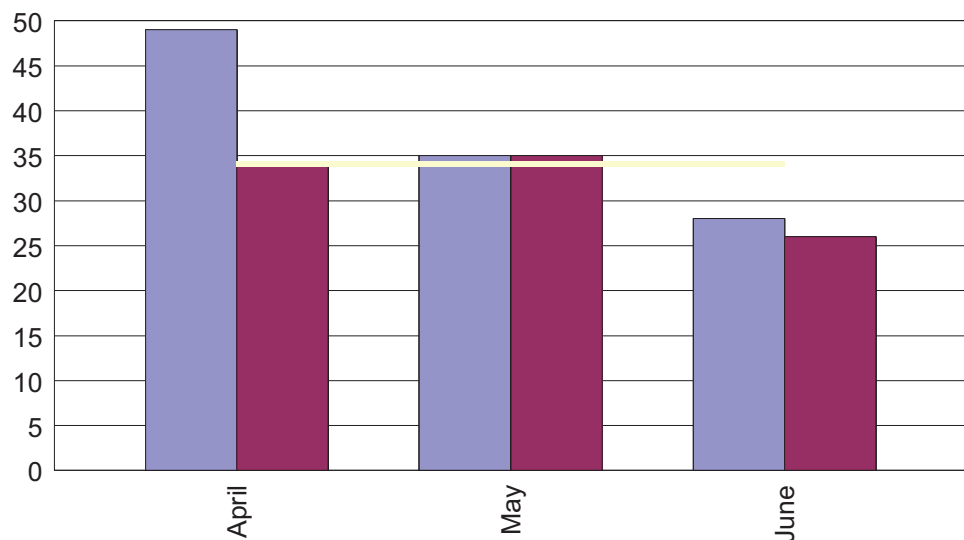
1.2 Casualties from Fires

The number of non-fatal casualties occurring as a result of Primary Fires. This indicator excludes Precautionary Checks and First Aid given at the scene of the incident.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
April	49	34	-15	34	0	100.00%	▲
May	35	35	0	34	1	97.14%	◀▶
June	28	26	-2	34	-8	130.77%	▲
Grand Total	112	95	-17	102	-7	107.37%	▲

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

The total number of casualties resulting from primary fires remains below target for the year by 7 (6.87%). We have also achieved a 15.18% reduction compared to the previous year. The drop in casualties is being influenced by campaigns such as the Service wide HSC delivery programme promoting working smoke alarm ownership and escape planning, as well as developing Service wide safety messages around cooking related incidents.

A breakdown of casualties by severity (serious or slight) is provided below for information:

- Where the Victim went to hospital with a Serious injury - 15
- Where the Victim went to hospital with a Slight injury - 80

To date, serious injuries are above the previous year total by 4 with slight injuries below the previous year total by 21.



Prevention

1.2 Casualties from Fires

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
BOLTON	1	April	4	6	2	3	3	50.00%	▼
		May	2	5	3	3	2	60.00%	▼
		June	4	3	-1	3	0	100.00%	▲
Summary of BOLTON			10	14	4	9	5	64.29%	▼
BURY	1	April	0	2	2	1	1	50.00%	▼
		May	1	4	3	1	3	25.00%	▼
		June	2	5	3	1	4	20.00%	▼
Summary of BURY			3	11	8	3	8	27.27%	▼
MANCHESTER	1	April	13	6	-7	9	-3	150.00%	▲
		May	7	7	0	9	-2	128.57%	◀▶
		June	8	2	-6	9	-7	450.00%	▲
Summary of MANCHESTER			28	15	-13	27	-12	180.00%	▲
OLDHAM	1	April	7	4	-3	3	1	75.00%	▲
		May	2	4	2	3	1	75.00%	▼
		June	1	7	6	3	4	42.86%	▼
Summary of OLDHAM			10	15	5	9	6	60.00%	▼
ROCHDALE	1	April	1	2	1	3	-1	150.00%	▼
		May	8	4	-4	3	1	75.00%	▲
		June	2	2	0	3	-1	150.00%	◀▶
Summary of ROCHDALE			11	8	-3	9	-1	112.50%	▲
SALFORD	1	April	7	2	-5	4	-2	200.00%	▲
		May	3	1	-2	4	-3	400.00%	▲
		June	3	1	-2	4	-3	400.00%	▲
Summary of SALFORD			13	4	-9	12	-8	300.00%	▲
STOCKPORT	1	April	4	5	1	3	2	60.00%	▼
		May	2	4	2	3	1	75.00%	▼
		June	4	1	-3	3	-2	300.00%	▲
Summary of STOCKPORT			10	10	0	9	1	90.00%	◀▶
TAMESIDE	1	April	5	3	-2	3	0	100.00%	▲
		May	5	3	-2	3	0	100.00%	▲
		June	1	3	2	3	0	100.00%	▼
Summary of TAMESIDE			11	9	-2	9	0	100.00%	▲
TRAFFORD	1	April	2	1	-1	2	-1	200.00%	▲
		May	2	2	0	2	0	100.00%	◀▶
		June	2	2	0	2	0	100.00%	◀▶
Summary of TRAFFORD			6	5	-1	6	-1	120.00%	▲
WIGAN	1	April	6	3	-3	3	0	100.00%	▲
		May	3	1	-2	3	-2	300.00%	▲
		June	1	0	-1	3	-3	▲	
Summary of WIGAN			10	4	-6	9	-5	225.00%	▲
Grand Total			112	95	-17	102	-7	107.37%	▲



Prevention

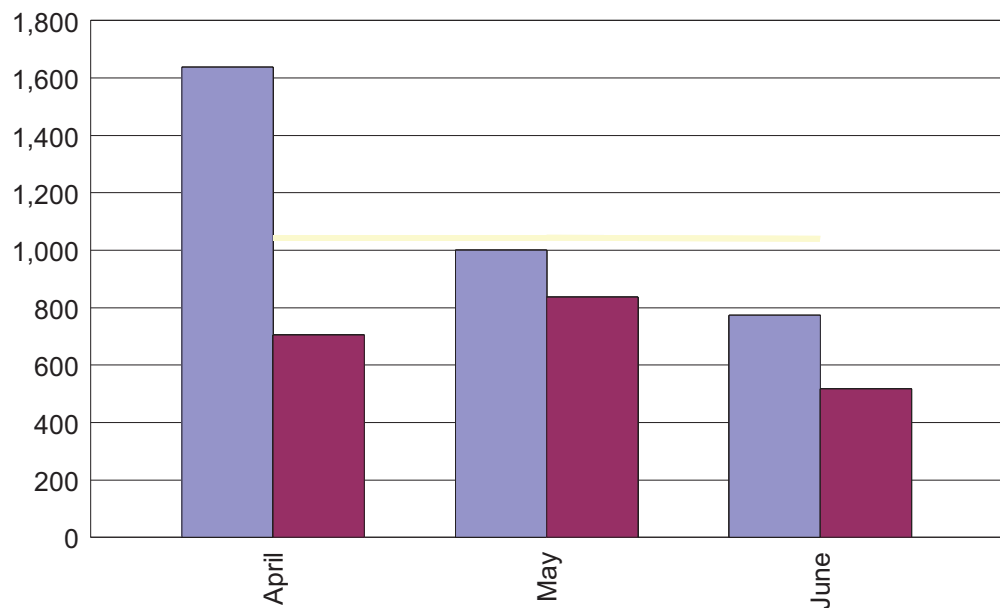
1.3 All Deliberate Fires

The number of fires where the suspected cause is neither 'Accidental' or 'Not Known'. In terms of how a fire is recorded, a deliberate fire is one with a cause that is 'deliberate', 'malicious', or 'doubtful'.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
April	1638	705	-933	1043	-338	147.94%	▲
May	1001	836	-165	1043	-207	124.76%	▲
June	774	517	-257	1040	-523	201.16%	▲
Grand Total	3413	2058	-1355	3126	-1068	151.90%	▲

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

Deliberate fires are down from the previous year by 1,355 (39.7%) and below target by 1,068 (34.1%). The drop in deliberate fires is mainly attributable to a reduction in the number of deliberate secondary fires (1,581).



Prevention

1.3 All Deliberate Fires

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
BOLTON	1	April	205	101	-104	120	-19	118.81%	▲
		May	105	87	-18	120	-33	137.93%	▲
		June	79	55	-24	120	-65	218.18%	▲
Summary of BOLTON			389	243	-146	360	-117	148.15%	▲
BURY	1	April	77	29	-48	51	-22	175.86%	▲
		May	55	46	-9	51	-5	110.87%	▲
		June	35	22	-13	51	-29	231.82%	▲
Summary of BURY			167	97	-70	153	-56	157.73%	▲
MANCHESTER	1	April	280	143	-137	195	-52	136.36%	▲
		May	191	163	-28	195	-32	119.63%	▲
		June	166	115	-51	195	-80	169.57%	▲
Summary of MANCHESTER			637	421	-216	585	-164	138.95%	▲
OLDHAM	1	April	211	68	-143	126	-58	185.29%	▲
		May	119	123	4	126	-3	102.44%	▼
		June	76	60	-16	126	-66	210.00%	▲
Summary of OLDHAM			406	251	-155	378	-127	150.60%	▲
ROCHDALE	1	April	160	69	-91	109	-40	157.97%	▲
		May	105	86	-19	109	-23	126.74%	▲
		June	89	44	-45	109	-65	247.73%	▲
Summary of ROCHDALE			354	199	-155	327	-128	164.32%	▲
SALFORD	1	April	155	69	-86	101	-32	146.38%	▲
		May	106	100	-6	101	-1	101.00%	▲
		June	69	67	-2	101	-34	150.75%	▲
Summary of SALFORD			330	236	-94	303	-67	128.39%	▲
STOCKPORT	1	April	102	50	-52	67	-17	134.00%	▲
		May	71	51	-20	66	-15	129.41%	▲
		June	67	27	-40	64	-37	237.04%	▲
Summary of STOCKPORT			240	128	-112	197	-69	153.91%	▲
TAMESIDE	1	April	137	41	-96	79	-38	192.68%	▲
		May	68	56	-12	80	-24	142.86%	▲
		June	54	40	-14	79	-39	197.50%	▲
Summary of TAMESIDE			259	137	-122	238	-101	173.72%	▲
TRAFFORD	1	April	68	27	-41	46	-19	170.37%	▲
		May	50	23	-27	46	-23	200.00%	▲
		June	31	25	-6	46	-21	184.00%	▲
Summary of TRAFFORD			149	75	-74	138	-63	184.00%	▲
WIGAN	1	April	243	108	-135	149	-41	137.96%	▲
		May	131	101	-30	149	-48	147.52%	▲
		June	108	62	-46	149	-87	240.32%	▲
Summary of WIGAN			482	271	-211	447	-176	164.94%	▲
Grand Total			3413	2058	-1355	3126	-1068	151.90%	▲



Prevention

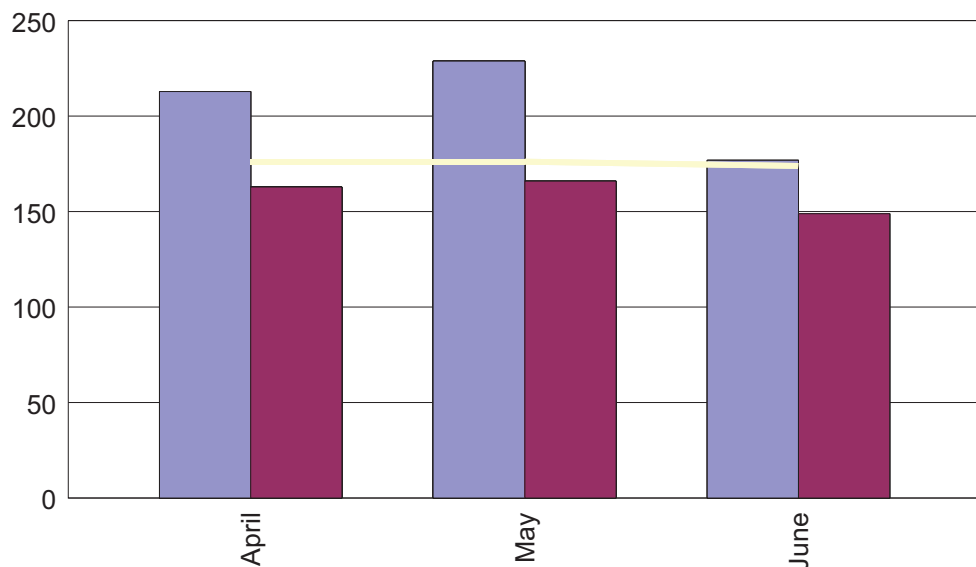
1.4 Deliberate Primary Fires

The number of Primary Fires where the suspected cause is neither 'Accidental' or 'Not Known'. In terms of how a fire is recorded, a deliberate fire is one with a cause that is 'deliberate', 'malicious', or 'doubtful'.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
April	213	163	-50	176	-13	107.98%	▲
May	229	166	-63	176	-10	106.02%	▲
June	177	149	-28	174	-25	116.78%	▲
Grand Total	619	478	-141	526	-48	110.04%	▲

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

Deliberate primary fires have also fallen in quarter 1 compared to last year by 141 (22.78%) and is below target by 48 (9.13%). Work continues both internally and externally to identify frequent hotspots, utilising partners and volunteers in conjunction with local authority services for removing rubbish. Operational crews using the CCTV and digital cameras on the appliances continue to notify environmental services to get bins emptied before they are set on fire. This also provides evidence that more bins are required in particular areas.

Work also continues on Arson Vulnerability Assessments of commercial properties by operational crews. Other initiatives to reduce deliberate fires include multi-agency respect action weeks concentrating on areas where these types of incident have occurred. These activities have contributed to the overall reduction of 11.2% this year, with all months in this quarter seeing a reduction in deliberate primary fires.

In Rochdale all instances of deliberate fires are reported to the Police and are incorporated in to Days of Action. The void property strategy has played a vital role in keeping deliberate primary fires down with properties being acted upon swiftly by the Local Authority.

Trafford Borough has seen an increase in vehicle fires. Watch Manager awareness as well as support from partner agencies, eg., the new Trafford Partnership structure should enhance and improve communication and joined up working therefore reducing the number of incidents.



Prevention

1.4 Deliberate Primary

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
BOLTON	1	April	23	22	-1	19	3	86.36%	▲
		May	24	22	-2	19	3	86.36%	▲
		June	20	18	-2	19	-1	105.56%	▲
Summary of BOLTON			67	62	-5	57	5	91.94%	▲
BURY	1	April	7	8	1	11	-3	137.50%	▼
		May	14	8	-6	11	-3	137.50%	▲
		June	18	6	-12	11	-5	183.33%	▲
Summary of BURY			39	22	-17	33	-11	150.00%	▲
MANCHESTER	1	April	52	35	-17	41	-6	117.14%	▲
		May	53	40	-13	41	-1	102.50%	▲
		June	38	39	1	41	-2	105.13%	▼
Summary of MANCHESTER			143	114	-29	123	-9	107.89%	▲
OLDHAM	1	April	28	17	-11	21	-4	123.53%	▲
		May	27	24	-3	21	3	87.50%	▲
		June	18	18	0	21	-3	116.67%	◀▶
Summary of OLDHAM			73	59	-14	63	-4	106.78%	▲
ROCHDALE	1	April	16	16	0	14	2	87.50%	◀▶
		May	19	19	0	14	5	73.68%	◀▶
		June	15	12	-3	14	-2	116.67%	▲
Summary of ROCHDALE			50	47	-3	42	5	89.36%	▲
SALFORD	1	April	29	12	-17	20	-8	166.67%	▲
		May	29	14	-15	20	-6	142.86%	▲
		June	13	19	6	20	-1	105.26%	▼
Summary of SALFORD			71	45	-26	60	-15	133.33%	▲
STOCKPORT	1	April	10	13	3	8	5	61.54%	▼
		May	12	12	0	8	4	66.67%	◀▶
		June	10	7	-3	6	1	85.71%	▲
Summary of STOCKPORT			32	32	0	22	10	68.75%	◀▶
TAMESIDE	1	April	13	15	2	12	3	80.00%	▼
		May	16	7	-9	12	-5	171.43%	▲
		June	12	11	-1	12	-1	109.09%	▲
Summary of TAMESIDE			41	33	-8	36	-3	109.09%	▲
TRAFFORD	1	April	8	9	1	5	4	55.56%	▼
		May	5	5	0	5	0	100.00%	◀▶
		June	4	7	3	5	2	71.43%	▼
Summary of TRAFFORD			17	21	4	15	6	71.43%	▼
WIGAN	1	April	27	16	-11	25	-9	156.25%	▲
		May	30	15	-15	25	-10	166.67%	▲
		June	29	12	-17	25	-13	208.33%	▲
Summary of WIGAN			86	43	-43	75	-32	174.42%	▲
Grand Total			619	478	-141	526	-48	110.04%	▲

Prevention

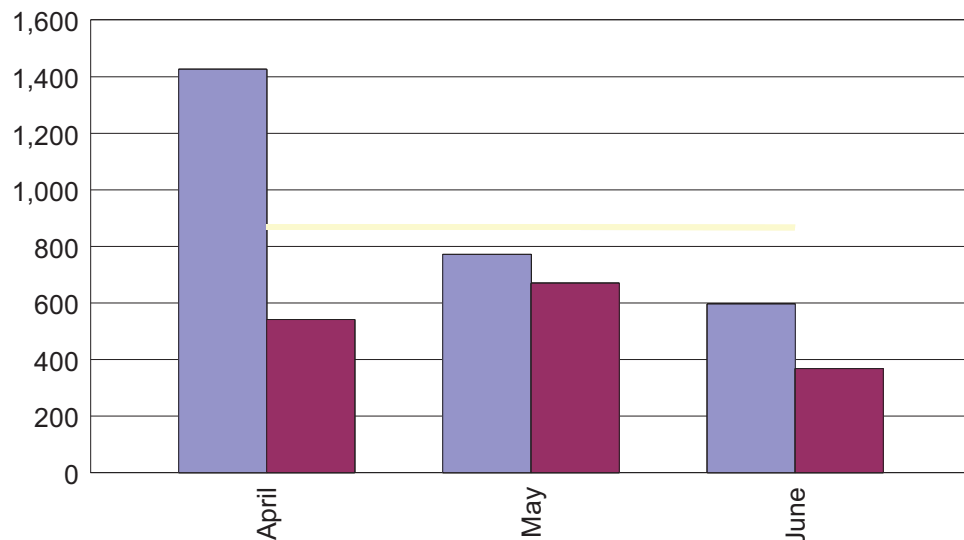
1.5 Deliberate Secondary Fires

The number of Secondary Fires where the suspected cause is neither 'Accidental' or 'Not Known'. In terms of how a fire is recorded, a deliberate fire is one with a cause that is 'deliberate', 'malicious', or 'doubtful'.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
April	1425	542	-883	867	-325	159.96%	▲
May	772	670	-102	867	-197	129.40%	▲
June	597	368	-229	866	-498	235.33%	▲
Grand Total	2794	1580	-1214	2600	-1020	164.56%	▲

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

Deliberate secondary fires continue to fall across all Boroughs.

Salford Borough are developing their youth engagement work. The Children and Young People co-ordinator for the Borough is currently developing the SARA process to support their bid for Firefly courses. Strong links have also been developed with the Salford lad's Club which supports their work with the 'Troubled Families' agenda and also post August riots community engagement.

Following an agreement with the Superintendent at GMP in Bolton, crews are requested to inform the Police hub via email of any spates of small fires that they would not normally attend. This is to raise their awareness to fire related Anti-social behaviour issues in those areas.

Environmental Services are running an initiative in conjunction with Harper Green School to litter pick in Farnworth's area. GMP are running an ASB reduction campaign in Horwich town centre, targeting youths. Increased PCSO patrols around Brightmet Football club. The use of Small Incident Units to target open spaces to provide information to the public and note any fly tipping, loose refuse and full skips which can be removed. Themed visits are undertaken where appropriate.

Environmental services have now removed 601 discarded wheelie bins from across Bolton Borough, therefore reducing the risk of these being set on fire.



Prevention

1.5 Deliberate Secondary Fires

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
BOLTON	1	April	182	79	-103	101	-22	127.85%	▲
		May	81	65	-16	101	-36	155.38%	▲
		June	59	37	-22	101	-64	272.97%	▲
Summary of BOLTON			322	181	-141	303	-122	167.40%	▲
BURY	1	April	70	21	-49	40	-19	190.48%	▲
		May	41	38	-3	40	-2	105.26%	▲
		June	17	16	-1	40	-24	250.00%	▲
Summary of BURY			128	75	-53	120	-45	160.00%	▲
MANCHESTER	1	April	228	108	-120	154	-46	142.59%	▲
		May	138	123	-15	154	-31	125.20%	▲
		June	128	76	-52	154	-78	202.63%	▲
Summary of MANCHESTER			494	307	-187	462	-155	150.49%	▲
OLDHAM	1	April	183	51	-132	105	-54	205.88%	▲
		May	92	99	7	105	-6	106.06%	▼
		June	58	42	-16	105	-63	250.00%	▲
Summary of OLDHAM			333	192	-141	315	-123	164.06%	▲
ROCHDALE	1	April	144	53	-91	95	-42	179.25%	▲
		May	86	67	-19	95	-28	141.79%	▲
		June	74	32	-42	95	-63	296.88%	▲
Summary of ROCHDALE			304	152	-152	285	-133	187.50%	▲
SALFORD	1	April	126	57	-69	81	-24	142.11%	▲
		May	77	86	9	81	5	94.19%	▼
		June	56	48	-8	81	-33	168.75%	▲
Summary of SALFORD			259	191	-68	243	-52	127.23%	▲
STOCKPORT	1	April	92	37	-55	59	-22	159.46%	▲
		May	59	39	-20	58	-19	148.72%	▲
		June	57	20	-37	58	-38	290.00%	▲
Summary of STOCKPORT			208	96	-112	175	-79	182.29%	▲
TAMESIDE	1	April	124	26	-98	67	-41	257.69%	▲
		May	52	49	-3	68	-19	138.78%	▲
		June	42	29	-13	67	-38	231.03%	▲
Summary of TAMESIDE			218	104	-114	202	-98	194.23%	▲
TRAFFORD	1	April	60	18	-42	41	-23	227.78%	▲
		May	45	18	-27	41	-23	227.78%	▲
		June	27	18	-9	41	-23	227.78%	▲
Summary of TRAFFORD			132	54	-78	123	-69	227.78%	▲
WIGAN	1	April	216	92	-124	124	-32	134.78%	▲
		May	101	86	-15	124	-38	144.19%	▲
		June	79	50	-29	124	-74	248.00%	▲
Summary of WIGAN			396	228	-168	372	-144	163.16%	▲
Grand Total			2794	1580	-1214	2600	-1020	164.56%	▲

Prevention

1.6 Completed Home Safety Checks (HSCs)

The number of Home Safety Checks undertaken by Ops personnel, Community Fire Safety Staff, Partners and Volunteers.

Data from 01/04/12 to 30th June 2012

Completed Home Safety Checks

Borough	OPS	CFS	Other FS	Partner	Total Number of Visits Completed
Bolton	1554	4	445	41	2044
Bury	745	0	8	0	753
Manchester	2636	182	55	1	2874
Oldham	1405	7	2	0	1414
Rochdale	861	22	0	0	883
Salford	1889	35	18	0	1942
Stockport	1815	11	61	0	1887
Tameside	848	4	33	0	885
Trafford	1543	5	12	0	1560
Wigan	1599	8	71	0	1678
Unknown	39	2	0	0	41
Grand Total	14934	280	705	42	15961

In quarter 1 there have been 15,961 Home Safety Checks (HSCs) delivered which is 3.45% below the target of 16,530. Since the web form was launched in January 35,000 HSCs have been input. Some issues with the web form have been identified and whilst some improvements have already been made, there is currently a backlog of approximately 4,000 HSCs waiting to be input into the system. Following a recent review, further improvements to the system and a reduction in the backlog are expected with the introduction of a new gazetteer, amendments to the upload script and the assistance of a member of staff on modified duties to support the ongoing CFRMIS issues and support during the CRMS project.



Prevention

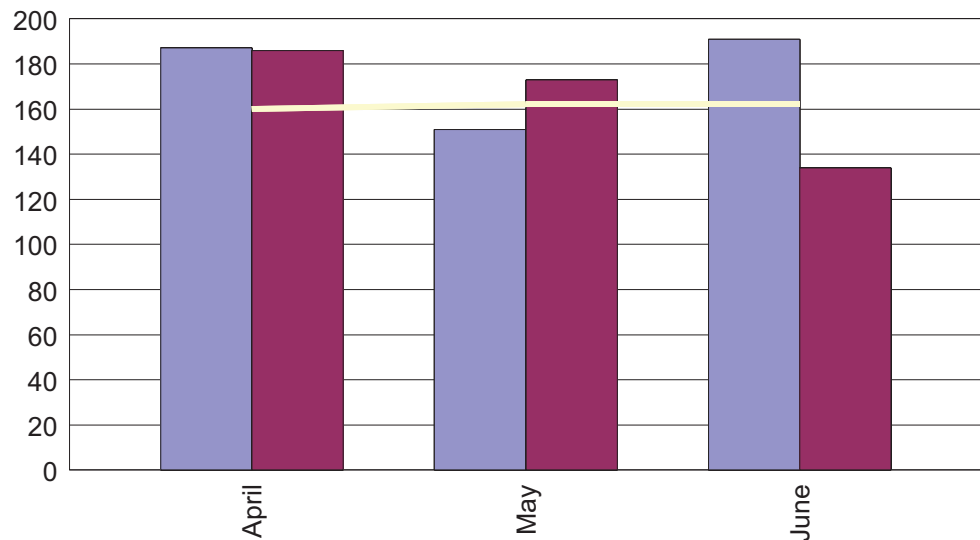
1.7 Accidental Dwelling Fires

The number of fires in dwellings where the cause was recorded as 'Accidental', or 'Not known'.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
April	187	186	-1	160	26	86.02%	▲
May	151	173	22	162	11	93.64%	▼
June	191	134	-57	162	-28	120.90%	▲
Grand Total	529	493	-36	484	9	98.17%	▲

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

Although slightly above target by 9 (1.8%), analysis shows the number of incidents is actually lower than any quarter from the previous three years. There were 493 incidents during Q1 2012/13, with the next lowest being the previous Q1 which saw 529 incidents.

Consequently, a good deal of the trend analysis of differing fire types shows downwards trends against most categories.

High profile media campaigns and working with local press to highlight the issues of cooking related incidents continue. In Oldham the GMFRS 'ban the pan' campaign was recently launched with the help of the media.

In addition to this, targeted proactive work has been taking place across several Boroughs where incidents in sheltered housing have been identified as an issue. This mean working with several sheltered housing schemes and care providers such as Age UK along with residents. Post fire reassurance campaigns also take place in affected areas.

Prevention

1.7 Accidental Dwelling Fires

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
BOLTON	1	April	27	23	-4	20	3	86.96%	▲
		May	13	14	1	20	-6	142.86%	▼
		June	25	21	-4	20	1	95.24%	▲
Summary of BOLTON			65	58	-7	60	-2	103.45%	▲
BURY	1	April	12	13	1	8	5	61.54%	▼
		May	8	8	0	8	0	100.00%	◀▶
		June	6	9	3	8	1	88.89%	▼
Summary of BURY			26	30	4	24	6	80.00%	▼
MANCHESTER	1	April	40	39	-1	42	-3	107.69%	▲
		May	41	36	-5	42	-6	116.67%	▲
		June	58	30	-28	41	-11	136.67%	▲
Summary of MANCHESTER			139	105	-34	125	-20	119.05%	▲
OLDHAM	1	April	16	16	0	12	4	75.00%	◀▶
		May	12	16	4	12	4	75.00%	▼
		June	9	19	10	12	7	63.16%	▼
Summary of OLDHAM			37	51	14	36	15	70.59%	▼
ROCHDALE	1	April	13	12	-1	13	-1	108.33%	▲
		May	12	16	4	13	3	81.25%	▼
		June	18	10	-8	13	-3	130.00%	▲
Summary of ROCHDALE			43	38	-5	39	-1	102.63%	▲
SALFORD	1	April	15	16	1	17	-1	106.25%	▼
		May	18	18	0	17	1	94.44%	◀▶
		June	21	15	-6	17	-2	113.33%	▲
Summary of SALFORD			54	49	-5	51	-2	104.08%	▲
STOCKPORT	1	April	21	21	0	16	5	76.19%	◀▶
		May	16	18	2	16	2	88.89%	▼
		June	17	4	-13	17	-13	425.00%	▲
Summary of STOCKPORT			54	43	-11	49	-6	113.95%	▲
TAMESIDE	1	April	12	12	0	7	5	58.33%	◀▶
		May	7	16	9	9	7	56.25%	▼
		June	9	6	-3	9	-3	150.00%	▲
Summary of TAMESIDE			28	34	6	25	9	73.53%	▼
TRAFFORD	1	April	13	14	1	11	3	78.57%	▼
		May	7	14	7	11	3	78.57%	▼
		June	16	9	-7	11	-2	122.22%	▲
Summary of TRAFFORD			36	37	1	33	4	89.19%	▼
WIGAN	1	April	18	20	2	14	6	70.00%	▼
		May	17	17	0	14	3	82.35%	◀▶
		June	12	11	-1	14	-3	127.27%	▲
Summary of WIGAN			47	48	1	42	6	87.50%	▼
Grand Total			529	493	-36	484	9	98.17%	▲



Prevention

1.8 Confined to the Room of Origin

The number and percentage of accidental fires in Dwellings which were confined to the room of origin.

Data from 1st April 2012 to 30th June 2012

Confined to Room of Origin

Qtr	Month	Number of Incidents	Number Confined to Room of Origin	% Confined to Room of Origin
1	April	186	173	93%
	May	173	156	90%
	June	134	126	94%
		493	455	92%
Grand Total		493	455	92%

Comments

Surprisingly, there has been a dip in the percentage of dwelling fires confined to the room of origin (92%). This is 1% lower than the previous year to date and 3% lower than target. Initial analysis does not identify any significant trends so it is intended to continue to monitor this situation and if required carry out further detailed analysis.



Prevention

1.8 Confined to Room of Origin

Data from 1st April 2012 to 30th June 2012

Confined to Room of Origin

Borough	Qtr	Month	Number of Incidents	Number Confined to Room of Origin	% Confined to Room of Origin
BOLTON	1	April	23	22	96%
		May	14	14	100%
		June	21	19	90%
Summary of BOLTON			58	55	95%
BURY	1	April	13	11	85%
		May	8	6	75%
		June	9	9	100%
Summary of BURY			30	26	87%
MANCHESTER	1	April	39	37	95%
		May	36	32	89%
		June	30	28	93%
Summary of MANCHESTER			105	97	92%
OLDHAM	1	April	16	14	88%
		May	16	15	94%
		June	19	17	89%
Summary of OLDHAM			51	46	90%
ROCHDALE	1	April	12	10	83%
		May	16	13	81%
		June	10	9	90%
Summary of ROCHDALE			38	32	84%
SALFORD	1	April	16	16	100%
		May	18	16	89%
		June	15	15	100%
Summary of SALFORD			49	47	96%
STOCKPORT	1	April	21	20	95%
		May	18	17	94%
		June	4	4	100%
Summary of STOCKPORT			43	41	95%
TAMESIDE	1	April	12	11	92%
		May	16	15	94%
		June	6	6	100%
Summary of TAMESIDE			34	32	94%
TRAFFORD	1	April	14	12	86%
		May	14	14	100%
		June	9	9	100%
Summary of TRAFFORD			37	35	95%
WIGAN	1	April	20	20	100%
		May	17	14	82%
		June	11	10	91%
Summary of WIGAN			48	44	92%



Prevention

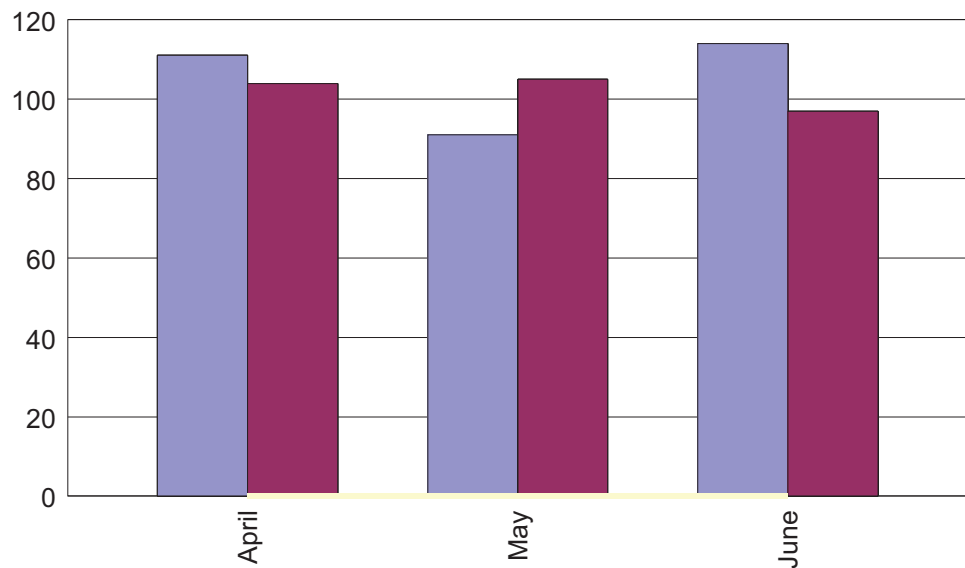
1.9 Smoke Alarms - Fitted and Activated

The number of fires attended in dwellings where a smoke alarms was fitted and activated.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
April	111	104	-7	▼
May	91	105	14	▲
June	114	97	-17	▼
Grand Total	316	306	-10	▼

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

Ultimately, all domestic properties should have a working smoke alarm. In order to achieve this we continue to target smoke alarms at those people without them and those most at risk of a fire occurring.



Prevention

1.9 Smoke Alarms - Fitted and Activated

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
BOLTON	1	April	14	12	-2	▼
		May	13	11	-2	▼
		June	15	14	-1	▼
Summary of BOLTON			42	37	-5	▼
BURY	1	April	6	8	2	▲
		May	2	5	3	▲
		June	2	9	7	▲
Summary of BURY			10	22	12	▲
MANCHESTER	1	April	28	21	-7	▼
		May	21	26	5	▲
		June	32	21	-11	▼
Summary of MANCHESTER			81	68	-13	▼
OLDHAM	1	April	9	11	2	▲
		May	6	10	4	▲
		June	5	15	10	▲
Summary of OLDHAM			20	36	16	▲
ROCHDALE	1	April	7	2	-5	▼
		May	8	8	0	◀▶
		June	12	4	-8	▼
Summary of ROCHDALE			27	14	-13	▼
SALFORD	1	April	7	14	7	▲
		May	11	13	2	▲
		June	16	10	-6	▼
Summary of SALFORD			34	37	3	▲
STOCKPORT	1	April	12	12	0	◀▶
		May	10	10	0	◀▶
		June	11	3	-8	▼
Summary of STOCKPORT			33	25	-8	▼
TAMESIDE	1	April	8	8	0	◀▶
		May	4	8	4	▲
		June	4	5	1	▲
Summary of TAMESIDE			16	21	5	▲
TRAFFORD	1	April	8	7	-1	▼
		May	5	8	3	▲
		June	9	7	-2	▼
Summary of TRAFFORD			22	22	0	◀▶
WIGAN	1	April	12	9	-3	▼
		May	11	6	-5	▼
		June	8	9	1	▲
Summary of WIGAN			31	24	-7	▼
Grand Total			316	306	-10	▼

Prevention

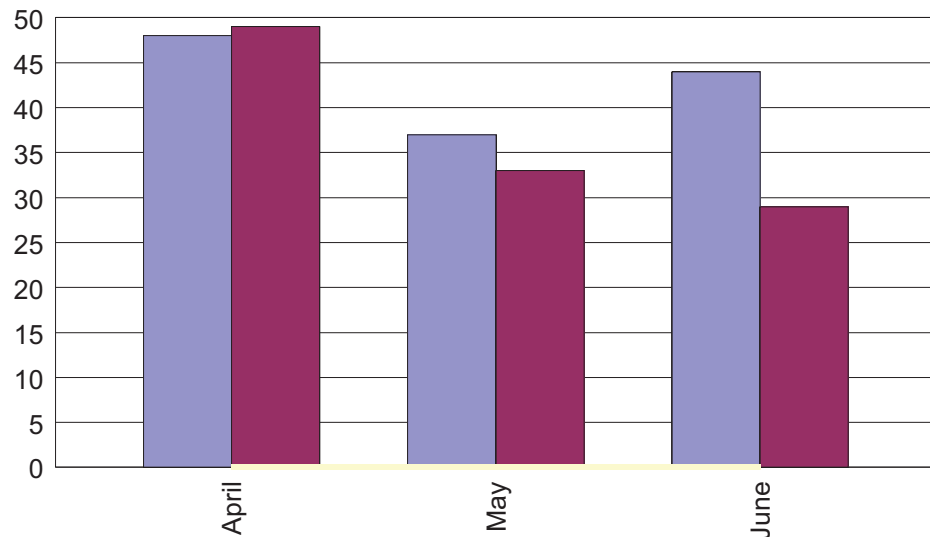
2.0 Smoke Alarms - Fitted and did not Activate

The number of fires attended in dwellings where a smoke alarms was fitted and did not activate.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
April	48	49	1	▼
May	37	33	-4	▲
June	44	29	-15	▲
Grand Total	129	111	-18	▲

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

The 14% reduction in the number of smoke alarms fitted but didn't activate, can be attributed to the continued targeting of identified at risk groups as per the centrally produced data. Also utilisation of locally produced information to identify those at risk.

Tameside Borough continue to review all dwelling fire incidents under the Borough's performance management framework as part of fire severity monitoring to help in understanding the reason for non-actuation e.g. poor positioning, poor maintenance or non-fitted, with other Boroughs carrying out post fire reassurance campaigns which may include advice on relocating existing smoke alarms if this is a factor and any other advice deemed necessary.



Prevention

2.0 Smoke Alarms - Fitted and did not Activate

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
BOLTON	1	April	12	7	-5	▲
		May	4	1	-3	▲
		June	4	4	0	◀▶
Summary of BOLTON			20	12	-8	▲
BURY	1	April	1	2	1	▼
		May	4	0	-4	▲
		June	4	3	-1	▲
Summary of BURY			9	5	-4	▲
MANCHESTER	1	April	14	12	-2	▲
		May	11	7	-4	▲
		June	13	5	-8	▲
Summary of MANCHESTER			38	24	-14	▲
OLDHAM	1	April	3	2	-1	▲
		May	1	2	1	▼
		June	1	3	2	▼
Summary of OLDHAM			5	7	2	▼
ROCHDALE	1	April	2	5	3	▼
		May	3	5	2	▼
		June	3	2	-1	▲
Summary of ROCHDALE			8	12	4	▼
SALFORD	1	April	4	5	1	▼
		May	2	3	1	▼
		June	4	6	2	▼
Summary of SALFORD			10	14	4	▼
STOCKPORT	1	April	4	7	3	▼
		May	3	3	0	◀▶
		June	5	1	-4	▲
Summary of STOCKPORT			12	11	-1	▲
TAMESIDE	1	April	2	3	1	▼
		May	2	4	2	▼
		June	2	1	-1	▲
Summary of TAMESIDE			6	8	2	▼
TRAFFORD	1	April	2	2	0	◀▶
		May	1	3	2	▼
		June	5	2	-3	▲
Summary of TRAFFORD			8	7	-1	▲
WIGAN	1	April	4	4	0	◀▶
		May	6	5	-1	▲
		June	3	2	-1	▲
Summary of WIGAN			13	11	-2	▲
Grand Total			129	111	-18	▲



Prevention

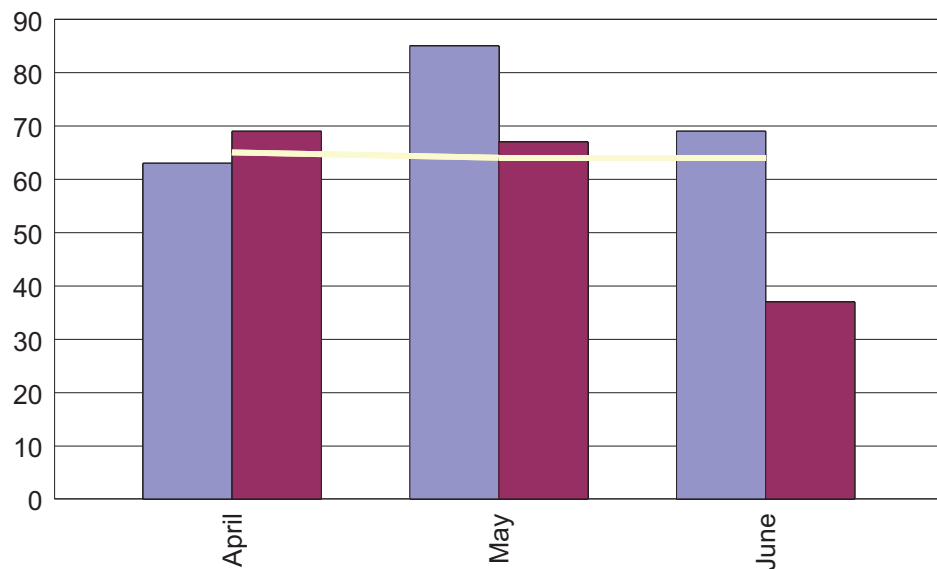
2.1 Smoke Alarms - Not Fitted

The number of fires attended in dwellings where no smoke alarm was fitted.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
April	63	69	6	65	4	94.20%	▼
May	85	67	-18	64	3	95.52%	▲
June	69	37	-32	64	-27	172.97%	▲
Grand Total	217	173	-44	193	-20	111.56%	▲

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

The number of dwellings we attend that do not have a working smoke alarm has reduced.

This has been achieved using campaign style HSC initiatives within priority wards using MOSAIC data and the continued campaign style targeting of areas using Crews and CAT volunteers.



Prevention

2.1 Smoke Alarms - Not Fitted

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
BOLTON	1	April	4	8	4	5	3	62.50%	▼
		May	5	5	0	5	0	100.00%	◀▶
		June	9	5	-4	5	0	100.00%	▲
Summary of BOLTON			18	18	0	15	3	83.33%	◀▶
BURY	1	April	6	5	-1	4	1	80.00%	▲
		May	5	4	-1	4	0	100.00%	▲
		June	3	2	-1	4	-2	200.00%	▲
Summary of BURY			14	11	-3	12	-1	109.09%	▲
MANCHESTER	1	April	8	16	8	16	0	100.00%	▼
		May	27	13	-14	15	-2	115.38%	▲
		June	19	8	-11	15	-7	187.50%	▲
Summary of MANCHESTER			54	37	-17	46	-9	124.32%	▲
OLDHAM	1	April	10	6	-4	8	-2	133.33%	▲
		May	10	10	0	8	2	80.00%	◀▶
		June	6	6	0	8	-2	133.33%	◀▶
Summary of OLDHAM			26	22	-4	24	-2	109.09%	▲
ROCHDALE	1	April	6	7	1	6	1	85.71%	▼
		May	7	6	-1	6	0	100.00%	▲
		June	6	5	-1	6	-1	120.00%	▲
Summary of ROCHDALE			19	18	-1	18	0	100.00%	▲
SALFORD	1	April	8	3	-5	7	-4	233.33%	▲
		May	9	8	-1	7	1	87.50%	▲
		June	5	4	-1	7	-3	175.00%	▲
Summary of SALFORD			22	15	-7	21	-6	140.00%	▲
STOCKPORT	1	April	5	4	-1	4	0	100.00%	▲
		May	5	6	1	4	2	66.67%	▼
		June	4	2	-2	4	-2	200.00%	▲
Summary of STOCKPORT			14	12	-2	12	0	100.00%	▲
TAMESIDE	1	April	5	3	-2	5	-2	166.67%	▲
		May	5	4	-1	5	-1	125.00%	▲
		June	5	0	-5	5	-5		▲
Summary of TAMESIDE			15	7	-8	15	-8	214.29%	▲
TRAFFORD	1	April	4	6	2	2	4	33.33%	▼
		May	2	3	1	2	1	66.67%	▼
		June	2	2	0	2	0	100.00%	◀▶
Summary of TRAFFORD			8	11	3	6	5	54.55%	▼
WIGAN	1	April	7	11	4	8	3	72.73%	▼
		May	10	8	-2	8	0	100.00%	▲
		June	10	3	-7	8	-5	266.67%	▲
Summary of WIGAN			27	22	-5	24	-2	109.09%	▲
Grand Total			217	173	-44	193	-20	111.56%	▲



Prevention

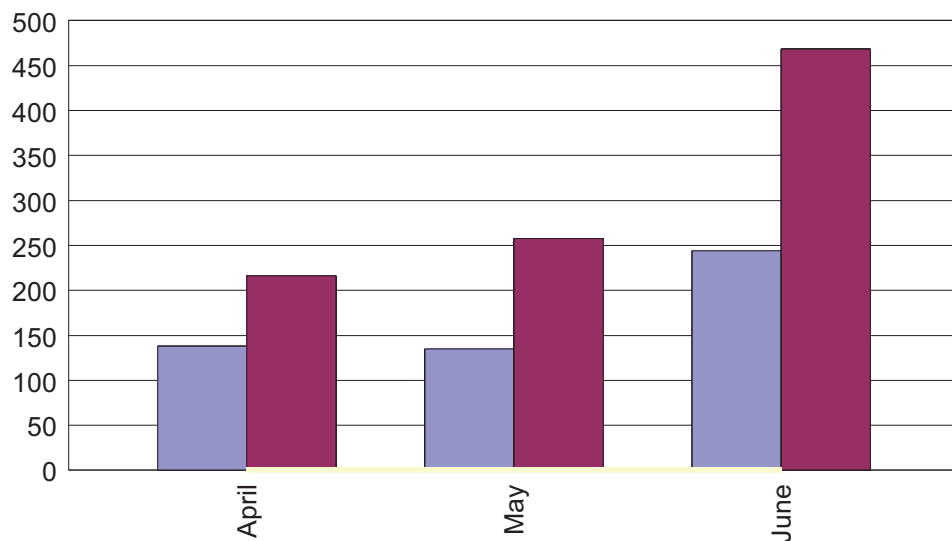
2.2 Escapes Unassisted

The number of people in accidental dwelling fires who escaped unharmed without FRS assistance.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
April	138	216	78	▼
May	135	258	123	▼
June	244	468	224	▼
Grand Total	517	942	425	▼

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

This indicator has seen an increase over the previous reporting period. However, with the installation of smoke alarms and the targetted delivery of HSC's it is an indicator that those experiencing domestic dwelling fires are escaping prior to the arrival of the Fire Service as a result of the early warning provided by smoke alarm ownership, as well as the educational awareness resulting in their leaving the property.

There were several instances where smoke alarms were not fitted and the Operational Crews undertook immediate HSC's and seized the opportunity with the surrounding community to undertake a target 50/100

In Oldham Borough over 60 people were evacuated in just 2 incidents.



Prevention

2.2 Escapes Unassisted

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
BOLTON	1	April	12	16	4	▼
		May	7	22	15	▼
		June	12	15	3	▼
Summary of BOLTON			31	53	22	▼
BURY	1	April	14	13	-1	▲
		May	3	20	17	▼
		June	4	20	16	▼
Summary of BURY			21	53	32	▼
MANCHESTER	1	April	44	36	-8	▲
		May	34	70	36	▼
		June	33	29	-4	▲
Summary of MANCHESTER			111	135	24	▼
OLDHAM	1	April	4	21	17	▼
		May	28	60	32	▼
		June	2	316	314	▼
Summary of OLDHAM			34	397	363	▼
ROCHDALE	1	April	5	12	7	▼
		May	15	8	-7	▲
		June	1	15	14	▼
Summary of ROCHDALE			21	35	14	▼
SALFORD	1	April	3	25	22	▼
		May	2	26	24	▼
		June	33	28	-5	▲
Summary of SALFORD			38	79	41	▼
STOCKPORT	1	April	25	32	7	▼
		May	7	15	8	▼
		June	42	4	-38	▲
Summary of STOCKPORT			74	51	-23	▲
TAMESIDE	1	April	6	2	-4	▲
		May	23	11	-12	▲
		June	106	1	-105	▲
Summary of TAMESIDE			135	14	-121	▲
TRAFFORD	1	April	13	26	13	▼
		May	3	9	6	▼
		June	7	33	26	▼
Summary of TRAFFORD			23	68	45	▼
WIGAN	1	April	12	33	21	▼
		May	13	17	4	▼
		June	4	7	3	▼
Summary of WIGAN			29	57	28	▼
Grand Total			517	942	425	▼



Prevention

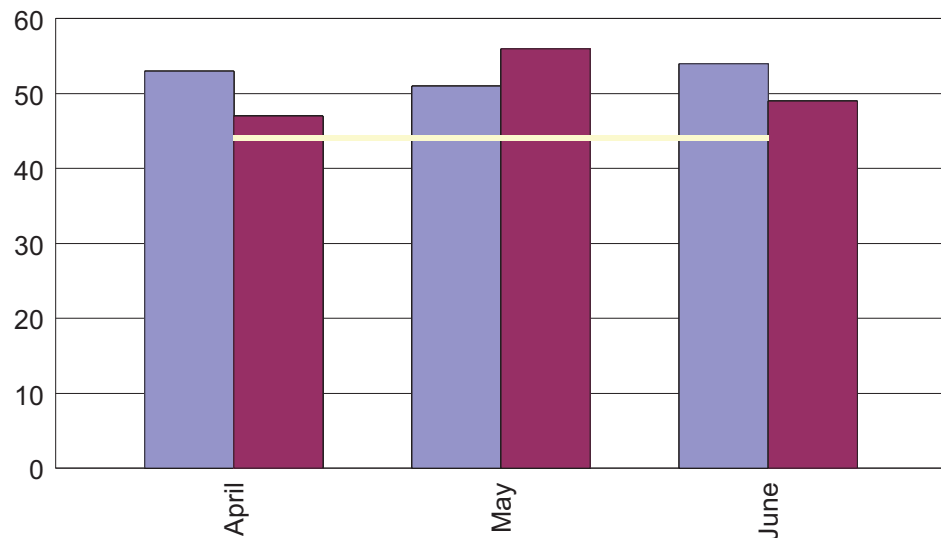
2.3 Malicious Calls - Attended

The number of incidents where a malicious call has been made with the intention of getting the FRS to attend a non-existent incident.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
April	53	47	-6	44	3	93.62%	▲
May	51	56	5	44	12	78.57%	▼
June	54	49	-5	44	5	89.80%	▲
Grand Total	158	152	-6	132	20	86.84%	▲

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

In quarter 1 this year the number of malicious calls attended is slightly less than the same period the previous year, (6), but above target by 20. Initiatives such as call challenge by Control and logging of mobile phone numbers and requesting they be disconnected from their provider should further calls be made, is on-going.

Work continues with partners in the community to raise the profile of the impact of nuisance calls and continue to monitor both calls attended and malicious calls not attended in order to identify patterns to target specific activities. The Community Safety Advisors (CSAs) have delivered education in local schools as part of their Safe4Summer school visits. The Key103 media bus has also been working with students from Kingsway Park High School in Rochdale on summer themes including hoax calls and deliberate fire setting.

In Tameside Borough, attendance at partnership meetings has been redistributed to ensure the right people are attending the right meetings. Station Commanders are now more involved in Neighbourhood Action Teams in order to allocate appropriate resources to address local community safety issues quickly, this includes requesting CSA and volunteer support via the CSM.



Prevention

2.3 Malicious Calls - Attended

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
BOLTON	1	April	5	6	1	4	2	66.67%	▼
		May	7	4	-3	4	0	100.00%	▲
		June	4	7	3	4	3	57.14%	▼
Summary of BOLTON			16	17	1	12	5	70.59%	▼
BURY	1	April	6	6	0	3	3	50.00%	◀▶
		May	1	2	1	3	-1	150.00%	▼
		June	3	3	0	3	0	100.00%	◀▶
Summary of BURY			10	11	1	9	2	81.82%	▼
MANCHESTER	1	April	6	9	3	8	1	88.89%	▼
		May	7	17	10	8	9	47.06%	▼
		June	16	11	-5	8	3	72.73%	▲
Summary of MANCHESTER			29	37	8	24	13	64.86%	▼
OLDHAM	1	April	8	2	-6	4	-2	200.00%	▲
		May	3	11	8	4	7	36.36%	▼
		June	3	3	0	4	-1	133.33%	◀▶
Summary of OLDHAM			14	16	2	12	4	75.00%	▼
ROCHDALE	1	April	9	5	-4	8	-3	160.00%	▲
		May	8	1	-7	8	-7	800.00%	▲
		June	12	6	-6	8	-2	133.33%	▲
Summary of ROCHDALE			29	12	-17	24	-12	200.00%	▲
SALFORD	1	April	6	4	-2	5	-1	125.00%	▲
		May	7	10	3	5	5	50.00%	▼
		June	4	6	2	5	1	83.33%	▼
Summary of SALFORD			17	20	3	15	5	75.00%	▼
STOCKPORT	1	April	4	2	-2	3	-1	150.00%	▲
		May	5	3	-2	3	0	100.00%	▲
		June	1	6	5	3	3	50.00%	▼
Summary of STOCKPORT			10	11	1	9	2	81.82%	▼
TAMESIDE	1	April	4	5	1	3	2	60.00%	▼
		May	4	4	0	3	1	75.00%	◀▶
		June	2	3	1	3	0	100.00%	▼
Summary of TAMESIDE			10	12	2	9	3	75.00%	▼
TRAFFORD	1	April	2	4	2	2	2	50.00%	▼
		May	3	0	-3	2	-2		▲
		June	3	2	-1	2	0	100.00%	▲
Summary of TRAFFORD			8	6	-2	6	0	100.00%	▲
WIGAN	1	April	3	4	1	4	0	100.00%	▼
		May	6	4	-2	4	0	100.00%	▲
		June	6	2	-4	4	-2	200.00%	▲
Summary of WIGAN			15	10	-5	12	-2	120.00%	▲
Grand Total			158	152	-6	132	20	86.84%	▲



Prevention

2.4 Malicious Calls Challenged by Control

The number of malicious calls challenged by Control staff.

The table below illustrates the total number of Malicious Calls received and the number and percentage challenged.

Data from 01/04/12 - 30/06/12

Malicious Calls

Borough	Total Number of Malicious Calls		Total Number of Malicious Calls Challenged		% of Calls Challenged	
	Malc Calls Prev Yr	Malc Calls Curr Yr	Challenged Prev Yr	Challenged Curr Yr	% of Calls Challenged Prev Yr	% of Calls Challenged Curr Yr
BOLTON	37	44	21	28	56.76%	63.64%
BURY	30	23	20	12	66.67%	52.17%
FSHQ CONTROL	185	134	185	132	100.00%	98.51%
MANCHESTER	156	97	127	60	81.41%	61.86%
OLDHAM	49	45	35	29	71.43%	64.44%
ROCHDALE	65	41	36	29	55.38%	70.73%
SALFORD	55	65	38	46	69.09%	70.77%
STOCKPORT	43	42	33	31	76.74%	73.81%
TAMESIDE	36	21	26	9	72.22%	42.86%
TRAFFORD	43	20	35	14	81.40%	70.00%
WIGAN	41	20	26	10	63.41%	50.00%
Grand Total	740	552	582	400	78.65%	72.46%

Continued good work in this area by control staff reduces the number of malicious attendances. Some pro active work in this area has led to sharing of information with local police, which resulted in a local arrest earlier in the year.

The introduction of a Corporate mapping facility during quarter 2 which will be able to overlay incident types e.g. malicious calls (attended and not attended), should assist in identifying repeat locations to enable us to focus our educational messages in the right place.

Prevention

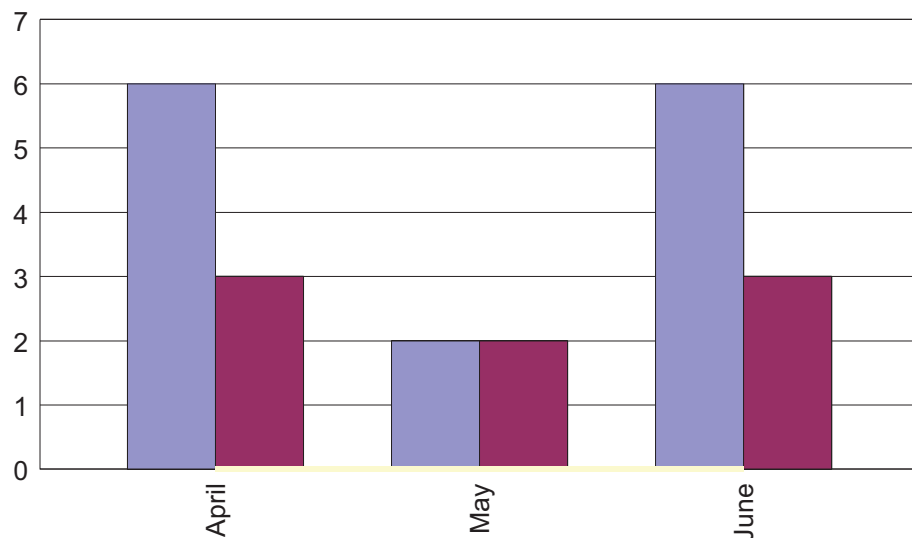
2.5 Firefighters Hostilities

The number of hostilities towards firefighters.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
April	6	3	-3	▲
May	2	2	0	◀▶
June	6	3	-3	▲
Grand Total	14	8	-6	▲

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

Quarter 1 this year has seen a reduction of 42.86% in the number of hostilities towards firefighters compared to the same period last year.

This can be accredited to taking every opportunity to raise the Borough profile and brand with young people, continuing to stress the importance of reporting all incidents and liaising with local Police, continuing to work with the youth, for example in Bury Borough, promoting the facilities at the new station, developing the ROC scheme and Be Safe Be Cool initiatives and in Oldham Borough continuing to work within the Oldham Community Tension monitoring framework.



Prevention

2.5 Firefighter Hostilities

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
BOLTON	1	April	1	1	0	◀▶
		May	0	0	0	◀▶
		June	0	0	0	◀▶
Summary of BOLTON			1	1	0	◀▶
BURY	1	April	0	0	0	◀▶
		May	0	0	0	◀▶
		June	0	0	0	◀▶
Summary of BURY			0	0	0	◀▶
MANCHESTER	1	April	3	1	-2	▲
		May	0	0	0	◀▶
		June	0	0	0	◀▶
Summary of MANCHESTER			3	1	-2	▲
OLDHAM	1	April	0	1	1	▼
		May	1	0	-1	▲
		June	1	1	0	◀▶
Summary of OLDHAM			2	2	0	◀▶
ROCHDALE	1	April	0	0	0	◀▶
		May	0	0	0	◀▶
		June	2	0	-2	▲
Summary of ROCHDALE			2	0	-2	▲
SALFORD	1	April	0	0	0	◀▶
		May	0	1	1	▼
		June	0	1	1	▼
Summary of SALFORD			0	2	2	▼
STOCKPORT	1	April	1	0	-1	▲
		May	0	0	0	◀▶
		June	1	0	-1	▲
Summary of STOCKPORT			2	0	-2	▲
TAMESIDE	1	April	0	0	0	◀▶
		May	0	1	1	▼
		June	0	0	0	◀▶
Summary of TAMESIDE			0	1	1	▼
TRAFFORD	1	April	0	0	0	◀▶
		May	1	0	-1	▲
		June	0	0	0	◀▶
Summary of TRAFFORD			1	0	-1	▲
WIGAN	1	April	1	0	-1	▲
		May	0	0	0	◀▶
		June	2	1	-1	▲
Summary of WIGAN			3	1	-2	▲
Grand Total			14	8	-6	▲



Prevention

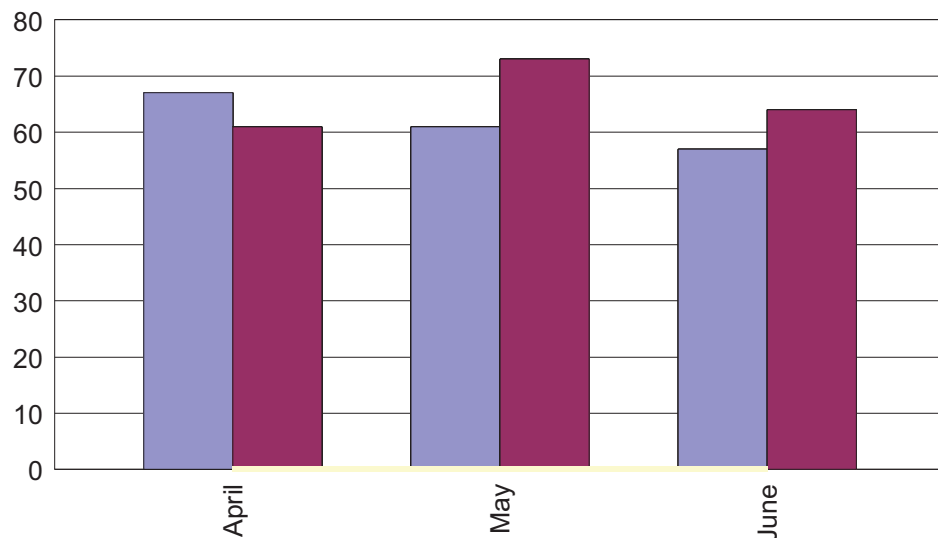
2.6 RTCs

The number of road traffic collisions attended.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
April	67	61	-6	▲
May	61	73	12	▼
June	57	64	7	▼
Grand Total	185	198	13	▼

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

Quarter 1 this year has seen an increase of 13 incidents (7%) on the same period the previous year.

All Boroughs continue to support Road Safety Education throughout the year targeting of 17 - 25 year old drivers in line with the Road Safety Strategy.

A number of initiatives have been implemented in a variety of Boroughs which include Rochdale Borough holding a seatbelt campaign with GMP on the 3rd May 2012. This involved 180 people attending 5 sessions on seatbelt safety and use of mobile phones whilst driving. These were at Rochdale Fire Station and involved the Rochdale Road Safety Unit, ASDA and GMP as well as operational personnel, volunteers and consisted of offenders attending a hard hitting road safety presentation at the relevant stations or accepting an on the spot fine. The vast majority chose to attend the presentations.

In Bury RTC reduction work continues to take place in schools, with Children and Young People and Community Safety Advisers.

Oldham CSA's are planning to deliver a seat belt awareness campaign across the summer months in conjunction with police and local road safety unit. Sessions planned for all three stations in the borough.



Prevention

2.6 RTCs

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
BOLTON	1	April	3	13	10	▼
		May	4	6	2	▼
		June	10	6	-4	▲
Summary of BOLTON			17	25	8	▼
BURY	1	April	4	4	0	◀▶
		May	3	6	3	▼
		June	5	6	1	▼
Summary of BURY			12	16	4	▼
MANCHESTER	1	April	19	9	-10	▲
		May	9	13	4	▼
		June	10	16	6	▼
Summary of MANCHESTER			38	38	0	◀▶
OLDHAM	1	April	4	4	0	◀▶
		May	7	2	-5	▲
		June	4	2	-2	▲
Summary of OLDHAM			15	8	-7	▲
ROCHDALE	1	April	8	5	-3	▲
		May	8	5	-3	▲
		June	0	8	8	▼
Summary of ROCHDALE			16	18	2	▼
SALFORD	1	April	7	8	1	▼
		May	12	8	-4	▲
		June	4	4	0	◀▶
Summary of SALFORD			23	20	-3	▲
STOCKPORT	1	April	6	3	-3	▲
		May	2	15	13	▼
		June	7	6	-1	▲
Summary of STOCKPORT			15	24	9	▼
TAMESIDE	1	April	4	3	-1	▲
		May	3	6	3	▼
		June	7	4	-3	▲
Summary of TAMESIDE			14	13	-1	▲
TRAFFORD	1	April	6	3	-3	▲
		May	6	6	0	◀▶
		June	4	6	2	▼
Summary of TRAFFORD			16	15	-1	▲
WIGAN	1	April	6	9	3	▼
		May	7	6	-1	▲
		June	6	6	0	◀▶
Summary of WIGAN			19	21	2	▼
Grand Total			185	198	13	▼



Protection

2.7 Number of Fire Safety Enforcement Inspections

In quarter 1 2011/12, Fire Protection Officers (FPO's) undertook a total of 1,444 audits, inspections and Peak Activity Inspections (PIA's). In the same period this year, the number has increased to 1,533. However, this is less than the target to date of 2,295. It should be noted that there are currently 5 vacancies within the directorate, 2 additional vacant posts awaiting the release of the incumbent plus 5 new members of staff who are receiving training from existing officers. Therefore, 1,533 audits based upon a deficit of 7 posts, is a significant achievement and in terms of proportionality against target, it can be seen that (pro rata) the teams are actually exceeding the target.

From 1st April 2012 to 30th June 2012

Area	Borough	Number of FPOs	Number of Inspections Prev Yr	Number of Inspections Curr Yr	Number of Audits Prev Yr	Number of Audits Curr Yr	Total Number of Inspections and Audits	Total Annual Target	Target to Date
	Unknown		0	1	0	2	3		
Summary of			0	1	0	2	3		
Bolton and Wigan	BOLTON	4	28	28	54	77	105	720	180
	WIGAN	5	54	15	145	95	110	900	225
Summary of Bolton and Wigan		9	82	43	199	172	215	1620	405
Bury, Oldham & Rochdale	BURY	3	2	1	102	80	81	540	135
	OLDHAM	4	1	3	116	67	70	720	180
	ROCHDALE	4	0	5	64	66	71	720	180
Summary of Bury, Oldham & Rochdale		11	3	9	282	213	222	1980	495
Manchester	MANCHESTER	14	36	100	229	302	402	2520	630
Summary of Manchester		14	36	100	229	302	402	2520	630
Salford & Trafford	SALFORD	5	13	30	194	153	183	900	225
	TRAFFORD	5	2	20	167	203	223	900	225
Summary of Salford & Trafford		10	15	50	361	356	406	1800	450
Stockport & Tameside	STOCKPORT	4	28	36	96	167	203	720	180
	TAMESIDE	3	21	16	92	66	82	540	135
Summary of Stockport & Tameside		7	49	52	188	233	285	1260	315
Grand Total		51	185	255	1259	1278	1533	9180	2295

Protection

2.8 Number of Fire Safety Inspections resulting in Enforcement

In terms of enforcement activity, the team have identified 415 regulated premises with minor deficiencies. This equates to 33% of premises being highlighted as exhibiting some non-conformity to the legislation and resulting in further action. In addition, the teams have issued 120 enforcement notices against the backdrop of 1278 audits which equates to 9.39% of audits resulting in enforcement activity. This clearly shows that the Protection team is effectively targeting risk and inspecting the higher risk premises through intelligence led processes.

Data from 01/04/12 to 30/06/12

The Number of of Audits that result in Enforcement

Area	Borough	No. of Audits Prev Yr	No. Of Audits Curr Yr	No. of Enforcement Notices Prev Yr	No. of Enforcement Notices Curr Yr	% Resulting in Enforcement
	Unknown		2		0	0.00%
Summary of			2		0	0.00%
Bolton and Wigan	BOLTON	54	77	2	8	10.39%
	WIGAN	145	95	9	7	7.37%
Summary of Bolton and Wigan		199	172	11	15	8.72%
Bury, Oldham & Rochdale	BURY	102	80	8	3	3.75%
	OLDHAM	116	67	10	4	5.97%
	ROCHDALE	64	66	21	15	22.73%
Summary of Bury, Oldham & Rochdale		282	213	39	22	10.33%
Manchester	MANCHESTER	229	302	12	24	7.95%
Summary of Manchester		229	302	12	24	7.95%
Salford & Trafford	SALFORD	194	153	16	14	9.15%
	TRAFFORD	167	203	13	18	8.87%
Summary of Salford & Trafford		361	356	29	32	8.99%
Stockport & Tameside	STOCKPORT	96	167	12	18	10.78%
	TAMESIDE	92	66	9	9	13.64%
Summary of Stockport & Tameside		188	233	21	27	11.59%
Grand Total		1259	1278	112	120	9.39%



Protection

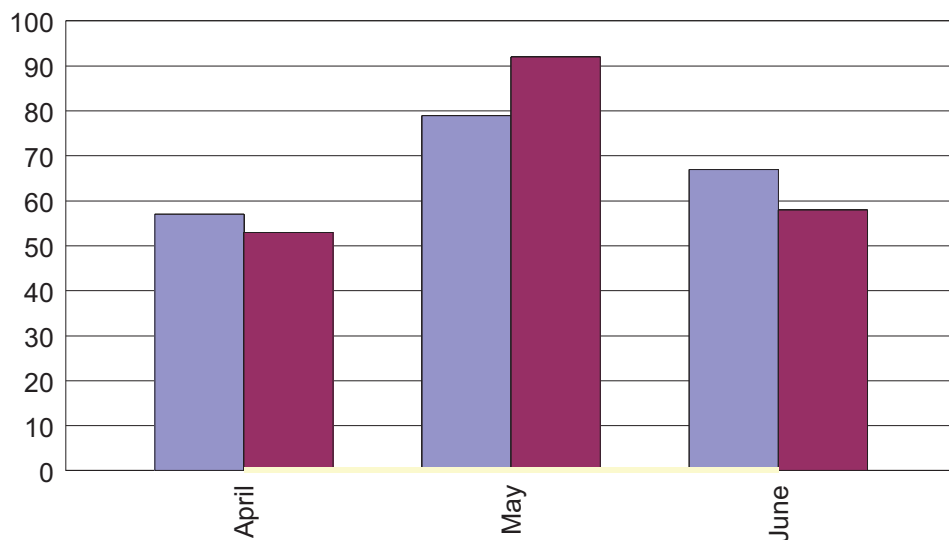
2.9. Fires in Non Domestic Properties

The number of fires in non domestic properties.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
April	57	53	-4	▲
May	79	92	13	▼
June	67	58	-9	▲
Grand Total	203	203	0	◀▶

Previous Year
 Current Year
 Current Yr Target



Comments

In Quarter 1 2012, the Service has attended a total of 204 incidents which equates to an increase of 1 incident. Various strategies are in place to address fires in non-domestic properties including targeted audit/inspections of medium/high risk premises & local Borough based initiatives, as well as targeted inspections undertaken in low risk premises by Business Compliance Assessors.

All fires in non domestic premises attract an intervention from Protection teams to identify learning and provide business continuity support.



Protection

2.9 Fires in Non Domestic Properties

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
BOLTON	1	April	10	2	-8	▲
		May	10	9	-1	▲
		June	7	5	-2	▲
Summary of BOLTON			27	16	-11	▲
BURY	1	April	2	4	2	▼
		May	1	9	8	▼
		June	5	3	-2	▲
Summary of BURY			8	16	8	▼
MANCHESTER	1	April	15	18	3	▼
		May	21	27	6	▼
		June	17	25	8	▼
Summary of MANCHESTER			53	70	17	▼
OLDHAM	1	April	6	7	1	▼
		May	4	8	4	▼
		June	6	3	-3	▲
Summary of OLDHAM			16	18	2	▼
ROCHDALE	1	April	6	6	0	◀▶
		May	6	11	5	▼
		June	1	3	2	▼
Summary of ROCHDALE			13	20	7	▼
SALFORD	1	April	5	3	-2	▲
		May	8	3	-5	▲
		June	6	3	-3	▲
Summary of SALFORD			19	9	-10	▲
STOCKPORT	1	April	4	4	0	◀▶
		May	7	11	4	▼
		June	8	7	-1	▲
Summary of STOCKPORT			19	22	3	▼
TAMESIDE	1	April	1	2	1	▼
		May	7	5	-2	▲
		June	3	3	0	◀▶
Summary of TAMESIDE			11	10	-1	▲
TRAFFORD	1	April	5	2	-3	▲
		May	6	5	-1	▲
		June	4	1	-3	▲
Summary of TRAFFORD			15	8	-7	▲
WIGAN	1	April	3	5	2	▼
		May	9	4	-5	▲
		June	10	5	-5	▲
Summary of WIGAN			22	14	-8	▲
Grand Total			203	203	0	◀▶



Protection

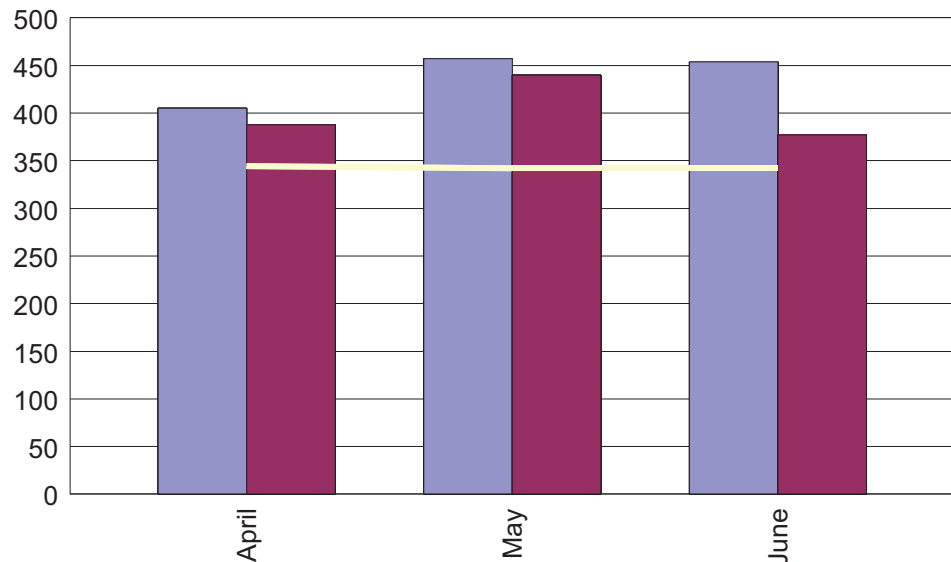
3.0 Unwanted Fire Signals

The number of calls to false alarms where the alarm has been initiated by automatic fire detection equipment in commercial premises.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
April	405	388	-17	344	44	88.66%	▲
May	457	440	-17	342	98	77.73%	▲
June	454	377	-77	342	35	90.72%	▲
Grand Total	1316	1205	-111	1028	177	85.31%	▲

■ Previous Year
■ Current Year
■ Current Yr Target



Comments

UnWanted Fire Signals are reducing when compared to Quarter 1 2011/12. In real terms, the Service has seen a further 8% reduction in the number of UwFS when compared to the same period last year. However, this is above the target of 20% set for 2012/13.

To address the issue, an Enforcement Officer is aligned to an UwFS reference and trigger points have been implemented to reduce the number of UwFS attended. Wherever the performance of a fire alarm system has become unacceptable to the fire and rescue service a full fire safety audit is conducted.

Any fire alarm system meeting either of the following criteria is considered to be operating unacceptably and requires a full fire safety audit:

- More than 5 UwFS in any rolling one month period.
- More than 24 UwFS in any rolling twelve month period.

Where such actions are not warranted on a risk basis the responsible person should outline and agree measures to improve the performance of their fire alarm system to an acceptable level. Failure to address problems could result in numerous fire safety audits should the performance of their fire alarm system, continuously hit UwFS specific triggers, and where appropriate formal enforcement action.



Protection

3.0 Unwanted Fire Signals

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Target	Difference to Target	% of Target Achieved	Direction
BOLTON	1	April	37	29	-8	32	-3	110.34%	▲
		May	46	42	-4	32	10	76.19%	▲
		June	38	40	2	32	8	80.00%	▼
Summary of BOLTON			121	111	-10	96	15	86.49%	▲
BURY	1	April	28	16	-12	22	-6	137.50%	▲
		May	29	35	6	22	13	62.86%	▼
		June	28	23	-5	22	1	95.65%	▲
Summary of BURY			85	74	-11	66	8	89.19%	▲
MANCHESTER	1	April	130	119	-11	111	8	93.28%	▲
		May	149	120	-29	111	9	92.50%	▲
		June	142	104	-38	111	-7	106.73%	▲
Summary of MANCHESTER			421	343	-78	333	10	97.08%	▲
OLDHAM	1	April	34	29	-5	26	3	89.66%	▲
		May	25	33	8	26	7	78.79%	▼
		June	39	27	-12	26	1	96.30%	▲
Summary of OLDHAM			98	89	-9	78	11	87.64%	▲
ROCHDALE	1	April	20	20	0	17	3	85.00%	◀▶
		May	30	13	-17	17	-4	130.77%	▲
		June	13	17	4	17	0	100.00%	▼
Summary of ROCHDALE			63	50	-13	51	-1	102.00%	▲
SALFORD	1	April	38	48	10	28	20	58.33%	▼
		May	32	54	22	28	26	51.85%	▼
		June	38	49	11	28	21	57.14%	▼
Summary of SALFORD			108	151	43	84	67	55.63%	▼
STOCKPORT	1	April	27	21	-6	28	-7	133.33%	▲
		May	43	32	-11	27	5	84.38%	▲
		June	39	37	-2	27	10	72.97%	▲
Summary of STOCKPORT			109	90	-19	82	8	91.11%	▲
TAMESIDE	1	April	28	50	22	22	28	44.00%	▼
		May	26	29	3	21	8	72.41%	▼
		June	38	17	-21	21	-4	123.53%	▲
Summary of TAMESIDE			92	96	4	64	32	66.67%	▼
TRAFFORD	1	April	31	21	-10	28	-7	133.33%	▲
		May	39	34	-5	28	6	82.35%	▲
		June	35	28	-7	28	0	100.00%	▲
Summary of TRAFFORD			105	83	-22	84	-1	101.20%	▲
WIGAN	1	April	32	35	3	30	5	85.71%	▼
		May	38	48	10	30	18	62.50%	▼
		June	44	35	-9	30	5	85.71%	▲
Summary of WIGAN			114	118	4	90	28	76.27%	▼
Grand Total			1316	1205	-111	1028	177	85.31%	▲



Response

3.1 Percentage of 999 calls answered within 6 seconds & 3.2 Percentage of 999 calls process within agreed times

Not only is it essential that an emergency call is answered speedily, call processing is equally important to identify the address and nature of the emergency, the risk to the person(s) involved and the risk to the fire crews who will be responding it. During call processing the caller will receive safety advice, support and guidance as necessary and reassurance of our response. The call processing experience will have a lasting impression on the caller as this is usually their first contact with the Greater Manchester Fire and Rescue Service (GMFRS).

The following table summarises the performance against the new emergency call answering and processing targets.

Indicator Description		Previous Yr to Date	Current Yr to Date	Target to Date	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Response								
% of 999 calls answered within 6 seconds		95.30%	95%	98%	95.03%			
% of 999 calls processed within agreed times:	45 seconds	5.55%	14.66%	75%	14.66%			
	60 seconds	19.58%	35.52%	85%	35.52%			
	90 seconds	52.77%	68.45%	90%	68.45%			
	120 seconds	74.81%	83.92%	98%	83.92%			

The total number of emergency calls received this quarter is 14,347 the total of calls for this financial year is therefore 14,347. Control staff have challenged 400 malicious calls and 397 unwanted fire signals which has prevented at least 797 unnecessary mobilisations, resulting in cost savings of £57,775. (the cost is based on the half hourly rate for a pump which is £75 per half hour).

The emergency call answering target is a stretch target and is set higher than that for the national FiReControl (85 % of all emergency calls answered within 7 seconds) which would have the latest technology to assist in attaining this record. It should be noted that GMFRS Control have exceeded this standard by achieving 96.54%.

The call processing targets set this year are extremely challenging. Extensive research and analysis of data has identified that the target of 75% of all calls processed within 45 seconds is unachievable. As can be seen from the quarterly figures only 14.66% were processed in 45 seconds a significant increase on quarter 1 of 2011. It still remains the case however that this figure could be further improved if the Service purchased the software products of EISEC and ALSEC. This software automatically records the callers telephone and details onto the incident log saving 10 seconds or over in extracting it from the connecting operator and repeating it. This is essential information in case the call is disconnected or the caller cannot pass the details of the emergency. Fire Controls which have EISEC achieve a greater success rate than those that do not. The target of 45 seconds is only used by GMFRS and Cheshire FRS Control. Cheshire Fire Control have been using similar targets but with a lower percentage required in performance i.e. 50% of all calls within 45 seconds, 60% in 60 seconds, 90% in 90 seconds and 99% in 120 seconds for 5 years and with the assistance of EISEC software and only achieved 15% of their calls within 45 seconds. Cheshire Fire and Rescue Service have recently decided to review their current targets and replace them with a set of realistic and achievable targets.

The Control Performance Improvement Group.

The performance improvement group which consists of control staff and the performance management team have worked together to analyse the data and identify issues which have a detrimental impact on call processing.



Response

Watch officers confirm that the ways of working are implemented by control staff on all occasions when it safe to do so i.e. it does not compromise the safety of the caller or the crews who require risk critical information to aid their dynamic risk assessments whilst enroute to the incident.

There has been a significant improvement in the call processing times when compared to the 1st quarter 2011. EISEC and ALSEC software would improve performance in all target areas.

Analysis of some of the codes included in the calculations for call processing have been identified as inappropriate to calculate as they are neither life threatening or involving property, however these have been considered for removal by the Call Processing Improvement Group and will form part of the consultation of the Corporate Plan 2013-14.

The reasons for delays relating to call processing are common in all brigades.

The top 4 reasons for delays in this quarter in GMFRS have been categorised as

Code 1 Clarifying the address with the caller

Evaluation of opportunities to improve the speed of address identification when using gazetteer and also when postcode information is provided by a caller are being further investigated.

Code 2 Clarifying the nature of the incident with the caller

Control staff are actively balancing the need to extract the exact nature of the incident from the caller with the need to reduce unnecessary mobilising of resources, e.g. fires in the open where a lesser response can be sent.

Code 18 Call received from other emergency services.

Other emergency services process calls differently to the Fire Service and have a higher turnover of staff than GMFRS. A memorandum of understanding has been considered for development which will determine what information is required to be given to the Fire Service for more speed and accuracy. It will be shared with other Emergency Services after approval by ACFO Argyle.

Code 12 Extended call questioning

Control staff use National Call handling protocols which have been further developed locally to ensure that the safety of the public and staff attending incidents and reducing risk. These risk considerations take more time to process the calls. Control staff do mobilise to incidents whilst continuing to gain information from the caller. Again this is a balance of risk to public and staff and organisational requirements in processes and procedures.

Further points to note:

1. Technological issues
 - Verbal mobilisation via the radio impacts on call processing target times, adding 45 - 60 seconds to the processing time.

Recommendation - interface being considered between the command and control mobilising system and the mobile data terminals to mobilise resources electronically when they are mobile and available via their mobile data terminals.



Response

2. Gazetteer

Delays are experienced when the address is not in the system or the address is difficult to locate in the gazetteer due to similar names in different Districts. On occasions the control operator could be sifting through up to 30 addresses before the exact match is identified and selected. Our callers use Post codes when passing details, post codes are not contained in the gazetteer database. Control have to access the details from the Royal Mail website and more recently from the Operational Intelligence System which slows call processing down by accessing another system.

This matter is still being investigated by the Knowledge and information hub.

3. Operational Service Policies

- Control staff applied the Services policies and procedures on malicious calls, unwanted fire signals and call challenge, for 797 calls being sifted resulting in at least this number of unnecessary mobilisations. By doing so, resources are mobilised efficiently and effectively to genuine incidents or are free to undertake community safety initiatives or operational training.
- Control staff must obtain the wind, speed and directional information prior to mobilising the resource to ensure their safe route to incidents involving Hazardous Substances.
- Animal rescues, water related incidents, bariatric calls, dangerous structures, flooding, potential suicide incidents all require extended call questioning to determine what attendance will be made.

Recommendation - calls requiring extended call questioning to avoid unnecessary mobilisations and those which require additional information prior to mobilisation should be reported separately from the current targets

3.3 Life saving advice provided by Control staff

The table below identifies the number of lives that have been potentially saved through the provision of fire survival and other safety advice.

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
People provided with lifesaving advice	9				9
Number of incidents	4				4

Response

3.4 Percentage of appliances turned out within agreed times

Station	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Yr to Date
Whole time	60 seconds	36%				36%
Retained	5 minutes	72%				72%
Stations with 'Other' crewing arrangements	On average 3 minutes	3 mins 12 secs				3 mins 12 secs

As reported to Members in quarter 4, the performance data for the sixty second turnout time for wholetime fire stations for 2011/12 did not accurately reflect the information in the Corporate Plan as it included every turnout. Following a review of the definition for this measure and from quarter 1, this indicator now only captures mobilisations from fire stations.

Following trials conducted over quarter 3 2011/12 and a visit to Lancashire Fire and Rescue Service in early May by officers from operational assurance, a summary report was provided to CLT outlining a number of recommendations. Approval has now been granted to commence a six month trial involving eight fire stations commencing on 1 October 2012. The recommendations approved and stations involved are:

- Carry out a six month trial which allows crews to dress en-route to life risk incidents and assess whether this has a marked decrease in their turnout times. The eight fire stations that have a 'Very High' risk ward in their turnout area and are being considered for this trial are:
 - Stretford - Clifford ward
 - Broughton - Broughton ward
 - Salford - Langworthy and Ordsall wards
 - Manchester Central - Ancoats and Clayton ward
 - Philips Park - Bradford ward
 - Blackley - Harpurhey ward
 - Whitehill - Brinnington and Central ward
 - Bolton - Halliwell ward
- During the six month trial, allow crews on the trial stations to move more quickly (allow crews to run) when responding to the alarm call out system subject to a risk assessment being completed by the health and safety department.
- Depending on the results of the six month trial, allow crews to run to the appliance bay and dress en-route to incidents to reduce turnout times.

Results of the trials will be communicated to Members in quarters 3 and 4 and will also form part of the Corporate Plan 2013/15 consultation with a view to reporting average response times as an overall corporate measure (see separate Authority paper Fire Incidents Response Times).

Retained turnout performance fluctuated throughout 2011/12 with quarter 1 to date achieving only 72%, 12% down from previous year to date and 28% down on target. Analysis is underway to investigate performance issues with updates provided in quarter 2.

From quarter 1 2012/13 appliances turned out from stations with "other" crewing arrangements on average within 3 minutes will be reported in the current KPI Framework. These stations are also known as 'Day Crewing Plus' and 'Nucleus'. The former involves staff living on the station for the tour of duty with the latter cover provided by wholetime staff during the day and retained cover for out of hours as required. A further explanation can be found in the Corporate Plan 2012/15.

In quarter 1 the average was 3 minutes and 12 seconds. Although this is higher than the target set, it is 33 seconds below previous year to date.



Response

3.5 Percentage of Emergencies arrived at within our response times

The % of emergencies and life threatening emergencies arrived at within our category response times:

Response Category	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Yr to Date
1 (< 5 minutes)	95%	82%				82%
2 (< 7 minutes)	95%	95%				95%
3 (< 12 minutes)	95%	98%				98%
4 (< 17 minutes)	95%	97%				97%

Members will recall a performance improvement group was established in January 2012 with staff from the corporate planning and performance directorate and leads from each Borough to agree common reasons for not achieving category 1 response performance.

These reason codes were logged during quarter 4 2011/12 and continued into quarter 1 of this year to identify the most common causes for not achieving the target. As reported in quarter 4, there has only been a small number of incidents, 54 since the trials commenced on 13 February 2012, therefore no conclusions can be drawn from the data. However, for information the current analysis shows that the top three reasons to date for delay are poor addresses (13 incidents), appliance not booked in attendance (11 incidents) and remote addresses/location of incident (9 incidents). As a result of the low numbers recorded, monitoring of the category 1 response performance will continue to be monitored throughout 2012/13. This information will then be used with root cause analysis tools to determine further options available to improve category 1 performance.

First appliance response in category 1 has dipped slightly in quarter 1 this year compared to quarter 1 last year. Analysis of quarter 1 data showed 40% of failures occurred in the 5 to 6 minute time window. Furthermore, a breakdown of category 1 failures by Ward and Borough illustrated a range of target misses between 9 to 28%.

Ward Name	Borough	Miss	Hit
Brinnington & Central	Stockport	28.12%	71.88%
Ancoats & Clayton	Manchester	25.00%	75.00%
Bradford	Manchester	20.83%	79.17 %
Halliwell	Bolton	20.00%	80.00%
Harpurhey	Manchester	20.00%	80.00%
Broughton	Salford	16.67%	83.33%
Clifford	Trafford	15.38%	84.62%
Ordsall	Salford	9.09%	90.91%
Langworthy	Salford	0.00%	100.00%



Response

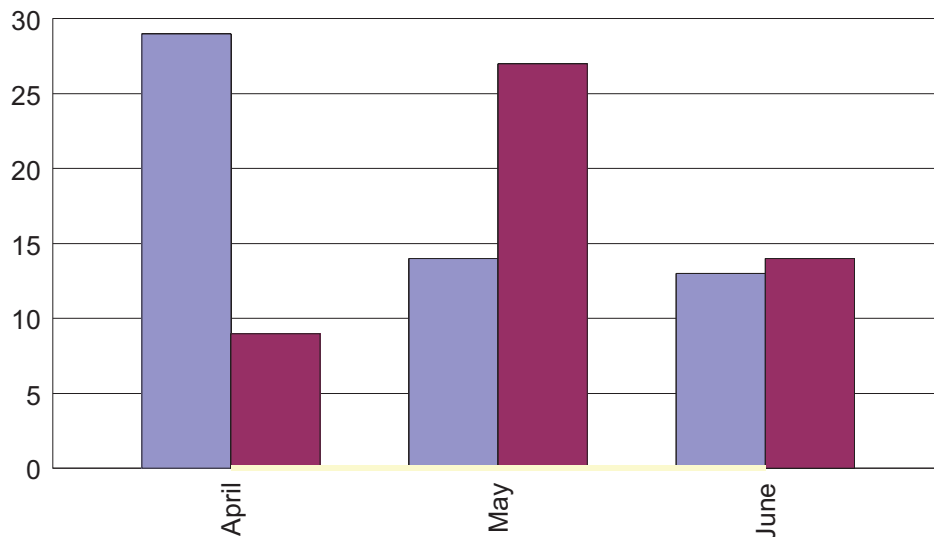
3.6 Rescues

The number of people rescued from fires.

From 1st April 2012 to 30th June 2012

Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
April	29	9	-20	▲
May	14	27	13	▼
June	13	14	1	▼
Grand Total	56	50	-6	▲

Previous Year
 Current Year
 Current Yr Target



Comments

The number of people rescued from fire has reduced by 6 during quarter 1 this year compared to quarter 1 last year.

The continued HSC targeting of identified at risk groups and the utilisation of locally produced information to identify those at risk is vital in reducing the number of people rescued from fire. In addition to fitting smoke alarms the HSC also provides valuable safety advice in the event of a fire.

Early notification of incidents in the home backed up by a swift response, can prevent the incidents becoming more serious.



Response

3.6 Rescues

From 1st April 2012 to 30th June 2012

Borough	Qtr	Month	Prev Yr To Date	Curr Yr To Date	Difference to Previous Yr	Direction
BOLTON	1	April	1	2	1	▼
		May	3	4	1	▼
		June	2	1	-1	▲
Summary of BOLTON			6	7	1	▼
BURY	1	April	1	0	-1	▲
		May	0	6	6	▼
		June	1	1	0	◀▶
Summary of BURY			2	7	5	▼
MANCHESTER	1	April	6	1	-5	▲
		May	1	6	5	▼
		June	2	1	-1	▲
Summary of MANCHESTER			9	8	-1	▲
OLDHAM	1	April	3	2	-1	▲
		May	2	3	1	▼
		June	0	6	6	▼
Summary of OLDHAM			5	11	6	▼
ROCHDALE	1	April	10	0	-10	▲
		May	1	2	1	▼
		June	2	0	-2	▲
Summary of ROCHDALE			13	2	-11	▲
SALFORD	1	April	3	0	-3	▲
		May	2	0	-2	▲
		June	0	1	1	▼
Summary of SALFORD			5	1	-4	▲
STOCKPORT	1	April	2	2	0	◀▶
		May	0	2	2	▼
		June	2	1	-1	▲
Summary of STOCKPORT			4	5	1	▼
TAMESIDE	1	April	1	2	1	▼
		May	0	2	2	▼
		June	2	2	0	◀▶
Summary of TAMESIDE			3	6	3	▼
TRAFFORD	1	April	1	0	-1	▲
		May	2	1	-1	▲
		June	1	1	0	◀▶
Summary of TRAFFORD			4	2	-2	▲
WIGAN	1	April	1	0	-1	▲
		May	3	1	-2	▲
		June	1	0	-1	▲
Summary of WIGAN			5	1	-4	▲
Grand Total			56	50	-6	▲

Public Value

3.7 The number of Volunteers and Volunteers Hours provided

All targets have been met and exceeded in terms of monthly, quarterly and annual targets. We have currently delivered 122% of our target quarterly hours and have 123% of the number of volunteers recruited. Volunteers are now in excess of 300 and we are running a training weekend for a further 62 recruits on 28th/29th July. A review of the recruitment and retention strategies were undertaken and we have recently trialled a new interview and group work model. This was very well attended and successful and we will look to complete this process again in approximately three months.

The Duty Sheet case management system is now operational and we are in the process of trialling it prior to roll out to Borough teams. It allows volunteers to “book on and off” duties and sign on for activities online. Community Safety Managers and Watch/Borough managers will also be able to sign on and see if activities they have organised have been filled or not and they will have “live” access to the reporting systems for what volunteering has occurred on their Borough, in which areas and supporting which KPI's.

3.8 Percentage of working time lost to sickness

The table below summarises absence performance as a percentage of working time lost due to sickness for each Directorate within the Service.

Quarter 1				
Directorate	HEADCOUNT	Hours Lost	Hours Available	% Time Lost
Brigade Management	4	0.00	2034.50	0.00%
Corporate Communications	11	14.50	5258.50	0.28%
Corporate Planning & Performance Directorate	28	297.25	12770.94	2.33%
Democratic Services	3	0.00	1413.75	0.00%
Emergency Response	1758	27954.69	957848.69	2.92%
Finance and Technical Services	116	1283.25	50776.96	2.53%
People & Organisation Development	43	1663.75	19530.81	8.52%
Information and Communications Technology	32	572.75	14703.00	3.90%
Prevention and Protection	215	3948.58	107959.28	3.66%
Secondees	5	0.00	2730.00	0.00%
Grand Total	2215	35734.77	1175026.43	3.04%

Total uniformed and non-uniformed hours lost to sickness fell in quarter 1 from quarter 4 of the previous year by 18.8% and 7.9% respectively. However, in comparison to quarter 1 of 2011/12, uniformed hours lost to sickness rose by 14.7% and non-uniformed by 3.9%. CLT in consultation with officers in Human Resources are currently analysing the data to determine a way forward.

People

3.9 Sickness - The proportion of working days/shifts lost due to sickness absence

All Staff - 1.62

Wholtime Uniformed Staff - 1.34

Non Uniformed Staff - 2.69

The Service continues to compare favourably with the 'local government' and 'other public services' mean sickness absence performance reported in the *Chartered Institute for Personnel Development (CIPD) Annual Survey Report 2010 - Absence Management*.

Measure	GMFRS (YTD)	Local Government	Other Public Services
Shift / days lost (projected year end position based on Q1 data)	6.47	10.3	9
% sickness absence	3.00%	4.5%	3.9%

The table below summarises absence performance as shifts / days lost by work group.

Group	Quarter 1 - 2012/13				
	ST Shifts	Number Sick	LT Shifts	Number Sick	Total Shifts
APT&C	273	61	690	18	963
CATERING STAFF	0	0	32.5	1	32.5
CLEANING STAFF	33	6	124	2	157
CONTROL	38	14	202	6	240
FDS [UNIFORMED]	36	3	49	2	85
MANUAL & CRAFT	23	4	49	2	72
RIDERS	985	259	877	45	1862
STAFF & SPECIALIST	58	10	69	3	127
Grand Total	1446	357	2092.5	79	3538.5
Total Uniformed					2314
Total Non-Uniformed					1224.5

The table overleaf illustrates the total hours lost to sickness have reduced by 13% in quarter 1 versus the previous quarter and by 2.5% year on year. In part this reflects an 8% reduction in overall staff levels year on year. Uniformed sickness reported as shifts lost per person is down year on year and better than target but non uniformed shifts / days lost are over target in quarter 1 (2.69 versus a target of 1.5). A number of avenues are being explored with regards to reducing absence levels overall, particularly within non uniformed groups of staff, from policy revision to additional support and guidance for managers.



People

Directorate	Quarter 1			
	HEADCOUNT	Hours Lost	Hours Available	% Time Lost
Brigade Management	4	0.00	2034.50	0.00%
Corporate Communications	8	14.50	5258.50	0.28%
Corporate Planning & Performance Directorate	27	297.25	12770.94	2.33%
Democratic Services	3	0.00	1413.75	0.00%
Emergency Response	1907	27954.69	957848.69	2.92%
Finance and Technical Services	129	1283.25	50776.96	2.53%
People & Organisation Development	101	1127.25	19530.81	5.77%
Information and Communications Technology	38	572.75	14703.00	3.90%
Prevention and Protection	171	3948.58	107959.28	3.66%
Secondees	6	0.00	2730.00	0.00%
Grand Total	2394	35198.27	1175026.43	3.00%

The table below contains a summary of the reasons for sickness absence. There has been little change in the top 5 sickness causes during 2011/12 and in quarter 1 to date with Musculo-skeletal and mental health sickness in line with national trends.

2012-13 Q1	Total Sickness Instances in this category	Average Shifts Lost Per Sickness	Total Shifts Lost
Sickness Reason			
Musculo Skeletal	130	9.00	1170.00
Gastro Intestinal	82	3.28	269.00
Mental Health	41	18.11	742.50
Viral Infection	41	3.91	160.50
Ear Nose & Throat ENT	25	3.60	90.00
Confidential	19	13.00	247.00
Post Op	18	7.11	128.00
Sickness Reason Unavailable at Reporting Date	17	4.00	72.00
Respiratory	12	8.67	104.00
Reproductive	10	24.00	240.00
Neurological	10	6.00	60.00
Dermatological	6	6.17	37.00
Dental & Oral	5	5.00	25.00
Cardiovascular	5	13.00	65.00
Cancer	5	26.70	133.50
Vision	3	2.33	7.00
Burns	3	12.00	36.00
Poisoning	2	1.50	3.00
Urological	1	8.00	8.00
Endocrine	1	15.00	15.00
Grand	436	-	3612.50

Principles

4.0 The number of working days lost due to injuries

During quarter 1 there were 47 days lost as a result of 25 total accidents, 6 of which were time-lost accidents.

4.1 The Reduction in our overall carbon footprint and natural resources

Tonnes of Carbon Emmitted by Fires - All fires emit carbon dioxide and can be considered part of the indirect carbon footprint of Greater Manchester Fire Service and the communities it serves.

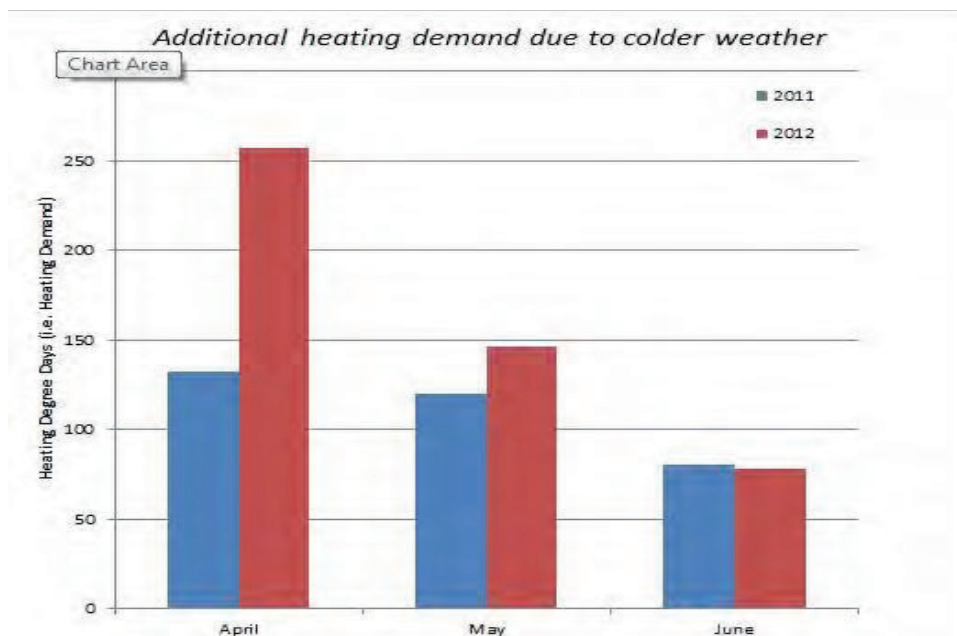
This indicator reflects the overall carbon dioxide emissions from all fires across the city region using a nationally adopted reporting approach and the year on year reduction reflects the reduction in both primary and secondary fires in quarters to date.

From 1st April 2012 to 30th June 2012

C02 Emmissions by Property Type

Fiscal Year	Borough	Dwellings		Other Residential		Non-Residential		Outdoor		Road Vehicles		Other
		CO2	Incidents	CO2	Incidents	CO2	Incidents	CO2	Incidents	CO2	Incidents	CO2
2011/12	BOLTON	62.96	68	12.40	13	186.03	39	73.92	387	11.44	40	0.00
	BURY	28.62	32	3.82	4	119.25	25	34.00	178	6.01	21	0.00
	MANCHESTER	124.97	137	30.53	32	338.67	71	123.39	646	24.88	87	0.95
	OLDHAM	44.84	58	11.45	12	133.56	28	70.29	368	13.44	47	0.00
	ROCHDALE	40.07	43	11.45	12	224.19	47	65.51	343	8.01	28	0.00
	SALFORD	41.02	45	9.54	10	186.03	39	60.36	316	13.44	47	0.00
	STOCKPORT	39.11	43	7.63	8	104.94	22	50.42	264	4.00	14	0.00
	TAMESIDE	24.80	28	15.26	16	85.86	18	51.76	271	4.86	17	0.00
	TRAFFORD	23.85	26	3.82	4	114.48	24	33.04	173	4.86	17	0.00
WIGAN	53.42	58	17.17	18	157.41	33	92.44	484	11.44	40	0.00	
Summary of 2011/12		483.68	538	123.07	129	1650.42	346	655.13	3430	102.39	358	0.95
2012/13	BOLTON	55.33	62	11.45	12	114.48	24	43.17	226	9.44	33	0.00
	BURY	29.57	33	1.91	2	85.86	18	19.29	101	6.01	21	0.00
	MANCHESTER	82.04	89	24.80	26	362.52	76	76.21	399	20.31	71	0.00
	OLDHAM	56.29	65	13.36	14	133.56	28	40.30	211	9.15	32	0.00
	ROCHDALE	36.25	42	11.45	12	114.48	24	35.91	188	8.29	29	0.00
	SALFORD	44.84	52	5.72	6	162.18	34	38.96	204	7.72	27	0.00
	STOCKPORT	34.34	40	3.82	4	128.79	27	21.77	114	6.86	24	0.00
	TAMESIDE	28.62	30	3.82	4	57.24	12	24.26	127	7.44	26	0.00
	TRAFFORD	29.57	31	0.95	1	38.16	8	15.47	81	7.15	25	0.00
WIGAN	47.70	55	8.59	9	90.63	19	50.04	262	8.01	28	0.00	
Summary of 2012/13		444.56	499	85.86	90	1287.90	270	365.38	1913	90.38	316	0.00

Gas - Gas consumption in Qtr1 has increased significantly compared to last year. This is due to extremely mild weather during the period last year and colder than usual weather this year, as shown in the chart below:





Principles

Consumption was 16% above progress expected towards the 5 year target. It is expected that the impact of energy efficient investments will be seen during the next heating season, bringing gas consumption back on target:

- Move to the very energy efficient new station of Bury and the closure of the rock
- New boiler plant and solar thermal hot water array to be installed Qtr2 at W57 (Leigh) and W62 (Irlam)
- Green Hose Awards encouraging greener behaviour at stations

Electric - Electricity usage in Qtr1 has reduced by 3.5% compared to the previous year. This shows steady progress and is ahead of the five year target trajectory.

This achievement reflects on-going capital investment to improve electricity usage efficiency, in particular:

- Voltage optimisation at 15 of our highest energy consuming sites
- Lighting upgrades including LEDs at various sites across the estate

Environmental Champions at all stations are now completing environmental audits on a weekly and quarterly basis ensuring steps to increase day-to-day energy efficiency are adhered to.

Fuel - Diesel usage has also reduced by 6.5% compared to the previous year. This shows a significant and continuing improvement.

This falls short of the diesel reduction target by 8,500 litres, however this can be accounted for by the installation of a 9,800 litre storage tank at Leigh (for resilience in case of fuel crisis). It is anticipated that the annual target will be met by year end.

This significant reduction in consumption may be attributable to a number of factors including:

- fuel efficient policies
- investment in fuel efficient new vehicles
- a reduced number of incidents
- eco-driver training

In May 2012 the service was re-accredited for the second year with the national Business in the Community Example of Excellence Award, for inspiring better ways of travelling and working.



Principles

4.2 The number of Complaints received

This is a new measure for 2012/13. The number of complaints received during quarter 1 this year was 26, compared to 15 during the same period last year. Initial analysis of the complaints doesn't identify any common themes. We will continue to monitor performance and conduct further analysis if required.

4.3 The number of Freedom of Information requests received

This is a new measure for 2012/13. There were 17 FOI requests received during quarter 1 this year, compared to 15 during the same period last year. There doesn't appear to be a pattern or trend in terms of the type of request received, however, we will continue to monitor this during quarter 2.

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