Service Delivery Quarterly Report

SERVICE PERFORMANCE AND DEVELOPMENT

Information Unit

Financial Year 2005/2006

April 2005 to September 2005

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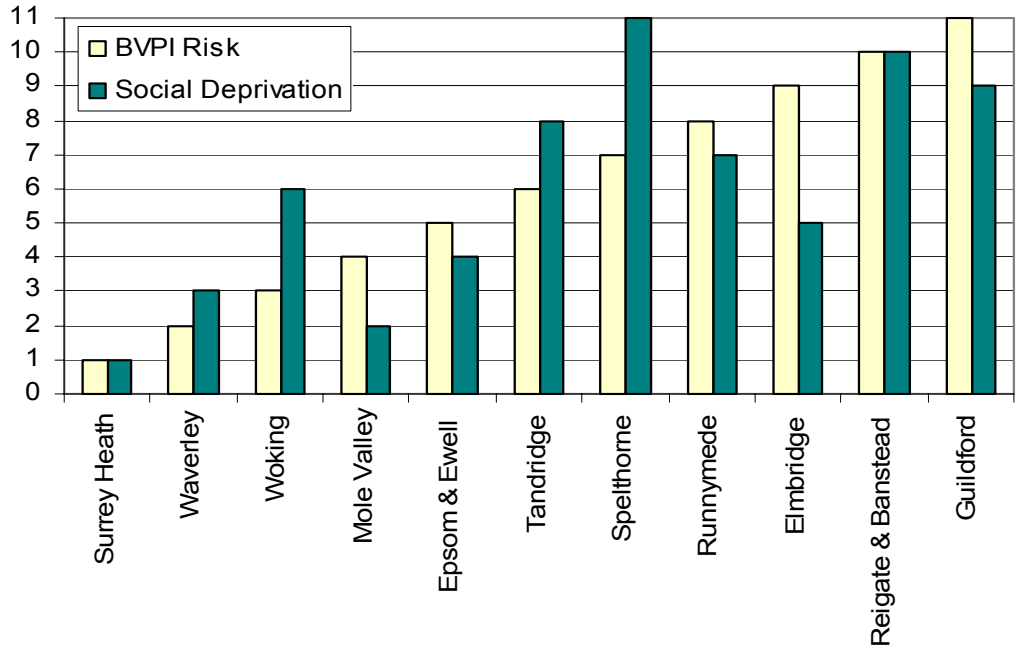
Supporting Information

The graph below shows the BVPI risk ranking and social deprivation ranking for each borough, in order of the BVPI risk, where 1 is the lowest BVPI risk ranking.

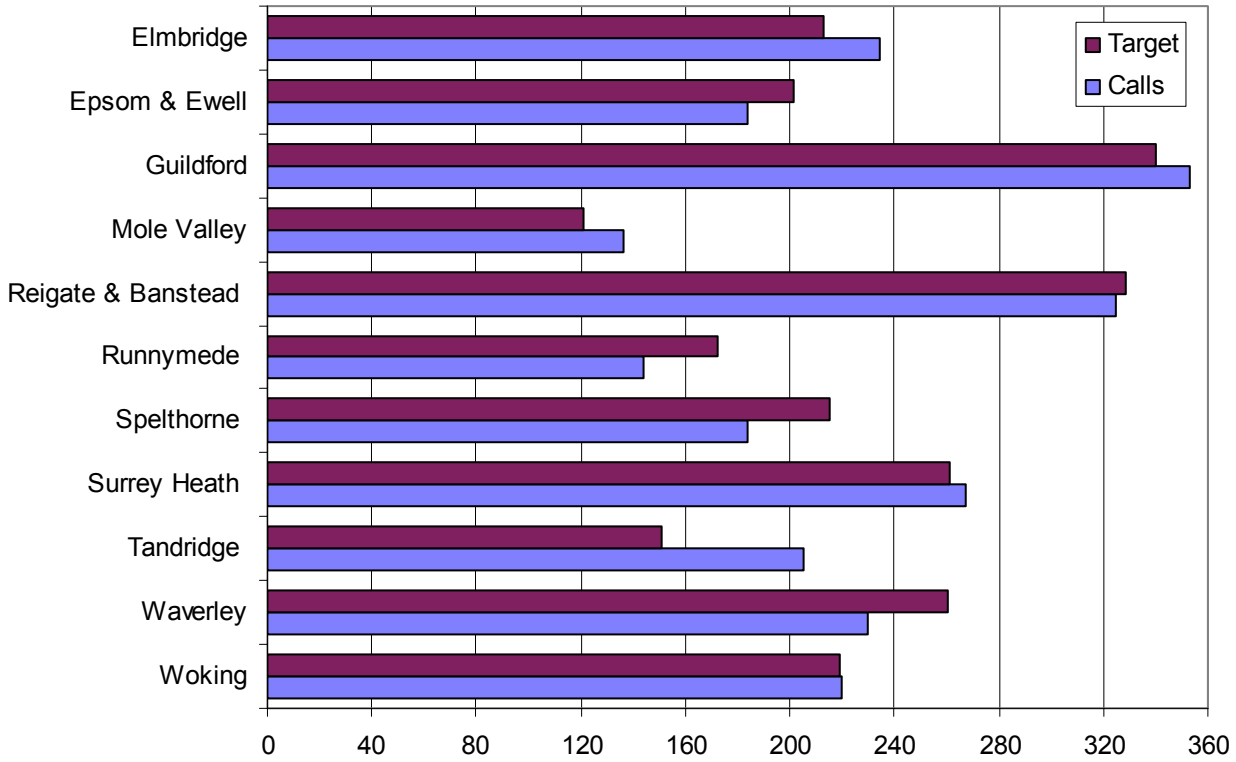
The table below highlights the difference between the level of social deprivation and BVPI risk. A negative score indicates a higher level of activity than would be expected in relation to the boroughs social deprivation ranking.



Borough	Difference between two factors
Elmbridge	-4
Mole Valley	-2
Guildford	-2
Epsom & Ewell	-1
Runnymede	-1
Surrey Heath	0
Reigate & Banstead	0
Waverley	1
Tandridge	2
Woking	3
Spelthorne	4

All boroughs within Surrey experience low levels of social deprivation, falling within the top quartile of all local authorities within England and Wales (source: ONS). Of the 11 boroughs Spelthorne has the highest level of social deprivation. Reigate and Banstead has the second highest level of the 11 boroughs. Surrey Heath has the lowest level of social deprivation out of the 11 boroughs.

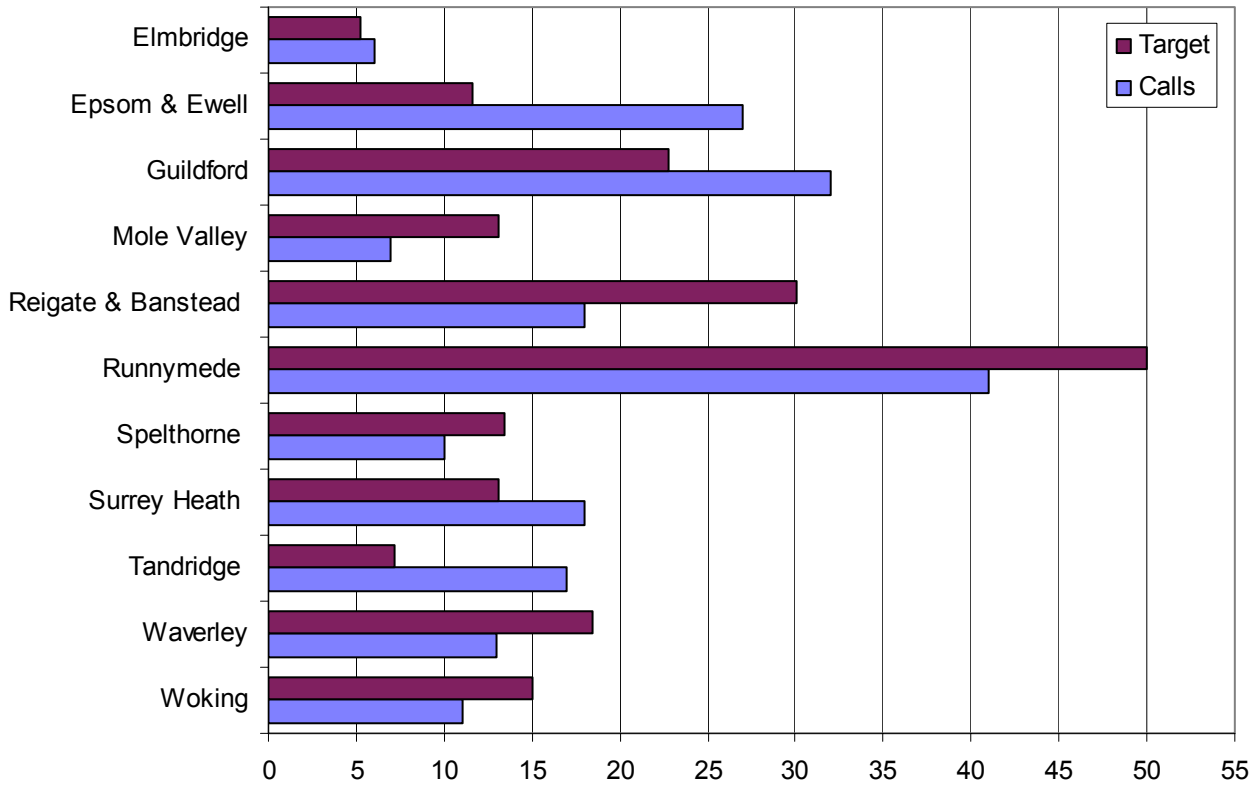
BVPI 142i: Number of calls to fires attended: Total calls (excluding false alarms) by Borough



2005/06 cumulative year to date	2004/05 end of year	2003/04 end of year	2002/03 end of year
234	411	543	419
184	317	388	287
353	547	709	678
136	245	349	271
325	580	728	633
144	316	396	293
184	401	544	339
267	418	623	390
205	291	418	335
230	412	572	439
220	352	542	412

Note: All Borough figures exclude motorway and A3 incidents, therefore the total for the 11 Boroughs will not equal the global figure for some of the indicators. In some cases the address of an incident is unknown and therefore it is not always possible to determine a Borough for all incidents, this may also affect Borough totals.

BVPI 146ii: Number of calls to malicious false alarms attended by Borough



2005/06 cumulative year to date	2004/05 end of year	2003/04 end of year	2002/03 end of year
6	19	21	22
27	17	27	24
32	48	68	55
7	18	15	11
18	55	87	64
41	86	74	61
10	21	22	37
18	32	26	25
17	23	26	23
13	25	23	28
11	32	36	41

Figures subject to change following Electronic FDR1 input.
Note: All Borough figures exclude motorway and A3 incidents, therefore the total for the 11 Boroughs will not equal the global figure for some of the indicators. In some cases the address of an incident is unknown and therefore it is not always possible to determine a Borough for all incidents, this may also affect Borough totals.

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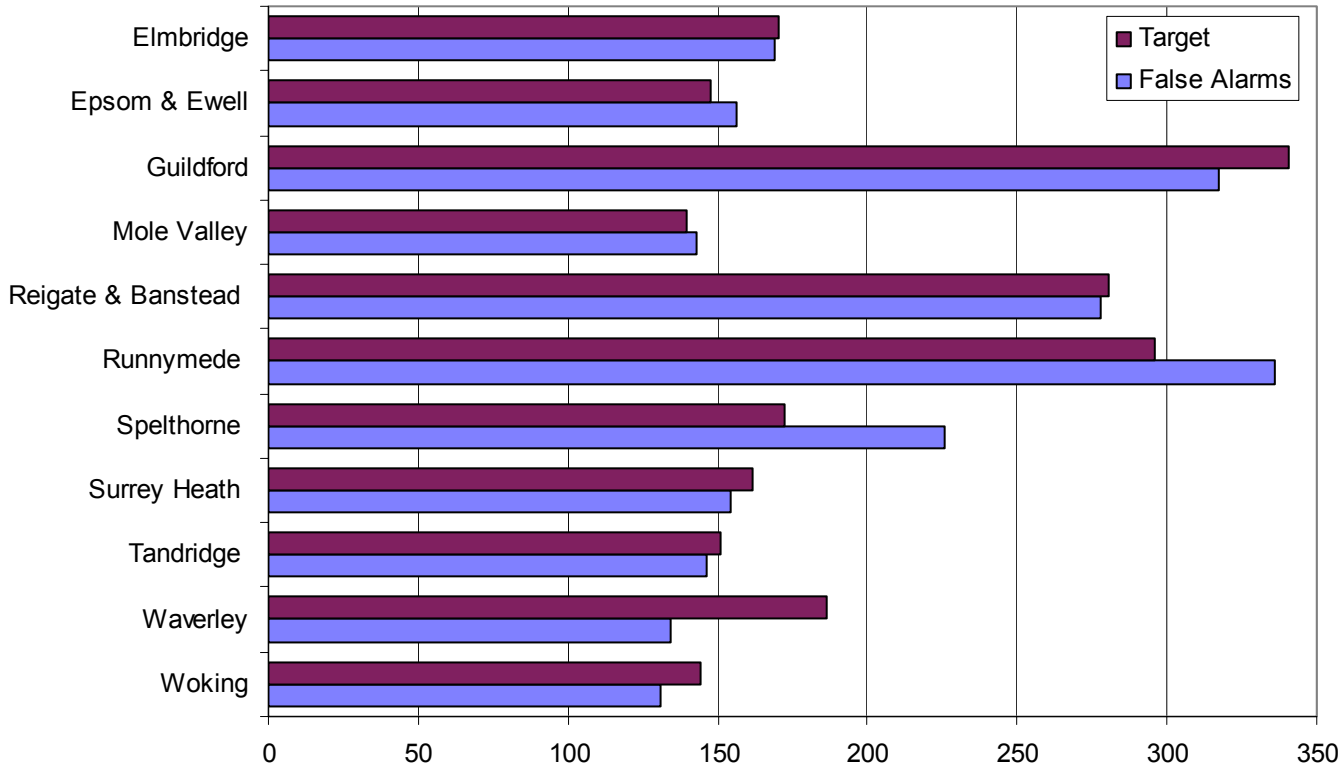
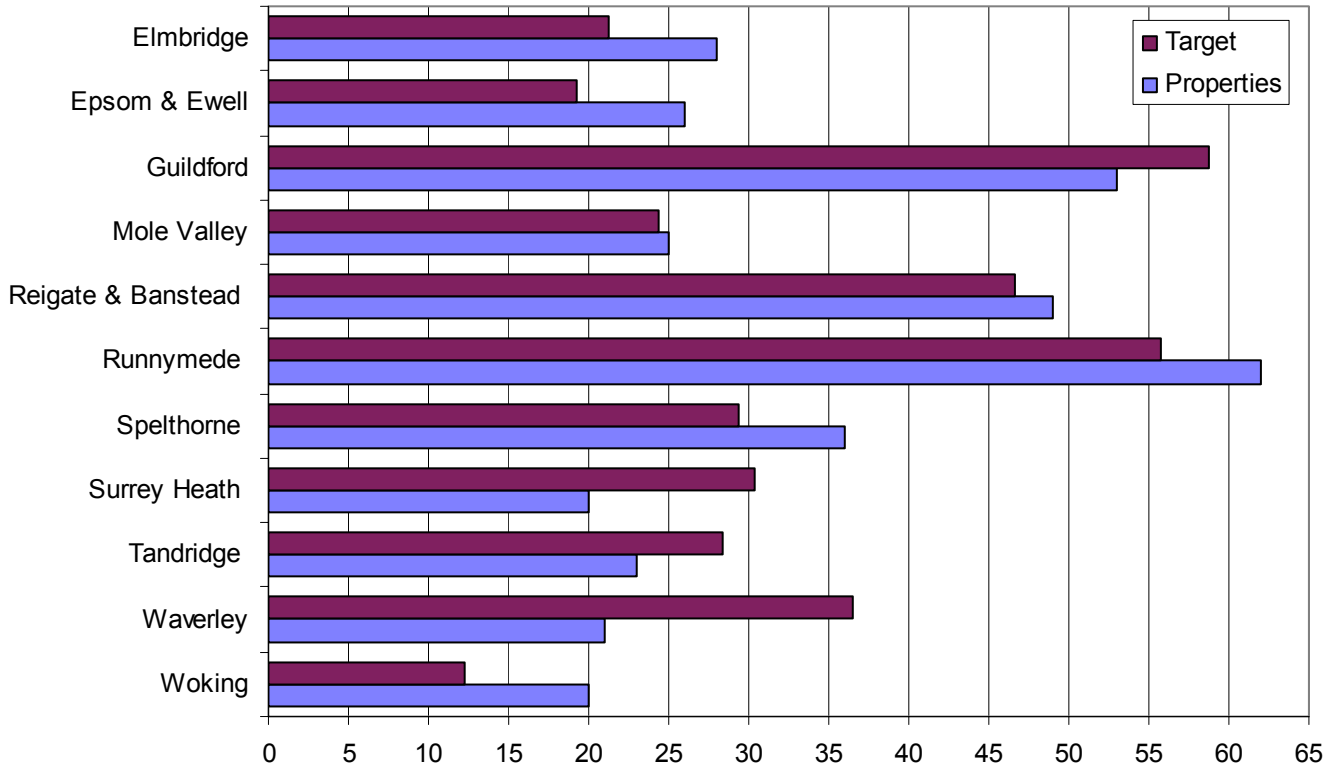
BVPI 149i: Number of false alarms caused by automatic fire detection by Borough



	2005/06 cumulative year to date	2004/05 end of year	2003/04 end of year	2002/03 end of year
Elmbridge	169	316	323	302
Epsom & Ewell	156	271	296	342
Guildford	317	664	690	632
Mole Valley	143	266	236	231
Reigate & Banstead	278	536	457	450
Runnymede	336	628	619	616
Spelthorne	226	343	364	282
Surrey Heath	154	331	374	329
Tandridge	146	271	230	191
Waverley	134	341	343	302
Woking	131	300	292	278

Figures subject to change following Electronic FDR1 input.
Note: All Borough figures exclude motorway and A3 incidents, therefore the total for the 11 Boroughs will not equal the global figure for some of the indicators. In some cases the address of an incident is unknown and therefore it is not always possible to determine a Borough for all incidents, this may also affect Borough totals.

BVPI 149ii: Number of those properties with more than 1 attendance by Borough

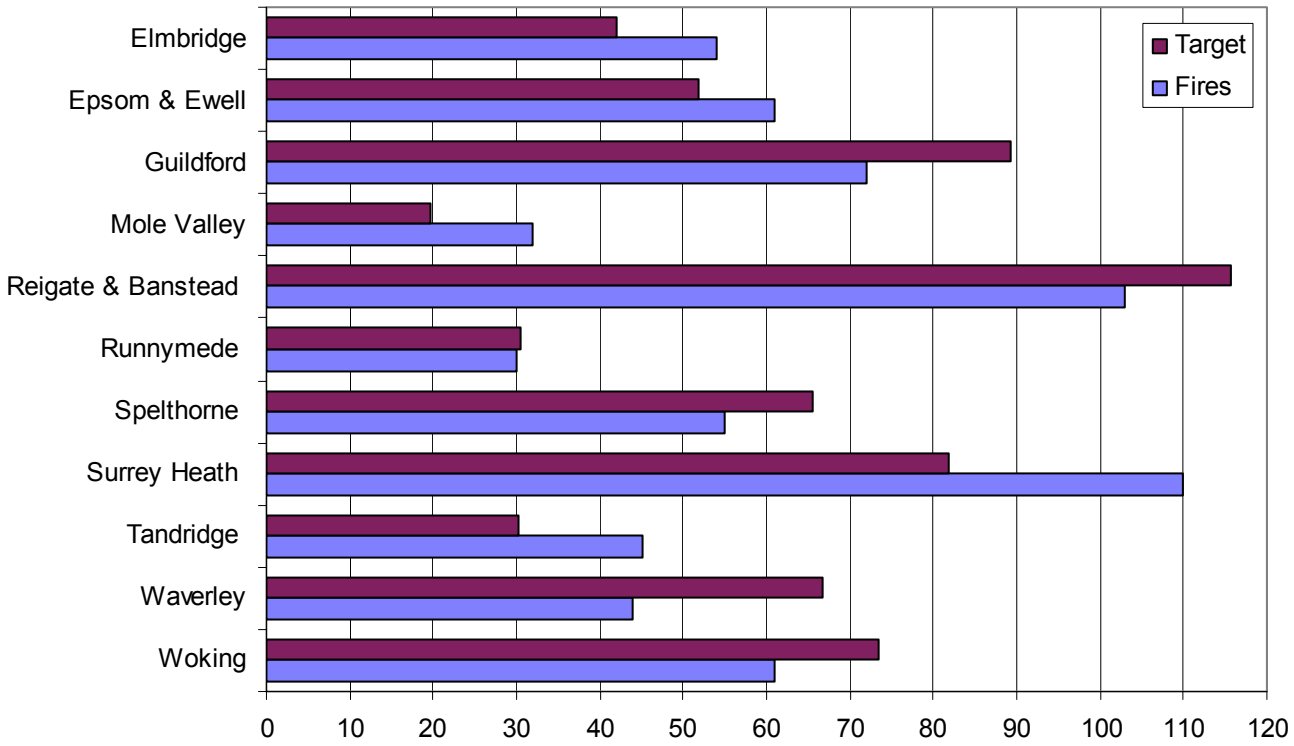


2005/06 cumulative year to date	2004/05 end of year	2003/04 end of year	2002/03 end of year
28	61	62	51
26	40	44	46
53	92	83	77
25	42	39	43
49	87	69	63
62	66	69	72
36	45	43	37
20	43	41	37
23	38	36	32
21	59	63	51
20	50	49	49

Figures subject to change following Electronic FDR1 input.

Note: All Borough figures exclude motorway and A3 incidents, therefore the total for the 11 Boroughs will not equal the global figure for some of the indicators. In some cases the address of an incident is unknown and therefore it is not always possible to determine a Borough for all incidents, this may also affect Borough totals.

BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles) by Borough



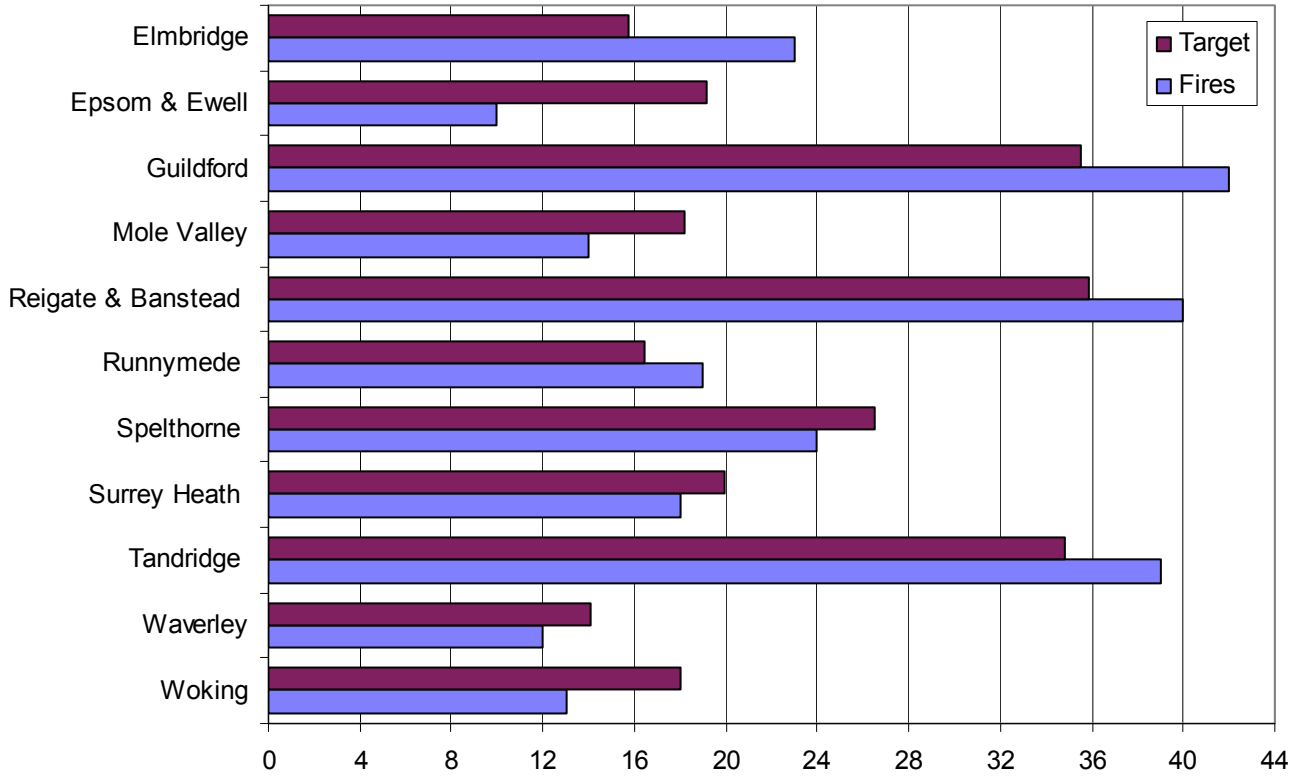
2005/06 cumulative year to date	2004/05 end of year	2003/04 end of year	2002/03 end of year
54	92	114	102
61	82	108	103
72	125	128	117
32	38	60	44
103	179	237	180
30	58	84	51
55	109	168	74
110	129	127	85
45	69	89	56
44	95	100	65
61	103	127	96

Figures subject to change following Electronic FDR1 input.

Note: All Borough figures exclude motorway and A3 incidents, therefore the total for the 11 Boroughs will not equal the global figure for some of the indicators. In some cases the address of an incident is unknown and therefore it is not always possible to determine a Borough for all incidents, this may also affect Borough totals.

Figures subject to change following Electronic FDR1 input.

BVPI 206ii + 206iv: Number of deliberate fires in vehicles by Borough



2005/06 cumulative year to date	2004/05 end of year	2003/04 end of year	2002/03 end of year
23	47	46	69
10	24	47	28
42	74	128	207
14	34	58	50
40	97	120	153
19	37	37	48
24	64	65	77
18	45	57	48
39	70	107	110
12	33	52	68
13	34	88	57

Note: All Borough figures exclude motorway and A3 incidents, therefore the total for the 11 Boroughs will not equal the global figure for some of the indicators. In some cases the address of an incident is unknown and therefore it is not always possible to determine a Borough for all incidents, this may also affect Borough totals.
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