


Report to	<b>Executive Panel</b>	
Date	<b>29 July 2019</b>	
Lead Officer	<b>Shân Morris, Assistant Chief Officer (Corporate Policy and Planning)</b>	
Contact Officer	<b>Shân Morris, Assistant Chief Officer (Corporate Policy and Planning)</b>	
Subject	<b>Performance Monitoring April – June 2019</b>	

### **PURPOSE OF REPORT**

- 1 To provide Members with information relating to North Wales Fire and Rescue Service activity and performance against improvement objectives.

### **SUMMARY**

- 2 During the first quarter of 2019/20 the Service attended 1,328 emergency incidents and false alarms - 11% fewer than in the same quarter of last year.
- 3 The downward trend in primary fires continued, and the effect of wetter weather conditions was reflected in a reduction in secondary fires.
- 4 Numbers of false alarms continued to increase, driven by an increase in the number of false alarms made with good intent.
- 5 The number of road traffic collisions attended increased by ten (23%) compared with the same three months of last year.
- 6 There were 18 more accidental dwelling fires than in the same quarter last year, resulting in one fatality (to be confirmed by the Coroner), two serious injuries and 10 slight injuries. The number of precautionary checks more than doubled from 5 to 12.

### **RECOMMENDATION**

- 7 That Members note the contents of the performance monitoring report.

### **INFORMATION**

- 8 Attached at Appendix 1 for Members' information is the monitoring report for the period from 1 April 2019 to 30 June 2019 (Quarter 1).

## IMPLICATIONS

Well-being Objectives	Helps the Authority to monitor its performance against the improvement and well-being objectives set in the combined improvement and well-being plan 2019/20.
Budget	Helps to highlight any potential impacts on budget due to unanticipated incident activity.
Legal	Assists the Authority with ensuring that there are sufficient resources to meet the altering demands placed on it with changes in incident activity.
Staffing	No implication identified.
Equalities/Human Rights/ Welsh Language	No implication identified.
Risks	Not satisfying legal requirements to report on and monitor performance that may impact on the ability to ensure that there are sufficient resources to meet demand.

# NORTH WALES FIRE AND RESCUE



**Gwasanaeth Tân ac Achub  
Fire and Rescue Service**

## PERFORMANCE MONITORING REPORT

**QUARTER 1  
April 2019 – June 2019**

**Figures are provisional and may be subject to minor amendment.**

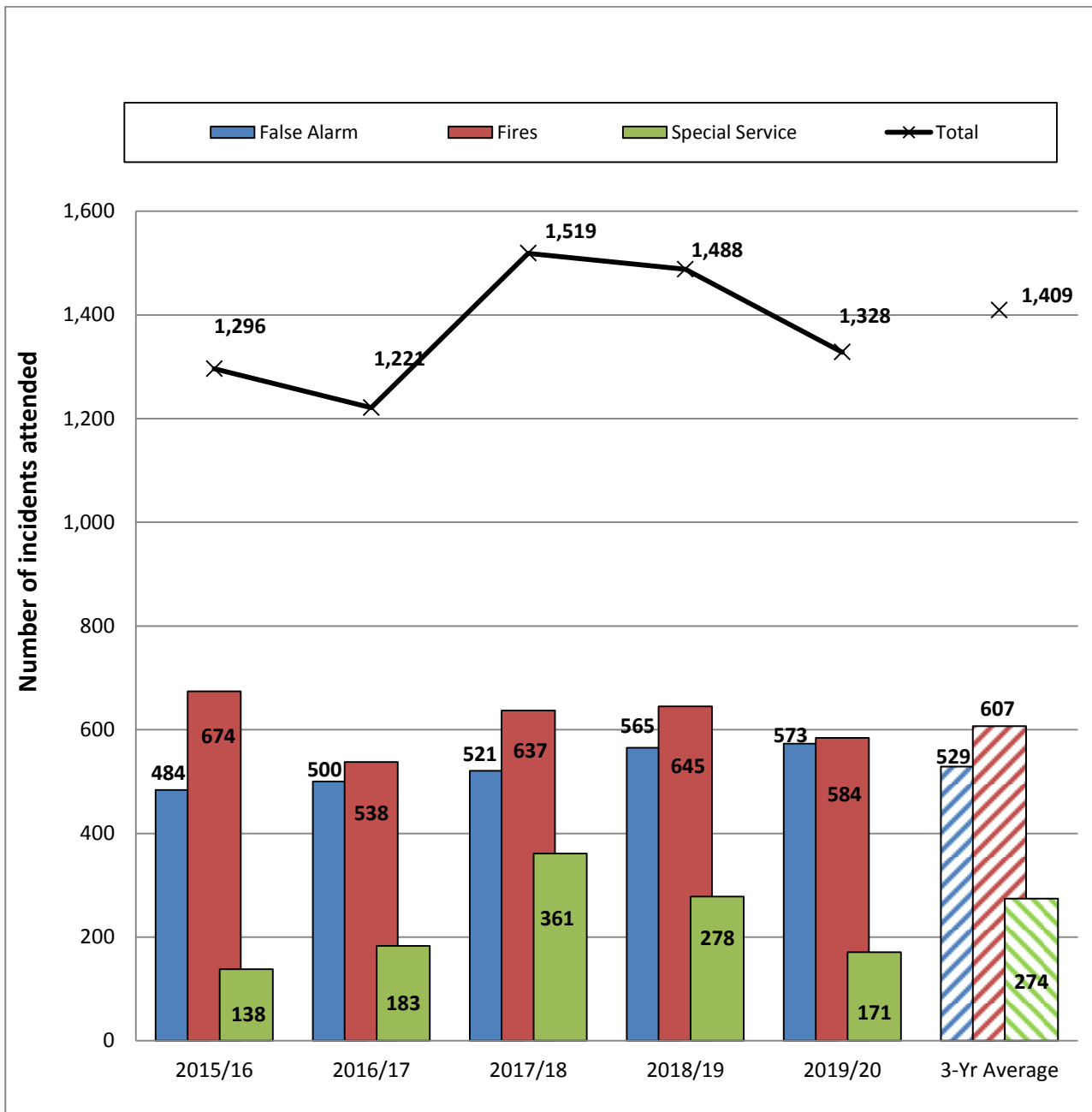
## CONTENTS

<b>INCIDENT ACTIVITY REPORTING</b>	
<b>ALL INCIDENTS</b>	
Overview of all incidents attended	1
<b>FIRES BY CATEGORY</b>	
Fires by category (primary, secondary, chimney)	2
Fires by motive (accidental/deliberate)	3
Outdoor Fires	4
<b>FALSE ALARMS</b>	
False Alarms by category (AFA, good intent, malicious)	5
<b>SPECIAL SERVICE INCIDENTS</b>	
Special Service incidents by category	6
<b>MONITORING AGAINST IMPROVEMENT AND WELL-BEING OBJECTIVE A</b>	
Accidental fires in dwellings	7
Fatalities and casualties from accidental fires in dwellings	8
Nature of injury	9
<b>GLOSSARY</b>	10

## 1.0 All Incidents

1.1 The Service attended a total of 1,328 emergency incidents (fires, false alarms and special service incidents) in North Wales during the first quarter of 2019/20. This was 11% fewer incidents than in the same period in 2018/19 and was below the three-year average.

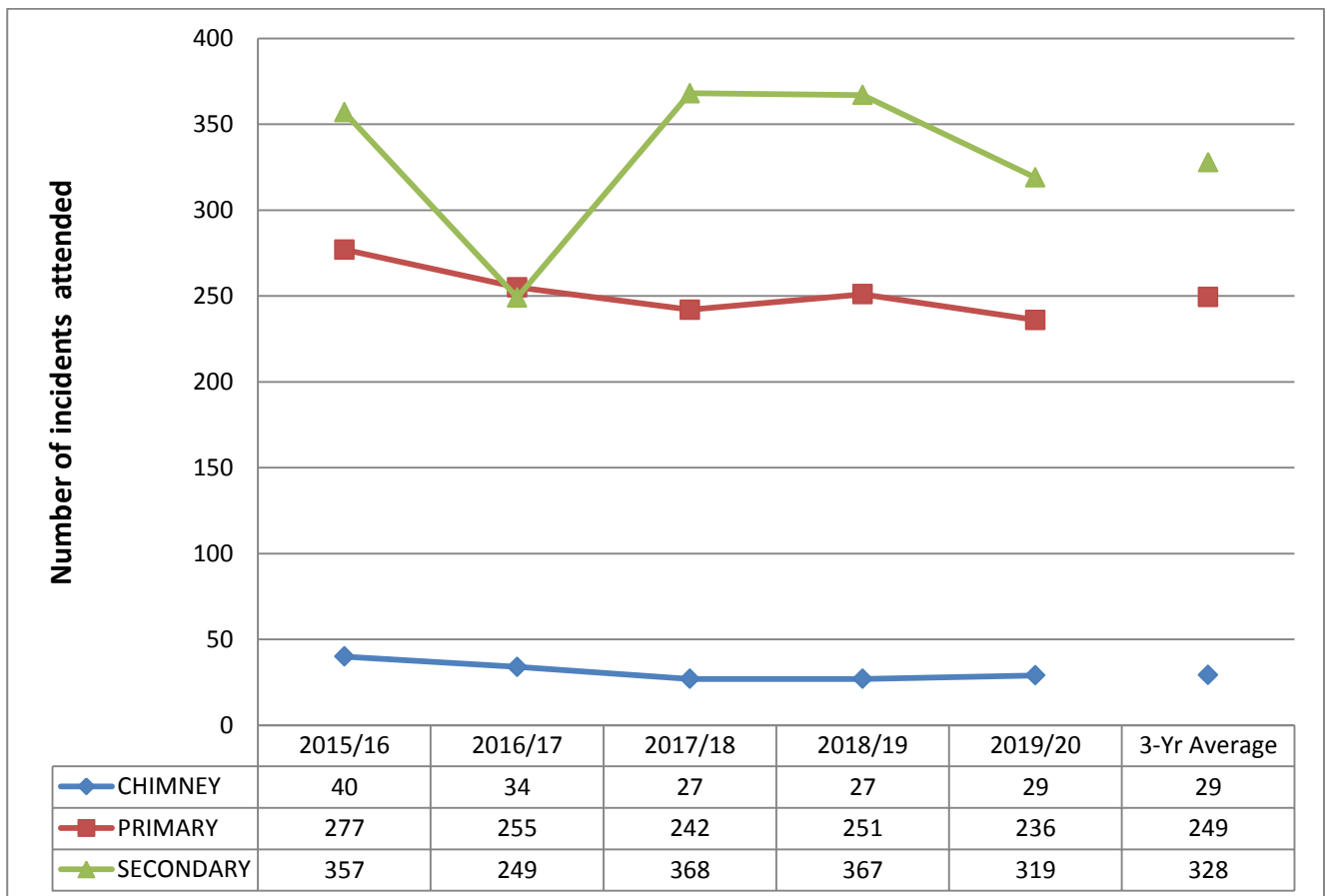
**Chart 1. Number of fires, false alarms and special service incidents attended, with 3-year average**



## 2.0 Fires, by Category

- 2.1 584 (44%) of the emergency incidents attended during the first quarter were fires. Of those fires, 236 (40%) were primary fires, 319 (55%) were secondary fires and 29 (5%) were chimney fires.
- 2.2 The gradual downward trend in the number of primary fires attended continued in this quarter, with 15 (6%) fewer primary fires attended than in the same quarter last year.
- 2.3 Numbers of secondary fires fluctuate more as they are associated with weather conditions. The effect of the wetter weather conditions during this year's first quarter is reflected in the 13% reduction in secondary fires when compared with the same quarter last year.

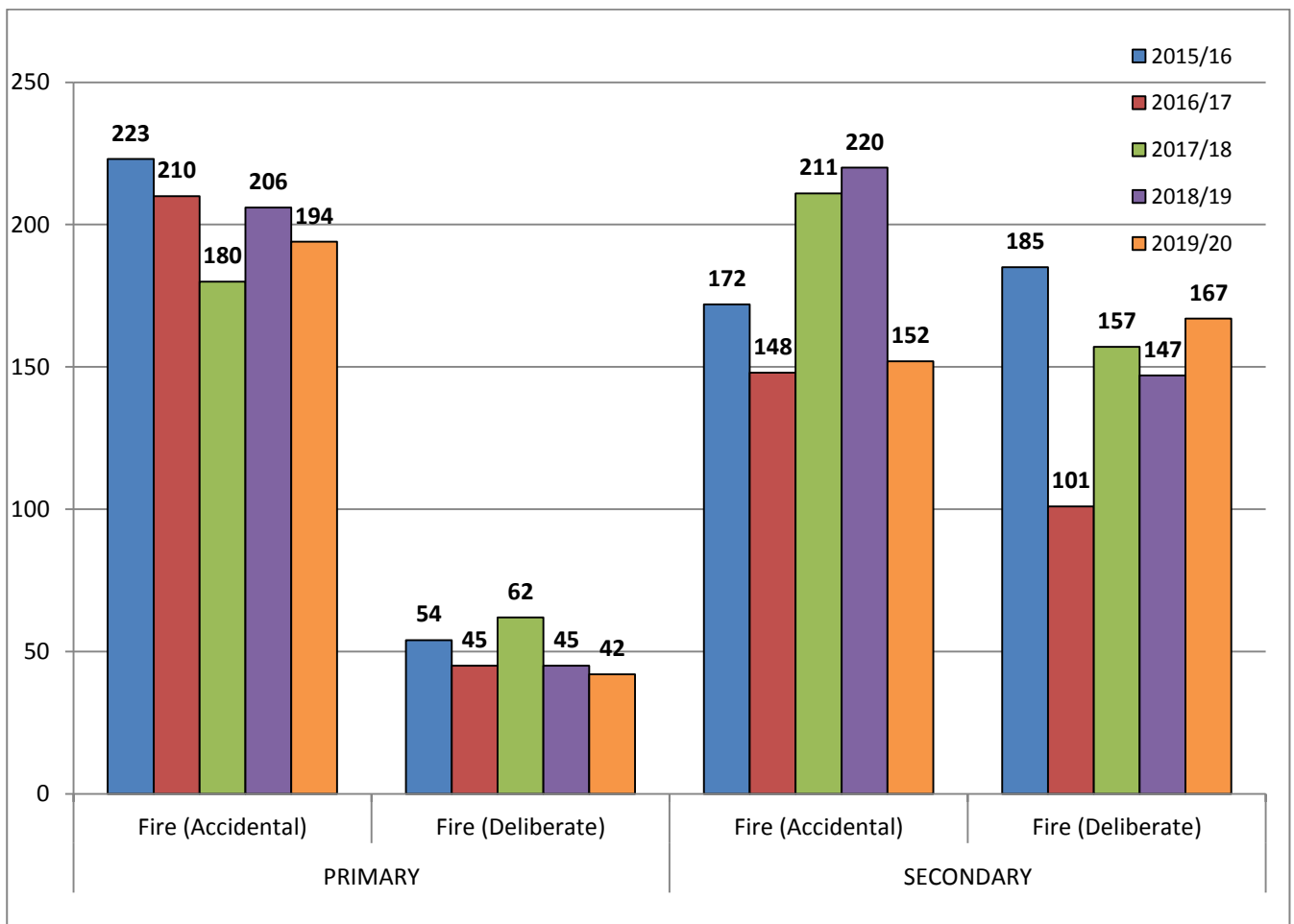
**Chart 2. Number of fires attended by category, with 3-year average**



### 3.0 Fires, by Motive

- 3.1 The percentages of primary fires that started accidentally have remained markedly consistent over recent years (just over 82% in three of the past five years), with deliberate primary fires being in the minority every year.
- 3.2 However, the relative percentages of secondary fires are different. The first quarter of this year was unusual in that the majority of secondary fires attended were suspected of having been started deliberately. In the same quarter of the preceding three years just over 40% were recorded as deliberate, whereas this year 52% were recorded as deliberate.
- 3.3 Chimney fires are by definition accidental fires, and have therefore not been shown in Chart 3 below.

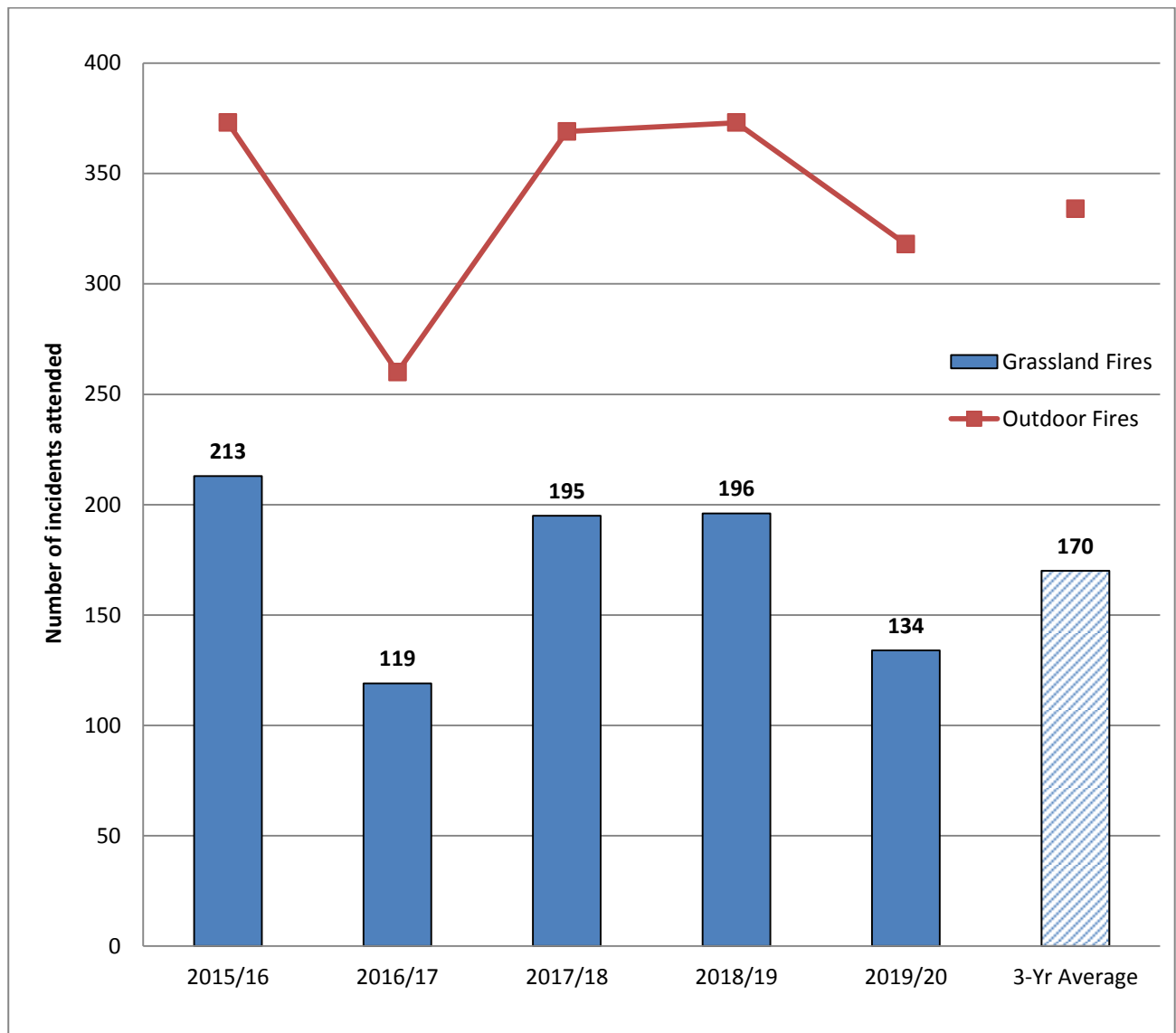
**Chart 3. Number of primary and secondary fires attended, by motive**



## 4.0 Outdoor Fires

4.1 The majority of outdoor fires are recorded as secondary fires. During the first quarter of 2019/20 grassland, woodland and crop fires accounted for 42% of all outdoor fires, with the remainder occurring in: other outdoor locations (34%); outdoor structures (22%); and outdoor equipment and machinery (1%).

**Chart 4. Number of grassland, woodland and crop fires as a proportion of total outdoor fires attended**

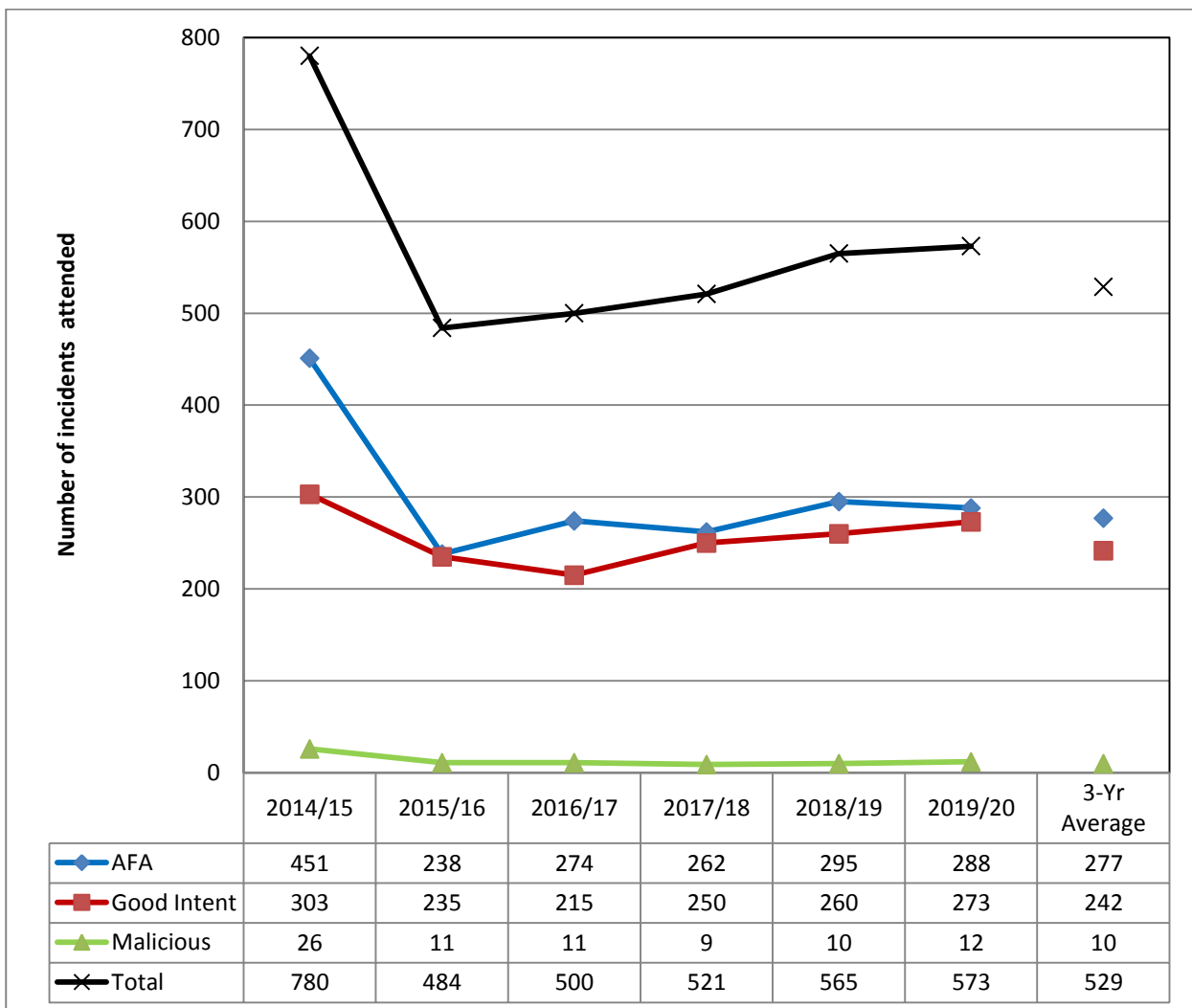




## 5.0 False Alarms

- 5.1 The overall numbers of false alarms remains lower than before the introduction of a new Automatic Fire Alarm (AFA) policy (effective from April 2015), but continue to increase year-on-year.
- 5.2 The overall total attended during the first quarter of 2019/20 (573) comprised 50% (288) due to AFAs, 48% (273) due to good intent and the remaining 2% (12) due to malicious intent.

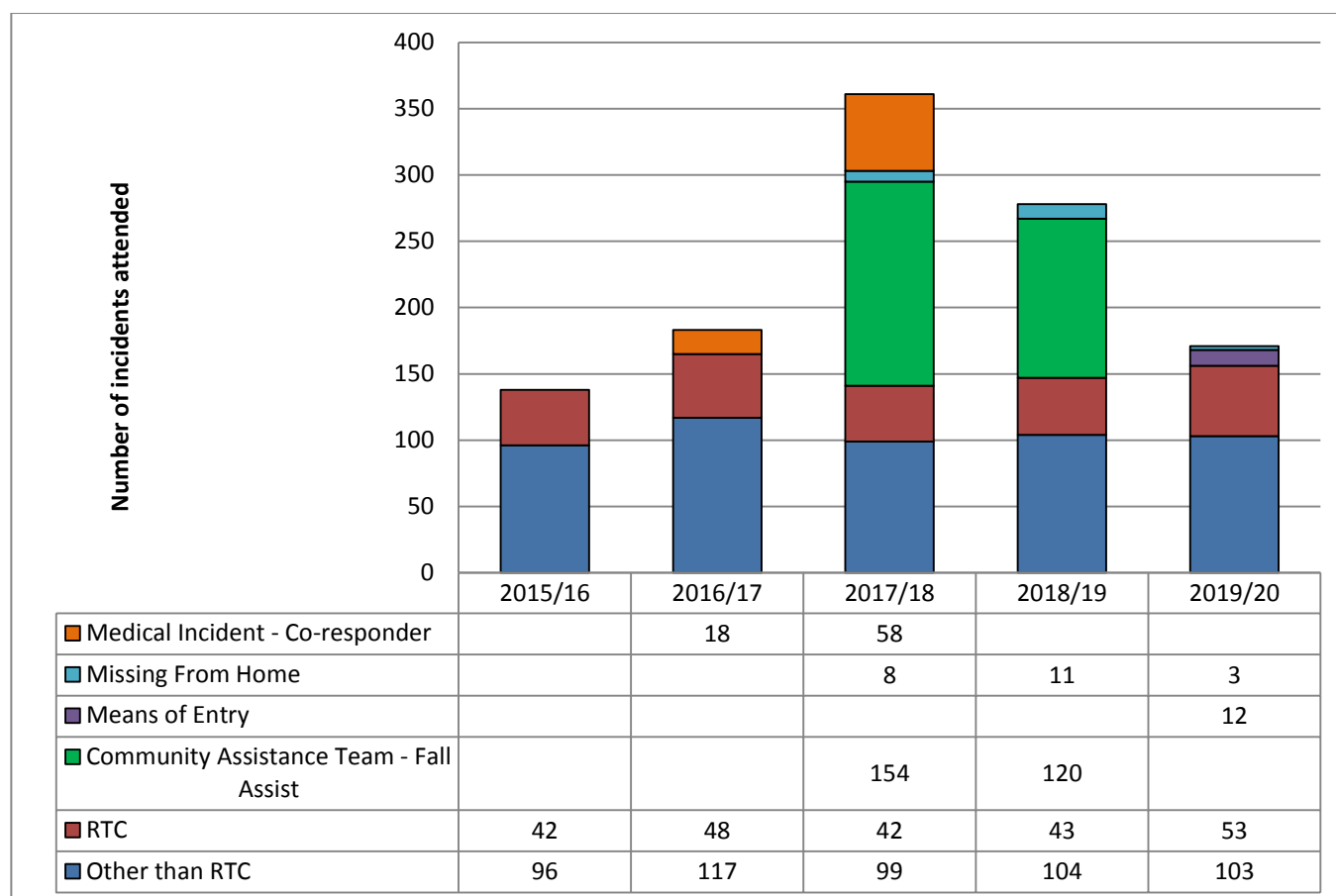
**Chart 5. Number of false alarms attended, by category**



## 6.0 Special Service Incidents

- 6.1 There has been little change in recent years in the numbers of emergencies recorded as 'special service incidents that were road traffic collisions' or in the established forms of 'special service incidents other than road traffic collisions'. In the first quarter of this year, however, the Service attended 10 (23%) more RTCs than in the same quarter last year.
- 6.2 In the category of 'other than road traffic collisions' (RTCs), but shown separately below, are the more recently trialled collaborative initiatives. These included initiatives such as the Community Assistance Team (CAT) and Co-responding in collaboration with Welsh Ambulance Services NHS Trust, as well as Missing from Home and Means of Entry undertaken in collaboration with North Wales Police.
- 6.3 The CAT and Co-responding have ceased but the first quarter of this year saw the introduction of the first 'Means of Entry' total alongside 'Missing from Home' totals which are now in their third year.

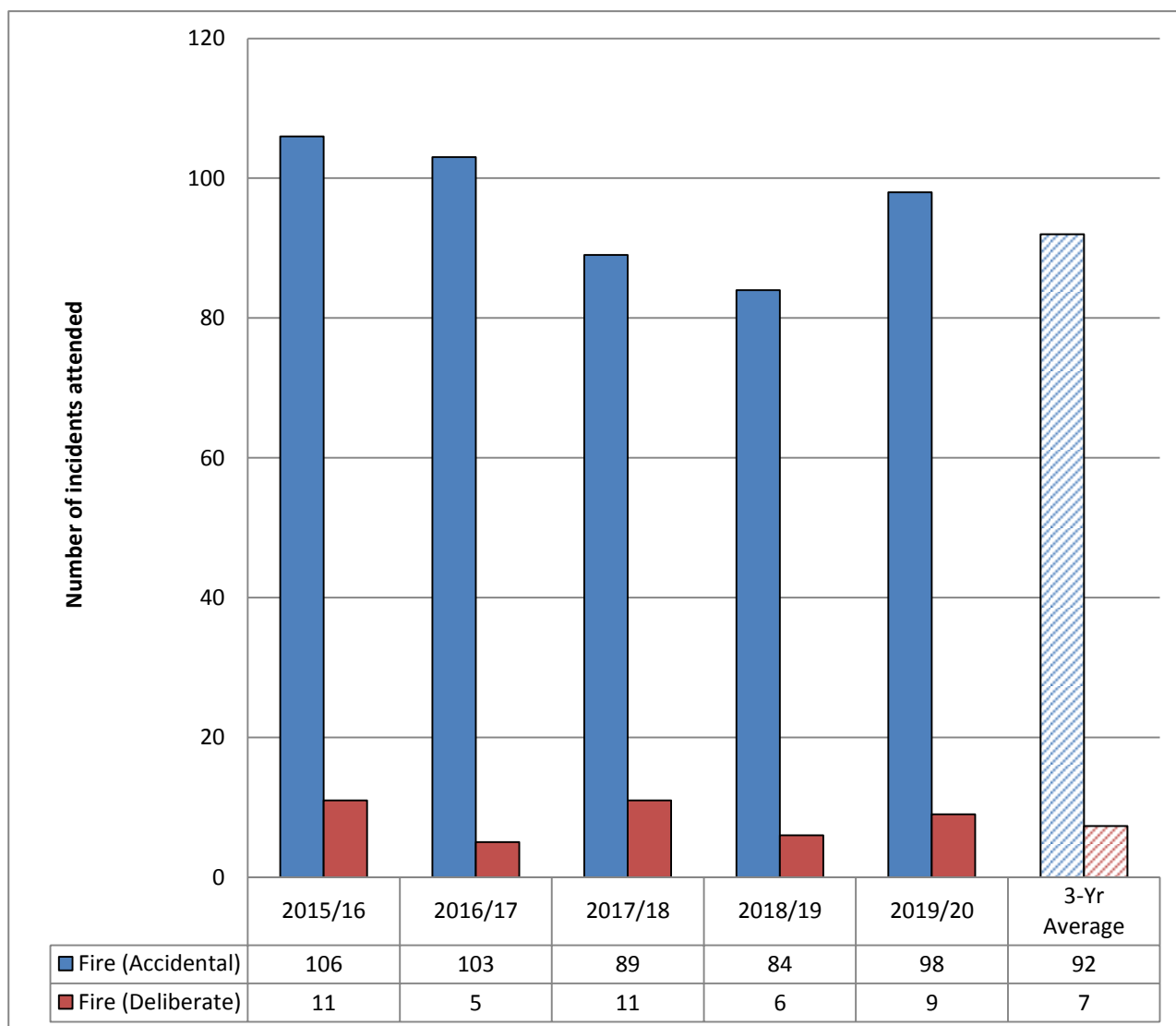
**Chart 6. Number of special service incidents, by category**



**7.0 Monitoring against Improvement and Well-being objective A:** *To support people to prevent accidental dwelling fires and stay safe if they do occur.*

7.1 The number of accidental fires in dwellings fell in 2018/19 to the lowest level ever recorded in North Wales. However, in the first quarter of 2019/20 the Service attended 18 (14%) more accidental dwelling fires than in the same quarter last year, contrary to the long-term downward trend.

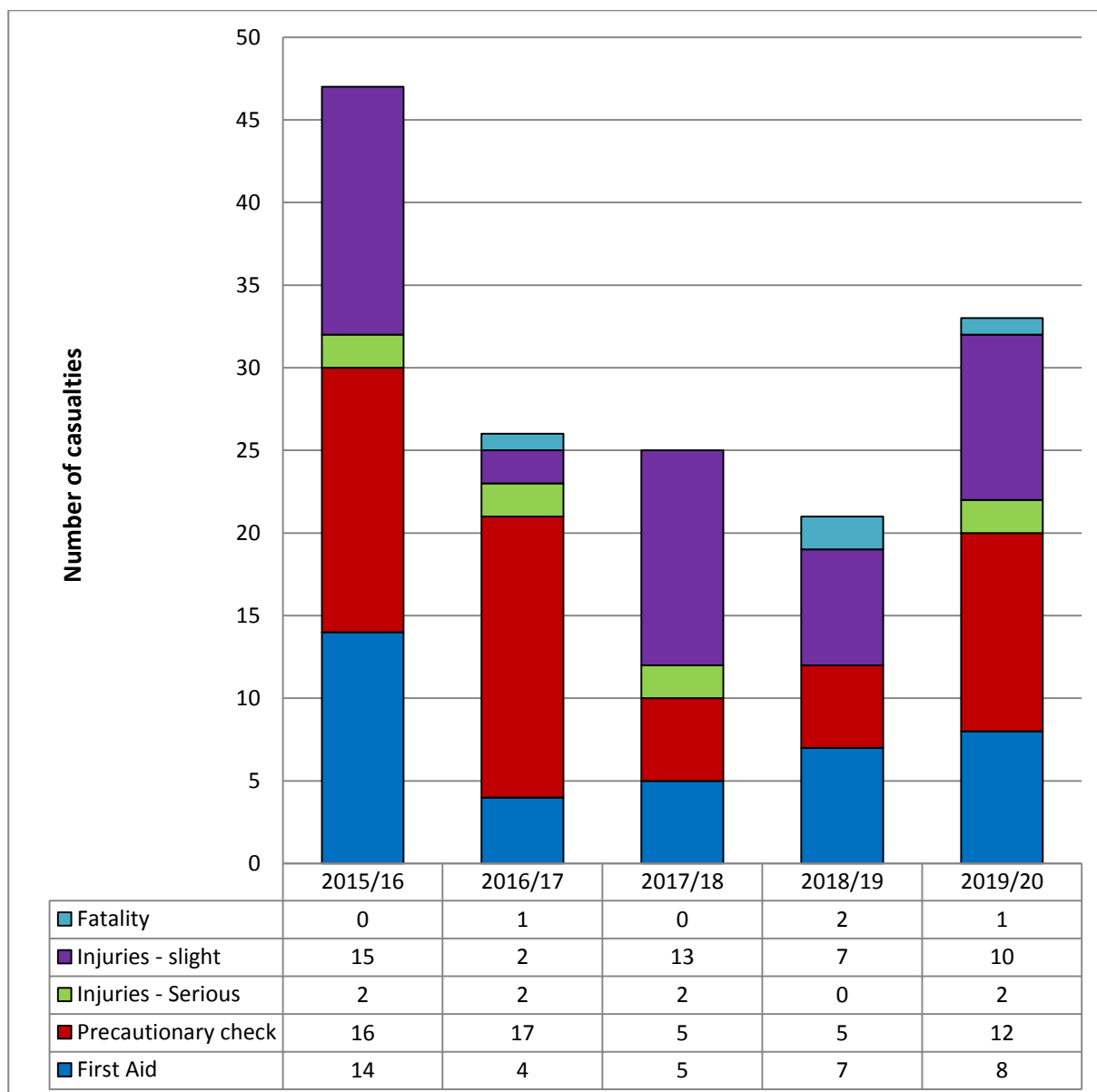
**Chart 7. Number of dwelling fires attended, by motive**



## 8.0 Casualties from Accidental Dwelling Fires

- 8.1 In the first quarter of 2019/20 one fatality was recorded at an accidental dwelling fire in North Wales (pending confirmation by the Coroner), compared with two fatalities in the same period in 2018/19.
- 8.2 There was a small increase in the number of serious (2) and slight (3) injuries from accidental dwelling fires, but a larger increase (7) in the number of people who either received a precautionary check or were advised to consult a doctor as a precaution.

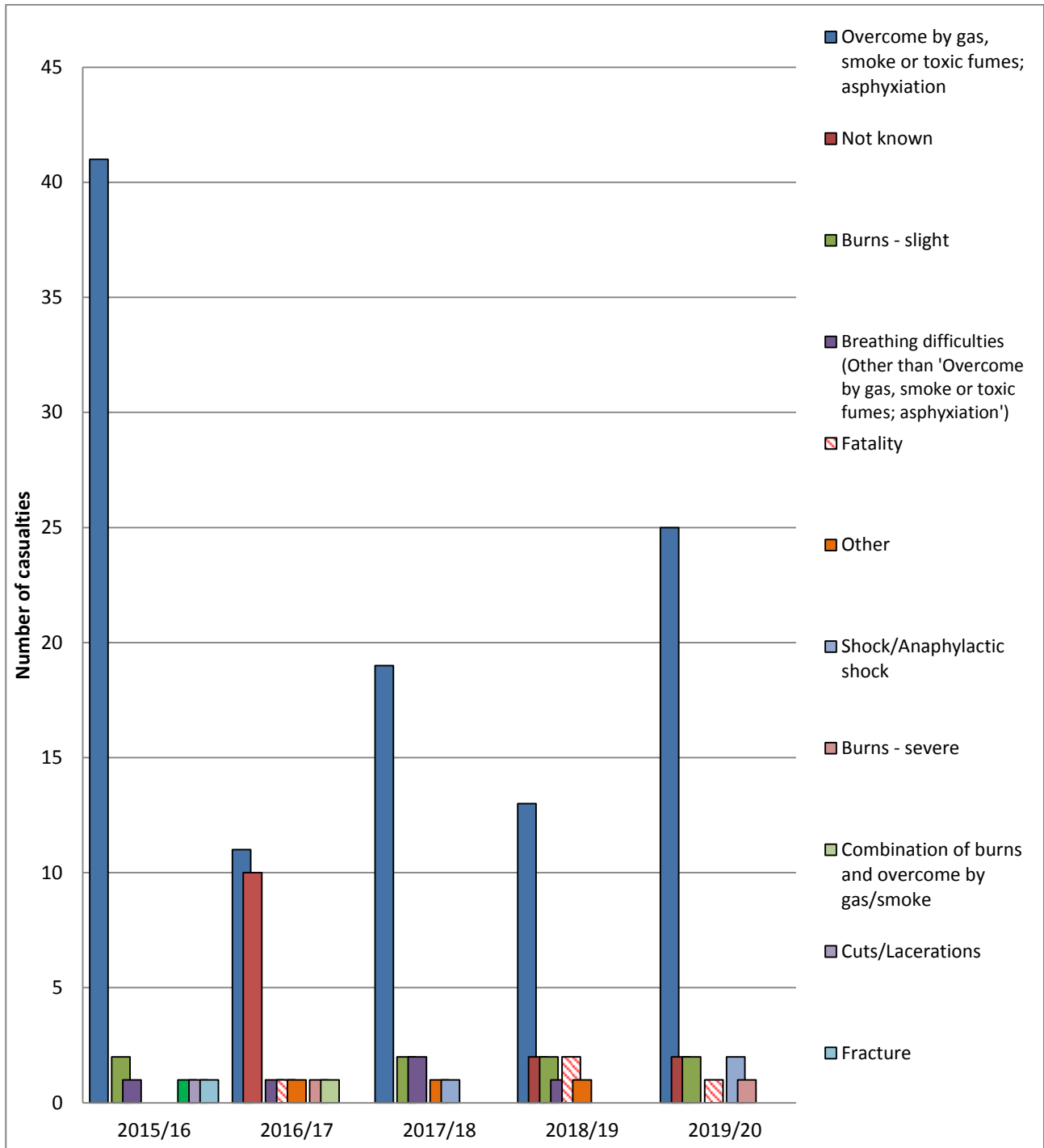
**Chart 8. Number of fatalities and injuries from accidental dwelling fires**



## 9.0 Nature of injury

9.1 Each year the most common injury is being 'overcome by gas, smoke or toxic fumes; asphyxiation'. During the first quarter of 2019/20, there were 25 people recorded in this category compared to 13 during the same period of 2018/19.

**Chart 9. Nature of injuries in accidental dwelling fires**



## Glossary

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary Fires	<p>These are fires that are not chimney fires, and which are in any type of building (except if derelict), vehicles, caravans and trailers, outdoor storage, plant and machinery, agricultural and forestry property, and other outdoor structures such as bridges, post boxes, tunnels, etc.</p> <p>Fires in any location are categorised as primary fires if they involved casualties, rescues or escapes, as are fires in any location that were attended by five or more fire appliances.</p>
Secondary Fires	<p>Secondary fires are fires that are neither chimney fires nor primary fires.</p> <p>Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p> <p>Secondary fires are those that would normally occur in locations such as open land, in single trees, fences, telegraph poles, refuse and refuse containers (but not paper banks, which would be considered - in the same way as agricultural and forestry property - to be primary fires), outdoor furniture, traffic lights, etc.</p>
Chimney Fires	<p>These are fires in occupied buildings where the fire is confined within the chimney structure, even if heat or smoke damage extends beyond the chimney itself.</p> <p>Chimney fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p>
Special Service Incidents	<p>These are non-fire incidents which require the attendance of an appliance or officer and include:</p> <ul style="list-style-type: none"> <li>a) Local emergencies e.g. flooding, road traffic incidents, rescue of persons, 'making safe' etc;</li> <li>b) Major disasters;</li> <li>c) Domestic incidents e.g. water leaks, persons locked in or out etc;</li> <li>d) Prior arrangements to attend incidents, which may include some provision of advice and inspections.</li> </ul>
False Alarm (general guidance)	<p>Where the FRS attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed.</p> <p>Note: if the appliance is 'turned around' by Control before arriving at the incident it is not classed as having been attended and does not need to be reported.</p>
False Alarms - Malicious	These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.
False Alarms – Good Intent	These are calls made in good faith in the belief that the FRS really would attend a fire or special service incident.
False Alarms - AFA	These are calls initiated by fire alarm and fire-fighting equipment. They include accidental initiation of alarm apparatus or where an alarm operates and a person then routinely calls the FRS as part of a standing arrangement, i.e. with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation).