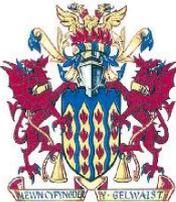


| | | |
|-----------------|--|---|
| Report to | Executive Panel |  |
| Date | 18 December 2023 | |
| Lead Officer | Stewart Forshaw, Deputy Chief Fire Officer | |
| Contact Officer | Anthony Jones, Head of Planning, Performance and Transformation | |
| Subject | Performance Monitoring: April – September 2023 | |

Purpose of Report

- 1 To provide information about incident activity during the first half (Q1 and Q2) of the 2023/24 financial year; performance in relation to the North Wales Fire and Rescue Authority's (the Authority) improvement and well-being objectives; and other notable incident activity.

Executive Summary

- 2 During the first half of the 2023/24 financial year, North Wales Fire and Rescue Service (the Service) attended 3186 emergency incidents. This is a decrease of 7.7% compared with the same period of the 2022/23 financial year (3453).
- 3 The number of accidental fires in the home (ADFs) attended during the reporting period slightly decreased to 160, compared to 162 during 2022/23. There were however, three accidental fatalities in dwelling fires in the first half of 2023/24. The three cases are explored further within this report.
- 4 There was also an increase in the number of serious injuries, from two to five compared to 2022/23. The Service continued to deliver fire prevention interventions and initiatives to support fire safety in the homes and communities of North Wales.
- 5 During the reporting period, there was a decrease to 13 in the number of wildfires that were attended by a combined total of 54 vehicles for over 476 hours.
- 6 There were 1,512 false alarms attended during the reporting period, an increase of 3.6% from the first half in the previous year. This was due to a 10.9% increase in attendances at fire alarms due to apparatus from 836 to 927. The Service received 773 calls to AFAs at commercial premises, of which 5 (6.5%) were attended and 768 (93.7%) were not attended in line with our policy.

- 7 The Authority has an embedded policy that determines its attendance to automatic fire alarms. NWFRS will not send an emergency response to automatic fire alarm actuations in a non-domestic premises unless a back up 999 call is received confirming that there is a fire.
- 8 In addition, 300 hospital AFA calls were received, of which 134 (44.7%) were attended and 166 (55.3%) were not attended.
- 9 There was an increase in the number of fires attended at HMP Berwyn from 8 during the first half of 2022/23, to 13 during the first half of this year.
- 10 Pump availability in accordance with the 18 pump availability target was met at 100% during the reporting period.

Recommendation

- 11 It is recommended that:
 - i. Members note the content of the performance monitoring report.

Information

- 12 **All Incidents**

There was a decrease in the total number of incidents attended, with 7.7% fewer incidents attended during the first half of the financial year. 3,186 incidents were attended compared with 3,453 during the same period of the previous year.
- 13 **Fires**

Fires attended during the reporting period decreased 22.0% to 1,011 compared with 1,296 during the same period of 2022/23.
- 14 **Grassland, Woodland and Crop Fires**

Grassland, woodland and crop fires decreased 52.7% (412 to 195) during the same period last year. Secondary accidental grassland, woodland and crop fires decreased (272 to 130), with 'grassland, pasture, grazing etc.' (84 to 34), and 'heathland or moorland' (100 to 44) being the main contributors. Decreases were also recorded in 'hedge' (26 to 18), and 'tree scrub (includes single trees not in garden' (25 to 9), although there was an increase in 'Railway trackside vegetation' (Zero to four).
- 15 **Wildfires**

During the reporting period, there was a decrease in attendance at wildfires (34 to 13) compared to the same period of 2022/23, where 54 vehicles attended compared to 47. The time spent at scene decreased to 476 hours, compared to 628 hours during the same period of the previous year.

16 **Primary Fires**

Primary fires decreased 5.0% (462 to 439) compared with the same period of 2022/23, and were 4.8% below the three-year average of 461. Accidental primary fires decreased 2.4% (372 to 363), and were 2.9% below the three-year average of 374. The number of deliberate primary fires decreased (90 to 76) compared to the previous financial year, and were 15.6% below the three-year average of 87.

17 **Secondary Fires**

Secondary fires, which were 14.2% below the three-year average of 647, decreased 31.3% (808 to 555), primarily due to a 35.8% decrease in accidental secondary fires (525 to 337). Decreases were recorded in secondary accidental 'grassland, woodland and crops' fires (272 to 130) and 'other outdoors (including land)' (158 to 116).

Deliberate secondary fires decreased 23.0 % (283 to 218), primarily due to a 52.9% reduction in 'grassland, woodland and crops' (119 to 56). However an increase in 'Outdoor structures' fires (33 to 41) was recorded.

18 **Chimney Fires**

Chimney fires decreased 34.6% compared with the same period of 2022/23 (26 to 17). This is 54.1% below the three-year average of 37.

19 **Accidental Dwelling Fires (ADFs)**

The Service attended 1.2% fewer ADFs (162 to 160) during the first half of 2022/23. This is a result of a decrease in ADFs within 'House – single occupancy' (94 to 78). However there was been a rise in 'Bungalow – single occupancy' (17 to 29), ADFs remain 14.0% below the three-year average of 186. ADFs in 'purpose built flat/maisonette – multiple occupancy' also decreased (37 to 33).

The main contributors to causing ADFs were 'cooking – other cooking', (40 to 32), 'combustible articles too close to heat source (or fire)' (33 to 25); 'fault in equipment or appliance (14 to 26), and 'careless handling – due to careless disposal' (remained at 14). The main source of ignition was 'cooking appliance' which decreased (85 to 78) compared with the same period of 2022/23.

20 **Fatalities/Casualties in ADFs**

There were three fatalities in ADFs during first half of 2023/24, all of which occurred in Q2, compared to zero over the same period of 2022/23. The number of casualties in ADFs decreased from 47 to 41, with 5 people sustaining serious injuries compared to 2 during 2022/23.

21 **Fatalities overview**

Case 1: Local Authority Area – Flintshire

The deceased was a 72-year-old man who lived alone. The property involved was a low rise self-contained flat.

The time of call was 16:10 and 1st appliance was in attendance at 16:20. Fire detection was fully hard wired, and the system was monitored.

The incident involved a smouldering fire caused by discarded cigarettes in two separate locations.

Following the incident, a level 4 Hot spotting campaign was carried out on 18/07/2023:

- 28 SAWCs completed
- 105 properties leafleted
- 1 hard of hearing alarm fitted

Case 2: Local Authority Area - Gwynedd

The deceased was an 87-year-old woman who lived alone. The property involved was a detached bungalow. NWFRS had no previous engagement occupier. Smoke alarms were fitted and linked to Galw Gofal (monitoring company) who called NWFRS.

The time of call was 14:24 and the first appliance was in attendance at 14:43. The incident involved an incense burner catching alight to the casualties clothing.

Following the incident, a level 4 Hot spotting campaign was carried out 06/09/2023:

- 66 SAWCs completed
- 27 Smoke alarms fitted
- 1 CO detector fitted
- 1 Hoarder identified

Case 3: Local Authority Area – Conwy

The deceased was an 80-year-old man who lived alone. The property involved was a semi-detached residence.

The time of call was 23:04 and 1st appliance was in attendance at 23:14. Smoke alarms were fitted and linked to Galw Gofal (monitoring company) who called NWFRS.

The incident involved a fully developed fire in the kitchen.

Following the incident, a level 4 Hot spotting campaign was carried out on 29/09/23:

- 110 SAWCs completed
- 65 Smoke alarms fitted
- 27 CO detectors fitted
- 7 other interventions fitted

22 **Smoke Detectors – ADFs**

Smoke/heat detectors were present at the majority of accidental fires in dwellings during the reporting period (85.6%). ADFs where a smoke/heat detector was fitted, operated and raised the alarm, increased from 81 to 85.

23 Where a smoke/heat detector was fitted - operated but did not raise the alarm, incidents reduced from 21 to 20.

24 ADF's where no detector was fitted increased from 19 to 23, and where a detector was fitted and did not operate, the number of incidents decreased to 19 from 32.

25 **Deliberate Primary Fires in Non-Residential Buildings**

Deliberate primary fires in non-residential buildings increased from 29 to 31 with 13 occurring at HMP Berwyn.

26 **False Alarms**

The upward trend in false alarms continued with the Service attending 1512 false alarms – 3.6% more than in the same period of 2022/23 (1459), and 13.4% more than the three-year average of 1,333. Those originating from AFA systems increased 10.9% (836 to 927) and represented 61.3% of false alarm attendances.

27 **Non-Residential Automatic Fire Alarms (AFA)**

Non-Residential AFAs increased 11.8% (152 to 170). The main causes of activation in non-residential AFAs were 'faulty' (68 to 89); 'dust' (9 to 15), and 'accidentally/carelessly set off' (25 to 13).

28 **Other-Residential AFAs**

There was a 23.2% decrease in 'other-residential' AFAs (69 to 53), with 'nurses'/doctors' accommodation' showing a significant decrease (17 to 8). 'Residential home' however, increased (6 to 16).

Although the main cause of activation in 'other-residential' was 'faulty', which had a slight increase (15 to 16), 'cooking/burnt toast' saw a significant reduction compared with the same period last year, dropping (20 to 14).

'Dust' and 'accidentally/carelessly set off' also reported reductions from (seven to four), and (eight to two) respectively.

29 **Dwelling AFAs**

AFAs in dwellings continued on an upward trend, increasing by 14.3% (615 to 703), with 'purpose built flat/maisonette – multiple occupancy' being the lead contributor to the total number of incidents, rising (198 to 234), followed by 'bungalow – single occupancy' which rose (179 to 231).

'House – single occupancy' increased (171 to 180), and 'Converted flat/maisonette – multiple occupancy' also saw an increase (23 to 25). Decreases were recorded however in 'self-contained sheltered housing', (39 to 26).

Of the 703 dwelling AFAs, 'cooking/burnt toast' was the main cause of activation, increasing (313 to 411). Slight increases were also recorded in 'faulty (137 to 145), and 'dust' (17 to 24), and 'smoking (12 to 17)'. 'Accidentally/carelessly set off' and 'steam' saw a significant reductions (34 to 23 & 18 to 15) respectively.

30 **Good Intent False Alarms**

Good intent false alarms decreased by 5.9% (594 to 559), due to decreases in across various categories with Grassland, woodland and crops seeing the largest decrease (77 to 47). 'Other outdoors (including land) also reduced (150 to 126), and 'false alarm – property not found' (57 to 38). However, there was an increase in 'dwelling' (118 to 236) and 'outdoor equipment and machinery' (9 to 14).

'Dwelling' false alarms made with good intent increased 25.5% (118 to 236) this is as a result of increases in 'house – single occupancy' (74 to 98). As well as 'purpose built flat/maisonette - multiple occupancy' (70 to 85).

'Other outdoors (including land)' good intent false alarms decreased 16.0% (150 to 126) this is as a result of decreases in 'loose refuse (including in garden)' (139 to 117).

'Grassland, woodland and crops' false alarms made with good intent decreased 39.0% (77 to 47) due to decreases in 'grassland, pasture, grazing etc' (22 to 11), and 'healthland or moorland' from (eight to two).

Good intent false alarms for 'outdoor equipment and machinery' increased 55.6% (9 to 14), with 'other outdoor equipment/machinery' increasing (three to seven).

31 **Malicious False Alarms**

The number of malicious false alarms decreased from 29 to 26 compared to the same period last year.

- 32 **Special Service Calls**
Special service calls decreased by 5.0% from 698 to 663 during the same period of the previous financial year, and were 46.0% above the three-year average of 454. This can be attributed to the change in policy aimed at increasing the presence of the fire and rescue service in the community when needed.
- 33 **Road Traffic Collisions (RTC) Incidents**
The Service attended 18.6% more RTCs (118 to 140), where 33 (23.6%) involved the extrication or release of persons. Where the Service was called upon to make a vehicle or scene safe, attendance increased 31.7% (83 to 63).
Although the Service attended more RTCs, the percentage of RTCs which involved the release or extrication of persons decreased (34.7% to 23.6%), which is below the three-year average of 34.1%.
- 34 **SSC 'Other than RTC'**
SSC 'Other than RTC' decreased 9.8% (580 to 523). The main contributor to the decrease was 'other rescue/release of persons' which decreased 45.1% (71 to 39).

Decreases were also recorded in 'effecting entry/exit' (58 to 52); 'no action (not false alarm)' (26 to 15), and 'lift release' (53 to 22). There were increases however in 'animal assistance incidents', which saw a 80.0% increase (25 to 45), as well as in 'Assist other agencies' (195 to 214) and 'flooding', (28 to 35).
- 35 **Safe and Well Checks (SAWCs)**
The Service completed 9,358 SAWCs, of which 2868 (30.6%) were high priority SAWCs. Of the high priority SAWCs completed, 1547 (53.9%) were referrals from a partner agency.
- 36 **Station Performance**
Planned 18 pump availability was achieved on all 183 days (100%) of the first half of 2023/24.
- 37 **Sickness Absence**
A total of 297 cases of sickness absence were reported during the first half of 2023/24. This equates to 5.06% sickness absence time.

IMPLICATIONS

| | |
|--|---|
| Well-being Objectives | Helps the Authority to monitor its performance against the improvement and well-being objectives in the Corporate Plan 2021-24. |
| 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 demand. |
| 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 SERVICE**



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

Performance Monitoring Report

For the first half

April – September 2023

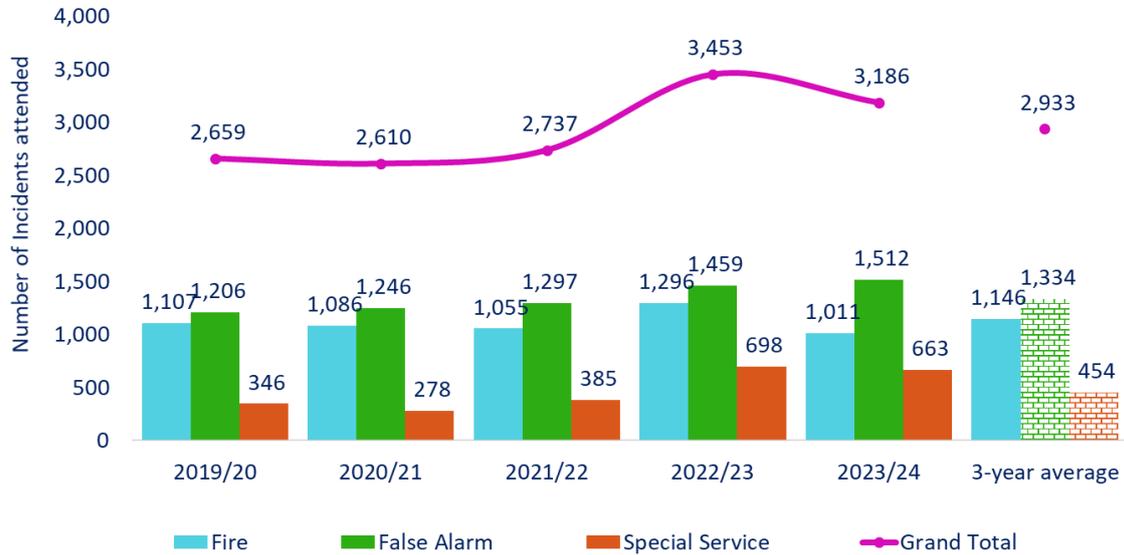
Figures are provisional and may be subject to minor amendment.

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1 All Incidents

1.1 During the first half of the 2023/24 financial year, the Service attended 3,186 emergency incidents and false alarms, a 7.7% decrease on the same period in the previous year (3,453).



| Category | Year | Q1 | Q2 | Q3 | Q4 | Year-to-Date (YTD) | % change YTD | Average of 3 previous years | % change YTD / Average of 3 previous years |
|---------------------------------|---------|-------|-------|----|----|--------------------|--------------|-----------------------------|--|
| Total incidents attended | 2023-24 | 1,635 | 1,551 | | | 3,186 | ↓ | 2,934 | ↑ 8.6% |
| | 2022-23 | 1,575 | 1,878 | | | 3453 | 7.7% | | |
| Total fires | 2023-24 | 600 | 411 | | | 1011 | ↓ | 1,146 | ↓ 11.8% |
| | 2022-23 | 577 | 719 | | | 1296 | 22.0% | | |
| Total special service incidents | 2023-24 | 332 | 331 | | | 663 | ↓ | 454 | ↑ 46.0% |
| | 2022-23 | 327 | 371 | | | 698 | 5.0% | | |
| Total false alarms | 2023-24 | 703 | 809 | | | 1,512 | ↑ | 1,334 | ↑ 13.3% |
| | 2022-23 | 671 | 788 | | | 1,459 | 3.6% | | |

*The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

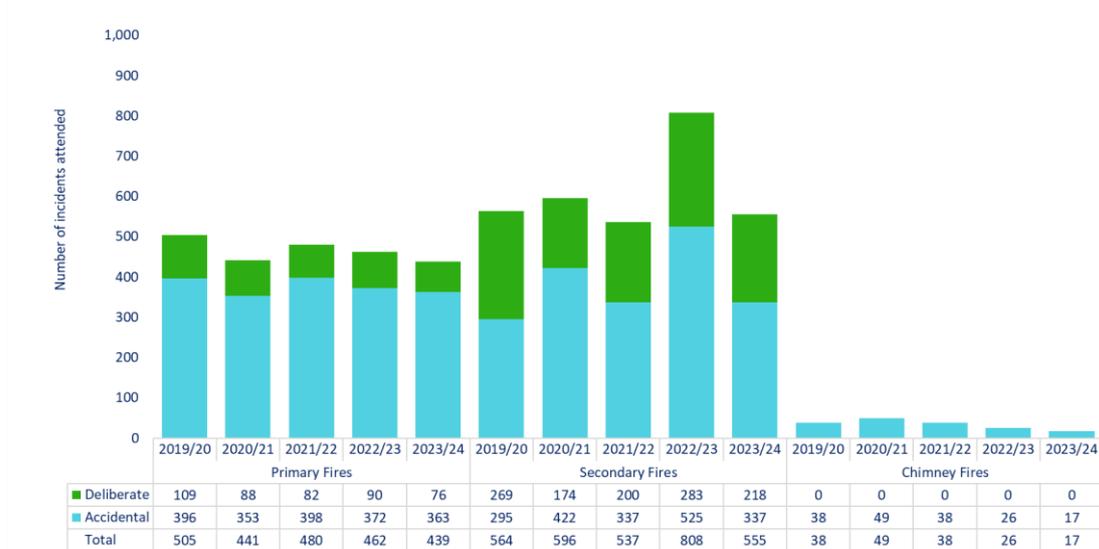
2 Fires, by Category and Motive

2.1 A total of 1,011 fires were attended; a 22.0% decrease from 1,296 in 2022/23.

2.2 Primary fires – There was a 5.0% decrease in primary fires (462 to 439) compared with the same period in the previous financial year, which was 5.0% below the three-year average of 461.

2.3 Secondary fires – There was a 31.3% decrease in secondary fires (808 to 555), which was 14.2% below the three-year average of 647.

2.4 Chimney fires – The number of chimney fires decreased (26 to 17) during the same period in the previous financial year, which was 54.1% below the three-year average of 37.



| Category | Year | Q1 | Q2 | Q3 | Q4 | Year-to-Date (YTD) | % change YTD | Average of 3 previous years | % change YTD / Average of 3 previous years |
|-----------------|----------------|------------|------------|----|----|--------------------|--------------|-----------------------------|--|
| Primary fires | 2023-24 | 231 | 208 | | | 439 | ↓ 5.0% | 461 | ↓ 5.0% |
| | 2022-23 | 226 | 236 | | | 462 | | | |
| Secondary fires | 2023-24 | 356 | 199 | | | 555 | ↓ 31.3% | 647 | ↓ 14.2% |
| | 2022-23 | 332 | 476 | | | 808 | | | |
| Chimney fires | 2023-24 | 13 | 4 | | | 17 | ↓ 34.6% | 37 | ↓ 54.1% |
| | 2022-23 | 19 | 7 | | | 26 | | | |

*The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

Actions taken to support the reduction of fire events during the previous quarter

There has been a reduction in relation to primary fires and accidental incidents attended which remains below the three-year average figure. Secondary accidental fires remain below the three-year average. A result of:

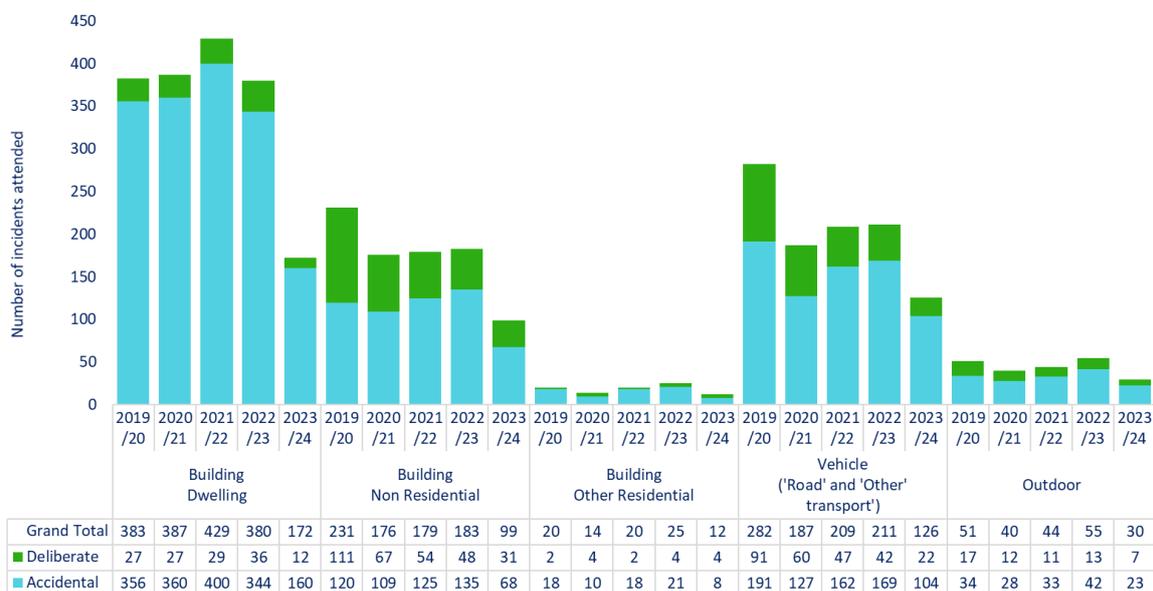
- 4,919 SAWCs being delivered across North Wales during Q2, the current overall figure is 9,358 which is above the annual target.
- Partnership managers continuing to foster relationships with external agencies to encourage high quality referrals such as student kitchen talks within Bangor university, and the freshers fair whereby over 100 students completed fire safety quizzes. NWFRS enhanced its collaboration with St. Johns ambulance, who are currently working directly with the NHS transporting patients to and from hospital.
- Partnership managers conducting training for 57 managers within the Domiciliary care sector.
- The community teams attending various housing associations' collaborative events across the summer months.
- Fire safety teams attending fire station open days providing fire safety advice to local communities.
- Fire Safety staff attending numerous national and regional agriculture shows engaging with local communities providing fire safety advice.
- Launching the reviewed hot spotting process following house fires.
- Fire safety teams now undertaking morning meetings three times a week to discuss current incidents and to assign post incident activity.
- A weekend of multiagency (NRW, NWP, DCC & NWFRS) activity taking place at targeted Sites of Specific Scientific Interest (SSSI) sites which resulted in significant interaction with the public.
- Campaign Steering Group (CSG) continuing to work with Corporate Communications to proactively promote safety and Wildfire messaging across all media platforms.

- Deliberate fire setting intervention schemes continuing to be facilitated in-house and by DangerPoint; 3 FACE (Fire Awareness Child Education) delivered by the Arson Reduction and Team, 15 Firesafe delivered by DangerPoint and one adult intervention.
- Educational and school visits continuing with 35 schools visited with 3,786 young people provided with fire safety advice.
- Phoenix delivering four courses at fire stations with 42 participants. Two courses were delivered at Llanfairfechan, one at Mold and one at Chirk.

3 Primary Fires, by Property Type and Motive

3.1 During the first half of 2023/24, 31 primary fires were started deliberately, compared with 29 during 2022/23.

3.2 There were 13 deliberate fires at HMP Berwyn, compared with eight over the same period of the previous financial year. Of these fires we attended, NWFRS extinguished one, the remaining 12 were extinguished prior to our arrival by the prison staff.

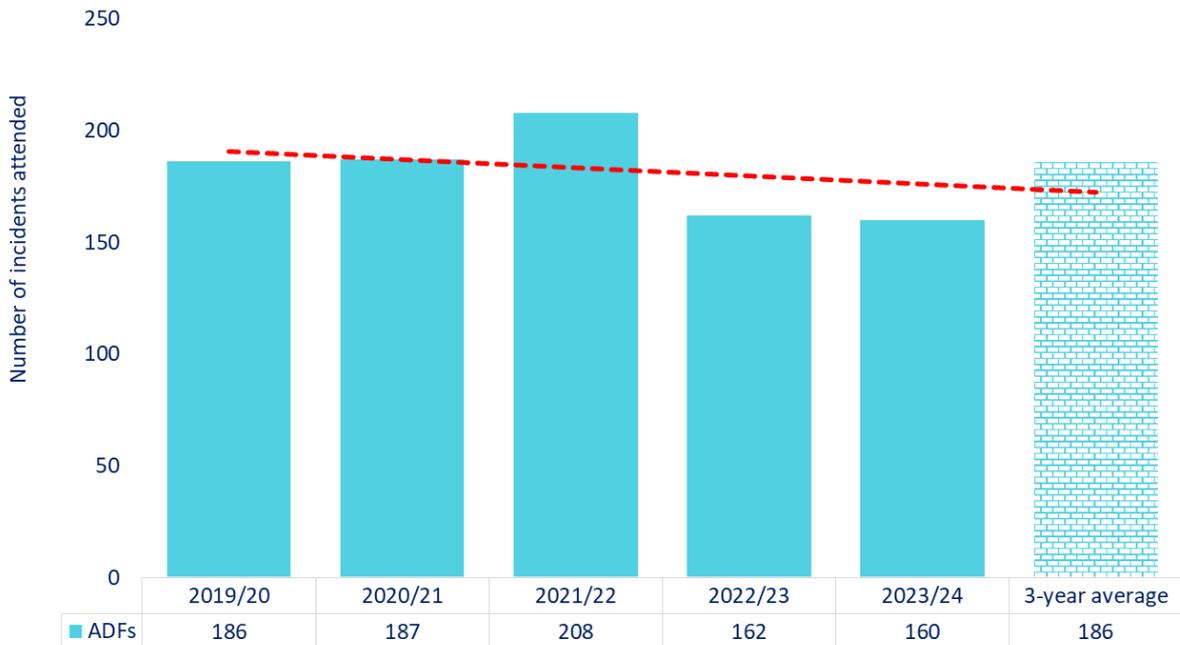


| Category | Year | Q1 | Q2 | Q3 | Q4 | Year-to-Date (YTD) | % change YTD | Average of 3 previous years | % change YTD / Average of 3 previous years |
|------------------------------|----------------|------------|------------|----|----|--------------------|--------------|-----------------------------|--|
| All deliberate primary fires | 2023-24 | 40 | 36 | | | 76 | ↓ 15.6% | 87 | ↓ 12.6% |
| | 2022-23 | 41 | 49 | | | 90 | | | |
| All accidental primary fires | 2023-24 | 195 | 168 | | | 363 | ↓ 2.4% | 374 | ↓ 2.9% |
| | 2022-23 | 185 | 187 | | | 372 | | | |

*The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

4 Accidental Fires in Dwellings

4.1 The Service attended 160 accidental dwelling fires during the reporting period; 2 (1.2%) less than the same period of the previous year (162). ADFs this half of the year remained 14.0% below the three-year average of 186.



| Category | Year | Q1 | Q2 | Q3 | Q4 | Year- to- Date (YTD) | % change YTD | Average of 3 previous years | % change YTD / Average of 3 previous years |
|---|---------|----|----|----|----|----------------------------|--------------------|-----------------------------------|---|
| Accidental fires in dwellings | 2023-24 | 91 | 69 | | | 160 | ↓ 1.2% | 186 | ↓ 14.0% |
| | 2022-23 | 81 | 81 | | | 162 | | | |
| *The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average. | | | | | | | | | |

Action taken to further understand our community demographic and risk during the previous quarter:

- Data sharing agreement has been signed (Over 65 data) with NHS digital to allow NWFRS access to addresses of persons over 65 which will assist in targeting prevention activities delivered by operational crews.
- Partnership Managers continue to explore new relationships with external partners to identify those persons most vulnerable to fire, and provide them with suitable advice and interventions.
- Ongoing work with regional hoarding groups to identify people at risk.
- Local and National (Wales & NFCC) campaigns have been supported in line with our own Campaign Steering Group (CSG) calendar.
- Proactive hot spotting campaigns following significant incidents produced SAWC referrals, and community reassurance following incidents.

5 Fatalities and Casualties from Accidental Fires in Dwellings

5.1 There were three ADF fatalities during the first half of the 2023/24 year, compared to zero during the same period of the previous year. There were five serious, and 13 slight injuries, compared with two and 19 respectively. The number of precautionary checks decreased (12 to 7), and the number of people requiring first aid at the scene also decreased (14 to 13).

| Severity of Injury | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 |
|---------------------|---------|---------|---------|---------|---------|
| Precautionary Check | 9 | 18 | 22 | 12 | 7 |
| First Aid | 22 | 11 | 22 | 14 | 13 |
| Injuries - Slight | 12 | 12 | 19 | 19 | 13 |
| Injuries - Serious | 3 | 0 | 3 | 2 | 5 |
| Fatality | 1 | 3 | 3 | 0 | 3 |
| Total | 47 | 44 | 69 | 47 | 41 |

| Category | Year | Q1 | Q2 | Q3 | Q4 | Year-to-Date (YTD) | % change YTD | Average of 3 previous years | Change YTD / Average of 3 previous years |
|---|---------|----|----|----|----|--------------------|--------------|-----------------------------|--|
| Injuries from accidental fires in dwellings | 2023-24 | 28 | 13 | | | 41 | ↓ 12.8% | 53 | ↓ 22.6% |
| | 2022-23 | 10 | 37 | | | 47 | | | |
| Deaths from accidental fires in dwellings | 2023-24 | 0 | 3 | | | 0 | ↑ 300% | 2 | ↑ 33% |
| | 2022-23 | 0 | 0 | | | 0 | | | |

6 Smoke Detectors – Accidental Dwelling Fires (ADFs)

6.1 Smoke/heat detectors were present at the majority of ADFs, although not all went on to operate. At 23 of the ADFs, no detector was fitted.

6.2 Of the 160 ADFs, 145 were confined to the room of origin, the item first ignited, or there was heat/smoke damage only.



| Category | Year | Q1 | Q2 | Q3 | Q4 | Year-to-Date (YTD) | % change YTD | Average of 3 previous years | % change YTD / Average of 3 previous years |
|---|----------------|-----------|-----------|----|----|--------------------|--------------|-----------------------------|--|
| Smoke detector fitted which operated and raised alarm | 2023-24 | 48 | 37 | | | 85 | ↑ 4.9% | 88 | ↓ 3.4% |
| | 2022-23 | 36 | 45 | | | 81 | | | |
| Smoke detector fitted which operated but didn't raise the alarm | 2023-24 | 16 | 4 | | | 20 | ↓ 4.9% | 31 | ↓ 11.4% |
| | 2022-23 | 17 | 4 | | | 21 | | | |
| Smoke detector didn't operate | 2023-24 | 17 | 15 | | | 32 | ↓ 22.0% | 42 | ↓ 23.8% |
| | 2022-23 | 22 | 19 | | | 41 | | | |
| Smoke detector not fitted | 2023-24 | 10 | 13 | | | 23 | ↑ 21.1% | 24 | ↓ 4.2% |
| | 2022-23 | 6 | 13 | | | 19 | | | |

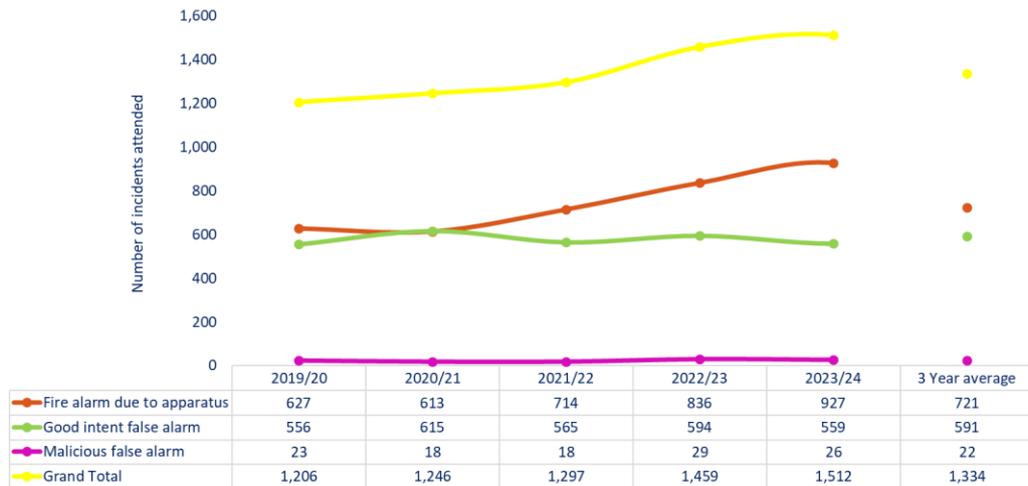
*The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

Actions taken to support communities by increasing smoke alarm ownership and safety education during the previous quarter:

- 4,919 SAWCs have been delivered across North Wales during Q2, and 9,358 in the first half. This is projected to exceed the annual target of 17,500.
- Social media is continually utilised by the Comms Department to promote smoke detector ownership; Continue to promote regular testing of smoke alarms using all media platforms.
- Renewal of and promotion of the hot spotting activity ensures that occupiers receive home fire safety advice following every domestic AFA and ADF.
- Continue to work with partners to identify the most vulnerable people in our communities and provide them with suitable advice and interventions.
- Educationalists continue to promote smoke alarm ownership and testing as part of the delivery across North Wales schools.

7 False Alarms

7.1 In the first half of the year false alarms increased by 3.6% (1,459 to 1,512). There was a 10.9% increase in AFAs (836 to 927). False alarms made with good intent decreased by 5.9% (594 to 559).



| Category | Year | Q1 | Q2 | Q3 | Q4 | Year-to-Date (YTD) | % change YTD | Average of 3 previous years | % change YTD / Average of 3 previous years |
|------------------------------------|---------|-----|-----|----|----|--------------------|--------------|-----------------------------|--|
| Total false alarm | 2023-24 | 702 | 810 | | | 1,512 | ↑ 3.6% | 1,334 | ↑ 13.3% |
| | 2022-23 | 671 | 788 | | | 1,459 | | | |
| AFA | 2023-24 | 407 | 520 | | | 927 | ↑ 10.9% | 721 | ↑ 28.6% |
| | 2022-23 | 416 | 420 | | | 836 | | | |
| False alarms made with good intent | 2023-24 | 281 | 278 | | | 559 | ↓ 5.9% | 591 | ↓ 5.4% |
| | 2022-23 | 241 | 353 | | | 594 | | | |
| Malicious | 2023-24 | 14 | 12 | | | 26 | ↓ 10.3% | 22 | ↑ 18.2% |

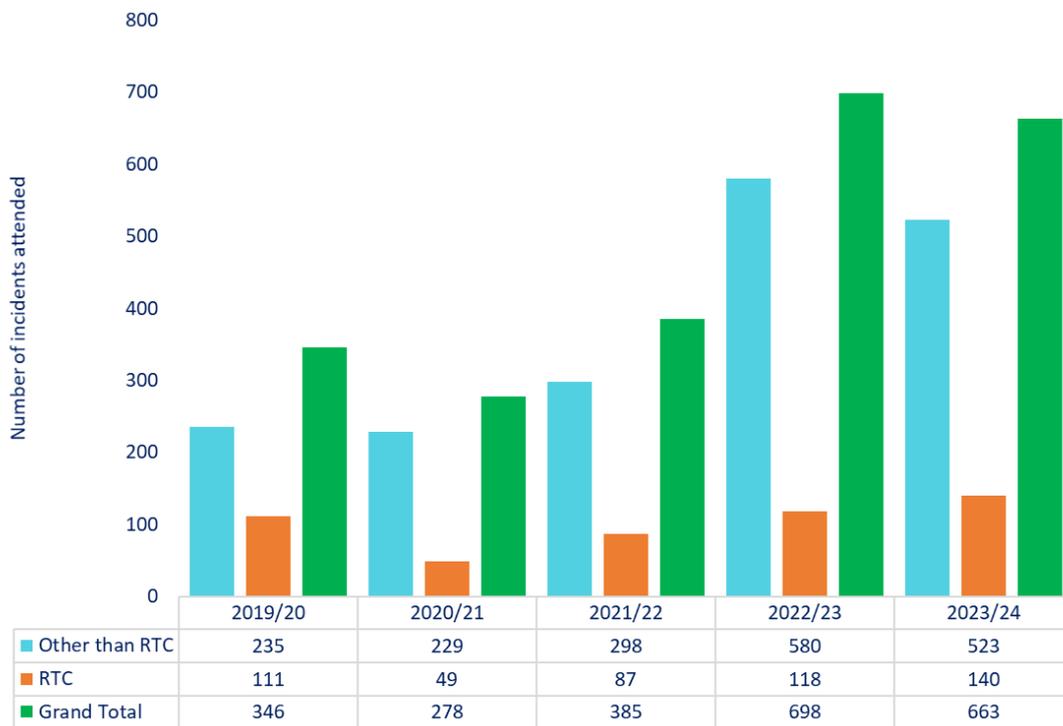
*The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

Actions taken to reduce Hospital AFAs during the previous quarter:

- The Protection Department are currently conducting a review into all AFAs at Hospitals. These findings, once produced will be shared with the NHS.

8 Special Service Calls

8.1 Special service calls (SSCs) decreased 5.0% (698 to 663), compared with the same half of the previous year. Road traffic collisions increased 18.6% (118 to 140), whilst 'other than RTC' incidents decreased 9.8%, (580 to 523). The rise in SSCs attended was expected following the Service's decision to increase visibility in the community.



| Category | Year | Q1 | Q2 | Q3 | Q4 | Year-to-Date (YTD) | % change YTD | Average of 3 previous years | % change YTD / Average of 3 previous years |
|-------------------------------|----------------|------------|------------|----|----|--------------------|--------------|-----------------------------|--|
| Total special service calls | 2023-24 | 332 | 331 | | | 663 | ↓ 5.0% | 454 | ↑ 46.0% |
| | 2022-23 | 327 | 371 | | | 698 | | | |
| Road traffic collisions (RTC) | 2023-24 | 77 | 63 | | | 140 | ↑ 18.6% | 85 | ↑ 64.7% |
| | 2022-23 | 53 | 65 | | | 118 | | | |
| Other than RTC | 2023-24 | 255 | 268 | | | 523 | ↓ 9.8% | 369 | ↑ 34.4% |
| | 2022-23 | 274 | 306 | | | 580 | | | |

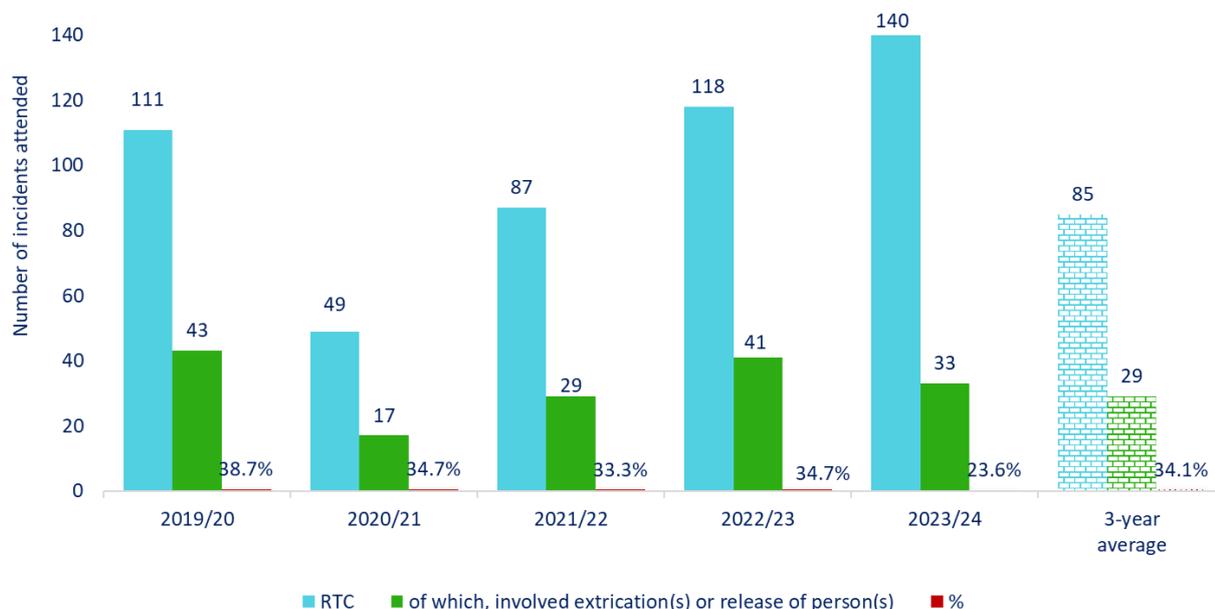
*The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

Actions taken to reduce Special Service Calls during the previous quarter:

- All Gaining Entry incidents are reviewed in the three weekly Prevention meetings to determine if prevention activity has been undertaken, with appropriate follow up visits being actioned where applicable.

9 Traffic Collisions and Extrications/Release

9.1 Of the 140 road traffic collisions attended in the first half, 33 (23.6%) involved the Service using equipment to extricate at least one casualty from the vehicle. Whilst 79 incidents resulted in injuries, the majority of casualties sustained slight injuries.



| | |
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| 140 | RTC incidents attended |
| 79 | incidents where people sustained injury |
| 33 | incidents involved extrication / release |

| Severity of Injury * | Number of people |
|----------------------|------------------|
| Precautionary check | 21 |
| First Aid | 30 |
| Injuries - Slight | 57 |
| Injuries - Serious | 29 |
| Fatalities | 8 |

**RTC injuries - where available are recorded in the IRS in the same categorisation as fire injuries*

Actions taken to reduce RTCs during the previous quarter:

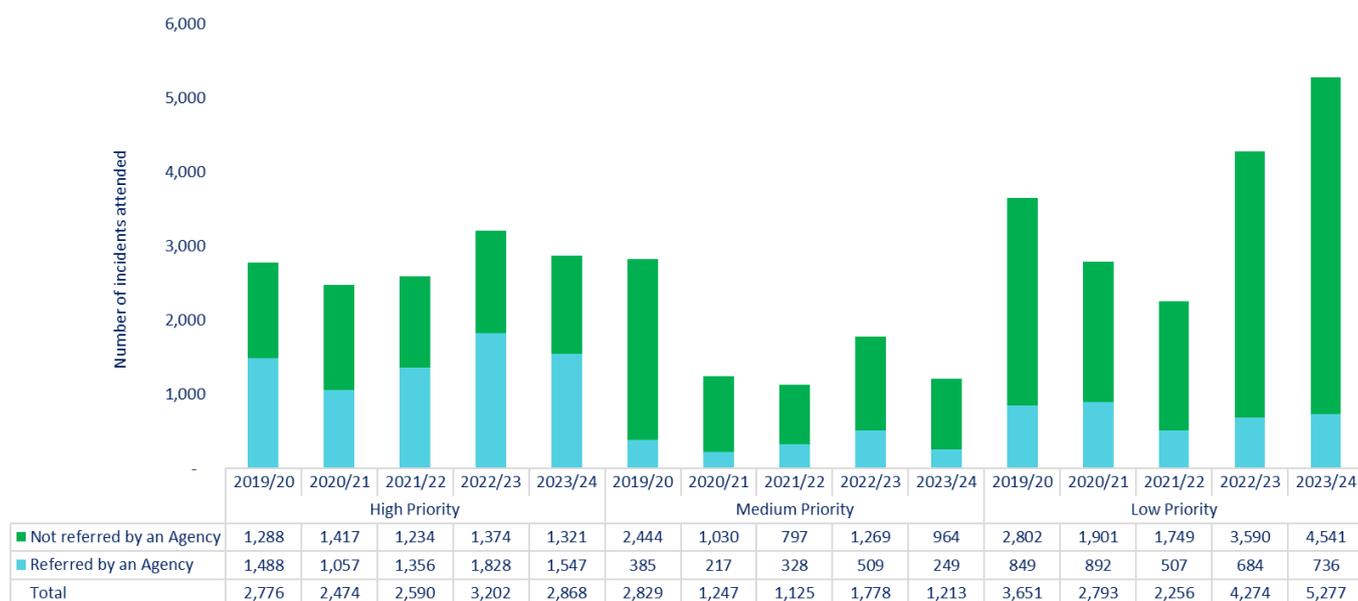
- Continue to deliver the Road Safety educational packages.
- Olivia's story was delivered to 80 students.
- Three sessions of Biker down was delivered to 67 attendees.
- 30:20 options, two sessions delivered in conjunction with NWP.
- FRS staff continue to attend local and regional road safety groups.

10 Monitoring against Improvement and Well-being Objective One

To support people to prevent accidental dwelling fires and stay safe if they do occur.

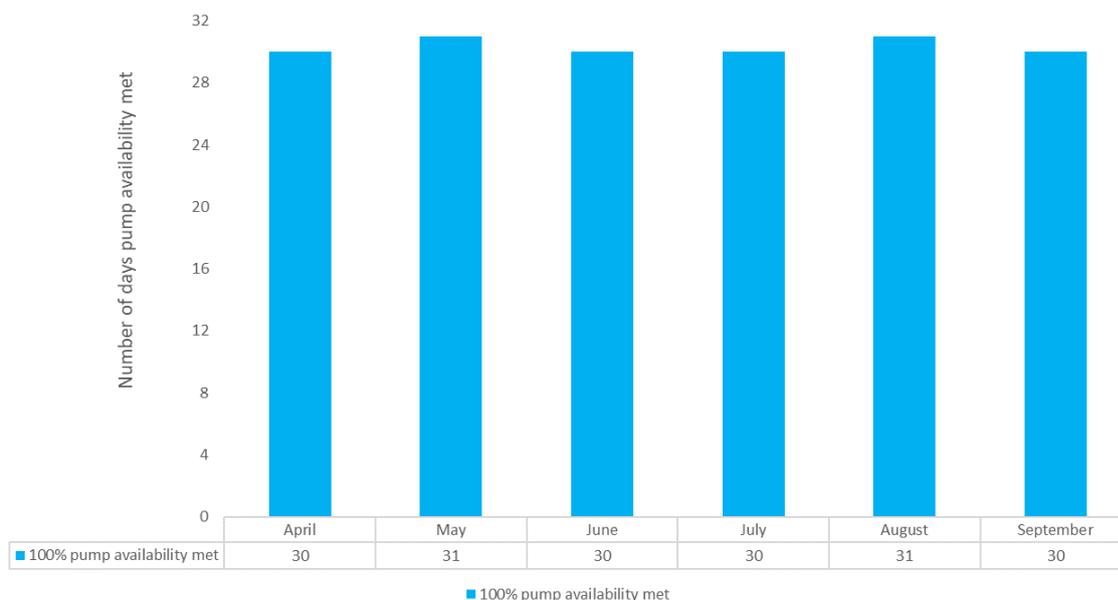
10.1 Safe and Well Checks

The Service completed 9,358 Safe and Well Checks during the first half, of which 2,532 (27.1%) were undertaken in response to a referral from a partner agency.



| Category | Year | Q1 | Q2 | Q3 | Q4 | Year-to-Date (YTD) | % change YTD | Average of 3 previous years | % Change YTD / Average of 3 previous years |
|--|---------|-------|-------|----|----|--------------------|--------------|-----------------------------|--|
| % of all Safe and Well Checks undertaken that originated from a referral from a partner organisation | 2023-24 | 30.5% | 23.9% | | | 30.5% | ↓ 13.4% | 33.9% | ↓ 10.0% |
| | 2022-23 | 35.2% | 30.2% | | | 35.2% | | | |

*The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.



Actions taken to improve Safe and Well Check performance during the previous quarter:

- Reduction in high priority SAWC in comparison to 2022/23 corresponds to a reduction in Home Fire Safety Support Worker Staff (2.5 post reduction).
- Social media is continually utilised by Corporate Communications to promote smoke detector ownership. NWFRS continue to promote regular testing of smoke alarms using all media platforms.
- Renewal, and promotion of the hot spotting activity ensures that occupiers receive home fire safety advice following every domestic AFA and ADF.
- Continue to work with partners to identify the most vulnerable people in our communities and provide them with suitable advice and interventions.
- Educationalists continue to promote smoke alarm ownership and testing as part of the delivery across North Wales schools.

11 Planned 18 Pump Availability

11.1 NWFRS has 44 fire stations with 54 response pumps, as eight stations have two pumps and Wrexham has three. Pre-planning takes place each day to deploy resources to ensure 18 are made available between 06:00 and 18:00. Short notice changes can sometimes result in a reduction that cannot be immediately rectified.

11.2 During the first half of the 2023/24 financial year, the threshold of 18 pumps was all 183 days. As this is the first year that the threshold has been lowered to 18 pumps, no comparable data is available.

12 Sickness Absences

- 12.1 The Service aims to encourage all its employees to maximise their attendance at work while recognising that employees will, from time to time, be unable to come to work because of ill health.
- 12.2 The Office for National Statistics (ONS) reported for 2022, the sickness absence rates were 3.6% for public sector workers. This is lower than what NWFRS have reported for Q1 and Q2 (5.06%) however there are key challenges that all emergency services face in terms of managing attendance and keeping employees in work. These include emotional and physical demands that are unique whereby operational staff may have to remain off work longer due to physically related injuries compared those in non-operational roles. Also, operational staff need to be physically fit and meet the national fitness standard to enable them to carry out their role safely and effectively. There is also the impact of an ageing workforce whereby people are living longer and more likely to suffer from health problems involving increased periods of absence.
- 12.3 As stated in Q1, the Service offers health and wellbeing interventions to support employees as a preventative measure, during a period of absence and to assist with returning to work such as the Attendance Management Policy, Occupational Health, Physiotherapy, Employee Assistance Programme (new provider Vivup with effect from 1st October 2023), and the Firefighters Charity programmes for example.
- 12.4 A focus on employee wellbeing and health promotion benefits employees and their employers. It can help prevent ill health, and support individuals to balance work whilst minimising the impact of any ill health symptoms, where possible. The Service is committed to providing welfare support to staff and as well as the interventions above we have support networks including Blue Lights Champions, Colleague Supporters, Critical Incident De-briefers, and various Staff Networks.
- 12.5 During the first half of the 2023/24 financial year, a total of 916 individuals were employed by NWFRS. Absences due to sickness during first half of the 2023/24 financial year equates to a total of 5.06% (5.03% for Q1 and 5.09 for Q2).
- 12.6 Please note that throughout the report, the number of cases in the year to date (YTD) will not be a sum of Q1 and Q2 and some individuals' absences will span across both quarters.

Sickness Absences table

| | Q1 Cases | Q1 Lost time % | Q2 Cases | Q2 Lost time % | YTD Cases | YTD Lost Time % |
|----------------------------|-----------------|-----------------------|-----------------|-----------------------|------------------|------------------------|
| Long Term Sickness | 64 | 4.41% | 62 | 4.08% | 87 | 4.25% |
| Short Term Sickness | 89 | 0.62% | 128 | 1.01% | 210 | 0.8% |
| Total | 153 | 5.02% | 190 | 5.09% | 297 | 5.06% |

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. 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"> a) Local emergencies e.g., flooding, road traffic incidents, rescue of persons, 'making safe' etc; b) Major disasters; c) Domestic incidents e.g., water leaks, persons locked in or out etc; d) Prior arrangements to attend incidents, which may include some provision of advice and inspections. |
| 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. |
| Building - Dwellings | A property that is a place of residence, i.e., occupied by households, excluding hotels, hostel and residential non-permanent structures. |
| Building - Non-Residential | Properties such as hospitals, offices, shops, factories, warehouses, restaurants, cinemas, public buildings, religious buildings, agricultural buildings, railway stations, sheds, prisons. |
| Building - Other Residential | Properties such as hotels, hotels and residential institutions B&Bs, Nursing/care homes, student halls of residence. |
| Vehicle (Road and Other Transport) | Road vehicle, rail vehicle, aircraft, boat. |
| Outdoor | Fields, grassland, woodland, refuse containers, post boxes. |
| Wildfires | A grassland, woodland and crop fire where the incident was attended by 4 or more vehicles, or the Service was in attendance for 6 hours or more, or where there was an estimated fire damage area of over 10,000 square meters. |
| Short Term Sickness (STS) | Absences 27 calendar days and under. |
| Long Term Sickness (LTS) | Absences 28 calendar days and over. |