

**NORTH WALES
FIRE AND RESCUE SERVICE**



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

Performance Monitoring Report

For the first half

April – September 2023

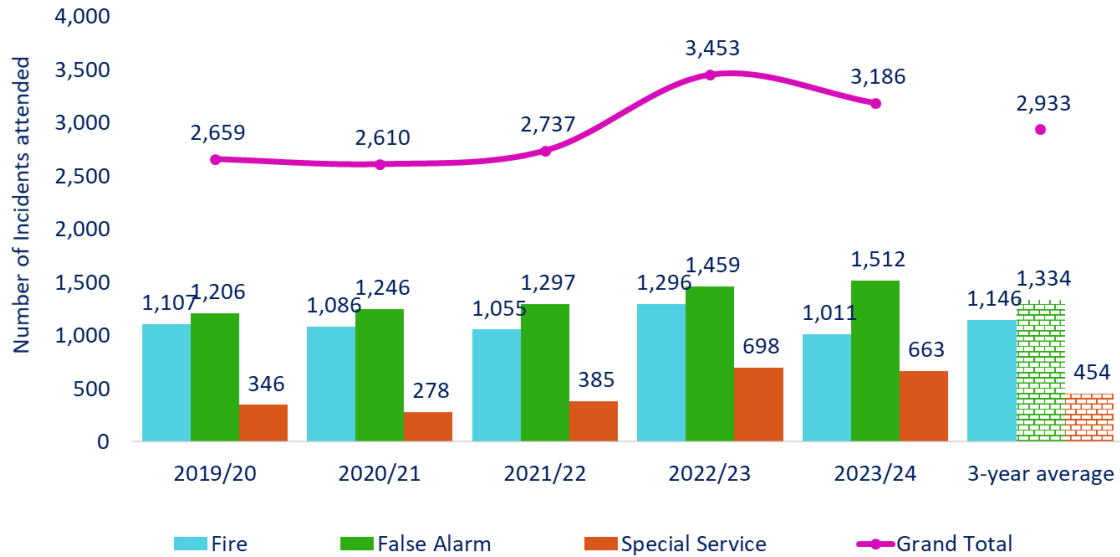
Figures are provisional and may be subject to minor amendment.

Contents

1	All Incidents	1
2	Fires, by Category and Motive	2
3	Primary Fires, by Property Type and Motive	4
4	Accidental Fires in Dwellings	5
5	Fatalities and Casualties from Accidental Fires in Dwellings	6
6	Smoke Detectors – Accidental Dwelling Fires (ADFs)	7
7	False Alarms	9
8	Special Service Calls	10
9	Road Traffic Collisions and Extractions/Release	11
10	Monitoring against Improvement and Well-being Objective 1	13
11	Planned 18 Pump Availability	14
12	Sickness Absences	15
	Glossary	17

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.

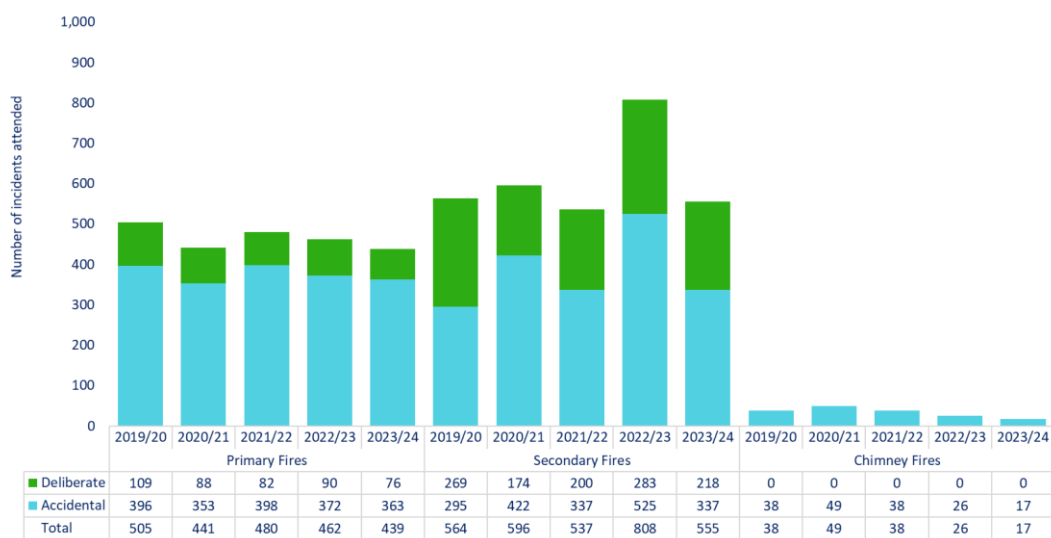
2 Fires, by Category and Motive

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			

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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:

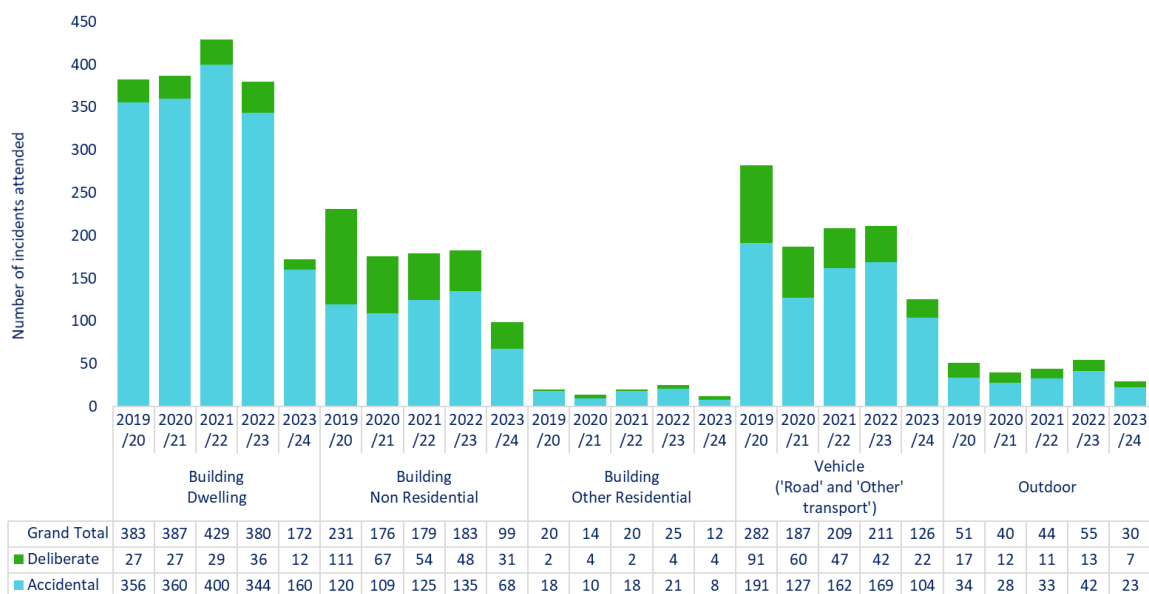
- 4,919 SAWCs being delivered across North Wales during Q2, the current overall figure is 9,358 which is above the annual target.
- Partnership managers continuing to foster relationships with external agencies to encourage high quality referrals such as student kitchen talks within Bangor university, 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.

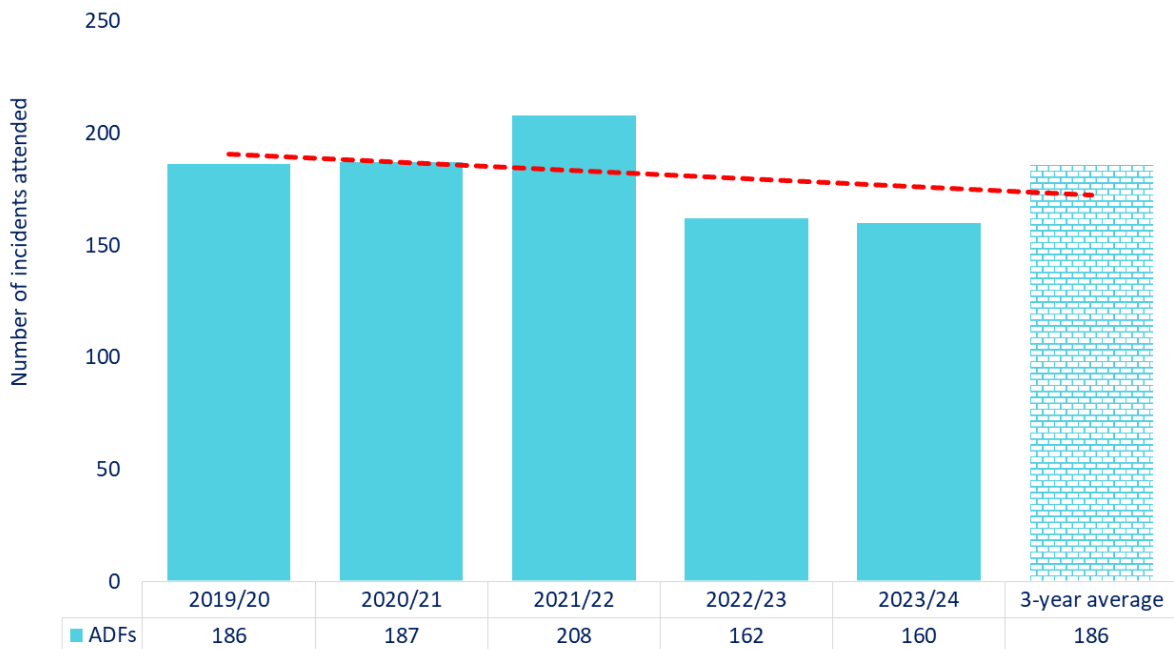


Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
All deliberate primary fires	2023-24	40	36			76	↓ 15.6%	87	↓ 12.6%
	2022-23	41	49			90			
All accidental primary fires	2023-24	195	168			363	↓ 2.4%	374	↓ 2.9%
	2022-23	185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

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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			
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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			

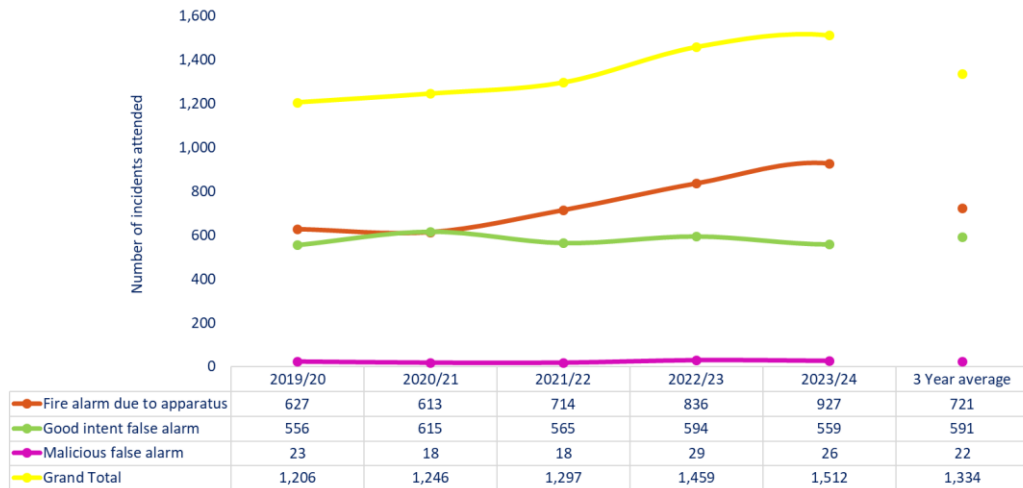
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Actions taken to support communities by increasing smoke alarm ownership and safety education during the previous quarter:

- 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%

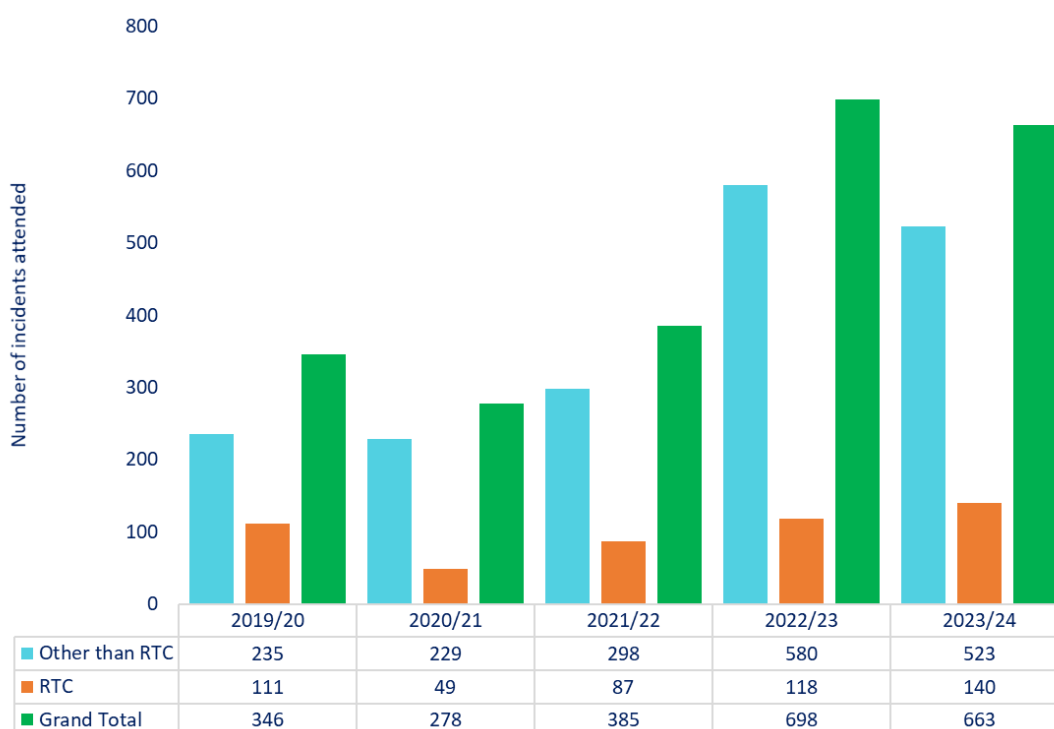
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Actions taken to reduce Hospital AFAs during the previous quarter:

- 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			

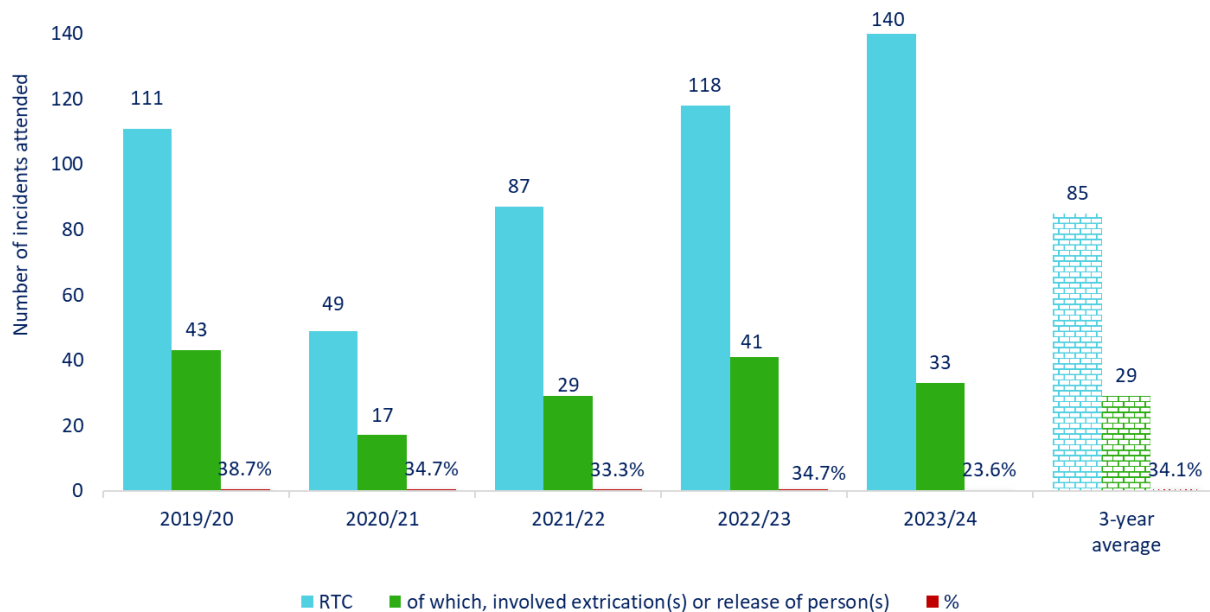
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Actions taken to reduce Special Service Calls during the previous quarter:

- 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.



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:

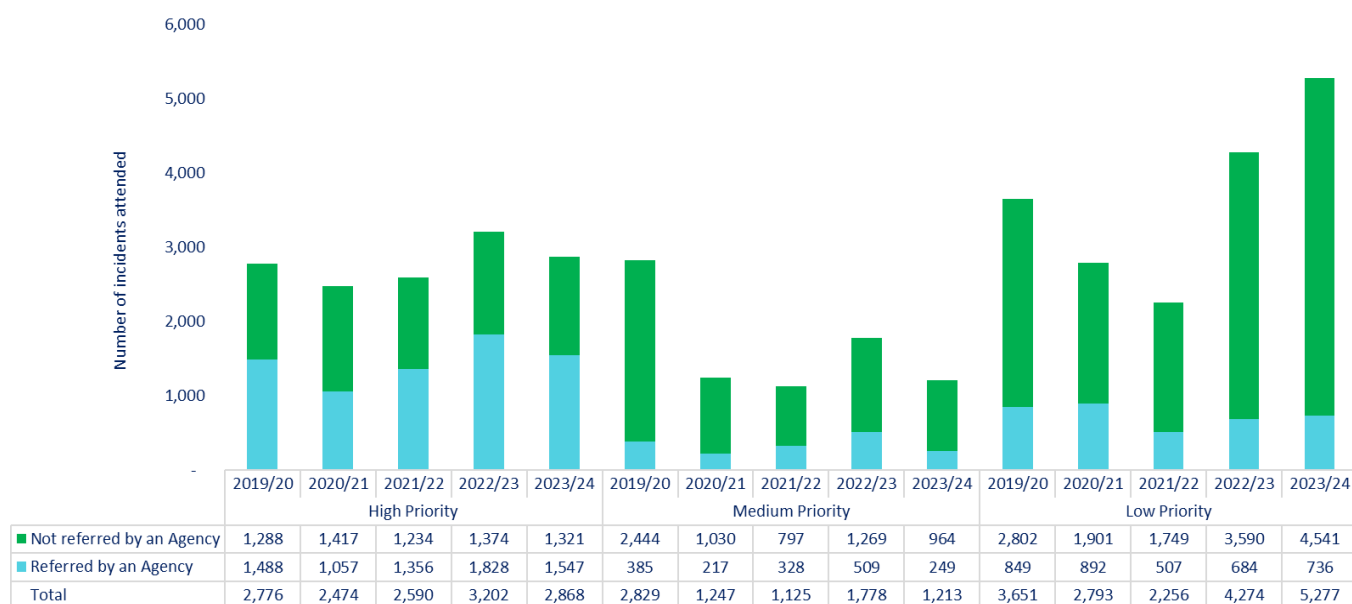
- Continue to deliver the Road Safety educational packages.
- Olivia's story was delivered to 80 students.
- Three sessions of Biker down was delivered to 67 attendees.
- 30:20 options, two sessions delivered in conjunction with NWP.
- FRS staff continue to attend local and regional road safety groups.

10 Monitoring against Improvement and Well-being Objective One

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

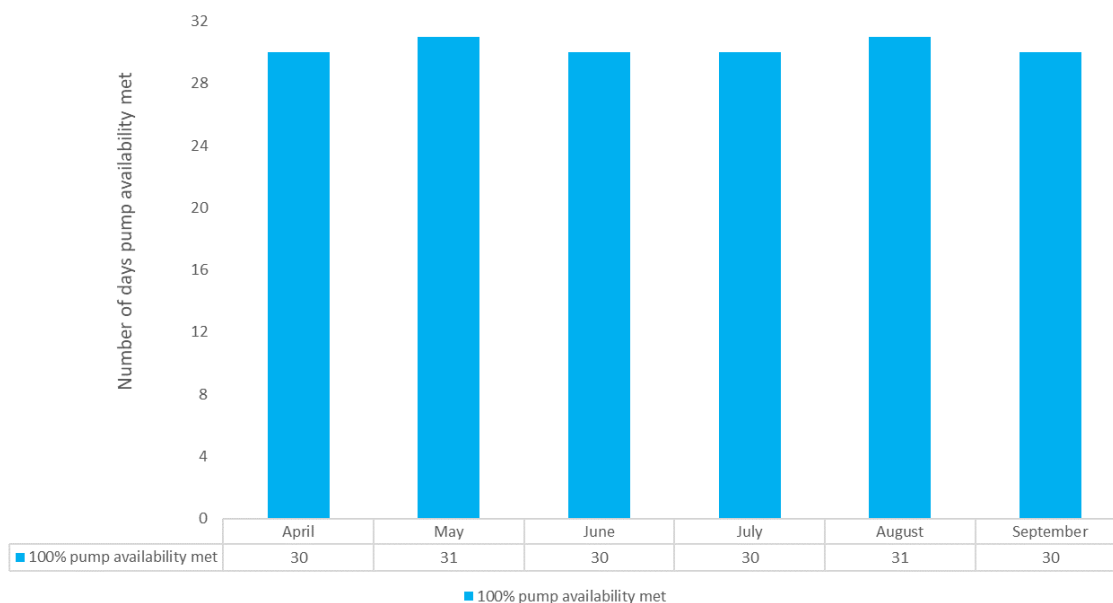
10.1 Safe and Well Checks

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.