



PERFORMANCE SUMMARY 2016-2017

This is a summary of the Authority's
annual assessment report –
How did we do in 2016/17?

NORTH WALES FIRE AND RESCUE SERVICE

OUR AIM

To help make North
Wales a safer place to
live, work and visit

For general advice or information,
contact us:

North Wales Fire and Rescue Service
Fire Service Headquarters,
Ffordd Salesbury,
St. Asaph Business Park, St. Asaph,
Denbighshire, LL17 0JJ
Tel:01745 535250

www.nwales-fireservice.org.uk

You can also follow us on:
Twitter @northwalesfire
www.facebook.com/northwalesfireservice

For a free home safety check,
please phone 0800 169 1234

In an emergency, always ring 999
Mae'r cyhoeddiad hwn ar gael yn Gymraeg

Publication Date: November 2017



STATIONS AND STAFFING:

There are 44 fire stations located throughout North Wales. Ten of these are occupied jointly with either the North Wales Police or the Welsh Ambulance Services NHS Trust. Our Control room is also a collaborative facility with North Wales Police.

As at the 31st March 2017, the breakdown of staff was:

- 411 Retained Operational Firefighters
- 256 Wholtime Operational Firefighters
- 154 Support and Prevention Staff
- 34 Control Staff

5

DAY CREWED STATIONS

Are crewed between midday and 10:00p.m., and operate as retained fire stations outside these hours.

36

RETAINED STATIONS

Operate wholly on a response basis, where personnel are alerted per incident.

3

24-HOUR SHIFT STATIONS

Are crewed around the clock and are supplemented by a retained fire-fighting crew.

SOCIAL MEDIA:



14,948 Likes



1,070 Followers



14,181 Followers

WELSH LANGUAGE:

Since the 30th March 2017, North Wales Fire and Rescue Service is required to comply with a set of new Welsh Language Standards which are regulated by the Welsh Language Commissioner.



EQUALITY DUTY:

Our Strategic Equality Plan was published in April 2016 and sets out the Authority's commitment to ensuring fairness for the residents, elected members, staff members and all visitors to the North Wales area.



Two new initiatives were piloted during the year.

The Community Assistance Team respond to calls made to the Ambulance service where the person has fallen but is uninjured. The Missing from Home Team assist the Police in searching for vulnerable missing persons.

Assessments of our progress against the Welsh Language Standards and the Equality Duty are available at: www.nwales-fireservice.org.uk

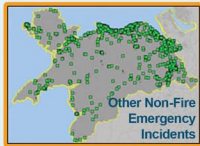
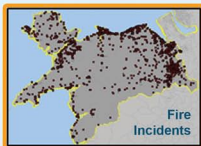
OUR AREA:

The Service area is approximately 6,150km², ranging from sparsely populated rural areas, through to more inhabited urban areas; including 9,318km of road, rail and waterway networks and a coastline measuring 400km.

- During the year we attended 5,348 incidents:
- Fire Incidents: 2,015
 - Other Non-Fire Emergency Incidents: 1,209 (including Co-responding, Community Assistance Team and Missing From Home calls)
 - False Alarm Incidents: 2,124
- 16 false alarms were classed as non-fire emergency incidents.*

COUNTY	ANGLESEY	GWYNEDD	CONWY	DENBIGH SHIRE	FLINT SHIRE	WREXHAM
Population	69, 979	122,864	116,218	94,691	154,074	136,647
Dwelling	35,033	60,761	56,685	44,418	67,574	59,828
Non-domestic	2,859	7,444	5,180	4,138	5,290	4,264
KM ² Area	711	2,535	1,126	837	437	504

Maps showing Emergency Incidents Attended in North Wales



PERFORMANCE AGAINST OUR FOUR OBJECTIVES:

Improvement Objective 1:

To help keep people and communities safe by preventing deaths and injuries from accidental fires in living accommodation.

Our performance this year (2016/17) compared to the previous year (2015/16).

The number of accidental dwelling fires increased to 433, 48 more compared to the previous year. The number of fires that were contained within the room of origin, however remained high; 91% for 2016/17.

Of the people who were involved in these fires 86% managed to escape unharmed and without the need for assistance and the number of people who were injured fell from 47 people, to 33 people. We continue to monitor, however, why fire related injuries remain high in our area when compared to the rest of the UK. People who died as a result of an accidental dwelling fire increased from 3 to 4.

We continued our commitment to fire safety within the community and provided 20,235 free home safety checks during the year. By working closely with other organisations we were able to direct our resources to those more in need, with 89% of these checks being delivered specifically to people who had one or more risk factors, such as, being a smoker or alcohol / drug user; sensory / physical / mental or learning impairment; single adult including single parents.

Working with partner agencies is vital to our prevention work and 27% of referrals originated directly from these groups, although this did fall short of the 30% target that we had hoped to achieve.

Improvement Objective 2:

Recognising the anticipated reduction in local government funding, the Authority will develop a 3-year financial strategy in which freezing the budget will be a central principle.

A 3-year plan was developed and agreed by the Authority. During the year, however it was acknowledged that the programme of savings that would be required to achieve such an undertaking would not be sustainable; it was also recognised that any reductions would need time to implement.

It was therefore agreed at the Authority meeting in May 2016, that a new 3-year plan would be implemented to cover the financial years 2017/18, 2018/19 and 2019/20, which would combine the use of reserves and service reductions as before, but with an increase in financial contributions from the county councils.

Improvement Objective 3:

The Authority will re-balance its resources to match risk. The Authority will introduce a new way of planning to ensure that there are at least 20 strategically located fire crews available in North Wales at times of relatively lower risk, and at least 38 available at times of relatively higher risk.

Detailed daily monitoring and forecasting has been enhanced to plan fire cover across the area. Control room staff closely monitor the availability of crews and reallocate resources in response to short notice changes. The introduction of a new command and control mobilising system integrated with existing communications will continue to ensure the swift and accurate mobilisation of crews. A new retained duty availability system will assist in identifying trends.

Improvement Objective 4:

The Authority will explore opportunities to diversify what firefighters do and offer additional services to the public of North Wales.

Two new initiatives were piloted during the year

In August dedicated Community Assistance Teams (CAT) began to assist the Ambulance Service by responding to 999 calls to help people in their homes who had fallen, but were uninjured. Then in September the Missing from Home (MFH) teams began to help the Police in co-ordinated searches to help find and locate vulnerable missing persons. In the first three months fire crews had participated in 17 searches, and all missing persons were successfully found safe and well.

The ongoing Co-responding project was extended, and all projects will continue to be closely monitored.

STATUTORY PERFORMANCE INDICATORS:

Comparing our 2016/17 performance against our performance in 2015/16. (2015/16 demographic data has been used to calculate the performance indicators as this was the latest data available to Welsh Government at the time of submission).

Fires Attended
(per 10,000 population)



6.2%



False Alarms Attended
(per 10,000 population)



6.9%



90.6% of dwelling fires were contained within the room in which they started.



0.9 percentage points



Deaths and Injuries
(per 100,000 population)



• from accidental fires



30.3%

• from all fires

32.6%



Other Non-Fire Emergency Incidents Attended
(per 10,000 population)



83.1%

Road Traffic Collisions Attended
(per 10,000 population)

1.3%



Explanation of arrows:



Increase



Decrease



No Change

SECTOR PERFORMANCE INDICATORS:

These Indicators have been agreed by the three Welsh Fire and Rescue Authorities.

Sector Performance Indicators	Mid & West Wales	North Wales	South Wales	All Wales
Total number of:				
Fires attended which were started deliberately per 10,000 population	14.09	8.55	26.93	19.09
Fires attended which were started accidentally per 10,000 population	18.27	20.46	11.59	15.51
Fires attended in dwellings per 10,000 dwellings	14.81	14.40	11.42	13.12
Fires attended which were started accidentally in dwellings per 10,000 dwellings	14.01	13.35	10.35	12.13
Fires attended which were started deliberately in dwellings per 10,000 dwellings	0.80	1.05	1.06	0.98
Fires attended in non-domestic premises per 1,000 non-domestic premises	5.43	4.94	5.04	5.14
Fire related fatalities caused by fires attended per 100,000 population	0.78	0.72	0.47	0.61
Fire related injuries caused by fires attended per 100,000 population	5.34	6.48	5.65	5.74
Fire related fatalities caused by accidental dwelling fires attended per 100,000 population	0.67	0.58	0.20	0.42
Fire related fatalities caused by deliberate dwelling fires attended per 100,000 population	0.00	0.00	0.07	0.03
Fire related injuries caused by accidental dwelling fires attended per 100,000 population	4.56	4.75	4.19	4.42
Fire related injuries caused by deliberate dwelling fires attended per 100,000 population	0.00	0.29	0.80	0.45
False alarms from automatic fire alarms attended in non-domestic premises per 1,000 non-domestic premises	46.91	11.83	88.84	55.08
False alarms from automatic fire alarms attended in dwellings per 10,000 dwellings	42.87	24.85	20.03	27.98
The percentage of dwelling fires attended where a smoke alarm was not fitted	38.69%	15.20%	39.24%	33.01%

THE DWELLING CHARTER:

Dwelling Fires

33 people were injured at accidental dwelling fires and 4 people were killed



13,654 emergency calls were received

162 were malicious false alarms



114 malicious false alarms were NOT attended



24,057 children and young people received a fire safety talk from the Fire and Rescue Service at school.



20,235 Home Safety Checks were completed

Your comments and suggestions for how we can improve future editions of this leaflet would be most welcome.

The full review is available at www.nwales-fireservice.org.uk or we can supply a copy upon request