

Report to	Executive Panel	
Date	22 October 2018	
Lead Officer	Shân Morris, Assistant Chief Officer (Corporate Policy and Planning)	
Contact Officer	Pippa Hardwick, Corporate Planning Manager (03303 132 683)	
Subject	Performance Monitoring April – September 2018/19	

PURPOSE OF REPORT

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

EXECUTIVE SUMMARY

- 2 In North Wales, the Service attended a total of 3,110 fires, false alarms and special service incidents in the first half of 2018/19 (April – September).
- 3 The number of fires increased by 26%, from 1,136 in 2017/18 to 1,430 in 2018/19, although there were 4 fewer primary fires in 2018/19 compared with the same period in 2017/18.
- 4 Since 2014/15 the number of secondary fires has been fluctuating, with the lowest figure observed in 2016/17 (460). In 2018/19 this figure rose to 880 fires - an increase of 49% compared with 2017/18.
- 5 The number of calls for assistance that later turned out to be false alarms increased by 8% to 1,224 compared with 1,129 in 2017/18.
- 6 For the first half of 2017/18, the number of special service incidents attended was 33% higher than in the same period in 2014/15 due to the collaborative pilots and projects that the Authority chose to participate in. The 51% reduction in the number of these incidents attended in 2018/19 compared with the previous year can be attributed to the cessation of Community Assistance Team (CAT) and co-responding activity.
- 7 Between April and September 2018/19 the number of accidental fires in dwellings reduced by 17% compared with the same period in 2017/18 (190 to 157).

- 8 In 2018/19 there were 2 fatalities at accidental dwelling fires in North Wales, compared with 1 for the same period in 2017/18. There were no serious injuries recorded whilst 8 people were recorded as having slight injuries, compared with 23 in 2017/18.
- 9 The number of people receiving first aid at the scene increased by 1 compared with 2017/18, whilst the number of people who either received a precautionary check or were advised to see a doctor as a precaution decreased from 20 in 2017/18 to 5 in 2018/19.

RECOMMENDATION

- 10 That members note the contents of the performance monitoring report.

INFORMATION

- 11 Attached at Appendix 1 for members' information is the monitoring report for the period from 1 April 2018 to 30 September 2018.

IMPLICATIONS

Wellbeing Objectives	Helps the Authority to monitor its performance against the improvement and well-being objectives set in the combined improvement and well-being plan 2018/19.
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

HALF YEAR
April 2018 – September 2018

Figures are provisional and may be subject to minor amendment.

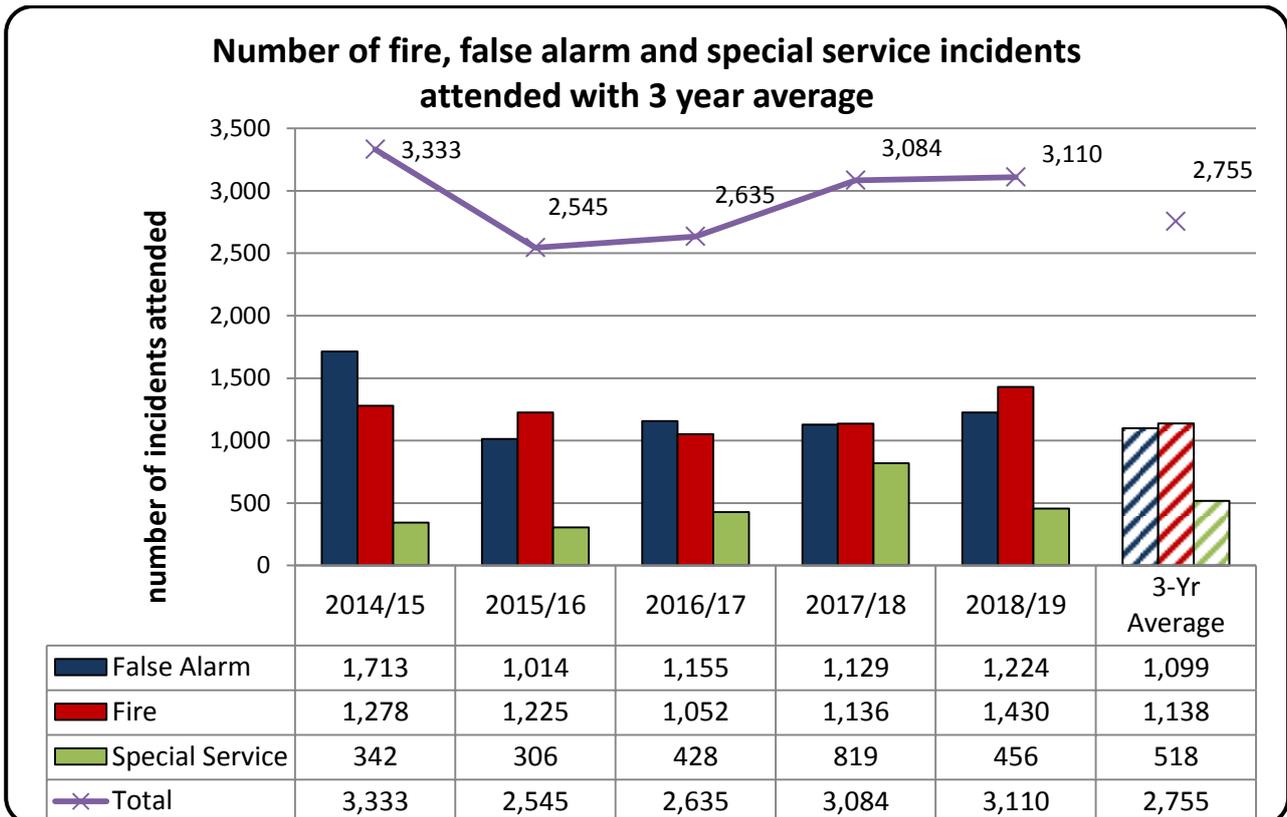
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1.0 All Incidents

- 1.1 The Service attended a total of 3,110 fires, false alarms and special service incidents in North Wales during the first half of 2018/19. There has been a 1% increase in incidents attended in 2018/19, but an overall reduction of 7% since 2014/15.
- 1.2 Between 2014/15 and 2015/16 there was a 24% decrease in the number of incidents attended. Since that time the number of incidents attended has increased in all three categories.

Chart 1. Number of fire, false alarm and special service incidents attended with 3-year average

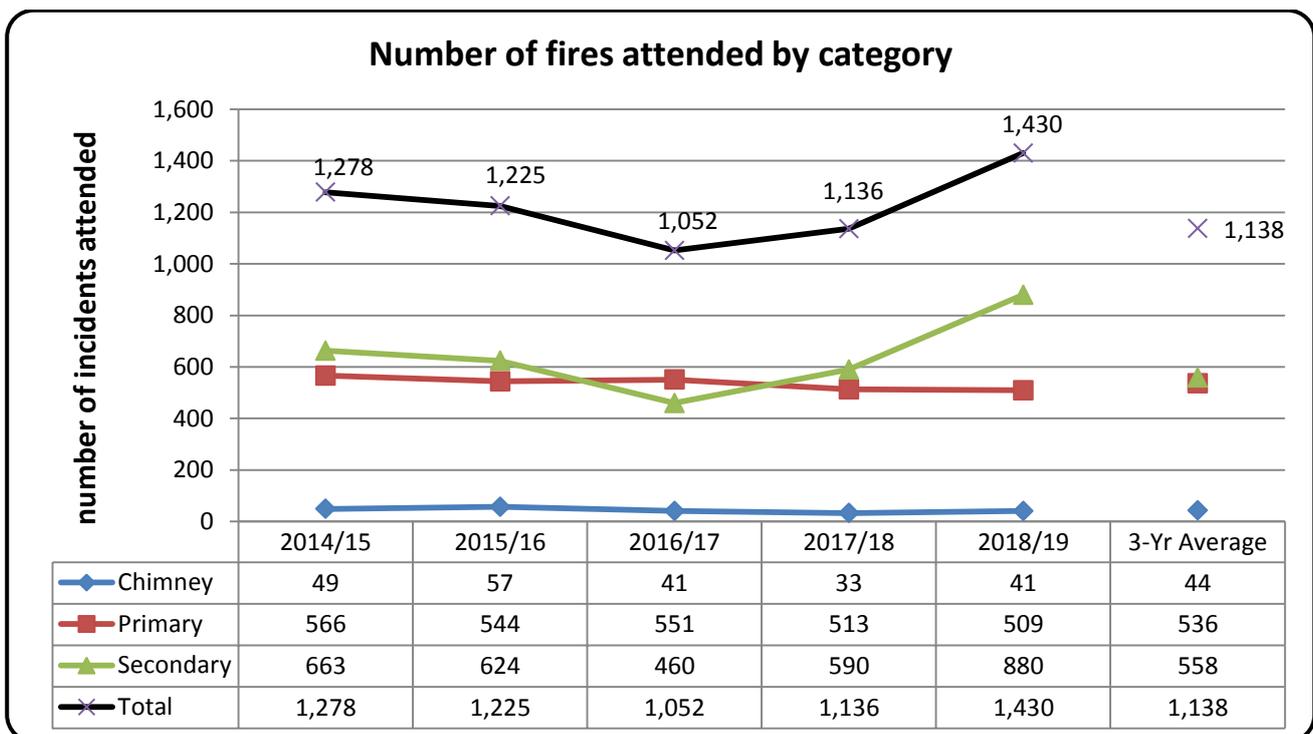


- 1.3 Following a reduction between 2014/15 and 2016/17 in the number of fires attended there was a slight increase in 2017/18 followed by a sharp increase (a further 26%) in 2018/19.
- 1.4 A change in the Authority's policy on attending false alarms from automatic fire alarms (AFA) has contributed to a large reduction in the total number of false alarms being attended annually since 2015/16. Although levels of false alarm attendances have remained lower than previously, the number has increased gradually, with an 8% increase in 2018/19 compared with the previous year.
- 1.5 There was a large increase in the number of special service incidents attended in 2017/18, reflecting the increase in activity from greater collaborative working with partners such as the Community Assistance Team (CAT) and Missing from Home (MFH) initiatives. The Authority was unable to secure funding for the CAT programme to continue and along with the cessation of the co-responding trial this resulted in a 44% reduction in special service incidents attended in 2018/19 when compared with the previous year.

2.0 Fires

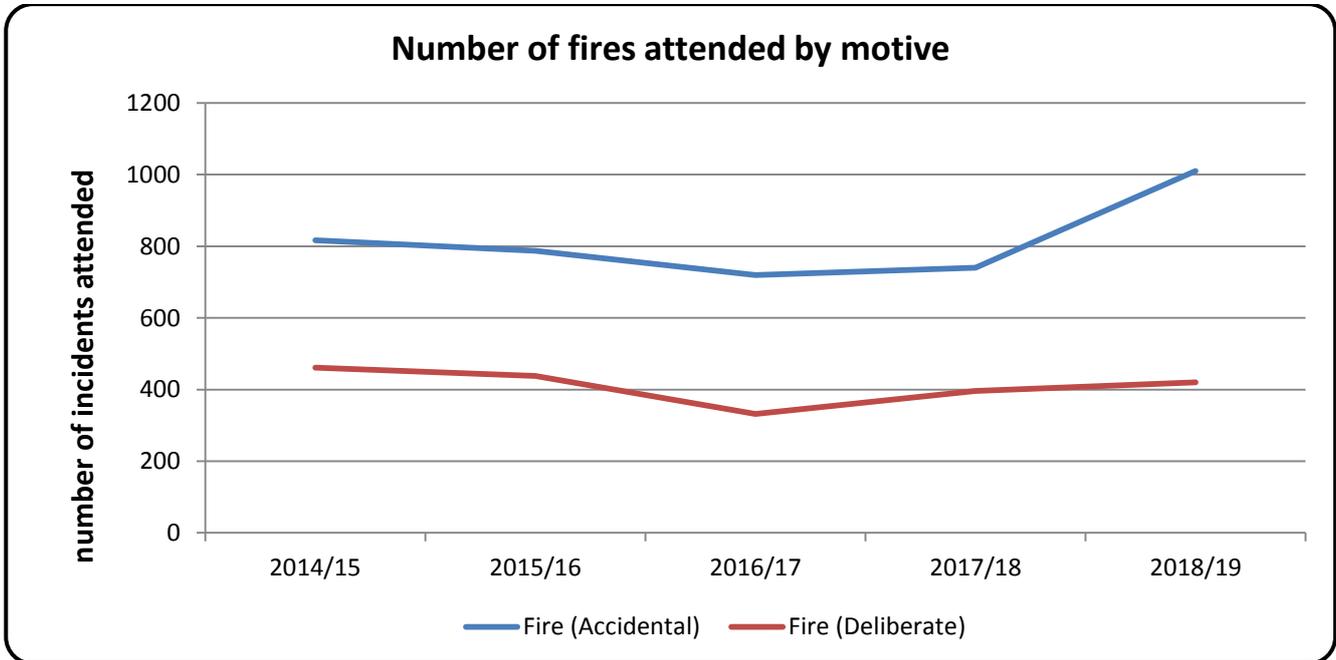
- 2.1 Of the 3,110 attendances during the first half of 2018/19, 509 were to primary fires (16%), 880 were to secondary fires (28%) and 41 were to chimney fires (1%).
- 2.2 Since 2014/15 there has been a gradual reduction in the number of primary fires attended, equating to a 10% reduction in 2018/19 compared with the same period in 2014/15.
- 2.3 During the same period the number of secondary fires attended has been fluctuating, with the lowest figure observed in 2016/17 (460) and the highest in 2018/19 (880).
- 2.4 Chimney fires have seen a 16% reduction in the first half of 2018/19 compared with the same period in 2014/15.

Chart 2. Number of fires attended by category



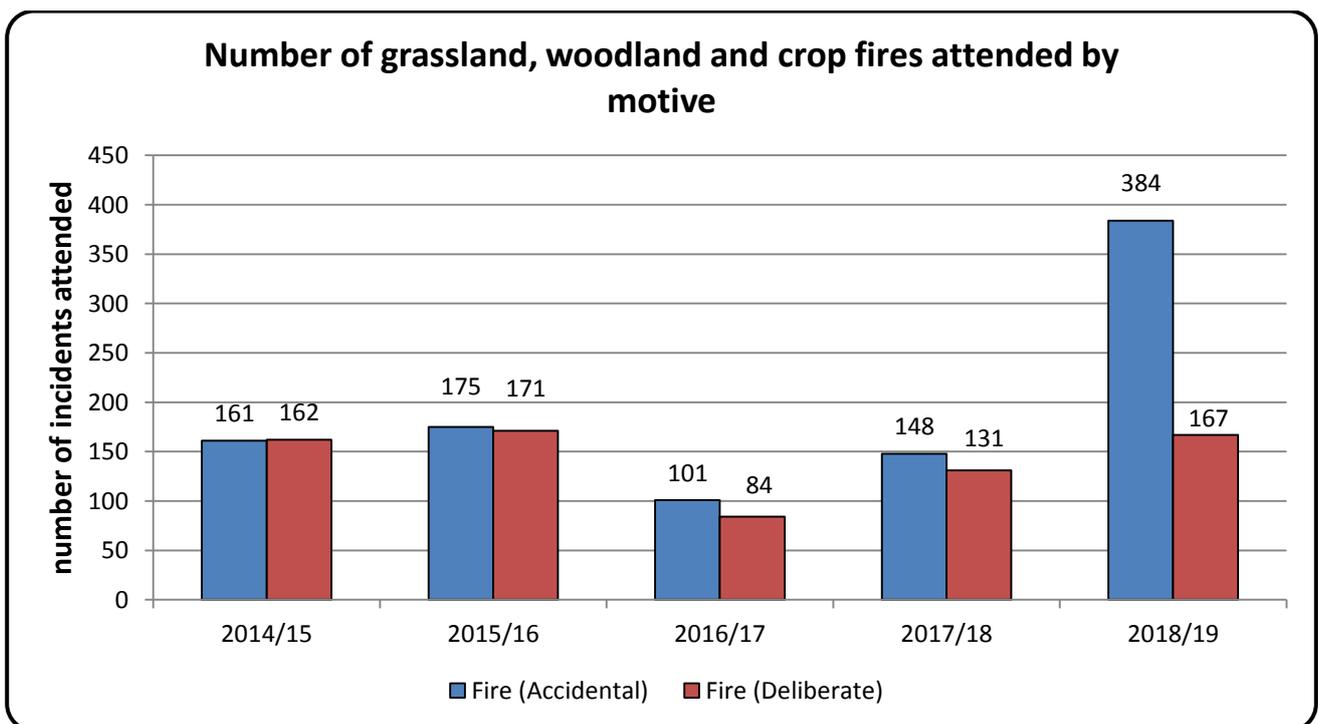
2.5 The number of accidental fires increased by 36% between 2017/18 and 2018/19 (from 740 to 1,010 fires). In the same period, the number of deliberate fires increased by 6% (from 396 to 420 fires).

Chart 3. Number of fires attended by motive



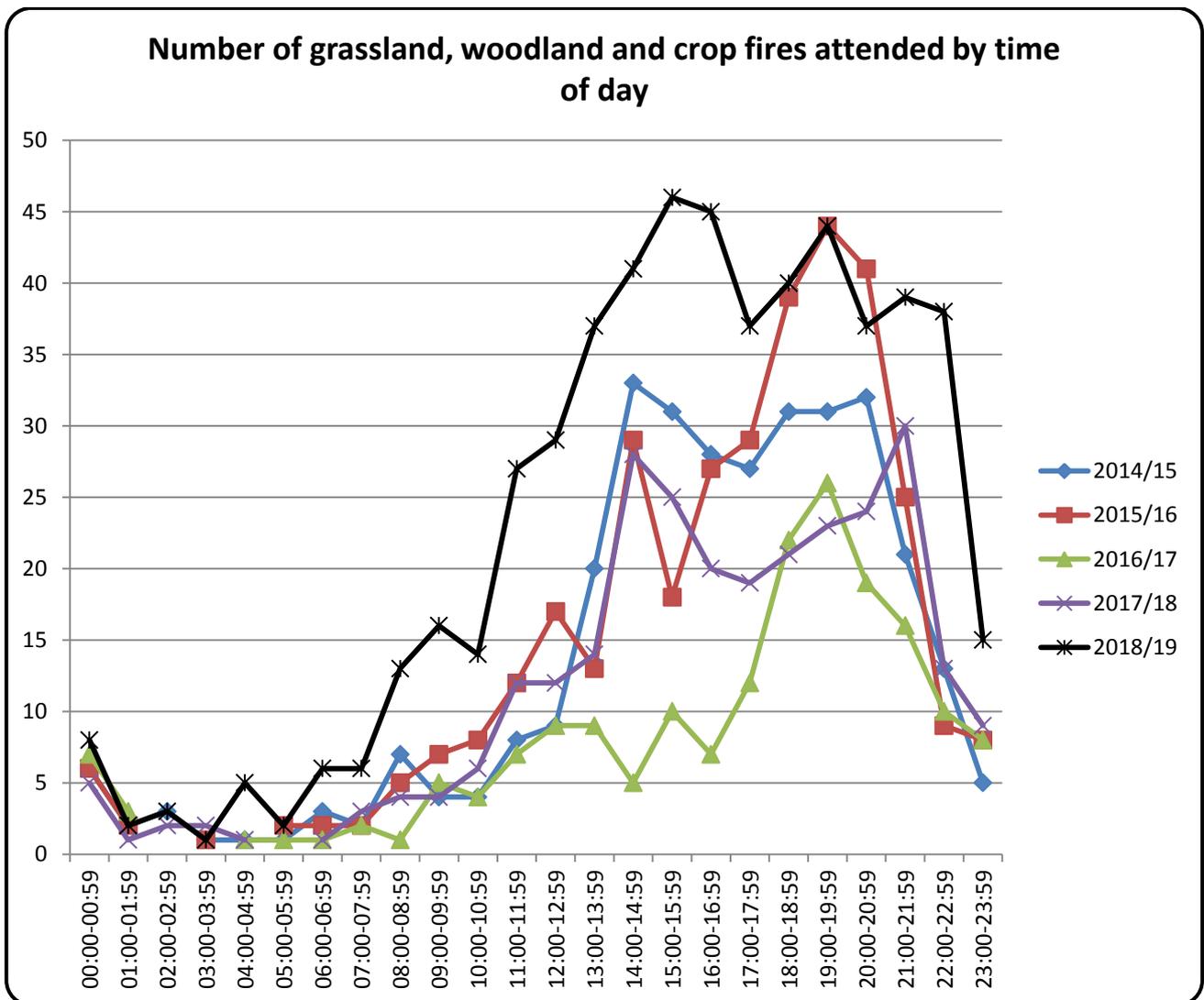
2.6 During the first half of the financial year 2018/19 the Service attended 551 grassland, woodland and crop fires. This was almost 98% higher (272) than in the first half of the previous financial year.

Chart 4. Number of grassland, woodland and crop fires attended by motive



2.7 Over the past five years the majority of attendances to grassland, woodland and crop fires occurred between mid-day and late evening. In 2018/19 a number of these fires were protracted and continued for many days and weeks.

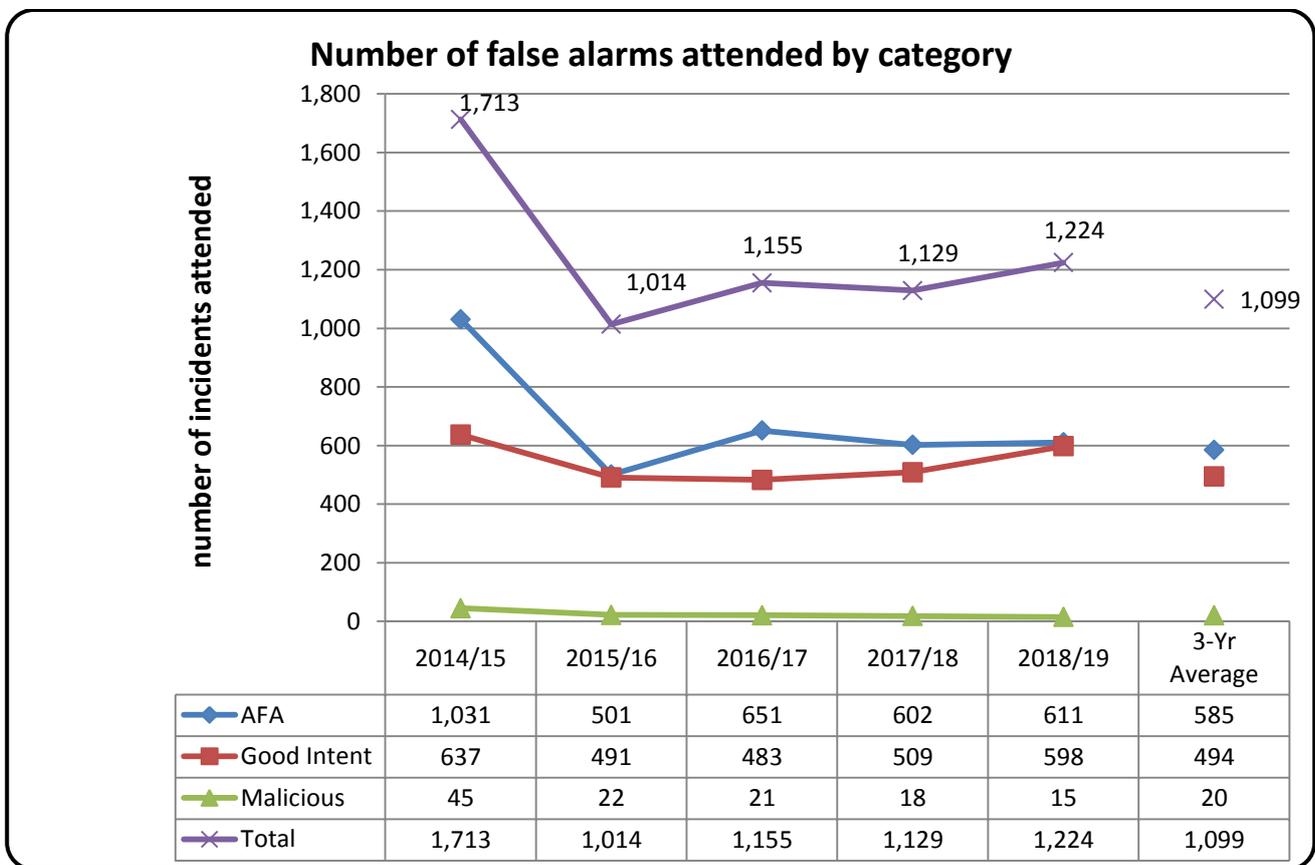
Chart 5. Number of grassland, woodland and crop fires attended by time of day



3. False Alarms

- 3.1 Of the 3,110 incidents attended between April and September in 2018/19, 39% (1,224) turned out to be false alarms.
- 3.2 The 41% reduction in the number of false alarms attended in 2015/16 when compared with 2014/15 was driven mainly by the change in the Authority's AFA policy, although reductions were seen in all three categories of false alarms.
- 3.3 Since then the numbers have fluctuated slightly, with the largest increase in 2018/19 arising in the category of false alarms due to good intent, which increased by almost 18% (89).

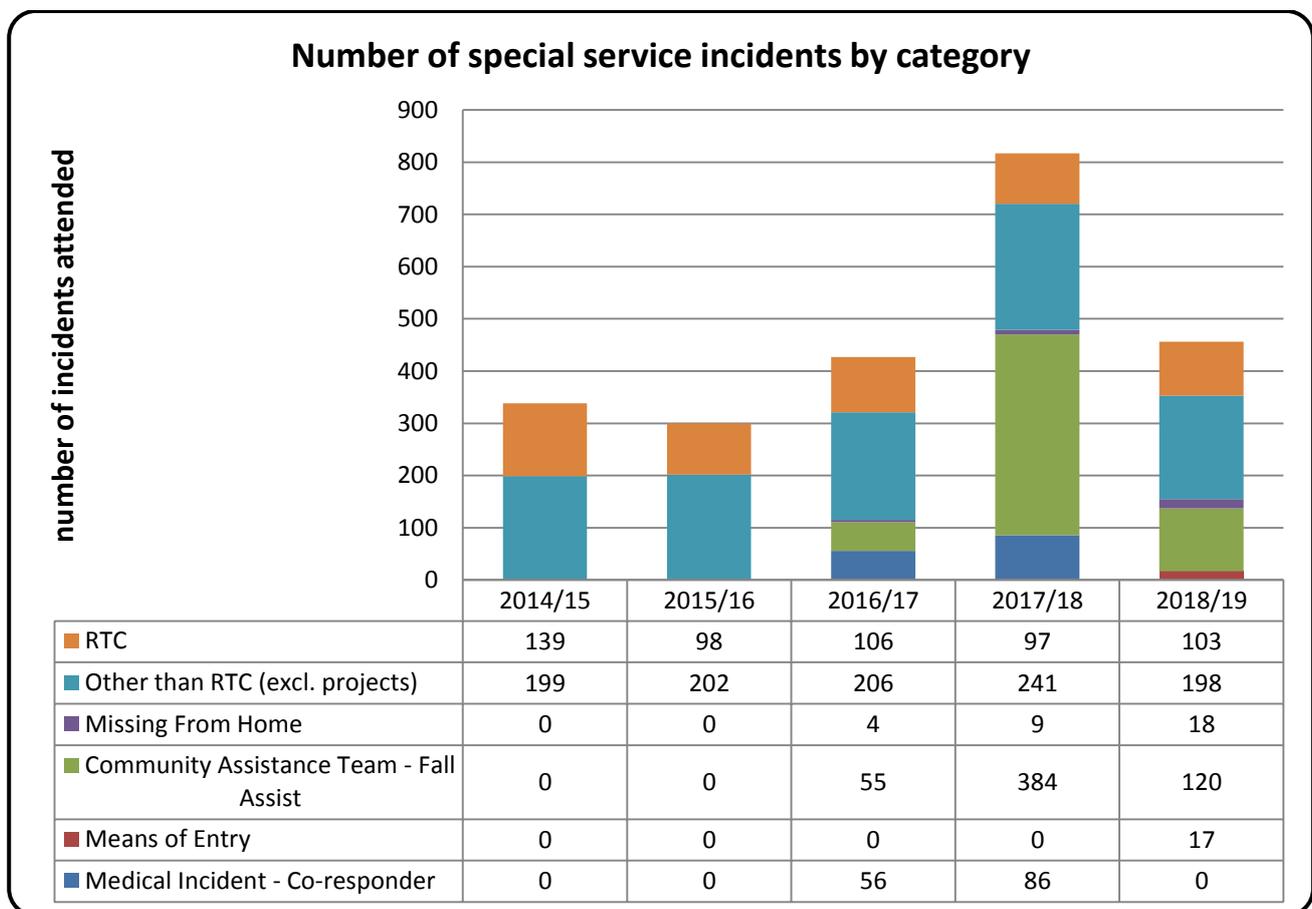
Chart 6. Number of false alarms attended by category



4.0 Special Service Calls

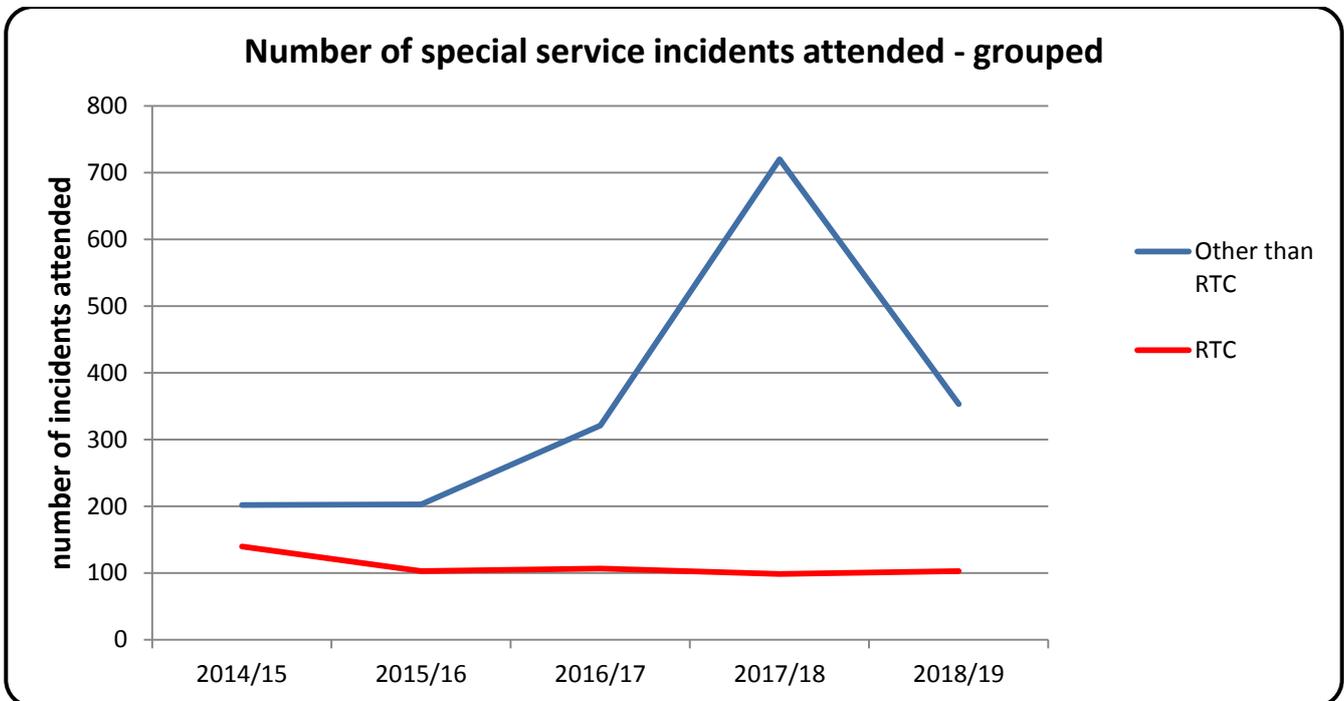
- 4.1 The large increase in the number of special service incidents attended in 2017/18 was primarily due to the increase in collaborative work undertaken with other emergency services such as the Welsh Ambulance Services NHS Trust and North Wales Police on projects such as the Community Assistance Team (CAT), co-responding, Missing from Home and Means of Entry.
- 4.2 CAT incidents accounted for just over half (53%) of all special service incidents attended in the first half of 2017/18. Since this time, however, activity levels have decreased due to the discontinuation of co-responding in September 2017 and the CAT in May 2018.

Chart 7. Number of special service incidents by category



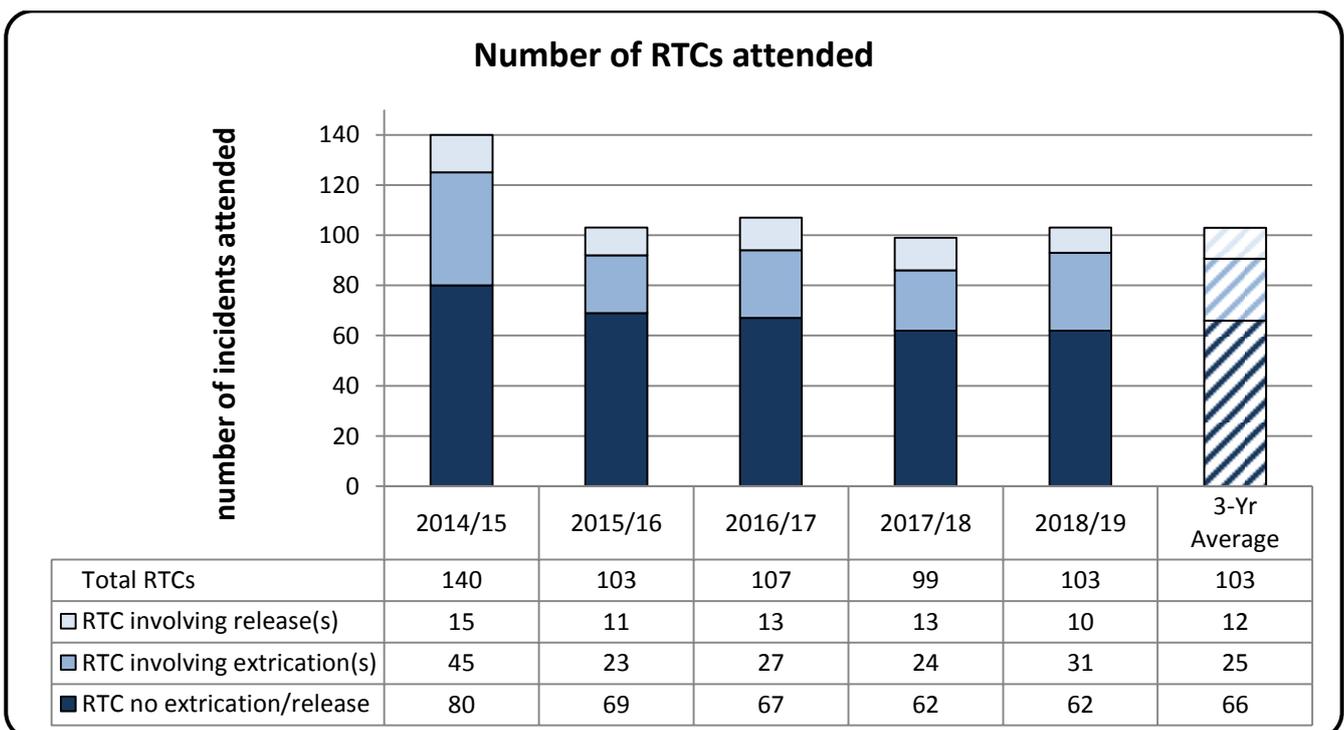
- 4.3 The number of road traffic collision (RTC) special service incidents attended has been gradually reducing since 2014/15, although there was a small increase in 2018/19 when compared to the previous year.
- 4.4 The pattern of attendances to special service incidents other than RTCs reflects the Service's involvement in collaborative initiatives with other emergency services.

Chart 8. Number of special service incidents attended (grouped)



- 4.5 Around 40% of RTCs attended in 2018/19 involved release or extrication of people.

Chart 9. Number of RTCs attended



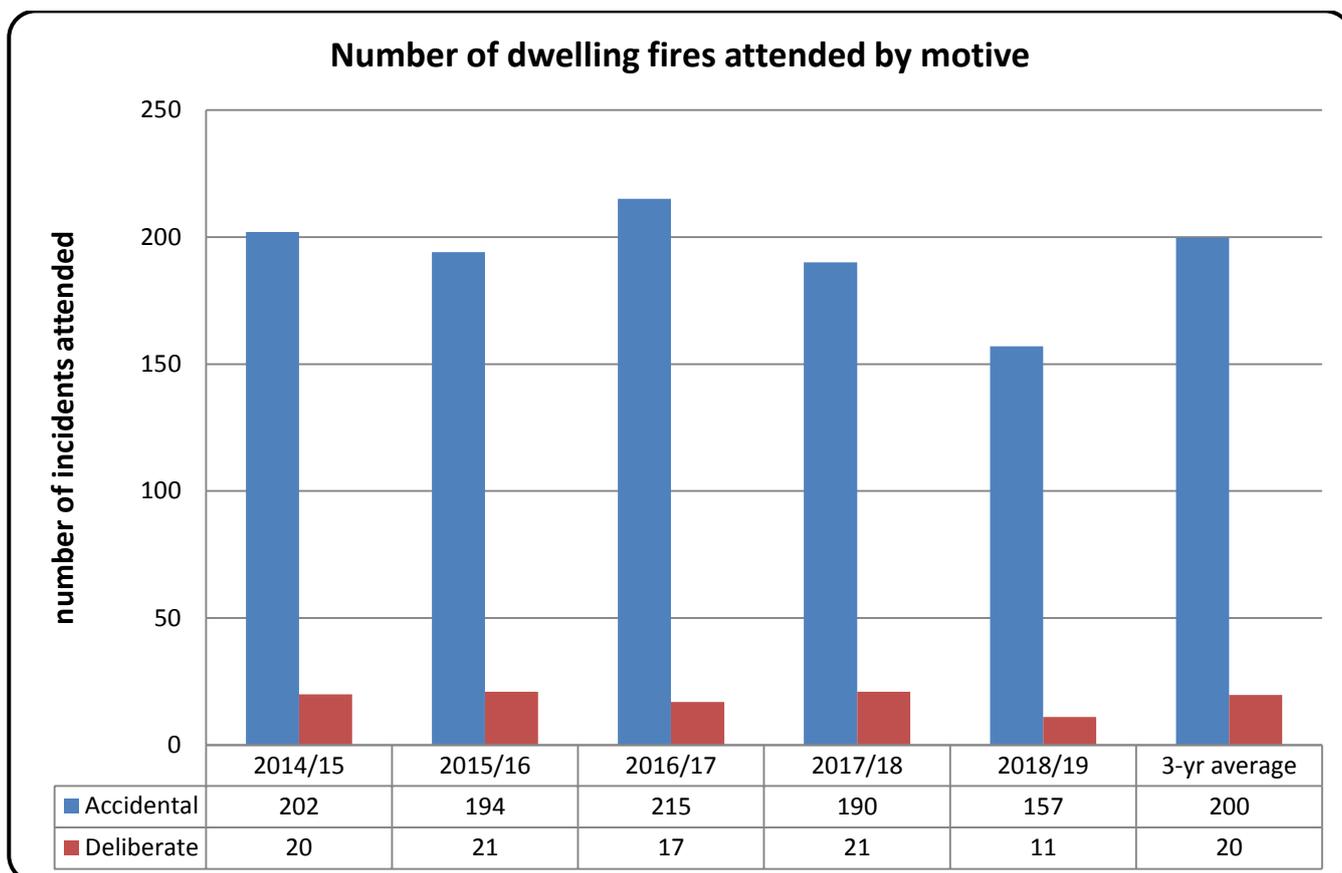
5.0 Monitoring against Improvement and Well-being objective A: *To support people to prevent accidental dwelling fires and stay safe if they do occur.*

5.1 Almost half of all primary fires in North Wales occur in the home and this is the place people are most likely to be killed or injured by fire. Therefore this continues to be the Authority's first improvement and well-being objective as identified in the combined Improvement and Well-being Plan 2018/19. Monitoring against this will continue as part of regular reporting to the Authority and senior managers.

5.2 Between April and September 2018/19 there has been a decrease in the number of accidental fires in dwellings compared with the same period in 2017/18 (190 to 157) – this is also 22% lower than the same period in 2014/15 and below the 3-year average.

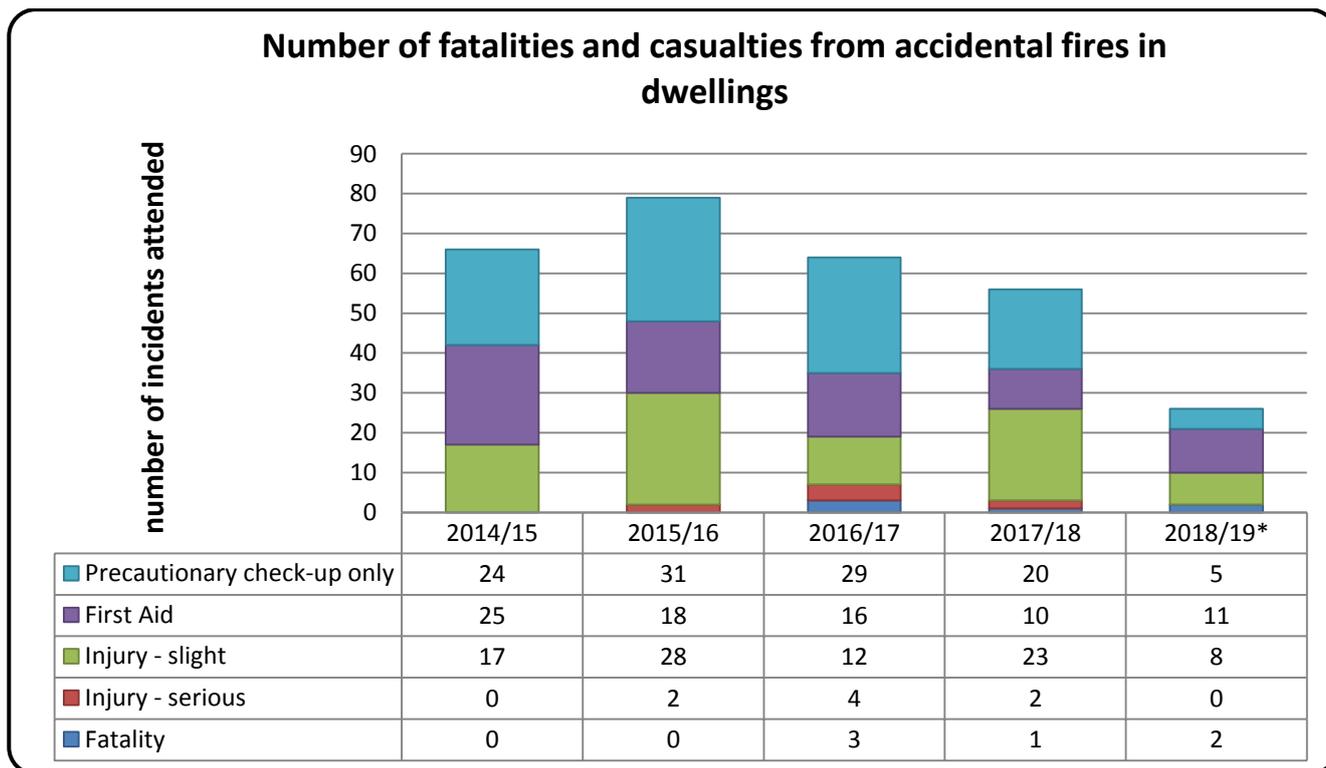
5.3 Numbers of deliberate fires in dwellings have also reduced over the same period in 2018/19 compared with 2017/18, from 21 fires to 11 fires. This figure is also below the 3 year average.

Chart 10. Number of dwelling fires attended by motive



- 5.4 After April 2009 non-fatal casualties are recorded under four categories of severity:
- victim went to hospital, injuries appear to be serious;
 - victim went to hospital, injuries appear to be slight;
 - first aid given at scene;
 - precautionary check recommended – this is when an individual is sent to hospital or advised to see a doctor as a precaution, but having no obvious injury or distress

Chart 11. Number of fatalities and casualties from accidental dwelling fires



* Due to a change in the command and control system in 2017/18 figures for 2018/19 are currently still being quality assured and may be subject to change.

- 5.5 During the first half of the year in 2018/19 there were 2 fatalities at accidental dwelling fires in North Wales, compared with 1 for the same period in 2017/18.
- 5.6 During the same period in 2018/19 there were no serious injuries compared with 2 in 2017/18. There were 8 people recorded as having slight injuries, compared with 23 in 2017/18.
- 5.7 Over the same period the number of people receiving first aid at the scene increased by 1 compared with 2017/18, whilst the number of people who either received a precautionary check, or were advised to see a doctor as a precaution decreased from 20 in 2017/18 to 5 in 2018/19.

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"> 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).