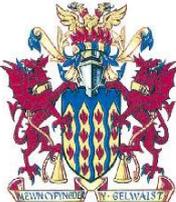


Report to	Executive Panel	
Date	18/03/2024	
Lead Officer	Stewart Forshaw, Deputy Chief Fire Officer	
Contact Officer	Anthony Jones, Head of Planning, Performance and Transformation	
Subject	Performance Monitoring: April – December 2023	

Purpose of Report

- 1 To provide information about incident activity during the first three quarters 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 three quarters of the 2023/24 financial year, North Wales Fire and Rescue Service (the Service) attended **4,644** emergency incidents. This is a decrease of 0.4% compared with the same period of the 2022/23 financial year (4,664).
- 3 The number of accidental fires in the home (Accidental Dwelling Fires-ADFSs) attended during the reporting period slightly increased to **264**, compared to 259 during 2022/23. There were four accidental fatalities in dwelling fires in the first three quarters of 2023/24.
- 4 There was also an increase in the number of serious injuries, from two to seven compared to 2022/23. There have been four fire fatalities in this reporting period, which are described in detail at section 19 below. 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 **2,256** false alarms attended during the reporting period, an increase of 9.2% from the first three quarters in the previous year. This was due to a 15.8% increase in attendances at fire alarms due to apparatus from 1,196 to **1,385**. The Service received **1,186** calls to AFAs at commercial premises, of which 7 (0.6%) were attended and **1,179** (99.4%) 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, 400 hospital AFA calls were received, of which 173 (43.2%) were attended and 227 (56.8%) were not attended.
- 9 There was an increase in the number of fires attended at HMP Berwyn from 13 during the first three quarters of 2022/23, to 20 during the first three quarters of this year.
- 10 Pump availability in accordance with the 18 pump availability target was met 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**
4,644 incidents were attended compared with 4,664 during the same period of the previous year.
- 13 **Fires**
Fires attended during the reporting period decreased 19.7% to 1,335 compared with 1,663 during the same period of 2022/23.
- 14 **Grassland, Woodland and Crop Fires**
Grassland, woodland and crop fires decreased 52.5% (434 to 206) during the same period last year. Secondary accidental grassland, woodland and crop fires decreased (285 to 134), with 'grassland, pasture, grazing etc.' (90 to 32), and 'heathland or moorland' (101 to 44) being the main contributors. Decreases were also recorded in 'hedge' (27 to 19), and 'tree scrub (includes single trees not in garden' (28 to 10), although there was an increase in 'Railway trackside vegetation' (Zero to four).
- 15 **Primary Fires**
Primary fires decreased 4.4% (655 to 626) compared with the same period of 2022/23, and were 4.7% below the three-year average of 657. Accidental primary fires decreased 4.1% (541 to 519), and were 3.7% below the three-year average of 539. The number of deliberate primary fires decreased (114 to 107) compared to the previous financial year, and were 7.8% below the three-year average of 116.

16 **Secondary Fires**

Secondary fires, which were 14.2% below the three-year average of 752, decreased 26.8% (908 to 665), primarily due to a 35.8% decrease in accidental secondary fires (586 to 391). Decreases were recorded in secondary accidental 'grassland, woodland and crops' fires (285 to 134) and 'other outdoors (including land)' (179 to 142).

Deliberate secondary fires decreased 15.0% (322 to 274), primarily due to a 50.8% reduction in 'grassland, woodland and crops' (128 to 63). However an increase in 'Outdoor structures' fires (37 to 56) was recorded.

17 **Chimney Fires**

Chimney fires decreased 37.1% compared with the same period of 2022/23 (70 to 44). This is 42.9% below the three-year average of 77.

18 **Accidental Dwelling Fires (ADFs)**

The Service attended 1.9% more ADFs (259 to 264) during the first three quarters of 2022/23.

The main contributors to ADFs included both increases and decreases. There were increases in 'Combustible articles too close to heat source (or fire)', (51 to 59). 'Fault in equipment or appliance', (27 to 35). 'Cooking – chip pan/deep fat fryer (4 to 14)'. Decreases were recorded in 'Cooking – other cooking' (60 to 48), and 'Faulty fuel supply – electricity' (28 to 20), compared with the same period of 2022/23.

An increase was recorded in ADFs within 'Bungalow – single occupancy', (31 to 46), and 'Converted Flat/Maisonette - multiple occupancy', (12 to 14). Decreases were recorded in 'House – single occupancy', (153 to 145), and 'Purpose Built Flat/Maisonette – multiple occupancy', (53 to 49), compared with the same period of 2022/23. ADFs remain 7.4% below the three-year average of 285

19 **Fatalities/Casualties in ADFs**

There were four fatalities in ADFs during first three quarters of 2023/24, three in Q2 and one in Q3, compared to zero over the same period of 2022/23. The number of casualties in ADFs increased from 61 to 62, with seven people sustaining serious injuries compared to 2 during 2022/23.

Fatalities overview

Case 1: Flintshire, 09/07/2023

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 first 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 Four Hot Spotting campaign was carried out on the 18/07/2023:

- 28 Safe and Well Checks completed
- 105 properties leafleted
- One hard of hearing alarm fitted

Case 2: Gwynedd, 03/09/2023

The deceased was an 87-year-old woman who lived alone. The property involved was a detached bungalow. NWFRS had no previous engagement with the resident. 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.

Following the incident, a Level Four Hot Spotting campaign was carried out on the 06/09/2023:

- 66 Safe and Well Checks completed
- 27 Smoke alarms fitted
- One Carbon Monoxide detector fitted
- One Hoarder identified

Case 3: Conwy, 24/09/2023

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 first 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 Four Hot Spotting campaign was carried out on the 29/09/23:

- 110 Safe and Well Checks completed
- 65 Smoke alarms fitted
- 27 Carbon Monoxide detectors fitted
- Seven other interventions fitted

Case 4: Conwy. 06/12/2023.

The deceased was an 80-year-old male who lived alone. Detached bungalow, no detection, very poor housekeeping with no previous FRS engagement. The time of call was 08:35 with the first appliance in attendance at 08:54. Call received from NWP who had attended the property following a welfare concern.

Following on from the incident a Level Four Hot Spotting was carried out on the 12/12/23

- 65 Safe and Well Checks completed
- 37 Smoke alarms fitted
- 13 Carbon Monoxide detectors fitted

20 **Smoke Detectors – ADFs**

Smoke/heat detectors were present at 230 out of the 264 accidental fires in dwellings during the reporting period (87.1%). ADFs where a smoke/heat detector was fitted, operated and raised the alarm, increased from 130 to 145.

21 Where a smoke/heat detector was fitted - operated but did not raise the alarm, the number of incidents decreased from 31 to 29.

22 ADF's where no detector was fitted increased from 32 to 38, and where a detector was fitted and did not operate, the number of incidents decreased to 66 from 56.

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

Deliberate primary fires in non-residential buildings increased from 37 to 38 with 20 primary fires attended at HMP Berwyn.

24 **False Alarms**

The upward trend in false alarms continued with the Service attending **2,256** false alarms – 9.2% more than in the same period of 2022/23 (2,066), and 18% more than the three-year average of 1,913. Those originating from AFA systems increased 15.8% (1,196 to **1,385**) and represented 61.4% of false alarm attendances.

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

Non-Residential AFAs increased 14.6% (198 to 227). The main causes of activation in non-residential AFAs were 'faulty' (79 to 111); 'dust' (12 to 23). However, a reduction was recorded in 'accidentally/carelessly set off' (31 to 21).

26 **Other-Residential Automatic Fire Alarms**

There was a 17.6% decrease in 'other-residential' AFAs (91 to 75), with 'nurses'/doctors' accommodation' showing a significant decrease (23 to 12). 'Residential home' however, increased (10 to 18).

Although the main cause of activation in 'other-residential' was 'faulty', which had a slight increase (20 to 21), 'cooking/burnt toast' saw a reduction compared with the same period last year, dropping (25 to 20).

'Dust' and 'accidentally/carelessly set off' also reported reductions from nine to four, and 11 to five respectively.

27 **Dwelling Automatic Fire Alarms**

AFA's in dwellings continued on an upward trend, increasing by 19.2% (907 to 1,081), with 'purpose built flat/maisonette – multiple occupancy' being the lead contributor to the total number of incidents, rising (275 to 381), followed by 'bungalow – single occupancy' which rose (263 to 332).

'House – single occupancy' increased (269 to 290), and 'Converted flat/maisonette – multiple occupancy' also saw an increase (33 to 35). Decreases were recorded however in 'self-contained sheltered housing', (60 to 35).

Of the 1,081 dwelling AFA's, 'cooking/burnt toast' was the main cause of activation, increasing (454 to 588). Slight increases were also recorded in 'faulty (210 to 233), and 'dust' (24 to 35), and 'smoking (17 to 24) 'Accidentally/carelessly set off' and 'steam' saw slight reductions (49 to 44 & 26 to 24) respectively.

28 **Good Intent False Alarms**

Good intent false alarms increased by 0.7% (832 to 838). Increases were recorded in 'Dwelling' by 24.4% (311 to 387). This is as a result of increases in 'house – single occupancy' (139 to 149). As well as 'purpose built flat/maisonette - multiple occupancy' (107 to 138).

Decreases were recorded in Grassland, woodland and crops' by 35.9% (92 to 59) due to decreases in 'grassland, pasture, grazing etc' (27 to 13), and 'healthland or moorland' from (nine to three). 'Other outdoors (including land) also reduced (189 to 173). This is as a result of decreases in 'loose refuse (including in garden)' (175 to 159). Furthermore, 'false alarm – property not found' (69 to 59).

29 **Malicious False Alarms**

The number of malicious false alarms decreased from 38 to 33 compared to the same period last year.

Adverse Weather Incidents

30 **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 were 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.

31 **Flooding**

There was a significant increase of 'flooding' attended by 119.2% (47 to 103).

Special Service Calls

- 32 Special service calls increased by 9.1% from 965 to 1,053 during the same period of the previous financial year, and were 51.9% above the three-year average of 693. 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 9.6% more RTCs (178 to 195), where 50 (25.6%) involved the extrication or release of persons. Where the Service was called upon to make a vehicle safe, attendance increased 16.7% (72 to 84). Although the Service attended more RTCs, the percentage of RTCs which involved the release or extrication of persons decreased (30.9% to 25.6%), which is below the three-year average of 32.9%.
- 34 SSC 'Other than RTC' increased 9.0% (787 to 858). The main contributor to the increase was 'Assist other agencies' which increased 23.5% (277 to 342).
- 35 Decreases were recorded in 'no action (not false alarm)' (67 to 54), 'lift release' (67 to 36), and 'Other rescue/ release of persons' (80 to 50).

Safe and Well Checks (SAWCs)

- 36 The Service completed 14,464 Safe and Well Checks, of which **4,525** (31.2%) were high priority. Of the high priority Safe and Well Checks completed, **2,491** (55%) were referrals from a partner agency.

Station Performance

- 37 Planned 18 pump availability was achieved on all 274 days (100%) of the first three quarters of 2023/24.

Sickness Absence

- 38 **458** cases of sickness absence were reported during the first three quarters. This equates to 5.13% of lost 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 three quarters

April – December 2023

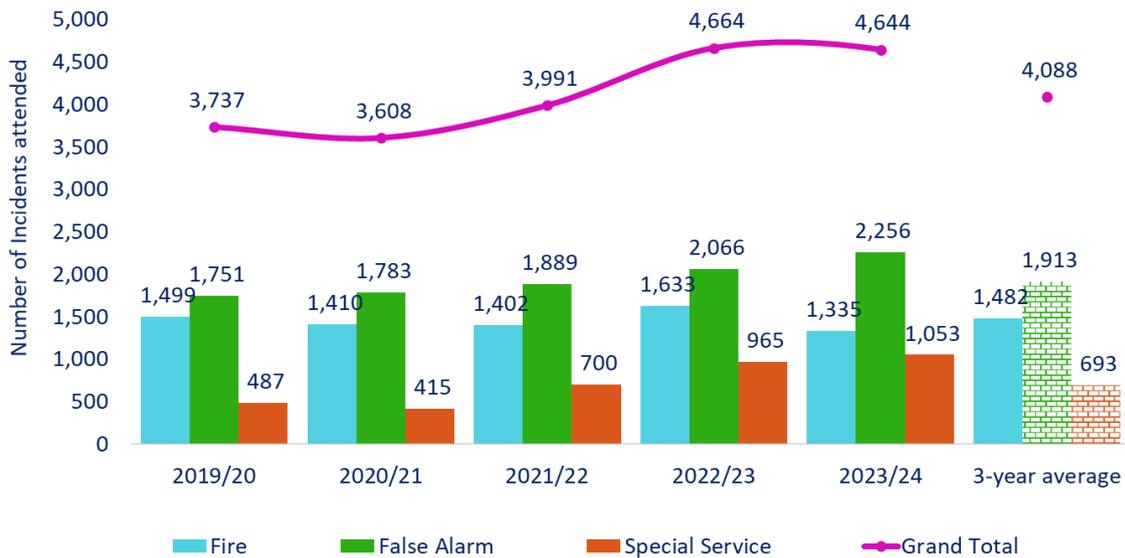
Figures are provisional and may be subject to minor amendment.

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1 All Incidents

1.1 During the first three quarters of the 2023/24 financial year, the Service attended 4,644 emergency incidents and false alarms, this is a 0.4% change compared to the previous first three quarters (4,664).

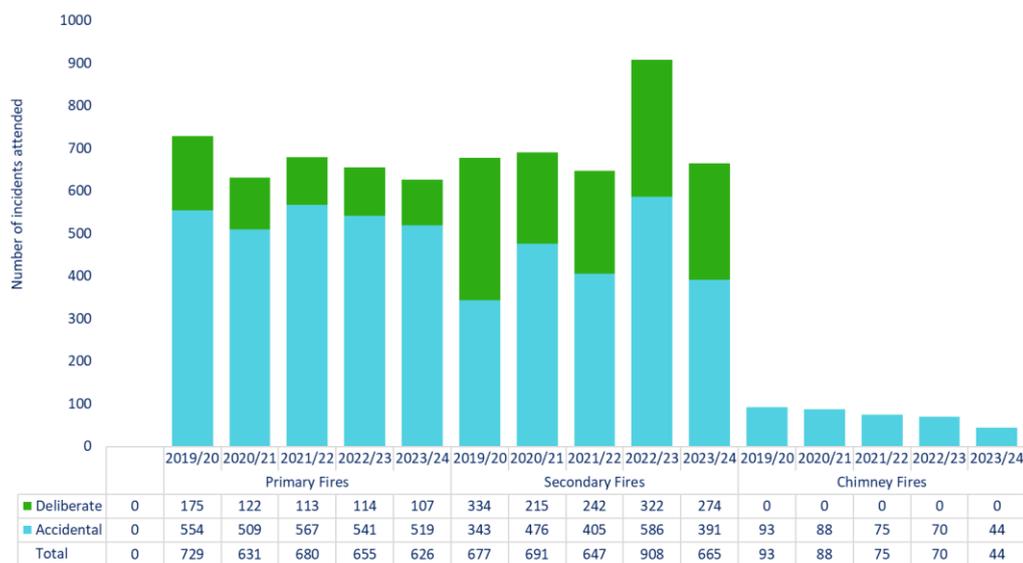


Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Total incidents attended	2023-24	1,638	1,552	1,454		4,644	↓	4,088	↑ 13.6%
	2022-23	1,575	1,878	1,211		4,664	0.4%		
Total fires	2023-24	604	409	322		1,335	↓	1,482	↓ 9.9%
	2022-23	577	719	337		1,633	18.2%		
Total special service incidents	2023-24	332	331	390		1,053	↑	693	↑ 51.9%
	2022-23	327	371	267		965	9.1%		
Total false alarms	2023-24	702	812	742		2,256	↑	1,913	↑ 17.9%
	2022-23	671	788	607		2,066	9.2%		

*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.

2 Fires, by Category and Motive

- 2.1** A total of 1,335 fires were attended; a 18.2% decrease from 1,663 in 2022/23.
- 2.2 Primary fires** – There was a 5.9% decrease in primary fires (665 to 626) compared with the same period in the previous financial year, which was 4.4% below the three-year average of 655.
- 2.3 Secondary fires** – There was a 27.9% decrease in secondary fires (908 to 655), which was 12.6% below the three-year average of 749.
- 2.4 Chimney fires** – The number of chimney fires decreased (70 to 44) during the same period in the previous financial year, which was 43.6% below the three-year average of 78.



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	235	205	186		626	↓ 5.9%	655	↓ 4.4%
	2022-23	226	236	193		665			
Secondary fires	2023-24	356	200	109		655	↓ 27.9%	749	↓ 12.6%
	2022-23	332	476	100		908			
Chimney fires	2023-24	13	4	27		44	↓ 37.1%	78	↓ 43.6%
	2022-23	19	7	44		70			

*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:

- 14,464 Safe and Well Checks (31% classified as High priority) were completed by the end of Quarter three, we remain above both targets of completing:-
 - 17,500 Safe and Well Checks;
 - more than 25% from external referrals.
- Following a trial at Rhyl and Holyhead fire stations, all Wholetime and Day Crewed stations are now 'live' using the Exeter data. Each Watch is now completing door to door activity for a minimum of one hour a day. They are utilising the provided data to help ensure a more targetted approach towards the over 65 yr old.
- During Quarter three a comprehensive video was produced to refresh the knowledge of all crews regarding how to complete a SAWC. This gave the prevention team the opportunity to remind all users of recent changes to RMS, the SAWC form, new interventions and a reminder of the hotspotting expectation. After watching the video, all staff were instructed to complete a Learn Pro assessment; completion rates are being monitored and will be fed back during Quarter four.
- The annual student kitchen talks at Bangor University resumed during Quarter three. There is an identified increase in accommodation in use this year, and the addition of non-university halls of residence also being targeted. Fire Safety staff engaged with students during a two-day event during Freshers Week in both Bangor and Wrexham.
- Partnership Managers continued to foster relationships with external agencies to encourage high quality referrals.
- This year's Christmas Fire Safety campaign was launched at a multi-agency event at the RGC rugby stadium. Christmas Fire Safety activity included the production of a "12 days of Christmas" video, Santa to a Senior (delivering gifts to identified vulnerable people) and support and attendance at foodbanks across the Service.
- Campaign Steering Group (CSG) continued to work with Corporate Communications to proactively promote safety and Wildfire messaging across all media platforms.
- Deliberate fire setting intervention schemes continued to be facilitated in-house and by Danger Point; during Quarter three, four FACE sessions and one adult intervention delivered by the Arson Reduction Team and four Firesafe courses delivered by Danger Point.
- Arson Reduction Team completed 26 audits including 21 at void properties.

- Three youth clubs were attended and 73 school visits were conducted in Quarter three engaging with 6,003 young people.
- Olivia’s Story continued to be delivered by the Fire Safety Watch Manager’s and continues to be very impactful.
- The Phoenix team have run six courses with 46 participants.

3 Primary Fires, by Property Type and Motive

3.1 During the first three quarters of 2023/24, 107 primary fires were started deliberately, compared with 114 during 2022/23.

3.2 There were 49 deliberate fires at HMP Berwyn, compared with 35 over the same period of the previous financial year. The Service attended 20 of the 49 deliberate fires to help extinguish fires or assist prison staff.

3.3 Action taken to understand the rise and bring about reduction

3.4 The capacity of HMP Berwyn has increased and is approaching its capacity of 2200.

3.5 The Service has made contact with the new Senior Health, Safety and Fire Advisor at HMP Berwyn. Meetings will now be undertaken on a regular occurrence to discuss the number of incidents we attend. Site visits are still being conducted with Wrexham Fire Station with the last being undertaken on the 15th November.

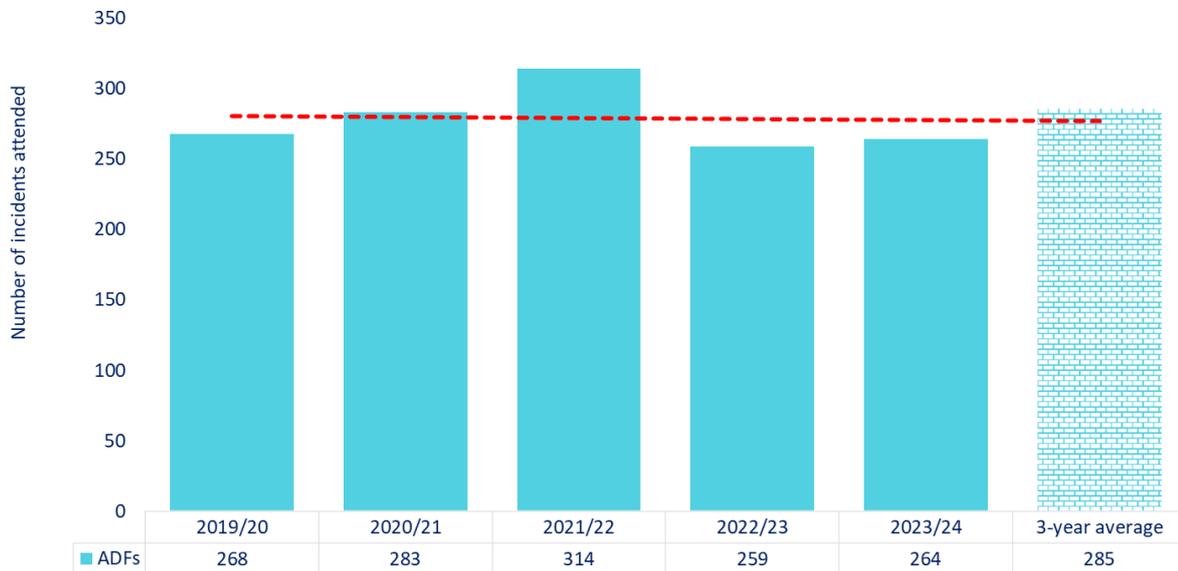


Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
All deliberate primary fires	2023-24	40	36	31		107	↓ 6%	116	↓ 7.7%
	2022-23	41	49	24		114			
All accidental primary fires	2023-24	195	169	155		519	↓ 2.4%	539	↓ 3.7%
	2022-23	185	187	169		541			

*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 264 accidental dwelling fires during the reporting period; 8 (1.9%) more than the same period of the previous year (259). Accidental dwelling fires (ADFs) this period remained 7.4% below the three-year average of 285.



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	70	103		264	↑ 1.9%	285	↓ 7.4%
	2022-23	81	81	97		259			
*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:

- Exeter data: following a trial at Rhyl and Holyhead, all Whole Time and Day Crewing Stations are now 'live' using the NHS Exeter data. Each Watch is now completing door to door activity for a minimum of 1 hour a day. They are utilising the provided data to help ensure a more targetted approach towards engagement with the over 65 yr old`s. The data will be broken down further during Quarter four to highlight the over 70`s and 75 year olds.
- 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.
- Partnership between the Service and Cartrefi Conwy (due for renewal April 2024) and Care & Repair continued to identify high priority referrals – we engage with vulnerable people who are discharged from hospital/care settings to provide interventions where required.
- Arson Reduction Team continued to attend vulnerable adult and safeguarding multi-agency meetings on a regular basis to help identify persons vulnerable to fire. Arson Reduction Team continued to attend various strategy meetings, such as the Child Protection Case Conference and the North Wales Adult /Children`s Safeguarding Board.

5 Fatalities and Casualties from Accidental Fires in Dwellings (ADF)

5.1 There were four ADF fatalities during the first three quarters of the 2023/24 year, compared to no human life lost during the same period of the previous year. There were seven serious, and 17 slight injuries, compared with two and 22 respectively. The number of precautionary checks increased (16 to 17), and the number of people requiring first aid at the scene decreased (21 to 17).

5.2 Work is being completed on an Interactive dashboard enabling crews to view:

- Type Of Incident
- Type of Property
- Cause of Incident
- Location of Incident
- Time of Day
- Ignition source

Crews can now also access a map detailing the location of our most vulnerable residents based on age and incident activity. 24/25 will now see a targeted approach based on the Person and location. Intelligence from the dashboard will enable Operational crews to deliver tailored safety advice to residents who live in certain property types, e.g Bungalows.

Severity of injury	2019/20	2020/21	2021/22	2022/23	2023/24
Precautionary Check	14	23	27	16	17
First Aid	32	21	35	21	17
Injuries - Slight	20	19	30	22	17
Injuries - Serious	3	2	4	2	7
Fatality	3	4	3	0	4
Total	72	69	99	61	62

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	29	9	20		58	↓ 4.9%	74	↓ 21.6%
	2022-23	10	37	14		61			
Deaths from accidental fires in dwellings	2023-24	0	3	1		4	↑ 400%	2	↑ 100%
	2022-23	0	0	0		0			

*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.

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 38 of the ADFs, no detector was fitted.
- 6.2 Of the 264 ADFs, 245 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	60		145	↑ 11.5%	140	↑ 3.6%
	2022-23	36	45	49		130			
Smoke detector fitted which operated but didn't raise the alarm	2023-24	16	4	9		29	↓ 6.5%	44	↓ 34.1%
	2022-23	17	4	10		31			
Smoke detector didn't operate	2023-24	17	16	23		56	↓ 15.2%	64	↓ 12.5%
	2022-23	22	19	25		66			
Smoke detector not fitted	2023-24	10	13	15		38	↑ 18.8%	37	↑ 2.7%
	2022-23	6	13	13		32			

*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:

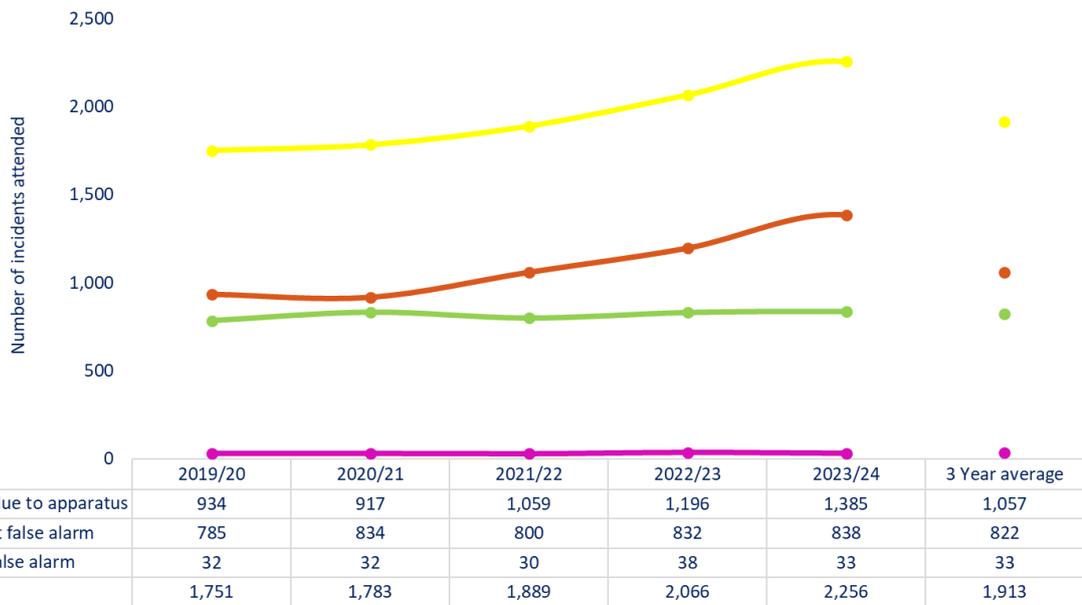
- With 14,464 Safe and Well Checks completed by the end of Quarter three, we remain above both targets of completing:-
 - 17,500 Safe and Well Checks in 2023/24.
 - and more than 25% from external referrals.
- Following a trial at Rhyl and Holyhead, all Whole Time and Day Crewing Stations are now 'live' using the Exeter data. Each Watch is now completing door to door activity for a minimum of 1 hour a day. They are utilising the the provided data to help ensure a more targetted approach towards the over 65 yr old.

- During Quarter three a comprehensive video was produced to refresh all crews regarding how to complete a Safe and Well Checks. This gave the prevention team the opportunity to remind all users of recent changes to the RMS, the Safe and Well Check form, different/new interventions and a reminder of the hotspotting expectation. After watching the video, all staff were instructed to complete a Learn Pro assessment, completion rates are being monitored and will be fed back during Quarter four .
- Social media is continually utilised by the Comms Department to promote smoke alarm ownership; continue to promote regular testing of smoke alarms using all media platforms.
- 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.
 - 73 schools' visits conducted in Quarter three engaging with 6,003 young people.
- School visits took place at Stations as well as visits by Fire Safety Watch Manager`s to Special Education Schools across the Service area.
- Deliberate fire setting intervention schemes continue to be facilitated in-house and by Danger Point; four FACE delivered by the Arson Reduction and Team, four Firesafe delivered by Danger Point and one adult intervention.
- Phoenix team have completed six courses with 46 participants.

The Service continued to support DangerPoint who have had approximately 7,500 Children and Young People visit the centre since the start of the financial year.

7 False Alarms

- 7.1** In the first three quarters of the year false alarms increased by 9.2% (2,066 to 2,256). There was a 15.8% increase in AFAs (1,196 to 1,385). False alarms made with good intent increased by 0.7% (832 to 838).



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	812	742		2,256	↑ 9.2%	1,913	↑ 17.9%
	2022-23	671	788	607		2,066			
AFA	2023-24	407	520	458		1,385	↑ 15.8%	1,057	↑ 31.0%
	2022-23	416	420	360		1,196			
False alarms made with good intent	2023-24	281	280	277		838	↑ 0.7%	822	↑ 1.9%
	2022-23	241	353	238		832			
Malicious false alarm	2023-24	14	12	7		33	↓ 7	33	- 0.0%
	2022-23	14	15	9		38			

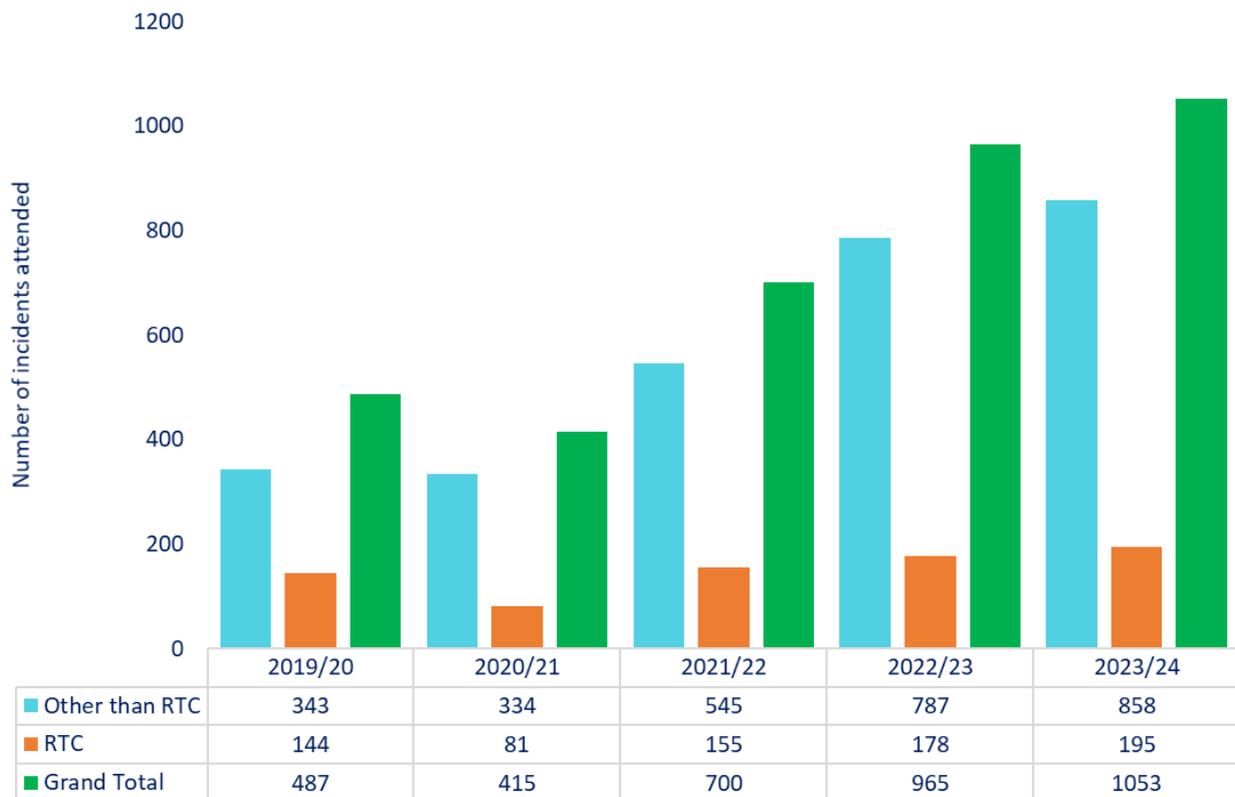
*The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

Actions taken to reduce Hospital AFAs during the previous quarter:

- Meetings are scheduled in Quarter four with Betsi Cadwaladr University Health Board. This meeting is with the facilities management team to ensure open communication about the amount of AFA's at all their hospitals across North Wales.

8 Special Service Calls

8.1 Special service calls (SSCs) decreased 9.1% (1,053 to 965), compared with the same period of the previous year. Road traffic collisions increased 9.6% (178 to 195), whilst 'other than RTC' incidents decreased 9.0%, (787 to 858). 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	390		1,053	↑ 9.1%	693	↑ 51.2%
	2022-23	327	371	267		965			
Road traffic collisions (RTC)	2023-24	77	63	55		195	↑ 9.6%	138	↑ 41.3%
	2022-23	53	65	60		178			
Other than RTC	2023-24	255	268	335		858	↑ 9.0%	555	↑ 54.6%
	2022-23	274	306	207		787			

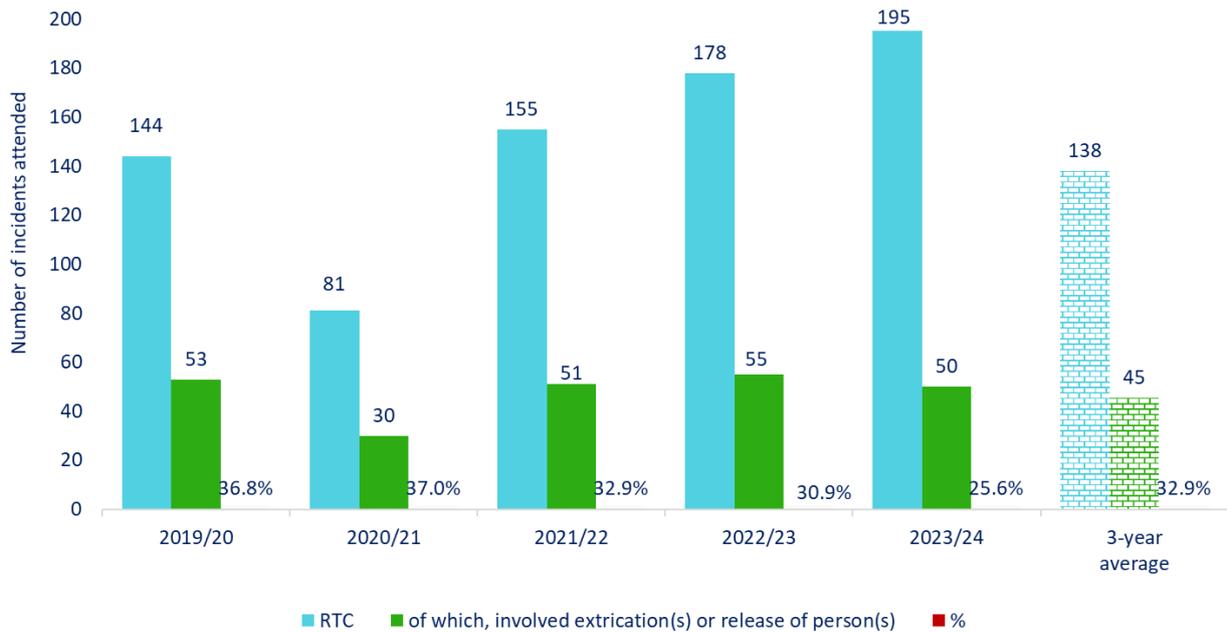
*The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

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

- Along with the RNLI, FS WM's promoted the 'Drink Drowning' initiative throughout the Christmas period utilising the #BeAMate tagline

9 Traffic Collisions and Extrications/Release

9.1 Of the 195 road traffic collisions attended in the first three quarters, 50 (25.6%) involved the Service using equipment to extricate at least one casualty from the vehicle. Whilst 181 incidents resulted in injuries, the majority of casualties sustained serious injuries.



195	RTC incidents attended
181	incidents where people sustained injury
50	incidents involved extrication / release

Severity of Injury *	Number of people
Precautionary check	31
First Aid	34
Injuries - Slight	36
Injuries - Serious	80
Fatalities	14
*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:

- The Service continued to deliver the Road Safety educational advice, including sessions delivered during the Phoenix course.
- Olivia's story was delivered to over 500 students across the LLandrillo Colleges. A very successful initiative that will be continued on a monthly basis from now on. Sessions also deliver to Airbus apprentices in Broughton and Welsh Water Manager with view to deliver to all their white van staff.

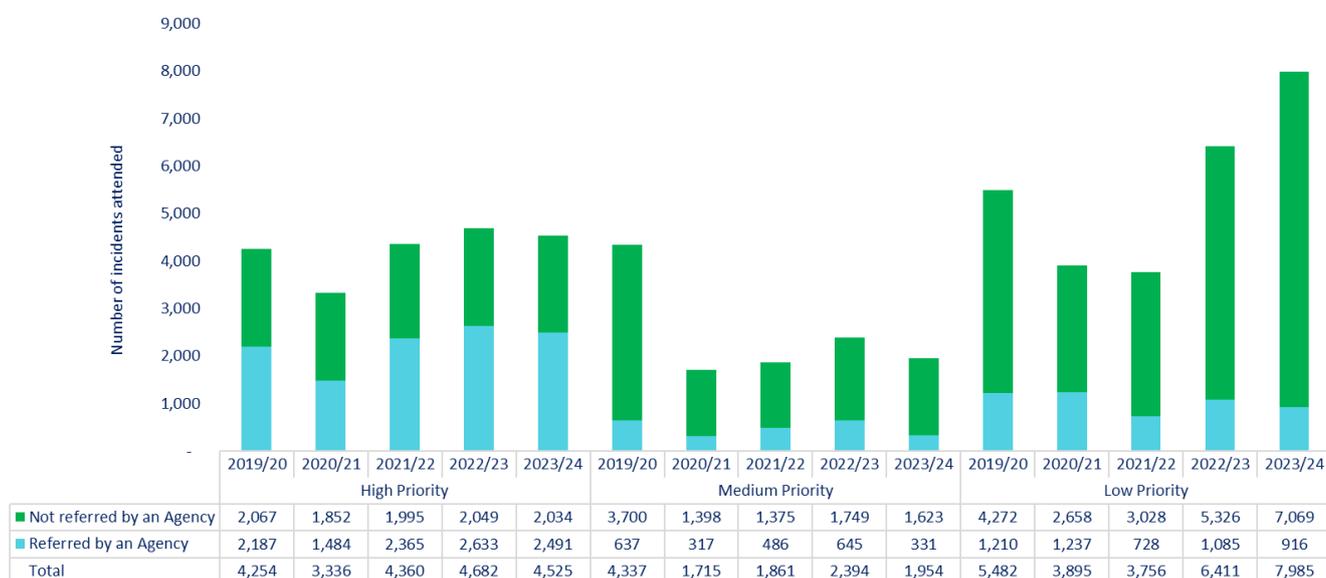
- Three sessions of 'Biker Down' was delivered during Quarter three to 65 attendees. A further nine sessions are already in the diary for 24/25 with places already being booked.
- 30:20 options, selection process completed, DBS checks sourced, training provided. Going live date 18/01/2024.
- Fire Service staff continued to attend local and regional road safety groups including a National conference in Cardiff.
- RTC Steering group has been instigated to monitor RTC stats and develop campaigns aligned to the NFCC Road Safety calendar.

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 14,464 Safe and Well Checks during the first three quarters, of which 3,738 (25.8%) 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%	30.9%		25.8%	↓ 46.0%	51.2%	↓ 49.6%
	2022-23	35.2%	30.2%	47.6%		47.8%			
<p>*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.</p>									

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

- With 14,464 Safe and Well Checks completed by the end of Quarter three, we remain above both targets of completing:-
 - 17,500 Safe and Well Checks and more than 25% from external referrals.
- Following a trial at Rhyl and Holyhead, all Whole Time and Day Crewing Stations are now 'live' using the Exeter data. Each Watch is now completing door to door activity for a minimum of one hour a day. They are utilising the provided data to help ensure a more targetted approach towards the over 65 yr old.
- During Quarter three a comprehensive video was produced to remind all crews how to complete a Safe and Well Checks. This gave the prevention team the opportunity to remind all users of recent changes to RMS, the Safe and Well Chek form, different interventions and a reminder of the hotspotting expectation. After watching the video, all staff were instructed to complete a Learn Pro assessment, completion rates are being monitored and will be fed back during Quarter four.

- Reduction in high priority Safe and Well Checks in comparison to 2022/23 corresponds to a reduction in Safe and Well Checks (2.5 post reduction).
- Social media is continually utilised by the Comms. Department to promote smoke detector ownership. The Service continued 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.
- Continued to work with partners to identify the most vulnerable people in our communities and provide them with suitable advice and interventions.
- Educationalists continued to promote smoke alarm ownership and testing as part of the delivery across North Wales schools.

11 Planned 18 Pump Availability

- 11.1 The Service has 44 fire stations with 54 response appliances, as eight stations have two pumps and Wrexham has three. Pre-planning takes place each day to deploy resources to ensure 18 appliances 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 three quarters of the 2023/24 financial year, the threshold of 18 pumps was achieved on all 183 days. As this is the first year that the threshold has been lowered to 18 pumps, no comparable data is available.
- 11.3 Planning for 18 Pump availability for the next day has to be completed every afternoon. Time taken to complete this task depends upon the number of gaps that need to be covered and the available resources. This planning can take between three and six hours to complete initially.

Planning consists of;

Checking where the gaps are, and how many individuals are required to cover, and which skills through checking each station page on Gartan and filling in the availability form;

Opening each Whole Time Duty System roster to see whether there are any additional Fire Fighters on stations that can be utilised;

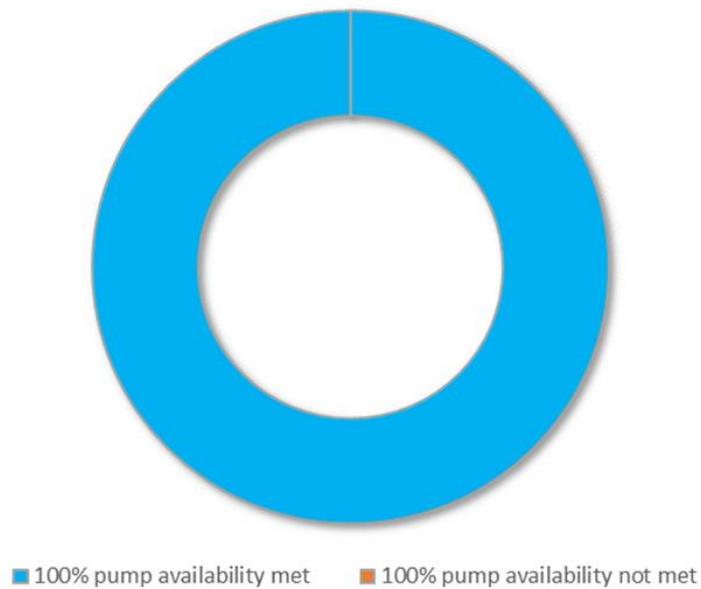
Checking which Whole Time Duty System Rural are available;

Checking the Operational Resource Support spreadsheet to see who is available for Whole Time Duty System overtime cover;

Checking the Operational Resource Support availability on Gartan to see who is available for Rural Duty System overtime cover;

Checking the Operational Day Staffing page on Gartan to see who is available from the Whole Time Duty System Daytime Watch Managers for cover.

18 Planned Pump Availability April - December 2023/24



12 Sickness Absences

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.

There are several 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 with 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.

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.

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.

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%. During Quarter three, the number of individuals employed by NWFRS reduced to 910 individuals and absences due to sickness equates to 5.21% of lost time.

According to the National Fire and Rescue Service Sickness Absence Report for April 2023 – September 2023, the average sickness absence per staff member equates to 5.82%. NWFRS reported slightly lower than this for Quarter one & Quarter two (5.06%) and for Quarter three it was 5.21%.

Please note that throughout the report, the number of cases in the year to date (YTD) will not be a sum of the quarters as some individuals' absences will span across quarters.

	Q1 Cases	Q1 Lost time %	Q2 Cases	Q2 Lost time %	Q3 Cases	Q3 Lost time %	YTD Cases	YTD Lost Time %
Long Term Sickness	64	4.43%	66	4.21%	63	4.27%	118	4.30%
Short Term Sickness	88	0.59%	123	0.93%	143	0.95%	340	0.82%
Total	152	5.03%	189	5.14%	206	5.21%	458	5.13%

Some duty systems may see a higher percentage of lost time despite fewer cases of absence being recorded. This is caused by there being fewer staff within that duty system. The sickness absence percentage calculation is proportionate to the number of staff within that duty system.

Long Term & Short-Term Sickness	Q1 Cases	Q1 Lost time %	Q2 Cases	Q2 Lost time %	Q3 Cases	Q3 Lost time %	YTD Cases	YTD Lost Time %
WDS Stations	29	3.94%	44	4.87%	50	3.99%	110	4.27%
RDS /On-Call	80	6.19%	92	5.68%	100	6.00%	218	5.96%
Rural	2	4.30%	4	4.35%	2	4.25%	8	4.30%
Control	9	8.09%	12	9.14%	12	8.37%	29	8.55%
Flexi Duty System Managers	6	5.11%	6	2.91%	8	2.48%	15	3.49%
Operational Departments	3	1.10%	2	2.45%	7	8.26%	10	4.05%
Service Leadership Team	1	0.22%	0	0.00%	2	0.29%	3	0.17%
Corporate Departments	22	3.32%	30	4.73%	25	4.33%	66	4.14%
Total	152	5.03%	189	5.14%	206	5.21%	458	5.13%

Short Term Sickness

Short Term Sickness equates to an average of 0.82% of lost time during Quarter one to Quarter three of financial year 2023/24.

	Q1 Cases	Q1 Lost time %	Q2 Cases	Q2 Lost time %	Q3 Cases	Q3 Lost time %	YTD Cases	YTD Lost Time %
WDS Stations	17	0.59%	34	1.31%	43	1.36%	90	1.09 %
RDS /On-Call	44	0.62%	57	0.81%	62	0.80%	154	0.74 %
Rural	1	0.20%	4	4.35%	1	0.79%	6	1.79 %
Control	7	1.49%	9	1.49%	9	1.81%	25	1.60 %
Flexi Duty System Managers	3	0.26%	1	0.08%	6	0.96%	10	0.43 %
Operational Departments	2	0.20%	0	0.00%	3	0.76%	5	0.33 %
Service Leadership Team	1	0.22%	0	0.00%	2	0.29%	3	0.17 %
Corporate Departments	13	0.62%	18	1.00%	17	0.83%	47	0.82 %
Total	88	0.59%	123	0.93%	143	0.95%	340	0.82 %

Top 3 Short Term Sickness Absence Reasons (Cases)

	Absence Reason	Cases
1	Cold, Flu	64
2	Covid-19	35
3	Musculoskeletal - Lower Limb	26

Top 3 Short Term Sickness Absence Reasons (Time lost)

	Absence Reason	Lost Time %
1	Cold, Flu	0.11%
2	Covid-19	0.08%
3	Musculoskeletal - Lower Limb	0.07%

Long Term Sickness

Long Term Sickness equates to an average of 4.30% of lost time during Quarter one to Quarter three of financial year 2023/24.

Long Term & Short-Term Sickness	Q1 Cases	Q1 Lost time %	Q2 Cases	Q2 Lost time %	Q3 Cases	Q3 Lost time %	YTD Cases	YTD Lost Time %
WDS Stations	12	3.35%	10	3.55%	7	2.63%	20	3.18%
RDS /On-Call	36	5.53%	35	4.87%	38	5.20%	64	5.90%
Rural	1	4.10%	0	0.00%	1	3.46%	2	2.51%
Control	2	6.81%	3	7.65%	3	6.56%	4	6.94%
Flexi Duty System Managers	3	4.86%	5	2.83%	2	1.52%	5	3.06%
Operational Departments	1	0.90%	2	2.45%	4	7.50%	5	3.72%
Service Leadership Team	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Corporate Departments	9	2.70%	12	3.73%	8	3.50%	19	3.32%
Total	64	4.42%	66	4.21%	63	4.27%	118	4.30%

Top 3 Long Term Sickness Absence Reasons (Cases)

	Absence Reason	Cases
1	Musculoskeletal - Lower Limb	25
2	Failed Medical/Fitness Test	13
3	Musculoskeletal - Back and spinal disorders	11

Top 3 Long Term Sickness Absence Reasons (Time lost)

	Absence Reason	Lost Time %
1	Musculoskeletal - Lower Limb	0.95%
2	Failed Medical/Fitness Test	0.55%
3	Musculoskeletal - Back and spinal disorders	0.51%

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	<p>These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.</p>
False Alarms – Good Intent	<p>These are calls made in good faith in the belief that the FRS really would attend a fire or special service incident.</p>
False Alarms - AFA	<p>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.</p>
Building - Dwellings	<p>A property that is a place of residence, i.e., occupied by households, excluding hotels, hostel and residential non-permanent structures.</p>
Building - Non-Residential	<p>Properties such as hospitals, offices, shops, factories, warehouses, restaurants, cinemas, public buildings, religious buildings, agricultural buildings, railway stations, sheds, prisons.</p>
Building - Other Residential	<p>Properties such as hotels, hotels and residential institutions B&Bs, Nursing/care homes, student halls of residence.</p>
Vehicle (Road and Other Transport)	<p>Road vehicle, rail vehicle, aircraft, boat.</p>

Outdoor	Fields, grassland, woodland, refuse containers, post boxes.
Wildfires	A grassland, woodland and crop fire where the incident was attended by four or more vehicles, or the Service was in attendance for six 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.