

NORTH WALES FIRE AND RESCUE SERVICE



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

PERFORMANCE MONITORING REPORT

Nine Months

April – December 2022

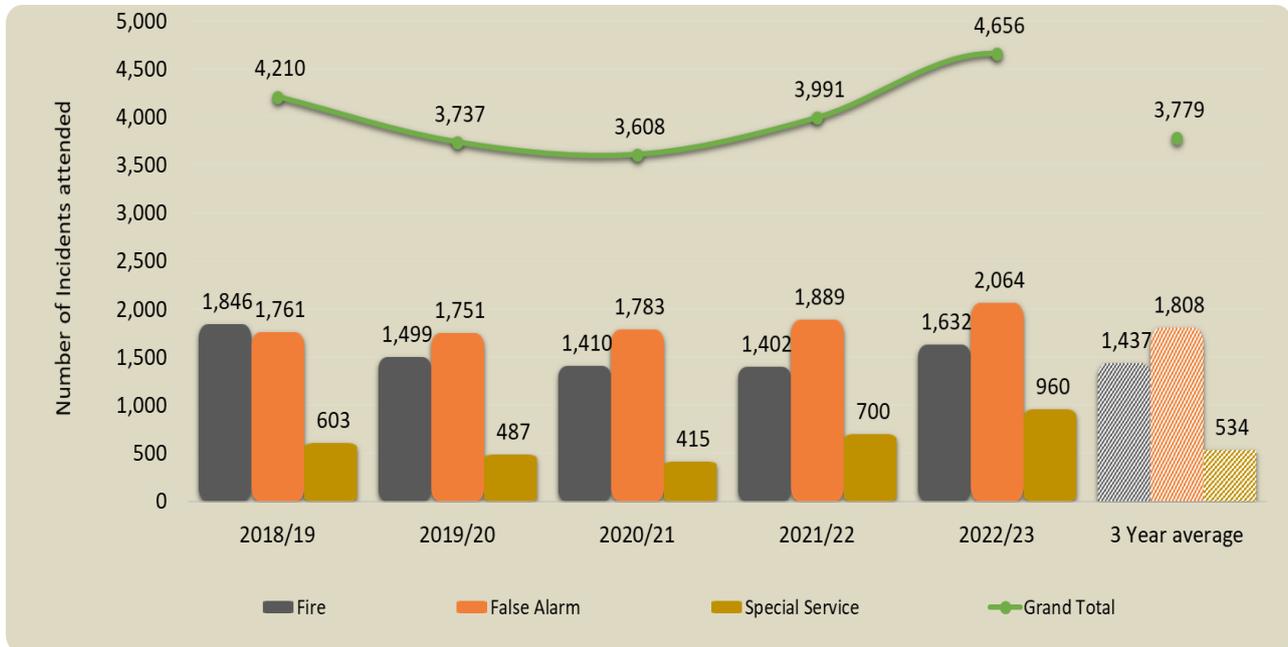
Figures are provisional and may be subject to minor amendment.

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1. All Incidents

1.1 During the first nine of the 2022/23 financial year, the Service attended 4,656 emergency incidents and false alarms, an 16.7% increase on the same period in 2021/22.



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	2022-23	1,575	1,876	1,205		4,656	↑ 16.7%	3,779	↑ 23.2%
	2021-22	1,322	1,415	1,254		3,991			
Total fires	2022-23	577	718	337		1,632	↑ 16.4%	1,437	↑ 13.6%
	2021-22	575	480	347		1,402			
Total special service incidents	2022-23	327	371	262		960	↑ 37.1%	534	↑ 79.8%
	2021-22	152	233	315		700			
Total false alarms	2022-23	671	787	606		2,064	↑ 9.3%	1,808	↑ 14.2%
	2021-22	595	702	592		1,889			

*The columns in grey 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.

Narrative

Fires increase – It is pleasing to see a reduction in Q3 in comparison to Q1 and Q2. The significant increase in fire incidents is attributed to the exceptionally hot summer, thus showing an increase of 195 incidents (13.6%) compared with the previous three-year average.

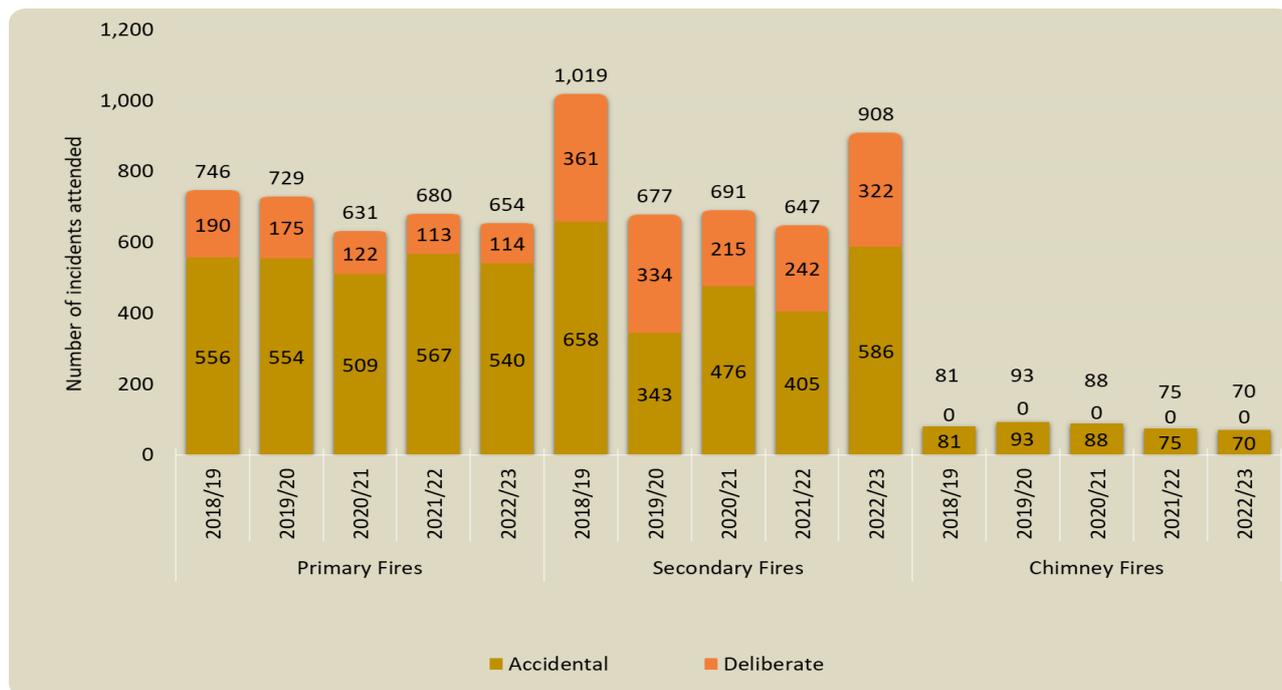
AFA (non-domestic) increase – We are aware of the increase in AFAs in non-domestic settings. These calls are predominately from BCUHB (numerous activation reasons). We continue to work with BCUHB in reducing these AFA activations. There is also an increase in domestic (dwelling) attendance to AFAs and this is referred to later in this report.

SSIs increase – Significant reduction during Q3 compared with Q2. The overall increase is due to a change in organisational policy in relation to attending SSIs; making crew more visible in the community.



2 Fires, by Category and Motive

- 2.1 A total of 1,632 fires have been attended; a 16.4% increase from 1,402 in 2021/22.
- 2.2 **Primary fires** – There was a 3.8% decrease in primary fires, from 680 to 654 compared with the first nine months of 2021/22.
- 2.3 **Secondary fires** – There was a 40.3% increase in secondary fires, from 647 to 908.
- 2.4 **Chimney fires** – There was a 6.7% decrease in chimney fires, from 75 to 70, compared with the same period in 2021/22.



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	2022-23	226	235	193		654	↓ 3.8%	680	↓ 3.8%
	2021-22	251	229	200		680			
Secondary fires	2022-23	332	476	100		908	↑ 40.3%	672	↑ 35.1%
	2021-22	293	244	110		647			
Chimney fires	2022-23	19	7	44		70	↓ 6.7%	85	↓ 17.6%
	2021-22	31	7	37		75			

*The columns in grey 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.

Narrative

Primary fires are now below the three-year average. The increase in both secondary accidental and secondary deliberate fires is attributed to the exceptionally hot summer. In comparison, 2018/19 was also a very hot and dry summer in North Wales.

Chimney Fires increased by 7 in Q3 compared with the same period in 2021/22. This is not unexpected following increases in utility fuel prices and the increased use of open and wood burning fires. NWFRS has been working with Scottish Power (SP) and other agencies regarding the provision of 'winter packs' to residents.

Actions to support communities and reduce fire events:

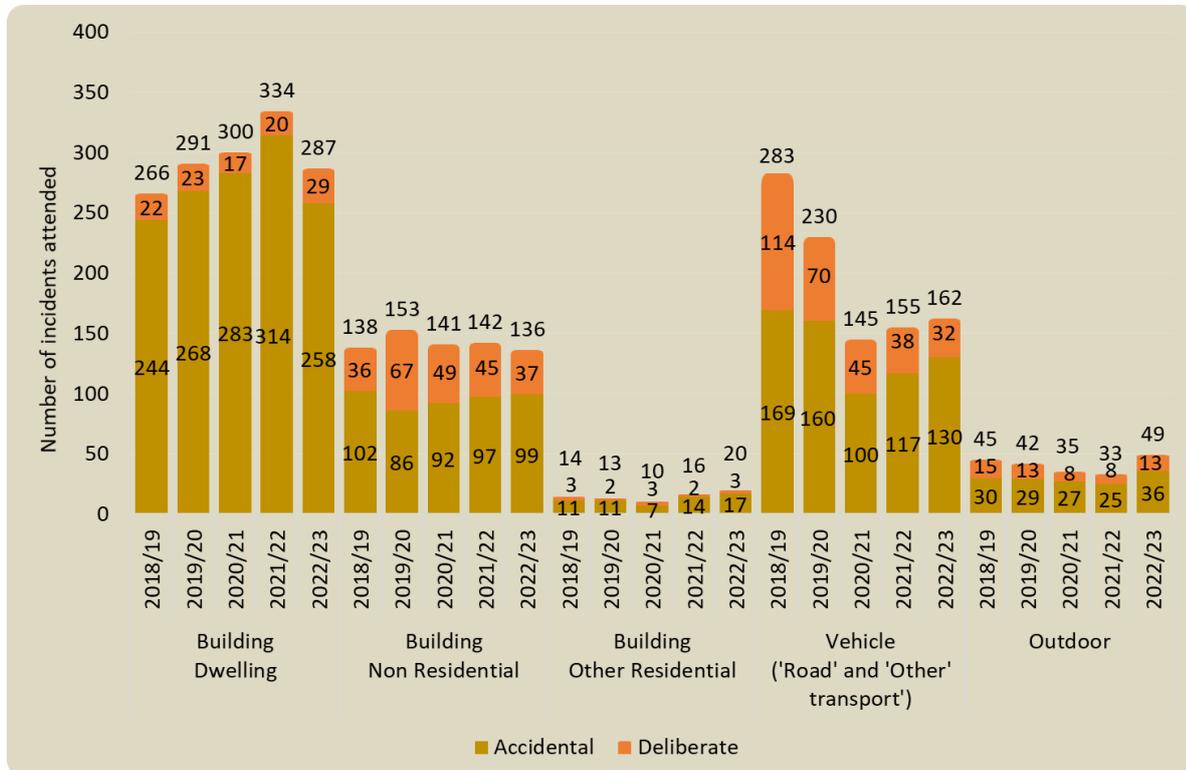
- Continue to deliver SAWCs across North Wales in line with our current strategy;
- Continue to work with strategic partners to identify potential risk to reduce deliberate fire incidents;
- Deliberate fire setting intervention schemes facilitated in-house and by Danger Point;
- New Wales Wildfire Board established and All Wales Wildfire Charter drafted to support the reduction in accidental and deliberate secondary fires;
- Prevention teams proactively attended agricultural shows including RWAS in July 2022 to raise the profile of impacts of Wildfires in North Wales;
- Campaign Steering Group (CSG) working with Corporate Communications continue to proactively promote safety and Wildfire messaging across all media platforms;
- Significant involvement with community Bonfire and Fireworks events across the service area.



3 Primary Fires, by Property Type and Motive

3.1 During the reporting period, 37 primary fires were started deliberately at non-residential buildings, compared with 45 during the same period of 2021/22.

3.2 At HMP Berwyn, 13 deliberate fires occurred, compared with 22 in the same period of 2021/22.

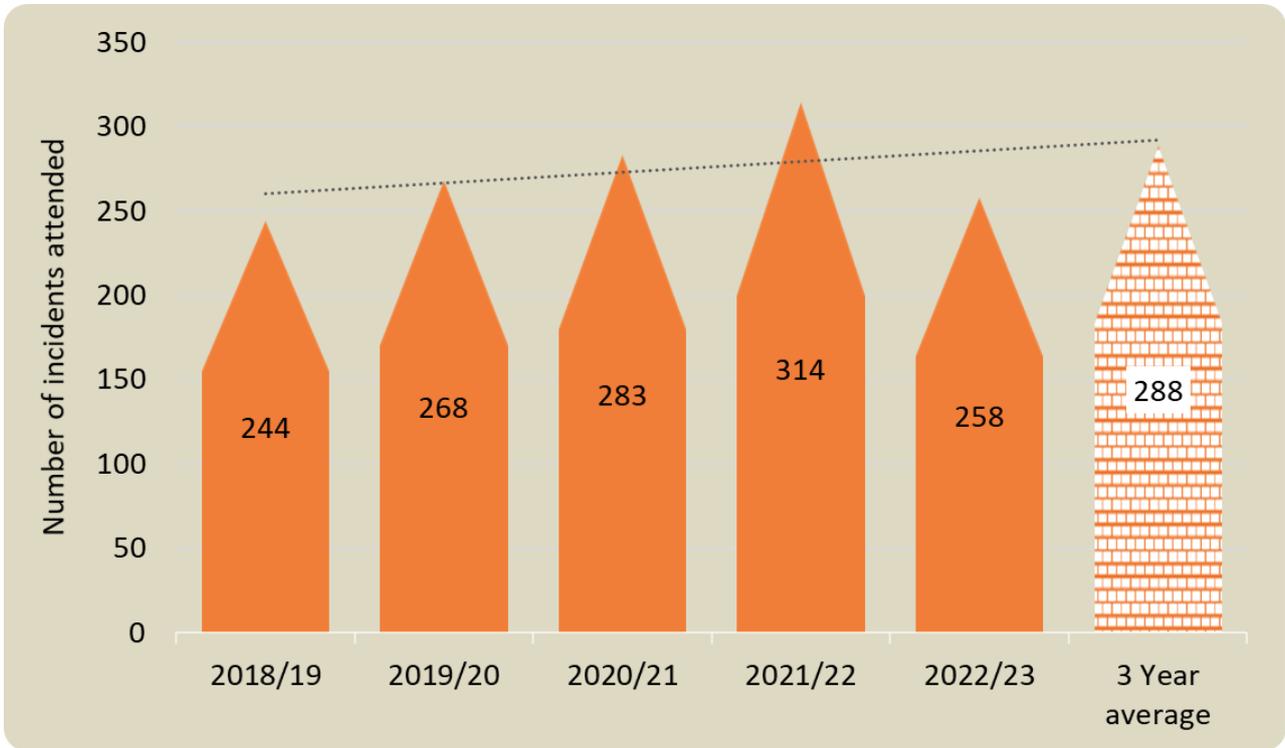


Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
All deliberate primary fires	2022-23	41	49	24		114	↑ 0.9%	137	↓ 16.6%
	2021-22	40	42	31		113			
All accidental primary fires	2022-23	185	186	169		540	↓ 4.8%	543	↓ 0.6%
	2021-22	211	187	169		567			

*The columns in grey 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 258 accidental dwelling fires during the reporting period, 56 (17.8%) less than during the same period in 2021/22 (314), and 10.4% below the three-year average of 288.



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	2022-23	81	80	97		258	↓ 17.8%	288	↓ 10.4%
	2021-22	113	95	106		314			

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Narrative

Despite the number of ADFs in Q3 being less than Q3 in the previous financial year (106 to 97), the main contributors to the increase during Q3, compared with Q2 of the reporting period, were:

- Combustible articles too close to heat source (or fire) from 12 in Q2 to 17 in Q3;
- Fault in equipment or appliance from five in Q2 to 13 in Q3.

Actions to support communities and reduce ADFs:

- Ongoing work with regional hoarding groups to identify people at risk;
- Continue to receive high priority referrals from partner agencies;
- Joint venture between NWFRS and Bangor University to fit stove guards in student accommodation to reduce cooker fires;
- Continue to support Station Open days (generating SAWCs & providing safety advice);
- Support ongoing local and national (Wales & NFCC) campaigns in line with our own Campaign Steering Group (CSG) calendar;
- Locally run and targeted outreach days supported by external agencies. Areas are leafleted by Prevention teams and returned to provide SAWCs (Crews and HSSWs);
- Recent Cost of Living 'drop in' campaign in Rhyl provided Prevention teams the opportunity to give further safety advice;
- Proactive hot spotting campaigns following significant incidents producing SAWC referrals and community reassurance following incidents;
- Partnership between NWFRS and Cartrefi Conwy and Care & Repair continues to identify high priority referrals – we engage with vulnerable people who are discharged from hospital/care settings to provide interventions where required;
- Christmas safety activity included supporting local foodbanks and delivering safety talks to Ukrainian refugees.

5 Fatalities and casualties from accidental fires in dwellings

5.1 There were no ADF fatalities during the first nine months of 2022/23, compared with 3 during the same period of the previous financial year. There were 2 serious and 22 slight injuries in accidental dwelling fires, compared with 4 and 30 respectively during the same period of 2021/22. The number of precautionary checks decreased from 27 to 16, whilst the number of people requiring first aid at the scene also decreased from 35 to 21.

Severity of injury	2018/19	2019/20	2020/21	2021/22	2022/23
Precautionary Check	10	14	23	27	16
First Aid	17	32	21	35	21
Injuries - Slight	11	20	19	30	22
Injuries - Serious	2	3	2	4	2
Fatality	5	3	4	3	0
Total	45	72	69	99	61

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	2022-23	10	37	14		61	↓ 35	77	↓ 16
	2021-22	43	23	30		96			
Deaths from accidental fires in dwellings	2022-23	0	0	0		0	↓ 3		
	2021-22	3	0	0		3			



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 32 of the ADFs, no detector was fitted.
- 6.2 Of the 258 ADFs, 224 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	2022-23	36	44	49		129	↓ 16.8%	138	↓ 6.5%
	2021-22	54	46	55		155			
Smoke detector fitted which operated but didn't raise the alarm	2022-23	17	4	10		31	↓ 44.6%	51	↓ 39.2%
	2021-22	20	20	16		56			
Smoke detector didn't operate	2022-23	22	19	25		66	↑ 4.8%	61	↑ 8.2%
	2021-22	26	16	21		63			
Smoke detector not fitted	2022-23	6	13	13		32	↓ 20.0%	38	↓ 15.8%
	2021-22	13	13	14		40			

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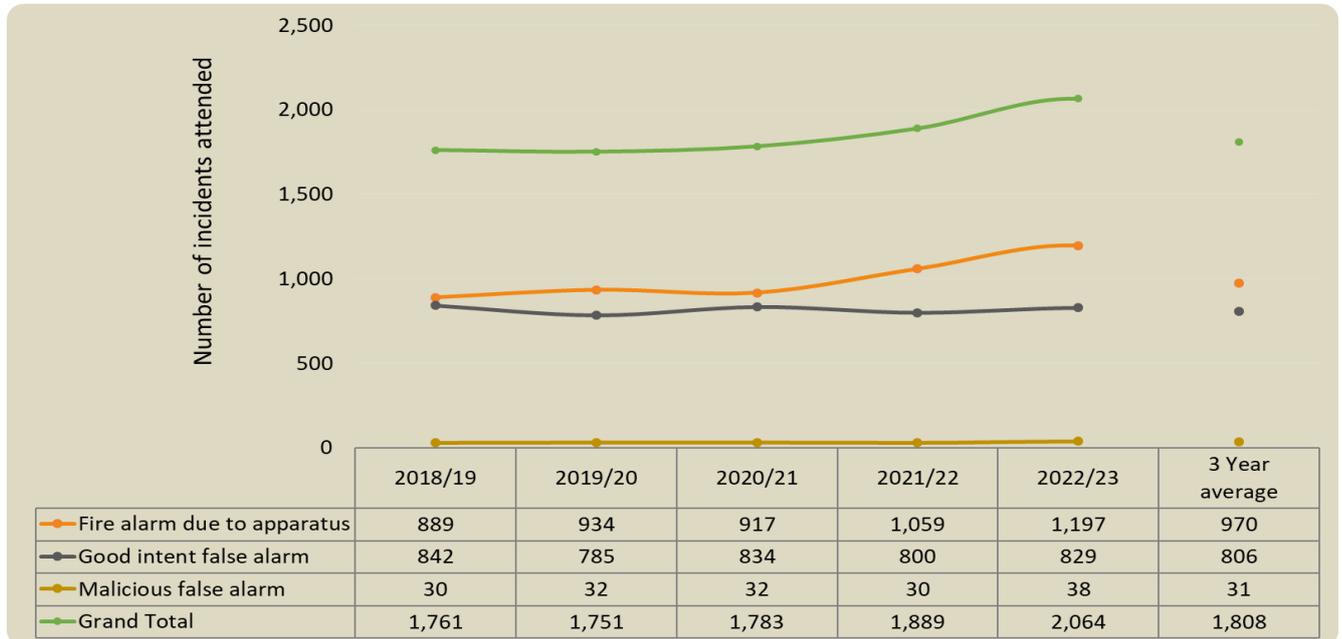
Actions to support communities by increasing smoke alarm ownership and safety education:

- The Service continues with the aim to deliver approximately 20,000 SAWCs this year;
- Continue to work with partners to identify the most vulnerable people in our communities and provide them with suitable advice and interventions;
- Continue the education and awareness of the correct sighting and fitting of smoke alarms in people's homes to prevent unnecessary activations and false alarms;
- Continue to promote regular testing of smoke alarms using all media platforms;
- Ensuring our advice provides details and actions to be taken if a fire starts or a smoke alarm activates in the home;
- 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 nine months of 2022/23 there were 2,064 false alarms; a 9.3% increase from 1,889 in the same period of 2021/22. There was a 13.0% increase in AFAs from 1,059 to 1,197. False alarms made with good intent increased 3.6% from 800 to 829.



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	2022-23	671	787	606		2,064	↑ 9.3%	1,808	↑ 14.2%
	2021-22	595	702	592		1,889			
AFA	2022-23	417	420	360		1,197	↑ 13.0%	970	↑ 23.4%
	2021-22	311	403	345		1,059			
False alarms made with good intent	2022-23	240	352	237		829	↑ 3.6%	806	↑ 2.9%
	2021-22	278	287	235		800			
Malicious	2022-23	14	15	9		38	↑ 26.7%	31	↑ 22.6%
	2021-22	6	12	12		30			

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Narrative

- **2,064** Total False Alarms attended (increase of 9.3%);
- **1,197** Total Fire alarm due to apparatus (AFA) (increase of 13.0%);
- Fire alarm due to 'apparatus' represented 58% of total False Alarms.

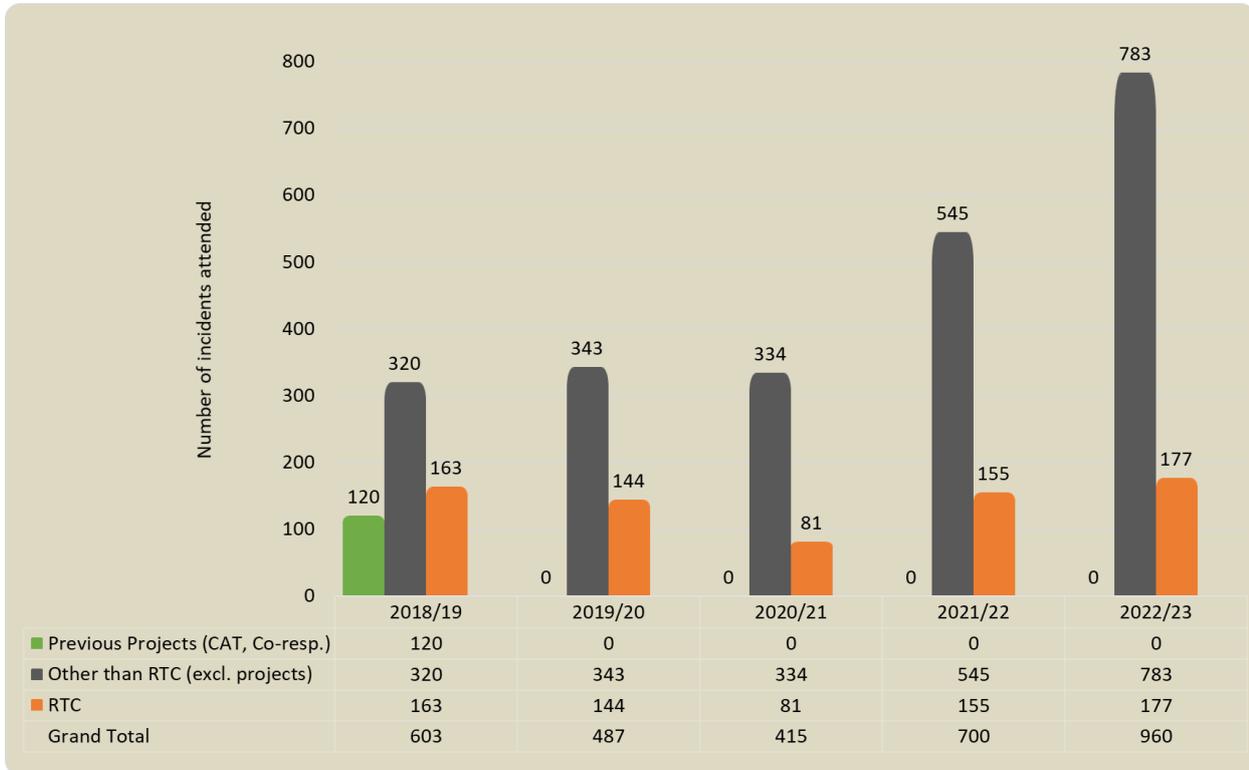
What we are doing:

- **AFA in dwellings** - Continue working to keep the most vulnerable safe in communities through targeted Prevention campaigns and working with care providers by installing care line systems. We need to accept this may increase the number of AFAs we attend in dwellings, but each attendance will give us an opportunity to provide further, often bespoke safety advice. We will continue to monitor AFAs in dwellings by:
 - Continue to review the daily incident log by Partnership Managers in the areas to spot any emerging trends and or repeat calls to the same premises;
 - Continue to work with care line providers ensuring call monitoring staff have the appropriate training and review if required e.g. new starters;
 - Continue to provide safety advice when NWFRS attend AFAs in dwellings;
 - Continue to make referrals to external agencies when further specialist support is identified and needed.
- **AFA in non-residential** - We continue to work with BCUHB to reduce these actuations, and BCUHB have a plan in place to reduce AFAs which we are monitoring;
- **AFA in 'other residential'** - As above, work is ongoing to support BCUHB to reduce AFA activations in care settings. We are also working with higher education establishments to reduce AFAs through targeted Prevention campaigns.

8 Special Service Incidents



- 8.1** Special service incidents increased 37.1% to 960 during the first nine months of 2022/23, compared with 700 in the same period of 2021/22. Road traffic collisions increased 14.2% from 155 to 177, whilst 'Other than RTC' incidents increased 43.7%, from 545 to 783.



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 incidents	2022-23	327	371	262		960	↑ 37.1%	534	↑ 79.8%
	2021-22	152	233	315		700			
Road traffic collisions (RTC)	2022-23	53	65	59		177	↑ 14.2%	127	↑ 39.4%
	2021-22	31	56	68		155			
Other than RTC	2022-23	274	306	203		783	↑ 43.7%	407	↑ 92.4%
	2021-22	121	177	247		545			

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Narrative

960 special service incidents attended (37.1% increase);

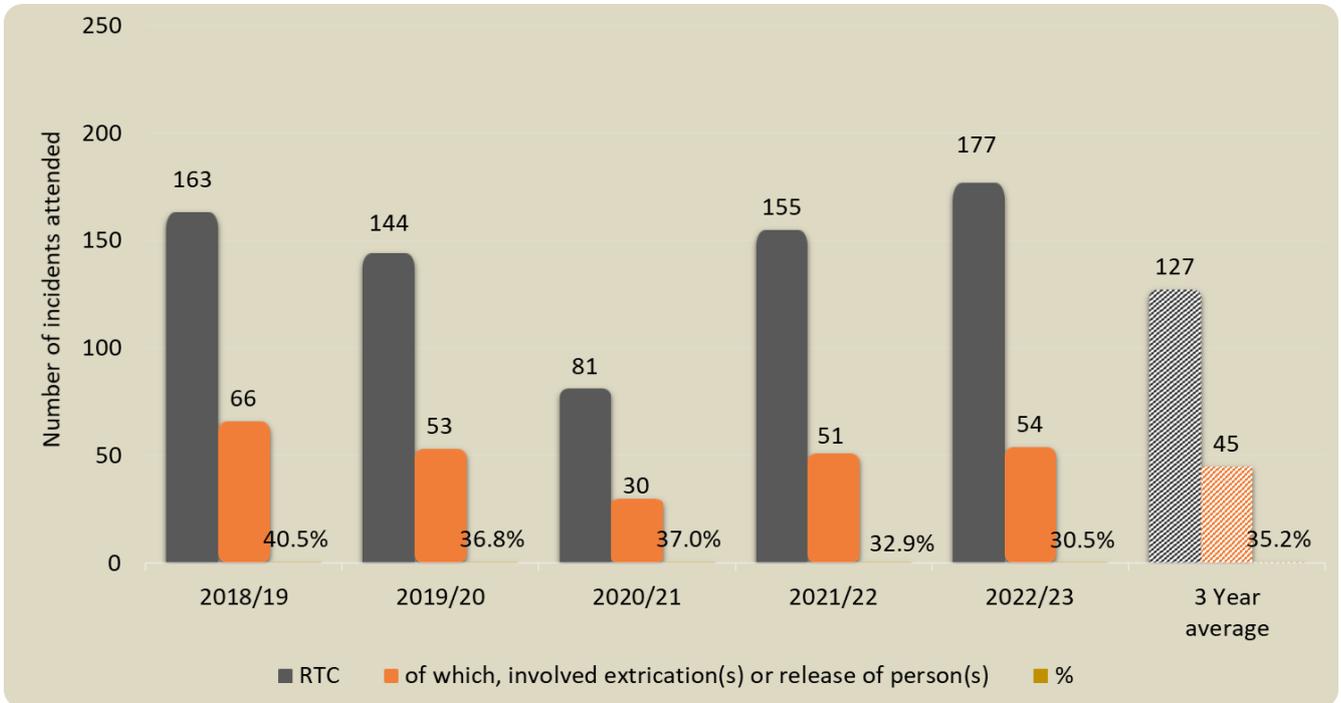
783 Other than RTC (excl. projects) (increase of 43.7%).

- The reason for NWFRS's increased attendance to SSIs is a result of a conscious decision taken by the organisation to change the approach and be more proactive in responding to requests for assistance which would not typically require a Fire and Rescue Service response. This has resulted in being more visible in the community.
- The number of RTCs attended have increased and are higher than the three-year average. It should be noted that the number of visitors to the area, especially during the summer months, was significant during 2022 (release from all Covid-19 restrictions).
- 'Olivia's Story' continues to be delivered in collaboration with NWP. Over 2,500 young people have now been given the presentation.
- NWFRS is a stakeholder and key participant of the North Wales Road Safety Group, supporting the delivery of interventions where required.

9 Road Traffic Collisions and Extrications/Release



9.1 Out of the 177 road traffic collisions attended in the reporting period, 54 (30.5%) involved the Service using equipment to extricate at least 1 casualty from the vehicle. Whilst 97 incidents resulted in injuries, the majority of casualties sustained only slight injuries.



177	RTC incidents attended
97	incidents where people sustained injury
54	incidents involved extrication / release

Severity of Injury *	Number of people
Precautionary check	24
First Aid	17
Injuries - Slight	70
Injuries - Serious	47
Fatalities	8
*RTC injuries - where available are recorded in the IRS in the same categorisation as fire injuries	

Narrative

177 RTCs attended, a 14.2% increase from 155;
54 (30.5%) involved extrication / release of persons.

Despite the increase in RTCs attended, there is a reduction in the percentage of extrications required by NWFRS crews. The increase in visitor numbers (road traffic) in North Wales during the summer of 2022 is the likely reason for the increase of RTCs.

Action taken to reduce the number of road traffic collision:

- 'Olivia's Story' continues to be delivered in collaboration with NWP. Over 2,500 young people have now been given the presentation;
- NWFRS Prevention staff continue to attend the North Wales Road Safety Group;
- NWFRS, in partnership with WAST and NWP, is part of 'Deadly Impacts' intervention that details the consequences of a road traffic collision (RTC) (death and serious injuries).

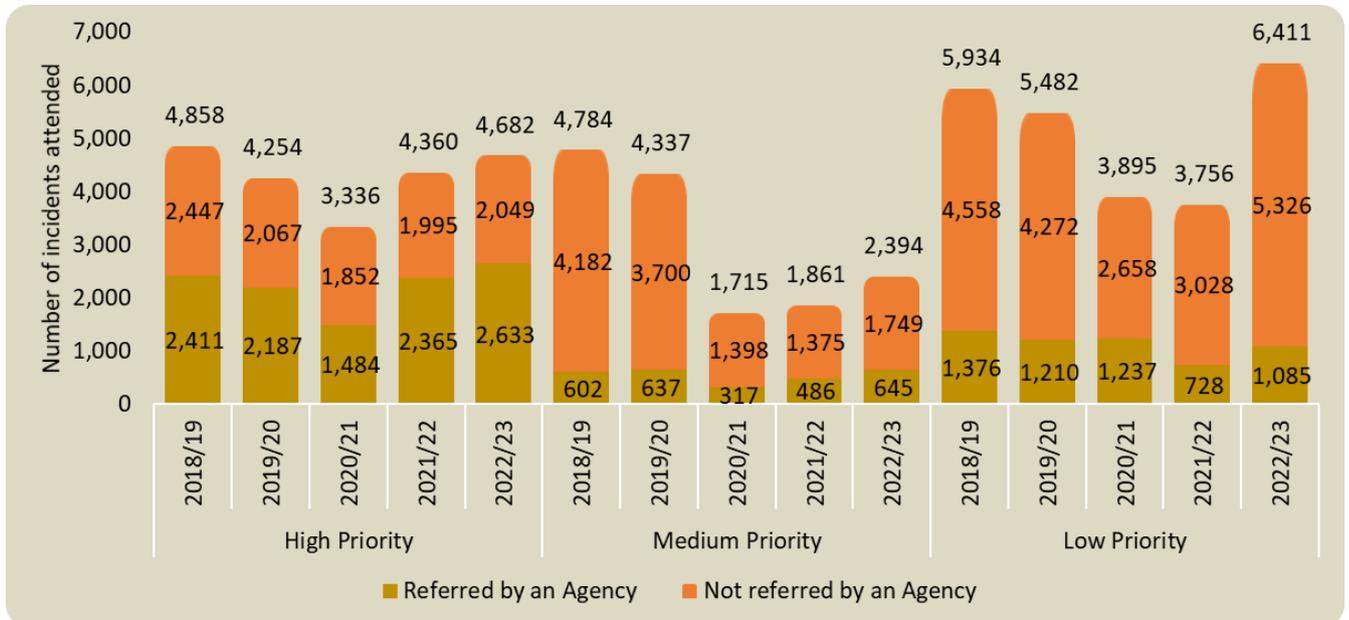


10 Monitoring against Improvement and Well-being objective 1:

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

10.1 Safe and Well Checks

The Service completed 13,487 Safe and Well Checks, of which 4,363 (32.3%) 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	2022-23	35%	30%	32%		32%	↓ 4	32%	→ 0
	2021-22	40%	35%	35%		36%			
*The columns in grey 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.									

Narrative

13,487 SAWCs completed of which: -

4,682 (34.7%) referrals were high priority, with 2,633 coming from a partner agency;

2,394 (17.7%) were Medium Priority SAWCs;

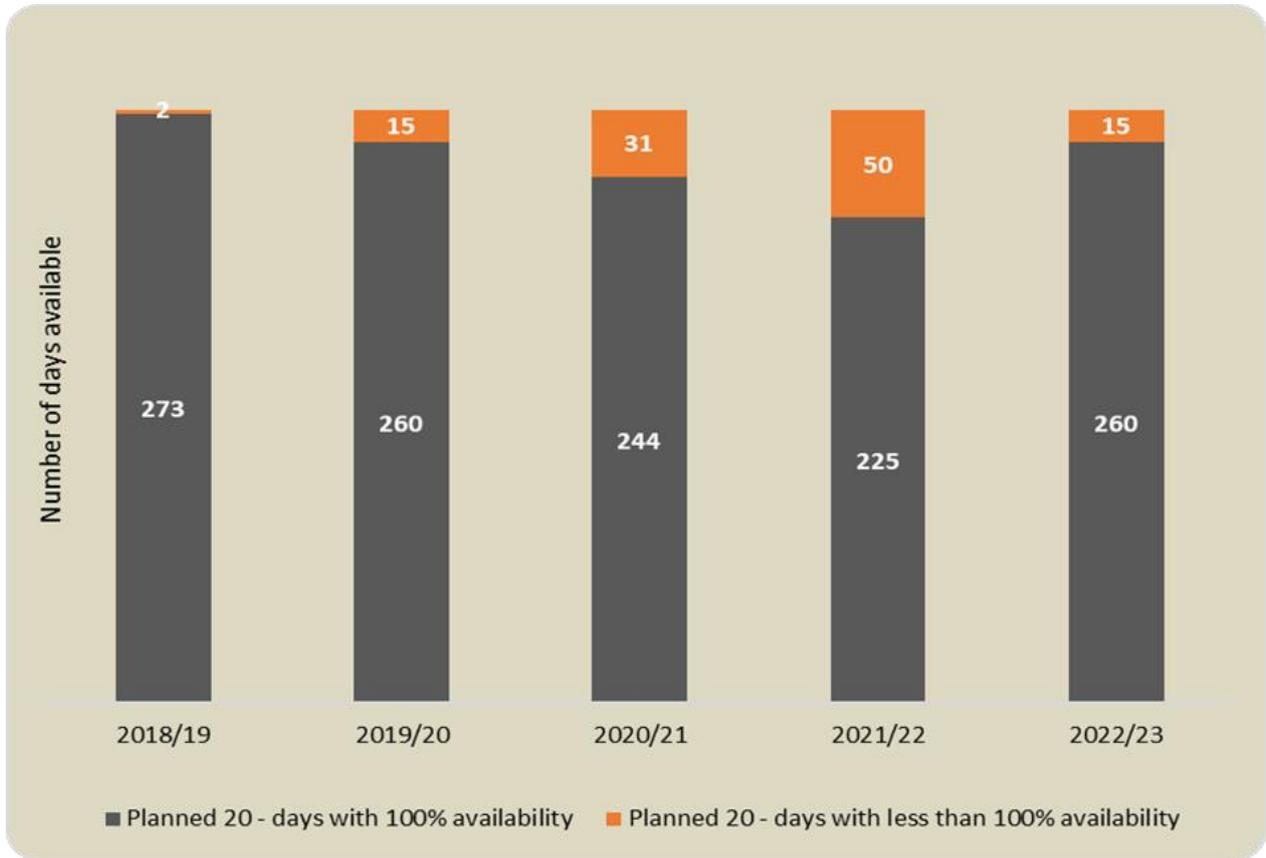
6,411 (47.6%) were Low Priority SAWCs.

Action taken to improve performance & comments:

- Return to pre Covid-19 SAWC activity following positive re-engagement work with our partner agencies;
- Continue to deliver SAWCs as previously referred to in the report, including via telephone, where appropriate;
- Continue to deliver Prevention campaigns and safety advice in line with our CSG and Corporate Communications campaign calendar;
- Re-engagement of the previous high priority members of the community continues and involves all WT, DC, and WDSR crews;
- Continue to provide bespoke interventions to the most vulnerable in the community;
- The array of interventions issued to occupiers continues to grow, including innovative equipment such as Stove guards.

11 Planned 20 Stations Availability

11.1 From 275 days of the reporting period, the 20-station availability Service standard was achieved on 260 days (94.5%) – a 15.6% increase from the same period in 2021/22 (225 days – 81.8%).



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.