



Gwasanaeth Tân ac Achub  
Fire and Rescue Service

# North Wales Fire and Rescue Service

Monitoring Report: April 2025 – June 2025



**Our five principles for keeping communities safe**

**PEOPLE**

**PREVENTION**

**PROTECTION**

**RESPONSE**

**ENVIRONMENT**

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# Our People Principle



## 1 Sickness Absence

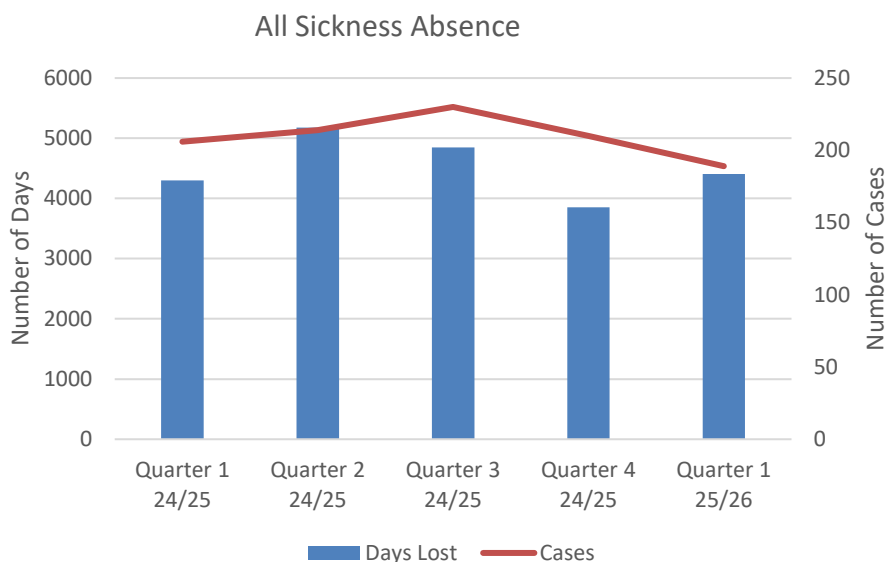
The Service aims to encourage all its employees to maximise their attendance at work while recognising that employees will, from time to time, be unable to come to work because of ill health.

Total time lost, for NWFRS, due to all sickness absence has increased from 4.51% during quarter four to 5.12% during quarter one of the current year, although this remains lower than the same period in the previous year.

946 individuals were employed by NWFRS as at 30/06/2025, which is an increase of 35 people from the same period in 2024/25; however total time lost due to all sickness absence is slightly lower from the previous year, demonstrating a continued improvement in sickness absence levels.

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. There may also be fluctuations in the numbers reported from quarter to quarter as a result of changes to employee data.

### 1.1 All Sickness Absence



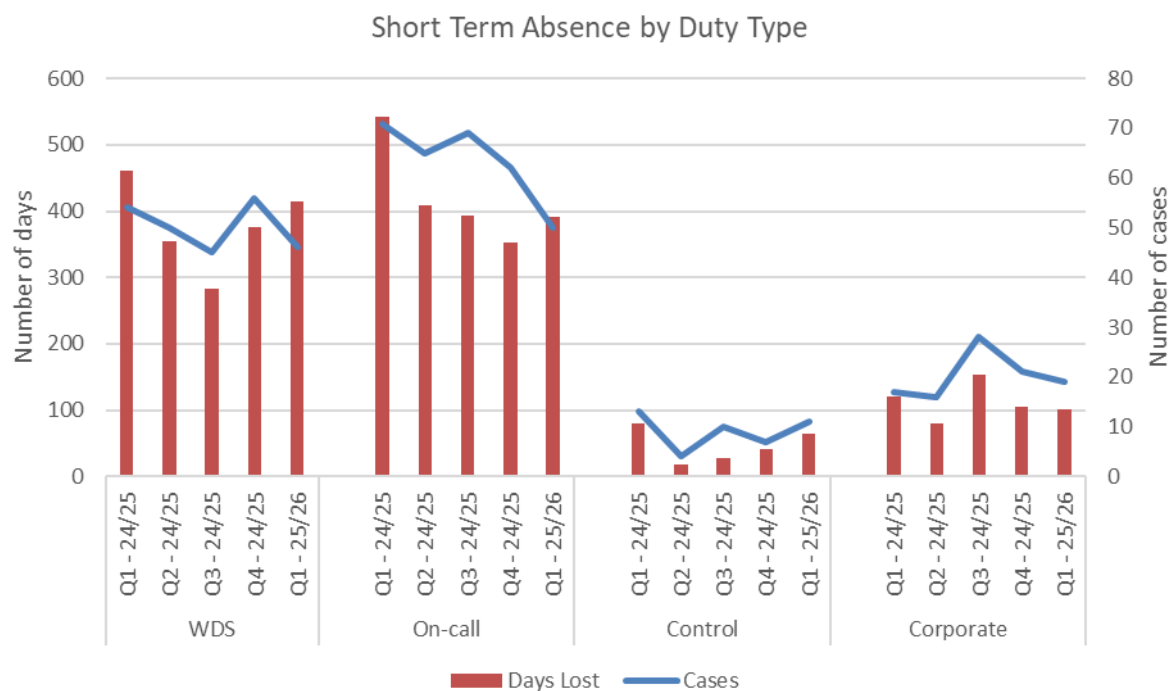
Whilst the number of days lost due to absence in quarter one of 2025/26 has increased compared with the previous quarter, the number of overall cases remains at the lowest across the past year. The overall number of days lost during quarter one of the current year is slightly higher than the days lost in the same period in the previous year. There has been an increase in the number employed.

**Short term** means individual periods of sickness of 27 calendar days or less.  
**Long term** means individual periods of 28 calendar days or more.

## 1.2 Short Term Sickness

On average over the full year of 2024/25, short term absence accounted for 1.12% of all time lost.

Short Term Sickness during quarter one of the current year equated to 1.13% of time lost, which is a reduction compared with 1.47% of time lost across all duty types during quarter one of the previous year.



(\*Wholtime - includes all operational staff, such as station based, rural and flexi duty officers)

Senior Leadership Team (SLT) have been split so operational members of SLT are included within wholtime figures, and Heads of Departments are included within Corporate Departments).

Whilst the number of cases of short-term sickness from employees on both the wholtime duty system and on-call duty system have reduced in quarter one from quarter four, the number of days lost during quarter one has increased for both. 37% of the short-term sickness cases by employees on the wholtime duty system was due to musculoskeletal absence, with these absences lasting an average of 10.2 calendar days per employee.

Within the National Fire and Rescue Service Sickness Absence Report from April 2024 – March 2025, musculoskeletal reasons accounted for 29% of all sickness absence reasons, with musculoskeletal reasons being the highest

reason for all absence for employees on the wholetime duty system (32%) and on-call duty system (35%).

15% of the short term sickness cases during quarter one of the current year were reported as being due to gastroenteritis and an additional 7% were due to gastrointestinal reasons. This reason for absence was high during quarter one and quarter two of the previous year and continues to be a prevalent reason for short term sickness. (Gastroenteritis refers to inflammation of stomach and intestines often caused by infection whilst gastrointestinal describes the entire digestive tract)

### **Top 3 Short Term Sickness Absence Reasons (by cases)**

|   | <b>Absence Reason</b>                       | <b>Cases</b> | <b>Lost time %</b> |
|---|---|--------------|--------------------|
| 1 | Musculoskeletal - Upper Limb                | 12           | 13.67%             |
| 2 | Musculoskeletal - Lower Limb                | 12           | 13.57%             |
| 3 | Musculoskeletal - Back and spinal disorders | 9            | 8.32%              |

*Lost time % is based upon the days lost rather than the case numbers*

The top three reasons for short term absence based on the number of cases during quarter one of 2025/26 has changed from the reasons during 2024/25, with musculoskeletal related absence being the top three reasons. Cold/flu reasons were the highest reason for short term absence throughout the 2024/25 year, however this reason accounted for only 3% of time lost to absence during quarter one in the current year.

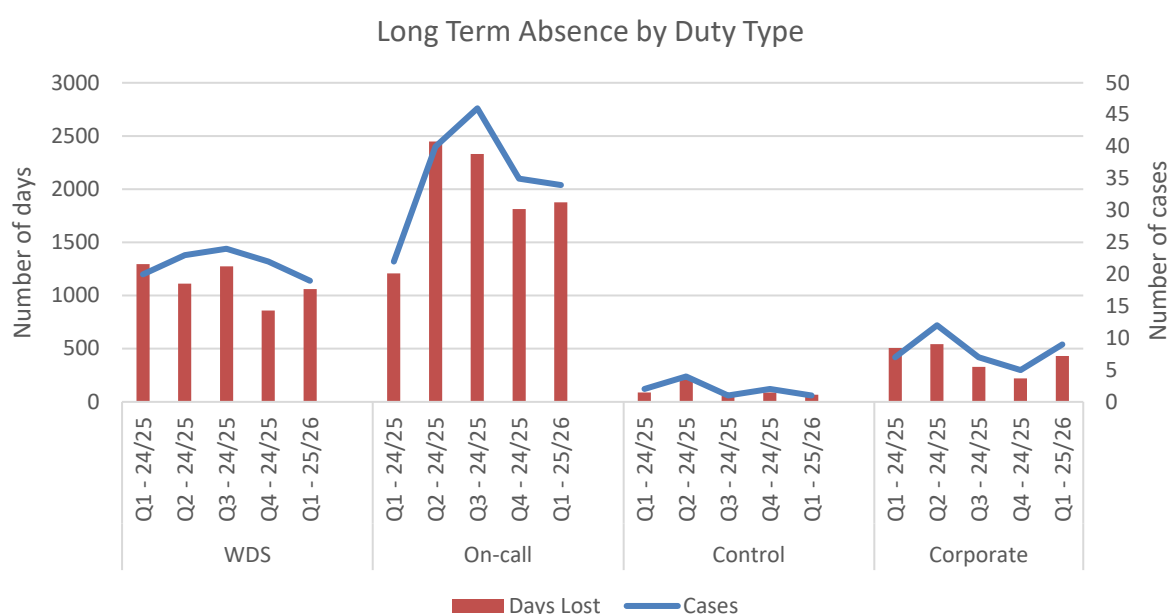
Time lost due to absence for musculoskeletal upper and lower limb reasons account for 13.67% and 13.57% respectively of all short-term sickness during quarter one. 76% of all musculoskeletal short-term sickness was reported by employees on the wholetime duty system and on-call duty system.

Whilst there has been a noted increase in short term musculoskeletal absence reasons during quarter one, it is also noted that employees accessing physiotherapy treatments provided by the Service has also increased by approximately 50% during quarter one when compared with the same period in the previous year.

### 1.3 Long Term Sickness

On average over the full year of 2024/25, long term absence accounted for 4.23% of time lost.

Long term sickness accounted for 3.99% of time lost across all duty types in quarter one, compared to 3.49% in quarter four and 3.78% in quarter one of the previous year. The number of days lost due to long term absence during quarter one has increased compared with quarter four, whilst the number of cases has generally reduced or remained at similar levels, with the exception of cases in corporate roles, which has increased during quarter one.



#### Top 3 Long Term Sickness Absence Reasons (by cases)

|   | Absence Reason               | Cases | Lost Time % |
|---|------------------------------|-------|-------------|
| 1 | Musculoskeletal - Lower Limb | 14    | 20.64%      |
| 2 | Mental Health - Stress       | 12    | 17.64%      |
| 3 | Failed Medical/Fitness Test  | 7     | 10.6%       |

*Lost time % is based upon the days lost rather than the case numbers*

The top three long term sickness absence reasons have remained similar into quarter one of 2025/26 as that during 2024/25.

Musculoskeletal – Lower limb absence continues to account for the highest number of cases and lost time. Absences due to this reason include employees who are awaiting surgical intervention or are recovering from surgery but due to the physical nature of operational roles, employees must have fully recovered before returning to work to avoid further exacerbation or injury. Absence due to any musculoskeletal reason during quarter one

lasted an average of 50.3 calendar days per employee. Employees are considered for modified duties where applicable, to aid a return to work and as a pathway to returning to full duties.

Mental health absence is recorded separately to identify the different reasons of poor mental wellbeing - stress, anxiety, other (which includes phobia, bereavement, trauma/PTSD) and depression are the most common mental health reasons recorded within the Service. Overall, during 2024/25, all mental health absences accounted for 19% of all absence cases; this is lower than the 23% reported in the National Fire and Rescue Service Sickness report from April 2024 to March 2025.

Long term absence due to mental health - stress continues to be within the top three absence reasons for long term sickness for quarter one. The number of cases of long-term sickness due to stress has again increased to 12 during quarter one, compared with seven during quarter four, however the days lost during quarter one has not exceeded the days lost during quarters two and three of 2024/25.

Whilst the Service has seen an increase in mental health cases, this is also reflective across the country, as reported by NHS monthly statistics bulletin. Adults accessing mental health support has increased from 1.1 million in July 2023 to 1.4 million in July 2024.

Support is provided to employees who are absent due to mental health and musculoskeletal reasons, including access to occupational health, employee assistance programme and physiotherapy treatment. Signposting to external agencies, such as the Firefighters Charity, Parabl and other specific services is also provided to employees.

## 1.4 All Wales Comparison

The average shift days lost per person for all absence (short and long term) on an All-Wales basis was 11.62 shift days per person for wholetime uniformed staff, 17.72 shift days per person for Control staff, and 14.76 shift days per person for non-operational staff.

In comparison with the other Welsh Fire and Rescue Services, North Wales had the lowest shift days lost per person due to both long- and short-term absences across the three duty types reported out of all three services.

| <b>Number of shifts/days lost due to sickness</b> | <b>SWFRS</b> | <b>MAWWFRS</b> | <b>NWFRS</b> |
|---|--------------|----------------|--------------|
| Wholetime uniformed staff                         | 13.54        | 9.54           | <b>9.02</b>  |
| Fire control staff                                | 23.70        | 16.66          | <b>12.19</b> |
| Non-operational staff                             | 21.24        | 10.40          | <b>10.09</b> |

Note, the All Wales data is for the period April 2023 to March 2024 with the most recent update published in October 2024 and only reports on absence data for wholetime, control and corporate staff and does not include on-call or retained data.



# Our Prevention Principle



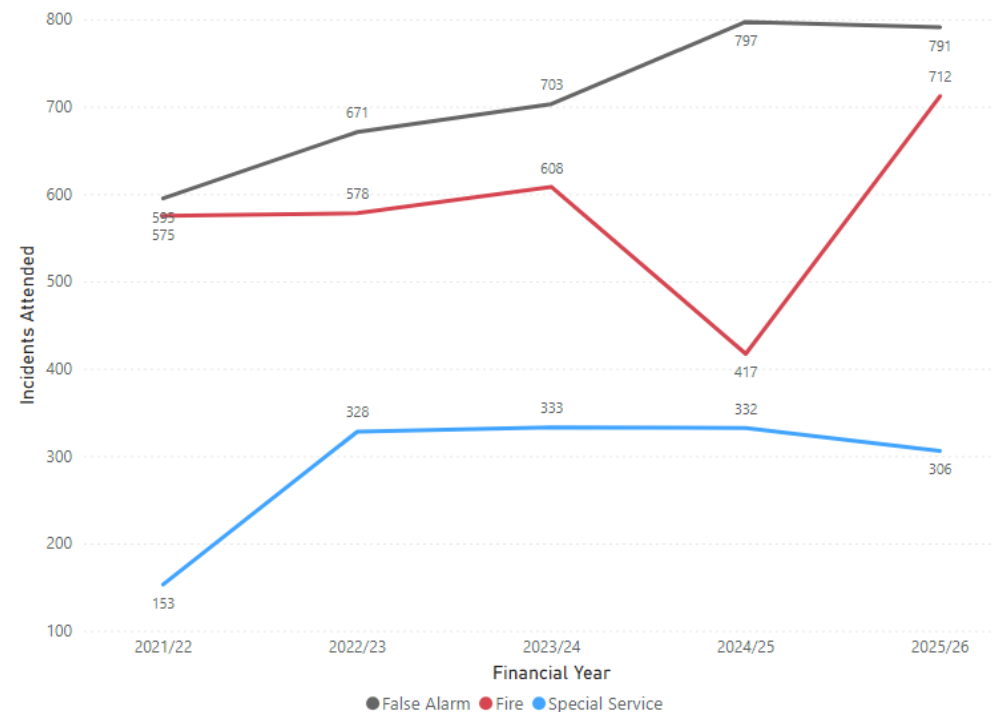
## 2 All Incidents

**All Incidents** – **1,809** incidents were attended during the first quarter of the financial year, which is a 17.0% increase. This is also 13.9% above the 3-year average of 1,589.

**Fires** – **712**, an increase of 70.7%, and 33.3% more than the quarter one three-year average of 534.

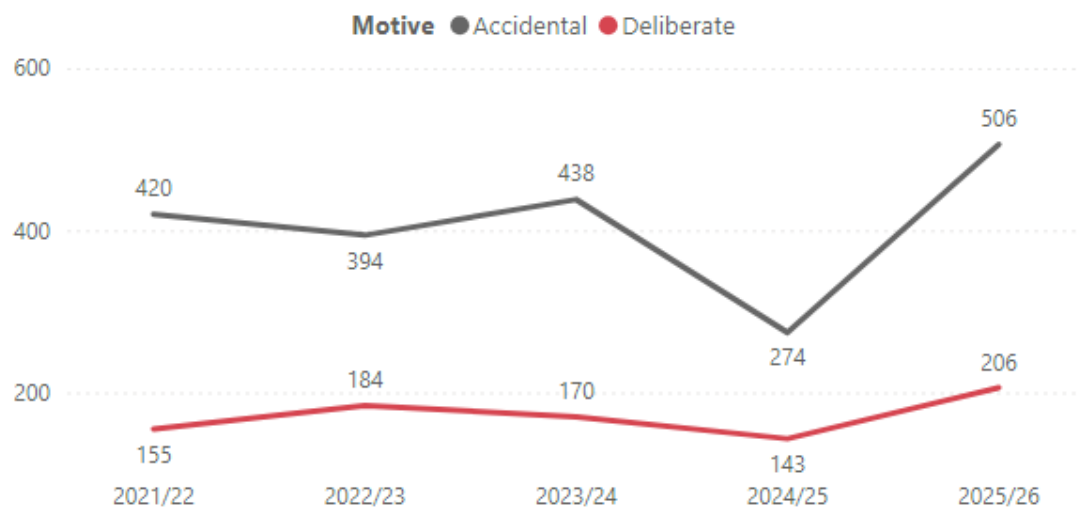
**False Alarms** – **791**, a decrease of 0.8%, but 9.3% more than the quarter one three-year average of 724.

**SSCs** – **306**, a decrease of 7.8%, and 7.6% less than the quarter one three-year average of 331.

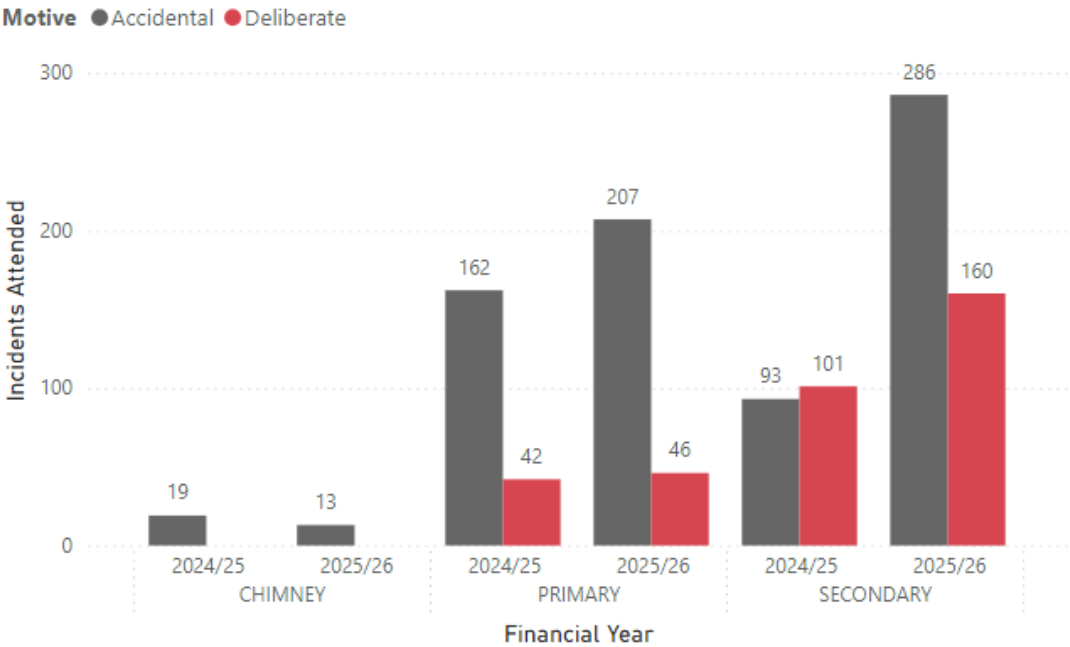


3 Fires, by Category and Motive

712 fires were attended; a 70.7% increase from 417.



|           | Accidental | Deliberate | Total | +/-    |
|-----------|------------|------------|-------|--------|
| Primary   | 207        | 46         | 253   | 24.0%  |
| Secondary | 286        | 160        | 446   | 129.9% |
| Chimney   | 13         | 0          | 13    | -31.6% |



## **Actions taken to date:**

At the close of Quarter One, North Wales Fire and Rescue Service (NWFRS) completed a total of **4,722** Safe and Well Checks (SAWCs). Efforts remain focused on improving both the volume and quality of referrals through strengthened collaboration with partner agencies.

To enhance the targeting of those most at risk from fire, NWFRS has continued to engage with key stakeholders including Carers Outreach, Welsh Water, SP Energy, Care & Repair, Dementia Support Services, Victim Support, and the Conwy & Denbighshire Community Safety Partnership Steering Group. These bespoke engagement sessions have supported the delivery of more effective and risk-informed prevention activity.

In terms of youth engagement:

- **1,520** children and young people received fire safety education during the last financial year, despite reduced capacity due to one Educationalist being on maternity leave.
- **Four** Phoenix courses were delivered, engaging **33** young people, with **29** successfully completing the programme—demonstrating strong retention and impact.

NWFRS also contributed to wider community safety through:

- A multi-agency day in Penrhosgarnedd, supporting local engagement and visibility.
- Ongoing planning with North Wales Police under the Clear, Hold, Build framework to address community vulnerability and resilience.

Public-facing campaigns have been strategically deployed across social media platforms, focusing on:

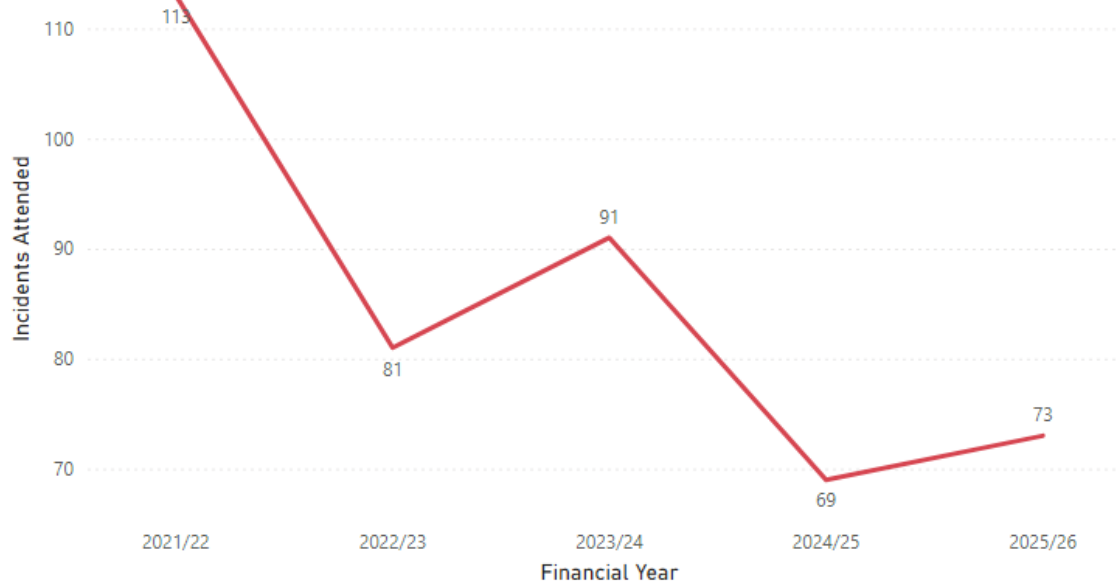
- Kitchen Safety
- Summer Safety
- Disposable BBQ Safety

These campaigns aim to reduce seasonal and behaviour-related fire risks through targeted messaging and community education.

#### 4 Accidental Fires in Dwellings (ADFs)

**73** accidental dwelling fires were attended, a 5.8% increase from 69.

Whilst this is an increase over the previous financial year, it is important to note that this is still 8.8% less than the three-year average of 80, and is also significantly less than the number of ADFs attended during the financial years prior to 2024/25.



## 5 Leading Causes of Accidental Dwelling Fires

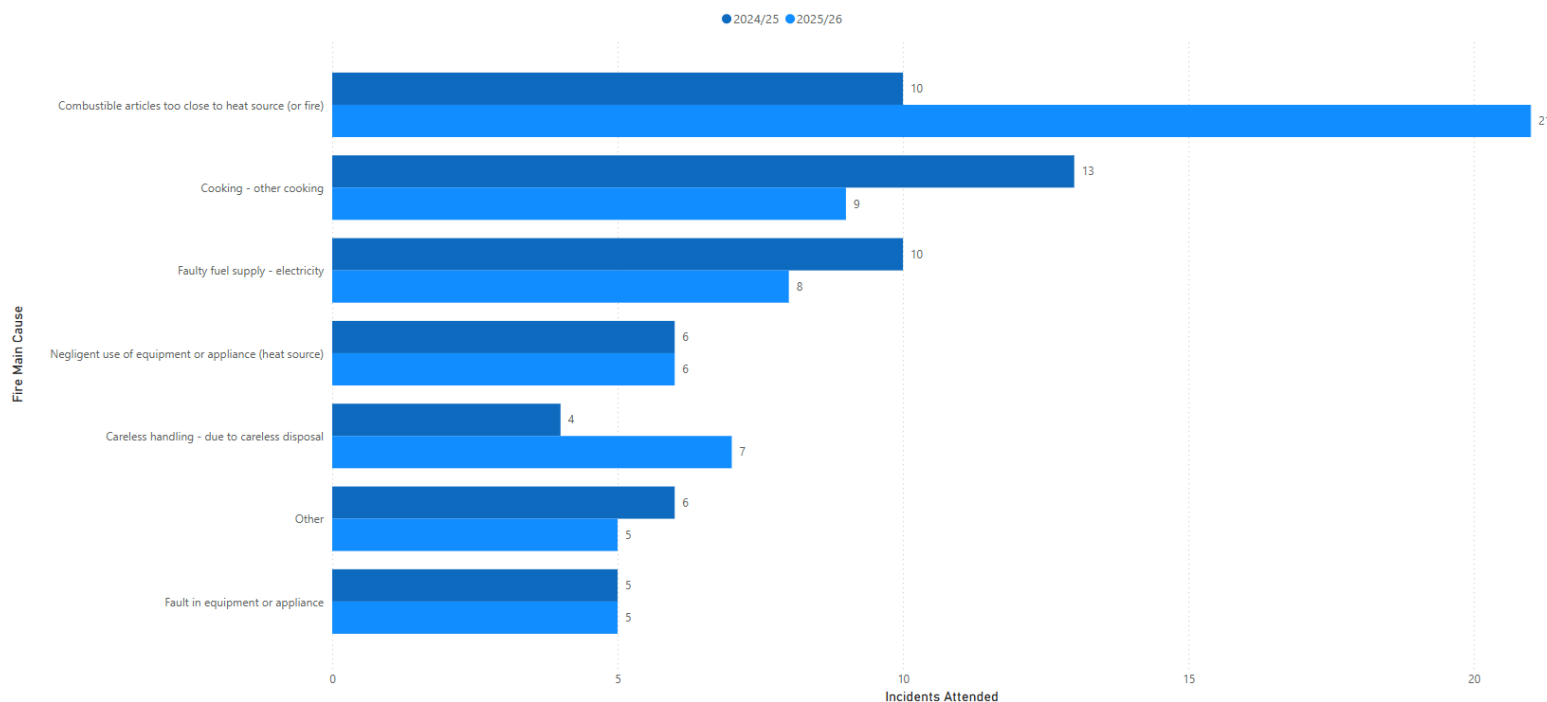
There were numerous main causes of ADFs during the course of the quarter. The most common was 'Combustible articles too close to heat source (or fire)', which showed a 110.0% increase from 10 to **21**.

Other main causes which saw an increase or remained consistent with the same period of last year included:

- 'Careless handling – due to careless disposal', which increased 75.0% from four to **seven**.
- 'Negligent use of equipment or appliance (heat source)', which remained consistent at **six** incidents.
- 'Fault in equipment or appliance', which remained consistent at **five** incidents.

Despite this, a few main causes saw a decrease during this quarter. These included:

- 'Cooking – other cooking', which decreased by 30.8% from 13 to **nine**.
- 'Faulty fuel supply – electricity', which decreased by 20.0% from 10 to **eight**.
- 'Other', which decreased by 16.7% from six to **five**.



**Action taken to date:**

Prevention is working with Corporate Communications to develop social media messages and short videos focused on the risks of placing articles too close to heat sources. All Home Safety Support Workers have been briefed to inform and educate residents, and Station Commanders have cascaded the message to operational crews.

**Campaigns and Initiatives**

Key messaging distributed via GovDelivery to members of the public who have signed up.

**Cooking Safety Campaign (21st – 27th April)**

A focused campaign promoting safe cooking practices.

Additional guidance issued to fire stations regarding the emerging trend of Air Fryer misuse. Information delivered through Safe and Well Checks (SAWCs).

**Dementia Action Week**

A series of activities and engagements during Dementia Action Week:

Participation in a Dementia Walk, fostering interaction with local dementia groups and carers and promotion of fire safety resources tailored to the needs of people living with dementia and their carers.

**Carers Week**

Engagement with Carers Wales to raise awareness of SAWCs and interventions for carers and the people they support.

**Summer Safety Campaign**

Public engagement through events and digital platforms focusing on seasonal safety risks with targeted messaging around fire safety and disposable BBQs.

**Further Actions:**

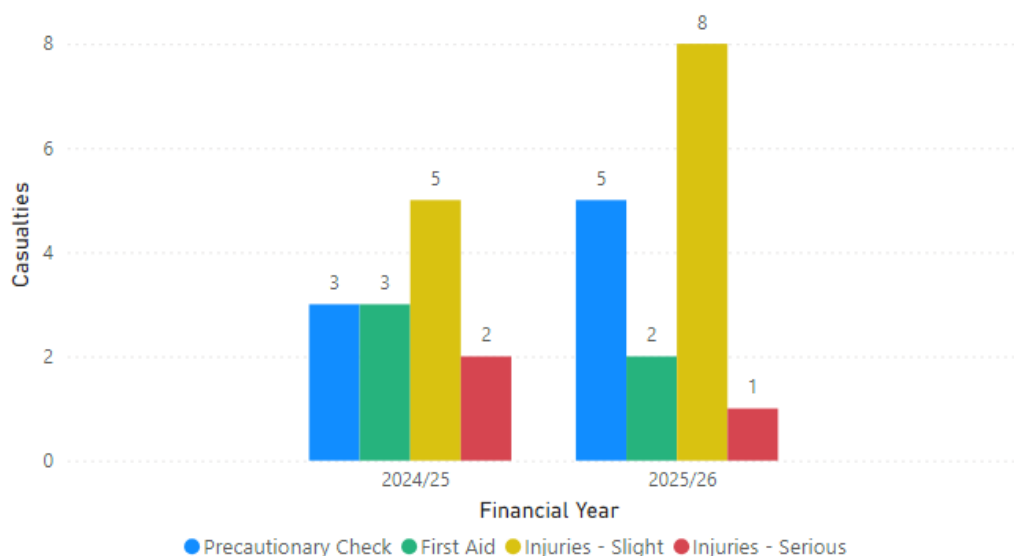
A further cooking campaign is planned for September.

Ongoing targeted campaigns based on emerging trends and the Campaign Steering Group.

## 6 Fatalities and Casualties from Accidental Fires in Dwellings

**16** people sustained injuries at **13** ADFs. No fatalities were recorded during the quarter.

The number of people injured as a consequence of an ADF has increased 23.1%. The number of ADFs where an injury was recorded has also increased by 18.2%.



Of the **16** casualties, **12** (75.0%) were 'overcome by gas, smoke or toxic fumes; asphyxiation', **one** had 'breathing difficulties (other than 'overcome by gas, smoke or toxic fumes; asphyxiation)', **one** sustained slight burn injuries, and **one** had a 'combination of burns and overcome by gas/smoke'. The **one** other casualty's injury type was recorded as 'Other'.

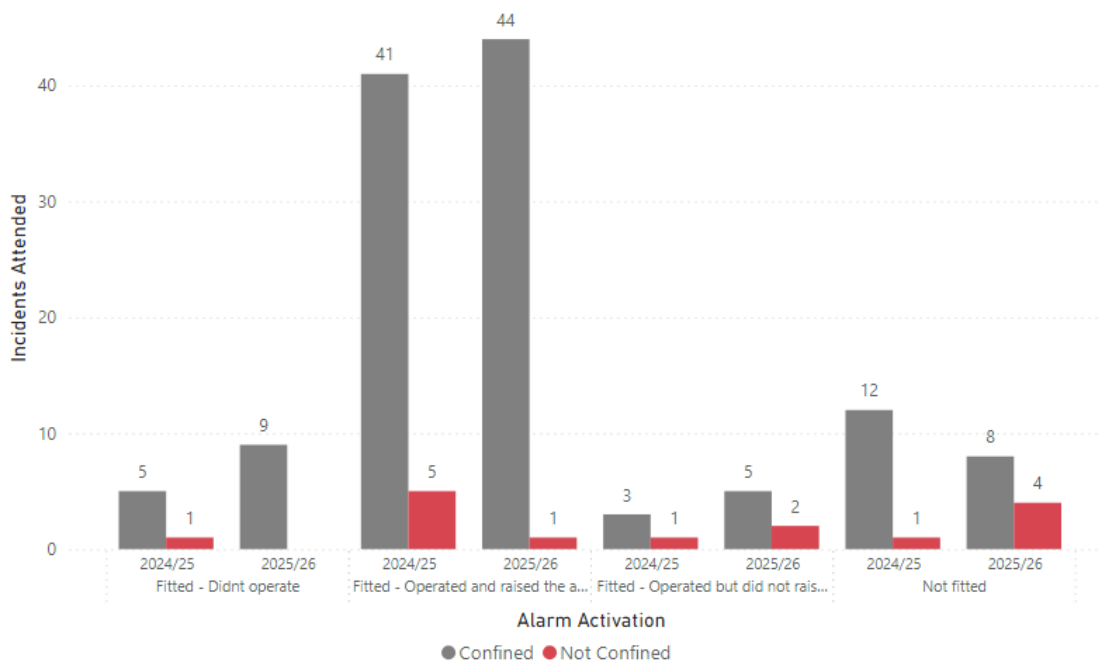
## 7 Smoke Detectors – Accidental Dwelling Fires

**Detectors:** smoke/heat detectors were present at **61** (83.6%) accidental dwelling fires attended.

Alarms operated and raised the alarm at **45** (61.6%) ADFs.

Alarms were not fitted at **12** of the ADFs attended.

Of the 73 ADFs attended, **66** were confined to the room of origin, and **7** were not confined.





### **Actions taken to support the most vulnerable to fires in their homes:**

Wholetime and Day Crewed stations now deliver two hours of targeted prevention activity using NHS Exeter data to identify households with residents aged 65+, 75+, and 80+, enabling focused SAWCs for those most at risk.

Post-incident hot spotting continues to inform tailored response levels.

The Campaign Steering Group is working with Corporate Communications to promote fire, road, and water safety across media platforms.

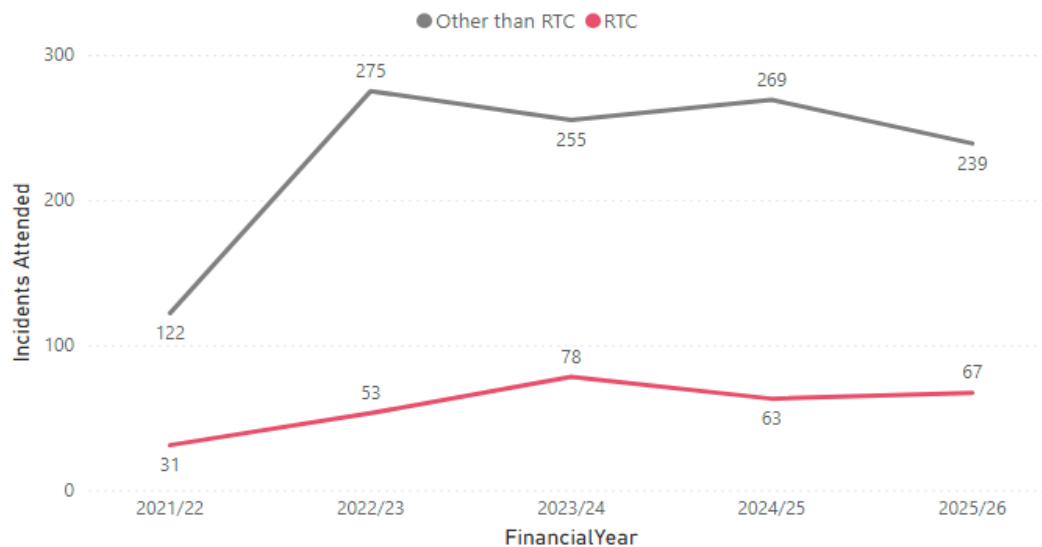
### **Educational Engagement – Q1:**

- Primary Schools: **10** visits, **490** pupils
- Crucial Crew: **6** events, **790** pupils
- Cylch Meithrin: **3** visits, **70** children
- Deliberate Fire Assembly: **1** session, **170** pupils
- Phoenix: **4** courses, **33** attendees (**29** completions)
- Fire Setter Interventions: **36** referrals
- DangerPoint: **1,850** young people and **631** public visitors engaged via Home Safety scenario.

## 8 Special Service Calls (SSCs)

A total of **306** special service calls (including Road Traffic Collisions (RTCs)) were attended. This is a decrease of 7.8%.

The number of RTCs attended increased slightly with **67** incidents attended.



Leading SSC categories (other than RTC) included:

- **116** 'Assist other agencies' incidents – an increase of 7.4% from 108.
- **31** 'Other rescue/release of persons' incidents – an increase of 19.2% from 26.
- **18** 'Effecting entry/exit' incidents – an increase of 20.0% from 15.
- **10** 'No action (not false alarm)' incidents – this remained consistent with the quarter one total from last year.

Despite this, one category did have a **decrease** in the number of incidents attended:

- **16** 'Lift Release' incidents – a decrease of 5.9% from 17.

### **Actions taken to date:**

Prevention delivered nine sessions of *Olivia's Story*, engaging **274** young people aged 16–25, including outreach at Coleg Cambria and Army Cadet training camps. The team also collaborated with NWP on introducing Prime Markings to improve biker safety and co-delivered a speed awareness session at Prestatyn High School.

Operation Ugain conducted **470** roadside engagements targeting 20mph speeders, with **33** prosecutions. Welsh Government funding has been extended due to positive outcomes in reducing KSIs.

Two *BikerDown* sessions reached **35** motorcyclists, covering scene management, first aid, and accident prevention. The team supported Operation Darwin/Apex and hosted a multi-agency *Biker Brew* event in Corwen, a high-risk route for KSIs.

Water safety campaigns (*#BeWaterAware*, *Float to Live*) were promoted via social media and public engagement in Bangor. Training was delivered to DangerPoint rangers and Year 6 pupils at Ysgol Garnedd.

The *Spot the Dangers* child safety campaign raised awareness of water hazards through interactive sessions in schools and community groups.

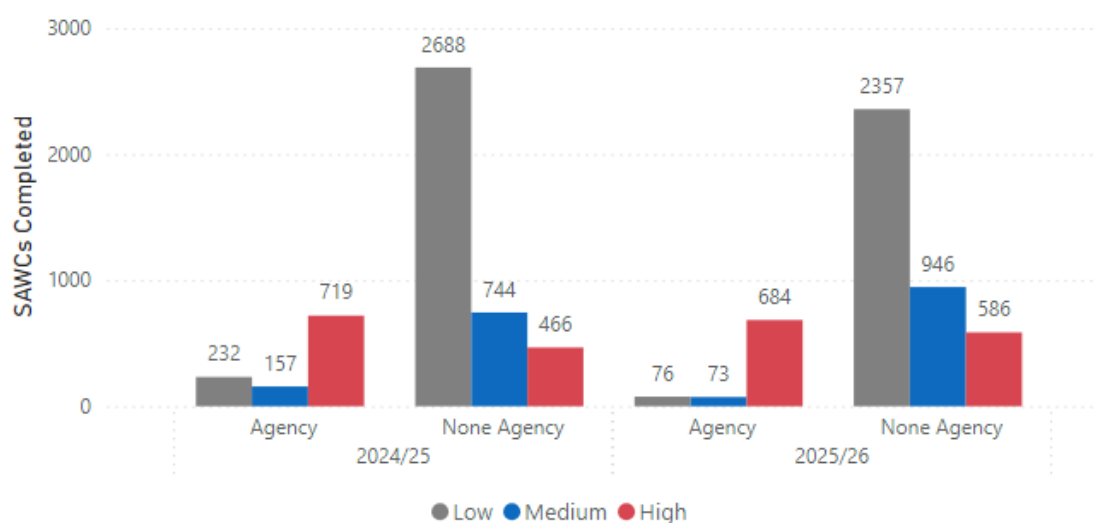
## 9 Safe and Well Checks

A total of **4,722** SAWCs were completed, of which:

- **1,270** (26.9%) were High priority, with **684** (53.9% of high priority checks completed) coming from a partner agency.
- **1,019** (21.6%) were Medium priority, with **73** (7.2% of medium priority checks completed) coming from a partner agency.
- **2,433** (51.5%) were Low priority, with **76** (3.1% of low priority checks completed) coming from a partner agency.

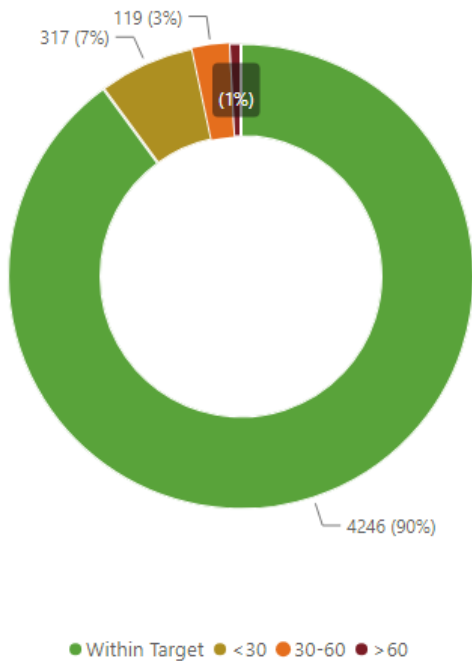
A total of **833** SAWCs completed were referred to the Service from an Agency – this equates to 17.6% of SAWCs completed.

There has been a **5.7%** decrease in the number of SAWCs completed compared with the same period last year, however, there has been a **7.2%** increase in the number of high priority SAWCs completed, and a **13.1%** increase in the number of medium priority SAWCs completed. The reduction in SAWCs completed is therefore on the back of a reduction in the number of low priority checks completed.

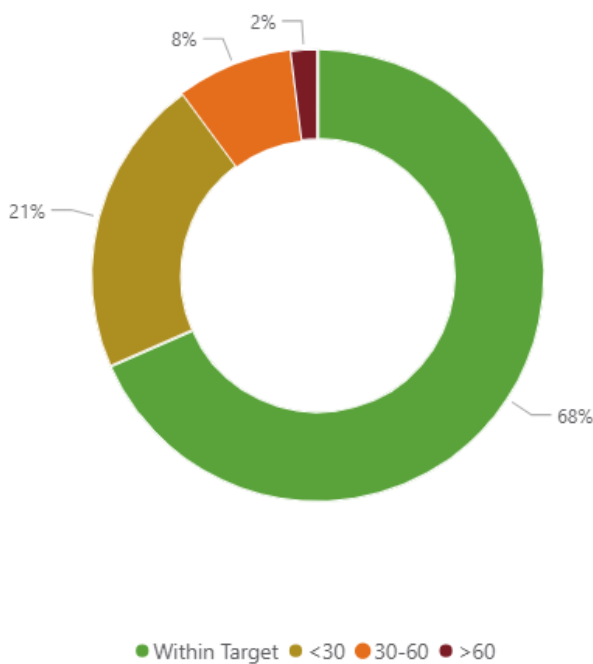


During quarter one, 90% of all SAWCs were completed within their target completion date. This equates to 4,246 of the SAWCs completed during the quarter.

All Checks by Days Over Target Completion



High Priority Checks by Days Over Target Completion



### **Actions taken to date:**

Prevention staff continued engagement sessions with external partners to help ensure we receive only the most targetted referrals for SAWCs. Examples of those engaged with during quarter one include engagement with Carers Wales.

The Prevention Department has undertaken changes to the role of the Partnership Managers who have moved from area led responsibility to functional led responsibility. These being management of Home Fire Safety Support Workers, the management of partnership activity and engagement, and Safeguarding.

Information provided to stations regarding the correct recording of high, medium, and low risk occupiers and SAWCs has been issued and has impacted on recording.

Exeter data is used by wholetime stations to target those who are more vulnerable i.e 65 years old + when planning station prevention activities.

Prevention staff monitor all incidents on CadView in Tri-weekly meetings to establish if SAWCs have been carried out. Follow up actions are undertaken to ensure all incidents have SAWCs conducted and/or additional visits from HSSWs as required.

Quality assurance of SAWC have been undertaken to ensure good practice has been shared with whole-time and day crewed stations.

A new methodology of recording actions taken by prevention staff has been introduced to ensure all emerging trends and incidents of note have actions undertaken and completed.

Wholetime crews are undertaking two hours prevention activities to meet the six SAWCs per day target. Meetings with the Station Commanders and provision of information to enable them to performace manage targets of SAWCs undertaken by whole day crews.

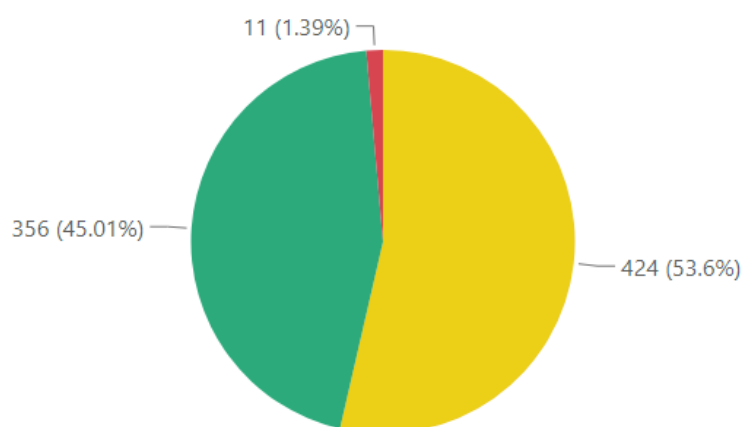
# Our Protection Principle



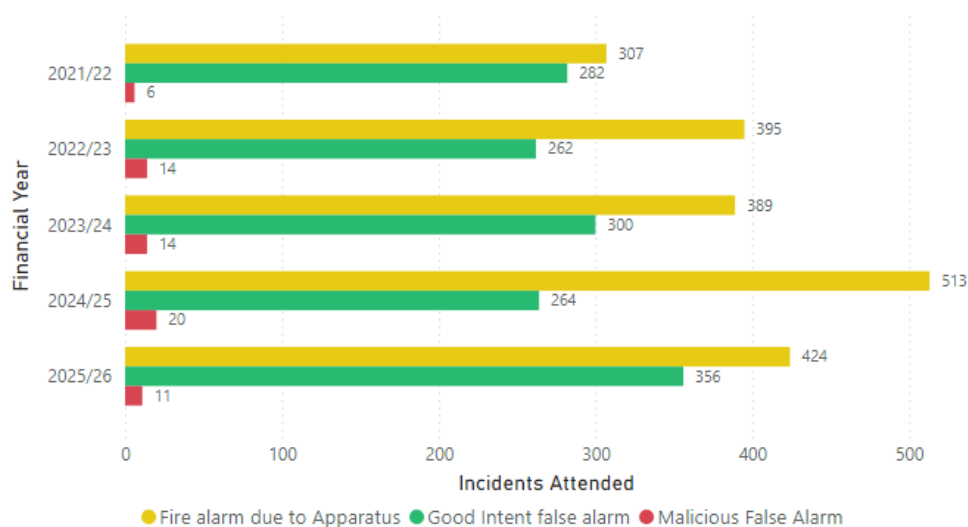
## 10 False Alarms

A total of **791** false alarms have been attended, which is a decrease of 0.8%. This total is inclusive of false alarms attended across all property types.

A rise has been recorded in Good Intent False Alarm incidents attended, with a 34.8% increase recorded from 264 to **356**. Despite this, a reduction can be seen in Malicious false alarms, which decreased 45.0% from 20 to **11**, and also in Fire alarm due to Apparatus incidents, which decreased 17.3% from 513 to **424**.



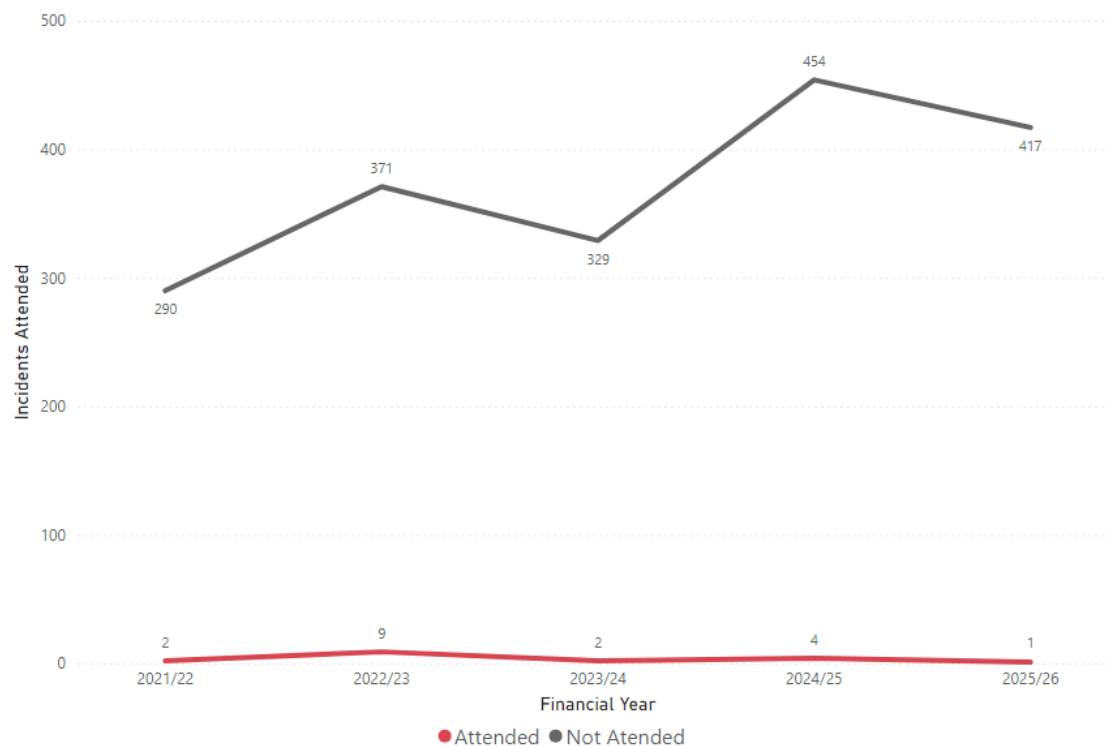
● Fire alarm due to Apparatus ● Good Intent false alarm ● Malicious False Alarm



● Fire alarm due to Apparatus ● Good Intent false alarm ● Malicious False Alarm

## 11 Commercial AFA calls

**418** Commercial AFA calls were received during the reporting period. All but **one** were incidents that were not attended.





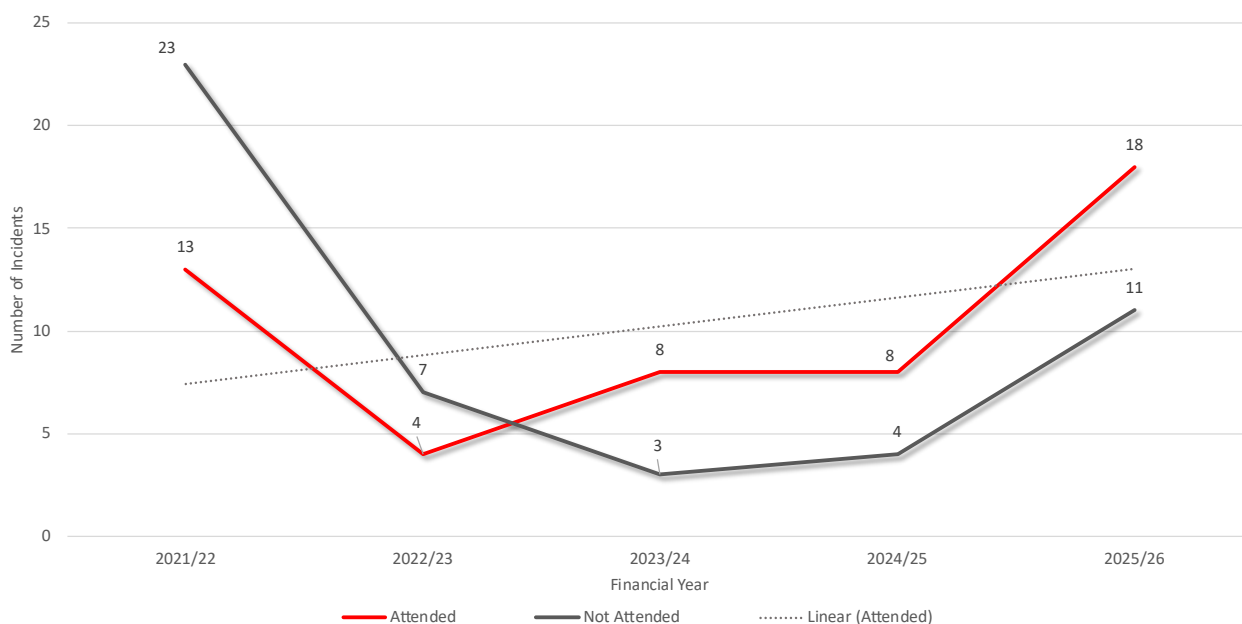
## 12 Hospital AFA calls

**119** Hospital AFA calls were received. Whilst this was not the highest number of calls received during any quarter one period from the last five financial years, this quarter did see the highest number of Not Attended incidents.



## 13 HMP Berwyn

**29** primary fires were started deliberately at HMP Berwyn, and of these **18** were attended - this is 125.0% more than last year.



**Actions taken to date – Hospitals**

Although there has been a surge in calls at hospitals over the reporting period, the calls attended are relatively stable and shows that the triage on site is working. Continued collaboration between partners is showing dividends.

**Actions taken to date – HMP Berwyn**

Again, a surge of calls and attended fires due to a known issue with disposable vapes being used for ignition purposes. This problem will be reduced with the introduction of an anti-tamper vape, which has been escalated to begin roll out during August due to the swell in incidents.

# Our Response Principle



## 14 RDS Station Availability

The below table shows the average pump availability for all RDS Stations between 06:00 and 18:00. The availability is broken down by month, showing the respective weekday and weekend/bank holiday availability.

The table is representative of all RDS watches that are not based at wholetime or day crewed stations.

| Average of RDS Stations Availability 06:00-18:00 |          |          |          |          |
|--|----------|----------|----------|----------|
| Day/Month  | April    | May      | June     | Q1       |
| Weekday  | 6        | 6        | 5        | 6        |
| Weekend (incl. Bank Holiday)                     | 14       | 14       | 12       | 13       |
| <b>Overall Average</b>                           | <b>9</b> | <b>9</b> | <b>7</b> | <b>8</b> |

Please note that availabilities have been rounded down to the nearest whole number.

The below table reflects the number of RDS starters and leavers during the quarter, compared to the same quarter of last year.

| Quarter                    | Starters  | Leavers   | Position Headcount at Quarter End | Headcount (single role only) |
|----------------------------|-----------|-----------|-----------------------------------|------------------------------|
| <b>Apr 2024 - Jun 2024</b> | 19        | 17        | 466                               | 418                          |
| <b>Apr 2025 - Jun 2025</b> | 16        | 10        | 493                               | 431                          |
| <b>+/-</b>                 | <b>-3</b> | <b>-7</b> | <b>+27</b>                        | <b>+13</b>                   |

**Starters** – the number of RDS starters from each respective quarter. This does not include secondary contracts.

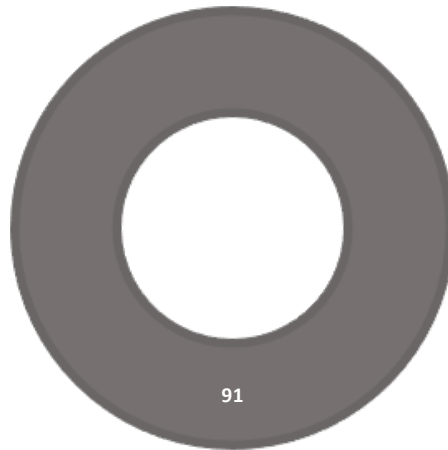
**Leavers** - the number of RDS leavers from each respective quarter. This does not include secondary contracts, or migrations to the WDS.

**Position Headcount at Quarter End** – the number of RDS positions that are filled, including those who have more than one role.

**Headcount (single role only)** – the number of individuals who are on the RDS only i.e., those who do not have two roles in the Service.

## 15 Planned 18 Pump Availability

■ 100% Pump Availability Met ■ 100% Pump Availability Not Met



| Number of Days Planned Availability Achieved |    |
|--|----|
| 100% Pump Availability Met                   |    |
| Weekday                                      | 61 |
| Weekend/Bank Holiday                         | 30 |

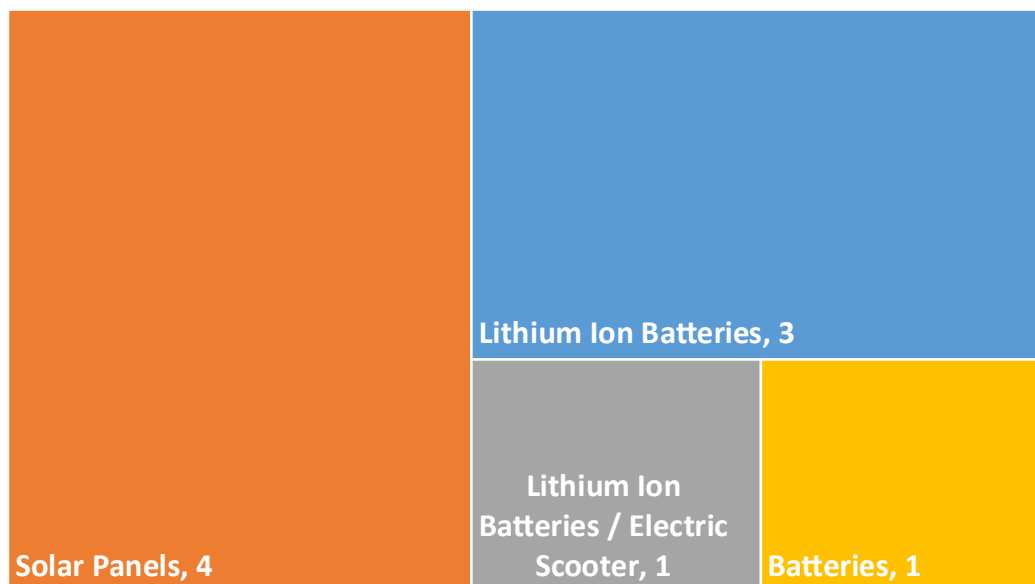
## 16 Emerging Technologies

As technology evolves and our societal reliance upon it increases, it has become apparent that new and complex risks are presented to our Fire Service. Emerging technologies can make up a variety of forms, including things like:

- Electric Vehicles
- Wind Farms
- Devices containing Lithium-Ion Batteries

As many of these technologies are not currently captured within the Home Office's Incident Recording System (IRS), key word searches are conducted on incident logs in order to find the relevant incidents. Following a machinery of government transfer whereby the responsibility for Fire shifted from the Home Office to the Ministry of Housing, Communities and Local Government (MHCLG), work is currently being undertaken by MHCLG and FRSs across the UK to integrate these technologies into the new incident recording system known as the Fire and Rescue Data Platform (FaRDaP). Incidents recorded before the implementation of FaRDaP will still need to be extracted using key word searches.

The below table summarises attended incidents relating to emerging technologies. This data covers the period of April 2025 to June 2025 and includes all incident categories.



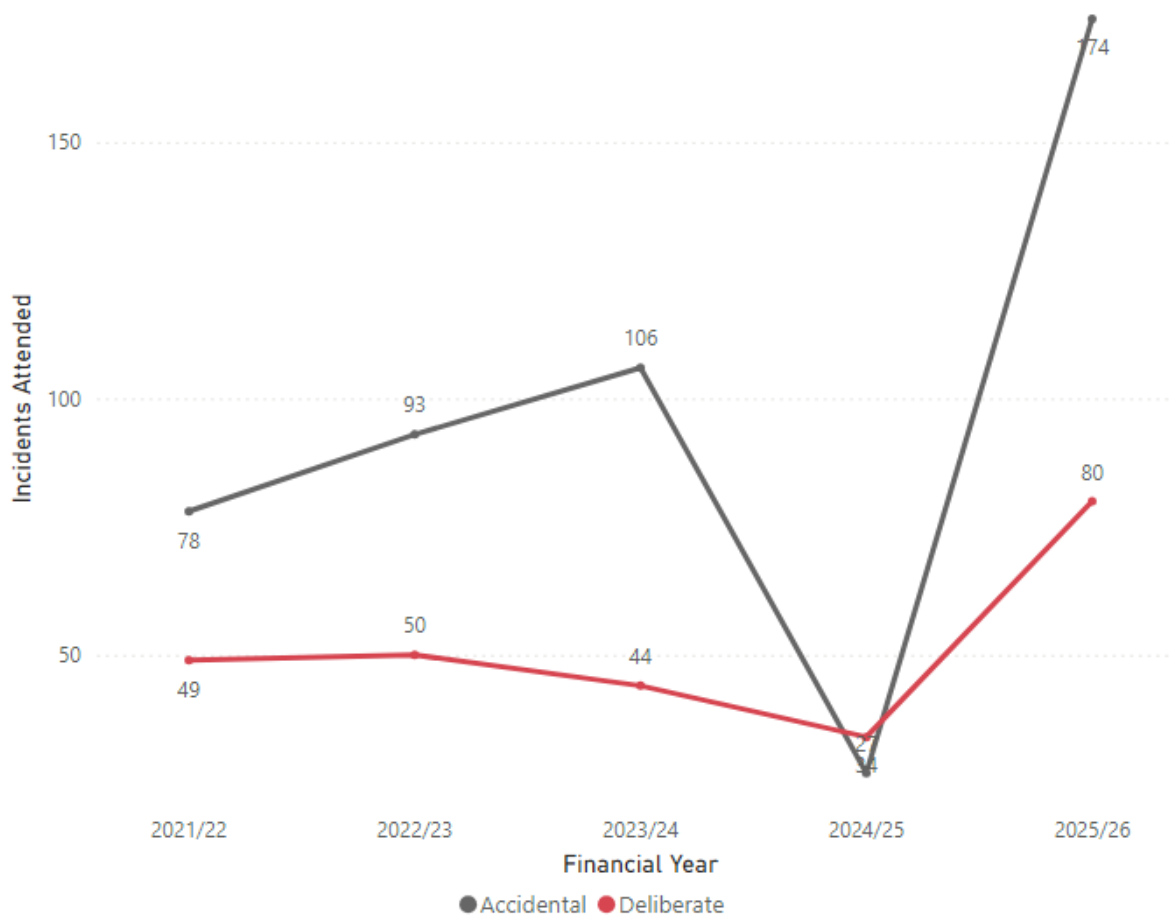
N.B. In some cases, the cause has been assumed rather than confirmed due to the nature of the incident.

# Our Environment Principle



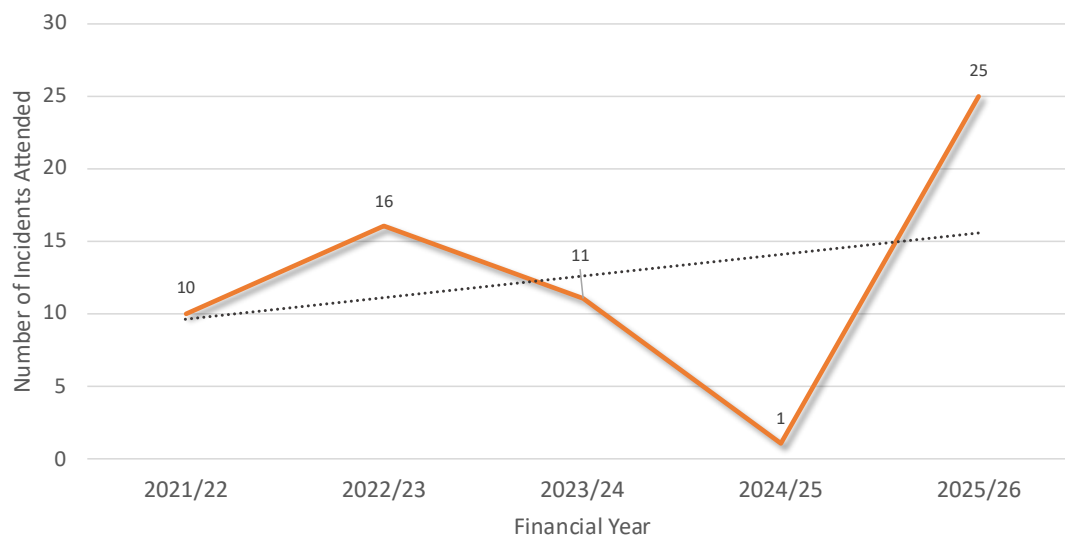
## 16 Grassland, woodland and crop fires

**254** Grassland, woodland and crop fires were recorded during the quarter, a 316.4% increase from 61. This is 115.3% above the three-year average of 118.



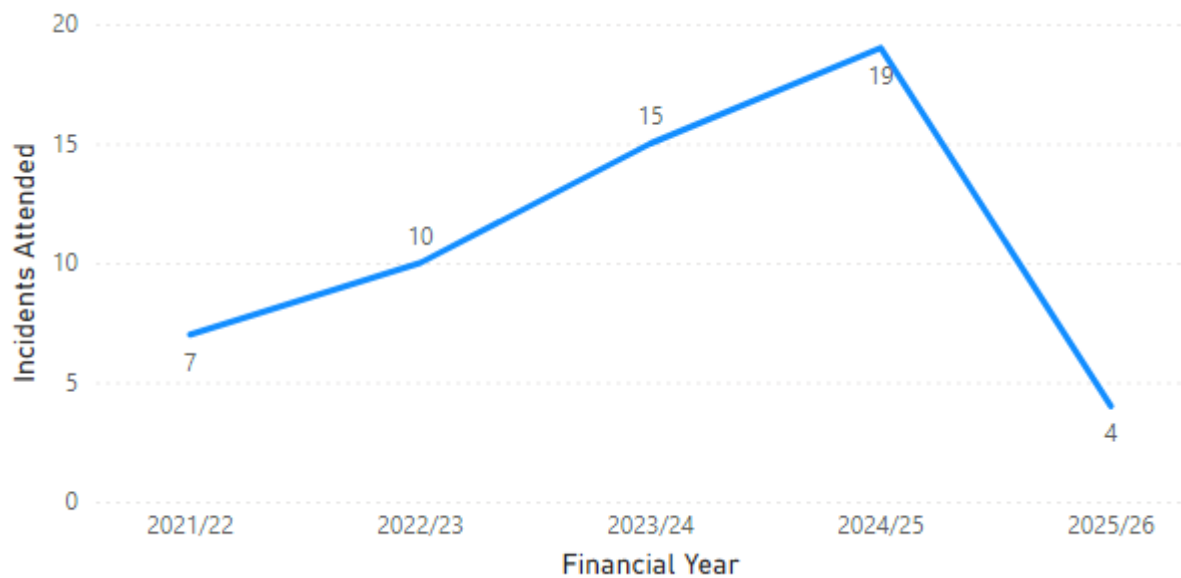
## 17 Wildfires

**25** wildfires were attended during the quarter. This is an increase of 2400.0% and 177.8% above the three-year average of nine. As a result, the time spent monitoring wildfire incidents increased to over **606 hours**, compared with almost eight hours during the same period of the previous year.



## 18 Flooding

There were **four** flooding incidents attended, a 78.9% decrease from 19, and 11 incidents less than the three year average of 15.



**One** flooding incident attended was to make a location safe, **one** was to provide advice only, and another **two** incidents were attended to pump out.



## 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"> <li>a) Local emergencies e.g., flooding, road traffic incidents, rescue of persons, 'making safe' etc;</li> <li>b) Major disasters;</li> <li>c) Domestic incidents e.g., water leaks, persons locked in or out etc;</li> <li>d) Prior arrangements to attend incidents, which may include some provision of advice and inspections.</li> </ul>   |
| False Alarm (general guidance) | <p>Where the FRS attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed.</p> <p>Note: if the appliance is 'turned around' by Control before arriving at the incident it is not classed as having been attended and does not need to be reported.</p>  |
| False Alarms - Malicious       | These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.   |

|                                    |  |
|------------------------------------|--|
| False Alarms – Good Intent         | These are calls made in good faith in the belief that the FRS really would attend a fire or special service incident.  |
| False Alarms - AFA                 | These are calls initiated by fire alarm and fire-fighting equipment. They include accidental initiation of alarm apparatus or where an alarm operates and a person then routinely calls the FRS as part of a standing arrangement, i.e., with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation. |
| Building - Dwellings               | A property that is a place of residence, i.e., occupied by households, excluding hotels, hostel and residential non-permanent structures.  |
| Building - Non-Residential         | Properties such as hospitals, offices, shops, factories, warehouses, restaurants, cinemas, public buildings, religious buildings, agricultural buildings, railway stations, sheds, prisons.  |
| Building - Other Residential       | Properties such as hotels, hotels and residential institutions B&Bs, Nursing/care homes, student halls of residence.   |
| Vehicle (Road and Other Transport) | Road vehicle, rail vehicle, aircraft, boat.  |
| Outdoor                            | Fields, grassland, woodland, refuse containers, post boxes.  |
| Wildfires                          | A grassland, woodland and crop fire where the incident was attended by 4 or more vehicles, or the Service was in attendance for 6 hours or more, or where there was an estimated fire damage area of over 10,000 square meters.  |
| Short Term Sickness (STS)          | Absences 27 calendar days and under.   |
| Long Term Sickness (LTS)           | Absences 28 calendar days and over.  |