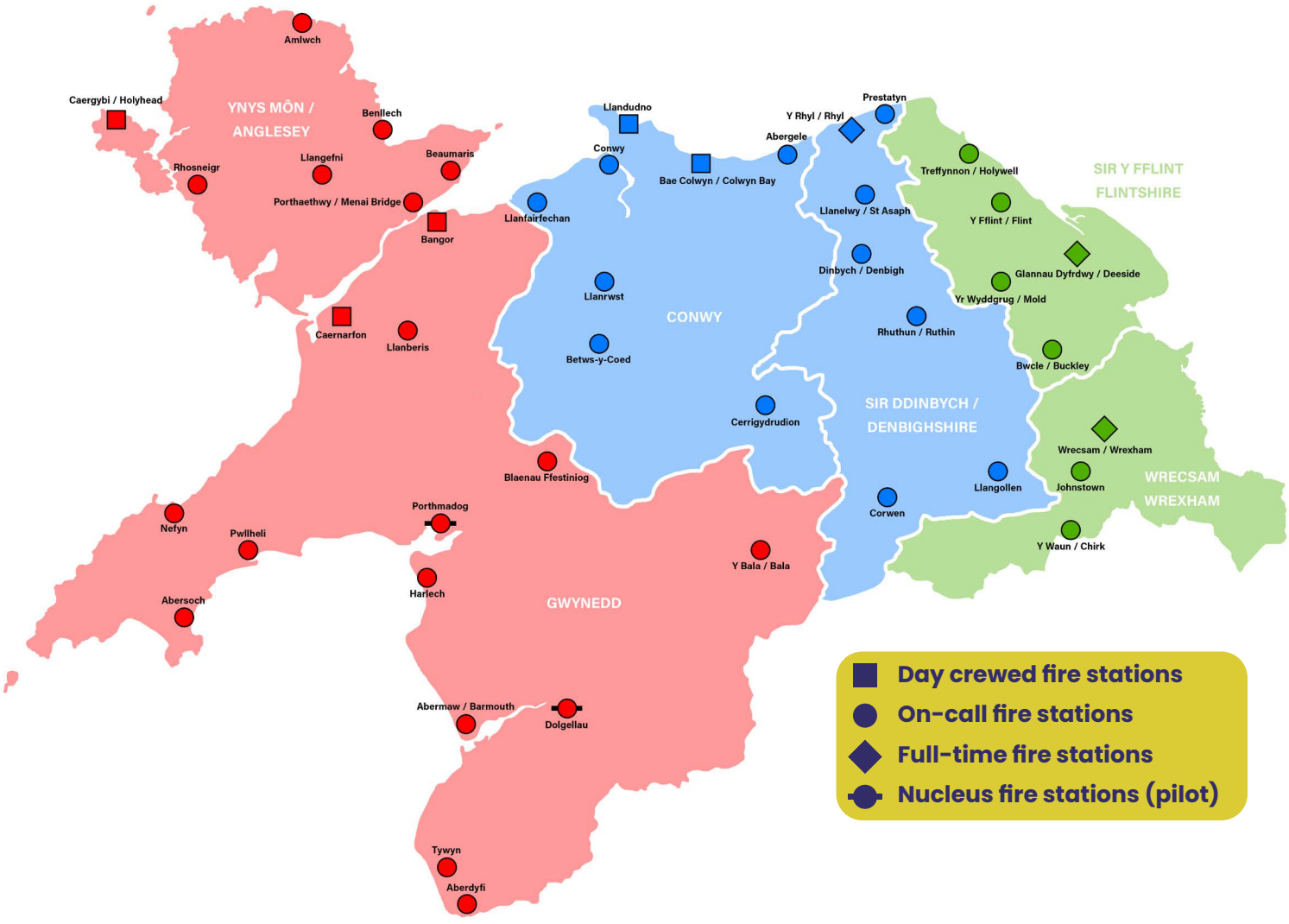
Your Fire and Rescue Service

Making North Wales a safer place to **live, work and visit**

The Authority comprises 28 elected councillors from the six unitary authorities of North Wales, with the number of representatives determined by the population of the area. More information about the Authority, its members and responsibilities can be found here.

North Wales Fire and Rescue Service is led by a Chief Fire Officer and Chief Executive and a Service Leadership Team. This comprises Senior Officers and Managers who are responsible for departments looking after our Service's key operational and corporate functions.



Response - Our firefighters respond to fires, road traffic collisions and other emergencies from 44 fire stations across North Wales. In total we have 53 fire engines. Some of our fire stations have two fire engines. Other stations have specialist vehicles like aerial ladder platforms, incident support vehicles or boats, depending on the risk in their area.

In total we have 53 fire engines, but they are not all available at the same time. This may be because:

- crews are undertaking mandatory training,
- large incidents that require multiple fire engines, or
- because on-call fire engines have insufficient crew.

For that reason, we constantly move our firefighters around North Wales to ensure that we can get to incidents as quickly as possible regardless of where they happen. In the event of a significant or long-running incident we can also call on the support of neighbouring fire and rescue services if we need to.

We have four duty systems so we can crew our fire engines based on local risks and needs. How we currently deploy our firefighters is subject to the Emergency Cover Review.

Wholetime Fire Engines

Firefighters operating the wholetime duty system are located at Wrexham, Deeside and Rhyl. Crews at these stations work shifts from the station at night and during the day so as to provide a 24-hour immediate response. In addition, there are also on-call firefighters based at these fire stations.

Day Crewing Fire Engines

Firefighters located at Colwyn Bay, Llandudno, Bangor, Caernarfon and Holyhead work the day crewing duty system. This shift system requires our crews to work a combination of hours on station during the day and to remain on-call from a location within five minutes of the fire station overnight in order to provide a 24-hour response. There are also on-call firefighters based at these fire stations.

Wholetime Duty Rural Firefighters

Firefighters operating the wholetime duty rural system, work 12-hour day shifts covering the region on a dynamic basis, depending on demand.

On-call Fire Engines

Our on-call firefighters operating the retained duty system operate across all of our fire stations but the majority are based in rural fire stations located in the region. They are required to live or work within five minutes of their fire station in order to respond to emergencies. They also attend drill nights once a week for training sessions and other pre-arranged duties.

Control Room Staff

When anyone in North Wales dials 999 / 112 and asks for the fire and rescue service, they will be put through to control staff at the Joint Communications Centre in St. Asaph.

The Joint Communications Centre is a collaborative facility where North Wales Fire and Rescue Service shares an operational floor with North Wales Police. Opened in 2008, the major drivers for this collaboration was to save lives and reduce serious injuries. It represents an innovative approach to joint emergency service working, placing North Wales at the very forefront of 999 operations.

Control staff are responsible for the immediate despatch of our firefighters across North Wales along with any specialist equipment that is required. They deal with thousands of emergency calls each year, many of which are life threatening, and are trained to deal with callers who are trapped and offer fire survival assistance.

Nucleus Fire Engines

From September 2025 the Service began piloting a new Nucleus crewing system, located at Dolgellau and Porthmadog fire stations.

This is where a small core team of firefighters (the “nucleus”) is assigned to the appliance, and additional firefighters added dynamically based on demand, risk and availability. They provide daytime cover, Monday to Friday, and revert to the retained fire duty system outside this period.

The pilot arrangement is being closely monitored and may be subject to change.