

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

Purpose of Report

- 1 To provide information about incident activity during the first quarter of the 2023/24 financial year; performance in relation to the Authority's improvement and well-being objectives; and other notable incident activity.

Executive Summary

- 2 During the first quarter of the 2023/24 financial year, the Service attended 1,635 emergency incidents. This is an increase of 3.8% compared with the same period of the 2022/23 financial year (1,575).
- 3 Attendances at non-fire emergencies, which are classified as Special Service Calls (SSCs), increased slightly by 1.5% to 332. This follows a change in policy during 2021/22 regarding attendance at SSCs, to provide more assistance to the public and partner agencies, whilst at the same time increasing the visibility of North Wales Fire and Rescue Service (NWFRS) in the community.
- 4 The number of accidental fires in the home (ADFs) attended during the reporting period increased to 89, compared to 81 during 2022/23. It is pleasing to report however that no accidental deaths in dwelling fires occurred during the first quarter of 2023/24, although there was an increase in the number of serious injuries, from 0 to 2, compared to 2022/23. The Service continued to deliver fire prevention interventions and initiatives to support fire safety in the homes and communities of North Wales.
- 5 Wildfires continued to be an area of focus for the Service, which can be a result of extreme weather events linked to climate change. They are an area of growth in the UK in comparison to the reduction of house fires during the past decade. Wildfires can be particularly challenging incidents for the Service to deal with because of their erratic nature, potential size, scale, and intensity, and because of the rural and rural-urban interface environments in which they tend to occur.

- 6 As defined by the National Fire Chiefs Council (NFCC), a wildfire is a grassland, woodland or crop fire that:
 - involves a geographical area of at least one hectare (10,000 square metres or 100m x 100m);
 - has a sustained flame length of more than 1.5 metres;
 - requires a committed resource of at least 4 fire and rescue appliances/resources;
 - requires resources to be committed for at least 6 hours;
 - presents a serious threat to life, environment, property, and infrastructure.
- 7 During the reporting period, there was a decrease to 11 in the number of wildfires that were attended by a combined total of 44 vehicles for over 353 hours.
- 8 There were 703 false alarms attended during the reporting period, an increase of 4.8% on the same quarter in the previous financial year. This was due to a 17.0% increase in attendances at good intent false alarms from 241 to 282. The Service received 331 calls to AFAs at commercial premises, of which 2 (0.6%) were attended and 329 (99.4%) were not attended in line with our policy. In addition, 134 hospital AFA calls were received, of which 62 (46.3%) were attended and 72 (53.7%) were not attended.
- 9 There was an increase in the number of fires attended at HMP Berwyn from 4 during the first quarter of 2022/23, to 8 during the reporting period.
- 10 Pump availability in accordance with the 18 pump availability target was 100% during the reporting period.

Recommendation

- 11 That Members note the content of the performance monitoring report.

Information

- 12 **All Incidents**

The upward trend in the number of incidents attended continued, with 3.8% more incidents attended during the first quarter of the financial year. 1,635 incidents were attended compared with 1,575 during the same period of the previous financial year. Increases in attendances at all incident types were recorded.

- 13 **Fires**
Fires attended during the reporting period increased 4.0% to 600 compared with 577 during the same period of 2022/23.
- 14 **Grassland, Woodland and Crop Fires**
Grassland, woodland and crop fires increased 3.5% to 148 from 143 during the same period last year. Secondary accidental grassland, woodland and crop fires increased to 100 from 87, with 'grassland, pasture, grazing etc.' (24 from 28), and 'heathland or moorland' (34 to 37) being the main contributors. Increases were also recorded in 'private/domestic garden/allotment (vegetation not equipment/building)' (6 to 9); 'hedge' (4 to 14), and 'railway trackside vegetation' (0 to 4).
- 15 **Wildfires**
During the reporting period, there was a decrease in attendance at wildfires to 11 from 16 in the same period of 2022/23, where 44 vehicles attended compared to 47. The time spent at scene declined to 353 hours, compared to 370 hours during the same period of the previous financial year.
- 16 **Primary Fires**
Primary fires increased 2.2% from 226 to 231 compared with the same period of 2022/23, however were 1.3% below the 3-year average of 234. Accidental primary fires increased 3.2% from 185 to 191 on the back of an increase in accidental primary dwelling fires. Accidental primary fires were 1.0% below the 3-year average of 193. The number of deliberate primary fires decreased marginally to 40 from 41 compared to the previous financial year, and were 2.4% below the 3-year average of 41.
- 17 **Secondary Fires**
Secondary fires, which were 4.7% above the 3-year average of 340, increased 7.2% from 332 to 356, due to a 20.1% increase in accidental secondary fires (189 to 227). Increases were recorded in secondary accidental 'grassland, woodland and crops' fires (87 to 100), 'other outdoors (including land)' (57 to 72), and 'outdoor structures' (35 to 51). Deliberate secondary fires decreased 9.8% (143 to 129), on the back of a 14.0% reduction in 'grassland, woodland and crops' (50 to 43) and an 18.2% reduction in 'other outdoors (including land)' (66 to 54).
- 18 **Chimney Fires**
Chimney fires decreased 31.6% compared with the same period of 2022/23 from 19 to 13. This is 53.6% below the 3-year average of 28.

- 19 **Accidental Dwelling Fires (ADFs)**
The Service attended 9.9% more ADFs - 89 compared with 81 during the 2022/23 financial year. This is on the back of an increase in ADFs within 'bungalow – single occupancy' (8 to 17). Despite this, ADFs remain 10.1% below the 3-year average of 99, and ADFs in 'house - single occupancy' and 'purpose built flat/maisonette – multiple occupancy' decreased from 47 to 42 and from 21 to 19 respectively. The fire main causes at the ADFs were 'cooking – other cooking', (18 to 21), 'combustible articles too close to heat source (or fire)' (21 to 15); 'fault in equipment or appliance' (8 to 12), and 'careless handling – due to careless disposal' (7 to 10). The main source of ignition was 'cooking appliance' which increased from 45 to 49 compared with the same period of 2022/23.
- 20 **Fatalities/Casualties in ADFs**
There were no fatalities in ADFs during the first quarter of 2023/24, which aligns with the same period of 2022/23. The number of casualties in ADFs however increased from 10 to 28, with 2 people sustaining serious injuries compared to 0 during 2022/23.
- 21 **Smoke Detectors – ADFs**
Smoke/heat detectors were present at the majority of accidental fires in dwellings during the reporting period (89.9%). ADFs where a smoke/heat detector was fitted, operated and raised the alarm, increased from 36 to 47.
- 22 Where a smoke/heat detector was fitted - operated but did not raise the alarm, incidents reduced from 17 to 16.
- 24 ADF's where no detector was fitted increased from 6 to 9, and where a detector was fitted and did not operate, the number of incidents decreased to 17 from 22.
- 25 **Deliberate Primary Fires in Non-Residential Buildings**
Deliberate primary fires in non-residential buildings increased from 15 to 19, with 8 occurring at HMP Berwyn.
- 26 **False Alarms**
The upward trend in false alarms continued with the Service attending 703 false alarms – 4.8% more than in the same period of 2022/23 (671), and 11.2% more than the 3-year average of 632. Those originating from AFA systems decreased 2.2% from 416 to 407 and represented 57.9% of false alarm attendances.
- 27 **Non-Residential Automatic Fire Alarms (AFA)**
Non-Residential AFAs decreased 7.2% from 83 to 77. The main causes of activation in non-residential AFAs were 'faulty' (29 to 38); 'dust' (6 to 9), and 'accidentally/carelessly set off' (18 to 9).

28 **Other-Residential AFAs**

There was a 43.8% decrease in 'other-residential' AFAs from 32 to 18, with 'nurses'/doctors' accommodation' showing a significant decrease from 9 to 1. 'Residential home' however, increased from 3 to 5. Although the main cause of activation in 'other-residential' was 'faulty', which had a slight increase from 4 to 5, 'cooking/burnt toast' saw a significant reduction compared with the same period last year, dropping from 12 to 3. 'Dust' and 'accidentally/carelessly set off' also reported reductions from 5 to 1, and 5 to 2 respectively.

29 **Dwelling AFAs**

AFAs in dwellings continued on an upward trend, increasing by 3.7% from 301 to 312, with 'purpose built flat/maisonette – multiple occupancy' being the lead contributor to the total number of incidents, rising from 103 to 114, followed by 'bungalow – single occupancy' which rose from 83 to 90. 'Converted flat/maisonette – multiple occupancy' also saw an increase from 4 to 14. Decreases were recorded however in 'house – single occupancy' and 'self-contained sheltered housing', from 81 to 77 and from 29 to 14 respectively.

30 Of the 312 dwelling AFAs, 'cooking/burnt toast' was the main cause of activation, increasing from 162 to 184. Slight increases were also recorded in 'faulty (58 to 61), and 'dust' (5 to 10). 'Accidentally/carelessly set off' and 'steam' saw a significant reductions from 21 to 9 and 10 to 4 respectively.

31 **Good Intent False Alarms**

Good intent false alarms increased by 17.0% from 241 to 282, due to increases in 'dwelling' (95 to 103); 'other outdoors (including land)' (54 to 66); 'grassland, woodland and crops' (21 to 31); 'false alarm – property not found' (19 to 24), and 'outdoor equipment and machinery' (4 to 9).

32 'Dwelling' false alarms made with good intent increased 8.4% from 95 to 103 on the back of increases in 'purpose built flat/maisonette - multiple occupancy' (37 to 41), as well as 'house – single occupancy' (35 to 41).

33 'Other outdoors (including land)' good intent false alarms increased 22.2% from 54 to 66 due to increases in 'loose refuse (including in garden)' (49 to 61).

34 'Grassland, woodland and crops' false alarms made with good intent increased 47.6% from 21 to 31 due to increases in 'private/domestic garden/allotment (vegetation not equipment/building)' (13 to 21), and 'grassland, pasture, grazing etc' (3 to 9).

- 35 Good intent false alarms for 'outdoor equipment and machinery' increased 125.0% from 4 to 9, with 'other outdoor equipment/machinery' and 'barbeque' increasing from 2 to 5 and 2 to 4 respectively.
- 36 **Malicious False Alarms**
The number of malicious false alarms remained at the same level as the same period last year (14).
- 37 **Special Service Calls**
Special service calls increased 1.5% to 332 from 327 during the same period of the previous financial year, and were 72.9% above the 3-year average of 192. 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.
- 38 **Road Traffic Collisions (RTC) Incidents**
The Service attended 45.3% more RTCs (53 to 77), where 20 (26.0%) involved the extrication or release of persons. Where the Service was called upon to make a vehicle or scene safe, attendance increased 119.0% (21 to 46). Although the Service attended more RTCs, the percentage of RTCs which involved the release or extrication of persons decreased from 43.4% to 26.0%, which is below the 3-year average of 35.3%.
- 39 **SSC 'Other than RTC'**
SSC 'Other than RTC' decreased 6.9% (274 to 255). The main contributor to the decrease was 'other rescue/release of persons' which decreased 65.7% (35 to 12). Decreases were also recorded in 'effecting entry/exit' (35 to 25); 'no action (not false alarm)' (26 to 15), and 'lift release' (19 to 13). There were increases however in 'animal assistance incidents', which saw a 188.9% increase from 9 to 26, as well as in 'Assist other agencies' and 'flooding', from 106 to 112, and 10 to 15 respectively.
- 40 **Safe and Well Checks (SAWCs)**
The Service completed 4,439 SAWCs, of which 1,353 (30.5%) were high priority SAWCs. Of the high priority SAWCs completed, 783 (57.9%) were referrals from a partner agency.
- 41 **Station Performance**
Planned 18 pump availability was achieved on all 91 days (100%) of the first quarter of 2023/24.
- 42 **Sickness Absence**
A total of 160 cases of sickness absence were reported during the quarter. This equates to 5.03% sickness absence 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 quarter

April – June 2023

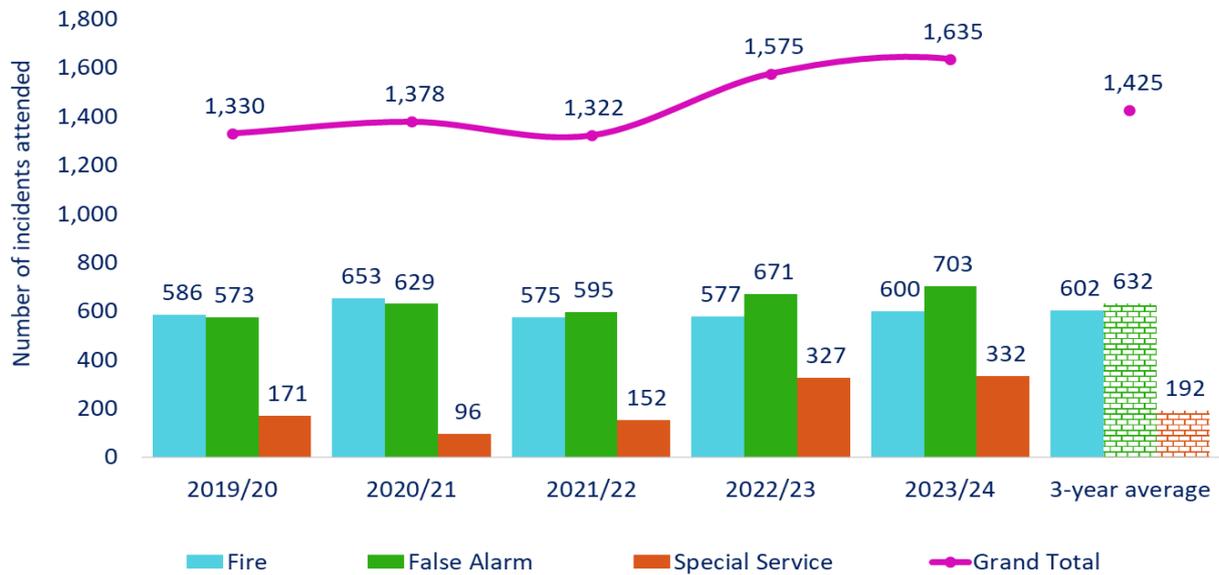
Figures are provisional and may be subject to minor amendment.

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1 All Incidents

1.1 During the first quarter of the 2023/24 financial year, the Service attended 1,635 emergency incidents and false alarms, a 3.8% increase on the same period in the previous financial year (1,575).



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	1,635				1,635	↑ 3.8%	1,425	↑ 14.7%
	2022-23	1,575				1,575			
Total fires	2023-24	600				600	↑ 4.0%	602	↓ 0.3%
	2022-23	577				577			
Total special service incidents	2023-24	332				332	↑ 1.5%	192	↑ 72.9%
	2022-23	327				327			
Total false alarms	2023-24	703				703	↑ 4.8%	632	↑ 11.2%
	2022-23	671				671			

*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 improve performance during the previous quarter

- **AFA's Increase** – We are aware of the increase in AFA's in non-domestic settings. These calls are predominately from BCUHB (numerous activation reasons). We continue to work with BCUHB in reducing these AFA activations. Following the retirement of fire service staff within the Protection department, the link between West and East Area is now being re-established. A new working strategy is being developed to reduce AFA's.
 - The increase in domestic (dwelling) attendance to AFA's is due to the increased number of vulnerable and aged people using monitored systems.

- **SSC's Increase** –The overall increase in SSC's is due to a change in organisational policy in relation to attending SSC's, making crew more visible in the community.
 - Figure appears to have stabilised and is comparable to Q1 last year.
 - FS team continues to deliver RTC interventions to colleges across the service area. Olivia's Story has been delivered to over 2,406 students in colleges, and work place apprentices in organisations such as Airbus UK.

2 Fires, by Category and Motive

2.1 A total of 600 fires were attended; a 4.0% increase from 577 in 2022/23.

2.2 Primary fires – There was a 2.2% increase in primary fires from 226 to 231 compared with the same period in the previous financial year, which was 1.3% below the 3-year average of 234.

2.3 Secondary fires – There was a 7.2% increase in secondary fires, from 332 to 356, which was 4.7% above the 3-year average of 340.

2.4 Chimney fires – The number of chimney fires decreased to 13 from 19 during the same period in the previous financial year, which was 53.6% below the 3-year average of 28.



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	231				231	↑ 2.2%	234	↓ 1.3%
	2022-23	226				226			
Secondary fires	2023-24	356				356	↑ 7.2%	340	↑ 4.7%
	2022-23	332				332			
Chimney fires	2023-24	13				13	↓ 31.6%	28	↓ 53.6%
	2022-23	19				19			

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Actions taken to support the reduction of fire events during the previous quarter

There was a very small increase of 6 primary accidental incidents attended which remains below the 3-year average figure.

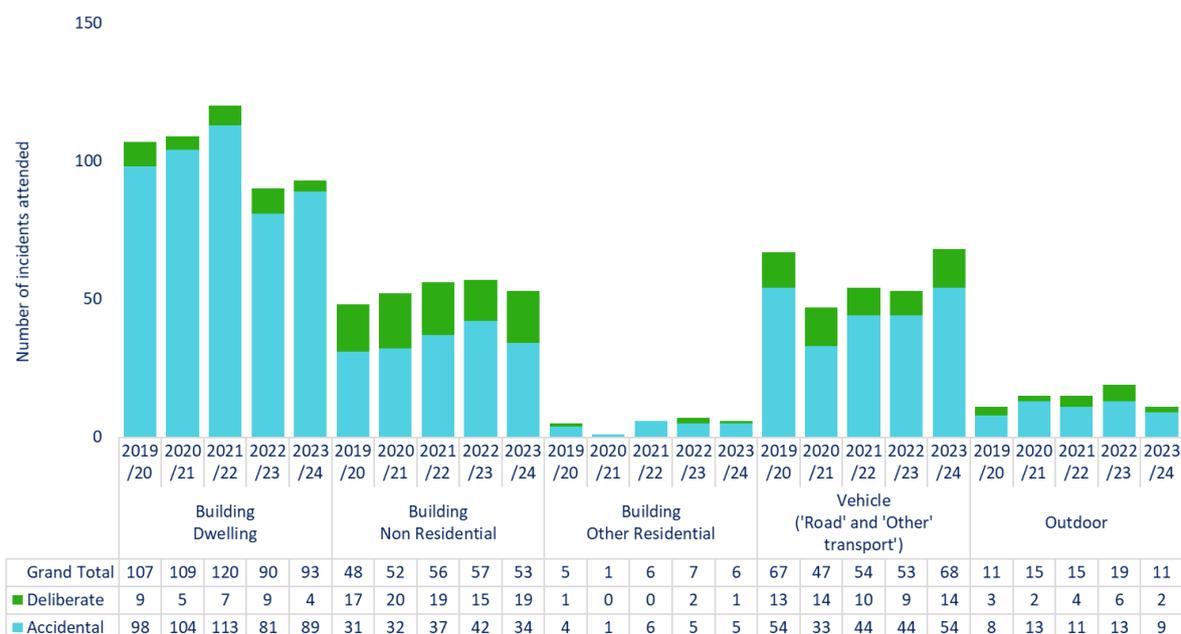
A very hot and dry spell during the early part of Q1 can account for the rise in secondary accidental fires.

- 4,439 SAWCs have been delivered across North Wales in line with our current strategy target;
- Partnership Managers continue to foster relationships with external agencies to encourage high quality referrals.
- Work with strategic partners has continued, identifying potential risks to reduce deliberate fire incidents;
- Deliberate fire setting intervention schemes continue to be facilitated in-house and by DangerPoint; 3 internally delivered by the Arson Reduction Team, and 12 Firesafe delivered by DangerPoint.
- New Wales Wildfire Board has been established and the All Wales Wildfire Charter drafted to support the reduction in accidental and deliberate secondary fires;
- Campaign Steering Group (CSG) continued to work with Corporate Communications to proactively promote safety and wildfire messaging across all media platforms; for example, dementia group walks, attendance at Pride events, engagement with hard of hearing groups and societies as well as the production of new video, hospital visits and engagement at carer group meetings, and refreshing of home safety advice and guidance to minority groups on our internet pages.

3 Primary Fires, by Property Type and Motive

3.1 During the first quarter of 2023/24, 40 primary fires were started deliberately, compared with 41 during 2022/23.

3.2 There were 8 deliberate fires at HMP Berwyn, compared with 4 in the same quarter of the previous financial year.

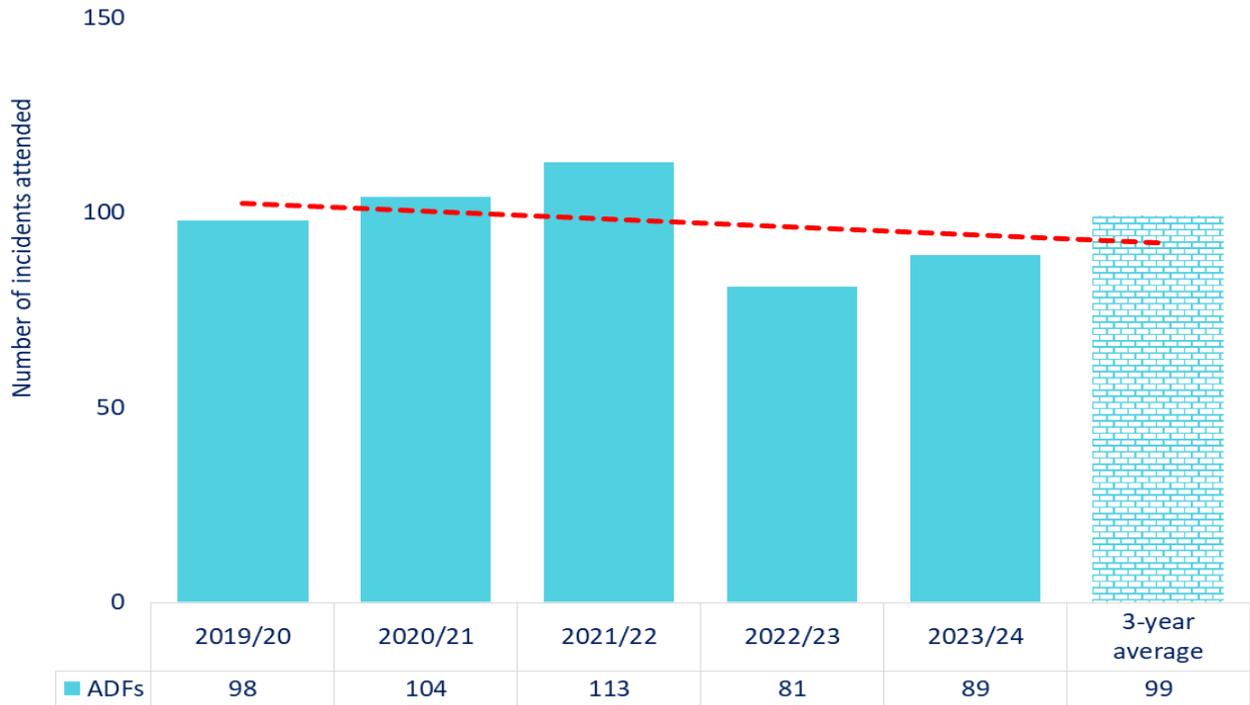


Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
All deliberate primary fires	2023-24	40				40	↓ 2.4%	41	↓ 2.4%
	2022-23	41				41			
All accidental primary fires	2023-24	191				191	↑ 3.2%	193	↓ 1.0%
	2022-23	185				185			

*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 89 accidental dwelling fires during the reporting period; 8 (9.9%) more than during the same period of the previous financial year (81). However, this is still 10.1% below the 3-year average of 99.



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	89				89	↑ 9.9%	99	↓ 10.1%
	2022-23	81				81			

*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

- During Q1, a total of 4,439 SAWCs were completed of which 1,353 (30.5%) were high priority. 783 (57.9%) of these came from a partner agency.
- The WT/DC ops crews SAWC target increased to 15 each tour from Q1.
- 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 continued.
- Local and national (Wales & NFCC) campaigns have been supported in line with our own Campaign Steering Group (CSG) calendar. For example, dementia group walks, attendance at Pride events, engagement with hard of hearing groups and societies, as well as the production of a new video, hospital visits and engagement at carer group meetings, and the refreshing of home safety advice and guidance to minority groups on our internet pages has all taken place. All campaigns are listed in the campaign calendar.
- Locally run and targeted outreach days have continued to be supported by external agencies. Areas are leafleted by Prevention teams who then return to provide SAWCs (Crews and HSSWs).
- Proactive hot spotting campaigns following significant incidents produced SAWC referrals and community reassurance following incidents.
- The partnership between NWFRS and Cartrefi Conwy 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.
- Educationalists continued to promote smoke alarm ownership and testing as part of their delivery across North Wales schools. 55 visits took place, resulting in 5,824 children and young people being educated. This included 22 crucial crew visits.
- Continued with the re-engagement programme by contacting occupiers who have previously had SAWCs and who were classified as high priority.
- Partnership Managers continued to attend vulnerable adult and safeguarding multi-agency meetings on a regular basis to help identify persons vulnerable to fire. Representatives from the ART department attend various strategy meetings, a Child Protection Case Conference, along with the Safeguarding lead who attends the Domestic Homicide reviews and North Wales Adult/Children's Safeguarding Board.

5 Fatalities and Casualties from Accidental Fires in Dwellings

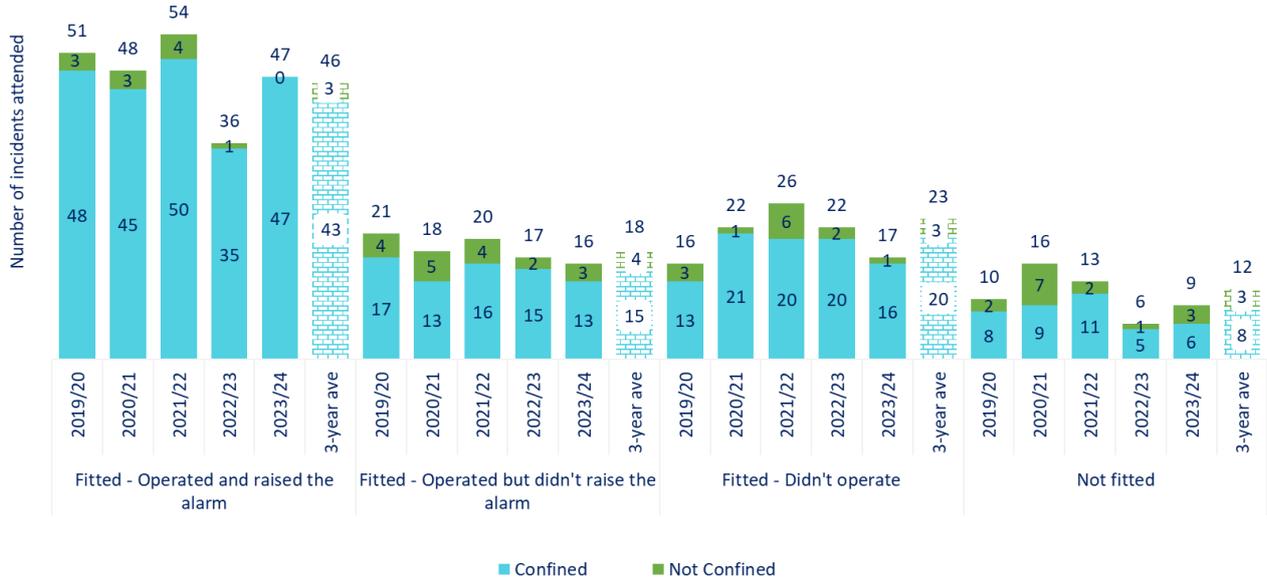
5.1 There were no ADF fatalities during the first quarter of the 2023/24 financial year, which aligns with the same period last year. There were 2 serious, and 10 slight injuries, compared with 0 and 2 respectively. The number of precautionary checks increased from 2 to 6, and the number of people requiring first aid at the scene also increased from 6 to 10.

Severity of Injury	2019/20	2020/21	2021/22	2022/23	2023/24
Precautionary Check	7	11	17	2	6
First Aid	13	6	10	6	10
Injuries - Slight	10	9	15	2	10
Injuries - Serious	2	0	1	0	2
Fatality	1	3	3	0	0
Total	33	29	46	10	28

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	28				28	↑ 180.0%	26	↑ 7.7%
	2022-23	10				10			
Deaths from accidental fires in dwellings	2023-24	0				0	→ 0%		
	2022-23	0				0			

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 9 of the ADFs, no detector was fitted.
- 6.2 Of the 89 ADFs, 82 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	47				47	↑ 30.6%	46	↑ 2.2%
	2022-23	36				36			
Smoke detector fitted which operated but didn't raise the alarm	2023-24	16				16	↓ 5.9%	18	↓ 11.1%
	2022-23	17				17			
Smoke detector didn't operate	2023-24	17				17	↓ 22.7%	23	↓ 26.1%
	2022-23	22				22			
Smoke detector not fitted	2023-24	9				9	↓ 50.0%	12	↓ 25.0%
	2022-23	6				6			

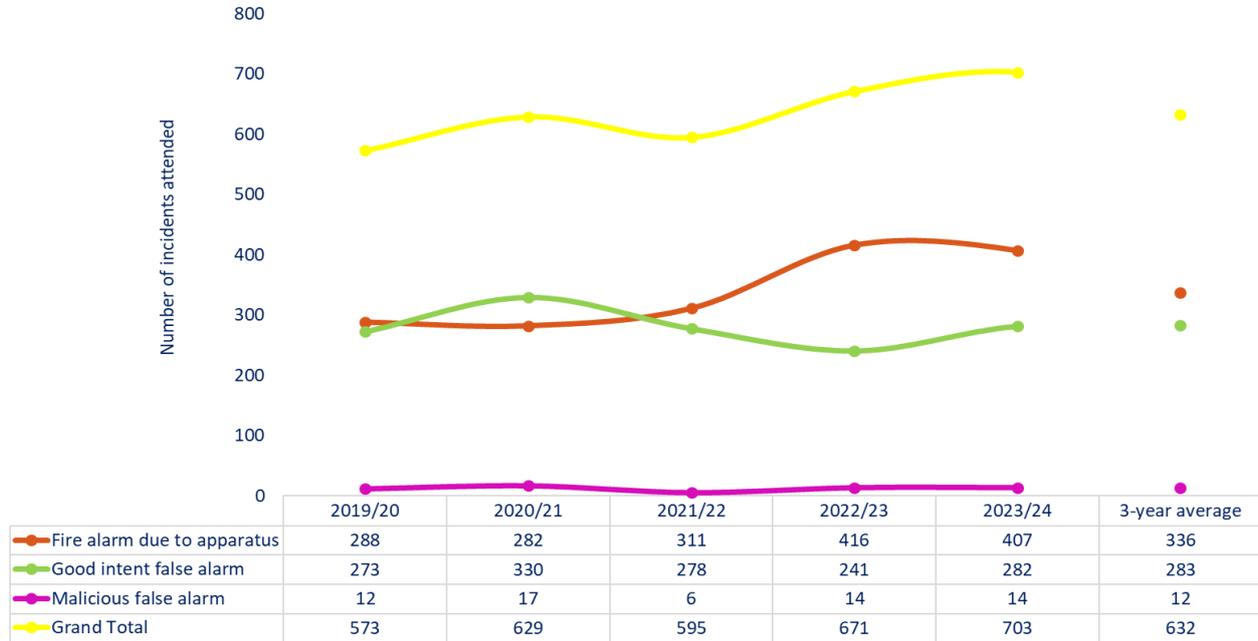
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Actions taken to support communities by increasing smoke alarm ownership and safety education during the previous quarter

- Continued to work with partners to identify the most vulnerable people in our communities and provide them with suitable advice and interventions.
- SAWC output by Crews and HSSW was monitored closely.
- Quality assurance of SAWCs was conducted by Partnership Managers.
- Education and awareness of the correct siting and fitting of smoke alarms in people's homes to prevent unnecessary activations and false alarms also continued.
- NWFRS has continued to promote regular testing of smoke alarms using all media platforms.
- Endeavours continued to ensure our advice provided details and actions to be taken if a fire starts or a smoke alarm activates in the home.
- Educationalists continued to promote smoke alarm ownership and testing as part of the delivery across North Wales schools.

7 False Alarms

7.1 In the reporting period, there were 703 false alarms; a 4.8% increase from 671 in the same quarter of the previous financial year. There was a 2.2% decrease in AFAs from 416 to 407. False alarms made with good intent increased from 241 to 282.



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	703				703	↑ 4.8%	632	↑ 11.2%
	2022-23	671				671			
AFA	2023-24	407				407	↓ 2.2%	336	↑ 21.1%
	2022-23	416				416			
False alarms made with good intent	2023-24	282				282	↑ 17.0%	283	↓ 0.4%
	2022-23	241				241			
Malicious	2023-24	14				14	→ 0.0%	12	↑ 16.7%
	2022-23	14				14			

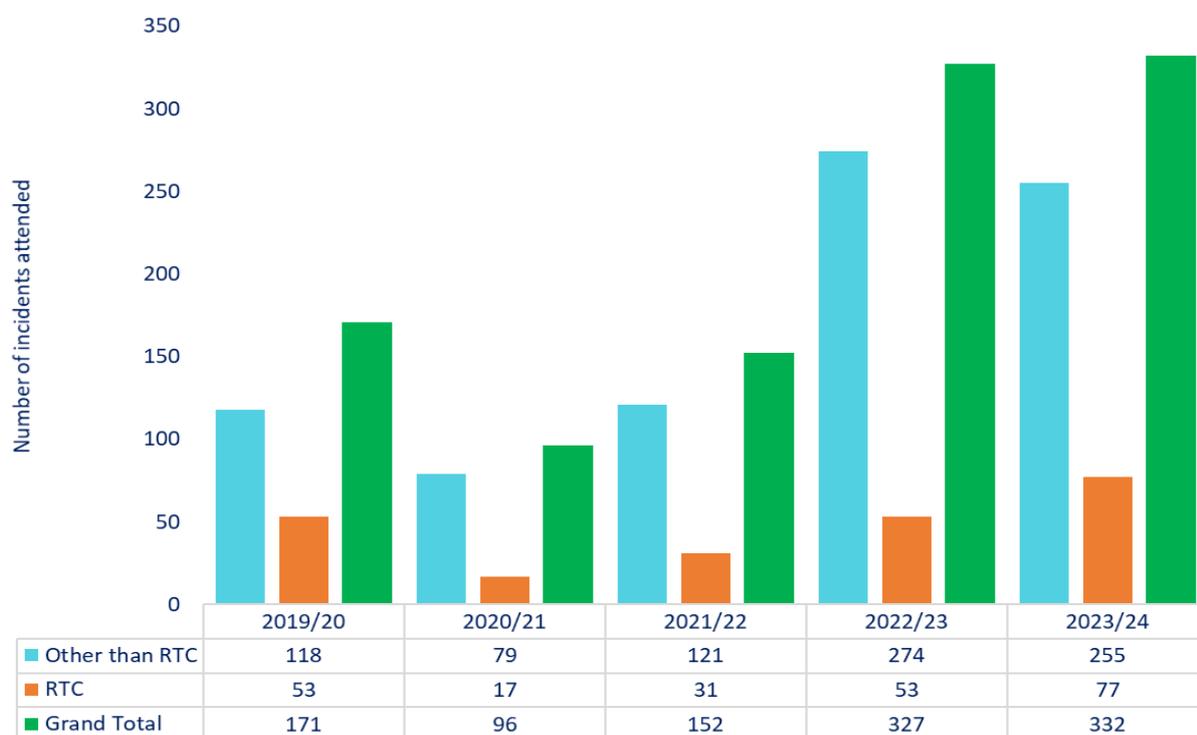
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Actions taken to reduce Hospital AFAs during the previous quarter

- The Fire Safety department are re-establishing robust lines of contact with the major hospitals in North Wales to reduce AFAs.
 - To support this, the Fire Safety department have established formal meetings each Monday, Wednesday, and Friday to review all incidents that have occurred in the previous period. Each incident is reviewed to determine the cause of actuation as being either accidental, malicious, or as a result of a fault on the system. This enables Fire Safety to interact with all hospitals to inform and educate in the prevention of AFA actuation.
 - During Q1, 134 hospital AFA calls were received. This is the highest number of calls in the last five years. 62 were attended, 1.6% less than in the same period of the previous financial year (63). 72 calls were not attended, 71.4% more than in the same period of 2022/23 (42).

8 Special Service Calls

8.1 Special service calls increased 1.5% to 332 during the reporting period, compared with 327 in same period of 2022/23. Road traffic collisions increased 45.3% from 53 to 77, whilst 'other than RTC' incidents decreased 6.9%, from 274 to 255. 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				332	↑ 1.5%	192	↑ 72.9%
	2022-23	327				327			
Road traffic collisions (RTC)	2023-24	77				77	↑ 45.3%	34	↑ 126.5%
	2022-23	53				53			
Other than RTC	2023-24	255				255	↓ 6.9%	158	↑ 61.4%
	2022-23	274				274			

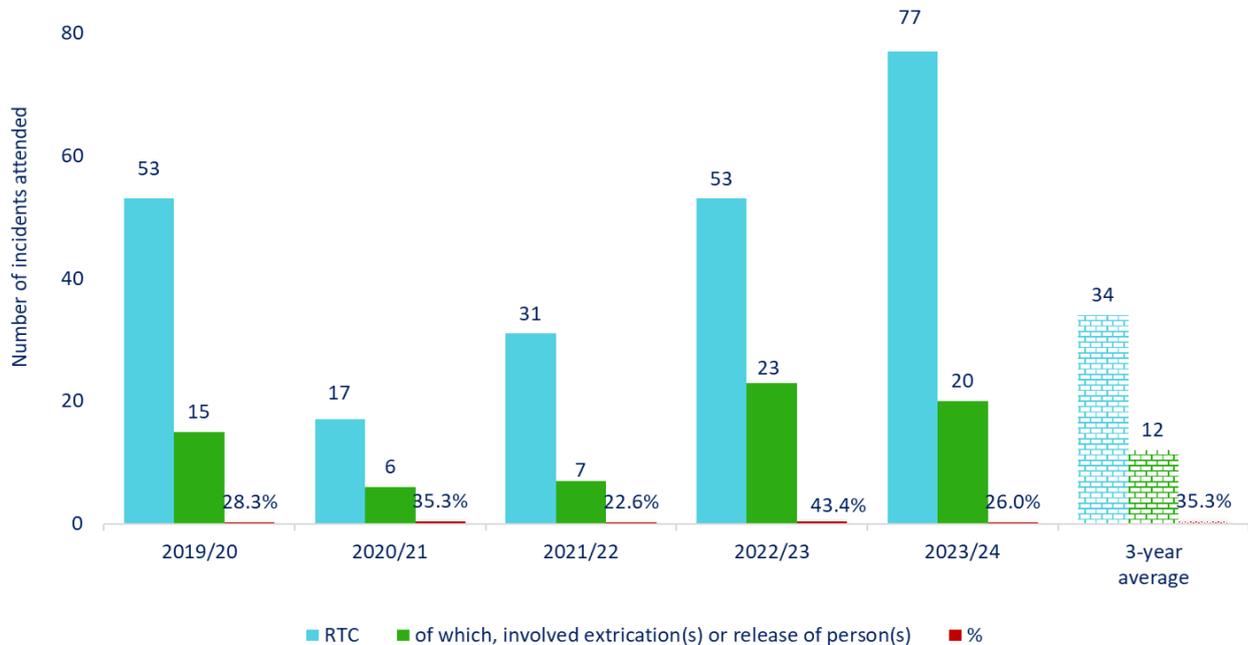
*The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three year average.

Actions taken to reduce Special Service Calls during the previous quarter

- The reason for NWFRS's increased attendance to SSCs is a result of a conscious decision taken by the organisation to support an increased visibility in the community as we emerged from Covid-19 restrictions.
- FS team continue to deliver "Olivia's Story" across the service area. 120 educational sessions have taken place resulting in 2,406 young people having received this intervention.
- Supported NWP at numerous road safety initiatives run at fire stations, delivering a presentation to those caught speeding within a controlled zone.
- Delivered our first, very well supported "Biker Down" course at Rhyl Fire Station. This course not only delivers road safety advice, but also gives life saving advice and guidance to riders who are first on scene. 5 further events are planned this year. 21 attended the first session held in Rhyl, and 4 further sessions will take place in coming months, with the first 2 at maximum capacity.
- The Phoenix team continued to include road safety as part of their course content. 6 courses were delivered in quarter one (55 children and young people).

9 Road Traffic Collisions and Extrications/Release

9.1 Out of the 77 road traffic collisions attended in the first quarter of the 2023/24 financial year, 20 (26.0%) involved the Service using equipment to extricate at least one casualty from the vehicle. Whilst 40 incidents resulted in injuries, the majority of casualties sustained only slight injuries.



77	RTC incidents attended
40	incidents where people sustained injury
20	incidents involved extrication / release

Severity of Injury *	Number of people
Precautionary check	4
First Aid	16
Injuries - Slight	26
Injuries - Serious	19
Fatalities	4

*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

- NWFRS is a stakeholder and key participant of the North Wales Road Safety Group, supporting the delivery of interventions where required.

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 4,439 Safe and Well Checks during the first quarter of the 2023/24 financial year, of which 1,356 (30.5%) 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%				30.5%	↓ 13.4%	34.6%	↓ 11.9%
	2022-23	35.2%				35.2%			

*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.

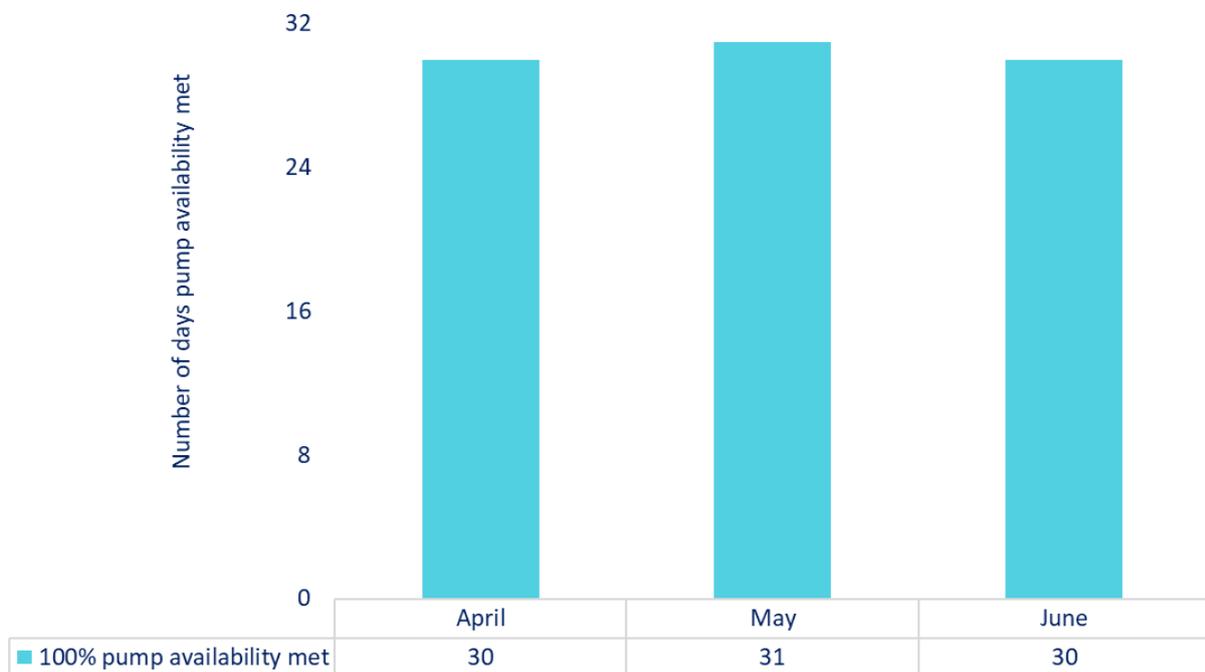
Actions taken to improve Safe and Well Check performance during the previous quarter

- During Q1, a total of 4,439 SAWCs were completed (in line with the target set by the FA of 17,500 for the year), of which 1,353 (30.5%) were high priority. 783 (57.9%) of these came from a partner agency.
- The WT/DC operational Crews SAWC target increased to 15 each tour from Q1.
- Partnership Managers continue to nurture existing, as well as explore new relationships with external partners to identify those persons most vulnerable to fire and provide them with suitable advice and interventions.
- Re-engagement of the previous high priority SAWCs project continued and involves all WT, DC, and WDSR Crews. South, and Mid and West Wales are keen to learn from this initiative.
- Bespoke interventions continued to be provided to the most vulnerable in the community.
- The array of interventions issued to occupiers continued to grow, including innovative equipment such as Stoveguards.
- Attendance at relevant and targeted events to promote the benefits of our work and encourage SAWC referrals continued.

11 Planned 18 Pump Availability

11.1 NWFRS has 44 fire stations with 54 response pumps, as 8 stations have 2 pumps and Wrexham has 3. Pre-planning takes place each day to deploy resources to ensure 18 are made available between 0600 and 1800. Short notice changes can sometimes result in a reduction that cannot be immediately rectified.

During the first quarter of 2023/24, the threshold of 18 was met on all 91 days of quarter one. As this is the first year that the threshold has been lowered to 18 pumps, no comparable data is available.



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.

The Office for National Statistics (ONS) reported for 2022, the sickness absence rates were **3.6%** for public sector workers. This is lower than what NWFRS have reported during Q1 of the 2023/24 financial year. During this period a total of **915** individuals were employed by NWFRS. Absences due to sickness during Q1 of the 2023/24 financial year equates to a total of **5.03%**.

However, there are 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 to 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.

In comparison with other emergency services and public sector organisations:

- Police (Published 12 January 2022)
 - The current absence rate for police offices and staff nationally stands at **9.4%**, according to data released by the National Police Chief's Council (NPCC).
- NHS Wales (Published 23 November 2022)
 - The Welsh Ambulance Services NHS Trust had sickness absence rate of **9.7%** during Q1 of 2022.
 - Betsi Cadwaladr University Health Board's sickness absence rate was **6.3%** during Q1 2022

Within the quarter, a total of **160** cases of absence were recorded to both long term and short-term sickness combined.

	Cases	Sickness Absence %
Long Term Sickness	60	4.26%
Short Term Sickness	100	0.76%
Total	160	5.03%

Glossary

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary Fires	<p>These are fires that are not chimney fires, and which are in any type of building (except if derelict), vehicles, caravans and trailers, outdoor storage, plant and machinery, agricultural and forestry property, and other outdoor structures such as bridges, post boxes, tunnels, etc.</p> <p>Fires in any location are categorised as primary fires if they involved casualties, rescues or escapes, as are fires in any location that were attended by five or more fire appliances.</p>
Secondary Fires	<p>Secondary fires are fires that are neither chimney fires nor primary fires.</p> <p>Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p> <p>Secondary fires are those that would normally occur in locations such as open land, in single trees, fences, telegraph poles, refuse and refuse containers (but not paper banks, which would be considered - in the same way as agricultural and forestry property - to be primary fires), outdoor furniture, traffic lights, etc.</p>
Chimney Fires	<p>These are fires in occupied buildings where the fire is confined within the chimney structure, even if heat or smoke damage extends beyond the chimney itself.</p> <p>Chimney fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p>
Special Service Incidents	<p>These are non-fire incidents which require the attendance of an appliance or officer and include:</p> <ul style="list-style-type: none"> a) Local emergencies e.g., flooding, road traffic incidents, rescue of persons, 'making safe' etc; b) Major disasters; c) Domestic incidents e.g., water leaks, persons locked in or out etc; d) Prior arrangements to attend incidents, which may include some provision of advice and inspections.
False Alarm (general guidance)	<p>Where the FRS attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed.</p> <p>Note: if the appliance is 'turned around' by Control before arriving at the incident it is not classed as having been attended and does not need to be reported.</p>
False Alarms - Malicious	These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.
False Alarms – Good Intent	These are calls made in good faith in the belief that the FRS really would attend a fire or special service incident.

False Alarms - AFA	These are calls initiated by fire alarm and fire-fighting equipment. They include accidental initiation of alarm apparatus or where an alarm operates and a person then routinely calls the FRS as part of a standing arrangement, i.e., with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation.
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.