

Report to	Executive Panel	
Date	21 October 2019	
Lead Officer	Shân Morris, Assistant Chief Officer (Corporate Policy and Planning)	
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Subject	Performance Monitoring April 2019 – September 2019	

PURPOSE OF REPORT

- 1 To provide Members with information relating to North Wales Fire and Rescue Service activity and performance against improvement objectives.

SUMMARY

- 2 During the first half of 2019/20 the Service handled a total of 6,601 emergency 999/112 calls and attended 2,653 emergencies including fires, false alarms and special service incidents.
- 3 The gradual downward trend in the number of primary fires has continued, with 8.1% fewer attended in the first half of 2019/20 than in the first half of 2015/16.
- 4 Following a sharp increase in the number of secondary fires attended last year, numbers have returned to more familiar levels this year.
- 5 A total of 1,205 false alarms were attended during the first half of this year – slightly fewer than in the same period last year.
- 6 Conversely, the Service attended slightly more road traffic collisions during the first half of this year than in the same period last year.
- 7 The number of accidental fires in dwellings increased by 17.2% this year (although it should be noted that the figure for 2018/19 was unusually low). These fires accounted for one fatality and two serious injuries.

RECOMMENDATION

- 8 That Members note the contents of the performance monitoring report.

INFORMATION

- 9 Attached at Appendix 1 for Members' information is the half year monitoring report for the period from 1 April to 30 September 2019.

IMPLICATIONS

Well-being Objectives	Helps the Authority to monitor its performance against the improvement and well-being objectives set in the combined improvement and well-being plan 2019/20.
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 the altering demands placed on it with changes in incident activity.
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

**Half Year
April – September 2019**

Figures are provisional and may be subject to minor amendment.

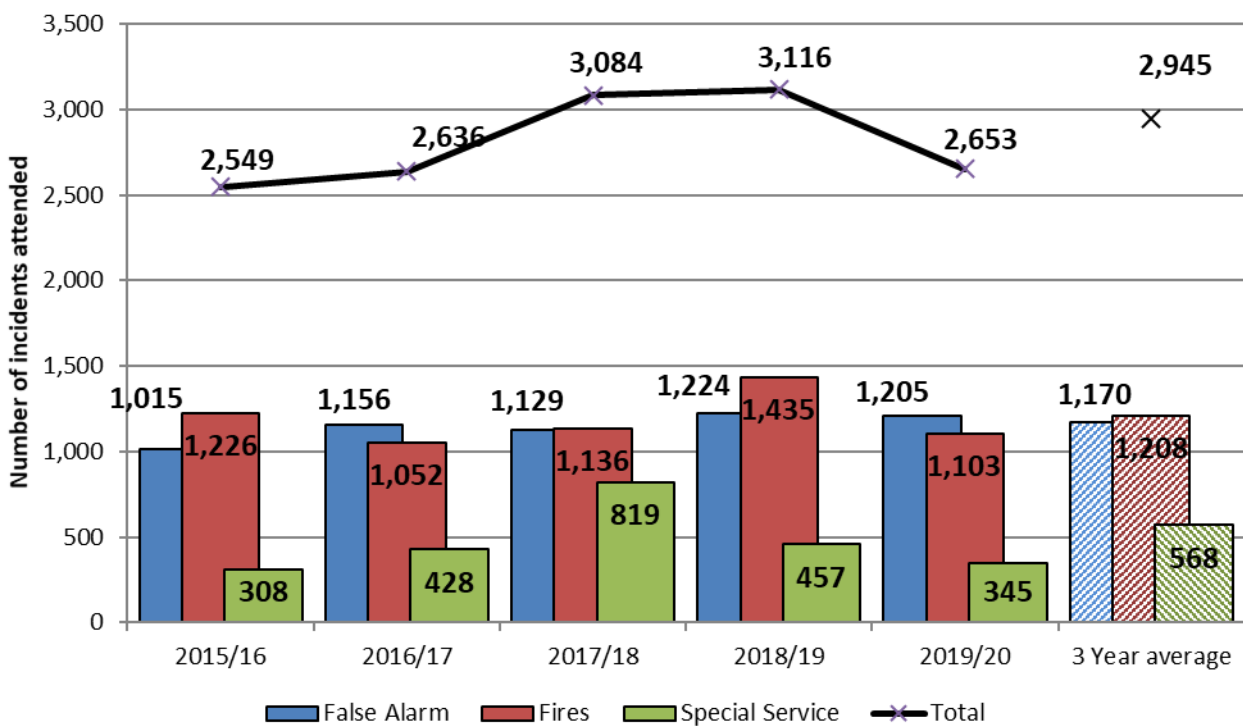
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1.0 All Incidents

- 1.1 During the first half of 2019/20, a total of 6,601 emergency 999/112 calls were handled by the Service, and 2,653 emergencies were attended.
- 1.2 Underlying incident activity levels have remained relatively constant over the five-year reporting period 2015/16 – 2019/20, (April to September) apart from increases in special service incidents arising from collaborative projects such as co-responding and attending falls in 2017/18, and in outdoor fires during the hot, dry summer of 2018.

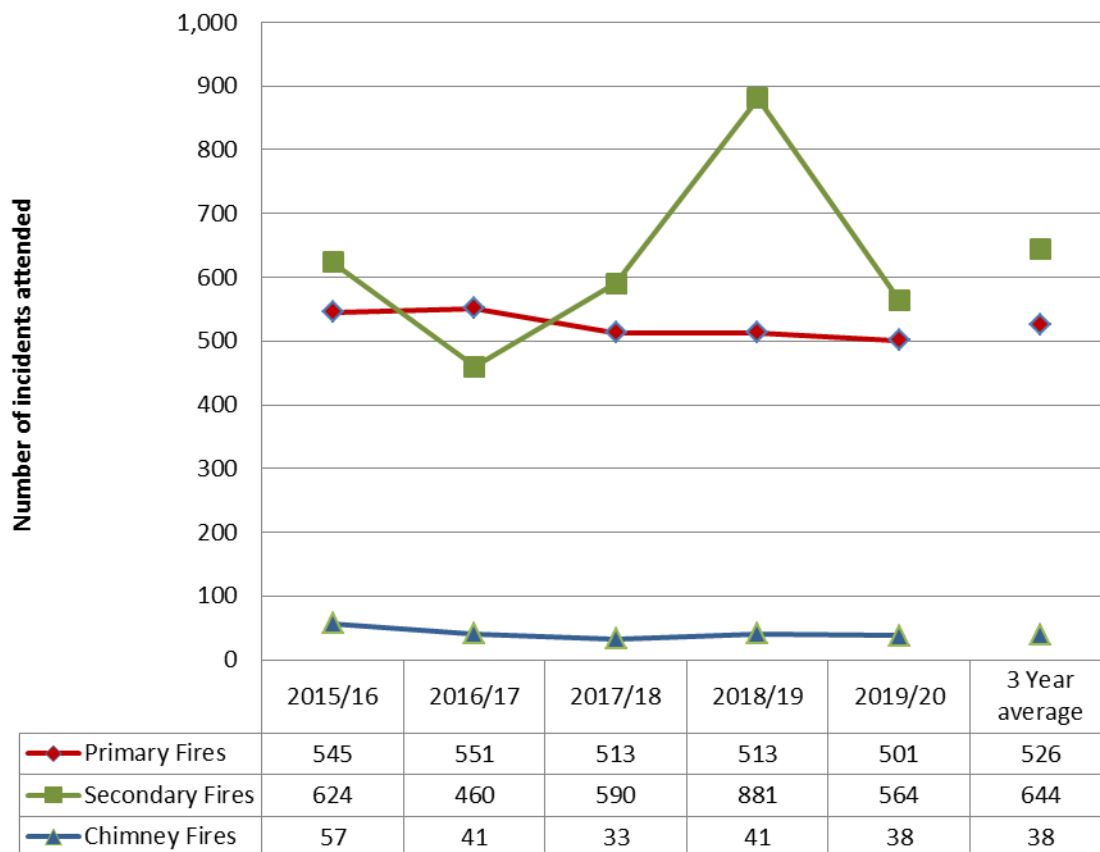
Number of fires, false alarms and special service incidents attended, with 3-year average



2.0 Fires, by Category

- 2.1 The gradual downward trend in the number of primary fires attended has continued, with 8.1% fewer attended in the first half of 2019/20 than in the same period in 2015/16.
- 2.2 During the first half of 2019/20 the number of secondary fires has returned to more familiar levels following an unusual spike in activity during 2018/19.
- 2.3 The number of chimney fires remains low across the Service area, and although the majority of these fires occur in more populated areas such as Caernarfon and Wrexham, there are also some less populated areas where there have been a greater number of chimney fires over the reporting period, such as in Bala, Llanberis and Denbigh.

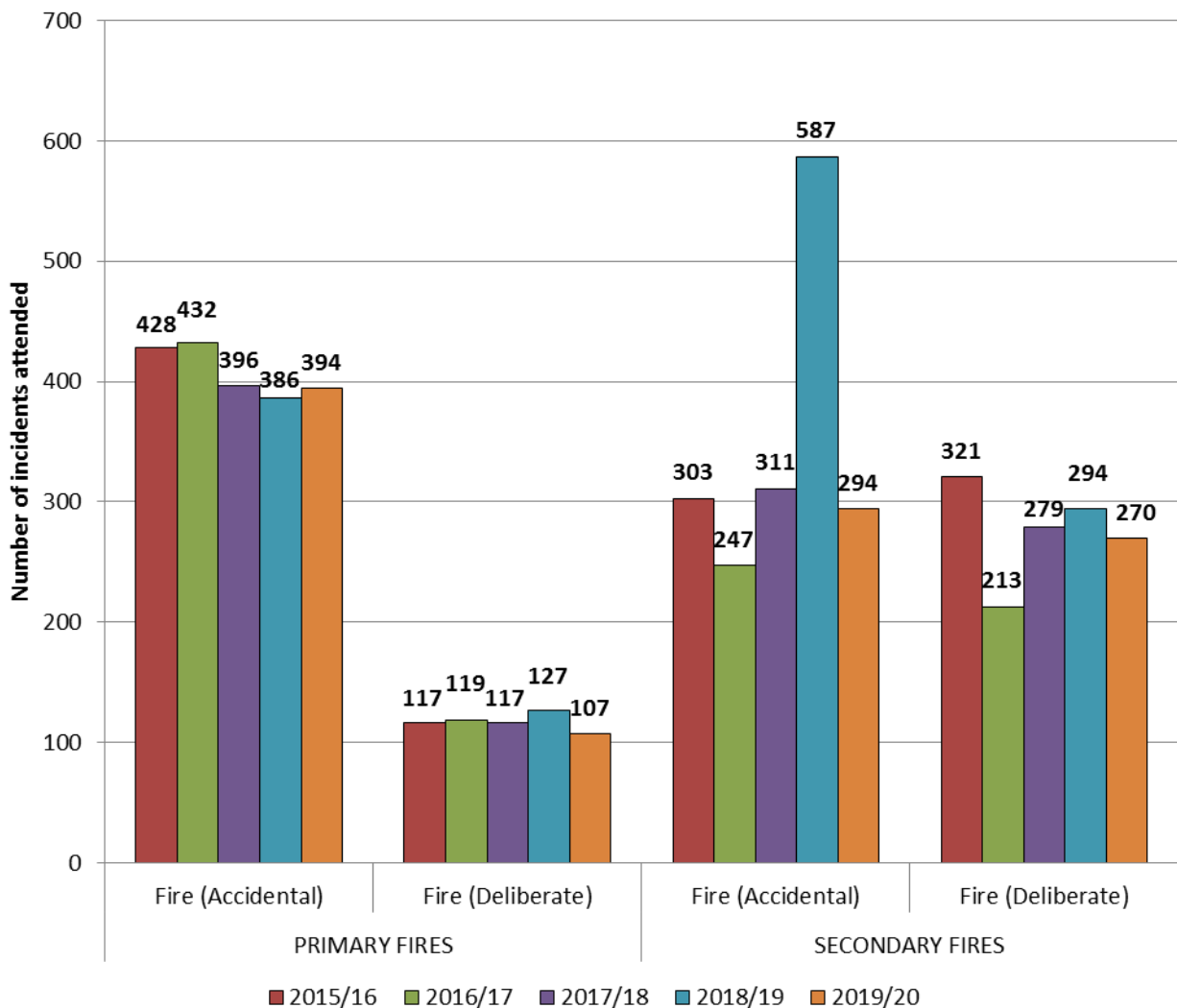
Number of fires attended by category, with 3-year average



3.0 Fires, by Motive

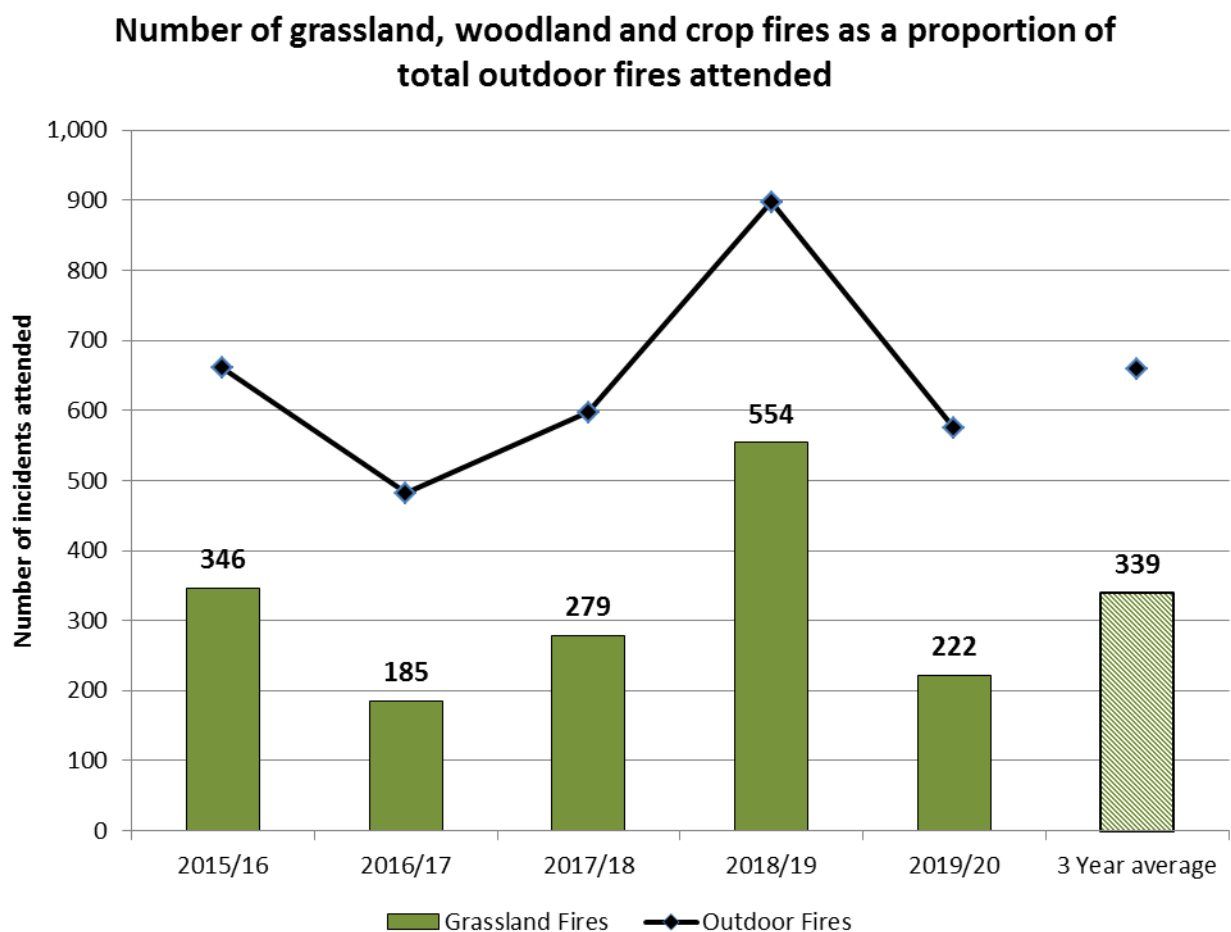
- 3.1 Of the 501 primary fires attended during the first half of this year, 394 were classed as accidental (2.1% more than in the first half of last year) and 107 were classed as deliberate (10.5% fewer than in the first half of last year).
- 3.2 In most years, there are more accidental secondary fires than deliberate secondary fires. Following the significant increase in the number of accidental secondary fires recorded during the first half of 2018/19, numbers have returned to more familiar levels in 2019/20.

Number of primary and secondary fires attended, by motive



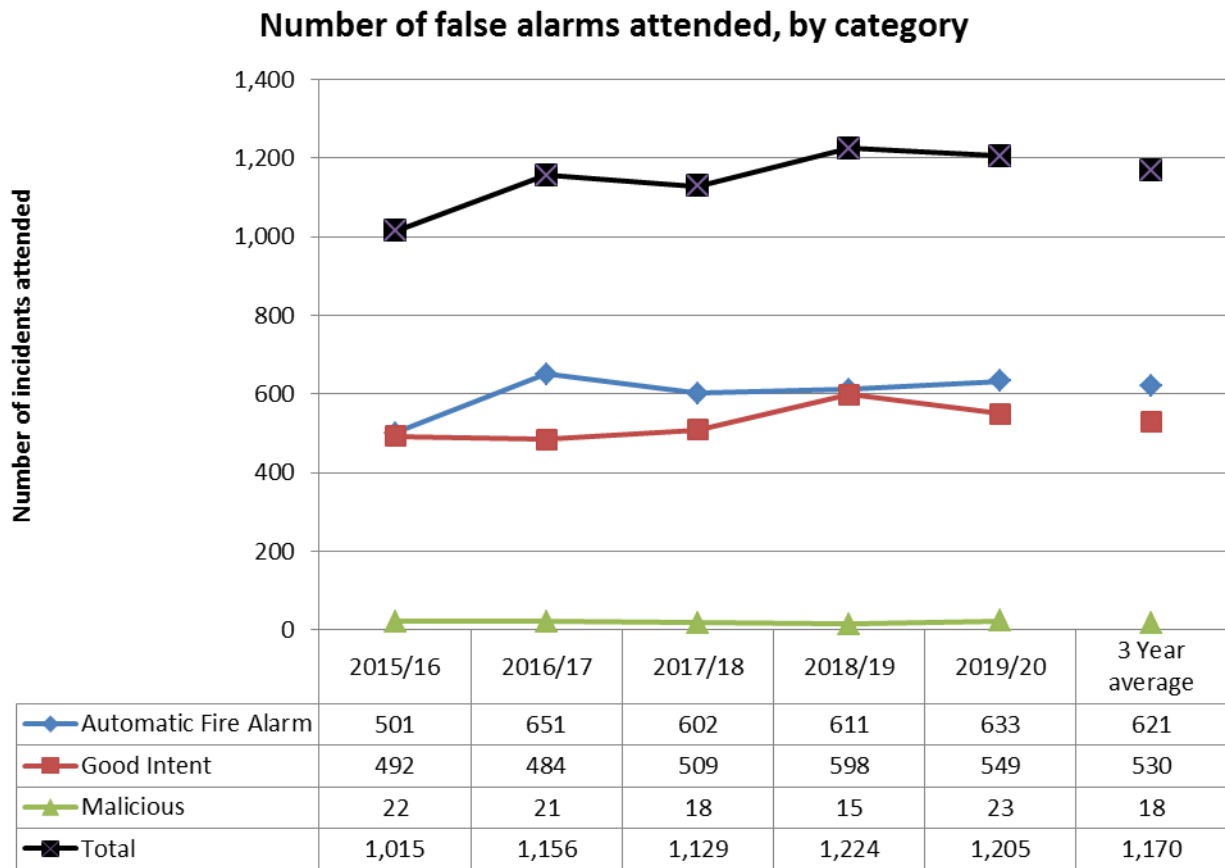
4.0 Outdoor Fires

- 4.1 Outdoor fires are recorded as a sub-section of secondary fires, with grassland, woodland and crop fires accounting for 38% of all outdoor fires between April and September in 2019/20.
- 4.2 There has been a general downward trend in the proportion of outdoor fires that are grassland, woodland and crop when compared with other types of outdoor fires. There was, however, an increase in the proportion of grassland, woodland and crop fires in 2018/19 with the percentage of these accounting for 62% of all outdoor fires.



5.0 False Alarms

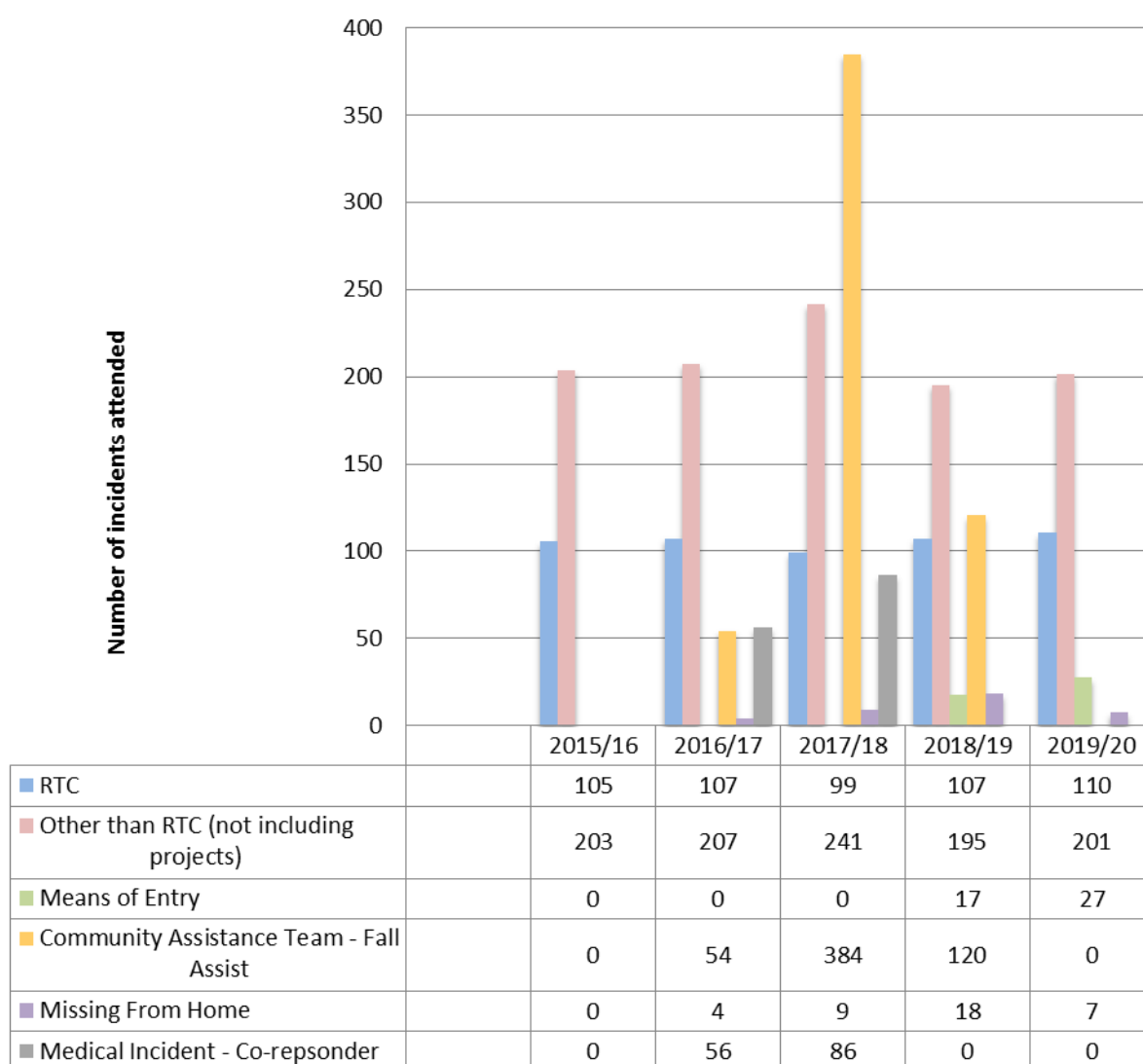
- 5.1 The Service attended a total of 1,205 false alarms during the first half of 2019/20. This is a reduction of 1.6% compared with the first half of 2018/19, although it is again higher than in 2015/16 when the change to the AFA policy was first introduced. Prior to this change, the Service had been attending up to 2,000 false alarms during the same six month periods.
- 5.2 The number of malicious false alarms attended remains consistently low, owed in part to the skill of Control operators in recognising and challenging callers that they suspect are falsely claiming that there is an emergency.



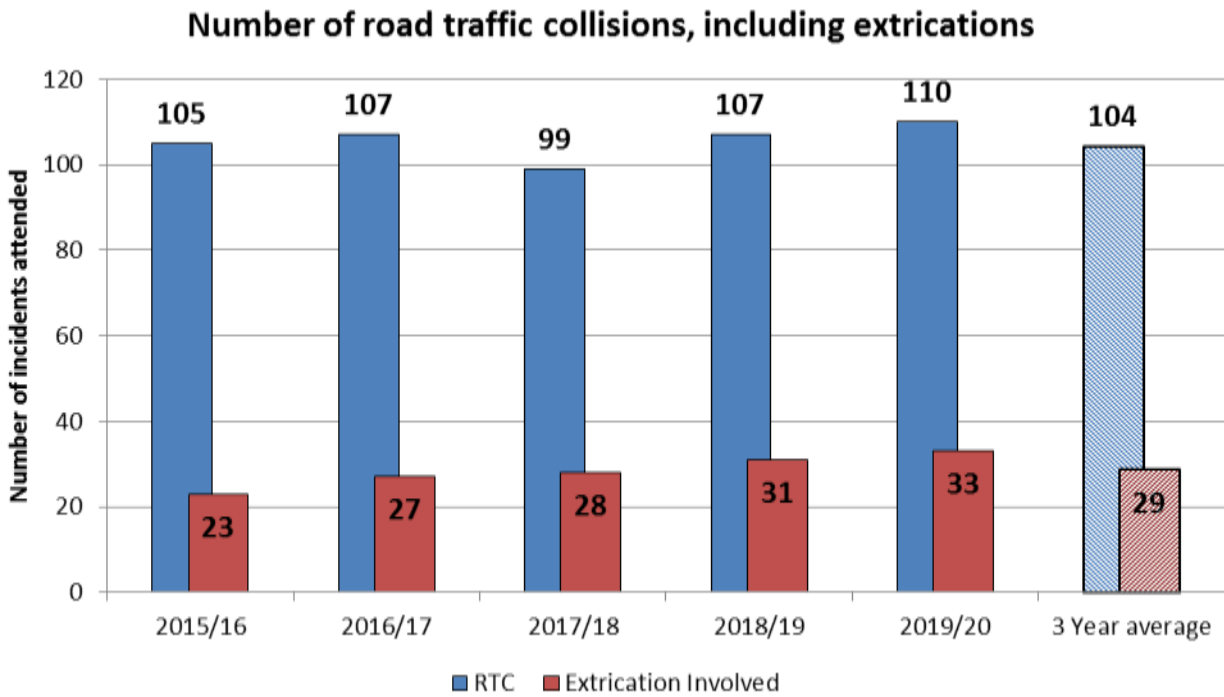
6.0 Special Service Incidents

- 6.1 The Service continues to support collaborative projects such as 'means of entry' and 'missing from home' with North Wales Police and the Welsh Ambulance Services NHS Trust (WAST), although other pilot schemes (such as falls assist and co-responding) have been discontinued.
- 6.2 Although the number of 'means of entry' incidents attended remains relatively low, it has increased by 58.8%. This scheme means that crews can gain entry into properties, supporting WAST personnel when they need to access patients requiring medical care but are unable to assist themselves.

Number of special service incidents, by category

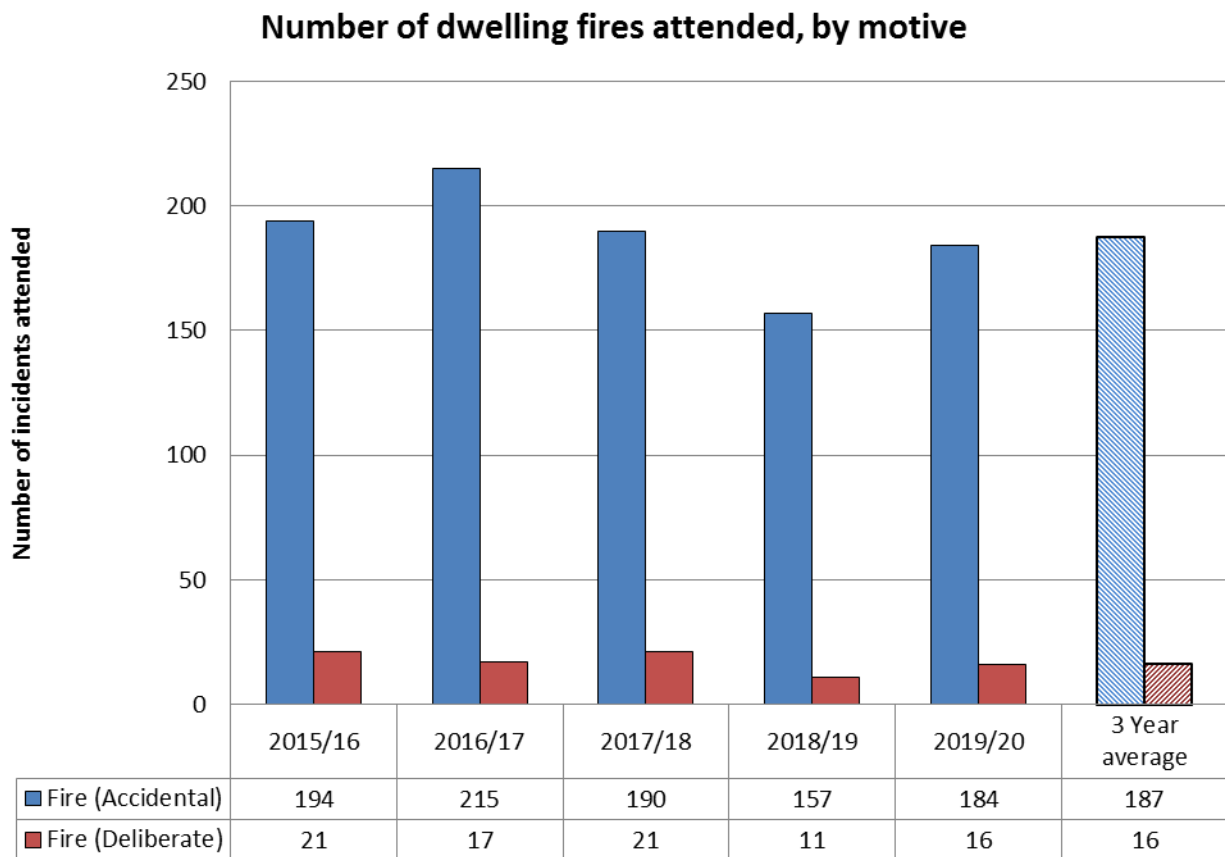


6.3 The Service attended 110 road traffic collisions (RTCs) during the first half of this year - 2.8% more than during the same period last year. This is the highest number attended since 2014/15. Of those attended, 30% involved the Service using equipment to extricate at least one casualty from the vehicle.



7.0 Monitoring against Improvement and Well-being objective A: *To support people to prevent accidental dwelling fires and stay safe if they do occur.*

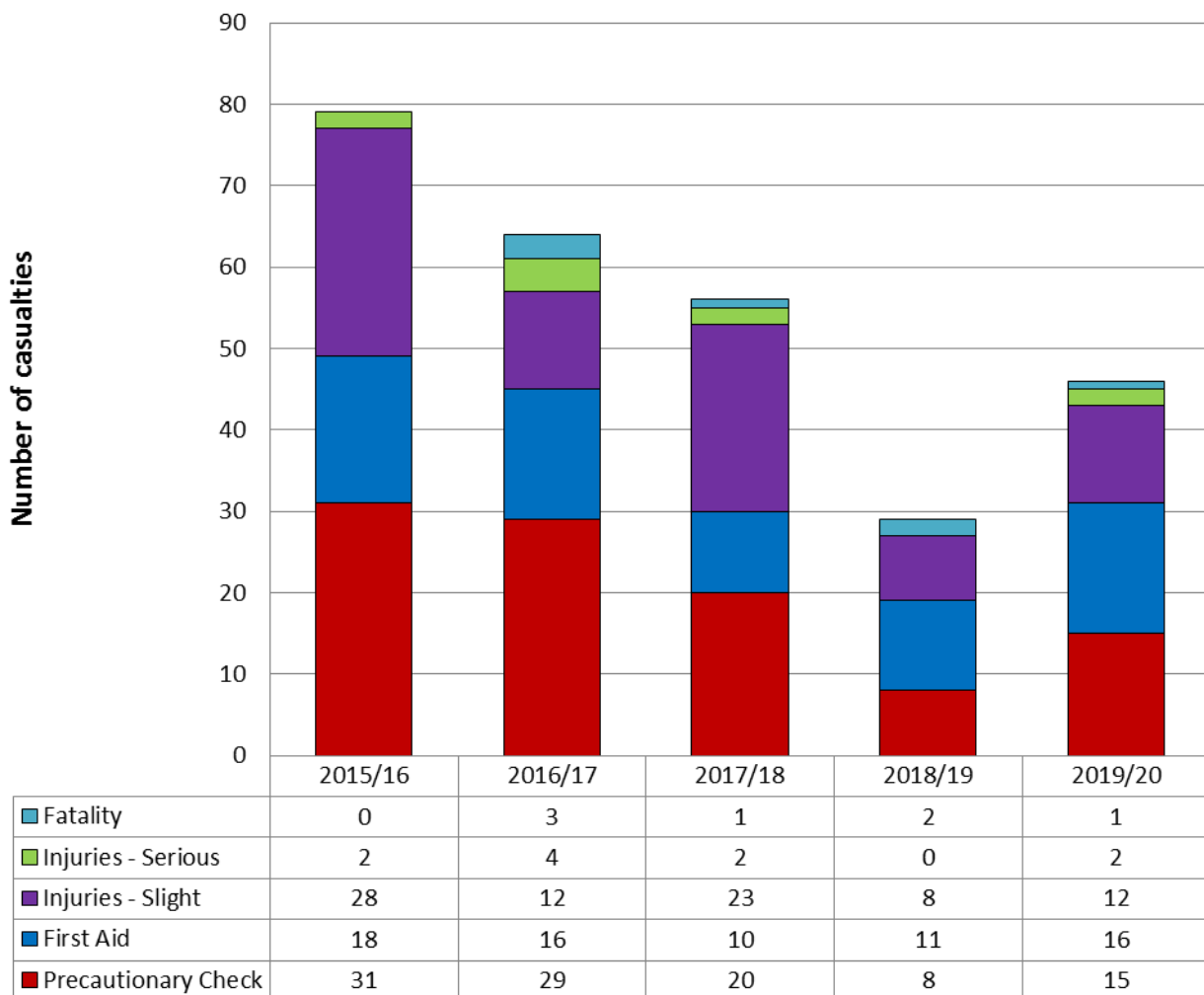
7.1 Although the number of accidental fires in dwellings increased by 17.2% during 2019/20 compared with the same period in 2018/19, this is a return to more normal levels as the figure for 2018/19 was unusually low. The number of accidental dwelling fires in 2019/20 remains lower than those recorded in 2015/16, 2016/17 and 2017/18.



8.0 Fatalities and casualties from accidental fires in dwellings

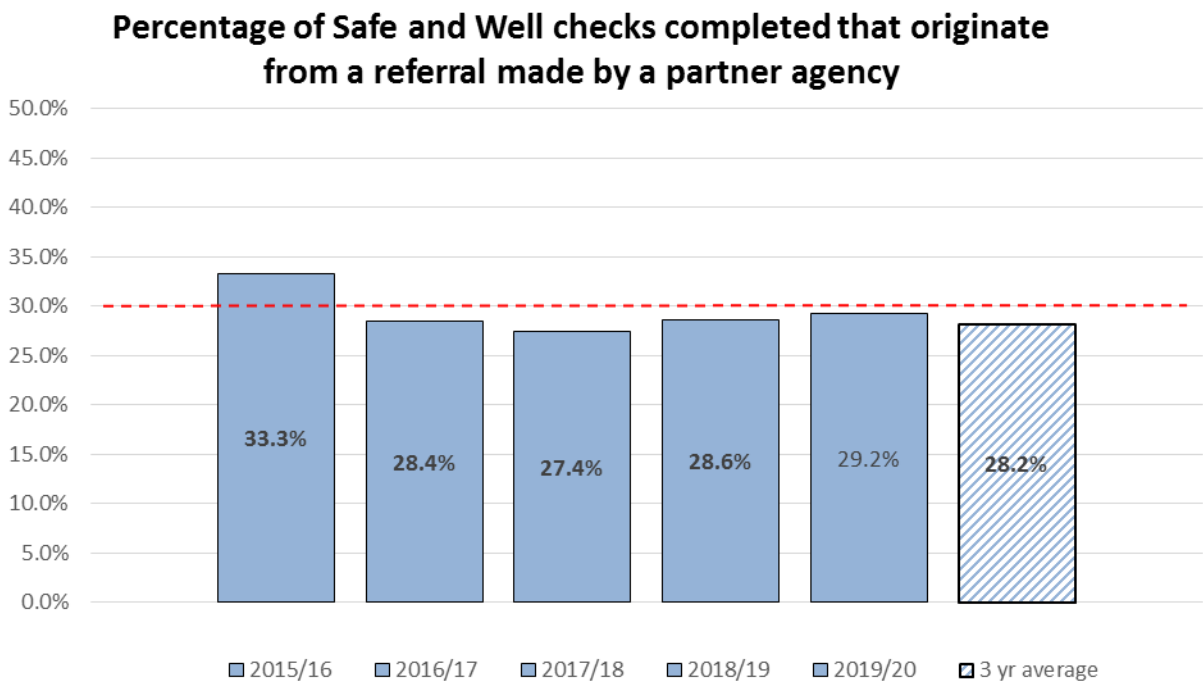
- 8.1 During the first six months of 2019/20 one fatality was recorded as a result of an accidental dwelling fire. Since 2015/16 (April to September only), seven people have lost their lives in accidental dwelling fires and of those seven all were over the age of fifty.
- 8.2 The number of serious injuries in 2019/20 has remained consistently low, and the incidence of precautionary checks and slight injuries has been reducing gradually over recent years. Although the number of injuries is slightly higher this year than last year, the number recorded last year was exceptionally low.
- 8.3 The majority of people (77.8%) injured this year as a result of accidental dwelling fires were categorised as having been 'overcome by gas, smoke or toxic fumes; asphyxiation', with burns accounting for a further 11.1%.

Number of fatalities and casualties from accidental fires in dwellings



9.0 Safe and Well Checks

- 9.1 As part of its improvement and well-being objectives, the Authority set itself a target to try and ensure that of all Safe and Well Checks delivered, 30% will have originated from partner organisation referrals, in order to focus resources on those most at risk.
- 9.2 During the first half of this year 2,656 (29.2%) of the 9,084 Safe and Well Checks delivered originated from partner organisation referrals. Whilst this is slightly below 30% it remains consistently close to the Authority's self-imposed target and is evidence of the continued partnership working with the voluntary/third sector and partners in county councils.



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).