



AGENDA ITEM: 7

NORTH WALES FIRE AND RESCUE AUTHORITY

19 September 2016

DRAFT ASSESSMENT OF THE AUTHORITY'S PERFORMANCE IN 2015-16

Report by Dawn Docx, Deputy Chief Fire Officer

Purpose of Report

- 1 To present for members' approval the draft assessment of the authority's performance 2015-16.

Introduction

- 2 Fire and Rescue Authorities (FRAs) in Wales are required to publish performance information relating to each financial year, by 31 October, in the year following that to which the performance relates. This is in accordance with the Local Government (Wales) Measure 2009.
- 3 It provides an assessment of how the Authority has discharged its general duty to improve and its progress against the improvement objectives it set itself for last year. It also summarises its performance against specified national and local performance indicators and measures of success. Before publication, officers may need to add sources, updates to external data and make formatting and/or typographical corrections.

Recommendation

- 4 That Members approve the draft assessment of the Authority's performance in 2015-16 for publication before the statutory deadline of 31 October 2016. A summary leaflet will also be produced which will be published before the end of the calendar year.

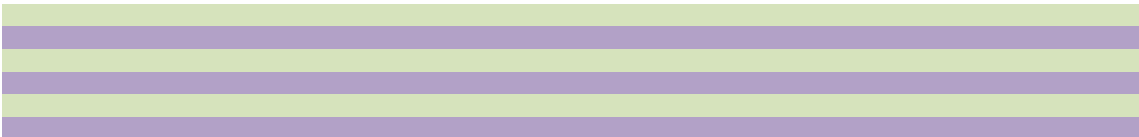


**NORTH WALES
FIRE AND RESCUE AUTHORITY**



HOW DID WE DO IN 2015-16?

**AN ASSESSMENT OF THE AUTHORITY'S
PERFORMANCE**



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**Our mission is to make North Wales
a safer place to live, work and visit.**

ALTERNATIVE VERSIONS

Versions of this document are available:

- in paper and electronic formats;
- in English and Welsh;
- as a short summary leaflet of the key points;
- in accessible formats through our website.

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You can also follow us on:

Twitter [@northwalesfire](#)

www.facebook.com/northwalesfireservice

AN INVITATION TO CONTRIBUTE TO IMPROVING OUR SERVICES

North Wales Fire and Rescue Authority is constantly looking for ways to improve its operations and delivery of services. By regularly publishing information that is meaningful we hope to attract an increasing level of engagement with the people and communities who rely on our services.

So if you have any comments about this Assessment, or how we might improve our future Annual Performance Assessments we would very much like to hear from you.

SECTION 1

INTRODUCTION

This document has been compiled in compliance with Section 15 of the Local Government (Wales) Measure 2009 to give within a single document an account of the Authority's activities and performance last year, 2015-16.

It provides an assessment of how the Authority has discharged its general duty to improve and its progress against the improvement objectives it set itself for last year. It also summarises its collaborations and its performance against specified national and local performance indicators and measures of success.

A summary version of this document is available from our website:

www.nwales-fireservice.org.uk

More information about the improvement objectives the Authority set itself for last year, and its approach to setting objectives, can be found in the Combined Improvement and Risk Reduction Plan 2015-16. A copy of this is available from our website:

http://www.nwales-fireservice.org.uk/media/1121/final_approved_combined_improvement_and_risk_reduction_plan_2015-16_-_english.pdf

NOTE ON COMPARISONS

Comparisons between fire and rescue authorities in England and Wales are produced in this document from figures compiled and published by the Home Office, Statistics and Research for Welsh Government, Local Government and the Chartered Institute of Public Finance and Accountancy (CIPFA). Occasionally, we find small variations between these published figures and our own figures, generally because of later quality assurance of our own data. For the purpose of comparisons, the externally published data has been retained in this document in its published format¹.

¹ With the exception of fire deaths in North Wales, where the most recent figures are shown.

THE SERVICES WE PROVIDE

Fire Prevention

Under legislation, fire and rescue authorities must arrange for fire safety to be promoted in their area. This would include informing people about fire prevention and advising them how best to react if a fire does break out.

Fire Safety Enforcement

Fire and rescue authorities have a duty to enforce fire safety in non-domestic premises (hotels, schools, shops and offices, etc.). This duty includes exercising powers to issue alteration, enforcement and even prohibition notices if they find that fire safety arrangements in premises are unsatisfactory.

Emergency Response

Fire and rescue authorities must make arrangements for receiving 999 calls and for sending trained and equipped personnel to extinguish fires and protect life and property at those fires.

They must also make arrangements for rescuing people from road traffic collisions and for protecting them from serious harm.

Planning and Response to Other Emergencies

Fire and rescue authorities must make arrangements for mass decontamination of people after chemical, biological or radio-active incidents, and for rescuing people from trains, aircraft and collapsed buildings. They must also be prepared to assist with large-scale emergencies elsewhere in the UK.

As 'Category 1' responders under the Civil Contingencies Act, fire and rescue authorities also have duties relating to large scale events that threaten serious damage to the welfare of people, wildlife, the environment and primary supply chains.

North Wales Fire and Rescue Authority is one of three fire and rescue authorities in Wales. It was established in 1996 and provides fire and rescue services in the unitary authority areas of Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham. It covers a land area of 2,375 square miles encompassing agricultural and open land, forestry and woodland, 5,790 miles of roads, and rail and waterway networks. It helps to protect a resident population of 694,473 people, 322,643 dwellings and 28,839 non-domestic premises.

Fire Stations:

North Wales Fire and Rescue operates:

24-hour Shift Fire Stations –

Three fire stations that remain open around the clock. These are located in Wrexham, Deeside (Queensferry) and Rhyl.

Day Crewed Fire Stations –

Five fire stations that are crewed between midday and 10:00p.m., and operate as retained fire stations outside those hours.

Retained Fire Stations –

Thirty-six fire stations that operate wholly as retained fire stations.

Anglesey

1 day crewed station
6 retained stations

Conwy

2 day crewed stations
6 retained stations

Flintshire

1 24-hour shift station
4 retained stations

Gwynedd North

2 day crewed stations
4 retained stations

Denbighshire

1 24-hour shift station
6 retained stations

Wrexham

1 24-hour shift station
2 retained stations

Gwynedd South

8 retained stations

Each of the 36 retained fire stations has one fire engine crewed by Retained Duty System staff, with the exception of Pwllheli which has two (total 37).

Each of the 8 wholetime fire stations has one fire engine crewed by Retained Duty System staff, plus one fire engine that is crewed by Wholetime Duty System staff, with the exception of Wrexham which has two (total 17).

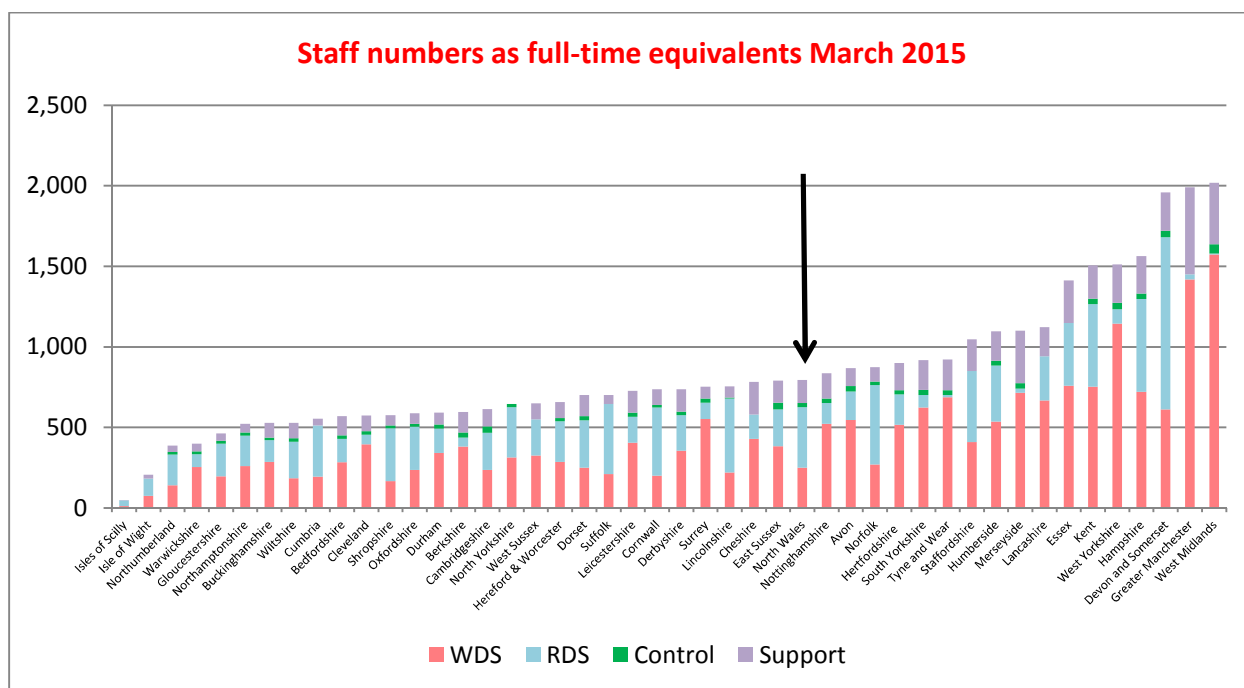
Staff:

As at 31 March 2016, North Wales Fire and Rescue employed:

	Full time equivalent strength	Headcount of individual staff
Wholetime operational (WDS)	244.50	253
Retained operational* (RDS)	335.50	390
Support and prevention	145.63	157
Control	29.25	32
Totals	794.88	832

*Because of the 'on call' nature of these posts, they are calculated as '24-hour units of cover' instead of full-time equivalents.

By comparison with fire and rescue authorities (FRAs) in England, North Wales has amongst the lowest number of wholetime operational staff (only 12 FRAs have fewer) and amongst the highest number of retained duty operational staff (only 9 FRAs have more).



To be updated with 2016 Figures.

A PROFILE OF NORTH WALES

POPULATION: The North Wales resident population of around 694,473² people is largely concentrated in the more industrial and urbanised areas of the north east and along the coast.



Source: Infobase Cymru

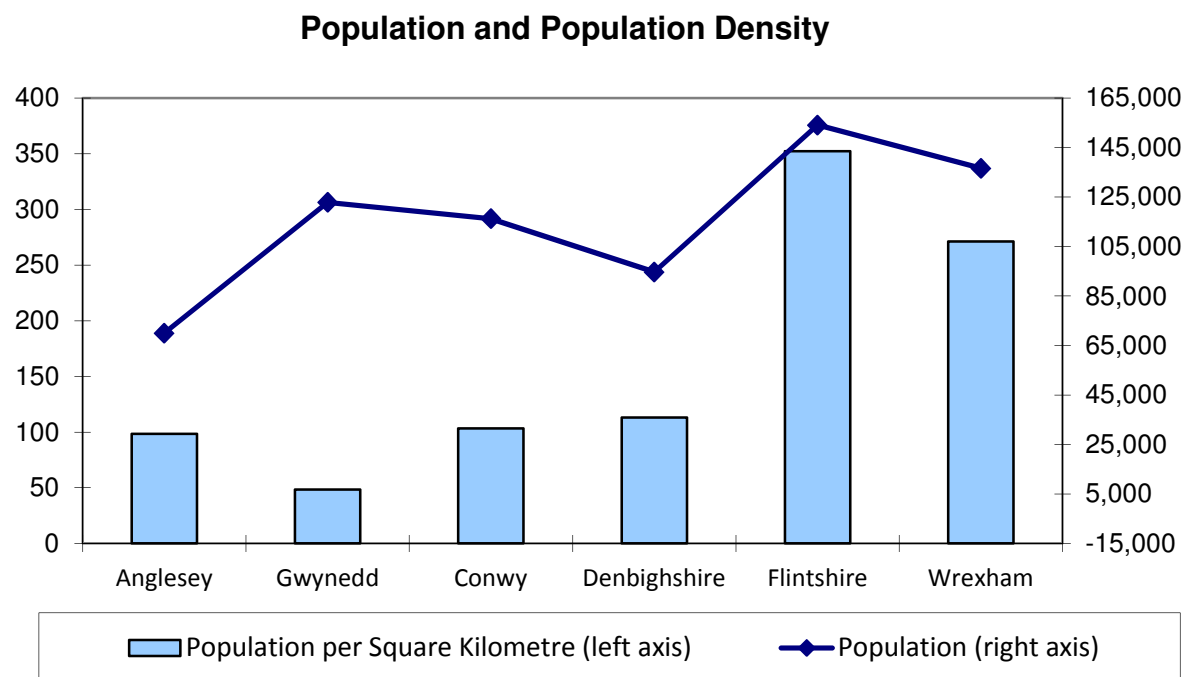
The map illustrates where the more sparsely populated and the more densely populated areas are in North Wales³. Darker shades show a higher population density.

At a county level the population density ranges between 48 people per square kilometre in Gwynedd - one of the most sparsely populated counties in England and Wales - and 352 people per square kilometre in Flintshire.

² Office of National Statistics mid year estimates: 691,986 in 2013, 694,038 in 2014, 694,473 in 2015. Source: StatsWales. Last updated 23 June 2016.

³ Figures taken at the time of the 2014 Small Area Population Estimates, published November 2015.

POPULATION DENSITY:



Source: StatsWales <https://statswales.wales.gov.uk/Catalogue/Population-and-Migration/Population/Density/PopulationDensity-by-LocalAuthority-Year> (2015)
<https://statswales.wales.gov.uk/Catalogue/Population-and-Migration/Population/Estimates/Local-Authority/populationestimates-by-localauthority-year>

ETHNICITY: The latest population estimates⁴ indicate that the population of North Wales is predominantly white - 97.46% compared to 95.33% for the whole of Wales).

NATIONAL IDENTITY: According to 2016 Annual Population Survey⁵, the percentage of the North Wales counties' population that considered themselves to be Welsh ranged between 37% and 65% compared to a Wales average of 64%.

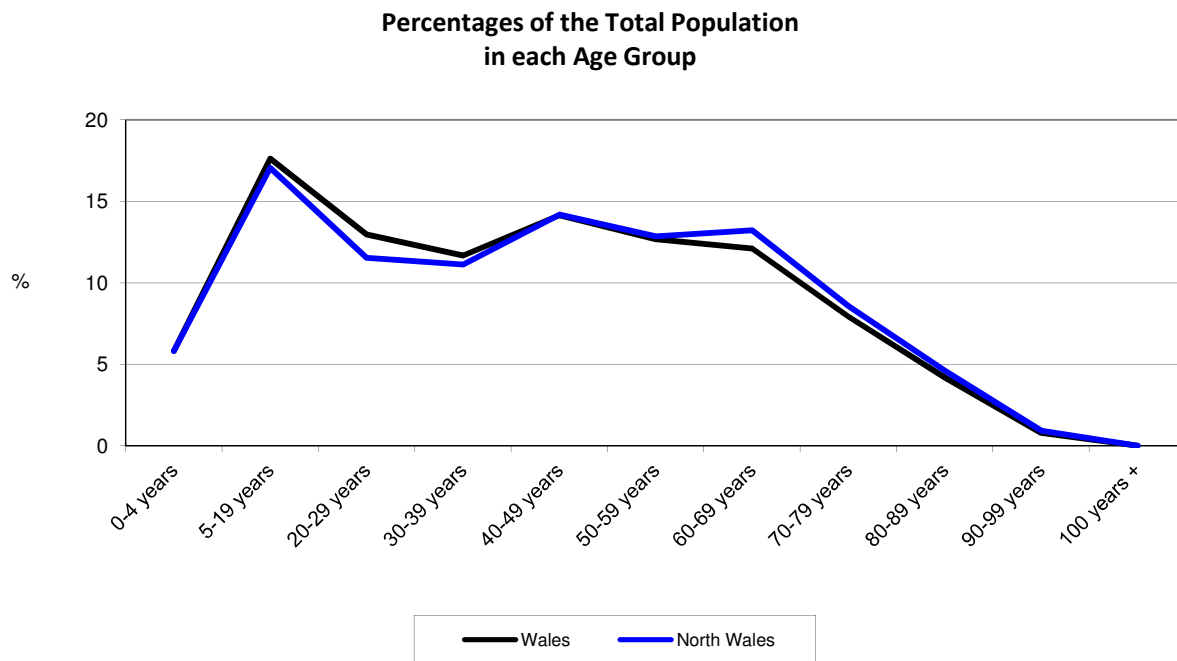
WELSH LANGUAGE: The 2011 Census⁶ indicated that the percentages of Welsh speakers in North Wales counties ranged between 13% to over 65%, compared with a Wales average of 19%.

⁴ <https://statswales.gov.wales/Catalogue/Equality-and-Diversity/Ethnicity/ethnicity-by-year-ethnicgroup>
2016

⁵ <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/National-Identity/NationalIdentity-by-Area-Identity>
(2016 Year)

⁶ <https://statswales.wales.gov.uk/Catalogue/Welsh-Language/WelshSpeakers-by-LA-BroaderAge-2001And2011Census>

AGE: The population of North Wales, according to the 2011 Census, has a slightly lower percentage of people in their twenties and thirties, and a slightly higher percentage of people in their sixties, seventies and eighties than the whole of Wales. In March 2011, there were over 97,000 people aged over 70 years living in North Wales, including 159 centenarians.



Source: Census 2011 (StatsWales)

DISABILITY: According to 2012 population survey⁷, it was estimated that between around 17% and 24% of the population of North Wales had some form of disability, compared with just over 22% for the whole of Wales.

SEXUAL IDENTITY: Responses to the Integrated Household Survey conducted in 2011⁸ suggested that between 92% and 96% of the population of North Wales was heterosexual, compared to the all-Wales average of 94%.

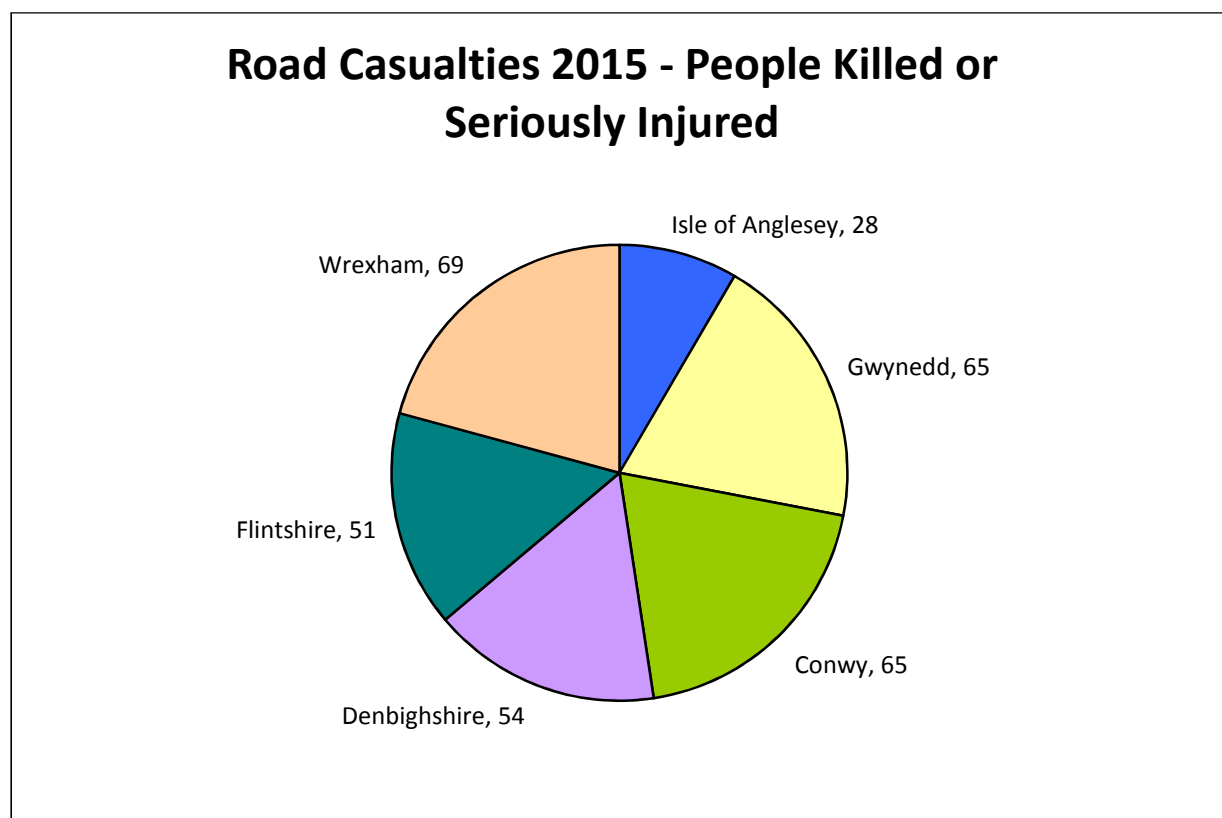
⁷ <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/Disability/PeopleOfWorkingAgeWithDisabilities-by-Area-DisabilityType>

⁸ <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/Sexual-Identity/SexualIdentity-by-Area-IdentityStatus>

ROADS and ROAD TRAFFIC: The key road transport links are the A55 Expressway, the A5, A483, A487, A470 and A494. In total, there are around 5,789 miles of roads in North Wales, of which around 84% are classed as minor roads, with the remainder classed as either trunk or principal ‘A’ roads.⁹

Department of Transport statistics estimate that 4.10 million vehicle miles were travelled in the six counties of North Wales during 2015. Of those, 3.20 million vehicle miles were travelled in cars.¹⁰

In 2015, there were 1,859 reported road casualties in North Wales, of which 27 died, 305 were seriously injured and 1,527 were slightly injured.¹¹



⁹ Table RDL0102. <https://www.gov.uk/government/statistics/road-lengths-in-great-britain-2015>

¹⁰ Tables TRA8901 and TRA8902. <https://www.gov.uk/government/statistical-data-sets/tra89-traffic-by-local-authority>

¹¹ <https://www.gov.uk/government/statistics/reported-road-casualties-in-great-britain-main-results-2015>

SECTION 2

BENCHMARKING - HOW DOES NORTH WALES FIRE AND RESCUE COMPARE?

Comparing ourselves with others can provide useful indicators of where we could potentially improve. Although information is not always available to help us do this, or it is so different that the comparison has no value, there are some examples that help us to explore the differences.

RURALITY

North Wales is a predominantly rural area, where population density ranges from 48.5 people per km² in Gwynedd to 352.2 people per km² in Flintshire. The figure for the whole of Wales is 149.5 people per km².

Distances and travel times affect almost all aspects, for example:

- our engagement with our communities
- the types of incidents that we attend
- our attendance times to emergency incidents
- prevention and inspection activities
- routine work such as buildings maintenance
- routine activities such as meetings and training courses
- the availability of potential employees in less populated areas
- information and communications technology
- fleet maintenance
- vehicle fuel usage.

Because we provide fire and rescue cover across the whole of North Wales, we have to be able to deal with the challenges of serving both the remote rural areas and the larger towns and more urban areas.

Attendance times to fires in England are reported by the UK Government as averages. In 2014-15,¹² the average response time for attending fires in predominantly rural fire and rescue authorities in England was 10.8 minutes.¹³

Attendance times to fires in Wales are reported by Welsh Government as percentages within defined time brackets¹⁴. The North Wales figures have remained relatively constant from year to year, with the majority of fire calls attended in under 10 minutes and the “rurality effect” being reflected in the percentages that took longer to reach. In areas covered by retained fire crews, the attendance time calculation includes the time taken for the crew members to turn in to the fire station.

Primary fires.	Between 1 and 5 minutes	Between 5 and 10 minutes	Between 10 and 15 minutes	Longer than 15 minutes
2012-13				
North Wales	15%	51%	23%	11%
Mid & West Wales	15%	51%	22%	12%
South Wales	22%	59%	16%	4%
2013-14				
North Wales	17%	47%	22%	13%
Mid & West Wales	17%	48%	23%	12%
South Wales	21%	59%	16%	4%
2014-15				
North Wales	14%	48%	24%	14%
Mid & West Wales	15%	52%	20%	13%
South Wales	22%	56%	17%	5%
2015-16				
North Wales	15%	47%	22%	16%
Mid & West Wales	14%	48%	25%	13%
South Wales	18%	59%	18%	5%

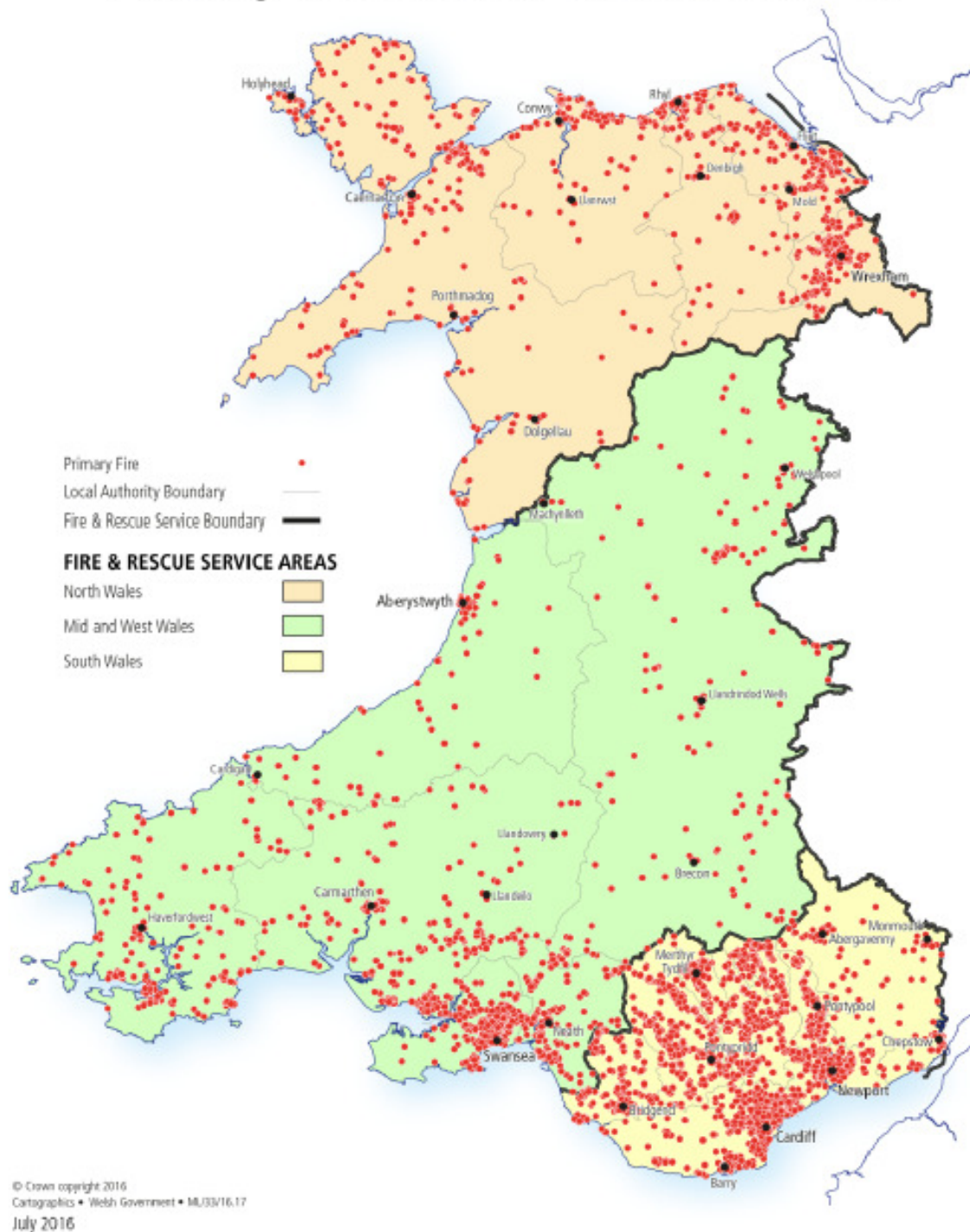
¹² 2015-16 due to be published November 2016.

¹³ <https://www.gov.uk/government/statistics/fire-incidents-response-times-england-2014-to-2015> Table 1c
November 2015

¹⁴ <http://gov.wales/statistics-and-research/fire-statistics/?lang=en> Table 24.

The map below, produced by the Welsh Government¹⁵, illustrates the higher concentration of primary fires that occur in urban areas.

Primary Fires across Wales, 2015-16

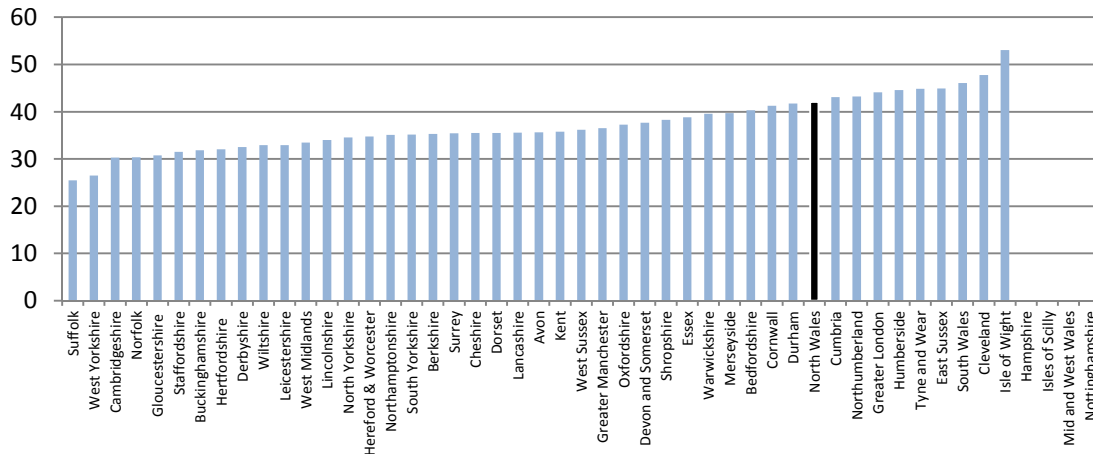


¹⁵ Fire statistics Wales, 2015 -16. <http://gov.wales/docs/statistics/2016/160727-fire-statistics-2015-16-en.pdf>

COST

Please refer to our Annual Performance Assessment for 2014-15 for comparisons of costs based on figures published by the Chartered Institute of Public Finance and Accountancy (CIPFA) in March 2015

Net expenditure excluding capital charges per head of population 2014-15



To be updated with CIPFA 2016 Column 12

ACTIVITY

Activity comparisons in this section are based on 2015-16 fire statistics published by Home Office and the Welsh Government, and population figures published by the Office of National Statistics. Links to the external sources are provided in Section 6.

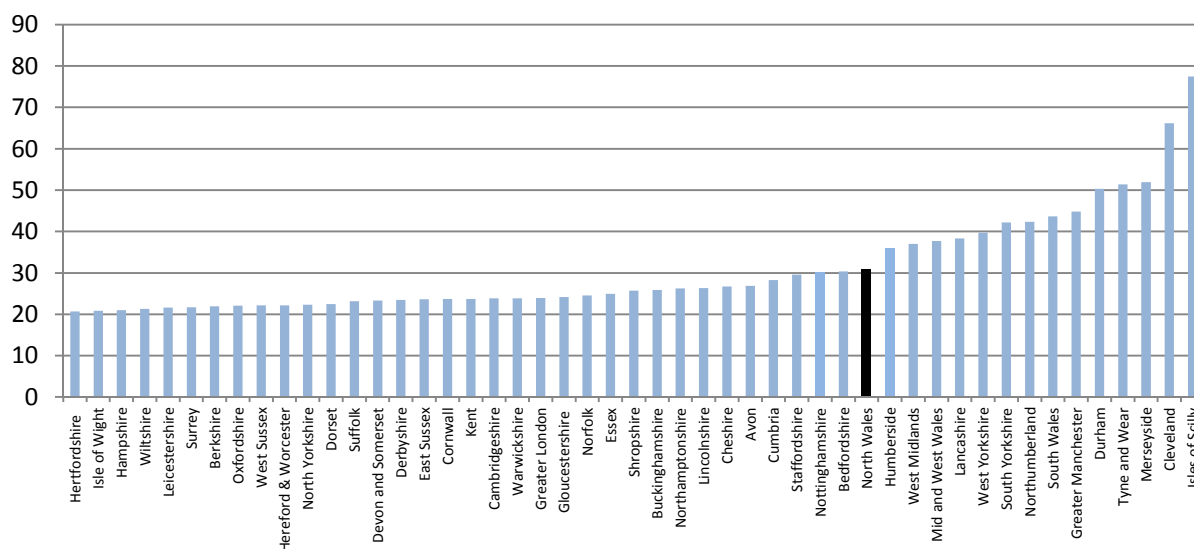
During 2015-16, North Wales Fire and Rescue Service attended 2,140 fires, 744 non-fire emergencies and 1,995 false alarms.

In addition to working to prevent fires and other incidents from occurring, the Service also works hard to identify 999 calls that either do not require a response at all or that are better passed to more appropriate agencies to attend. This means that the service can remain available to deal with genuine incidents where its skills and expertise can be put to good use. As well as reducing the overall risk in the area, it also helps to keep costs down.

Fires:

Total fires Between 2014-15 and 2015-16, there was a 4.6% reduction in fires in North Wales compared with an increase of 4.5% in England and a 3.9% increase in the whole of Wales.

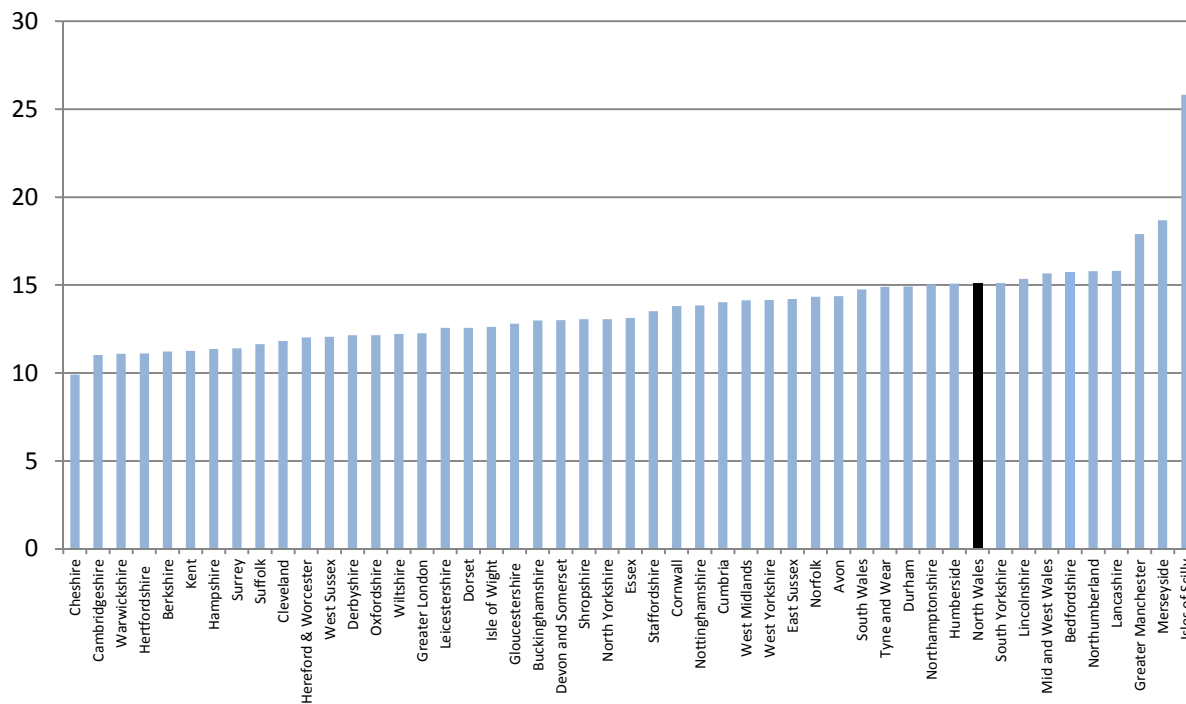
Fires per 10,000 population 2015-16



North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The total number of fires attended.	3,165	2,349	2,416	2,244	2,140

Primary fires Between 2014-15 and 2015-16, the number of primary fires in North Wales decreased by 1.3% compared with England which had an increase of 3.5% and Wales which had an increase of 2.6% as a whole.

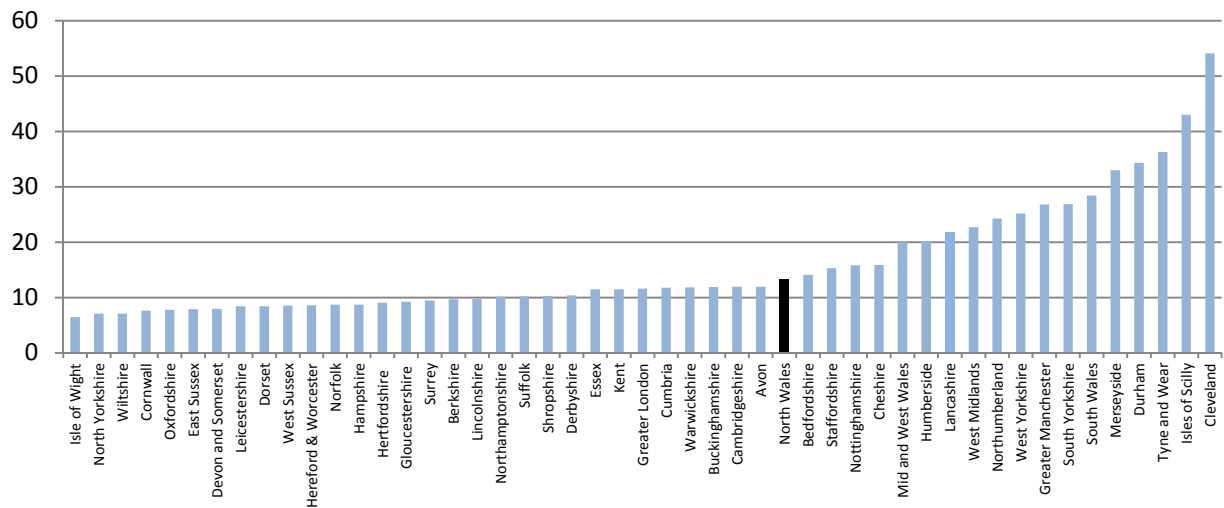
Primary fires per 10,000 population 2015-16



North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The number of primary fires attended.	1,299	1,143	1,117	1,063	1,049

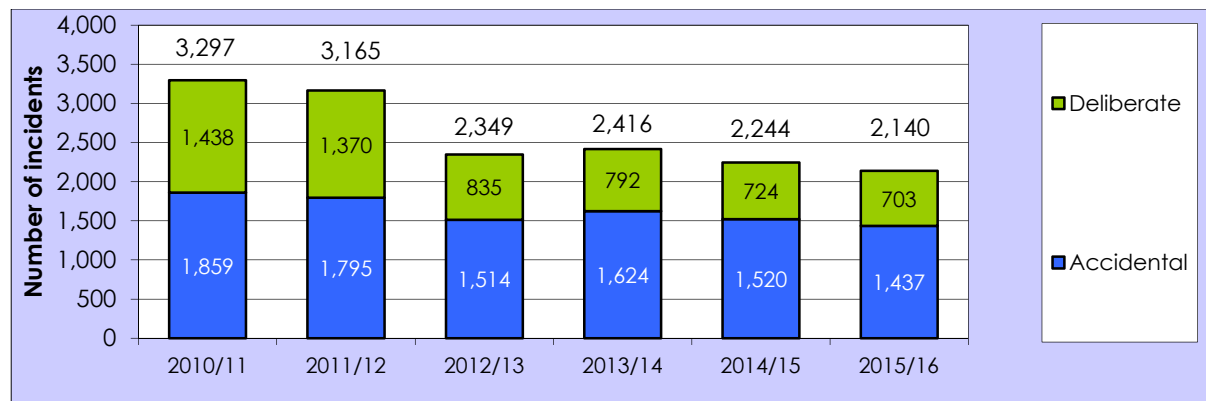
Secondary fires The number of secondary fires decreased by 4.8% in North Wales between 2014-15 and 2015-16 compared with an increase of 7.4% in England and 7.0% increase in Wales generally.

Secondary fires per 10,000 population 2015-16



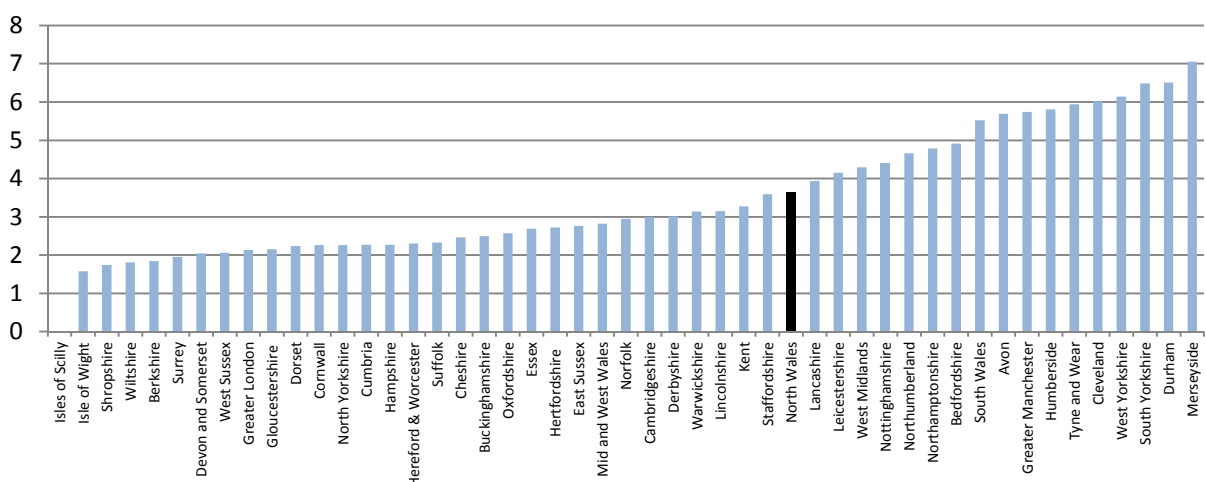
North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The number of secondary fires attended.	1,613	887	1,087	964	918

Deliberate fires North Wales Fire and Rescue Service collaborates with North Wales Police to reduce the incidence of arson and deliberate fire-setting. The reduction in primary fires in North Wales can be partly attributed to a reduction in the number of those fires that had been started deliberately. The reduction in fires in 2015/16 compared with 2014/15 is also reflected in both accidental and deliberate fires with a reduction of 5.5% and 2.9% respectively.



Deliberate primary fires Between 2014-15 and 2015-16 there was a 14.4% increase in the number of deliberate primary fires in North Wales compared with an 11.6% increase in England and the 10.4% increase in the whole of Wales. This nationwide increase in deliberate primary fires will be monitored closely in the coming financial year.

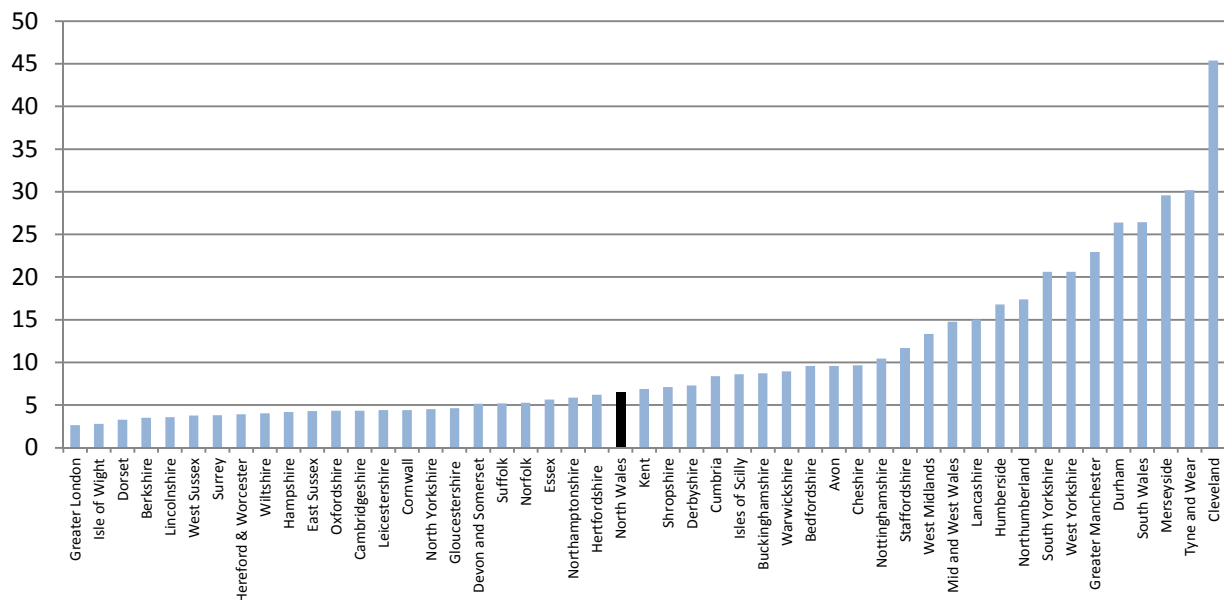
Deliberate primary fires per 10,000 population 2015-16



North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The number of deliberate primary fires attended.	367	286	243	222	254

Deliberate secondary fires The number of deliberate secondary fires in North Wales decreased by 10.5% between 2014-15 and 2015-16. This compares well with England which saw an increase of 6.1% and also with Wales as a whole which saw an increase of 10.3%

Deliberate secondary fires per 10,000 population 2015-16

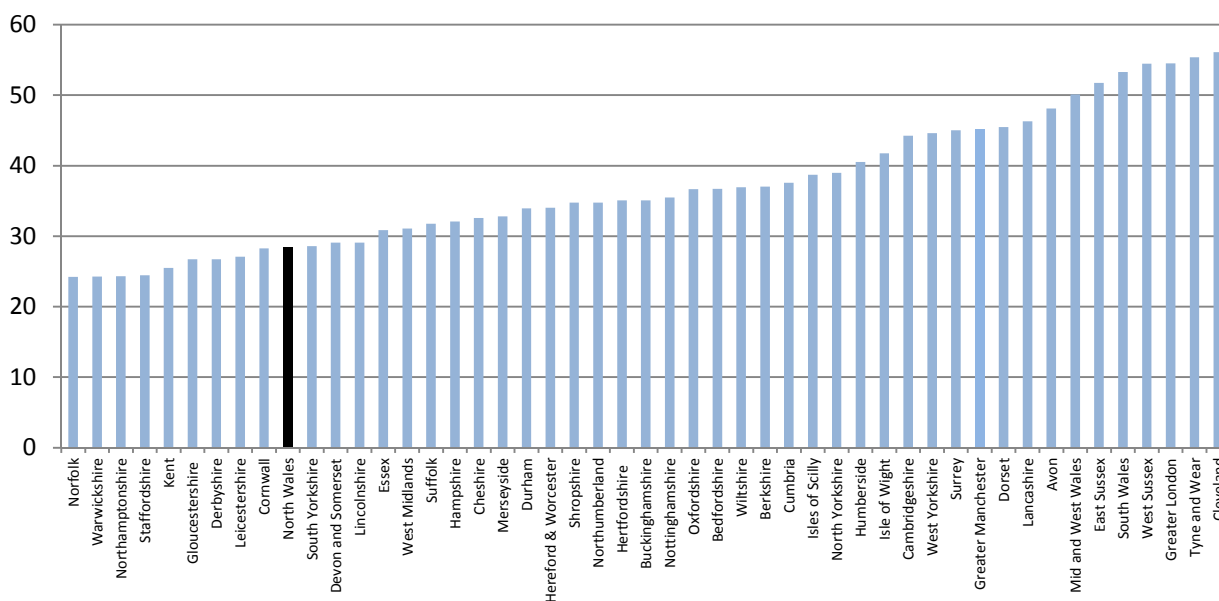


North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The number of deliberate secondary fires attended.	1,003	549	549	502	450

False Alarms:

Total false alarms Between 2014-15 and 2015-16, the number of false alarms attended in North Wales decreased by 38.3% – significantly more than the 0.7% decrease in England and the 6.4% decrease in Wales as a whole.

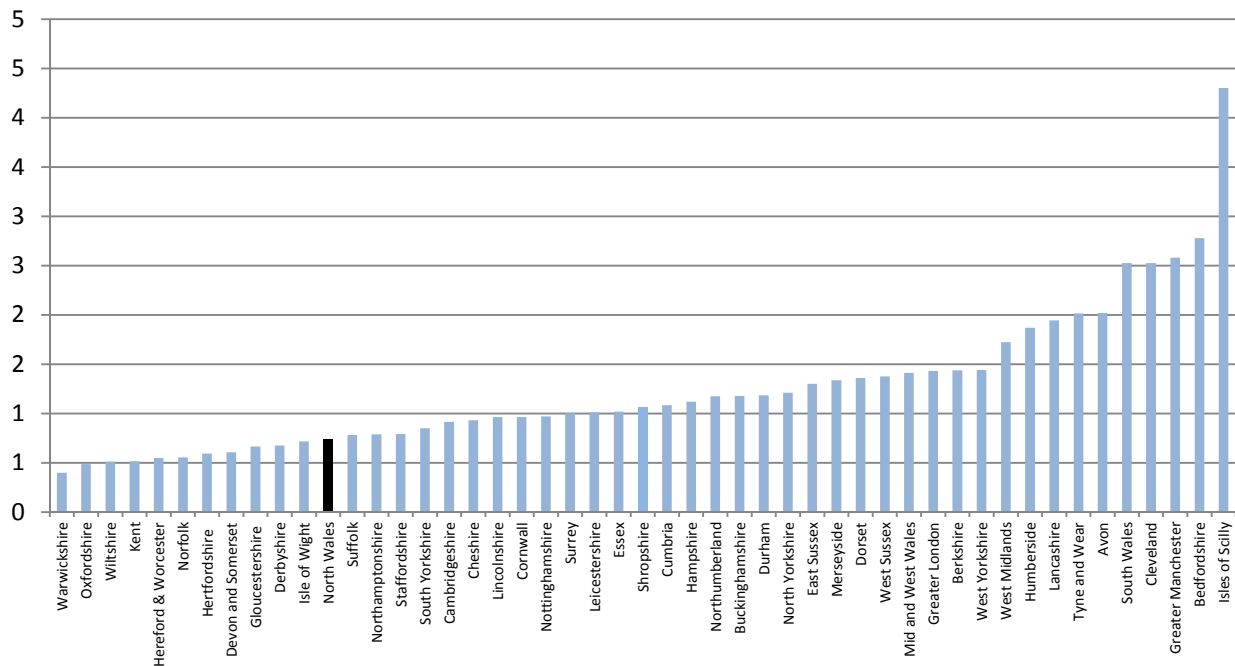
False alarms per 10,000 population 2015-16



North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The total number of false alarms attended.	3,566	3,249	3,102	3,218	1,995

For a number of years, North Wales Fire and Rescue has been working to reduce the number of malicious false alarms being made through the emergency 999 system, and also to identify as many hoax calls as possible before committing valuable resources to attend.

Malicious false alarms per 10,000 population 2015-16

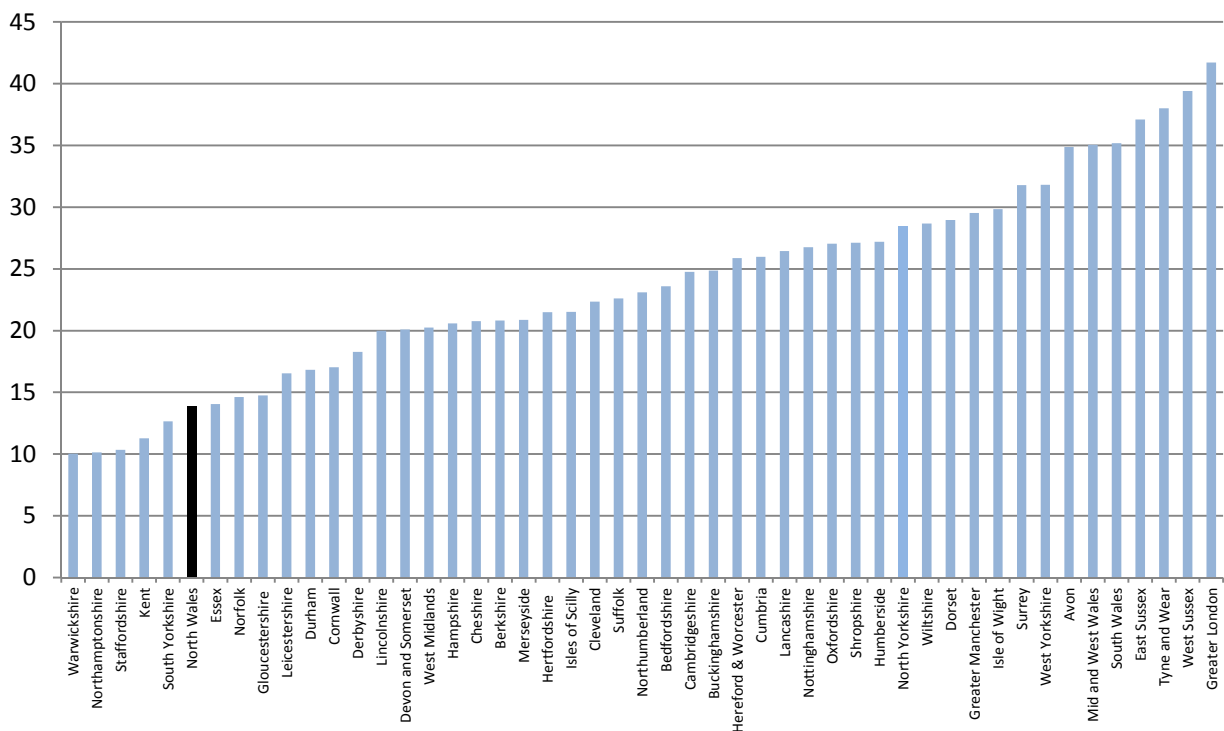


North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The number of malicious false alarms received.	538	473	382	194	158
The number of malicious false alarms attended.	133	106	77	77	49
The percentage of malicious false alarms received, but not attended (to the nearest whole number).	75%	78%	80%	60%	68%

Between 2014-15 and 2015-16, the low rate of attending malicious false alarms was maintained for a third year in North Wales, compared with a 1.8% increase in England and a 7.8% decrease in the whole of Wales.

Between 2014-15 and 2015-16, there was a decrease of 51% in the number of false alarms generated by automatic fire alarms (AFA) attended in North Wales. This was much greater than the 0.9% decrease in England and the 7.2% decrease in the whole of Wales. This reduction can be attributed to a change of policy for attending automatic fire alarms from non-domestic properties that was introduced by the Authority in April 2015.

False alarms from Automatic Fire Alarms per 10,000 population 2015-16

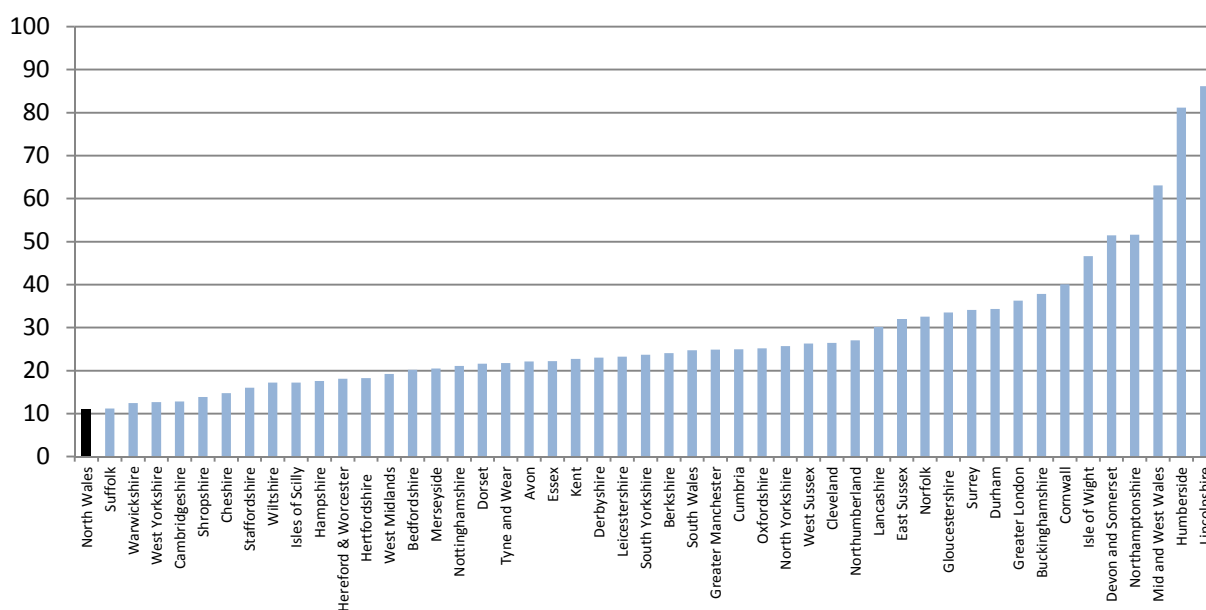


North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The number of false alarms from automatic fire alarms attended.	2,032	1,960	1,855	1,972	966

Non-fire emergency incidents (special services):

Whilst 2015-16 saw a marginal increase in the number of special service incidents attended in North Wales compared with 2014-15 which can be partly attributed to commencement of the co-responding pilot in North Wales. This said, North Wales still attended fewer special service incidents than any other fire and rescue service in England and Wales. The graph below includes first- and co-responding incidents attended.

Special service incidents per 10,000 population 2015-16



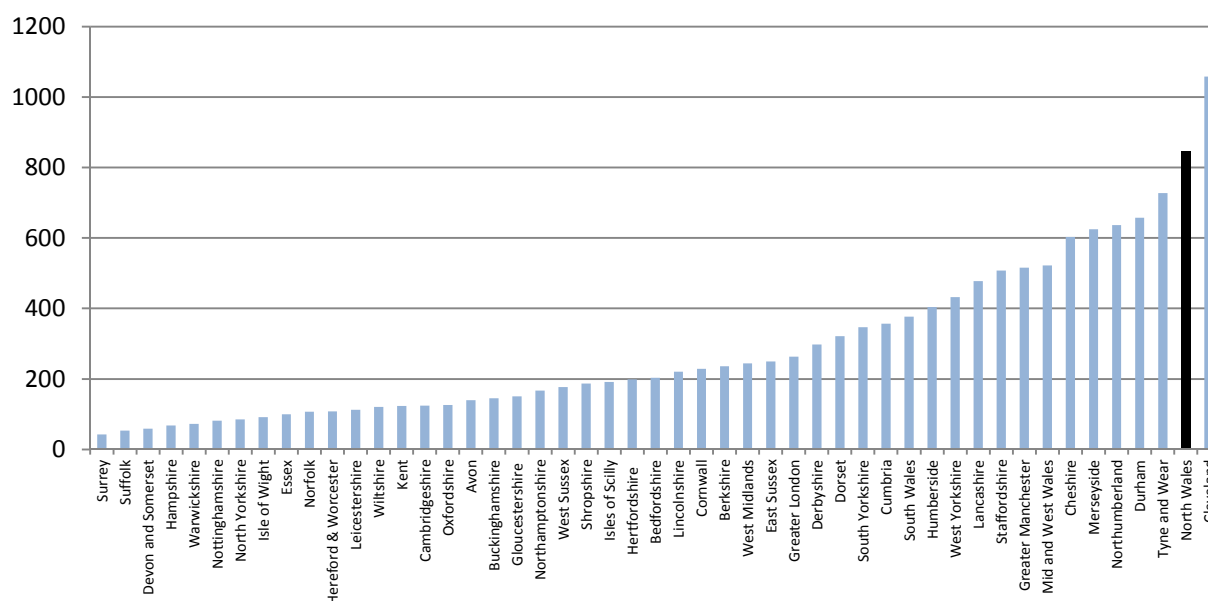
North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The total number of special service incidents attended.	990	1,204	837	651	764*
Special service incidents that were road traffic collisions.	461	399	312	267	212

*Includes 20 false alarms of special service incidents.

Fire prevention:

North Wales delivers a comparatively high rate of Home Safety Checks as part of its community safety strategy. Note – the chart below uses figures published by UK government for English fire and rescue authorities.

Home Safety Checks per 10,000 dwellings 2014-15

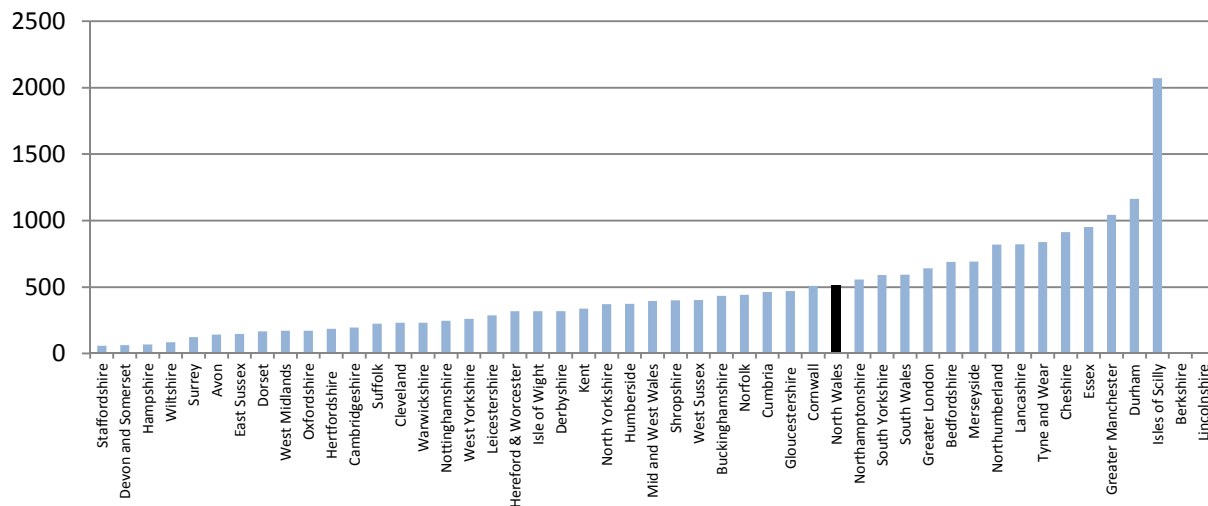


To be updated with 2016 figures

North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The number of home fire safety checks delivered.	28,472	22,201	26,703	27,352	22,773

North Wales also completes hundreds of fire safety audits/inspections of non-domestic premises every year for the purposes of checking fire safety arrangements.

Fire Safety Audits per 10,000 relevant premises (which are known to the FRA) 2014-15



To be updated with 2016 figures

North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The number of fire safety audits/inspections completed.	392	867	1,017	880	1,018

SECTION 3

PROGRESS AGAINST SPECIFIC IMPROVEMENT OBJECTIVES IN 2015-16

Fire and Rescue Authorities in Wales are classed as 'Welsh Improvement Authorities'. They are subject to requirements of the Local Government Measure 2009 as regards following an annual process of setting and achieving local improvement objectives.

From its horizon-scanning and assessment of risk in North Wales, North Wales Fire and Rescue Authority identified some strategic issues that it considers appropriate to address through this improvement planning process.

This section presents the Authority's objectives for 2015-16, a summary explanation of the reason why each one was adopted, what we planned to do, what we expected to achieve, and whether we succeeded.

Each objective is reported in terms of:

- measuring our performance;
- comparing our performance; and
- assessing our performance.

SERVICE PLANS

To make sure that the objectives were achieved as planned in 2015-16, aspects were allocated (with budgets, where relevant) to departmental service plans. These plans are centrally monitored on a quarterly basis to ensure that both the actions and the planned spending for the year are on course.

Improvement Objective 1

To help to keep people and communities safe by preventing deaths and injuries from accidental fires in living accommodation.

Why was this objective chosen?

Because keeping people safe is at the heart of what the Authority does. The safety of people in North Wales is its primary concern, but also it makes much better sense to prevent incidents from happening than to simply react every time they do.

What was the expected outcome?

People expect to be safe in their homes. With the right support and advice, people can protect themselves from accidental fires, both by preventing a fire from starting in the first instance, and by knowing how to react quickly and correctly if one does occur.

Where that has failed, people should have confidence that the fire and rescue service will respond quickly and effectively to rescue them and limit the damage to their property.

WAS THE 2015-16 OBJECTIVE 1 ACHIEVED?

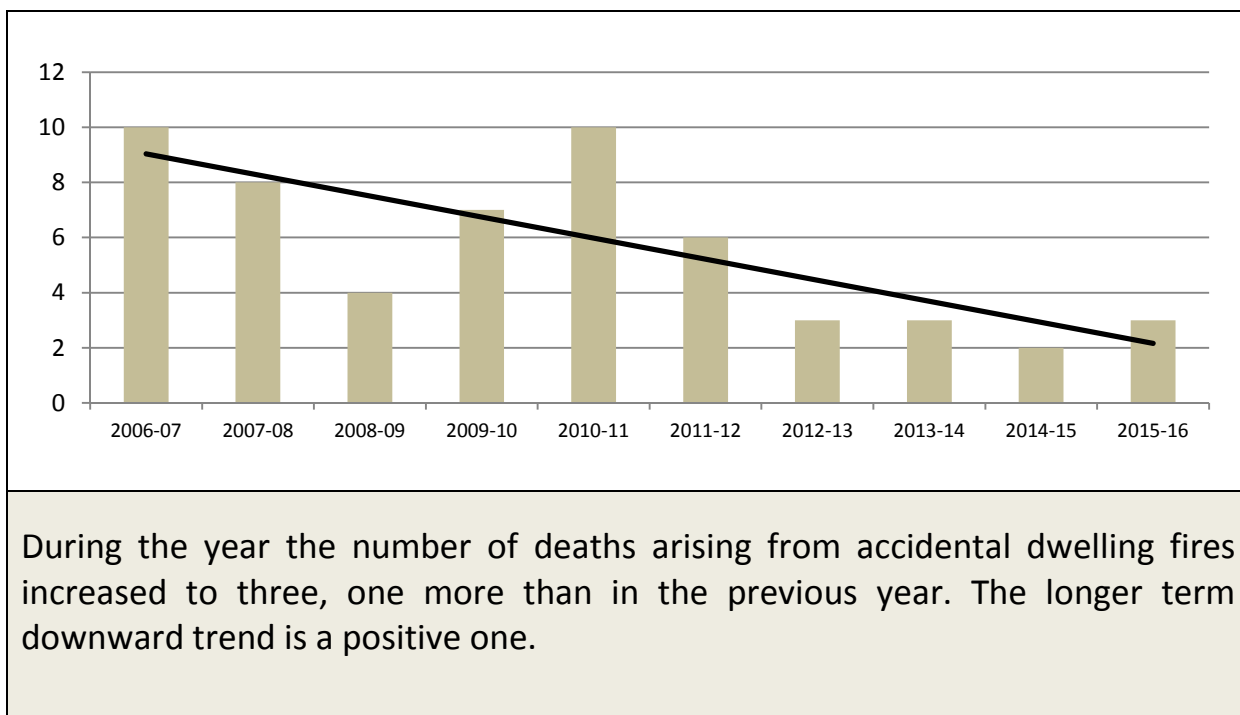
Measuring our performance:

Outputs:

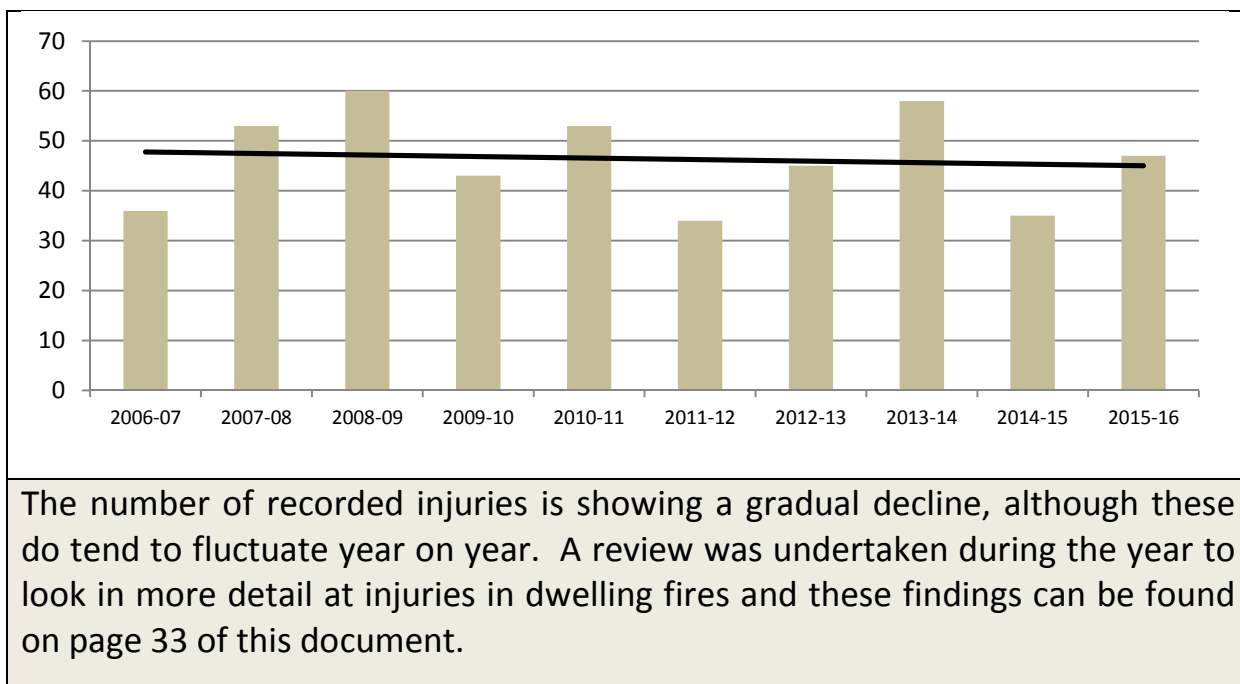
North Wales	2015-16	Target	Achieved?
Home safety checks delivered	22,773	20,000	✓
Percentage of home safety checks that came from referrals	31%	30%	✓

Outcomes:

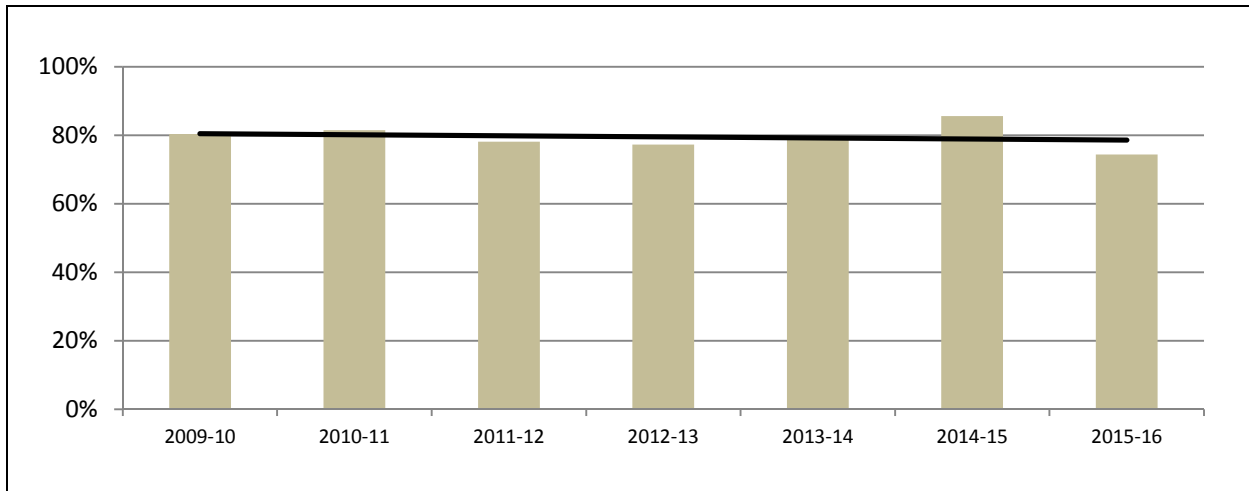
1. The number of deaths arising from accidental dwelling fires.



2. The number of injuries (excluding precautionary checks) arising from accidental dwelling fires.



3. The percentage of people in accidental dwelling fires who were able to escape unharmed without the assistance from a fire crew to do so.



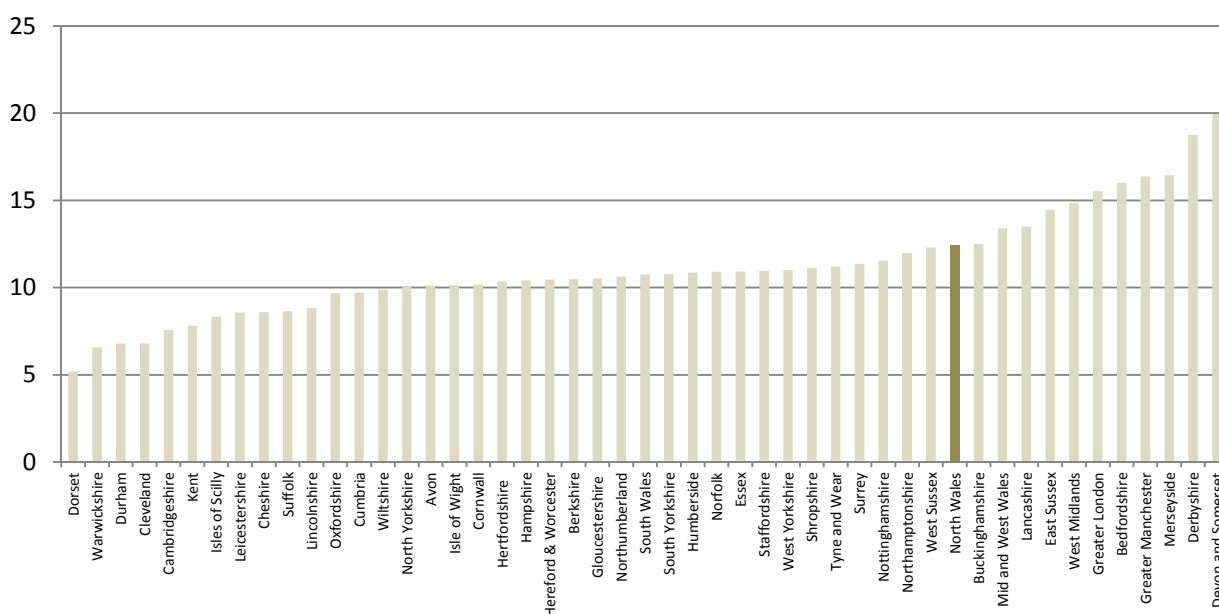
The percentage of people escaping a dwelling fire unharmed and uninjured is slowly decreasing. This highlights the importance of having a home safety check where advice is given on what to do in the event of a fire, and also having a pre-rehearsed escaped plan should a fire occur.

Comparing our performance in reducing accidental dwelling fires:

During 2015-16 the number of accidental dwelling fires in England increased slightly by 0.3% (85 fires) when compared against the previous year, whereas the number in Wales decreased by 1.5% (24 fires).

In North Wales the number of accidental dwelling fires attended during 2015-16 was 386, which is a reduction of 3.7% (15 fires), when compared to 2014-15.

Accidental dwelling fires per 10,000 dwellings 2015-16



Of the 49 Fire and Rescue Services in England and Wales, over 75% of them saw a reduction in the number of fires they attended per 10,000 dwellings.

North Wales recorded a 0.04 reduction, which although small, the actual number of accidental dwelling fires attended is the lowest ever recorded in North Wales and the first year that the number recorded fell below 400.

The picture in Wales¹⁶ was of an overall reduction in the number of accidental dwelling fires between 2014-15 and 2015-16, and a significant reduction in all three Welsh fire and rescue authority areas over the longer term:

ACCIDENTAL DWELLING FIRES				
Financial Year	North Wales	Mid & West Wales	South Wales	Wales
2001-02	614	821	1,055	2,490
2002-03	554	745	1,077	2,377
2003-04	501	838	940	2,279
2004-05	531	727	891	2,150
2005-06	502	749	921	2,172
2006-07	459	663	867	1,990
2007-08	526	642	867	2,035
2008-09	482	638	799	1,919
2009-10	478	584	802	1,864
2010-11	469	605	752	1,826
2011-12	476	555	758	1,789
2012-13	455	525	745	1,725
2013-14	479	572	681	1,732
2014-15 (r)	401	579	655	1,635
2015-16 (p)	386	542	683	1,611

When standardised across the three services, all three Welsh fire and rescue authorities have seen a steady decrease in the number of accidental dwelling fires per 10,000 dwellings.

North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
Accidental dwelling fires per 10,000 <u>dwellings</u> .	14.95	14.26	14.98	12.44	12.40

¹⁵ Fire Statistics 2015-16 published 27/07/2016 by the Welsh Government. Table 6. <http://wales.gov.uk/statistics-and-research/fire-statistics/?lang=en>

The number of chimney fires has also been falling in Wales, with a 20% reduction (44 fires) in North Wales in 2015-16 when compared against the previous year. However, the frequency of chimney fires does tend to follow weather patterns, with increases during periods of colder weather.

CHIMNEY FIRES				
Financial Year	North Wales	Mid & West Wales	South Wales	Wales
2001-02	439	276	181	896
2002-03	357	291	123	771
2003-04	291	288	124	703
2004-05	288	246	120	654
2005-06	280	278	111	669
2006-07	268	241	86	595
2007-08	279	254	87	620
2008-09	380	326	106	812
2009-10	351	330	109	790
2010-11	325	337	109	771
2011-12	254	260	101	615
2012-13	319	340	112	771
2013-14	212	265	101	578
2014-15 (r)	217	220	112	549
2015-16 (p)	173	186	73	432

North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
Chimney fires per 10,000 dwellings.	8.01	10.02	6.63	6.73	5.56

Comparing our performance in reducing the number of people killed or injured in accidental dwelling fires:

Following our assessment last year, we were concerned to see that North Wales had recorded the highest number of fire injuries across England and Wales. During the year, therefore, we commenced a review into how we were recording injuries in North Wales looking at whether our recording differed from other fire and rescue services. We have sought to identify any recording practices which may explain the higher rate of injury recording in North Wales and this piece of work will continue into the next financial year.

Specifically we will further examine whether there are any particular factors which result in people being categorised as having been injured in accidental dwelling fires.

Serious injuries from accidental dwelling fires are also comparatively rare. For consistency after September 2009 across the UK, fire casualties have been recorded under four categories of severity:

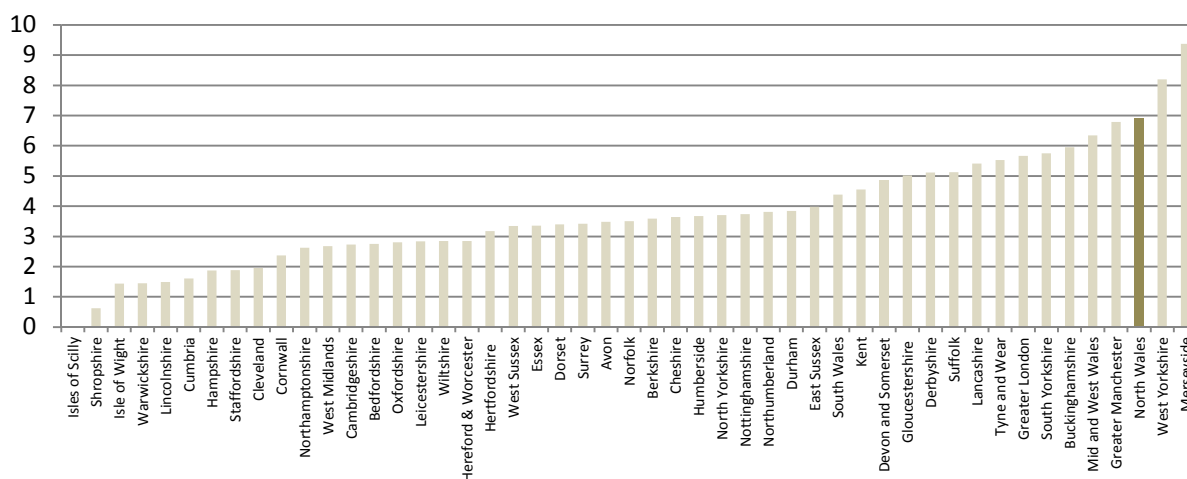
- i) the victim went to hospital, injuries appear to be serious;*
- ii) the victim went to hospital, injuries appear to be slight;*
- iii) the victim was given first aid at the scene only, but required no further treatment;*
- iv) a precautionary check was recommended – the person was sent to hospital or advised to see a doctor as a precaution, but having no obvious injury or distress.*

In 2015-16, five people were taken to hospital after being involved in an accidental fire in a dwelling with what were recorded as serious fire-related injuries. A further forty-two people were taken to hospital with what were recorded as slight injuries.

North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The number of casualties from accidental dwelling fires who were sent to hospital with serious or slight injuries.	34	45	58	35	47

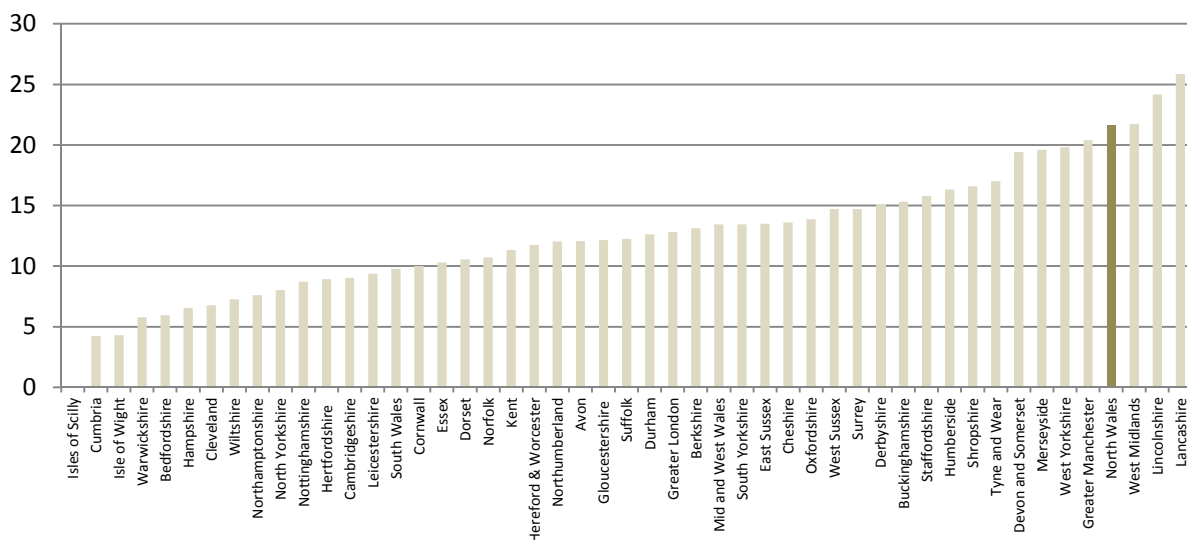
Although these numbers are low compared to the number of hospitalised fire casualties being recorded elsewhere in England and Wales, the 7 casualties per 100,000 population in North Wales appears high.

**Injuries from accidental dwelling fires
excl. first aid only or those recommended to seek a
precautionary check, per 100,000 population 2015-16**



When calculated on all four categories of injury, the figure for North Wales rises to 22 casualties per 100,000 population. Although we are pleased that our comparative position has improved but nevertheless recognise that this figure has increased from 21 casualties in the previous year and work will continue to examine this issue further.

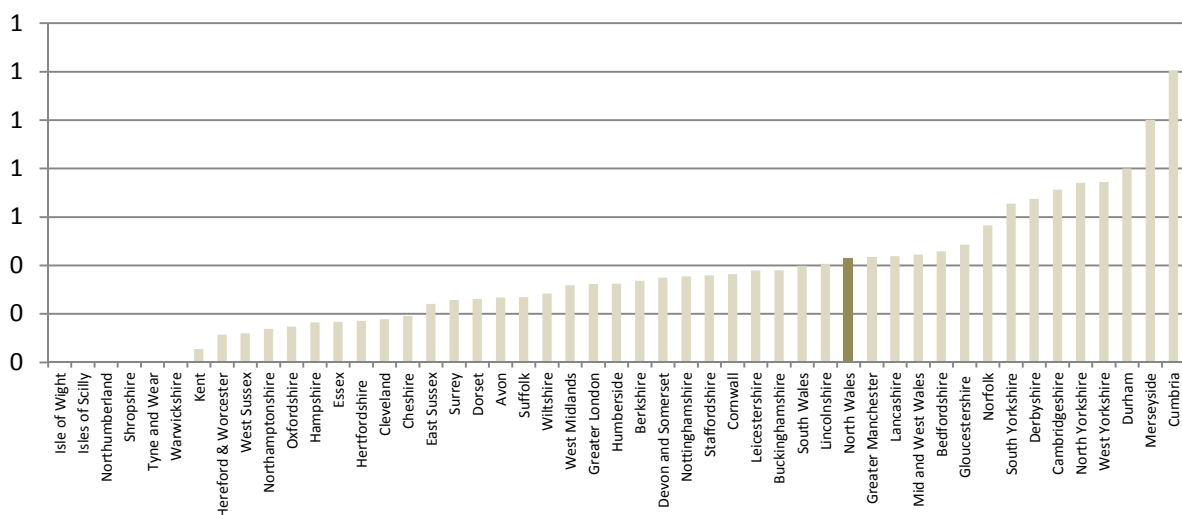
**Injuries from accidental dwelling fires
per 100,000 population 2015-16**



Understanding the reasons why the number of casualties being recorded in accidental dwelling fires in North Wales is not showing the same pattern of improvement will be key to securing improvement in future.

Whilst accidental dwelling fires deaths are rare, they are nonetheless tragic occurrences and although the rate in North Wales was 0.43 per 100,000 population in 2015-16 compared with the highest rate in England and Wales of 1.20 per 100,000 population, work will continue in preventing further fire deaths.

Deaths from accidental dwelling fires per 100,000 population 2015-16



The number of deaths from accidental dwelling fires increased to three during 2015-16. Although this is similar to previous years, it is still disappointing to see this slight increase.

North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The number of deaths arising from accidental dwelling fires.	6	3	3	2	3

We would have expected to see a pattern of reduction in the number of casualties because the number of accidental dwelling fires has fallen and other relevant factors are showing very good results:

1. Fire Spread

The majority of accidental dwelling fires do not spread any further than the room where they started:

North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The percentage of accidental dwelling fires that were confined to the room of origin	92%	91%	92%	89%	92%

2. Home Safety Checks

During the last five years, we and our partner agencies have delivered 136,138 Home Safety Checks in North Wales, fitting smoke alarms with 10-year batteries in the majority of those homes, and providing invaluable fire safety advice to the residents of those properties.

North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
The number of Home Safety Checks delivered	37,599	22,244	26,621	27,352	22,322

3. Smoke alarm ownership

The percentage of dwelling fires where a working smoke alarm was in place to give the occupants early warning of a fire developing is very high indeed. The latest published figures¹⁷ on the presence and operational status of smoke alarms in dwelling fires in Great Britain show that there was no smoke alarm present in almost one third of dwelling fires. In North Wales, this is significantly lower:

¹⁷ Fire Statistics: Great Britain April 2012 to March 2013, figure 2.4. Published in June 2014.
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/313590/Fire_statistics_Great_Britain_2012-13_final_version_.pdf

The percentage of dwelling fires attended where a smoke alarm:					
North Wales	2011-12	2012-13	2013-14	2014-15	2015-16
• had been fitted and it actuated	60.57%	59.43%	58.77%	65.30%	60.28%
• had been fitted but it did not actuate (usually because the fire did not reach as far as the detector)	24.34%	25.96%	25.05%	22.83%	25.23%
• had not been fitted.	15.09%	14.60%	16.18%	11.87%	14.49%

Assessing our performance

Our objective at the beginning of 2015-16 was to help to keep people and communities safe by preventing deaths and injuries from accidental fires in living accommodation.

Assessing our performance in reducing accidental dwelling fires

The 3.7% reduction in accidental dwelling fires in North Wales continues the downward trend and was better than the 1.5% reduction for the whole of Wales and the increase of 0.3% in England.

We know from our own analysis that the majority of accidental dwelling fires start in the kitchen or the living room. We also know that the majority of accidental dwelling fire injuries are sustained in either the kitchen or the living room. Our campaigns to raise awareness of cooking fires and our targeted messaging around home fire safety should help to reduce these in future.

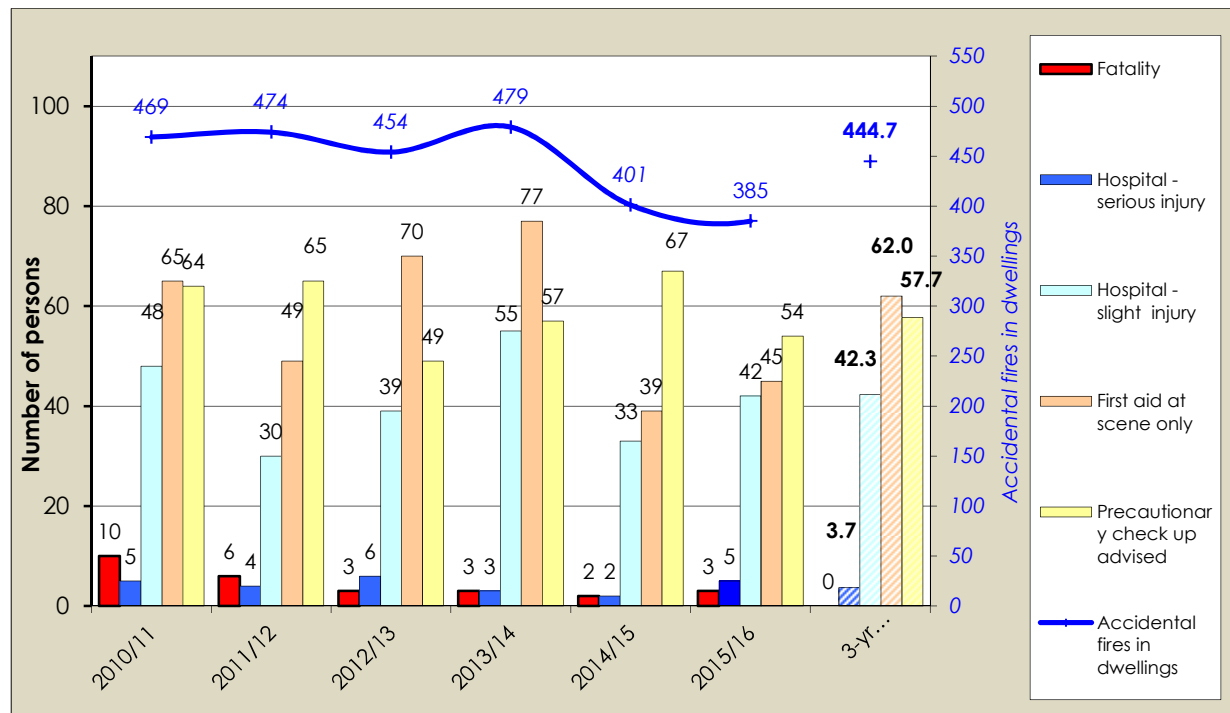
During 2016-17 we will continue to look in greater detail at cooking-related fires. We hope that by talking to the people involved we can gain a better understanding of how fires in the home start and therefore improve our prevention messages.

Assessing our performance in reducing casualties of accidental dwelling fires

We are pleased that the number of fire deaths and serious fire injuries remained low in 2015-16.

During 2014-15 we reported a total of three fire deaths from accidental dwelling fires, but this has been revised to two following confirmation from the coroner that one death was not fire-related.

Accidental Fires in Dwellings and Casualties by Severity of Injury



Whilst we also saw a slight increase in the number of people recorded as having been sent to hospital with slight fire injuries or having received first aid at the scene of the fire, the number of people given, or advised to seek a check-up as a precaution decreased compared with the two previous years.

The total number of casualties sent to hospital is not high from a population of 694,473, but nevertheless the impact of a dwelling fire on a family and on a community can be great, and reducing the number of people injured in them remains a high priority for the Authority.

The indicators relating to people where fires were confined to the room of origin and smoke alarm ownership are consistently good.

What new actions were planned for 2015-16 and how did we do?

1. Continue to seek more partner organisations to collaborate with the Authority on reducing the incidence and impact of accidental dwelling fires.

To what extent was this new action plan achieved?

Not at all

Completely

How was this achieved?



North Wales continues to work closely with partner organisations in a joint ambition to identify those within our communities who are at greater risk of experiencing an accidental dwelling fire. Engagement with partner organisations has facilitated further exploration of the issues /challenges that these individuals face which has enabled a more targeted approach.

We also focused on developing our staff in North Wales to effectively identify and deal with incidents involving individuals who may have lifestyle preferences which could place them at higher risk.

We are pleased to have been involved in the development of a range of initiatives with our colleagues in other blue light services such as MECC (Make Every Contact Count), FRAT (Falls Risk Assessment Team) to identify opportunities to share resources to further enhance the safety of our communities.

2. Aim to deliver 20,000 Home Fire Safety Checks during the year, with priority given to the most vulnerable, and with a minimum of 30% of the checks undertaken following a referral from a partner organisation.

To what extent was this new action plan achieved?

Not at all

Completely

How was this achieved?

During the year a total of 22,322 Home Safety Checks were delivered throughout the North Wales area, which exceeded the set target of 20,000.

Of the 22,773 Home Safety Checks delivered 7,156 were delivered to people who had been specifically referred to us by partner agencies, which meant we achieved our target of 30%.

Working together with other agencies, gives us the opportunity to talk to people who may not otherwise contact us. We can then provide bespoke fire safety advice to the individual and their particular circumstances. We can fit and install relevant fire safety equipment that will help in the event of a fire, if this is required.

3. Monitor the impact of linked smoke detectors in dwellings where resident remote monitoring care systems have been installed.

Was this achieved?

Not at all

Completely

How was this achieved?

We continue to work in partnership to upgrade monitoring equipment in some properties. The earlier alert and mobilisation of resources that this provides should help keep people safe where these systems have been installed.

4. Review the way fire injuries are being recorded to ensure the availability of high quality comparative information.

Was this achieved?

Not at all

Completely

How was this achieved?

We conducted a review into injury recording and found several factors that affected overall numbers:

- Recording and updating the IRS database
- Definitions of an injury
- Individual circumstances
- The involvement of the ambulance service



Improvement Objective 2

To fund the current level of service until 2019/20, but to find ways of ensuring that the cost of doing so does not add more than the equivalent of an additional £1 per year per head of population to the revenue budget.

Why was this objective chosen?

With careful financial management and planning, the Authority was able to avoid increasing its annual budget between 2010/11 and 2014/15 by making savings and relying on financial reserves.

The Authority's public consultation in 2014 explained the challenging financial situation and the Authority's aspiration to continue to meet public demand for services whilst keeping its costs down. 81% of the responses to the consultation supported protecting fire and rescue services, increasing the budget if necessary but with the safeguard that any increase in the amount contributed each year by the county councils should not go up by any more than the equivalent of an additional £1 for every North Wales resident.

What was the expected outcome?

That the Authority would be able to maintain the current level of service (i.e. without closing fire stations or removing fire appliances) with a revenue budget of £31,885,843 for 2015/16, which was the equivalent of around £46 per head of population in North Wales.

What new actions were planned for 2015-16?

1. Continuing to focus on minimising budgetary increases and identifying efficiencies within the Service.
2. Operational Resourcing Strategy to include identifying and recruiting within a range of staffing models.
3. Continuing to explore opportunities to save money through collaboration and joint working.

What specifically would be reported back to the public after the end of the year?

Budget reports and financial information presented to the Authority.

WAS THE 2015-16 OBJECTIVE 2 ACHIEVED?

Yes. Members agreed that the priority when setting the budget was to maintain the current level of service provision and any increase to the budget should be no more than an additional £1 per year per head of population in North Wales – the equivalent of £699k based on the population estimates for 2015.

The unavoidable budgetary pressures for 2015-16 were £750k and the Authority agreed to implement a number of options that would produce savings without impacting on service delivery. The budget increase was approved at £337k but in order to reduce the impact on the constituent authorities this was reduced to £114k, a 0.36% increase on the previous year. It was agreed that the additional One-off funding to cover the shortfall of £223k would be met from reserves.

A detailed report was presented to the Fire and Rescue Authority at its meeting on 20 June 2015. This report is available from: <http://www.nwales-fireservice.org.uk/media/337106/8-financial-performance-201516.pdf>

Improvement Objective 3

To ensure that North Wales gets the best possible level of service within financial constraints, use a variety of management solutions to optimise fire and rescue cover in the area.

What was the expected outcome?

Sustainable and affordable fire and rescue service provision that could continue to cope with fluctuating and unpredictable levels of demand.

What new actions were planned for 2015-16?

1. Seek to explore and adopt different methods of providing fire cover.
2. As part of the resourcing strategy, to explore the possibility of introducing an apprenticeship scheme.
3. Undertake workforce planning and identify strategies for reducing costs.

What specifically would be reported back to the public after the end of the year?

Evaluation of new contracts and reports of progress against the actions listed above.

1. Operational Resourcing Strategy

We conducted a review into alternative methods of providing fire cover which resulted in a multi strand approach to staffing. As well as completing the recruitment of a cohort of retained duty system fire fighters, we also considered how we could best provide additional support to fire stations across the region. This included the successful introduction of new flexible (WDS Rural) contracts in 2014-15, which was extended through a successful recruitment campaign in September 2015. These firefighters will provide support for RDS stations across the region by offering day cover when and where needed. The provision of sustainable rural fire cover has been prioritised and the Service is committed supporting those who are protecting their communities.

2. Apprenticeship Scheme

We were pleased to welcome ten new apprentice fire fighters in January 2016 as part of a three year training programme. The apprentices will undertake a comprehensive training programme with the aim of ensuring that they are developed into fully qualified fire fighters by 2018. Their training programme will be followed by various operational and departmental placements, supported by relevant vocational qualifications as part of their three year development.

3. New Operational Management Structure Sept 2015

In order to help ensure a balanced budget we introduced a revised management structure which reduced running costs whilst maintaining high standards.

4. New Technology - Intelligent Alerting

Following a successful trial with Service staff in October 2015, new alerters were provided to all RDS and day-crew firefighters. The new alerters are intended to improve coverage from fire stations and offer greater flexibility for firefighters.

SECTION 4

The Dwelling Fires Response Charter in 2015-16

During 2012 the three Welsh Fire and Rescue Authorities jointly developed an all-Wales Charter to ensure that wherever people live in Wales they can expect to be helped and supported to remain safe from fire in their homes and that if a fire does break out that they will receive a prompt, effective and professional emergency response to their call for assistance.

The Charter makes seven specific commitments that the Fire and Rescue Authority will:

1. Take the lead in driving down the number of dwelling fires that occur and in reducing their impact on people.
2. React quickly and efficiently every time we receive an emergency 999 call to attend a dwelling fire.
3. Attend dwelling fires swiftly and properly equipped to deal with them.
4. Deal with dwelling fires effectively, efficiently and professionally.
5. Help to restore normality to communities in the aftermath of dwelling fires.
6. Investigate the causes of dwelling fires and hold relevant people to account when appropriate to do so.
7. Strive to maintain high standards and improve aspects of what we do.

The following pages provide information about our compliance with these commitments during 2015-16.

We propose, for consistency, to use a standard narrative for reporting against the Charter each year, and only updating the figures within that narrative framework.

1. We will take the lead in driving down the number of dwelling fires that occur and in reducing their impact on people.

We are committed to taking the lead in maintaining a downward trend in the incidence of dwelling fires and associated casualties in Wales.

In 2015-16 we provided advice and encouragement to people on how they can prevent fires from starting in their home and how they can keep themselves safe from fire. Our prevention activity included delivering 22,773 Home Safety Checks to householders and 22,965 children and young people at key stages 1 – 4 received a fire safety talk.

During 2015-16 we attended 385 accidental dwelling fires, where 3 people were killed and another 48 people sustained injuries.

Also during 2015-16 we attended 43 dwelling fires that had been started deliberately, where 7 people were injured.

The trend in the number of dwelling fires in the FRA area over the past five years is showing a steady decline.

The trend in the number of people being killed or injured in dwelling fires in the North Wales FRA area over the past five years is showing a gradual decrease.

2. We will react quickly and efficiently every time we receive an emergency 999 call to attend a dwelling fire.

We are committed to reacting quickly and efficiently when emergency 999/112 calls are put through to us by the operator.

Our emergency fire control facility remains available around the clock every day of the year, with special arrangements in place for a seamless transfer of calls from one control facility to another in the event of serious disruption or a surge in the number of calls coming in at the same time.

Sophisticated mapping and electronic systems help us to: a) identify the location of the reported incident and b) send the most appropriate available resource to attend the incident.

In 2015-16, we handled a total of 12,947 emergency 999/112 calls. We were also able to obtain enough information about incidents to alert the appropriate initial response within 90 seconds on 67.2% of occasions and between 91 and 120 seconds on 17% of occasions.

However, we know that the speed of call handling – although important - is not the only relevant yardstick. Knowing where our services are needed requires specialist skills to effectively glean information from callers who may, for example, be unfamiliar with the area they are in, be frightened or in distress, be very young, or have communication or language difficulties to contend with.

Another important skill is recognising when a caller is abusing the 999/112 system by falsely claiming that there is an emergency when, in fact, there is not. It is a criminal offence to knowingly make false calls to the emergency services. Sadly, that does not seem to deter a minority of people who tie up the 999 lines and divert services away from people who may be in a genuinely life-threatening situation. Every time we turn out to one of these malicious false alarms it wastes both time and money and places the rest of the community at higher risk.

In 2015-16, we received 158 malicious false alarms. In 67.7% of cases, we were able to establish that these calls were not genuine and so avoided needlessly mobilising resources to attend.

3. We will attend dwelling fires swiftly and properly equipped to deal with them.

Once we have answered the emergency 999/112 call and allocated the most appropriate resources to make up the initial attendance at the incident, our next priority is to get to the incident quickly, safely and properly equipped to deal with it.

In 2015-16 we responded to 20% of dwelling fires within 1-5 minutes, 50% within 5-10 minutes, 20% within 10-15 minutes and 10% in over 15 minutes. These times include the time it takes for personnel to turn in to the fire station as well as the travel time, so a number of things can affect the speed of response figures, including the urban/rural geography and the nature of road networks in the area.

Speed of response to dwelling fires is extremely important, but we cannot over-emphasise the importance of preventing those fires from happening in the first instance, and of having at least one working smoke alarm fitted and a pre-planned escape route in case a fire does occur. However, if a dwelling fire has occurred, we ensure that our firefighting crews are properly equipped to deal with it.

We equip our firefighters with high quality personal protective equipment and firefighting equipment. We require them to be operationally fit and healthy and we make sure that their skills are routinely tested and exercised. We also routinely check that the way our crews dealt with incidents was in accordance with accepted firefighting procedures.

We take the safety of our firefighters very seriously, given the nature of the work that they undertake. In 2015-16 our crews attended 2,140 fires in a variety of different types of premises and at outdoor locations. Whilst fighting those fires, 8 operational staff received an injury. For some, the injury was slight, but for others the injury was sufficiently serious that it meant that they had to take time off to recover. In total, 23 working days/shifts (including programmed rest days) were lost as a result of personal injuries sustained either when travelling to or from a fire or when at the scene of the fire. It is rare that firefighters sustain serious injuries – of the total above, none were classed as ‘specified’ injuries under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

4. We will deal with dwelling fires effectively, efficiently and professionally.

We are committed to dealing with fires effectively, efficiently and professionally. To this end, we equip our highly trained fire crews with the right skills, knowledge, information, firefighting equipment and command support so that whatever the circumstances of the dwelling fire, they will be correctly prepared to deal with it.

In 2015-16, of all the dwelling fires that we attended, 90.7% were successfully contained within the room of origin, without spreading any further. Although a number of factors could contribute to this statistic that would be outside the control of the attending crews (such as how long it took for someone to discover the fire in the first instance, whether or not internal doors had been shut to help prevent the spread of the fire, and how far away from a fire station the dwelling was located), we still consider this to be a reasonable indicator of our firefighting success.

We recognise the importance of research and equipment improvements, and ensure that we invest time and effort in staying in touch with the latest developments.

We also take very seriously the professional image of the fire and rescue service. We place great emphasis on the personal qualities and attributes of all our operational staff, as well as their physical and psychological fitness and the high standard of their operational and management training.

We encourage all our staff to adhere to a set of core values that was adopted nationally by the UK fire and rescue service and that expresses our commitment to valuing service to the community, people, diversity and improvement.

5. We will help to restore normality to communities in the aftermath of dwelling fires.

We are committed to helping to restore normality to communities in the aftermath of dwelling fires.

A fire in the home can leave people feeling extremely vulnerable. When people have lost their possessions, they will have need of practical as well as emotional support. When people have been injured or killed in the fire, the experience can affect whole communities as well as the individual and his or her immediate friends and family.

For this reason, the Fire and Rescue Service's role in supporting communities does not end when the fire has been extinguished and everyone has been accounted for.

In all cases, the cause of the fire will be investigated and carefully recorded. Every detail of how and where the fire started, how far it spread, any special circumstances, any particular factors that contributed to the fire will be recorded as a source of future learning, research and monitoring.

If there are reasons to believe that a fire was started deliberately in a dwelling, either by someone living there or by someone else, this will be followed up with the Police and other relevant agencies.

In some premises, such as blocks of flats or houses occupied by a number of different tenants, the post-incident investigations might indicate that a landlord had failed to ensure the necessary level of fire safety. Our specialist fire investigators might then be involved in a criminal investigation and court proceedings.

If a fire is found to have started accidentally, we might undertake some form of community safety activity or campaign in the vicinity, offering advice and reassurance by way of free Home Fire Safety Checks.

6. We will investigate the causes of dwelling fires and hold relevant people to account when appropriate to do so.

We always investigate the causes of dwelling fires. In many cases the cause and origin of a fire will be very clear and straightforward, but in others a more in-depth, forensic investigation will be required to ascertain the most likely cause of the fire. Only in a small minority of instances is the cause 'unknown'.

If crime is suspected, the investigation of the fire will be conducted with the Police. People suspected of deliberately setting fire to a dwelling are likely to face criminal prosecution, although in some cases this may not be the only course of action available – for example if the fire has been started by a young child or by a person attempting suicide.

In 2015-16 we attended 428 fires in dwellings, of which 43 were found to have been started deliberately.

In some residential premises, such as flats and houses of multiple occupation, the communal and shared areas are covered by regulations that require whoever is responsible for those premises (such as the landlord or the premises manager) to have good fire safety arrangements in place. Failure to do so can lead to the closure of the premises and prosecution of the responsible person with the prospect of imprisonment and/or unlimited fines.

As an enforcing authority, we ensure that responsible persons fulfil their obligations under this legislation, and can select from a range of enforcement options available to us, depending on the seriousness and risk posed by the contravention.

In 2015-16 we served no Enforcement Notices, Prohibition Notices or Formal Cautions. No prosecutions were concluded during the year.

7. We will strive to maintain high standards and improve aspects of what we do.

We continuously strive to maintain high standards and improve aspects of what we do.

Under legislation, Fire and Rescue Authorities are classed as 'Welsh Improvement Authorities' and are expected to routinely review and continuously improve their own performance through a formal process of setting, implementing and reporting against annual improvement objectives.

We do not limit our improvement activity to this formal annual process, however, as high standards and continual improvement form an integral part of our everyday running of the Fire and Rescue Service.

Examples of improvement activities that go on include:

- Continuously reviewing organisational performance and effectiveness to identify opportunities to improve
- Responding positively to peer reviews, audits and inspections
- Responding positively to consultation responses, feedback from stakeholders, complaints and compliments
- Learning from our experiences, such as from post-incident debriefs, reports of accidents or 'near misses'
- Contributing to working groups, sharing good practice, and learning from research undertaken
- Taking opportunities to learn from - and with- other organisations through partnerships, committees, boards and professional associations
- Planning for potential challenges to maintaining our operations, such as through business continuity management processes
- Planning for potential challenges to future service delivery, such as through local resilience forums
- Continuously developing the technical and professional skills of our staff
- Maintaining and renewing our physical and computerised assets such as our equipment, vehicles, buildings and technology

Health and Safety in 2015-16

North Wales Fire and Rescue treats the health and safety of its staff very seriously. We are pleased to report that 2015-16 saw a reduction in the number of injuries sustained by operational staff.

	2014-15	2015-16
The number of operational staff injuries sustained at fires, non-fire incidents and during training for operational incidents.	37	34
'Over 7 day' injuries	4	8
RIDDOR 'specified' injuries	2	1
Total working days lost following injury	209	502

There were no fatal injuries during the year. As a comparison, statistics published by the Health and Safety Executive¹⁸ on the number of workers fatally injured in Britain in 2015-16 reported 0.46 deaths per 100,000 workers. The highest rate of fatal injuries was seen in the agricultural sector, with 7.73 deaths per 100,000 workers.

¹⁸HSE Statistics on fatal injuries in the workplace 2015/16. <http://www.hse.gov.uk/statistics/pdf/fatalinjuries.pdf>

SECTION 5

WHAT OTHERS SAID ABOUT US IN 2015-16

Internal Audit

The Internal Audit Annual Statement of Assurance 2015-16 was presented to the Authority at its meeting in June 2016.

The internal audit opinion was that North Wales Fire and Rescue Authority had satisfactory internal control and corporate governance processes to manage the achievement of the Authority's objectives for the 12 month period to 31st March 2016.

There were no Critical or Major category recommendations that Internal Audit considered were not receiving adequate management attention. Reports were presented to the Audit Committee of the Fire and Rescue Authority in June 2016. These are available from <http://www.nwales-fireservice.org.uk/fire-and-rescue-authority/meetings-agendas-and-reports/2016/6/6/060616-audit-cttee/?lang=en>

Audits were completed of:

Payroll – HR and payroll administration of starters and leavers.

Audit Opinion: Satisfactory

NFI – Facilities Management (Planned Maintenance and Minor Works)

Audit Opinion: Limited

National Fraud Initiative (NFI)

Audit Opinion: High

Pensions (Data Quality)

Audit Opinion: Satisfactory

Recommendations made by the Internal Audit Service following the 2015-16 Audits have been translated into action plans for further improvement.

Wales Audit Office – Annual Improvement Report

The annual improvement report published is available from:
<http://audit.wales/publication/north-wales-fire-and-rescue-authority-annual-improvement-report-2014-15>

SECTION 6

OTHER INFORMATION

CONTACT DETAILS

Postal address: North Wales Fire and Rescue
Fire and Rescue Service Headquarters
Ffordd Salesbury
St Asaph Business Park
St Asaph
Denbighshire
LL17 0JJ

Telephone: 01745 535250

Website: www.nwales-fireservice.org.uk

ADDITIONAL INFORMATION

- The **Fire and Rescue Services Act 2004** came into effect in October 2004, replacing the previous Fire and Rescue Services Act 1947 in England and Wales.

It clarifies the duties and powers of Fire and Rescue Authorities to:

- Promote fire safety
 - Fight fires
 - Protect people and property from fires
 - Rescue people from road traffic accidents
 - Respond to other specified risks, such as chemical incidents
 - Respond to large scale emergencies such as terrorist attacks
- **The Fire and Rescue National Framework 2016** was published by the Welsh Government in November 2015, replacing the previous 2012 onwards Framework. This document sets out the Welsh Government's vision and priorities for Fire and Rescue Authorities in Wales.

- **The Local Government (Wales) Measure 2009** came into effect from 1st April 2010. It created a statutory regime that integrates shorter term local service improvement and long term community planning. Specific guidance relating to the improvement element (Part 1) for fire and rescue services was issued by the Assembly in May 2010.
- The **Fire and Rescue Authorities (Improvement Plans) (Wales) Order 2012** came into force on May 21st 2012. It requires fire and rescue authorities to publish their improvement plan as soon as reasonably practicable after 31 December in the year prior to the financial year to which the improvement plan relates.
- The **Regulatory Reform (Fire Safety) Order 2005** came into effect in October 2006, replacing over 70 pieces of fire safety law. It applies to all non-domestic premises in England and Wales, including the communal parts of blocks of flats and houses in multiple occupation. It abolished the requirement for businesses to have fire certificates and put the onus on the person responsible for the premises to address fire safety in those premises.
- The **Equality Act 2010** replaced over 100 pieces of equality law. The General Duty and specific duties for the public sector in Wales came into force in April 2011. Listed bodies (including Fire and Rescue Authorities) had until April 2012 to publish equality objectives and Strategic Equality Plans.
- The **Civil Contingencies Act 2004** provides a single framework for civil protection to large scale emergencies that threaten serious damage to human welfare, the environment or to security. Fire and Rescue Services are 'Category 1' responders under this act.
- **Welsh Government Fire and Armed Forces Branch**
The responsibility for providing fire and rescue services and promoting fire safety in Wales was devolved to the National Assembly for Wales on 10 November 2004. The Community Safety division of the Welsh Assembly Government is based at Rhydycar, Merthyr Tydfil CF48 1UZ.
<http://wales.gov.uk/topics/housingandcommunity/safety/?lang=en>

- **Wales Audit Office**

The Wales Audit Office publishes reports on behalf of the Auditor General who is required to assess the likelihood that the Authority will continue to improve and whether the Authority is discharging its duties and acting in accordance with relevant issued guidance. Auditors also work with fire authorities across Wales to deliver a programme of financial and value-for-money audits. <http://audit.wales/>

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- **External information sources used in compiling this document**

Great Britain Statistics on fatal injuries in the workplace 2015-16.
<http://www.hse.gov.uk/statistics/pdf/fatalinjuries.pdf>

Fire Statistics Great Britain 2013-14

<https://www.gov.uk/government/statistics/fire-statistics-great-britain-2013-to-2014>

England Fire statistics monitor: April 2015 to March 2016.

<https://www.gov.uk/government/statistics/announcements/fire-statistics-monitor-april-2015-to-march-2016>

Wales Fire Statistics 2015-16.

<http://wales.gov.uk/statistics-and-research/fire-statistics/?lang=en>

Stats Wales <https://statswales.wales.gov.uk/Catalogue>

CIPFA Fire and Rescue Statistics 2016 www.cipfa.org.uk

- **Periods of industrial action by firefighters during 2013-14**

25 September (12:00-16:00)

13 December (18:00-22:00)

01 November (18:30-23:00)

14 December (18:00-22:00)

04 November (06:00-08:00)

24 December (19:00-00:00)

13 November (10:00-14:00)

31 December (18:30-00:30 on 01 Jan)

03 January (06:30-08:30)

- **Periods of industrial action by firefighters during 2014-15**

02 May (12:00 – 17:00)

21 June 2014 (10:00 – 17:00)

03 May (14:00 – 02:00 on 04 May)

10 July (10:00 – 19:00)

04 May (10:00 – 15:00)

14 – 21 July (discontinuous)

12 June (09:00 – 09:00 on 13 June)

09 – 16 August (discontinuous)

INTERVENTION IN THE EVENT OF FAILURE OR POTENTIAL FAILURE TO COMPLY

The Welsh Government has powers of intervention:

- under section 22 of the **Fire and Rescue Services Act 2004** if it considers that a Fire and Rescue Authority is failing, or is likely to fail, to act in accordance with the National Framework. In such cases, section 23 - Intervention Protocol would apply.
- under section 29 of the **Local Government (Wales) Measure 2009** if it considers that a Fire and Rescue Authority is failing, or is at risk of failing, to comply with the Measure. However, in all but the most exceptional circumstances, Welsh Ministers may only intervene after they have offered voluntary support to the Authority under section 28 of the Measure.

NEXT STEPS IN RELATION TO COMPLIANCE WITH THE LOCAL GOVERNMENT (WALES) MEASURE 2009

Date	Action
October 2016 to January 2017	Public consultation period for the draft Improvement Objectives for 2017-18
By March 2017	The Authority publishes its Improvement Plan 2017-18
2017	Wales Audit Office publishes an Annual Improvement Report for North Wales Fire and Rescue Authority that summarises and reports on all the work it has carried out, including its audit of the Authority's own assessment of its performance in 2015-16 and the statutory performance indicators for that year. http://audit.wales
By 31 October 2017	The Authority publishes this assessment of its own performance in 2016-17 and the statutory performance indicators for that year.

CONSULTATIONS

Full Risk Reduction Plan (principles)	Summer 2009		
Full Risk Reduction and Improvement Plan (detailed)	Summer 2010	October 2010	2011-12
Annual Action Plan	Summer 2011	October 2011	2012-13
Improvement Objectives for 2013-14 and outlining preparations for 2014-15	Autumn 2012	March 2013	2013-14
Improvement Objectives for 2014-15 including new financial strategy	Autumn 2013	March 2014	2014-15
Improvement Objectives for 2015-16	Autumn 2014	March 2015	2015-16
Improvement Objectives for 2016-17	Autumn 2015	March 2016	2016-17
Improvement Objectives for 2017-18	Autumn 2016	March 2017	2017-18

SECTION 7

PERFORMANCE INFORMATION SUMMARY

Consultation on a new set of Performance Indicator's (PIs) took place between 28 November 2014 and 30 January 2015. A copy of the consultation and a summary of responses has been published on the Welsh Government's website:

<http://gov.wales/consultations/people-and-communities/performance-indicators-consultation/?status=closed&lang=en>

As a result, an Order has been introduced setting out three Statutory PI's for FRAs. The Fire and Rescue Authorities (Performance Indicators) (Wales) Order 2015 (S.I.2015/604(W.49)) came into force on 1 April 2015 and have effect in relation to the year 2015-16 and subsequent financial years.

NATIONAL STATUTORY INDICATORS			2015-16
RRC/S/001i	Numerator	Total number of fires attended	2,140
	Denominator	Population of FRA area	694,038
per 10,000 population			30.83
RRC/S/001ii	Numerator	Total number of false alarms attended	1,995
	Denominator	Population of FRA area	694,038
per 10,000 population			28.74
RRC/S/001iii	Numerator	Total number of road traffic collisions attended	212
	Denominator	Population of FRA area	694,038
per 10,000 population			3.05
RRC/S/001iv	Numerator	Total number of all other emergency incidents attended	532
	Denominator	Population of FRA area	694,038
per 10,000 population			7.67

NATIONAL STATUTORY INDICATORS			2015-16
RRC/S/002i	Numerator	Total number of fire deaths and injuries	74
	Denominator	Population of FRA area	694,038
per 10,000 population			10.66
RRC/S/002ii	Numerator	Total number of deaths and injuries arising from fires started accidentally	63
	Denominator	Population of FRA area	694,038
per 10,000 population			9.08
RRC/S/003	Numerator	Total number of dwelling fires confined to room of origin	388
	Denominator	Total number of dwelling fires	428
			90.65%

SECTOR INDICATORS			2015-16
FRS/SEC/FI/001i	Numerator	Total number of all deliberate fires	703
	Denominator	Population of FRA area	694,038
per 10,000 population			10.13
FRS/SEC/FI/001ii	Numerator	Total number of all accidental fires (or motive not known)	1,437
	Denominator	Population of FRA area	694,038
per 10,000 population			20.70
FRS/SEC/FI/001iii	Numerator	Total number of dwelling fires	428
	Denominator	Total number of dwellings in the FRA area	322,643
Per 10,000 dwellings			13.27%

SECTOR INDICATORS			2015-16
FRS/SEC/FI/001iv	Numerator	Total number of accidental fires in dwellings	385
	Denominator	Total number of dwellings in the FRA area	322,643
per 10,000 dwellings			11.93
FRS/SEC/FI/001v	Numerator	Total number of deliberate fires in dwellings	43
	Denominator	Total number of dwellings in the FRA area	322,643
per 10,000 dwellings			1.33
FRS/SEC/FI/001vi	Numerator	Total number of fires in non-domestic premises	160
	Denominator	Total number of non-domestic premises in the FRA area	28,839
per 1,000 non-domestic premises			5.55%
FRS/SEC/IN/002i	Numerator	Total number of fire related fatalities	6
	Denominator	Population of FRA area	694,038
per 100,000 population			0.86
FRS/SEC/IN/002ii	Numerator	Total number of injuries caused by fires	68
	Denominator	Population of FRA area	694,038
per 100,000 population			9.80
FRS/SEC/IN/002iii	Numerator	Total number of fire related fatalities in accidental dwelling fires	3
	Denominator	Population of FRA area	694,038
per 100,000 population			0.43%
FRS/SEC/IN/002iv	Numerator	Total number of fire related fatalities in deliberate dwelling fires	0
	Denominator	Population of FRA area	694,038
per 100,000 population			0.00%
FRS/SEC/IN/002v	Numerator	Total number of fire related injuries in accidental dwelling fires	47
	Denominator	Population of FRA area	694,038
per 100,000 population			0.86

SECTOR INDICATORS			2015-16
FRS/SEC/FA/03i	Numerator	Total number of AFAs in non-domestic premises	282
	Denominator	Total number of non-domestic premises in the FRA area	28,839
per 1,000 non-domestic premises			9.78
FRS/SEC/FA/03ii	Numerator	Total number of AFAs in dwellings	682
	Denominator	Total number of dwellings in the FRA area	322,643
per 10,000 dwellings			21.14
FRS/SEC/SA/04i	Numerator	Total number of fire related injuries in deliberate dwelling fires	62
	Denominator	Total number of dwelling fires attended in the FRA area	428
			14.49

¹⁹ Population figures, number of dwellings and non-domestic premises taken from Welsh Government annual return data for 2015-16.

¹⁹ Population figures and the number of dwellings and non-domestic premises are taken from the Annual returns provided to Welsh Government in July 2016

NATIONAL STRATEGIC INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
RRC/S/001i N Total number of fires	3,297	3,165	2,349	2,416	2,244
RRC/S/001i D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 10,000 population	48.57	46.65	34.12	34.99	32.43
RRC/S/001ii N Total number of all primary fires	1,346	1,299	1,143	1,117	1,063
RRC/S/001ii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 10,000 population	19.83	19.15	16.60	16.18	15.36
RRC/S/001iii N Total number of accidental fires in dwellings	469	474	454	479	401
RRC/S/001iii D Total number of dwellings in FRA area	305,583	317,051	318,404	319,772	321,061
per 10,000 dwellings	15.35	14.95	14.26	14.98	12.49
RRC/S/001iv N Total number of all deliberate fires	1,438	1,370	835	792	724
RRC/S/001iv D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 10,000 population	21.19	20.19	12.13	11.47	10.46
RRC/S/002i N Total number of fire deaths	10	8	8	3	5
RRC/S/002i D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	1.47	1.18	1.16	0.43	0.72
RRC/S/002ii N Total number of accidental fire deaths	10	8	3	3	4
RRC/S/002ii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	1.47	1.18	0.44	0.43	0.67
RRC/S/002iii N Total number of deaths caused by fires started deliberately	0	0	5	0	1
RRC/S/002iii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	0.00	0.00	0.73	0.00	0.14

NATIONAL STRATEGIC INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
RRC/S/002iv N Total number of fire injuries (excluding precautionary checks)	97	64	60	101	53
RRC/S/002iv D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	14.29	9.43	8.72	14.63	7.66
RRC/S/002v N Total number of injuries (excluding precautionary checks) arising from fires started accidentally	86	56	55	80	48
RRC/S/002v D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	12.67	8.25	7.99	11.59	6.94
RRC/S/002vi N Injuries (excluding precautionary checks) arising from fires started deliberately	11	8	5	21	5
RRC/S/002vi D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	1.62	1.18	0.73	3.04	0.72
RRC/S/003 N Number of fires in non-domestic premises	173	186	147	115	139
RRC/S/003 D Number of non-domestic premises in FRA area	27,419	27,484	27,759	28,083	28,334
per 1,000 population	8.35	7.82	5.30	4.10	4.91
RRC/C/006 Number of fires homes in which a HFSC and/or associated risk reduction activity had taken place within two years before the fire. <i>(Reference RRC/S/004iv in 2012-13 and 2013-14)</i>	134	164	145	148	116

CORE INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
RRC/C/001i N Deaths caused by fires started accidentally in dwellings	10	6	3	3	2
RRC/C/001i D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	1.47	0.88	0.44	0.43	0.29
RRC/C/001ii1 N Deaths caused by fires started deliberately in dwellings	0	0	5	0	1
RRC/C/001ii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	0.00	0.00	0.73	0.00	0.14
RRC/C/001iii N Deaths caused by fires started accidentally in non-domestic premises	0	0	0	0	1
RRC/C/001iii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	0.00	0.00	0.00	0.00	0.14
RRC/C/001iv N Deaths caused by fires started deliberately in non-domestic premises	0	0	0	0	0
RRC/C/001iv D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	0.00	0.00	0.00	0.00	0.00
RRC/C/001v N Injuries (excluding precautionary checks) arising from fires started accidentally in dwellings	53	34	45	58	35
RRC/C/001v D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	7.81	5.01	6.54	8.40	5.06
RRC/C/001vi N Injuries (excluding precautionary checks) arising from fires started deliberately in dwellings	9	4	3	8	4
RRC/C/001vi D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	1.33	0.59	0.44	1.16	0.58
RRC/C/001vii N Injuries (excluding precautionary checks) arising from fires started accidentally in non-domestic premises	14	3	2	2	3
RRC/C/001vii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	2.06	0.44	0.29	0.29	0.43

CORE INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
RRC/C/001viii N Injuries (excluding precautionary checks) arising from fires started deliberately in non-domestic premises	1	0	0	8	0
RRC/C/001viii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	0.15	0.00	0.00	1.16	0.00
RRC/C/002i N Total number of malicious false alarms received	491	538	473	382	194
RRC/C/002i D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 1,000 population	0.72	0.79	0.69	0.55	0.28
RRC/C/002ii N Total number of malicious false alarms not attended	373	405	367	305	117
RRC/C/002ii D Total number of malicious false alarms received	491	538	473	382	194
% of the total that were not attended	75.97%	75.28%	77.59%	79.84%	60.31%
RRC/C/002iii N Total number of malicious false alarms attended	118	133	106	77	77
RRC/C/002iii D Total number of malicious false alarms received	491	538	473	382	194
% of the total that were not attended	24.03%	24.72%	22.41%	20.16%	39.69%
RRC/C/003 N Total number of false alarms caused by automatic fire detection and alarm systems in non-domestic premises	1,322	1,411	1,350	1,211	1,250
RRC/C/003 D Number of non-domestic premises within FRA area	27,419	27,484	27,759	28,083	28,334
per 1,000 non-domestic premises	48.21	51.34	48.63	43.12	44.12
RRC/C/004i N Number of deliberate primary fires	373	367	286	243	222
RRC/C/004i D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 10,000 population	5.50	5.41	4.15	3.52	3.21
RRCC/004ii N Number of deliberate secondary fires	1,065	1,003	549	549	502
RRC/C/004ii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 10,000 population	15.69	14.78	7.97	7.95	7.25

CORE INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
RRCC/004iii N Number of deliberate fires in dwellings <i>(new data requirement for 2011-12)</i>	66	56	39	40	37
RRCC/004iii D Number of dwellings in FRA area <i>(new data requirement for 2011-12)</i>	305,583	317,051	318,404	319,771	321,061
Per 10,000 dwellings <i>(new data requirement for 2011-12)</i>	2.16	1.77	1.22	1.25	1.15
RRC/C/005i N Dwelling fires attended where a smoke alarm and/or other fire detection equipment had actuated	329	321	293	305	286
RRC/C/005i D Total number of dwelling fires attended	535	530	493	519	438
% where alarm actuated	61.50%	60.57%	59.43%	58.77%	65.3%
RRC/C/005ii N Dwelling fires attended where a smoke alarm and/or other fire detection equipment was fitted but did not actuate	118	129	128	130	100
RRC/C/005ii D Total number of dwelling fires attended	535	530	493	519	438
% where alarm fitted but did not actuate	22.06%	24.34%	25.96%	25.05%	22.83%
RRC/C/005iii N Dwelling fires attended where a smoke alarm and/or other fire detection equipment was not fitted	88	80	72	84	52
RRC/C/005iii D Total number of dwelling fires attended	535	530	493	519	438
% where no alarm fitted	16.45%	15.09%	14.60%	16.18%	11.87%
CHR/ C/004i N The total number of FTE working days/shifts lost to sickness absence by all staff (excluding RDS staff)	3,259	3,969	4,530	4,423	4,293
CHR/ C/004i D The average number of all staff (excluding RDS) as FTE	459.00	445.91	429.53	416.10	416.49
days/shifts lost per person	7.10	8.90	10.5	10.6	10.3
CHR/ C/004ii N The total number of FTE working days/shifts lost to sickness absence by wholetime uniformed staff	1,963	2,261	2,433	2,399	2,389
CHR/ C/004ii D The average number of wholetime uniformed staff as FTE	290	277.50	262.00	247.00	245.75
days/shifts lost per person	6.80	8.15	9.3	9.7	9.7

CORE INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
CHR/ C/004iii N The total number of FTE working days/shifts lost to sickness absence by control staff	227	276	259	242	189
CHR/ C/004iii D The average number of control staff as FTE	28.57	28.23	28.50	28.5	27.25
days/shifts lost per person	7.90	9.78	9.1	8.5	6.9
CHR/ C/004iv N The total number of FTE working days/shifts lost to sickness absence by non-operational staff	1,069	1,432	1,838	1,782	1,715
CHR/ C/004iv D The average number of non-operational staff as FTE	141	140.18	139.03	140.6	143.49
days/shifts lost per person	7.60	10.22	13.2	12.7	12.0
CHR/ C/005i N Total number of ill health retirements	11	11	7	9	1
CHR/ C/005i D Average number of total FRS employees	1,046	1,020.50	941.50	890.5	878.5
as % of total workforce	1.10%	1.08%	0.7%	1.0%	0.1
CHR/ C/005ii N Number of wholetime operational ill health retirements	4	4	1	2	1
CHR/ C/005ii D Average number of wholetime operational personnel	289.50	277.50	262.00	247.00	250.00
as % of total WDS workforce	1.40%	1.44%	0.4%	0.8%	0.4%
CHR/ C/005iii N Number of RDS ill health retirements	6	6	4	6	0
CHR/ C/005iii D Average number of RDS personnel	571.0	557.0	497.50	462.5	445.5
as % of total RDS workforce	1.05%	1.08%	0.8%	1.3%	0.0%
CHR/ C/005iv N Number of control personnel ill health retirements	0	1	0	0	0
CHR/ C/005iv D Average number of control personnel	33	32	31.50	31.50	30
as % of total Control workforce	0.00%	3.13%	0.00%	0.00%	0.00%
CHR/ C/005v N Number of non-operational personnel ill health retirements	1	0	2	1	0
CHR/ C/005v D Average number of non-operational personnel	152.5	154.00	150.50	149.50	153
as % of total non-operational workforce	0.70%	0.00%	1.3%	0.7%	0

LOCAL INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
Local N Total number of secondary fires attended	1,626 ²⁰	1,613	887	1,087	964
Local D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 10,000 population	23.94	23.77	12.88	15.74	13.93
Local N Total number of malicious false alarms attended	118	133	106	77	77
Local D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 1,000 population	0.17	0.20	0.15	0.11	0.11
Local The total number of Home Fire Safety Checks delivered	36,905	28,472	22,201	26,622**	27,352
Local The percentage of accidental dwelling fires confined to the room of origin	91%	92%	91%	92%	89%

**Although 26,622 were reported at the end of the year, this did not take account of reports that were still in progress. The final figure rose to 26,703 for 2013/14. We are working to shorten the time it takes for us to receive the information for inputting into our electronic database.

²⁰ Amended post audit.

SECTION 8

GLOSSARY

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary Fires	<p>These are fires that are not chimney fires, and which are in any type of building (except if derelict), vehicles, caravans and trailers, outdoor storage, plant and machinery, agricultural and forestry property, and other outdoor structures such as bridges, post boxes, tunnels, etc.</p> <p>Fires in any location are categorised as primary fires if they involved casualties, rescues or escapes, as are fires in any location that were attended by five or more fire appliances.</p>
Secondary Fires	<p>Secondary fires are fires that are neither chimney fires nor primary fires.</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"> • Local emergencies e.g. flooding, road traffic incidents, rescue of persons, 'making safe' etc; • Major disasters; • Domestic incidents e.g. water leaks, persons locked in or out etc; • Prior arrangements to attend incidents, which may include some provision of advice and inspections.
Fire injuries	<p>For consistency after April 2009 across the UK, fire casualties are recorded under four categories of severity:</p> <ul style="list-style-type: none"> i) the victim went to hospital, injuries appear to be serious; ii) the victim went to hospital, injuries appear to be slight; iii) the victim was given first aid at the scene only, but required no further treatment; iv) a precautionary check was recommended – the person was sent to hospital or was advised to see a doctor as a precaution, but having no obvious injury or distress.
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	<p>These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.</p>
False Alarms - Good Intent	<p>These are calls made in good faith in the belief that the FRS really would attend a fire or special service incident.</p>
False Alarms - AFA	<p>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).</p>