



## **AGENDA ITEM: 6 a**

### **NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL**

**3<sup>rd</sup> February 2014**

#### **PERFORMANCE MONITORING**

**Report by Dawn Docx,  
Deputy Chief Fire Officer**

#### **Purpose of Report**

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

#### **Information**

- 2.** Attached for members' information is the monitoring report relating to the first three quarters of the 2013/14 reporting year, covering the period from 1<sup>st</sup> April 2013 to 31<sup>st</sup> December 2013 in Appendix 1.

#### **Recommendation**

- 3.** That Members note the contents of the performance monitoring report.



# NORTH WALES FIRE AND RESCUE



**Gwasanaeth Tân ac Achub  
Fire and Rescue Service**

## PERFORMANCE MONITORING REPORT

**Quarter 1 - 3  
April 2013 – December 2013**

**Figures are provisional and may be subject to minor amendment.**

## CONTENTS

	<b>MONITORING AGAINST IMPROVEMENT OBJECTIVE 1</b>	<b>2 - 6</b>
	Accidental fires in dwellings	
	Injuries from accidental fires in dwellings	
	Deaths from accidental fires in dwellings	
RRC/C/005	Smoke alarm presence/absence in fires in dwellings	
	People escaping unharmed and unaided from accidental fires in dwellings	
	Home fire safety checks undertaken following a referral from a partner organisation	
	<b>INCIDENT ACTIVITY REPORTING</b>	<b>7 - 13</b>
	<b>SUMMARY</b>	<b>7</b>
	Overview of all incidents attended	
	<b>FIRES ATTENDED</b>	<b>9 - 12</b>
RRC/S/001	All fires – primary, secondary and chimney	
	All fires – deliberate and accidental	
RRC/S/003	Fires in non-domestic properties	
	<b>SPECIAL SERVICE CALLS</b>	<b>13</b>
	Emergency special service calls	
	<b>FALSE ALARMS</b>	<b>15 - 16</b>
RRC/C/002	Malicious false alarms	
RRC/C/003	False alarms from automatic fire alarms	
	False alarms made with good intent	
	<b>GLOSSARY</b>	<b>17</b>

## **IMPROVEMENT OBJECTIVE 1:**

### **Preventing Deaths and Injuries from Accidental Fires in Dwellings**

<b>REPORTING YEAR 2013-14</b>									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year ↓ = decrease this year → = no change pp percentage points									
<b>Category</b>	<b>Year</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>		<b>YTD 3 Year Average</b>	
Accidental fires in dwellings	2013-14	128	115	120		363	↑ 12%	341	↑ 7%
	2012-13	97	123	103		323			
Injuries from accidental fires in dwellings	2013-14	12	10	15		37	↑ 7	29	↑ 8
	2012-13	8	9	13		30			
Deaths from accidental fires in dwellings	2013-14	2	0	0		2	→		
	2012-13	1	0	1		2			
% of people who escaped unharmed and unaided from accidental fires in dwellings	2013-14	80%	79%	84%		81%	↑ 2pp	80%	↑ 1pp
	2012-13	83%	80%	74%		79%			
Dwelling fires – Smoke alarm activated	2013-14	61%	58%	60%		60%	↑ 1pp	61%	↓ 1pp
	2012-13	58%	56%	65%		59%			
Dwelling fires – Smoke alarm did not operate	2013-14	23%	28%	20%		24%	↓ 2pp	24%	→
	2012-13	29%	23%	26%		26%			
Dwelling fires – No smoke alarm present	2013-14	17%	14%	20%		17%	↑ 2pp	15%	↑ 2pp
	2012-13	13%	21%	9%		15%			
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	2013-14	31%	33%	32%		32%	↓ 4pp	28%	↑ 4pp
	2012-13	46%	35%	30%		36%			

**Accidental Fires in Dwellings and Casualties by Severity of Injury**

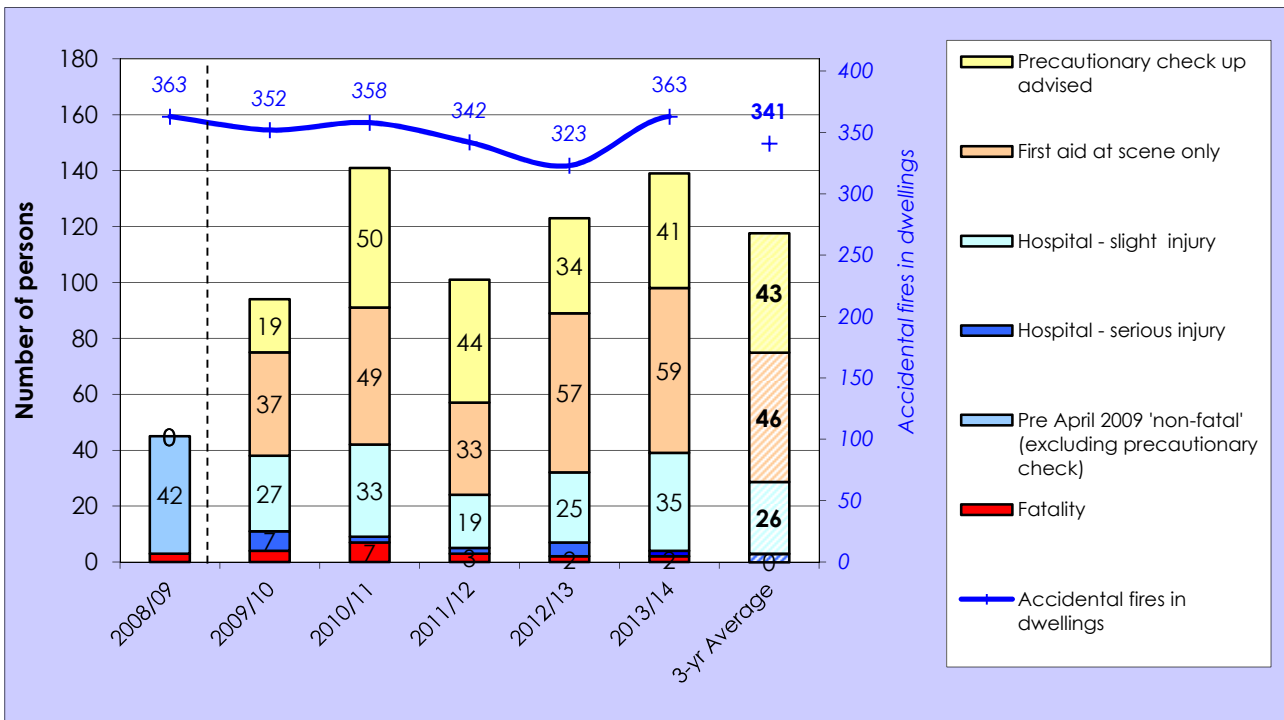
- **There were 12% or 40 more accidental fires in dwellings compared to 2012/13**

During the first three quarters of the year the Service attended 363 accidental fires in dwellings, which is more than in the previous year and more than the 3-year average of 341.

**Injuries from accidental fires in dwellings:** 37 people sustained injuries at these fires, 35 of which were classified as slight injuries with two serious injuries. These exclude where persons were advised to seek a precautionary check-up and where first aid was given at the scene only, in accordance with national guidance for compiling national performance indicators.

**Deaths from accidental fires in dwellings:** There were two fatalities at these fires. There was one death in Gwynedd (May) which is pending confirmation by the Coroner and one death in Conwy (June).

**Accidental Fires in Dwellings and Casualties by Severity of Injury**



After April 2009 non-fatal casualties are recorded under four categories of severity:

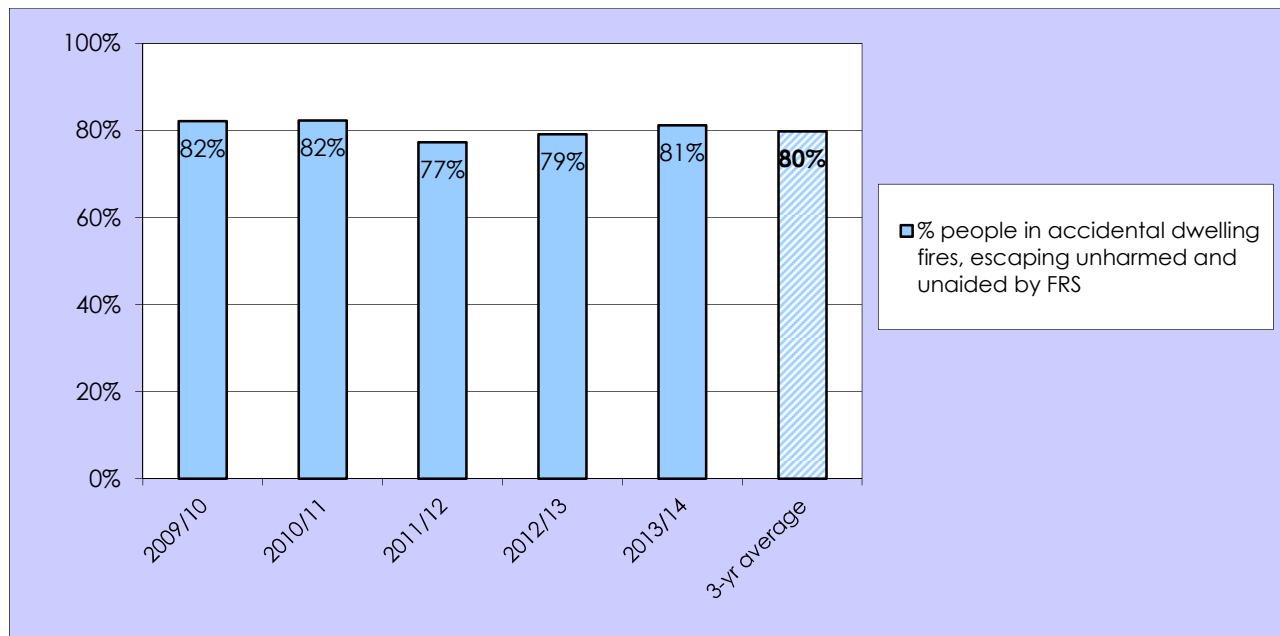
- victim went to hospital, injuries appear to be serious;
- victim went to hospital, injuries appear to be slight;
- first aid given at the scene only;
- precautionary check up recommended – this is when an individual is sent to hospital or advised to see a doctor as a precaution, but having no obvious injury or distress.

Due to the change in April 2009 and the introduction of a 'fire-related injury' marker there is a possible discontinuity in the number of non-fatal casualties.

**The percentage of people in accidental dwelling fires who escaped unharmed without fire and rescue service assistance at the fire.**

- **81% of people involved in an accidental dwelling fire escaped unharmed and without the need for assistance from the Service at the fire.**

% of people in accidental dwelling fires escaping unharmed without FRS assistance



With early warning from a working smoke alarm and a rehearsed escape plan tailored to the individual needs of the occupants of the dwelling, people can maximise their chances of escaping unharmed from a dwelling fire without having to rely on being rescued by a fire crew.

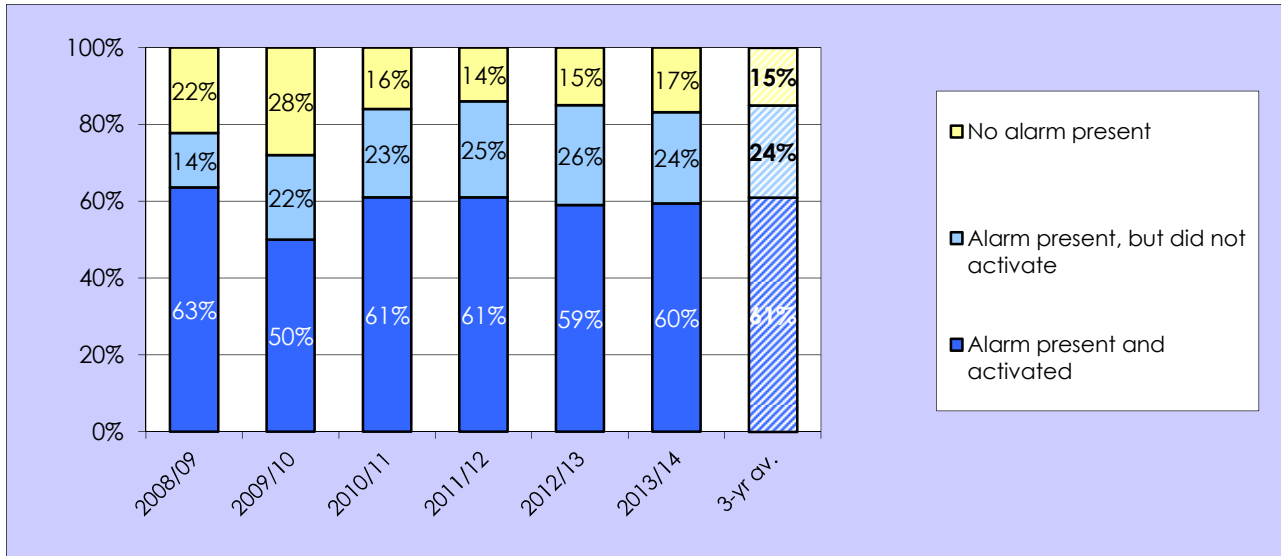
The 81% achieved in the first three quarters of this year relates to a total of 757 people, of whom 615 were able to exit the dwelling safely without having to be rescued by a fire crew.

**Fire in Dwellings: Presence of Smoke Alarms**

- **17% of dwellings experiencing a fire did not have a smoke alarm (65 fires), which is 2 percentage points higher than the previous year.**

There was a total of 390 fires in dwellings during the first three quarters, 37 (11%) more than the previous year's total of 353 and 6 (2%) above the 3-year average of 384 dwelling fires.

*Fires in Dwellings: Presence of smoke alarms (percentage)*

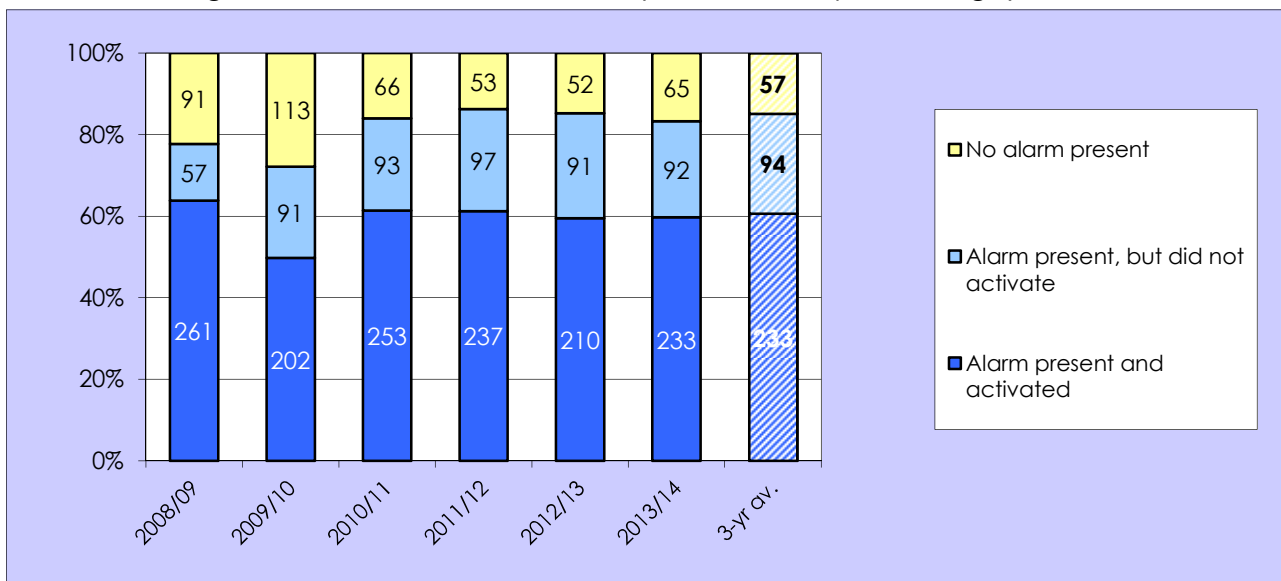


17% of all the dwelling fires attended (65 fires) occurred in dwellings where **no smoke alarm had been fitted**. This is a higher percentage than the previous year and above the 3-year average.

In 60% of dwelling fires attended (233 fires), **an alarm was fitted and activated**. This percentage of the total is 1% higher than last year and 1% below the 3-year average.

In 24% of the dwelling fires attended (92 fires), **an alarm was fitted but it did not activate**. This was a decrease compared to the previous year, equal to the 3-year average. The main reason why alarms did not activate despite being fitted in the property was that the fire was not close enough to the detector to trigger the alarm (this was the case in 58 fires).

*Fires in Dwellings: Presence of smoke alarms (number and percentage)*



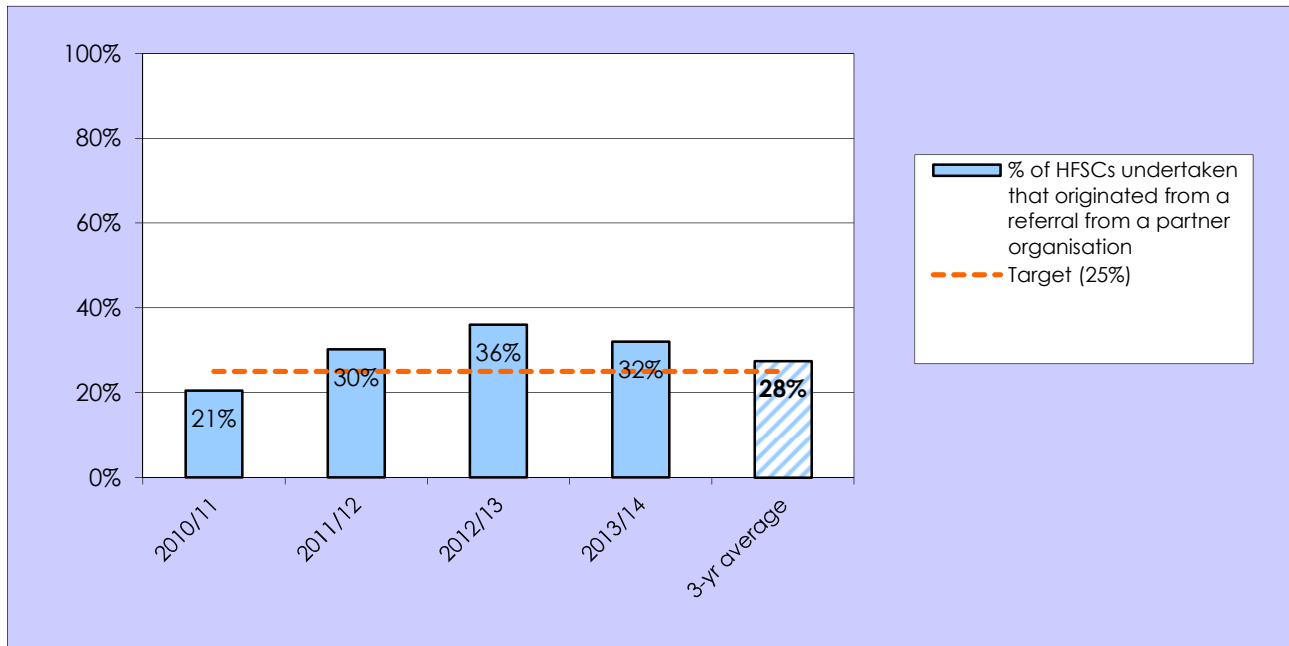


## Home Fire Safety Checks (HFSCs)

- **32% of home fire safety checks were completed following a referral from a partner organisation.**

During the first three quarters of the year 6,104 (32%) out of the 19,065 home fire safety checks completed were ones that had originated from partner organisation referrals. This exceeds the Service's own 25% target.

% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation



## **INCIDENT ACTIVITY REPORTING: Summary of All Incidents Attended**

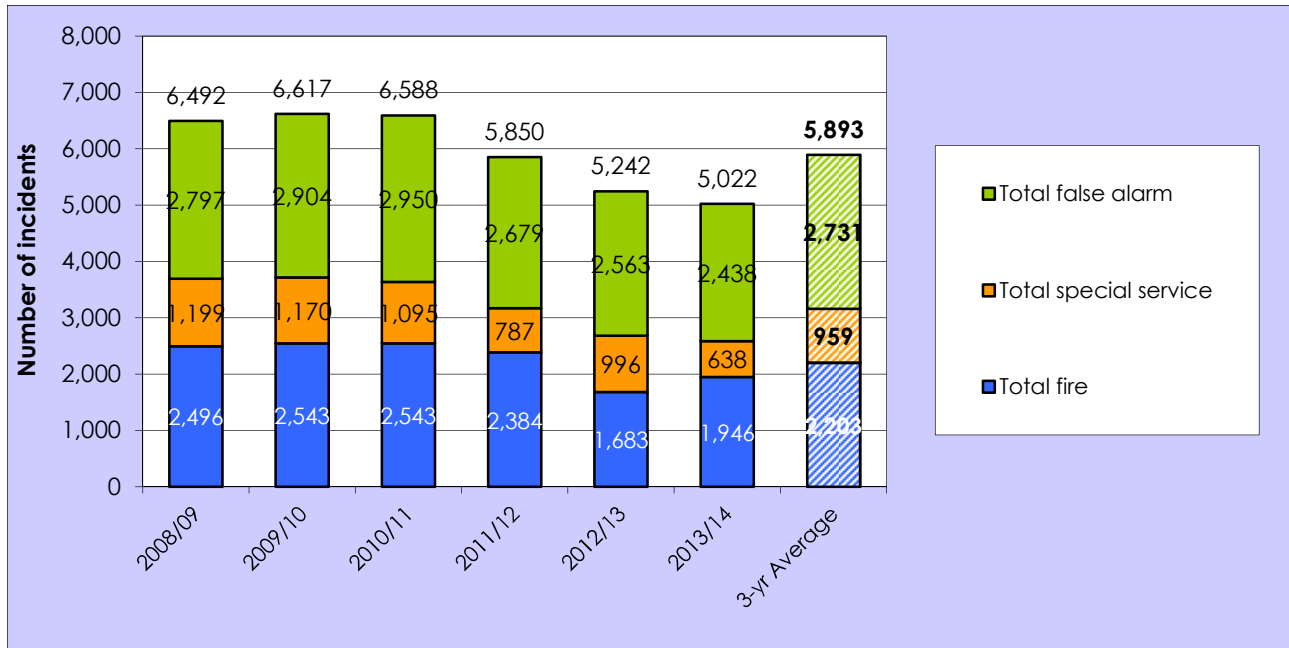
<b>REPORTING YEAR 2013-14</b>									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year ↓ = decrease this year → = no change <b>pp</b> percentage points									
<b>Category</b>	<b>Year</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>		<b>YTD 3 Year Average</b>	
Total incidents attended	2013-14	1,714	1,794	1,514		5,022	↓	5,893	↓ 15%
	2012-13	1,721	1,800	1,721		5,242	4%		
Total fires	2013-14	797	680	469		1,946	↑	2,203	↓ 12%
	2012-13	623	524	536		1,683	16%		
Total special service incidents	2013-14	210	208	220		638	↓	959	↓ 34%
	2012-13	289	323	384		996	36%		
Total false alarms	2013-14	707	906	825		2,438	↓	2,731	↓ 11%
	2012-13	809	953	801		2,563	5%		

**All Incidents Attended:**

- **There was a decrease of 4% or 220 fewer incidents compared to the same period last year.**

During the first three quarters the Service attended 5,022 incidents, which is fewer than in previous years and continues the overall downward trend. Special service and false alarm incidents saw a greater reduction than in previous years, whilst total fires increased by 16% (263 more fires) compared to the same period last year, but remained below the 3-year average.

**All Incidents Attended, by Type**



## INCIDENT ACTIVITY REPORTING: Fires Attended

REPORTING YEAR 2013-14									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year ↓ = decrease this year → = no change <b>pp</b> percentage points									
Category	Year	Q1	Q2	Q3	Q4	YTD		YTD 3 Year Average	
Total fires	2013-14	797	680	469		1,946	↑ 16%	2,203	↓ 12%
	2012-13	623	524	536		1,683			
Primary fires	2013-14	323	298	254		875	↑ 4%	952	↓ 8%
	2012-13	261	321	260		842			
Secondary fires	2013-14	419	366	150		935	↑ 36%	1,092	↓ 14%
	2012-13	311	189	190		690			
Chimney fires	2013-14	55	16	65		136	↓ 10%	159	↓ 15%
	2012-13	51	14	86		151			
All deliberate fires	2013-14	287	248	148		683	↑ 2%	972	↓ 30%
	2012-13	267	202	201		670			
All accidental fires	2013-14	510	432	321		1,263	↑ 25%	1,231	↑ 3%
	2012-13	356	322	335		1,013			
Fires in non-domestic properties	2013-14	30	25	26		81	↓ 24%	117	↓ 31%
	2012-13	33	41	33		107			

**Fires:**

- **There was an increase of 16% or 263 more fires compared to the same period last year.**

During the first three quarters of the year the Service attended 1,946 fires. Primary and secondary fires increased compared to the previous year, while chimney fires decreased during the period. When compared to the longer-term picture and the 3-year average, the overall downward trend (improvement) in the number of fire incidents attended by the Service continued. This is an indication that the wetter-than-average weather during 2012/13 – in addition to the Service’s extensive fire prevention activity – had a significant impact on fires. This may also limit the value of some year-on-year comparison between 2012/13 and the current financial year 2013/14.

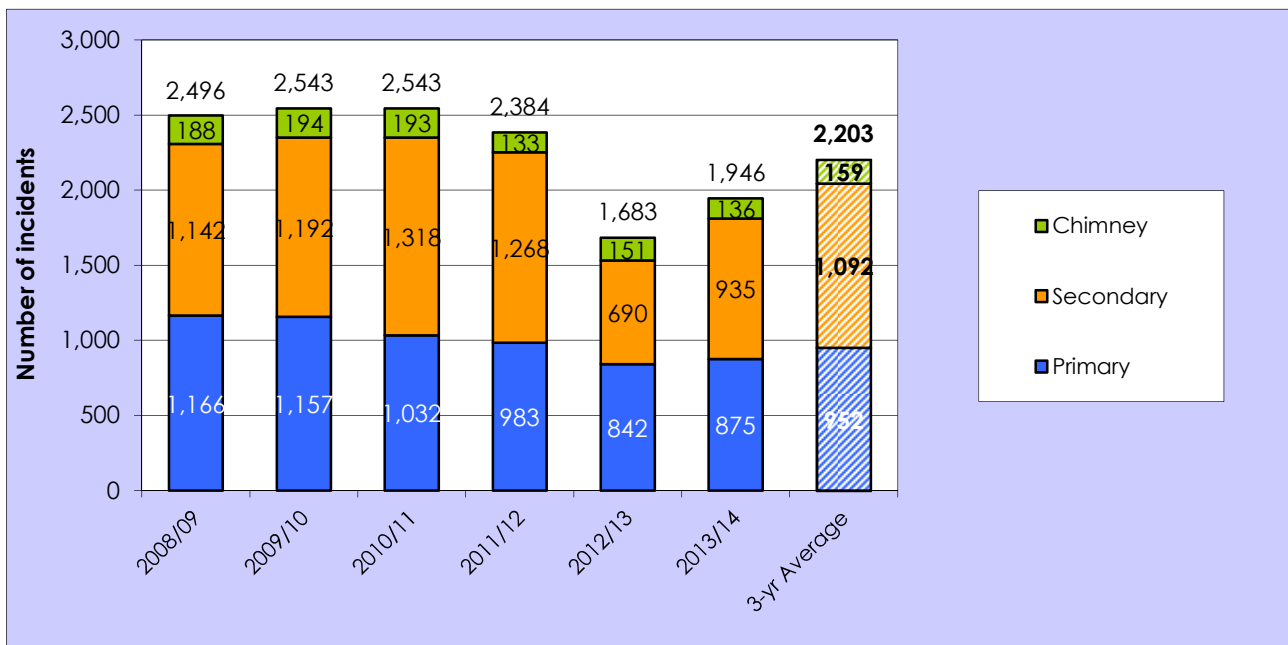
**Fires: Type**

**Primary fires** increased by 4% or 33 more incidents compared to the same period last year, however, were lower than all years prior to 2012/13, since at least 2008/09.

During the first three quarters **secondary fires** increased by 36% or 245 more incidents compared to the same period in 2012/13, but again were lower than all years prior to 2012/13, since at least 2008/09. Grassland fires in particular increased significantly compared to the previous year, with the Service attending 418 such fires, more than double last year’s number of 197, reflecting the impact of 2012/13’s prolonged wet weather.

**Chimney fires** decreased by 10% or 15 fewer fires compared to last year and remained below the 3-year average.

*All Fires Attended, by Type*

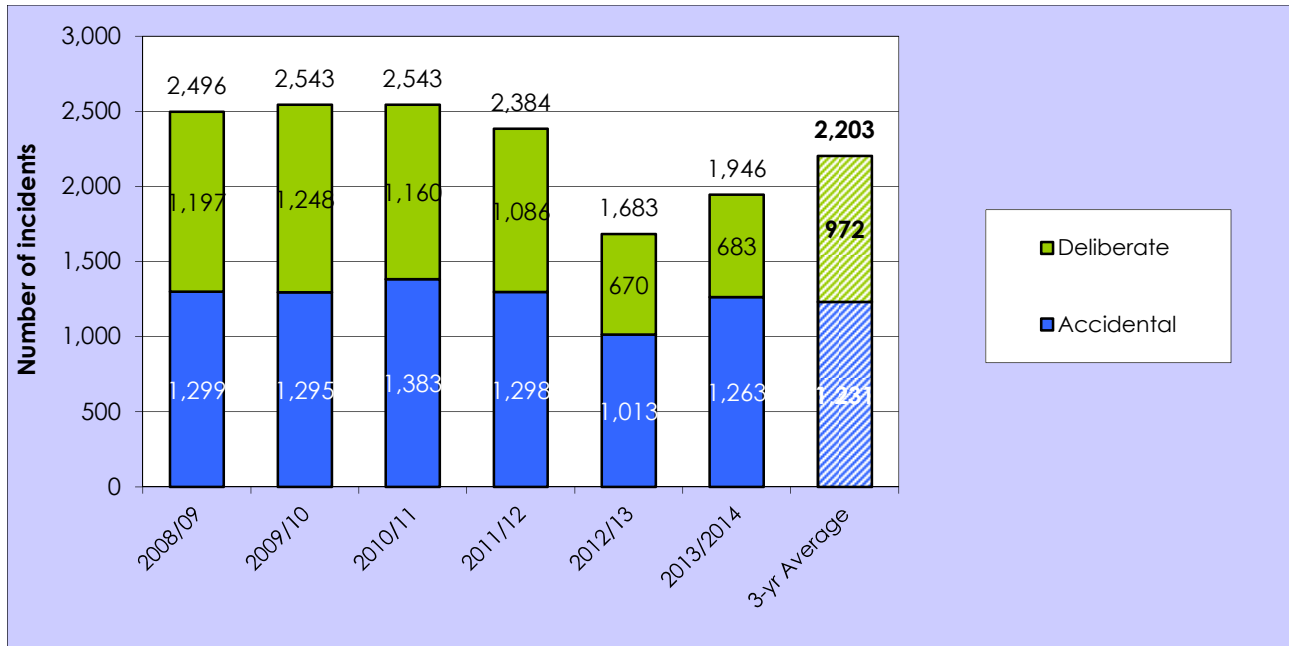


## **Fires: Motive**

The increase in fires compared to the previous year is reflected in both categories of fires – those started deliberately and those started accidentally.

The number of fires started deliberately, although 2% higher than the previous year, is significantly lower than the 3-year average.

### *All Fires Attended, by Motive*

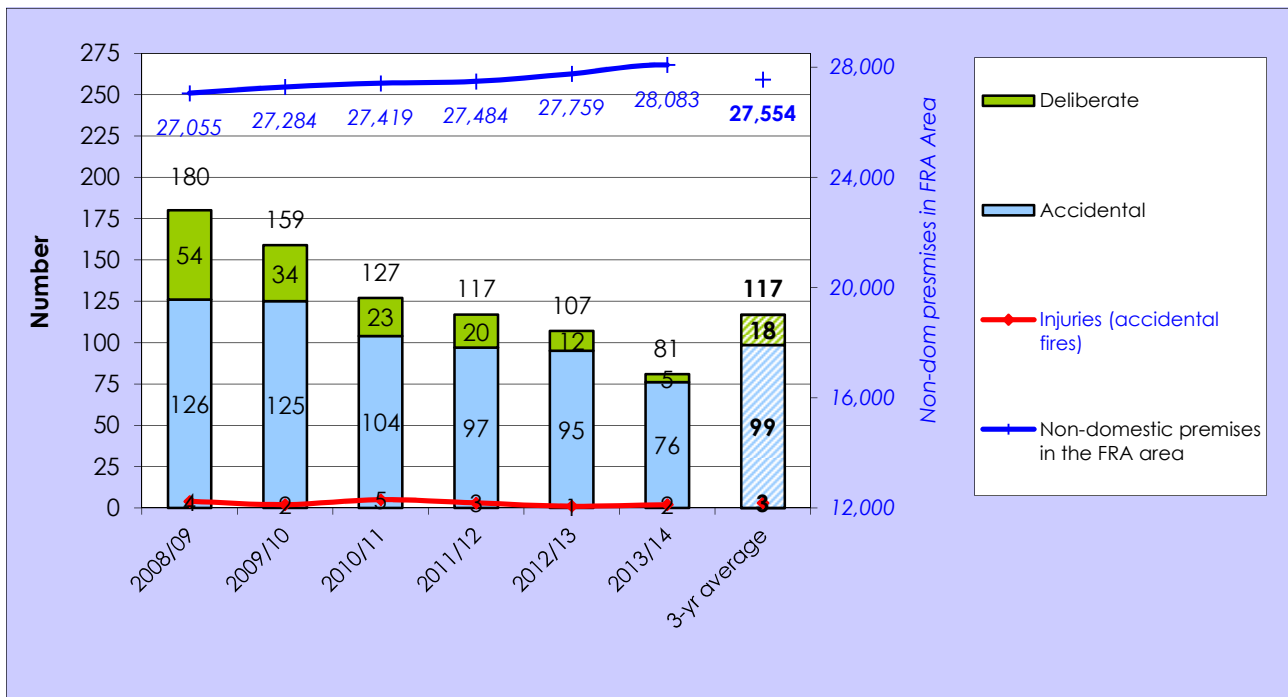


**Fires: Non-domestic premises:**

- **There was a decrease of 24% or 26 fewer fires in non-domestic premises compared to the same period last year.**

During the first three quarters the Service attended 81 such fires, which is lower than the previous year and the 3-year average and continues the downward trend, in contrast to the increasing number of non-domestic premises in the FRA area.

*Fires in Non-domestic Premises and Casualties*



## INCIDENT ACTIVITY REPORTING: Special Service (non-fire) Incidents Attended

REPORTING YEAR 2013-14									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year ↓ = decrease this year → = no change <b>pp</b> percentage points									
Category	Year	Q1	Q2	Q3	Q4	YTD		YTD 3 Year Average	
Total special service incidents	2013-14	210	208	220		638	↓	959	↓ 34%
	2012-13	289	323	384		996	36%		
Road traffic collisions (RTC)	2013-14	83	78	83		244	↓	398	↓ 39%
	2012-13	107	92	125		324	25%		
Other than RTC	2013-14	127	130	137		394	↓	562	↓ 30%
	2012-13	182	231	259		672	41%		



**Special Service Incidents:**

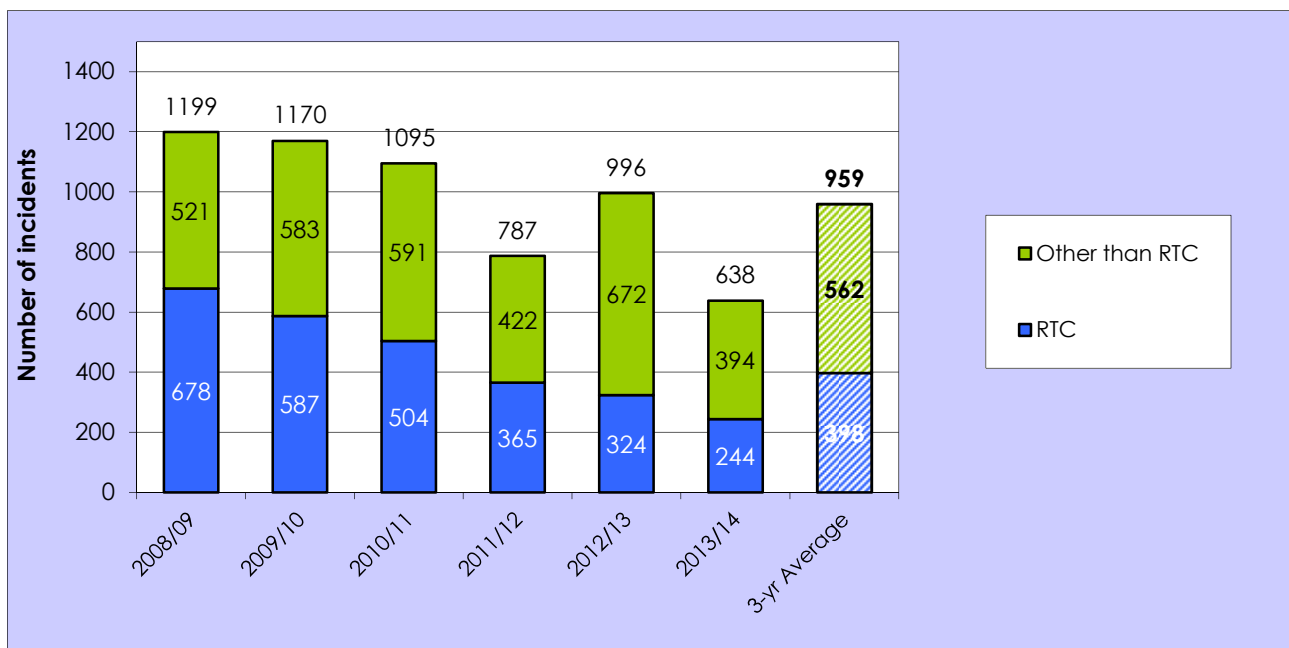
- **There was a decrease of 36% or 358 fewer special service incidents compared to the same period last year.**

During the first three quarters the Service attended 638 special service incidents, which is lower than the previous year and below the 3-year average.

The overall downward trend for **RTCs** attended continued. Special service incidents **other than RTCs** also decreased, with 41% or 278 fewer incidents compared to the same period last year, and remained lower than the 3-year average.

Whilst the wetter-than-average weather during 2012/13 resulted in fewer fires, in contrast, special service incidents as a result of the weather conditions increased that year, with the Service attending 285 flooding related incidents compared with 52 in the same period this year; again this may limit the value of some year-on-year comparison between 2012/13 and the current financial year 2013/14.

Special Services Attended, by Type



## INCIDENT ACTIVITY REPORTING: False Alarms Attended

REPORTING YEAR 2013-14									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year ↓ = decrease this year → = no change <b>pp</b> percentage points									
Category	Year	Q1	Q2	Q3	Q4	YTD		YTD 3 Year Average	
Total false alarm	2013-14	707	906	825		2,438	↓	2,731	↓ 11%
	2012-13	809	953	801		2,563	5%		
Malicious false alarms	2013-14	22	23	11		56	↓	91	↓ 39%
	2012-13	28	27	26		81	31%		
False alarms made with good intent	2013-14	270	363	301		934	↑	1,080	↓ 14%
	2012-13	317	323	278		918	2%		
False alarms from AFAs in non-domestic properties	2013-14	255	342	345		942	↓	1,071	↓ 12%
	2012-13	304	412	355		1,071	12%		
False alarms from AFAs in other properties	2013-14	160	178	168		506	↑	489	↑ 4%
	2012-13	160	191	142		493	3%		

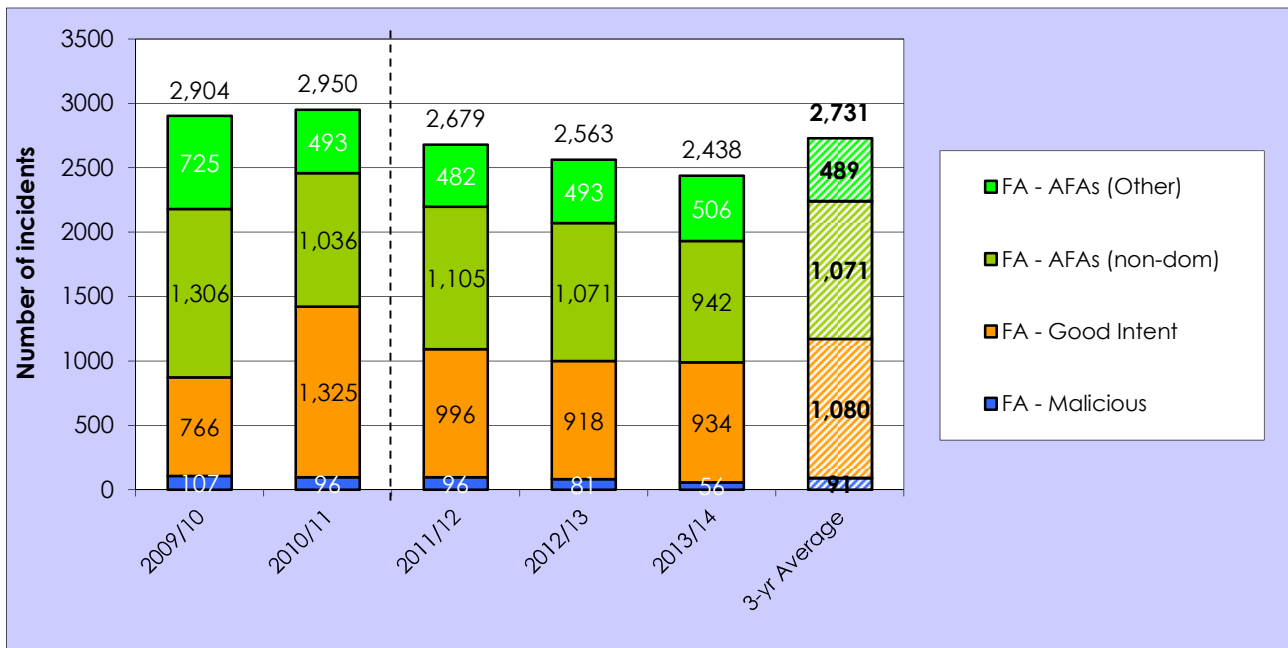
**False Alarms:**

- **There was a decrease of 5% or 125 fewer false alarms attended compared to the same period last year.**

During the first three quarters the Service attended in response to 2,438 calls for assistance that later turned out to be false alarms. This number is lower than in previous years.

The overall numbers of false alarms in the categories of: automatic fire alarm (AFA) false alarms (non-dom) and malicious false alarms have decreased; whereas false alarms made with good intent and AFAs (Other) have slightly increased when compared with last year.

False Alarms Attended, by Type



The realigning of categories of false alarms shortly before the start of the 2011/12 financial year, in light of national discussions, introduced a shift in the proportion of false alarms classified as 'automatic fire alarm (AFA) false alarms' and those classified as 'false alarms made with good intent'.

This made it impossible to make like-for-like comparison of 2011/12 figures against the previous year's figures in respect of these two categories of false alarm. This is not expected to affect comparison between the 2011/12 and later years' figures.

## GLOSSARY

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