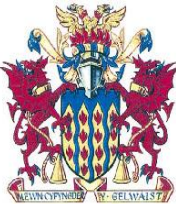


Report to	Executive Panel	
Date	17 June 2024	
Lead Officer	Stewart Forshaw, Deputy Chief Fire Officer	
Contact Officer	Anthony Jones, Head of Planning, Performance and Transformation	
Subject	Performance Monitoring: 2023/24 Financial Year	

Purpose of Report

- 1 To provide information about incident activity during 2023/24 financial year, performance in relation to the North Wales Fire and Rescue Authority's (the Authority) improvement and well-being objectives, and other notable incident activity.

Executive Summary

- 2 During the 2023/24 financial year, North Wales Fire and Rescue Service (the Service) attended 5,932 emergency incidents. This is an increase of 0.6% compared with to the previous financial year (5,897).
- 3 The number of accidental fires in the home (ADFs) attended during the reporting period slightly decreased to 337, compared to 344 in 2022/23. However, there were a total of six accidental fatalities in dwelling fires in 2023/24, following on from the zero dwelling fire fatalities in 2022/23.
- 4 There was also an increase in the number of serious injuries, from three to seven. The Service continued to deliver fire prevention interventions and initiatives to support fire safety in the homes and communities of North Wales.
- 5 During the reporting period, there was a decrease to 14 from 35 compared to the previous year in the number of wildfires. These were attended by a combined total of 54 vehicles for over 476 hours.
- 6 There were 2,901 false alarms attended during the reporting period, an increase of 8.4% compared to the last financial year. This was due to a 15.8% increase in attendances at fire alarms due to apparatus from 1,532 to 1,774. The Service received 1,587 calls to AFAs at commercial premises, of which eight, were attended and 1,579 were not attended in line with our policy.

- 7 The Authority has a policy that determines its attendance to automatic fire alarms. NWFRS will not send an emergency response to automatic fire alarm actuations in a non-domestic premises unless a back up 999 call is received confirming that there is a fire.
- 8 In addition, 498 hospital AFA calls were received, of which 208 (41.8%) were attended and 290 (58.2%) were not attended.
- 9 There was an increase in the number of fires attended at HMP Berwyn from 19 to 26.
- 10 Pump availability in accordance with the 18 pump availability target was met 100% during the reporting period.

Recommendation

- 11 It is recommended that Members note the content of the performance monitoring report.

Information

- 12 **All Incidents**
5,932 incidents were attended compared with 5,897 during 2022/23.
- 13 **Fires**
Fires attended during the reporting period decreased 17.8% to 1,654 compared with 2,011 in 2022/23.
- 14 **Grassland, Woodland and Crop Fires**
Grassland, woodland and crop fires decreased 52.3% (472 to 225) compared to the last financial year. Secondary accidental grassland, woodland and crop fires decreased (450 to 215), with 'grassland, pasture, grazing etc.' (94 to 36), and 'heathland or moorland' (107 to 49) being the main contributors. Decreases were also recorded in 'hedge' (29 to 20), and 'tree scrub (includes single trees not in garden' (31 to 10), although there was an increase in 'Railway trackside vegetation' (Zero to four).
- 15 **Wildfires**
During the reporting period, there was a decrease in attendance at wildfires (35 to 14) compared to the same period of 2022/23, where 54 vehicles attended compared to 47. The time spent at scene decreased to 476 hours, compared to 628 hours during the same period of the previous year.

16 **Primary Fires**

Primary fires decreased 7.6% (854 to **789**) compared with the same period of 2022/23, and were 6.7% below the three-year average of 846. Accidental primary fires decreased 8.2% (711 to 653), and were 5.9% below the three-year average of 694. The number of deliberate primary fires decreased (143 to 136) compared to the previous financial year, and were 10.5% below the three-year average of 152.

17 **Secondary Fires**

Secondary fires, which were 14.3% below the three-year average of 908, decreased 25.0% (1037 to 778), primarily due to a 32.2% decrease in accidental secondary fires (661 to 448). Decreases were recorded in secondary accidental 'grassland, woodland and crops' fires (306 to 146) and 'other outdoors (including land)' (205 to 164).

Deliberate secondary fires decreased 12.2% (376 to 330), primarily due to a 50.2% reduction in 'grassland, woodland and crops' (144 to 69). However an increase in 'Outdoor structures' fires (155 to 176) was recorded.

18 **Chimney Fires**

Chimney fires decreased 27.5% compared with the same period of 2022/23 (120 to 87). This is 34.1% below the three-year average of 132.

19 **Accidental Dwelling Fires (ADFs)**

The Service attended 2.0% less ADFs (344 to 337) during the 2023/24 Financial year.

The main contributors to ADFs included both increases and decreases. There were increases in 'Combustible articles too close to heat source (or fire)', (64 to 76). 'Fault in equipment or appliance', (27 to 35). 'Cooking – chip pan/deep fat fryer (10 to 15)'. Decreases were recorded in 'Cooking – other cooking' (78 to 61), and 'Faulty fuel supply – electricity' (34 to 29), compared with the previous financial year.

An increase was recorded in ADFs within 'Bungalow – single occupancy', (40 to **58**), and 'Converted Flat/Maisonette - multiple occupancy', (19 to **22**). Decreases were recorded in 'House – single occupancy', (198 to **191**), and 'Purpose Built Flat/Maisonette – multiple occupancy', (74 to **58**), compared to 2022/23. ADFs remain 8.4% below the three-year average of 368.

20 **Fatalities/Casualties in ADFs**

There were six fatalities in ADFs in 2023/24, three in Q2, one in Q3, and two in Q4, compared to zero recorded fatalities last financial year.

Three of the fatalities occurred in Conwy, two in Gwynedd and one in Flintshire.

All of the fatalities were in the most vulnerable category, all being 65 years or older, currently the focus of Safe and Well Checks, The average age of the victims was 78 years old, with three being male (ave. age 77) and three female (ave. age 80).

Three of the victims had previously received Safe and Well Checks, there had been three unsuccessful attempts to make contact with one victim and the other two were not known to NWFRS.

The number of casualties in ADFs increased from 71 to 72, with seven people sustaining serious injuries compared to three during 2022/23.

21 **Smoke Detectors – ADFs**

Smoke/heat detectors were present at 290 out of the 337 accidental fires in dwellings over the financial year (86.1%). ADFs where a smoke/heat detector was fitted, operated and raised the alarm, increased from 176 to 186.

22 Where a smoke/heat detector was fitted - operated but did not raise the alarm, the number of incidents decreased from 43 to 32.

23 ADF's where no detector was fitted increased from 44 to 47, and where a detector was fitted and did not operate, the number of incidents decreased to 72 from 81.

24 **Deliberate Primary Fires in Non-Residential Buildings**

Deliberate primary fires attended in non-residential buildings increased from 48 to 50.

25 **False Alarms**

The upward trend in false alarms continued with the Service attending **2,901** false alarms – 8.4% more than the previous financial year (2,675), and 15.9% more than the three-year average of 2,502. Those originating from AFA systems increased 15.8% (1,532 to **1,774**) and represented 61.2% of false alarm attendances.

26 **Non-Residential Automatic Fire Alarms (AFA)**

Non-Residential AFAs increased 4.7% (254 to 266). The main causes of activation in non-residential AFAs were 'faulty' (95 to 128); 'dust' (16 to 26). However, a reduction was recorded in 'accidentally/carelessly set off' (40 to 27).

27 **Other-Residential AFAs**

There was a 0.4% increase in 'other-residential' AFAs (113 to **118**), with 'nurses'/doctors' accommodation' showing a significant decrease (25 to 16). 'Residential home' however, increased (15 to 26), and 'Student Hall of Residence' increased (20 to 33).

Although the main cause of activation in 'other-residential' was 'faulty', which had a slight increase (26 to 34), 'cooking/burnt toast' saw a marginal decrease in activation (30 to 29).

'Dust' and 'accidentally/carelessly set off' also reported reductions from (nine to five), and (13 to nine) respectively.

28 **Dwelling AFAs**

AFAs in dwellings continued on an upward trend, increasing by 19.1% (1,165 to 1,387), with 'purpose built flat/maisonette – multiple occupancy' being the lead contributor to the total number of incidents, rising (361 to 492), followed by 'bungalow – single occupancy' which rose (340 to 410).

'House – single occupancy' increased (338 to 377), and 'Converted flat/maisonette – multiple occupancy' remained the same at 42. Decreases were recorded however in 'self-contained sheltered housing', (74 to 56).

Of the 1,387 dwelling AFAs, 'cooking/burnt toast' was the main cause of activation, increasing (600 to 738). Slight increases were also recorded in 'faulty (255 to 290), and 'dust' (37 to 40), and 'Accidentally/carelessly set off (60 to 70). 'smoking' also saw a slight increase (22 to 27).

29 **Good Intent False Alarms**

Good intent false alarms decreased from 1,091 to 1,087. However increases were recorded in 'Dwelling' by 23.2% (431 to 531).

Decreases were recorded in 'Grassland, woodland and crops' by 37.1% (116 to 73) due to decreases in 'controlled burning (88 to 60). 'Other outdoors (including land) also reduced (243 to 206).

30 **Malicious False Alarms**

The number of malicious false alarms decreased 24.5% from 53 to 40 compared to the same period last year.

31 **Special Service Calls**

Special service calls increased by 13.7% from 1,211 to 1,377 during the same period of the previous financial year, and were 84.6% above the three-year average of 746. This can be attributed to the change in policy aimed at increasing the presence of the fire and rescue service in the community when needed.

32 Road Traffic Collisions (RTC) Incidents
 The Service attended 7.3% more RTCs (234 to 251), where 61 (24.3%) involved the extrication or release of persons. Where the Service was called upon to make a vehicle safe, attendance increased 2.8% (104 to 107).

Although the Service attended more RTCs, the percentage of RTCs which involved the release or extrication of persons decreased (29.5% to 26.3%), which is below the three-year average of 33.3%.

33 SSC 'Other than RTC'
 SSC 'Other than RTC' increased 41.0% (977 to 1,378). The main contributor to the increase was 'Assist other agencies' which increased 35.2% (355 to 480). There was a significant increase of 'flooding' attended by 120.8% (53 to 117).

Decreases were recorded in 'no action (not false alarm)' (80 to 61), 'lift release' (87 to 48), and 'Other rescue/ release of persons' (92 to 72).

34 Safe and Well Checks (SAWCs)
 The Service completed 19,859 SAWCs, of which 6,032 (30.4%) were high priority SAWCs. Of the high priority SAWCs completed, 3,290 (54.5%) were referrals from a partner agency.

35 Station Performance
 Planned 18 pump availability was achieved on all 365 days (100%) of 2023/24.

36 Sickness Absence
 458 cases of sickness absence were reported during the financial year. This equates to 5.13% of lost time.

IMPLICATIONS

Well-being Objectives	Helps the Authority to monitor its performance against the improvement and well-being objectives in the Corporate Plan 2021-24.
Budget	Helps to highlight any potential impacts on budget due to unanticipated incident activity.
Legal	Assists the Authority with ensuring that there are sufficient resources to meet demand.
Staffing	No implication identified.
Equalities/Human Rights/ Welsh Language	No implication identified.
Risks	Not satisfying legal requirements to report on and monitor performance that may impact on the ability to ensure that there are sufficient resources to meet demand.

**NORTH WALES
FIRE AND RESCUE SERVICE**



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

Performance Monitoring Report

For the 2023/24 Financial Year

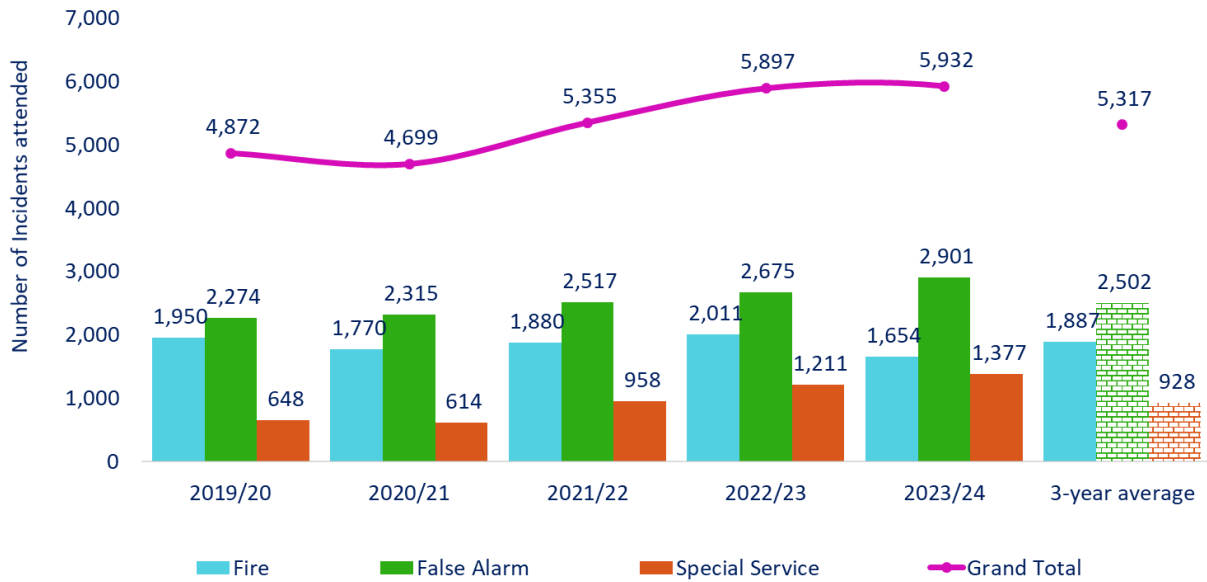
Figures are provisional and may be subject to minor amendment.

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1 All Incidents

1.1 During 2023/24 financial year, the Service attended 5,932 emergency incidents and false alarms, this is a 0.6% change compared to the previous year (5,897).



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Total incidents attended	2023-24	1,638	1,552	1,417	1,285	5,932	↓ 0.6%	5,317	↑ 11.56%
	2022-23	1,575	1,878	1,211	1,233	5,897			
Total fires	2023-24	604	408	326	316	1,654	↓ 17.8%	1,887	↓ 12.3%
	2022-23	577	719	337	378	2,011			
Total special service incidents	2023-24	332	331	390	324	1,377	↑ 13.7%	928	↑ 48.7%
	2022-23	327	371	267	246	1,211			
Total false alarms	2023-24	702	813	741	645	2,901	↑ 8.4%	2,502	↑ 15.9%
	2022-23	671	788	607	609	2,675			

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

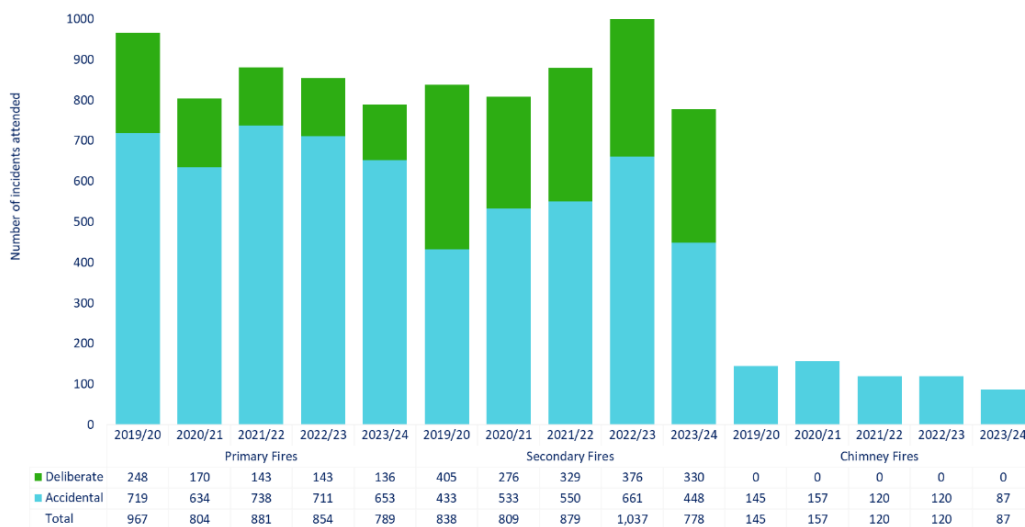
2 Fires, by Category and Motive

2.1 A total of 1,654 fires were attended in 2023/24; a 17.8% decrease from 2,011 in the previous financial year.

2.2 Primary fires – There was a 7.9% decrease in primary fires (854 to 789) compared with the same period in the previous financial year, which was 6.7% below the three-year average of 846.

2.3 Secondary fires – There was a 25.0% decrease in secondary fires (1,037 to 778), which was 12.6% below the three-year average of 908.

2.4 Chimney fires – The number of chimney fires decreased (120 to 87) during the same period in the previous financial year, which was 34.1% below the three-year average of 132.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Primary fires	2023-24	235	205	190	159	789	↓	846	↓ 6.7%
	2022-23	226	236	193	199	854	7.6%		
Secondary fires	2023-24	356	200	108	114	778	↓	908	↓ 14.3%
	2022-23	332	476	100	129	1,037	25.0%		
Chimney fires	2023-24	13	4	27	43	87	↓	132	↓ 34.1%
	2022-23	19	7	44	50	120	28.0%		

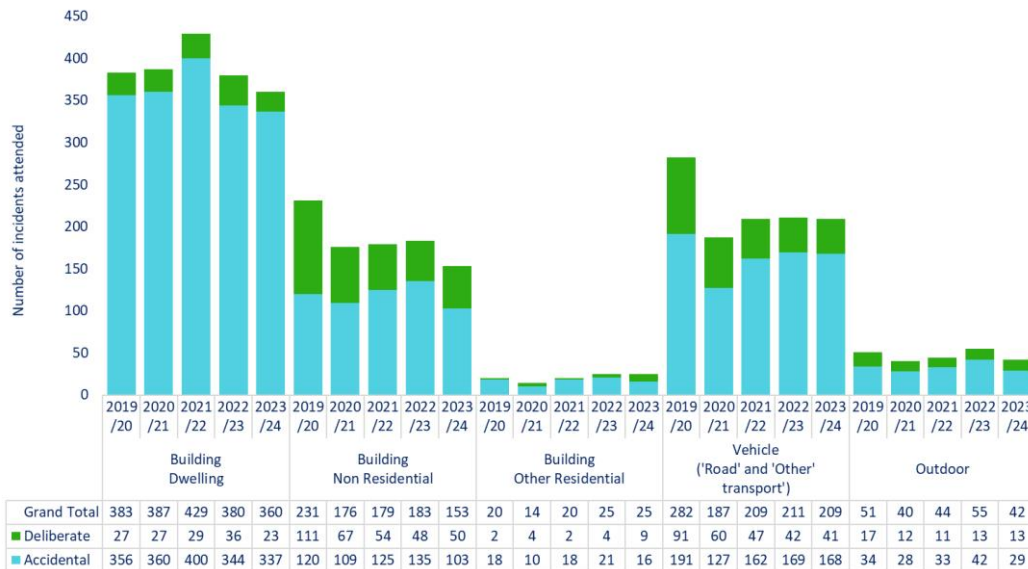
*The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

Actions taken to support the reduction of fire events during the financial year:

- The completed number of SAWCs for the year 2023/24 was above the target at 19,859, with 4,838 referrals from agencies. 12,500 of the checks were completed by operational crews.
- Exeter Data: Each Watch is now completing door to door activity for a minimum of one hour a day, utilising the provided data to help ensure a more targetted approach towards those people over the age of 65. Mid Q4 the data was further enhanced by introducing amber dots to mapping systems to signify those people aged over 70 and red dots for those over the age of 75.
- Partnership Managers continue to foster relationships with external agencies to encourage high quality referrals.
- 3rd "wellbeing event" for FS prevention team (22 attended) took place during Q4, this continues to offer support to our teams and ensure high level activity and output.
- Reviewed and renewed contracts with Catrefi Conwy and Care and Repair, thus continuing to receive high level referrals and receive 50% salary payment.
- Campaign Steering Group (CSG) continued to work with Corporate Communications to proactively promote safety and Wildfire messaging across all media platforms. Significant media attention around fires involving tumble dryers led to social media posts, interviews with BBC involving FRS staff and the occupiers, local campaigns and radio interviews.
- Deliberate fire setting intervention schemes continue to be facilitated in-house and by Danger Point; During 2023/24, 13 FACE sessions and one adult intervention delivered by the Arson Reduction Team and 34 Firesafe courses delivered by Danger Point.

3 Primary Fires, by Property Type and Motive

- 3.1** During the 2023/24 Financial year, 136 primary fires were started deliberately, compared with 143 in 2022/23.
- 3.2** There were 60 deliberate fires at HMP Berwyn, compared with 46 over the same period of the previous financial year. The Service attended 26 of these fires.

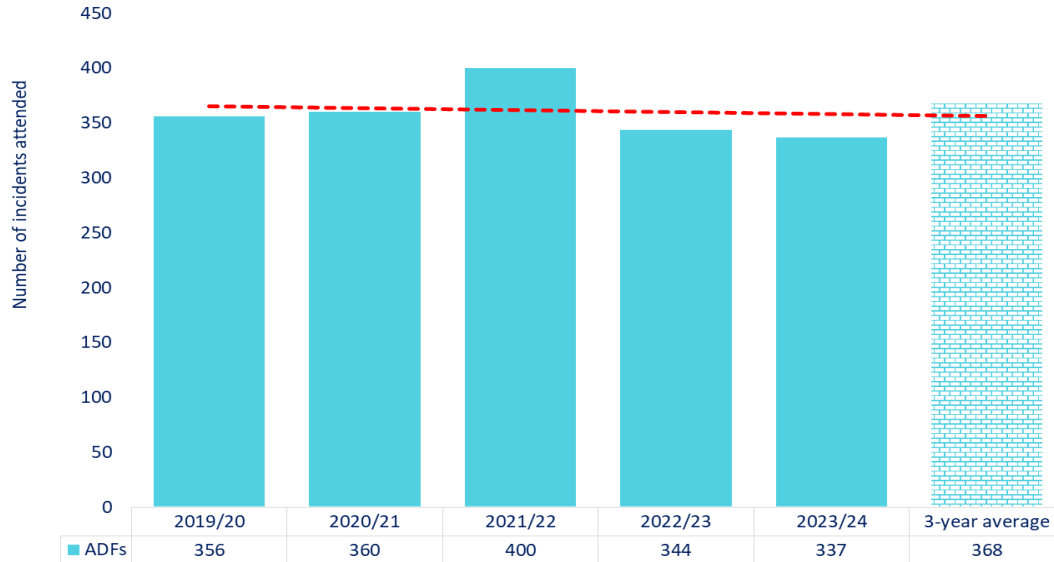


Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
All deliberate primary fires	2023-24	40	36	32	28	136	↓ 4.9%	152	↓ 10.5%
	2022-23	41	49	24	29	143			
All accidental primary fires	2023-24	195	169	158	131	653	↓ 8.2%	694	↓ 5.9%
	2022-23	185	187	169	170	711			

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

4 Accidental Fires in Dwellings

4.1 The Service attended 337 accidental dwelling fires in 2023/24; seven (2.0%) less than the previous financial year (344). Accidental dwelling fires (ADFs) this period remained 8.4% below the three-year average of 368.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Accidental fires in dwellings	2023-24	91	70	106	70	337	↓ 2.0%	368	↓ 8.4%
	2022-23	81	81	97	85	344			

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

Action taken to further understand our community demographic and risk during the previous year:

- The scoring “system” was reviewed and amended during Q4 and now ensures the scoring has greater weighting to age.
- Additional guidance given to administrators to ensure a stricter adherence to scoring to ensure only the most vulnerable are classed as high priority.
- Partnership Managers continue to explore new relationships with external partners to identify those persons most vulnerable to fire and provide them with suitable advice and interventions.
- Review of guidance documents underway including a new procedure document regarding SAWCs.

5 Fatalities and Casualties from Accidental Fires in Dwellings

5.1 There were six ADF fatalities during the 2023/24 financial year, compared to no human life lost during the same period of the previous year. There were seven serious, and 19 slight injuries, compared with three and 23 respectively. The number of precautionary checks increased (20 to 23), and the number of people requiring first aid at the scene decreased (from 25 to 17).

Three of the fatalities occurred in Conwy, two in Gwynedd and one in Flintshire.

All of the fatalities were in the most vulnerable category, all being 65years or older, currently the focus of Safe and Well Checks,

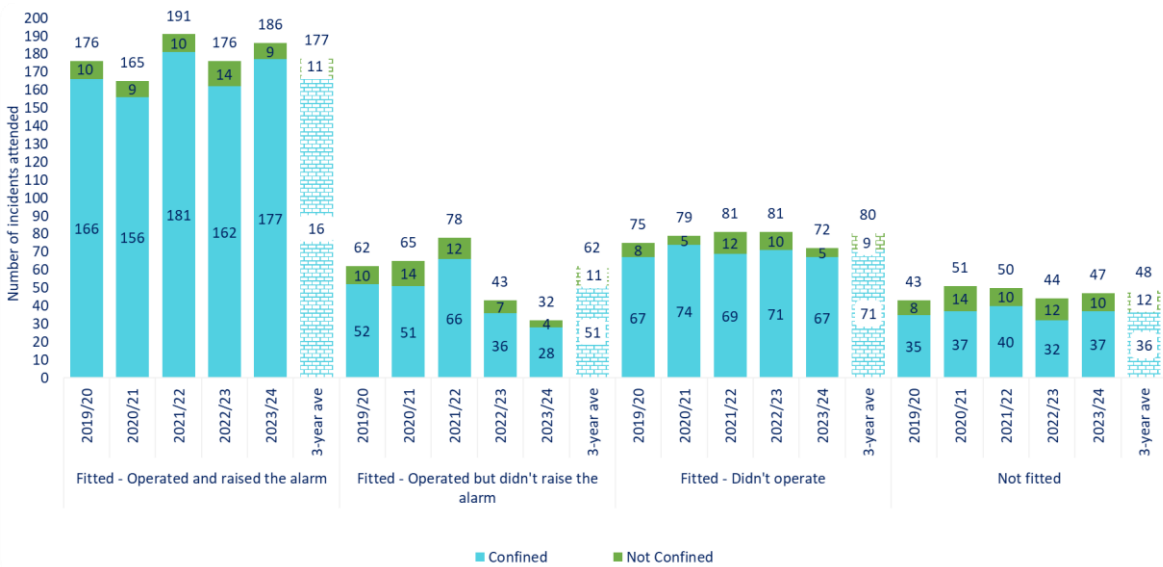
Severity of injury	2019/20	2020/21	2021/22	2022/23	2023/24
Precautionary Check	19	33	31	20	23
First Aid	41	26	43	25	17
Injuries - Slight	26	29	34	23	19
Injuries - Serious	4	3	5	3	7
Fatality	3	5	5	0	6
Total	93	96	118	71	72

Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	Change YTD / Average of 3 previous years
Injuries from accidental fires in dwellings	2023-24	29	9	22	6	66	↓ 8.2%	92	↓ 10.8%
	2022-23	10	37	14	10	71			
Deaths from accidental fires in dwellings	2023-24	0	3	1	2	6	↑ N/A%	3	↑ 200%
	2022-23	0	0	0	0	0			

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

6 Smoke Detectors – Accidental Dwelling Fires (ADFs)

- 6.1 Smoke/heat detectors were present at the majority of ADFs, although not all went on to operate. At 47 of the ADFs, no detector was fitted.
- 6.2 Of the 337 ADFs, 309 were confined to the room of origin, the item first ignited, or there was heat/smoke damage only.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Smoke detector fitted which operated and raised alarm	2023-24	48	37	59	42	186	↑ 5.7%	177	↑ 5.1%
	2022-23	36	45	49	46	176			
Smoke detector fitted which operated but didn't raise the alarm	2023-24	16	4	9	3	32	↓ 25.6%	62	↓ 48.4%
	2022-23	17	4	10	12	43			
Smoke detector didn't operate	2023-24	22	19	25	16	72	↓ 13.8%	80	↓ 2.5%
	2022-23	17	16	23	16	81			
Smoke detector not fitted	2023-24	10	13	15	9	47	↑ 6.8%	48	↓ 2.1%
	2022-23	6	13	13	12	44			

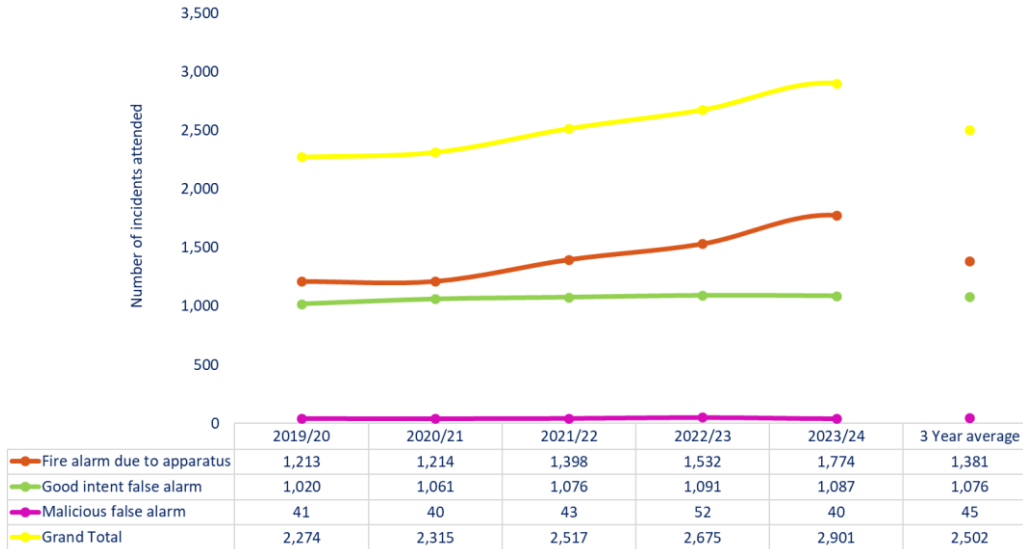
*The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

Actions taken to support communities by increasing smoke alarm ownership and safety education during the financial year, in addition to those previously mentioned:

- Renewed the three year contract with Caterfi Conwy.
- SAWC video which included sign language completed during Q4, will be officially launched by CSG in support of NFCC campaign.
- Partnership Managers continue to foster relationships with external agencies to encourage high quality referrals. Presentations given to various groups during Q4, including at a conference for Dementia carers and at volunteer forums.
- Supported 12 No Smoking Day events across the service alongside other agencies.

7 False Alarms

7.1 During 2023/24 false alarms increased by 8.4% (2,675 to 2,901). There was a 15.8% increase in AFAs (1,532 to 1,774). False alarms made with good intent decreased by 0.4% (1,091 to 1,087).



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Total false alarm	2023-24	702	813	741	645	2,901	↑ 8.4%	2,502	↑ 15.9%
	2022-23	671	788	607	609	2,675			
AFA	2023-24	407	520	458	389	1,774	↑ 15.8%	1,381	↑ 28.5%
	2022-23	416	420	360	336	1,532			
False alarms made with good intent	2023-24	281	281	276	249	1,087	↓ 0.4%	1,076	↑ 1.0%
	2022-23	241	353	238	259	1,091			
Malicious false alarm	2023-24	14	12	7	7	40	↓ 23%	45	↓ 11.1%
	2022-23	14	15	9	14	52			

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

Actions taken to reduce Hospital AFAs during the financial year:

- Meeting was held with BCUHB facilities management team. It was highlighted that they have investment plans for various locations across North Wales to enhance the fire safety over the next five years, including fire alarm systems. NWFRS discussed the issues around AFA's and the resources which are deployed. BCUHB will work with NWFRS and identify areas to reduce such activations. To ensure open communication is maintained the next meeting will be in Q1 of 2024/25.

8 Special Service Calls

8.1 Special service calls (SSCs) increased 13.7% (1,211 to 1,377), compared with the same period of the previous year. Road traffic collisions increased 7.3% (234 to 251), whilst 'other than RTC' incidents increased 15.3%, (977 to 1126). The rise in SSCs attended was expected following the Service's decision to increase visibility in the community.

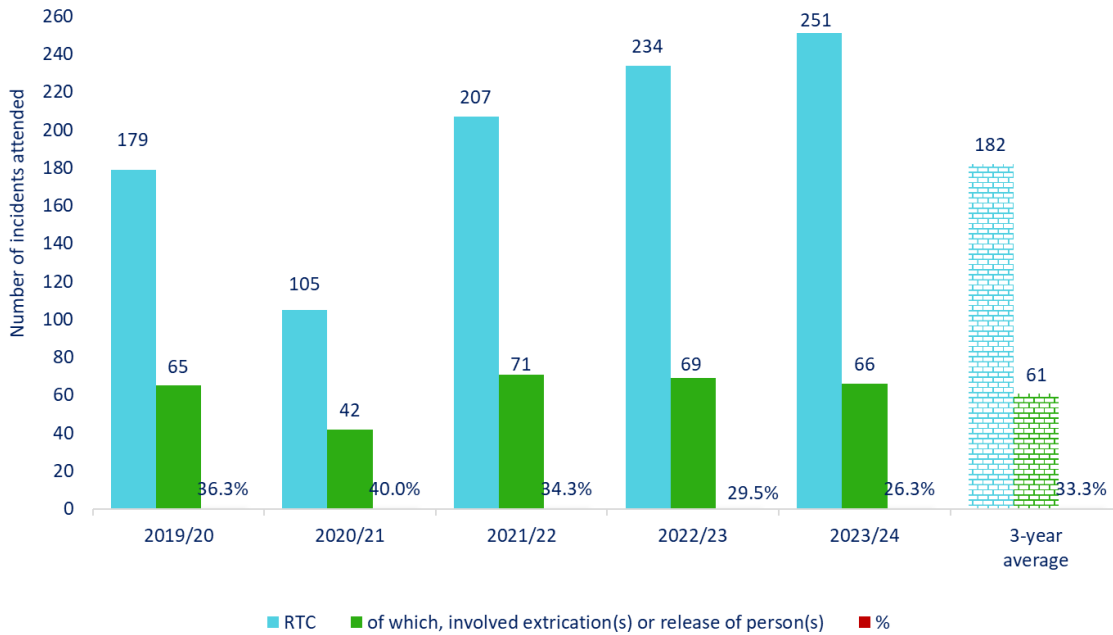


Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Total special service calls	2023-24	332	331	390	324	1,377	↑ 13.7%	928	↑ 48.4%
	2022-23	327	371	267	246	1,211			
Road traffic collisions (RTC)	2023-24	77	63	55	56	251	↑ 7.3%	182	↑ 37.9%
	2022-23	53	65	60	56	234			
Other than RTC	2023-24	255	268	335	268	1,126	↑ 15.3%	746	↑ 50.9%
	2022-23	274	306	207	190	977			

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

9 Traffic Collisions and Extrications/Release

9.1 Of the 251 road traffic collisions attended in 2023/24, 66 (26.3%) involved the Service using equipment to extricate at least one casualty from the vehicle. Whilst 140 incidents resulted in injuries, the majority of casualties sustained slight injuries.



251	RTC incidents attended
140	Incidents where people sustained injury
66	Incidents involved extrication / release

Severity of Injury *	Number of people
Precautionary check	47
First Aid	36
Injuries - Slight	93
Injuries - Serious	43
Fatalities	16

*RTC injuries - where available are recorded in the IRS in the same categorisation as fire injuries

Actions taken to reduce RTCs during the previous year:

- Olivia's Story continues to be delivered by the FS WM's and remains current and very impactful. 1,207 people over 2023/24.
- Biker down: 67 attended during 2023/24, during Q4 we had our first Brew with a Biker session. These will continue through 2024/25.
- Phoenix team continue to cover "fatal 5" during courses.
- Project Ugain, aimed at delivering roadside engagement as an alternative to penalty points or a fine, commenced during Q4. There have been 399 engagements thus far.
- FS WM's attended Major incident day WAST NWP / Wrexham University (road safety) 6th March 2024 debrief will be on 14/03/2024. Attended an all Wales Road Safety seminar.
- Regular engagement with NWP regarding road safety to ensure targeted and continued delivery of Olivia's story.

10 Monitoring against Improvement and Well-being Objective One

To support people to prevent accidental dwelling fires and stay safe if they do occur.

10.1 Safe and Well Checks

The Service completed 19,859 Safe and Well Checks during the financial year of 2023/24, of which 4,838 (24.3%) were undertaken in response to a referral from a partner agency.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% Change YTD / Average of 3 previous years
% of all Safe and Well Checks undertaken that originated from a referral from a partner organisation	2023-24	30.5%	23.9%	30.9%	20.4%	24.3%	↓ 49.1%	51.2%	↓ 52.5%
	2022-23	35.2%	30.2%	47.6%	30.0%	47.8%			
*The final two columns show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.									

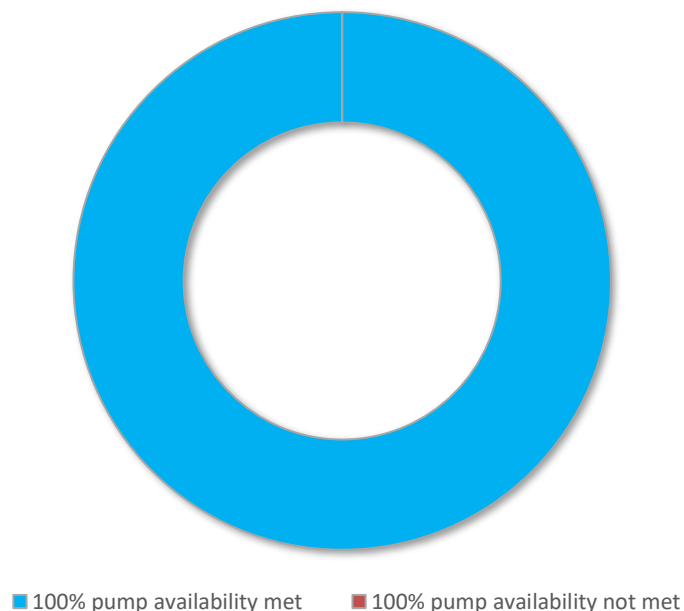
Actions taken to improve Safe and Well Check performance during the financial year:

- The completed number of SAWCs for the year 2023/24 was above the target at 19,859 with 4,838 referrals from other agencies. 12,500 of the checks were completed by operational crews.
- Exeter Data: Each Watch is now completing door to door activity for a minimum of one hour a day, utilising the provided data to help ensure a more targetted approach towards those people over the age of 65. Mid Q4 the data was further enhanced by introducing amber dots on mapping systems to signify those people over 70 and red dots for those over the age of 75.
- The “dashboard” to provide current data was drafted in Q4 and will continue to be trialled before being officially launched to all stations. This will allow crews to be even more targetted in their approach and help identify areas to work, and will allow FS area teams to highlight areas to run campaigns.
- “Impact Days” are now being completed in each areas (one per month), these multi agency events are working well and proving successful. Operational crews are being utilised at these event and are organised by the area FS WM.

- During Q4, the WDS rural crews completed additional training around SAWC delivery and have now been allocated the majority of all the Low and Medium referrals which result in a SAWC telephone call. Each crew member being required to make a minimum of 5 telephone calls each day on duty. This will allow the DC & WT crews more time to concentrate on door to door activity utilising the Exeter Data.
- PM`s continue to work with external agencies to try and ensure the quality of referrals received is high and as targetted as possible, this is a challenging task and will take time.
- One HSSW temporarily relocated to Eastern area to help with backlog of overdue SAWCs. Overtime is being used by HSSW's which is having a positive impact in terms of managing the waiting list. 80 hours resulting in 56 high priority SAWC`s being completed.
- Changes were made during Q4 to the SAWC scoring process to ensure "age" is weighted accordingly.

11 Planned 18 Pump Availability

18 Planned Pump Availability 2023/24



18 Planned Pump Availability Post Plannig) performance in the financial year of 2023/24

Whilst 100% 18 pump availability was achieved in 2023/24, the starting position each day paints an entirely different picture.

Weekend and Bank Holiday availability is always significantly better than weekday availability. Over the entire year, weekday average availability was 4.8 pumps, whilst weekend average availability was 11.2 pumps.

The month with the best average weekday starting point was January at 6.7 pumps, and the worst was August at 3.2 pumps.

There is no significant difference between any weekday, with the range in difference being 1 pump. As can be seen from the below tables, availability at Weekends and on Bank Holidays is significantly higher.

Weekday Average		Weekend & BH Average	
Monday	4.6	Saturday	9.3
Tuesday	5.4	Sunday	12.6
Wednesday	5.2	Friday	10.2
Thursday	4.3	Monday	14.6
Friday	4.5	Tuesday (Boxing Day)	17

Average Weekday and Weekend/Bank Holiday Availability for RDS Stations

12 Sickness Absences

The Service aims to encourage all its employees to maximise their attendance at work while recognising that employees will, from time to time, be unable to come to work because of ill health.

According to the National Fire and Rescue Service Sickness Absence Report for April 2023 – September 2023, the average is 4.43 duty days sickness absence per staff member, equating to 5.82%. NWFRS slightly lower than this at 5.03% for the financial year 2023/24. There are several key challenges that all emergency services face in terms of managing attendance and keeping employees in work. These include emotional and physical demands that are unique whereby operational staff may have to remain off work longer due to physically related injuries compared those in non-operational roles. Also, operational staff need to be physically fit and meet the national fitness standard to enable them to carry out their role safely and effectively. There is also the impact of an ageing workforce whereby people are living longer and more likely to suffer from health problems involving increased periods of absence.

The Service offers health and wellbeing interventions to support employees as a preventative measure, during a period of absence and to assist with returning to work. Measures include the Attendance Management Policy, Occupational Health service, Physiotherapy, Employee Assistance Programme, Safecall (independent confidential hotline), Suicide Prevention Crisis Line and other Firefighters Charity programmes.

A focus on employee wellbeing and health promotion benefits employees and their employers. It can help prevent ill health, and support individuals to balance work whilst minimising the impact of any ill health symptoms, where possible. The Service is committed to providing welfare support to staff and as well as the interventions above we have wellbeing support networks including Blue Lights Champions, Colleague Supporters, Critical Incident De-briefers, and various Staff Networks.

During the 2023/24 financial year, an average of 913 individuals were employed by NWFRS. Absences due to sickness during first half of the 2023/24 financial year equates to a total of 5.08% time lost. During Q4, the number of individuals employed by NWFRS reduced to 906 individuals and absences due to sickness equated to 4.80% of lost time. Throughout the 2023/24 year, the number of short term absence cases has risen as the year has progressed with the highest number of cases being during Q4, equating to 1.19% of time lost due to short term compared to the year to date average of 0.91%. In contrast, the number of long term sickness cases has reduced from Q1, with Q2 and Q3 remaining static and then a reduction in the number of cases during Q4.

Please note that throughout the report, the number of cases in the year to date (YTD) will not be a sum of the quarters as some individuals' absences will span across quarters.

	Q1 Cases	Q1 Lost time %	Q2 Cases	Q2 Lost time %	Q3 Cases	Q3 Lost time %	Q4 Cases	Q4 Lost time %	YTD Cases	YTD Lost Time %
Long Term Sickness	64	4.43%	66	4.21%	63	4.27%	59	3.61%	142	4.13%
Short Term Sickness	88	0.59%	123	0.93%	143	0.95%	149	1.19%	479	0.90%
Total	152	5.03%	189	5.14%	206	5.21%	208	4.80%	621	5.03%

Short term means individual periods of sickness of 27 calendar days or less.

Long term means individual periods of 28 calendar days or more

Some duty systems may see a higher percentage of lost time despite fewer cases of absence being recorded. This is caused by there being fewer staff within that duty system. The sickness absence percentage calculation is proportionate to the number of staff within that duty system.

Long Term & Short-Term Sickness	Q1 Cases	Q1 Lost time %	Q2 Cases	Q2 Lost time %	Q3 Cases	Q3 Lost time %	Q4 Cases	Q4 Lost time %	YTD Cases	YTD Lost Time %
WDS Stations	29	3.94%	44	4.87%	50	3.99%	46	4.50%	148	4.42%
RDS /On-Call	80	6.19%	92	5.68%	100	6.00%	97	5.33%	291	5.81%
Rural	2	4.30%	4	4.35%	2	4.25%	1	1.40%	8	3.58%
Control	9	8.09%	12	9.14%	12	8.37%	13	9.21%	39	8.80%
Flexi Managers	6	5.11%	6	2.91%	8	2.48%	10	2.45%	24	3.23%
Operational Depts	3	1.10%	2	2.45%	7	8.26%	4	6.06%	12	4.51%
SLT	1	0.22%	0	0.00%	2	0.29%	2	0.51%	5	0.26%
Corporate Departments	22	3.32%	30	4.73%	25	4.33%	35	3.72%	95	4.05%
Total	152	5.03%	189	5.14%	206	5.21%	208	4.80%	622	5.07%

12.1 Short Term Sickness

Short term absence led to an average of 0.91% of lost time during 2023/24.

	Q1 Cases	Q1 Lost time %	Q2 Cases	Q2 Lost time %	Q3 Cases	Q3 Lost time %	Q4 Cases	Q4 Lost time %	YTD Cases	YTD Lost Time %
WDS Stations	17	0.59%	34	1.31%	43	1.36%	36	1.46%	124	1.20%
RDS /On-Call	44	0.62%	57	0.81%	62	0.80%	64	1.10%	214	0.83%
Rural	1	0.20%	4	4.35%	1	0.79%	1	1.40%	6	1.69%
Control	7	1.49%	9	1.49%	9	1.81%	9	1.44%	33	1.33%
Flexi Managers	3	0.26%	1	0.08%	6	0.96%	8	0.72%	17	0.50%
Operational Depts	2	0.20%	0	0.00%	3	0.76%	1	0.76%	6	0.43%
SLT	1	0.22%	0	0.00%	2	0.29%	2	0.51%	5	0.26%
Corporate Depts	13	0.62%	18	1.00%	17	0.83%	28	1.36%	74	0.93%
Total	88	0.59%	123	0.93%	143	0.95%	149	1.19%	479	0.91%

Top 3 Short Term Sickness Absence Reasons

	Absence Reason	Cases	Lost Time %
1	Cold, Flu	103	0.15%
2	Respiratory - Coughs and Chest infections	37	0.07%
3	Covid-19	41	0.07%

12.2 Long Term Sickness

Long term absence led to an average of 4.17% of lost time during 2023/24.

Long Term & Short-Term Sickness	Q1 Cases	Q1 Lost time %	Q2 Cases	Q2 Lost time %	Q3 Cases	Q3 Lost time %	Q4 Cases	Q4 Lost time %	YTD Cases	YTD Lost Time %
WDS Stations	12	3.35%	10	3.55%	7	2.63%	10	3.04%	24	3.11%
RDS /On-Call	36	5.53%	35	4.87%	38	5.20%	33	4.23%	77	4.96%
Rural	1	4.10%	0	0.00%	1	3.46%	0	0.00%	2	1.89%
Control	2	6.81%	3	7.65%	3	6.56%	4	7.78%	6	7.53%
Flexi Managers	3	4.86%	5	2.83%	2	1.52%	2	1.74%	7	2.73%
Operational Depts	1	0.90%	2	2.45%	4	7.50%	3	5.31%	6	4.19%
SLT	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Corporate Depts	9	2.70%	12	3.73%	8	3.50%	7	2.36%	21	3.12%
Total	64	4.42%	66	4.21%	63	4.27%	59	3.61%	143	4.17%

Top 3 Long Term Sickness Absence Reasons

	Absence Reason	Cases	Lost Time %
1	Musculoskeletal - Lower Limb	29	0.88%
2	Failed Medical/Fitness Test	15	0.52%
3	Musculoskeletal - Back and spinal disorders	12	0.48%

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. 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> <ol style="list-style-type: none"> a) Local emergencies e.g., flooding, road traffic incidents, rescue of persons, 'making safe' etc; b) Major disasters; c) Domestic incidents e.g., water leaks, persons locked in or out etc; d) Prior arrangements to attend incidents, which may include some provision of advice and inspections.
False Alarm (general guidance)	<p>Where the FRS attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed.</p> <p>Note: if the appliance is 'turned around' by Control before arriving at the incident it is not classed as having been attended and does not need to be reported.</p>
False Alarms - Malicious	These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.

False Alarms – Good Intent	These are calls made in good faith in the belief that the FRS really would attend a fire or special service incident.
False Alarms - AFA	These are calls initiated by fire alarm and fire-fighting equipment. They include accidental initiation of alarm apparatus or where an alarm operates and a person then routinely calls the FRS as part of a standing arrangement, i.e., with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation.
Building - Dwellings	A property that is a place of residence, i.e., occupied by households, excluding hotels, hostel and residential non-permanent structures.
Building - Non-Residential	Properties such as hospitals, offices, shops, factories, warehouses, restaurants, cinemas, public buildings, religious buildings, agricultural buildings, railway stations, sheds, prisons.
Building - Other Residential	Properties such as hotels, hotels and residential institutions B&Bs, Nursing/care homes, student halls of residence.
Vehicle (Road and Other Transport)	Road vehicle, rail vehicle, aircraft, boat.
Outdoor	Fields, grassland, woodland, refuse containers, post boxes.
Wildfires	A grassland, woodland and crop fire where the incident was attended by 4 or more vehicles, or the Service was in attendance for 6 hours or more, or where there was an estimated fire damage area of over 10,000 square meters.
Short Term Sickness (STS)	Absences 27 calendar days and under.
Long Term Sickness (LTS)	Absences 28 calendar days and over.