

Background Information

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Subject **Performance Monitoring April 2020 – September 2020 – Half
Year**



PURPOSE OF REPORT

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

SUMMARY

- 2 **All incidents** - During the first half year the Service attended 2,607 emergency incidents and false alarms – 2% less than in the same period in 2019/20.
- 3 **Fires by category** - A total of 1,087 fires were attended between April and September, a reduction of 1.8% compared with the same period last year. Accidental secondary fires increased by 43% (from 295 fires to 422 fires), the majority (over 90%) because of householders burning refuse and garden waste in private gardens.
- 4 **Primary fires by motive** - There was a reduction in both accidental and deliberate primary fires during the first half of the year; 10.6% and 19.3% respectively.
- 5 **Fires by property type and motive** – There was a reduction in the number of deliberate primary fires in non-residential buildings between April and September; 43 this year compared with 38 the previous year. Of these, 26 occurred at HMP Berwyn compared with 27 the previous year.
- 6 **False alarms** - 1,241 false alarms were attended during the first half of the year, 2.9% more than were attended last year and more than any year since 2016/17. There was a slight reduction in AFA and malicious false alarms whereas false alarms made with good intent increased by 9.7% compared to the previous year.
- 7 **Special service incidents** – The Service attended 67 fewer incidents (19.4%) during the first half of 2020/21 compared with the same period last year. The number of RTCs attended continued to reduce compared with the same period last year (55.9%). The majority of those injured, suffered slight injuries.

- 8 **Accidental fires in dwellings (ADFs)** - The Service attended 187 ADFs, a level similar to the first half of 2019/20 (186 ADFs). There were no further ADF fatalities recorded during the second quarter. A total of 12 people sustained slight injuries between April and September, although there were no serious injuries recorded during this period.
- 9 **Safe and Well checks** – 6,471 Safe and Well checks were completed during the period, of which 2,157 (33%) were as a result of a referral from a partner agency.
- 10 **All dwelling fires** - Smoke/heat detectors were present at the majority of dwelling fires though not all went on to operate; at 32 dwelling fires no detector was fitted.

RECOMMENDATION

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

INFORMATION

- 12 Attached at Appendix 1 for Members' information is the monitoring report for the period from 1 April 2020 to 30 September 2020 (Half Year).

IMPLICATIONS

Well-being Objectives	Helps the Authority to monitor its performance against the improvement and well-being objectives set in the combined improvement and well-being plan 2020/21.
Budget	Helps to highlight any potential impacts on budget due to unanticipated incident activity.
Legal	Assists the Authority with ensuring that there are sufficient resources to meet the altering demands placed on it with changes in incident activity.
Staffing	No implication identified.
Equalities/Human Rights/ Welsh Language	No implication identified.
Risks	Not satisfying legal requirements to report on and monitor performance that may impact on the ability to ensure that there are sufficient resources to meet demand.

NORTH WALES FIRE AND RESCUE SERVICE



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

PERFORMANCE MONITORING REPORT

Half Year

April 2020 – September 2020

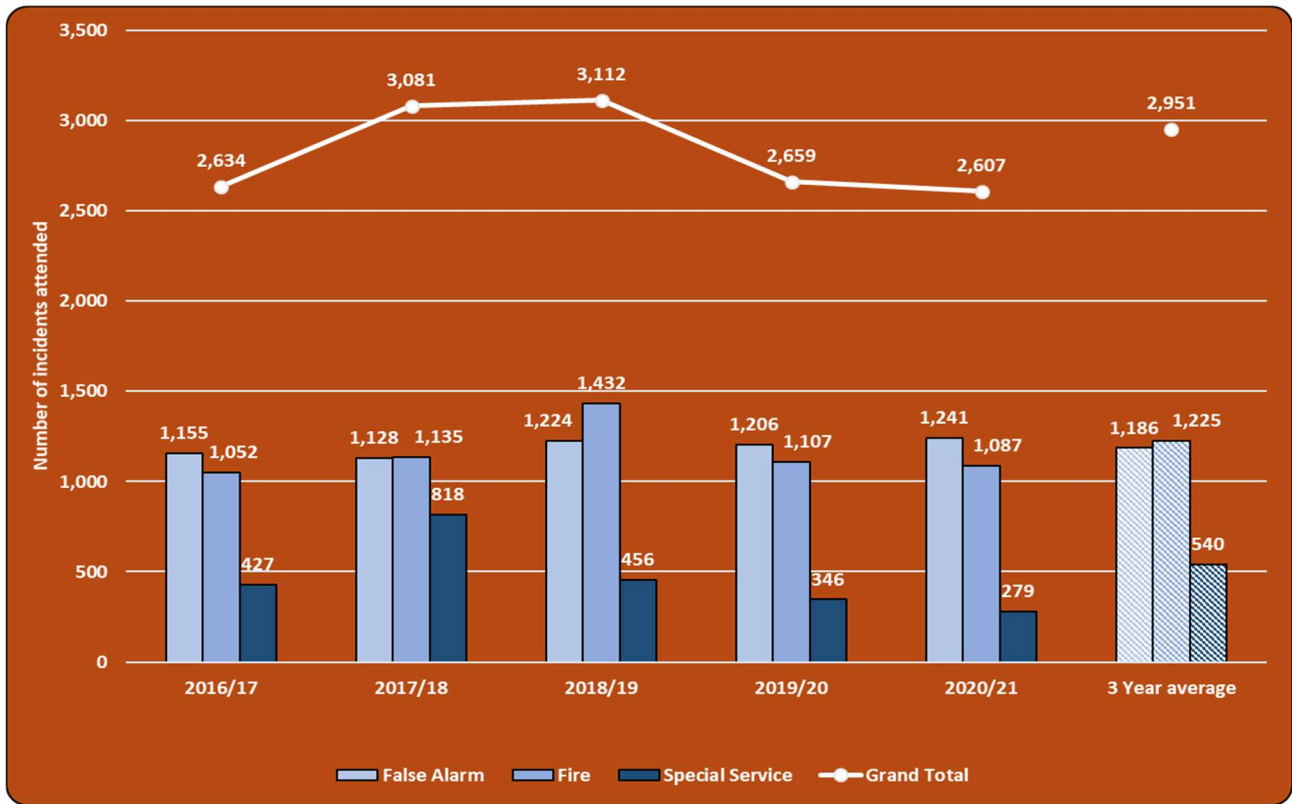
Figures are provisional and may be subject to minor amendment.

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1.0 All Incidents

1.1 During the first six months of 2020/21 the Service attended 2,607 emergency incidents and false alarms – 2% fewer than in the same period in 2019/20.



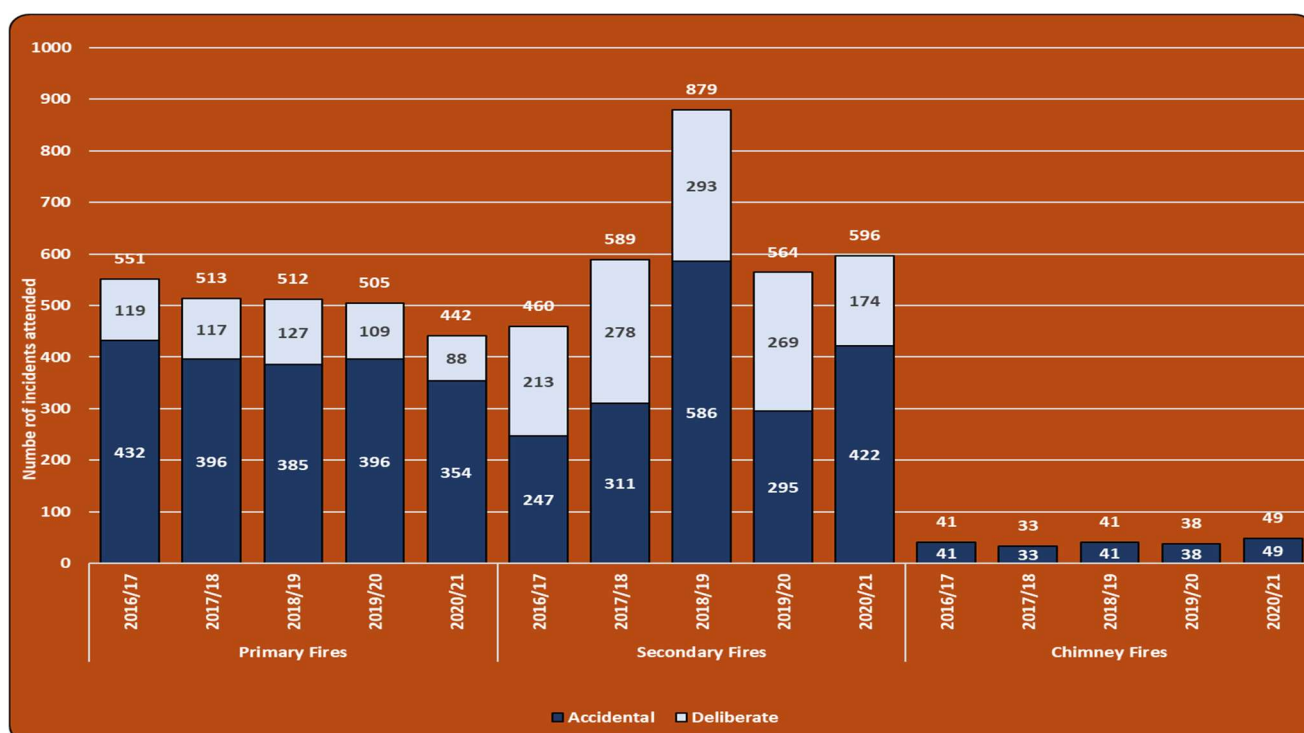
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
						Value	% Change	Value	% Change
Total incidents attended	2020-21	1,379	1,228			2,607	↓	2,951	↓ 11.7%
	2019-20	1,330	1,329			2,659	2.0%		
Total fires	2020-21	654	433			1,087	↓	1,225	↓ 11.3%
	2019-20	586	521			1,107	1.8%		
Total special service incidents	2020-21	98	181			279	↓	540	↓ 48.3%
	2019-20	171	175			346	19.3%		
Total false alarms	2020-21	627	614			1,241	↑	1,186	↑ 4.6%
	2019-20	573	633			1,206	2.9%		

Comparisons against previous year and 3 year average are shown in right-hand column of table.



2.0 Fires, by Category and Motive

- 2.1 **Primary fires** – have reduced year on year since 2016/17. In 2020/21, there was a reduction of 12.5% compared with the previous year. The most significant was the number of deliberate primary fires, which reduced by 19.3%.
- 2.2 **Secondary fires** – There was a 5.7% increase in the overall number of secondary fires in 2020/21 compared with the previous year. Whilst deliberate secondary fires decreased by 35.3% the number of accidental secondary fires increased significantly by 43%. The majority of secondary fires (over 90%) occurred at 'Outdoor' property types.



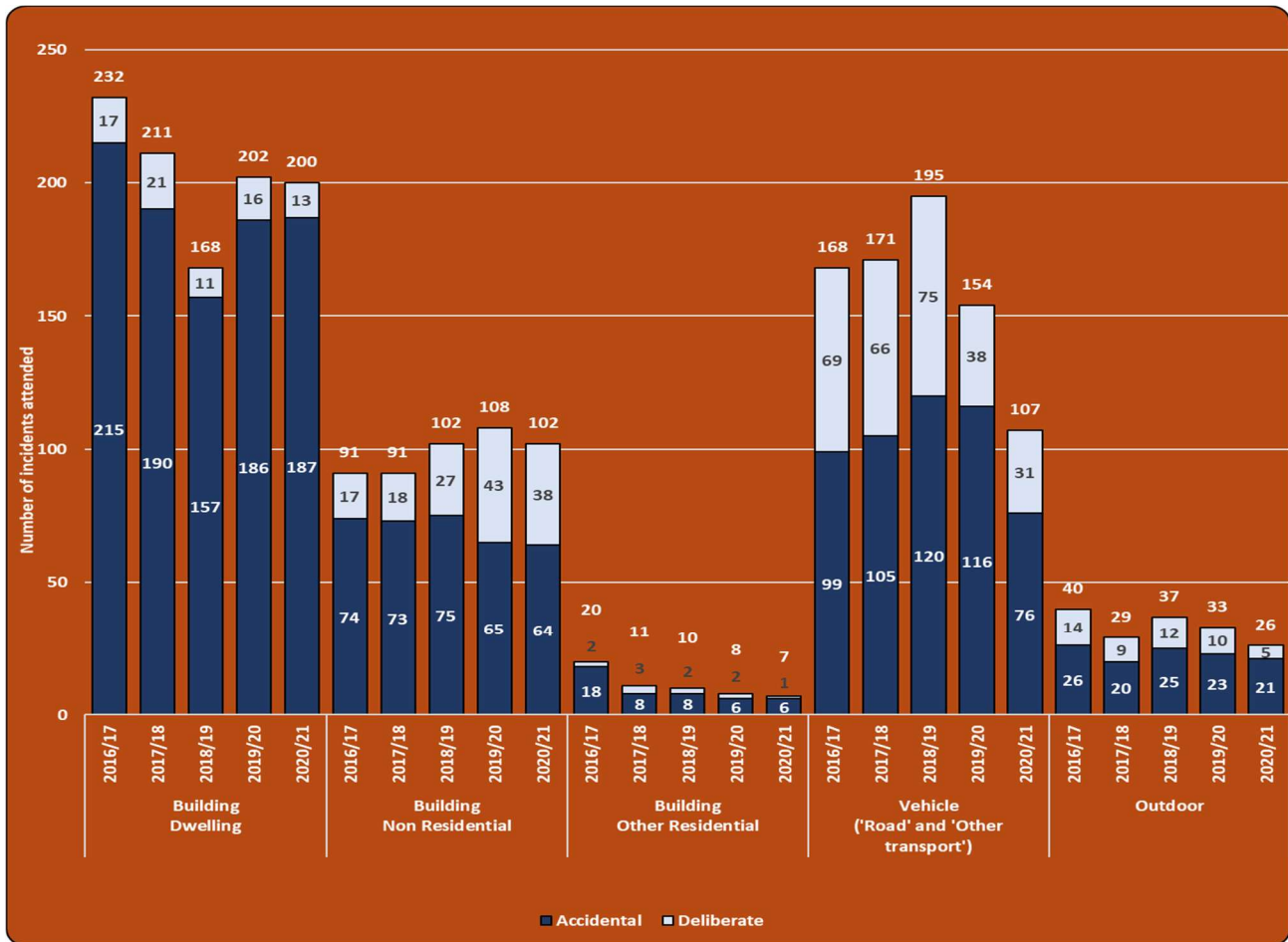
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Primary fires	2020-21	225	217			442	↓	510	↓ 13.3%
	2019-20	238	267			505	12.5%		
Secondary fires	2020-21	394	202			596	↑	678	↓ 12.0%
	2019-20	319	245			564	5.7%		
Chimney fires	2020-21	35	14			49	↑	37	↑ 32.4%
	2019-20	29	9			38	29.0%		

Comparisons against previous year and 3 year average are shown in right-hand column of table.

3.0 Primary Fires, by Property Type and Motive



- 3.1 During the first half of 2020/21 there were 38 primary fires started deliberately at non-residential buildings compared with 43 during the same period the previous year.
- 3.2 Of the above deliberate fires, 26 occurred at HMP Berwyn compared with 27 the previous year, the first occasion this figure has reduced, albeit marginally compared with the previous year, since the prison opened.



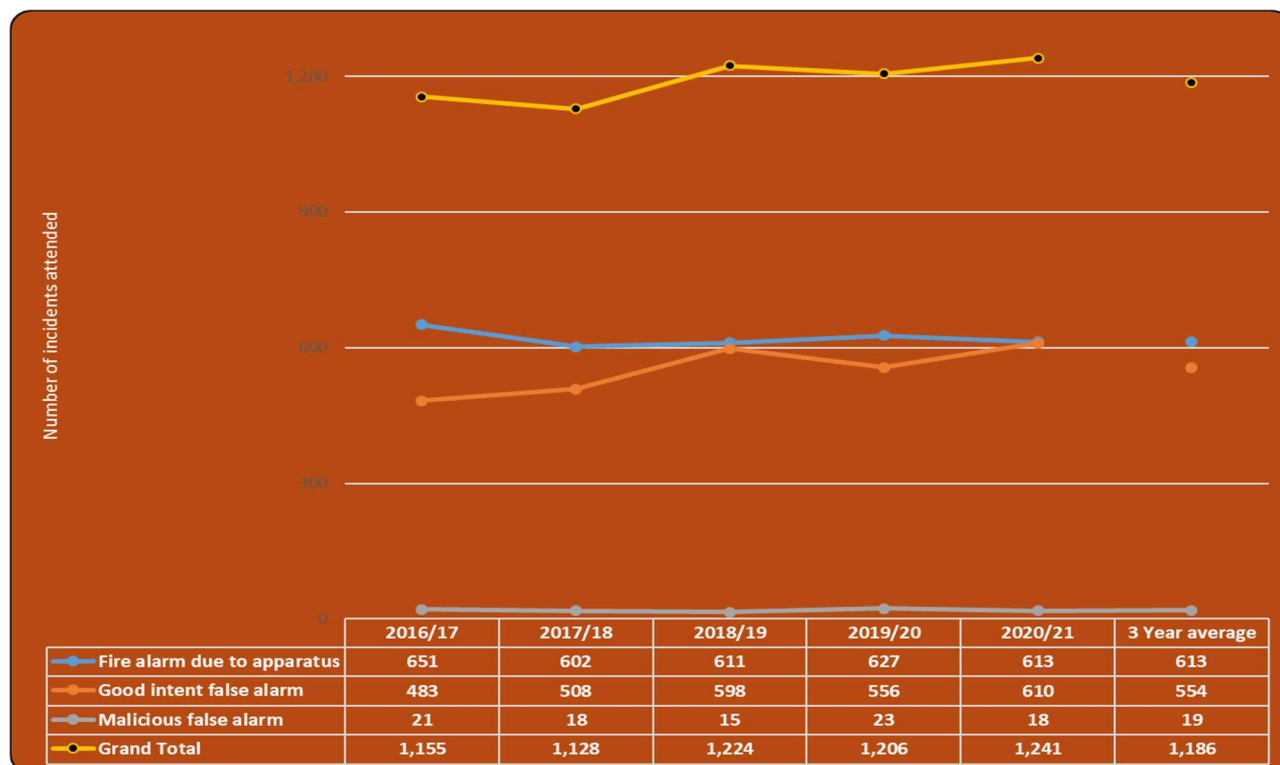
Category	Year	Q1	Q2	Q3	Q4	Whole Year Category	Average of 3 previous years	
All deliberate primary fires	2020-21	42	46			88	↓	117
	2019-20	43	66			109	19.3%	
All accidental primary fires	2020-21	183	171			354	↓	392
	2019-20	195	201			396	10.6%	

Comparisons against previous year and 3 year average are shown in right-hand column of table.



4.0 False Alarms

4.1 1,241 false alarms were attended during the first half of 2020/21, 2.9% more than were attended in the same period last year and more than any year since 2016/17. There was a slight reduction in AFA false alarms, whereas false alarms made with good intent increased by 9.7% compared to the previous year. Malicious false alarms decreased by 21.7%.



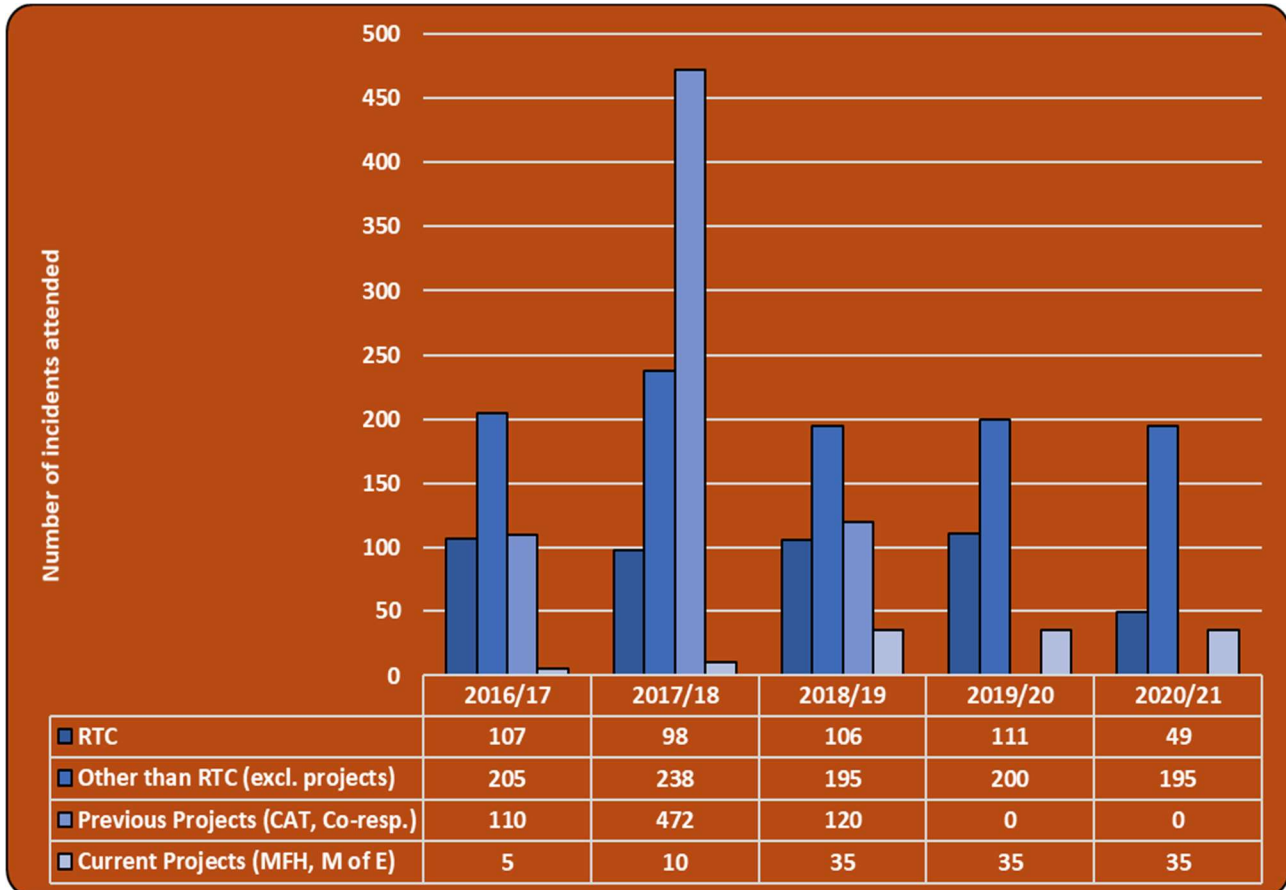
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
						Value	% Change	Value	% Change
Total false alarm	2020-21	627	614			1,241	↑ 2.9%	1,186	↑ 4.6%
	2019-20	573	633			1,206			
AFA	2020-21	282	331			613	↓ 2.2%	613	→ 0%
	2019-20	288	339			627			
False alarms made with good intent	2020-21	328	282			610	↑ 9.7%	554	↑ 10.1%
	2019-20	273	283			556			
Malicious	2020-21	17	1			18	↓ 21.7%	19	↓ 5.2%
	2019-20	12	11			23			

Comparisons against previous year and 3 year average are shown in right-hand column of table.

5.0 Special Service Incidents



5.1 There was a 19.4% reduction in special service incidents during the first half of 2020/21 compared with the same period last year. Most significantly was a reduction of nearly 56% in the number of road traffic collisions.



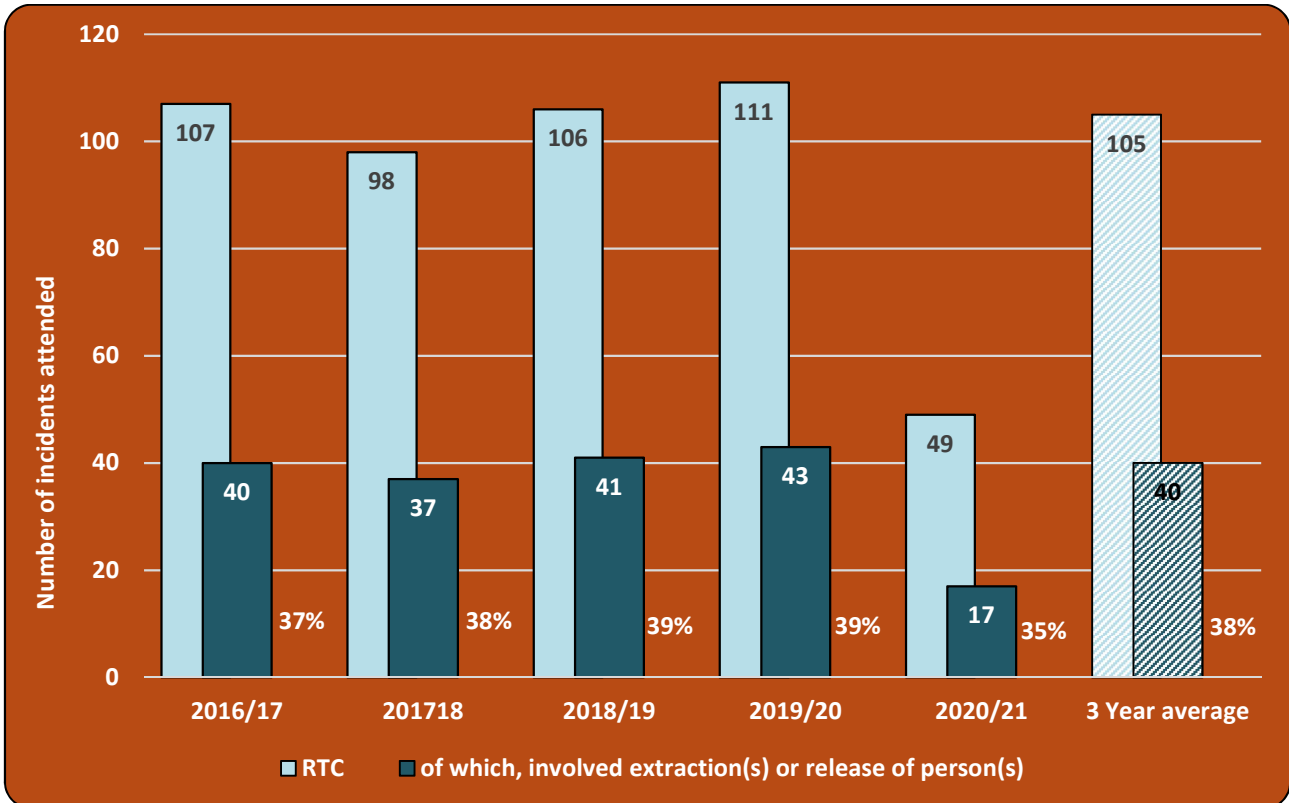
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total special service incidents	2020-21	98	181			279	↓ 19.4%	540	↓ 48.3%
	2019-20	171	175			346			
Road traffic collisions (RTC)	2020-21	17	32			49	↓ 55.9%	105	↓ 53.3%
	2019-20	53	58			111			
Other than RTC	2020-21	81	149			230	↓ 2.1%	435	↓ 47.1%
	2019-20	118	117			235			

Comparisons against previous year and 3 year average are shown in right-hand column of table.

6.0 Road Traffic Collisions and Extrications/Release



- 6.1 Of the 49 road traffic collisions attended in the first half of 2020/21 35% involved the Service using equipment to extricate at least one casualty from the vehicle.
- 6.2 There were casualties at 24 of 49 road traffic collisions, with the majority of victims sustaining slight injuries.

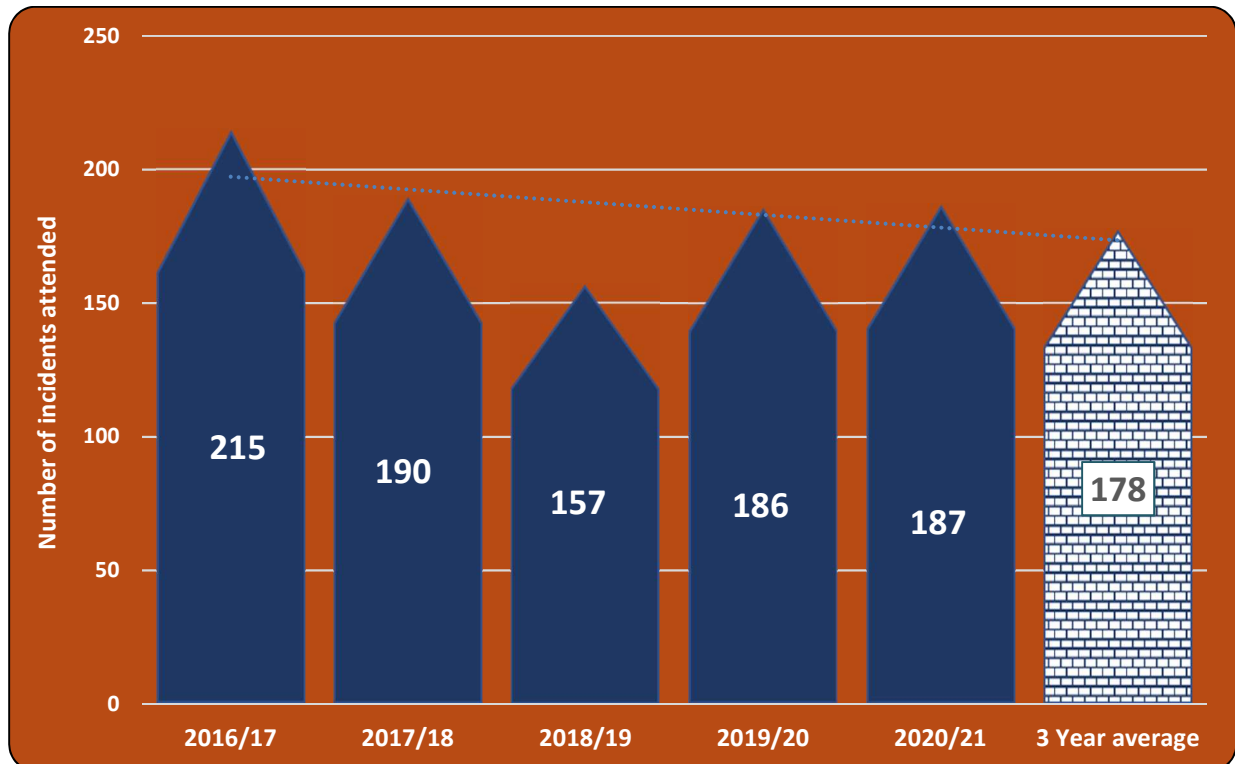


<p>49 RTC incidents attended</p> <p>24 Incidents where people sustained injury or were killed</p> <p>17 Incidents involved extrication / release</p>	Severity of Injury*	Number of People
	Precautionary Check	3
	First Aid	3
	Injuries – Slight	16
	Injuries – Serious	9
	Fatality	3
*RTC injuries – where available – are recorded in the IRS in the same categorisation as fire injuries.		

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



7.1 The Service attended 187 accidental dwelling fires during the first half of 2020/21, a level similar to the first half of 2019/20 (186 ADFs). Whilst it is disappointing that the number of ADF's is more than the three-year average, the increase is marginal.



Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
						Value	% Change	Value	% Change
Accidental fires in dwellings	2020-21	104	83			187	↑ 0.5%	178	↑ 5.0%
	2019-20	98	88			186			

Comparisons against previous year and 3 year average are shown in right-hand column of table.

8.0 Fatalities and casualties from accidental fires in dwellings

8.1 There were no further fatalities or serious injuries in accidental dwelling fires during the second quarter of 2020/21. The number of slight injuries was the same as the previous year. Whilst the number of precautionary checks increased from 9 to 18, the number of people requiring first aid at the scene decreased from 22 to 11.

Severity of injury	2016/17	2017/18	2018/19	2019/20	2020/21
Precautionary Check	29	20	8	9	18
First Aid	16	10	11	22	11
Injuries - Slight	12	23	8	12	12
Injuries - Serious	4	2	0	3	0
Fatality	3	1	2	1	3
Total	64	56	29	47	44

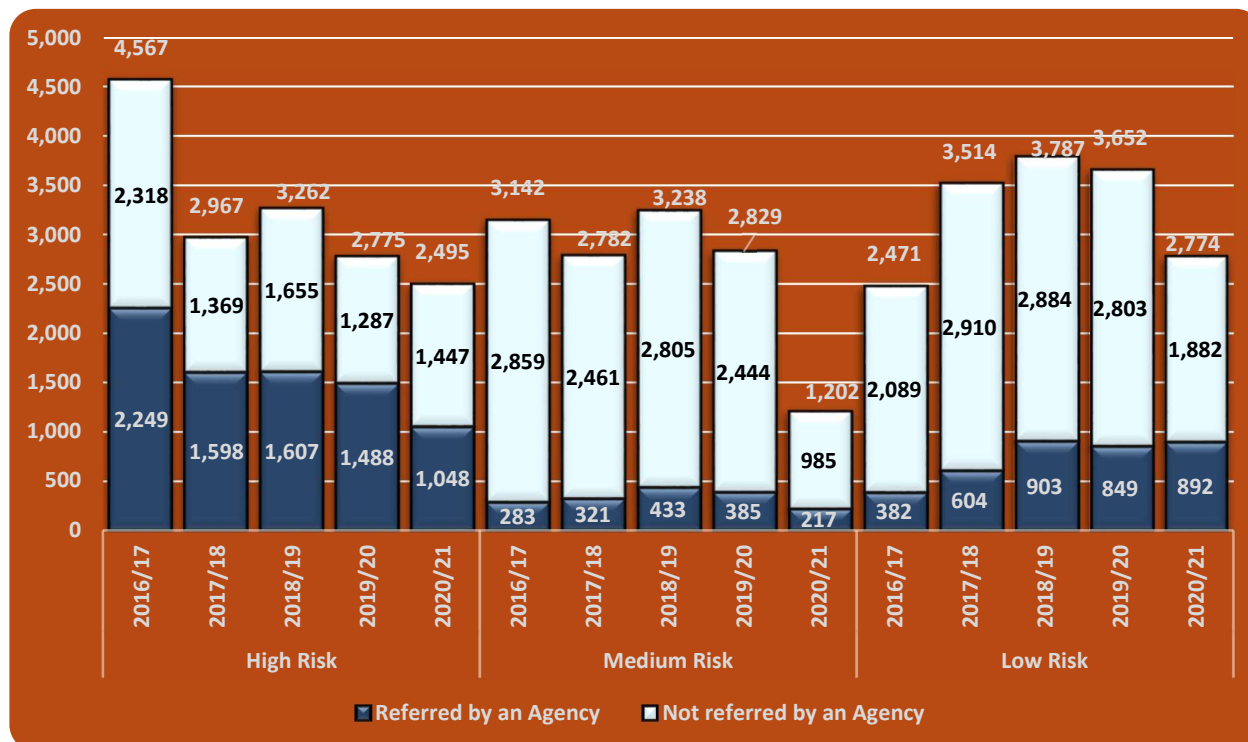
Category	Year	Q1	Q2	Q3	Q4	Whole Year	
Injuries from accidental fires in dwellings	2020-21	26	15			41	↓ 5
	2019-20	32	14			46	
Deaths from accidental fires in dwellings	2020-21	3	0			3	↑ 2
	2019-20	1	0			1	

Average of 3 previous years	
43	↓ 3



9.0 Safe and Well Checks

9.1 6,471 Safe and Well checks were completed during the period, of which 2,157 (33%) were as a result of a referral from a partner agency.

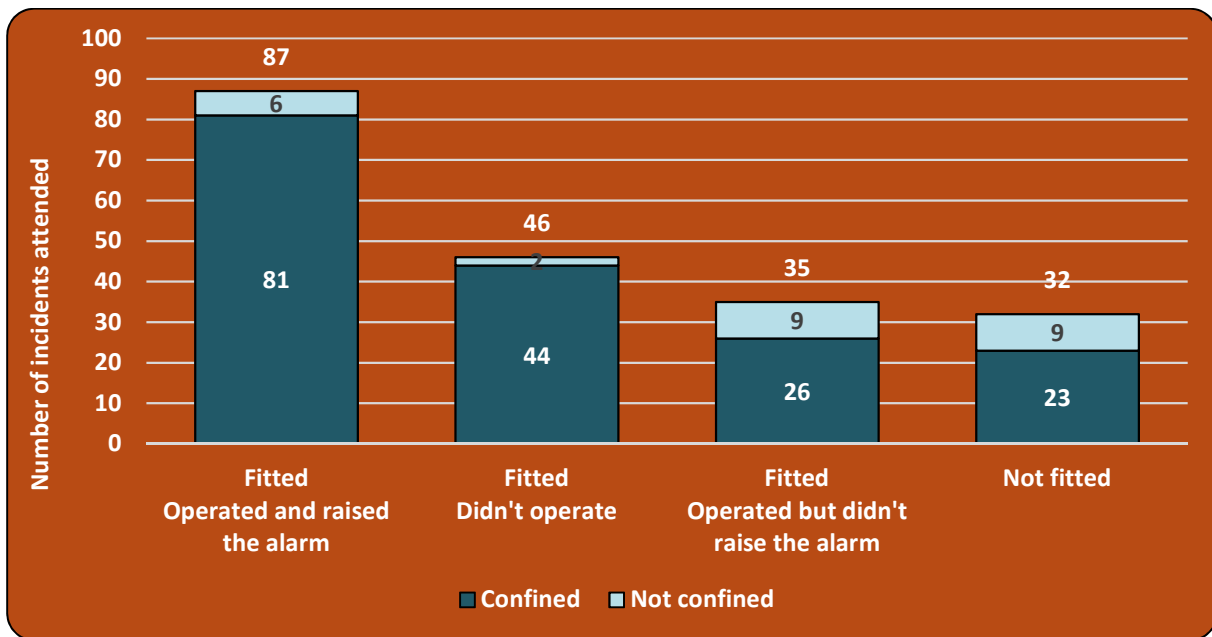


Category	Year	Q1	Q2	Q3	Q4	Whole Year	Average of 3 previous years		
% of all Safe and Well Checks undertaken that originated from a referral from a partner organisation	2020-21	30%	37%			33%	↑ 4pp	28%	↑ 5pp
	2019-20	28%	31%			29%			
Comparisons against previous year and 3 year average are shown in right-hand column of table.									

10.0 Smoke Detectors - Dwelling Fires



- 10.1 Smoke/Heat detectors were present at the majority of dwelling fires, though not all went on to operate; at 32 dwelling fires no detector was fitted.
- 10.2 Of the 200 dwelling fires, (accidental and deliberate) 174 were confined to the room of origin, or item first ignited, or there was heat/smoke damage only.



Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
						Value	% Change	Value	% Change
Smoke detector fitted which operated and raised alarm	2020-21	50	37			87	↓ 10.3%	87	→ 0.0%
	2019-20	55	42			97			
Smoke detector didn't operate	2020-21	23	23			46	→ 0.0%	45	↑ 2.2%
	2019-20	18	28			46			
Smoke detector fitted which operated but didn't raise the alarm	2020-21	19	16			35	↓ 2.8%	34	↑ 2.9%
	2019-20	22	14			36			
Smoke detector not fitted	2020-21	17	15			32	↑ 39.1%	27	↑ 18.5%
	2019-20	12	11			23			

Comparisons against previous year and 3 year average are shown in right-hand column of table.

Glossary

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

