



AGENDA ITEM: 6

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

20 July 2015

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 at Appendix 1 for members' information is the monitoring report for the period from 1 April 2014 to 31 March 2015.

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

**YEAR END
April 2014 – March 2015**

Figures are provisional and may be subject to minor amendment.

CONTENTS

	MONITORING AGAINST IMPROVEMENT OBJECTIVE 1	3 - 7
	Accidental fires in dwellings	
	Injuries from accidental fires in dwellings	
	Deaths from accidental fires in dwellings	
	People escaping unharmed and unaided from accidental fires in dwellings	
RRC/C/005	Smoke alarm presence/absence in fires in dwellings	
	Home fire safety checks undertaken following a referral from a partner organisation	
	INCIDENT ACTIVITY REPORTING	8 - 15
	SUMMARY	8 - 9
	Overview of all incidents attended	
	FIRES ATTENDED	10 - 13
RRC/S/001	All fires – primary, secondary and chimney	
	All fires – deliberate and accidental	
RRC/S/003	Fires in non-domestic properties	
	SPECIAL SERVICE CALLS	14 - 15
	Emergency special service incidents	
	FALSE ALARMS	16 - 17
RRC/C/002	Malicious false alarms	
RRC/C/003	False alarms from automatic fire alarms	
	False alarms made with good intent	
	GLOSSARY	18

IMPROVEMENT OBJECTIVE 1:**Preventing Deaths and Injuries from Accidental Fires in Dwellings**

REPORTING YEAR 2014-15									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - Green = improvement; Red = deterioration; Amber = no change									
↑ = increase this year ↓ = decrease this year → = no change pp percentage points									
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Accidental fires in dwellings	2014-15	95	107	89	110	401	↓ 16.3%	469	↓ 14.5%
	2013-14	128	117	123	111	479			
Injuries from accidental fires in dwellings	2014-15	4	13	8	10	35	↓ 23	46	↓ 11
	2013-14	12	17	16	13	58			
Deaths from accidental fires in dwellings	2014-15	0	0	3	0	3	→		
	2013-14	2	0	0	1	3			
% of people who escaped unharmed and unaided from accidental fires in dwellings	2014-15	85.7%	83.1%	85.7%	87.1%	85.5%	↑ 6.3pp	78.3%	↑ 7.2pp
	2013-14	77.4%	78.0%	82.8%	77.3%	79.2%			
Dwelling fires – Smoke alarm activated	2014-15	67.9%	62.1%	65.0%	87.6%	65.3%	↑ 6.5pp	59.6%	↑ 5.7pp
	2013-14	61.2%	57.1%	58.6%	57.9%	58.8%			
Dwelling fires – Smoke alarm did not operate	2014-15	21.7%	25.0%	21.4%	30.1%	22.8%	↓ 2.2pp	25.1%	↓ 2.3pp
	2013-14	23.0%	28.6%	19.5%	29.8%	25.0%			
Dwelling fires – No smoke alarm present	2014-15	10.4%	12.9%	13.6%	10.6%	11.9%	↓ 4.3pp	15.3%	↓ 3.4pp
	2013-14	15.8%	14.3%	21.8%	12.4%	16.2%			
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	2014-15	34.1%	33.6%	35.1%	34.3%	36.7%	↑ 4.7pp	33.1%	↑ 3.6pp
	2013-14	31.1%	32.5%	32.2%	31.9%	32.0%			

Accidental Fires in Dwellings and Casualties by Severity of Injury

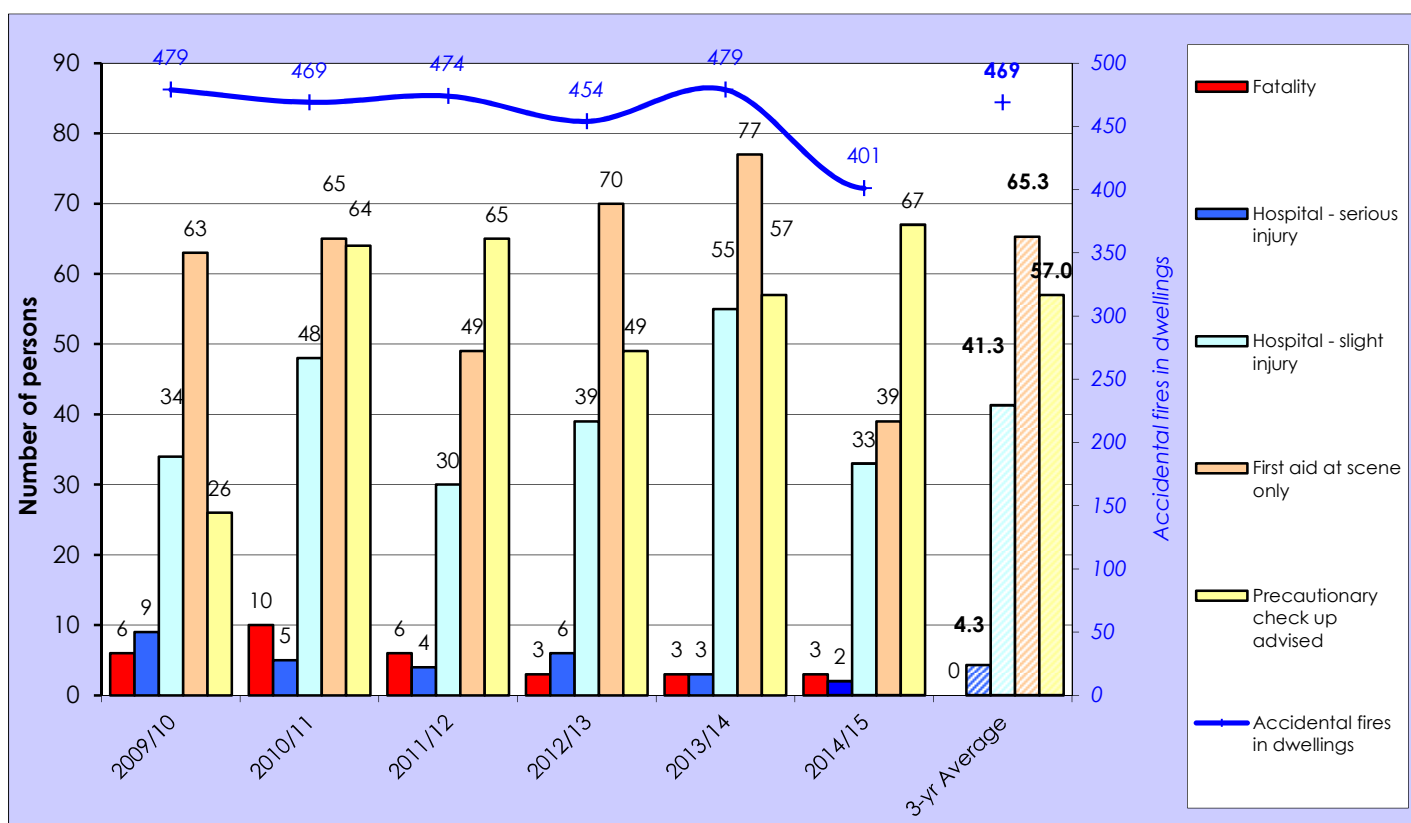
- There were 16% or 78 fewer accidental fires in dwellings compared with 2013/14

During the year the Service attended 401 accidental fires in dwellings, which is 78 fewer than in the previous year and 68 fewer than the 3-year average of 469.

Injuries from accidental fires in dwellings: 35 people sustained injuries at these fires, 33 of which were classified as slight injuries and 2 as 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 3 fatalities at these fires. There were 2 deaths in October in the county of Conwy (Llanrwst) and one death in November in Denbighshire (Rhyl).

Accidental Fires in Dwellings and Casualties by Severity of Injury



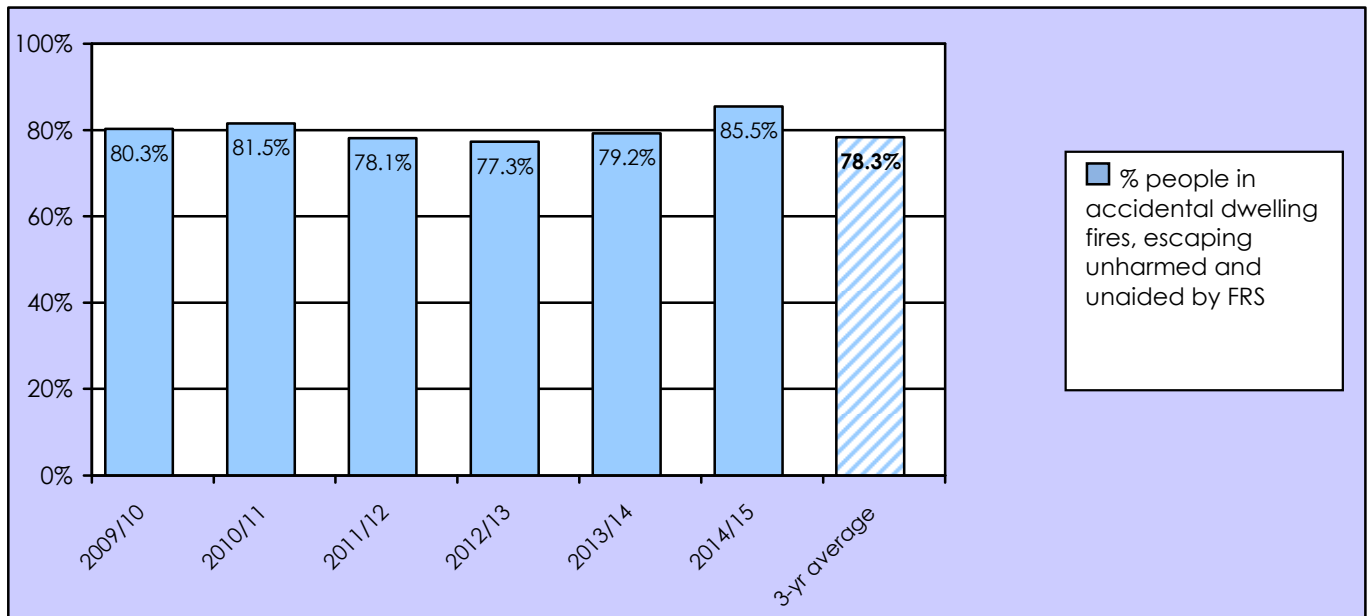
After April 2009 non-fatal casualties are recorded under four categories of severity:

- 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.

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

- **85.5% of people involved in an accidental dwelling fire escaped unharmed and without the need for assistance from the Service at the fire. This is an increase of 6.3 percentage points compared with 2013/14.**

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



* 3 year average figures calculated using original numerical data as opposed to displayed percentages

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.

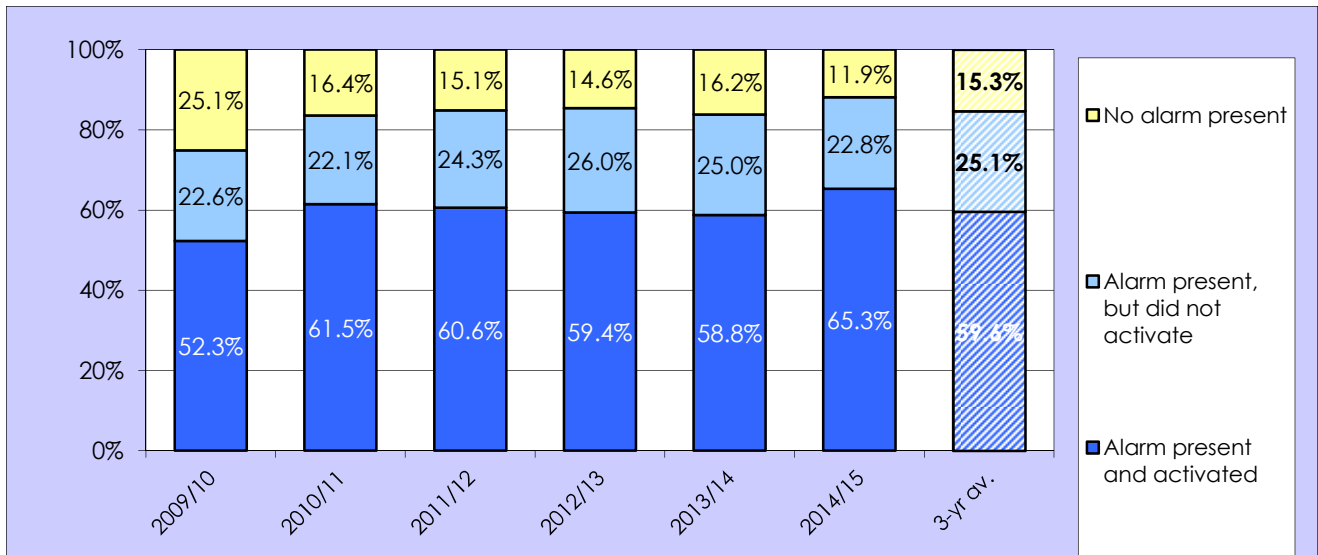
The 85.5% achieved this year relates to a total of 770 people who left the premises, of whom 658 were able to exit the dwelling safely without having to be rescued by a fire crew.

Fire in Dwellings: Presence of Smoke Alarms

- **11.9% of dwellings experiencing a fire did not have a smoke alarm (52 fires), which is 4.3 percentage points lower than in the previous year.**

There were 438 fires in dwellings during the year, 81 (16.2%) fewer than the previous year's total of 519 and fewer than the 3-year average of 514.

Fires in Dwellings: Presence of smoke alarms (percentage)

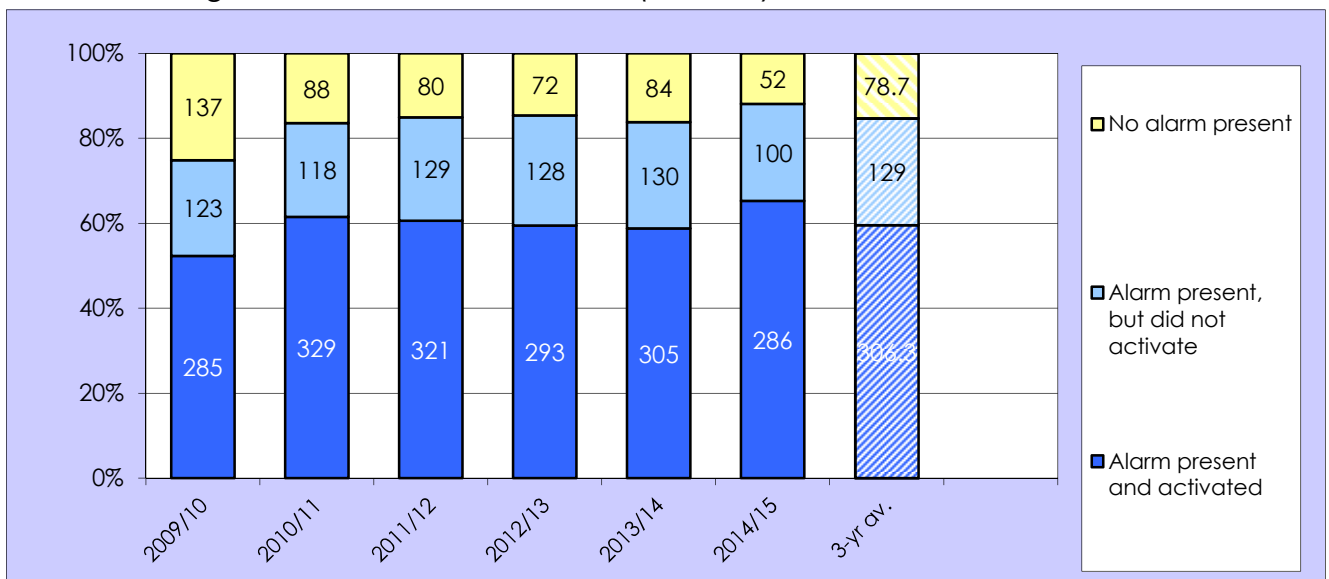


* 3 year average figures calculated using original numerical data as opposed to displayed percentages

In 65.3% of dwelling fires attended (286 fires), **an alarm was fitted and activated**. This is an increase of 6.5 percentage points compared with 2013/14, and a 5.7 percentage point increase on the 3-year average.

In 22.8% of dwelling fires attended (100 fires), **an alarm was fitted but it did not activate**. This was a reduction of 2.2 percentage points when compared with the previous year, and a reduction of 2.3 percentage points when compared with 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 64 out of the 100 fires).

Fires in Dwellings: Presence of smoke alarms (number)

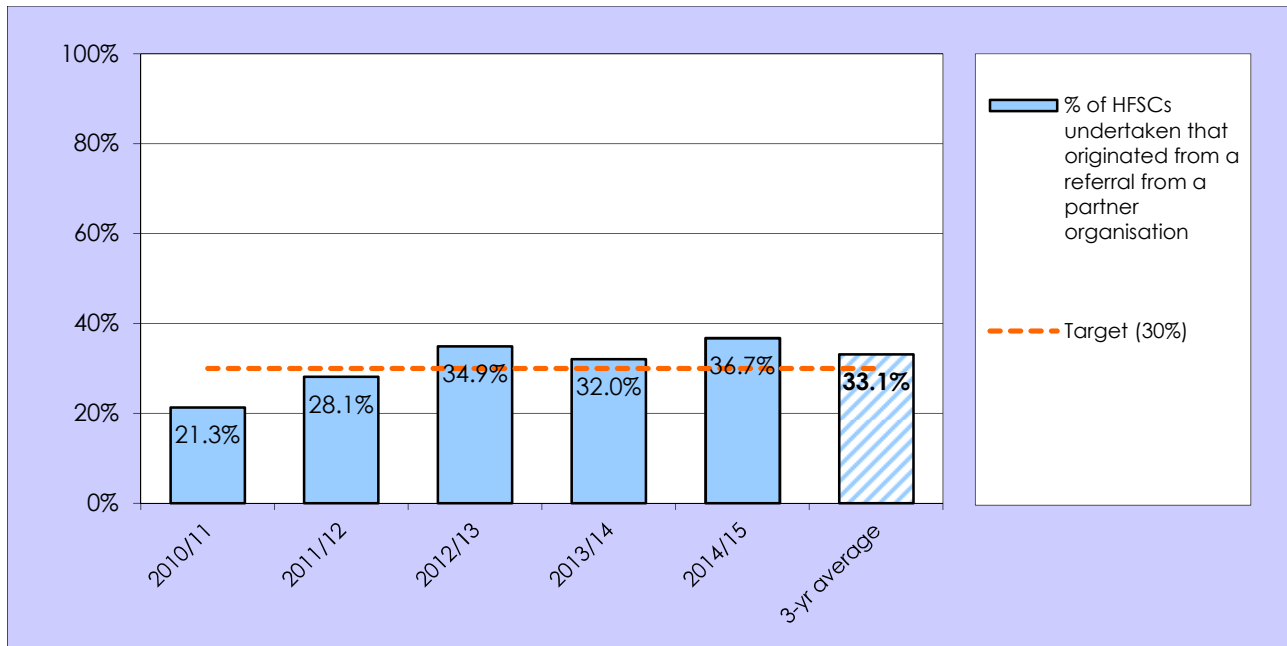


Home Fire Safety Checks (HFSCs)

- **36.7% of home fire safety checks were completed following a referral from a partner organisation.**

During the year 10,047 (36.7%) out of the 27,352 home fire safety checks completed were ones that had originated from partner organisation referrals. This exceeds the Service's own 30% target.

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



* 3 year average figures calculated using original numerical data as opposed to displayed percentages

INCIDENT ACTIVITY REPORTING: Summary of All Incidents Attended

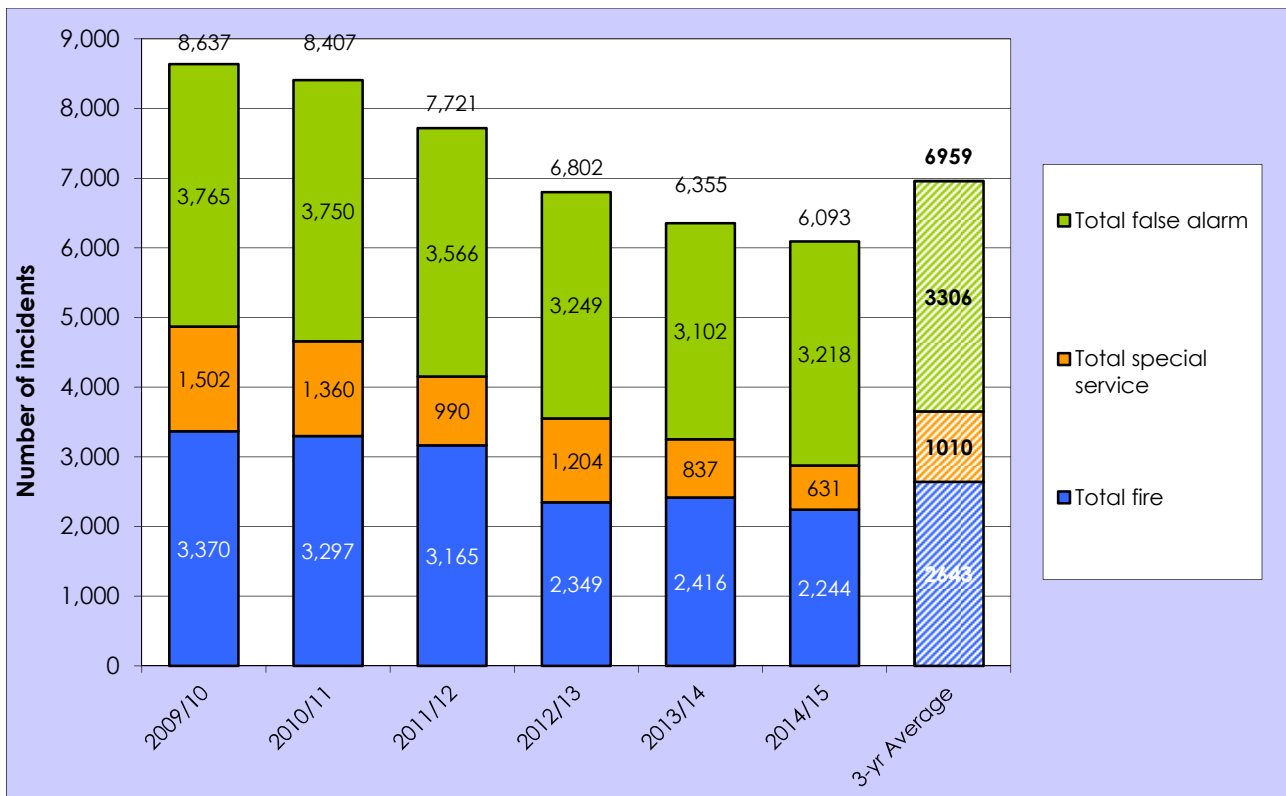
REPORTING YEAR 2014-15									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - Green = improvement; Red = deterioration; Amber = no change									
↑ = increase this year ↓ = decrease this year → = no change pp percentage points									
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total incidents attended	2014-15	1,587	1,740	1,491	1,275	6,093	↓ 4.1%	6,959	↓ 12.4%
	2013-14	1,716	1,799	1,530	1,310	6,355			
Total fires	2014-15	631	646	493	474	2,244	↓ 7.1%	2,643	↓ 15.1%
	2013-14	798	685	477	456	2,416			
Total special service incidents	2014-15	176	164	161	130	631	↓ 24.6%	1,010	↓ 37.5%
	2013-14	209	206	223	199	837			
Total false alarms	2014-15	780	930	837	671	3,218	↑ 3.7%	3,306	↓ 2.7%
	2013-14	709	908	830	655	3,102			

All Incidents Attended:

- **There was a reduction of 4.1% or 262 fewer incidents compared with the previous year.**

During the year the Service attended 6,093 incidents, which is fewer than in the previous year and continues the overall downward trend. Special service incidents reduced by 24.6% compared with 2013/14 and by 37.5% compared with the average over the previous 3 years. False alarm incidents saw an increase of 3.7% compared with the previous year, but a 2.7% reduction when compared with the average over the previous 3 years. Total fire incidents decreased by 7.1% (172 fewer fires) when compared with last year, and by 15.1% when compared with the average over the previous 3 years.

All Incidents Attended, by Type



INCIDENT ACTIVITY REPORTING: Fires Attended

REPORTING YEAR 2014-15									
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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total fires	2014-15	631	646	493	474	2,244	↓ 7.1 %	2,643	↓ 15.1%
	2013-14	798	685	477	456	2,416			
Primary fires	2014-15	277	289	254	243	1,063	↓ 4.8%	1,186	↓ 10.4%
	2013-14	323	302	258	234	1,117			
Secondary fires	2014-15	315	347	158	144	964	↓ 11.3 %	1,196	↓ 19.4%
	2013-14	420	367	151	149	1,087			
Chimney fires	2014-15	39	10	81	87	217	↑ 2.4%	261	↓ 16.9%
	2013-14	55	16	68	73	212			
All deliberate fires	2014-15	225	235	145	119	724	↓ 8.6%	999	↓ 27.5%
	2013-14	287	250	149	106	792			
All accidental fires	2014-15	406	411	348	355	1,520	↓ 6.4%	1,644	↓ 7.6%
	2013-14	511	435	328	350	1,624			
Fires in non-domestic properties	2014-15	41	31	43	24	139	↑ 20.9%	139.3	→ 0.2%
	2013-14	30	25	26	34	115			

Fires:

- **There was a reduction of 7.1% or 172 fewer fires compared with 2013/14.**

During the year the Service attended 2,244 fires. Primary fires reduced by 4.8%, secondary fires reduced by 11.3% whilst chimney fires increased by 2.4% when compared with the previous year. When compared with 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. The wetter-than-average weather during 2012/13 resulted in a low number of fires that year.

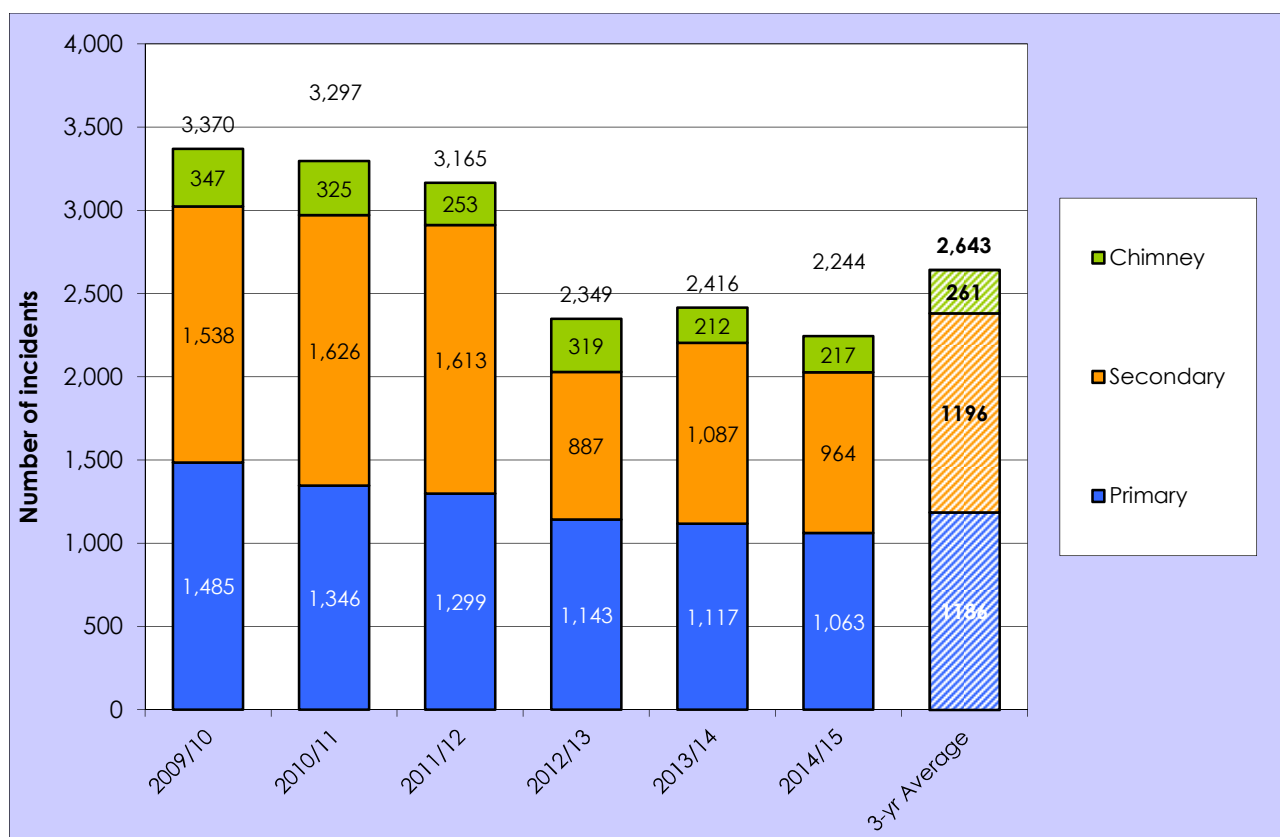
Fires: Type

Primary fires decreased by 4.8% or 54 fewer incidents compared with 2013/14 and was 10.4% lower than the 3- year average. Primary fires have continued to decrease year-on-year since 2008/09.

During the year **secondary fires** decreased by 11.3% or 123 fewer incidents compared with 2013/14, and was 19.4% lower than the 3-year average.

Chimney fires increased by 2.4% or 5 more fires compared with 2013/14 but remains 17.0% below the 3-year average.

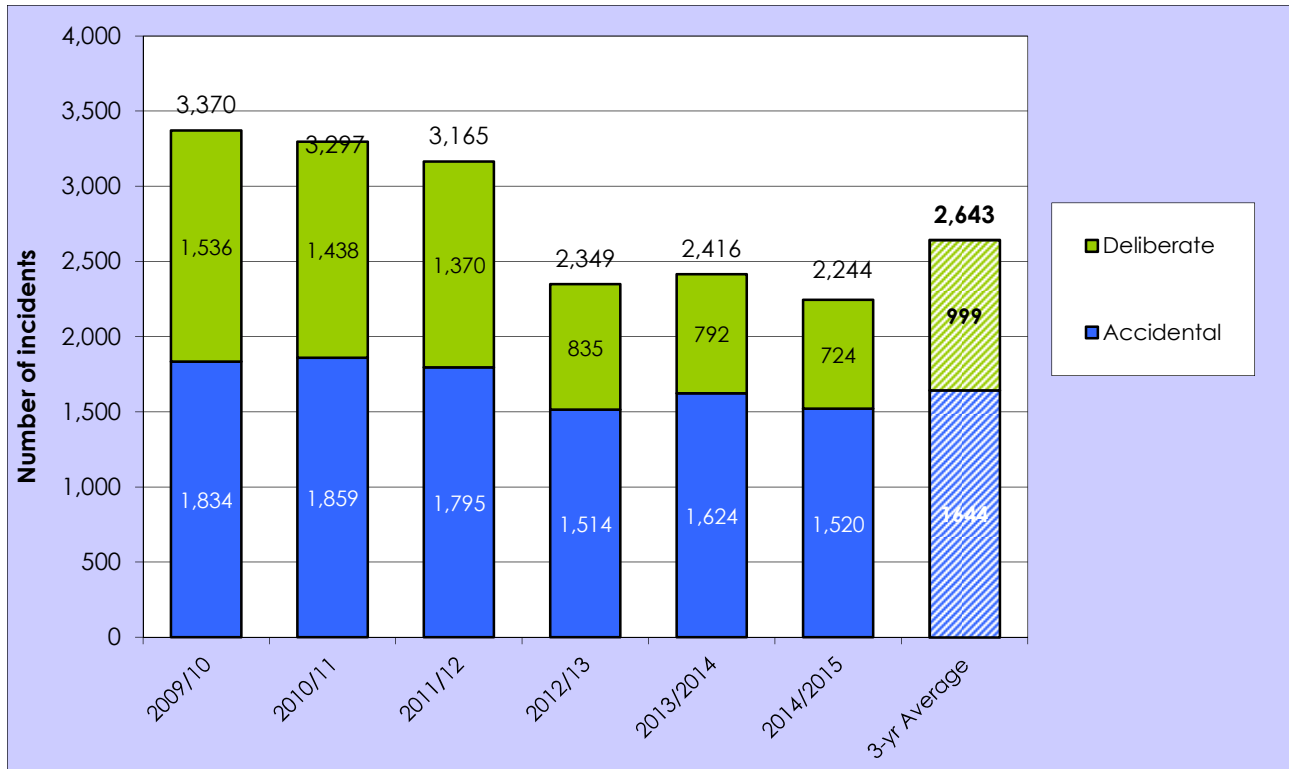
All Fires Attended, by Type



Fires: Motive

The reduction in fires in 2014/15 compared with 2013/14 is also reflected in both accidental and deliberate fires with a reduction of 6.4% and 8.6% respectively. Both accidental and deliberate fires also remained below the 3 year average.

All Fires Attended, by Motive

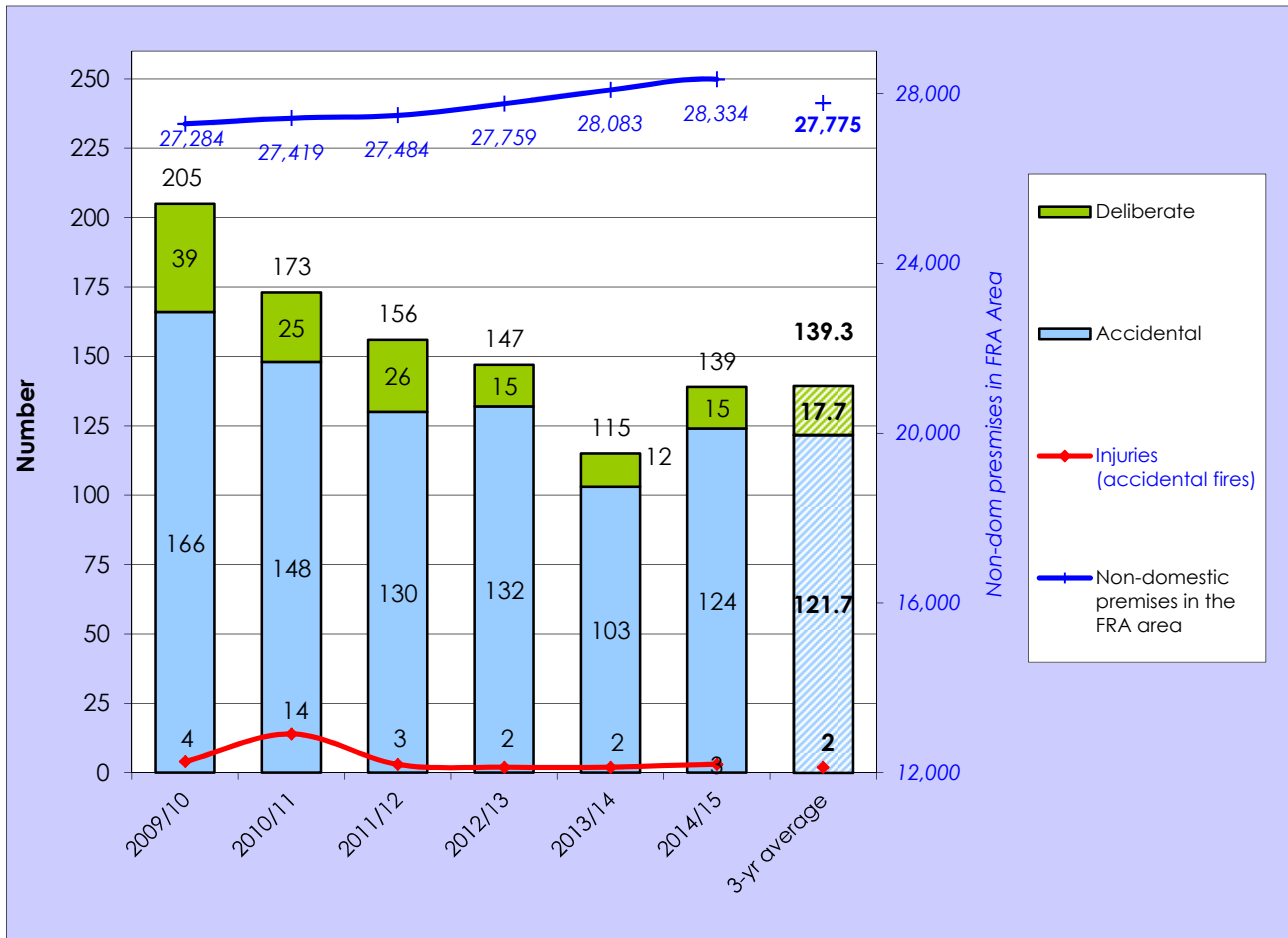


Fires: Non-domestic premises:

- **There was an increase of 20.9% or 24 more fires in non-domestic premises compared with 2013/14.**

During 2014/15 the Service attended 139 such fires, 20.9% more than the previous year (24 more incidents) but remained similar to the 3-year average. This is the first year that the number of fires in non-domestic properties has risen, as since 2008/09 there has been a continuous downward trend.

Fires in Non-domestic Premises and Casualties from accidental fires in non-domestic premises



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

REPORTING YEAR 2014-15									
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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total special service incidents	2014-15	176	164	161	130	631	↓ 24.6%	1010	↓ 37.5%
	2013-14	209	206	223	199	837			
Road traffic collisions (RTC)	2014-15	76	63	79	49	267	↓ 14.4%	391	↓ 31.7%
	2013-14	83	78	85	66	312			
Other than RTC	2014-15	100	101	82	81	364	↓ 30.7%	620	↓ 41.3%
	2013-14	126	128	138	133	525			

Special Service Incidents:

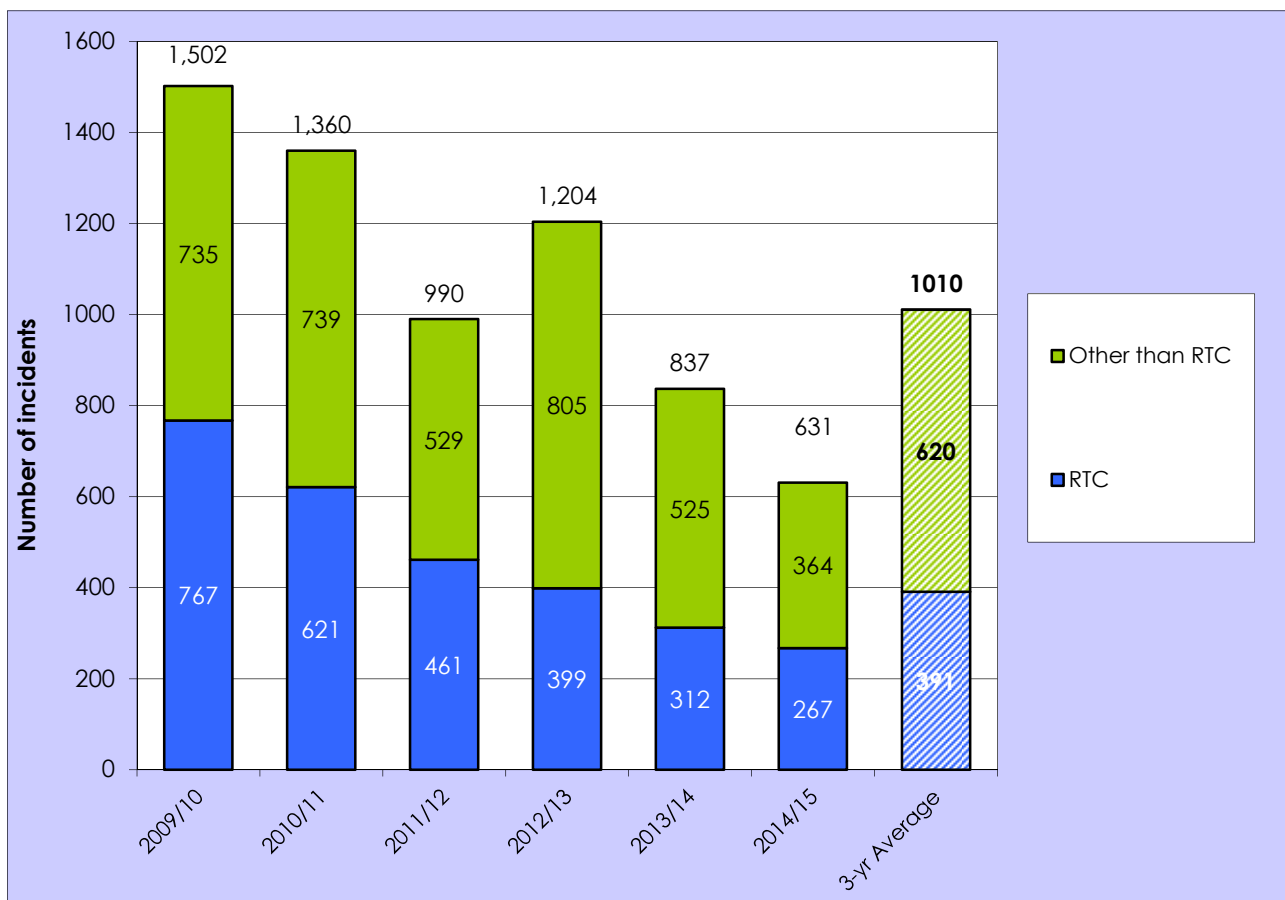
- **There was a reduction of 24.6% or 206 fewer special service incidents compared with 2013/14.**

During 2014/15 the Service attended 631 special service incidents, which is fewer 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 30.7% or 161 fewer incidents compared with 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.

Special Services Incidents Attended, by Type



INCIDENT ACTIVITY REPORTING: False Alarms Attended

REPORTING YEAR 2014-15									
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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total false alarm	2014-15	780	930	837	671	3,218	↑ 3.7%	3,306	↓ 2.7%
	2013-14	709	908	830	655	3,102			
Malicious false alarms	2014-15	26	19	17	15	77	→ 0.0%	105	↓ 26.7%
	2013-14	22	23	11	21	77			
False alarms made with good intent	2014-15	303	331	299	236	1169	↓ 0.1%	1251	↓ 6.6%
	2013-14	270	364	304	232	1170			
False alarms from AFAs in non-domestic properties	2014-15	262	372	343	273	1250	↑ 3.2%	1,324	↓ 5.6%
	2013-14	257	344	346	264	1211			
False alarms from AFAs in other properties	2014-15	189	208	178	147	722	↑ 12.1%	625	↑ 15.5%
	2013-14	160	177	169	138	644			

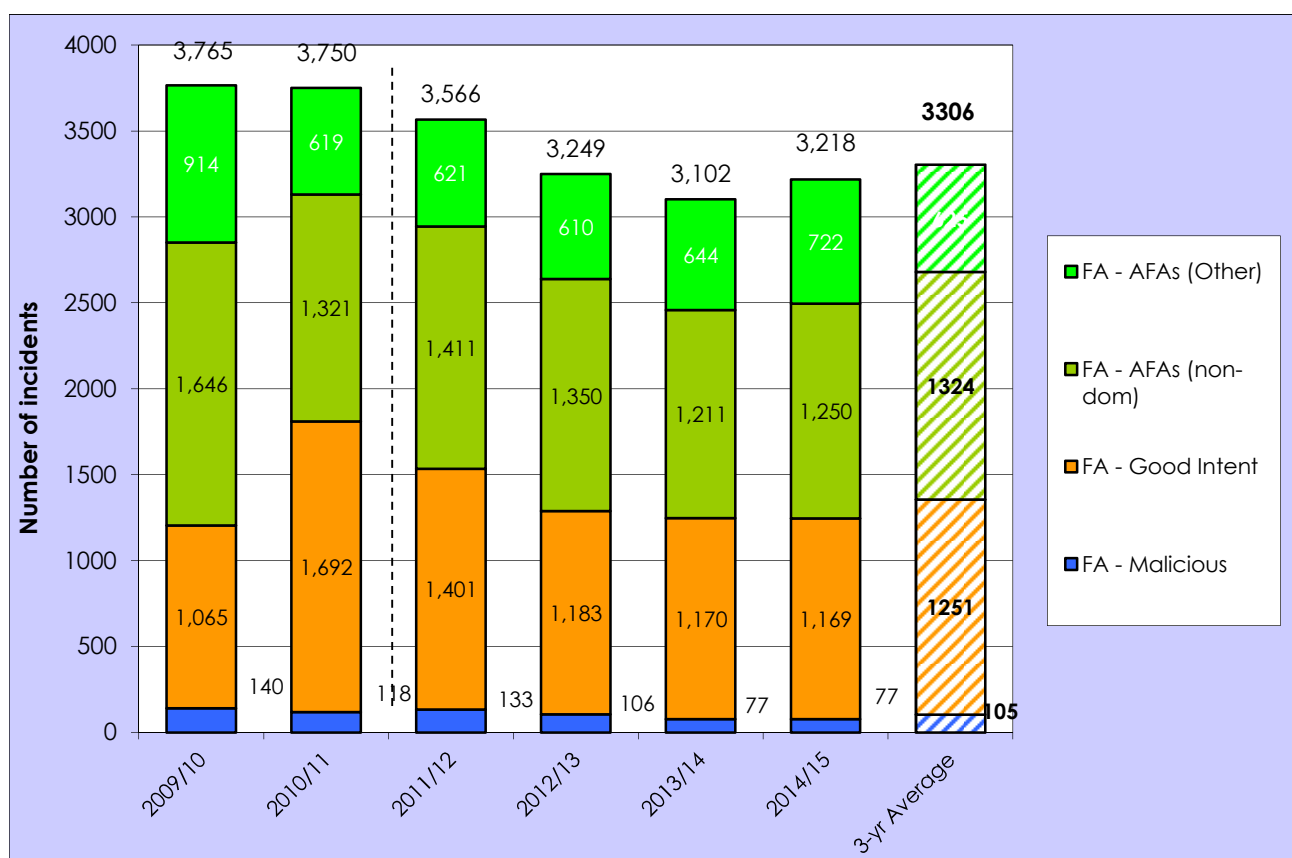
False Alarms:

- **There was an increase of 3.7% or 116 more false alarms attended compared with 2013/14.**

During 2014/15 the Service attended in response to 3,218 calls for assistance that later turned out to be false alarms. This number is an increase of 3.7% compared with 2013/14.

The overall numbers of false alarms in the categories of: false alarms from automatic fire alarms (AFA) in both non-domestic and other premises increased when compared with 2013/14, however malicious false alarms and false alarms made with good intent both decreased compared with 2013/14.

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 does not 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"> 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).