



AGENDA ITEM: 8

NORTH WALES FIRE AND RESCUE AUTHORITY

22 September 2014

DRAFT ASSESSMENT OF THE AUTHORITY'S PERFORMANCE IN 2013-14

Report by Dawn Docx, Deputy Chief Fire Officer

Purpose of Report

- 1 To present for Members' approval the draft assessment of the Authority's Performance in 2013-14.

Background

- 2 Fire and rescue authorities are required to publish performance information relating to each financial year, by 31 October, in the year following that to which the performance relates. This is in accordance with the Local Government (Wales) Measure 2009.

Information

- 3 This document has been compiled in compliance with Section 15 of the Local Government (Wales) Measure 2009, to give within a single document an account of the Authority's activities and performance in 2013-14.
- 4 It provides an assessment of how the Authority has discharged its general duty to improve and its progress against the improvement objectives it set itself for last year (2013-14). It also summarises its performance against specified national and local performance indicators and measures of success. Before publication officers may need to add sources, updates to external data, and make formatting and/or typographical corrections.

Recommendation

- 5 That Members approve the draft assessment of the Authority's Performance in 2013-14 for publication before the statutory deadline of 31 October 2014.



**NORTH WALES
FIRE AND RESCUE AUTHORITY**

HOW DID WE DO IN 2013-14?

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



CONTENTS

Alternative versions and invitation to contribute	1
Section 1 – Introduction	2
The Services we provide for you	3
Fire stations	6
Staff	7
A profile of North Wales	8
Section 2 – How does North Wales FRS compare?	12
Rurality:	12
Attendance times	13
Map of primary fires in Wales	14
Cost:	15
Net expenditure	15
Cost comparisons	16
Activity:	19
Fires	19
False alarms	23
Special services	27
Fire prevention	29
Section 3 – Progress against Improvement Objectives	31
Background to the 2013-14 Improvement Objectives	32
Improvement Objective 1:	35
Measuring our performance	37
Comparing our performance	38
Assessing our performance	46
Improvement Objective 2:	48
Measuring our performance	44
Comparing our performance	51
Assessing our performance	51
Section 4 – Dwelling Fires Response Charter	52
Performance against the seven commitments	52
Health and safety – staff injuries	60

Section 5 – What others said about us in 2013-14	
Internal Audit	61
Wales Audit Office	62
Section 6 – Other information	
Contact details, additional information and intervention	68
Next steps in relation to compliance with the Local Government Measure	71
Consultations	73
Section 7 – Performance information summary	
Performance Indicators 2009-10 to 2013-14	75
Section 9 – Glossary	
Glossary of Terms	81

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

ALTERNATIVE VERSIONS

Versions of this document are available:

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

[INSERT CONTACT DETAILS AND ADDRESSES]

You can also follow us on:

[INSERT SOCIAL MEDIA DETAILS]

AN INVITATION TO CONTRIBUTE TO IMPROVING OUR SERVICES

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

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

SECTION 1

INTRODUCTION

This document has been compiled in compliance with Section 15 of the Local Government (Wales) Measure 2009 to give within a single document an account of the Authority's activities and performance last year, 2013-14.

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

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

www.nwales-fireservice.org.uk

More information about the improvement objectives the Authority set itself for last year, and its approach to setting objectives, can be found in the Combined Improvement and Risk Reduction Plan 2013-14. A copy of which is available from our website:

http://www.nwales-fireservice.org.uk/media/236401/microsoft_word_-_2013-14_final_published_ip_-_eng.pdf

NOTE ON COMPARISONS

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

THE SERVICES WE PROVIDE

Fire Prevention

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

Fire Safety Enforcement

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

Emergency Response

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

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

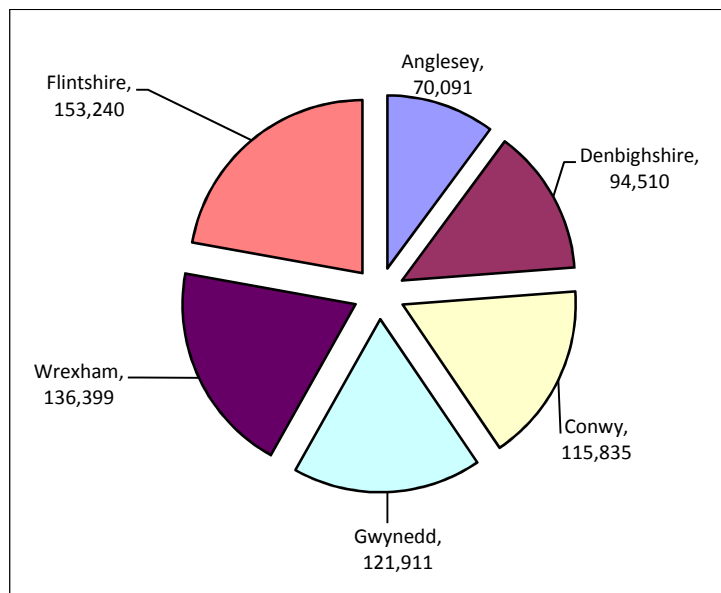
Planning and Response to Other Emergencies

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

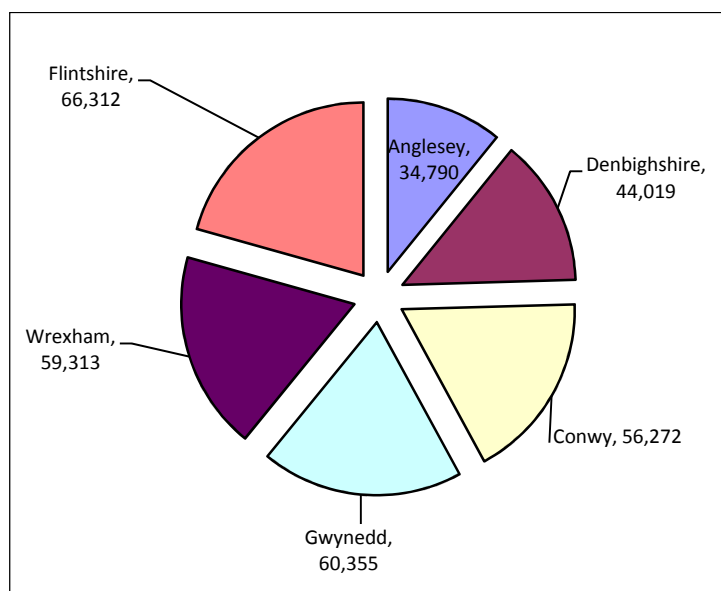
As 'Category 1' responders under the Civil Contingencies Act, fire and rescue authorities also have duties relating to large scale events that threaten serious damage to the welfare of people, wildlife, the environment and primary supply chains.

North Wales Fire and Rescue Authority is one of three fire and rescue authorities in Wales. It was established in 1996 and provides fire and rescue services in the unitary authority areas of Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham. It covers a land area of 2,375 square miles encompassing agricultural and open land, forestry and woodland, 5,790 miles of roads, and rail and waterway networks.

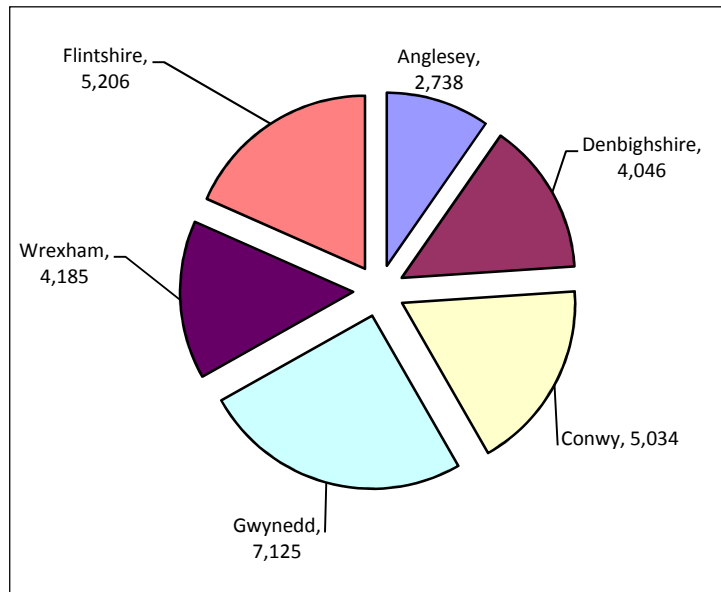
It helps to protect a resident population of **691,986 people**:



It helps to protect **321,061 dwellings**:



It helps to protect **28,334 non-domestic premises:**



Fire Stations:

North Wales Fire and Rescue operates:

24-hour Shift Fire Stations –

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

Day Crewed Fire Stations –

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

Retained Fire Stations –

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

Anglesey

1 day crewed station
6 retained stations

Conwy

2 day crewed stations
6 retained stations

Flintshire

1 24-hour shift station
4 retained stations

Gwynedd North

2 day crewed stations
4 retained stations

Denbighshire

1 24-hour shift station
6 retained stations

Wrexham

1 24-hour shift station
2 retained stations

Gwynedd South

8 retained stations

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

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

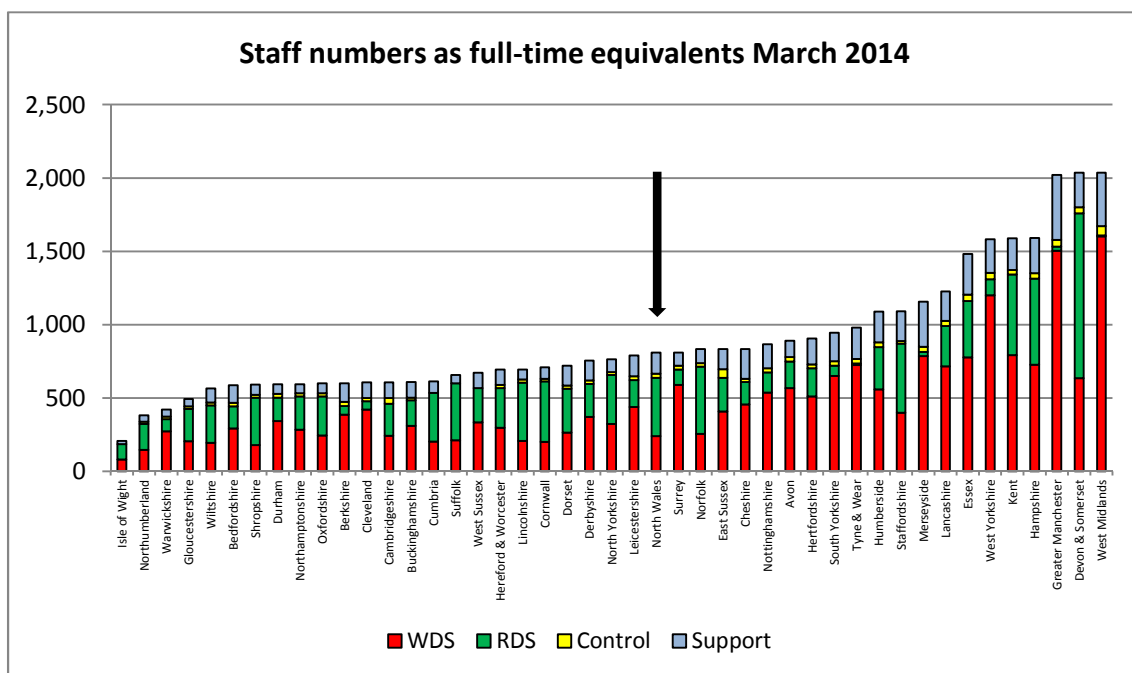
Staff:

As at 31 March 2014, North Wales Fire and Rescue employed:

	Full time equivalent strength	Headcount of individual staff
Wholetime operational (WDS)	240	240
Retained operational* (RDS)	397.75	458
Support and prevention	143.77	152
Control	28.25	31
Totals	809.77	881

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

By comparison with fire and rescue authorities (FRAs) in England, North Wales has amongst the lowest number of wholetime operational staff (only 9 FRAs have fewer) and amongst the highest number of retained duty operational staff (only 6 FRAs have more).

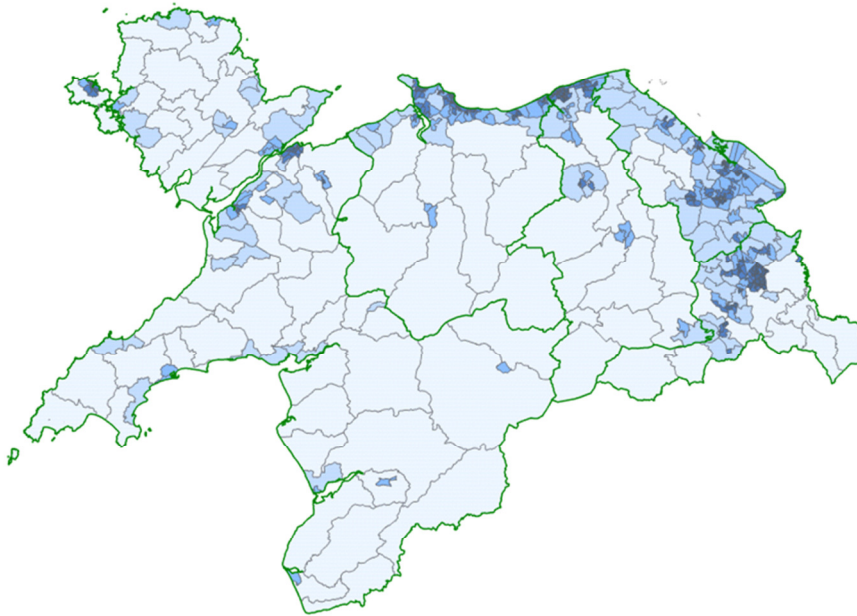


Note: Because of the scale, figures for Greater London have been excluded from the graph. These were 5,337 wholetime staff, 100 fire control staff and 824 support staff. Total 6,261.

[INSERT FIGURES FOR OTHER WELSH FRs ONCE PUBLISHED.]

A PROFILE OF NORTH WALES

POPULATION: The North Wales resident population of around 691,986¹ people is largely concentrated in the more industrial and urbanised areas of the north east and along the coast.



Source: Infobase Cymru

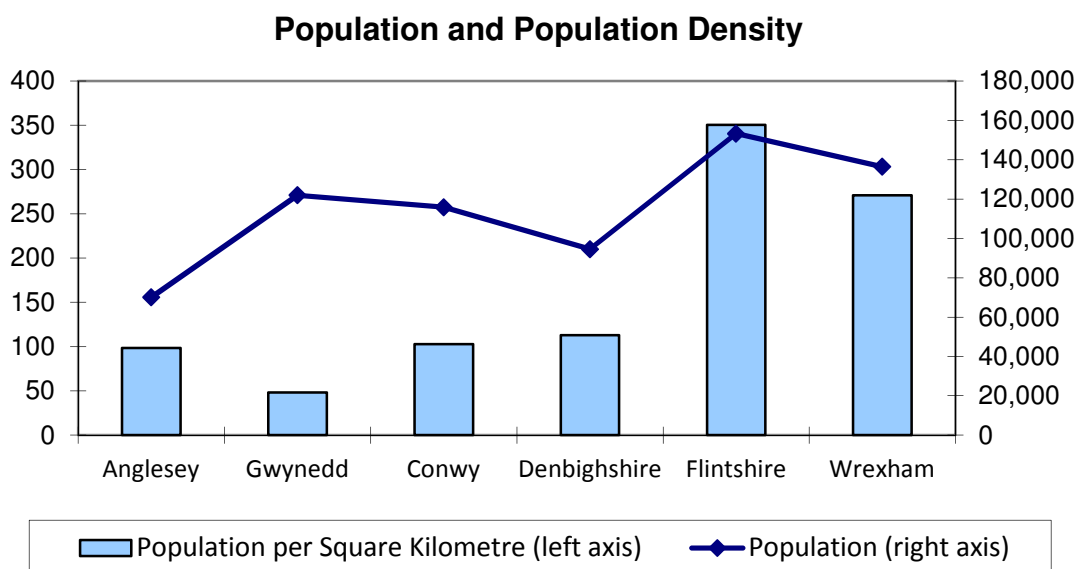
The map illustrates where the more sparsely populated and the more densely populated areas are in North Wales². Darker shades show a higher population density.

At a county level the population density ranges between 48 people per square kilometre in Gwynedd - one of the most sparsely populated counties in England and Wales - and 350 people per square kilometre in Flintshire.

¹ Office of National Statistics mid year estimates: 688,417 in 2011, 690,434 in 2012, 691,986 in 2013. Source: StatsWales. Last updated 26 June 2014.

² Figures taken at the time of the 2010 Small Area Population Estimates, published October 2011.

POPULATION DENSITY:



Source: StatsWales <https://statswales.wales.gov.uk/Catalogue/Population-and-Migration/Population/Density/PopulationDensity-by-LocalAuthority-Year> (2013)

ETHNICITY: The latest population estimates³ indicate that the population of North Wales is predominantly white (97.23%, compared to 95.88% for the whole of Wales).

NATIONAL IDENTITY: According to 2012 Annual Population Survey⁴, the percentage of the North Wales counties' population that considered themselves to be Welsh ranged between 39% and 68% compared to a Wales average of 64%.

WELSH LANGUAGE: The 2011 Census⁵ indicated that the percentages of Welsh speakers in North Wales counties ranged between 13% to over 65%, compared with a Wales average of 19%.

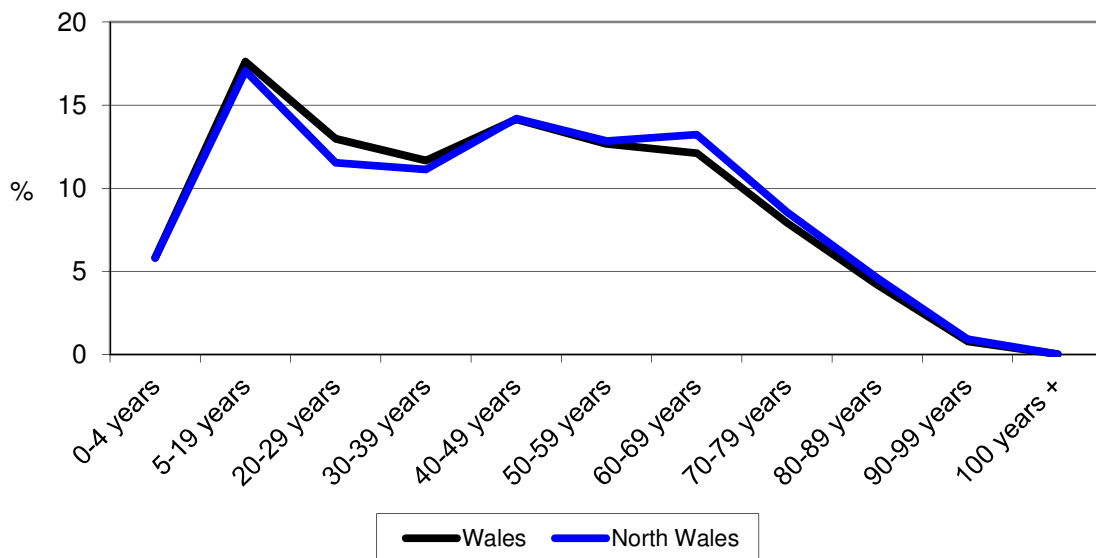
³ <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/Ethnicity/Population-Estimates/PopulationEstimates-by-LocalAuthority-Ethnicity-Age>

⁴ <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/National-Identity/NationalIdentity-by-Area-Identity> (2012 Year)

⁵ <https://statswales.wales.gov.uk/Catalogue/Welsh-Language/WelshSpeakers-by-LA-BroaderAge-2001And2011Census>

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

Percentages of the Total Population in each Age Group



Source: Census 2011 (StatsWales)

DISABILITY: According to 2012 population survey⁶, it was estimated that between around 17% and 24% of the population of North Wales had some form of disability, compared with just over 22% for the whole of Wales.

SEXUAL IDENTITY: Responses to the Integrated Household Survey conducted in 2011⁷ suggested that between 92% and 96% of the population of North Wales was heterosexual, compared to the all-Wales average of 94%.

⁶ <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/Disability/PeopleOfWorkingAgeWithDisabilities-by-Area-DisabilityType>

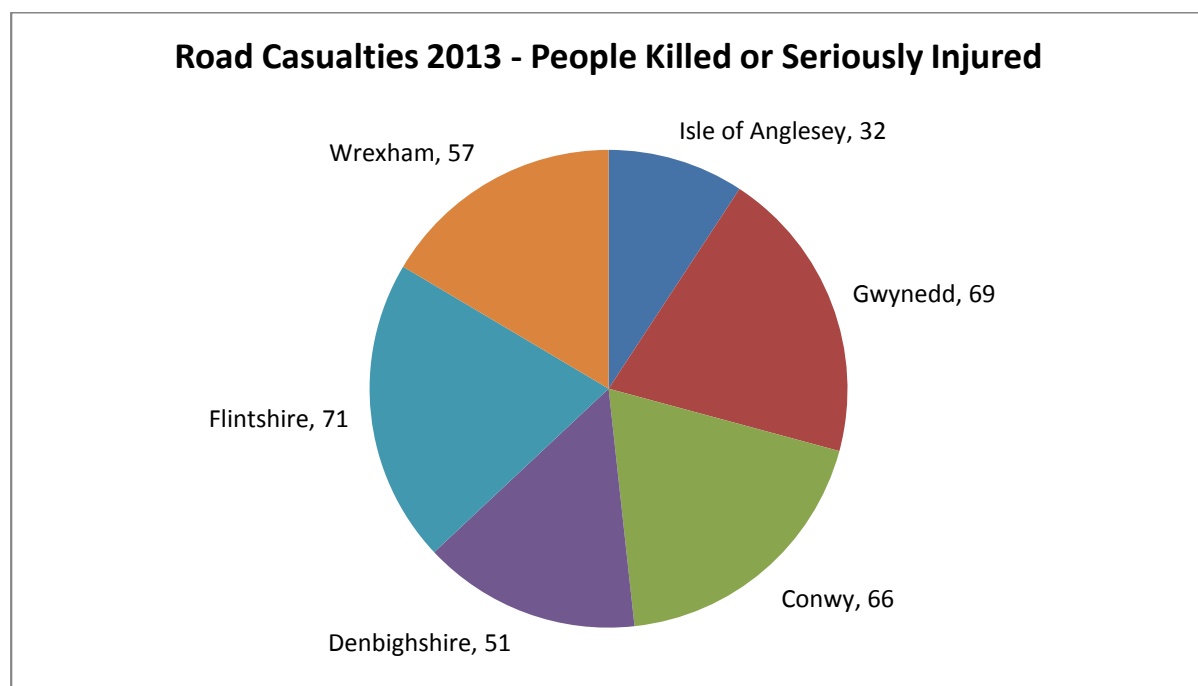
⁷ <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/Sexual-Identity/SexualIdentity-by-Area-IdentityStatus>

ROADS and ROAD TRAFFIC: The key road transport links are the A55 Expressway, the A5, A483, A487, A470 and A494. In total, there are around 5,790 miles of roads in North Wales, of which around 85% are classed as minor roads, with the remainder classed as either trunk or principal 'A' roads.⁸

Department of Transport statistics estimate that 3.9 billion vehicle miles were travelled in the six counties of North Wales during 2013. Of those, 3.1 billion vehicle miles were travelled in cars.⁹

In 2013, there were 2,070 reported road casualties in North Wales, of which 29 died, 317 were seriously injured and 1,724 were slightly injured.¹⁰

Of the 346 people who were killed or seriously injured, the majority (147) were car, taxi and minibus users. Similarly, of the 1,724 who were slightly injured, the majority (1,231) were car, taxi and minibus users.¹¹



⁸ Table RDL0102. <https://www.gov.uk/government/statistics/road-lengths-in-great-britain-2013>

⁹ Tables TRA8901 and TRA8902. <https://www.gov.uk/government/statistics/road-traffic-estimates-in-great-britain-2013>

¹⁰ <https://www.gov.uk/government/statistics/reported-road-casualties-in-great-britain-main-results-2013>

¹¹ Statistical Bulletin: Road safety 2013. Table 19. <http://www.roadsafetywales.co.uk/statistics/>

SECTION 2

HOW DOES NORTH WALES FIRE AND RESCUE COMPARE?

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

RURILITY

North Wales is a predominantly rural area, where population density ranges from 48.1 people per km² in Gwynedd to 350.3 people per km² in Flintshire. The figure for the whole of Wales is 148.7 people per km².

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

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

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

Attendance times to fires in England are reported by the UK Government as averages. In 2013-14, the average response time for attending fires in predominantly rural fire and rescue authorities in England was 10.5 minutes.¹²

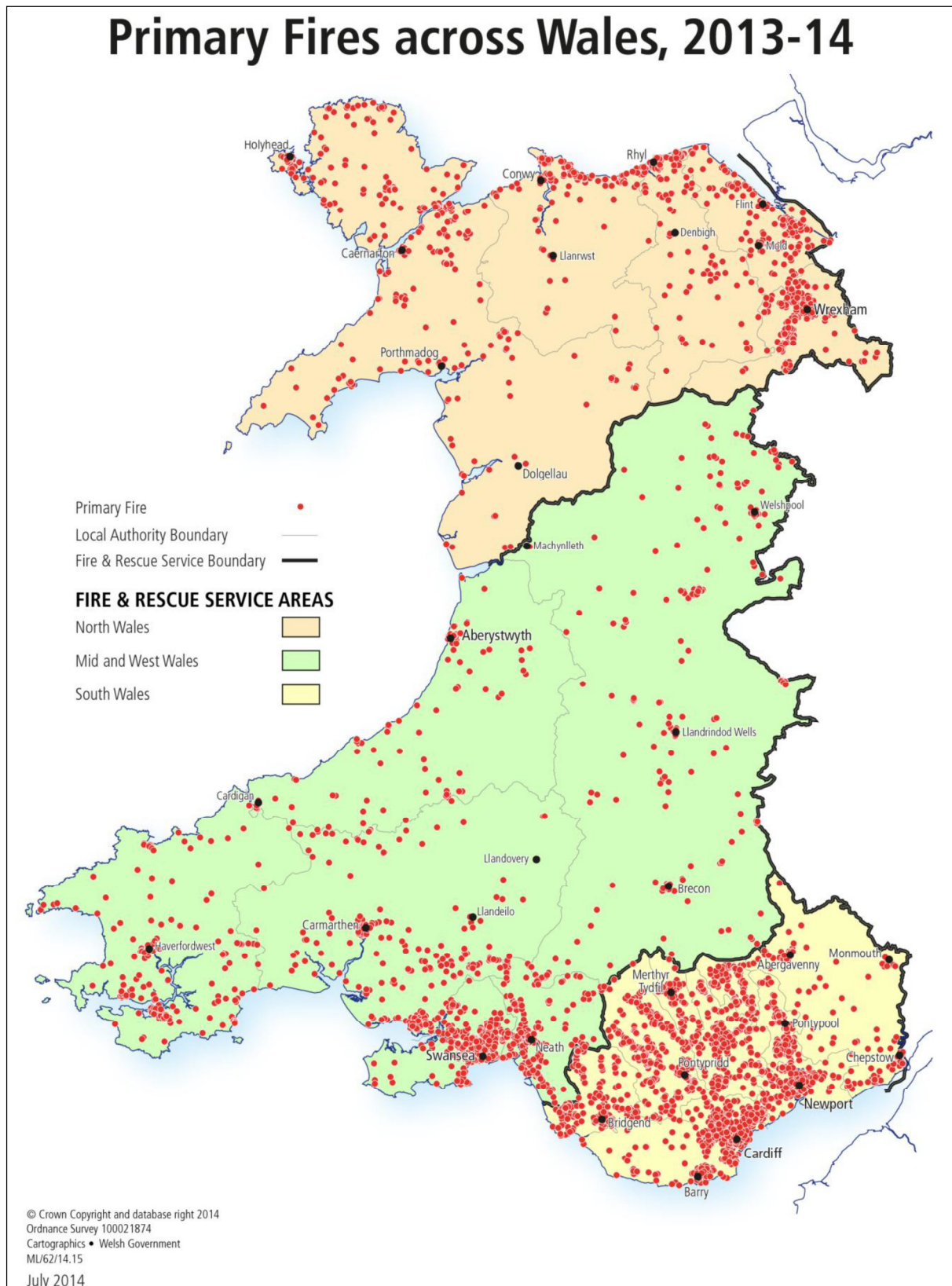
Attendance times to fires in Wales are reported by Welsh Government as percentages within defined time brackets¹³. The North Wales figures - like those for the rest of Wales - have remained relatively constant from year to year, with the majority of fire calls attended in under 10 minutes and the “rurality effect” being reflected in the percentages that took longer to reach. In areas covered by retained fire crews, the attendance time calculation include the time taken for the crew members to turn in to the fire station.

	Between 1 and 5 minutes	Between 5 and 10 minutes	Between 10 and 15 minutes	Greater than 15 minutes
2011-12				
North Wales	15%	51%	23%	11%
Mid & West Wales	17%	51%	21%	11%
South Wales	21%	58%	16%	4%
2012-13				
North Wales	15%	51%	23%	11%
Mid & West Wales	15%	51%	22%	12%
South Wales	22%	59%	16%	4%
2013-14				
North Wales	17%	47%	22%	13%
Mid & West Wales	17%	48%	23%	12%
South Wales	21%	59%	16%	4%

¹² <https://www.gov.uk/government/statistics/fire-incidents-response-times-england-2013-to-2014> Table 1c.

¹³ <http://wales.gov.uk/docs/statistics/2014/140730-fire-statistics-2013-14-en.pdf> Table 24.

The map below, produced by the Welsh Government¹⁴, illustrates the higher concentration of primary fires that occur in urban areas.



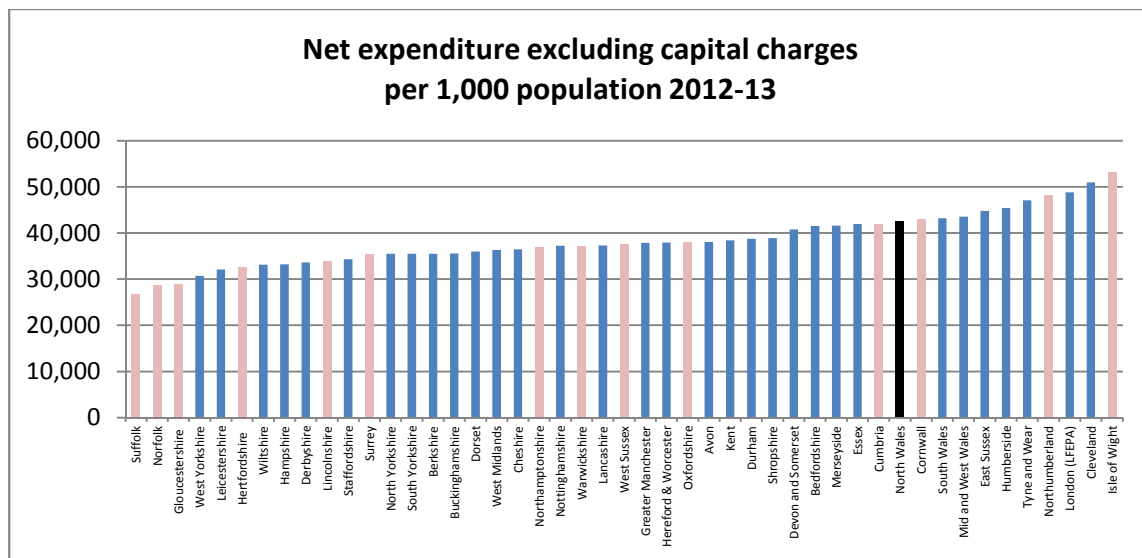
¹⁴ Fire statistics Wales, 2013-14. <http://wales.gov.uk/docs/statistics/2014/140730-fire-statistics-2013-14-en.pdf>

COST

The financial comparisons in this section are based on 2012-13 figures, which were published by the Chartered Institute of Public Finance and Accountancy (CIPFA) in March 2014.

Although the net expenditure on fire and rescue services per 1,000 population was slightly lower in North Wales than elsewhere in Wales, a number of areas in England reported even lower levels of spending.

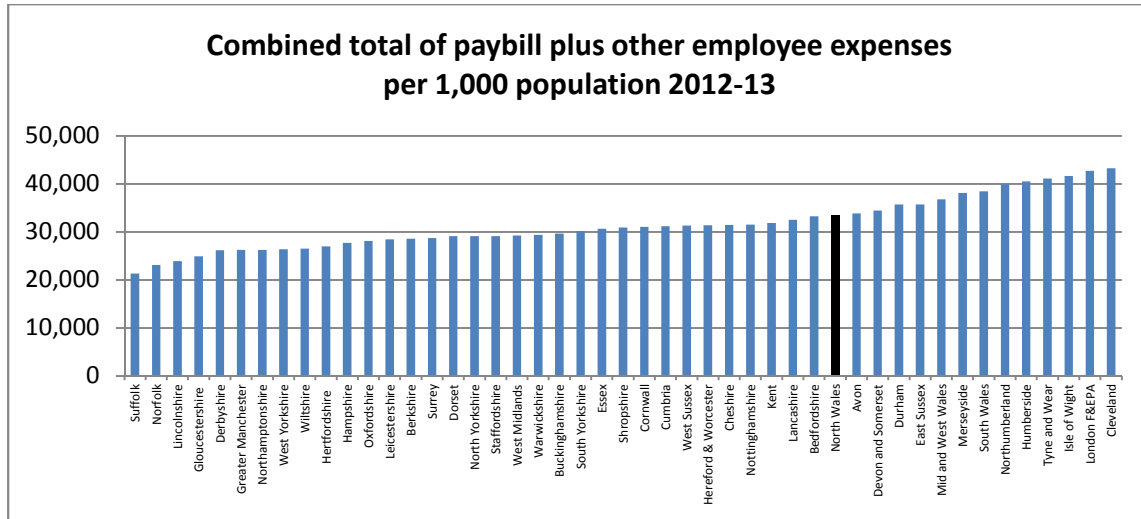
Explaining these cost differences is complex as each fire and rescue authority will vary in its make-up, and from year to year. Rurality and population density, the predominant operational duty systems (wholtime or retained), the level and quality of services provided, specific projects undertaken and levels of efficiency can all affect the total running costs. In some areas of England, fire and rescue services are county council-based, so a proportion of fire and rescue costs are reflected in their county council figures. These are shown in pink in the graph below.



CIPFA 2013 Column 120.

Staff costs

At the equivalent of just over £33 per head of population, employee costs (which include training costs) represent the largest single component of North Wales Fire and Rescue expenditure.

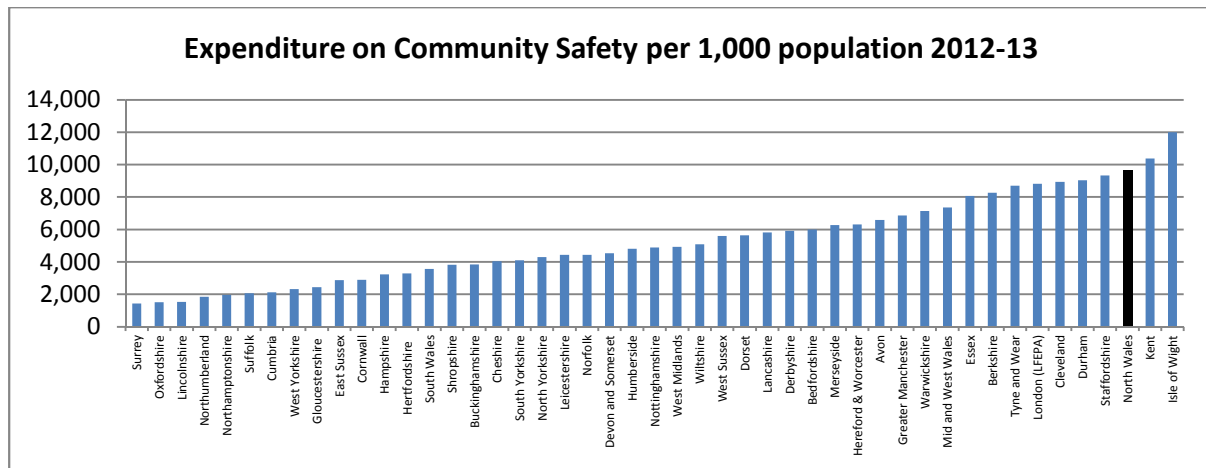


CIPFA 2013. Columns 108 and 109.

Community Safety costs

North Wales Fire and Rescue Authority takes the approach that it makes much better sense to prevent fires from starting than to simply keep responding to those that do. This is particularly important for rural areas.

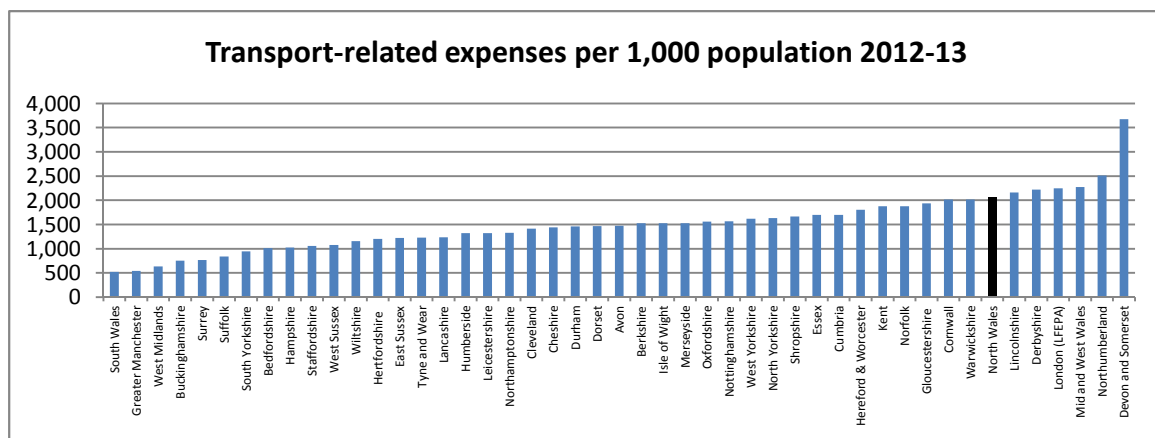
It is unsurprising, therefore, that it commits a comparatively high expenditure per 1,000 population to community safety. In 2012-13 this equated to around £9.62 per head of population, compared with around £5.55 for Great Britain as a whole.



CIPFA 2013 Column 124.

Transport costs

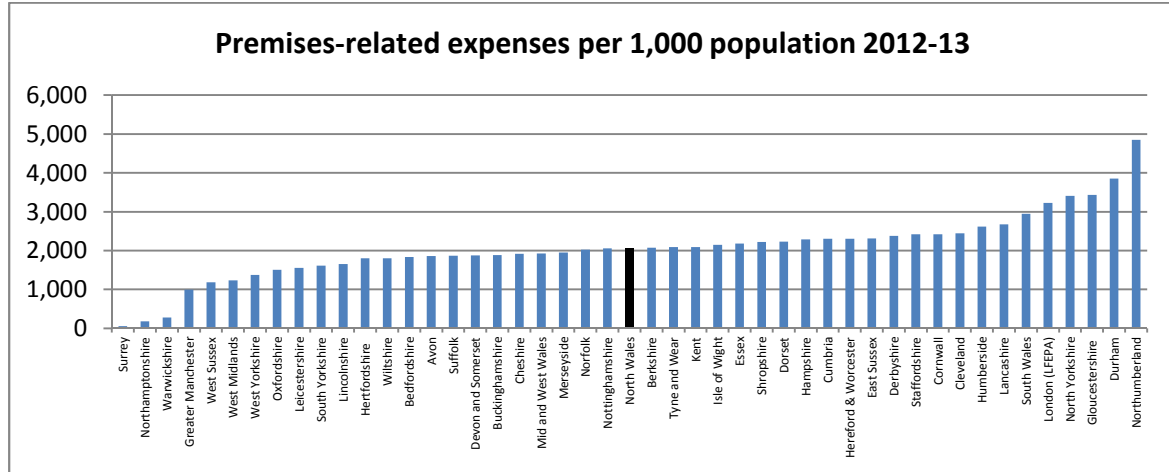
Operating in a predominantly rural area is also reflected in transport-related costs in North Wales, which are generally consistent with other predominantly rural parts of England and Wales (with some notable exceptions, such as London).



CIPFA 2013. Column 111.

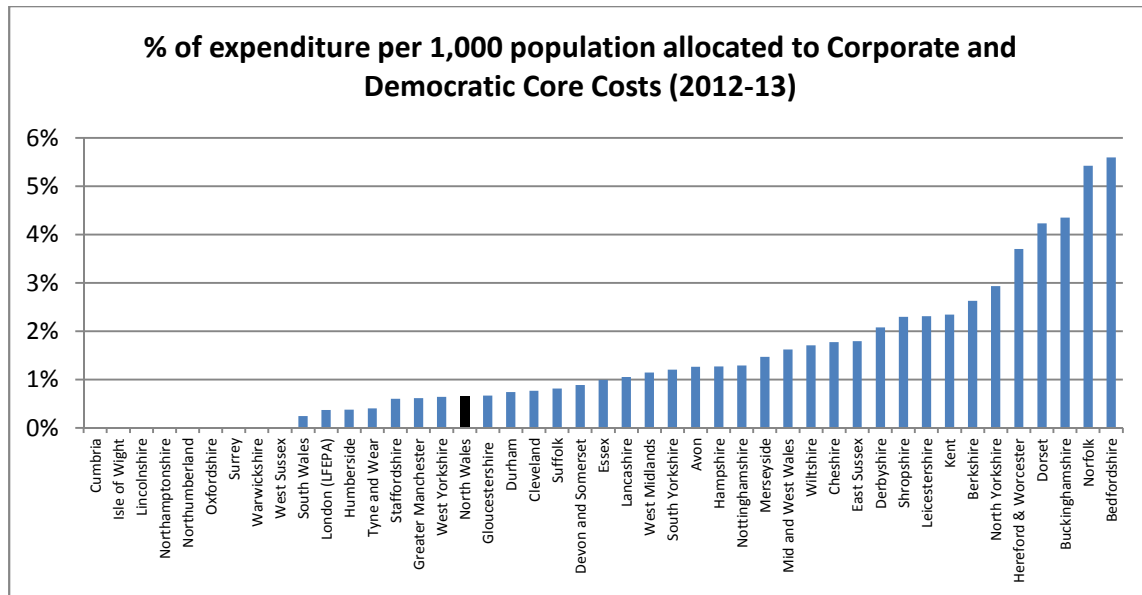
Premises costs

The Authority has been able to keep its premises-related revenue costs comparatively low. In 2012-13 it cost the equivalent of £2 per head of population for all its owned or leased fire stations, offices, stores, workshops and training facilities.



Central costs

And in 2012-13, North Wales Fire and Rescue's allocation of total expenditure per 1,000 population to corporate and democratic core costs was amongst the lowest in England and Wales.



CIPFA 2013 Column 127 calculated as a % of column 129.

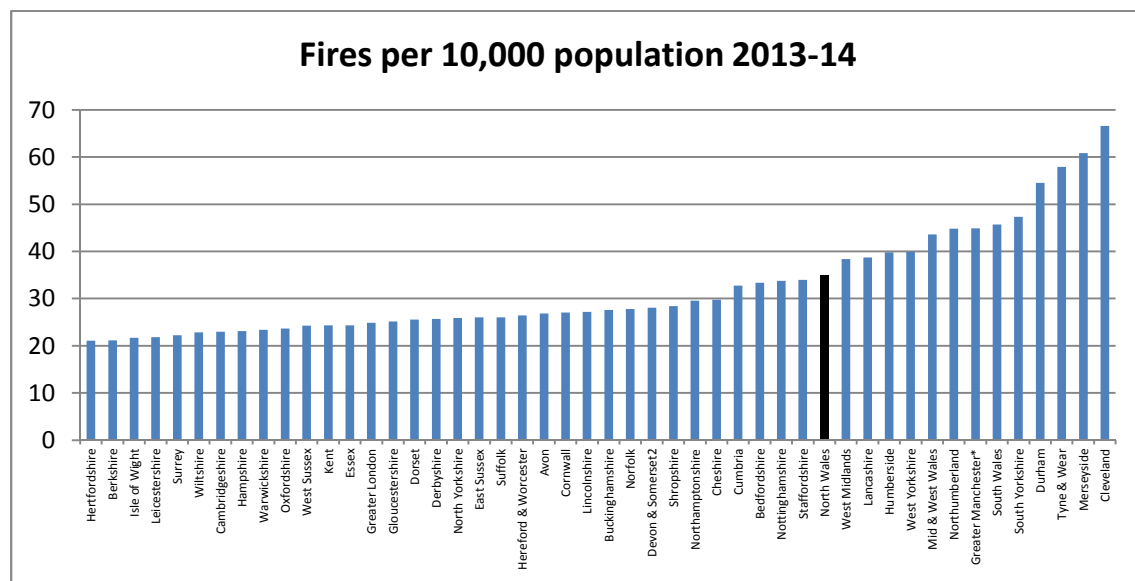
ACTIVITY

During 2013/14, North Wales Fire and Rescue Service attended 2,416 fires, 837 non-fire emergencies and 3,102 false alarms.

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

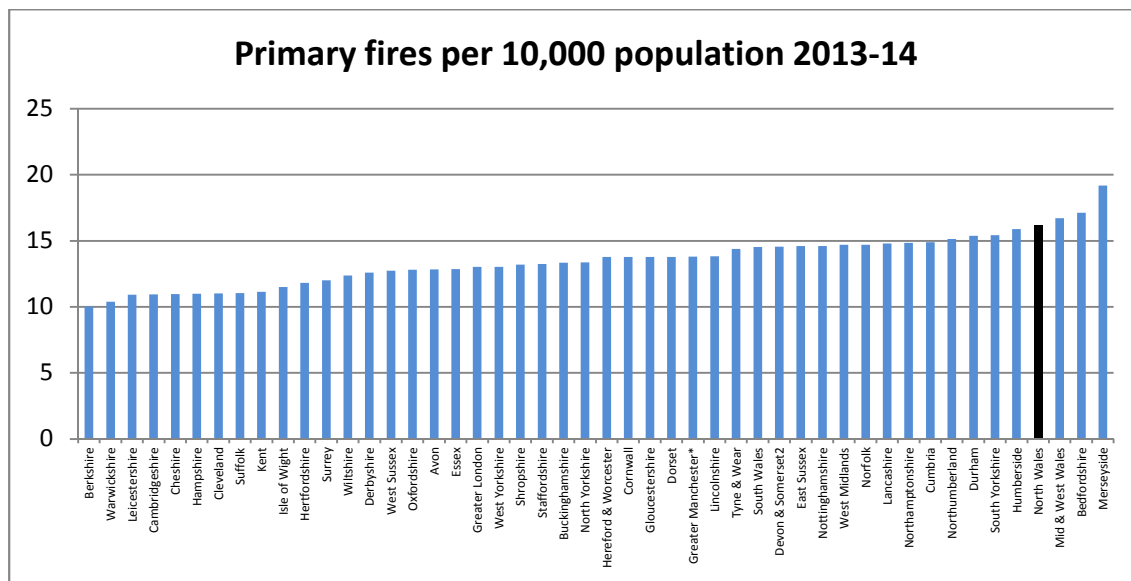
Fires:

Total fires Between 2012-13 and 2013-14, there was a 3% increase in fires in North Wales compared with a 10% increase in England and a 15% increase in the whole of Wales. However, the 3% increase should be seen in the context of exceptionally low numbers of fires in 2012-13 which can be partly explained by the unusually high rainfall in that year.



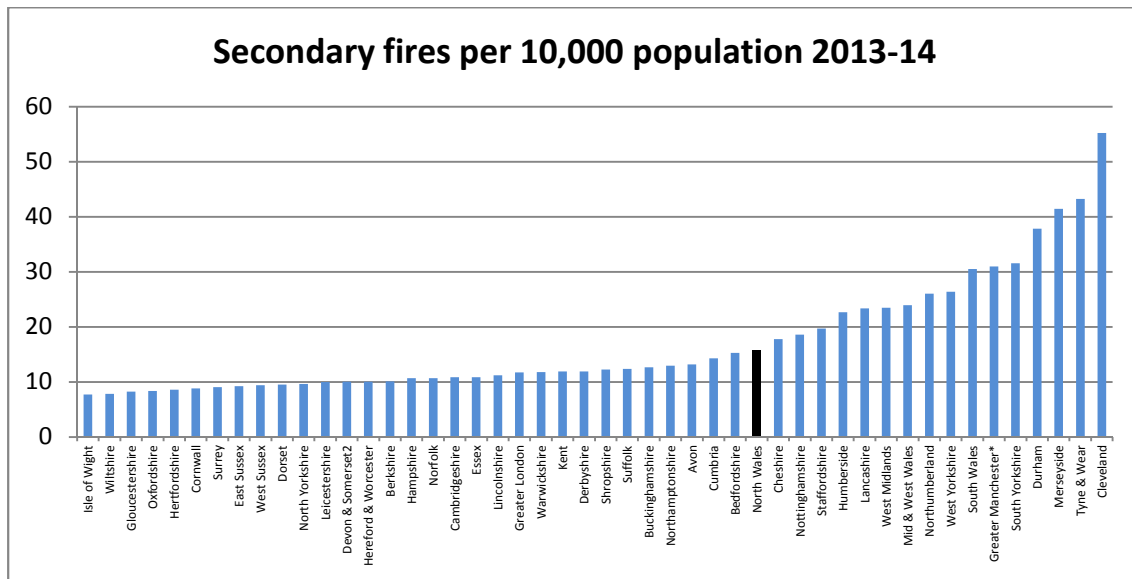
North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The total number of fires attended.	3,370	3,297	3,165	2,349	2,416

Primary fires Between 2012-13 and 2013-14, the number of primary fires in North Wales decreased by 2%, which was slightly less than the 4% decrease in England but a better result than the 1% increase in Wales as a whole.



North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The number of primary fires attended.	1,485	1,346	1,299	1,143	1,117

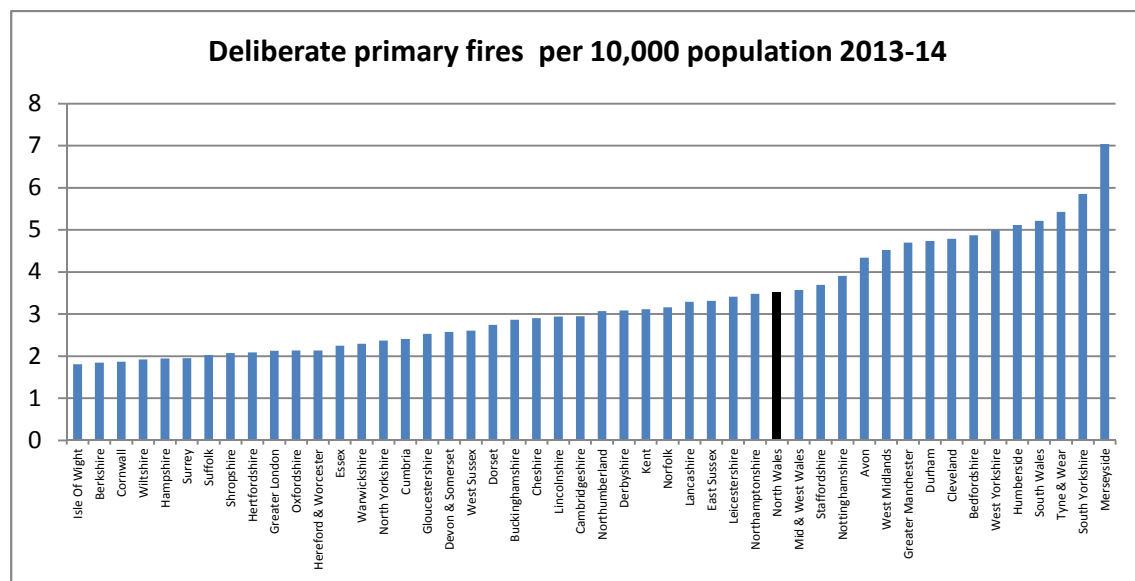
Secondary fires The number of secondary fires increased by 23% in North Wales between 2012-13 and 2013-14. This was slightly better than the 27% increase seen in England and the 32% increase in Wales generally.



North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The number of secondary fires attended.	1,538	1,626	1,613	887	1,087

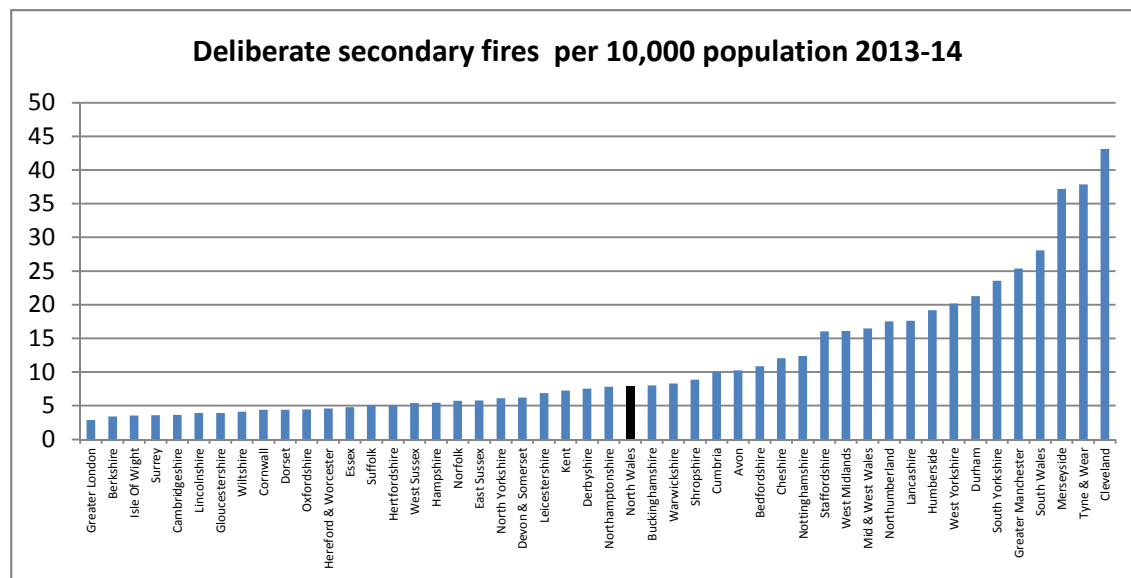
Deliberate fires North Wales Fire and Rescue Service collaborates with North Wales Police to reduce the incidence of arson and deliberate fire-setting. The decrease in primary fires in North Wales can be partly attributed to a reduction in the number of those fires that had been started deliberately.

Deliberate primary fires Between 2012-13 and 2013-14 there was a 15% reduction in the number of deliberate primary fires in North Wales. This compares well with the 9% decrease in England and the 4% decrease in the whole of Wales.



North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The number of deliberate primary fires attended.	482	373	367	286	243

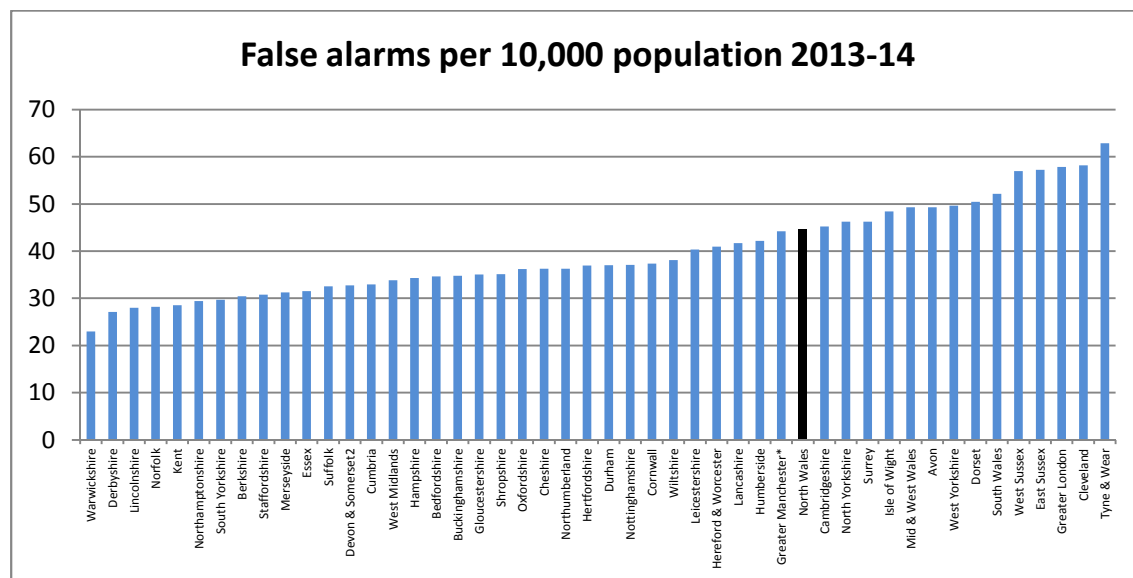
Deliberate secondary fires The number of deliberate secondary fires in North Wales stayed the same between 2012-13 and 2013-14. Again, this compares very well with the 21% increase in England and the 25% increase in the whole of Wales.



North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The number of deliberate secondary fires attended.	1,054	1,065	1,003	549	549

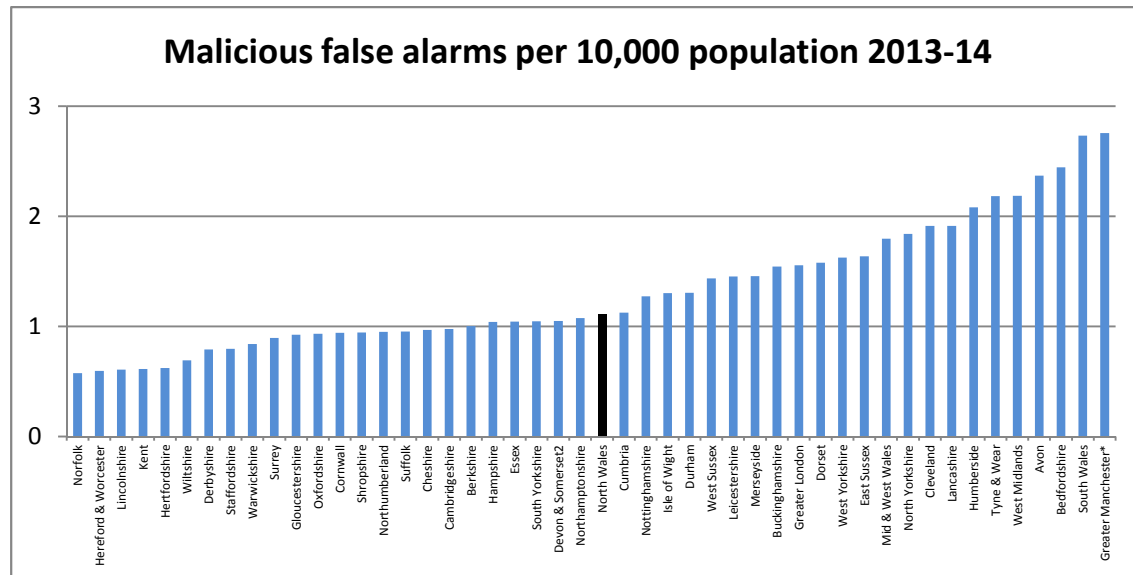
False Alarms:

Total false alarms Between 2012-13 and 2013-14, there was a 4% decrease in the number of false alarms attended in North Wales – the same as in England and better than the 1% increase in Wales as a whole.



North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The total number of false alarms attended.	3,765	3,750	3,566	3,249	3,102

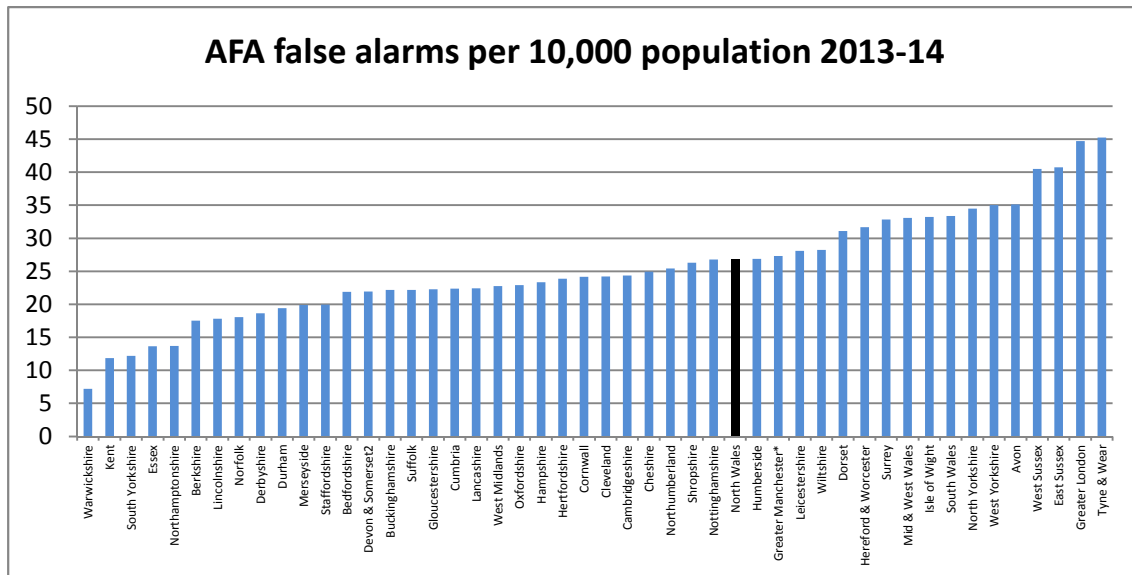
For a number of years, North Wales Fire and Rescue has been working to reduce the number of malicious false alarms being made through the emergency 999 system, and also to identify as many hoax calls as possible before committing valuable resources to attend.



North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The number of malicious false alarms received.	563	491	538	473	382
The number of malicious false alarms attended.	140	118	133	106	77
The percentage of malicious false alarms received, but not attended (to the nearest whole number).	75%	76%	75%	78%	80%

Between 2012-13 and 2013-14, there was an excellent 19% reduction in the number of malicious false alarms attended in North Wales compared with a 14% decrease in England and a 6% decrease in the whole of Wales. This reduction in North Wales brought the level down to the lowest ever recorded in the area – of the 382 malicious false alarms received, 305 were successfully identified by Control staff as malicious before any emergency attendance was made.

Between 2012-13 and 2013-14, there was a 5% reduction in the number of false alarms generated by automatic fire alarms (AFA) in North Wales. This was consistent with the 6% decrease in England and the 4% decrease in the whole of Wales.

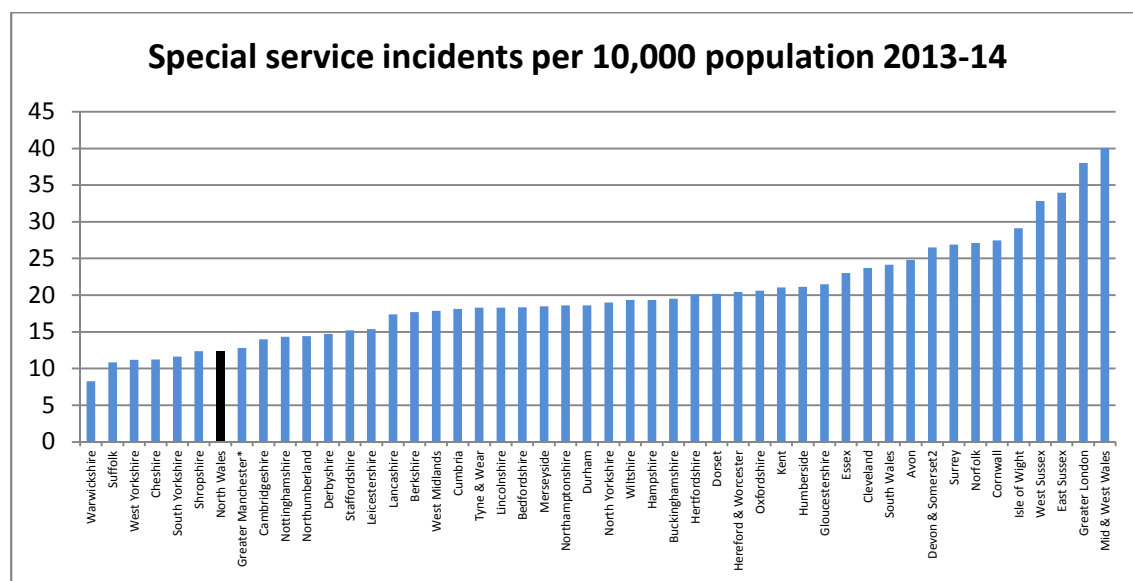


However, the actual number remains comparatively high, and we will continue to find ways of reducing these.

North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The number of false alarms from automatic fire alarms attended.	2,560	1,940	2,032	1,960	1,855

Non-fire emergency incidents (special services):

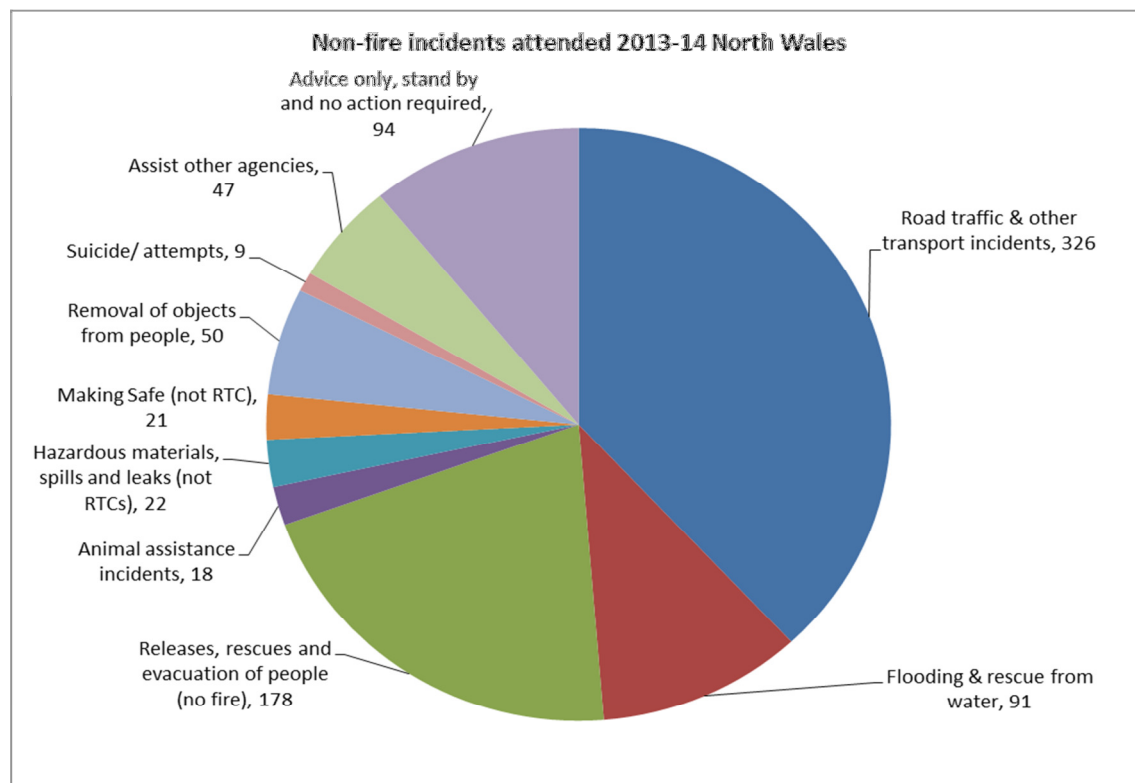
2013-14 saw a significant reduction in special service incidents in North Wales.



North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The total number of special service incidents attended.	1,502	1,360	990	1,204	837
Special service incidents that were road traffic collisions.	767	621	461	399	312

In 2013/14, the largest percentage of all non-fire emergency incidents attended was in the category of road traffic collisions, which accounted for 37% of all those attended in North Wales.

Although consistent with the rest of Wales, this was a significantly higher proportion than in England where attending road traffic collisions accounted for around 24% of all non-fire emergency incidents.

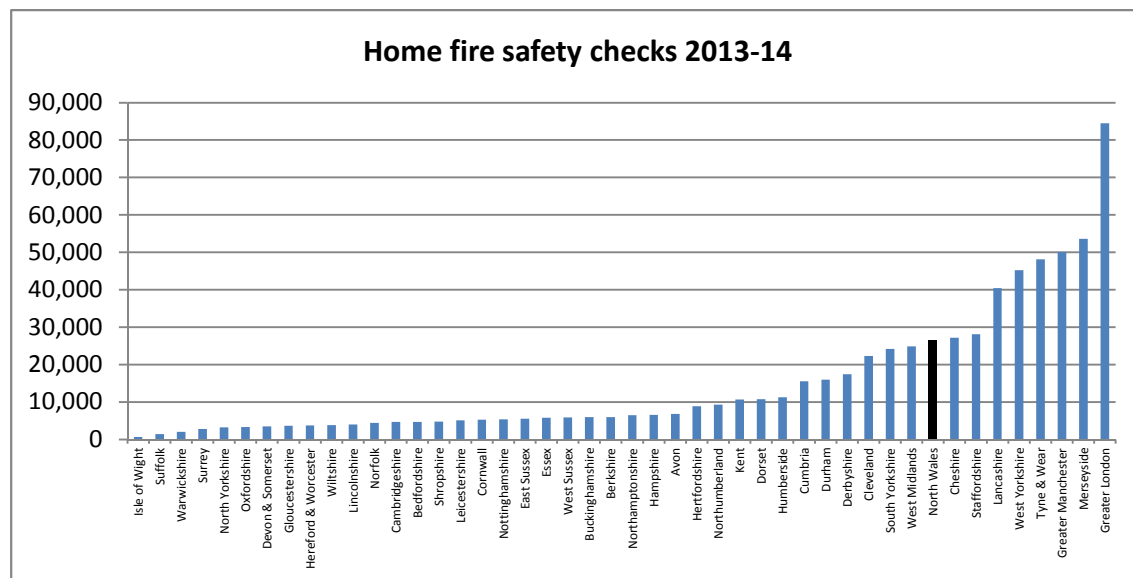


Note: Figures in the chart above are DCLG published figures, so total 856.

In contrast, in the same year, lift releases accounted for 10% of all non-fire emergency incidents attended in North Wales. Although this was consistent with the percentage in England, it was far higher as a percentage than in other parts of Wales which recorded only 4% of their total as being lift releases.

Fire prevention:

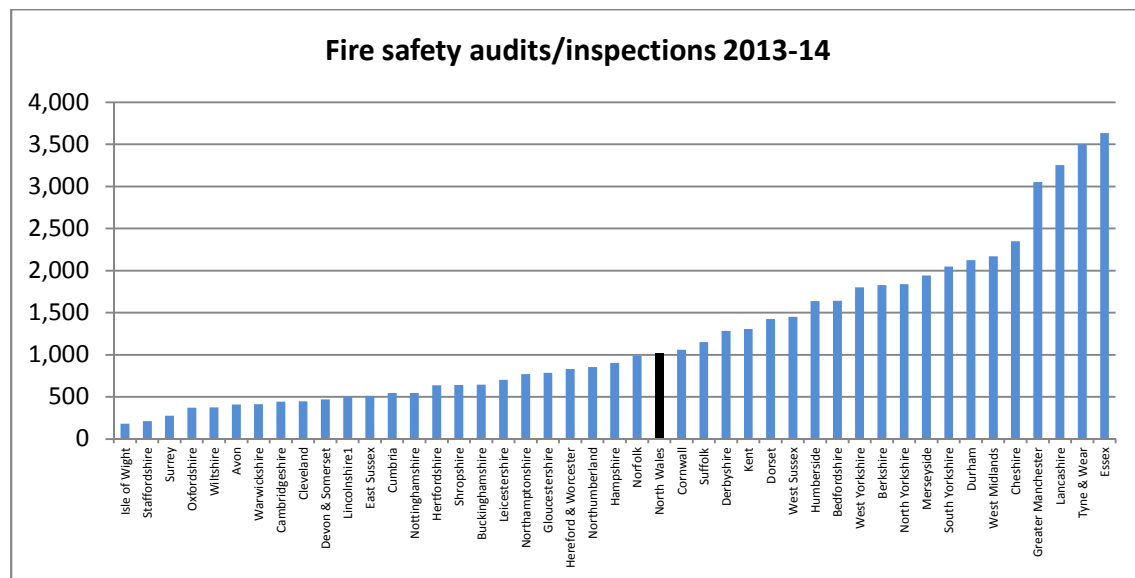
North Wales delivers a comparatively high number of Home Fire Safety Checks as part of its community safety strategy.



[INSERT FIGURES FOR OTHER WELSH FRSS ONCE PUBLISHED.]

North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The number of home fire safety checks delivered.	32,802	36,905	28,472	22,201	26,622

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



[INSERT FIGURES FOR OTHER WELSH FRSS ONCE PUBLISHED.]

Because of the scale, Greater London, which completed 13,275 audits/inspections, has been excluded from the graph.

North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The number of fire safety audits/inspections completed.	806	723	392	867	1,017

SECTION 3

PROGRESS AGAINST SPECIFIC IMPROVEMENT OBJECTIVES IN 2013-14

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

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

This section presents the Authority's objectives for 2013-14, a summary explanation of the reason why each one was adopted, what we planned to do, what we expected to achieve, and whether we succeeded.

Each objective is reported under the headings of:

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

SERVICE PLANS

To make sure that the objectives were achieved as planned in 2013-14, aspects were allocated (with budgets, where relevant) to departmental service plans. These plans are centrally monitored on a quarterly basis to ensure that both the actions and the planned spending for the year are on course.

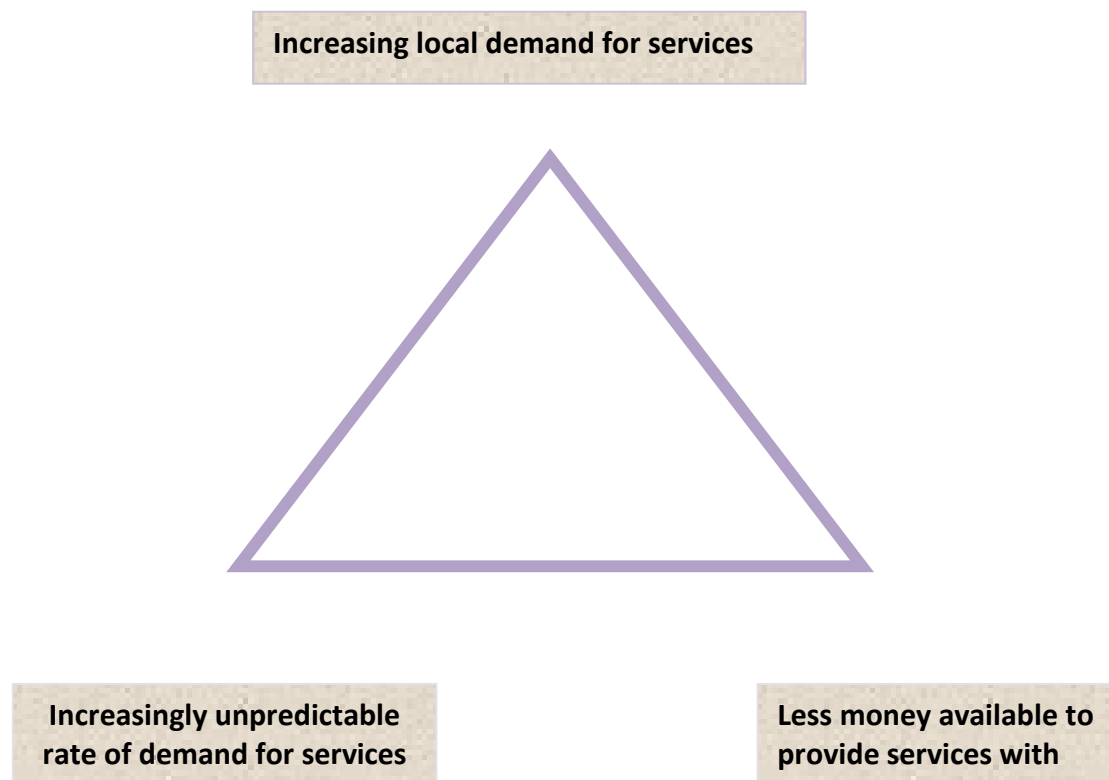
THE BACKGROUND TO THE 2013-14 IMPROVEMENT OBJECTIVES

IDENTIFYING AREAS FOR IMPROVEMENT

In 2012 members of North Wales Fire and Rescue Authority set up a working group to develop a set of draft Improvement Objectives for 2013-14. This was achieved through a series of meetings to consider a range of information and to identify the main strategic priorities for the Authority.

The draft objectives were subject to a 12-week public consultation from mid October 2012 onwards before being finally adopted by the Authority in March 2013.

The Authority recognised from the findings of the working group that in future it was likely to have to face:



The Authority based this assessment on four risk categories: demographic challenges, population lifestyle challenges, financial challenges and what was termed 'area-based' challenges.

Demographic challenges

The Authority concluded that with an increasing and ageing population living independently and in smaller households, it will need to be able to maintain the level and quality of its services in future whilst protecting more people, and specifically protecting more people in higher risk categories.

Population lifestyle challenges

How people live determines their level of risk. When people are under the influence of alcohol or drugs and when they smoke indoors, the risk of fires starting increases but their ability to self-rescue diminishes. With rates of alcohol consumption, smoking and substance misuse as they are, the Authority concluded that these would remain contributory factors for the foreseeable future.

Financial challenges

The challenging financial outlook for the public sector in Wales led the Authority to decide to freeze the annual budget for three years, keeping it at the 2009/10 level until at least 2013/14. This meant making cuts of around £800,000 a year during those three years in order to pay for unavoidable cost increases elsewhere.

Area-based challenges

The fire and rescue service has to be equipped and ready to respond to a range of different incident types. Whilst the frequency of some categories of emergency can be influenced through prevention work, others – such as weather-related and road-related incidents – present different challenges. Furthermore, they are difficult to predict in terms of when and where they are likely to occur. The Authority recognised, however, that its services would have to be capable of reacting to local extremes such as widespread flooding during wet periods and large outdoor fires during dry periods, without losing the core level of fire cover.

PLANNING TO IMPROVE

Based on this assessment of strategic risk, the Authority proposed that its Improvement Objectives for 2012-13 should continue into 2013-14, with the specific addition that it would adopt a new Dwelling Fires Response Charter.

The Authority conducted a public consultation to check the level of support for these proposals in the wider community, and found that a high percentage of the responses were in favour of both the priorities being set and the commitments being made under the Dwelling Fires Response Charter.

Improvement Objective 1

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

Why was this objective chosen?

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

What was the expected outcome?

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

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

What actions were planned for 2013-14?

	Achieved?
1. Delivery of Community Safety/Risk Reduction Strategy that included:	
• Provision of Community Safety Advice	✓
• Targeted and tailored delivery of Home Fire Safety Checks	✓
• Provision of free equipment according to assessed need.	✓
2. Continuous monitoring of the incidence and causes of dwelling fires.	✓
3. Involvement of partner organisations in learning lessons from dwelling fires to reduce the likelihood of recurrence.	✓
4. An examination and review of the factors that may contribute to the particular vulnerability of some people to fire, cross referenced where appropriate to the protected characteristics under the Equality Act 2010.	✓
5. A review of the Service's arrangements with partner organisations for the delivery of home fire safety checks and referrals of particularly vulnerable people.	✓

WAS THE 2013-14 OBJECTIVE 1 ACHIEVED?

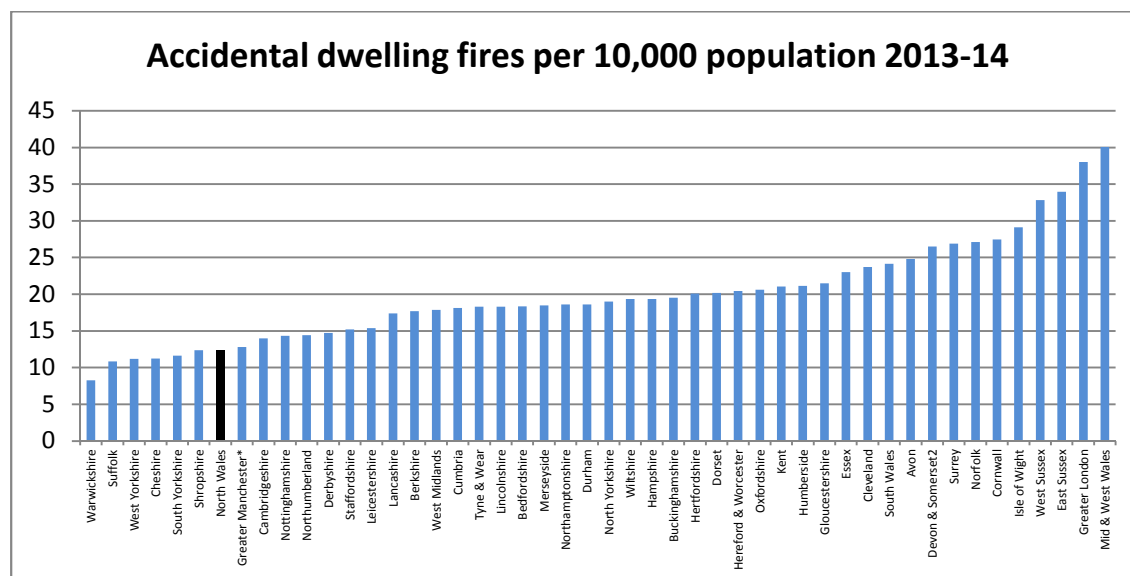
Measuring our performance:

North Wales	2011-12	2012-13	2013-14	Change between last two years (to nearest whole number).
The number of accidental dwelling fires attended.	474	454	479	+5%
The number of deaths arising from accidental dwelling fires.	6	3	3	-
The number of injuries (excl. precautionary checks) arising from accidental dwelling fires.	34	45	58	+29%
The percentage of people in accidental dwelling fires who were able to escape unharmed without assistance from a fire crew to do so.	78%	77%	79%	+2pp.
Home fire safety checks delivered	28,472	22,201	26,622	+20%
Percentage of home fire safety checks that came from referrals	31%	35%	32%	-3pp

pp = percentage points.

Comparing our performance in reducing accidental dwelling fires:

Provisional figures for England and Wales¹⁵ show a 5% decrease overall between 2012/13 and 2013/14 in the number of dwelling fires attended.



The 5% increase in North Wales was disappointing by comparison with the 5% decrease in England, but the actual incidence per 10,000 population was nevertheless amongst the lowest in England and Wales.

North Wales was not the only area to see an increase in accidental dwelling fires during 2013-14. Increases of between 2% and 20% were seen in ten other fire and rescue areas:

	Increase:
Devon and Somerset and Merseyside	+2%
Hertfordshire and West Midlands	+4%
Kent	+7%
Mid and West Wales and Durham	+9%
Northamptonshire	+12%
Northumberland	+20%

¹⁵ Fire Statistics Monitor April 2013-March 2014 published 02/07/2014 by the Department for Communities and Local Government. <https://www.gov.uk/government/publications/fire-statistics-monitor-april-2013-to-march-2014>

The picture in Wales¹⁶ was of very little change in the number of accidental dwelling fires between 2012-13 and 2013-14, but of a significant reduction over the longer term:

ACCIDENTAL DWELLING FIRES				
	North Wales	Mid & West Wales	South Wales	Wales
2001-02	614	821	1,055	2,490
2002-03	554	745	1,077	2,377
2003-04	501	838	940	2,279
2004-05	531	727	891	2,150
2005-06	502	749	921	2,172
2006-07	459	663	867	1,990
2007-08	526	642	867	2,035
2008-09	482	638	799	1,919
2009-10	478	584	802	1,864
2010-11	469	605	752	1,826
2011-12	476	555	758	1,789
2012-13 (r)	455	525	745	1,725
2013-14 (p)	480	572	680	1,732

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

Although the actual number of accidental dwelling fires in north Wales in 2013-14 was close to the number in 2009-10, we have made progress when we consider that the number of dwellings has increased year on year in the area:

North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
Accidental dwelling fires per 10,000 dwellings.	15.74	15.35	14.95	14.26	14.98

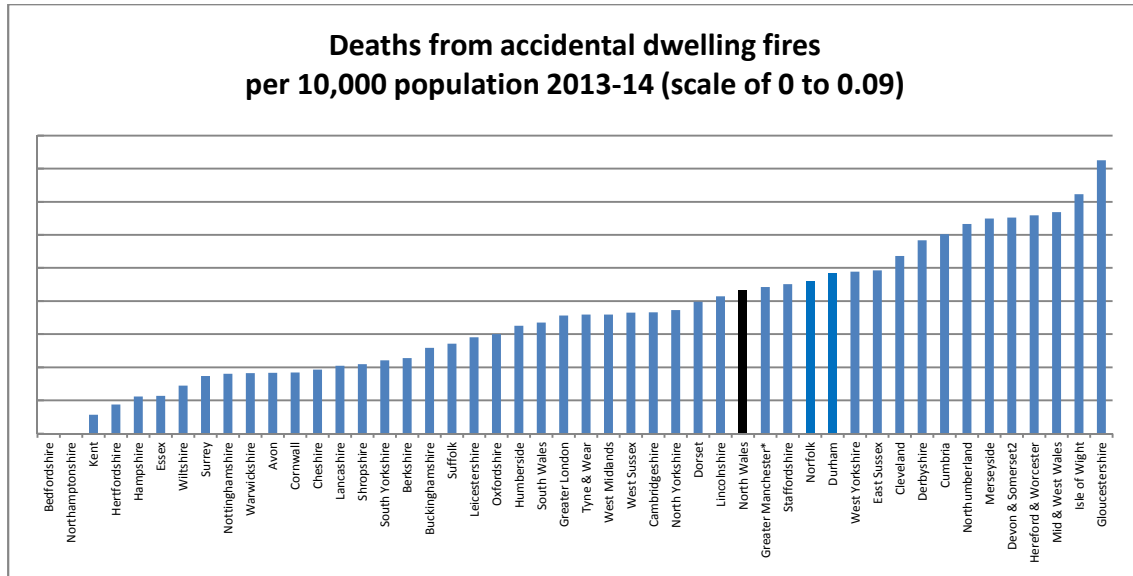
¹⁶ Fire Statistics 2013-14 published 30/07/2014 by the Welsh Government. Table 6. <http://wales.gov.uk/statistics-and-research/fire-statistics/?lang=en>

The number of chimney fires has been falling in Wales, too, with a particularly sharp reduction in North Wales in 2013-14. However, the frequency of chimney fires does tend to follow weather patterns, with increases during periods of colder weather.

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

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

Deaths from accidental dwelling fires are rare but tragic occurrences. The rate in North Wales was 0.04 per 10,000 population in 2013-14. The highest rate in England and Wales was 0.08 per 10,000 population.



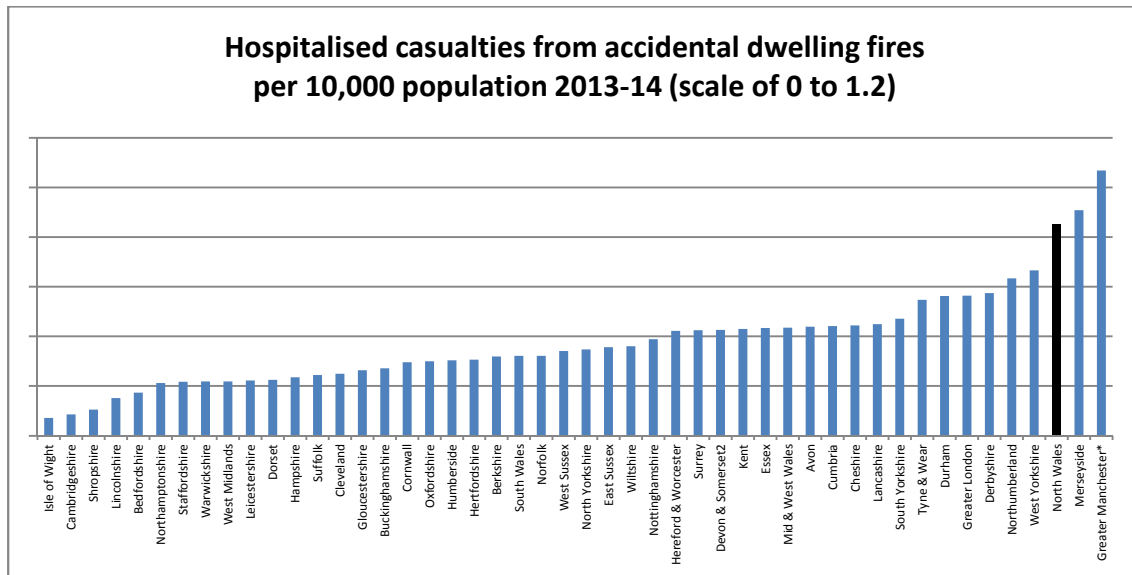
For the second year in succession, there were three deaths in North Wales that arose from accidental dwelling fires – the first time that a low number has been recorded in two successive years, which is encouraging.

North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The number of deaths arising from accidental dwelling fires.	6	10	6	3	3

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

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

In 2013-14, three people were taken to hospital after being involved in an accidental fire in a dwelling with what was recorded as serious fire-related injuries. A further fifty-five people were taken to hospital with what was recorded as slight injuries. Although these numbers may appear low compared to the number of hospitalised fire casualties being recorded elsewhere in England and Wales, the 0.85 persons per 10,000 population in North Wales appears high.



If calculated on the basis of all four categories of casualty, the figure for North Wales rises to 3.01 persons per 10,000 population.

Furthermore, the total number of casualties (when calculated across all four categories of severity) increased by 25% between 2012-13 and 2013-14 in North Wales. This compares unfavourably with the 4% reduction in the

number of recorded fire casualties in England and the 9% increase in Wales as a whole.

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

North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The number of casualties from accidental dwelling fires who were sent to hospital with serious or slight injuries.	43	53	34	45	58

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

1. Safe escapes

The percentage of people in accidental dwelling fires who were able to escape both unharmed and without needing assistance from a fire crew to do so is consistently high:

North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The percentage of people in accidental dwelling fires who were able to escape unharmed without needing assistance from a fire crew to do so.	80%	82%	78%	77%	79%

2. Fire Spread

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

North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The percentage of accidental dwelling fires that were confined to the room of origin	93%	91%	92%	91%	92%

3. Home Fire Safety Checks

Since 2004/05, we and our partner agencies have delivered around 226,000 Home Fire Safety Checks in North Wales, fitting smoke alarms with 10-year batteries in the majority of those homes.

We aimed to deliver 30,000 home fire safety checks during 2013-14. Although we missed this target, the 26,622¹⁷ checks that we were able to provide represented amongst the highest in England and Wales (shown in the graph in Section 2).

To ensure that we target our home fire safety checks effectively, we aim to deliver at least 30% of the total to people who have been specifically referred to us by partner agencies. We are pleased to report that we exceeded that target.

4. Smoke alarm ownership

The percentage of dwelling fires where a working smoke alarm was in place to give the occupants early warning of a fire developing is very high indeed. The latest published figures¹⁸ on the presence and operational status of smoke alarms in dwelling fires in Great Britain show that there was no smoke alarm present in almost one third of dwelling fires. In North Wales, this is significantly lower:

North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The percentage of dwelling fires attended where a smoke alarm:					
• had been fitted and it actuated	52.29%	61.50%	60.57%	59.43%	58.77%
• had been fitted but it did not actuate (usually because the fire did not reach as far as the detector)	22.57%	22.06%	24.34%	25.96%	25.05%
• had not been fitted.	25.14%	16.45%	15.09%	14.60%	16.18%

¹⁷ Although 26,622 were reported at the end of the year, by the time all the paperwork had gone through the system the actual figure was 26,703. We are working to reduce the time that elapses between the completion of the check itself and when the record of it is loaded into our electronic systems.

¹⁸ Fire Statistics: Great Britain April 2012 to March 2013, figure 2.4. Published in June 2014.
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/313590/Fire_statistics_Great_Britain_2012-13_final_version.pdf

5. Targeted home safety advice

As an indicator of the correct targeting of our advice to householders on how to stay safe if they were faced with a fire in their home, we also match up the addresses where we provided a home fire safety check and the addresses where we later attended a fire. In 2013-14, of the 519 dwelling fires we attended, 148 (28.5) had received a free check during the two years prior to the fire.

North Wales	2009-10	2010-11	2011-12	2012-13	2013-14
The number of fires in dwellings where a Home Fire Safety Check had been provided 2 years or less before the date of the fire.	129	134	164	145	148

Assessing our performance

Our objective at the beginning of 2013-14 was to help to keep people and communities safe by preventing deaths and injuries from accidental fires in living accommodation.

Assessing our performance in reducing accidental dwelling fires

Despite all the prevention activity, we did not succeed in reducing the number of accidental dwelling fires in the area, and the number in 2013-14 went back to the same level as in 2009-10. However, when considering that the number of dwellings has increased each year, the rate per 10,000 dwellings has actually fallen from 15.74 to 14.98 between those two years.

Figures published in April 2014 indicate that the number of households in North Wales increases annually by around 1,600. So as well as an increase in dwellings in the area, we are also seeing a steady increase in the number of individual households that require our safety advice.

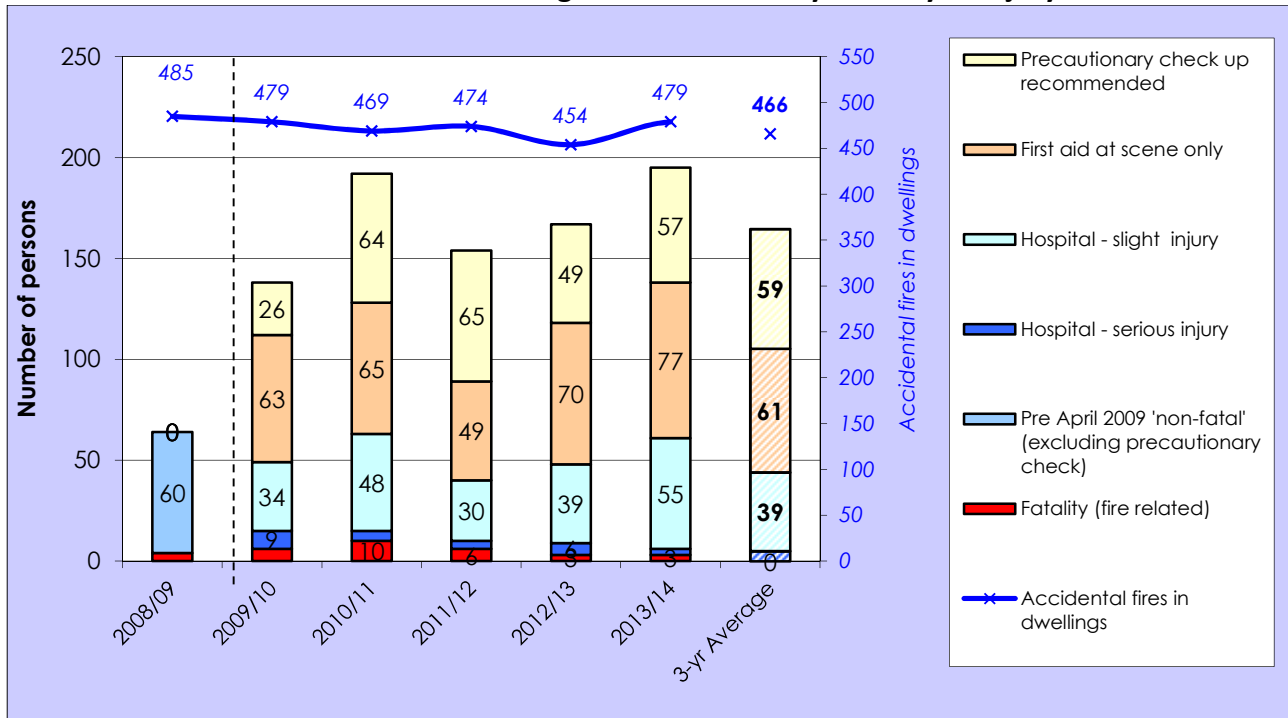
If comparing the number of accidental dwelling fires per 10,000 *population* (not per 10,000 *dwellings*) across England and Wales, North Wales's performance compares very well, with only six other fire and rescue authorities performing better. However, the rate of reduction in North Wales in recent years has been slower than in some other areas, which suggests that it should be possible to reduce the number even further.

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

Assessing our performance in reducing casualties of accidental dwelling fires

We are pleased that we were able to maintain low levels of fire deaths (3) and serious fire injuries (3) from accidental dwelling fires during 2013-14.

Accidental Fires in Dwellings and Casualties by Severity of Injury



However, the number of people recorded as having been sent to hospital with slight fire injuries has risen, and the national performance indicator on injuries (excluding recommendations to seek a precautionary check) sustained in accidental dwelling fires has shown a deterioration for three consecutive years.

The total number of injuries (58) is not high from a population of 690,434, but nevertheless the impact of a dwelling fire on a family and on a community can be great, and reducing the number of people injured in them remains a high priority for the Authority.

The indicators relating to people who escaped unharmed and unaided from dwelling fires, fires confined to the room of origin and smoke alarm ownership are consistently good. The latter indicator is particularly good, showing that our messages about maintaining working smoke alarms have been taken up by the majority of the North Wales population.

Improvement Objective 2

To find ways of reducing the overall cost of running the Service each year in order to operate with the annual budget.

Why was this objective chosen?

2013-14 was the last year of a three year strategy that involved freezing the annual budget at the same level as 2010-11.

The Authority adopted this strategy in response to government pressures to reduce expenditure in the public sector.

What was the expected outcome?

The effect of the decision was that any inflationary increases and pay awards (estimated at £2.4 million or 7.5% of the budget) would have to be met from the existing budgetary provision.

The savings target for 2013-14 was £835,000.

What actions were planned for 2013-14?

	Achieved?
For the second and third years of the three year financial strategy, the Authority decided that the majority of the savings - over £1,000,000 – would come from a reduction in expenditure to deliver fire cover and a corresponding reduction in the level of support.	✓
For the reduction in the cost of fire cover, the Authority opted to make changes to the system of rostering of crews with any changes made by negotiated agreement. This option was chosen on the grounds that it would have the least impact on the service delivered to the public of North Wales.	✓

WAS THE 2013-14 OBJECTIVE 2 ACHIEVED?

Measuring our performance

Staff costs

A large proportion of expenditure relates to pay; 68% for 2013-14. The majority of the savings made during the year were achieved by reconfiguring and changing working practices across the Service.

After extensive consultation with staff and their representative bodies, changes were introduced to operational officer cover - reducing the number of posts by 20% - and to the rostering of wholetime firefighters for duty - reducing the number of posts by 10%.

The reductions were achieved without the need for any redundancies, and the overall pay budget was reduced from £22.95 million in 2010-2011 to £20.55 million in 2013-14, a saving of £2.4 million. In fact, the net 2013-14 pay budget was underspent by £959,000.

An underspend on the support and prevention staff paybill was achieved through a re-structure that held some posts vacant during the year. Similarly, an underspend on the chief officers budget was achieved through an unfilled assistant chief fire officer post.

An underspend on the retained duty system staff paybill arose from difficulties in recruiting new firefighters to work this duty system, despite a recruitment drive. To mitigate the impact of this, the Service piloted a new flexible system where cover on some retained stations was supplemented by wholetime firefighters providing additional hours as and when required. Another impact of the low numbers of new recruits was an underspend of £44,000 in the training budget.

Premises costs

The repair and maintenance budget was overspent due to the reclassification of some smaller items of spend from capital to revenue. This should result in some savings in future years on capital financing charges as the revenue costs will be reduced.

Energy costs have increased significantly over the years so measures were put in place to monitor and seek to control consumption and costs. This contributed to a reduction of £13,000 when compared to 2012-13 and total energy costs coming in under budget.

Transport costs

Overall, the transport budget was underspent by £138,000. This occurred because of the prudent decision to extend the lease term on vehicles in the car hire scheme which resulted in a reduction in the annual lease payments.

Expenditure on fuel also fell significantly in 2013-14 because of a reduction in miles travelled and the installation of speed limiters in the majority of the vehicles in the fleet.

A reduction in repair and maintenance costs during the year came about as a result of re-prioritising work to prepare for periods of industrial action by members of the Fire Brigades Union. These costs will be incurred, but later than planned.

Supplies costs

The operational equipment budget was overspent due to higher than expected costs of external hydraulic contracts and the renewal of some fitness equipment.

An underspend on uniforms arose from low numbers of new recruits during the year. Expenditure on printing and stationery also fell as a result of changes in working practices and smarter procurement.

Industrial Action Costs

The Authority must ensure that there are resources in place to provide a sufficient level of fire cover at all times. Industrial action taken by members of the Fire Brigades Union during the year meant that contingency plans needed to be put in place costing the Authority £151,000 for which no budget had been set.

Support Services costs

An underspend on grounds maintenance costs was achieved by re-tendering the contract in partnership with North Wales Police, which lowered the cost.

Capital Financing

Debt charges associated with the capital programme were less than the original budget due to the availability of low interest rates, careful management of short term borrowing and the delay of some major capital projects.

Leasing charges were also lower than had been budgeted for due to a restructuring of the leasing portfolio that resulted in reduced revenue costs.

Welsh Government funding of specific schemes.

During the year, the Authority received funding totalling £2.1 million from the Welsh Government for a number of specific schemes including: arson reduction and other schemes aimed at improving community safety; technology schemes aimed at improving electronic communications and the transfer of information; and work associated with local and national resilience.

Comparing our performance

Comparative financial information in the main categories is provided in Section two of this report.

Assessing our performance

The savings strategy was successfully implemented and the savings targets met, along with additional one-off savings achieved through careful budget management and the piloting of a new flexible system for retained fire stations.

Further savings made during 2013-14 will help support the Authority's future financial strategies.

SECTION 4

The Dwelling Fires Response Charter in 2013-14

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

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

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

The following pages provide information about our compliance with these commitments during 2013-14.

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

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

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

In 2013-14 we provided advice and encouragement to people on how they can prevent fires from starting in their home and how they can keep themselves safe from fire. Our prevention activity included delivering 26,622 Home Fire Safety Checks to householders, 227 talks to school pupils at Key Stage 1, 269 at Key Stage 2, and 54 at Key Stages 3 and 4.

During 2013-14 we attended 479 accidental dwelling fires, where 3 people were killed and another 58 people sustained injuries.

Also during 2013-14 we attended 40 dwelling fires that had been started deliberately, where no-one was killed but 8 people were injured.

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

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

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

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

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

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

In 2013-14, we handled a total of 14,484 emergency 999/112 calls. We answered 91% of those calls within 7 seconds, 94% within 10 seconds and 97% within 20 seconds.

In 2013-14, we were also able to obtain enough information about the emergency incident to alert the appropriate initial response within 90 seconds on [ADD]% of occasions and within 120 seconds on [ADD]% of occasions. However, we know that the speed of call handling – although important - is not the only relevant yardstick. Knowing where our services are needed requires specialist skills to effectively glean information from callers who may, for example, be unfamiliar with the area they are in, be frightened or in distress, be very young, or have communication or language difficulties to contend with.

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

In 2013-14, we received 382 malicious false alarms. In 79.8% of cases, we were able to establish that these calls were not genuine and so avoided needlessly mobilising resources to attend.

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

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

In 2013-14 we responded to 21% of dwelling fires within 1-5 minutes, 54% within 5-10 minutes, 16% within 10-15 minutes and 9% in over 15 minutes. These times include the time it takes for personnel to turn in to the fire station as well as the travel time, so a number of things can affect the speed of response figures, including the urban/rural geography and the nature of road networks in the area.

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

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

We take the safety of our firefighters very seriously, given the nature of the work that they undertake. In 2013-14 our crews attended 2,416 fires in a variety of different types of premises and at outdoor locations. Whilst fighting those fires, 13 operational staff received an injury. For some, the injury was slight, but for others the injury was sufficiently serious that it meant that they had to take time off to recover. In total, 138 working days/shifts (including programmed rest days) were lost as a result of personal injuries sustained either when travelling to or from a fire or when at the scene of the fire. It is rare that firefighters sustain serious injuries – of the total above, one was classed as a ‘major’ injury under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

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

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

In 2013-14, of all the accidental dwelling fires that we attended, 92.5% were successfully contained within the room of origin, without spreading any further. Although a number of factors could contribute to this statistic that would be outside the control of the attending crews (such as how long it took for someone to discover the fire in the first instance, whether or not internal doors had been shut to help prevent the spread of the fire, and how far away from a fire station the dwelling was located), we still consider this to be a reasonable indicator of our firefighting success.

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

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

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

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

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

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

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

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

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

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

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

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

We always investigate the causes of dwelling fires. In many cases the cause and origin of a fire will be very clear and straightforward, but in others a more in-depth, forensic investigation will be required to ascertain the most likely cause of the fire. Only in a small minority of instances is the cause 'unknown'. In 2013-14, only 3 dwelling fires were recorded as having an unknown cause.

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

In 2013-14 we attended 519 fires in dwellings, of which 40 were found to have been started deliberately.

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

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

In 2013-14 we served no Enforcement Notices, Prohibition Notices or Formal Cautions. No prosecutions were concluded during the year.

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

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

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

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

Examples of improvement activities that go on include:

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

- Continuously developing the technical and professional skills of our staff

Maintaining and renewing our physical and computerised assets such as our equipment, vehicles, buildings and technology

Health and Safety in 2013-14

North Wales Fire and Rescue treats the health and safety of its staff very seriously. We are pleased to report that 2013-14 saw a reduction in the number of injuries sustained by members of staff.

		2012/13	2013/14
The number of staff injuries sustained:	a) at fires	22	13
	b) at non-fire incidents	7	4
	c) during training and routine activities	43	49
	Total	72	66
'Over 7 day' injuries		13	13
RIDDOR major injuries		1	1
Total working days lost following injury		801	905*

*This includes 244 duty days lost during 2013/14 following an injury sustained in the previous year.

There were no fatal injuries during year. As a comparison, statistics published by the Health and Safety Executive¹⁹ on the number of workers fatally injured in Britain in 2013-14 reported 0.44 deaths per 100,000 workers. The highest rate of fatal injuries was seen in the agricultural sector, with 8.7 deaths per 100,000 workers.

¹⁹HSE Statistics on fatal injuries in the workplace 2014. <http://www.hse.gov.uk/statistics/pdf/fatalinjuries.pdf>

SECTION 5

WHAT OTHERS SAID ABOUT US IN 2013-14

Internal Audit

The Internal Audit Annual Statement of Assurance 2013-14 was presented to the Authority at its meeting in June 2014.

The internal audit opinion was that North Wales Fire and Rescue Authority had adequate and effective control processes to manage its achievement of the Authority's objectives for the 12 month period to 31st March 2014.

Audits were assessed as providing positive levels of assurance that internal controls were operating effectively and risks were appropriately managed. There were no significant areas of weakness that warranted attention in the Annual Governance Statement for 2013-14.

Retained Stations (Conwy and South Gwynedd) – A review of payments to retained firefighters (electronic finance forms), station and appliance inventories and vehicle fuel, maintenance and usage log books.

Audit Opinion: High assurance is in place

North Wales Fire and Rescue Service Income – A review of collection, receipt and banking of income due to the Authority.

Audit Opinion: High assurance is in place

Corporate Governance – A review of corporate governance, and corporate risk management procedures.

Audit Opinion: High assurance is in place

National Fraud Initiative – A data matching exercise aimed at identifying and reducing the potential for frauds and irregularities.

Audit Opinion: High assurance is in place

Recommendations made by the Internal Audit Service following the 2013-14 Audits have been translated into action plans for further improvement.

Wales Audit Office

Wales Audit Office provided three routine reports and improvement assessment letters during the year:

April 2013 – Annual Improvement Report

This published report confirmed the contents of an improvement assessment letter from the Auditor General in January 2013.

The Auditor General's overall conclusion was that the Authority was managing its improvement programme well, but does not do enough to compare its performance to other, similar bodies.

The report confirmed that the Authority was making progress in delivering improvement in its core functions. Wales Audit Office had found that:

- there were fewer dwelling fires attended than the previous year, and the number of fatalities and injuries decreased;
- there were fewer non-domestic premises fires attended than the previous year, no fatalities and the number of injuries decreased;
- there were fewer deliberate fires attended during 2011-12 than the previous year, no fatalities and the number of injuries decreased; and
- fewer road traffic collisions were attended, casualties decreased and fewer young drivers were involved in accidents, although the number of fatal and serious accidents and fatalities increased.

Wales Audit Office also found that the Authority's evaluation and reporting of its performance was balanced, but it did not do enough to compare its performance to other, similar bodies. It found that the Authority:

- produced a more balanced view of its performance in 2011-12 than in previous years;
- took positive steps to publicise the availability of its Assessment of Performance; and
- used a wide range of relevant information to arrive at its conclusions but did not do enough to compare its performance to other, similar bodies.

Finally, Wales Audit Office concluded that the Authority was likely to comply with the requirement to make arrangements to secure continuous improvement in 2012-13, because:

- business planning arrangements are well-embedded, provide a clear picture of planned actions and are generally outcome-focused;
- the Authority continues to manage its financial challenges effectively;
- good progress is being made to address the proposals for improvement identified in our previous assessments;
- although there are some weaknesses in approach, the Authority is continuing to improve its approach to public engagement; and
- governance arrangements have been effectively reviewed as part of the Authority's Annual Governance Statement process.

This audit resulted in 3 proposals for improvement for the Authority to consider:

P1. Continue to develop corporate processes to promote public engagement.

P2. Develop methods to use and evaluate the results of public engagement activities more widely, and inform the public how their input influenced what the Authority does.

P3. Using more comparative data will help the Authority explain its achievements and future challenges.

The full report is available on the following link:

[http://www.wao.gov.uk/assets/englishdocuments/North Wales FRA AIR 2013 English.pdf](http://www.wao.gov.uk/assets/englishdocuments/North_Wales_FRA_AIR_2013_English.pdf)

September 2013 – Improvement Assessment Letter

The letter confirmed that the **Authority had discharged its improvement planning duties under the Measure and had acted in accordance with Welsh Government guidance. This conclusion had been reached because:**

- The Improvement Plan was published in accordance with the Welsh Government's timetable on the Authority's website.
- The Authority had provided an explanation of why its two improvement objectives were chosen for 2013-14 including reference to activity levels

and the economic climate. The two improvement objectives were a continuation of the objectives set for 2012-13

- The actions needed to achieve delivery of the improvement objectives were contained in departmental business plans which are monitored monthly by senior managers.
- The Authority consulted on its improvement objectives in accordance with Welsh Government guidance.

Based on, and limited to, work carried out to date by the Wales Audit Office the Auditor General believed that the Authority was likely to comply with the requirement to make arrangements to secure continuous improvement during 2013-14. This conclusion was reached because:

- Business planning arrangements are well-embedded, provide a clear picture of planned actions and are generally outcome-focused
- The Authority continues to manage its financial challenges effectively
- Good progress was being made to address the proposals for improvement identified in his previous assessments.

Three further proposals for improvement were made:

P1 Develop a new Medium Term Financial Plan from 2013-14 onwards.

P2 Explicitly show how the Equalities Act 2010 requirements have been considered in setting and monitoring improvement objectives by undertaking an Equalities Impact Assessment during 2013-14.

P3 Explicit reporting of progress against Improvement Objective two, linking with existing budget reporting, should be finalised by the end of 2013.

December 2013 – Improvement Assessment Letter

The letter confirmed that in the Auditor General's opinion, the Authority had discharged its improvement reporting duties under the Measure, although there was potential to strengthen its arrangements further.

This conclusion had been reached because:

- the Authority published an Assessment of its Performance (entitled *How did we do in 2012-13?*) before the statutory deadline of 31 October 2013, assessing its own performance in that year; setting out how the it had sought to discharge its duties under the measure; evaluating its

success in achieving its improvement objectives and expressing its view clearly; including details of performance as measured by the National Strategic and Core performance indicators

Four new proposals for improvement were suggested in this letter:

P1 Ensure that the Assessment of Performance report is promoted visibly on the Authority's website and that its existence is widely publicised.

P2 Complete and publicise the summary of the report ensuring that external stakeholders are made aware of its presence.

P3 Ensure that the Assessment of Performance report is available in differing formats and that this availability is clearly stated in the report.

P4 Include a section inviting specific comment or input from citizens and the community about the Assessment.

June/July 2014 – Annual Improvement Report

This published report confirmed that the Auditor General believed that the Authority was likely to comply with the requirement to make arrangements to secure continuous improvement in 2014-15.

The report covered the Authority's delivery and evaluation of services in relation to 2012-13, its planning of improvement for 2013-14 and 2014-15, and taking these into account, the Auditor General concluded that the Authority would make arrangements to secure continuous improvement for 2014-15.

It found that, in 2012-13, even though deaths and injuries from dwelling fires had increased due to one deliberate fire, the Authority delivered improvements in its core functions.

Auditors came to this conclusion because the Authority:

- had worked hard to reduce the number of fires it attends in dwellings by undertaking an extensive range of preventative activities;
- engaged well with partners to encourage safer non domestic premises;
- had a well managed programme of activities in place to reduce the number of deliberate fires;
- worked actively with partners to encourage road safety; and
- maintained an effective and resilient service during periods of industrial action.

The report found that the Authority had discharged its improvement reporting duties under the Local Government (Wales) Measure 2009 although there was potential to strengthen its arrangements further. Auditors came to this conclusion because:

- the Authority published its Performance Assessment for 2012-13 within statutory deadlines, clearly evaluated success in achieving its improvement objectives and included all required national strategic and core performance indicators;
- the Assessment described the Authority's approach to collaboration; and
- further improvements could be made to strengthen the use of comparative data and make citizens aware of the Assessment.

The report also found that the Authority discharged its planning duties under the Local Government (Wales) Measure 2009, but business planning arrangements could be strengthened and clear leadership would be needed to implement the changes necessary to address the financial challenges ahead.

Auditors came to this conclusion because:

- business planning was well-embedded and generally outcome-focused, but the requirements of the Equality Act 2010 are not explicitly considered whilst determining improvement objectives and the arrangements for evaluating and reporting during 2014-15 were under development;
- financial challenges continued to be managed effectively although the scale of change necessary would continue to require clear leadership and direction;
- initiatives to promote and support the use of the Welsh Language continued;
- adequate arrangements were in place to meet Public Interest Disclosure legislation; and
- work was continuing, with other Welsh Fire and Rescue Authorities to develop consistent Human Resources baseline information.

Taking the above into account, the Auditor General believed that the Authority was likely to comply with the requirement to make arrangements to secure continuous improvement in 2014-15.

Two new proposals for improvement were suggested in this report:

P1 Strengthen the improvement planning process by:

- explicitly reflecting the requirements of the Equalities Act 2010 in improvement plans and their development;
- developing actions, measures and associated reporting arrangements for 2014-15 Improvement Objectives two and three.

P2 Improve the Assessment of Performance report by:

- using more comparative data;
- making the public more aware of its existence;
- producing a more timely summary of the Assessment;
- making the Assessment available in a wide range of formats; and
- inviting specific comment or input from citizens and the community about the Assessment.

The full report is available from the following link:

http://www.wao.gov.uk/system/files/publications/WAO_North_Wales_Fire_and_Rescue_Authority_AIR_English_2014.pdf

SECTION 6

OTHER INFORMATION

CONTACT DETAILS

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Ffordd Salesbury
St Asaph Business Park
St Asaph
Denbighshire
LL17 0JJ

Telephone: 01745 535250

Website: www.nwales-fireservice.org.uk

ADDITIONAL INFORMATION

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

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

- Promote fire safety
 - Fight fires
 - Protect people and property from fires
 - Rescue people from road traffic accidents
 - Respond to other specified risks, such as chemical incidents
 - Respond to large scale emergencies such as terrorist attacks
- **The Fire and Rescue National Framework 2012 Onwards** was published by the Welsh Government in March 2012, replacing the previous 2008-11 Framework. This document sets out the Welsh Government's vision and priorities for Fire and Rescue Authorities in Wales.

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

accordance with relevant issued guidance. Auditors also work with fire authorities across Wales to deliver a programme of financial and value-for-money audits. <http://www.wao.gov.uk/>

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

Great Britain fire statistics 2012 to 2013.

<https://www.gov.uk/government/publications/fire-statistics-great-britain-2012-to-2013>

Great Britain Statistics on fatal injuries in the workplace 2014.

<https://www.gov.uk/government/publications/fire-statistics-great-britain-2012-to-2013>

England Fire statistics monitor: April 2013 to March 2014.

<https://www.gov.uk/government/publications/fire-statistics-monitor-april-2013-to-march-2014>

Wales Fire Statistics 2013-14.

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

England Fire incidents response times: 2013 to 2014.

<https://www.gov.uk/government/statistics/fire-incidents-response-times-england-2013-to-2014>

England Fire and rescue authorities: operational statistics bulletin 2013 to 2014.

<https://www.gov.uk/government/statistics/fire-and-rescue-authorities-operational-statistics-bulletin-for-england-2013-to-2014>

Wales Fire and rescue service performance 2013-14

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

CIPFA Fire and Rescue Statistics 2013

www.cipfa.org.uk

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

In 2013-14 firefighters were involved in 9 periods of industrial action. All normal details of incidents attended during these periods were recorded.

Strike periods were as follows:

25 September 2013 (12:00-16:00)

13 December 2013 (18:00-22:00)

01 November 2013 (18:30-23:00)

14 December 2013 (18:00-22:00)

04 November 2013 (06:00-08:00)

24 December 2013 (19:00-00:00)

13 November 2013 (10:00-14:00)

31 December 2013 (18:30-00:30 on 01 Jan 2014)

03 January 2014 (06:30-08:30)

INTERVENTION IN THE EVENT OF FAILURE OR POTENTIAL FAILURE TO COMPLY

The Welsh Government has powers of intervention:

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

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

Date	Action
September 2014 to December 2014	Public consultation period for the draft Improvement Objectives for 2015-16
By March 2015	The Authority publishes its Improvement Plan 2015-16
2015	Wales Audit Office publishes an Annual Improvement Report for North Wales Fire and Rescue Authority that summarises and reports on all the work it has carried out, including its audit of the Authority's own assessment of its performance in 2013-14 and the statutory performance indicators for that year. www.wao.gov.uk
By 31 October 2015	The Authority publishes this assessment of its own performance in 2014-15 and the statutory performance indicators for that year.

CONSULTATIONS

	Consultation	Publication	For year
Full Risk Reduction Plan	Summer 2006	October 2006	2007-08 onwards
Annual Action Plan	Summer 2007	October 2007	2008-09
Annual Action Plan	Summer 2008	October 2008	2009-10
Annual Action Plan	Summer 2008	October 2009	2010-11
Full Risk Reduction Plan (principles)	Summer 2009		
Full Risk Reduction and Improvement Plan (detailed)	Summer 2010	October 2010	2011-12
Annual Action Plan	Summer 2011	October 2011	2012-13
Improvement Objectives for 2013-14 and outlining preparations for 2014-15	Autumn 2012	March 2013	2013-14
Improvement Objectives for 2014-15 including new financial strategy	Autumn 2013	March 2014	2014-15
Improvement Objectives for 2015-16	Autumn 2014	March 2015	2015-16

SECTION 7

PERFORMANCE INFORMATION SUMMARY

Year	2009-10	2010-11	2011-12	2012-13	2013-14
NATIONAL STRATEGIC INDICATORS					
RRC/S/001i N Total number of fires	3,370	3,297	3,165	2,349	2,416
RRC/S/001i D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 10,000 population	49.71	48.57	46.65	34.12	34.99
RRC/S/001ii N Total number of all primary fires	1,485	1,346	1,299	1,143	1,117
RRC/S/001ii D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 10,000 population	21.90	19.83	19.15	16.60	16.18
RRC/S/001iii N Total number of accidental fires in dwellings	479	469	474	454	479
RRC/S/001iii D Total number of dwellings in FRA area	304,412	305,583	317,051	318,404	319,771
per 10,000 dwellings	15.74	15.35	14.95	14.26	14.98
RRC/S/001iv N Total number of all deliberate fires	1,536	1,438	1,370	835	792
RRC/S/001iv D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 10,000 population	22.66	21.19	20.19	12.13	11.47
RRC/S/002i N Total number of fire deaths	8	10	8	8	3
RRC/S/002i D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	1.17	1.47	1.18	1.16	0.43
RRC/S/002ii N Total number of accidental fire deaths	6	10	8	3	3
RRC/S/002ii D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	0.88	1.47	1.18	0.44	0.43

Year	2009-10	2010-11	2011-12	2012-13	2013-14
RRC/S/002iii N Total number of deaths caused by fires started deliberately	2	0	0	5	0
RRC/S/002iii D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	0.29	0.00	0.00	0.73	0.00
RRC/S/002iv N Total number of fire injuries (excluding precautionary checks)	69	97	64	60	101
RRC/S/002iv D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	10.17	14.29	9.43	8.72	14.63
RRC/S/002v N Total number of injuries (excluding precautionary checks) arising from fires started accidentally	57	86	56	55	80
RRC/S/002v D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	8.41	12.67	8.25	7.99	11.59
RRC/S/002vi N Injuries (excluding precautionary checks) arising from fires started deliberately	12	11	8	5	21
RRC/S/002vi D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	1.76	1.62	1.18	0.73	3.04
RRC/S/003 N Number of fires in non-domestic premises	256	229	215	147	115
RRC/S/003 D Number of non-domestic premises in FRA area	27,284	27,419	27,484	27,759	28,083
per 1,000 population	9.38	8.35	7.82	5.30	4.10
RRC/S/004iv Number of fires homes in which a HFSC and/or associated risk reduction activity had taken place within two years before the fire. (Reference RRC/C/006 prior to 2011-12)	129	134	164	145	148

Year	2009-10	2010-11	2011-12	2012-13	2013-14
CORE INDICATORS					
RRC/C/001i N Deaths caused by fires started accidentally in dwellings	6	10	6	3	3
RRC/C/001i D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	0.88	1.47	0.88	0.44	0.43
RRC/C/001ii1 N Deaths caused by fires started deliberately in dwellings	2	0	0	5	0
RRC/C/001ii D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	0.29	0.00	0.00	0.73	0.00
RRC/C/001iii N Deaths caused by fires started accidentally in non-domestic premises	0	0	0	0	0
RRC/C/001iii D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	0.00	0.00	0.00	0.00	0.00
RRC/C/001iv N Deaths caused by fires started deliberately in non-domestic premises	0	0	0	0	0
RRC/C/001iv D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	0.00	0.00	0.00	0.00	0.00
RRC/C/001v N Injuries (excluding precautionary checks) arising from fires started accidentally in dwellings	43	53	34	45	58
RRC/C/001v D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	6.34	7.81	5.01	6.54	8.40
RRC/C/001vi N Injuries (excluding precautionary checks) arising from fires started deliberately in dwellings	4	9	4	3	8
RRC/C/001vi D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	0.59	1.33	0.59	0.44	1.16
RRC/C/001vii N Injuries (excluding precautionary checks) arising from fires started accidentally in non-domestic premises	7	14	3	2	2
RRC/C/001vii D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	1.03	2.06	0.44	0.29	0.29

Year	2009-10	2010-11	2011-12	2012-13	2013-14
RRC/C/001viii N Injuries (excluding precautionary checks) arising from fires started deliberately in non-domestic premises	3	1	0	0	8
RRC/C/001viii D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 100,000 population	0.44	0.15	0.00	0.00	1.16
RRC/C/002i N Total number of malicious false alarms received	563	491	538	473	382
RRC/C/002i D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 1,000 population	0.83	0.72	0.79	0.69	0.55
RRC/C/002ii N Total number of malicious false alarms not attended	423	373	405	367	305
RRC/C/002ii D Total number of malicious false alarms received	563	491	538	473	382
% of the total that were not attended	75.13%	75.97%	75.28%	77.59%	79.84%
RRC/C/002iii N Total number of malicious false alarms attended	140	118	133	106	77
RRC/C/002iii D Total number of malicious false alarms received	563	491	538	473	382
% of the total that were not attended	24.87%	24.03%	24.72%	22.41%	20.16%
RRC/C/003 N Total number of false alarms caused by automatic fire detection and alarm systems in non-domestic premises	1,646	1,322	1,411	1,350	1,211
RRC/C/003 D Number of non-domestic premises within FRA area	27,284	27,419	27,484	27,759	28,083
per 1,000 non-domestic premises	60.33	48.21	51.34	48.63	43.12
RRC/C/004i N Number of deliberate primary fires	482	373	367	286	243
RRC/C/004i D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 10,000 population	7.11	5.50	5.41	4.15	3.52
RRCC/004ii N Number of deliberate secondary fires	1,054	1,065	1,003	549	549
RRC/C/004ii D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 10,000 population	15.55	15.69	14.78	7.97	7.95

Year	2009-10	2010-11	2011-12	2012-13	2013-14
RRCC/004iii N Number of deliberate fires in dwellings <i>(new data requirement for 2011-12)</i>	66	66	56	39	40
RRCC/004iii D Number of dwellings in FRA area <i>(new data requirement for 2011-12)</i>	304,412	305,583	317,051	318,404	319,771
Per 10,000 dwellings <i>(new data requirement for 2011-12)</i>	2.17	2.16	1.77	1.22	1.25
RRC/C/005i N Dwelling fires attended where a smoke alarm and/or other fire detection equipment had actuated	285	329	321	293	305
RRC/C/005i D Total number of dwelling fires attended	545	535	530	493	519
% where alarm actuated	52.29%	61.50%	60.57%	59.43%	58.77%
RRC/C/005ii N Dwelling fires attended where a smoke alarm and/or other fire detection equipment was fitted but did not actuate	123	118	129	128	130
RRC/C/005ii D Total number of dwelling fires attended	545	535	530	493	519
% where alarm fitted but did not actuate	22.57%	22.06%	24.34%	25.96%	25.05%
RRC/C/005iii N Dwelling fires attended where a smoke alarm and/or other fire detection equipment was not fitted	137	88	80	72	84
RRC/C/005iii D Total number of dwelling fires attended	545	535	530	493	519
% where no alarm fitted	25.14%	16.45%	15.09%	14.60%	16.18%
CHR/ C/004i N The total number of FTE working days/shifts lost to sickness absence by all staff (excluding RDS staff)	4,023	3,259	3,969	4,530	4,423
CHR/ C/004i D The average number of all staff (excluding RDS) as FTE	458.55	459.00	445.91	429.53	416.10
days/shifts lost per person	8.77	7.10	8.90	10.5	10.6
CHR/ C/004ii N The total number of FTE working days/shifts lost to sickness absence by wholetime uniformed staff	2,241	1,963	2,261	2,433	2,399
CHR/ C/004ii D The average number of wholetime uniformed staff as FTE	295	290	277.50	262.00	247.00
days/shifts lost per person	7.60	6.80	8.15	9.3	9.7

Year	2009-10	2010-11	2011-12	2012-13	2013-14
CHR/ C/004iii N The total number of FTE working days/shifts lost to sickness absence by control staff	444	227	276	259	242
CHR/ C/004iii D The average number of control staff as FTE	30.22	28.57	28.23	28.50	28.5
days/shifts lost per person	14.69	7.90	9.78	9.1	8.5
CHR/ C/004iv N The total number of FTE working days/shifts lost to sickness absence by non-operational staff	1,338	1,069	1,432	1,838	1,782
CHR/ C/004iv D The average number of non-operational staff as FTE	133.33	141	140.18	139.03	140.6
days/shifts lost per person	10.04	7.60	10.22	13.2	12.7
CHR/ C/005i N Total number of ill health retirements	6	11	11	7	9
CHR/ C/005i D Average number of total FRS employees	1,038.50	1,046	1,020.50	941.50	890.5
as % of total workforce	0.58%	1.10%	1.08%	0.7%	1.0%
CHR/ C/005ii N Number of wholetime operational ill health retirements	0	4	4	1	2
CHR/ C/005ii D Average number of wholetime operational personnel	295.00	289.50	277.50	262.00	247.00
as % of total WDS workforce	0.00%	1.40%	1.44%	0.4%	0.8%
CHR/ C/005iii N Number of RDS ill health retirements	6	6	6	4	6
CHR/ C/005iii D Average number of RDS personnel	564.5	571.0	557.0	497.50	462.5
as % of total RDS workforce	1.06%	1.05%	1.08%	0.8%	1.3%
CHR/ C/005iv N Number of control personnel ill health retirements	0	0	1	0	0
CHR/ C/005iv D Average number of control personnel	33.5	33	32	31.50	31.50
as % of total Control workforce	0.00%	0.00%	3.13%	0.00%	0.00%
CHR/ C/005v N Number of non-operational personnel ill health retirements	0	1	0	2	1
CHR/ C/005v D Average number of non-operational personnel	145.5	152.5	154.00	150.50	149.50
as % of total non-operational workforce	0.00%	0.70%	0.00%	1.3%	0.7%

Year	2009-10	2010-11	2011-12	2012-13	2013-14
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LOCAL

Local N Total number of secondary fires attended	1,538	1,626 ²⁰	1,613	887	1,087
Local D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 10,000 population	22.69	23.94	23.77	12.88	15.74
Local N Total number of malicious false alarms attended	140	118	133	106	77
Local D Population of FRA area	677,971	678,750	678,461	688,417	690,434
per 1,000 population	0.21	0.17	0.20	0.15	0.11
Local The total number of Home Fire Safety Checks delivered	32,802	36,905	28,472	22,201	26,622**
Local The percentage of accidental dwelling fires confined to the room of origin	93%	91%	92%	91%	92%

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

²⁰ Amended post audit.

SECTION 8

GLOSSARY

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary Fires	<p>These are fires that are not chimney fires, and which are in any type of building (except if derelict), vehicles, caravans and trailers, outdoor storage, plant and machinery, agricultural and forestry property, and other outdoor structures such as bridges, post boxes, tunnels, etc.</p> <p>Fires in any location are categorised as primary fires if they involved casualties, rescues or escapes, as are fires in any location that were attended by five or more fire appliances.</p>
Secondary Fires	<p>Secondary fires are fires that are neither chimney fires nor primary fires.</p> <p>Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p> <p>Secondary fires are those that would normally occur in locations such as open land, in single trees, fences, telegraph poles, refuse and refuse containers (but not paper banks, which would be considered - in the same way as agricultural and forestry property - to be primary fires), outdoor furniture, traffic lights, etc.</p>
Chimney Fires	<p>These are fires in occupied buildings where the fire is confined within the chimney structure, even if heat or smoke damage extends beyond the chimney itself.</p> <p>Chimney fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p>
Special Service Incidents	<p>These are non-fire incidents which require the attendance of an appliance or officer and include:</p> <ul style="list-style-type: none"> • Local emergencies e.g. flooding, road traffic incidents, rescue of persons, 'making safe' etc;

	<ul style="list-style-type: none"> • Major disasters; • Domestic incidents e.g. water leaks, persons locked in or out etc; • Prior arrangements to attend incidents, which may include some provision of advice and inspections.
Fire injuries	<p>For consistency after April 2009 across the UK, fire casualties are recorded under four categories of severity:</p> <p>i) the victim went to hospital, injuries appear to be serious;</p> <p>ii) the victim went to hospital, injuries appear to be slight;</p> <p>iii) the victim was given first aid at the scene only, but required no further treatment;</p> <p>iv) a precautionary check was recommended – the person was sent to hospital or was advised to see a doctor as a precaution, but having no obvious injury or distress.</p>
False Alarm (general guidance)	<p>Where the FRS attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed.</p> <p>Note: if the appliance is ‘turned around’ by Control before arriving at the incident it is not classed as having been attended and does not need to be reported.</p>
False Alarms - Malicious	<p>These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.</p>
False Alarms - Good Intent	<p>These are calls made in good faith in the belief that the FRS really would attend a fire or special service incident.</p>
False Alarms - AFA	<p>These are calls initiated by fire alarm and fire-fighting equipment. They include accidental initiation of alarm apparatus or where an alarm operates and a person then routinely calls the FRS as part of a standing arrangement, i.e. with no ‘judgement’ involved, for example from a security call centre or a nominated person in an organisation).</p>