



AGENDA ITEM: 8

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

17th September 2012

PERFORMANCE MONITORING

Report by Dawn Docx, Deputy Chief Fire Officer

Purpose of Report

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

Information

- 2** Attached for members' information is the monitoring report relating to the first quarter of the 2012/13 reporting year, covering the period from 1st April 2012 to 30th June 2012 in Appendix 1.
- 3** Also attached for current members' information, and for completeness, is the monitoring report relating to the full 2011/12 reporting year, covering the period from 1st April 2011 to 31st March 2012 in Appendix 2.

Recommendation

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

NORTH WALES FIRE AND RESCUE



Gwasanaeth Tân ac Achub
Fire and Rescue Service

PERFORMANCE MONITORING REPORT

QUARTER 1
APRIL 2012 – JUNE 2012

Figures are provisional and may be subject to minor amendment

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IMPROVEMENT OBJECTIVE 1:

Preventing Deaths and Injuries from Accidental Fires in Dwellings

REPORTING YEAR – 2012/13						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year → = no change pp percentage points						
	Q1	Q2	Q3	Q4	YTD	
Accidental fires in dwellings	97				97	↓13%
Injuries from Accidental Fires in Dwellings	7				7	↓ 1
Deaths from Accidental Fires in Dwellings	1				1	→
% of people who escaped unharmed and unaided from accidental fires in dwellings	84.3%				84.3%	↑17pp
Dwelling fires - smoke alarm activated	58%				58%	↓ 5pp
Dwelling fires – smoke alarm did not operate	29%				29%	↑ 6pp
Dwelling fires – no smoke alarm present	13%				13%	↓ 5pp
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	40%				40%	↑ 13pp

LAST YEAR – 2011/12					
	Q1	Q2	Q3	Q4	YTD
Accidental fires in dwellings	112				112
Injuries from Accidental Fires in Dwellings	8				8
Deaths from Accidental Fires in Dwellings	1				1
% of people who escaped unharmed and unaided from accidental fires in dwellings	67.3%				67.3%
Dwelling fires - smoke alarm activated	63%				63%
Dwelling fires – smoke alarm did not operate	23%				23%
Dwelling fires – no smoke alarm present	14%				14%
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	27%				27%

Accidental Fires in Dwellings and Casualties by Severity of Injury

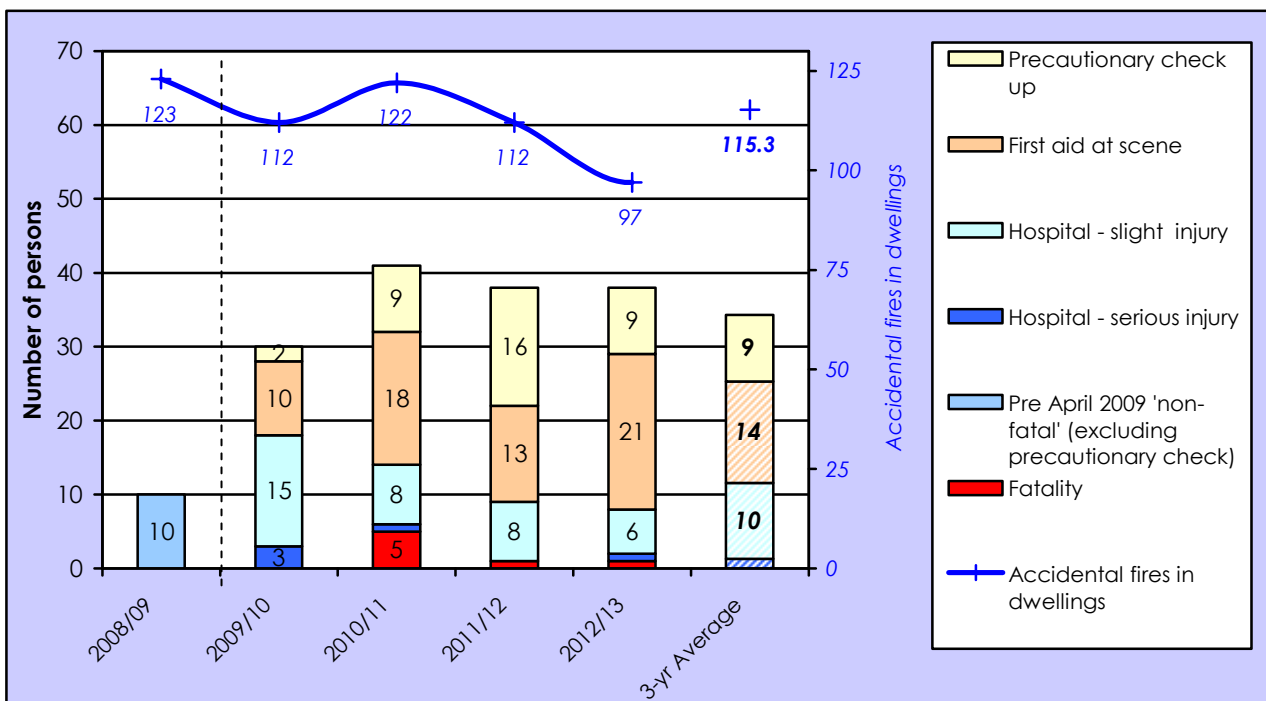
- There were 13% or 15 fewer accidental fires in dwellings compared to 2011/12

During the first quarter of the year the Service attended 97 accidental fires in dwellings, which is less than in the previous year and lower than the 3-year average.

Injuries from accidental fires in dwellings: Seven people sustained injuries at these fires – 6 were classified as slight injuries, and 1 as serious. These exclude precautionary check-ups and first aid given at scene, in accordance with national guidance for compiling national performance indicators.

Deaths from accidental fires in dwellings: There has been one death at an accidental fire in a dwelling (pending confirmation of the cause of death by the Coroner). This occurred at a fire in Anglesey in May 2012.

Accidental Fires in Dwellings and Casualties by Severity of Injury



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

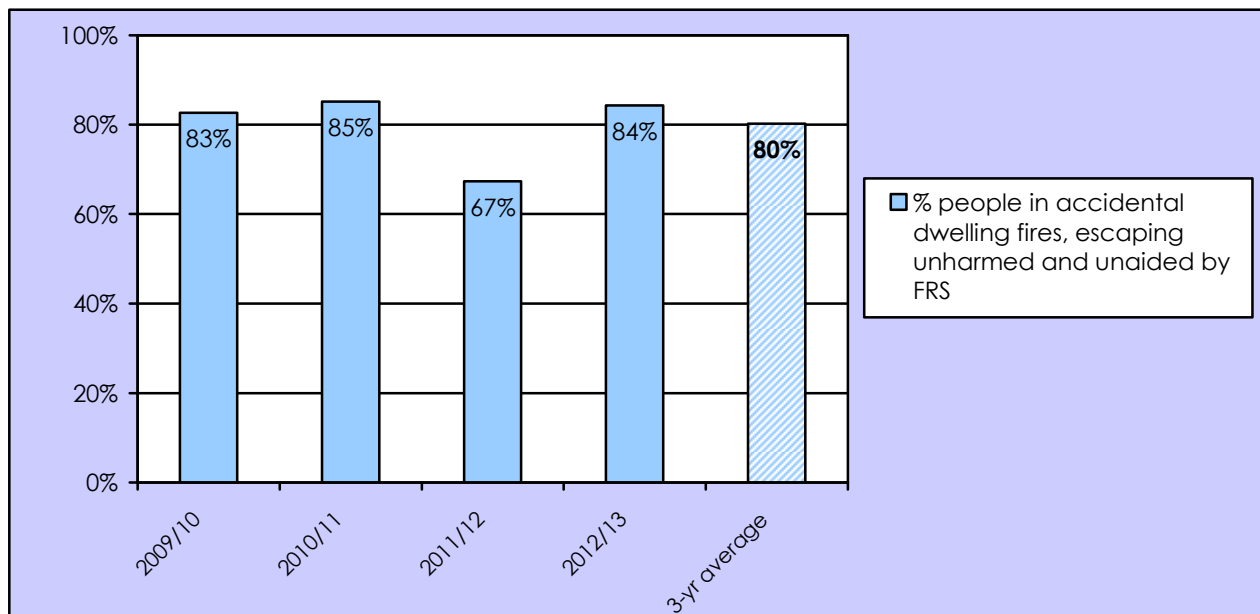
- victim went to hospital, injuries appear to be serious;
- victim went to hospital, injuries appear to be slight;
- first aid given at scene;
- precautionary check recommended – this is when an individual is sent to hospital or advised to see a doctor as a precaution, but having no obvious injury or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

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

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

- **84% of people in an accidental dwelling fire escaped unharmed and without the need for assistance from the Service at the fire.**

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



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

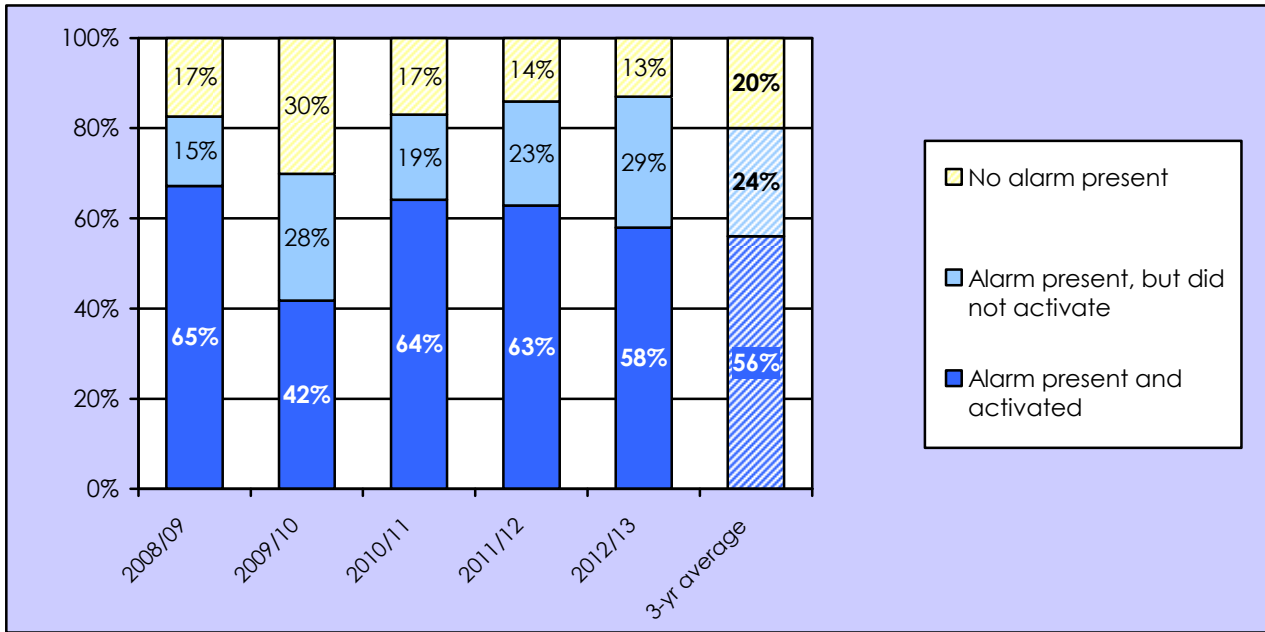
The 84% achieved in the first quarter of this year relates to a total of 198 people, of whom 166 were able to exit the dwelling safely without having to be rescued by a fire crew.

Fire in Dwellings: Presence of Smoke Alarms

- **13% of dwellings experiencing a fire did not have a smoke alarm, which is 1 percentage point better than in 2011/12.**

The total number of fires in dwellings fell by 20% or 26 fires during the first quarter, to 102 dwelling fires (from 128 the previous year).

Fires in Dwellings: Presence of smoke alarms



13% of all the dwelling fires attended in the first quarter (13 fires) occurred in dwellings where no smoke alarm had been fitted. This is the lowest proportion recorded in this period, and a positive indication of increasing levels of smoke alarm ownership.

In 58% of the dwelling fires attended (59 fires), an alarm was fitted and activated. This percentage of the total is lower than last year but remains above the 3-year average.

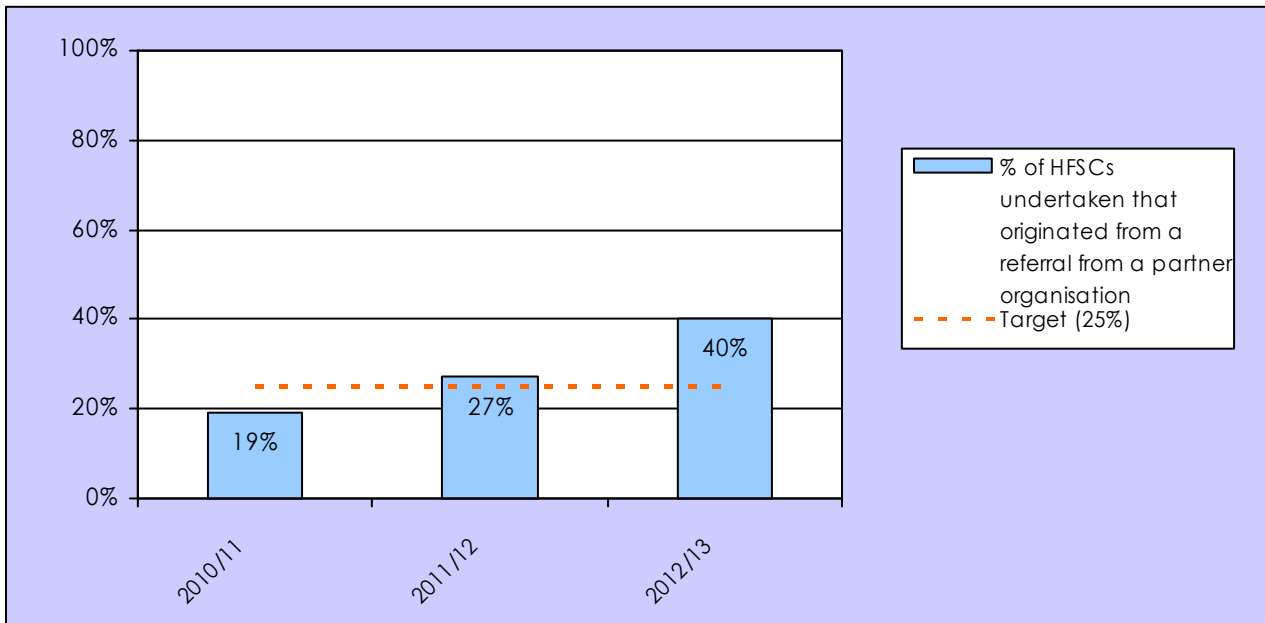
In the third category – where an alarm was fitted but it did not activate – there was an increase compared to the previous year and the 3-year average. The main reason why alarms did not activate despite being fitted in the property is that the fire was not close enough to the detector to trigger the alarm.

Home Fire Safety Checks (HFSCs)

- **40% of home fire safety checks were completed following a referral from a partner organisation.**

During the first quarter 1,501 (40%) out of the 3,708 home fire safety checks completed were ones that had originated from partner organisation referrals. This exceeds the Service's own 25% target.

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



INCIDENT ACTIVITY REPORTING: Summary of All Incidents Attended

REPORTING YEAR – 2012/13						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year → = no change pp percentage points						
	Q1	Q2	Q3	Q4	YTD	
Total incidents attended	1,712				1,712	↓ 19%
Total fires	621				621	↓ 38%
Total special service incidents	287				287	↑ 8%
Total false alarms	804				804	↓ 6%

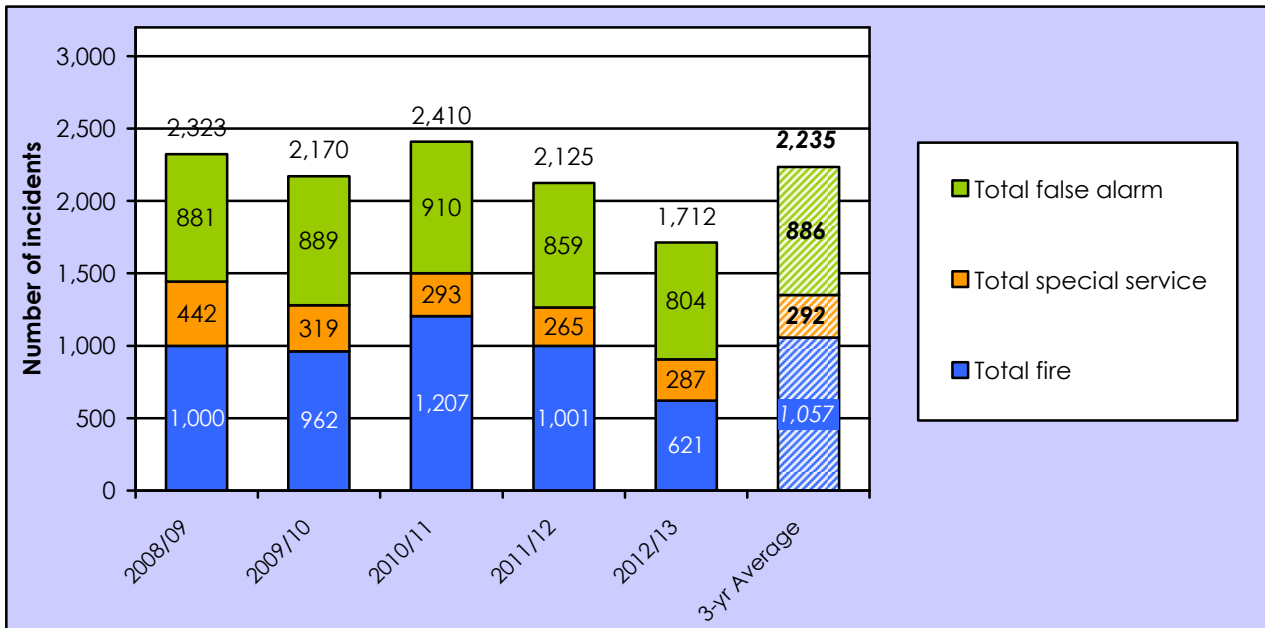
LAST YEAR – 2011/12					
	Q1	Q2	Q3	Q4	YTD
Total incidents attended	2,125				2,125
Total fires	1,001				1,001
Total special service incidents	265				265
Total false alarms	859				859

All Incidents Attended:

- **There was a decrease of 19% or 413 fewer incidents compared to the same period last year.**

During the first quarter the Service attended 1,712 incidents, which is notably fewer than in previous years and continues the overall downward trend. Special services and false alarms were in-line with previous years, whilst total fires reduced by 38% or 380 fewer incidents compared to the same period last year.

All Incidents Attended, by Type



INCIDENT ACTIVITY REPORTING: Fires Attended

REPORTING YEAR – 2012/13						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year → = no change pp percentage points						
	Q1	Q2	Q3	Q4	YTD	
Total fires	621				621	↓ 38%
Primary fires	259				259	↓ 23%
Secondary fires	311				311	↓ 50%
Chimney fires	51				51	↑ 28%
All deliberate fires	267				267	↓ 46%
All accidental fires	354				354	↓ 30%
Fires in non-domestic properties	42				42	↓ 26%

LAST YEAR – 2011/12					
	Q1	Q2	Q3	Q4	YTD
Total fires	1,001				1,001
Primary fires	338				338
Secondary fires	623				623
Chimney fires	40				40
All deliberate fires	495				495
All accidental fires	506				506
Fires in non-domestic properties	57				57

Fires:

- **There was a decrease of 38% or 380 fewer fires compared to the same period last year.**

During the first quarter the Service attended 621 fires, which is the lowest number for the period since at least 2008/09. Overall numbers of primary and secondary fires decreased, whereas chimney fires increased. In addition to the Service's fire safety prevention activities it is likely that the prolonged wet weather had a significant impact on fires.

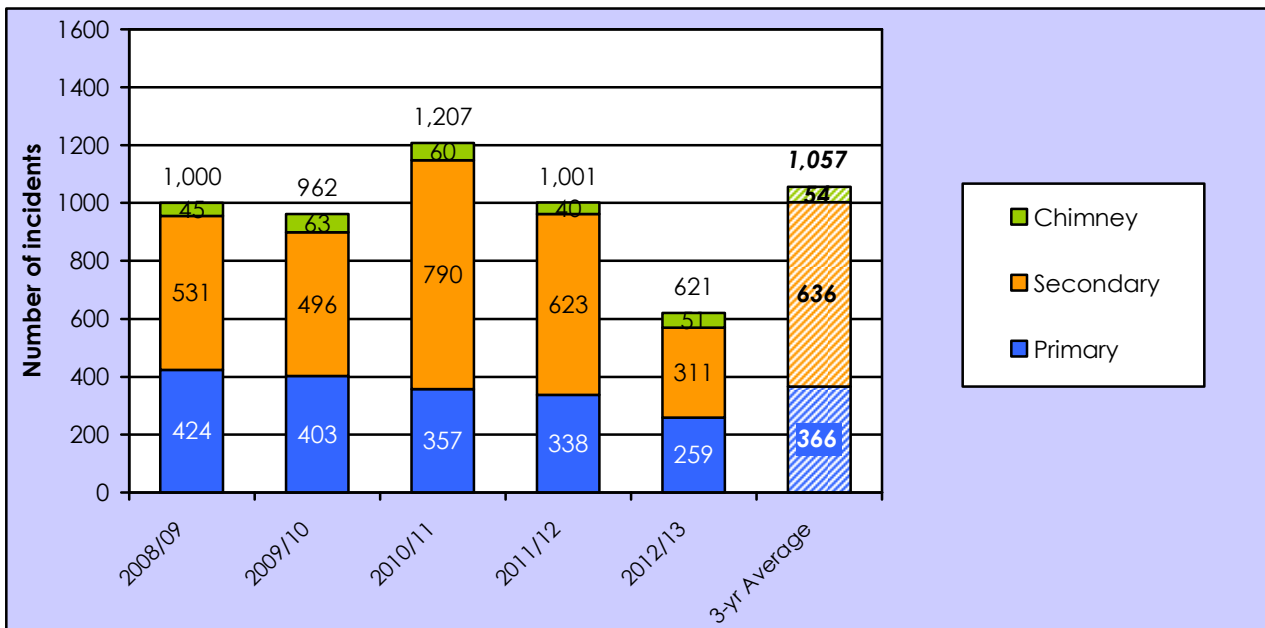
Fires: Type

Primary fires reduced by 23% or 79 fewer incidents compared to the first quarter in 2011/12, continuing the downward trend.

During the first quarter **secondary fires** also reduced significantly by 50% or 311 fewer incidents compared to the same period in 2011/12. This reduction is apparent for outdoor fires - grassland fires in particular – reflecting the wetter than average weather during April and June.

Chimney fires increased by 28% although this equated to just 11 more fires, the majority of these occurred during the colder month of April.

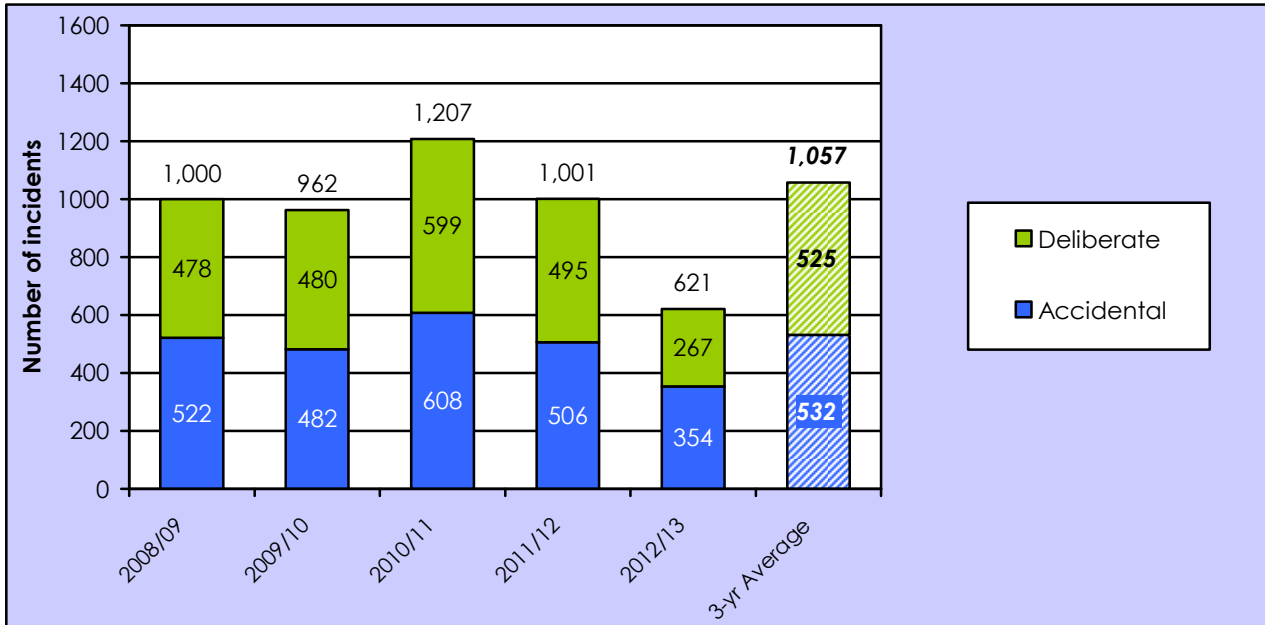
All Fires Attended, by Type



Fires: Motive

The overall reduction in fires is reflected in both categories of fires started deliberately and those started accidentally. The number of deliberate fires fell to almost half the level of the same period last year (47% fewer fires) and well below the 3-year average.

All Fires Attended, by Motive

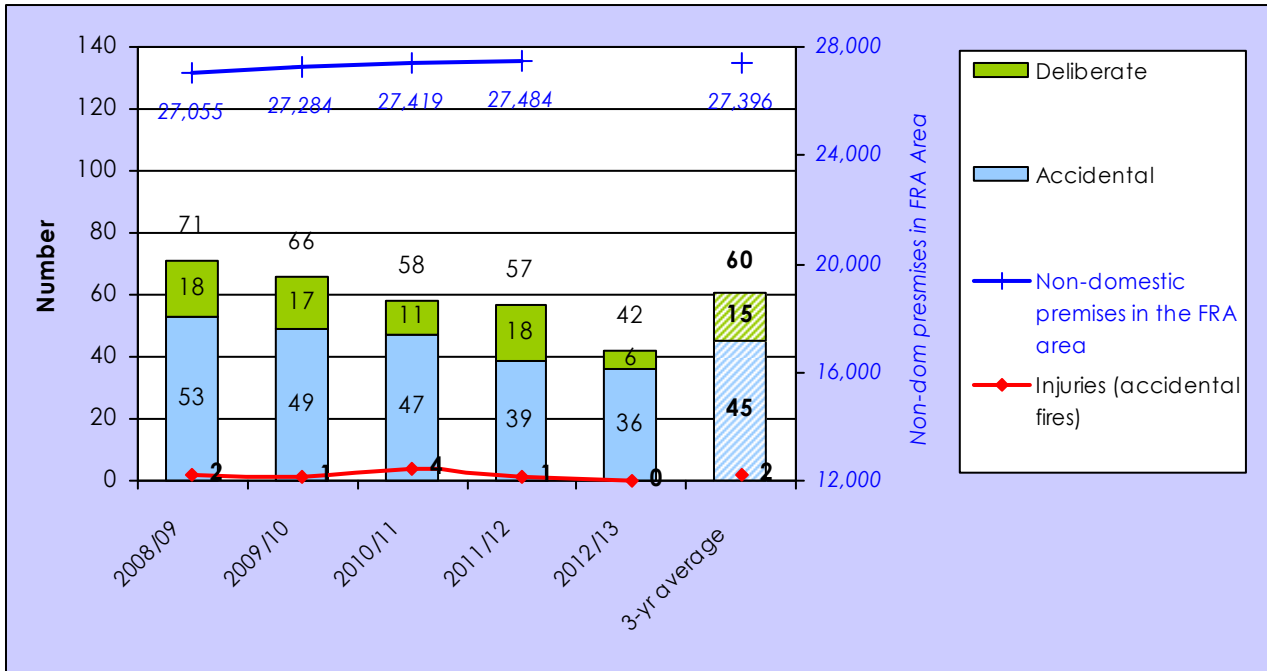


Fires: Non-domestic premises:

- **There was a decrease of 26% or 15 fewer fires in non-domestic premises compared to the same period last year.**

During the first quarter the Service attended 42 such fires, which is lower than the previous year and the 3-year average and continues the downward trend.

Fires in Non-domestic Premises and Casualties



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

REPORTING YEAR – 2012/13						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year → = no change pp percentage points						
	Q1	Q2	Q3	Q4	YTD	
Total special service incidents	287				287	↑ 8%
Road traffic collisions (RTC)	105				105	↓ 8%
Other than RTC	182				182	↑ 21%

LAST YEAR – 2011/12					
	Q1	Q2	Q3	Q4	YTD
Total special service incidents	265				265
Road traffic collisions (RTC)	114				114
Other than RTC	151				151

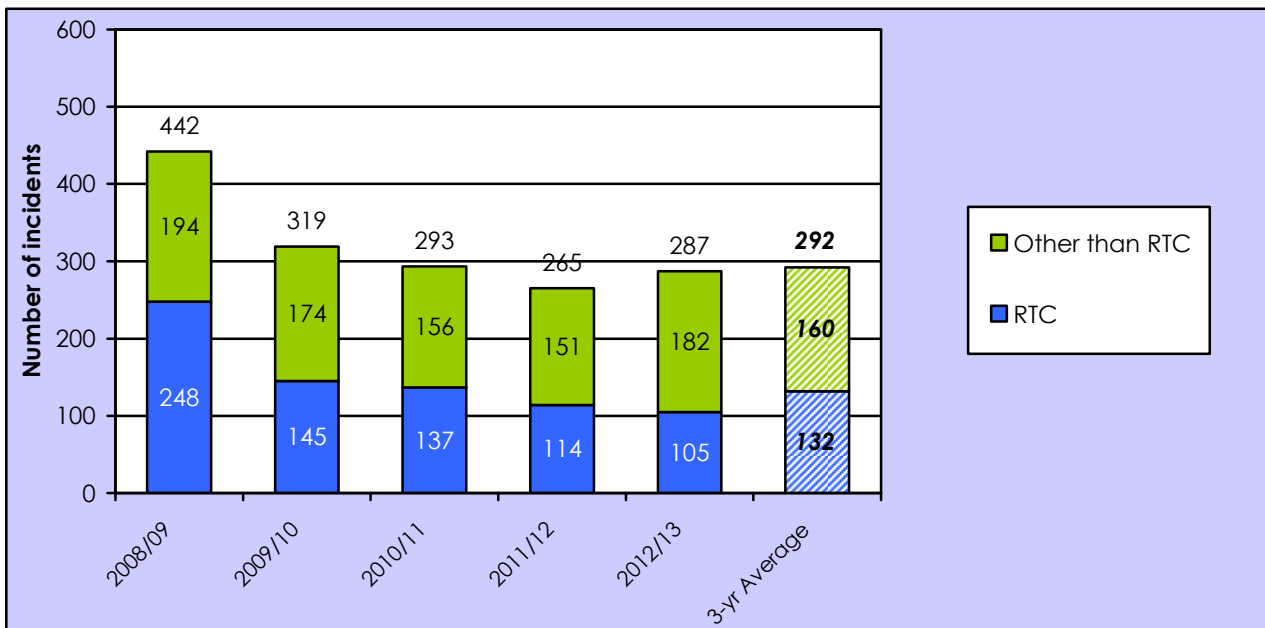
Special Service Incidents:

- **There was an increase of 8% or 22 more special service incidents compared to the same period last year.**

During the first quarter the Service attended 287 special service incidents, which is higher than the previous year but remains below the 3-year average.

The overall downward trend for **RTCs** continued, whereas special service incidents **other than RTCs** increased by 21% or 31 more incidents. This increase is attributable, in part, to the adverse weather during the quarter including a ship running aground in gales during April, and also localised flooding during the wetter than average months of April and June.

Special Services Attended, by Type



INCIDENT ACTIVITY REPORTING: False Alarms Attended

REPORTING YEAR – 2012/13						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year → = no change pp percentage points						
	Q1	Q2	Q3	Q4	YTD	
Total false alarm	804				804	↓ 6%
Malicious false alarms	27				27	↓ 27%
False alarms made with good intent	313				313	↓ 10%
False alarms from AFAs in non-domestic properties	306				306	↓ 6%
False alarms from AFAs in other properties	158				158	↑ 6%

LAST YEAR – 2011/12					
	Q1	Q2	Q3	Q4	YTD
Total false alarm	859				859
Malicious false alarms	37				37
False alarms made with good intent	349				349
False alarms from AFAs in non-domestic properties	324				324
False alarms from AFAs in other properties	149				149

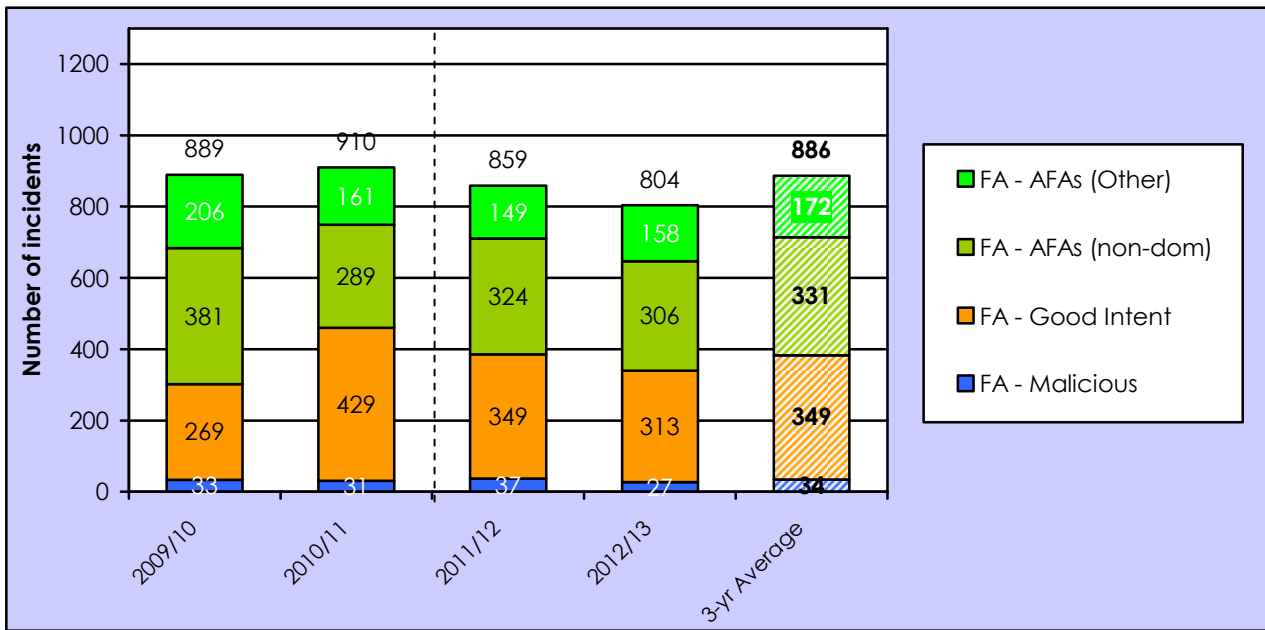
False Alarms:

- **There was a decrease of 6% or 55 fewer false alarms attended compared to the same period last year.**

During the first quarter the Service attended in response to 804 calls for assistance that later turned out to be false alarms. This number is lower than in previous years.

The overall numbers of false alarms in the 3 main categories of: automatic fire alarm (AFA) false alarms; malicious false alarms; and false alarms made with good intent have all decreased.

False Alarms Attended, by Type



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

This made it impossible to make like-for-like comparison of 2011/12 figures against the previous year's figures in respect of these two categories of false alarm. This is not expected to affect comparison between the 2011/12 and 2012/13 figures.

GLOSSARY

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

NORTH WALES FIRE AND RESCUE



Gwasanaeth Tân ac Achub
Fire and Rescue Service

PERFORMANCE MONITORING REPORT

**FULL YEAR
APRIL 2011 – MARCH 2012**

Figures are provisional and may be subject to minor amendment.

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	FIRES	2 - 6
OPSW_6.1	Total calls	
RRC/S/001	All fires - primary, secondary and chimney	
	Accidental fires in dwellings	
	All fires – deliberate and accidental	
RRC/S/003	Fires in non-domestic properties	
	KEEPING SAFE	7 - 9
	Accidental fires in dwellings confined to the room of origin	
	Injuries from accidental fires in dwellings	
	Deaths from accidental fires in dwellings	
RRC/C/005	Smoke alarm presence/absence in fires in dwellings	
	SPECIAL SERVICE CALLS	10
	Emergency special service calls	
	FALSE ALARMS	11 - 12
RRC/C/002	Malicious false alarms	
RRC/C/003	False alarms from automatic fire alarms	
	False alarms made with good intent	
	OTHER	13
	Glossary of fires	

FIRES – QUICK REFERENCE

REPORTING YEAR – 2011/12						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
Total calls*	4,547	4,374	4,045	4,224	17,190	↓ 2%
Total fires	1,001	708	675	781	3,165	↓ 4%
Primary fires	338	302	343	316	1,299	↓ 3%
Secondary fires	623	392	253	345	1,613	↓ 1%
Chimney fires	40	14	79	120	253	↓ 21%
All deliberate fires	495	358	233	284	1,370	↓ 5%
All accidental fires	506	350	442	497	1,795	↓ 3%
Accidental fires in dwellings	112	84	146	132	474*	↑ 1%
Fires in non-domestic properties	57	53	53	52	215	↓ 6%

LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
Total calls*	5,083	4,210	4,469	3,849	17,611
Total fires	1,207	636	693	753	3,289
Primary fires	357	301	374	314	1,346
Secondary fires	790	318	208	307	1,623
Chimney fires	60	17	111	132	320
All deliberate fires	599	312	247	277	1,435
All accidental fires	608	324	446	476	1,854
Accidental fires in dwellings	122	91	145	111	469
Fires in non-domestic properties	58	57	55	59	229

* Total calls = Total number of calls handled by Control, directly associated with emergency incidents e.g. genuine incidents, repeat calls, false alarms, hoaxes (a FRS resource may not have been required to attend each call).

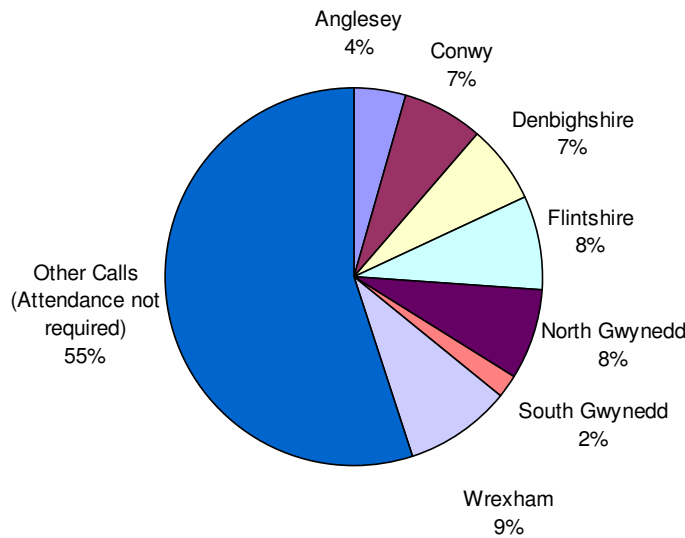
* Amended from 473 in August 2012.

Total Calls in 2011/12

- **There was a decrease of 2% or 421 fewer calls received compared to 2010/11**
- **There was a decrease of 8% or 666 fewer incidents that required the Service to attend**

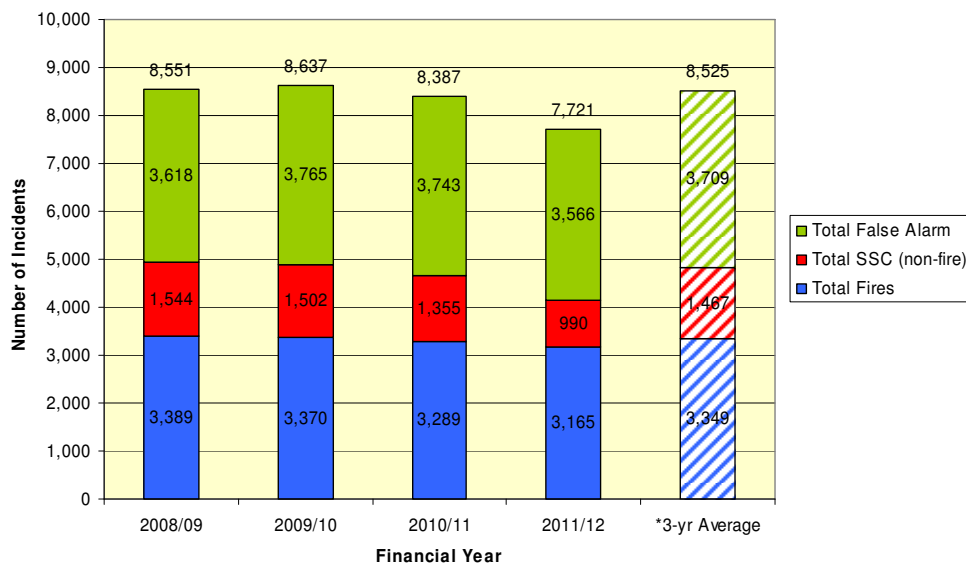
During 2011/12 the control team handled 17,190 calls and the Service was required to attend 7,721 incidents – 666 fewer in total than in the previous year and 804 fewer than the 3-year average.

Total Calls Handled, and Location of Incidents Attended
(OPSW_6.1)



Wrexham experienced the highest proportion of incidents (9%), with the lowest in South Gwynedd (2%). Of the total calls received, 55% did not require the Service to attend - for example repeat calls, not genuine incidents, confirmed false alarms or confirmed hoaxes.

Incidents Attended, by Category (year-end)

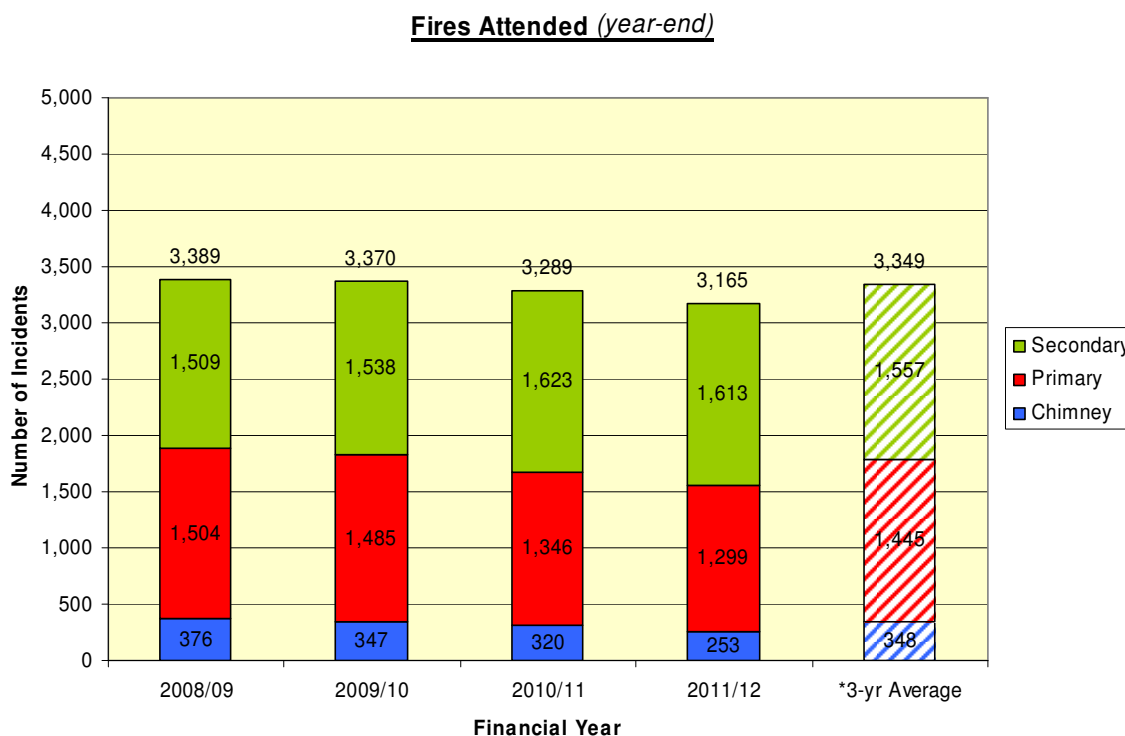


Total Fires

- **There was a decrease of 4% or 124 fewer fires compared to 2010/11**

During 2011/12 the Service attended 3,165 fires, which is lower than the previous year and 3-year average.

Overall numbers of primary, secondary and chimney fires have each decreased.



Primary Fires

- **There was a decrease of 3% or 47 fewer primary fires compared to 2010/11**

During 2011/12 the Service dealt with 1,299 primary fires, which is better than the previous year and the 3-year average. This continues the downward trend in the number of primary fires being attended.

Secondary Fires

- **There was a decrease of 1% or 10 fewer secondary fires compared to 2010/11**

During 2011/12 the Service dealt with 1,613 secondary fires, which, although better than the previous year, remains above the 3-year average.

Chimney Fires

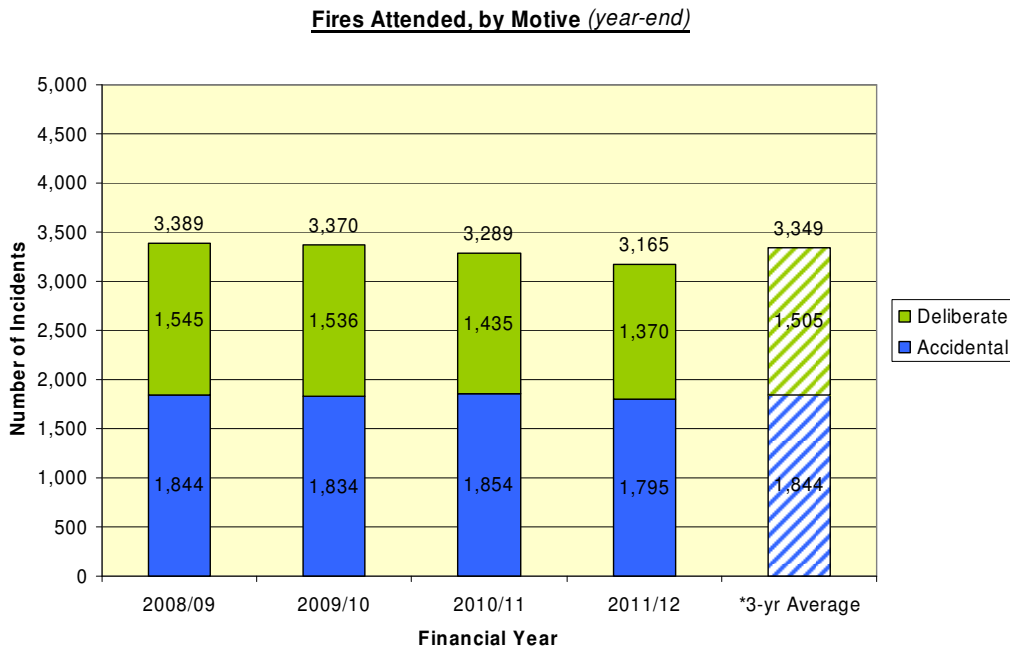
- **There was a decrease of 21% or 67 fewer chimney fires compared to 2010/11**

During 2011/12 the Service dealt with 253 chimney fires, which is 67 fewer compared to the previous year and is also lower than the 3-year average.

Fires by Motive

Accidental and deliberate fires both decreased compared to 2010/11, reflecting the overall reduction in fires.

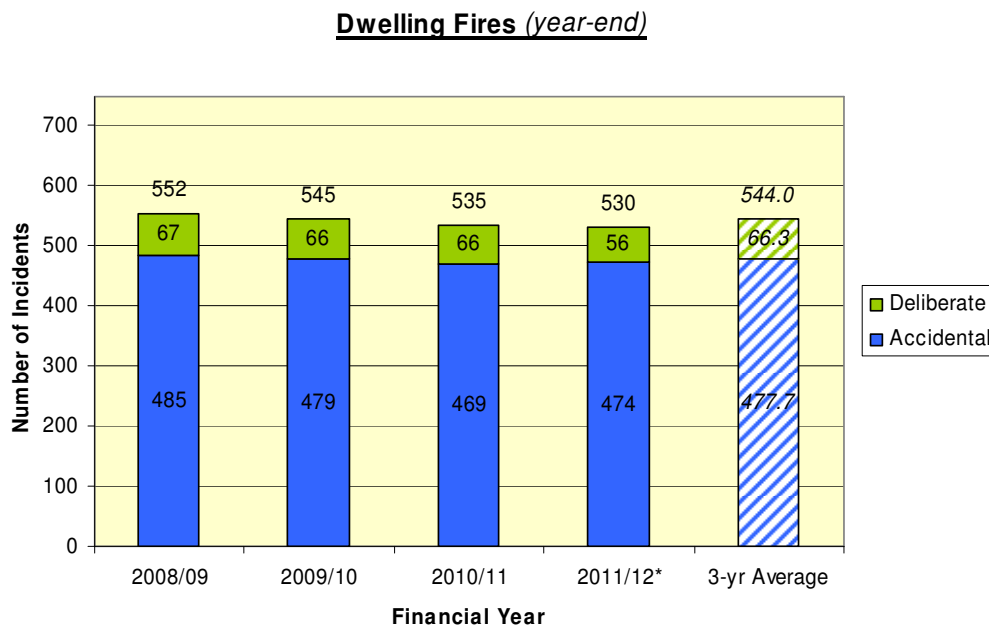
During 2011/12 the Service dealt with 1,795 fires that started accidentally and 1,370 fires that were started deliberately.



Accidental Fires in Dwellings

- ***There was an increase of 1% or 5 more accidental fires in dwellings compared to 2010/11***

During 2011/12 the Service attended 474* accidental fires in dwellings, which is more than the previous year, but less than the 3-year average.



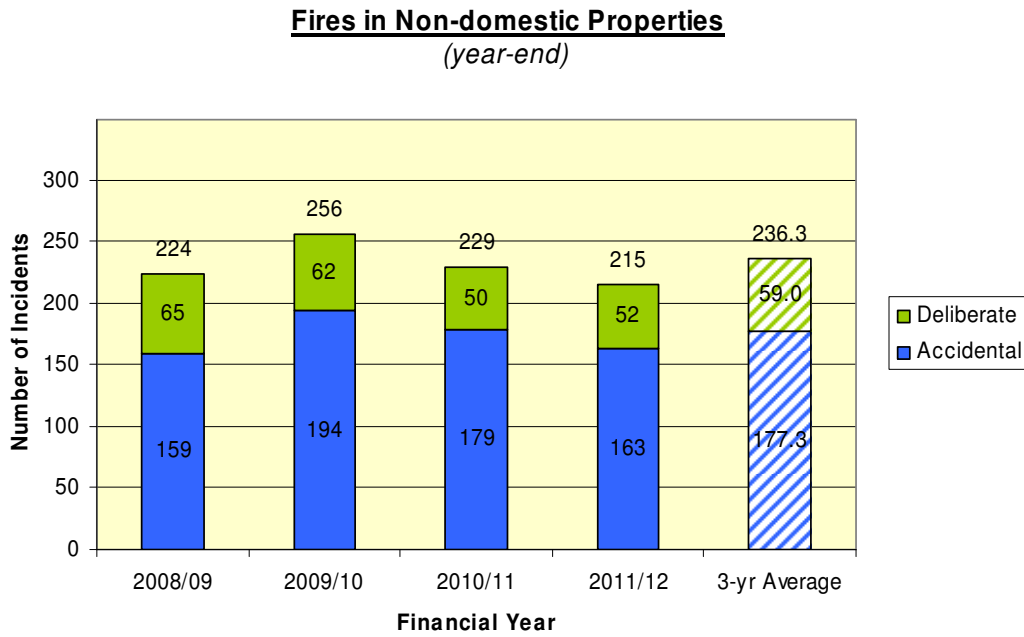
* Amended from 473 in August 2012.

Fires in Non-domestic Properties

- **There was a decrease of 6% or 14 fewer fires in non-domestic premises compared to 2010/11**

During the year the Service attended 215 fires in non-domestic premises, which is lower than the previous year and 3-year average.

Accidental fires decreased by 9%, while deliberate fires increased by 4%.



KEEPING SAFE – QUICK REFERENCE

REPORTING YEAR – 2011/12						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
Injuries from Accidental Fires in Dwellings	8	3	10	13	34	↓ 36%
Deaths from Accidental Fires in Dwellings	1	0	2	3	6	↓ 40%
Dwelling fires - smoke alarm activated	63%	60%	61%	59%	61%	➡ 0pp
Dwelling fires – smoke alarm did not operate	23%	24%	27%	23%	24%	↑ 2pp
Dwelling fires – no smoke alarm present	14%	16%	12%	18%	15%	↓ 1pp

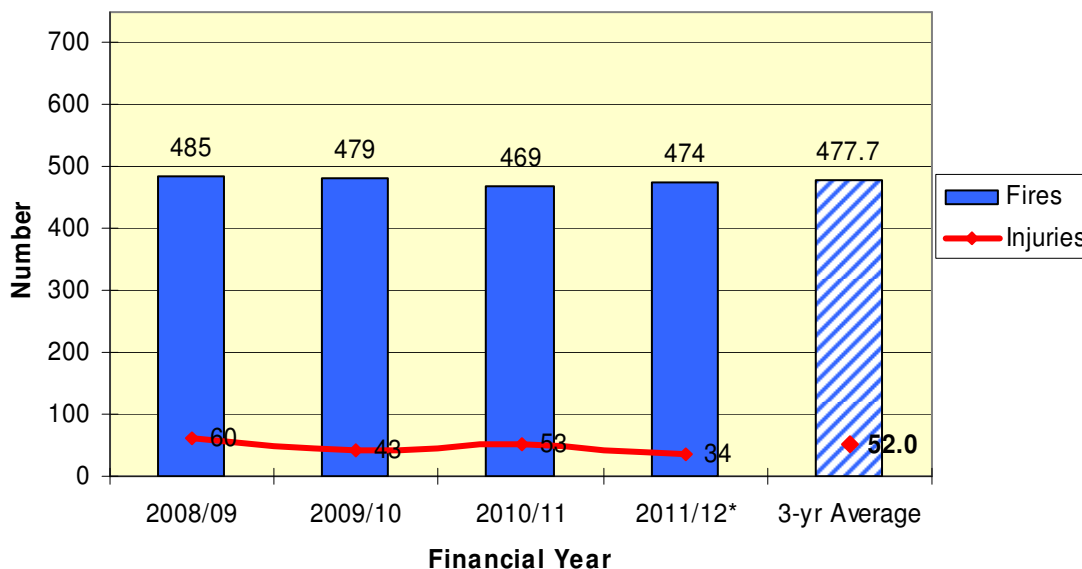
LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
Injuries from Accidental Fires in Dwellings	9	16	10	18	53
Deaths from Accidental Fires in Dwellings	5	0	2	3	10
Dwelling fires - smoke alarm activated	64%	67%	56%	62%	61%
Dwelling fires – smoke alarm did not operate	19%	21%	26%	20%	22%
Dwelling fires – no smoke alarm present	17%	12%	18%	18%	16%

Injuries from Accidental Fires in Dwellings

- **There was a decrease of 36% or 19 injuries compared to 2010/11**

During the year, 34 people received injuries (requiring hospital treatment), which is 19 fewer than in the previous year and less than the 3-year average.

Accidental Fires in Dwellings and Injuries (year-end)



Deaths from Accidental Fires in Dwellings

- **There were 6* deaths from accidental fires in dwellings (pending confirmation)**

During 2011/12 there were 6 deaths from 5 accidental fires in dwellings.

April 2011	Llandudno, Conwy
November 2011	Babell, Flintshire
January 2012	Llandudno, Conwy
February 2012	Llangollen, Denbighshire
February 2012	Llandudno, Conwy

A double fatality occurred at the incident in Babell.

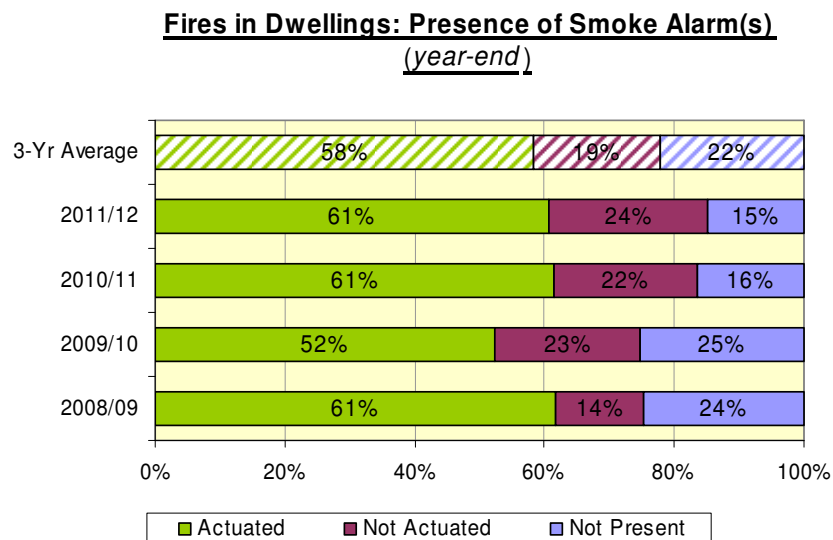
There were no deaths from deliberate fires in dwellings.

* Provisional figure pending confirmation from Coroner

Fires in Dwellings – Presence of Smoke Alarms

- **61% of the homes that had a fire had a smoke alarm that activated, which is the same as 2010/11**

The total number of fires in dwellings fell by 1% or 5 fires during 2011/12 to 530 (from 535 the previous year).



In both 2011/12 and the previous year, 61% (321 and 329) had a smoke alarm that activated.

In both years, the smallest proportion of dwelling fires had no alarm fitted, in 2011/12 this was 15% (79) compared to 16% (88) in the previous year.

In the third category – where an alarm was fitted but it did not activate – there was a small increase in 2011/12 to 24% (129 fires) compared with 22% (118 fires) in the previous year.

The main reason why alarms did not actuate despite being fitted in the property is that the fire was not close enough to the detector to trigger the alarm.

REASON WHY SMOKE ALARM DID NOT ACTUATE	Total
Fire not close enough to detector	65
Fire in area not covered by system	13
Alarm battery missing	12
Fault in system	11
Other	10
Alerted by other means	8
Alarm battery defective	6
System turned off	2
Detector removed	1
System damaged by fire	1
Total	129

EMERGENCY SPECIAL SERVICE CALLS (no fire) - QUICK REFERENCE

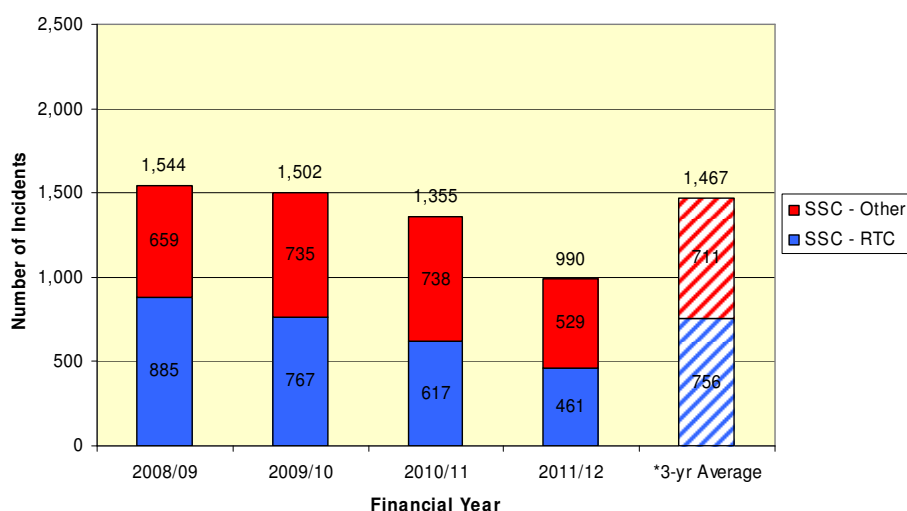
REPORTING YEAR – 2011/12						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
All emergency special service calls	265	261	261	203	990	↓ 27%
Road Traffic Collisions (no fire)	114	120	131	96	461	↓ 25%

LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
All emergency special service calls	293	373	425	264	1,355
Road Traffic Collisions (no fire)	137	165	199	116	617

Emergency Special Service Calls (no fire)

- **There was a 27% decrease or 365 fewer special service incidents overall compared to 2010/11**

During the period the Service attended 990 special service incidents, which is notably lower than the 3-year average and previous year; incident numbers have reduced by a growing proportion year-on-year.

Special Service Incidents (year-end)

FALSE ALARMS - QUICK REFERENCE

REPORTING YEAR – 2011/12						
AFA = Automatic Fire Alarms						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
All false alarms attended	859	958	862	887	3,566	↓ 5%
Malicious false alarms attended	37	34	25	37	133	↑ 13%
False alarms from AFAs in non-domestic properties	324	392	389	306	1,411	↑ 7%
False alarms made with good intent attended	349	362	285	405	1,401	↓ 17%

LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
All false alarms attended	910	1,027	1,011	795	3,743
Malicious false alarms attended	31	26	39	22	118
False alarms from AFAs in non-domestic properties	289	357	388	283	1,317
False alarms made with good intent attended	429	466	430	364	1,689

False Alarms (Overall)

- **There was a 5% decrease or 177 fewer false alarms attended compared to 2010/11**

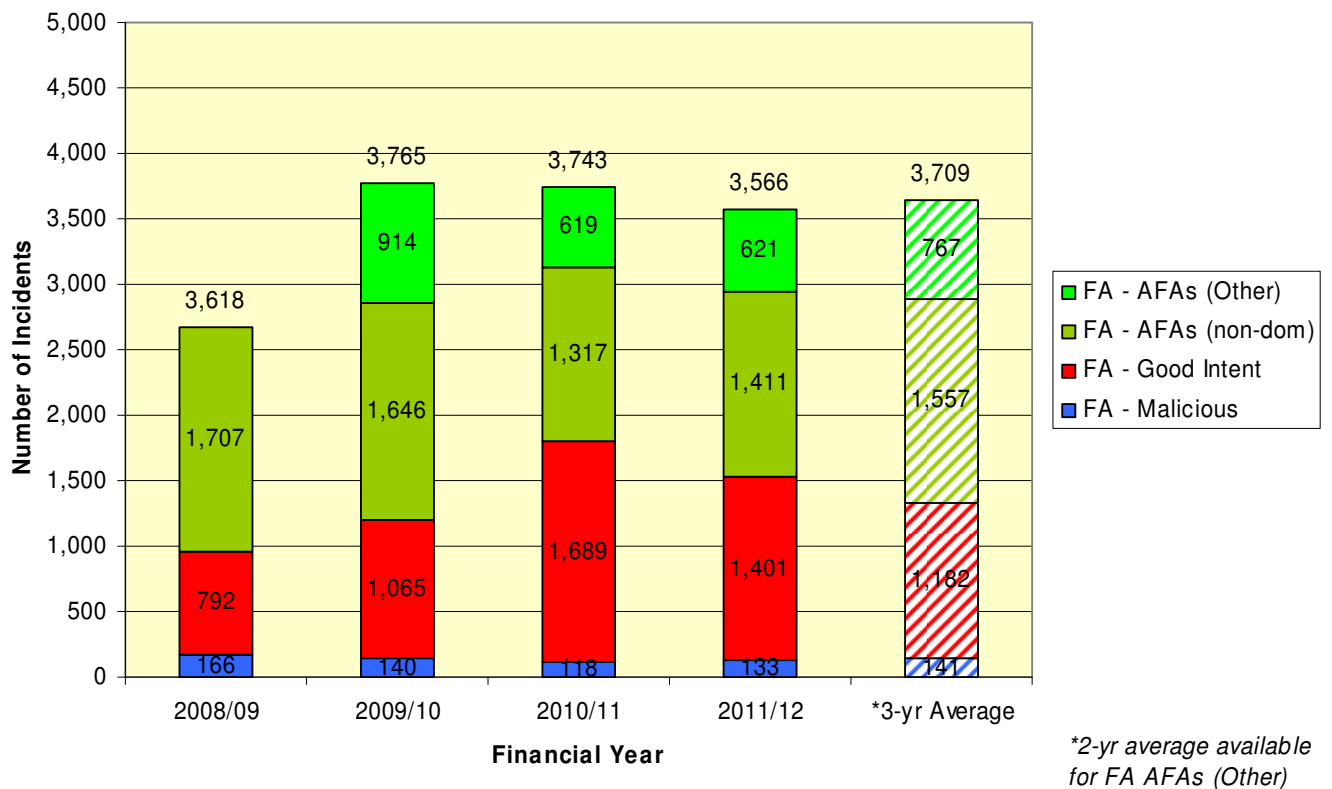
During 2011/12 the Service attended in response to a total of 3,566 calls for assistance that later turned out to be false alarms. This total number was lower than in both the previous two years.

Following a reclassification of a number of incidents in light of national discussions in 2010/11 there was in a shift in the proportion of false alarms classified as ‘automatic fire alarm (AFA) false alarms’ and those classified as ‘false alarms made with good intent’.

This made it impossible to make like-for-like comparisons of 2011/12 figures against the previous year’s figures in respect of these two categories of false alarm.

Disregarding the 2010/11 figures, therefore, and comparing the 2011/12 figures with previous years, the underlying picture suggests a year-on-year decrease in the number of AFA false alarms from non-domestic properties being attended, and a year-on-year increase in the number of false alarms made with good intent being attended.

False Alarms Attended (year-end)



GLOSSARY

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary	<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 if they involved casualties, rescues or escapes are categorised as primary fires, as are fires in any location that were attended by five or more fire appliances.</p>
Secondary	<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 a primary fire), outdoor furniture, traffic lights, etc. etc.</p>
Chimney	<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>