



## **AGENDA ITEM: 7**

### **NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL**

**26 October 2015**

#### **PERFORMANCE MONITORING**

**Report by Shân Morris, Corporate Planning Manager**

#### **Purpose of Report**

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

#### **Information**

- 2.** Attached at Appendix 1 for members' information is the monitoring report for the period from 1<sup>st</sup> April 2015 to 30<sup>th</sup> September 2015.

#### **Recommendation**

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



# NORTH WALES FIRE AND RESCUE



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

## PERFORMANCE MONITORING REPORT

**Half Year  
April 2015 – September 2015**

**Figures are provisional and may be subject to minor amendment.**

## CONTENTS

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

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

<b>REPORTING YEAR 2015-16</b>									
Comparisons against last year and 3 year average are shown in right-hand columns of table.									
Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year ↓ = decrease this year → = no change pp percentage points									
Category	Year	Q1	Q2	Q3	Q4	Year to Date		Average of 3 previous years	
Accidental fires in dwellings	2015-16	106	88			194	↓ 4.0%	222.3	↓ 12.7%
	2014-15	95	107			202			
Injuries from accidental fires in dwellings	2015-16	15	13			28	↑ 11	21	↑ 7
	2014-15	4	13			17			
Deaths from accidental fires in dwellings	2015-16	0	0			0	↔ 0		
	2014-15	0	0			0			
% of people who escaped unharmed and unaided from accidental fires in dwellings	2015-16	69.9%	81.3%			78.2%	↓ 6.3pp	80.9%	↓ 2.7pp
	2014-15	85.7%	83.6%			84.5%			
Dwelling fires – Smoke alarm activated	2015-16	61.5%	56.1%			59.1%	↓ 5.8pp	60.2%	↓ 1.1pp
	2014-15	67.9%	62.1%			64.9%			
Dwelling fires – Smoke alarm did not operate	2015-16	25.6%	25.5%			25.6%	↑ 2.2pp	25.0%	↑ 0.6pp
	2014-15	21.7%	25.0%			23.4%			
Dwelling fires – No smoke alarm present	2015-16	12.8%	18.4%			15.3%	↑ 3.6pp	14.8%	↑ 0.5pp
	2014-15	10.4%	12.9%			11.7%			
% of all Home Safety Checks undertaken that originated from a referral from a partner organisation	2015-16	33.6%	29.7%			31.8%	↓ 2.1pp	34.8%	↓ 3.0pp
	2014-15	34.1%	33.6%			33.9%			

**Accidental Fires in Dwellings and Casualties by Severity of Injury**

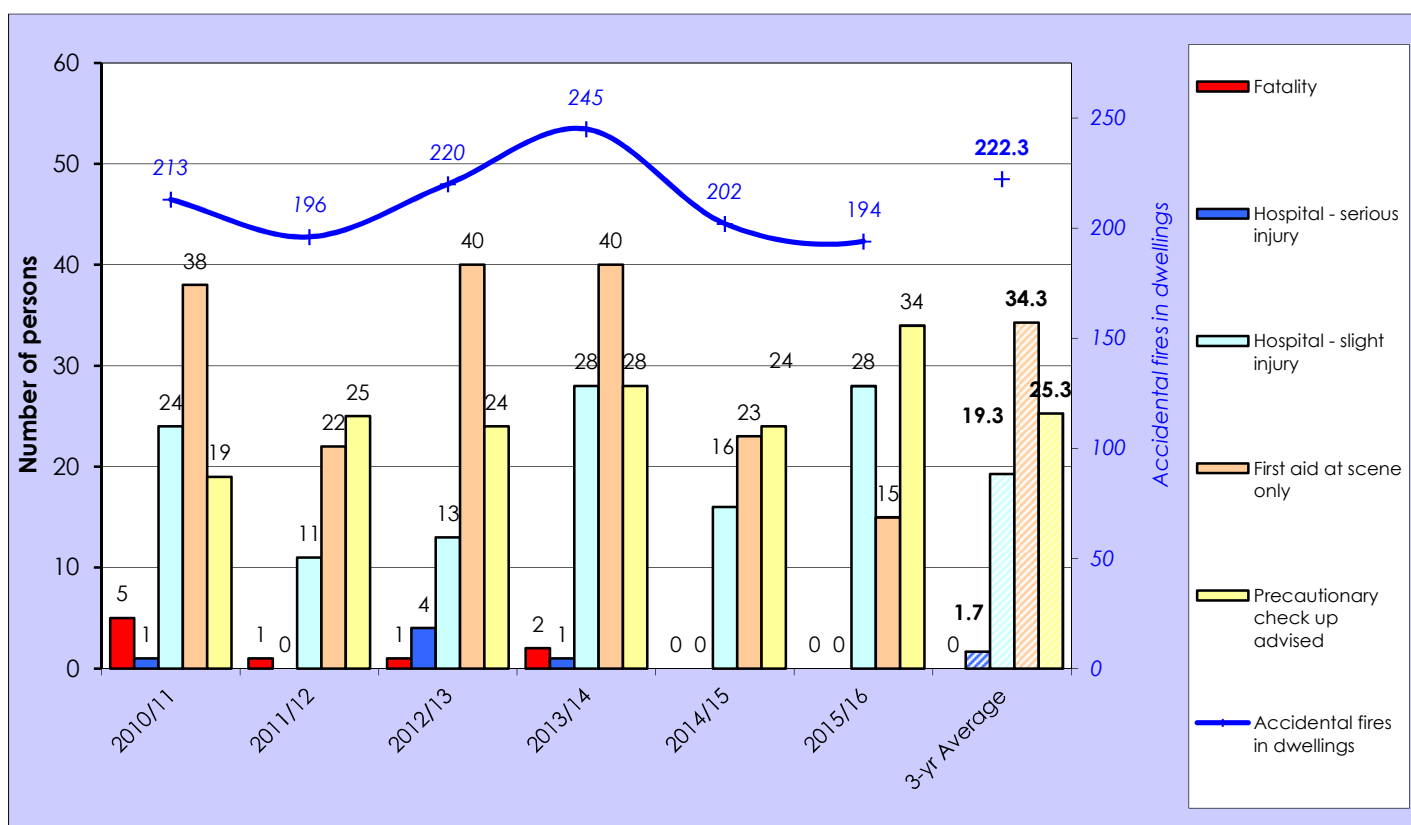
- **There was an 4% reduction in the number of accidental fires in dwellings compared with the same period in 2014/15**

During the first half of the year the Service attended 194 accidental fires in dwellings, which is 8 fewer than last year and a 12.7% reduction when compared with the average of the 3 previous years.

**Injuries from accidental fires in dwellings:** 28 people sustained injuries at these fires, all of which were classified as slight injuries with no serious injuries. These exclude where persons were advised to seek a precautionary check-up and where first aid was given at the scene only, in accordance with national guidance for compiling national performance indicators.

**Deaths from accidental fires in dwellings:** There were no fatalities at these fires.

*Accidental Fires in Dwellings and Casualties by Severity of Injury*



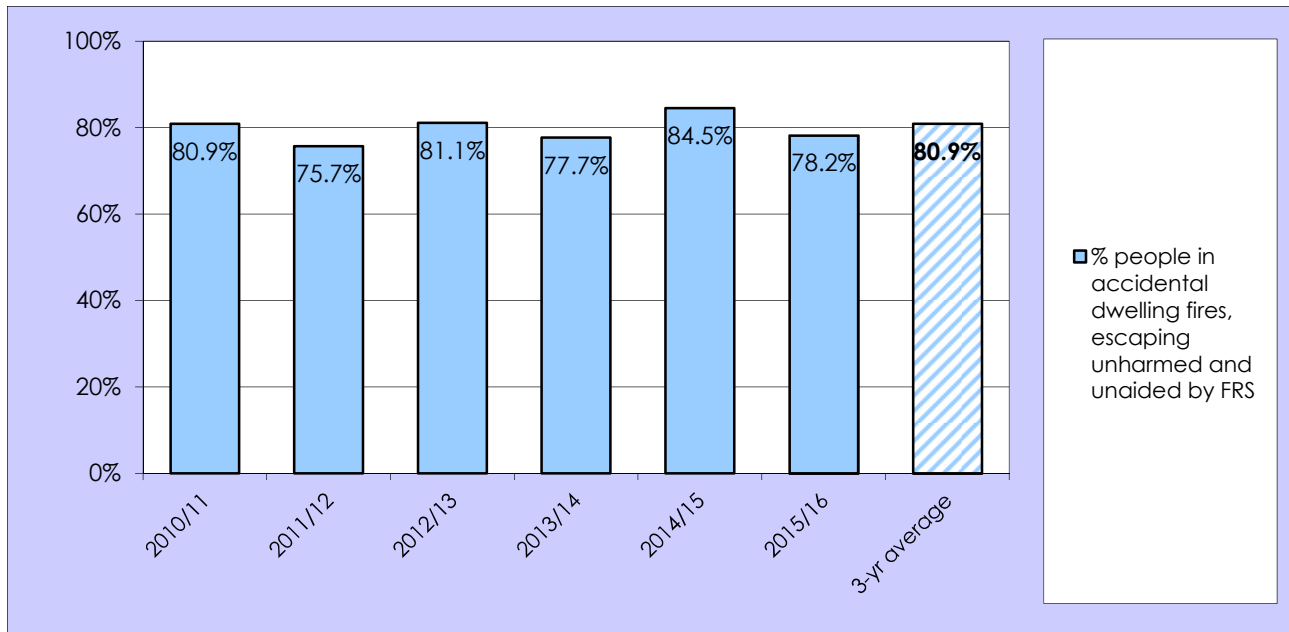
After April 2009 non-fatal casualties are recorded under four categories of severity:

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

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

- **78.2% of people involved in an accidental dwelling fire escaped unharmed and without the need for assistance from the Service at the fire. This is a decrease of 6.3 percentage points compared with the same period in 2014/15.**

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



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

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

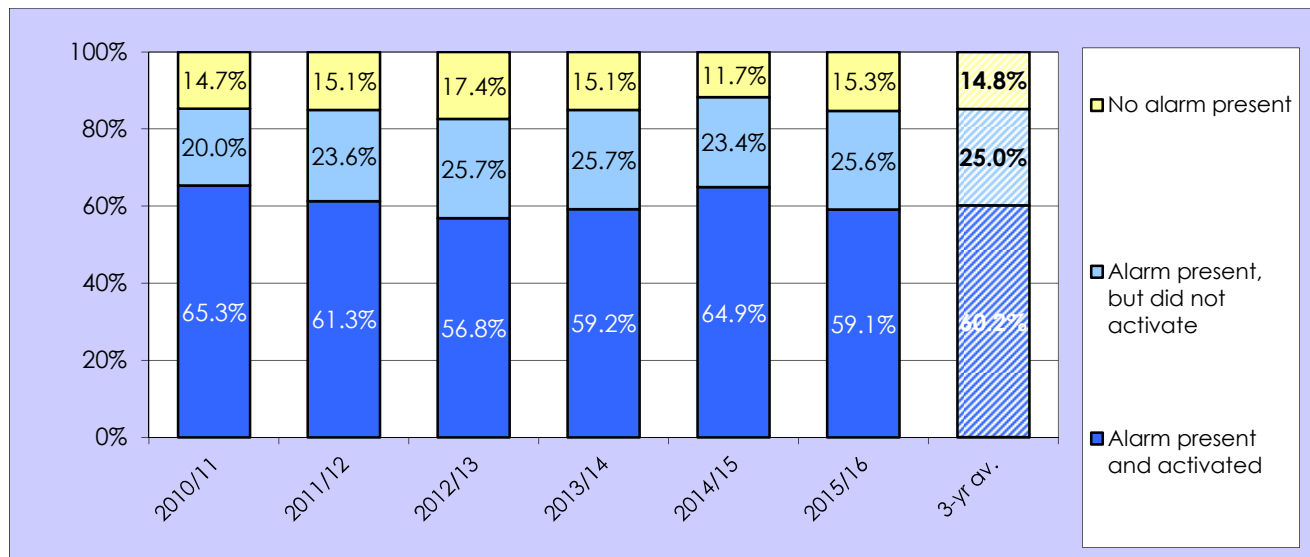
The 78.2% achieved this year relates to a total of 261 people who left the premises, of whom 204 were able to exit the dwelling safely without having to be rescued by a fire crew.

**Fire in Dwellings: Presence of Smoke Alarms**

- **15.3% of dwellings experiencing a fire did not have a smoke alarm (33 fires), which is 3.6 percentage points higher than for the first half of 2014/15.**

There were 215 fires in dwellings during the first half of the year, 7 (3.2%) fewer when compared with the same period of 2014/15 (222) and 27.7 fewer than the 3-year average of 242.7.

*Fires in Dwellings: Presence of smoke alarms (percentage)*

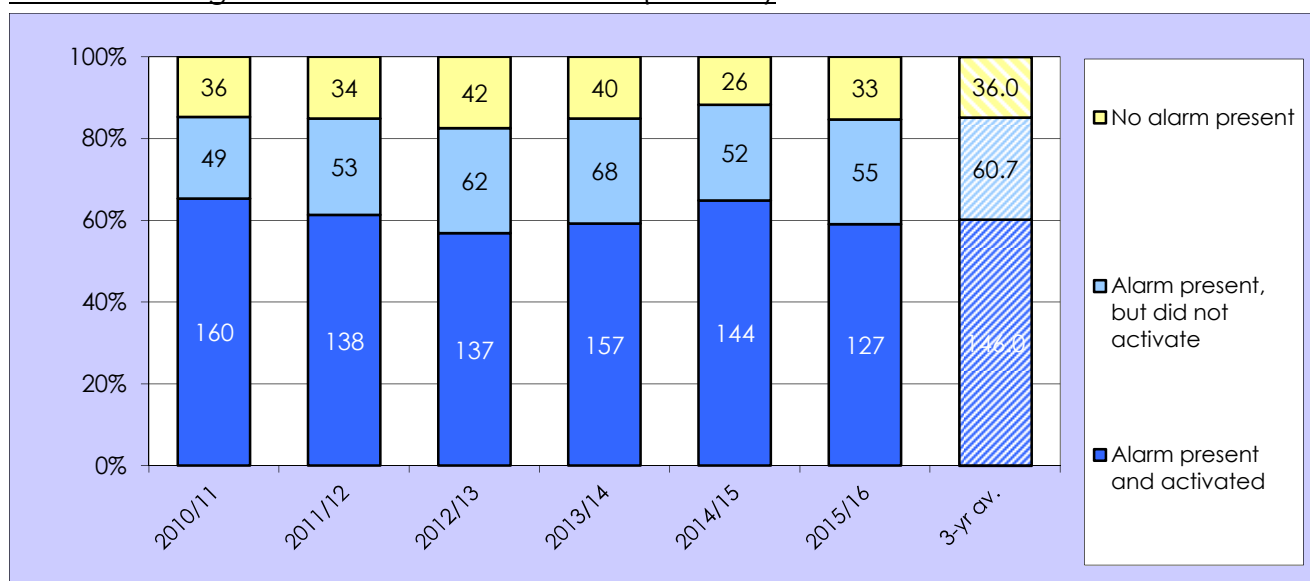


\* 3 year average figures calculated using original numerical data as opposed to displayed percentages

In 59.1% of dwelling fires attended (127 fires), **an alarm was fitted and activated**. This is a decrease of 5.8 percentage points compared with the same period in 2014/15, and a 1.1 percentage point decrease on the 3-year average.

In 25.6% of dwelling fires attended (55 fires), **an alarm was fitted but it did not activate**. This represents an increase of 2.2 percentage points when compared with the same period in 2014/15, and an increase of 0.6 percentage points when compared with the 3-year average. The main reason why alarms did not activate despite being fitted in the property was that the fire was not close enough to the detector to trigger the alarm (this was the case in 32 fires).

*Fires in Dwellings: Presence of smoke alarms (number)*



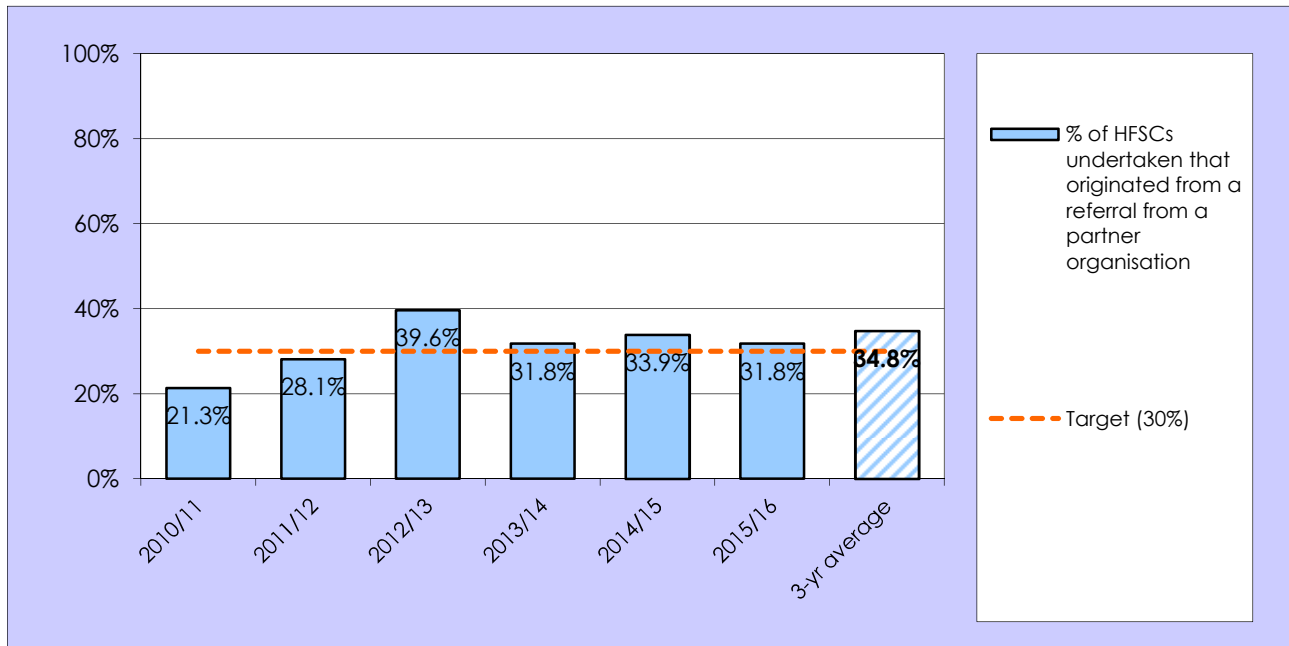


**Home Safety Checks (HSCs)**

- **31.8% of home safety checks were completed following a referral from a partner organisation.**

During the first half of the year 3,487 (31.8%) out of the 10,963 home safety checks completed were ones that had originated from partner organisation referrals. This exceeds the Service's own 30% target.

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



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

**INCIDENT ACTIVITY REPORTING: Summary of All Incidents Attended**

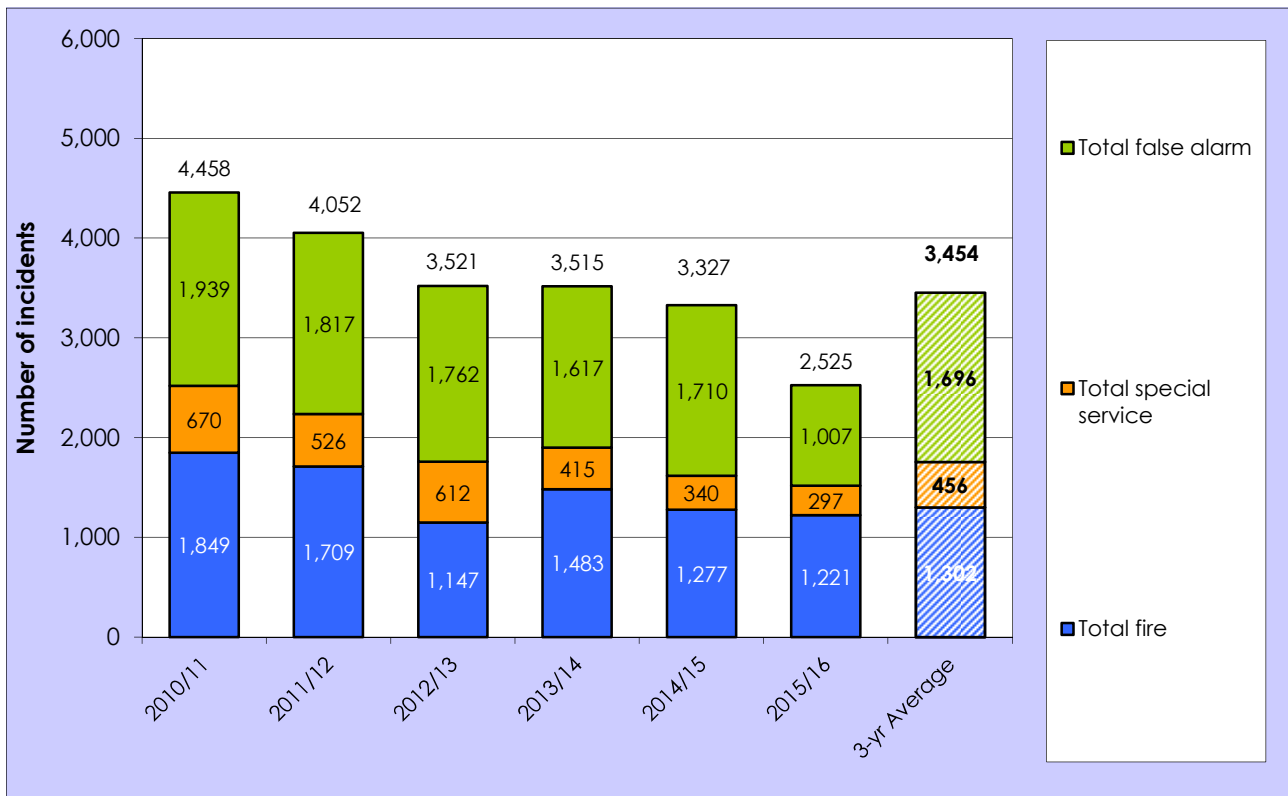
REPORTING YEAR 2015-16									
Comparisons against last year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year ↓ = decrease this year → = no change <b>pp</b> percentage points									
Category	Year	Q1	Q2	Q3	Q4	Year to Date		Average of 3 previous years	
Total incidents attended	2015-16	1,282	1,243			2,525	↓ 24.1%	3,454	↓ 26.9%
	2014-15	1,587	1,740			3,327			
Total fires	2015-16	671	550			1,221	↓ 4.4%	1,302	↓ 6.2%
	2014-15	631	646			1,277			
Total special service incidents	2015-16	132	165			297	↓ 12.6%	456	↓ 34.8%
	2014-15	176	164			340			
Total false alarms	2015-16	479	528			1,007	↓ 41.1%	1,696	↓ 40.6%
	2014-15	780	930			1,710			

**All Incidents Attended:**

- **There was a decrease of 24.1% or 802 fewer incidents compared with the same period in 2014/15.**

During the first half of the year the Service attended 2,525 incidents, which is fewer than in the same period of 2014/15 and continues the overall downward trend. Special service incidents reduced by 12.6% compared with the first half of 2014/15 and by 34.8% compared with the average over the previous 3 years. False alarm incidents saw a significant decrease of 41.1% compared with 2014/15 and a 40.6% reduction when compared with the average over the previous 3 years. Total fire incidents decreased by 4.4% (56 fewer fires) when compared with last year, and by 6.2% when compared with the average over the previous 3 years.

*All Incidents Attended, by Type*



**INCIDENT ACTIVITY REPORTING: Fires Attended**

REPORTING YEAR 2015-16									
Comparisons against last year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year ↓ = decrease this year → = no change <b>pp</b> percentage points									
Category	Year	Q1	Q2	Q3	Q4	Year to Date		Average of 3 previous years	
Total fires	2015-16	671	550			1,221	↓ 4.4 %	1,302	↓ 6.2%
	2014-15	631	646			1,277			
Primary fires	2015-16	277	268			545	↓ 3.7%	591	↓ 7.8%
	2014-15	277	289			566			
Secondary fires	2015-16	356	265			621	↓ 6.2 %	650	↓ 4.4%
	2014-15	315	347			662			
Chimney fires	2015-16	38	17			55	↑ 12.2%	62	↓ 10.8%
	2014-15	39	10			49			
All deliberate fires	2015-16	238	201			439	↓ 4.6%	489	↓ 10.2%
	2014-15	225	235			460			
All accidental fires	2015-16	433	349			782	↓ 4.3%	814	↓ 3.9%
	2014-15	406	411			817			
Fires in non-domestic properties	2015-16	40	31			71	↓ 1.4%	67	↑ 6.0%
	2014-15	41	31			72			

**Fires:**

- **There was a reduction of 4.4% or 56 fewer fires compared with the same period in 2014/15.**

During the first half of the year the Service attended 1,221 fires. Primary fires reduced by 3.7%, secondary fires reduced by 6.2% whilst chimney fires increased by 12.2% when compared with the same period in 2014/15.

When compared with the longer-term picture and the 3-year average, the overall downward trend (improvement) in the number of fire incidents attended by the Service continued. The wetter-than-average weather during 2012/13 resulted in a low number of fires that year.

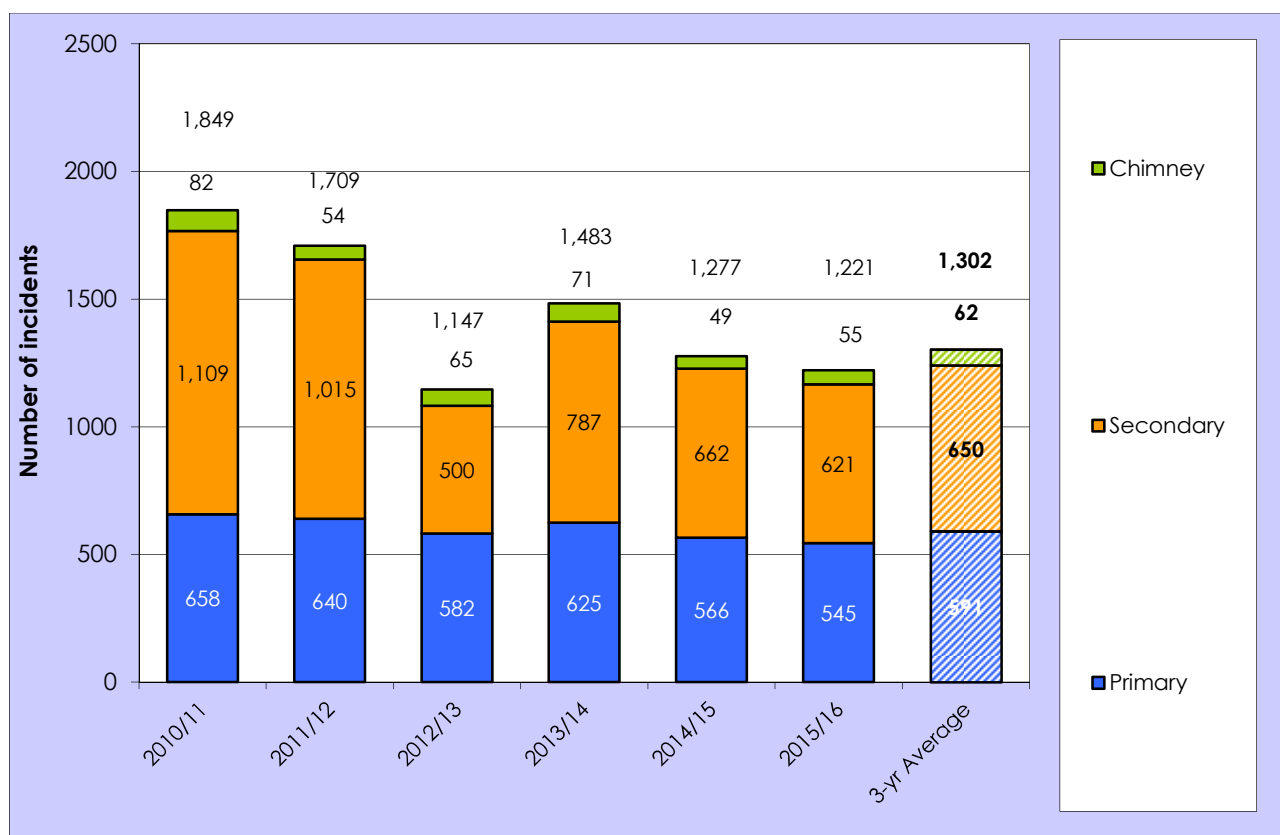
**Fires: Type**

**Primary fires** decreased by 3.7% or 21 fewer incidents compared with the same period in the 2014/15 and was 7.8% lower than the three year average. Primary Fires have continued to decrease year on year since 2008/09 excluding 2013/14 where there was an increase for the first half of the year.

During the first half of the year **secondary fires** decreased by 6.2% or 41 fewer incidents compared with the same period in 2014/15, and was 4.4% lower than the previous three year average.

**Chimney fires** increased by 12.2% or 6 more fires compared with 2014/15 and 10.8% below the 3-year average.

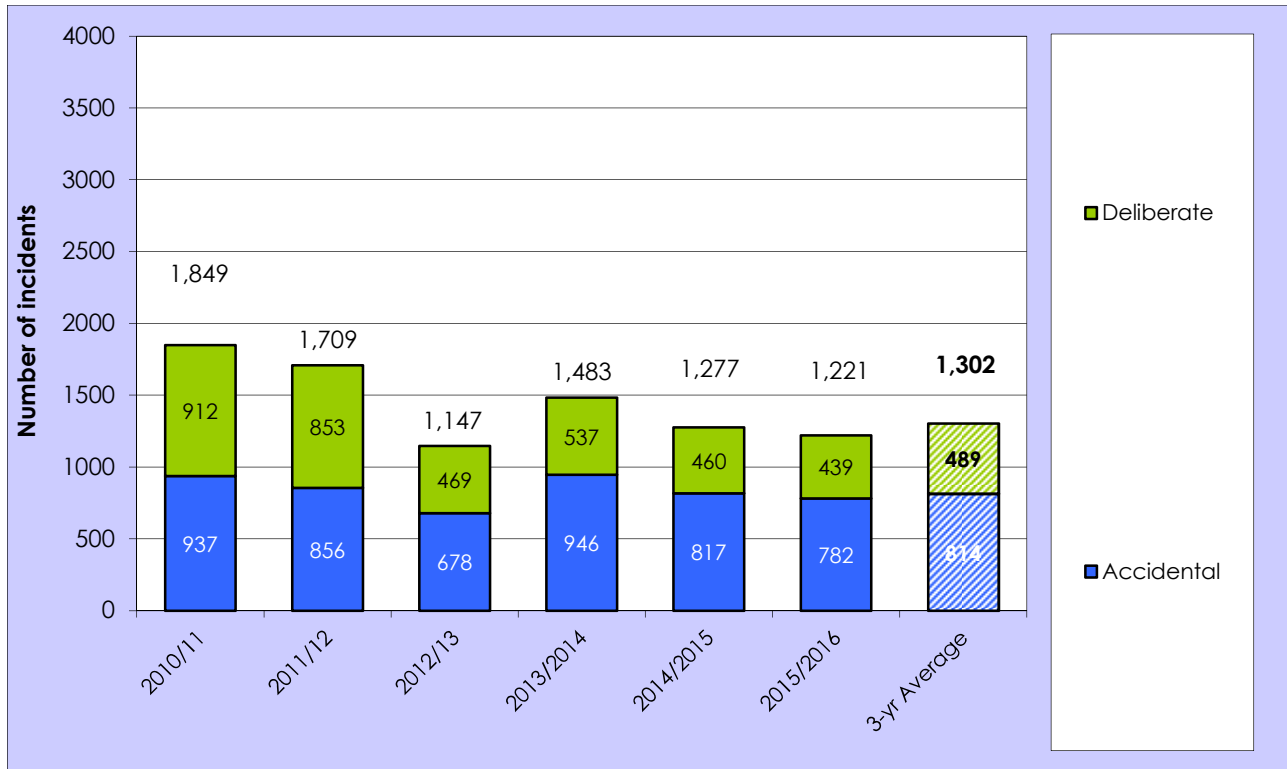
All Fires Attended, by Type



**Fires: Motive**

The reduction in fires in the first half of 2015/16 compared with 2014/15 is also reflected in both accidental and deliberate fires with a reduction of 4.3% and 4.6% respectively. Both accidental and deliberate fires also remained below the 3 year average.

*All Fires Attended, by Motive*



**Fires: Non-domestic premises:**

- There was a decrease of 1.4% or 1 less fire in non-domestic premises compared with the same period in 2014/15.

During the first half of 2015/16 the Service attended 71 such fires, marginally fewer than last year and 6.0% more than the 3-year average.

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



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

REPORTING YEAR 2015-16									
Comparisons against last year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year ↓ = decrease this year → = no change <b>pp</b> percentage points									
Category	Year	Q1	Q2	Q3	Q4	Year to Date		Average of 3 previous years	
Total special service incidents	2015-16	132	165			297	↓ 12.6%	456	↓ 34.8%
	2014-15	176	164			340			
Road traffic collisions (RTC)	2015-16	40	58			98	↓ 29.5%	167	↓ 41.3%
	2014-15	76	63			139			
Other than RTC	2015-16	92	107			199	↓ 1.0%	289	↓ 31.1%
	2014-15	100	101			201			



**Special Service Incidents:**

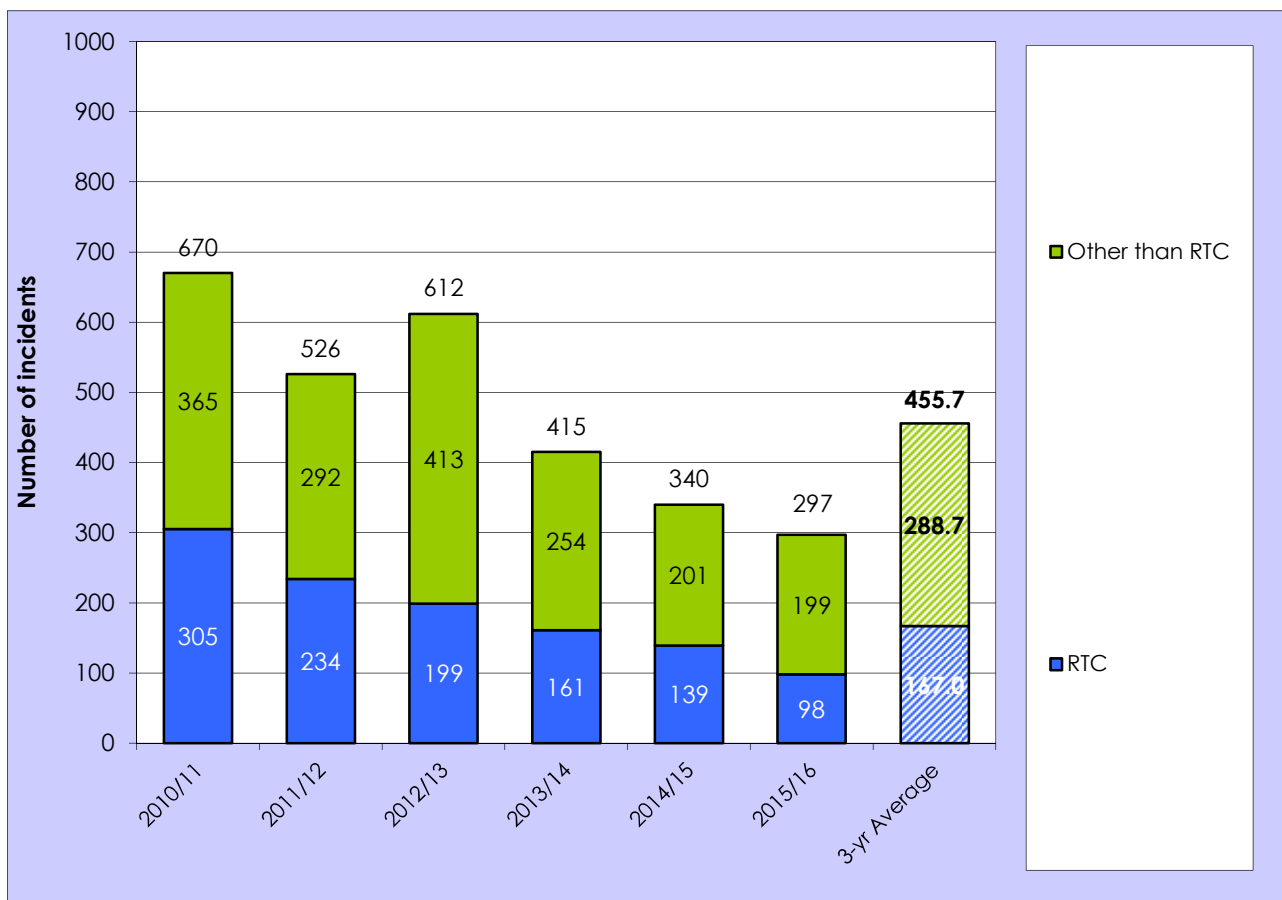
- **There was a decrease of 12.6% or 43 fewer special service incidents compared with the same period in 2014/15.**

During the first half of 2015/16 the Service attended 297 special service incidents, which is fewer than last year and below the 3-year average.

The overall downward trend for **RTCs** attended continued. Special service incidents **other than RTCs** also decreased marginally, with 1.0% or 2 fewer incidents compared with the same period last year, and remained lower than the 3-year average.

Whilst the wetter-than-average weather during 2012/13 resulted in fewer fires, in contrast, special service incidents as a result of the weather conditions increased that year.

Special Services Incidents Attended, by Type



**INCIDENT ACTIVITY REPORTING: False Alarms Attended**

REPORTING YEAR 2015-16									
Comparisons against last year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year ↓ = decrease this year → = no change <b>pp</b> percentage points									
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total false alarm	2015-16	479	528			1,007	↓ 41.1%	1,696	↓ 40.6%
	2014-15	780	930			1,710			
Malicious false alarms	2015-16	11	11			22	↓ 51.1%	48	↓ 54.5%
	2014-15	26	19			45			
False alarms made with good intent	2015-16	231	255			486	↓ 23.3%	636	↓ 23.6%
	2014-15	303	331			634			
False alarms from AFAs in non-domestic properties	2015-16	58	92			150	↓ 76.3%	650	↓ 76.9%
	2014-15	262	372			634			
False alarms from AFAs in other properties	2015-16	179	170			349	↓ 12.1%	362	↓ 3.5%
	2014-15	189	208			397			

**False Alarms:**

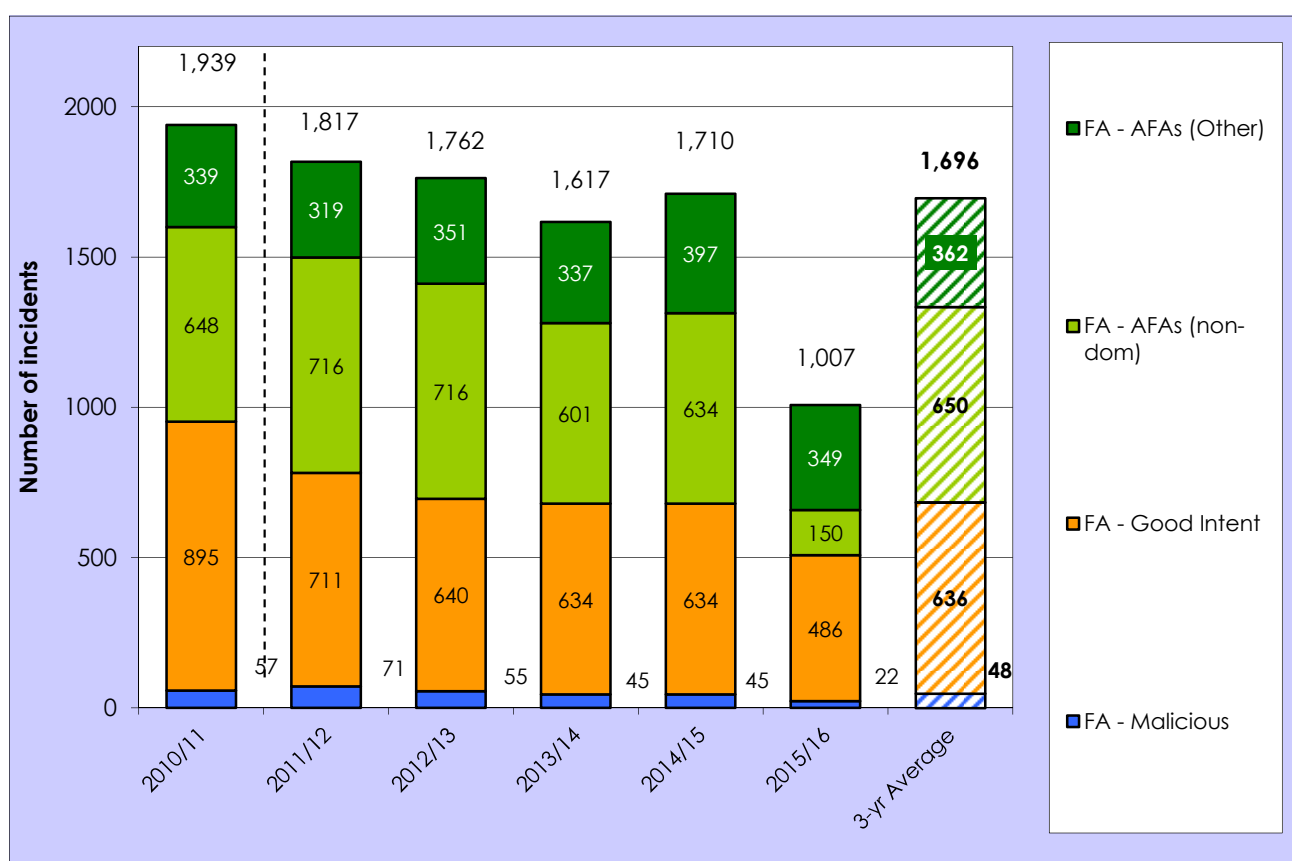
- **There was a decrease of 41.1% or 703 fewer false alarms attended compared with the same period in 2014/15.**

During the first half of 2015/16 the Service attended in response to 1,007 calls for assistance that later turned out to be false alarms. This number is a decrease of 41.1% compared with the first half of 2014/15.

The overall number of false alarms has reduced in each of the different categories compared to the same period in 2014/15. In particular, Automatic Fire Alarms in non-domestic premises has decreased by 76.3% compared with the same period in 2014/15 and by 76.9% against the 3 year average. This reduction can be attributed to a change in procedure.

Since April 2015 the Service has implemented a change in procedure in relation to Non-Domestic AFAs utilising new Pre-Determined Attendance protocols.

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 alarm (AFA) false alarms' and those classified as 'false alarms made with good intent'.

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

## GLOSSARY

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