

NORTH WALES FIRE AND RESCUE SERVICE



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

PERFORMANCE MONITORING REPORT

Half Year

April – September 2022

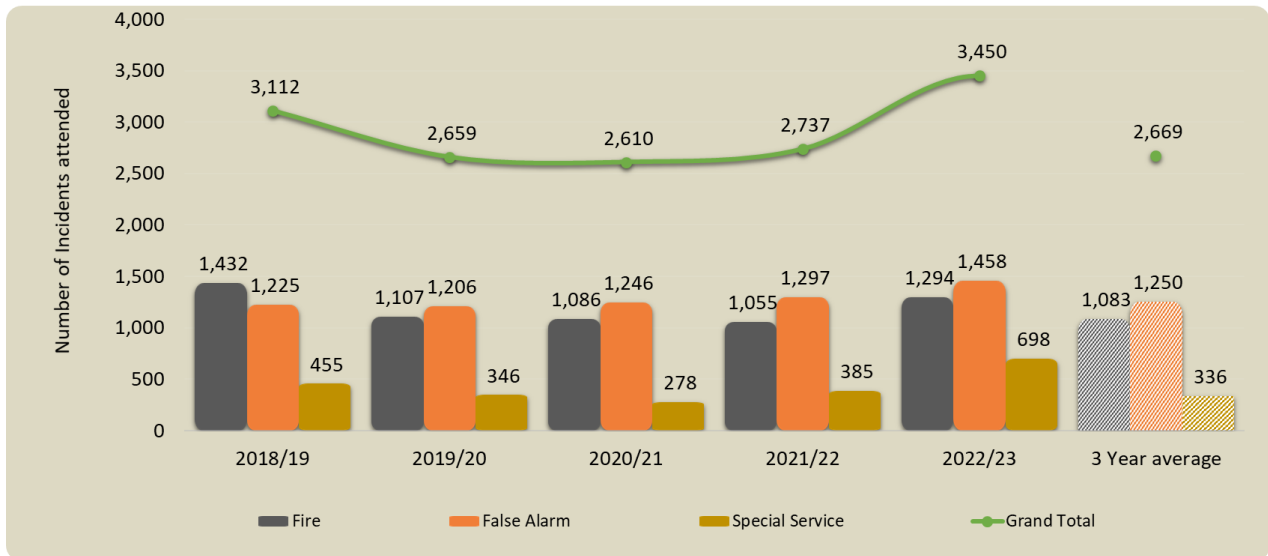
Figures are provisional and may be subject to minor amendment.

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1 All Incidents

1.1 During the first half of the 2022/23 financial year, the Service attended 3,450 emergency incidents and false alarms, an increase of 26.1% on the same period in 2021/22.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Total incidents attended	2022-23	1,575	1,875			3,450	↑ 26.1%	2,669	↑ 29.3%
	2021-22	1,322	1,415			2,737			
Total fires	2022-23	577	717			1,294	↑ 22.7%	1,083	↑ 19.5%
	2021-22	575	480			1,055			
Total special service incidents	2022-23	327	371			698	↑ 81.3%	336	↑ 107.7%
	2021-22	152	233			385			
Total false alarms	2022-23	671	787			1,458	↑ 12.4%	1,250	↑ 16.7%
	2021-22	595	702			1,297			

*The columns in grey show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

Narrative

Fires increase – the significant increase in fire incidents (when comparing Q1 and Q2 2021/22 to Q1 and Q2 2022/23) is attributed to the hot summer experienced in the UK. This therefore led to an increase of 211 incidents (19.5%) over the previous 3-year average.

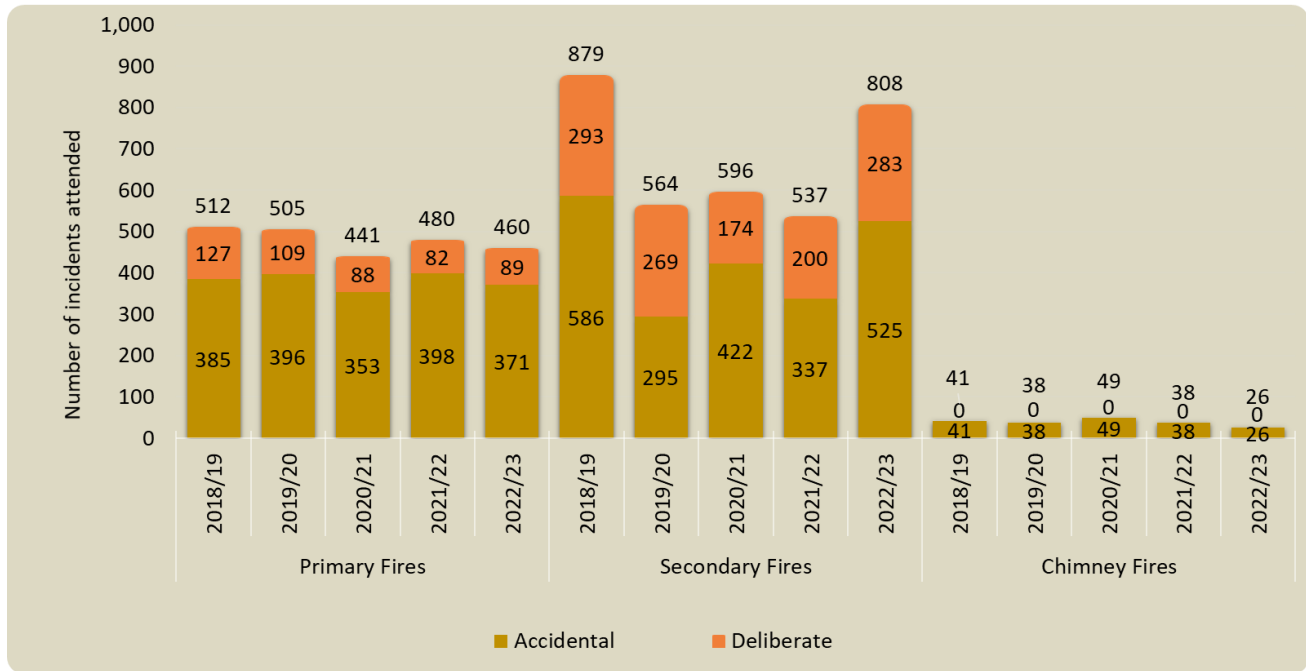
AFA's (non-domestic) increase – The Service is aware of the increase in AFA's in non-domestic settings; these calls are predominately from Betsi Cadwaladr University Health Board (BCUHB) with numerous activation reasons and Service continues to work with BCUHB in reducing these AFA activations. There is also an increase in domestic (dwelling) attendance to AFA's and this is referred to later in this report.

SSIs increase – This follows the appointment of the new Chief Fire Officer and change in policy around attendance at Special Service Incidents, to provide more assistance to the public and partner agencies whilst increasing the visibility of North Wales Fire and Rescue Service (NWFRS) in the community.



2 Fires, by Category and Motive

- 2.1 A total of 1,294 fires have been attended; a 22.7% increase from 1,055 in 2021/22.
- 2.2 **Primary fires** – There was a 4.2% decrease in primary fires, from 480 to 460 compared with the first six months of 2021/22.
- 2.3 **Secondary fires** – There was a 50.5% increase in secondary fires, increasing from 537 to 808.
- 2.4 **Chimney fires** – There was a 31.6% decrease in chimney fires, from 38 to 26, compared with the same period in 2021/22.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Primary fires	2022-23	226	234			460	↓ 4.2%	475	↓ 3.2%
	2021-22	251	229			480			
Secondary fires	2022-23	332	476			808	↑ 50.5%	566	↑ 42.8%
	2021-22	293	244			537			
Chimney fires	2022-23	19	7			26	↓ 31.6%	42	↓ 38.1%
	2021-22	31	7			38			

*The columns in grey show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

Narrative

The increase in both secondary accidental and secondary deliberate fires is attributed to the hot summer in the UK. In comparison, 2018/19 was also a very hot and dry summer in North Wales, demonstrating comparable numbers of incidents attended by the Service.

Actions to support communities and reduce fire events:

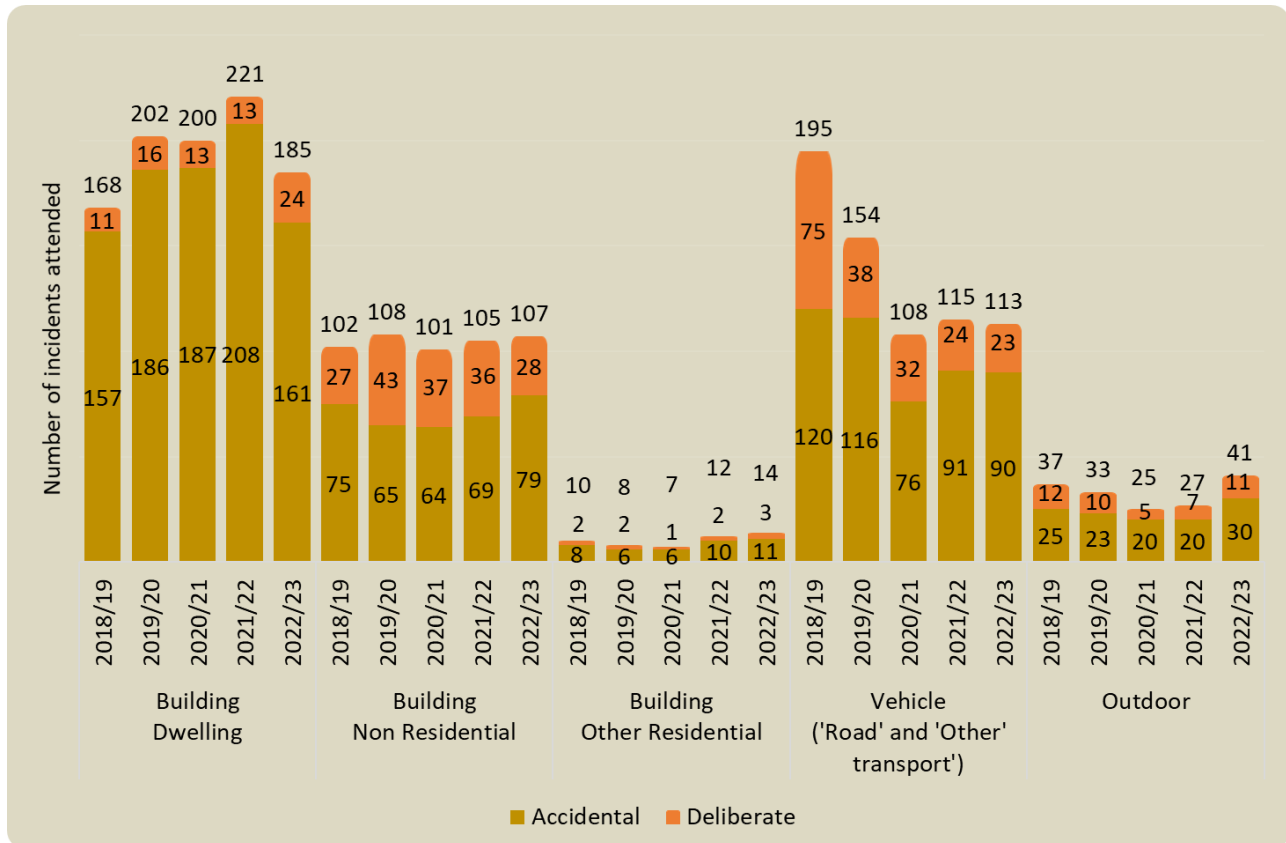
- Continue to deliver SAWCs across North Wales in line with our current strategy;
- Continue to work with strategic partners with our Arson Reduction teams to identify potential risk to reduce deliberate fire incidents;
- Attendance at the new Wales Wildfire Board established recently, supporting a new All Wales Wildfire Charter drafted to support the reduction in accidental and deliberate secondary fires;
- Prevention teams proactively attended agricultural shows, including the Royal Welsh Agricultural Society show in July 2022 to raise the profile of impacts of Wildfires in North Wales;
- Campaign Steering Group (CSG) working with Corporate Communications to continue to proactively promote safety and Wildfire messaging across all media platforms.



3 Primary Fires, by Property Type and Motive

3.1 During the reporting period, 28 primary fires were started deliberately at non-residential buildings, compared with 36 during the first half of 2021/22.

3.2 At HMP Berwyn, 8 deliberate fires occurred, compared with 21 in the same period of 2021/22.

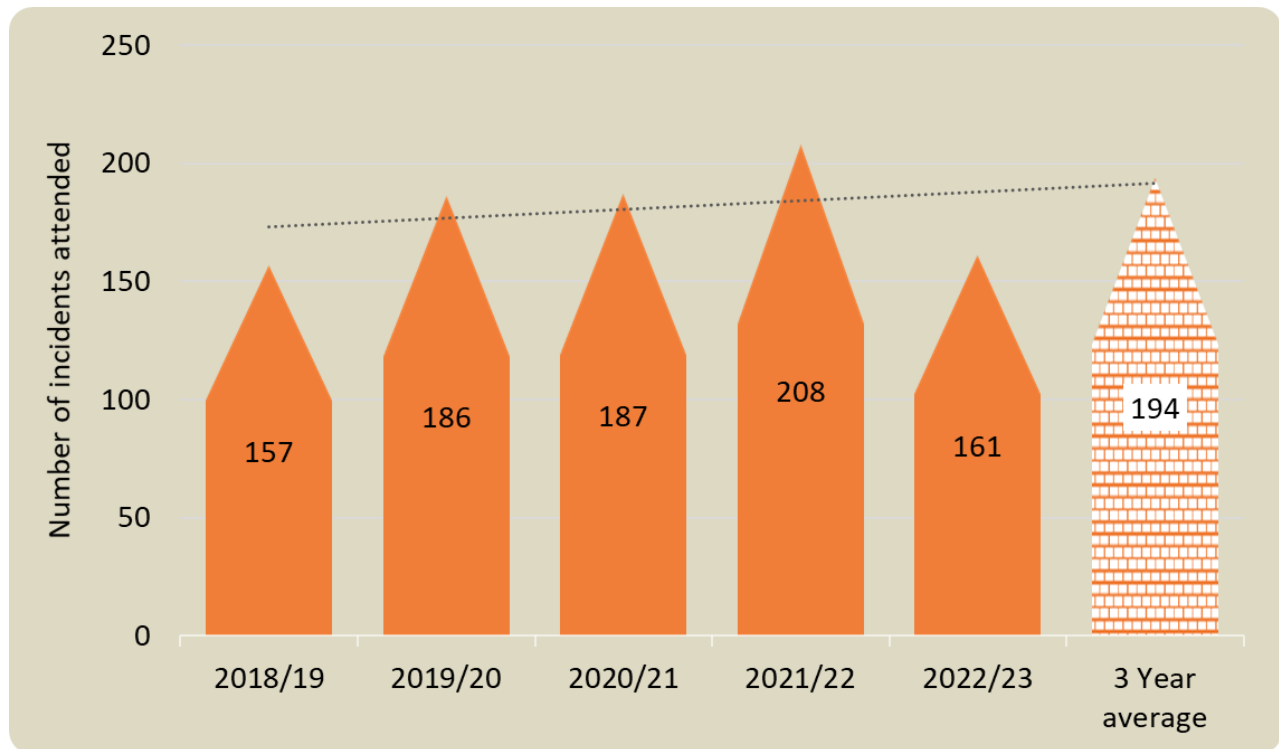


Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
All deliberate primary fires	2022-23	41	48			89	↑ 8.5%	93	↓ 4.3%
	2021-22	40	42			82			
All accidental primary fires	2022-23	185	186			371	↓ 6.8%	382	↓ 2.9%
	2021-22	211	187			398			

*The columns in grey show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

4 Accidental fires in dwellings

4.1 The Service attended 161 accidental dwelling fires during the reporting period, 47 (22.6%) less than during the same period in 2021/22 (208), and 17.0% below the three-year average of 194.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Accidental fires in dwellings	2022-23	81	80			161	↓ 22.6%	194	↓ 17.0%
	2021-22	113	95			208			

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Actions to support communities and reduce ADFs:

- Continue working with regional hoarding groups to identify people at high risk of fire;
- Continue to receive high priority referrals from partner agencies;
- Joint venture between NWFRS and Bangor University to fit stove guards in student accommodation to reduce cooker fires;
- Continue to support Station Open days (generating SAWCs & providing safety advice);
- Support ongoing local and national (Wales & NFCC) campaigns in line with our own Campaign Steering Group (CSG) calendar;
- Locally run & targeted outreach days supported by external agencies. Areas are leafleted by Prevention teams and re-visited to provide SAWCs;
- Recent Cost of Living 'drop in' campaign in Rhyl provided Prevention teams the opportunity to give further safety advice;
- Proactive hot spotting campaigns following significant incidents producing SAWC referrals and community reassurance following incidents;
- Partnership between NWFRS and Carterfi Conwy, and Care & Repair continues to identify high priority referrals – we engage with vulnerable people who are discharged from hospitals/care settings, and we can provide interventions where required.

5 Fatalities and casualties from accidental fires in dwellings

5.1 There were no ADF fatalities during the first half of 2022/23, compared to three during the same period of the previous financial year. There were two serious injuries in accidental dwelling fires, compared with 3 during the same period of 2021/22. The number of precautionary checks decreased from 22 to 12, whilst the number of people requiring first aid at the scene also decreased from 22 to 14.

Severity of injury	2018/19	2019/20	2020/21	2021/22	2022/23
Precautionary Check	8	9	18	22	12
First Aid	11	22	11	22	14
Injuries - Slight	8	12	12	19	19
Injuries - Serious	0	3	0	3	2
Fatality	2	1	3	3	0
Total	29	47	44	69	47

Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	Change YTD	Average of 3 previous years	Change YTD / Average of 3 previous years
Injuries from accidental fires in dwellings	2022-23	10	37			47	↓ 19	51	↓ 4
	2021-22	43	23			66			
Deaths from accidental fires in dwellings	2022-23	0	0			0	↓ 3		
	2021-22	3	0			3			

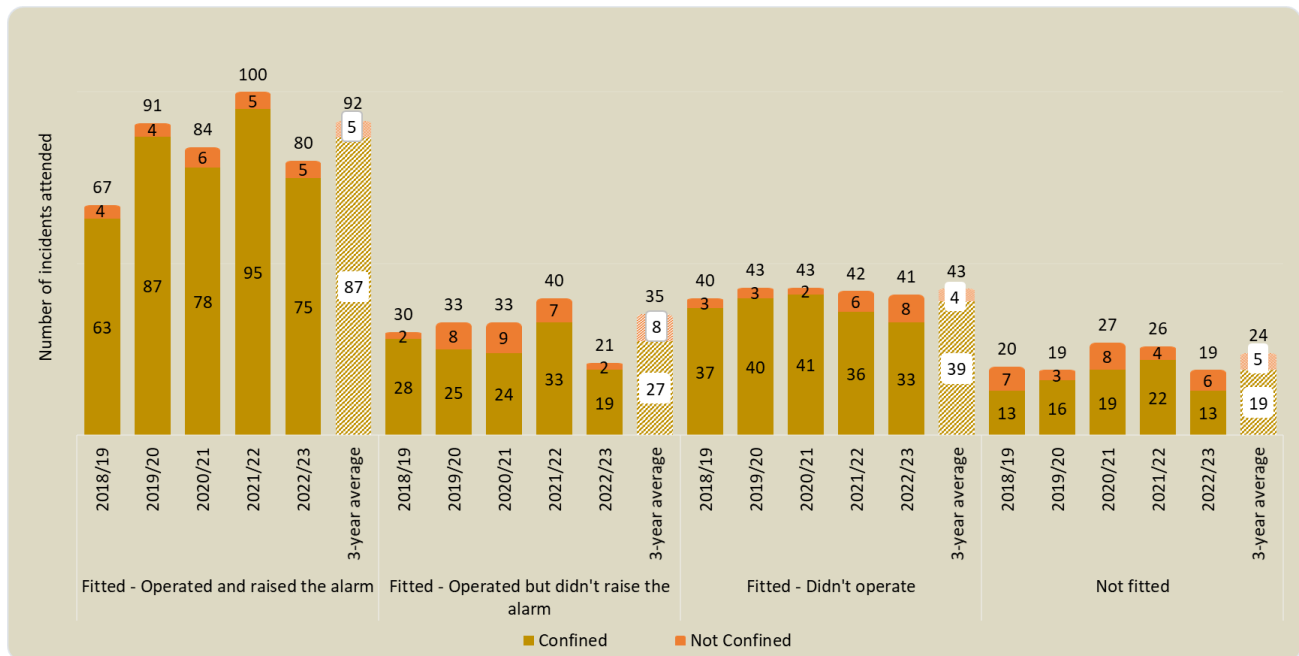
Actions to support communities by increasing smoke detector ownership and safety education:

- The Service continues with the aim to deliver 20,000 SAWCs this year;
- Continue to work with partners to identify the most vulnerable people in the community and provide them with suitable advice and interventions;
- Continue the education and awareness of the correct sighting and fitting of smoke detectors in people's homes to prevent unnecessary activations and false alarms;
- Continue to promote regular testing of smoke detectors using all media platforms;
- Ensuring our advice provides details and actions to be taken if a fire starts or if a smoke detector activates in the home.



6 Smoke Detectors – Accidental Dwelling Fires (ADFs)

- 6.1** Smoke/heat detectors were present at the majority of ADFs, although not all went on to operate. At 19 of the ADFs, no detector was fitted.
- 6.2** Of the 161 ADFs, 140 were confined to the room of origin, the item first ignited, or there was heat/smoke damage only.



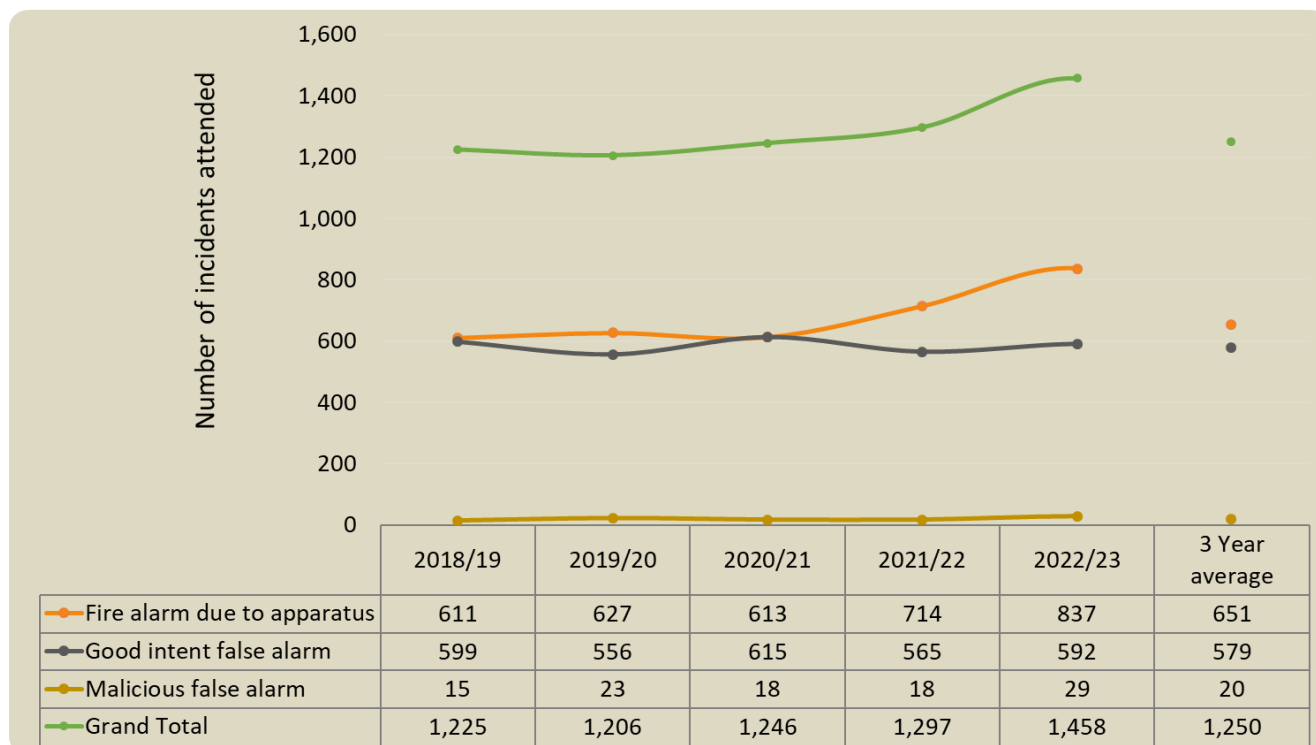
Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Smoke detector fitted which operated and raised alarm	2022-23	36	44			80	↓ 20.0%	92	↓ 13.0%
	2021-22	54	46			100			
Smoke detector fitted which operated but didn't raise the alarm	2022-23	17	4			21	↓ 47.5%	35	↓ 40%
	2021-22	20	20			40			
Smoke detector didn't operate	2022-23	22	19			41	↓ 2.4%	43	↓ 4.7%
	2021-22	26	16			42			
Smoke detector not fitted	2022-23	6	13			19	↓ 26.9%	24	↓ 20.8%
	2021-22	13	13			26			

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7 False Alarms

7.1 In the first half of 2022/23 there were 1,458 false alarms; a 12.4% increase from 1,297 in the same half of 2021/22. There was a 17.2% increase in AFAs from 714 to 837. False alarms made with good intent increased 4.8% from 565 to 592. False alarms made with good intent increased 4.8% from 565 to 592.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Total false alarm	2022-23	671	787			1,458	↑ 12.4%	1,250	↑ 16.6%
	2021-22	595	702			1,297			
AFA	2022-23	417	420			837	↑ 17.2%	651	↑ 28.5%
	2021-22	311	403			714			
False alarms made with good intent	2022-23	240	352			592	↑ 4.8%	579	↑ 2.3%
	2021-22	278	287			565			
Malicious	2022-23	14	15			29	↑ 61.1%	20	↑ 45%
	2021-22	6	12			18			

*The columns in grey show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

Narrative

A total of 1,458 false alarms (FA) have been attended during this reporting period.

837 were from automated fire alarm systems – this is 28.5% above the three-year average of 651.

615 of these AFAs were in dwellings which is potentially due to the increased number of care line automatic systems in communities.

52 AFAs in Non-Residential properties, an increase of 60 this reporting period, is due to a rise in NWFRS attendance at BCUHB trust properties.

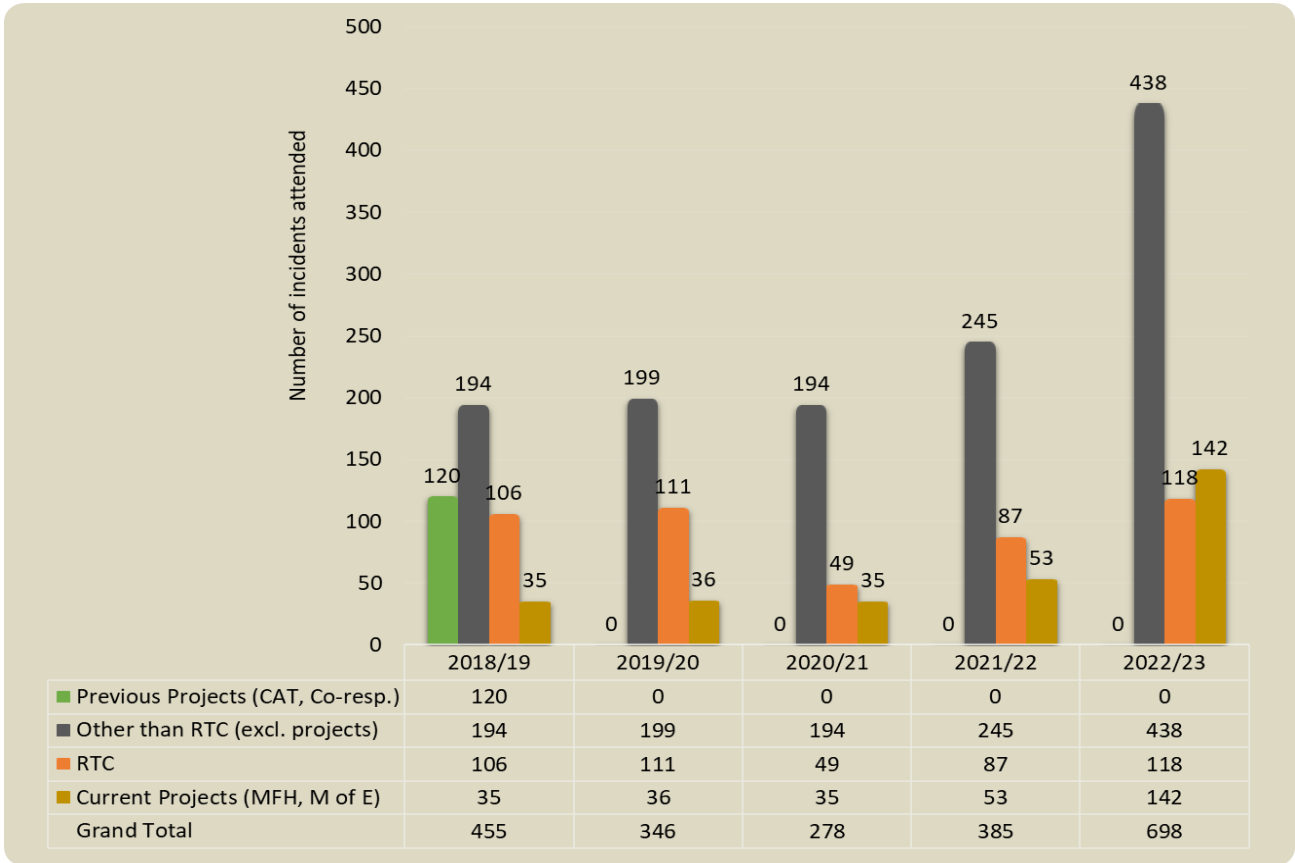
69 in 'Other-Residential' which also includes student accommodation and care settings.

What we are doing:

- **AFAs in 'Dwellings'** – The Service continues to work to keep the most vulnerable people safe in the community, with targeted Prevention campaigns and working with care providers by installing care line systems. This may increase the number of AFAs we attend in dwellings, but each attendance will give us an opportunity to provide further and sometimes bespoke safety advice.
- **AFAs in 'Non-Residential'** - We continue to work with BCUHB to reduce unwanted actuations and BCUHB have a plan in place to reduce unwanted AFAs which the Service continues to monitor.
- **AFAs in 'Other-Residential'** - As above, work is ongoing to support BCUHB to reduce these unwanted AFA activations in care settings. We are also working with higher education establishments to reduce these unwanted AFAs through targeted Prevention campaigns.

8 Special Service Incidents

8.1 Special service incidents increased 81.3% to 698 during the first half of 2022/23, compared with 385 in the same half of 2021/22. Road traffic collisions increased 35.6% from 87 to 118, whilst 'Other than RTC' incidents increased 94.6%, from 298 to 580.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Total special service incidents	2022-23	327	371			698	↑ 81.3%	336	↑ 107.7%
	2021-22	152	233			385			
Road traffic collisions (RTC)	2022-23	53	65			118	↑ 35.6%	82	↑ 43.9%
	2021-22	31	56			87			
Other than RTC	2022-23	274	306			580	↑ 94.6%	254	↑ 128.3%
	2021-22	121	177			298			

*The columns in grey show: the average of the three previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the three-year average.

Narrative

698 Special Service incidents attended – an 81.3% increase from 385.

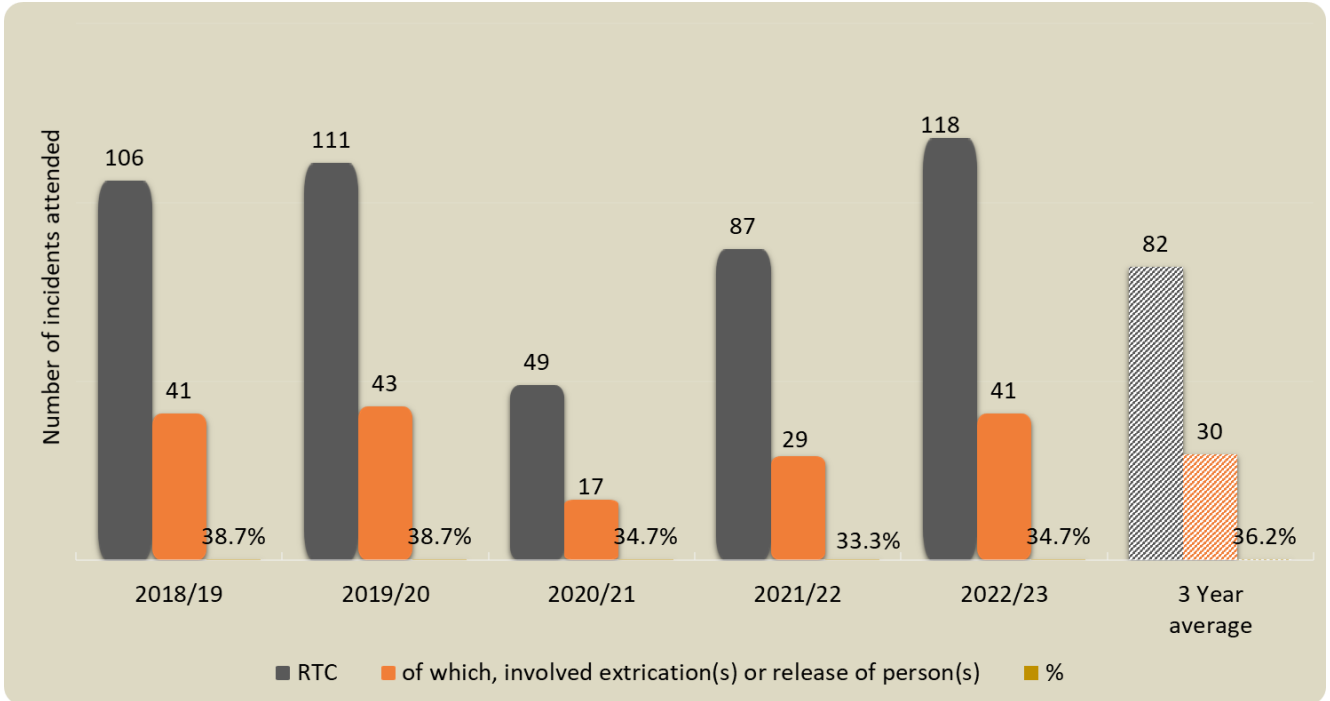
580 Other than RTC, an increase of 94.6% from 298.

A main contributing factor for the increase in attendance at Special Service incidents, is due to a decision taken by the Service to increase its support to other agencies and to be more visible in the communities of North Wales following the pandemic.

9 Road Traffic Collisions and Extrications/Release



9.1 Out of the 118 road traffic collisions attended in the first half of 2022/23, 41 (34.7%) involved the Service using equipment to extricate at least one casualty from the vehicle. Whilst 68 incidents resulted in injuries, the majority of casualties sustained only slight injuries.



118	RTC incidents attended
68	incidents where people sustained injury
41	incidents involved extrication / release

Severity of Injury *	Number of people
Precautionary check	12
First Aid	15
Injuries - Slight	52
Injuries - Serious	40
Fatalities	6

**RTC injuries - where available are recorded in the IRS in the same categorisation as fire injuries*

Narrative

118 RTCs attended – a 35.6% increase from 87 in 2021/22.

41 (34.7%) involved extrication / release of persons.

Action taken to reduce the number of road traffic collisions:

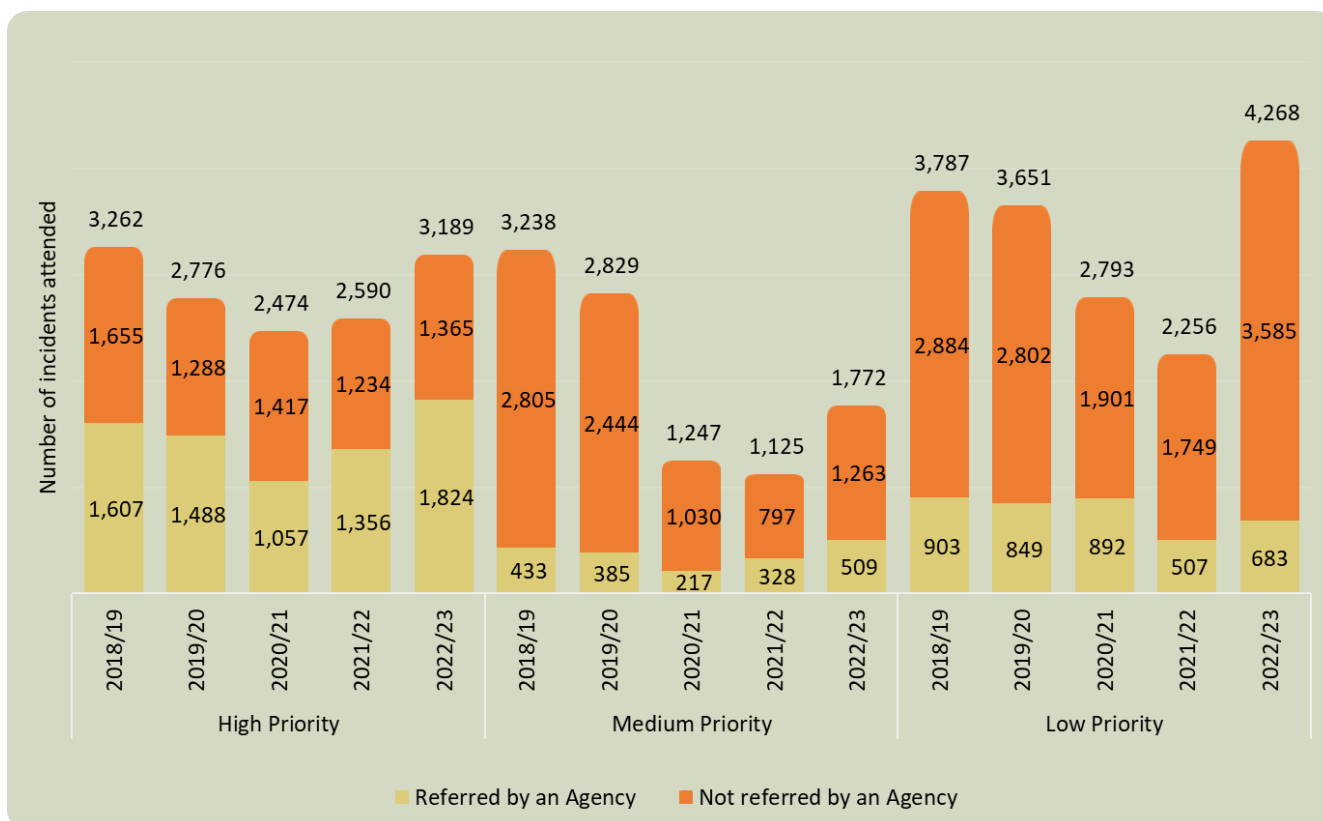
- Prevention teams continue work with partners to target young drivers, motorcyclists, and older drivers (Ops Darwin - motorbikes) to help reduce road traffic incidents in North Wales.
- NWFRS, in partnership with WAST and NWP, is part of the 'Deadly Impacts' intervention that details the consequences of a road traffic collision (RTC) from death and serious injuries.
- Continue using educationalists targeting young people to deliver educational programmes and interventions (Olivia's story).



10 Monitoring against Improvement and Well-being objective 1:
 1.1 To support people to prevent accidental dwelling fires and stay safe if they do occur.

10.1 Safe and Well Checks

The Service completed 9,229 Safe and Well Checks during the reporting period, of which 3,016 (32.7%) were undertaken in response to a referral from a partner agency.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	Change YTD	Average of 3 previous years	Change YTD / Average of 3 previous years
% of all Safe and Well Checks undertaken that originated from a referral from a partner organisation	2022-23	35%	30%			33%	↓ 4pp	33%	→ 0pp
	2021-22	40%	35%			37%			

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Narrative

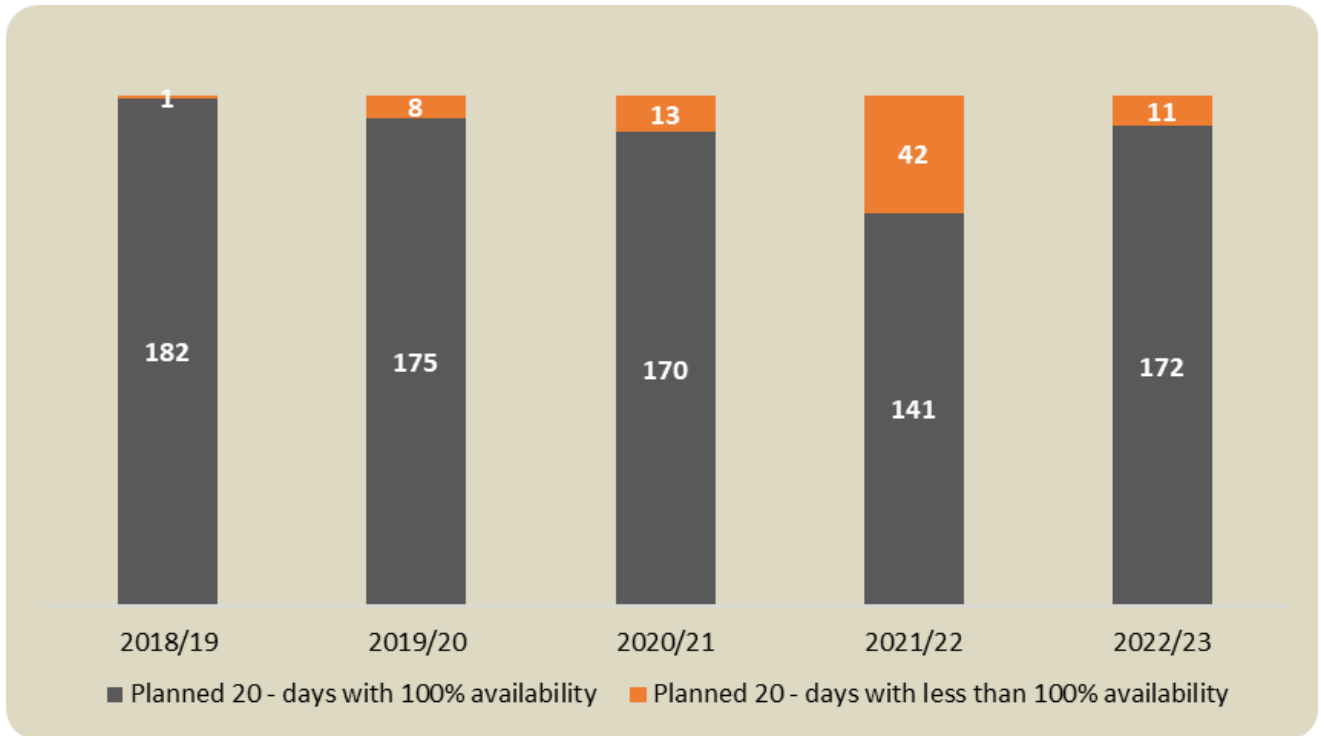
9,229 SAWCs completed - 3,258 (54.6%) more than in the same period of 2021. 3,016 (32.7%) were referrals from a partner agency with 1,824 being High Priority. 1,772 Medium Priority SAWCs, a 57.5% increase from 1,125. 4,268 Low Priority SAWCs, an 89.2% increase from 2,256.

Action taken to improve performance and comments:

- Return to pre-covid-19 SAWC activity following positive re-engagement work with our partner agencies;
- Continue to deliver 20,000 SAWCs as previously referred to in the report;
- Continue to deliver Prevention campaigns and safety advice in line with our CSG and Corporate Communications campaign calendar;
- Continue to provide bespoke or tailored intervention to the most vulnerable in the community.

11 Planned 20 Station Availability

11.1 On 172 (94%) out of 183 days the 20-station availability Service standard was achieved – a 22% increase from the same period in 2021/22 (141 days - 77%).



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.
Building - Dwellings	A property that is a place of residence, i.e. occupied by households, excluding hotels, hostel and residential non-permanent structures.
Building - Non-Residential	Properties such as hospitals, offices, shops, factories, warehouses, restaurants, cinemas, public buildings, religious buildings, agricultural buildings, railway stations, sheds, prisons.
Building - Other Residential	Properties such as hotels, hotels and residential institutions B&Bs, Nursing/care homes, student halls of residence.
Vehicle (Road and Other Transport)	Road vehicle, rail vehicle, aircraft, boat.
Outdoor	Fields, grassland, woodland, refuse containers, post boxes.