



## **AGENDA ITEM: 7**

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

**27<sup>th</sup> October 2014**

#### **PERFORMANCE MONITORING**

**Report by Dawn Docx, Deputy Chief Fire Officer**

#### **Purpose of Report**

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

#### **Information**

2. Attached at Appendix 1 for members' information is the monitoring report for the period from 1<sup>st</sup> April 2014 to 30<sup>th</sup> September 2014.

#### **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 2014 – September 2014**

**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**

<b>REPORTING YEAR 2014-15</b>									
Comparisons against previous 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									
<b>Category</b>	<b>Year</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Year to Date</b>		<b>Average of 3 previous years</b>	
Accidental fires in dwellings	2014-15	95	106			201	↓ 18.0%	220.3	↓ 8.8%
	2013-14	128	117			245			
Injuries from accidental fires in dwellings	2014-15	4	12			16	↓ 13	19	↓ 3
	2013-14	12	17			29			
Deaths from accidental fires in dwellings	2014-15	0	0			0	↓ 2		
	2013-14	2	0			2			
% of people who escaped unharmed and unaided from accidental fires in dwellings	2014-15	85.7%	83.6%			84.8%	↑ 7.1pp	78.3%	↑ 6.5p p
	2013-14	77.4%	78%			77.7%			
Dwelling fires – Smoke alarm activated	2014-15	67.9%	61.7%			64.7%	↑ 5.5pp	59.1%	↑ 5.6p p
	2013-14	61.2%	57.1%			59.2%			
Dwelling fires – Smoke alarm did not operate	2014-15	21.7%	25.2%			23.5%	↓ 2.2pp	25.0%	↓ 1.5p p
	2013-14	23.0%	28.6%			25.7%			
Dwelling fires – No smoke alarm present	2014-15	10.4%	13.0%			11.8%	↓ 3.3pp	15.9%	↓ 4.1p p
	2013-14	15.8%	14.3%			15.1%			
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	2014-15	34.6%	32.6%			33.1%	↑ 1.1pp	34.6%	↓ 1.5p p
	2013-14	31.1%	32.5%			32.0%			

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

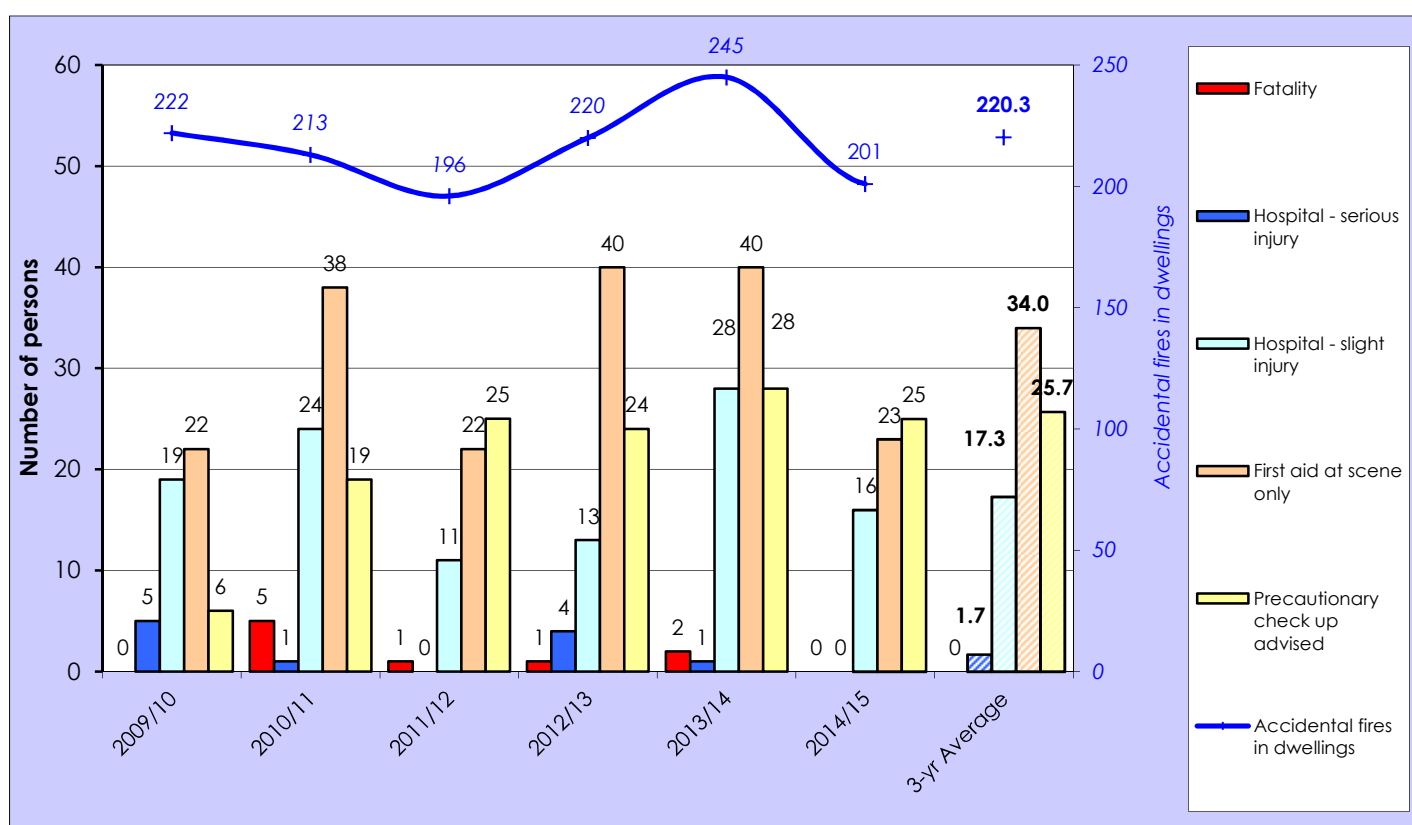
- **There was an 18% reduction in the number of accidental fires in dwellings compared with the same period in 2013/14**

During the first half of the year the Service attended 201 accidental fires in dwellings, which is 44 fewer than in the previous year and an 8.8% reduction when compared with the average of the 3 previous years.

**Injuries from accidental fires in dwellings:** 16 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*



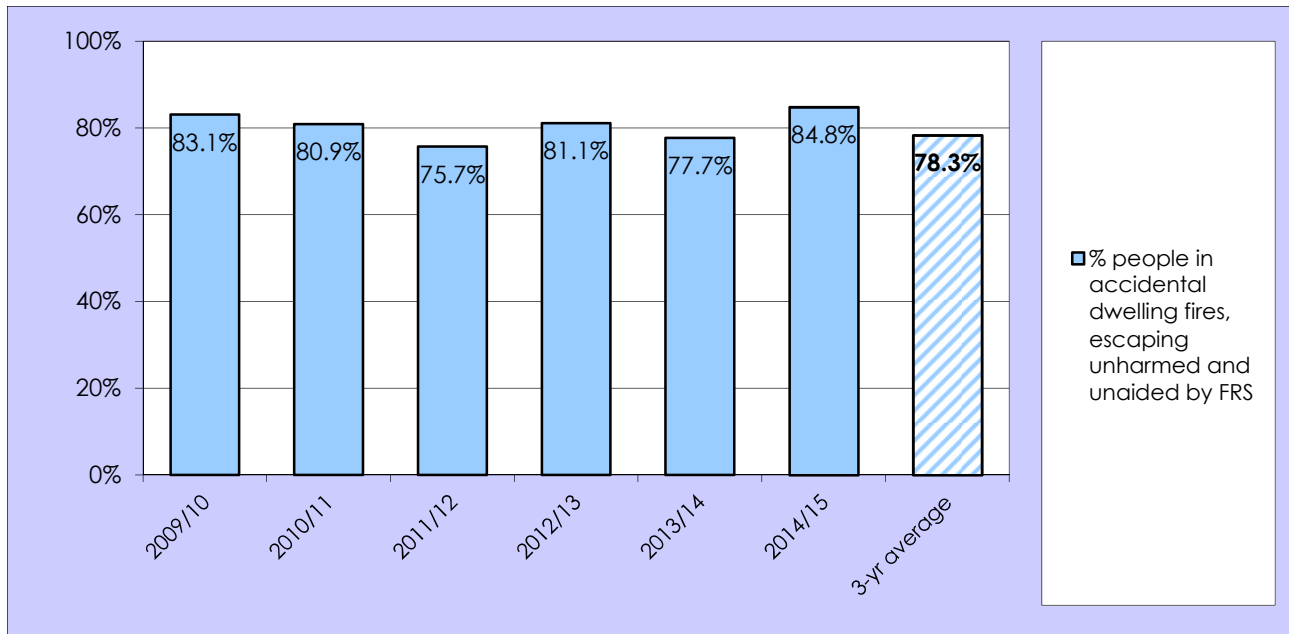
After April 2009 non-fatal casualties are recorded under four categories of severity:

- 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.**

- **84.8% of people involved in an accidental dwelling fire escaped unharmed and without the need for assistance from the Service at the fire. This is an increase of 7.1 percentage points compared with the same period in 2013/14.**

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



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

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

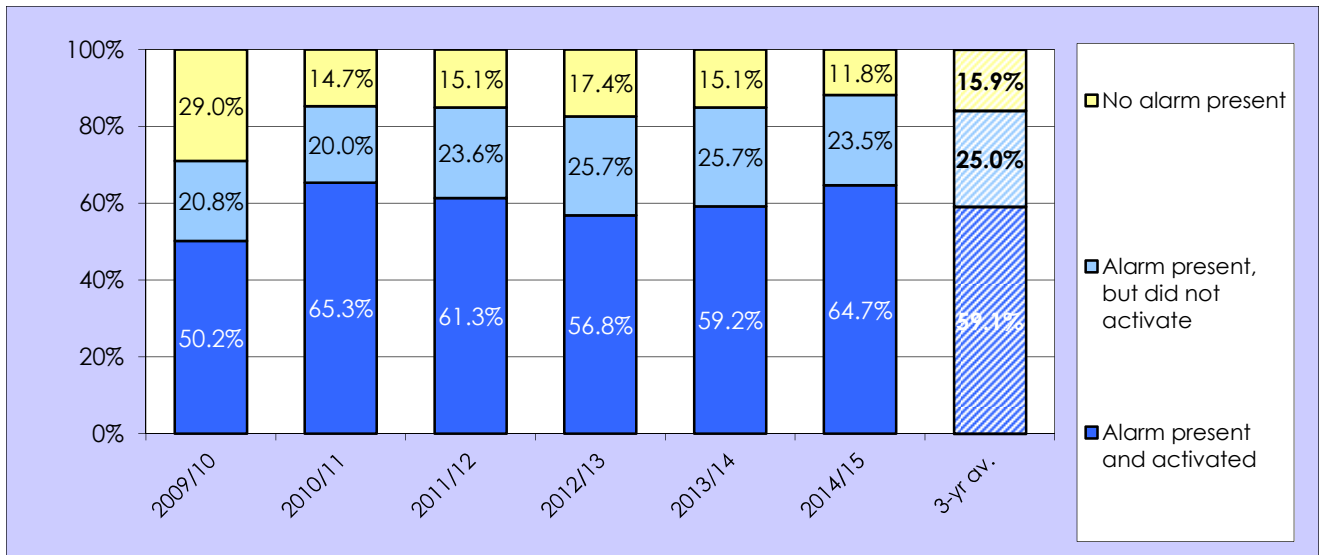
The 84.8% achieved this year relates to a total of 387 people who left the premises, of whom 328 were able to exit the dwelling safely without having to be rescued by a fire crew.

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

- **11.8% of dwellings experiencing a fire did not have a smoke alarm (26 fires), which is 3.3 percentage points lower than for the first half of 2013/14.**

There were 221 fires in dwellings during the first half of the year, 44 (16.6%) fewer than the previous year to date total of 265 and 22.7 fewer than the 3-year average of 243.7.

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

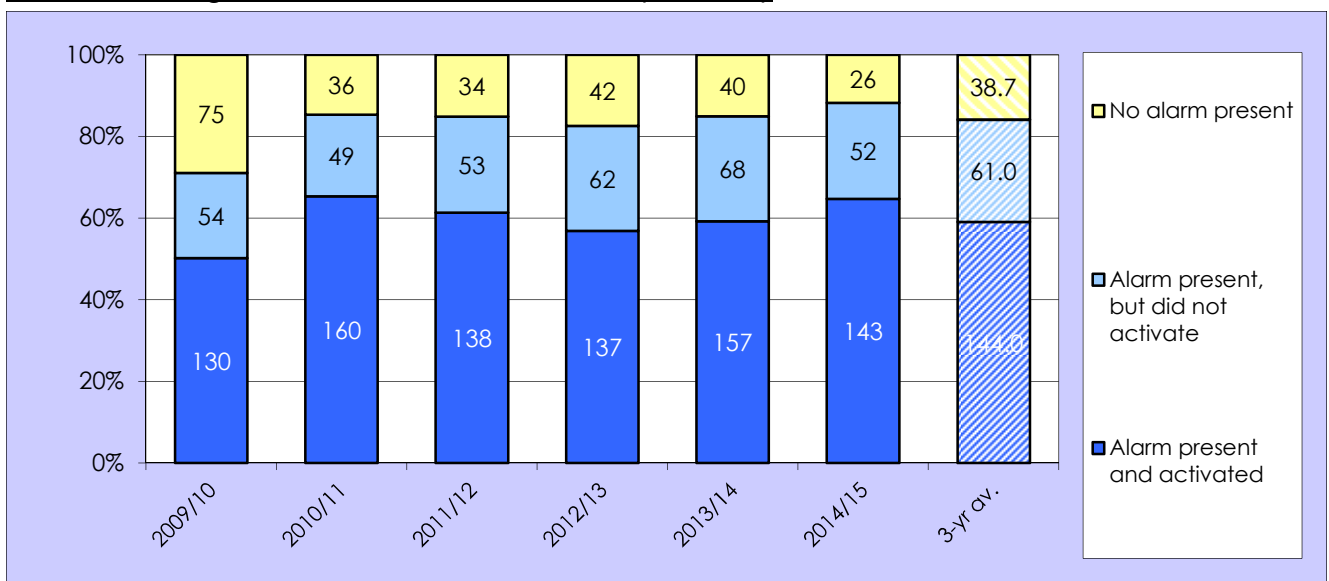


\* 3 year average figures calculated using original numerical data as opposed to displayed percentages

In 64.7% of dwelling fires attended (143 fires), **an alarm was fitted and activated**. This is an increase of 5.5 percentage points compared with the same period in 2013/14, and a 5.6 percentage point increase on the 3-year average.

In 23.5% of dwelling fires attended (52 fires), **an alarm was fitted but it did not activate**. This was a reduction of 2.2 percentage points when compared with the first half of the previous year, and a reduction of 1.5 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 35 fires).

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

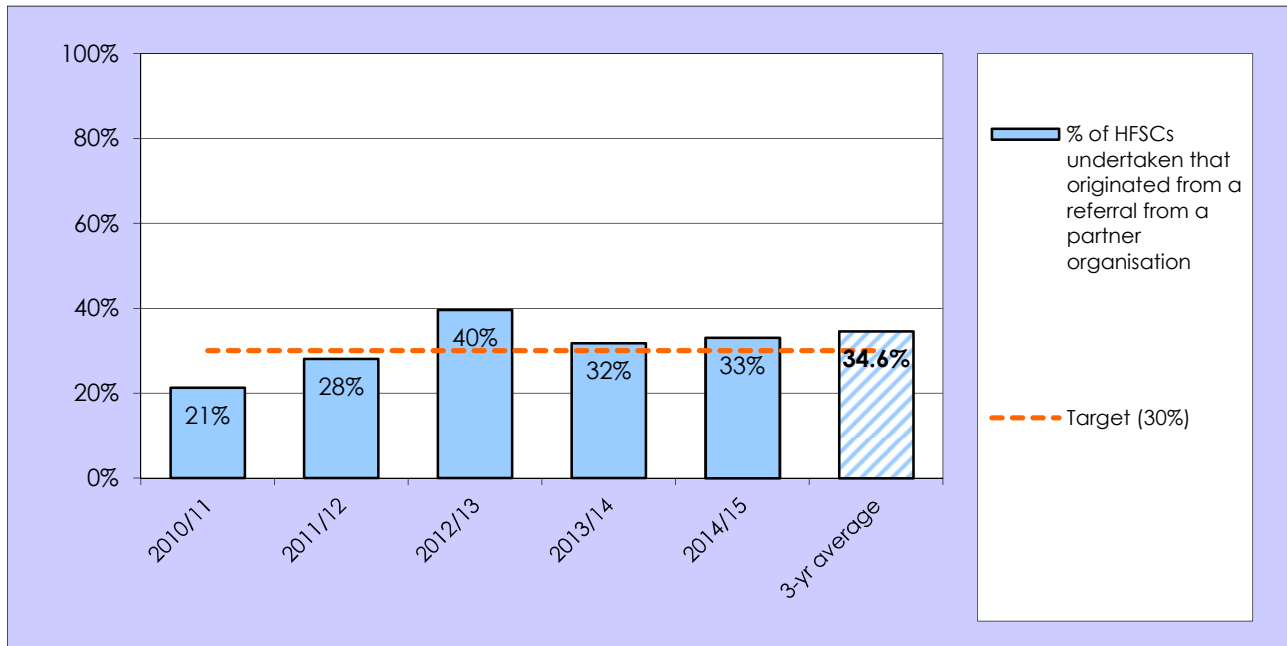


**Home Fire Safety Checks (HFSCs)**

- **33.1% of home fire safety checks were completed following a referral from a partner organisation.**

During the first half of the year 4,059 (33.1%) out of the 12,245 home fire safety checks completed were ones that had originated from partner organisation referrals. This exceeds the Service's own 30% target.

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



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



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

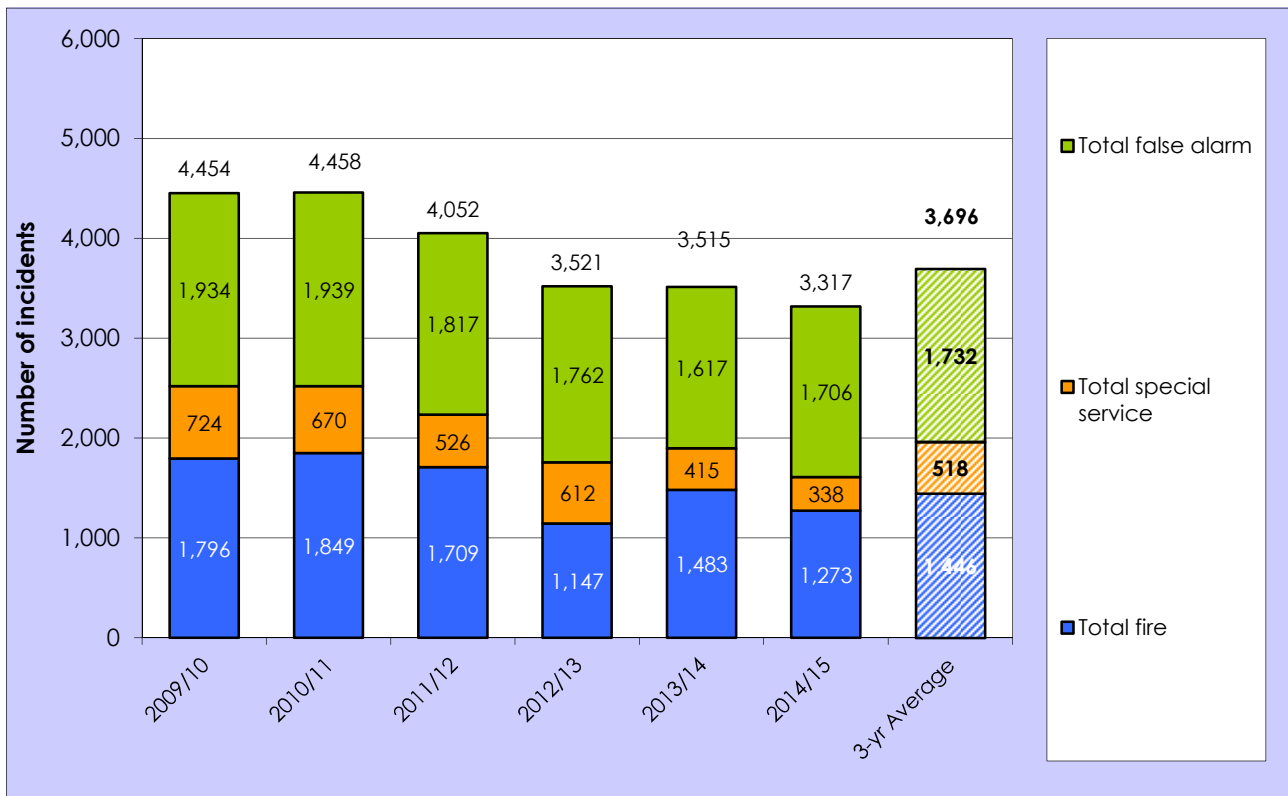
REPORTING YEAR 2014-15									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year ↓ = decrease this year → = no change <b>pp</b> percentage points									
Category	Year	Q1	Q2	Q3	Q4	Year to Date		Average of 3 previous years	
Total incidents attended	2014-15	1,584	1,733			3,317	↓ 5.6%	3,696	↓ 10.3%
	2013-14	1,716	1,799			3,515			
Total fires	2014-15	628	645			1,273	↓ 14.2 %	1,446	↓ 12.0%
	2013-14	798	685			1,483			
Total special service incidents	2014-15	177	161			338	↓ 18.6%	518	↓ 34.7%
	2013-14	209	206			415			
Total false alarms	2014-15	779	927			1,706	↑ 5.5%	1,732	↓ 1.5%
	2013-14	709	908			1,617			

**All Incidents Attended:**

- **There was a decrease of 5.6% or 198 fewer incidents compared with the same period in 2013/14.**

During the first half of the year the Service attended 3,317 incidents, which is fewer than in the first half of the previous year and continues the overall downward trend. Special service incidents reduced by 18.6% compared with the first half of the previous year and by 34.7% compared with the average over the previous 3 years. False alarm incidents saw an increase of 5.5% compared with the previous year, but a 1.5% reduction when compared with the average over the previous 3 years. Total fire incidents decreased by 14.2% (210 fewer fires) when compared with last year, and by 12% when compared with the average over the previous 3 years.

*All Incidents Attended, by Type*



**INCIDENT ACTIVITY REPORTING: Fires Attended**

REPORTING YEAR 2014-15									
Comparisons against previous 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									
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Category	Year	Q1	Q2	Q3	Q4	Year to Date		Average of 3 previous years	
Total fires	2014-15	628	645			1,273	↓ 14.2 %	1,446	↓ 12.0%
	2013-14	798	685			1,483			
Primary fires	2014-15	277	288			565	↓ 9.6%	616	↓ 8.2%
	2013-14	323	302			625			
Secondary fires	2014-15	313	347			660	↓ 16.1 %	767	↓ 14.0%
	2013-14	420	367			787			
Chimney fires	2014-15	38	10			48	↓ 32.4%	63	↓ 24.2%
	2013-14	55	16			71			
All deliberate fires	2014-15	225	235			460	↓ 14.3%	620	↓ 25.8%
	2013-14	287	250			537			
All accidental fires	2014-15	403	410			813	↓ 14.1%	827	↓ 1.7%
	2013-14	511	435			946			
Fires in non-domestic properties	2014-15	43	31			74	↑ 34.5%	68.7	↑ 7.7%
	2013-14	30	25			55			

**Fires:**

- **There was a reduction of 14.2% or 210 fewer fires compared with the same period in 2013/14.**

During the first half of the year the Service attended 1,273 fires. Primary fires reduced by 9.6%, secondary fires reduced by 16.1% whilst chimney fires reduced by 32.4% when compared with the first half of the previous year. When compared with the longer-term picture and the 3-year average, the overall downward trend (improvement) in the number of fire incidents attended by the Service continued. The wetter-than-average weather during 2012/13 resulted in a low number of fires that year.

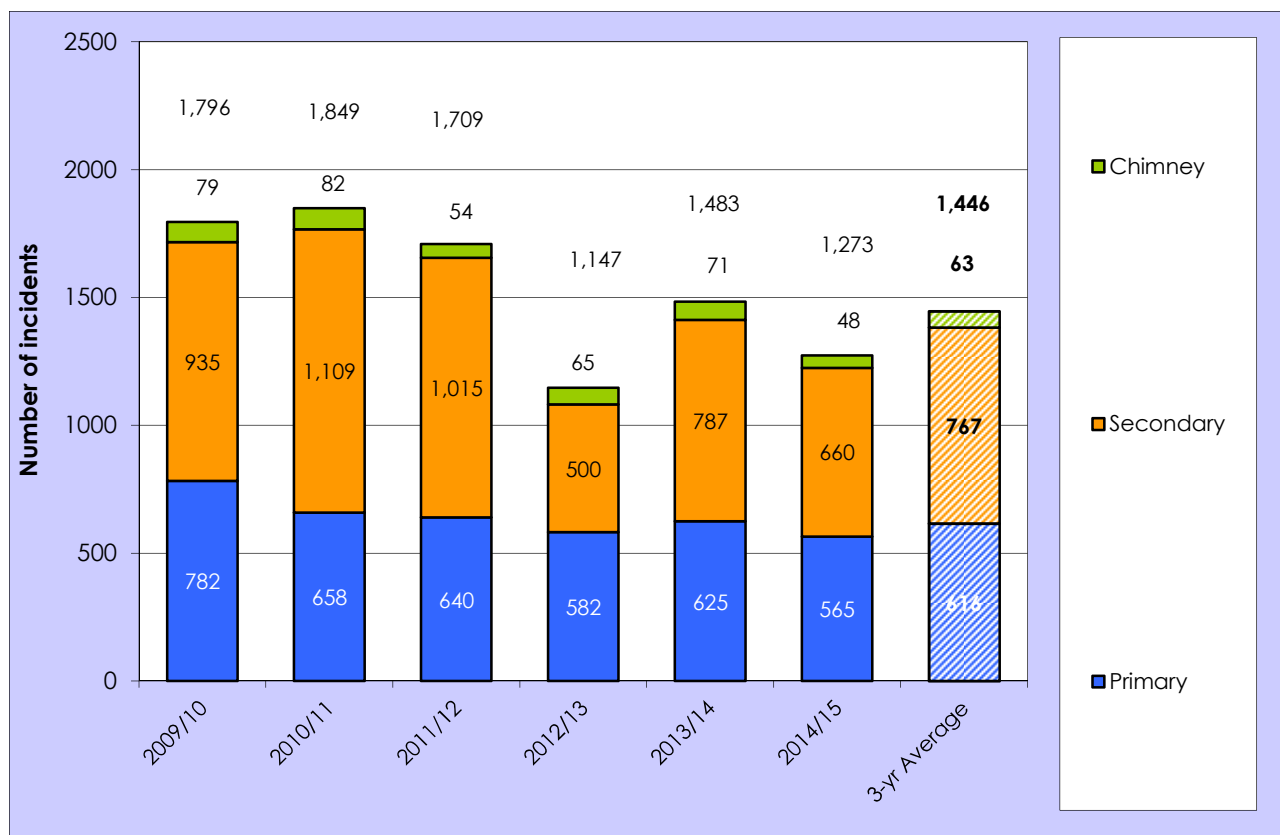
**Fires: Type**

**Primary fires** decreased by 9.6% or 60 fewer incidents compared with the same period in the 2013/14 and was 8.2% 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 16.1% or 127 fewer incidents compared with the same period in 2013/14, and was 14% lower than the previous three year average.

**Chimney fires** decreased by 32.4% or 23 fewer fires compared with 2013/14 and 24.2% below the 3-year average.

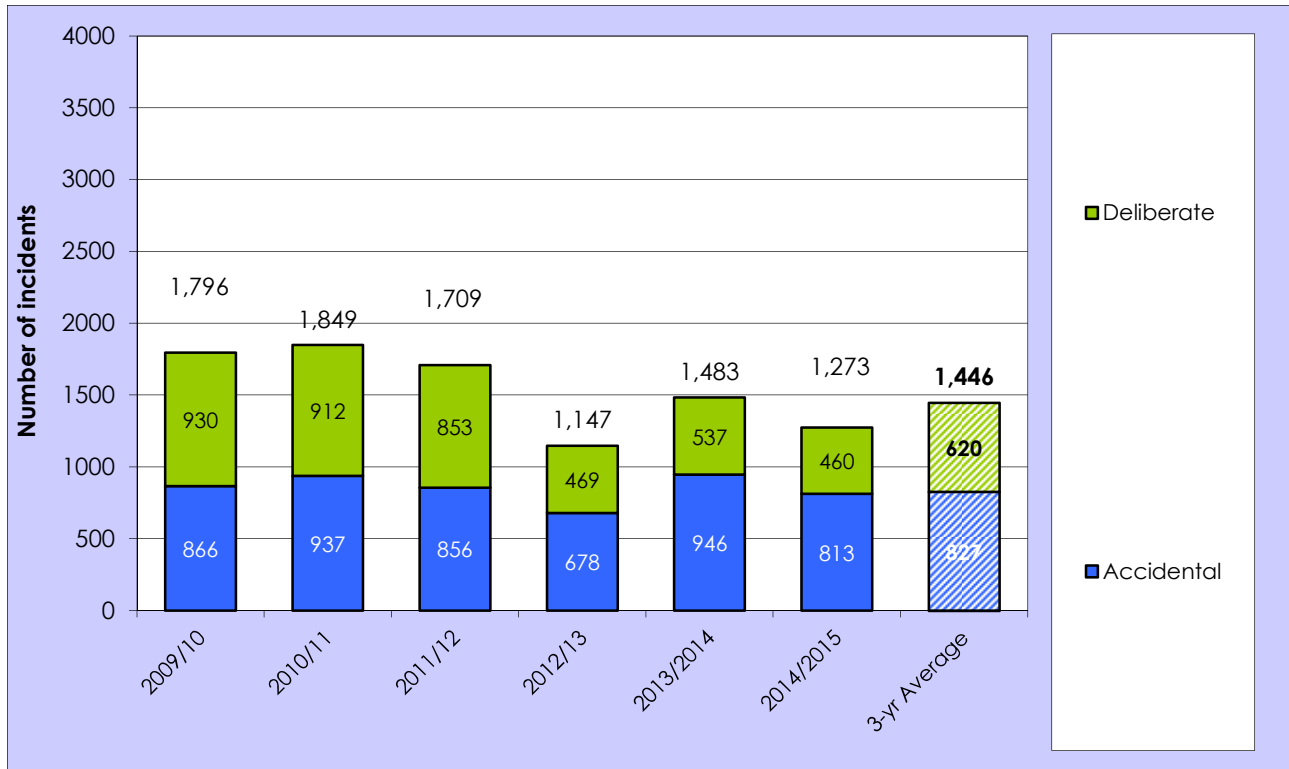
All Fires Attended, by Type



**Fires: Motive**

The reduction in fires in the first half of 2014/15 compared with 2013/14 is also reflected in both accidental and deliberate fires with a reduction of 14.1% and 14.3% respectively. Both accidental and deliberate fires also remained below the 3 year average.

All Fires Attended, by Motive

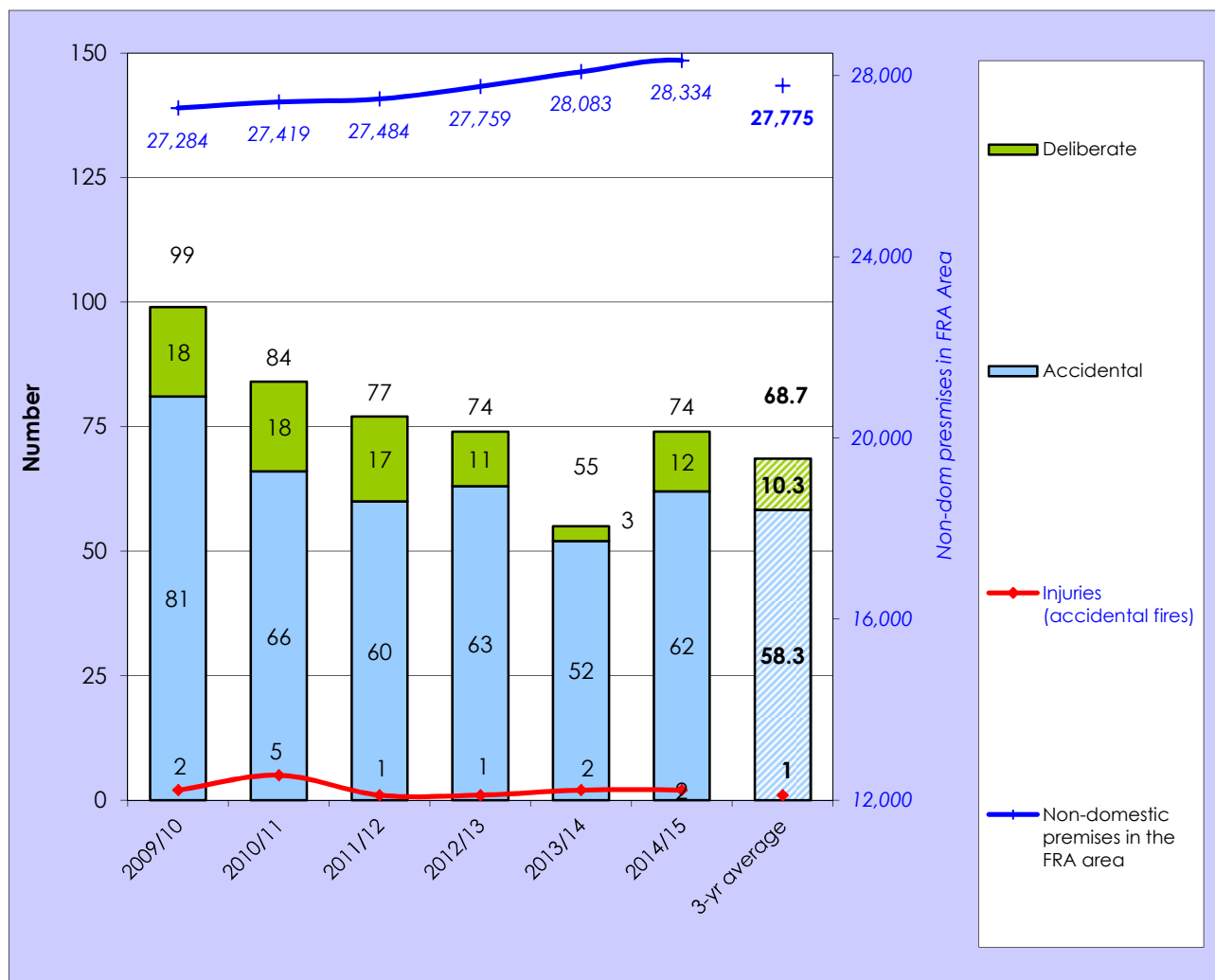


**Fires: Non-domestic premises:**

- **There was an increase of 34.5% or 19 more fires in non-domestic premises compared with the same period in 2013/14.**

During the first half of 2014/15 the Service attended 74 such fires, more than the previous year and 7.7% more than the 3-year average. This is the first year that the number of fires in non-domestic properties has risen, as since 2008/09 there has been a continuous downward trend.

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



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

REPORTING YEAR 2014-15									
Comparisons against previous 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									
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Category	Year	Q1	Q2	Q3	Q4	Year to Date		Average of 3 previous years	
Total special service incidents	2014-15	177	161			338	↓ 18.6%	518	↓ 34.7%
	2013-14	209	206			415			
Road traffic collisions (RTC)	2014-15	76	63			139	↓ 13.7%	198	↓ 29.8%
	2013-14	83	78			161			
Other than RTC	2014-15	101	98			199	↓ 21.7%	320	↓ 37.7%
	2013-14	126	128			254			

**Special Service Incidents:**

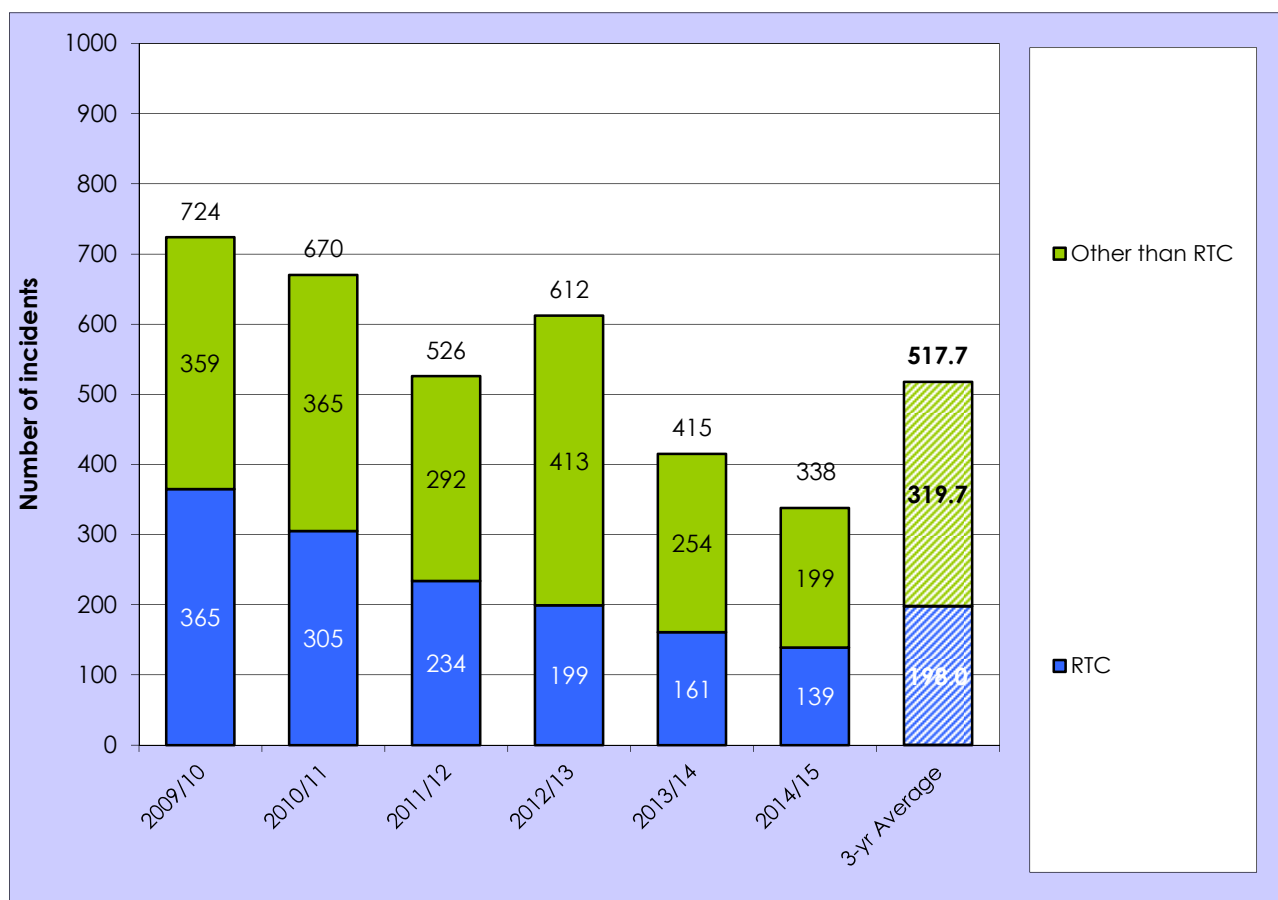
- **There was a decrease of 18.6% or 77 fewer special service incidents compared with the same period in 2013/14.**

During the first half of 2014/15 the Service attended 338 special service incidents, which is fewer than the previous year and below the 3-year average.

The overall downward trend for **RTCs** attended continued. Special service incidents **other than RTCs** also decreased, with 21.7% or 55 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 2014-15									
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↑ = 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	2014-15	779	927			1,706	↑ 5.5%	1,732	↓ 1.5%
	2013-14	709	908			1,617			
Malicious false alarms	2014-15	26	19			45	→ 0.0%	57	↓ 21.1%
	2013-14	22	23			45			
False alarms made with good intent	2014-15	303	333			636	→ 0.3%	662	↓ 3.9%
	2013-14	270	364			634			
False alarms from AFAs in non-domestic properties	2014-15	262	368			630	↑ 4.8%	678	↓ 7.0%
	2013-14	257	344			601			
False alarms from AFAs in other properties	2014-15	188	207			395	↑ 17.2%	336	↑ 17.7%
	2013-14	160	177			337			

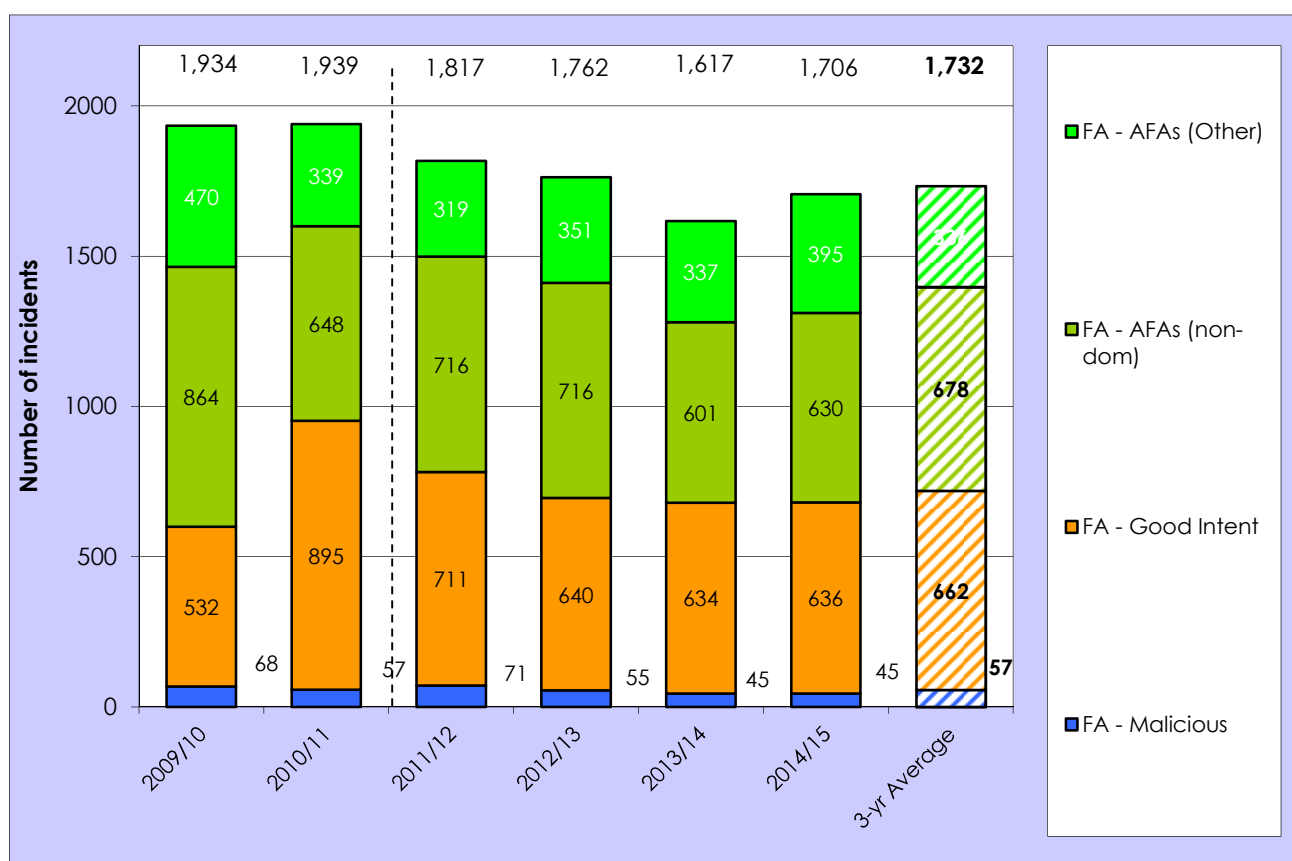
**False Alarms:**

- **There was an increase of 5.5% or 89 more false alarms attended compared with the same period in 2013/14.**

During the first half of 2014/15 the Service attended in response to 1,706 calls for assistance that later turned out to be false alarms. This number is an increase of 5.5% compared with the first half of 2013/14.

The overall numbers of false alarms in the categories of: automatic fire alarm (AFA), false alarms in non domestic premises and false alarms made with good intent all increased when compared with the same period in 2013/14. Malicious false alarms remained static when compared with the first half of 2013/14.

False Alarms Attended, by Type



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

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

## GLOSSARY

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