



## **AGENDA ITEM: 10**

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

**6 February 2012**

#### **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 performance.

#### **Information**

- 2.** Attached for Members' information is the monitoring report relating to three quarters of the 2011/12 reporting year, covering the period from 1<sup>st</sup> April 2011 to 31<sup>st</sup> December 2011.

#### **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

**THREE QUARTERS**

**APRIL 2011 – DECEMBER 2011**

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

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## FIRES – QUICK REFERENCE

| <b>REPORTING YEAR – 2011/12</b>  |           |           |           |           |            |       |
|--|-----------|-----------|-----------|-----------|------------|-------|
| Comparison against last year's figures are shown in the right-hand column of the table.<br>Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change |           |           |           |           |            |       |
| ↑ = increase this year      ↓ = decrease this year      ➡ = no change  |           |           |           |           |            |       |
|  | <b>Q1</b> | <b>Q2</b> | <b>Q3</b> | <b>Q4</b> | <b>YTD</b> |       |
| Total calls*   | 4,547     | 4,374     | 4,045     |           | 12,966     | ↓ 6%  |
| Total fires  | 999       | 703       | 673       |           | 2,375      | ↓ 6%  |
| Primary fires  | 338       | 299       | 342       |           | 979        | ↓ 5%  |
| Secondary fires  | 622       | 390       | 252       |           | 1,264      | ↓ 4%  |
| Chimney fires  | 39        | 14        | 79        |           | 132        | ↓ 30% |
| All deliberate fires   | 494       | 356       | 233       |           | 1,083      | ↓ 7%  |
| All accidental fires   | 505       | 347       | 440       |           | 1,292      | ↓ 6%  |
| Accidental fires in dwellings  | 112       | 84        | 146       |           | 342        | ↓ 5%  |
| Fires in non-domestic properties   | 57        | 52        | 52        |           | 161        | ↓ 5%  |

| <b>LAST YEAR – 2010/11</b>       |           |           |           |           |            |
|----------------------------------|-----------|-----------|-----------|-----------|------------|
|                                  | <b>Q1</b> | <b>Q2</b> | <b>Q3</b> | <b>Q4</b> | <b>YTD</b> |
| Total calls*                     | 5,083     | 4,210     | 4,469     |           | 13,762     |
| Total fires                      | 1,207     | 636       | 693       |           | 2,536      |
| Primary fires                    | 357       | 301       | 374       |           | 1,032      |
| Secondary fires                  | 790       | 318       | 208       |           | 1,316      |
| Chimney fires                    | 60        | 17        | 111       |           | 188        |
| All deliberate fires             | 599       | 312       | 247       |           | 1,158      |
| All accidental fires             | 608       | 324       | 446       |           | 1,378      |
| Accidental fires in dwellings    | 122       | 91        | 145       |           | 358        |
| Fires in non-domestic properties | 58        | 57        | 55        |           | 170        |

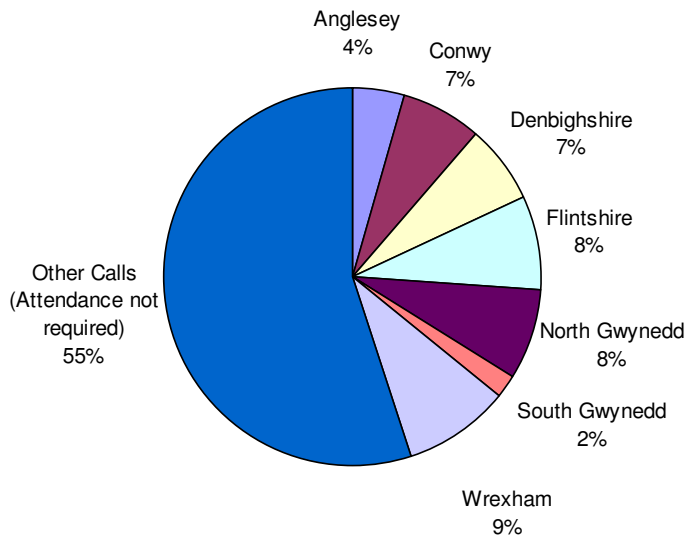
\* Total calls = Total number of calls handled by Control, directly associated with emergency incidents e.g. genuine incidents, repeat calls, false alarms, hoaxes (a FRS resource may not have been required to attend each call).

**Total Calls in 2011/12 (April to December 2011)**

- ***There was a decrease of 6% or 796 fewer calls received compared to 2010/11***
- ***There was a decrease of 11% or 738 fewer incidents that required the Service to attend***

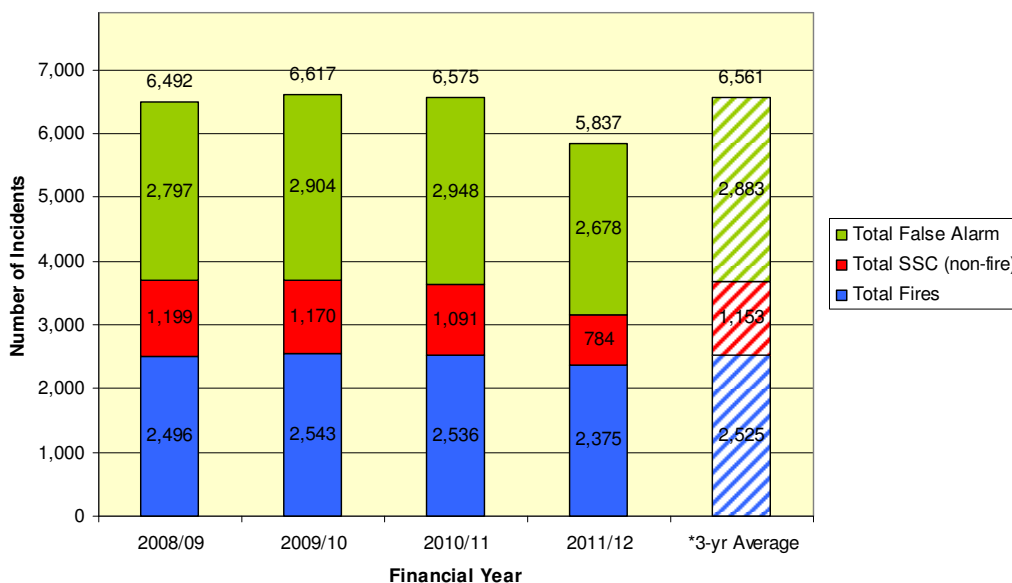
In the first three quarters of 2011/12 the control team handled 12,966 calls and the Service was required to attend 5,837 incidents – 738 fewer in total than in the first three quarters of the previous year and 724 fewer than the 3-year average.

**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 (current period)**

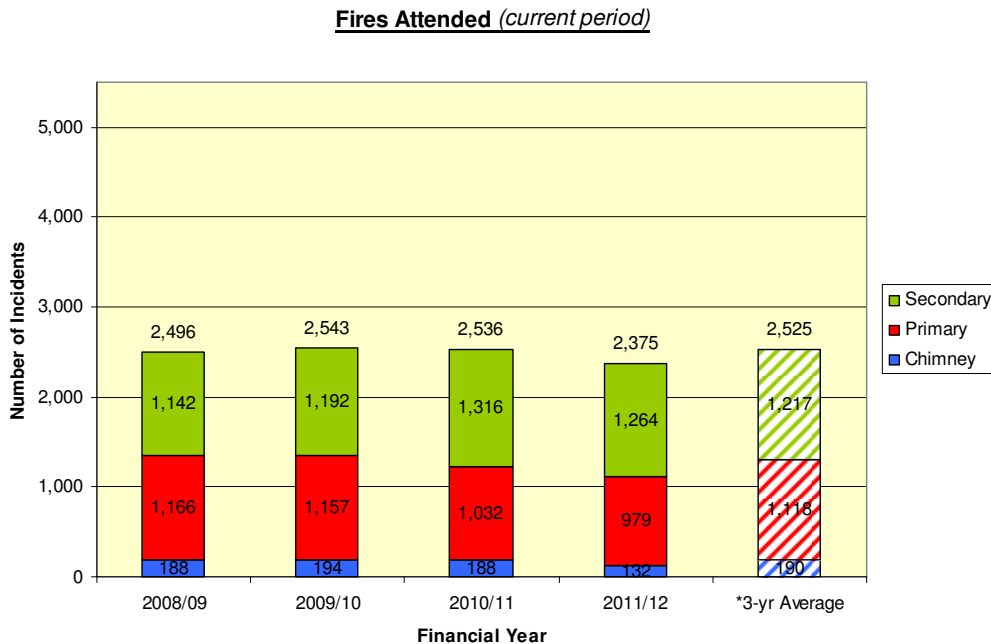


## Total Fires

- **There was a decrease of 6% or 161 fewer fires compared to the same period in 2010/11**

During the first three quarters of 2011/12 the Service attended 2,375 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 5% or 53 fewer primary fires compared to 2010/11**

During the first three quarters of 2011/12 the Service dealt with 979 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 an decrease of 4% or 52 fewer secondary fires compared to 2010/11**

During the first three quarters of 2011/12 the Service dealt with 1,264 secondary fires, which, although better than the previous year, remains above the 3-year average.

## Chimney Fires

- **There was a decrease of 30% or 56 fewer chimney fires compared to 2010/11**

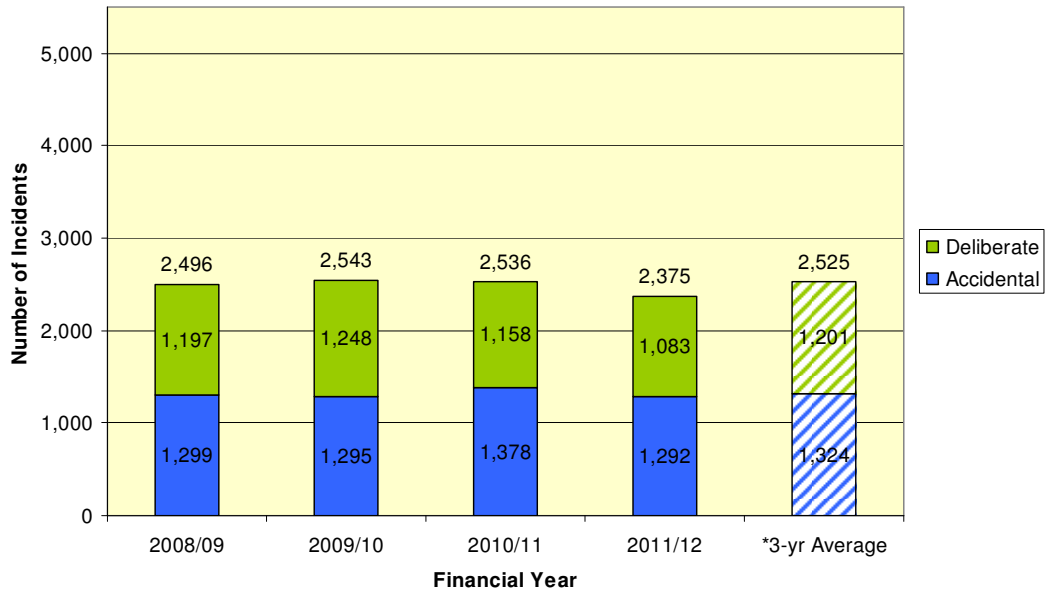
During the first three quarters of 2011/12 the Service dealt with 132 chimney fires, which is 56 fewer compared to the previous year and is also lower than the 3-year average.

## Fires by Motive

Accidental and deliberate fires both decreased by around 6% compared to 2010/11, reflecting the overall reduction in fires.

During the first three quarters of 2011/12 the Service dealt with 1,292 fires that started accidentally and 1,083 fires that were started deliberately.

**Fires Attended, by Motive (current period)**

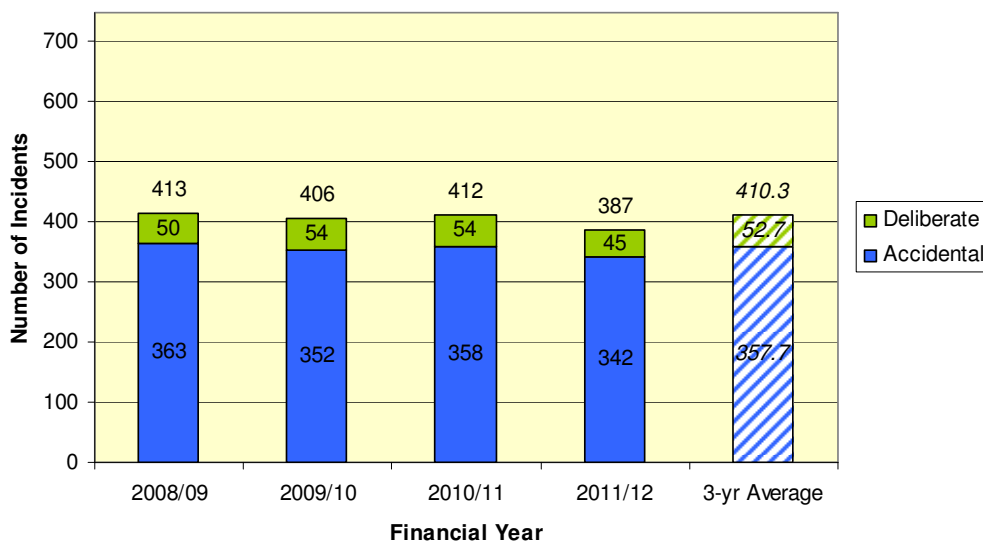


## Accidental Fires in Dwellings

- **There was a decrease of 5% or 16 fewer accidental fires in dwellings compared to 2010/11**

During the first three quarters of 2011/12 the Service attended 342 accidental fires in dwellings, which is fewer than in the first three quarters of the previous year and 3-year average.

**Dwelling Fires (current period)**



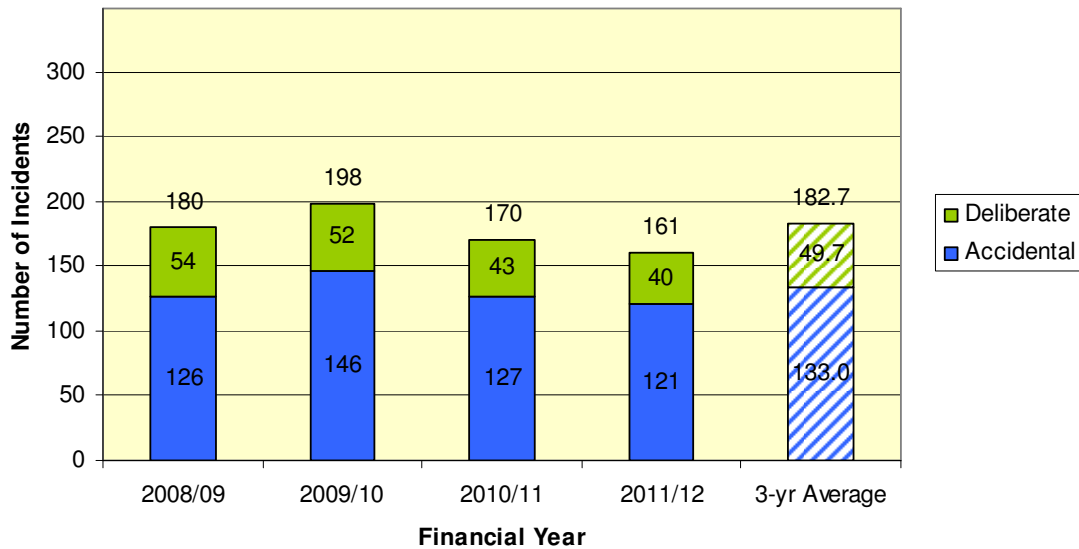


**Fires in Non-domestic Properties**

- *There was a decrease of 5% or 9 fewer fires in non-domestic premises compared to 2010/11*

During the period the Service attended 161 fires in non-domestic premises, which is lower than the previous year and 3-year average. Accidental and deliberate fires have both decreased.

**Fires in Non-domestic Properties**  
*(current period)*



## KEEPING SAFE – QUICK REFERENCE

| REPORTING YEAR – 2011/12   |     |     |     |    |     |       |
|--|-----|-----|-----|----|-----|-------|
| Comparison against last year's figures are shown in the right-hand column of the table.<br>Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change |     |     |     |    |     |       |
| ↑ = increase this year      ↓ = decrease this year      ➡ = no change  |     |     |     |    |     |       |
|  | Q1  | Q2  | Q3  | Q4 | YTD |       |
| Injuries from Accidental Fires in Dwellings  | 8   | 3   | 9   |    | 20  | ↓ 43% |
| Deaths from Accidental Fires in Dwellings  | 1   | 0   | 2   |    | 3   | ↓ 57% |
| Dwelling fires - smoke alarm activated   | 63% | 60% | 61% |    | 61% | ➡ 0pp |
| Dwelling fires – smoke alarm did not operate   | 23% | 24% | 27% |    | 25% | ↑ 2pp |
| Dwelling fires – no smoke alarm present  | 14% | 16% | 12% |    | 14% | ↓ 2pp |

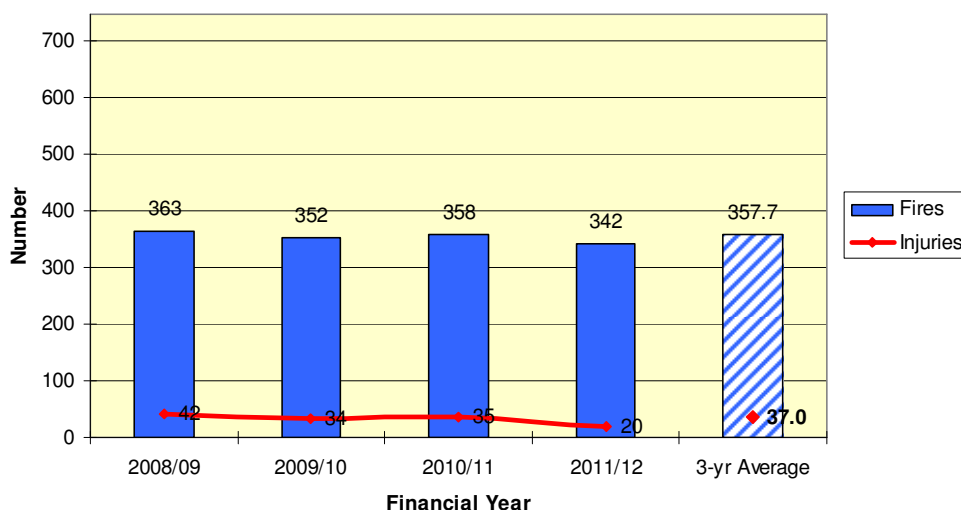
| LAST YEAR – 2010/11                          |     |     |     |    |     |
|--|-----|-----|-----|----|-----|
|  | Q1  | Q2  | Q3  | Q4 | YTD |
| Injuries from Accidental Fires in Dwellings  | 9   | 16  | 10  |    | 35  |
| Deaths from Accidental Fires in Dwellings    | 5   | 0   | 2   |    | 7   |
| Dwelling fires - smoke alarm activated       | 64% | 67% | 56% |    | 61% |
| Dwelling fires – smoke alarm did not operate | 19% | 21% | 26% |    | 23% |
| Dwelling fires – no smoke alarm present      | 17% | 12% | 18% |    | 16% |

## Injuries from Accidental Fires in Dwellings

- ***There was a decrease of 43% or 15 injuries compared to 2010/11***

During the first three quarters of the financial year, 20 people received injuries (requiring hospital treatment), which is 15 fewer than in the previous year and almost half the 3-year average (37).

**Accidental Fires in Dwellings and Injuries** *(current period)*



## Deaths from Accidental Fires in Dwellings

- ***There were 3\* deaths from accidental fires in dwellings (pending confirmation)***

During the first three quarters of 2011/12 there were 3 deaths from 2 accidental fires in dwellings, occurring in Llandudno (Conwy) and a double fatality in Babel (Flintshire).

The previously reported death in Bryn Teg (Wrexham) has now been confirmed by the Coroner as 'due to natural causes' rather than fire related.

There were no deaths from deliberate fires in dwellings.

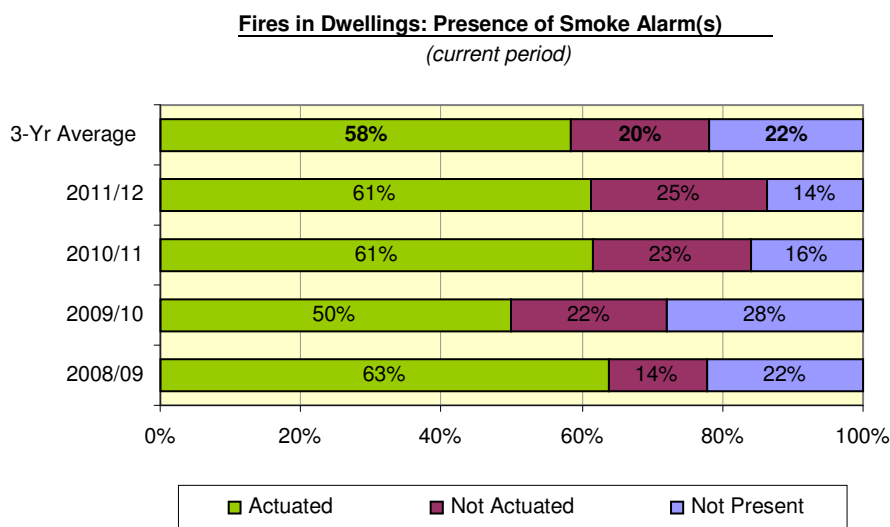
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\* Provisional figure pending confirmation from Coroner

## 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 6% or 25 fires during 2011/12 to 387 (from 412 the previous year).



In both 2011/12 and the previous year, 61% (237 and 253) had a smoke alarm that activated.

In both years, the smallest proportion of dwelling fires had no alarm fitted, in 2011/12 this was 14% (53) compared to 16% (66) 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 25% (97 fires) compared with 23% (93 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      | 50         |
| Fire in area not covered by system     | 11         |
| Alarm battery missing                  | 9          |
| Fault in system                        | 8          |
| Alerted by other means                 | 6          |
| Other                                  | 6          |
| Alarm battery defective                | 5          |
| Detector removed                       | 1          |
| System damaged by fire                 | 1          |
| No alarm present                       | 53         |
| <b>Total</b>                           | <b>150</b> |

## 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.<br>Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change |     |     |     |    |     |       |
| ↑ = increase this year      ↓ = decrease this year      ➡ = no change  |     |     |     |    |     |       |
|  | Q1  | Q2  | Q3  | Q4 | YTD |       |
| All emergency special service calls  | 265 | 260 | 259 |    | 784 | ↓ 28% |
| Road Traffic Collisions (no fire)  | 114 | 119 | 129 |    | 362 | ↓ 28% |

| LAST YEAR – 2010/11                 |     |     |     |    |       |  |
|-------------------------------------|-----|-----|-----|----|-------|--|
|                                     | Q1  | Q2  | Q3  | Q4 | YTD   |  |
| All emergency special service calls | 293 | 373 | 425 |    | 1,091 |  |
| Road Traffic Collisions (no fire)   | 137 | 165 | 199 |    | 501   |  |

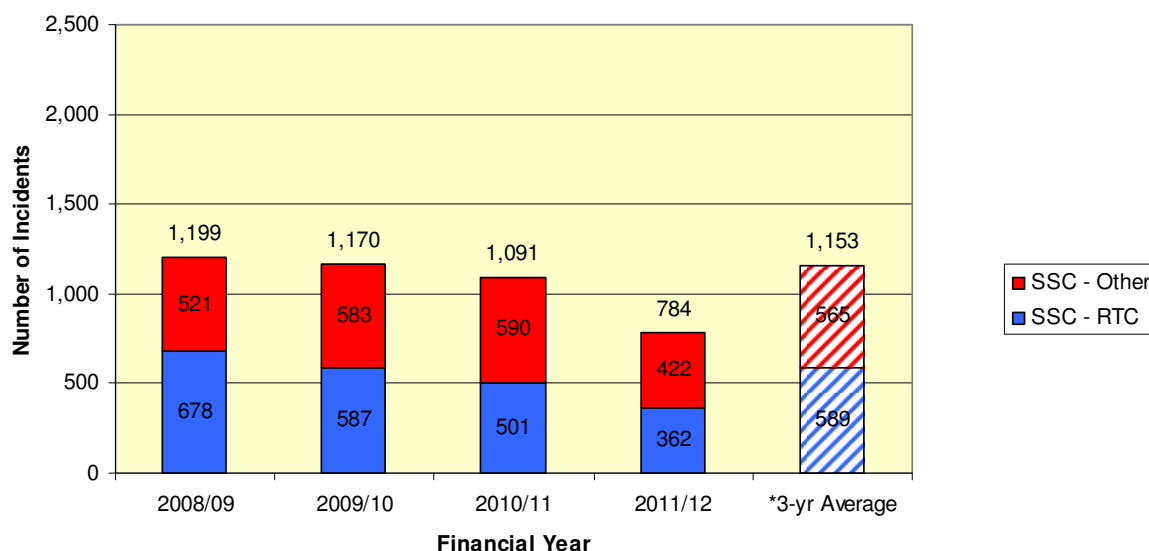
### Emergency Special Service Calls (no fire)

- **There was a 28% decrease or 307 fewer special service incidents overall compared to 2010/11**

During the first three quarters of 2011/12 the Service attended 784 special service calls, which is notably fewer than in the previous year and the 3-year average. This can, in part, be attributed to a milder and drier Autumn; during the same period in 2010/11 there were adverse weather conditions including heavy snow in December 2010.

The number of special service incidents has decreased year-on-year since 2008/09.

### Special Service Incidents (current period)



## FALSE ALARMS - QUICK REFERENCE

| <b>REPORTING YEAR – 2011/12</b>  |           |           |           |           |            |       |
|--|-----------|-----------|-----------|-----------|------------|-------|
| <b>AFA = Automatic Fire Alarms</b>   |           |           |           |           |            |       |
| Comparison against last year's figures are shown in the right-hand column of the table.<br>Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change |           |           |           |           |            |       |
| ↑ = increase this year      ↓ = decrease this year      ➡ = no change  |           |           |           |           |            |       |
|  | <b>Q1</b> | <b>Q2</b> | <b>Q3</b> | <b>Q4</b> | <b>YTD</b> |       |
| All false alarms attended  | 859       | 958       | 861       |           | 2,678      | ↓ 9%  |
| Malicious false alarms attended  | 37        | 34        | 25        |           | 96         | ➡ 0%  |
| False alarms from AFAs in non-domestic properties  | 324       | 392       | 389       |           | 1,105      | ↑ 7%  |
| False alarms made with good intent attended  | 349       | 362       | 284       |           | 995        | ↓ 25% |

| <b>LAST YEAR – 2010/11</b>                        |           |           |           |           |            |
|---|-----------|-----------|-----------|-----------|------------|
|   | <b>Q1</b> | <b>Q2</b> | <b>Q3</b> | <b>Q4</b> | <b>YTD</b> |
| All false alarms attended                         | 910       | 1,027     | 1,011     |           | 2,948      |
| Malicious false alarms attended                   | 31        | 26        | 39        |           | 96         |
| False alarms from AFAs in non-domestic properties | 289       | 357       | 388       |           | 1,034      |
| False alarms made with good intent attended       | 429       | 466       | 430       |           | 1,325      |

**False Alarms (Overall)**

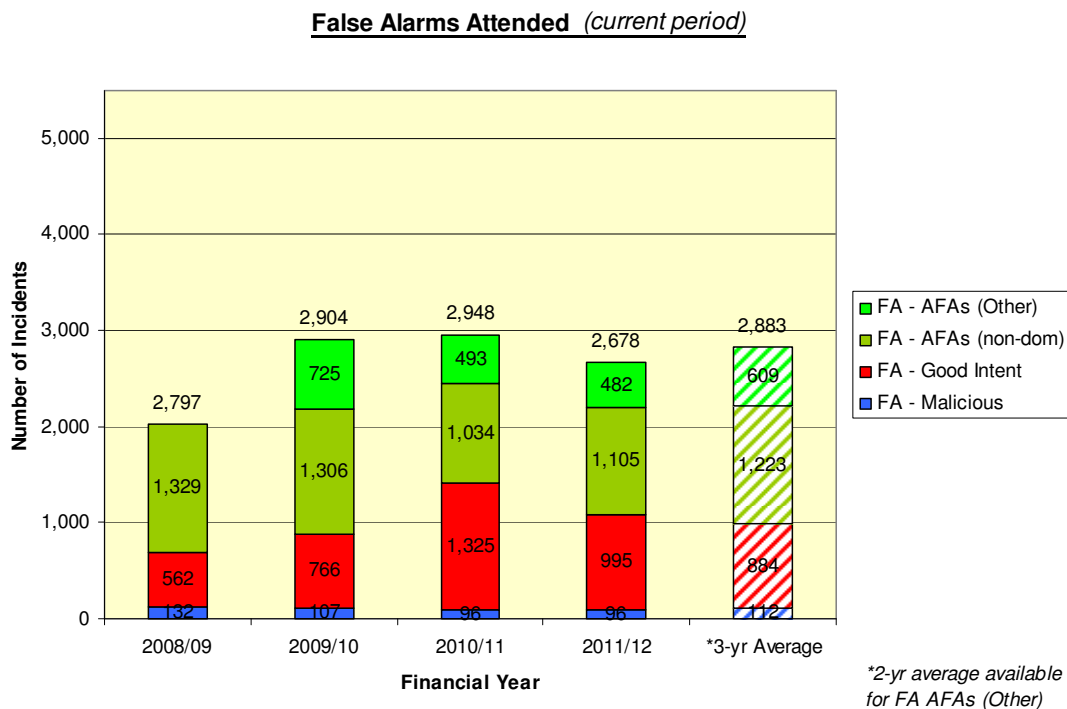
- ***There was a 9% decrease or 270 fewer false alarms attended compared to 2010/11***

During the first three quarters of 2011/12 the Service attended in response to 2,678 calls for assistance that later turned out to be false alarms.

The effect of realigning categories of false alarms shortly before the start of the 2011/12 financial year can now be seen in the three quarter figures, with the proportions of false alarms from AFAs in non-domestic premises and false alarms made with good intent more in-line with the 3-year averages rather than the previous year of 2010/11.

Malicious false alarms are equal to the previous year but lower than the 3-year average.

The number of AFA false alarms from premises other than non-domestic premises continued to fall, with a 2% decrease compared to the previous year, bringing the total (482) down to well below the two-year average (609).



## 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>  |