

Background Information

Date	28 September 2020
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Subject	Performance Monitoring April 2020 – June 2020 - Quarter 1



PURPOSE OF REPORT

- 1 To provide Members with information relating to North Wales Fire and Rescue Service activity and performance against improvement and well-being objectives and other notable incident activity.

SUMMARY

- 2 During the first quarter of the 2020/21 financial year, the UK remained in a state of 'lockdown' as a result of the Covid-19 pandemic, with measures in place to restrict people's movements to reduce the spread of the virus. Restrictions on non-essential journeys remained in place throughout Wales until 6 July, and in a number of counties recycling centres were closed and kerbside collections of garden waste were suspended during April and May.
- 3 **All incidents** - During the first quarter the Service attended 1,381 emergency incidents and false alarms – 4% more than in the same period in 2019/20.
- 4 **Fires** - A total of 656 fires were attended during the first quarter, an increase of 12% compared to the same quarter last year and more than in any first quarter since 2016/17. Attendances at accidental secondary fires increased by 94% (from 151 fires to 293 fires), many as a result of householders burning refuse and garden waste in private gardens.
- 5 **Primary fires** - There was a reduction in accidental vehicle fires during the first quarter, keeping down the overall number of primary fires and maintaining the overall downward trend. However, the numbers of fires in dwellings and in non-residential buildings, increased.
- 6 **Deliberate primary fires in non-residential buildings** - These increased to 21 during the first quarter with 16 occurring at HMP Berwyn. In the same period last year the Service attended 17 deliberate fires in non-residential buildings, 11 of which were at the prison.

- 7 **False alarms** - A total of 627 false alarms were attended during the first quarter, 9% more than were attended in the same quarter last year and more than in any first quarter since 2016/17. The slight upward trend in AFA false alarms continued, whereas false alarms made with good intent increased by 20% compared to the previous year and by 26% compared to the average for the last 3 years.
- 8 **Special service incidents** – The Service attended 73 fewer incidents (43%) during the first quarter of 2020/21 compared with the same period last year. With fewer road journeys being made during 'lockdown' the number of RTCs attended fell by almost 70%, from 53 incidents in the first quarter of 2019/20 to just 17 incidents in the first quarter of this year.
- 9 **Accidental fires in dwellings (ADFs)** - The Service attended 104 ADFs, a level similar to the first quarter of 2016/17 (103 ADFs). Three ADF fatalities were recorded during the first quarter and 9 people sustained slight injuries. No serious injuries were recorded during this period.
- 10 **Safe and Well checks** - 3,551 Safe and Well checks were completed during the period, of which 1,099 (31%) were as a result of a referral from a partner agency.
- 11 **All dwelling fires** - Smoke/heat detectors were present at 84% of dwelling fires and 83% of dwelling fires were confined to the room of origin or the item first ignited, or resulted in heat/smoke damage only.

RECOMMENDATION

- 12 That Members note the contents of the performance monitoring report.

INFORMATION

- 13 Attached at Appendix 1 for Members' information is the monitoring report for the period from 1 April 2020 to 30 June 2020 (Quarter 1).

IMPLICATIONS

Well-being Objectives	Helps the Authority to monitor its performance against the improvement and well-being objectives set in the combined improvement and well-being plan 2020/21.
Budget	Helps to highlight any potential impacts on budget due to unanticipated incident activity.
Legal	Assists the Authority with ensuring that there are sufficient resources to meet the altering demands placed on it with changes in incident activity.
Staffing	No implication identified.
Equalities/Human Rights/ Welsh Language	No implication identified.
Risks	Not satisfying legal requirements to report on and monitor performance that may impact on the ability to ensure that there are sufficient resources to meet demand.

NORTH WALES FIRE AND RESCUE SERVICE



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

PERFORMANCE MONITORING REPORT

Quarter One

April 2020 – June 2020

Figures are provisional and may be subject to minor amendment.

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1.0 All Incidents

1.1 During the first quarter the Service attended 1,381 emergency incidents and false alarms – 4% more than in the same period in 2019/20.



Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total incidents attended	2020-21	1,381				1,381	↑ 3.8%	1,446	↓ 4.5%
	2019-20	1,330				1,330			
Total fires	2020-21	656				656	↑ 11.9%	623	↑ 5.3%
	2019-20	586				586			
Total special service incidents	2020-21	98				98	↓ 42.7%	270	↓ 63.7%
	2019-20	171				171			
Total false alarms	2020-21	627				627	↑ 9.4%	553	↑ 13.4%
	2019-20	573				573			

Comparisons against previous year and 3 year average are shown in right-hand column of table.



2.0 Fires, by Category and Motive

2.1 **Primary fires** – there has been a steady reduction in the overall number of primary fires each year. In 2020/21 the general property types of 'Buildings' and then 'Road vehicles' accounted for the majority of primary fires, an average of 65% and 30% respectively, with the remainder being 'Outdoor'.

2.2 **Secondary fires** – the number of these fires each year fluctuates, with the weather having a significant impact on the occurrence of these; the majority of secondary fires (over 90%) occurred at 'Outdoor' property types.



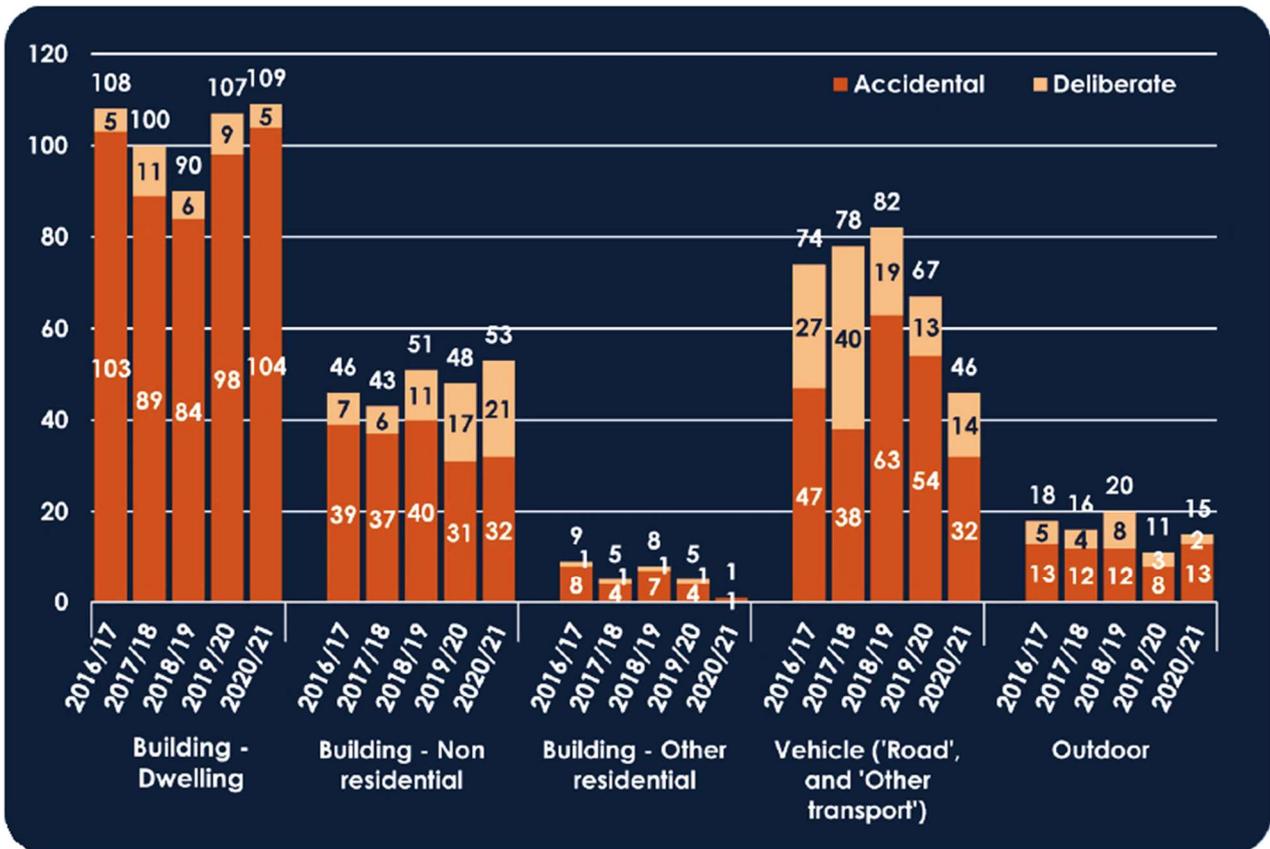
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Primary fires	2020-21	224				224	↓	244	↓ 8.2%
	2019-20	238				238	5.9%		
Secondary fires	2020-21	397				397	↑	351	↑ 13.1%
	2019-20	319				319	24.5%		
Chimney fires	2020-21	35				35	↑	28	↑ 25.0%
	2019-20	29				29	20.7%		

Comparisons against previous year and 3 year average are shown in right-hand column of table.

3.0 Primary Fires, by Property Type and Motive



3.1 There were 21 primary fires started deliberately at non-residential buildings with 16 occurring at HMP Berwyn compared with 11 the previous year. In the same period last year the Service attended 17 deliberate fires in non-residential buildings, 11 of which were at the prison.



Category	Year	Q1	Q2	Q3	Q4	Whole Year Category	Average of 3 previous years		
All deliberate primary fires	2020-21	42				42	↓ 2.3%	50	↓ 16.0%
	2019-20	43				43			
All accidental primary fires	2020-21	182				182	↓ 6.7%	194	↓ 6.2%
	2019-20	195				195			

Comparisons against previous year and 3 year average are shown in right-hand column of table.



4.0 False Alarms

4.1 627 false alarms were attended during the first quarter, 9% more than were attended in the same quarter last year and more than in any first quarter since 2016/17. The slight upward trend in AFA false alarms continued, whereas false alarms made with good intent increased by 20% compared to the previous year.



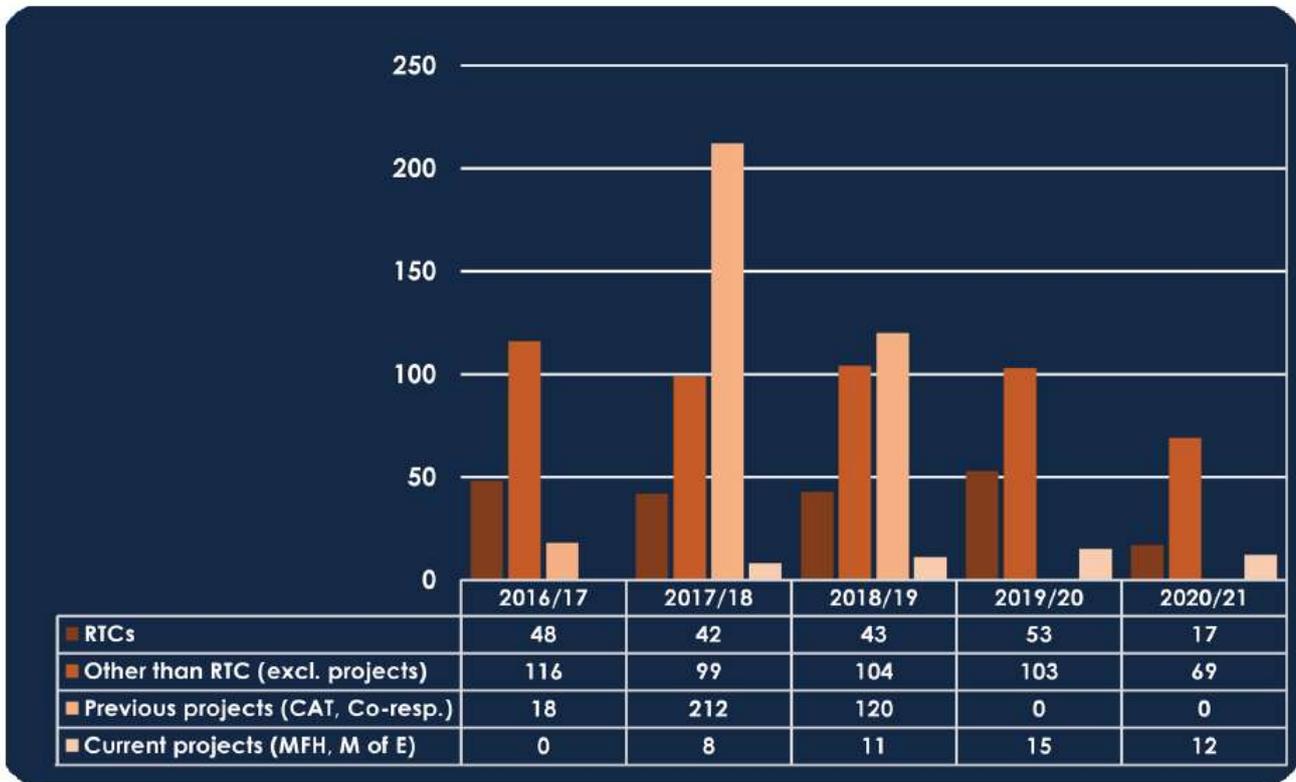
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total false alarm	2020-21	627				627	↑ 9.4%	553	↑ 13.4%
	2019-20	573				573			
AFA	2020-21	282				282	↓ 2%	282	→ 0.0%
	2019-20	288				288			
False alarms made with good intent	2020-21	328				328	↑ 20.1%	261	↑ 25.7%
	2019-20	273				273			
Malicious	2020-21	17				17	↑ 41.7%	10	↑ 70.0%
	2019-20	12				12			

Comparisons against previous year and 3 year average are shown in right-hand column of table.

5.0 Special Service Incidents



5.1 The Service attended 73 fewer special service incidents (43%) during the first quarter of 2020/21 compared with the same period last year.



Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total special service incidents	2020-21	98				98	↓ 42.7%	270	↓ 63.7%
	2019-20	171				171			
Road traffic collisions (RTC)	2020-21	17				17	↓ 67.9%	46	↓ 63.0%
	2019-20	53				53			
Other than RTC	2020-21	81				81	↓ 31.4%	224	↓ 63.8%
	2019-20	118				118			
Comparisons against previous year and 3 year average are shown in right-hand column of table.									

6.0 Road Traffic Collisions and Extrications/Release



6.1 With fewer road journeys being made during 'lockdown' the number of RTCs attended fell by almost 70%, from 53 incidents in the first quarter of 2019/20 to just 17 incidents in the first quarter of this year.

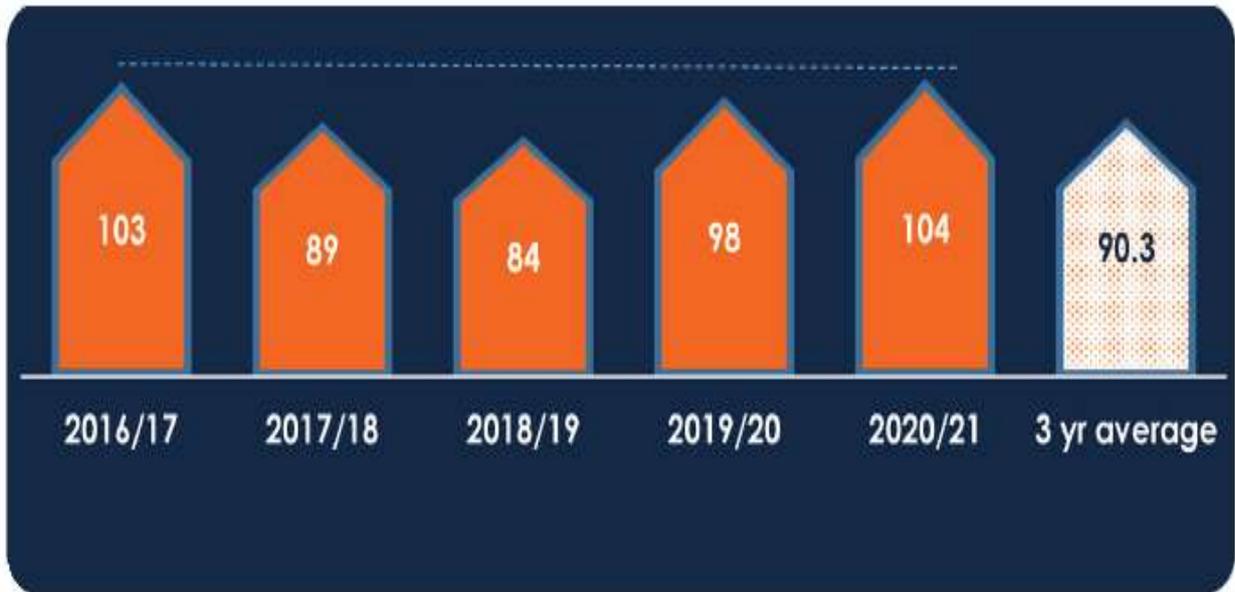


<p>17 RTC incidents attended</p> <p>8 Incidents where people sustained injury</p> <p>6 Incidents involved extrication / release</p>	Severity of Injury*	Number of People
	Precautionary Check	2
	First Aid	0
	Injuries – Slight	8
	Injuries – Serious	2
	Fatality	0
<p><i>*RTC injuries – where available – are recorded in the IRS in the same categorisation as fire injuries.</i></p>		

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



7.1 The Service attended 104 accidental dwelling fires, a level similar to the first quarter of 2016/17 (103 ADFs).



Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
						Value	% Change	Value	% Change
Accidental fires in dwellings	2020-21	104				104	↑ 6.1%	90	↑ 15.6%
	2019-20	98				98			

Comparisons against previous year and 3 year average are shown in right-hand column of table.

8.0 Fatalities and casualties from accidental fires in dwellings

8.1 Three ADF fatalities were recorded during the first quarter and 9 people sustained slight injuries. No serious injuries were recorded during this period.

Severity of injury	2016/17	2017/18	2018/19	2019/20	2020/21
Precautionary Check	17	5	5	7	11
First Aid	4	5	7	13	6
Injuries - Slight	2	13	7	10	9
Injuries - Serious	2	2	0	2	0
Fatality	1	0	2	1	3
Total	26	25	21	33	29

Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
						Value	Change	Average	Change
Injuries from accidental fires in dwellings	2020-21	26				26	↓	25	↑
	2019-20	32				32	6		
Deaths from accidental fires in dwellings	2020-21	3				3	↑	25	↑
	2019-20	1				1	2		

9.0 Safe and Well Checks



9.1 3,551 Safe and Well checks were completed during the period, of which 1,099 (30%) were as a result of a referral from a partner agency.



Category	Year	Q1	Q2	Q3	Q4	Whole Year	Average of 3 previous years		
% of all Safe and Well Checks undertaken that originated from a referral from a partner organisation	2020-21	30%					↓ 6pp	30%	→ 0pp
	2019-20	36%							
Comparisons against previous year and 3 year average are shown in right-hand column of table.									



10.0 Smoke Detectors (ADF)

10.1 Smoke/Heat detectors were present at the majority of dwelling fires (84% / 92 fires) during the first quarter of 2020/21, though not all went on to operate; at 17 dwelling fires (16%) no detector was fitted.

10.2 83% of all fires in dwelling were confined (to the room of origin, or item first ignited, or was heat/smoke damage only).

- In dwelling fires where a detector was fitted and raised the alarm, 94% of these fires were confined.
- In dwelling fires where no detector was fitted, 59% of these fires were confined.

Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
						Count	% Change	Count	% Change
Smoke detector fitted which operated and raised alarm	2020-21	50				50		43	↑ 16.3%
	2019-20	55				55	↓ 9.1%		
Smoke detector didn't operate	2020-21	23				23	↑ 27.8%	21	↑ 9.5%
	2019-20	18				18			
Smoke detector fitted which operated but didn't raise the alarm	2020-21	19				19	↓ 13.6%	21	↓ 9.5%
	2019-20	22				22			
Smoke detector not fitted	2020-21	17				17	↑ 41.7%	14	↑ 21.4%
	2019-20	12				12			
Comparisons against previous year and 3 year average are shown in right-hand column of table.									

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).

