



AGENDA ITEM: 6

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

13 February 2017

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 1st April 2016 to 31st December 2016.

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

**THIRD QUARTER
April 2016 – December 2016**

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**

REPORTING YEAR 2016-17									
Comparisons against previous year and 3 year average are shown in right-hand columns of table.									
Background shading - Green = improvement; Red = deterioration; Amber = 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	2016-17	102	111	117		330	↑ 12.2%	317.7	↑ 4.0%
	2015-16	106	89	99		294			
Injuries from accidental fires in dwellings	2016-17	4	12	7		23	↓ 19	37.3	↓ 14.3
	2015-16	17	13	12		42			
Deaths from accidental fires in dwellings	2016-17	1	2	0		3	↑ 1		
	2015-16	0	0	2		2			
% of people who escaped unharmed and unaided from accidental fires in dwellings	2016-17	92.8%	86.3%	87.6%		88.7%	↑ 16.1pp	79.7%	↑ 9.0pp
	2015-16	68.1%	83.6%	66.1%		72.6%			
Dwelling fires – Smoke alarm activated	2016-17	54.2%	65.9%	64.0%		61.7%	→ 0.3pp	61.8%	→ 0.1pp
	2015-16	62.4%	56.6%	66.7%		62.0%			
Dwelling fires – Smoke alarm did not operate	2016-17	26.2%	24.4%	22.4%		24.2%	→ 1.1pp	23.2%	→ 1.0pp
	2015-16	24.8%	24.2%	20.4%		23.1%			
Dwelling fires – No smoke alarm present	2016-17	19.6%	9.8%	13.6%		14.1%	→ 0.7pp	15.0%	→ 0.9pp
	2015-16	12.8%	19.2%	13.0%		14.8%			
% of all Home Safety Checks undertaken that originated from a referral from a partner organisation	2016-17	30.0%	27.2%	25.1%		27.4%	↓ 4.0pp	33.1%	↓ 5.7pp
	2015-16	35.5%	30.7%	27.4%		31.4%			

* Please note that the percentages above have been rounded to the nearest decimal place.

Accidental Fires in Dwellings and Casualties by Severity of Injury

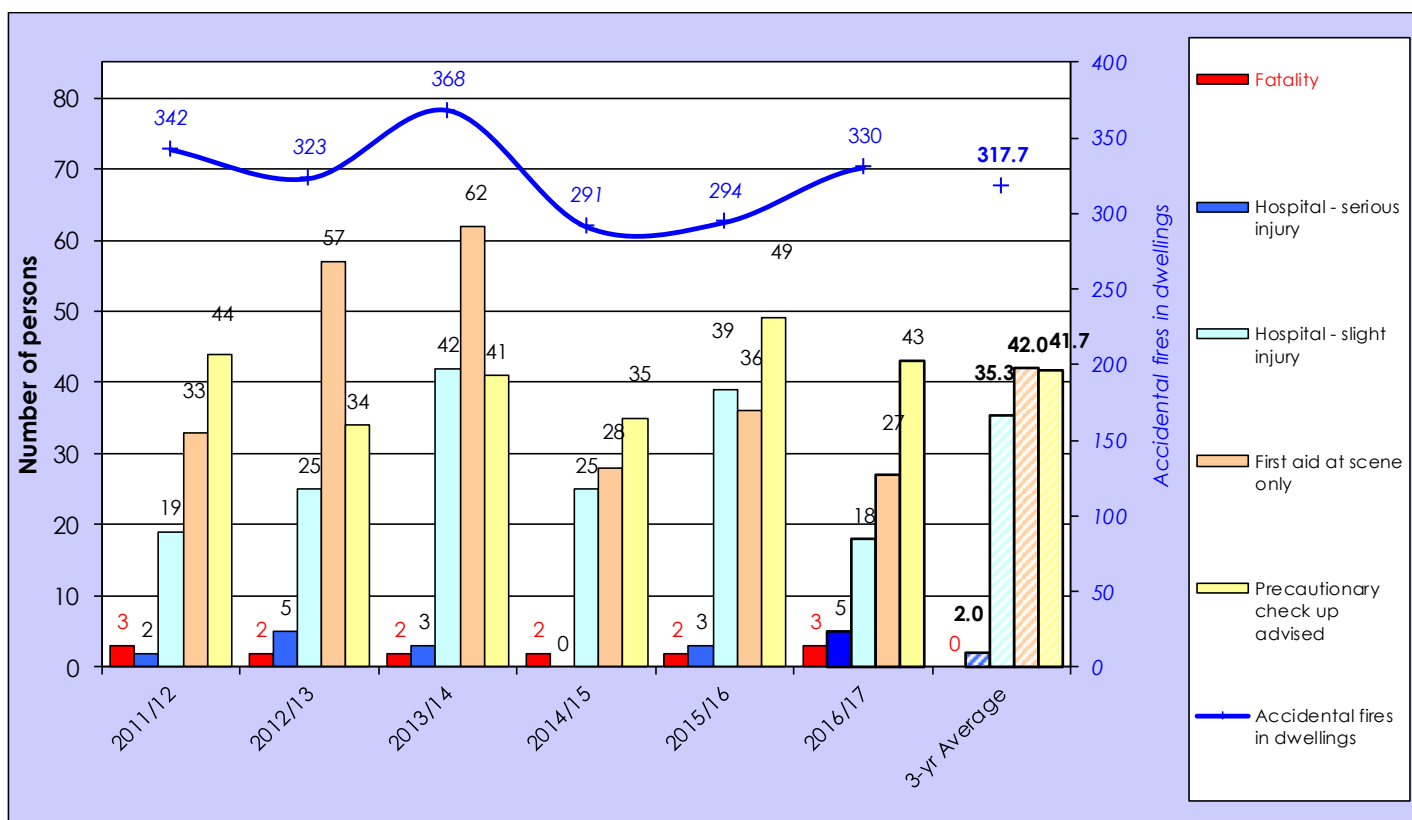
- **There was a 12.2% increase in the number of accidental fires in dwellings compared with the same period in 2015/16**

During the first three quarters of the year the Service attended 330 accidental fires in dwellings, which equates to 36 more than in the previous year, and is 3.9% above the average of the three previous years (317.7 fires).

Injuries from accidental fires in dwellings: 23 people sustained injuries at these fires, five were classified as serious, with the remaining 18 classed as slight. 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 three fatalities at accidental fires in dwellings, one at a fire in North Gwynedd (April 2016), and two fatalities at the same fire in Conwy (August 2016), all of which are pending confirmation from the Coroner.

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.

- **88.7% 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 over 16 percentage points compared with the same period in 2015/16.**

The 88.7% this year relates to a total of 538 people who left the premises, of whom 477 were able to exit the dwelling safely without having to be rescued by a fire crew.

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.

Accidental dwelling fires - total number of people involved

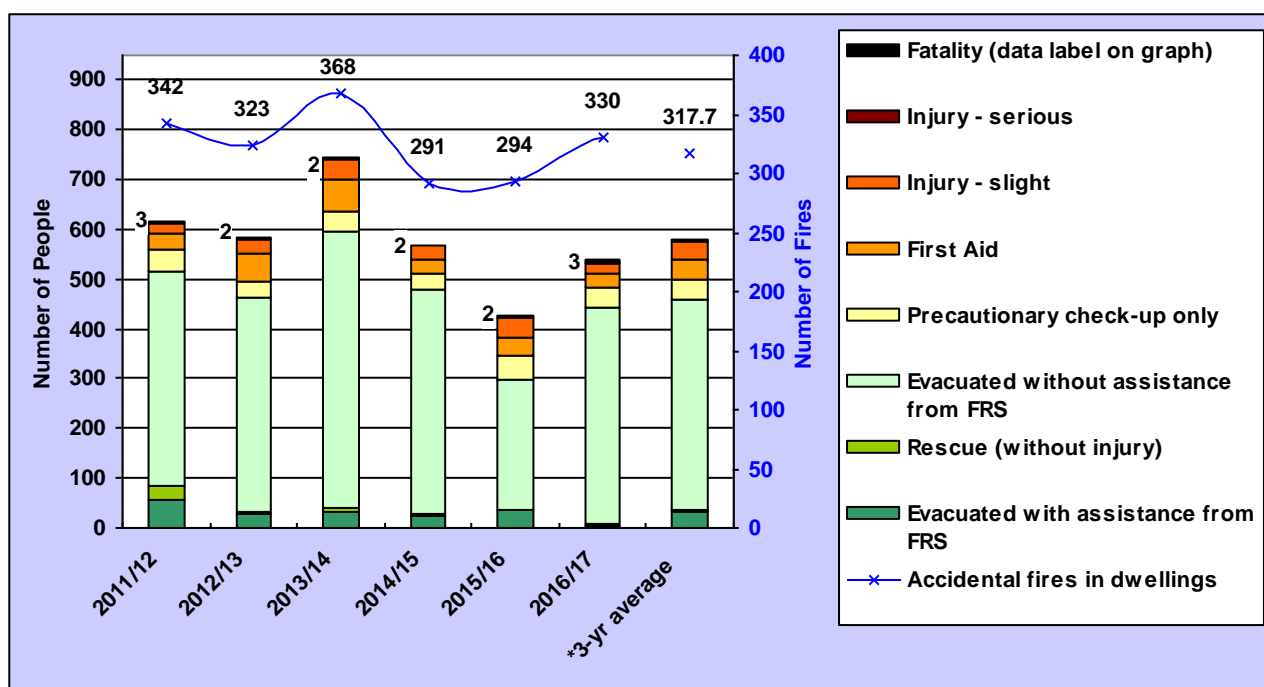


Table to show number of people involved in accidental dwelling fires

Status	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	3-yr Av.
Fatality	3	2	2	2	2	3	-
Injury - serious	2	5	3	0	3	5	2.0
Injury - slight	19	25	42	25	39	18	35.3
First Aid	33	57	62	28	36	27	42.0
Precautionary check-up only	44	34	41	35	49	43	41.7
Evacuated without assistance from FRS	432	429	554	448	261	434	421.0
Rescue (without injury)	27	5	9	6	1	3	5.3
Evacuated with assistance from FRS	56	28	33	24	36	5	31.0
Total persons leaving premises	616	585	746	568	427	538	580.3

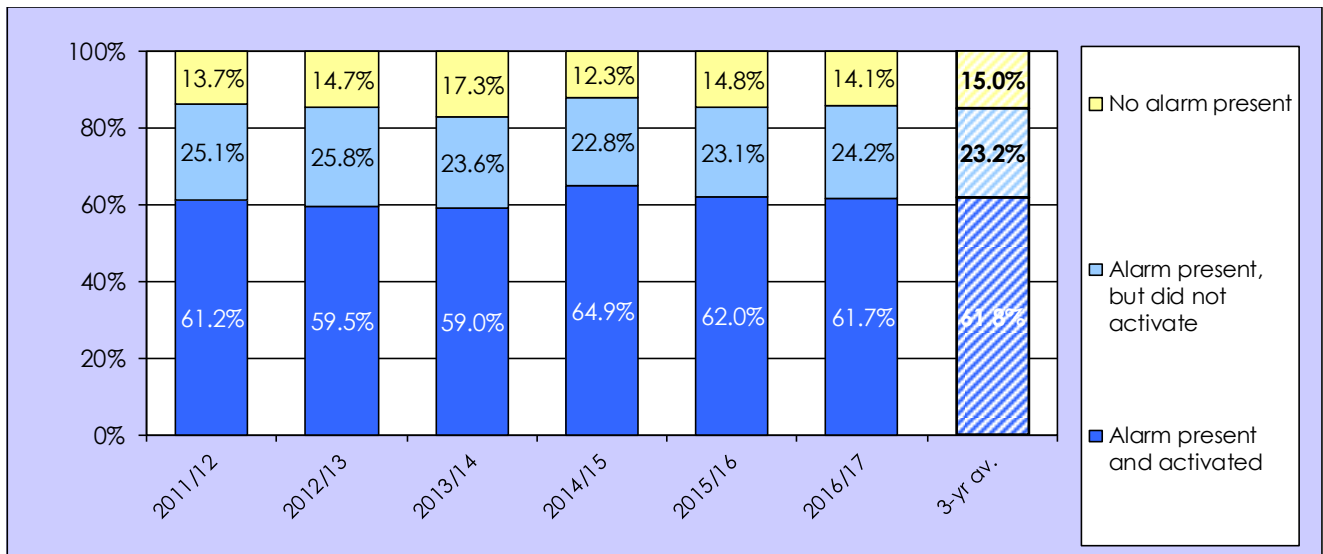
*'Unharmed and without assistance from crews at the scene' is calculated by adding the categories of 'Evacuated without assistance from FRS' and 'Precautionary check-up only', then expressed as a percentage of the total number of persons leaving the premises.

Fire in Dwellings: Presence of Smoke Alarms

- **14.1% of dwellings experiencing a fire did not have a smoke alarm (50 fires), which is 0.7 percentage points lower than for the first three quarters of 2015/16.**

There were 355 fires in dwellings during the period, 31 (9.6%) more than the previous year to date total of 324 fires, and six more than the 3-year average of 349.0 fires.

Fires in Dwellings: Presence of smoke alarms (percentage)

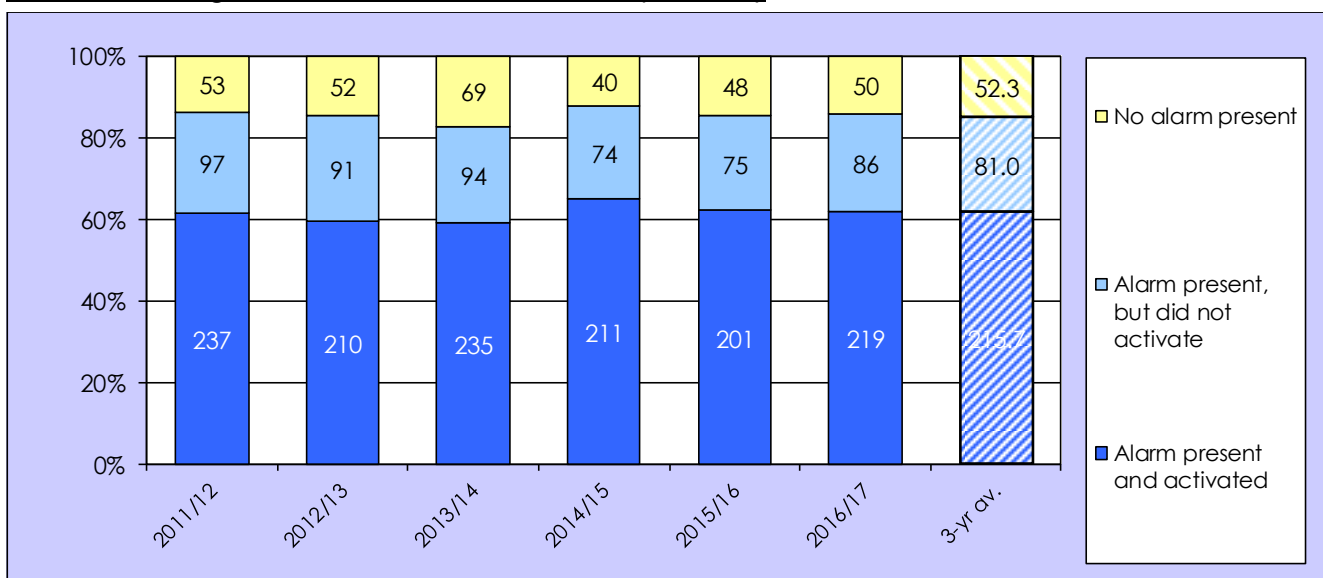


* 3 year average figures calculated using original numerical data as opposed to displayed percentages

In 61.7% of dwelling fires attended (219 fires), an alarm was fitted and activated. This is a slight decrease of 0.3 percentage points compared with the same period in 2015/16, and a 0.1 percentage point decrease on the 3-year average.

In 24.2% of dwelling fires attended (86 fires), **an alarm was fitted but it did not activate**. This represents an increase of 1.1 percentage points when compared with the first three quarters of the previous year, and an increase of 1.0 percentage point 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 56 fires).

Fires in Dwellings: Presence of smoke alarms (number)

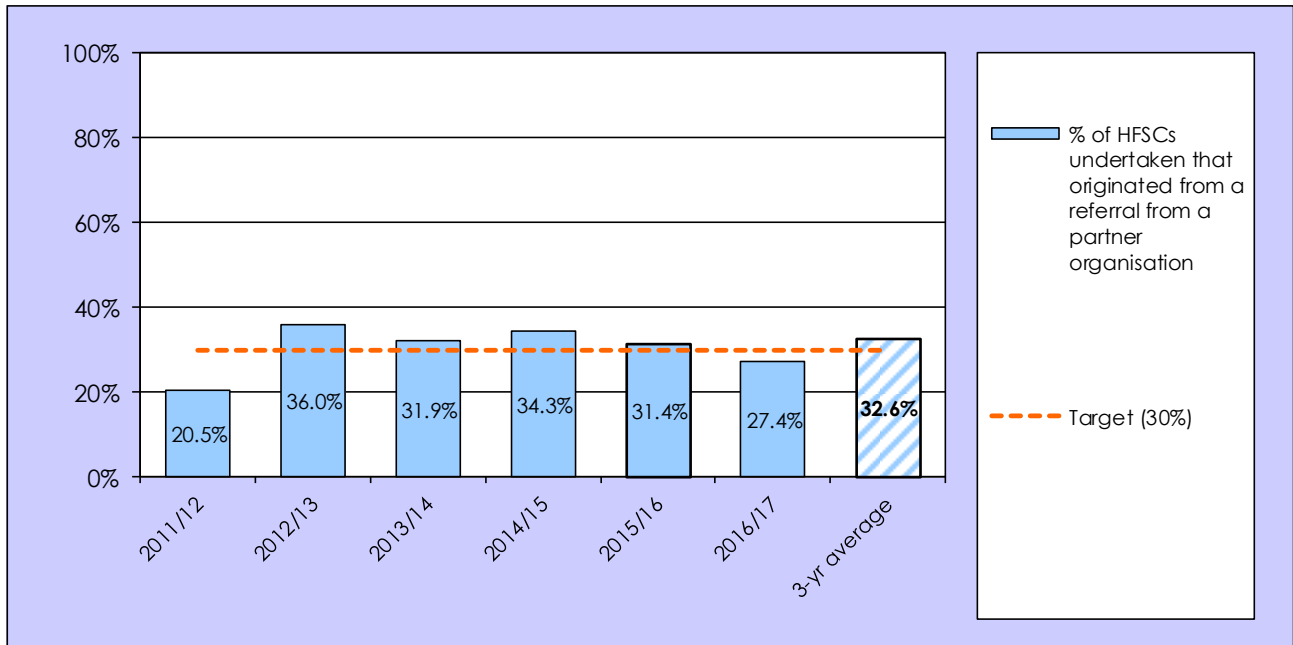


Home Safety Checks (HSCs)

- **27.4% of home safety checks were completed following a referral from a partner organisation.**

During the period 4,229 (27.4%) out of the 15,443 home safety checks completed, were ones that had originated from partner organisation referrals. This is slightly below 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 2016-17									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - Green = improvement; Red = deterioration; Amber = 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	
Total incidents attended	2016/17	1,214	1,412	1,365		3,991	↑ 5.6%	4,547.7	↓ 12.2%
	2015/16	1,292	1,254	1,234		3,780			
Total fires	2016/17	536	514	490		1,540	↓ 8.8%	1,806.3	↓ 14.7%
	2015/16	673	553	463		1,689			
Total special service incidents	2016/17	182	243	345		770	↑ 39.2%	564.0	↑ 36.5%
	2015/16	136	171	246		553			
Total false alarms	2016/17	496	655	530		1,681	↑ 9.3%	2,177.3	↓ 22.8%
	2015/16	483	530	525		1,538			

All Incidents Attended:

- **There was an increase of 5.6% or 211 more incidents compared with the same period in 2015/16.**

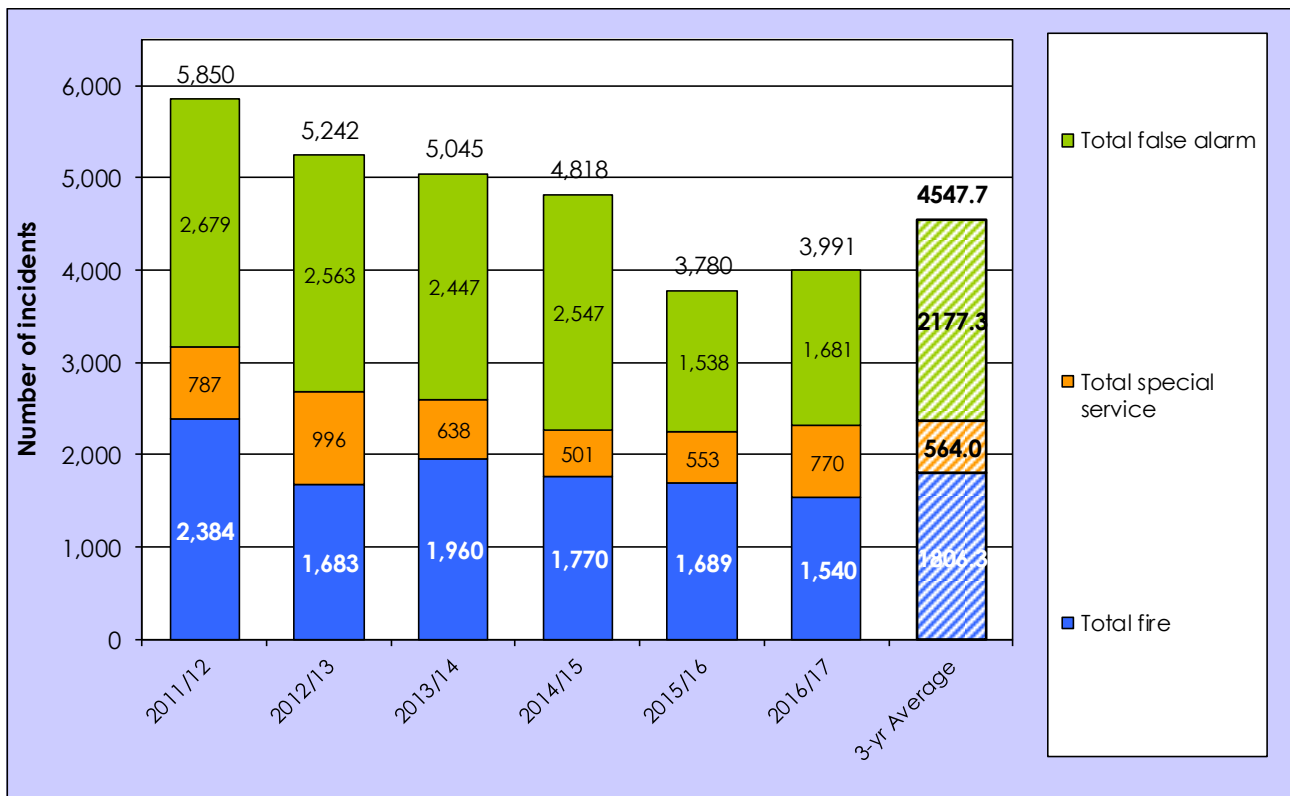
During the period the Service attended 3,991 incidents, which is more than in the first three quarters of the previous year, though continuing the overall downward trend.

Total **fire incidents** decreased by 8.8% (149 fewer fires) when compared with the same period in 2015/16 and by 14.7% when compared with the average over the previous 3 years.

Special service incidents increased by 39.2% compared with the same period in the previous year, and increased by 36.5% when compared to the average over the previous 3 years.

False alarm incidents also saw an increase, 9.3% more compared with the previous year and a 22.8% decrease when compared with the average over the previous 3 years.

All Incidents Attended, by Type



INCIDENT ACTIVITY REPORTING: Fires Attended

REPORTING YEAR 2016-17									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - Green = improvement; Red = deterioration; Amber = no change									
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Category	Year	Q1	Q2	Q3	Q4	Year to Date		Average of 3 previous years	
Total fires	2016/17	536	514	490		1,540	↓ 8.8%	1,806.3	↓ 14.7%
	2015/16	673	553	463		1,689			
Primary fires	2016-17	254	296	288		838	↑ 2.8%	839.3	→ 0.2%
	2015-16	277	268	270		815			
Secondary fires	2016-17	249	211	157		617	↓ 20.6%	845.0	↓ 27.0%
	2015-16	356	268	153		777			
Chimney fires	2016-17	33	7	45		85	↓ 12.4%	122	↓ 30.3%
	2015-16	40	17	40		97			
All deliberate fires	2016-17	146	186	134		466	↓ 21.3%	627.7	↓ 25.8%
	2015-16	238	200	154		592			
All accidental fires	2016-17	390	328	356		1,074	↓ 2.1%	1178.7	↓ 8.9%
	2015-16	435	353	309		1,097			
Fires in non-domestic properties	2016-17	31	33	35		99	↓ 22.0%	107.7	↓ 8.1%
	2015-16	49	36	42		127			

Fires:

- **There was a reduction of 8.8% or 149 fewer fires compared with the same period in 2015/16.**

During the period the Service attended 1,540 fires. Primary fires increased by 2.8%; secondary fires reduced by 20.6% whilst chimney fires reduced by 12.4% when compared with the first three quarters 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.

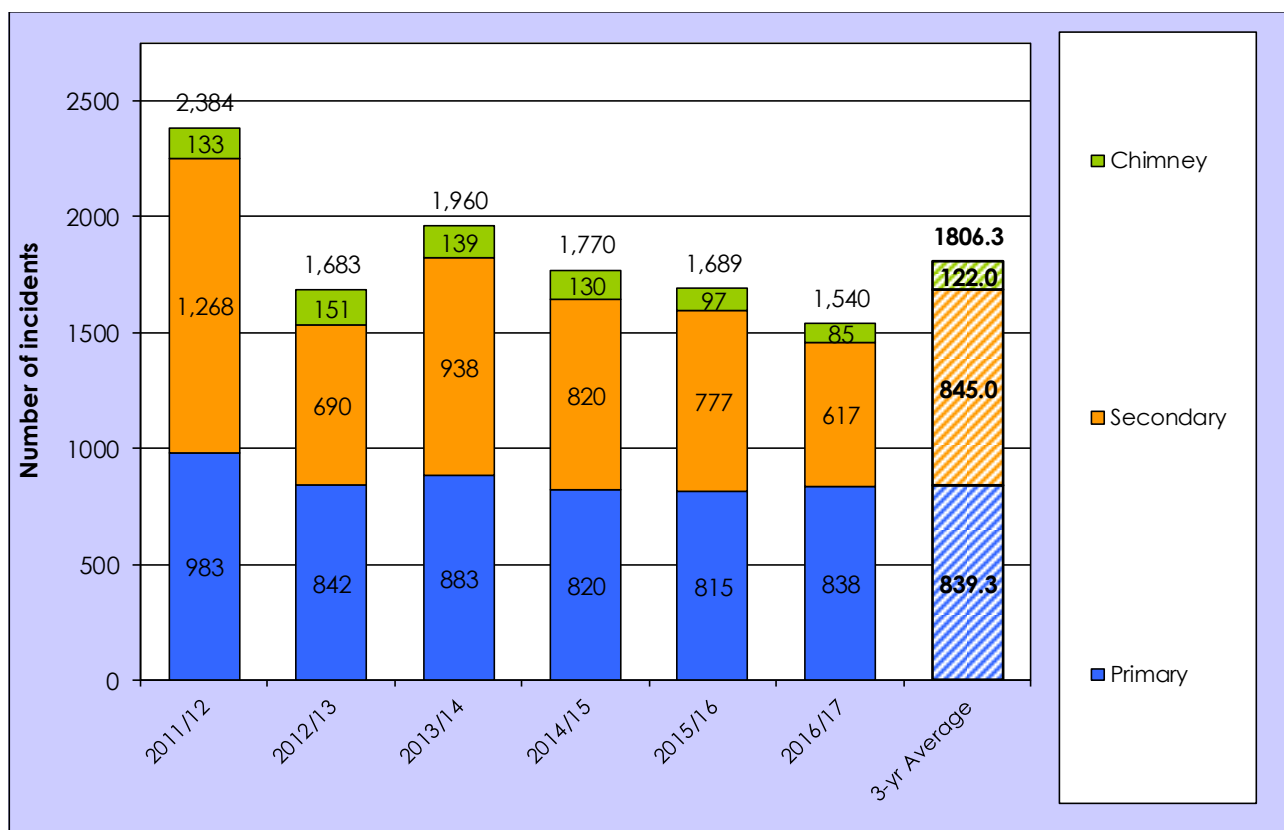
Fires: Type

The increase in **primary fires** equated to 23 more incidents compared with the same period in the 2015/16, nearly equalling the 3-year average (839.3).

During the first three quarters of the year **secondary fires** decreased by 20.6% or 160 fewer incidents compared with the same period in 2015/16, and was 27.0% lower than the average of the previous three years.

Chimney fires decreased by 12.4% (12 fewer fires) compared with the same period in 2015/16 as well as a reduction of 30.3% in comparison to the 3-year average.

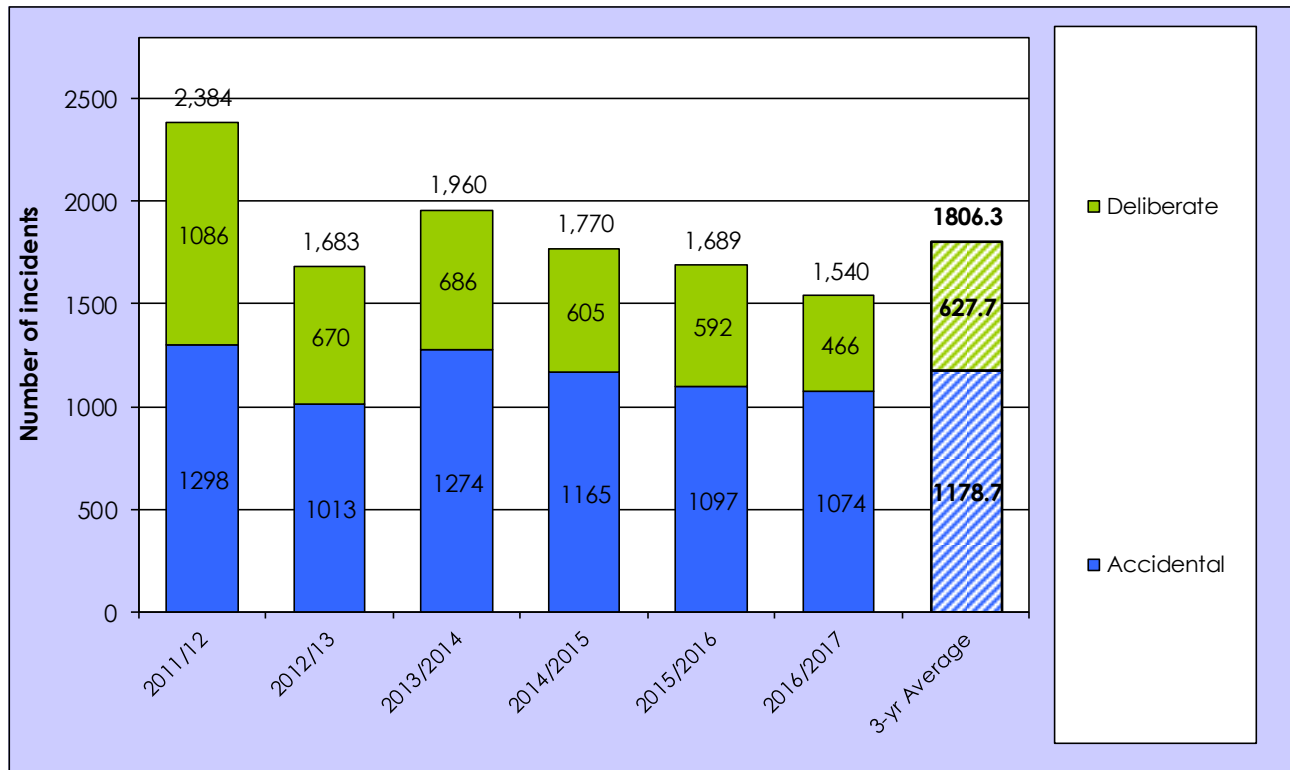
All Fires Attended, by Type



Fires: Motive

The reduction in fires during the first three quarter of 2016/17 compared with 2015/16 is also reflected in both accidental and deliberate fires, there is a reduction of 2.1% and 21.3% respectively. Both accidental and deliberate fires also remained below the 3 year average.

All Fires Attended, by Motive

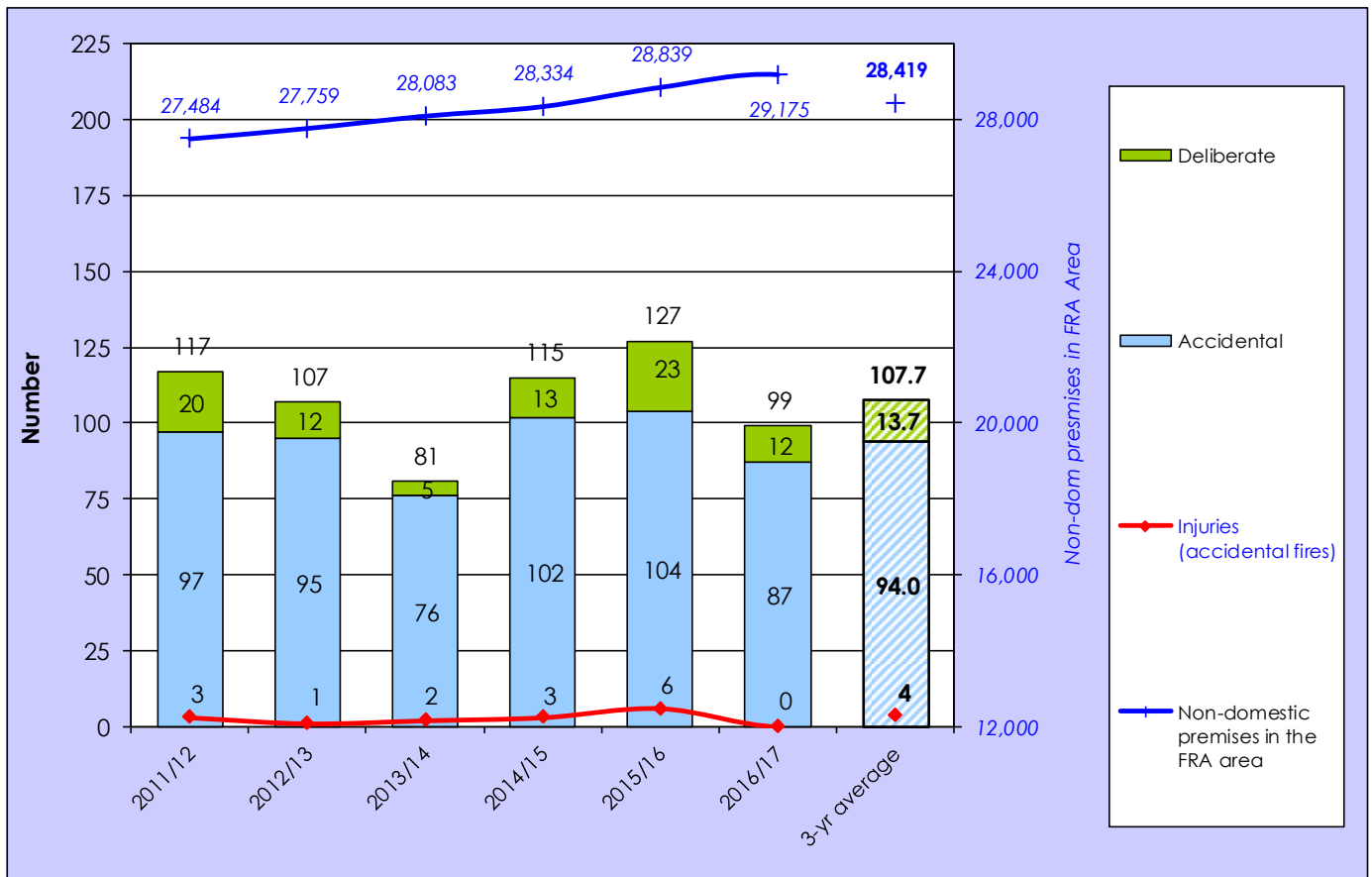


Fires: Non-domestic premises:

- There was a decrease of 22% or 28 fewer fires in non-domestic premises compared with the same period in 2015/16.

During the first three quarters of 2016/17 the Service attended 99 such fires, 28 fewer than the previous year and 8.1% fewer when compared with 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 2016-17									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - Green = improvement; Red = deterioration; Amber = no change									
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Category	Year	Q1	Q2	Q3	Q4	Year to Date		Average of 3 previous years	
Total special service incidents	2016-17	182	243	345		770	↑ 39.2%	564.0	↑ 36.5%
	2015-16	136	171	246		553			
Road traffic collisions (RTC)	2016-17	47	59	52		158	→ 1.3%	208.0	↓ 24.0%
	2015-16	40	64	56		160			
Other than RTC	2016-17	135	184	293		612	↑ 55.7%	356.0	↑ 71.9%
	2015-16	96	107	190		393			

Special Service Incidents:

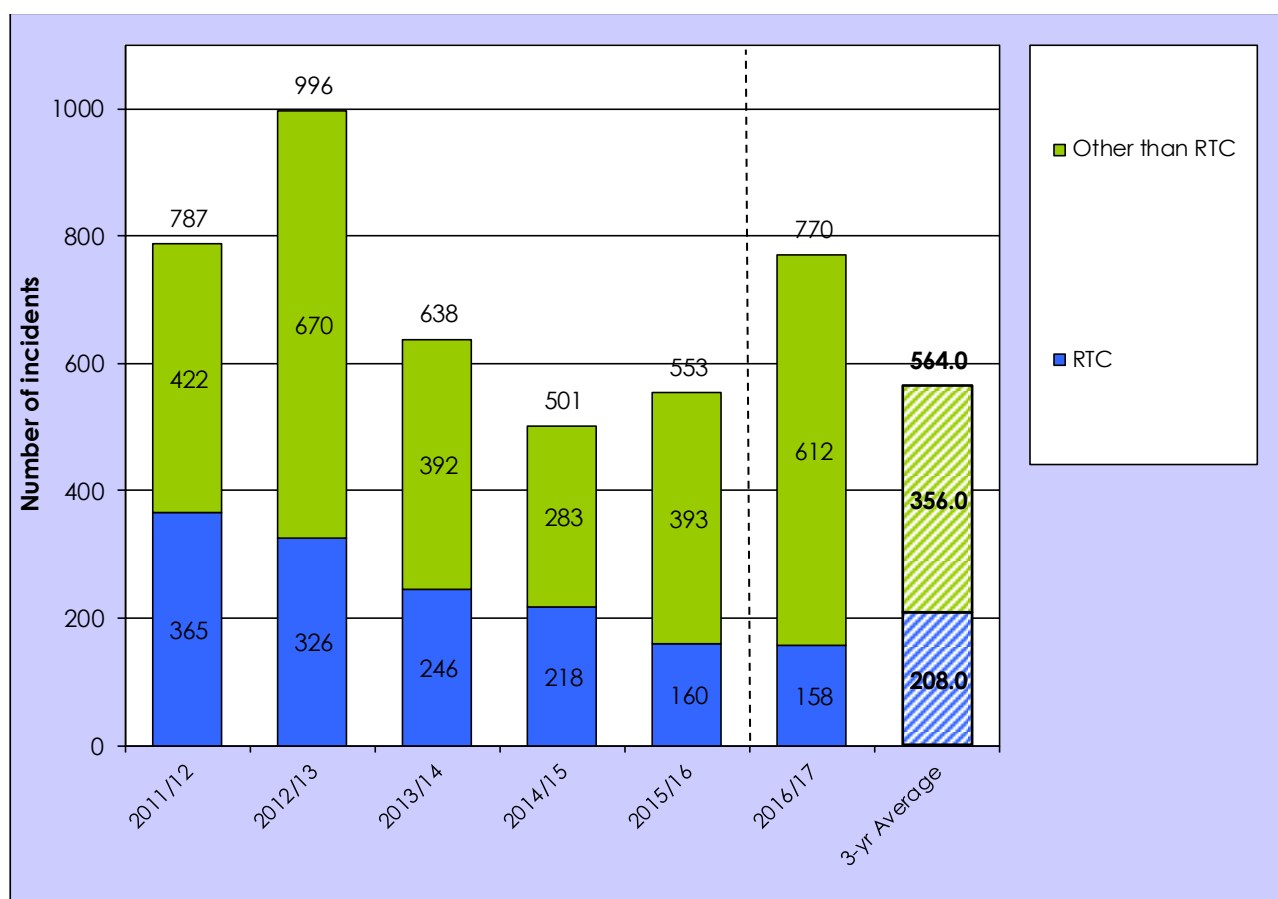
- **There was an increase of 39.2% or 217 more special service incidents compared with the same period in 2015/16.**

During the first three quarters of 2016/17 the Service attended 770 special service incidents, which is more than the previous year and above the 3-year average.

The number of **RTCs** attended decreased slightly when compared to the same period in 2015/16, and reduced when compared to the 3-year average, continuing the overall downward trend over the medium term.

Special service incidents **other than RTCs** increased, with 55.7% or 219 more incidents compared with the same period in 2015/16 and increased against the 3-year average. During 2012/13 whilst the wetter-than-average weather resulted in fewer fires, in contrast, special service incidents as a result of the weather conditions increased that year. The increased number of flooding incidents in June 2016, along with the impact of the Co-Responding pilot, and Community Assistance Team pilot, have inflated the number of special service incidents **other than RTCs** for 2016/17.

Special Services Incidents Attended, by Type



INCIDENT ACTIVITY REPORTING: False Alarms Attended

REPORTING YEAR 2016-17									
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Category	Year	Q1	Q2	Q3	Q4	Year to date		Average of 3 previous years	
Total false alarm	2016-17	496	655	530		1,681	↑ 9.3%	2,177.3	↓ 22.8%
	2015-16	483	530	525		1,538			
Malicious false alarms	2016-17	11	10	21		42	↑ 23.5%	50.7	↓ 17.2%
	2015-16	11	11	12		34			
False alarms made with good intent	2016-17	212	269	238		719	↓ 5.4%	877.0	↓ 18.0%
	2015-16	234	257	269		760			
False alarms from AFAs in non-domestic properties	2016-17	72	117	93		282	↑ 33.0%	712.0	↓ 60.4%
	2015-16	58	92	62		212			
False alarms from AFAs in other properties	2016-17	201	259	178		638	↑ 19.9%	537.7	↑ 18.7%
	2015-16	180	170	182		532			

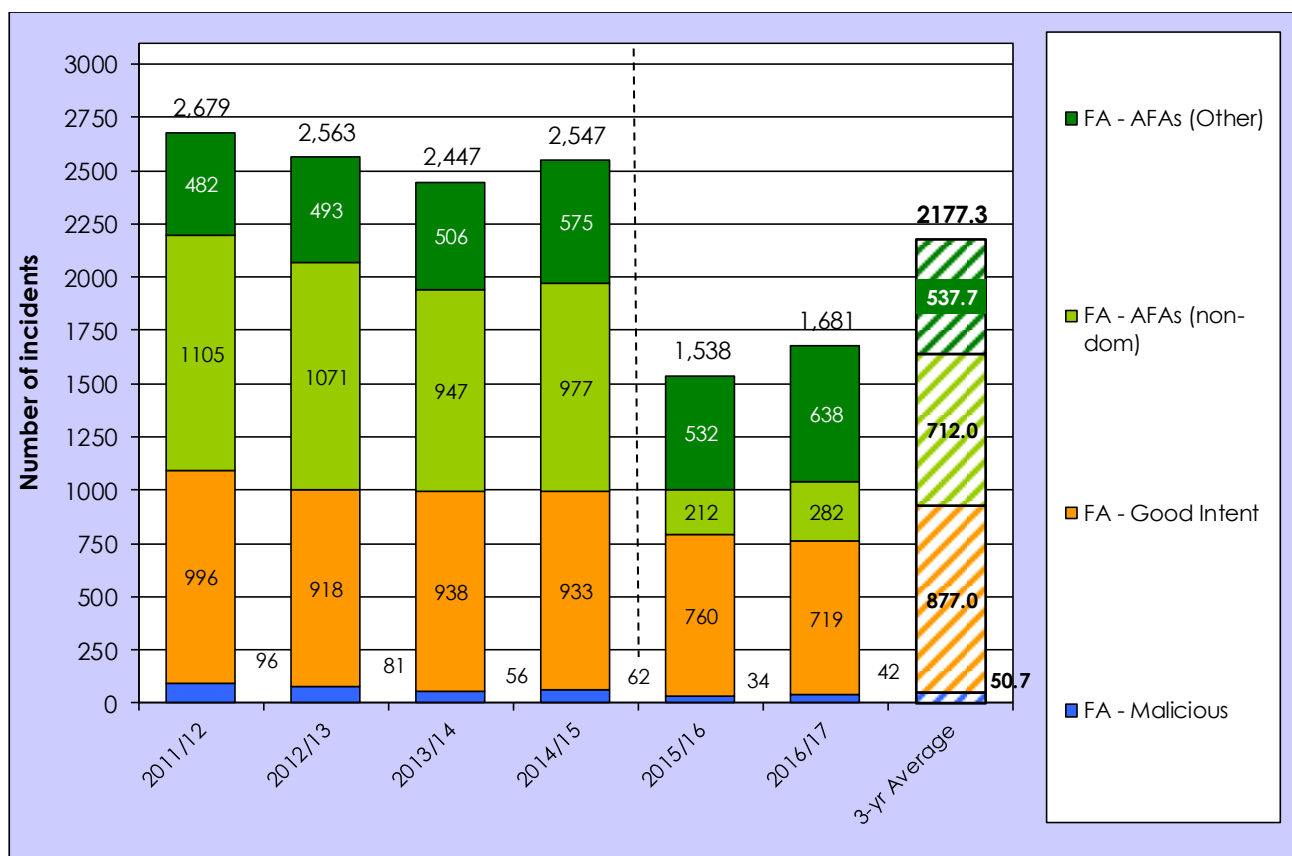
False Alarms:

- **There was an increase of 9.3% or 143 more false alarms attended compared with the same period in 2015/16.**

During the first three quarters of 2016/17 the Service attended in response to 1,681 calls for assistance that later turned out to be false alarms. This number is an increase of 9.3% compared with the first three quarters of 2015/16.

When compared with the longer-term picture and the 3-year average, the overall downward trend (improvement) in the number of false alarm incidents attended by the Service continued. In particular, Automatic Fire Alarms (AFAs) in non-domestic premises has decreased by 60.4% compared with the 3-year average. This reduction can be attributed to a procedural change; since 1st 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



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).