Report to	**North Wales Fire and Rescue Authority**	
Date	**17/06/2019**	
Lead Officer	**Shân Morris, Assistant Chief Officer (Corporate Policy and Planning)**	
Contact Officer	**Pippa Hardwick, Corporate Planning Manager (03303 132 683)**	
Subject	**Performance Monitoring 2018/19**	

PURPOSE OF REPORT

1   To provide Members with information relating to North Wales Fire and Rescue Service activity, and performance in relation to its objectives during 2018/19.

EXECUTIVE SUMMARY

2   In total, the Service attended 5,301 fires, false alarms and special service incidents in North Wales during 2018/19.

3   The Service attended 32% more secondary fires in 2018/19 than in the previous year. The large increase in mainly outdoor fires has been attributed to the hot, dry summer of 2018.

4   The number of accidental dwelling fires fell in 2018/19 to the lowest level ever recorded in North Wales, but tragically five[1] people lost their lives and six people sustained serious injuries in these incidents.

5   Following the cessation of Community Assistance Team (CAT) and co-responding activity, the Service attended significantly fewer special service incidents in 2018/19 than in the previous year as calls to non-fire emergencies reverted to similar levels as in 2015/16.

6   The Service attended 8% more false alarms in 2018/19 than in the previous year. Within that total there was a 14% increase in false alarms made with good intent, which may be associated with heightened vigilance and public apprehension during the hot dry summer months.

RECOMMENDATION

7   That members note the contents of the performance monitoring report at Appendix 1.

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[1] Fire fatality figures may change following Coroners' inquests.

OBSERVATIONS FROM THE EXECUTIVE PANEL/AUDIT COMMITTEE

8   This report has not previously been considered by Members.

BACKGROUND

9   Fire and Rescue Authorities in Wales are required to publish improvement objectives in accordance with the Local Government (Wales) Measure 2009, and well-being objectives in accordance with the Well-being of Future Generations (Wales) Act 2015.   For the purposes of the Authority's planning processes these are treated as one and the same, in that shorter term improvement objectives can also serve as steps towards achieving longer term well-being objectives.

INFORMATION

10   The activity and performance figures contained in Appendix 1 will form part of the Authority's narrative account of its challenges and achievements in 2018/19. Monitoring the Service's activity and performance levels in this way also helps inform the Authority's future planning decisions.

IMPLICATIONS

Well-being Objectives	Assists the Authority to monitor its performance against the improvement and well-being objectives set in the combined improvement and well-being plan 2018/19.
Budget	Assists 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 demands placed on it with variable levels of 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

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

PERFORMANCE MONITORING REPORT

**YEAR END
April 2018 – March 2019**

Figures are provisional and unaudited and may be subject to change.

CONTENTS

1.0   North Wales Overview

1.1   North Wales has a resident population of around 696,000 people, living in an area covering approximately 6,150 square kilometres.   North Wales is defined by coastland, rural areas in the north west, and more urban areas in the north east.

1.2   The region has an increasing and ageing population which is expected to increase to 729,100 by 2030. The percentage of the population aged 65 years and over is expected to increase by 26%, and the number of people aged 85 years and over is expected to increase by 80%[*].

1.3   As the population increases, so does the number of homes and non-domestic buildings being developed (see table 1 below).

Table 1. Population and property estimates[†]

|	**2014-15**	**2015-16**	**2016-17**	**2017-18**	**2018-19**
Population	691,986	694,038	694,473	695,822	696,284
Dwellings	321,061	322,643	324,299	326,047	326,710
Non-domestic properties	28,334	28,839	29,175	29,563	30,365

2.0 All Incidents

2.1 During 2018/19 the Service attended a total of 5,301 fires, false alarms and special service incidents. This was 7% fewer than in the previous year and was consistent with the 3-year average.

2.2 Between 2017/18 and 2018/19:

- false alarms increased by 8% (159 more incidents);
- fires increased by 12% (253 more incidents);
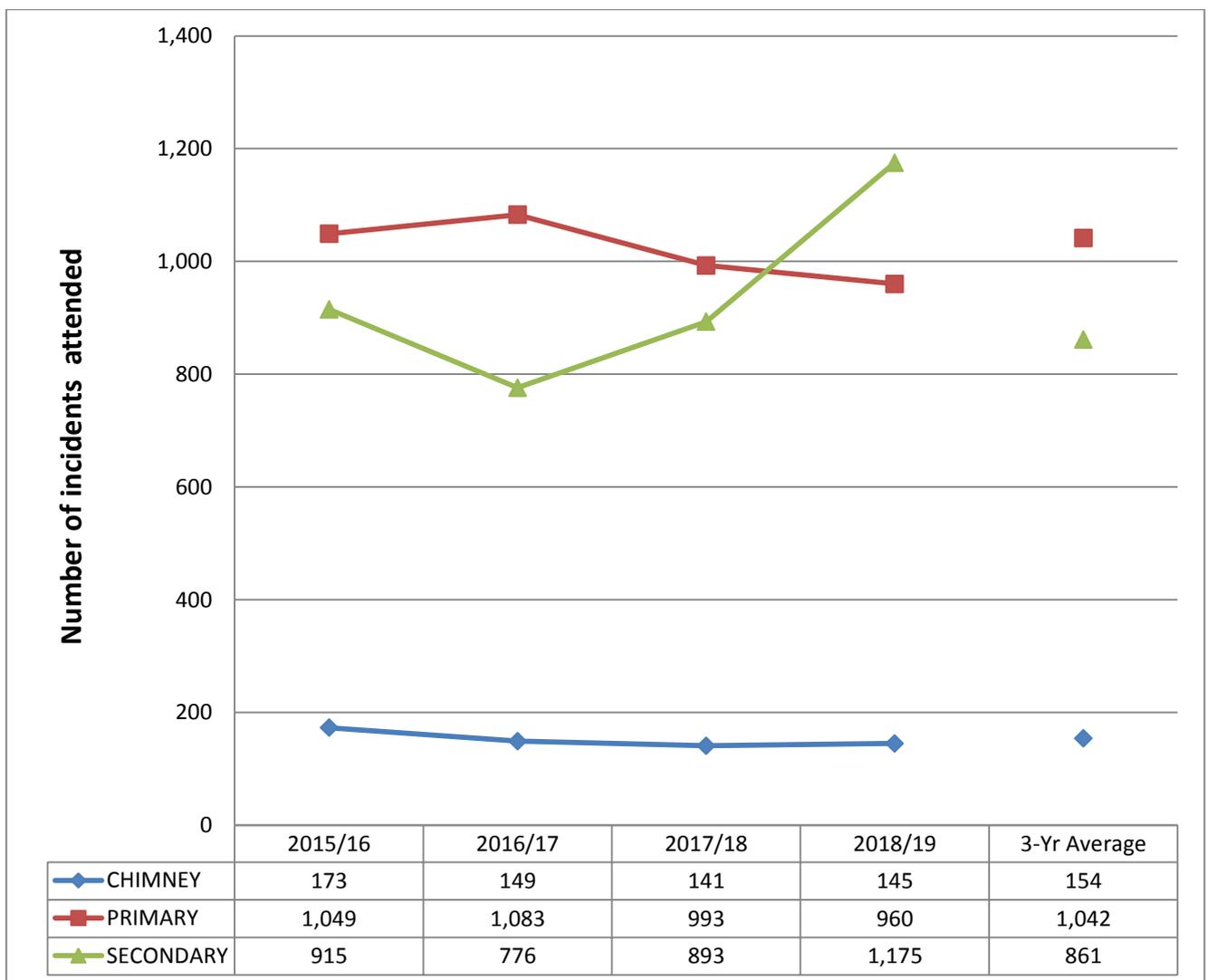- special service incidents decreased by 53% (836 fewer incidents).

Chart 1. Number of fire, false alarm and special service incidents attended
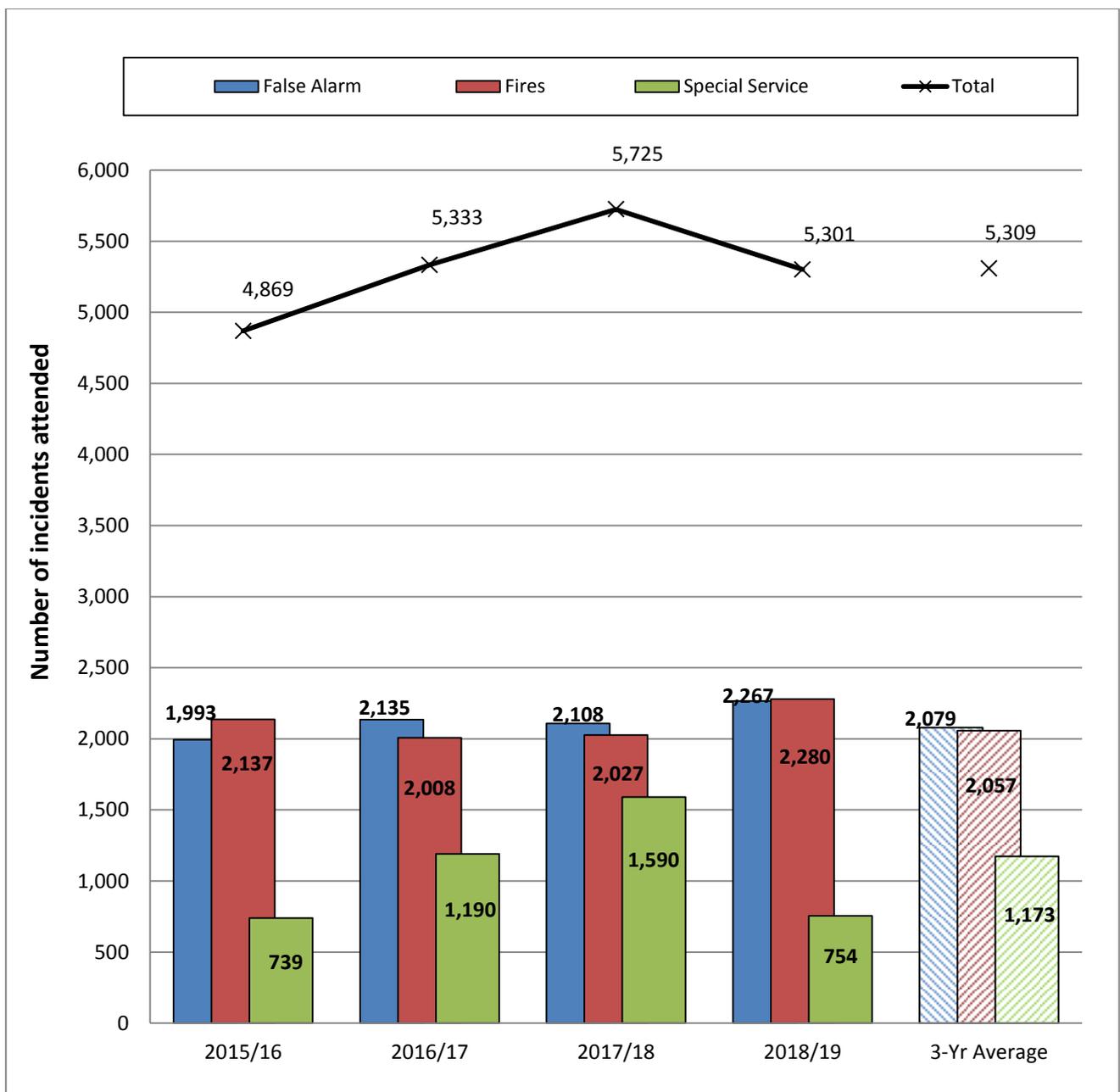
3.0　Fires, by Category

3.1　The Service attended 2,267 fires, which was an increase of 12% (253 more fires) and exceeded the 3-year average. The number of chimney fires remained relatively low and the number of primary fires continued to show a downward trend. In contrast, however, there was an increase in secondary fires and for the first time since 2015/16 there were more secondary fires than primary fires.

3.2　The Service attended 32% more secondary fires than in 2017/18. The majority of these fires happened outdoors, mainly over the summer months during the extended period of dry and hot weather in 2018.

Chart 2. Number of fires attended, by category
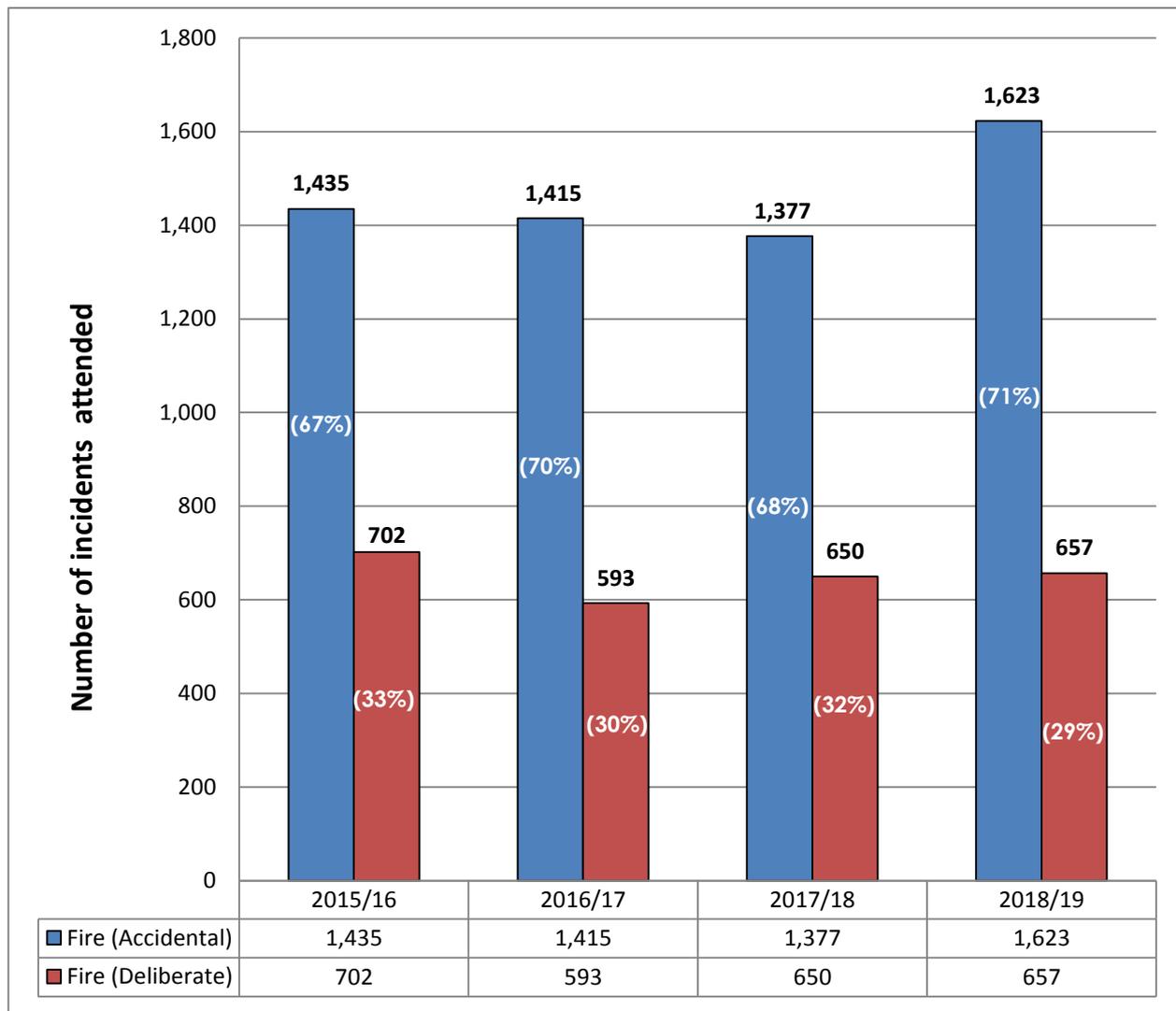

	2015/16	2016/17	2017/18	2018/19	3-Yr Average
CHIMNEY	173	149	141	145	154
PRIMARY	1,049	1,083	993	960	1,042
SECONDARY	915	776	893	1,175	861

4.0   Fires, by Motive

4.1   Following the pattern of previous years, around two-thirds of fires started accidentally, with the remainder being started deliberately.

4.2   Despite a sizeable reduction in dwelling fires (from 422 to 360), the scale of the increase in grassland, woodland and crop fires (from 340 to 637) during the year resulted in an overall increase in both accidental and deliberate fires.

Chart 3. Number of fires attended, by motive

|	2015/16	2016/17	2017/18	2018/19
Fire (Accidental)	1,435	1,415	1,377	1,623
Fire (Deliberate)	702	593	650	657

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

5.1   For the second year in succession the number of accidental fires in dwellings fell, reaching the lowest level ever recorded in North Wales (327), and around half the number occurring 20 years ago.

5.2   Despite annual increases in the numbers of dwellings in North Wales, the Service attended 15% (59) fewer accidental dwelling fires in 2018/19 than in 2017/18 and 24% (105) fewer than in 2016/17. There was also a reduction in deliberate dwelling fires in 2018/19 (33 fewer). This downward trend reflects the emphasis placed by the Authority on home fire safety education and prevention work.
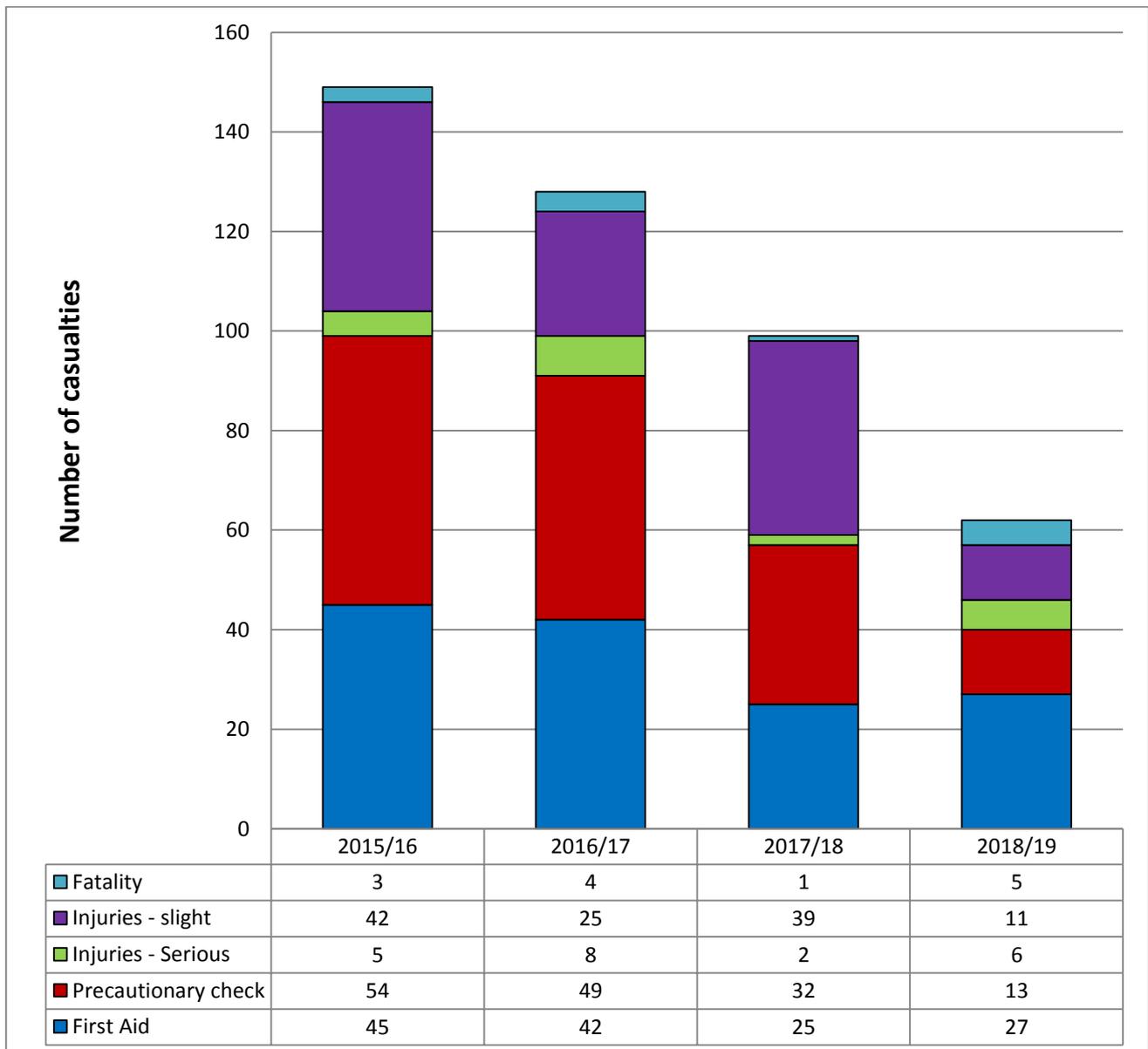
Chart 4. Number of dwelling fires attended, by motive

	2015/16	2016/17	2017/18	2018/19
Fire (Accidental)	383	432	386	327
Fire (Deliberate)	43	34	36	33
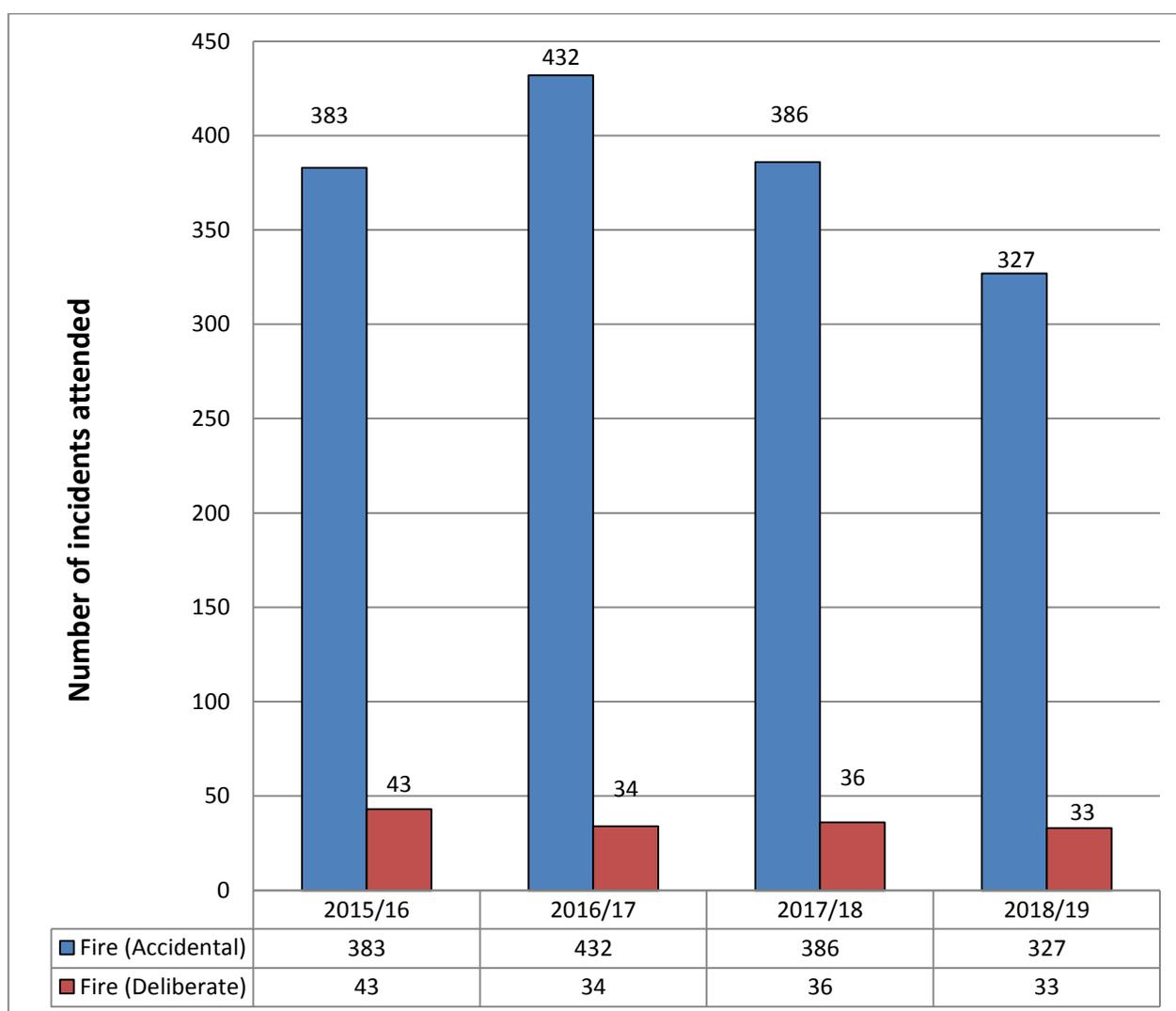
6.0 Casualties from Accidental Dwelling Fires

6.1 Despite the success in reducing the number of dwelling fires again in 2018/19, five people lost their lives* in five separate accidental dwelling fires and a further six people sustained serious injuries. This underlines the continuing importance of prevention activities.

6.2 Casualty figures for slight injuries and precautionary checks were significantly lower in 2018/19. Compared with 2017/18, slight injuries reduced by 72% (28) and precautionary checks by 60% (19).

Chart 5. Number of fatalities and injuries from accidental dwelling fires

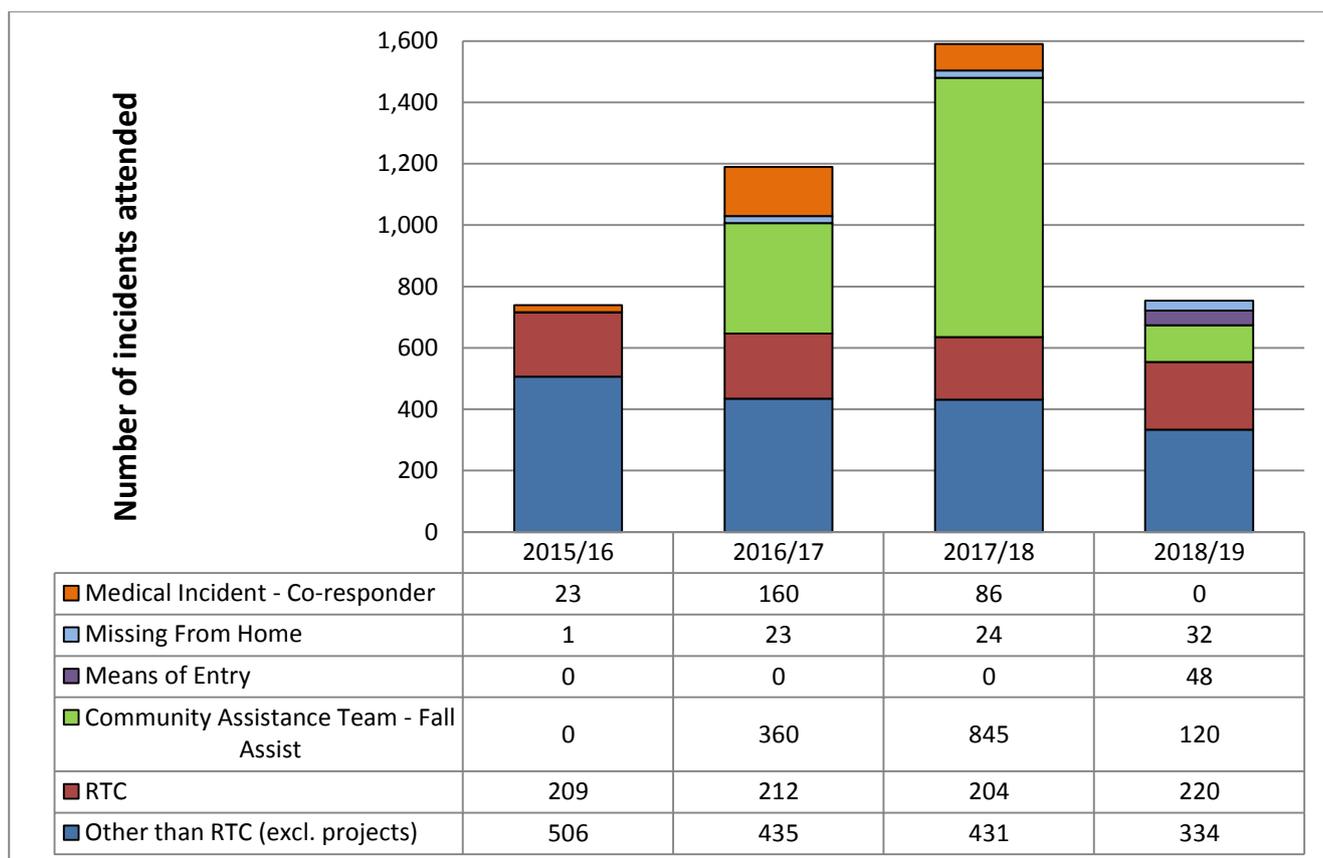|	2015/16	2016/17	2017/18	2018/19
Fatality	3	4	1	5
Injuries - slight	42	25	39	11
Injuries - Serious	5	8	2	6
Precautionary check	54	49	32	13
First Aid	45	42	25	27

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* The cause of death of two fatalities remains to be confirmed by the Coroner.

7.0   Special Service Incidents

7.1   Recent participation in collaborative initiatives responding to non-fire emergencies such as co-responding, the Community Assistance Team (CAT), Missing from Home and Means of Entry increased the numbers of special service incidents attended.

7.2   Following the cessation of co-responding activities in September 2017 and the CAT in May 2018, the number of special service incidents decreased to be more in line with the levels of 2015/16 and before.

7.3   Between July 2018 and March 2019 the Service attended 48 "Means of Entry" incidents, assisting other emergency services to gain entry to premises (e.g. to treat a collapsed patient). This was a new collaborative initiative that had not been undertaken in previous years.

7.4   Numbers of road traffic collision (RTC) incidents have remained relatively constant whereas other types of special service incidents (other than the collaborative initiatives referred to above) have been reducing year-on-year.

Chart 6. Number of Special service incidents, by category

	2015/16	2016/17	2017/18	2018/19
Medical Incident - Co-responder	23	160	86	0
Missing From Home	1	23	24	32
Means of Entry	0	0	0	48
Community Assistance Team - Fall Assist	0	360	845	120
RTC	209	212	204	220
Other than RTC (excl. projects)	506	435	431	334

8.0   False Alarms

8.1   The change in the Authority's policy for responding to calls generated by Automatic Fire Alarms (AFAs) saw an initial sharp reduction in the number of attended false alarms. Since 2015/16, however, the numbers have increased gradually, with the Service attending 14% more false alarms in 2018/19 than it did in 2015/16.

8.2   The number of AFA false alarms attended has remained relatively constant over the last three years (varying by only 2% or 3% each year) but genuine callers reporting non-existent fires increased significantly in 2018/19, probably due to heightened awareness during the hot dry summer of 2018.

Chart 7. Number of false alarms attended, by category

	2014/15	2015/16	2016/17	2017/18	2018/19
From automatic fire alarm systems	1,972	966	1,147	1,112	1,133
Good Intent	1,175	976	940	957	1,093
Malicious	77	51	48	39	41
Total attended	3,224	1,993	2,135	2,108	2,267

Glossary

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary Fires	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. 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.
Secondary Fires	Secondary fires are fires that are neither chimney fires nor primary fires. Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances. 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.
Chimney Fires	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. Chimney fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.
Special Service Incidents	These are non-fire incidents which require the attendance of an appliance or officer and include: 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)	Where the FRS attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed. 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.
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).