

Report to **Executive Panel**
Report no **EP/2017/07/06**
Date **17/07/17**
Lead Officer **Deputy Chief Fire Officer**
Contact Officer **Dawn Docx**
Subject **Performance Monitoring**



PURPOSE OF REPORT

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

EXECUTIVE SUMMARY

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

RECOMMENDATION

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

INFORMATION

- 4 Attached at Appendix 1 for members' information is the monitoring report for the period from 1 April 2016 to 31 March 2017.

IMPLICATIONS

Wellbeing Objectives	Will contribute to the annual performance review.
Budget	No implication identified.
Legal	Satisfies the Local Government Measure 2009 to report on performance
Staffing	Change of command and control system necessitated manual retrieval of data for 21-31 March 2017.
Equalities/Human Rights/ Welsh Language	No implication identified.
Risks	Failure to provide information relating to performance could affect FRA's decision-making and/or monitoring arrangements.

NORTH WALES FIRE AND RESCUE



Gwasanaeth Tân ac Achub
Fire and Rescue Service

PERFORMANCE MONITORING REPORT

YEAR END
April 2016 – March 2017

Figures are provisional and may be subject to minor amendment.

CONTENTS

	MONITORING AGAINST IMPROVEMENT OBJECTIVE 1	3 - 7
	Accidental fires in dwellings	
	Injuries from accidental fires in dwellings	
	Deaths from accidental fires in dwellings	
	People escaping unharmed and unaided from accidental fires in dwellings	
	Smoke alarm presence/absence in fires in dwellings	
	Home fire safety checks undertaken following a referral from a partner organisation	
	INCIDENT ACTIVITY REPORTING	8 - 15
	SUMMARY	8 - 9
	Overview of all incidents attended	
FRS/RRC/S/001i	FIRES ATTENDED	10 - 13
	All fires – primary, secondary and chimney	
	All fires – deliberate and accidental	
	Fires in non-domestic properties	
FRS/RRC/S/001vi FRS/RRC/S/001vii	SPECIAL SERVICE CALLS	14 - 15
	Emergency special service incidents	
FRS/RRC/S/001v	FALSE ALARMS	16 - 17
	Malicious false alarms	
	False alarms from automatic fire alarms	
	False alarms made with good intent	
	GLOSSARY	18

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	Whole Year		Average of 3 previous years	
Accidental fires in dwellings	2016-17	103	112	117	101	433	↑ 12.5%	421.7	↑ 2.7%
	2015-16	106	89	99	91	385			
Injuries from accidental fires in dwellings	2016-17	4	12	8	9	33	↓ 14	46.7	↓ 13.7
	2015-16	17	13	12	5	47			
Deaths from accidental fires in dwellings	2016-17	1	2	0	1	4	↑ 1		
	2015-16	0	0	2	1	3			
% of people who escaped unharmed and unaided from accidental fires in dwellings	2016-17	92.1%	86.2%	86.2%	76.1%	85.7%	↑ 11.4pp	80.2%	↑ 5.5PP
	2015-16	68.1%	83.6%	66.1%	81.1%	74.3%			
Dwelling fires – Smoke alarm activated	2016-17	53.7%	66.1%	64.0%	53.6%	59.7%	→ 0.6pp	61.3%	→ 1.6pp
	2015-16	62.4%	56.6%	66.7%	54.8%	60.3%			
Dwelling fires – Smoke alarm did not operate	2016-17	25.9%	24.2%	22.4%	28.2%	25.1%	→ 0.1pp	24.4%	→ 0.7pp
	2015-16	24.8%	24.2%	20.3%	31.7%	25.2%			
Dwelling fires – No smoke alarm present	2016-17	20.4%	9.7%	13.6%	18.2%	15.2%	→ 0.7pp	14.3%	→ 0.9pp
	2015-16	12.8%	19.2%	13.0%	13.5%	14.5%			
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	2016-17	30.0%	27.3%	25.1%	25.7%	27.0%	↓ 3.5pp	33.3%	↓ 6.3pp
	2015-16	35.5%	30.7%	27.4%	27.5%	30.5%			

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

Accidental Fires in Dwellings and Casualties by Severity of Injury

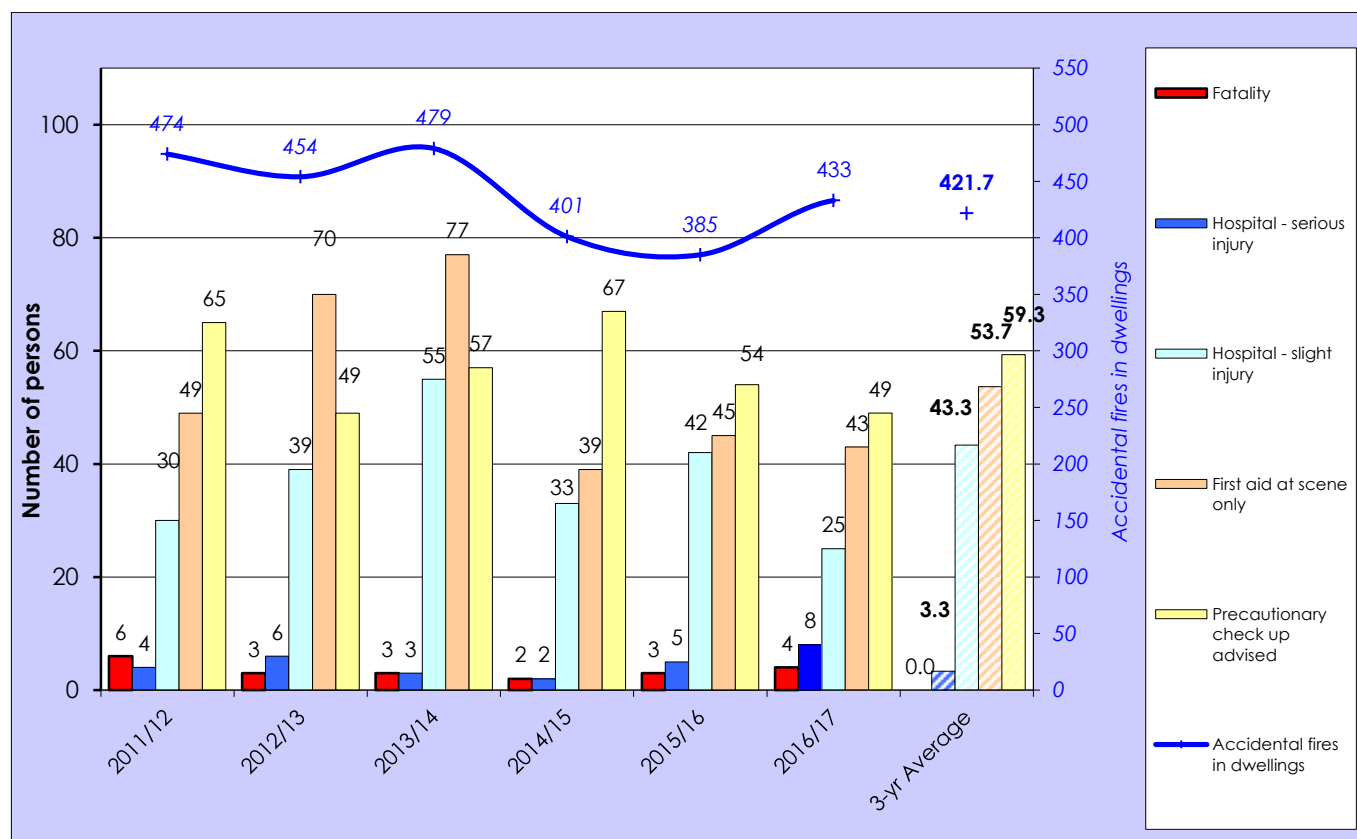
- **There were 12.5% or 48 more accidental fires in dwellings compared with 2015/16.**

During the year the Service attended 433 accidental fires in dwellings, this is an increase compared to the same period during the previous year (48 more fires), and is also higher than the 3-year average of 421.7 fires.

Injuries from accidental fires in dwellings: 33 people sustained injuries at these fires, 25 of which were classified as slight injuries and the remaining eight as 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 four fatalities at accidental fires in dwellings, one at a fire in North Gwynedd (April 2016), two fatalities at the same fire in Conwy (August 2016), and one at a fire in South Gwynedd (January 2017), all except the fatality in North Gwynedd 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.

- **85.7% 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 11.4 percentage points compared with 2015/16.**

The 85.7% this year relates to a total of 643 people who left the premises, of whom 551 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

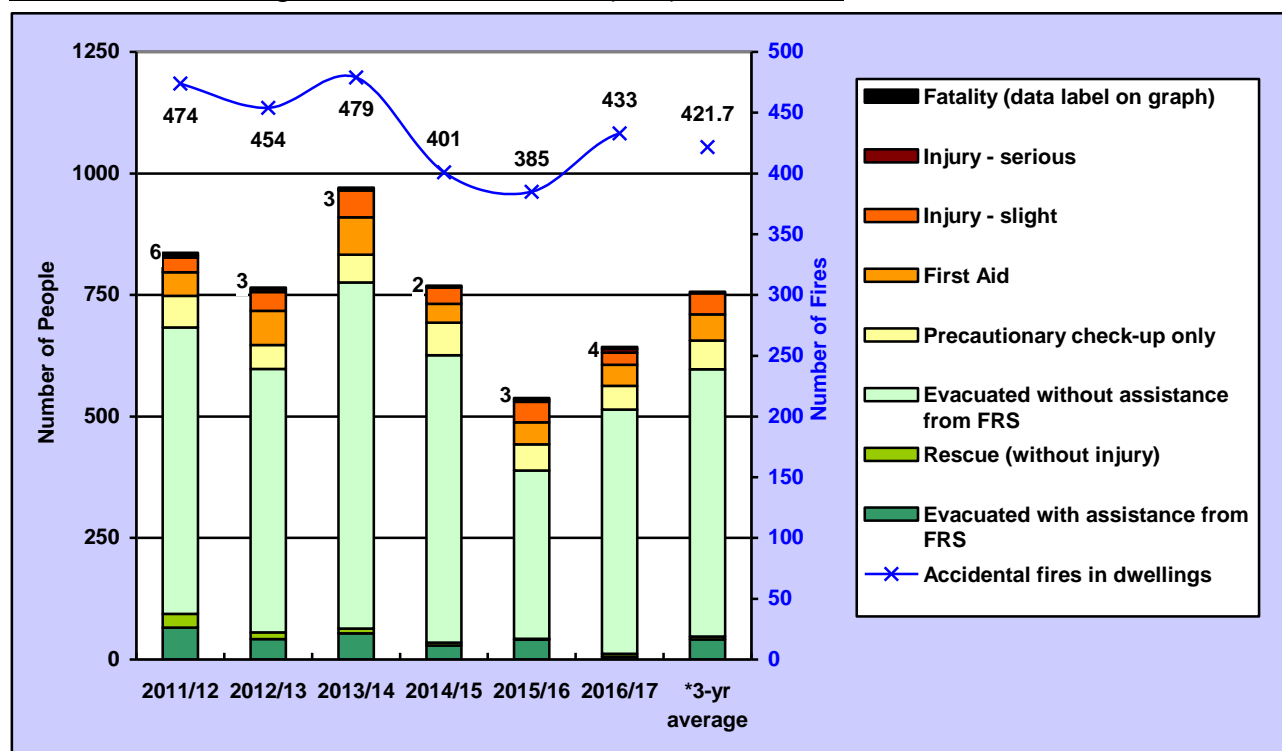


Table to show number of people involved in accidental dwelling fires

Status	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	3-yr Av.
Fatality	6	3	3	2	3	4	-
Injury - serious	4	6	3	2	5	8	3.3
Injury - slight	30	39	55	33	42	25	43.3
First Aid	49	70	77	39	45	43	53.7
Precautionary check-up only	65	49	57	67	54	49	59.3
Evacuated without assistance from FRS	589	542	712	591	346	502	549.7
Rescue (without injury)	28	14	10	6	2	6	6.0
Evacuated with assistance from FRS	66	42	54	29	41	6	41.3
Total persons leaving premises	837	765	971	769	538	643	759.3

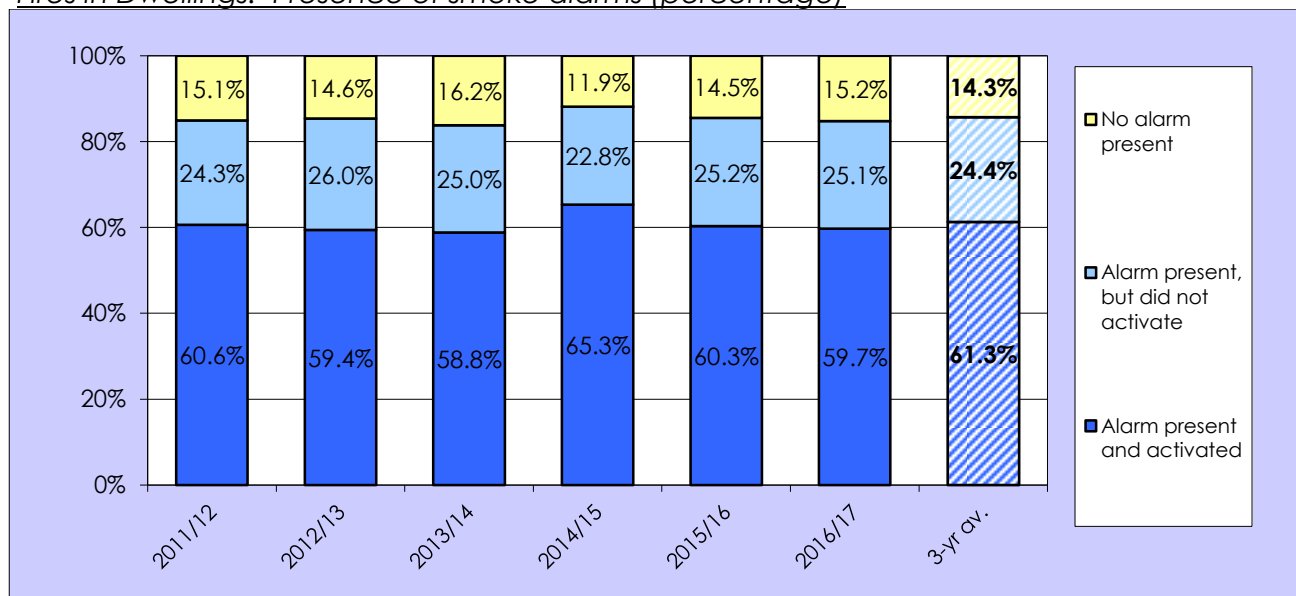
*'Unharmed and without assistance from crews at the scene' is calculated by adding the categories of 'Evacuated without assistance from FRS' and 'Precautionary check-up only', then expressed as a percentage of the total number of persons leaving the premises.

Fire in Dwellings: Presence of Smoke Alarms

- **15.2% of dwellings experiencing a fire did not have a smoke alarm (71 fires), which is 0.6 percentage points higher than in the previous year.**

There were 467 fires in dwellings during the year, 39 (9.1%) more than the previous year's total of 428 and slightly more than the 3-year average of 461.7.

Fires in Dwellings: Presence of smoke alarms (percentage)

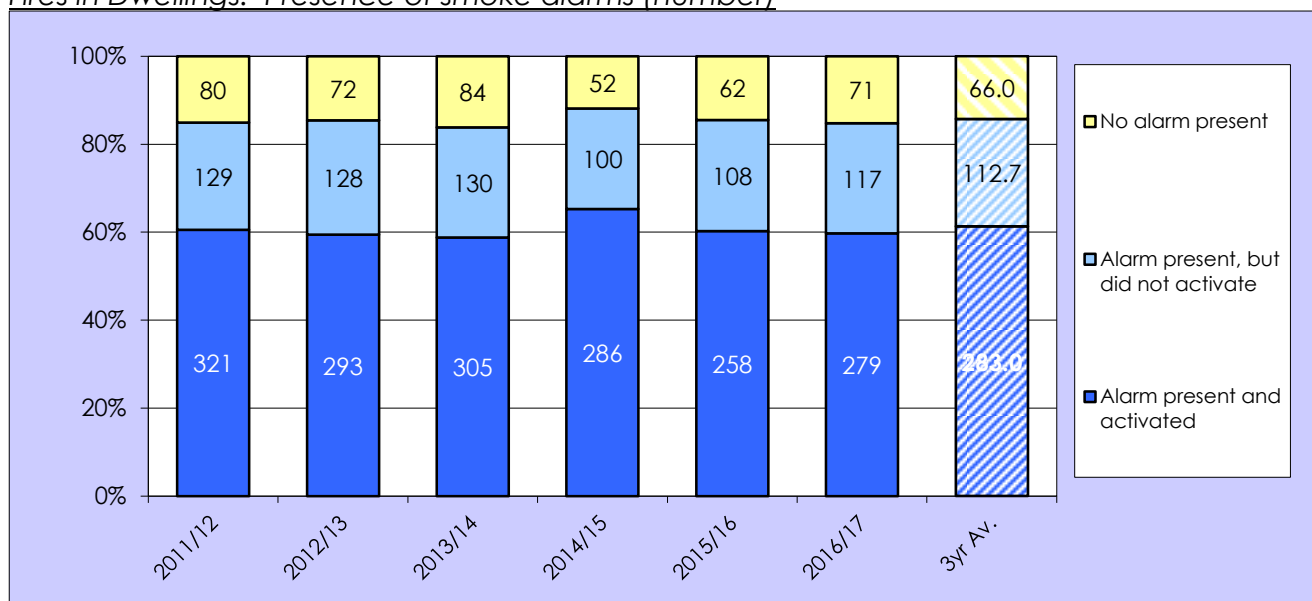


* 3 year average figures calculated using original numerical data as opposed to displayed percentages

In 59.7% of dwelling fires attended (279 fires), **an alarm was fitted and activated**. This was a slight decrease of 0.6 percentage points compared with 2015/16.

In 25.1% of dwelling fires attended (117 fires), **an alarm was fitted but it did not activate**. This was a slight decrease of 0.1 percentage points when compared with the previous year, but an increase of 0.7 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 75 out of the 117 fires).

Fires in Dwellings: Presence of smoke alarms (number)

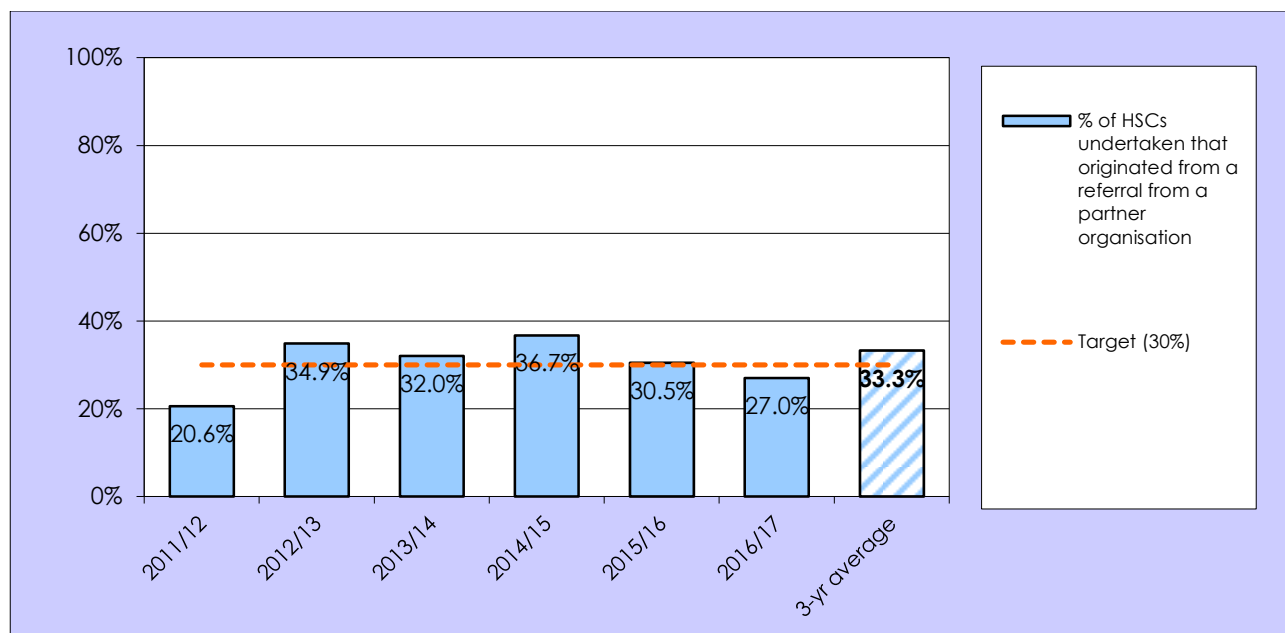


Home Safety Checks (HFSCs)

- **27% of home safety checks were completed following a referral from a partner organisation.**

During the year 5,465 (27%) out of the 20,235 home safety checks completed were ones that had originated from partner organisation referrals. This has fallen 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

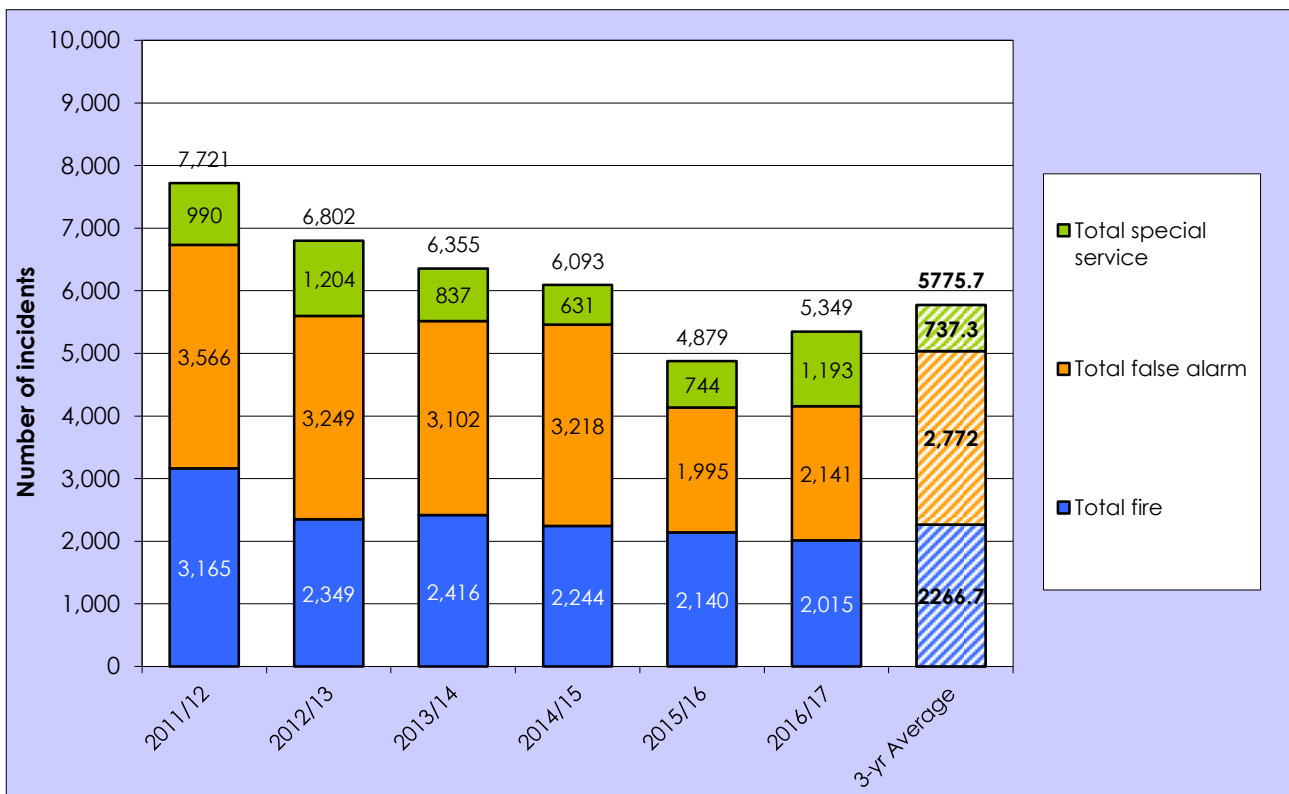
REPORTING YEAR 2016-17									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - Green = improvement; Red = deterioration; Amber = no change									
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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total incidents attended	2016-17	1,220	1,415	1,374	1,340	5,349	↑ 9.6%	5,776	↓ 7.4%
	2015-16	1,292	1,254	1,234	1,099	4,879			
Total fires	2016-17	538	514	494	469	2,015	↓ 5.8%	2,266.7	↓ 11.1%
	2015-16	673	553	463	451	2,140			
Total special service incidents	2016-17	183	245	346	419	1,193	↑ 60.3%	737.3	↑ 61.8%
	2015-16	136	171	246	191	744			
Total false alarms	2016-17	499	656	534	452	2,141	↑ 7.3%	2,771.7	↓ 22.8%
	2015-16	483	530	525	457	1,995			

All Incidents Attended:

- **There was an increase of 9.6% or 470 more incidents compared with the previous year.**

During the year the Service attended 5,349 incidents, this is more than in the previous year but below the 3-year average of 5,775.7. Special service incidents increased by 60.3% compared with 2015/16 and 61.8% when compared to the average over the previous 3 years. False alarm incidents saw an increase of 7.3% compared with the previous year, and a 22.8% decrease when compared with the average over the previous 3 years. Total fire incidents reduced by 5.8% (125 fewer fires) when compared with 2015/16, and by 11.5% when compared with the average over the previous 3 years.

All Incidents Attended, by Type



INCIDENT ACTIVITY REPORTING: Fires Attended

REPORTING YEAR 2016-17									
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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total fires	2016-17	538	514	494	469	2,015	↓ 5.8%	2,266.7	↓ 11.1%
	2015-16	673	553	463	451	2,140			
Primary fires	2016-17	255	296	290	244	1,085	↑ 3.4%	1,076.3	→ 0.8%
	2015-16	277	268	270	234	1,049			
Secondary fires	2016-17	249	211	158	161	779	↓ 15.1%	989.7	↓ 21.3%
	2015-16	356	268	153	141	918			
Chimney fires	2016-17	34	7	46	64	151	↓ 12.7%	200.7	↓ 24.8%
	2015-16	40	17	40	76	173			
All deliberate fires	2016-17	146	186	134	128	594	↓ 15.5%	739.7	↓ 19.7%
	2015-16	238	200	154	111	703			
All accidental fires	2016-17	392	328	360	341	1,421	↓ 1.1%	1,527.0	↓ 6.9%
	2015-16	435	353	309	340	1,437			
Fires in non-domestic properties	2016-17	34	37	44	29	144	↓ 10%	138.0	↑ 4.3%
	2015-16	49	36	42	33	160			

Fires:

- **There was an overall reduction of 5.8% or 125 fewer fires compared with 2015/16.**

During the year the Service attended 2,015 fires. Primary fires increased by 3.4%, secondary fires reduced by 15.1% and chimney fires reduced by 12.7% when compared with 2015/16. 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.

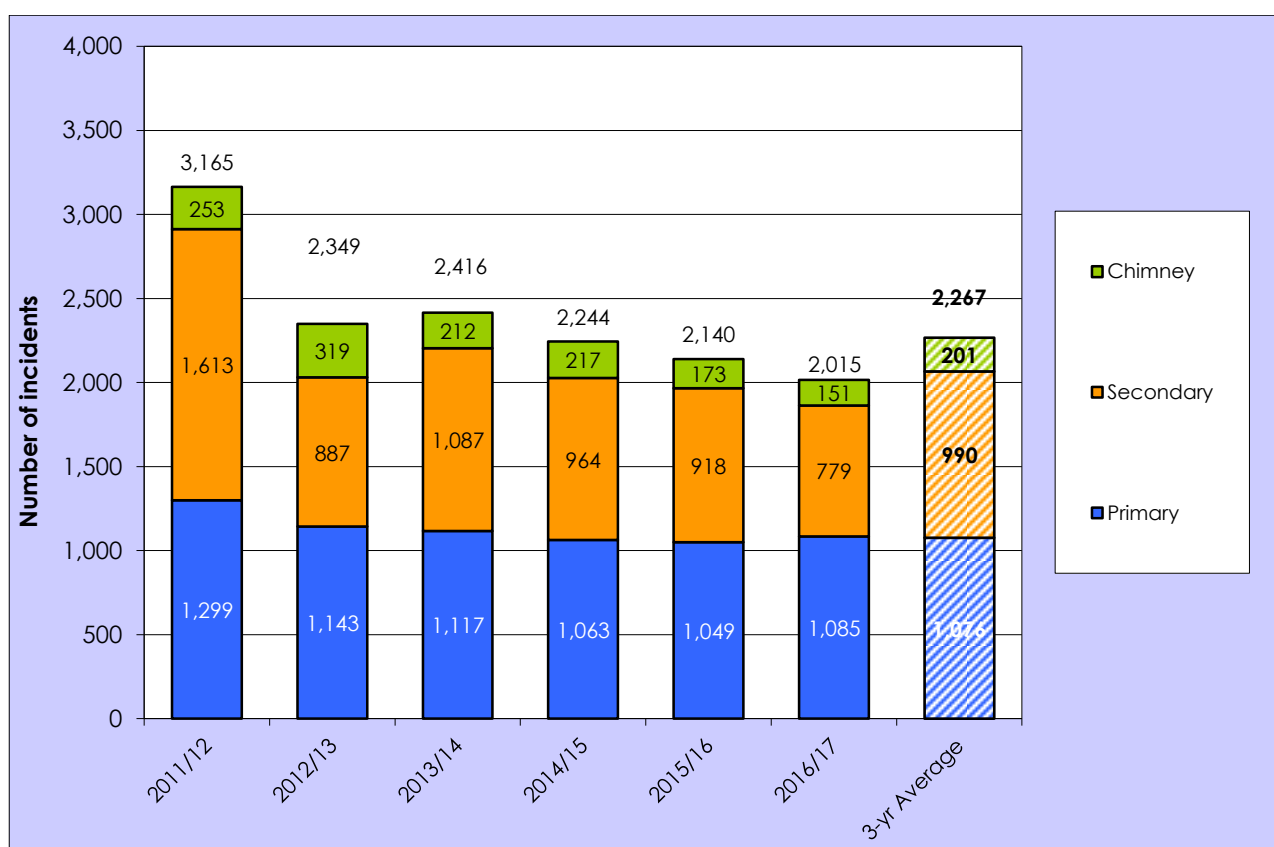
Fires: Type

Primary fires increased by 3.4% or 36 more incidents compared with 2015/16 and were slightly higher when compared with the average over three years, by 0.8%.

During the year **secondary fires** decreased by 15.1% or 139 fewer incidents compared with 2015/16, and were 21.3% lower than the 3-year average.

Chimney fires decreased by 12.7% or 22 fewer fires compared with 2015/16 and 24.8% below the 3-year average.

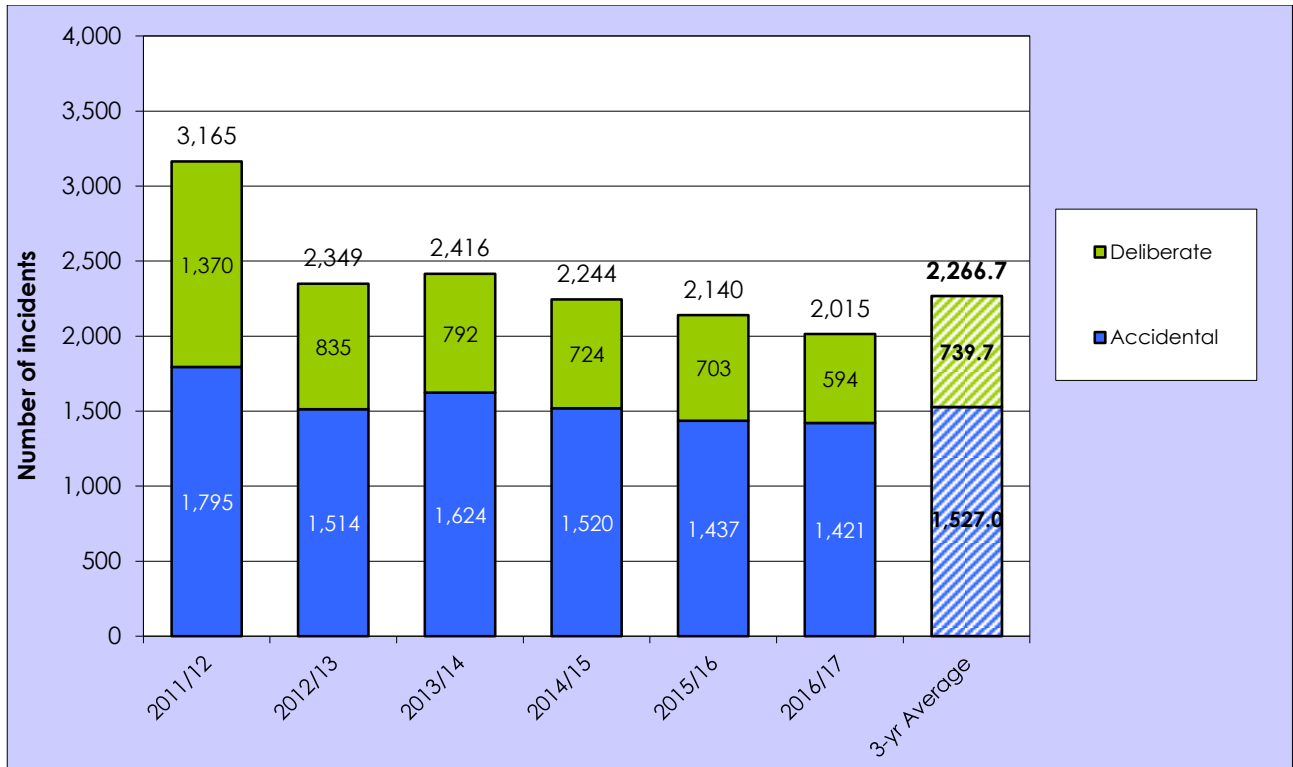
All Fires Attended, by Type



Fires: Motive

The overall reduction in fires in 2016/17 compared with 2015/16 is reflected in both accidental and deliberate fires with a reduction of 1.1% and 15.5% respectively. Both accidental and deliberate fires also remained below the 3 year average.

All Fires Attended, by Motive



* 3 year average figures calculated using original numerical data as opposed to displayed figures (rounded to the nearest decimal place)

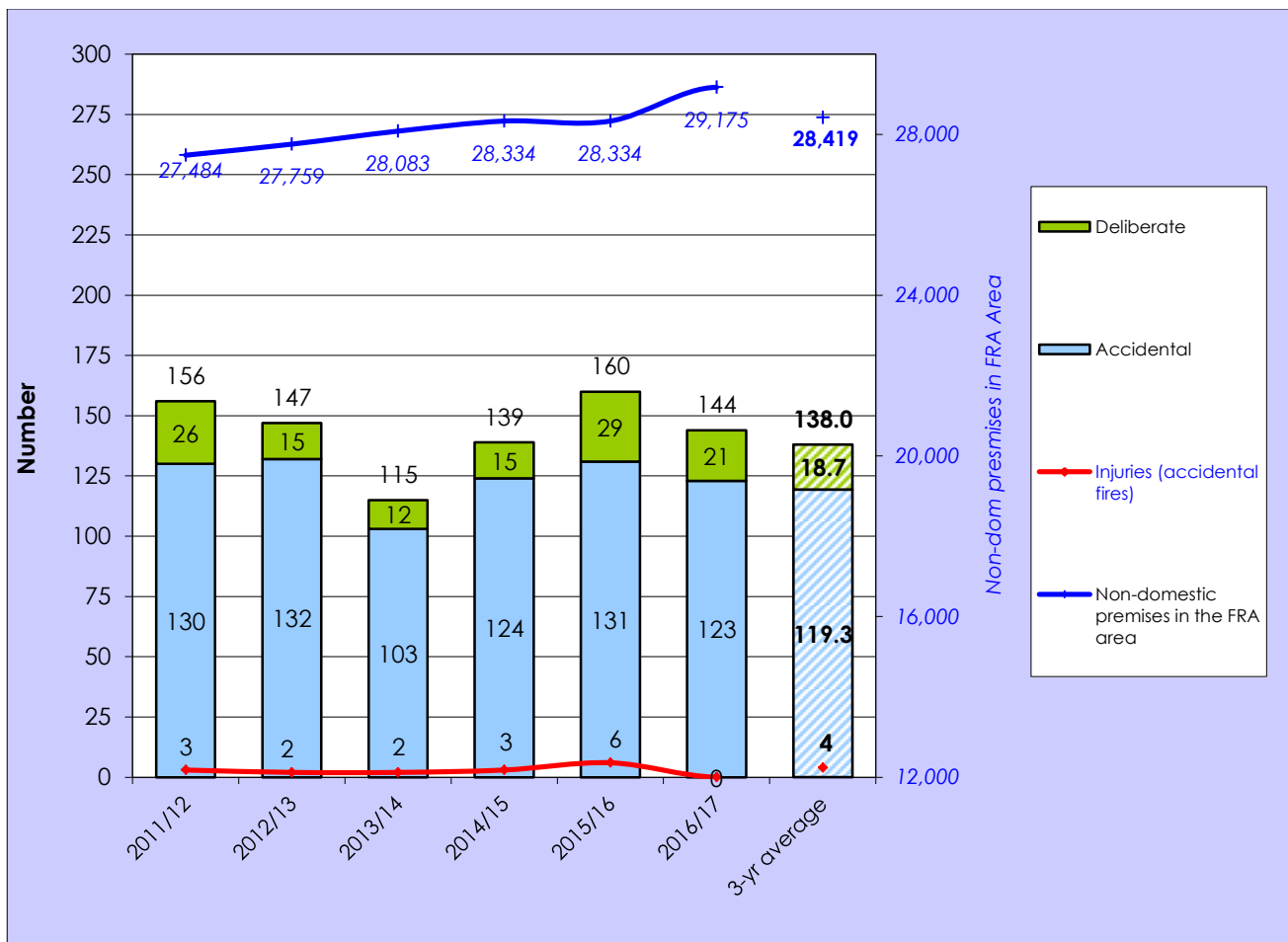
Fires: Non-domestic premises:

- **There was a decrease of 10% or 16 fewer fires in non-domestic premises compared with 2015/16.**

During 2016/17 the Service attended 144 such fires, 10% fewer than the previous year (16 fewer incidents) but which was 4.3% (6 incidents) more than the 3-year average. The number of non-domestic premises in the Service area has increased annually since 2008/09.

Fires in premises that are derelict are not included in this measure.

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									
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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total special service incidents	2016-17	183	245	346	419	1193	↑ 60.3%	737.3	↑ 61.8%
	2015-16	136	171	246	191	744			
Road traffic collisions (RTC)	2016-17	48	59	52	56	215	→ 1.4%	263.6	↓ 18.5%
	2015-16	40	64	56	52	212			
Other than RTC	2016-17	135	186	294	363	978	↑ 83.8%	473.6	↑ 106.5%
	2015-16	96	107	190	139	532			

Special Service Incidents:

- **There was an increase of 60.3% or 449 more special service incidents compared with 2015/16.**

During 2016/17 the Service attended 1,193 special service incidents, which is more than the previous year and the 3-year average.

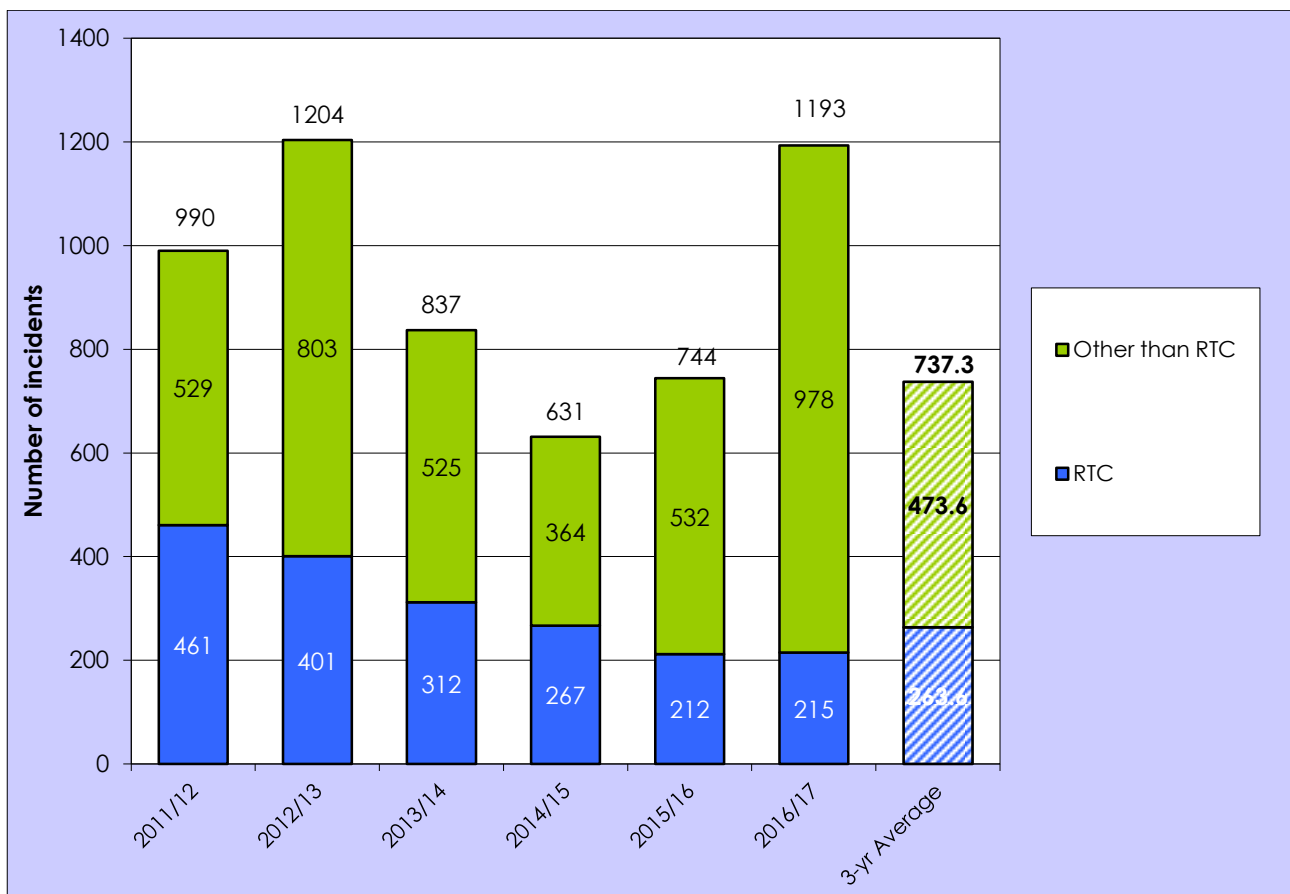
The number of **RTCs** attended increased slightly when compared to the same period in 2015/16, but reduced when compared to the 3-year average, continuing the overall downward trend over the medium term.

Special service incidents **other than RTCs** increased, with 83% or 446 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

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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total false alarm	2016-17	499	656	534	452	2,141	↑ 7.3%	2,771.7	↓ 22.8%
	2015-16	483	530	525	457	1,995			
Malicious false alarms	2016-17	11	10	21	6	48	↓ 5.9%	68.3	↓ 29.8%
	2015-16	11	11	12	17	51			
False alarms made with good intent	2016-17	214	269	239	219	941	↓ 3.8%	1,105.7	↓ 14.9%
	2015-16	234	257	269	218	978			
False alarms from AFAs in non-domestic properties	2016-17	73	117	96	59	345	↑ 22.3%	914.3	↓ 62.3%
	2015-16	58	92	62	70	282			
False alarms from AFAs in other properties	2016-17	201	260	178	168	807	↑ 18.0%	683.3	↑ 18.1%
	2015-16	180	170	182	152	684			

False Alarms:

- **There was an increase of 7.3% or 146 more false alarms attended compared with 2015/16.**

During 2016/17 the Service attended in response to 2,141 calls for assistance that later turned out to be false alarms. This number is an increase of 7.3% compared with 2015/16.

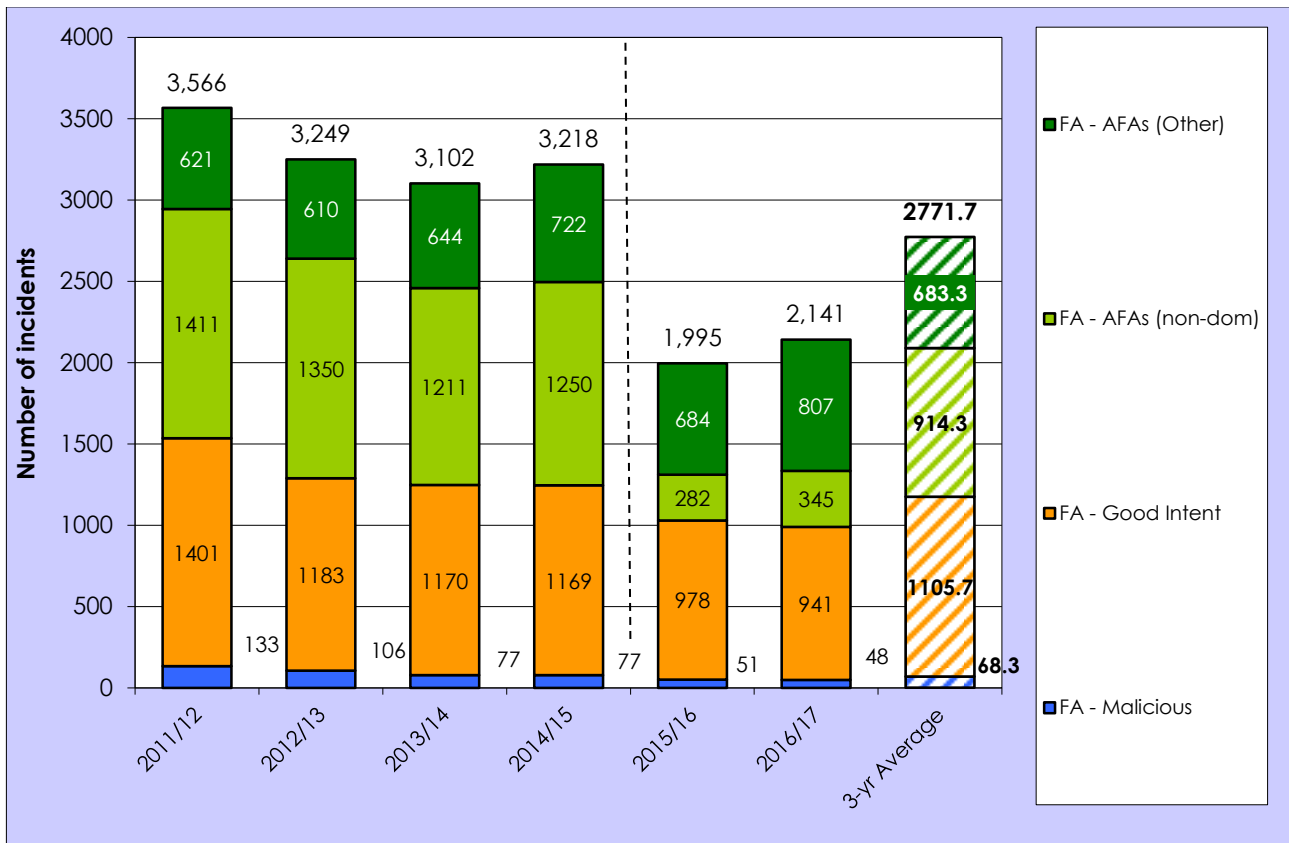
The overall numbers of false alarms in the categories of: malicious false alarms and false alarms decreased when compared with 2015/16.

False alarms from automatic fire alarms (AFA) in both non-domestic and other premises increased when compared with 2015/16, however when compared with the three year average the number of AFAs attended at non-domestic premises decreased.

This reduction can be attributed to a change in procedure. This decrease may also have contributed to the decline of Malicious False Alarm incidents as Automatic Fire Alarms which were activated maliciously may not have received an attendance as a result of the new procedure.

Since 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).