

# NORTH WALES FIRE AND RESCUE SERVICE



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

## PERFORMANCE MONITORING REPORT

**April 2019 – December 2019**

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

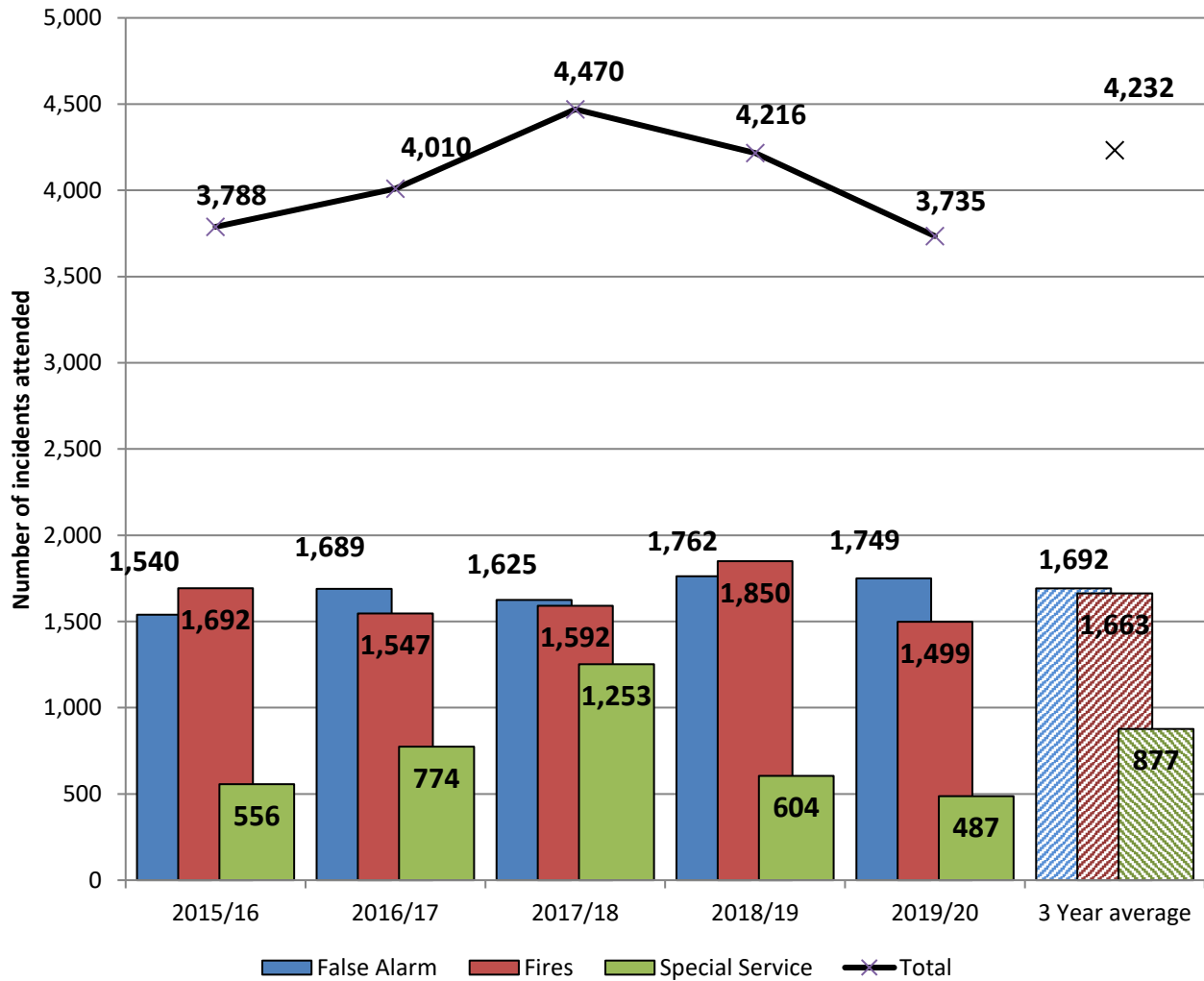
## CONTENTS

<b>INCIDENT ACTIVITY REPORTING</b>	
<b>ALL INCIDENTS</b>	
Overview of all incidents attended	1
<b>FIRES BY CATEGORY</b>	
Fires by category (primary, secondary, chimney)	2
Fires by motive (accidental/deliberate)	3
Outdoor fires	4
<b>FALSE ALARMS</b>	
False alarms by category (AFA, good intent, malicious)	5
<b>SPECIAL SERVICE INCIDENTS</b>	
Special service incidents by category	6
<b>MONITORING AGAINST IMPROVEMENT AND WELL-BEING OBJECTIVE A</b>	
Accidental fires in dwellings	7-8
Safe and well checks	9
Fatalities and casualties from accidental fires in dwellings	10
Nature of injury	11
<b>GLOSSARY</b>	12

## 1.0 All Incidents

1.1 The Service attended a total of 3,735 emergency incidents (fires, false alarms and special service incidents) in North Wales during the first three quarters of 2019/20, 11% fewer incidents than for the same period in 2018/19 and lower than the three-year average.

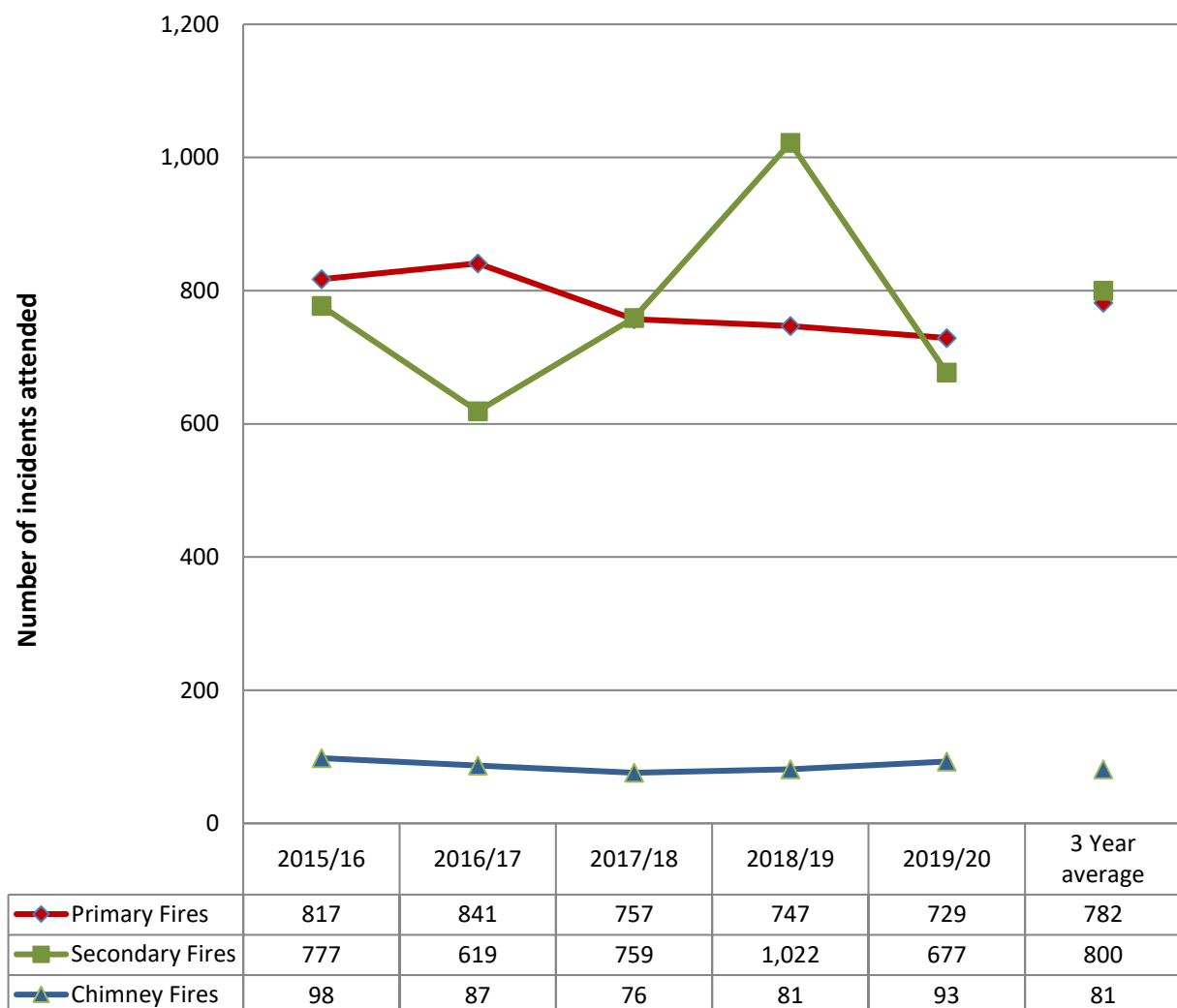
**Chart 1. Number of fires, false alarms and special service incidents attended, with 3-year average**



## 2.0 Fires, by Category

- 2.1 During the first three quarters of 2019/20, 40% of the emergency incidents attended were fires (1,499). Of those fires, 729 (49%) were primary fires, 677 (45%) were secondary fires and 93 (6%) were chimney fires. The gradual downward trend in the number of primary fires has continued, with 18 (2%) fewer primary fires attended in the first three quarters of 2019/20 compared with the same period in 2018/19, and 88 (11%) fewer fires when compared with 5 years ago.
- 2.2 The number of secondary fires attended fluctuates more than primary fires as they tend to be associated with weather conditions. The effect of the wetter weather conditions during the first three quarters of 2019/20 is reflected in the 34% reduction in secondary fires when compared with the same period in 2018/19. There was in excess of 10 centimetres more rainfall in Wales between April and December 2019/20 compared with 2018/19.
- 2.3 The number of chimney fires remain consistently low across the Service area.

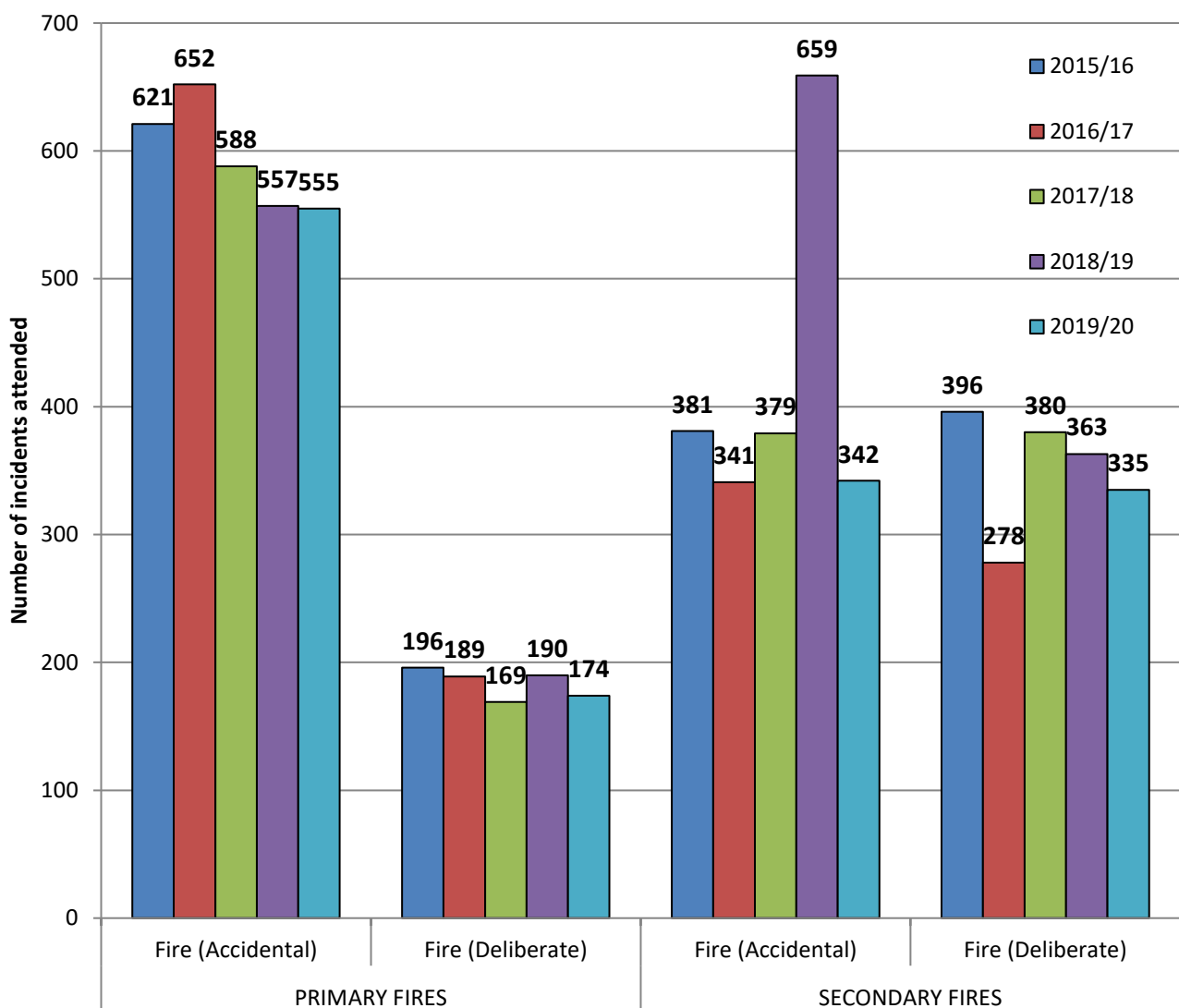
**Chart 2. Number of fires attended by category, with 3-year average**



### 3.0 Fires, by Motive

- 3.1 The number of accidental primary fires have remained relatively consistent over recent years and typically account for over 70% of all primary fires.
- 3.2 During the first three quarters of the year, 50% of secondary fires attended were started deliberately which is largely the same as previous years with the exception of 2018/19 when 36% of secondary fires were recorded as deliberate.

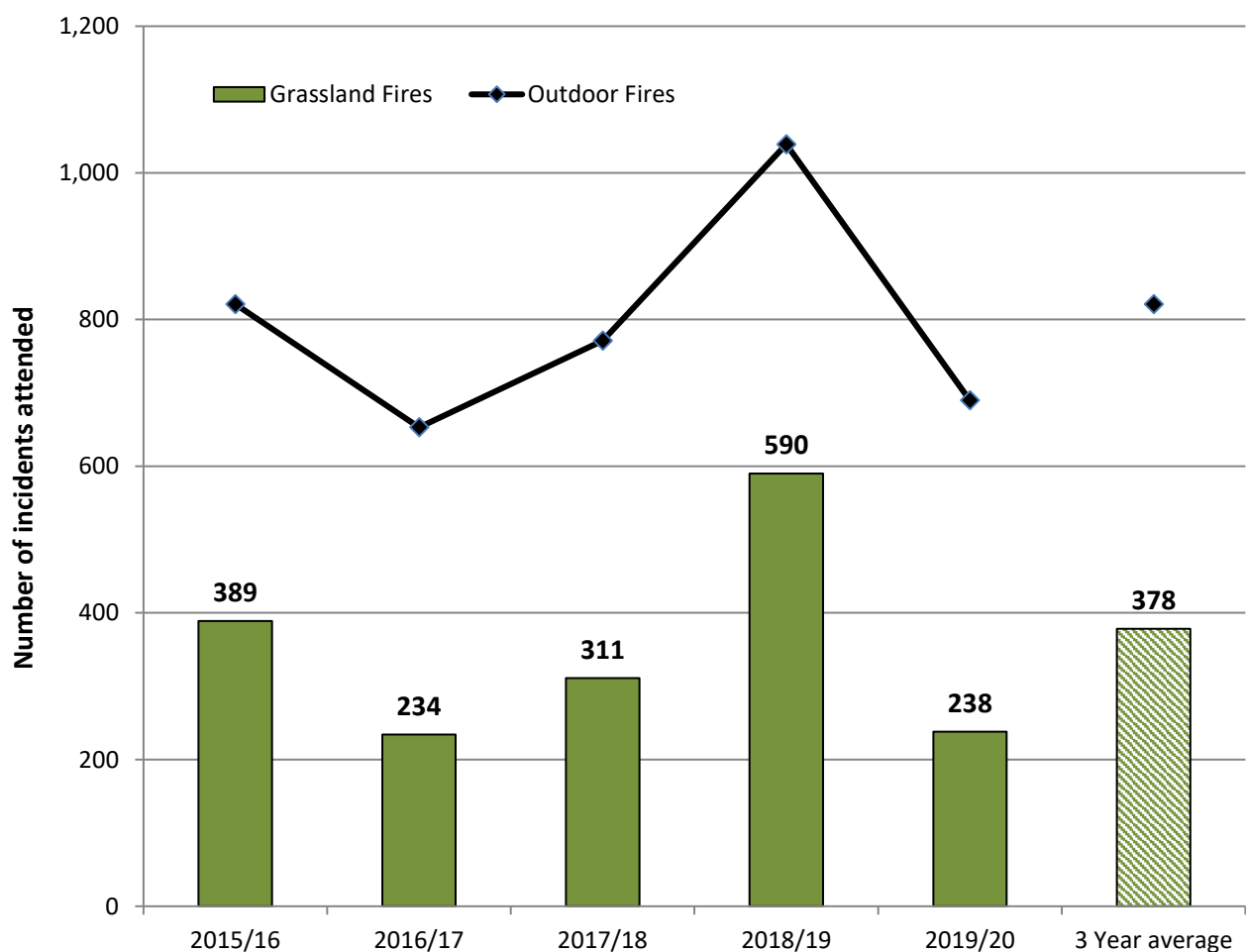
**Chart 3. Number of primary and secondary fires attended, by motive with 3-year average**



## 4.0 Outdoor Fires

4.1 During the first three quarters of 2019/20, grassland, woodland and crop fires accounted for 34% of all outdoor fires, with the remainder occurring in: other outdoor locations (36%); outdoor structures (27%); and outdoor equipment and machinery (2%). The effects of hot dry weather during 2018/19 are reflected in the increased number of outdoor fires (1,039), and in particular the spike in grassland, woodland and crop fires (590) that year.

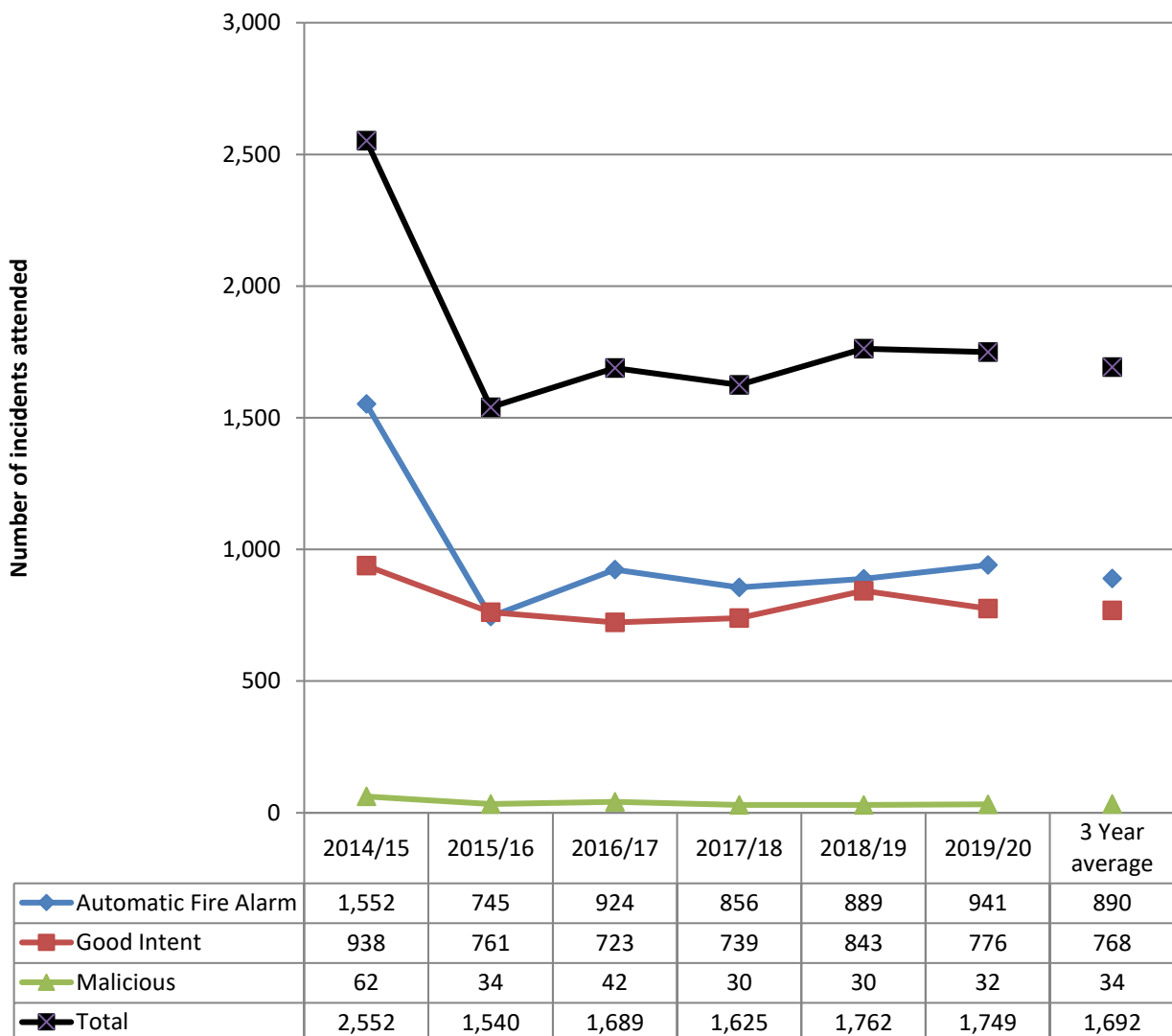
**Chart 4. Number of grassland, woodland and crop fires as a proportion of total outdoor fires attended with 3-year average**



## 5.0 False Alarms

- 5.1 The Service attended a total of 1,749 false alarms during the first three quarters of 2019/20. Of these, 54% were automatic false alarms AFAs, 44% were made with good intent whilst the remainder were due to malicious intent (2%).
- 5.2 The overall numbers of false alarms remain lower than before the introduction of the change to the Automatic Fire Alarm (AFA) policy (effective from April 2015).

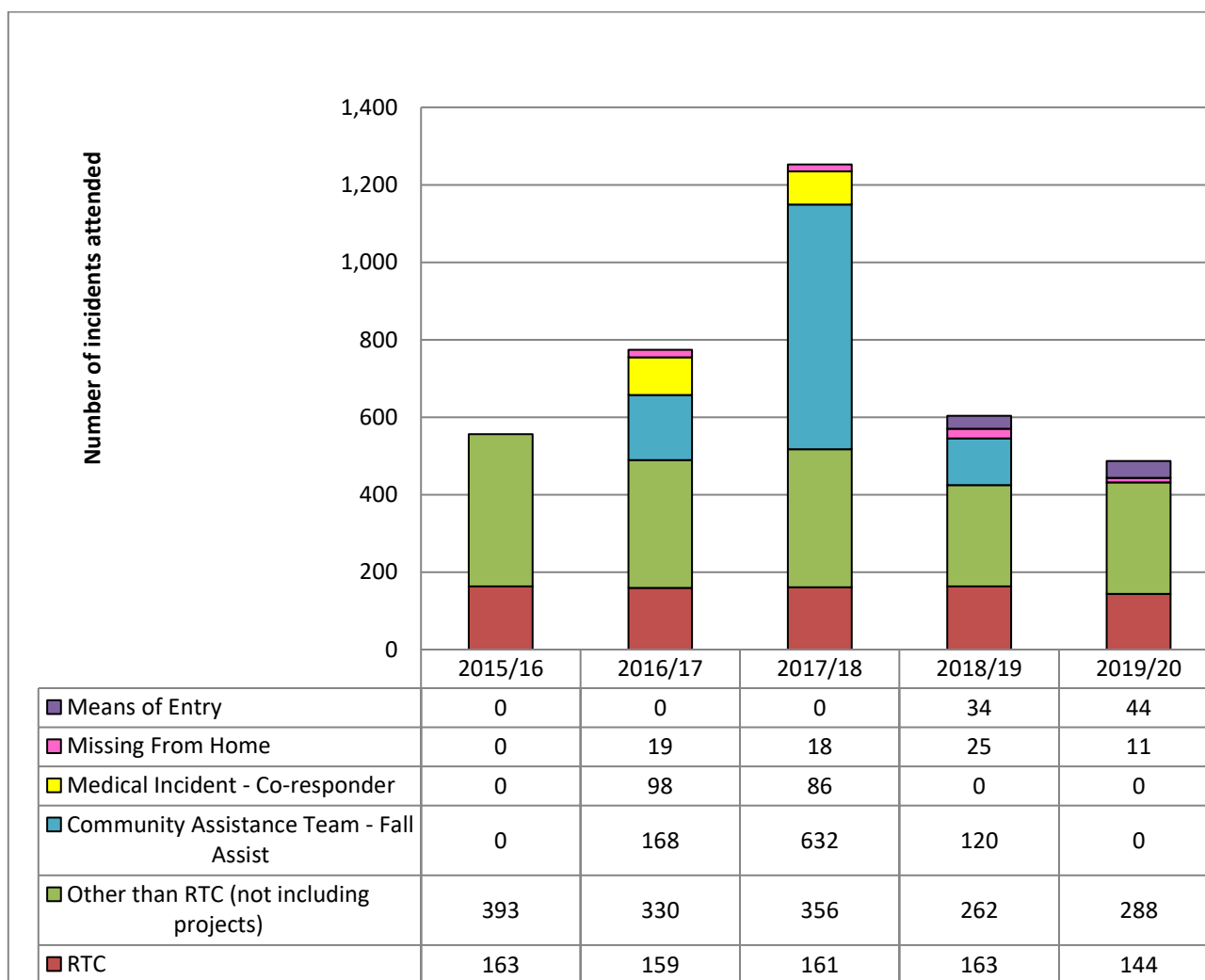
**Chart 5. Number of false alarms attended, by category with 3-year average**



## 6.0 Special Service Incidents

- 6.1 Since 2015/16 there has been little change to the number of 'special service incidents attended that were road traffic collisions' (RTCs). In the first three quarters of this year, the Service attended 19 (12%) fewer RTCs than in the same period last year.
- 6.2 In 2017/18 there was an increase in the number of special service incidents 'other than RTC' (excluding projects) which included an increase in the number of flooding related incidents. During 2018/19, which was hotter than average, the number of special service incidents 'other than RTC' (excluding projects), was significantly lower (262).
- 6.3 Since the commencement of 'means of entry', the Service has assisted the Welsh Ambulance Service NHS Trust to access premises on 78 occasions.

**Chart 6. Number of special service incidents, by category**

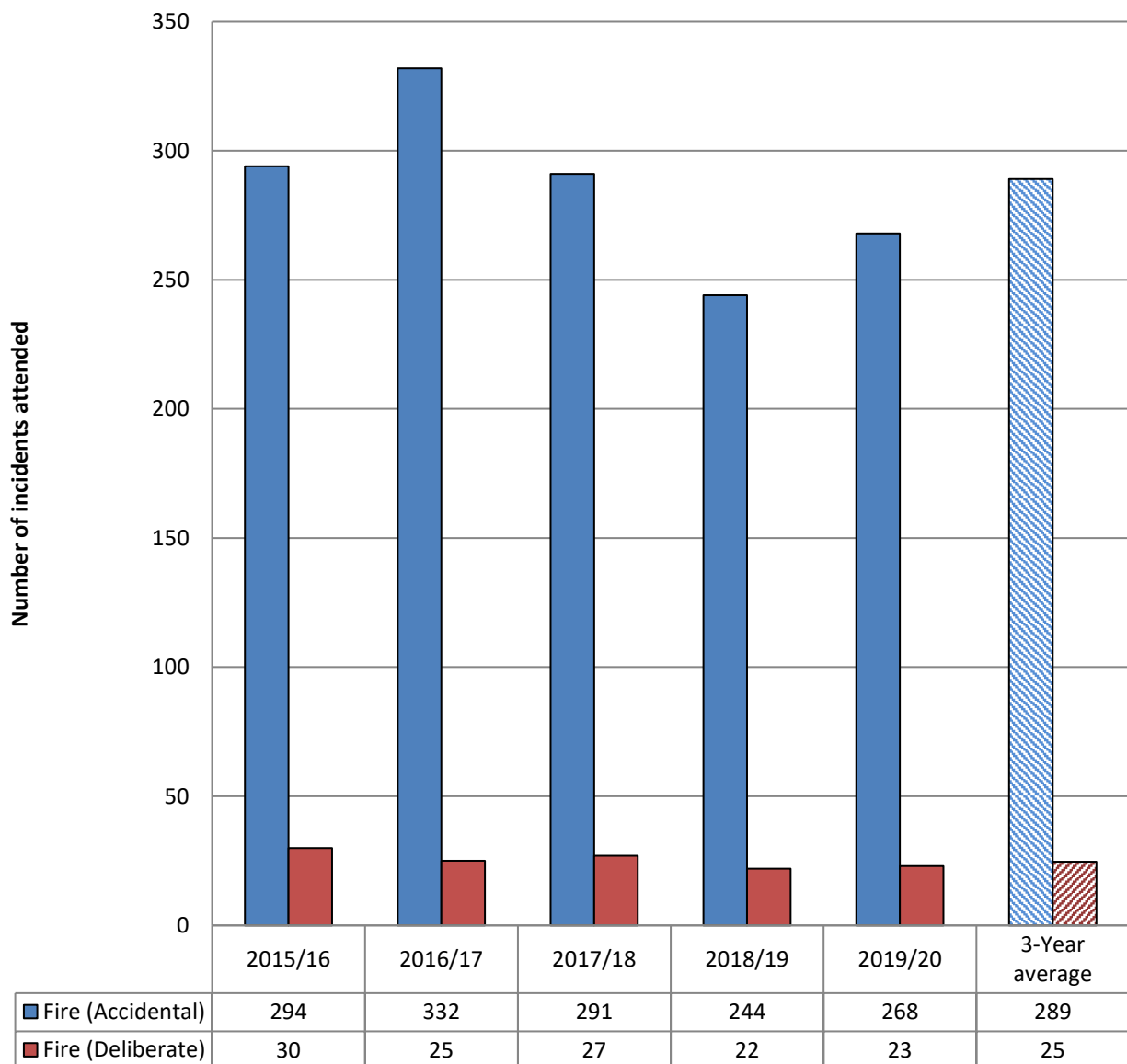




**7.0 Monitoring against Improvement and Well-being objective A:** *To support people to prevent accidental dwelling fires and stay safe if they do occur.*

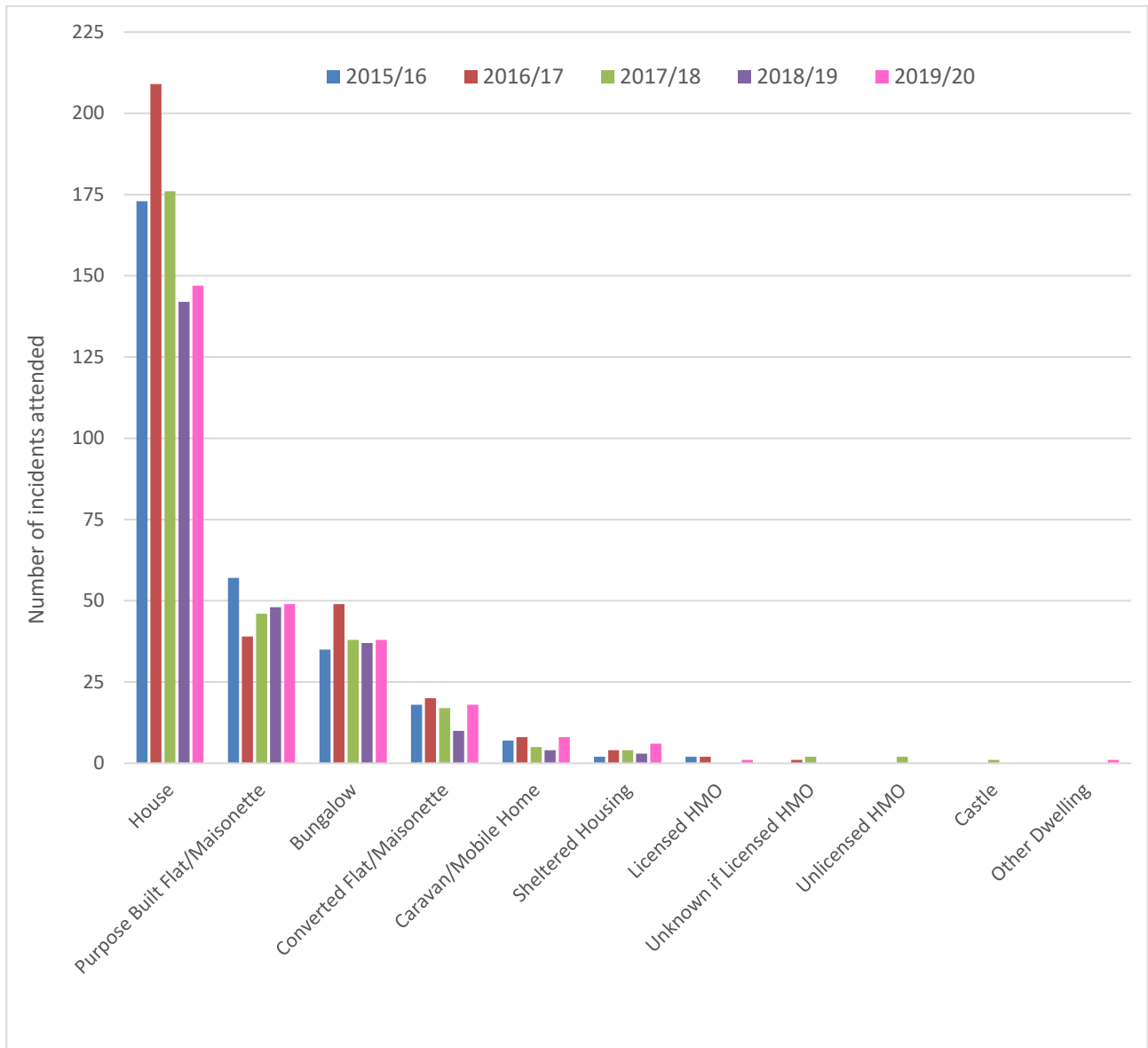
7.1 The number of accidental fires in dwellings fell in 2018/19 to the lowest level ever recorded in North Wales. In the first three quarters of 2019/20 the Service attended 24 (10%) more accidental dwelling fires than during the same period last year, although this is a return to more familiar levels and it remains below the 3 year average.

**Chart 7. Number of dwelling fires attended, by motive with 3-year average**



7.2 Since 2015/16 the majority of accidental dwelling fires have occurred in houses, purpose built flats/maisonettes and bungalows. In 2019/20, the number of accidental dwelling fires in houses reduced by 29% (129 fires), compared with 2016/17 (182 fires).

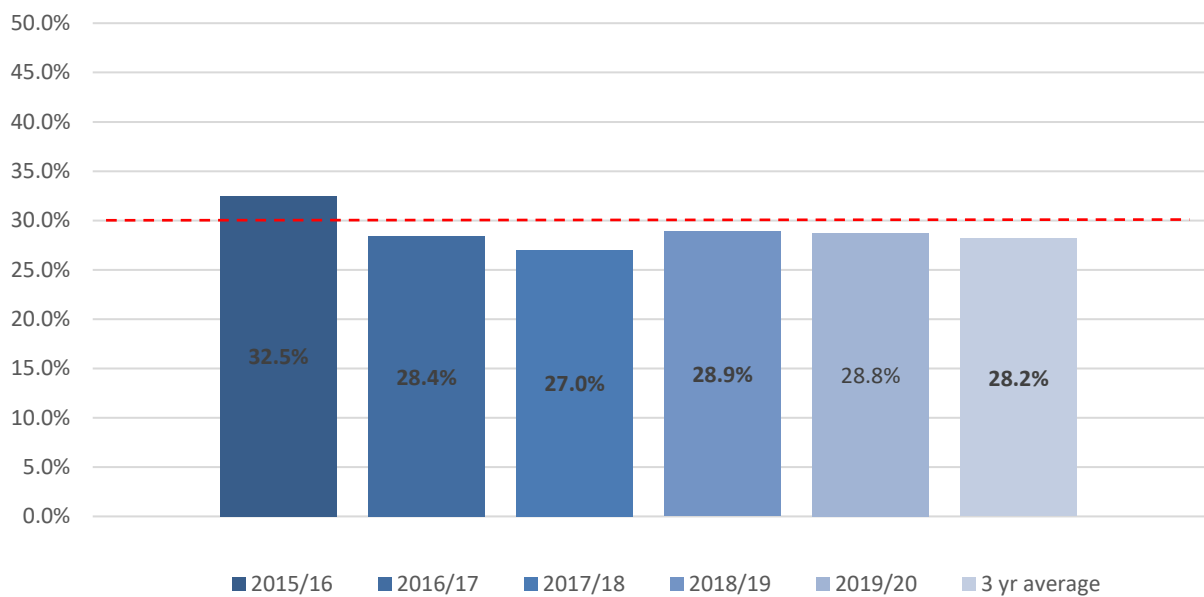
**Chart 8. Number of accidental dwelling fires attended, by property type**



## 8.0 Safe and Well Checks

8.1 During the first three quarters of the year 13,966 Safe and Well checks were undertaken, and 4,015 (28.8%) of these originated from partner organisation referrals. This is slightly below the targeted 30%.

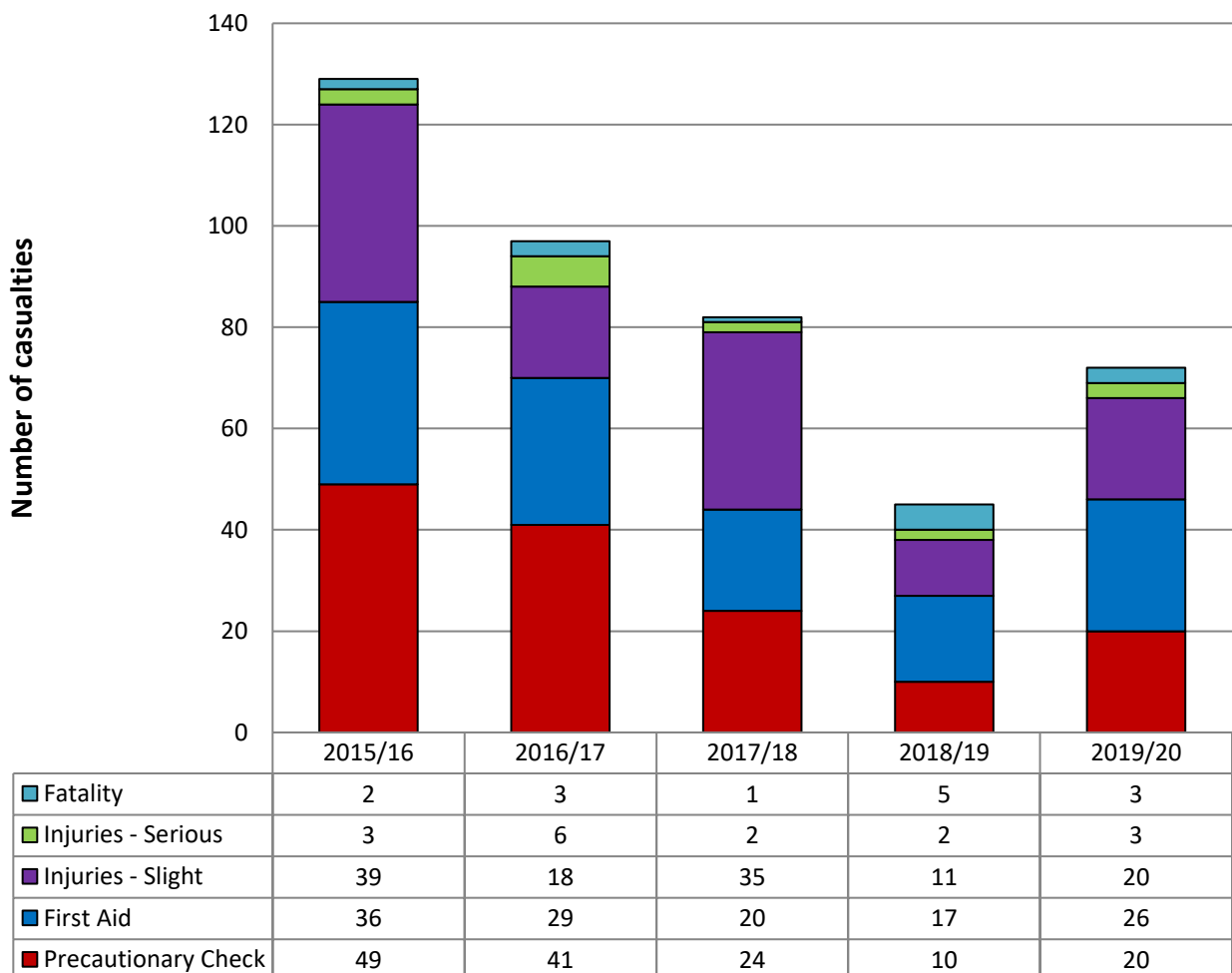
**Chart 9. Percentage of safe and well checks completed that originated from a referral made by a partner agency with 3-year average**



## 9.0 Fatalities and Casualties from Accidental Fires in Dwellings

- 9.1 In 2019/20, there were 3 fatalities as a result of accidental dwelling fires compared with 5 for the same period in 2018/19.
- 9.2 Between April and December 2019/20, there were 3 serious injuries compared with 2 in the previous year. During 2019/20, 20 people were recorded as having slight injuries compared with 39 in 2015/16, indicating a gradual downward trend.
- 9.3 A small increase was seen in the number of people receiving first aid at the scene during 2019/20 whilst the number of people who either received a precautionary check, or were advised to see a doctor as a precaution decreased from 49 people in 2015/16 to 20 in 2019/20.

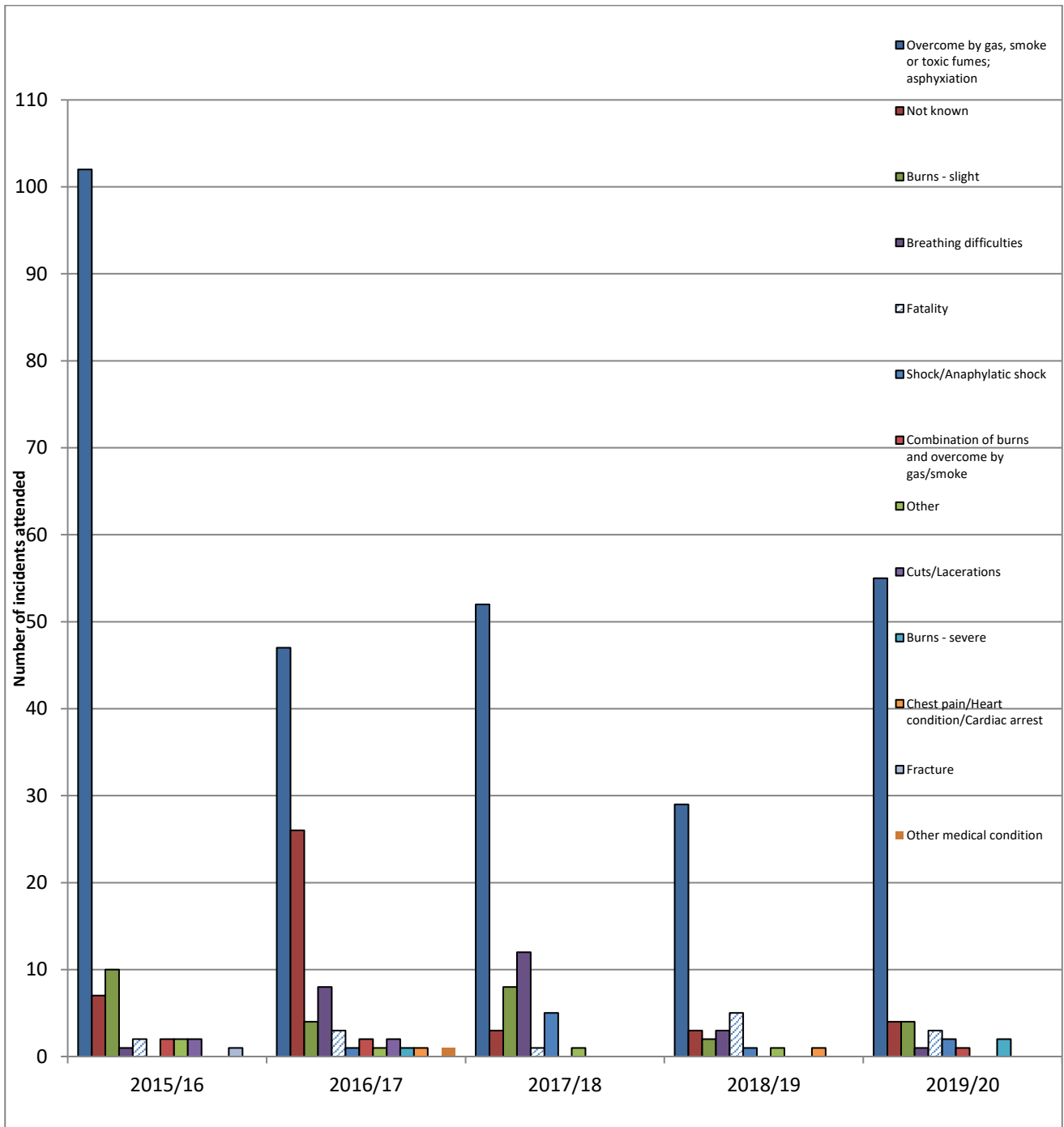
**Chart 10. Number of fatalities and injuries from accidental dwelling fires**



## 10.0 Nature of Injury

10.1 Over the 5 year reporting period 2015/16 to 2019/20, the most common injury is 'overcome by gas, smoke or toxic fumes; asphyxiation'. In 2019/20, 55 people were 'overcome by gas, smoke or toxic fumes; asphyxiation' compared with 29 during the same period in 2018/19.

**Chart 11. Nature of injuries from accidental dwelling fires**



## 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"> <li>a) Local emergencies e.g. flooding, road traffic incidents, rescue of persons, 'making safe' etc;</li> <li>b) Major disasters;</li> <li>c) Domestic incidents e.g. water leaks, persons locked in or out etc;</li> <li>d) Prior arrangements to attend incidents, which may include some provision of advice and inspections.</li> </ul>
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.