



AGENDA ITEM: 8

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

15 July 2013

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 for members' information is the monitoring report relating to the 2012/13 reporting year, covering the period from 1st April 2012 to 31st March 2013.

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

**YEAR-END
APRIL 2012 – MARCH 2013**

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 – 2012/13						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year → = no change pp percentage points						
	Q1	Q2	Q3	Q4	YTD	
Accidental fires in dwellings	97	123	103	131	454	↓ 4%
Injuries from Accidental Fires in Dwellings	8	9	13	15	45	↑ 11
Deaths from Accidental Fires in Dwellings	1	0	1	1	3	↓ 3
% of people who escaped unharmed and unaided from accidental fires in dwellings	83%	80%	74%	71%	77%	→ 0.8 pp
Dwelling fires - smoke alarm activated	58%	56%	65%	59.5%	59%	↓ 2pp
Dwelling fires – smoke alarm did not operate	29%	23%	26%	26.5%	26%	↑ 2pp
Dwelling fires – no smoke alarm present	13%	21%	9%	14%	15%	→ 0
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	40%	29%	26%	n/a	35%	↑ 4pp

LAST YEAR – 2011/12					
	Q1	Q2	Q3	Q4	YTD
Accidental fires in dwellings	112	84	146	132	474
Injuries from Accidental Fires in Dwellings	8	3	10	13	34
Deaths from Accidental Fires in Dwellings	1	0	2	3	6
% of people who escaped unharmed and unaided from accidental fires in dwellings	67%	82%	79%	81%	78%
Dwelling fires - smoke alarm activated	63%	60%	61%	59%	61%
Dwelling fires – smoke alarm did not operate	23%	23.5%	27%	22%	24%
Dwelling fires – no smoke alarm present	14%	16.5%	12%	19%	15%
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	31%	29%	31%	39%	31%

Accidental Fires in Dwellings and Casualties by Severity of Injury

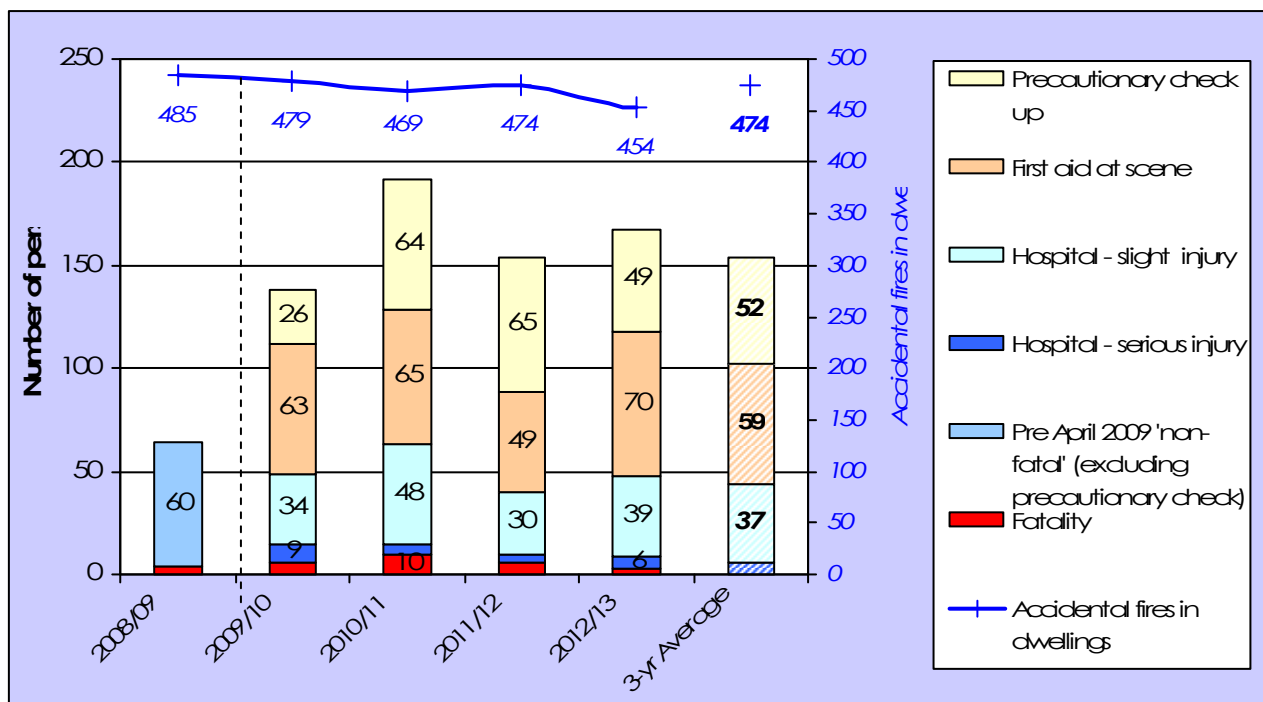
- There were 4% or 20 fewer accidental fires in dwellings compared to 2011/12

During the year the Service attended 454 accidental fires in dwellings, which is less than in the previous year and the 3-year average.

Injuries from accidental fires in dwellings: 45 people sustained injuries at these fires – 39 were classified as slight injuries, and 6 as serious. These exclude precautionary check-ups and first aid given at scene, in accordance with national guidance for compiling national performance indicators.

Deaths from accidental fires in dwellings: During year there were three deaths at accidental fires in dwellings, occurring on Anglesey (May 2012), Denbighshire (November 2012) and one death in Conwy (February 2013), which is pending confirmation from the Coroner.

Accidental Fires in Dwellings and Casualties by Severity of Injury



From April 2009 non-fatal casualties are recorded under four categories of severity:

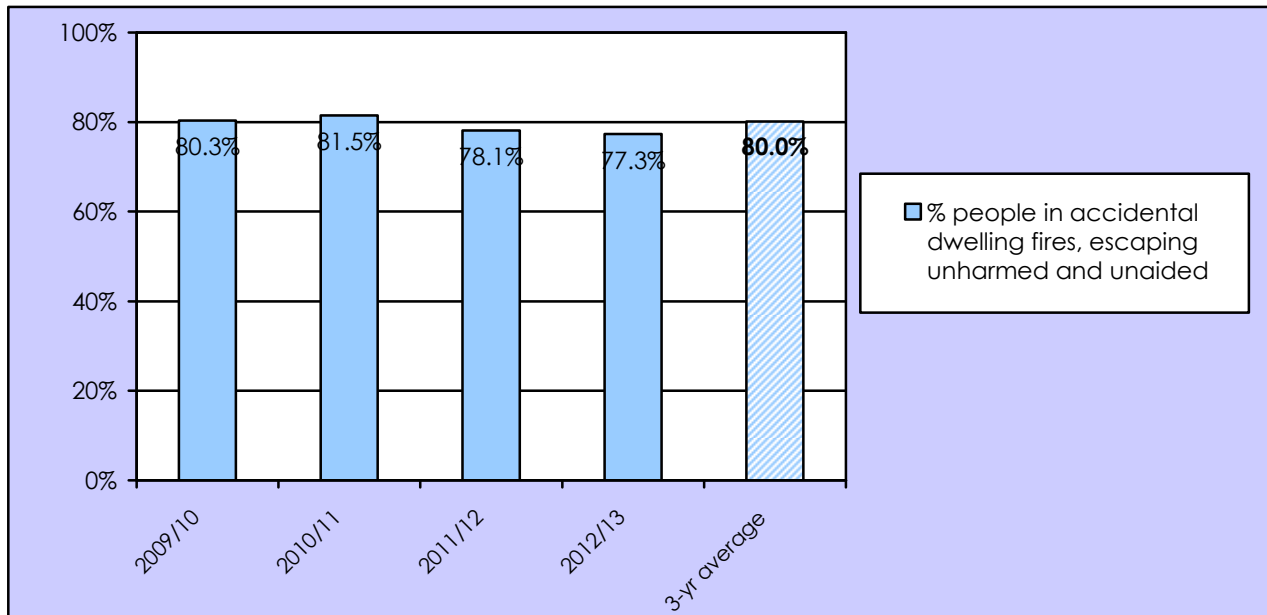
- victim went to hospital, injuries appear to be serious;
- victim went to hospital, injuries appear to be slight;
- first aid given at scene;
- precautionary check recommended – this is when an individual is sent to hospital or advised to see a doctor as a precaution, but having no obvious injury or distress.

Due to the change in April 2009 and the introduction of a 'fire-related injury' marker there is a possible discontinuity in the number of non-fatal casualties.

Accidental Fires in Dwellings – Escaped Unharmful, Unaided

- **77% of people in an accidental dwelling fire escaped unharmed and without the need for assistance from crews at the fire, less than 1 percentage point lower compared to 2011/12.**

% of people in accidental dwelling fires who escape unharmed and unaided



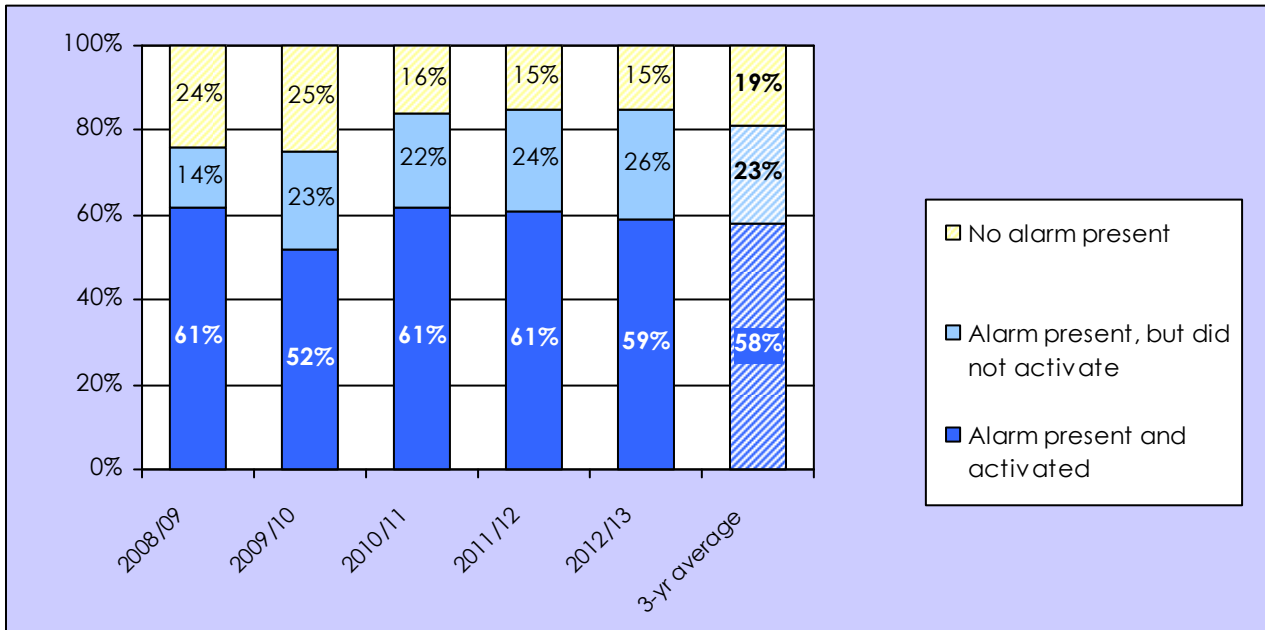
With early warning from a working smoke alarm and a rehearsed escape plan tailored to the individual needs of the occupants of the dwelling, people can maximise their chances of escaping unharmed from a dwelling fire without having to rely on being rescued by a fire crew.

The 77.3% achieved during the year relates to a total of 765 people, of whom 591 were able to exit the dwelling safely without having to be rescued by a fire crew.

Fire in Dwellings: Presence of Smoke Alarms

- **15% of dwellings experiencing a fire did not have a smoke alarm, which is equal to 2011/12**

Fires in Dwellings: Presence of smoke alarms



During the period the Service attended 493 fires in dwellings.

15% of all the dwelling fires attended during the year (72 fires) occurred in dwellings where no smoke alarm had been fitted. This is equal to the previous year, and lower than the 3-year average, which is a positive indication of levels of smoke alarm ownership.

In 59% of the dwelling fires attended (293 fires), an alarm was fitted and activated. This percentage of the total is lower than last year but remains above the 3-year average.

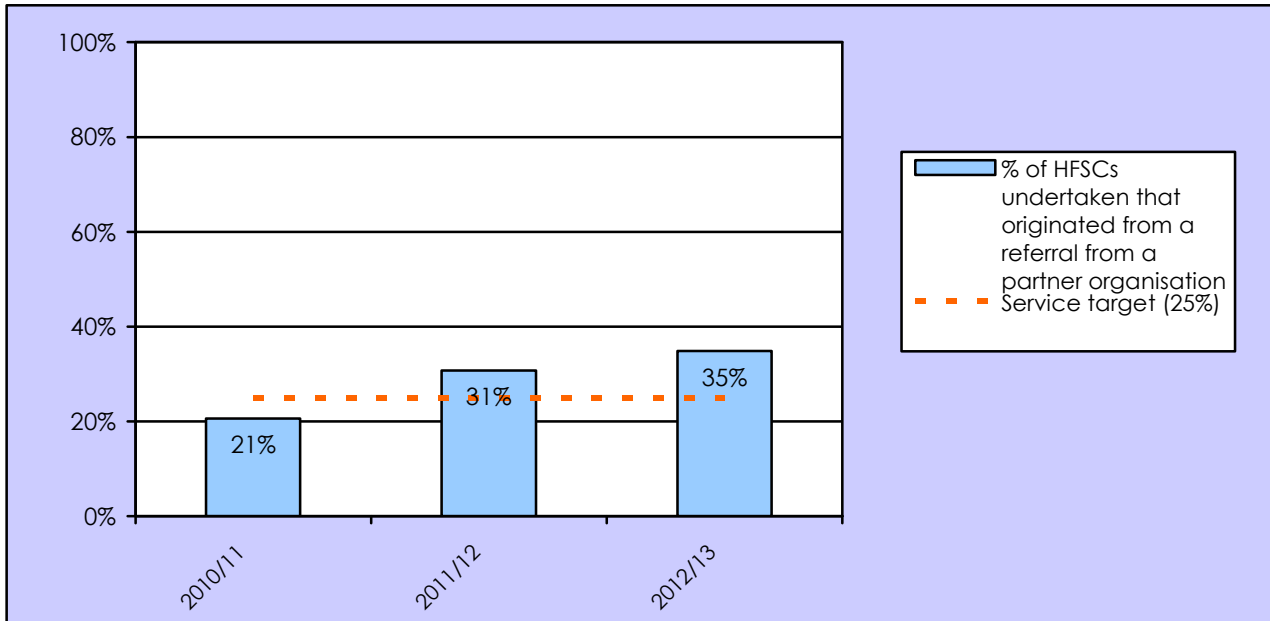
In the third category – where an alarm was fitted but it did not activate – there was a slight increase compared to the previous year and the 3-year average, to 26%. The main reason why alarms did not activate despite being fitted in the property is that the fire was not close enough to the detector to trigger the alarm.

Home Fire Safety Checks (HFSCs)

- **35% of home fire safety checks were completed following a referral from a partner organisation.**

During the year 7,742 (35%) out of the 22,208 home fire safety checks completed were ones that had originated from partner organisation referrals (agency referrals), helping high risk groups staying safer in their homes – this exceeded the Service's own 25% target.

% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation



INCIDENT ACTIVITY REPORTING: Summary of All Incidents Attended

REPORTING YEAR – 2012/13						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year → = no change pp percentage points						
	Q1	Q2	Q3	Q4	YTD	
Total incidents attended	1,721	1,800	1,721	1,560	6,802	↓ 12%
Total fires	623	524	536	666	2,349	↓ 26%
Total special service incidents	289	323	384	208	1,204	↑ 22%
Total false alarms	809	953	801	686	3,249	↓ 9%

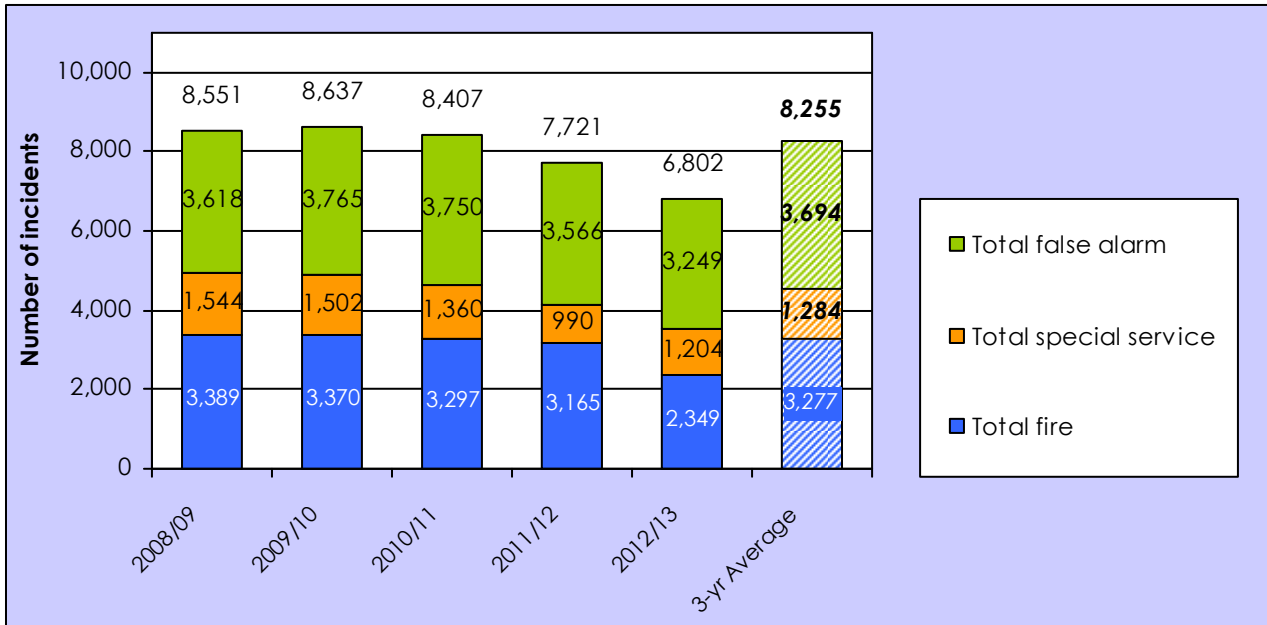
LAST YEAR – 2011/12					
	Q1	Q2	Q3	Q4	YTD
Total incidents attended	2,125	1,927	1,798	1,871	7,721
Total fires	1,001	708	675	781	3,165
Total special service incidents	265	261	261	203	990
Total false alarms	859	958	862	887	3,566

All Incidents Attended:

- **There was a decrease of 12% or 919 fewer incidents compared to the same period last year.**

During the year the Service attended 6,802 incidents, which is notably fewer than in previous years, and continues the overall downward trend. There was a decrease in the number of false alarm and fire incidents, but an increase in special service incidents.

All Incidents Attended, by Type



INCIDENT ACTIVITY REPORTING: Fires Attended

REPORTING YEAR – 2012/13						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
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	Q1	Q2	Q3	Q4	YTD	
Total fires	623	524	536	666	2,349	↓ 26%
Primary fires	261	321	260	301	1,143	↓ 12%
Secondary fires	311	189	190	197	887	↓ 45%
Chimney fires	51	14	86	168	319	↑ 26%
All deliberate fires	267	202	201	165	835	↓ 39%
All accidental fires	356	322	335	501	1,514	↓ 16%
Fires in non-domestic properties	33	41	33	40	147	↓ 6%

LAST YEAR – 2011/12					
	Q1	Q2	Q3	Q4	YTD
Total fires	1,001	708	675	781	3,165
Primary fires	338	302	343	316	1,299
Secondary fires	623	392	253	345	1,613
Chimney fires	40	14	79	120	253
All deliberate fires	495	358	233	284	1,370
All accidental fires	506	350	442	497	1,795
Fires in non-domestic properties	37	40	40	39	156

Fires:

- **There was a decrease of 26% or 816 fewer fires compared to the same period last year.**

During the year the Service attended 2,349 fires, which is the lowest number since at least 2008/09. Overall numbers of primary and secondary fires decreased, whereas chimney fires increased.

In addition to the Service's fire safety prevention activities it is likely that the prolonged wet weather had a significant impact on fires – this may limit the value of some year-on-year comparisons in the new financial year 2013/14, if the weather returns to more 'normal' conditions.

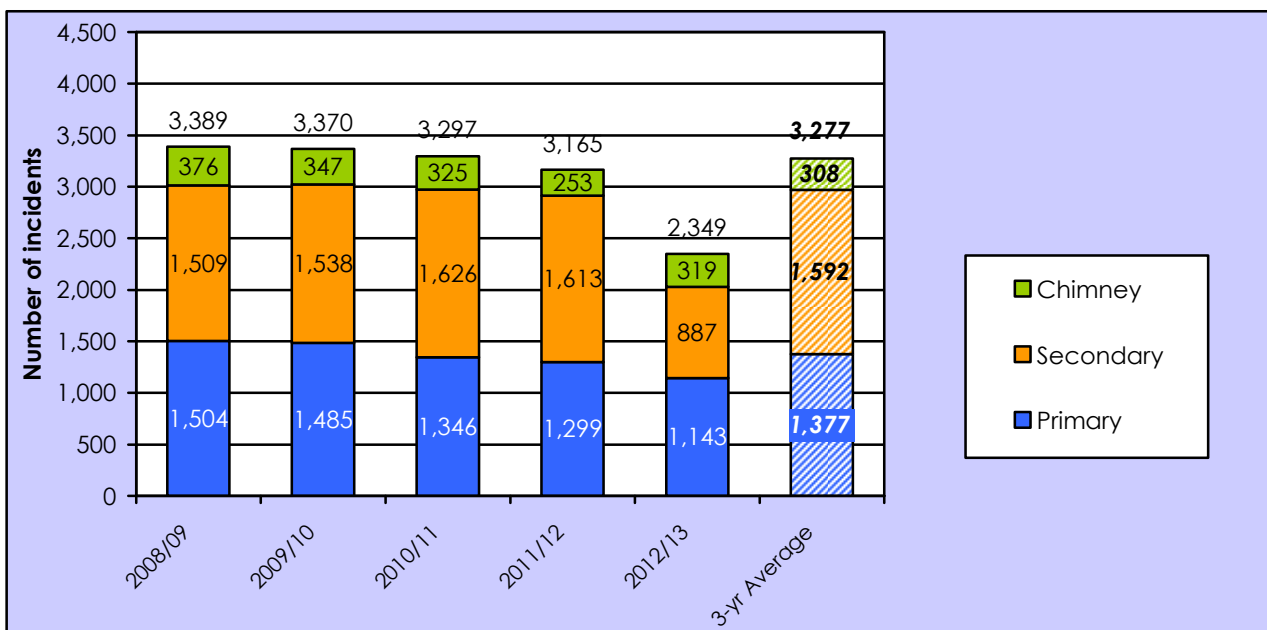
Fires: Type

Primary fires reduced by 12% or 156 fewer incidents overall, compared to 2011/12, continuing the downward trend.

During the year **secondary fires** reduced significantly by 45% or 726 fewer incidents compared to 2011/12. This reduction is apparent for outdoor fires - grassland fires in particular – reflecting the wetter than average weather throughout the year.

Chimney fires increased by 26% or 66 more fires, but remained lower than the 3-year average. Over half of these fires occurred during the last quarter, reflecting the cold, damp weather.

All Fires Attended, by Type

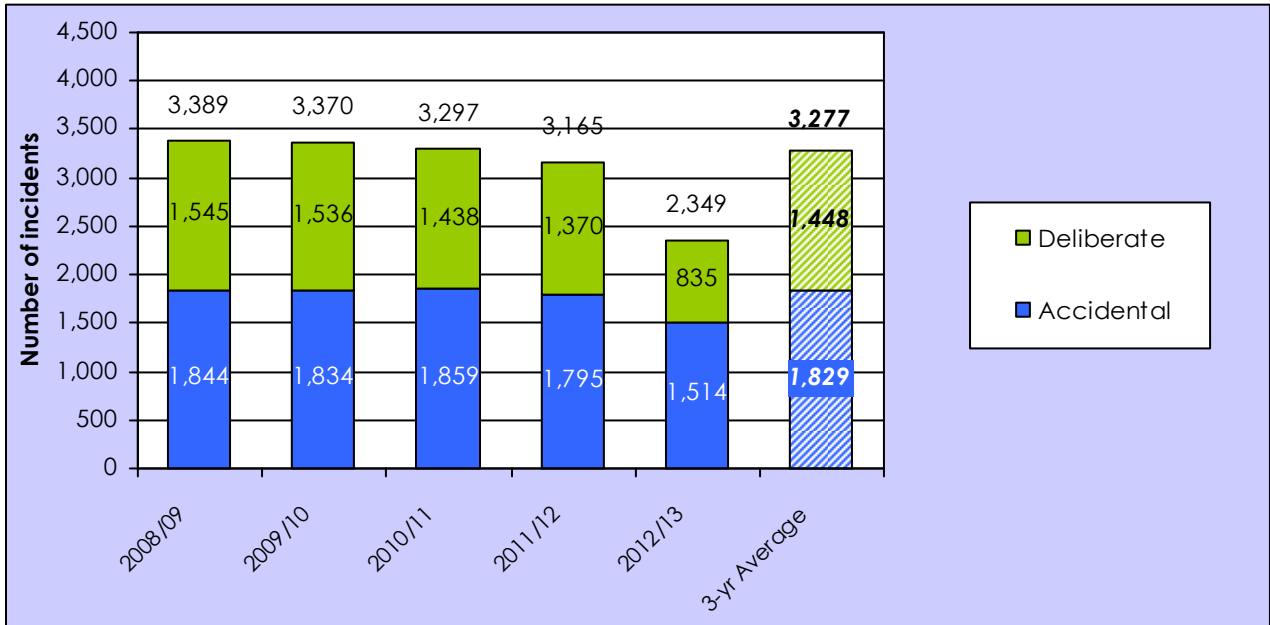


Fires: Motive

The overall reduction in fires is reflected in both categories of fires started deliberately and those started accidentally. The number of deliberate fires fell significantly compared to the same period last year (39% or 535 fewer fires) and well below the 3-year average.

In addition to our fire safety prevention activities it is likely the wet weather during the year had a significant impact on fires.

All Fires Attended, by Motive

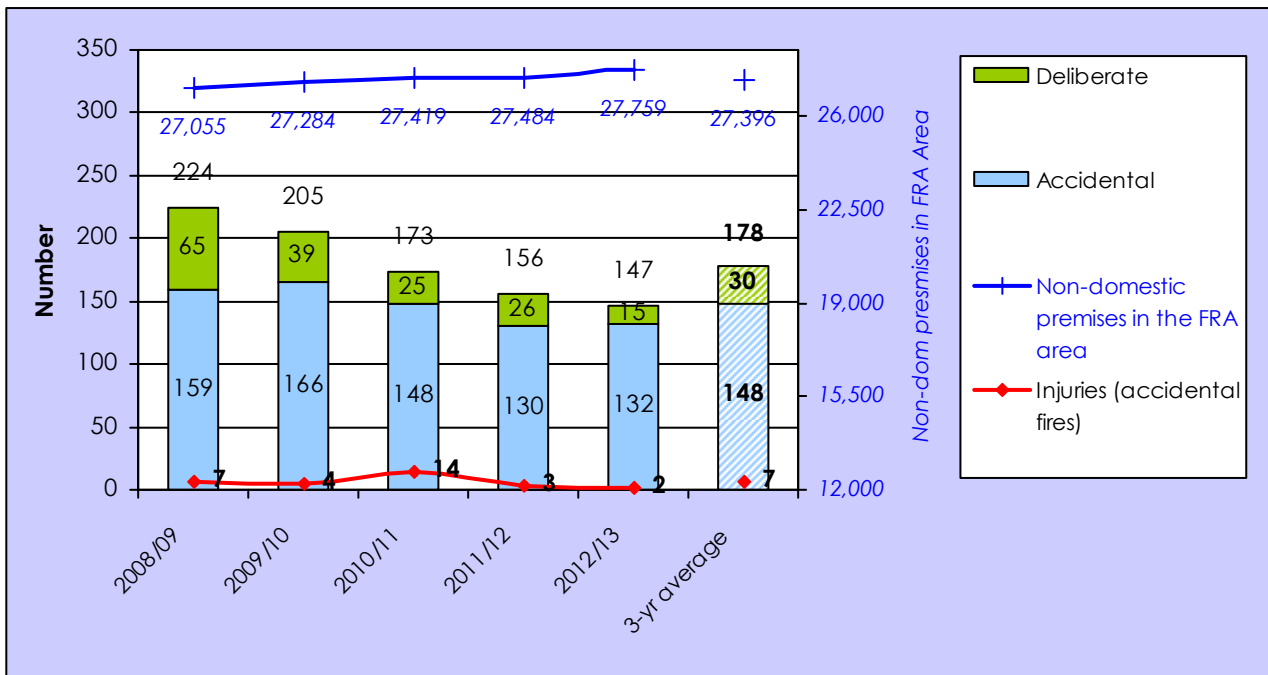


Fires: Non-domestic premises:

- **There was a decrease of 6% or 9 fewer fires in non-domestic premises compared to the previous year.**

During the year the Service attended 147 such fires, which is lower than the previous year and the 3-year average; this continued the downward trend, whereas the number of non-domestic premises continued to increase annually.

Fires in Non-domestic Premises and Casualties



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

INCIDENT ACTIVITY REPORTING: Special Service (non-fire) Incidents Attended

REPORTING YEAR – 2012/13						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year → = no change pp percentage points						
	Q1	Q2	Q3	Q4	YTD	
Total special service incidents	289	323	384	208	1,204	↑ 22%
Road traffic collisions (RTC)	107	92	125	75	399	↓ 13%
Other than RTC	182	231	259	133	805	↑ 52%

LAST YEAR – 2011/12					
	Q1	Q2	Q3	Q4	YTD
Total special service incidents	265	261	261	203	990
Road traffic collisions (RTC)	114	120	131	96	461
Other than RTC	151	141	130	107	529

Special Service Incidents:

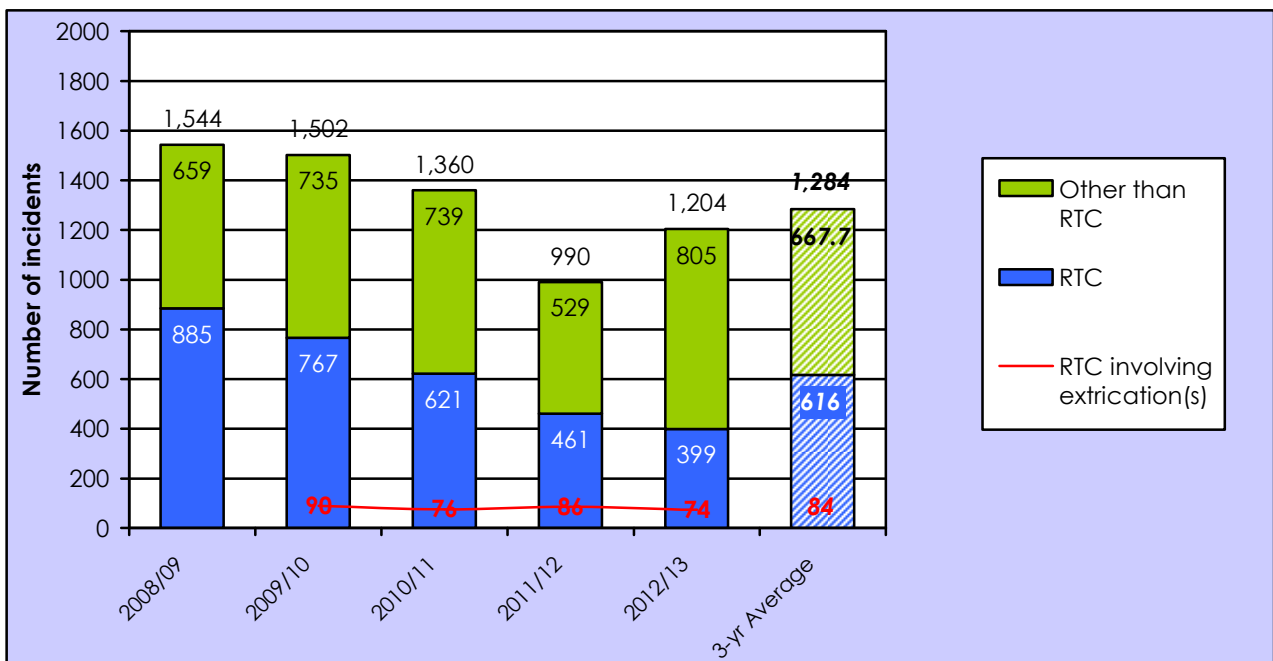
- **There was an increase of 22% or 214 more special service incidents compared to the previous year.**

During 2012/13 the Service attended 1,204 special service incidents, which is higher than the previous year but remains below the 3-year average.

The overall downward trend for special service incident **RTCs** continued. However, special service incidents **other than RTCs** increased by 52% or 276 more incidents, which is higher than the 3-year average.

The increase in special service incidents is attributable, in part, to the adverse weather during the period. A ship ran aground in gales during April 2012; localised flooding during the wetter than average spring and summer, led to a surge in flooding and related incidents; and, at the end of November 2012 the succession of heavy rainfall events affected many areas across Wales causing significant flooding, along with further disruption caused by strong winds.

Special Services Attended, by Type



INCIDENT ACTIVITY REPORTING: False Alarms Attended

REPORTING YEAR – 2012/13						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year → = no change pp percentage points						
	Q1	Q2	Q3	Q4	YTD	
Total false alarm	809	953	801	686	3,249	↓ 9%
Malicious false alarms	28	27	26	25	106	↓ 20%
False alarms made with good intent	317	323	278	265	1,183	↓ 16%
False alarms from AFAs in non-domestic properties	304	412	355	279	1,350	↓ 4%
False alarms from AFAs in other properties	160	191	142	117	610	↓ 2%

LAST YEAR – 2011/12					
	Q1	Q2	Q3	Q4	YTD
Total false alarm	859	958	862	887	3,566
Malicious false alarms	37	34	25	37	133
False alarms made with good intent	349	362	285	405	1,401
False alarms from AFAs in non-domestic properties	324	392	389	306	1,411
False alarms from AFAs in other properties	149	170	163	139	621

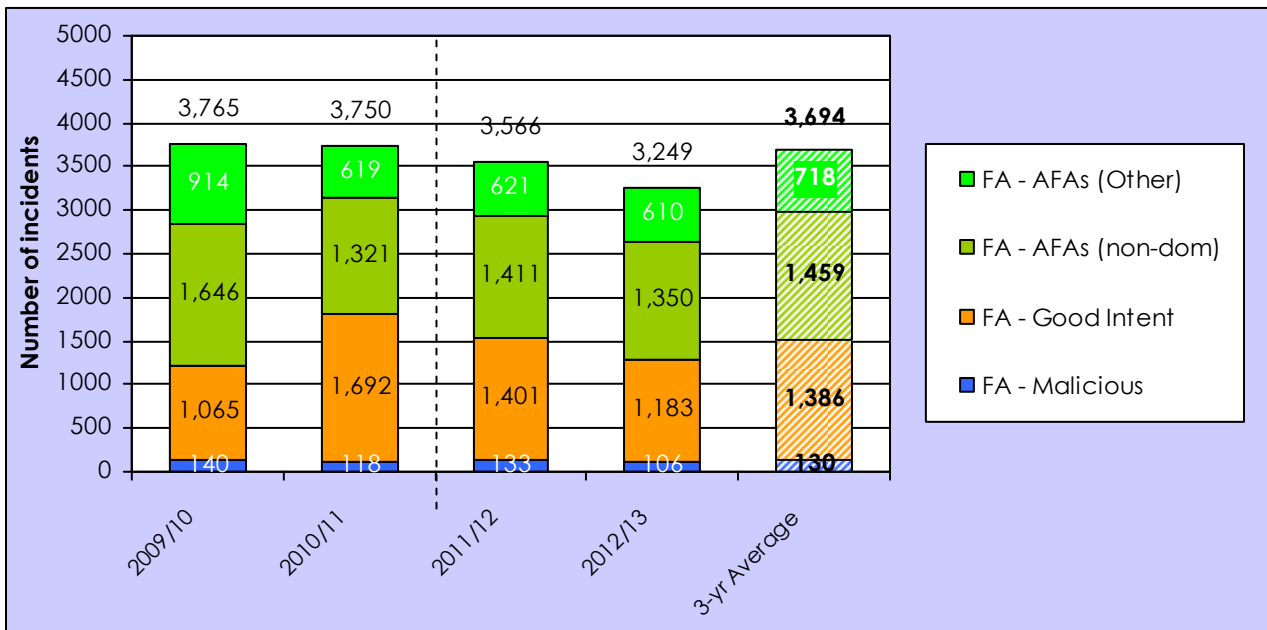
False Alarms:

- **There was a decrease of 9% or 317 fewer false alarms attended compared to 2011/12.**

During 2012/13 the Service attended in response to 3,249 calls for assistance that later turned out to be false alarms. This number is lower than in previous years.

The overall numbers of false alarms in the 3 main categories of: automatic fire alarm (AFA) false alarms; malicious false alarms; and false alarms made with good intent have all decreased.

False Alarms Attended, by Type



The realigning of categories of false alarms shortly before the start of the 2011/12 financial year, in light of national discussions, introduced a shift in the proportion of false alarms classified as 'automatic fire alarm (AFA) false alarms' and those classified as 'false alarms made with good intent'.

This made it impossible to make a like-for-like comparison of 2011/12 figures against the previous year's figures in respect of these two categories of false alarm. This is not expected to affect comparison between the 2011/12 and 2012/13 figures.

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).