NORTH WALES
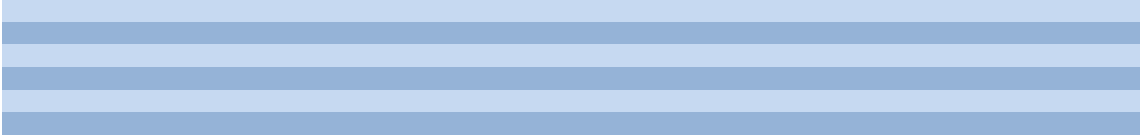# FIRE AND RESCUE AUTHORITY

HOW DID WE DO IN 2016-17?

AN ASSESSMENT OF THE AUTHORITY'S PERFORMANCE

CONTENTS

**Our mission is to make North Wales
a safer place to live, work and visit.**

ALTERNATIVE VERSIONS

Versions of this document are available:

- in paper and electronic formats;

- in English and Welsh;

- as a short summary leaflet of the key points;

- in accessible formats through our website.

North Wales Fire and Rescue Authority
Fire and Rescue Service Headquarters
Ffordd Salesbury
St Asaph Business Park
St Asaph
Denbighshire
LL17 0JJ

You can also follow us on:
Twitter @northwalesfire
www.facebook.com/northwalesfireservice

AN INVITATION TO CONTRIBUTE TO IMPROVING OUR SERVICES

North Wales Fire and Rescue Authority is constantly looking for ways to improve its operations and delivery of services. By regularly publishing information that is meaningful we hope to attract an increasing level of engagement with the people and communities who rely on our services.

So if you have any comments about this Assessment, or how we might improve our future Annual Performance Assessments we would very much like to hear from you.

SECTION 1

INTRODUCTION

This document has been compiled in compliance with;

- Section 15 of the Local Government (Wales) Measure 2009 to give within a single document an account of the Authority's activities and performance last year, 2016-17.

- The Equality Act 2010 including a duty to publish an annual equality report.

It provides an assessment of how the Authority has discharged its general duty to improve, its progress against the improvement objectives it set itself for last year as well as its progress towards fulfilling its equality objectives as identified within its strategic equality plan. It also summarises its collaborations and its performance against specified national and local performance indicators and measures of success.

A summary version of this document is available from our website:
www.nwales-fireservice.org.uk

More information about the improvement objectives the Authority set itself for last year, and its approach to setting objectives, can be found in the Combined Improvement and Risk Reduction Plan 2016-17. A copy of this is available from our website:
http://www.nwales-fireservice.org.uk/media/337497/final-improvement-plan-2016-17-english.pdf.

Details on how North Wales Fire and Rescue Authority intends to achieve compliance under the Equality Act are set out in the Authority's Strategic Equality Plan 2016-2020, which can be found at: http://www.nwales-fireservice.org.uk/media/4450/strategic-equality-plan-2016-2020-english-final.pdf

THE SERVICES WE PROVIDE

North Wales Fire and Rescue Authority is one of three fire and rescue authorities in Wales. It was established in 1996 and provides fire and rescue services in the unitary authority areas of Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham. It covers a land area of 2,375[1] square miles encompassing agricultural and open land, forestry and woodland, 5,790 miles of roads, and rail and waterway networks. It helps to protect a resident population of 695,822 people, 324,299 dwellings and 29,175 non-domestic premises.

Fire Prevention
Under legislation, fire and rescue authorities must arrange for fire safety to be promoted in their area. This would include informing people about fire prevention and advising them how best to react if a fire does break out.

Fire Safety Enforcement
Fire and rescue authorities have a duty to enforce fire safety in non-domestic premises (hotels, schools, shops and offices, etc.). This duty includes exercising powers to issue alteration, enforcement and even prohibition notices if they find that fire safety arrangements in premises are unsatisfactory.

Emergency Response
Fire and rescue authorities must make arrangements for receiving 999 calls and for sending trained and equipped personnel to extinguish fires and protect life and property at those fires. They must also make arrangements for rescuing people from road traffic collisions and for protecting them from serious harm.

Planning and Response to Other Emergencies
Fire and rescue authorities must make arrangements for mass decontamination of people after chemical, biological or radio-active incidents, and for rescuing people from trains, aircraft and collapsed buildings. They must also be prepared to assist with large-scale emergencies elsewhere in the UK.

As 'Category 1' responders under the Civil Contingencies Act, fire and rescue authorities also have duties relating to large scale events that threaten serious damage to the welfare of people, wildlife, the environment and primary supply chains.

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[1] https://ons.maps.arcgis.com/home/item.html?id=e418f9432e2641aeab55519d57d5be7a October 2016

COMMITMENT TO EQUALITY AND DIVERSITY

The Equality Act 2010 amalgamated previous disparate pieces of equality legislation, harmonising and strengthening equality legislation under one new Act. The Act includes a public sector equality duty that requires public sector bodies, in the exercise of their functions, to have due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

There are also associated specific statutory equality duties for Wales (Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011) that enable a public authority in Wales to meet the general duty.

North Wales Fire and Rescue Service is committed to equality and valuing diversity within its workforce. This commitment is supported by core values, which are embedded in day-to-day working practices with all service users, colleagues and partners.

A Strategic Equality Plan was published in April 2016 which sets out the Authority's on-going commitment to ensuring fairness for the residents, elected members, staff members and all visitors to the North Wales area.

Sections six and seven of this document contain the Action Plan – Report Against Strategic Equality Objectives and the Strategic Equality Plan – Employment/Incident Data, respectively.

A full version of the Annual Equality Report 2016-17 which provides further detail can be found on our website:
http://www.nwales-fireservice.org.uk/media/337754/strategic-equality-plan-annual-report-2016-2017.pdf

Fire Stations:

North Wales Fire and Rescue operates:

24-hour Shift Fire Stations –
Three fire stations that remain open around the clock. These are located in Wrexham, Deeside (Queensferry) and Rhyl.

Day Crewed Fire Stations –
Five fire stations that are crewed between midday and 10:00p.m., and operate as retained fire stations outside those hours.

Retained Fire Stations –
Thirty-six fire stations that operate wholly as retained fire stations.

Anglesey	**Conwy**	**Flintshire**
1 day crewed station	2 day crewed stations	1 24-hour shift station
6 retained stations	6 retained stations	4 retained stations

Gwynedd North	**Denbighshire**	**Wrexham**
2 day crewed stations	1 24-hour shift station	1 24-hour shift station
4 retained stations	6 retained stations	2 retained stations

Gwynedd South
8 retained stations

Each of the 36 retained fire stations has one fire engine crewed by Retained Duty System staff, with the exception of Pwllheli which has two (total 37).

Each of the 8 wholetime fire stations has one fire engine crewed by Retained Duty System staff, plus one fire engine that is crewed by Wholetime Duty System staff, with the exception of Wrexham which has two (total 17).

Staff:

As at 31 March 2017, North Wales Fire and Rescue employed:

	Full time equivalent strength	Headcount of individual staff
Wholetime operational (WDS)	243.17	256
Retained operational* (RDS)	347.75	411
Support and prevention	143.31	154
Control	31.75	34
Totals	765.98	855

*Because of the 'on call' nature of these posts, they are calculated as '24-hour units of cover' instead of full-time equivalents.

By comparison with fire and rescue authorities (FRAs) in England, North Wales has amongst the lowest number of wholetime operational staff (only 13 FRAs have fewer) and amongst the highest number of retained duty operational staff (only 11 FRAs have more). Figures for 2017 will be updated when available in autumn 2017.

Staff numbers as full-time equivalents March 2016
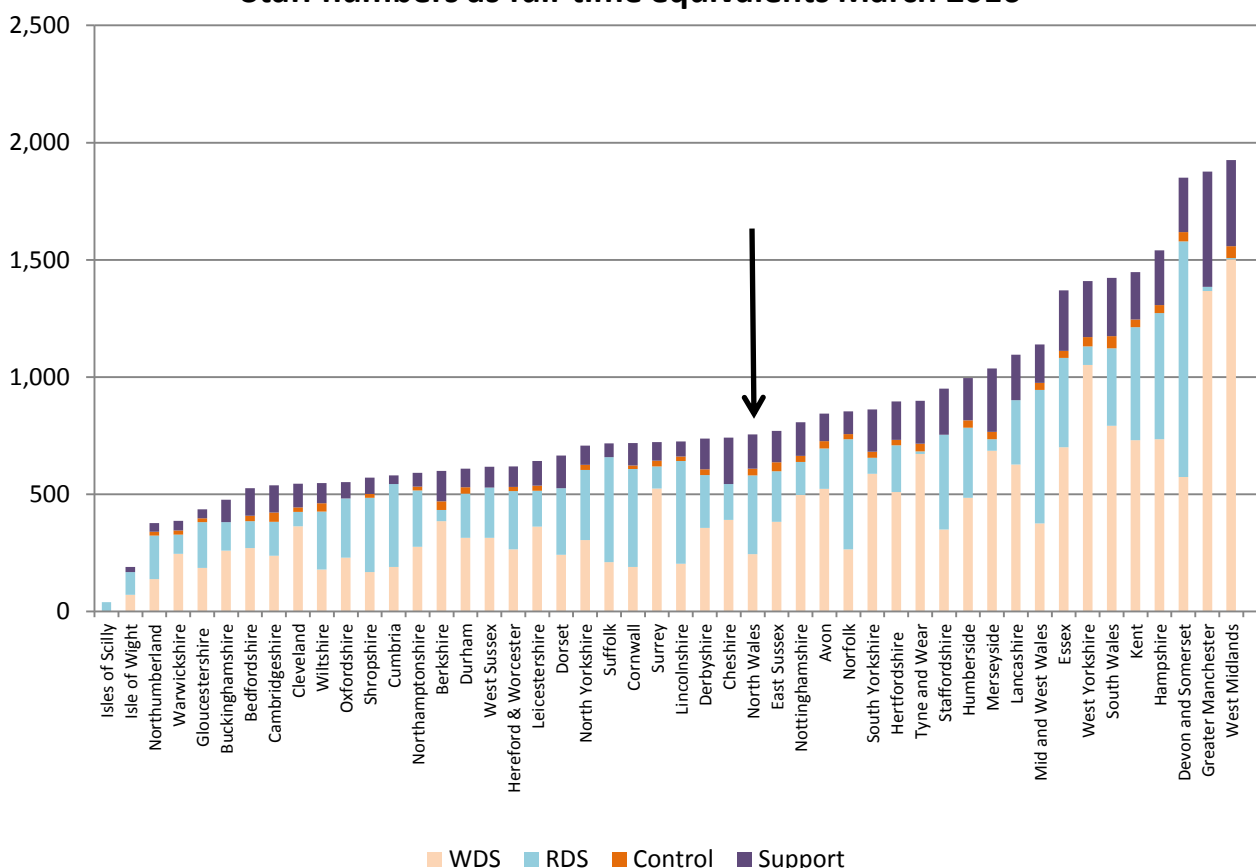
Note: Because of the scale, figures for Greater London have been excluded from the graph. These were 4,821 wholetime staff, 98 fire control staff and 784 support staff. Total 5,703.

A PROFILE OF NORTH WALES

POPULATION: The North Wales resident population of around 695,822[2] people is largely concentrated in the more industrial and urbanised areas of the north east and along the coast.

The map illustrates where the more sparsely populated and the more densely populated areas are in North Wales[3]. Darker shades show a higher population density.

At a county level the population density ranges between 49 people per square kilometre in Gwynedd - one of the most sparsely populated counties in England and Wales - and 353 people per square kilometre in Flintshire[4].

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[2] Office of National Statistics mid year estimates: 694,038 in 2014, 694,473 in 2015, 695,822 in 2016   Source: StatsWales. Last updated 22 June 2017.

[3] Figures taken at the time of the 2015 Small Area Population Estimates, published October 2016.

[4] https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Density/populationdensity-by-localauthority-year mid-year 2016.

POPULATION DENSITY:

Population and Population Density
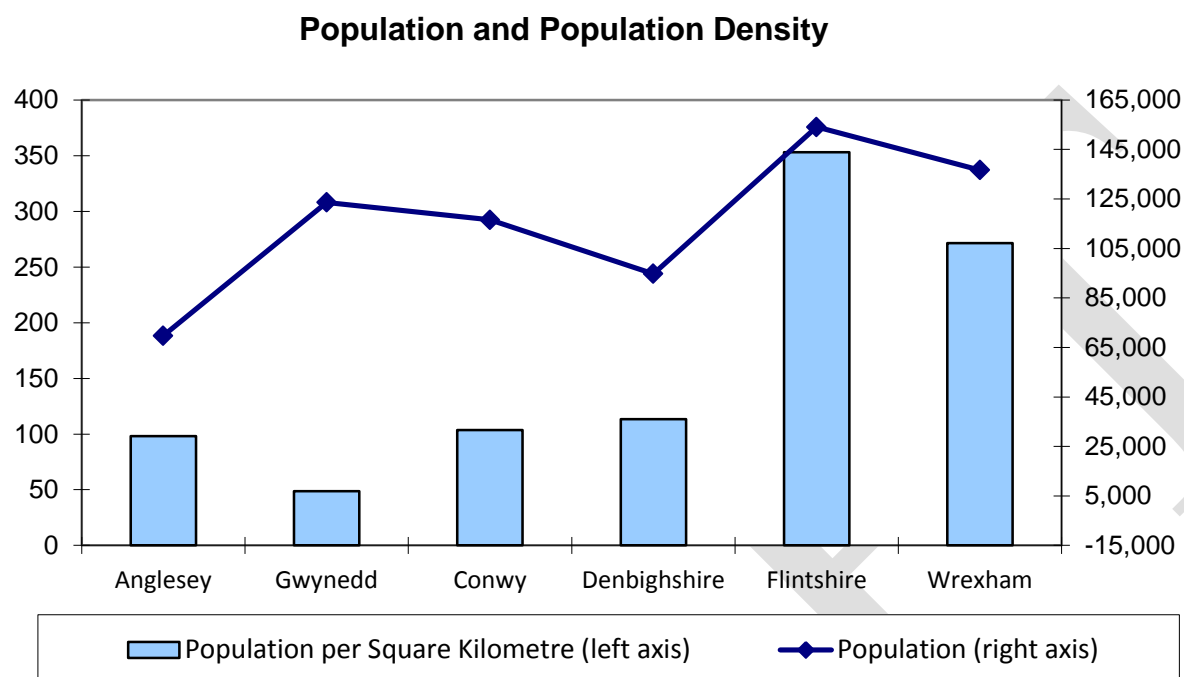
Source: StatsWales https://statswales.gov.wales/Catalogue/Population-and-migration/Population
/Density/populationdensity-by-localauthority-year (Mid Year 2016)
https://statswales.wales.gov.uk/Catalogue/Population-and-Migration/Population/Estimates/Local-
Authority/populationestimates-by-localauthority-year (Mid Year 2016)

ETHNICITY: The latest population estimates[5] indicate that the population of North Wales is predominantly white - 97.34% compared to 95.24% for the whole of Wales.

NATIONAL IDENTITY: According to 2017 Annual Population Survey[6], the percentage of the North Wales counties' population that considered themselves to be Welsh ranged between 36% and 65% compared to a Wales average of 63%.

WELSH LANGUAGE: The 2011 Census[7] indicated that the percentages of Welsh speakers in North Wales counties ranged between 13% to over 65%, compared with a Wales average of 19%.

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[5] https://statswales.gov.wales/Catalogue/Equality-and-Diversity/Ethnicity/ethnicity-by-year-ethnicgroup Year ending 31st March 2017

[6] https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/National-Identity/NationalIdentity-by-Area-Identity (2017 Year)

[7] https://statswales.wales.gov.uk/Catalogue/Welsh-Language/WelshSpeakers-by-LA-BroaderAge-2001and2011Census

AGE: The population of North Wales, according to the 2011 Census, has a slightly lower percentage of people in their twenties and thirties, and a slightly higher percentage of people in their sixties, seventies and eighties than the whole of Wales. In March 2011, there were over 97,000 people aged over 70 years living in North Wales, including 159 centenarians.

Percentages of the Total Population in each Age Group
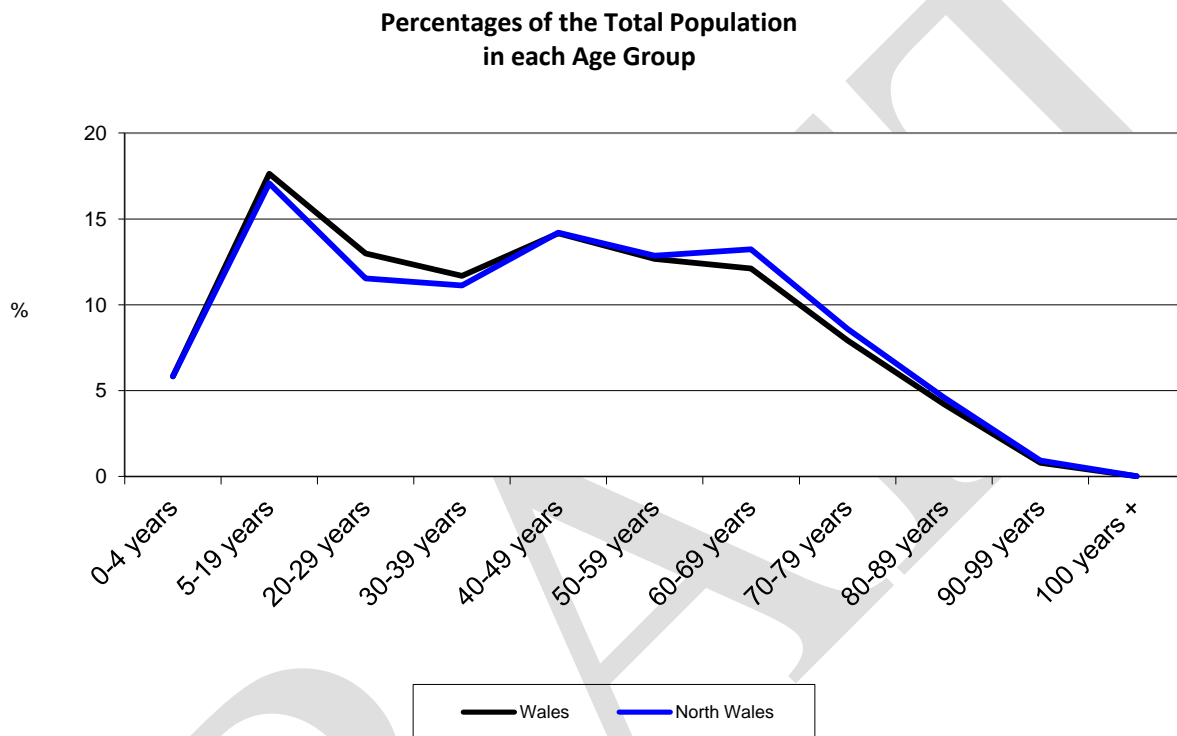
Source: Census 2011 (StatsWales)

DISABILITY: According to the 2012 population survey[8], it was estimated that between around 17% and 24% of the population of North Wales had some form of disability, compared with just over 22% for the whole of Wales.

SEXUAL IDENTITY: Responses to the Integrated Household Survey conducted in 2014[9] suggested that between 87% and 97% of the population of North Wales was heterosexual, compared to the all-Wales average of 93%.

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[8] https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/Disability/PeopleOfWorkingAgeWithDisabilities-by-Area-DisabilityType
[9] https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/Sexual-Identity/SexualIdentity-by-Area-IdentityStatus

ROADS and ROAD TRAFFIC: The key road transport links are the A55 Expressway, the A5, A483, A487, A470 and A494. In total, there are around 5,789 miles of roads in North Wales, of which around 84% are classed as minor roads, with the remainder classed as either trunk or principal 'A' roads.[10]

Department of Transport statistics estimate that 4.21 million vehicle miles were travelled in the six counties of North Wales during 2016. Of those, 3.28 million vehicle miles were travelled in cars.[11]

In 2015, there were 1,859 reported road casualties in North Wales, of which 27 died, 305 were seriously injured and 1,527 were slightly injured.[12] 2016 figures will be updated when made available in September 2017.

Road Casualties 2015 - People Killed or Seriously Injured

- Isle of Anglesey, 28
- Gwynedd, 65
- Conwy, 65
- Denbighshire, 54
- Flintshire, 51
- Wrexham, 69

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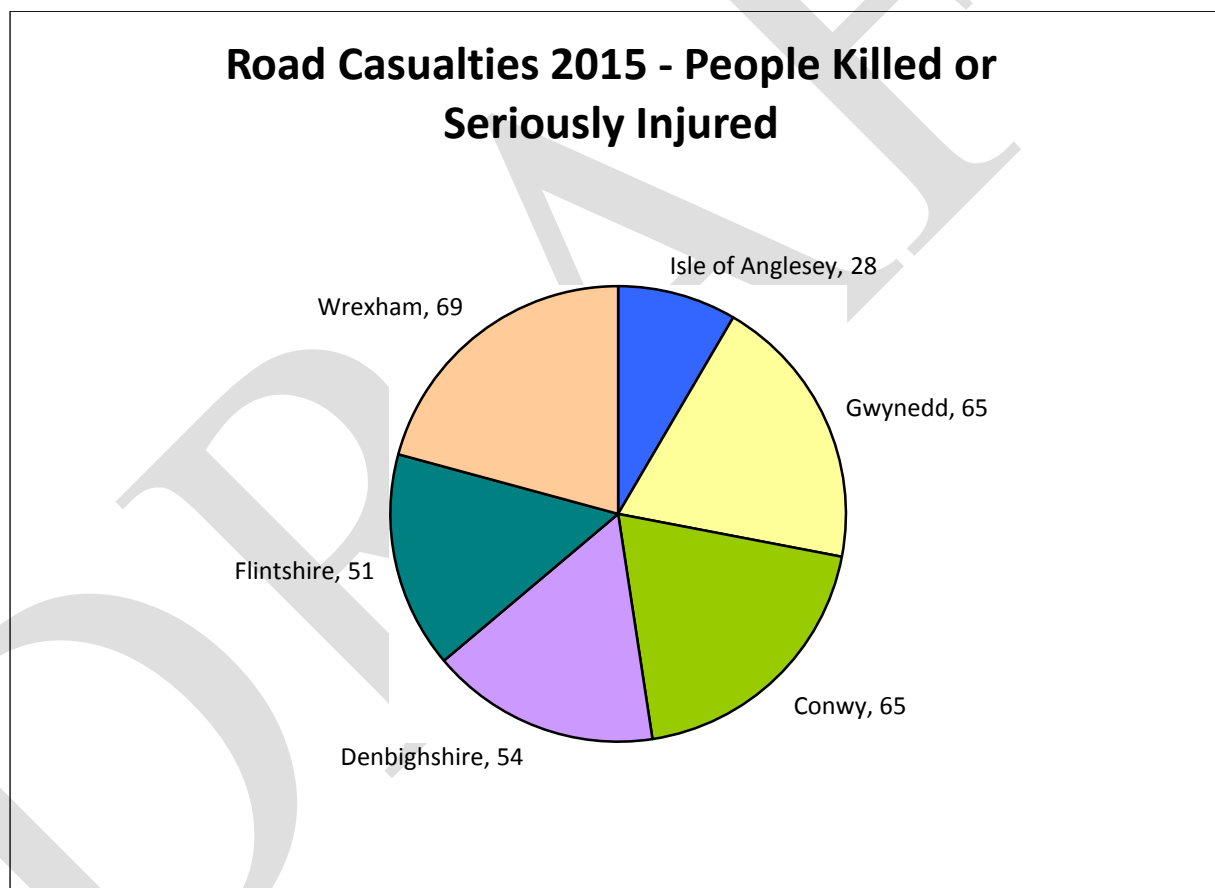
[10] Table RDL0102. https://www.gov.uk/government/statistics/road-lengths-in-great-britain-2015
[11] Tables TRA8901 and TRA8902. https://www.gov.uk/government/statistical-data-sets/tra89-traffic-by-local-authority
[12] https://www.gov.uk/government/statistics/reported-road-casualties-in-great-britain-main-results-2015

SECTION 2

BENCHMARKING - HOW DOES NORTH WALES FIRE AND RESCUE COMPARE?

Comparing ourselves with others can provide useful indicators of where we could potentially improve. Although information is not always available to help us do this, or it is so different that the comparison has no value, there are some examples that help us to explore the differences.

NOTE ON COMPARISONS
Comparisons between fire and rescue authorities in England and Wales are produced in this document from figures compiled and published by the Home Office, Statistics and Research for Welsh Government, Local Government and the Chartered Institute of Public Finance and Accountancy (CIPFA). Occasionally, we find small variations between these published figures and our own figures, generally because of later quality assurance of our own data. For the purpose of comparisons, the externally published data has been retained in this document in its published format.

RURALITY

North Wales is a predominantly rural area, where population density ranges from 49 people per km^2 in Gwynedd to 353 people per km^2 in Flintshire. The figure for the whole of Wales is 150 people per km^2.

Distances and travel times affect almost all aspects, for example:
- our engagement with our communities
- the types of incidents that we attend
- our attendance times to emergency incidents
- prevention and inspection activities
- routine work such as buildings maintenance
- routine activities such as meetings and training courses
- the availability of potential employees in less populated areas
- information and communications technology
- fleet maintenance
- vehicle fuel usage.

Because we provide fire and rescue cover across the whole of North Wales, we have to be able to deal with the challenges of serving both the remote rural areas and the larger towns and more urban areas.

Attendance times to fires in England are reported by the UK Government as averages. In 2015-16,[13] the average response time for attending fires in predominantly rural fire and rescue authorities in England was 10.7 minutes. [14]

Attendance times to fires in Wales are reported by Welsh Government as percentages within defined time brackets[15]. The North Wales figures have remained relatively constant from year to year, with the majority of fire calls attended in under 10 minutes and the "rurality effect" being reflected in the percentages that took longer to reach. In areas covered by retained fire crews, the attendance time calculation includes the time taken for the crew members to turn in to the fire station.

Primary fires.	Between 1 and 5 minutes	Between 5 and 10 minutes	Between 10 and 15 minutes	Longer than 15 minutes
2013-14				
North Wales	17%	47%	22%	13%
Mid & West Wales	17%	48%	23%	12%
South Wales	21%	59%	16%	4%
2014-15				
North Wales	14%	48%	24%	14%
Mid & West Wales	15%	52%	20%	13%
South Wales	22%	56%	17%	5%
2015-16				
North Wales	15%	47%	22%	16%
Mid & West Wales	14%	48%	25%	13%
South Wales	18%	59%	18%	5%
2016-17				
North Wales	9%	45%	27%	19%
Mid & West Wales	15%	51%	25%	9%
South Wales	18%	58%	18%	6%

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[13] 2016-17 figures due to be published January 2018.
[14] https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/584351/fire-incident-response-times-1516-hosb0117.pdf Table 1003 January 2017
[15] http://gov.wales/statistics-and-research/fire-statistics/?lang=en Table 26.

The map below, produced by the Welsh Government[16], illustrates the higher concentration of primary fires that occur in urban areas.

Primary Fires across Wales, 2015-16

Primary Fire

Local Authority Boundary

Fire & Rescue Service Boundary

FIRE & RESCUE SERVICE AREAS

North Wales

Mid and West Wales

South Wales

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Cartographics • Welsh Government • ML/33/16.17

July 2016

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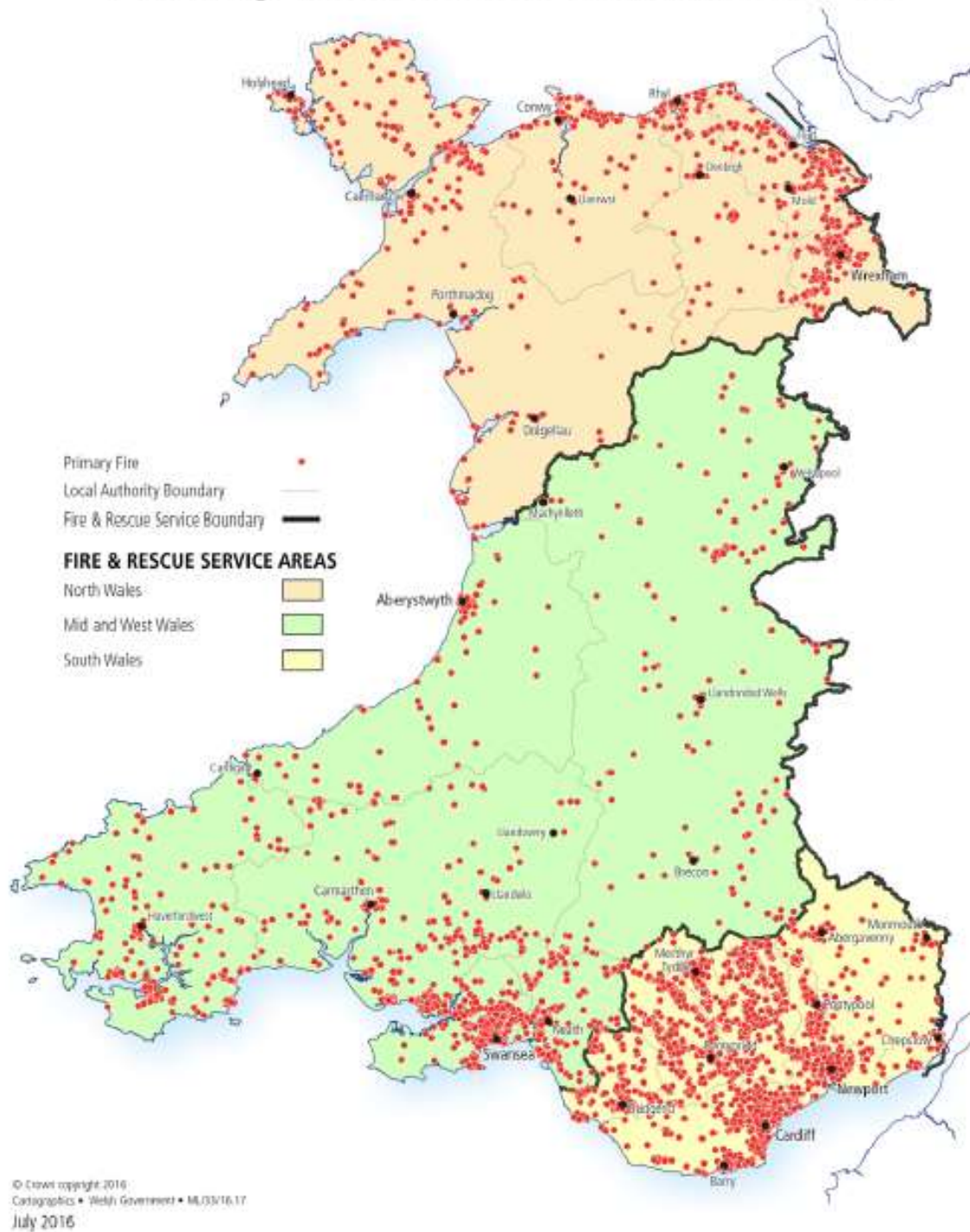
[16] Fire statistics Wales, 2015 -16. http://gov.wales/docs/statistics/2016/160727-fire-statistics-2015-16-en.pdf

COST

Please refer to our Annual Performance Assessment for 2014-15 for comparisons of costs based on figures published by the Chartered Institute of Public Finance and Accountancy (CIPFA) in March 2016.

Net expenditure excluding capital charges per head of population 2015-16
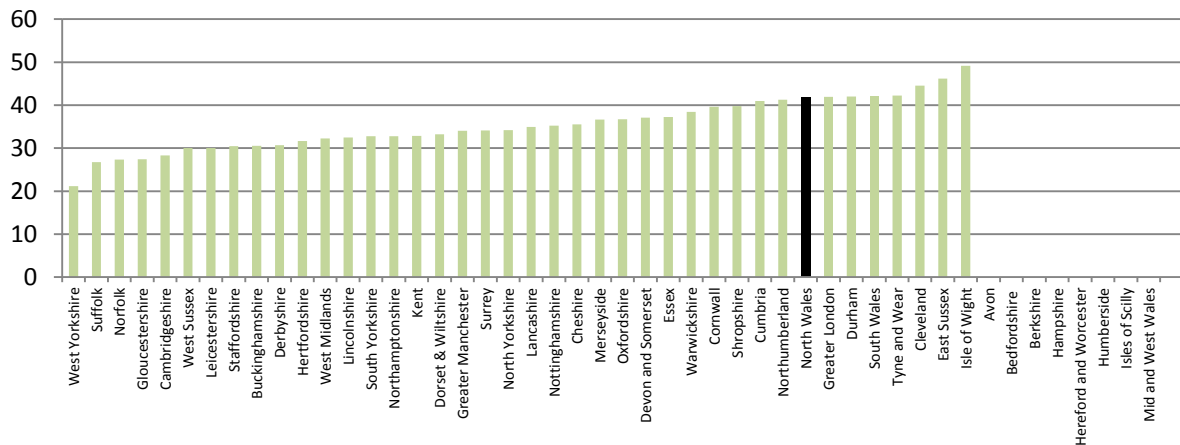
[CIPFA 2016-17 figures to be published December 2017]

ACTIVITY

Activity comparisons in this section are based on 2016-17 fire statistics published by the Home Office and the Welsh Government, and population figures published by the Office of National Statistics. Links to the external sources are provided in Section 9.

During 2016-17, North Wales Fire and Rescue Service attended 2,015 fires, 1,209 non-fire emergencies and 2,124 false alarms.

In addition to working to prevent fires and other incidents from occurring, the Service also works hard to identify 999 calls that either do not require a response at all or that are better passed to more appropriate agencies to attend. This means that the service can remain available to deal with genuine incidents where its skills and expertise can be put to good use. As well as reducing the overall risk in the area, it also helps to keep costs down.

Fires:

Total fires   Between 2015-16 and 2016-17, there was a 5.8% reduction in fires in North Wales compared with an decrease of 0.3% in England and an 11.5% increase in the whole of Wales.

Fires per 10,000 population 2016-17
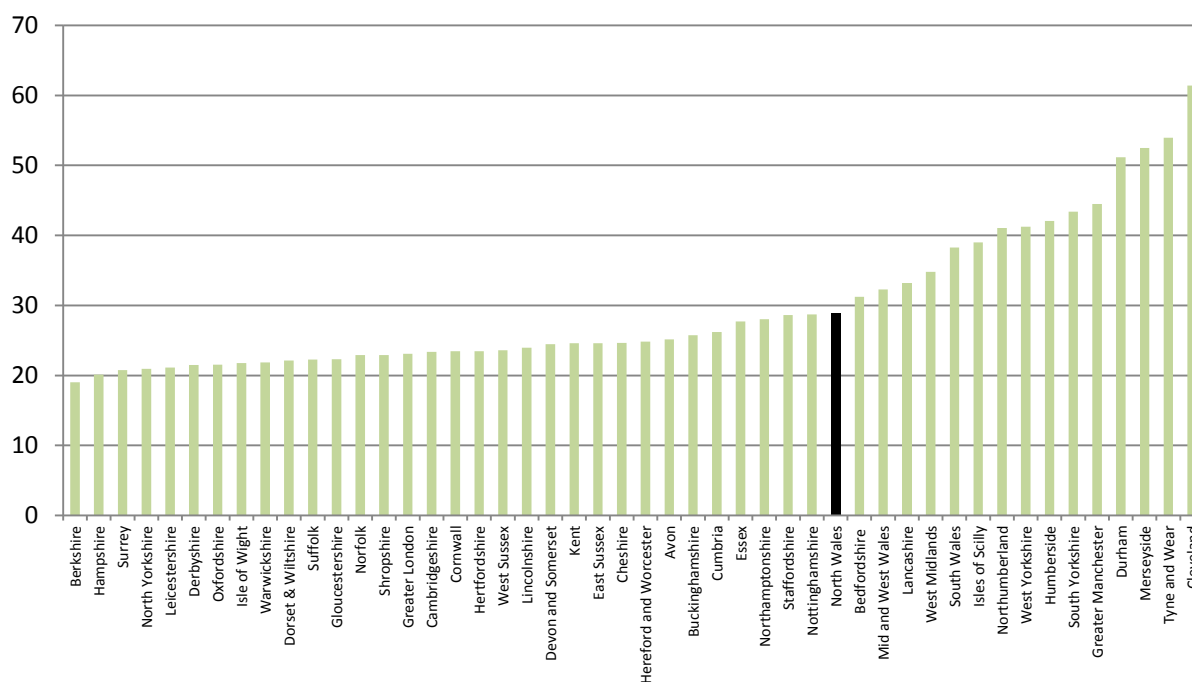
North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The total number of fires attended.	2,349	2,416	2,244	2,140	2,015

<u>Primary fires</u>   Between 2015-16 and 2016-17, the number of primary fires in North Wales increased by 3.4% compared with England which had an increase of 1.8% and Wales which had an increase of 1.5% as a whole.

Primary fires per 10,000 population 2016-17
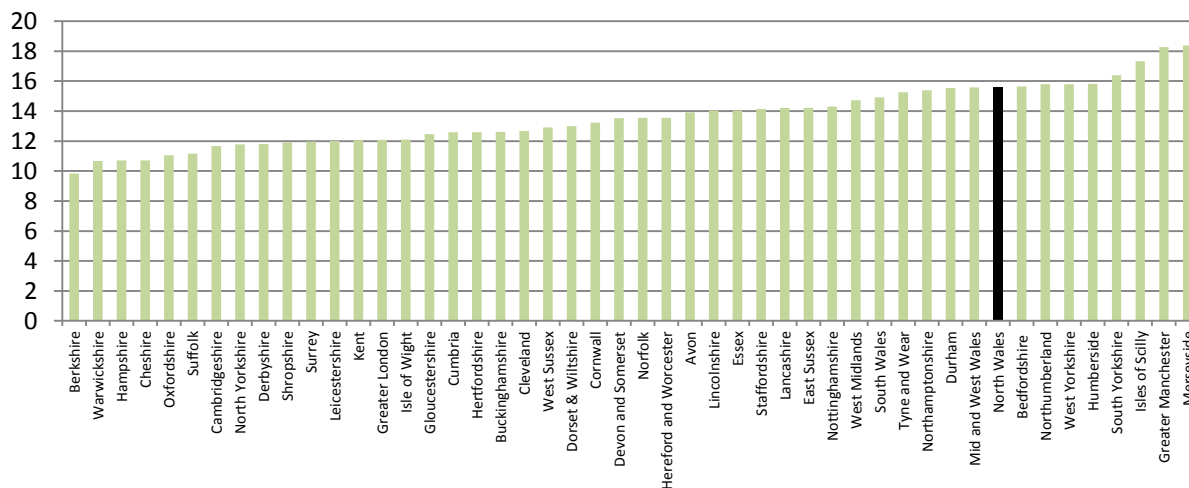
North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The number of primary fires attended.	1,143	1,117	1,063	1,049	1,085

<u>Secondary fires</u>   The number of secondary fires decreased by 15.0% in North Wales between 2015-16 and 2016-17 compared with a decrease of 2.2% in England and 20.5% decrease in Wales generally.

Secondary fires per 10,000 population 2016-17
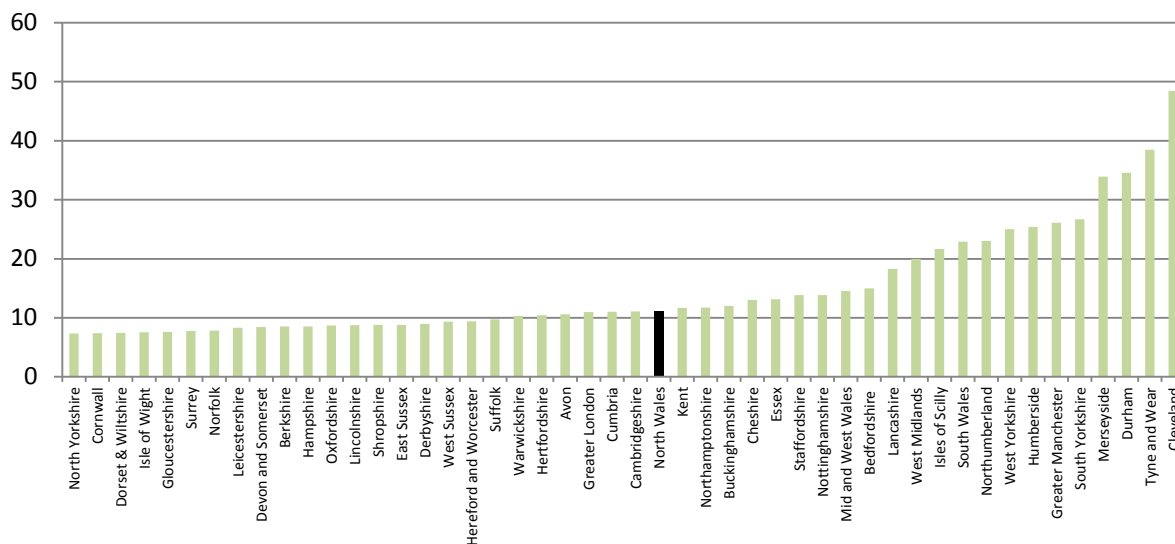
North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The number of secondary fires attended.	887	1,087	964	918	779

Deliberate fires   North Wales Fire and Rescue Service collaborates with North Wales Police to reduce the incidence of arson and deliberate fire-setting. 2016/17 saw a 15.5% decrease in the number of deliberate fires in North Wales compared with 2015/16. There was also a decrease of 1.1% in the number of accidental fires.
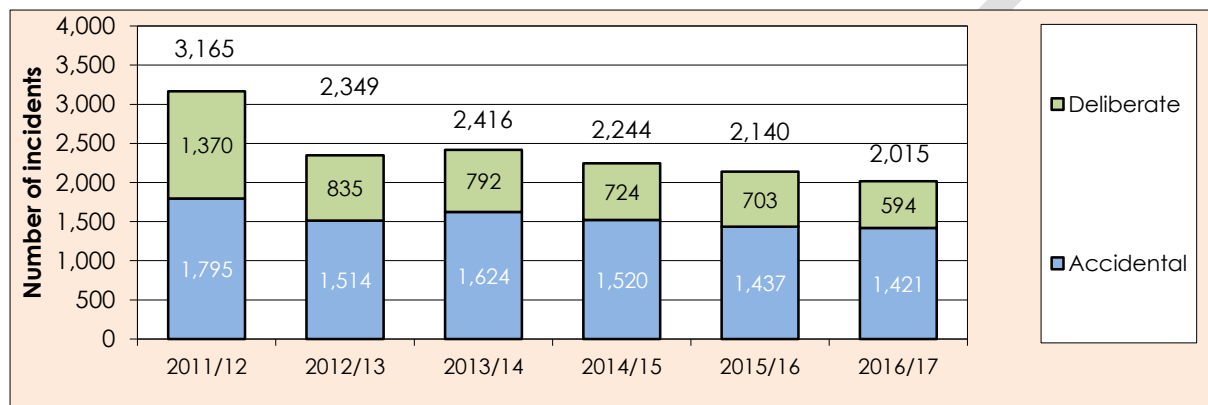
Deliberate primary fires   Between 2015-16 and 2016-17 there was a 3.1% decrease in the number of deliberate primary fires in North Wales compared with a 3.3% increase in England and a 3.7% increase in the whole of Wales. The increase in the number of deliberate primary fires across the United Kingdom between 2014-15 and 2015-16 resulted in closer monitoring in North Wales during 2015-16 and 2016-17. It is therefore, reassuring no note that the number of deliberate primary fires has reduced.

Deliberate primary fires per 10,000 population 2016-17
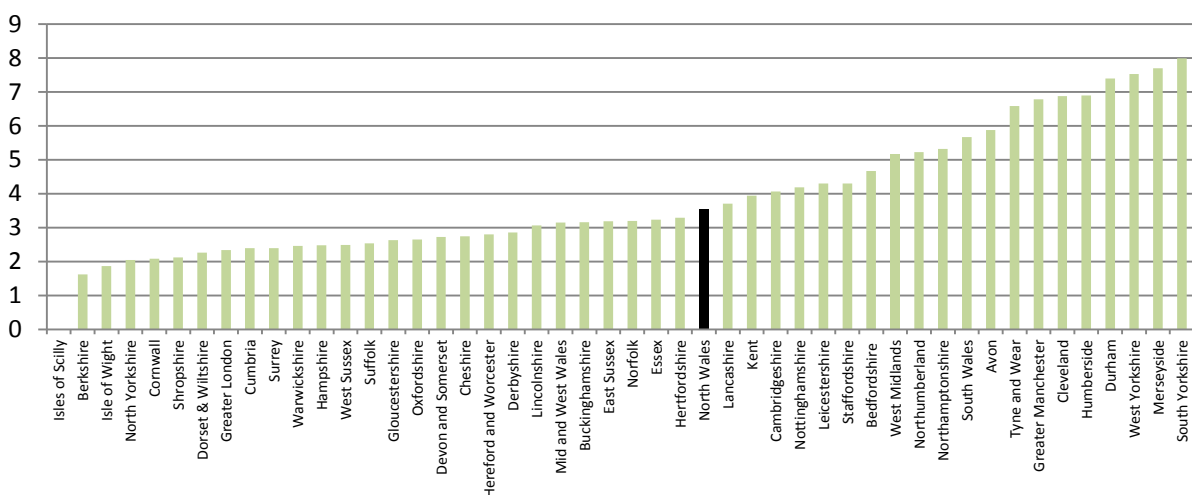
North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The number of deliberate primary fires attended.	286	243	222	254	246

<u>Deliberate secondary fires</u>   The number of deliberate secondary fires in North Wales decreased by 22.7% between 2015-16 and 2016-17.   This compares well with England which saw a decrease of 0.4% and also with Wales as a whole which saw a decrease of 21.4%

Deliberate secondary fires per 10,000 population 2016-17
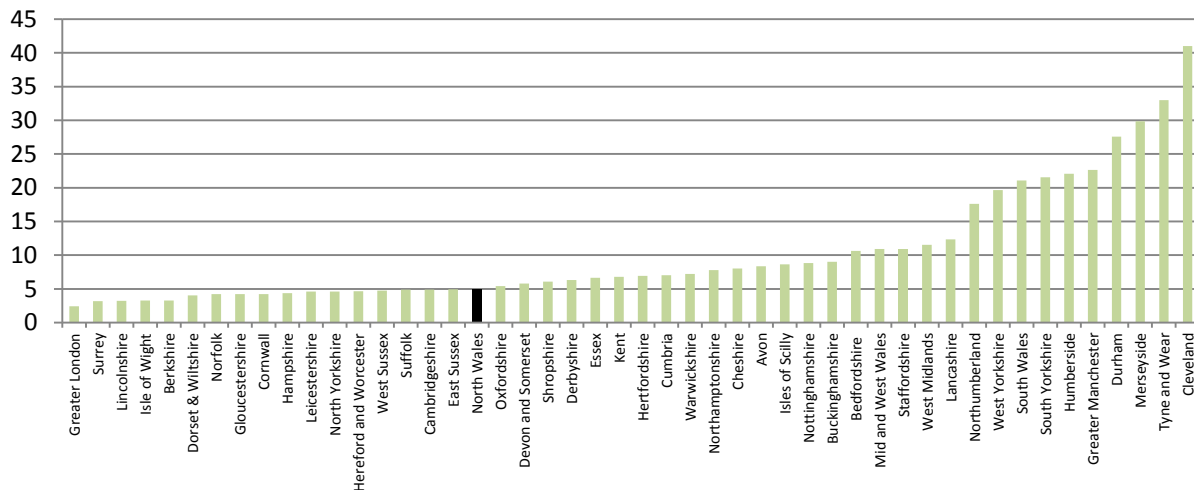
North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The number of deliberate secondary fires attended.	549	549	502	450	348

False Alarms:

<u>Total false alarms</u>   Between 2015-16 and 2016-17, the number of false alarms attended in North Wales increased by 7.5%. England also saw a 4.4% increase with a 2.0% increase in Wales as a whole.

False alarms per 10,000 population 2016-17
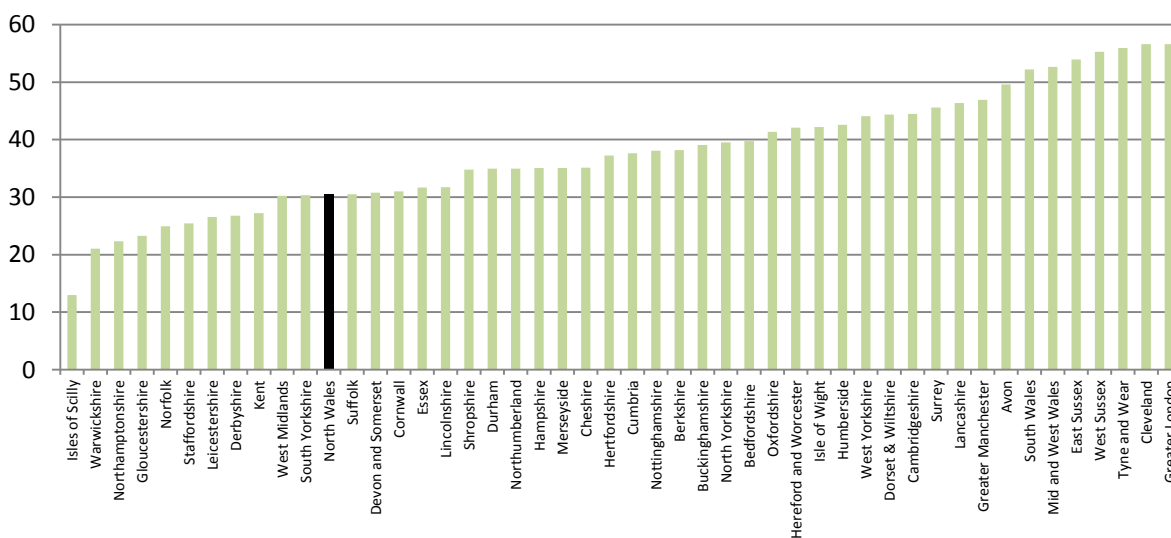
North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The total number of false alarms attended.	3,249	3,102	3,218	1,995	2,124

For a number of years, North Wales Fire and Rescue has been working to reduce the number of malicious false alarms being made through the emergency 999 system, and also to identify as many hoax calls as possible before committing valuable resources to attend.

Malicious false alarms per 10,000 population 2016-17
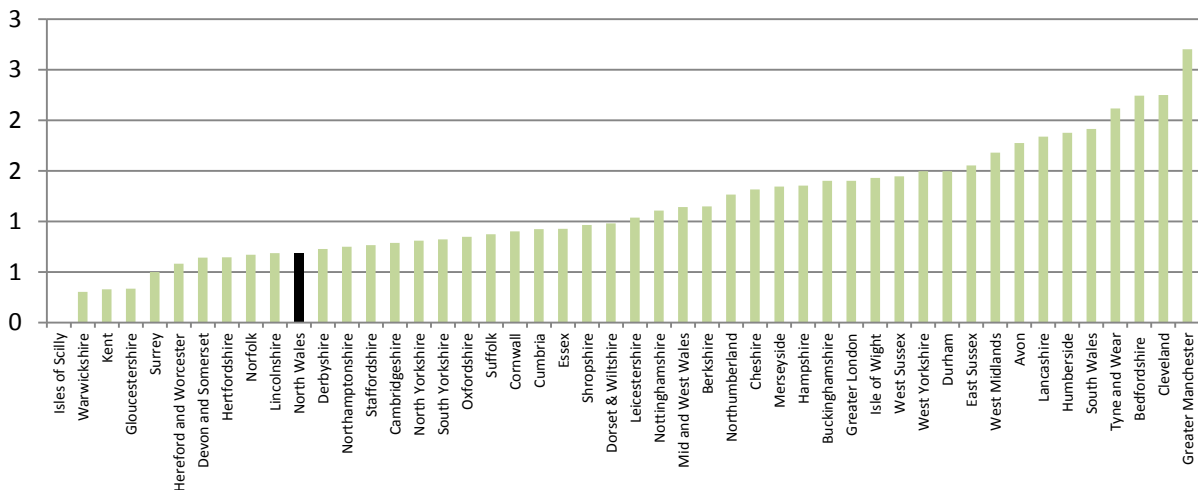
North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The number of malicious false alarms received.	473	382	194	158	162
The number of malicious false alarms attended.	106	77	77	49	48
The percentage of malicious false alarms received, but not attended (to the nearest whole number).	78%	80%	60%	69%	70%

Between 2015-16 and 2016-17, the low rate of attending malicious false alarms was maintained for a fourth year in North Wales with a 2.0% decrease, compared with a 0.1% increase in England and a 21.0% decrease in the whole of Wales.

Between 2015-16 and 2016-17, there was an increase of 19% in the number of false alarms generated by automatic fire alarms (AFA) attended in North Wales compared with a 6.4% increase in England and a 6.9% increase across the whole of Wales. This increase will be closely monitored in 2017/18 to ascertain the reason for an increase in AFAs.

**False alarms from Automatic Fire Alarms
per 10,000 population 2016-17**
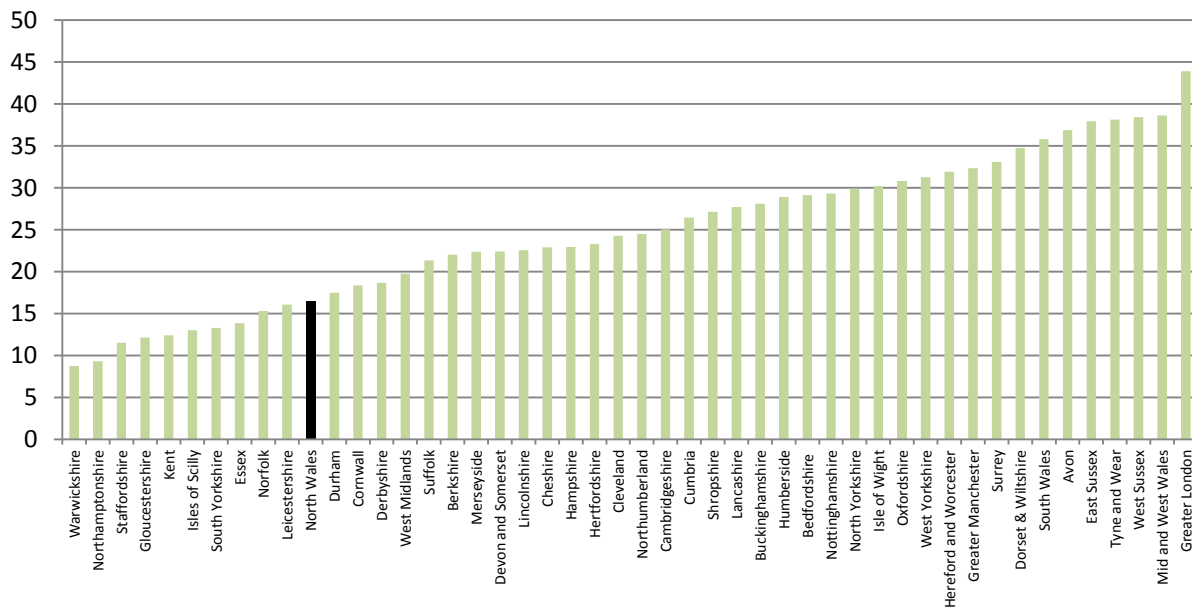
North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The number of false alarms from automatic fire alarms attended.	1,960	1,855	1,972	966	1,151

Non-fire emergency incidents (special services):

Whilst 2016-17 saw an increase in the number of special service incidents attended in North Wales compared with 2015-16, this was as a result of the commencement of a number of collaborative projects involving partners which included co-responding, the introduction of the community assistance team and the implementation of the missing from home project.

Special service incidents per 10,000 population 2016-17
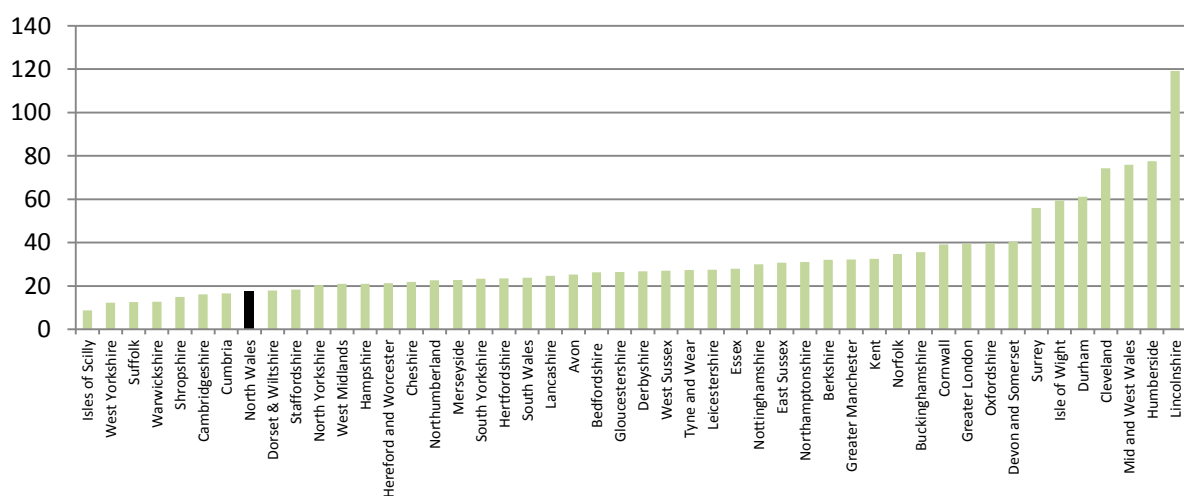
North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The total number of special service incidents attended.	1,204	837	651	764	1,209*
Special service incidents that were road traffic collisions.	399	312	267	212	215

*Includes 16 false alarms of special service incidents.

Fire prevention:

North Wales delivers a comparatively high rate of Home Safety Checks as part of its community safety strategy. Note – the chart below uses figures published by UK government for English fire and rescue authorities.

**Home Safety Checks
per 10,000 dwellings 2016-17**
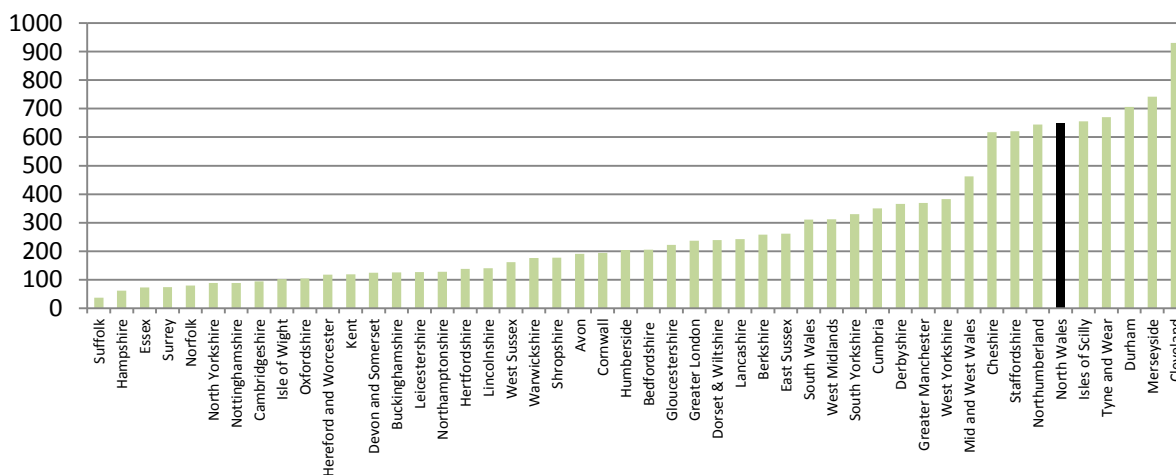
North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The number of home safety checks delivered.	22,201	26,703	27,352	22,773	20,235

North Wales also completes hundreds of fire safety audits/inspections of non-domestic premises every year for the purposes of checking fire safety arrangements.

**Fire Safety Audits per 10,000 relevant premises
(which are known to the FRA) 2016-17**
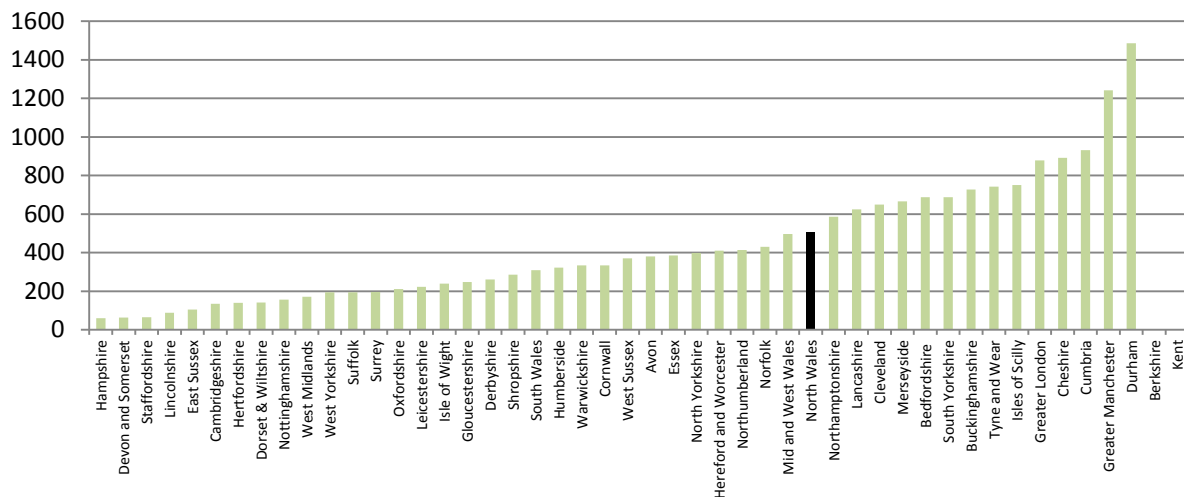
North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The number of fire safety audits/inspections completed.	867	1,017	880	1,018	938

SECTION 3

Fire and Rescue Authorities in Wales are classed as 'Welsh Improvement Authorities'. They are subject to requirements of the Local Government Measure 2009 as regards following an annual process of setting and achieving local improvement objectives.

From its horizon-scanning and assessment of risk in North Wales, North Wales Fire and Rescue Authority identified some strategic issues that it considers appropriate to address through this improvement planning process.

This section presents the Authority's objectives for 2016-17, a summary explanation of the reason why each one was adopted, what we planned to do, what we expected to achieve, and whether we succeeded.

Each objective is reported in terms of:
- measuring our performance;
- comparing our performance; and
- assessing our performance.

SERVICE PLANS

To make sure that the objectives were achieved as planned in 2016-17, aspects were allocated (with budgets, where relevant) to departmental service plans. These plans are centrally monitored on a quarterly basis to ensure that both the actions and the planned spending for the year are on course.

Improvement Objective 1

To help to keep people and communities safe by preventing deaths and injuries from accidental fires in living accommodation.

Why was this objective chosen?

Because keeping people safe is at the heart of what the Authority does. The safety of people in North Wales is its primary concern, but also it makes much better sense to prevent incidents from happening than to simply react every time they do.

What was the expected outcome?

People expect to be safe in their homes. With the right support and advice, people can protect themselves from accidental fires, both by preventing a fire from starting in the first instance, and by knowing how to react quickly and correctly if one does occur.

Where that has failed, people should have confidence that the fire and rescue service will respond quickly and effectively to rescue them and limit the damage to their property.

WAS THE 2016-17 OBJECTIVE 1 ACHIEVED?

Measuring our performance:

Outputs:

North Wales	2016-17	Target	Achieved?
Home safety checks delivered	20,235	20,000	✓
Percentage of home safety checks that came from referrals	27%	30%	X

It is disappointing that the number of home safety checks arising from referrals from partner organisations fell slightly below the 30% target. This has been recognised and the Service has refocused efforts to ensure that partner organisations are aware of the importance of referring those who are most vulnerable for a home safety check.

Outcomes:

1. The number of deaths arising from accidental dwelling fires.

During the year the number of deaths arising from accidental dwelling fires increased to four, one more than in the previous year. The longer term downward trend is a positive one.
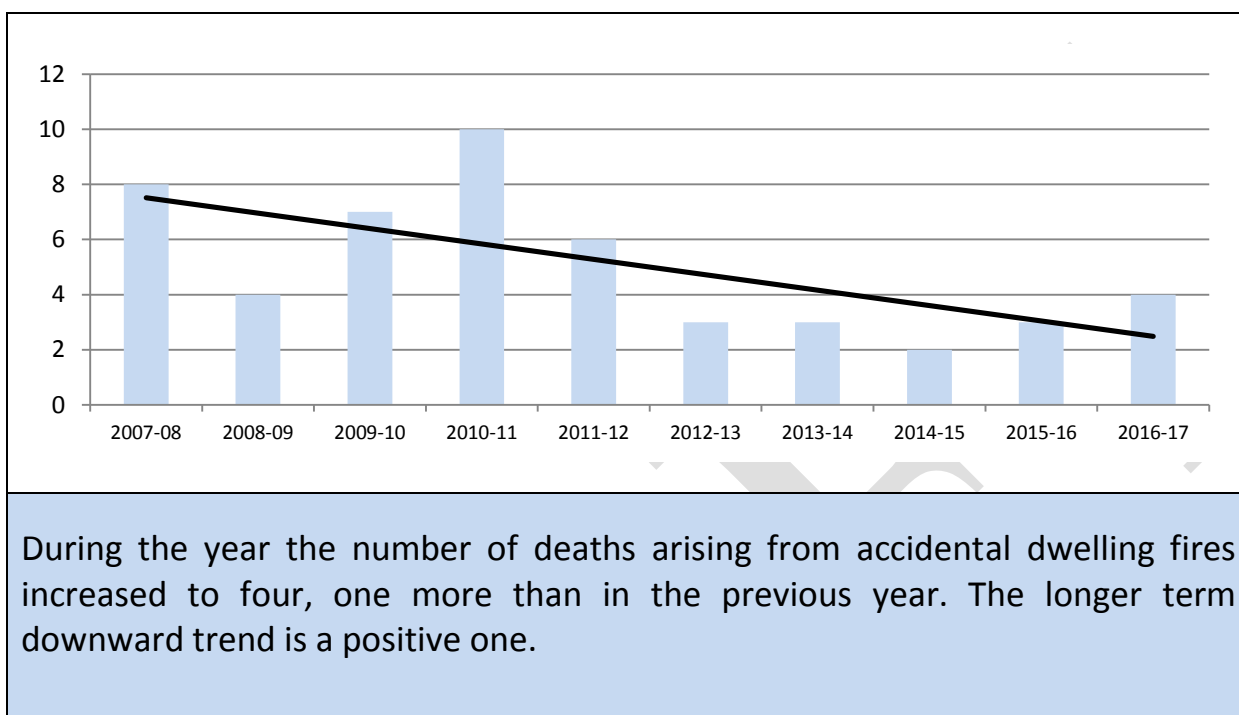
2. The number of injuries (excluding precautionary checks and first aid) arising from accidental dwelling fires.

The number of recorded injuries is showing a gradual decline, although these do tend to fluctuate year on year. A review was undertaken during the year to look in more detail at injuries in dwelling fires and these findings can be found on page 36 of this document.
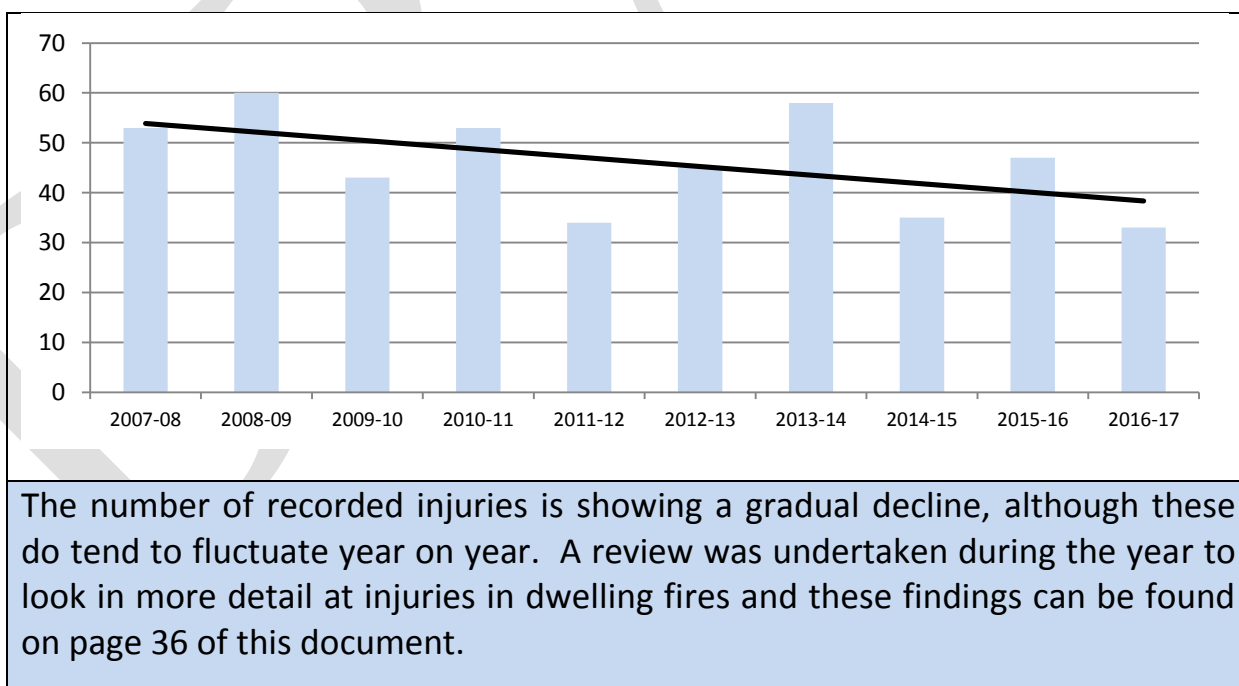
3. The percentage of people in accidental dwelling fires who were able to escape unharmed without assistance from a fire crew to do so.
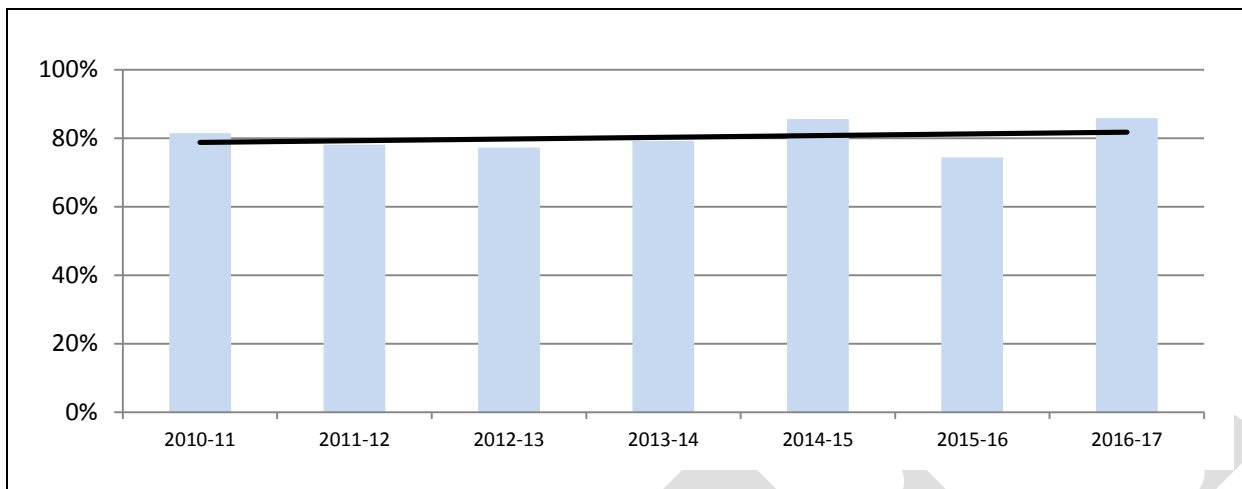
The percentage of people escaping a dwelling fire unharmed and uninjured is has increased marginally compared with the previous year. This figure has remained between 74% - 86% since 2010-11.

Comparing our performance in reducing accidental dwelling fires:

During 2016-17 the number of accidental dwelling fires in England decreased slightly by 3.9% (1,116 fires) when compared against the previous year, whereas the number in Wales increased by 6.7% (108 fires).

In North Wales the number of accidental dwelling fires attended during 2016-17 was 433, which is an increase of 12.5% (48 fires), when compared to 2015-16. Whilst this increase is disappointing, the longer term downward trend is a positive one.

Accidental dwelling fires per 10,000 dwellings 2016-17
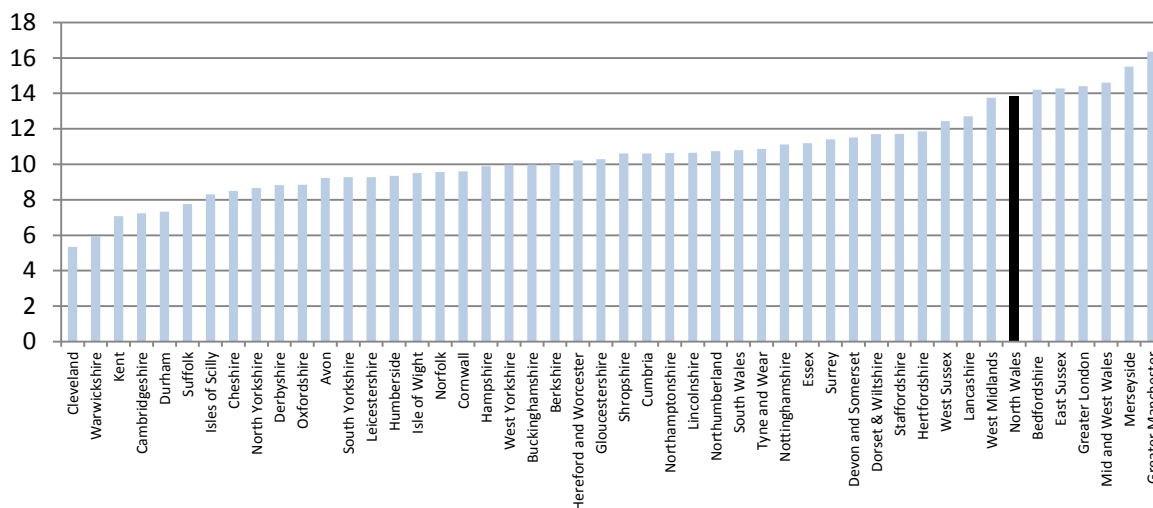
Of the 48 Fire and Rescue Services in England and Wales, nearly 73% of them saw a reduction in the number of accidental dwelling fires they attended per 10,000 dwellings.

North Wales was among the 27% that recorded an increase in the number of accidental dwelling fires with a 1.49 increase in the number of accidental dwelling fires they attended per 10,000 dwellings.

The increase in the number of accidental dwelling fires per 10,000 ranged between 0.05 and 1.82.

All three fire and rescue services across Wales recorded an increase in the number of accidental dwelling fires[17] between 2015-16 and 2016-17.

ACCIDENTAL DWELLING FIRES				
Financial Year	North Wales	Mid & West Wales	South Wales	**Wales**
2001-02	614	821	1,055	**2,490**
2002-03	554	745	1,077	**2,377**
2003-04	501	838	940	**2,279**
2004-05	531	727	891	**2,150**
2005-06	502	749	921	**2,172**
2006-07	459	663	867	**1,990**
2007-08	526	642	867	**2,035**
2008-09	482	638	799	**1,919**
2009-10	478	584	802	**1,864**
2010-11	469	605	752	**1,826**
2011-12	476	555	758	**1,789**
2012-13	455	525	745	**1,725**
2013-14	479	572	681	**1,732**
2014-15	401	579	655	**1,635**
2015-16	385	542	683	**1,611**
2016-17(p)	433	594	691	**1,718**

When standardised across the three services, all three Welsh fire and rescue authorities have seen a steady decrease in the number of accidental dwelling fires per 10,000 dwellings since 2001-02, although all three Welsh fire and rescue authorities recorded an increase in 2016-17.

North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
Accidental dwelling fires per 10,000 dwellings.	14.26	14.98	12.44	12.40	13.85

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[17] Fire Statistics 2015-16 published 27/07/2016 by the Welsh Government. Table 6. http://gov.wales/statistics-and-research/fire-statistics/?lang=en

The number of chimney fires has also been falling in Wales, with a 12.7% reduction (22 fires) in North Wales in 2016-17 when compared against the previous year. However, the frequency of chimney fires does tend to follow weather patterns, with increases during periods of colder weather.

CHIMNEY FIRES				
Financial Year	North Wales	Mid & West Wales	South Wales	**Wales**
2001-02	439	276	181	**896**
2002-03	357	291	123	**771**
2003-04	291	288	124	**703**
2004-05	288	246	120	**654**
2005-06	280	278	111	**669**
2006-07	268	241	86	**595**
2007-08	279	254	87	**620**
2008-09	380	326	106	**812**
2009-10	351	330	109	**790**
2010-11	325	337	109	**771**
2011-12	254	260	101	**615**
2012-13	319	340	112	**771**
2013-14	212	265	101	**578**
2014-15	217	220	112	**549**
2015-16	173	186	73	**432**
2016-17	151	195	69	**415**

North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
Chimney fires per 10,000 dwellings.	10.02	6.63	6.73	5.56	4.83

Comparing our performance in reducing the number of people killed or injured in accidental dwelling fires:

In 2015-16 North Wales recorded the highest rate of fire injuries across England and Wales. During the year, therefore, we commenced a review into how we were recording injuries in North Wales looking at whether our recording differed from other fire and rescue services. We sought to identify any recording practices which may explain the higher rate of injury recording in North Wales and this piece of work continued into 2016-17.

Serious injuries from accidental dwelling fires are comparatively rare. For consistency after September 2009 across the UK, fire casualties have been recorded under four categories of severity:
  i) *the victim went to hospital, injuries appear to be serious;*
  ii) *the victim went to hospital, injuries appear to be slight;*
  iii) *the victim was given first aid at the scene only, but required no further treatment;*
  iv) *a precautionary check was recommended – the person was sent to hospital or advised to see a doctor as a precaution, but having no obvious injury or distress.*

In 2016-17, eight people were taken to hospital after being involved in an accidental fire in a dwelling with what were recorded as serious fire-related injuries. A further twenty-five people were taken to hospital with what were recorded as slight injuries. This is a 46% decrease in the number of slight injuries for 2016-17.

North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The number of casualties from accidental dwelling fires who were sent to hospital with serious or slight injuries.	45	58	35	47	25

In North Wales the number of casualties per 100,000 population that were recorded as having either a serious or slight injury reduced from 7 in 2015-16 to 4.7 in 2016-17.

Injuries from accidental dwelling fires
excl. first aid only or those recommended to seek a
precautionary check, per 100,000 population 2016-17
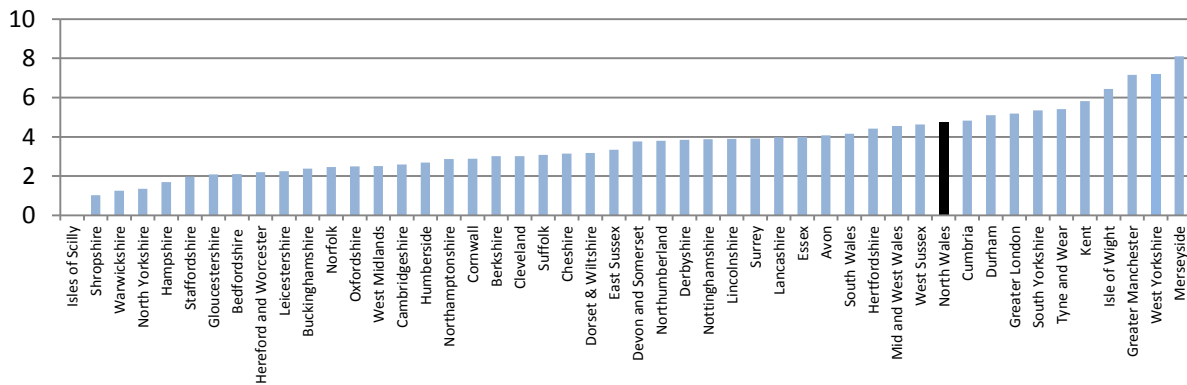
When casualties who received a precautionary check or first aid at the scene are included, the figure for North Wales rises to 17.8 casualties per 100,000 population.

Whilst North Wales continues to record the highest number of casualties when all four categories are included, this figure has reduced by 4.2 casualties per 100,000 population when compared with 2015-16 (22 casualties per 100,000 population).

Injuries from accidental dwelling fires
per 100,000 population 2016-17
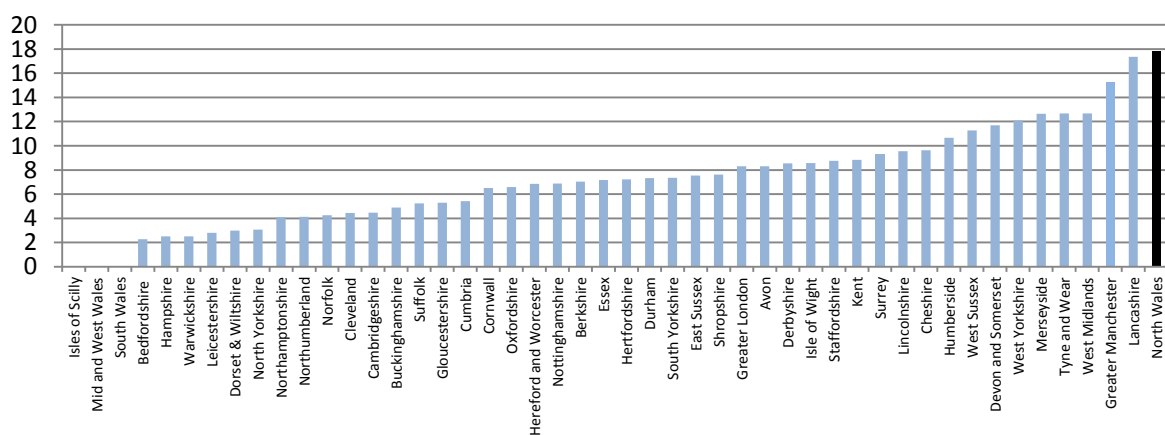
It is worth noting that precautionary checks also include casualties where there is both a known or unknown injury, in other words, a casualty may be given a precautionary check even though there are no obvious signs of injury.

It is pleasing to note that although there has been a slight increase in the number of accidental dwelling fires in 2016-17 when compared with 2015-16, the number of people injured (serious or slight) as a result of accidental dwelling fires has reduced in 2016-17. Understanding the reasons why there are a greater number of casualties being recorded with precautionary checks and first aid in North Wales, when compared with other fire and rescue services however, may be key to securing further improvement in the future.

Whilst accidental dwelling fires deaths are rare, they are nonetheless tragic occurrences and although the rate in North Wales was 0.57 per 100,000 population in 2016-17 compared with the highest rate in England and Wales of 0.95 per 100,000 population, work will continue in preventing further fire deaths.

Deaths from accidental dwelling fires per 100,000 population 2016-17
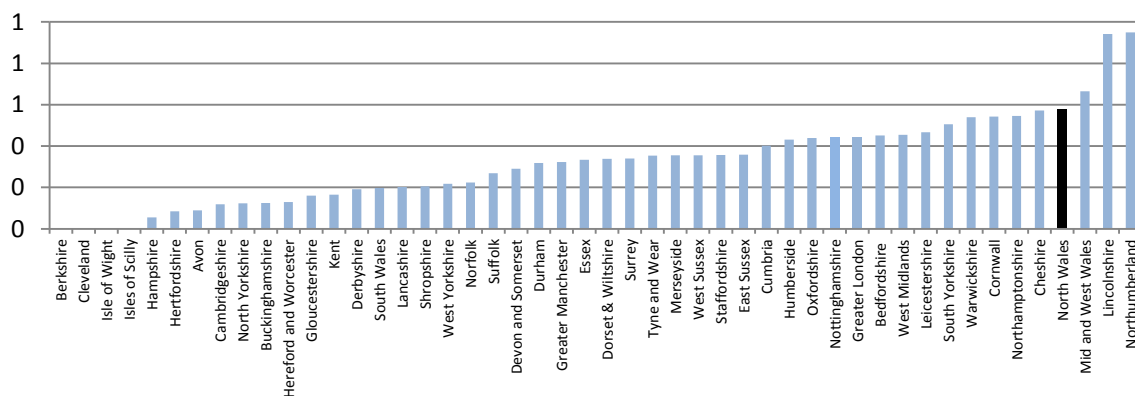
The number of deaths from accidental dwelling fires increased by one, to four during 2016-17. Although this is similar to previous years, it is still disappointing to see this slight increase.

North Wales	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
The number of deaths arising from accidental dwelling fires.	6	3	3	2	3	4

Other relevant factors in keeping people safe continue to show good results:

1. Safe Escapes

The percentage of people in accidental dwelling fires who were able to escape both unharmed and without needing assistance from a fire crew to do so is consistently high:

North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The percentage of people in accidental dwelling fires who were able to escape unharmed without needing assistance from a fire crew to do so.	77%	79%	86%	74.3%	85.8%

2. Fire Spread

The majority of accidental dwelling fires do not spread any further than the room where they started:

North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The percentage of accidental dwelling fires that were confined to the room of origin	91%	92%	89%	92%	91%

Across Wales the figure remains high with South Wales recording 84.91% and Mid and West Wales recording 86.03% of dwelling fires confined to the room of origin.

3. Home Safety Checks

During the last five years, we and our partner agencies have delivered 118,774 Home Safety Checks in North Wales, fitting smoke alarms with 10-year batteries in the majority of those homes, and providing invaluable fire safety advice to the residents of those properties.

North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
The number of Home Safety Checks delivered	22,244	26,621	27,352	22,322	20,235

4. Smoke alarm ownership

The percentage of dwelling fires where a working smoke alarm was in place to give the occupants early warning of a fire developing is very high indeed. The latest published figures[18] on the presence and operational status of smoke alarms in dwelling fires in England show that there was no smoke alarm present in 28% of dwelling fires, compared with 29.5% in 2014/15. In North Wales, this is significantly lower:

The percentage of dwelling fires attended where a smoke alarm:					
North Wales	2012-13	2013-14	2014-15	2015-16	2016-17
had been fitted and it actuated	59.43%	58.77%	65.30%	60.28%	59.74%
had been fitted but it did not actuate (usually because the fire did not reach as far as the detector)	25.96%	25.05%	22.83%	25.23%	25.05%
had not been fitted.	14.60%	16.18%	11.87%	14.49%	15.20%

Assessing our performance

Our objective at the beginning of 2016-17 was to help to keep people and communities safe by preventing deaths and injuries from accidental fires in living accommodation.

Assessing our performance in reducing accidental dwelling fires

The 12.5% increase in accidental dwelling fires in North Wales in 2016-17 alongside the 6.7% increase across Wales is a cause for concern, and although the figure for North Wales remains lower than the five year average of 439, this will continue to be monitored over the next twelve months.

We know from our own analysis that the majority of accidental dwelling fires start in the kitchen or the living room. We also know that the majority of accidental dwelling fire injuries are sustained in either the kitchen or the living room. Our campaigns to raise awareness of cooking fires and our targeted messaging around home fire safety should help to reduce these in future.

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[18] Fire Statistics: England April 2015 to March 2016. Published in April 2017.
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/611182/fire-statistics-england-1516-hosb0517.pdf

During 2017-18 we will continue to look in greater detail at cooking-related fires. We hope that by talking to the people involved we can gain a better understanding of how fires in the home start and therefore improve our prevention messages.

Assessing our performance in reducing casualties of accidental dwelling fires

We are pleased that the number of fire deaths and serious fire injuries remained low in 2016-17. During 2016-17 we reported a total of four fire deaths from accidental dwelling fires.

Accidental Fires in Dwellings and Casualties by Severity of Injury
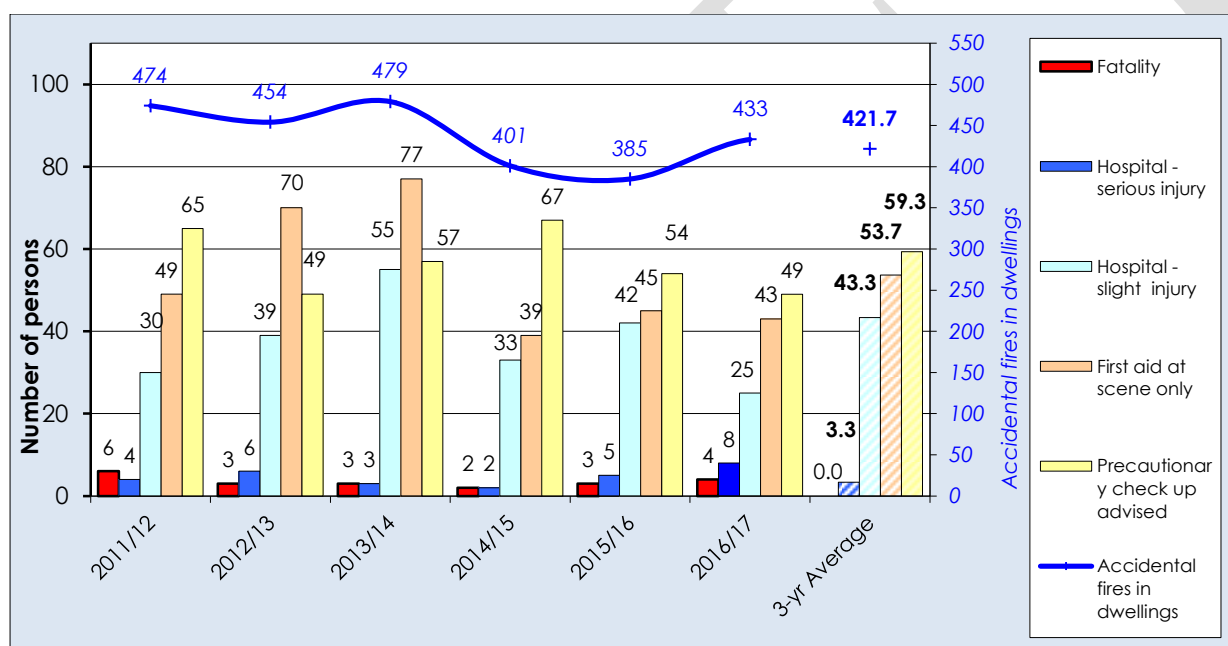
We also saw a 40.48% decrease in the number of people recorded as having been sent to hospital with slight fire injuries compared with 2015-16. Those who received first aid at the scene of the fire and the number of people given, or advised to seek a check-up as a precaution also decreased compared with the two previous years.

The total number of casualties sent to hospital is not high from a population of 695,822, but nevertheless the impact of a dwelling fire on a family and on a community can be great, and reducing the number of people injured in them remains a high priority for the Authority.

The indicators relating to people where fires were confined to the room of origin and smoke alarm ownership are consistently good and above the Wales average.

What new actions were planned for 2016-17 and how did we do?

1.   Seek to improve the impact and effectiveness of Home Safety Checks.

To what extent was this new action plan achieved?

Not at all				Completely

How was this achieved?

In North Wales 89.1% of all Home Safety Checks were delivered to people with one or more of the risk factors below.
• Age – where at least 1 resident was 65yrs+ on the day when the HFSC was completed
• Sensory or mobility impairment
• Mental health problem or learning difficulty
• Alcohol or drug use/dependency
• Smoking
• Single adult present in the household (including single parenthood)
• Domestic violence
• Any other locally identified risk (e.g. rented accommodation)

This is an improvement upon 2015-16 (88.1%) and demonstrates that the decision to prioritise need at the point of contact with us, is ensuring that home safety checks are being targeted and that resources are being directed towards those who are most in need.

In addition, the scope of the home safety check has been expanded to include assessments such as the risk of someone falling in their home alongside a referral mechanism to other agencies for further assistance should this risk be identified.

2.	Aim to deliver 20,000 Home Fire Safety Checks during the year, with priority given to the most vulnerable, and with a minimum of 30% of the checks undertaken following a referral from a partner organisation.

To what extent was this new action plan achieved?

Not at all   Completely

How was this achieved?

During the year a total of 20,235 Home Safety Checks were delivered throughout the North Wales area, which exceeded the set target of 20,000.

Of the 20,235 Home Safety Checks delivered 5,465 were delivered to people who had been specifically referred to us by partner agencies, which is slightly below the 30% target.

The Service continues to strive towards improving the number of referrals from partner agencies through the reinvigoration of partnership agreements with key referring agencies which should secure these improvements in the future.

Working with other agencies provides the Service with the opportunity to talk to people who may not otherwise be in contact. Bespoke fire safety advice can then be provided to the individual tailored to their particular circumstances. Relevant fire safety equipment that will help in the event of a fire can then be fitted.

Improvement Objective 2

Recognising the anticipated reduction in local government funding, the Authority will develop a 3-year financial strategy in which freezing the budget will be a central principle.

Why was this objective chosen?

The Authority is financed mainly by contributions from the six unitary authorities in North Wales in proportion to their population. Its revenue budget for 2016/17 was set at £31,885,843.

Back in 2014, having already frozen the budget for three consecutive years, the Authority had increased the contributions from the county councils for 2015/16 by £113,832 but gave an undertaking that in future it would aim to limit any annual increases to a maximum equivalent to £1 per head of population.

The following year, having recognised the financial pressures on the county councils in the area, the Authority decided to do even better than that by freezing the budget at the 2015/16 level for another three years (2016/17, 2017/18 and 2018/19). Potentially, that would have reduced county council contributions for fire and rescue services to as low as the equivalent of £45 per head of population per year – the same as they had been in 2008/09.

However, anticipating severe pressures on all public service funding, the Authority knew it would need to continue to plan and monitor its financial situation in order to maintain its financial resilience effectively.

What was the expected outcome?

That the Authority maximised its financial resilience until the end of the decade by developing a 3-year financial strategy for 2017/18, 2018/19 and 2019/20.

What new actions were planned for 2016/17?

Having already reduced its annual running costs by £3million, unavoidable cost increases over the next three years (estimated at the time to be around £2million) would need to be met by making even more savings (so possibly cutting services) and using reserves. More detailed work would need to be completed by the Authority during 2016/17 to plan for that.

What specifically would be reported back to the public after the end of the year?

Progress in developing a 3-year financial strategy in which freezing the budget would be a central principle.

WAS THE 2016-17 OBJECTIVE 2 ACHIEVED?

Yes, the Authority developed a 3-year financial strategy. However, it became apparent during the year that the programme of savings that would be required to achieve such an undertaking when combined with unanticipated cost pressures (associated with pay and price inflation, including from changes in government policy relating to pensions) would not be sustainable. In considering the financial pressures and a range of costed options to meet those pressures, the Authority remained mindful of the impact that reducing budgets could have on core services, public safety, staffing levels and maintaining good industrial relations.

Consequently, the Authority proposed a new 3-year financial strategy for 2017/18, 2018/19 and 2019/20 which would combine the use of reserves and service reductions as before, but with an increase in financial contributions from the county councils. The Authority also recognised that service reductions would inevitably take time to implement.

Detailed reports were presented to the Fire and Rescue Authority at its meetings on 9 May 2016,
http://www.nwales-fireservice.org.uk/media/337076/6-ipwg-update.pdf
and 20 June 2016.
http://www.nwales-fireservice.org.uk/media/337105/7-improvement-objectives.pdf.

The Treasurer's report on the Authority's financial performance during 2016/17 is also available on
http://www.nwales-fireservice.org.uk/media/337722/0-business-agenda-rolling-document.pdf

Why was this objective chosen?

This objective sought to reflect the Authority's determination to provide sustainable and affordable fire and rescue services in North Wales.

The public response to Authority consultations in 2012 and 2015 indicated the importance of guaranteeing the availability of fire crews around the clock. However, achieving and sustaining that in an area covered primarily by retained (part time) firefighters has been increasingly difficult. People generally know where their nearest fire station is located, but they would not know where the nearest *available* fire crew was at the time of their call.

By re-focusing away from where the fire stations are (i.e. the buildings) to the planning and management of fire crews (i.e. operational staff), the Service has taken a more risk-based, flexible approach to availability.

What was the expected outcome?

More closely managed availability of at least 20 strategically located fire crews available in North Wales at times of relatively lower risk, and at least 38 available at times of relatively higher risk.

What new actions were planned for 2016-17?

Detailed planning of risk-based availability of cover, aiming for at least 20 fire crews available in North Wales at times of relatively lower risk, and a minimum of 38 available at times of relatively higher risk.

What specifically would be reported back to the public after the end of the year?

Progress made in relation to planning, achieving and maintaining the expected level of crew availability across the whole area.

WAS THE 2016-17 OBJECTIVE 3 ACHIEVED?

The introduction of a new command and control mobilising system which is integrated with existing communications solutions will continue to ensure the swift and accurate mobilisation of crews, as well as assisting with identification of any shortfalls in cover.

In addition the roll out of a new retained duty system availability system will give further opportunity to identify trends and assist in targeted recruitment.

The Service has reviewed the way it plans for the provision of fire cover to match times of lower and higher risk. Detailed daily monitoring and forecasting has been enhanced to plan fire cover to ensure at least 20 strategically located fire crews in North Wales at times of relatively lower risk, and at least 38 available at times of relatively higher risk.

The availability of crews is further monitored by Control room staff who respond to any shortfalls resulting from short notice changes to the availability of crews, by reallocating resources from elsewhere across the Service.

Improvement Objective 4

The Authority will explore opportunities to diversify what firefighters do and offer additional services to the public of North Wales.

Why was this objective chosen?

Over the years the Authority had increased the amount of fire prevention work that it did alongside its fire and rescue emergency response work, but recognised that it could do more.

The Welsh Government's wish for this to occur is also reflected in its Fire and Rescue National Framework 2016: *"…there is a credible case for building on Fire and Rescue Authorities' domestic fire safety work in particular to embrace other hazards people may face in their own homes. For instance, elderly fallers account for 10% of all 999 calls to the Welsh Ambulance Service. Many of these could be prevented by providing simple advice and basic modifications. In 2014, there were 26 deaths as a direct result of carbon monoxide poisoning in England and Wales. While other organisations such as local authorities and housing associations clearly have responsibilities here, Fire and Rescue Authorities are well placed to provide awareness advice and have already done so in the past."*

What was the expected outcome?

That people are better protected in their homes and demand on other services is lower than it otherwise would have been.

What new actions were planned for 2016-17?

Continue to work with partner organisations and through the new Public Services Boards to identify new opportunities to work collaboratively to improve home safety in North Wales.

What specifically would be reported back to the public after the end of the year?

Progress in relation to agreeing a more diverse role for firefighters and providing additional services to the public of North Wales.

WAS THE 2016-17 OBJECTIVE 4 ACHIEVED?

Considerable progress has been made towards agreeing and securing a more diverse role for firefighters in the community.

In August 2016 a trial was launched in collaboration with the Welsh Ambulance Services NHS Trust which saw employees of the Fire and Rescue Service responding to people who had fallen in their homes and were unable to assist themselves to safety. This Community Assistance Team's (CAT) attendance at these incidents has prevented ambulances being required to attend on the majority of occasions - freeing up paramedics to respond to higher priority calls.

In addition to the introduction of the CAT, another scheme was launched in September 2016 to aid and assist North Wales Police to search for vulnerable people who are reported missing from home. Bespoke training was developed in partnership with North Wales Police Search Advisor and delivered to staff based at Wrexham, Caernarfon, Holyhead, Bangor, Llandudno, Rhyl and Colwyn Bay fire stations.

In the first three months crews had participated in 17 searches and in all instances the vulnerable person was found safe and well. Crews remained on call for fire service incidents whilst searching for people. Staff from the CAT also joined the project to assist with searching for those reported missing.

Both projects, instigated through the Tri-Service Prevent and Respond Project Team were shortlisted for the North Wales Police Problem Orientated Partnership (POP) Awards. The POP Awards were launched in a bid to recognise and provide cash prizes to reinvest in tackling chronic repeat problems across the region.

The national co-responding pilot project that commenced North Wales in January 2016 continued through 2016/17. Staff from Wrexham, Colwyn Bay, Holyhead, Holywell, Llangollen, Dolgellau and Pwllheli took part in the project. Co-Responding teams from the stations above were mobilised to attend medical emergencies via fire control, as directed by the Welsh Ambulance Service Trust. Fire appliances were not used by co-responding teams, rather, crews of two were mobilised using special vehicles and proceeded to incidents at normal road speeds. The project was extended beyond the original date of June 2016 to allow for the collation of further data and evaluation.

SECTION 4

The Dwelling Fires Response Charter in 2016-17

During 2012 the three Welsh Fire and Rescue Authorities jointly developed an all-Wales Charter to ensure that wherever people live in Wales they can expect to be helped and supported to remain safe from fire in their homes and that if a fire does break out that they will receive a prompt, effective and professional emergency response to their call for assistance.

The Charter makes seven specific commitments that the Fire and Rescue Authority will:

1. Take the lead in driving down the number of dwelling fires that occur and in reducing their impact on people.

2. React quickly and efficiently every time we receive an emergency 999 call to attend a dwelling fire.

3. Attend dwelling fires swiftly and properly equipped to deal with them.

4. Deal with dwelling fires effectively, efficiently and professionally.

5. Help to restore normality to communities in the aftermath of dwelling fires.

6. Investigate the causes of dwelling fires and hold relevant people to account when appropriate to do so.

7. Strive to maintain high standards and improve aspects of what we do.

The following pages provide information about our compliance with these commitments during 2016-17.

We propose, for consistency, to use a standard narrative for reporting against the Charter each year, and only updating the figures within that narrative framework.

1. We will take the lead in driving down the number of dwelling fires that occur and in reducing their impact on people.

We are committed to taking the lead in maintaining a downward trend in the incidence of dwelling fires and associated casualties in Wales.

In 2016-17 we provided advice and encouragement to people on how they can prevent fires from starting in their home and how they can keep themselves safe from fire. Our prevention activity included delivering 20,235 Home Safety Checks to householders, and 24,057 children and young people at key stages 1 – 4 received a fire safety talk.

During 2016-17 we attended 433 accidental dwelling fires, where 4 people were killed and another 33 people sustained injuries.

Also during 2016-17 we attended 34 dwelling fires that had been started deliberately, where 2 people were injured.

The trend in the number of dwelling fires in the FRA area over the past five years is showing a steady decline.

The trend in the number of people being killed or injured in dwelling fires in the North Wales FRA area over the past five years is showing a gradual decrease.

2. We will react quickly and efficiently every time we receive an emergency 999 call to attend a dwelling fire.

We are committed to reacting quickly and efficiently when emergency 999/112 calls are put through to us by the operator.

Our emergency fire control facility remains available around the clock every day of the year, with special arrangements in place for a seamless transfer of calls from one control facility to another in the event of serious disruption or a surge in the number of calls coming in at the same time.

Sophisticated mapping and electronic systems help us to: a) identify the location of the reported incident and b) send the most appropriate available resource to attend the incident.

In 2016-17, we handled a total of 13,654 emergency 999/112 calls. We were also able to obtain enough information about incidents to alert the appropriate initial response within 90 seconds on 72.4% of occasions and between 91 and 120 seconds on 13.3% of occasions.

However, we know that the speed of call handling – although important - is not the only relevant yardstick. Knowing where our services are needed requires specialist skills to effectively glean information from callers who may, for example, be unfamiliar with the area they are in, be frightened or in distress, be very young, or have communication or language difficulties to contend with.

Another important skill is recognising when a caller is abusing the 999/112 system by falsely claiming that there is an emergency when, in fact, there is not. It is a criminal offence to knowingly make false calls to the emergency services. Sadly, that does not seem to deter a minority of people who tie up the 999 lines and divert services away from people who may be in a genuinely life-threatening situation. Every time we turn out to one of these malicious false alarms it wastes both time and money and places the rest of the community at higher risk.

In 2016-17, we received 162 malicious false alarms. In 70.4% of cases, we were able to establish that these calls were not genuine and so avoided needlessly mobilising resources to attend.

3. We will attend dwelling fires swiftly and properly equipped to deal with them.

Once we have answered the emergency 999/112 call and allocated the most appropriate resources to make up the initial attendance at the incident, our next priority is to get to the incident quickly, safely and properly equipped to deal with it.

In 2016-17 we responded to 13% of dwelling fires within 1-5 minutes, 49% within 5-10 minutes, 22% within 10-15 minutes and 17% in over 15 minutes. These times include the time it takes for personnel to turn in to the fire station as well as the travel time, so a number of things can affect the speed of response figures, including the urban/rural geography and the nature of road networks in the area.

Speed of response to dwelling fires is extremely important, but we cannot over-emphasise the importance of preventing those fires from happening in the first instance, and of having at least one working smoke alarm fitted and a pre-planned escape route in case a fire does occur. However, if a dwelling fire has occurred, we ensure that our firefighting crews are properly equipped to deal with it.

We equip our firefighters with high quality personal protective equipment and firefighting equipment. We require them to be operationally fit and healthy and we make sure that their skills are routinely tested and exercised. We also routinely check that the way our crews dealt with incidents was in accordance with accepted firefighting procedures.

We take the safety of our firefighters very seriously, given the nature of the work that they undertake. In 2016-17 our crews attended 2,015 fires in a variety of different types of premises and at outdoor locations. Whilst fighting those fires, 10 operational staff received an injury. For some, the injury was slight, but for others the injury was sufficiently serious that it meant that they had to take time off to recover. In total, 46 working days/shifts (including programmed rest days) were lost as a result of personal injuries sustained either when travelling to or from a fire or when at the scene of the fire. It is rare that firefighters sustain serious injuries – of the total above, none were classed as 'specified' injuries under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

4. We will deal with dwelling fires effectively, efficiently and professionally.

We are committed to dealing with fires effectively, efficiently and professionally. To this end, we equip our highly trained fire crews with the right skills, knowledge, information, firefighting equipment and command support so that whatever the circumstances of the dwelling fire, they will be correctly prepared to deal with it.

In 2016-17, of all the dwelling fires that we attended, 90% were successfully contained within the room of origin, without spreading any further. Although a number of factors could contribute to this statistic that would be outside the control of the attending crews (such as how long it took for someone to discover the fire in the first instance, whether or not internal doors had been shut to help prevent the spread of the fire, and how far away from a fire station the dwelling was located), we still consider this to be a reasonable indicator of our firefighting success.

We recognise the importance of research and equipment improvements, and ensure that we invest time and effort in staying in touch with the latest developments.

We also take very seriously the professional image of the fire and rescue service. We place great emphasis on the personal qualities and attributes of all our operational staff, as well as their physical and psychological fitness and the high standard of their operational and management training.

We encourage all our staff to adhere to a set of core values that was adopted nationally by the UK fire and rescue service and that expresses our commitment to valuing service to the community, people, diversity and improvement.

5. We will help to restore normality to communities in the aftermath of dwelling fires.

We are committed to helping to restore normality to communities in the aftermath of dwelling fires.

A fire in the home can leave people feeling extremely vulnerable. When people have lost their possessions, they will have need of practical as well as emotional support. When people have been injured or killed in the fire, the experience can affect whole communities as well as the individual and his or her immediate friends and family.

For this reason, the Fire and Rescue Service's role in supporting communities does not end when the fire has been extinguished and everyone has been accounted for.

In all cases, the cause of the fire will be investigated and carefully recorded. Every detail of how and where the fire started, how far it spread, any special circumstances, any particular factors that contributed to the fire will be recorded as a source of future learning, research and monitoring.

If there are reasons to believe that a fire was started deliberately in a dwelling, either by someone living there or by someone else, this will be followed up with the Police and other relevant agencies.

In some premises, such as blocks of flats or houses occupied by a number of different tenants, the post-incident investigations might indicate that a landlord had failed to ensure the necessary level of fire safety. Our specialist fire investigators might then be involved in a criminal investigation and court proceedings.

If a fire is found to have started accidentally, we might undertake some form of community safety activity or campaign in the vicinity, offering advice and reassurance by way of free Home Safety Checks.

6. We will investigate the causes of dwelling fires and hold relevant people to account when appropriate to do so.

We always investigate the causes of dwelling fires. In many cases the cause and origin of a fire will be very clear and straightforward, but in others a more in-depth, forensic investigation will be required to ascertain the most likely cause of the fire. Only in a small minority of instances is the cause 'unknown'.

If crime is suspected, the investigation of the fire will be conducted with the Police. People suspected of deliberately setting fire to a dwelling are likely to face criminal prosecution, although in some cases this may not be the only course of action available – for example if the fire has been started by a young child or by a person attempting suicide.

In 2016-17 we attended 467 fires in dwellings, of which 34 were found to have been started deliberately.

In some residential premises, such as flats and houses of multiple occupation, the communal and shared areas are covered by regulations that require whoever is responsible for those premises (such as the landlord or the premises manager) to have good fire safety arrangements in place. Failure to do so can lead to the closure of the premises and prosecution of the responsible person with the prospect of imprisonment and/or unlimited fines.

As an enforcing authority, we ensure that responsible persons fulfil their obligations under this legislation, and can select from a range of enforcement options available to us, depending on the seriousness and risk posed by the contravention.

In 2016-17 we did not serve any Enforcement Notices, Prohibition Notices or Formal Cautions. No prosecutions were concluded during the year.

7. We will strive to maintain high standards and improve aspects of what we do.

We continuously strive to maintain high standards and improve aspects of what we do.

Under legislation, Fire and Rescue Authorities are classed as 'Welsh Improvement Authorities' and are expected to routinely review and continuously improve their own performance through a formal process of setting, implementing and reporting against annual improvement objectives.

We do not limit our improvement activity to this formal annual process, however, as high standards and continual improvement form an integral part of our everyday running of the Fire and Rescue Service.

Examples of improvement activities that go on include:

- Continuously reviewing organisational performance and effectiveness to identify opportunities to improve

- Responding positively to peer reviews, audits and inspections

- Responding positively to consultation responses, feedback from stakeholders, complaints and compliments

- Learning from our experiences, such as from post-incident debriefs, reports of accidents or 'near misses'

- Contributing to working groups, sharing good practice, and learning from research undertaken

- Taking opportunities to learn from - and with- other organisations through partnerships, committees, boards and professional associations

- Planning for potential challenges to maintaining our operations, such as through business continuity management processes

- Planning for potential challenges to future service delivery, such as through local resilience forums

- Continuously developing the technical and professional skills of our staff

- Maintaining and renewing our physical and computerised assets such as our equipment, vehicles, buildings and technology.

Health and Safety in 2016-17

North Wales Fire and Rescue treats the health and safety of its staff very seriously. Whilst 2016-17 saw a slight increase in the number of injuries sustained by operational staff, we are pleased that the total number of working days lost reduced by 213 days.

	2015-16	2016-17
The number of operational staff injuries sustained at fires, non-fire incidents and during training for operational incidents.	34	39
'Over 7 day' injuries	8	9
RIDDOR 'specified' injuries	1	0
Total working days lost following injury	502	289

There were no fatal injuries during the year. As a comparison, statistics published by the Health and Safety Executive[19] on the number of workers fatally injured in Britain in 2016-17 reported 0.43 deaths per 100,000 workers. The highest rate of fatal injuries was seen in waste and recycling, with 12.69 deaths per 100,000 workers.

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[19]HSE Statistics on fatal injuries in the workplace 2016/17. http://www.hse.gov.uk/statistics/pdf/fatalinjuries.pdf

SECTION 5

PERFORMANCE INFORMATION SUMMARY

Consultation on a new set of Performance Indicators (PIs) took place between 28 November 2014 and 30 January 2015. A copy of the consultation and a summary of responses has been published on the Welsh Government's website: http://gov.wales/consultations/people-and-communities/performance-indicators-consultation/?status=closed&lang=en

As a result, an Order has been introduced setting out three Statutory PI's for FRAs. The Fire and Rescue Authorities (Performance Indicators) (Wales) Order 2015 (S.I.2015/604(W.49)) came into force on 1 April 2015 and has effect in relation to the year 2015-16 and subsequent financial years.

NATIONAL STATUTORY INDICATORS			2015-16	2016-17
RRC/S/001i	Numerator	Total number of fires attended	2,140	2,015
	Denominator	Population of FRA area	694,038	694,473
	per 10,000 population		**30.83**	**29.01**
RRC/S/001ii	Numerator	Total number of false alarms attended	1,995	2,140
	Denominator	Population of FRA area	694,038	694,473
	per 10,000 population		**28.74**	**30.81**
RRC/S/001iii	Numerator	Total number of road traffic collisions attended	212	215
	Denominator	Population of FRA area	694,038	694,473
	per 10,000 population		**3.05**	**3.10**
RRC/S/001iv	Numerator	Total number of all other emergency incidents attended	532	978
	Denominator	Population of FRA area	694,038	694,473
	per 10,000 population		**7.67**	**14.08**

NATIONAL STATUTORY INDICATORS			2015-16	2016-17
RRC/S/002i	Numerator	Total number of fire deaths and injuries	74	50
	Denominator	Population of FRA area	694,038	694,473
	per 10,000 population		**10.66**	**7.20**
RRC/S/002ii	Numerator	Total number of deaths and injuries arising from fires started accidentally	63	44
	Denominator	Population of FRA area	694,038	694,473
	per 10,000 population		**9.08**	**6.34**
RRC/S/003	Numerator	Total number of dwelling fires confined to room of origin	388	419
	Denominator	Total number of dwelling fires	428	467
			90.65%	**89.72%**

SECTOR INDICATORS[20]			2015-16	2016-17
FRS/SEC/FI/001i	Numerator	Total number of all deliberate fires	703	594
	Denominator	Population of FRA area	694,038	694,473
	per 10,000 population		**10.13**	**8.55**
FRS/SEC/FI/001ii	Numerator	Total number of all accidental fires (or motive not known)	1,437	1,421
	Denominator	Population of FRA area	694,038	694,473
	per 10,000 population		**20.70**	**20.46**
FRS/SEC/FI/001iii	Numerator	Total number of dwelling fires	428	467
	Denominator	Total number of dwellings in the FRA area	322,643	324,299
	Per 10,000 dwellings		**13.27**	**14.40**

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[20] Population figures, the number of dwellings and non-domestic premises are taken from Welsh Government annual data returns for 2016-17.

SECTOR INDICATORS[20]			2015-16	2016-17
FRS/SEC/FI/001iv	Numerator	Total number of accidental fires in dwellings	385	433
	Denominator	Total number of dwellings in the FRA area	322,643	324,299
	per 10,000 dwellings		**11.93**	**13.35**
FRS/SEC/FI/001v	Numerator	Total number of deliberate fires in dwellings	43	34
	Denominator	Total number of dwellings in the FRA area	322,643	324,299
	per 10,000 dwellings		**1.33**	**1.05**
FRS/SEC/FI/001vi	Numerator	Total number of fires in non-domestic premises	160	144
	Denominator	Total number of non-domestic premises in the FRA area	28,839	29,175
	per 1,000 non-domestic premises		**5.55**	**4.94**
FRS/SEC/IN/002i	Numerator	Total number of fire related fatalities	6	5
	Denominator	Population of FRA area	694,038	694,473
	per 100,000 population		**0.86**	**0.72**
FRS/SEC/IN/002ii	Numerator	Total number of injuries caused by fires	68	45
	Denominator	Population of FRA area	694,038	694,473
	per 100,000 population		**9.80**	**6.48**
FRS/SEC/IN/002iii	Numerator	Total number of fire related fatalities in accidental dwelling fires	3	4
	Denominator	Population of FRA area	694,038	694,473
	per 100,000 population		**0.43**	**0.58**
FRS/SEC/IN/002iv	Numerator	Total number of fire related fatalities in deliberate dwelling fires	0	0
	Denominator	Population of FRA area	694,038	694,473
	per 100,000 population		**0.00**	**0.00**
FRS/SEC/IN/002v	Numerator	Total number of fire related injuries in accidental dwelling fires	47	33
	Denominator	Population of FRA area	694,038	694,473
	per 100,000 population		**6.77**	**4.75**

SECTOR INDICATORS[20]			2015-16	2016-17
FRS/SEC/IN/002vi	Numerator	Total number of fire related injuries in deliberate dwelling fires	7	2
	Denominator	Population of FRA area	694,038	694,473
	per 100,000 population		**1.01**	**0.29**
FRS/SEC/FA/03i	Numerator	Total number of AFA false alarms in non-domestic premises	282	345
	Denominator	Total number of non-domestic premises in the FRA area	28,839	29,175
	per 1,000 non-domestic premises		**9.78**	**11.83**
FRS/SEC/FA/03ii	Numerator	Total number of AFAs false alarms in dwellings	682	806
	Denominator	Total number of dwellings in the FRA area	322,643	324,299
	per 10,000 dwellings		**21.14**	**24.85**
FRS/SEC/SA/04i	Numerator	Total number of dwelling fires attended where a smoke alarm was not fitted	62	71
	Denominator	Total number of dwelling fires attended in the FRA area	428	467
			14.49	**15.20**

NATIONAL STRATEGIC INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
RRC/S/001i N Total number of fires	3,297	3,165	2,349	2,416	2,244
RRC/S/001i D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 10,000 population	**48.57**	**46.65**	**34.12**	**34.99**	**32.43**
RRC/S/001ii N Total number of all primary fires	1,346	1,299	1,143	1,117	1,063
RRC/S/001ii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 10,000 population	**19.83**	**19.15**	**16.60**	**16.18**	**15.36**
RRC/S/001iii N Total number of accidental fires in dwellings	469	474	454	479	401
RRC/S/001iii D Total number of dwellings in FRA area	305,583	317,051	318,404	319,772	321,061
per 10,000 dwellings	**15.35**	**14.95**	**14.26**	**14.98**	**12.49**
RRC/S/001iv N Total number of all deliberate fires	1,438	1,370	835	792	724
RRC/S/001iv D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 10,000 population	**21.19**	**20.19**	**12.13**	**11.47**	**10.46**
RRC/S/002i N Total number of fire deaths	10	8	8	3	5
RRC/S/002i D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	**1.47**	**1.18**	**1.16**	**0.43**	**0.72**
RRC/S/002ii N Total number of accidental fire deaths	10	8	3	3	4
RRC/S/002ii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	**1.47**	**1.18**	**0.44**	**0.43**	**0.67**
RRC/S/002iii N Total number of deaths caused by fires started deliberately	0	0	5	0	1
RRC/S/002iii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	**0.00**	**0.00**	**0.73**	**0.00**	**0.14**

NATIONAL STRATEGIC INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
RRC/S/002iv N Total number of fire injuries (excluding precautionary checks)	97	64	60	101	53
RRC/S/002iv D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	**14.29**	**9.43**	**8.72**	**14.63**	**7.66**
RRC/S/002v N Total number of injuries (excluding precautionary checks) arising from fires started accidentally	86	56	55	80	48
RRC/S/002v D Population of FRA area	678,750	678,461	688417	690,434	691,986
per 100,000 population	**12.67**	**8.25**	**7.99**	**11.59**	**6.94**
RRC/S/002vi N Injuries (excluding precautionary checks) arising from fires started deliberately	11	8	5	21	5
RRC/S/002vi D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	**1.62**	**1.18**	**0.73**	**3.04**	**0.72**
RRC/S/003 N Number of fires in non-domestic premises	173	186	147	115	139
RRC/S/003 D Number of non-domestic premises in FRA area	27,419	27,484	27,759	28,083	28,334
per 1,000 population	**8.35**	**7.82**	**5.30**	**4.10**	**4.91**
RRC/C/006 Number of fires homes in which a HFSC and/or associated risk reduction activity had taken place within two years before the fire. *(Reference **RRC/S/004iv** in 2012-13 and 2013-14)*	134	164	145	148	116

CORE INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
RRC/C/001i N Deaths caused by fires started accidentally in dwellings	10	6	3	3	2
RRC/C/001i D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	**1.47**	**0.88**	**0.44**	**0.43**	**0.29**
RRC/C/001ii1 N Deaths caused by fires started deliberately in dwellings	0	0	5	0	1
RRC/C/001ii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	**0.00**	**0.00**	**0.73**	**0.00**	**0.14**
RRC/C/001iii N Deaths caused by fires started accidentally in non-domestic premises	0	0	0	0	1
RRC/C/001iii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	**0.00**	**0.00**	**0.00**	**0.00**	**0.14**
RRC/C/001iv N Deaths caused by fires started deliberately in non-domestic premises	0	0	0	0	0
RRC/C/001iv D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
RRC/C/001v N Injuries (excluding precautionary checks) arising from fires started accidentally in dwellings	53	34	45	58	35
RRC/C/001v D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	**7.81**	**5.01**	**6.54**	**8.40**	**5.06**
RRC/C/001vi N Injuries (excluding precautionary checks) arising from fires started deliberately in dwellings	9	4	3	8	4
RRC/C/001vi D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	**1.33**	**0.59**	**0.44**	**1.16**	**0.58**
RRC/C/001vii N Injuries (excluding precautionary checks) arising from fires started accidentally in non-domestic premises	14	3	2	2	3
RRC/C/001vii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	**2.06**	**0.44**	**0.29**	**0.29**	**0.43**

CORE INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
RRC/C/001viii N Injuries (excluding precautionary checks) arising from fires started deliberately in non-domestic premises	1	0	0	8	0
RRC/C/001viii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 100,000 population	**0.15**	**0.00**	**0.00**	**1.16**	**0.00**
RRC/C/002i N Total number of malicious false alarms received	491	538	473	382	194
RRC/C/002i D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 1,000 population	**0.72**	**0.79**	**0.69**	**0.55**	**0.28**
RRC/C/002ii N Total number of malicious false alarms not attended	373	405	367	305	117
RRC/C/002ii D Total number of malicious false alarms received	491	538	473	382	194
% of the total that were not attended	**75.97%**	**75.28%**	**77.59%**	**79.84%**	**60.31%**
RRC/C/002iii N Total number of malicious false alarms attended	118	133	106	77	77
RRC/C/002iii D Total number of malicious false alarms received	491	538	473	382	194
% of the total that were not attended	**24.03%**	**24.72%**	**22.41%**	**20.16%**	**39.69%**
RRC/C/003 N Total number of false alarms caused by automatic fire detection and alarm systems in non-domestic premises	1,322	1,411	1,350	1,211	1,250
RRC/C/003 D Number of non-domestic premises within FRA area	27,419	27,484	27,759	28,083	28,334
per 1,000 non-domestic premises	**48.21**	**51.34**	**48.63**	**43.12**	**44.12**
RRC/C/004i N Number of deliberate primary fires	373	367	286	243	222
RRC/C/004i D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 10,000 population	**5.50**	**5.41**	**4.15**	**3.52**	**3.21**
RRCC/004ii N Number of deliberate secondary fires	1,065	1,003	549	549	502
RRC/C/004ii D Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 10,000 population	**15.69**	**14.78**	**7.97**	**7.95**	**7.25**

CORE INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
RRCC/004iii N Number of deliberate fires in dwellings	*66*	56	39	40	37
RRCC/004iii D Number of dwellings in FRA area	*305,583*	317,051	318,404	319,771	321,061
Per 10,000 dwellings (*new data requirement for 2011-12*)	*2.16*	**1.77**	**1.22**	**1.25**	**1.15**
RRC/C/005i N Dwelling fires attended where a smoke alarm and/or other fire detection equipment had actuated	329	321	293	305	286
RRC/C/005i D Total number of dwelling fires attended	535	530	493	519	438
% where alarm actuated	**61.50%**	**60.57%**	**59.43%**	**58.77%**	**65.3%**
RRC/C/005ii N Dwelling fires attended where a smoke alarm and/or other fire detection equipment was fitted but did not actuate	118	129	128	130	100
RRC/C/005ii D Total number of dwelling fires attended	535	530	493	519	438
% where alarm fitted but did not actuate	**22.06%**	**24.34%**	**25.96%**	**25.05%**	**22.83%**
RRC/C/005iii N Dwelling fires attended where a smoke alarm and/or other fire detection equipment was not fitted	88	80	72	84	52
RRC/C/005iii D Total number of dwelling fires attended	535	530	493	519	438
% where no alarm fitted	**16.45%**	**15.09%**	**14.60%**	**16.18%**	**11.87%**
CHR/ C/004i N The total number of FTE working days/shifts lost to sickness absence by all staff (excluding RDS staff)	3,259	3,969	4,530	4,423	4,293
CHR/ C/004i D The average number of all staff (excluding RDS) as FTE	459.00	445.91	429.53	416.10	416.49
days/shifts lost per person	**7.10**	**8.90**	**10.5**	**10.6**	**10.3**
CHR/ C/004ii N The total number of FTE working days/shifts lost to sickness absence by wholetime uniformed staff	1,963	2,261	2,433	2,399	2,389
CHR/ C/004ii D The average number of wholetime uniformed staff as FTE	290	277.50	262.00	247.00	245.75
days/shifts lost per person	**6.80**	**8.15**	**9.3**	**9.7**	**9.7**

CORE INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
CHR/ C/004iii N The total number of FTE working days/shifts lost to sickness absence by control staff	227	276	259	242	189
CHR/ C/004iii D The average number of control staff as FTE	28.57	28.23	28.50	28.5	27.25
days/shifts lost per person	**7.90**	**9.78**	**9.1**	**8.5**	**6.9**
CHR/ C/004iv N The total number of FTE working days/shifts lost to sickness absence by non-operational staff	1,069	1,432	1,838	1,782	1,715
CHR/ C/004iv D The average number of non-operational staff as FTE	141	140.18	139.03	140.6	143.49
days/shifts lost per person	**7.60**	**10.22**	**13.2**	**12.7**	**12.0**
CHR/ C/005i N Total number of ill health retirements	11	11	7	9	1
CHR/ C/005i D Average number of total FRS employees	1,046	1,020.50	941.50	890.5	878.5
as % of total workforce	**1.10%**	**1.08%**	**0.7%**	**1.0%**	**0.1**
CHR/ C/005ii N Number of wholetime operational ill health retirements	4	4	1	2	1
CHR/ C/005ii D Average number of wholetime operational personnel	289.50	277.50	262.00	247.00	250.00
as % of total WDS workforce	**1.40%**	**1.44%**	**0.4%**	**0.8%**	**0.4%**
CHR/ C/005iii N Number of RDS ill health retirements	6	6	4	6	0
CHR/ C/005iii D Average number of RDS personnel	571.0	557.0	497.50	462.5	445.5
as % of total RDS workforce	**1.05%**	**1.08%**	**0.8%**	**1.3%**	**0.0%**
CHR/ C/005iv N Number of control personnel ill health retirements	0	1	0	0	0
CHR/ C/005iv D Average number of control personnel	33	32	31.50	31.50	30
as % of total Control workforce	**0.00%**	**3.13%**	**0.00%**	**0.00%**	**0.00%**
CHR/ C/005v N Number of non-operational personnel ill health retirements	1	0	2	1	0
CHR/ C/005v D Average number of non-operational personnel	152.5	154.00	150.50	149.50	153
as % of total non-operational workforce	**0.70%**	**0.00%**	**1.3%**	**0.7%**	**0**

LOCAL INDICATORS	2010-11	2011-12	2012-13	2013-14	2014-15
Total number of secondary fires attended	1,626[21]	1,613	887	1,087	964
Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 10,000 population	**23.94**	**23.77**	**12.88**	**15.74**	**13.93**
Total number of malicious false alarms attended	118	133	106	77	77
Population of FRA area	678,750	678,461	688,417	690,434	691,986
per 1,000 population	**0.17**	**0.20**	**0.15**	**0.11**	**0.11**
Local The total number of Home Fire Safety Checks delivered	**36,905**	**28,472**	**22,201**	**26,622****	**27,352**
Local The percentage of accidental dwelling fires confined to the room of origin	**91%**	**92%**	**91%**	**92%**	**89%**

**Although 26,622 were reported at the end of the year, this did not take account of reports that were still in progress. The final figure rose to 26,703 for 2013/14. We are working to shorten the time it takes for us to receive the information for inputting into our electronic database.

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[21] Amended post audit.

SECTION 6

ACTION PLAN – REPORT AGAINST STRATEGIC EQUALITY OBJECTIVES 2016-2017

Life and Health

Equality Objective 1: Reduce dwelling fires and associated casualties through a comprehensive prevention strategy that specifically targets people who can be shown to be at greater risk because of their particular characteristics and/or circumstances.

Equality Objective 1	Actions	Lead Manager	Progress Year 2016-2017
Process map Home Safety Checks from requests and identified need, through to completion.	Complete a comprehensive process mapping exercise aimed at improving the efficiency of Home Safety Check planning and delivery enabling the Service to focus more on people whose characteristics, circumstances and/or behaviours place them in known categories of higher vulnerability.	Corporate Planning Manager	A process mapping event attended by a range of Service staff was held in November 2016, but an unanticipated additional workload incurred by the department during the year had to take priority, the follow-up work to formulate recommendations for improvement has stalled. This planned work will therefore be carried over to the 2017/18 financial year.
Review the equality impact assessments process and set up a procedure for quality assuring completed Equality Impact Assessments. (EIA)	Review the EIA template & guidance; establish if a revised template would assist staff in completing EIAs. Take the opportunity to integrate a refreshed EIA form, raise awareness and improve the EIA quality in collaboration with Professional Service Standards (PSS) review of the Services policy structure. The EA will assess the current EIA process and make a submission to the PSS consultation process. As part of this review consideration will be given to introducing a quality assurance panel to review and approve completed EIAs.	Equality Adviser	The Health, Safety and Wellbeing Group, have reviewed the Services policy structure, and the Equality Adviser has assessed the current EIA process including the forms and the guidance. The Professional Service Standards department and Equality Adviser discussed the possibility of an integrated impact assessment; this would incorporate other required assessments and legal obligations including the Wellbeing of Future Generations requirements. The group will work to produce an integrated assessment template, with guidance. This guidance and template will incorporate all areas with a legal requirement. As part of this process PSS set up a process to quality assure the policies and the impact assessments submitted by managers prior to the policy going to Executive Group for approval.

Equality Objective 1	Actions	Lead Officer	Reporting Progress Year 2016-2017
Develop a targeted and consistent approach to gathering and interpreting risk data in a context of protected characteristics, to fully understand if any particular groups are more at risk from fire than another.	Commission a strategic problem profile to understand the profile of those who have been killed or injured at previous incidents. This may include understanding risks associated with particular custom and practice, along with a profile of where particular groups or individuals may reside in North Wales	Senior Fire Safety Manager	An initial problem profile was commissioned and completed. Work will now continue to identify and target those who are considered to be most at risk and in need of an integrated 'Safe and Well' check. The Service already has access to details in relation to those people who are considered to be at heightened risk as a result of their age, and this will be used to target activity in the coming year.
Target those who are already known to be more at risk from fire, for education and intervention as a result of their protected characteristics of age and disability.	Utilise partner referral and other means to target those who are known to be at increased risk from fire, based on age or disability. Develop the Falls Risk Assessment process for wider North Wales roll out. Develop a falls response service in partnership with Telecare and WAST	Senior Fire Safety Manager	Partner referral remains a key requirement for the delivery of our strategy relating to Safe and Well checks. Falls Risk Assessment Tool (FRAT) is now incorporated in the Safe and Well check and referral pathways are now in place in three counties in North Wales. Falls response pilot developed and delivered with significant successes. Awaiting decisions regarding wider roll out.
Develop a new system to manage risk information that is pertinent to the individual rather than to the premises, so as to more effectively manage the needs of those most at risk from fire.	Develop the business process requirements and commission either a new system, or undertake revisions to our existing systems that allow the recording of person specific risk information.	Senior Fire Safety Manager	Other large scale projects within ICT have meant that this piece of work will need to be deferred until next year, although the desire and requirement remains.

Equality Objective 1	Actions	Lead Officer	Reporting Progress Year 2016-2017
Incorporate equalities into the Fire Safety Campaigns steering groups annual delivery plan linked to key dates and events are fully utilised so as use opportunities to engage with those with protected characteristics.	Raise awareness of the requirements of the Equality Act 2010 in the Campaigns Steering Group and consider the requirement to undertake specific activities to support individuals or groups as a result of their protected characteristics.	Senior Fire Safety Manager	**Complete** – Campaigns steering group now considers all equality opportunities and days of action, and resources them accordingly.

Employment and Pay

Equality Objective 2: Through our own employment practices, programmes and schemes increase the employment prospects of people who might otherwise find it difficult to gain equal access to the world of work.

Equality Objective 2	Actions	Lead Officer	Reporting Progress Year 2016-2017
Ensure that future tactics, equipment and PPE are aligned to the needs of the Service and take cognisance of the protected characteristics. Ensure that equipment is more ergonomically practical, reduced weight without compromising the technical requirements, and PPE is fit for purpose without discrimination.	Embed the ethos of continuous improvement in operational equipment and PPE in regards to all areas that may have a detrimental effect on those who fall under the protected characteristics.	Senior Operations Manager	The requirement to review equipment in line with improved ergonomics and to reduce weight without compromising its use is included whilst undertaking evaluation of new equipment. All future tactics will be aligned to the National Operational Guidance Programme.

Equality Objective 2	Actions	Lead Officer	Reporting Progress Year 2016-2017
Engage with suppliers who build traditional fire appliance designs to fully integrate and build to a 5'2" stature and dissuade the 6' manikin being used as a design build standard. New procurement documents in the All-Wales Fleet functions must have a measurable diversity goal built in for suppliers and Fleet managers to be measured against	New All-Wales vehicle procurement tender to enhance the "Designing for a diverse workforce" section to become a measurable aspect of the tender. Engage with suppliers and ensure this design aspect is emphasised to the suppliers and a real and measurable objective is delivered. Suppliers will be encouraged in innovative design concepts, to assist Wales in achieving this benefit. Engage with "Women in the Fire and Rescue Service" to fully understand challenges and needs in a modern FRS.	Fleet Manager	At national Fleet meetings the Service's Fleet Manger is continuing to engage and work with the suppliers to incorporate designs for a diverse workforce when writing future specification for Wales. Continue to engage and lobby the suppliers who are working in a traditional and specialist market, this will take time and continued lobbying to effect change. To be progressed next year.
Engage with teaching establishments to hold open days to demonstrate career options in engineering for female school leavers	Consider open days at Fleet to show-case the business and potential prospects for female applicants. Run this process alongside female fire fighter engagement/positive action. Encourage teaching establishments to have equality goals built into their objectives in respect of traditional job roles.	Fleet Manager	The Fleet Department has been successful in attracting female applicants to the role of apprentice vehicle technician. This work will be undertaken in partnership with local further education college's co-operation. The department is hoping to progress this during the coming academic year.

Equality Objective 2	Actions	Lead Officer	Reporting Progress Year 2016-2017
Through NWFRS employment practices, programmes and schemes increase the employment prospects of people who might otherwise find it difficult to gain equal access to work.	Target potential female recruits through a number of additional initiatives including contacting sports clubs i.e. Women's Football Association, running, hockey and netball teams. Fitness Advisers to visit gyms and leisure centres at peak times, as well as attending female sport events e.g. Race For Life.	HR Manager Senior Training and Development Manager Equalities Adviser	Attendance by HR staff at PRISM and LGBT network events, plus NWFRS featuring in the Dreambig website that is aimed specifically at young women living in Wales. This is intended to raise the profile of firefighters as it features the career of a female Whole-time Duty System firefighter. Positive action events have taken place prior to each of the three phases of recruitment held over the past year. The days were offered at several locations across North Wales to increase awareness and applications from underrepresented groups during the RDS campaign. Physical Fitness Advisers attended gyms across North Wales and engaged with potential recruits to make them aware of the apprentice and retained recruitment campaigns. We raised awareness amongst the LGBT community through advertising through the use of social media, to ensure that underrepresented groups were specifically targeted. A debrief followed each of the events and this was discussed at the Operational Resourcing meetings. Following this each phase was adjusted to ensure candidates attending Positive Action would get the most from the events through evaluation of the individuals who attended. The majority of attendees went on to apply for a role. Advice and guidance was also offered to individuals who were unable to achieve the required muscular

			strength standards (ladder lift).
			The feedback received from these events has been positive.
	Positive Action Strategy		Positive Action Strategy
	Review Positive Action days and contribute to the production of a Positive Action Strategy. Draw from best practice and incorporated the tools and process to run effective positive action events into one policy with supporting material.		This work undertaken during the three phases of recruitment will help to shape the look of the Positive Action Strategy and evaluate the work required to be undertaken to aid attraction to all aspects of the Service.

Monitoring and analysis of the recruitment data will focus future work. |
| Promote policies to aid and encourage work life balance amongst NWFRS employees. | Produce enhanced Maternity/paternity scheme which incorporates recent legislation to promote greater awareness, and equality.

Research guidance for employees who undertaking caring responsibility (Carers Guidance for Dependents).

Produced guidance on addressing Mental Health issues at work for employees and Line Managers (i.e. access Mindfulness) | HR Manager | Maternity, Paternity and Adoption policy has been drafted, to incorporate recent legislation. Following approval by Executive Group the policy completed a consultation period and has now been placed on the intranet.

NWFRS has signed up to Mind, Mindful Employer, and Time for Change. We are currently awaiting confirmation of funding for the introduction of Blue Light Champions.

Reviewed and updated the Critical Incident Debriefing scheme on all-Wales basis. We have introduced a 24/7 telephone counselling service via Employee Assistance Programmes. Training to be cascaded to all line managers and employees on the provision of the above services (and added to a Learnpro module). |

Equality Objective 2	Actions	Lead Officer	Reporting Progress Year 2016-2017
Identify and address underrepresentation within the finance department, and equality impact assess the restructure of the department and ensure business continuity, and succession planning.	Restructure department review roles and duties, aligning tasks to role for business continuity purposes. Conduct a succession planning exercise; plot virtual department for future reference to ensure that the department has a combination of staff to facilitate flexible working.	Head of Finance	**Restructure complete** – vacant post required to ensure business continuity; departmental responsibilities are currently being redistributed amongst existing staff.
Work toward a submission to the Stonewall Index	Benchmark NWFRS against the Stonewall Index. The HR Manager and EA will develop an implementation plan looking in detail at the requirements NWFRS would need to achieve to enable the Service to prepare a submission to the Stonewall Workplace Index. Consider any budget implications.	Equalities Adviser	The HR Manager and Equalities Adviser will work to benchmark NWFRS against the 2017 Stonewall Workplace Index. It is intended to use the index and extend the benchmarking exercise to all of the protected characteristics. NWFRS and BCUHB ran a joint event to host a Stonewall Allies Programme in August 2016. This event is the first of its kind in North Wales. One of the new Stonewall Allies attended the Stonewall Conference in Cardiff in February 2017.
Produce a Service Equalities/Diversity Handbook	Produce a Community Handbook Conducting research across other FRS and Local Authorities to identify relevant formats and content for a Service Equality Handbook.	Equalities Adviser	**Complete** - The Community Handbook has been completed, and was presented as part of the Corporate Health Award. The document has been placed as a reference resource for staff on the intranet. The Staff Equality Handbook is currently in draft and will be ready next year.

Education and Skills

Equality Objective 3: Through a comprehensive programme of tailored education and advice provided singly and in collaboration, empower people living, working and visiting North Wales to continue to reduce their own level of risk from fire and other hazards throughout the different stages in their lives.

Equality Objective 3	Actions	Lead Officer	Reporting Progress Year 2016-2017
Create a strategy and action plan	NWFRS are publicly committed to promoting equality of opportunity and treating people fairly. The aim of the strategy is to raise the awareness of all employees in respect of equality and diversity issues. The Training and Development department co-ordinate and provide direction for equalities and diversity training and development	Senior Training and Development Manager	The Strategy is currently under review to ensure that it is aligned to national strategies and guidance and can develop a competent workforce that can respond to organisational change. The three Fire and Rescue Services in Wales are currently working together to produce a People and Organisational Development Strategy that will recruit and develop a workforce that embraces and champions equality and diversity. An Inclusive Fire Service Group was formed by the National Joint Council for Local Authority Fire and Rescue Services to consider matters relating to equality, diversity and cultural issues. The subsequent report proposes improvement strategies and seeks the support of employers and employees in taking them forward to deliver improvement at a local level. The Health Safety and Wellbeing Group will lead the improvement strategies identified. The Equality Training and Development Strategy already aligns to many areas highlighted within the Inclusivity Report in promoting an inclusive culture, recruitment activities, corporate training requirements, progression processes and retention initiatives. The recommendations and actions from the Health and Safety Well Being Group and key areas identified in the all-Wales FRS Organisational Development Strategy will form an integral part of the strategy review.

Introduce training related to Violence against Women Domestic Abuse and Sexual Violence Act 2015	Increase awareness of domestic abuse and provide training to staff to make them aware of what they need to look for, and have the confidence to report it. Introduction, Level 1 training moving to Level 2	Senior Training and Development Manager	The e-learning module has been made available to all members of NWFRS via Learn Pro, and 36% of staff have completed the module. Guidance is also available to Line Managers to assist them in supporting staff.

Personal Safety

Equality Objective 4: Reduce the risk of death or injury from fires in North Wales by the provision of effective prevention and protection services and emergency fire and rescue response.

Equality Objective 4	Actions	Lead Officer	Reporting Progress Year 2016-2017
Ensure frontline staff are aware of issues such as hate crime and domestic violence and harassment and that they have the confidence to use processes for reporting it.	Use the opportunity of audits for raising frontline staff awareness	Senior Professional Service Standards Manager	Now incorporated into workplace audits forms. Awareness/knowledge has been raised as part of the audit programme.
Reduce the risk of injury and death by fire by the improved integrity and management of location information.	Introduction of a managed service corporate gazetteer ensure the Command and Control System has the latest address information	Control Manager	The corporate gazetteer is a deliverable from the ICT department and it had been hoped that this would be dovetailed into the March go live of the new command and control system. This is still an outstanding task and should be available during 2017.
Reduce the risk of injury and death by fire by improved collaboration between Emergency Service partners.	Share common information technology platforms to allow a more timely exchange of information to more ably manage resources to provide a more effective response to the communities of North Wales NWFRS to move to share the NWP Frequentis ICCS.	Control Manager	The corporate gazetteer is a deliverable from the ICT department and it had been hoped that this would be dovetailed into the March go live of the new command and control system. This is still an outstanding task and should be available in quarter one of 2017

Equality Objective 4	Actions	Lead Officer	Reporting Progress Year 2016-2017
Reduce the risk of injury and death by fire by the introduction of systems to enhance and improve the availability of Risk Information at the time of call.	Introduction of new Command and Control System linked through the new gazetteer to Fire RMS which is used as a source of risk information storage	Control Manager	The new Command and Control System went live on the 21st March and is interfaced with the Fire RMS.
Develop a more targeted and consistent approach to gather and interpret risk data in a context of protected characteristics, so as to fully understand if any particular groups are more at risk from fire than another.	Implement the recommendations of the Operational Equalities data pilot 2015. Analyse the information gathered over each 12 month period and utilise to support any future prevention strategies where required.	Senior Operations Manager	The pilot was initially limited to set areas, and a variety of methods were utilised to collect the data. Following the conclusion of the trial the results were evaluated and a review of each method of collection was assessed to establish which method of collection best suited the service and the public.

The collection and review and analysis of this data could be used to inform future prevention strategies. |

Representation and Voice

Equality Objective 5: By being open and accountable about what we do and what our plans are, encourage more people to involve themselves in the process of determining the way fire and rescue services are delivered in North Wales, and aim to increase the range of representative voices that contribute to that process.

Equality Objective 5	Actions	Lead Officer	Reporting Progress Year 2016-2017
Consultation and engagement is improved through strengthening links between the Public Sector and local and national groups representing people from all protected groups.	Develop plans for Engagement, ensure this is inclusive of "seldom heard groups" and review actual representation to target those still not included.	Equalities Adviser

Corporate Communication | The majority of this work has been undertaken with the North Wales Public Sector Equality Network. This group has access to mixed groups representing each of the protected characteristics.

The consultation on the Service's strategic objectives for 2017-18 which was carried out in the Autumn of 2016 included;

- Direct email engagement: Invitations for responses, with accompanying explanatory documents, were emailed to a list of contacts |

		Manager	and opinion formers which included local representative groups • Social media engagement: Twitter messages were issued – with known representative groups followed on our Twitter account to encourage them to follow us back • Leaflet drops : Leaflets were issued by those delivering HSCs and by RDS staff in their local communities Collaboration with partners: local partners were asked to share and retweet our messages on social media and, in particular, the PSB's engaged in conducting wellbeing consultations, also highlighted our consultation and in turn we highlighted their consultations ensuring that messages were shared as widely as possible. In Anglesey this included sharing our consultation with protected characteristic groups already engaged in other consultations.
Access to Services, Information and Buildings			
Equality Objective 6: Improve access to information and communications with the Service, and improve physical access to fire and rescue service buildings the public access.			
Equality Objective	**Actions**	**Lead Officer**	**Reporting Progress Year 2016-2017**
Ensure that appropriate means and methods of communication are adopted in promoting priority safety messages identified by the Fire Safety department	Ensure this is linked to the Corporate Communications Objective in relation to supporting the objectives and developing close working links with Community Fire Safety and Arson Reduction Departments	Corporate Communications Manager Senior Fire Safety Manager	Community safety campaigns are coordinated through the Campaigns steering Group – these are scheduled and resourced appropriately in advance for the coming year with clear objectives and evaluation afterwards. Appropriate means and methods of communications are considered as part of the strategies adopted e.g. the Reasons to Test video was commissioned and produced with protected characteristics in mind.

Equality Objective	Actions	Lead Officer	Reporting Progress Year 2016-2017
Adopt an agreed Public Engagement and Consultation Strategy	Take into account multi-languages, accessibility; collaborate with established representative forums and groups etc.	Corporate Communications Manager	The consultation on the strategic objectives for 2017-18 which was carried out in the Autumn of 2016 included; • Direct email engagement: Invitations for responses, with accompanying explanatory documents, were emailed to a list of contacts and opinion formers which included local representative groups • Social media engagement: Twitter messages were issued – with known representative groups followed on our Twitter account to encourage them to follow us back • Leaflet drops : Leaflets were issued by those delivering HSCs and by RDS staff in their local communities • Collaboration with partners: local partners were asked to share and retweet our messages on social media and, in particular, those PSBs engaged in conducting wellbeing consultations also highlighted our consultation and in turn we highlighted their consultations ensuring that messages were shared as widely as possible. In Anglesey this included sharing our consultation with protected characteristic groups already engaged in other consultations.
Improve access to information and communications and improve the customer experience.	Assess/check Corporate Communication Strategies for specific guidance on alternative formats and interpretation and translation protocols. Review, Utilise and report outputs from investigation (complaints etc.) to inform potential improvements	Senior Professional Service Standards Manager	Assurance of Welsh language preparedness included in the workplace audit documentation to raise awareness and knowledge, and ensure compliance with Welsh language standards. A complaint received in relation to Welsh language resulted in a review and further enhancement of our home safety procedure.

Equality Objective	Actions	Lead Officer	Reporting Progress Year 2016-2017
Improve the requirement for equality objectives for tender renewal of garage supplies.	NWFRS will write an equalities objective into the new tender for Wales with measurable scores.	Fleet Manager	**Complete** – This objective was added to the tender, and the tender has now been awarded.
Improve building access for Fire and Rescue Service visitors to the Joint Communications Control Centre	Improve access for disabled persons visiting the Joint Communications Control Centre with improved fob access points, opening and closing of door orientation and availability to disabled toilets (ground floor).	Control Manager Estates Manager	The Disability Discrimination Act 1995 states that 'reasonable adjustments' are to be made where required. Any specific requirements to the JCC will be explored further to meet any specific disabilities. To date no such requests have been received during 2016-17. The accessible toilet is compliant with Part M of the Building Regulations.
Update Equality and Diversity Guide for Contractors and formally issue to all facilities contractors. Ensure all contractors engaged by the Service to work on NWFRS premises are aware of NWFRS Strategic Equality Plan and Equality Policy.	Update and consult internally on a guide document. Issue to all Facilities contractors with copies of NWFRS Equality Policy and monitor contractors' compliance.	Estates Manager	A Guidance Document is issued to all contractors on the recently awarded 'Building and Electrical, Works Maintenance Contract'.

SECTION 7

STRATEGIC EQUALITY PLAN– EMPLOYMENT/ INCIDENT DATA

Total Number of Staff in Post - April 2016 to March 2017 Protected Characteristic		Control Staff	Operational Staff	FRS Staff
Age	16-24	1	25	7
	25-34	8	167	24
	35-49	16	340	55
	50-54	6	100	21
	55-59	3	27	24
	60 Plus	0	8	24
Disability Impairment (self-declaration) Occupational Health Certified	Learning Disability	0	8	3
	Mental Impairment	0	5	1
	Long standing Illness or Health Condition	4	2	2
	Other Disfigurement	0	0	0
	Physical Impairment	0	0	0
	Sensory Impairment	0	3	1
Marriage and Civil Partnership	Civil Partnership (registered same sex)	0	10	2
	Living With Partner	6	102	14
	Divorced	1	33	12
	Married	16	326	84
	Single	10	172	38
	Separated	0	17	2
	Widowed	0	1	1
	Not Stated	1	6	2
Pregnancy and Maternity	Pregnant in the last year	0	2	5
	Maternity in the last year	0	4	6
Race	Asian/Asian British (*Indian/Pakistani/Bangladeshi/Chinese*)	0	2	0
	Black/African/Caribbean/Black British	0	1	0
	Mixed/Multiple Ethnic Groups	0	2	1
	White *(Welsh/English/Scottish/Northern Irish/British)*	33	656	152
	White Other	1	4	2
	Not Stated	0	2	0
Religion and Belief	Buddhist	0	3	1
	Christian (All Denominations)	19	321	87
	Hindu	0	0	0
	Jewish	0	0	0
	Muslim	0	1	0
	Sikh	0	0	0
	Any other Religion	0	9	3
	No Religion	9	244	39
	Not Stated	6	89	25
Sex	Female	29	36	89
	Male	5	631	66
Sexual Orientation	Bisexual	0	1	0
	Gay or Lesbian	1	4	2
	Heterosexual (or Straight)	29	619	146
	Other	0	0	0
	Prefer not to say/Not Stated	4	43	7
Transgender	Female	0	0	0
	Intersex	0	0	0
	Male	0	0	0
	Prefer not to say	0	0	0

Total Staff Applications received for Employment - April 2016 to March 2017				
Protected Characteristic		**Control Staff**	**Operational Staff**	**FRS Staff**
Age	16-24	**1**		**49**
	25-34	**4**	Not Reported	**50**
	35-49	0		**40**
	50-54	0		**18**
	55-59	0		**4**
	60 Plus	0		**1**
	Not Stated	0		**4**
Disability Impairment (self-declaration) Occupational Health Certified	Learning Disability	0	**1**	**4**
	Mental Impairment	0	0	0
	Long standing Illness or Health Condition	0	**7**	**4**
	Other Disfigurement	0	0	0
	Physical Impairment	0	0	**2**
	Sensory Impairment	0	0	**1**
Race	Asian/Asian British *(Indian/Pakistani/Bangladeshi/Chinese)*	0	**2**	0
	Black/African/Caribbean/Black British	0	**1**	**2**
	Mixed/Multiple Ethnic Groups	0	**13**	0
	White *(Welsh/English/Scottish/Northern Irish/British)*	**6**	**474**	**158**
	White Other	0	0	2
	Not Stated	0	**33**	**4**
Religion and Belief	Buddhist	0	**2**	0
	Christian (All Denominations)	**3**	**182**	**72**
	Hindu	0	0	0
	Jewish	0	0	0
	Muslim	0	**5**	0
	Sikh	0	0	0
	Any other Religion	0	**6**	**1**
	No Religion/Not Stated	**3**	**328**	**93**
Sex	Female	**1**	**62**	**90**
	Male	**5**	**461**	**76**
Sexual Orientation	Bisexual	0	**2**	**1**
	Gay or Lesbian	0	**7**	**4**
	Heterosexual (or Straight)	**5**	**482**	**137**
	Other	**1**	**32**	**24**
	Prefer not to say / Not Stated	0	0	0
Transgender	Female	0	0	0
	Intersex	0	0	0
	Male	0	0	0
	Prefer not to say	0	0	0

Total Number of Successful Application to the Service 2016-2017		Control Staff	Operational Staff	FRS Staff
Protected Characteristic		**Control Staff**	**Operational Staff**	**FRS Staff**
Age	16-24	0	**13**	**7**
	25-34	**2**	43	**3**
	35-49	0	**22**	**8**
	50-54	0	**2**	**3**
	55-59	0	**1**	0
	60 Plus	0	0	0
Disability Impairment (self-declaration) Occupational Health Certified	Learning Disability	0	0	0
	Mental Impairment	0	0	0
	Long standing Illness or Health Condition	0	0	0
	Other Disfigurement	0	0	**2**
	Physical Impairment	0	0	0
	Sensory Impairment	0	0	0
Race	Asian/Asian British *(Indian/Pakistani/Bangladeshi/Chinese)*	0	**2**	0
	Black/African/Caribbean/Black British	0	**1**	**1**
	Mixed/Multiple Ethnic Groups	0	0	0
	White *(Welsh/English/Scottish/Northern Irish/British)*	**2**	78	**20**
	White Other	0	0	0
	Not Stated	0	0	0
Religion and Belief	Buddhist	0	**1**	0
	Christian (All Denominations)	**2**	**29**	**10**
	Hindu	0	0	0
	Jewish	0	0	0
	Muslim	0	0	0
	Sikh	0	0	0
	Any other Religion	0	0	0
	No Religion	0	**51**	**11**
	Not Stated	0	0	0
Sex	Female	**1**	**1**	**11**
	Male	**1**	**80**	**10**
Sexual Orientation	Bisexual	0	0	0
	Gay or Lesbian	0	**1**	0
	Heterosexual (or Straight)	**1**	78	**21**
	Other	0	0	0
	Prefer not to say/Not Stated	**1**	**2**	0
Transgender	Female	0	0	0
	Intersex	0	0	0
	Male	0	0	0
	Prefer not to say	0	0	0

Top 5% of Earners - April 2016 to March 2017		
All Staff	Men	Women
Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese	0	0
Black/African/Caribbean/Black British	0	0
Mixed/Multiple Ethnic Groups	0	0
White (Welsh/English/Scottish/Northern Irish/British)	19	3
White Other	0	0
BME Total	0	0
Total	19	3

All Staff Involved in Grievance Procedures - April 2016 to March 2017 *(Staff who lodged a Grievance)*		
All Staff	Men	Women
Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese	0	0
Black/African/Caribbean/Black British	0	0
Mixed/Multiple Ethnic Groups	0	0
White (Welsh/English/Scottish/Northern Irish/British)	0	0
	0	0
BME Total	0	0
Total	0	0

All Staff Involved in Disciplinary Procedures - April 2016 to March 2017 *(Staff who were investigated and who went on to a Disciplinary Hearing)*		
All Staff	Men	Women
Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese	0	0
Black/African/Caribbean/Black British	1*	0
Mixed/Multiple Ethnic Groups	1*	0
White (Welsh/English/Scottish/Northern Irish/British)	15	2
White Other	0	0
BME Total	0	0
this is one person noted both races Total	16	2

Number of Leavers - April 2016 to March 2017		
Number of Operational Staff Leaving the Service	Men	Women
Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese	0	0
Black/African/Caribbean/Black British	0	0
Mixed/Multiple Ethnic Groups	0	0
White (Welsh/English/Scottish/Northern Irish/British)	2	0
White Other	62	3
BME Total	0	0
Total	64	3

Number of Leavers - April 2016 to March 2017		
Number of Control Staff Leaving the Service	Men	Women
Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese	0	0
Black/African/Caribbean/Black British	0	0
Mixed/Multiple Ethnic Groups	0	0
White (Welsh/English/Scottish/Northern Irish/British)	0	0
White Other	0	0
BME Total	0	0
Total	0	0

Number of Leavers - April 2016 to March 2017		
Number of FRS Staff Leaving the Service	Men	Women
Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese	0	0
Black/African/Caribbean/Black British	0	0
Mixed/Multiple Ethnic Groups	0	0
White (Welsh/English/Scottish/Northern Irish/British)	8	7
White Other	0	1
BME Total	0	0
Total	0	0

Staff Welsh Speaking Skills 2016

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	55	0	3	3	12	15	22	0	0	55
Conwy	159	9	34	52	11	11	40	1	1	159
Denbighshire	254	27	33	64	33	27	65	0	5	254
Flintshire	84	21	22	26	2	5	5	0	3	84
Gwynedd North	123	0	6	24	14	15	63	0	1	123
Gwynedd South	75	0	9	18	5	7	36	0	0	75
Wrexham	84	22	25	26	0	4	5	0	2	84
Total	**834**	**79**	**132**	**213**	**77**	**84**	**236**	**1**	**12**	**834**
Gwynedd Total	198	0	15	42	19	22	99	0	1	198

Staff Welsh Speaking Skills 2017

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	57	2	4	5	11	12	24	0	1	57
Conwy	151	11	47	47	12	12	42	1	3	151
Denbighshire	266	30	27	68	31	31	69	0	10	266
Flintshire	90	23	18	28	2	5	6	0	8	90
Gwynedd North	119	1	5	21	13	13	66	0	0	119
Gwynedd South	77	0	9	18	5	7	37	0	1	77
Wrexham	84	23	23	29	0	4	5	0	0	84
Total	**843**	**89**	**108**	**215**	**74**	**84**	**249**	**1**	**23**	**843**
Gwynedd Total	196	1	14	39	18	20	103	0	1	196

Service Delivery Data		Response		Prevention	
1st April 2016 – 31st March 2017		**Dwelling Fires***	**R T C****	**HSC****	**Voluntary Organisations HSC**
Age	Under 16	15	17	6888	99
	16-24	13	42	3192	44
	25-34	20	38	3830	45
	35-49	24	45	5130	60
	50-54	4	16	1719	23
	55-59	9	14	1633	22
	60 Plus	64	56	14108	356
	Not Known/specified	8	63	3518	81
Disability Impairment (self-declaration)	Learning Disability	*Not Collected*	*Not Collected*	248	2
	Mental Impairment	*Not Collected*	*Not Collected*	772	6
	Long Standing Illness or Health Condition	*Not Collected*	*Not Collected*	1164	65
	Other Disfigurement	*Not Collected*	*Not Collected*	1001	82
	Physical Impairment	*Not Collected*	*Not Collected*	3367	119
	Sensory Impairment	*Not Collected*	*Not Collected*	1429	19
Race	Asian/Asian British *(Indian/Pakistani/Bangladeshi/Chinese)*	3	1	234	0
	Black/African/Caribbean/Black British	0	1	59	0
	Mixed/Multiple Ethnic Groups	0	0	83	0
	White *(Welsh/English/Scottish/Northern Irish/British)*	150	239	28735	633
	White Other	0	5	0	0
	Not Known/specified	4	44	10907	97
	Any Other	0	1	0	0
Religion and Belief	Buddhist	*Not Collected*	*Not Collected*	*Not Collected*	*Not Collected*
	Christian (All Denominations)	*Not Collected*	*Not Collected*	*Not Collected*	*Not Collected*
	Hindu	*Not Collected*	*Not Collected*	*Not Collected*	*Not Collected*
	Jewish	*Not Collected*	*Not Collected*	*Not Collected*	*Not Collected*
	Muslim	*Not Collected*	*Not Collected*	*Not Collected*	*Not Collected*
	Sikh	*Not Collected*	*Not Collected*	*Not Collected*	*Not Collected*
	Any Other Religion	*Not Collected*	*Not Collected*	*Not Collected*	*Not Collected*
	No Religion	*Not Collected*	*Not Collected*	*Not Collected*	*Not Collected*

*FIRES: Comments
Details have been extracted from the nationally recognised Incident Recording System (IRS) database.
There were 467 dwelling fires in this period (433 were categorised as accidental and 34 deliberate).
Personal details were taken from a total 157 people who were involved in dwelling fire incidents, where injuries were categorised as fire and non-fire related.
These figures will differ from those published as Performance Indicators, as this report includes precautionary checks, first aid and rescued without injury (where personal details have been entered onto the IRS database).

**RTCs: Comments
Details have been extracted from the nationally recognised Incident Recording System (IRS) database.
North Wales Fire and Rescue service attended a total of 215 RTC incidents. Personal details were obtained for a total of 291 people who were classed as a casualty (fatal or non-fatal) and some who were rescued without injury.

***HSC's: Comments
The HSC data is based on a number of 20235 completed HSC's (19795 by NWF&RS staff and 440 by external agencies). A total of 40748 occupiers were visited (40018 by NWF&RS staff and 730 by external agencies). Data relating to Religion and Belief, Sexual Orientation and Transgender is not collected during a HSC visit.

SECTION 8

WHAT OTHERS SAID ABOUT US IN 2016-17

Internal Audit

The Internal Audit Annual Statement of Assurance 2016-17 was presented to the Authority at its meeting in July 2017.

The internal audit opinion was that North Wales Fire and Rescue Authority had satisfactory internal control and corporate governance processes to manage the achievement of the Authority's objectives for the 12 month period to 31st March 2017.

There were no Critical or Major category recommendations. Reports were presented to the Audit Committee of the Fire and Rescue Authority in July 2017. These are available from; http://www.nwales-fireservice.org.uk/media/337765/9-annual-statement-of-assurance-1617.pdf

Audits were completed of:

HR – Attendance Management.
     Audit Opinion: Satisfactory
Pensions (Data Quality)
     Audit Opinion: Satisfactory
Cyber Security
     Currently ongoing.

Recommendations made by the Internal Audit Service following the 2016-17 Audits have been translated into action plans for further improvement.

Wales Audit Office – Annual Improvement Report

The latest annual improvement reports are published is available from the publications section of the Wales Audit Office website https://www.wao.gov.uk. Search on fire sector.

SECTION 9

OTHER INFORMATION

CONTACT DETAILS

Postal address:	North Wales Fire and Rescue
	Fire and Rescue Service Headquarters
	Ffordd Salesbury
	St Asaph Business Park
	St Asaph
	Denbighshire
	LL17 0JJ
Telephone:	01745 535250
Website:	www.nwales-fireservice.org.uk

ADDITIONAL INFORMATION

- The **Fire and Rescue Services Act 2004** came into effect in October 2004, replacing the previous Fire and Rescue Services Act 1947 in England and Wales.
  It clarifies the duties and powers of Fire and Rescue Authorities to:
  - Promote fire safety
  - Fight fires
  - Protect people and property from fires
  - Rescue people from road traffic accidents
  - Respond to other specified risks, such as chemical incidents
  - Respond to large scale emergencies such as terrorist attacks

- **The Fire and Rescue National Framework 2016** was published by the Welsh Government in November 2015, replacing the previous 2012 onwards Framework. This document sets out the Welsh Government's vision and priorities for Fire and Rescue Authorities in Wales.

- **The Local Government (Wales) Measure 2009** came into effect from 1st April 2010. It created a statutory regime that integrates shorter term local service improvement and long term community planning. Specific guidance relating to the improvement element (Part 1) for fire and rescue services was issued by the Welsh Government in September 2015.

- The **Fire and Rescue Authorities (Improvement Plans) (Wales) Order 2012** came into force on May 21st 2012. It requires fire and rescue authorities to publish their improvement plan as soon as reasonably practicable after 31 December in the year prior to the financial year to which the improvement plan relates.

- The **Regulatory Reform (Fire Safety) Order 2005** came into effect in October 2006, replacing over 70 pieces of fire safety law. It applies to all non-domestic premises in England and Wales, including the communal parts of blocks of flats and houses in multiple occupation. It abolished the requirement for businesses to have fire certificates and put the onus on the person responsible for the premises to address fire safety in those premises.

- The **Equality Act 2010** replaced over 100 pieces of equality law. The General Duty and specific duties for the public sector in Wales came into force in April 2011. Listed bodies (including Fire and Rescue Authorities) had until April 2012 to publish equality objectives and Strategic Equality Plans.

- The **Civil Contingencies Act 2004** provides a single framework for civil protection to large scale emergencies that threaten serious damage to human welfare, the environment or to security. Fire and Rescue Services are 'Category 1' responders under this act.

- **The Well-being of Future Generations (Wales) Act 2015** came into effect from 1st April 2016. The Act aims to improve the social, economic and cultural well-being of Wales.

- **Welsh Government Fire Branch.**
  http://gov.wales/topics/people-and-communities/communities/safety/fire/?lang=en

- **Wales Audit Office**
  The Wales Audit Office publishes reports on behalf of the Auditor General who is required to assess the likelihood that the Authority will continue to improve and whether the Authority is discharging its duties and acting in accordance with relevant issued guidance. Auditors also work with fire authorities across Wales to deliver a programme of financial and value-for-money audits. http://audit.wales/

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- **External information sources used in compiling this document**
  Great Britain Statistics on fatal injuries in the workplace 2016-17. http://www.hse.gov.uk/statistics/pdf/fatalinjuries.pdf
  England Fire statistics monitor: April 2015 to March 2016. https://www.gov.uk/government/statistics/announcements/fire-statistics-monitor-april-2015-to-march-2016
  Wales Fire Statistics 2016-17.
  http://gov.wales/statistics-and-research/fire-statistics/?lang=en
  Stats Wales https://statswales.wales.gov.uk/Catalogue
  CIPFA Fire and Rescue Statistics 2016 www.cipfa.org.uk

- **Periods of industrial action by firefighters during 2013-14**

25 September (12:00-16:00)	13 December (18:00-22:00)
01 November (18:30-23:00)	14 December (18:00-22:00)
04 November (06:00-08:00)	24 December (19:00-00:00)
13 November (10:00-14:00)	31 December (18:30-00:30 on 01 Jan)
	03 January (06:30-08:30)

- **Periods of industrial action by firefighters during 2014-15**

02 May (12:00 – 17:00)	21 June 2014 (10:00 – 17:00)
03 May (14:00 – 02:00 on 04 May)	10 July (10:00 – 19:00)
04 May (10:00 – 15:00)	14 – 21 July (discontinuous)
12 June (09:00 – 09:00 on 13 June)	09 – 16 August (discontinuous)

INTERVENTION IN THE EVENT OF FAILURE OR POTENTIAL FAILURE TO COMPLY

The Welsh Government has powers of intervention:

- under section 22 of the **Fire and Rescue Services Act 2004** if it considers that a Fire and Rescue Authority is failing, or is likely to fail, to act in accordance with the National Framework. In such cases, section 23 - Intervention Protocol would apply.

- under section 29 of the **Local Government (Wales) Measure 2009** if it considers that a Fire and Rescue Authority is failing, or is at risk of failing, to comply with the Measure. However, in all but the most exceptional circumstances, Welsh Ministers may only intervene after they have offered voluntary support to the Authority under section 28 of the Measure.

CONSULTATIONS

	Consultation	Publication	For year
Full Risk Reduction Plan (principles)	Summer 2009		
Full Risk Reduction and Improvement Plan (detailed)	Summer 2010	October 2010	2011-12
Annual Action Plan	Summer 2011	October 2011	2012-13
Improvement Objectives for 2013-14 and outlining preparations for 2014-15	Autumn 2012	March 2013	2013-14
Improvement Objectives for 2014-15 including new financial strategy	Autumn 2013	March 2014	2014-15
Improvement Objectives for 2015-16	Autumn 2014	March 2015	2015-16
Improvement Objectives for 2016-17	Autumn 2015	March 2016	2016-17
Improvement and Well-Being Objectives for 2017-18	Autumn 2016	March 2017	2017-18
Improvement and Well-Being Objectives future	Summer 2017	March 2018	2018-19

SECTION 10

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: • Local emergencies e.g. flooding, road traffic incidents, rescue of persons, 'making safe' etc; • Major disasters; • Domestic incidents e.g. water leaks, persons locked in or out etc; • Prior arrangements to attend incidents, which may include some provision of advice and inspections.
Fire injuries	For consistency after April 2009 across the UK, fire casualties are recorded under four categories of severity: i) the victim went to hospital, injuries appear to be serious; ii) the victim went to hospital, injuries appear to be slight; iii) the victim was given first aid at the scene only, but required no further treatment; iv) a precautionary check was recommended – the person was sent to hospital or was advised to see a doctor as a precaution, but having no obvious injury or distress.
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).