



AGENDA ITEM: 6

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

8 February 2016

PERFORMANCE MONITORING

Report by Dawn Docx, Deputy Chief Fire Officer

Purpose of Report

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

Information

- 2.** Attached at Appendix 1 for members' information is the monitoring report for the period from 1 April 2015 to 31 December 2015.

Recommendation

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

NORTH WALES FIRE AND RESCUE



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

PERFORMANCE MONITORING REPORT

**QUARTER 3
April 2015 – December 2015**

Figures are provisional and may be subject to minor amendment.

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IMPROVEMENT OBJECTIVE 1:**Preventing Deaths and Injuries from Accidental Fires in Dwellings**

REPORTING YEAR 2015-16									
Comparisons against previous year and 3 year average are shown in right-hand columns of table.									
Background shading - Green = improvement; Red = deterioration; Amber = no change									
↑ = increase this year ↓ = decrease this year → = no change pp percentage points									
Category	Year	Q1	Q2	Q3	Q4	Year to Date		Average of 3 previous years	
Accidental fires in dwellings	2015-16	106	88	99		293	↑ 0.7%	327.3	↓ 10.5%
	2014-15	95	107	89		291			
Injuries from accidental fires in dwellings	2015-16	15	13	12		40	↑ 15	33.3	↑ 6.7
	2014-15	4	13	8		25			
Deaths from accidental fires in dwellings	2015-16	0	0	2		2	↔ 0		
	2014-15	0	0	2		2			
% of people who escaped unharmed and unaided from accidental fires in dwellings	2015-16	69.9%	84.2%	62.0%		71.8%	↓ 13.2pp	81.1%	↓ 9.3pp
	2014-15	85.7%	83.1%	86.2%		85.0%			
Dwelling fires – Smoke alarm activated	2015-16	61.5%	57.1%	66.1%		61.7%	↓ 3.2pp	61.0%	↑ 0.7pp
	2014-15	67.9%	62.1%	65.0%		64.9%			
Dwelling fires – Smoke alarm did not operate	2015-16	25.6%	24.5%	20.2%		23.5%	↑ 0.7pp	24.1%	↓ 0.6pp
	2014-15	21.7%	25.0%	21.4%		22.8%			
Dwelling fires – No smoke alarm present	2015-16	12.8%	18.4%	13.8%		14.8%	↑ 2.5pp	15.0%	↓ 0.2pp
	2014-15	10.4%	12.9%	13.6%		12.3%			
% of all Home Safety Checks undertaken that originated from a referral from a partner organisation	2015-16	35.5%	30.7%	27.4%		31.4%	↓ 2.9pp	34.0%	↓ 2.6pp
	2014-15	34.1%	33.6%	35.1%		34.3%			

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

Accidental Fires in Dwellings and Casualties by Severity of Injury

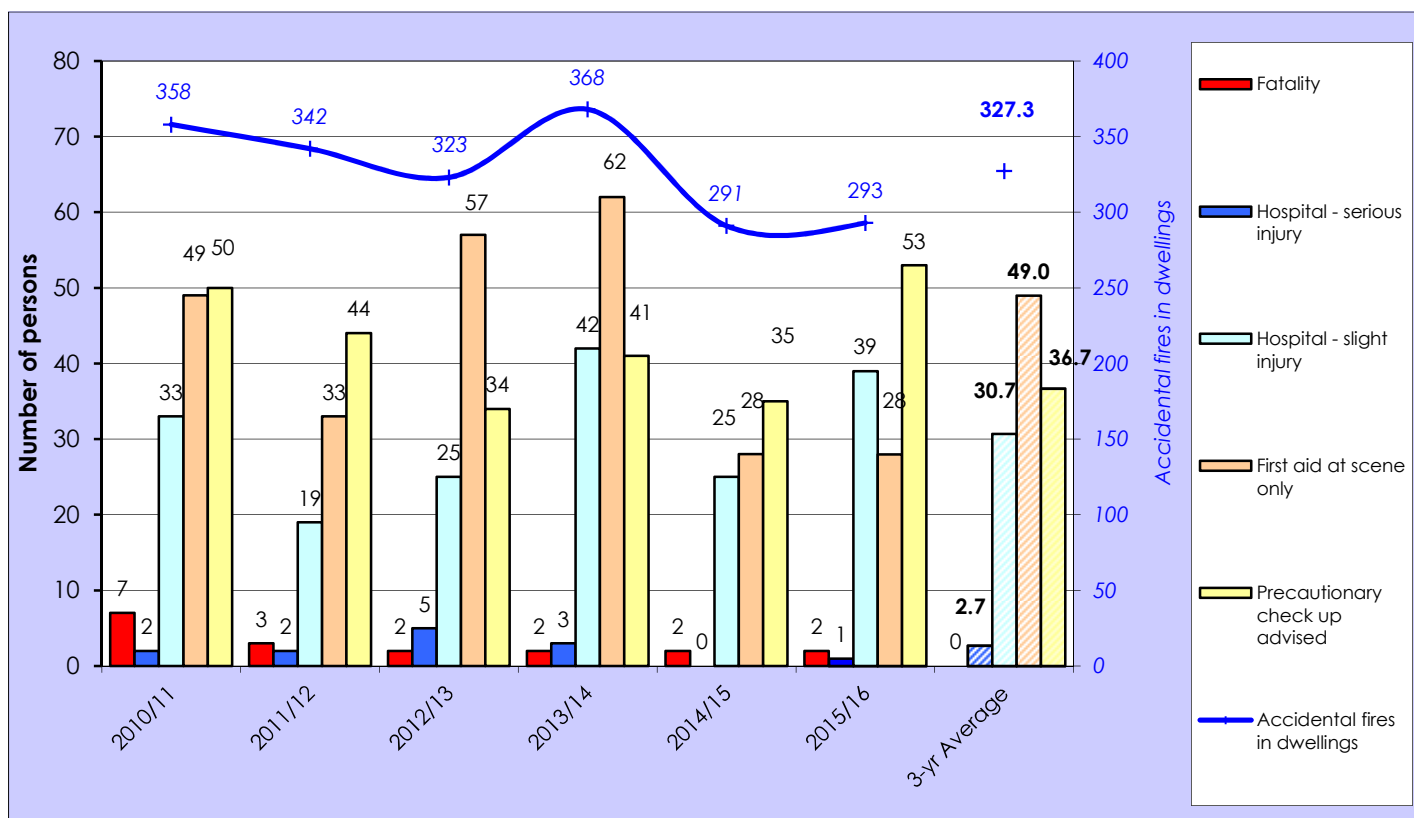
- **There was a 0.7% increase in the number of accidental fires in dwellings compared with the same period in 2014/15**

During the first three quarters of the year the Service attended 293 accidental fires in dwellings, which equates to two more than in the previous year but a 10.5% reduction when compared with the average of the 3 previous years.

Injuries from accidental fires in dwellings: 40 people sustained injuries at these fires, one of which was classified as serious, with the remaining 39 classed as slight. These exclude where persons were advised to seek a precautionary check-up and where first aid was given at the scene only, in accordance with national guidance for compiling national performance indicators.

Deaths from accidental fires in dwellings: There were two fatalities at two separate accidental dwelling fires in Caernarfon (December 2015), pending confirmation from the Coroner.

Accidental Fires in Dwellings and Casualties by Severity of Injury



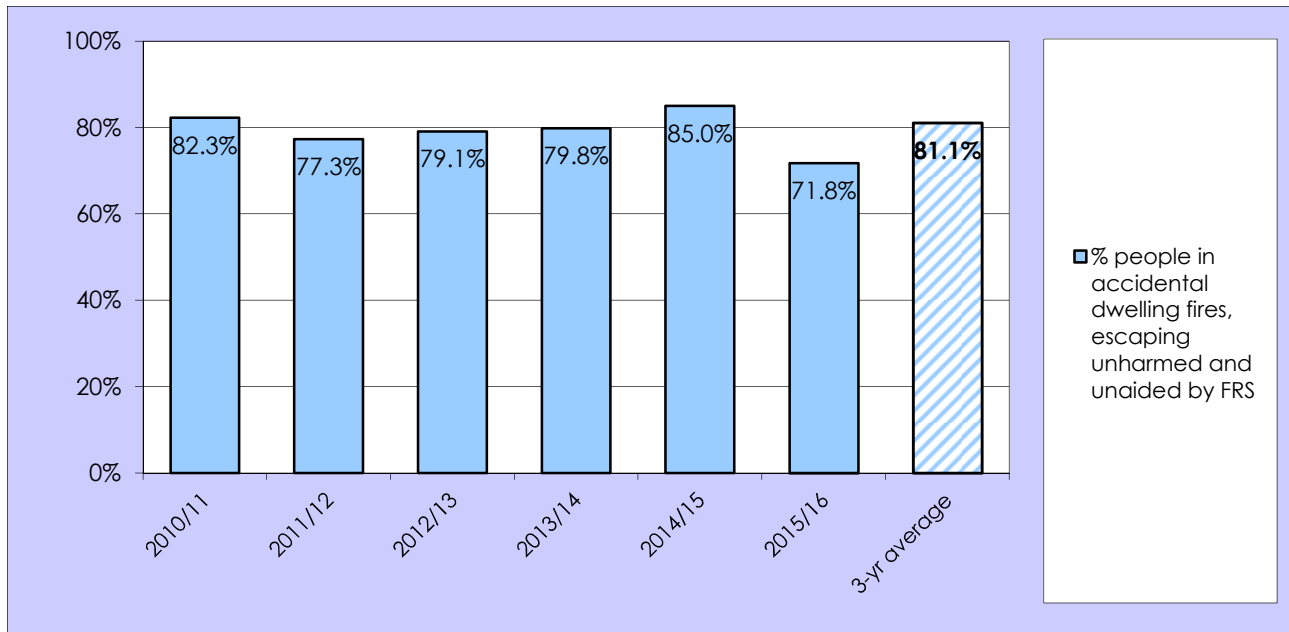
After April 2009 non-fatal casualties are recorded under four categories of severity:

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

The percentage of people in accidental dwelling fires who escaped unharmed without fire and rescue service assistance at the fire.

- **71.8% of people involved in an accidental dwelling fire escaped unharmed and without the need for assistance from the Service at the fire. This is a decrease of 13.2 percentage points compared with the same period in 2014/15.**

% of people in accidental dwelling fires escaping unharmed without FRS assistance



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

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

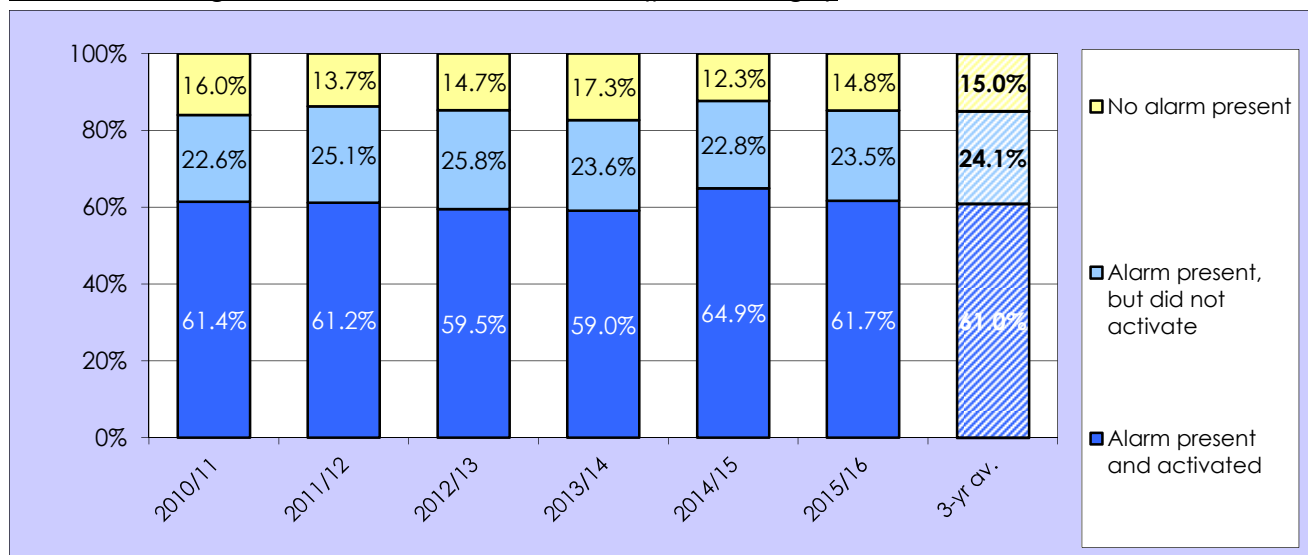
The 71.8% achieved this year relates to a total of 425 people who left the premises, of whom 305 were able to exit the dwelling safely without having to be rescued by a fire crew.

Fire in Dwellings: Presence of Smoke Alarms

- **14.8% of dwellings experiencing a fire did not have a smoke alarm (48 fires), which is 2.5 percentage points higher than for the first three quarters of 2014/15.**

There were 324 fires in dwellings during the period, one (0.3%) fewer than the previous year to date total of 325 and 34.7 fewer than the 3-year average of 358.7.

Fires in Dwellings: Presence of smoke alarms (percentage)

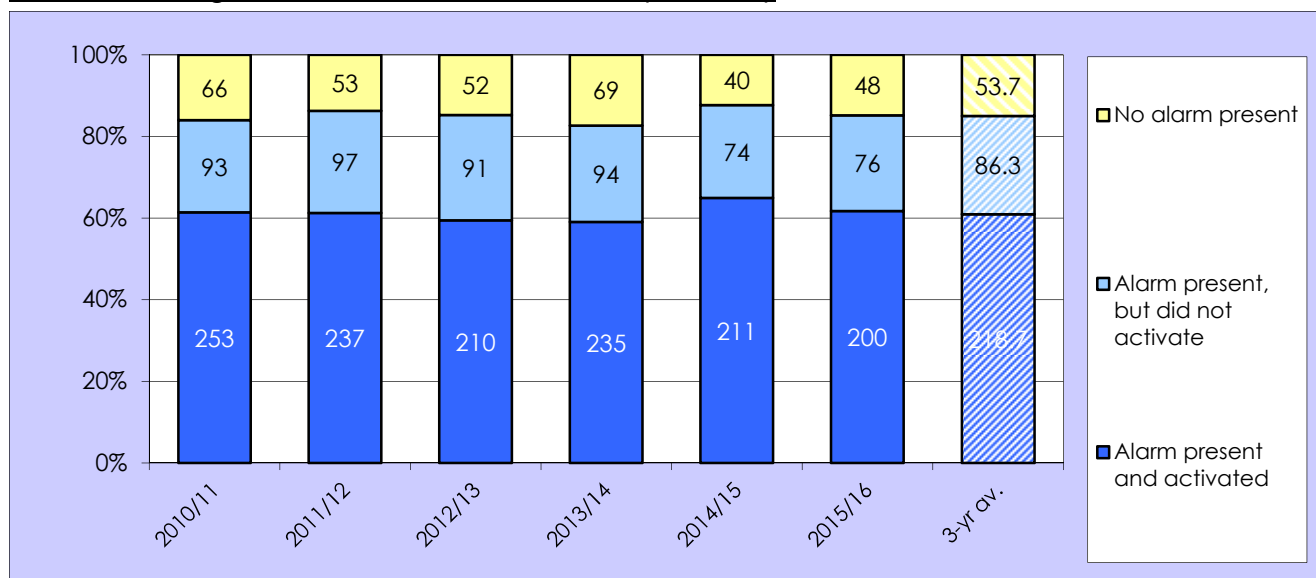


* 3 year average figures calculated using original numerical data as opposed to displayed percentages

In 61.7% of dwelling fires attended (200 fires), **an alarm was fitted and activated**. This is a decrease of 3.2 percentage points compared with the same period in 2014/15, and a 0.7 percentage point increase on the 3-year average.

In 23.5% of dwelling fires attended (76 fires), **an alarm was fitted but it did not activate**. This represents an increase of 0.7 percentage points when compared with the first three quarters of the previous year, and a decrease of 0.6 percentage points when compared with the 3-year average. The main reason why alarms did not activate despite being fitted in the property was that the fire was not close enough to the detector to trigger the alarm (this was the case in 46 fires).

Fires in Dwellings: Presence of smoke alarms (number)

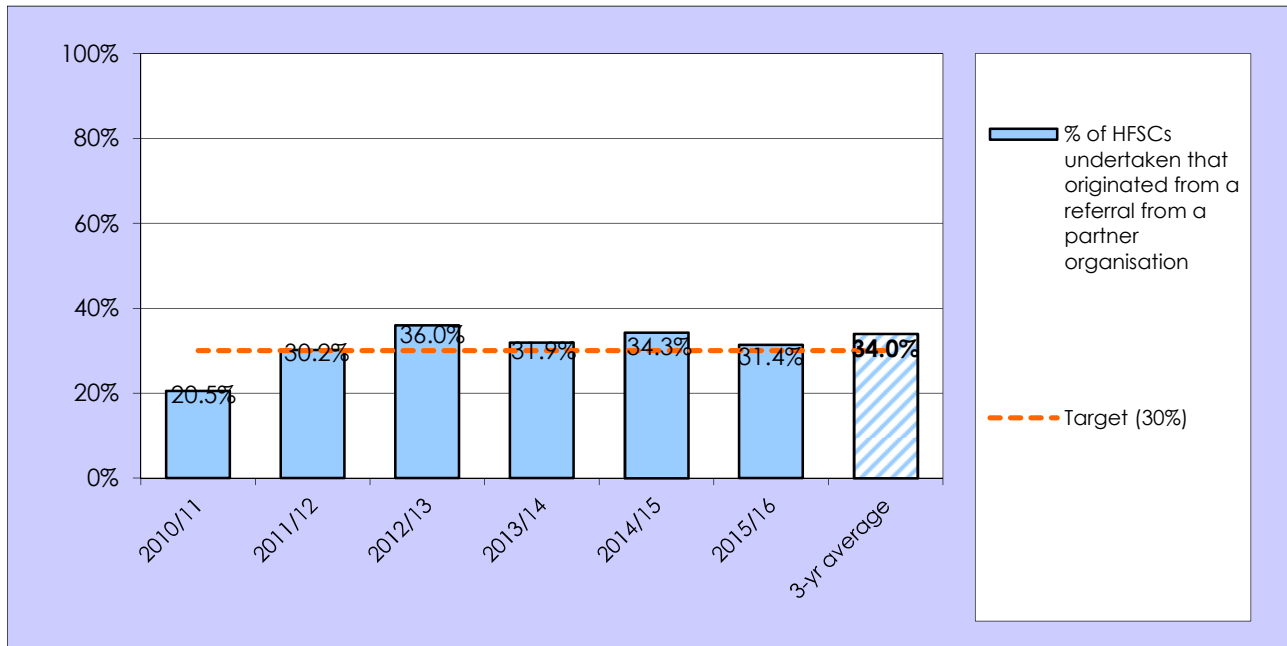


Home Safety Checks (HSCs)

- **31.4% of home safety checks were completed following a referral from a partner organisation.**

During the first three quarters of the year 5,297 (31.4%) out of the 16,868 home safety checks completed were ones that had originated from partner organisation referrals. This exceeds the Service's own 30% target.

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



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

INCIDENT ACTIVITY REPORTING: Summary of All Incidents Attended

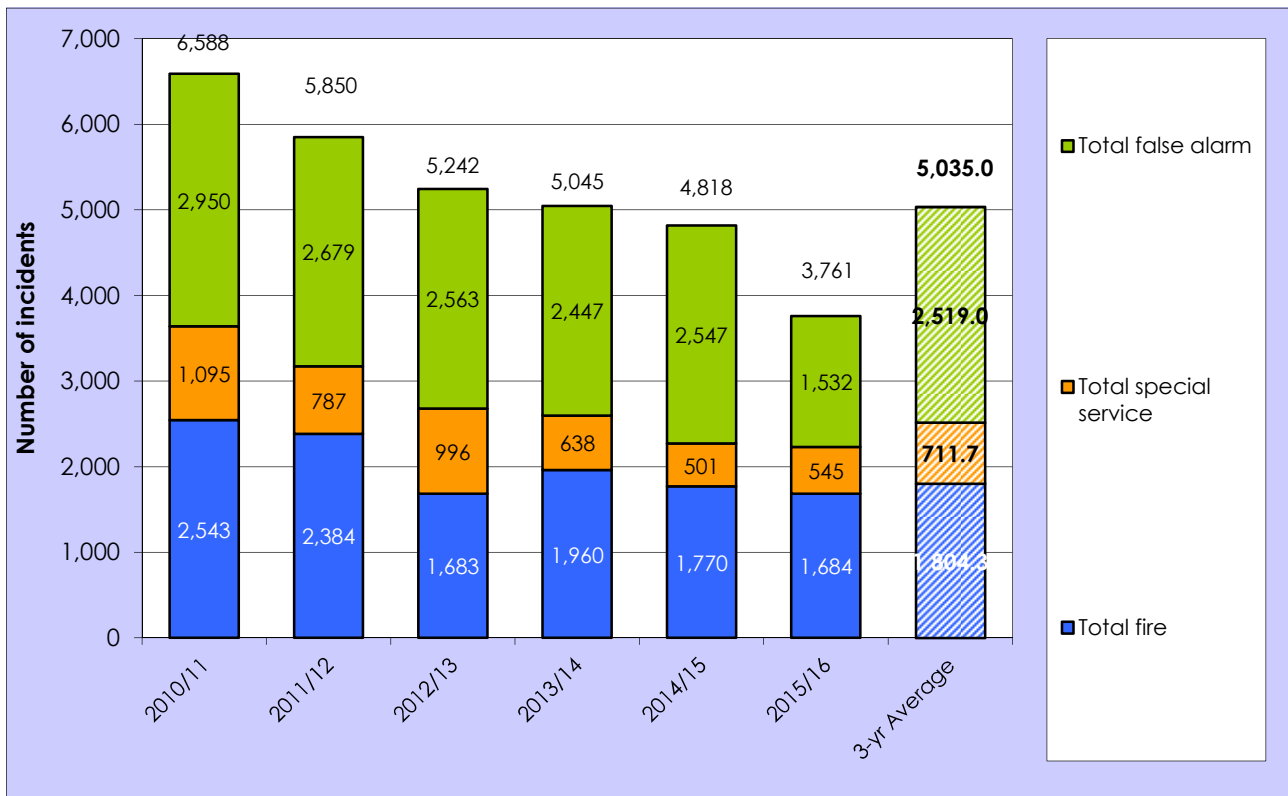
REPORTING YEAR 2015-16									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - Green = improvement; Red = deterioration; Amber = no change									
↑ = increase this year ↓ = decrease this year → = no change pp percentage points									
Category	Year	Q1	Q2	Q3	Q4	Year to Date		Average of 3 previous years	
Total incidents attended	2015-16	1,285	1,244	1,232		3,761	↓ 21.9%	5,035.0	↓ 25.3%
	2014-15	1,587	1,740	1,491		4,818			
Total fires	2015-16	671	550	463		1,684	↓ 4.9%	1,804.3	↓ 6.7%
	2014-15	631	646	493		1,770			
Total special service incidents	2015-16	135	166	244		545	↑ 8.8%	711.7	↓ 23.4%
	2014-15	176	164	161		501			
Total false alarms	2015-16	479	528	525		1,532	↓ 39.9%	2,519.0	↓ 39.2%
	2014-15	780	930	837		2,547			

All Incidents Attended:

- **There was a decrease of 21.9% or 1,057 fewer incidents compared with the same period in 2014/15.**

During the period the Service attended 3,761 incidents, which is fewer than in the first three quarters of the previous year and continues the overall downward trend. Special service incidents increased by 8.8% compared with the same period in the previous year, but decreased by 23.4% when compared to the average over the previous 3 years. False alarm incidents saw a decrease of 39.9% compared with the previous year and a 39.2% reduction when compared with the average over the previous 3 years. Total fire incidents decreased by 4.9% (86 fewer fires) when compared with the same period in 2014/15 and by 6.7% when compared with the average over the previous 3 years.

All Incidents Attended, by Type



INCIDENT ACTIVITY REPORTING: Fires Attended

REPORTING YEAR 2015-16									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - Green = improvement; Red = deterioration; Amber = no change									
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Category	Year	Q1	Q2	Q3	Q4	Year to Date		Average of 3 previous years	
Total fires	2015-16	671	550	463		1,684	↓ 4.9 %	1,804.3	↓ 6.7%
	2014-15	631	646	493		1,770			
Primary fires	2015-16	277	268	269		814	↓ 0.7 %	848.3	↓ 4.0%
	2014-15	277	289	254		820			
Secondary fires	2015-16	356	265	154		775	↓ 5.5 %	816.0	↓ 5.0%
	2014-15	315	347	158		820			
Chimney fires	2015-16	38	17	40		95	↓ 26.9%	140.0	↓ 32.1%
	2014-15	39	10	81		130			
All deliberate fires	2015-16	238	201	155		594	↓ 1.8%	653.7	↓ 9.1%
	2014-15	225	235	145		605			
All accidental fires	2015-16	433	349	308		1,090	↓ 6.4%	1,150.7	↓ 5.3%
	2014-15	406	411	348		1,165			
Fires in non-domestic properties	2015-16	40	31	30		101	↓ 12.2%	101.0	↔ 0.0%
	2014-15	41	31	43		115			

Fires:

- **There was a reduction of 4.9% or 86 fewer fires compared with the same period in 2014/15.**

During the period the Service attended 1,684 fires. Primary fires reduced by 0.7%, secondary fires reduced by 5.5% whilst chimney fires reduced by 26.9% when compared with the first three quarters of the previous year.

When compared with the longer-term picture and the 3-year average, the overall downward trend (improvement) in the number of fire incidents attended by the Service continued. The wetter-than-average weather during 2012/13 resulted in a low number of fires that year.

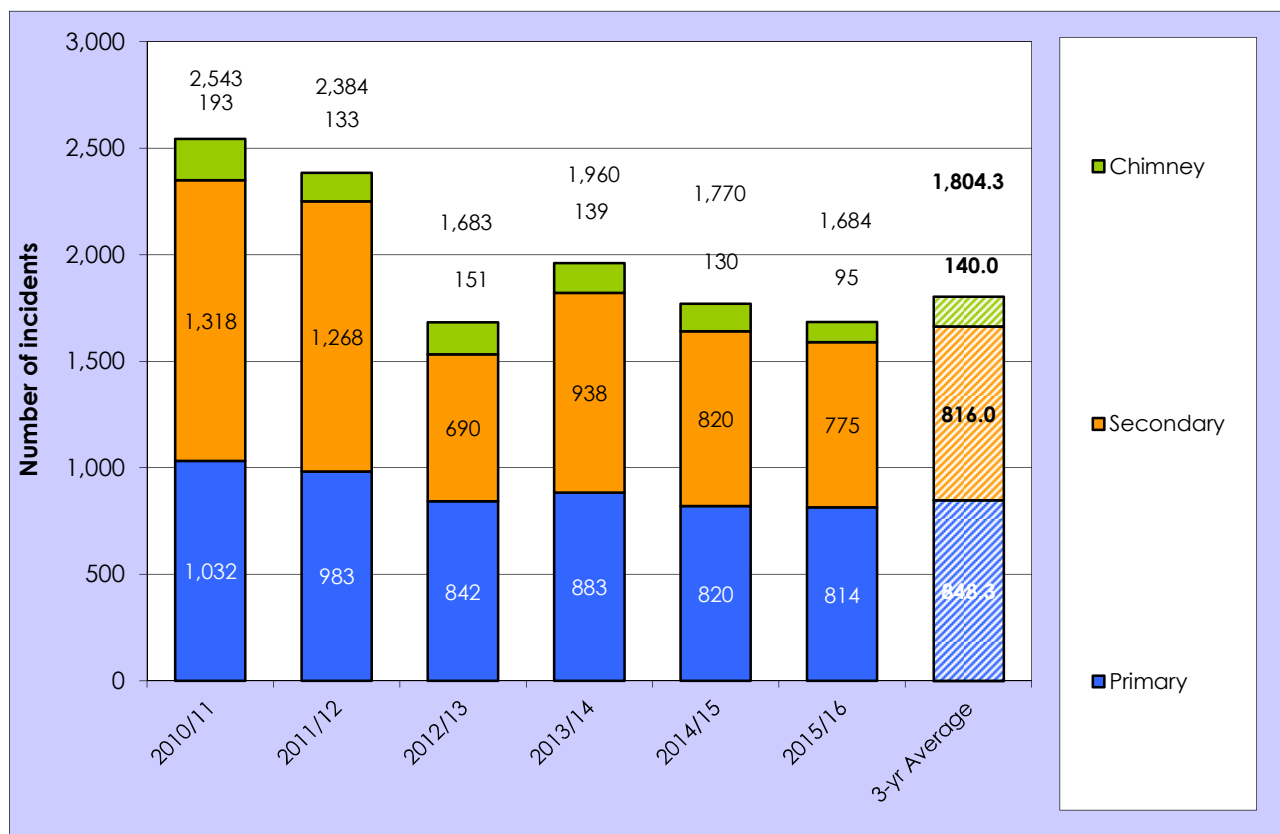
Fires: Type

Primary fires decreased by 0.7% or six fewer incidents compared with the same period in the 2014/15 and was 4.0% lower than the three year average. Primary fires have continued to decrease year on year since 2008/09 excluding 2013/14 where there was an increase for the first half of the year.

During the first three quarters of the year **secondary fires** decreased by 5.5% or 45 fewer incidents compared with the same period in 2014/15, and was 5.0% lower than the average of the previous three years.

Chimney fires decreased by 26.9% (35 fewer fires) compared with the same period in 2014/15 as well as a reduction of 32.1% in comparison to the 3-year average. This could be attributed to the warmer-than-average weather during the third quarter of 2015/16.

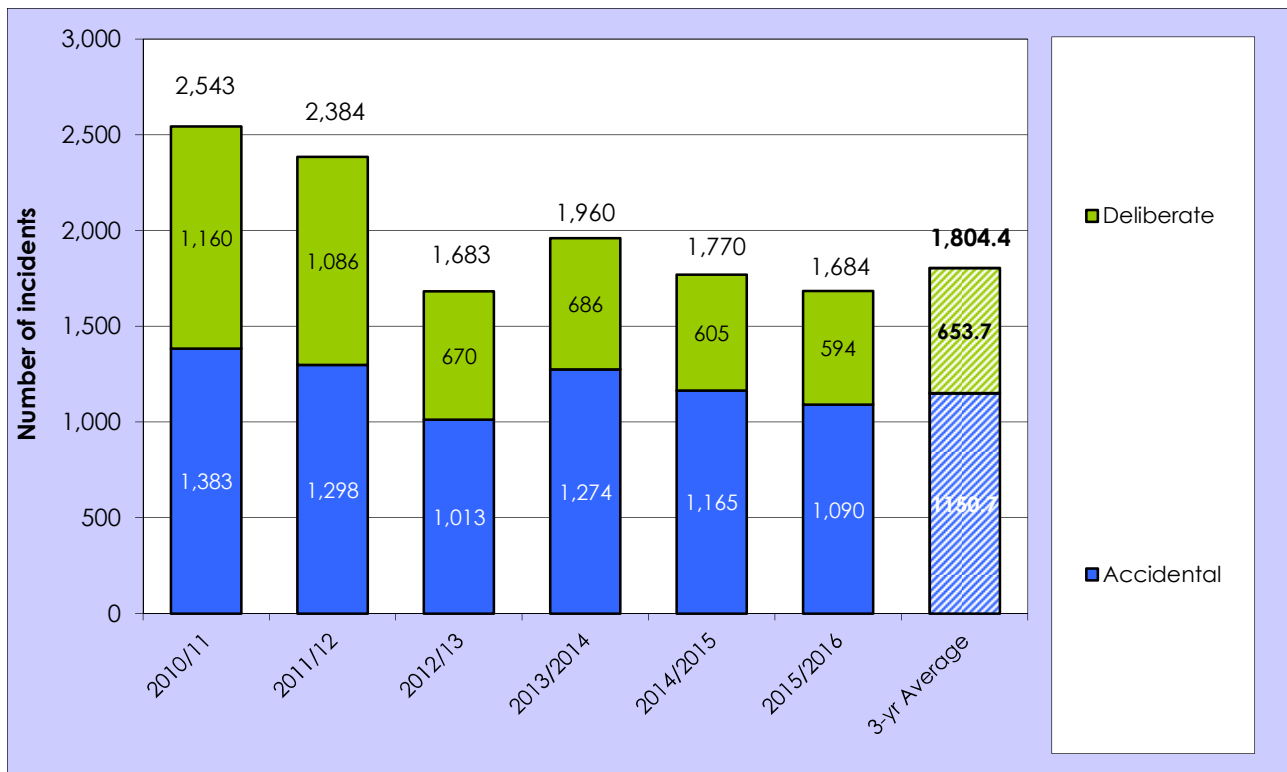
All Fires Attended, by Type



Fires: Motive

The reduction in fires in the first three quarters 2015/16 compared with 2014/15 is also reflected in both accidental and deliberate fires with a reduction of 6.4% and 1.8% respectively. Both accidental and deliberate fires also remained below the 3 year average.

All Fires Attended, by Motive

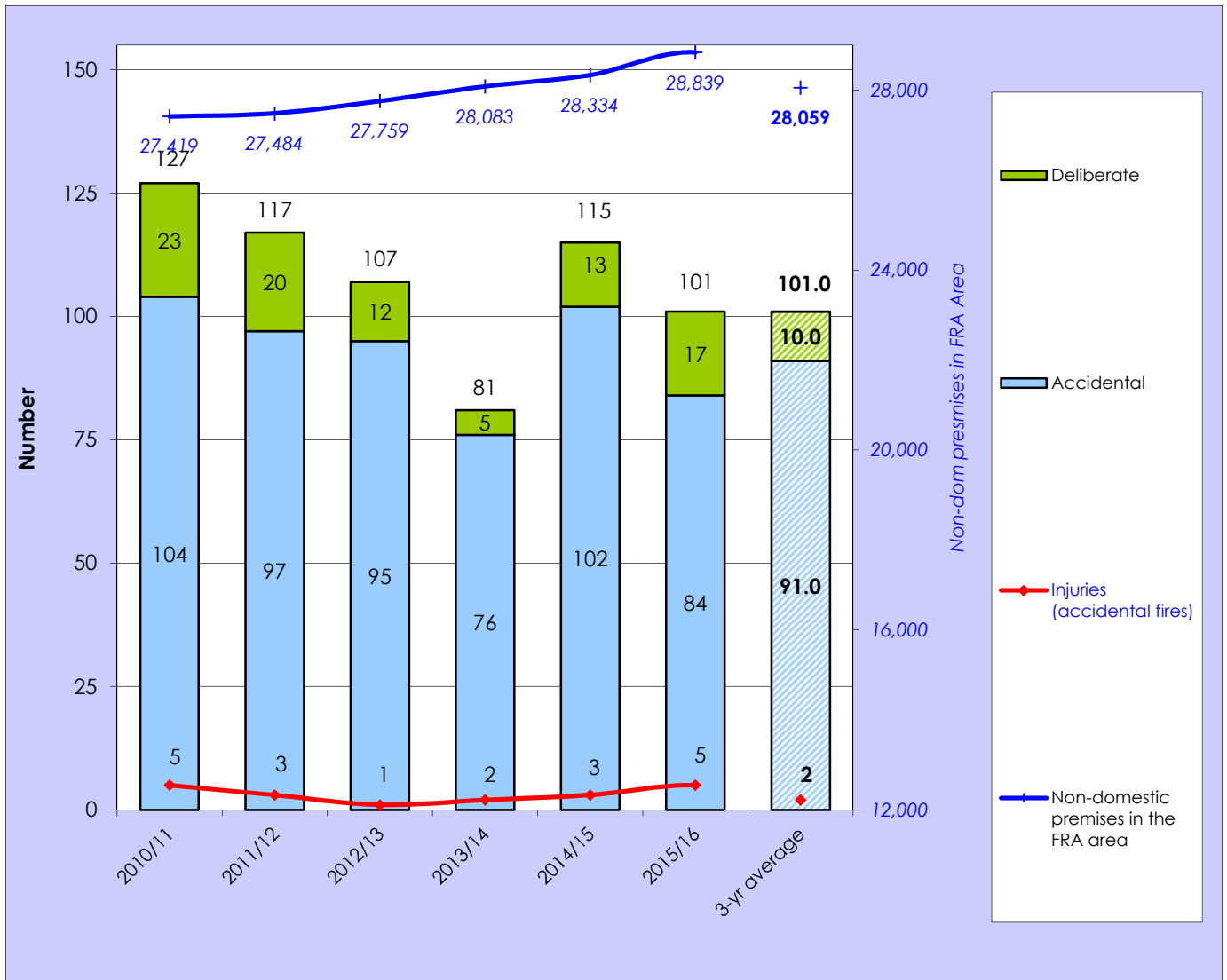


Fires: Non-domestic premises:

- There was a decrease of 12.2% or 14 fewer fires in non-domestic premises compared with the same period in 2014/15.

During the first three quarters of 2015/16 the Service attended 101 such fires, 14 fewer than the previous year and the same as the 3-year average.

Fires in Non-domestic Premises and Casualties from accidental fires in non-domestic premises



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

REPORTING YEAR 2015-16									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - Green = improvement; Red = deterioration; Amber = no change									
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Category	Year	Q1	Q2	Q3	Q4	Year to Date		Average of 3 previous years	
Total special service incidents	2015-16	135	166	244		545	↑ 8.8%	711.7	↓ 23.4%
	2014-15	176	164	161		501			
Road traffic collisions (RTC)	2015-16	40	58	56		154	↓ 29.4%	263.3	↓ 41.5%
	2014-15	76	63	79		218			
Other than RTC	2015-16	95	108	188		391	↑ 38.2%	448.3	↓ 12.8%
	2014-15	100	101	82		283			

Special Service Incidents:

- **There was an increase of 8.8% or 44 more special service incidents compared with the same period in 2014/15.**

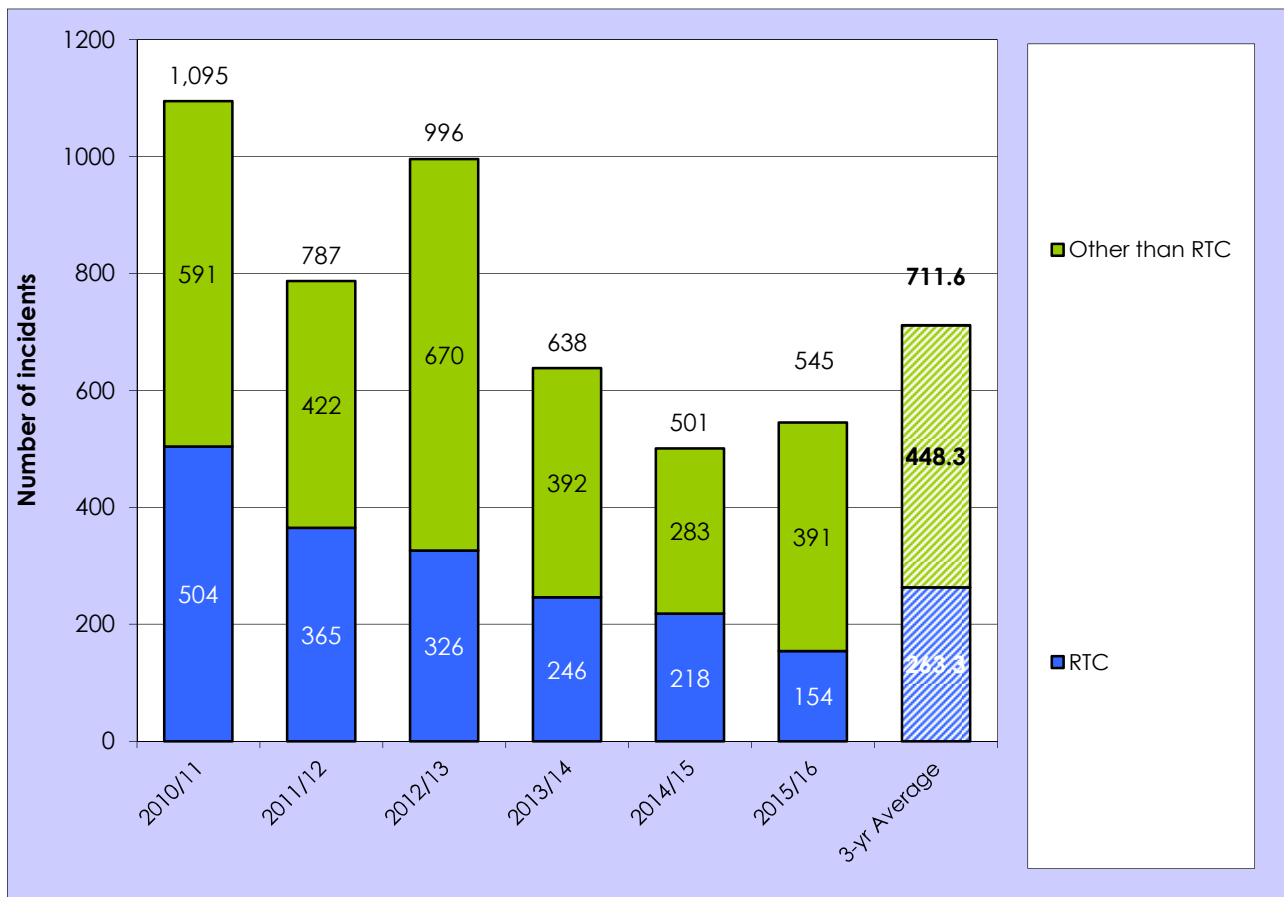
During the first three quarters of 2015/16 the Service attended 545 special service incidents, which is more than the previous year but below the 3-year average.

The overall downward trend for **RTCs** attended continued. Special service incidents **other than RTCs** increased however, with 38.2% or 108 more incidents compared with the same period in 2014/15, yet remained lower than the 3-year average.

Whilst the wetter-than-average weather during 2012/13 resulted in fewer fires, in contrast, special service incidents as a result of the weather conditions increased that year.

The increased number of flooding incidents in the third quarter of 2015/16 significantly inflated the number of **other than RTCs** for 2015/16.

Special Services Incidents Attended, by Type



INCIDENT ACTIVITY REPORTING: False Alarms Attended

REPORTING YEAR 2015-16									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - Green = improvement; Red = deterioration; Amber = no change									
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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total false alarm	2015-16	479	528	525		1,532	↓ 39.9%	2519.0	↓ 39.2%
	2014-15	780	930	837		2,547			
Malicious false alarms	2015-16	11	11	12		34	↓ 45.2%	66.3	↓ 48.7%
	2014-15	26	19	17		62			
False alarms made with good intent	2015-16	231	255	268		754	↓ 19.2%	929.7	↓ 18.9%
	2014-15	303	331	299		933			
False alarms from AFAs in non-domestic properties	2015-16	58	92	62		212	↓ 78.3%	998.3	↓ 78.8%
	2014-15	262	372	343		977			
False alarms from AFAs in other properties	2015-16	179	170	183		532	↓ 7.5%	524.7	↑ 1.4%
	2014-15	189	208	178		575			

False Alarms:

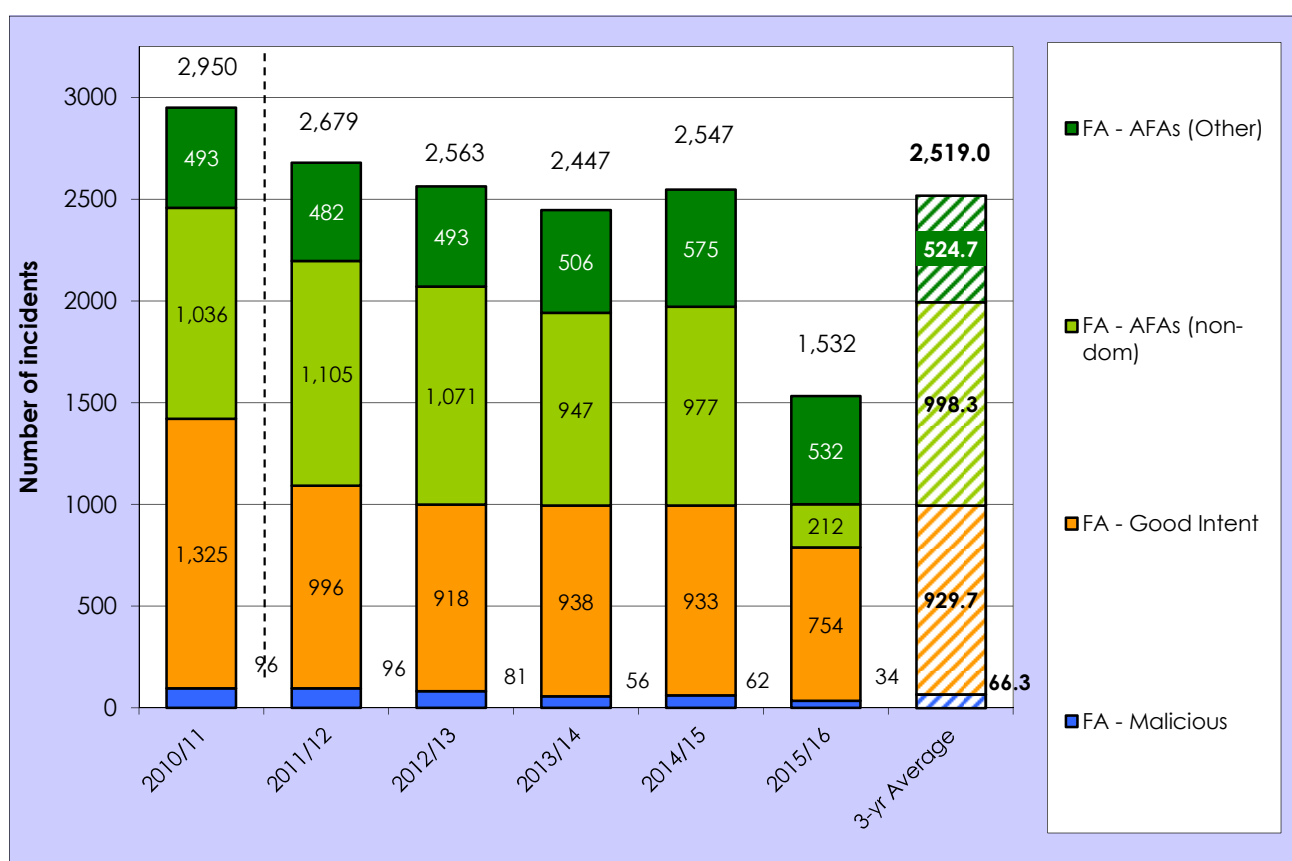
- **There was a decrease of 39.9% or 1015 fewer false alarms attended compared with the same period in 2014/15.**

During the first three quarters of 2015/16 the Service attended in response to 1,532 calls for assistance that later turned out to be false alarms. This number is a decrease of 39.9% compared with the first three quarters of 2014/15.

The overall number of false alarms has reduced in each of the different categories compared to the same period in 2014/15. In particular, Automatic Fire Alarms in non-domestic premises has decreased by 78.3% compared with the same period in 2014/15 and by 78.8% against the 3 year average. This reduction can be attributed to a change in procedure.

Since April 2015 the Service has implemented a change in procedure in relation to Non-Domestic AFAs utilising new Pre-Determined Attendance protocols.

False Alarms Attended, by Type



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

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

GLOSSARY

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary Fires	<p>These are fires that are not chimney fires, and which are in any type of building (except if derelict), vehicles, caravans and trailers, outdoor storage, plant and machinery, agricultural and forestry property, and other outdoor structures such as bridges, post boxes, tunnels, etc.</p> <p>Fires in any location are categorised as primary fires if they involved casualties, rescues or escapes, as are fires in any location that were attended by five or more fire appliances.</p>
Secondary Fires	<p>Secondary fires are fires that are neither chimney fires nor primary fires.</p> <p>Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p> <p>Secondary fires are those that would normally occur in locations such as open land, in single trees, fences, telegraph poles, refuse and refuse containers (but not paper banks, which would be considered - in the same way as agricultural and forestry property - to be primary fires), outdoor furniture, traffic lights, etc.</p>
Chimney Fires	<p>These are fires in occupied buildings where the fire is confined within the chimney structure, even if heat or smoke damage extends beyond the chimney itself.</p> <p>Chimney fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p>
Special Service Incidents	<p>These are non-fire incidents which require the attendance of an appliance or officer and include:</p> <ul style="list-style-type: none"> a) Local emergencies e.g. flooding, road traffic incidents, rescue of persons, 'making safe' etc; b) Major disasters; c) Domestic incidents e.g. water leaks, persons locked in or out etc; d) Prior arrangements to attend incidents, which may include some provision of advice and inspections.
False Alarm (general guidance)	<p>Where the FRS attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed.</p> <p>Note: if the appliance is 'turned around' by Control before arriving at the incident it is not classed as having been attended and does not need to be reported.</p>
False Alarms - Malicious	These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.
False Alarms – Good Intent	These are calls made in good faith in the belief that the FRS really would attend a fire or special service incident.
False Alarms - AFA	These are calls initiated by fire alarm and fire-fighting equipment. They include accidental initiation of alarm apparatus or where an alarm operates and a person then routinely calls the FRS as part of a standing arrangement, i.e. with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation).