



AGENDA ITEM: 7

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

28th October 2013

PERFORMANCE MONITORING

Report by Dawn Docx, Deputy Chief Fire Officer

Purpose of Report

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

Information

- 2.** Attached for Members' information is the monitoring report relating to the first half of the 2013/14 reporting year, covering the period from 1st April 2013 to 30th September 2013 in Appendix 1.

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

HALF YEAR
April 2013 – September 2013

Figures are provisional and may be subject to minor amendment.

CONTENTS

	MONITORING AGAINST IMPROVEMENT OBJECTIVE 1	2 - 6
	Accidental fires in dwellings	
	Injuries from accidental fires in dwellings	
	Deaths from accidental fires in dwellings	
RRC/C/005	Smoke alarm presence/absence in fires in dwellings	
	People escaping unharmed and unaided from accidental fires in dwellings	
	Home fire safety checks undertaken following a referral from a partner organisation	
	INCIDENT ACTIVITY REPORTING	7 - 13
	SUMMARY	7
	Overview of all incidents attended	
	FIRES ATTENDED	9 - 12
RRC/S/001	All fires – primary, secondary and chimney	
	All fires – deliberate and accidental	
RRC/S/003	Fires in non-domestic properties	
	SPECIAL SERVICE CALLS	13
	Emergency special service calls	
	FALSE ALARMS	15 - 16
RRC/C/002	Malicious false alarms	
RRC/C/003	False alarms from automatic fire alarms	
	False alarms made with good intent	
	GLOSSARY	17

IMPROVEMENT OBJECTIVE 1:

Preventing Deaths and Injuries from Accidental Fires in Dwellings

REPORTING YEAR – 2013/14						
Comparisons against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year → = no change pp percentage points						
	Q1	Q2	Q3	Q4	YTD	
Accidental fires in dwellings	129	115			244	↑ 11%
Injuries from Accidental Fires in Dwellings	12	10			22	↑ 5
Deaths from Accidental Fires in Dwellings	2	0			2	↑ 1
% of people who escaped unharmed and unaided from accidental fires in dwellings	78%	80%			79%	↓ 2pp
Dwelling fires - smoke alarm activated	61%	58%			60%	↑ 3pp
Dwelling fires – smoke alarm did not operate	23%	28%			25%	↓ 1pp
Dwelling fires – no smoke alarm present	16%	14%			15%	↓ 2pp
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	32.2%	31.8%			32.0%	↑ 7.6 pp

LAST YEAR – 2012/13					
	Q1	Q2	Q3	Q4	YTD
Accidental fires in dwellings	97	123			220
Injuries from Accidental Fires in Dwellings	8	9			17
Deaths from Accidental Fires in Dwellings	1	0			1
% of people who escaped unharmed and unaided from accidental fires in dwellings	83%	80%			81%
Dwelling fires - smoke alarm activated	58%	56%			57%
Dwelling fires – smoke alarm did not operate	29%	23%			26%
Dwelling fires – no smoke alarm present	13%	21%			17%
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	46.0%	34.6%			39.6%

Accidental Fires in Dwellings and Casualties by Severity of Injury

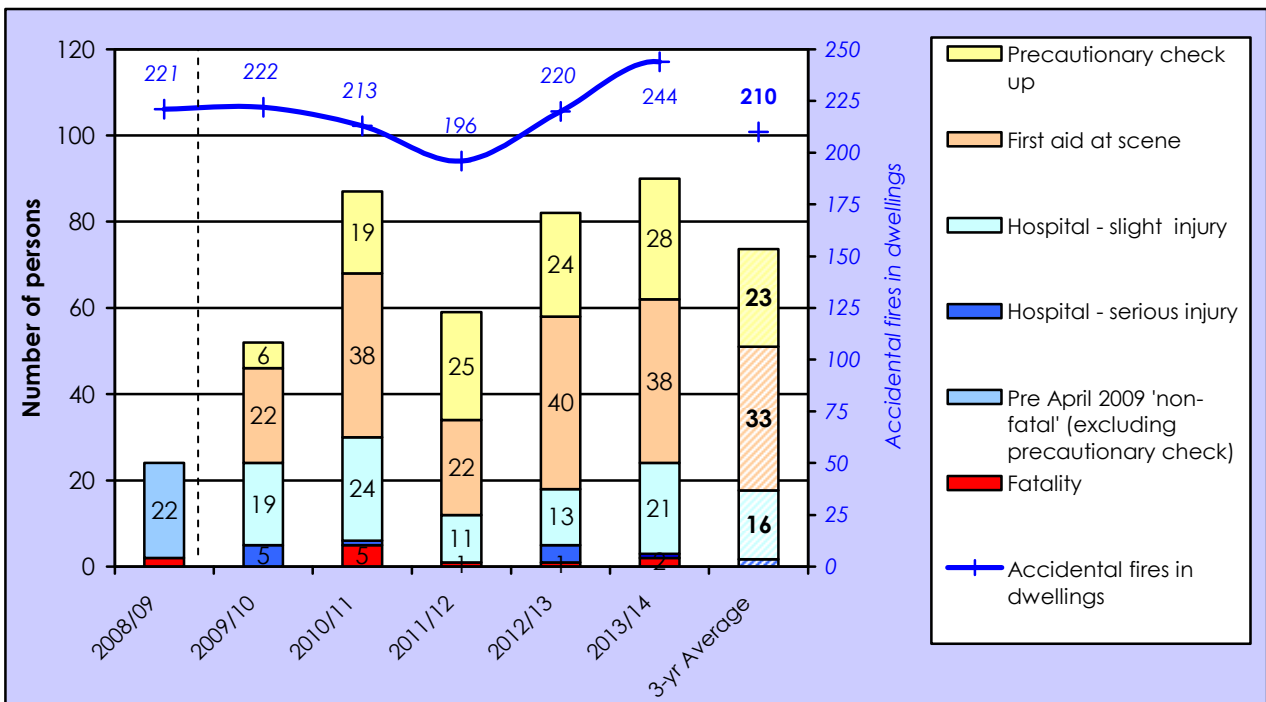
- **There were 11% or 24 more accidental fires in dwellings compared to 2012/13**

During the first half of the year the Service attended 244 accidental fires in dwellings, which is more than in the previous year and more than the 3-year average of 210.

Injuries from accidental fires in dwellings: 22 people sustained injuries at these fires, 21 of which were classified as slight injuries with one serious injury. The classification of an 'injury' excludes where the person received nothing more than first aid at the scene only or advice to seek a precautionary medical check-up, in accordance with national guidance for compiling national performance indicators.

Deaths from accidental fires in dwellings: There were two fatalities at accidental fires. There was one death in Gwynedd (May) and one death in Conwy (June), both of which are pending confirmation by 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:

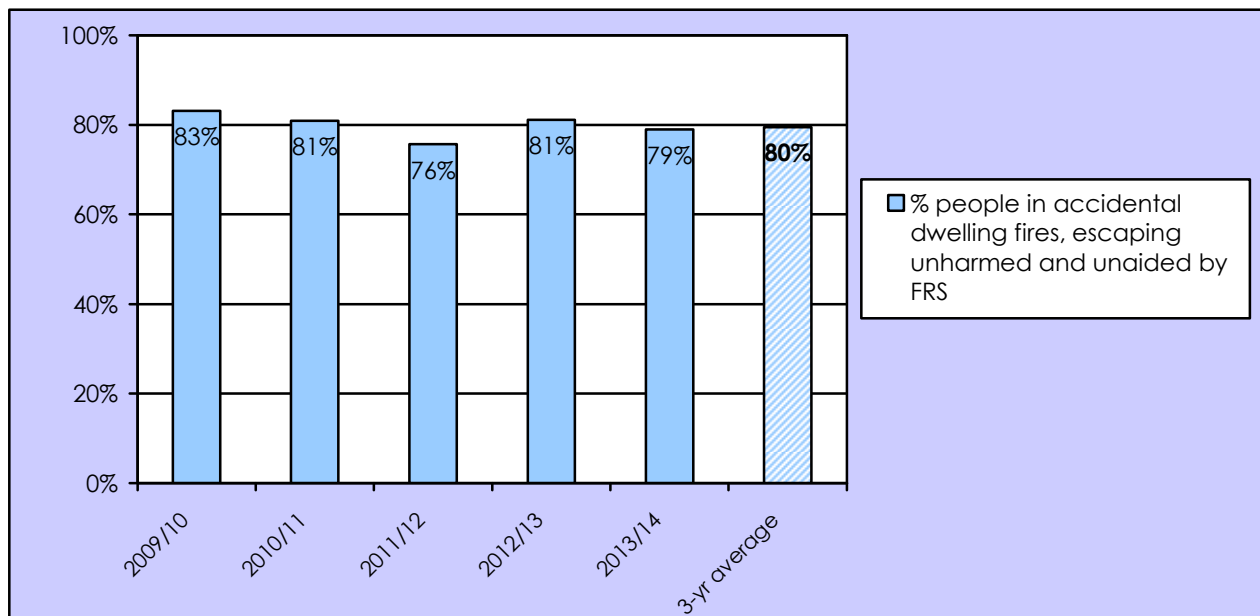
- victim went to hospital, injuries appear to be serious;
- victim went to hospital, injuries appear to be slight;
- first aid given at scene;
- precautionary check recommended – this is when an individual is sent to hospital or advised to see a doctor as a precaution, but having no obvious injury or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

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

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

- **79% of people in an accidental dwelling fire escaped unharmed and without the need for assistance from the Service at the fire.**

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



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.

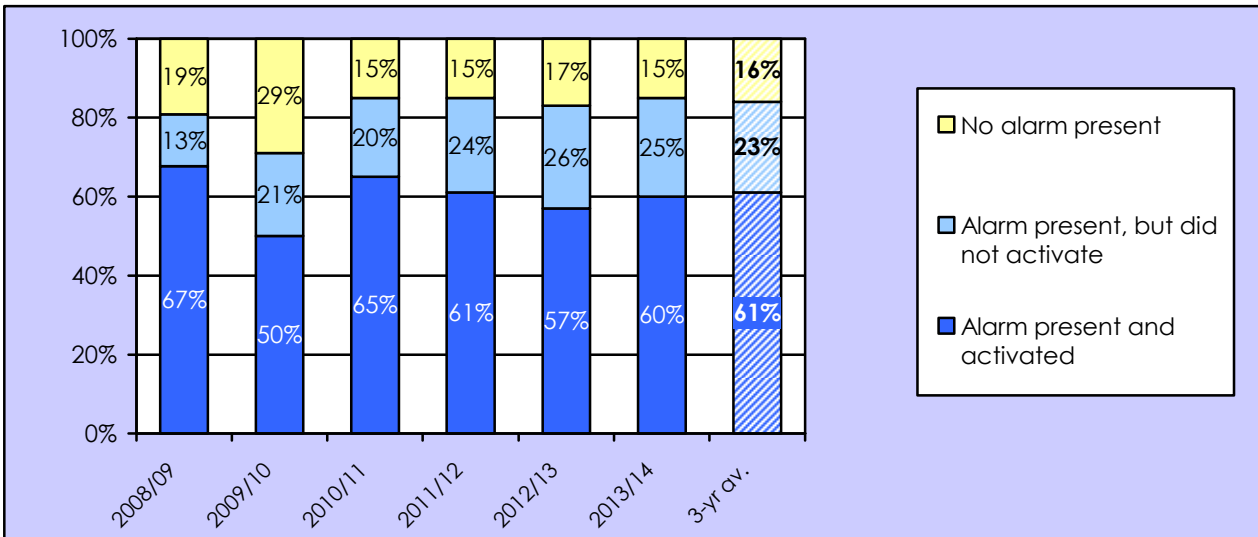
The 79% achieved in the first half of this year relates to a total of 428 people, of whom 338 were able to exit the dwelling safely without having to be rescued by a fire crew.

Fire in Dwellings: Presence of Smoke Alarms

- **15% of dwellings experiencing a fire did not have a smoke alarm, which is 2 percentage points lower (better) than 2012/13 and 1 percentage point lower than the 3-year average.**

The total number of fires in dwellings rose by 9% (21 fires) during the first half of the year, to 262 fires (from 241 the previous year).

Fires in Dwellings: Presence of smoke alarms (percentage)

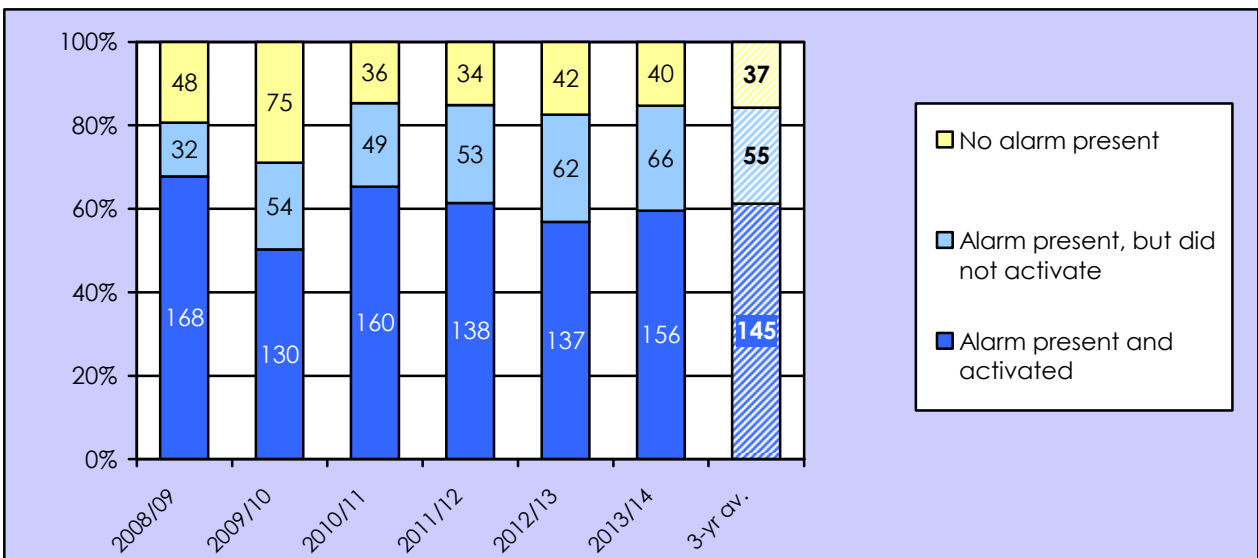


15% of all the dwelling fires attended in the first half (40 fires) occurred in dwellings where no smoke alarm had been fitted. This is a lower percentage than the previous year and 1% below the 3-year average.

In 60% of the dwelling fires attended (156 fires), an alarm was fitted and activated. This percentage of the total is higher than last year and 1% below the 3-year average.

In 25% of the dwelling fires attended (66 fires), an alarm was fitted but it did not activate. This was a decrease compared to the previous year, but higher than the 3-year average. The main reason why alarms did not activate despite being fitted in the property is that the fire was not close enough to the detector to trigger the alarm.

Fires in Dwellings: Presence of smoke alarms (number and percentage)

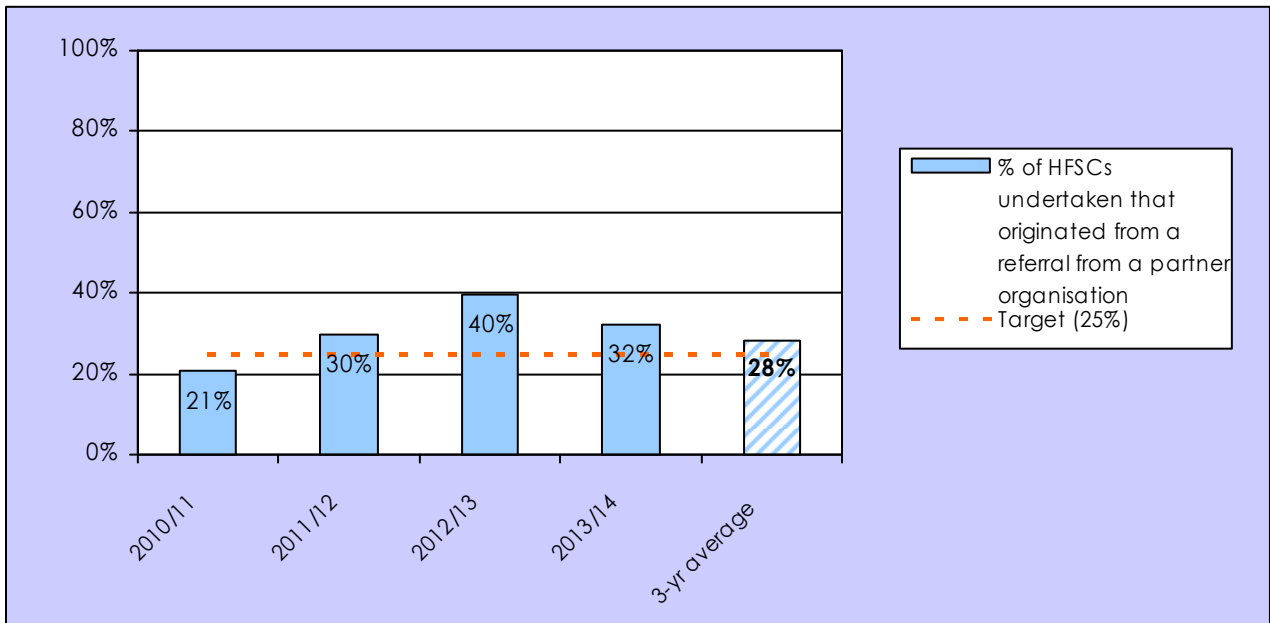


Home Fire Safety Checks (HFSCs)

- **32% of home fire safety checks were completed following a referral from a partner organisation.**

During the first half of the year 3,965 (32%) out of the 12,386 home fire safety checks completed were ones that had originated from partner organisation referrals. This exceeds the Service's own 25% target.

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



INCIDENT ACTIVITY REPORTING: Summary of All Incidents Attended

REPORTING YEAR – 2013/14						
Comparisons against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year → = no change pp percentage points						
	Q1	Q2	Q3	Q4	YTD	
Total incidents attended	1,713	1,794			3,507	→ 0.4%
Total fires	796	680			1,476	↑ 29%
Total special service incidents	210	208			418	↓ 32%
Total false alarms	707	906			1,613	↓ 9%

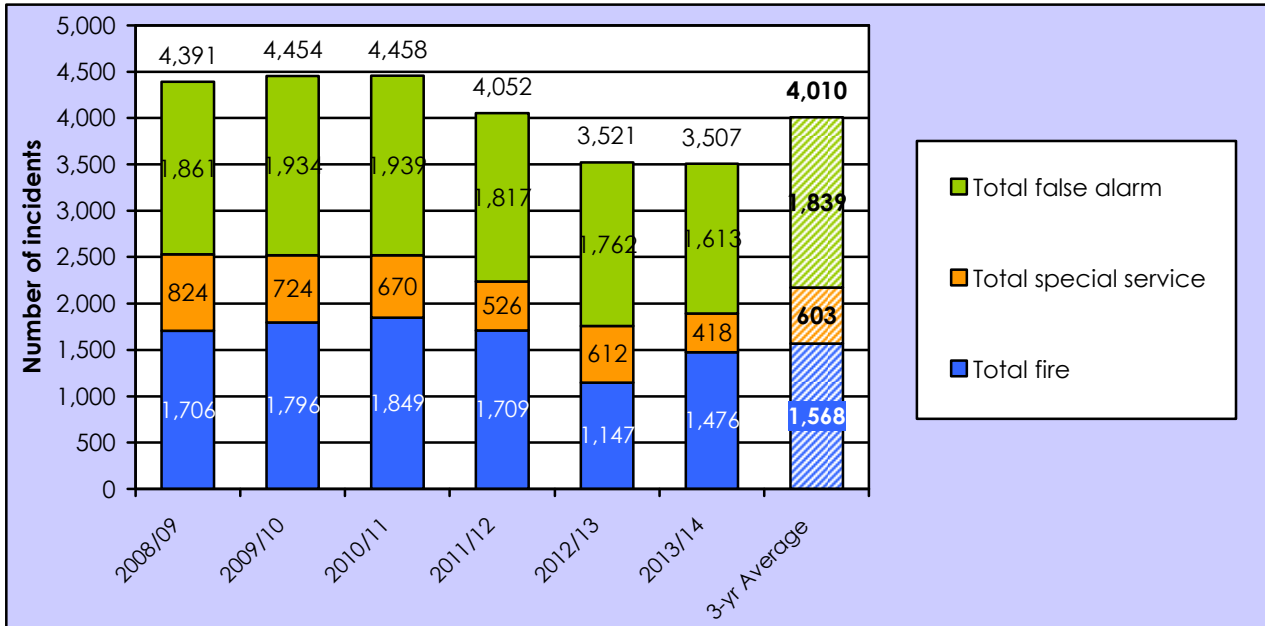
LAST YEAR – 2012/13					
	Q1	Q2	Q3	Q4	YTD
Total incidents attended	1,721	1,800			3,521
Total fires	623	524			1,147
Total special service incidents	289	323			612
Total false alarms	809	953			1,762

All Incidents Attended:

- **There was a marginal decrease of 0.4% or 14 fewer incidents compared to the same period last year.**

During the first half the Service attended 3,507 incidents, which is fewer than in previous years and continues the overall downward trend. Special service and false alarm incidents saw a greater reduction than in previous years, whilst total fires increased by 29% (329 more fires) compared to the same period last year.

All Incidents Attended, by Type



INCIDENT ACTIVITY REPORTING: Fires Attended

REPORTING YEAR – 2013/14						
Comparisons against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
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	Q1	Q2	Q3	Q4	YTD	
Total fires	796	680			1,476	↑ 29%
Primary fires	322	298			620	↑ 7%
Secondary fires	419	366			785	↑ 57%
Chimney fires	55	16			71	↑ 9%
All deliberate fires	287	248			535	↑ 14%
All accidental fires	509	432			941	↑ 39%
Fires in non-domestic properties	29	25			54	↓ 27%

LAST YEAR – 2012/13					
	Q1	Q2	Q3	Q4	YTD
Total fires	623	524			1,147
Primary fires	261	321			582
Secondary fires	311	189			500
Chimney fires	51	14			65
All deliberate fires	267	202			469
All accidental fires	356	322			678
Fires in non-domestic properties	33	41			74

Fires:

- **There was an increase of 29% or 329 more fires compared to the same period last year.**

During the first half of the year the Service attended 1,476 fires, with increases in primary, secondary and chimney fires when compared to the previous year. However, when compared to the longer-term picture and the 3-year average, the overall downward trend (improvement) in the number of incidents attended by the Service continued. This is an indication that the wetter-than-average weather during 2012/13 – in addition to the Service’s extensive fire prevention activity – had a significant impact on fires, this may also limit the value of some year-on-year comparison between 2012/13 and the current financial year 2013/14.

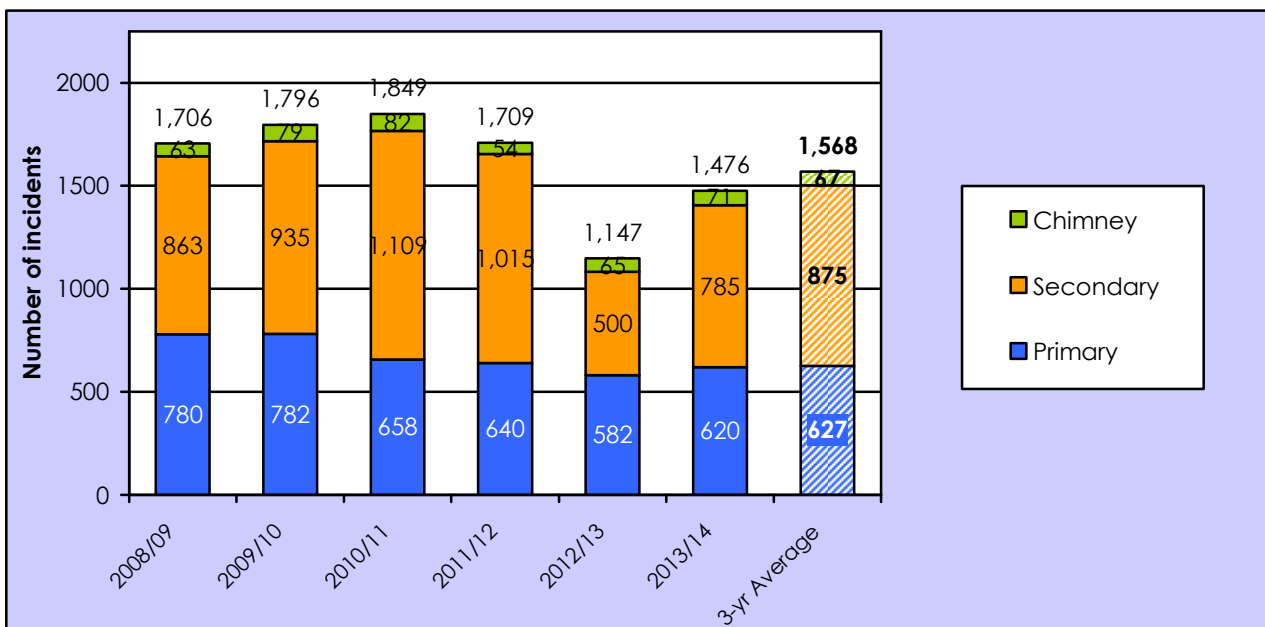
Fires: Type

Primary fires increased by 7% or 38 more incidents compared to the same period last year, however, were lower than all previous years since at least 2008/09.

During the first half **secondary fires** increased significantly by 57% or 285 more incidents compared to the same period in 2012/13, but again were lower than all previous years since at least 2008/09. Grassland fires in particular increased compared to the previous year, with the Service attending more than double the number of incidents, reflecting the prolonged wet weather in 2012/13.

Chimney fires increased by 9% although this equated to just 6 more fires, the majority of these occurred during the colder month of April.

All Fires Attended, by Type

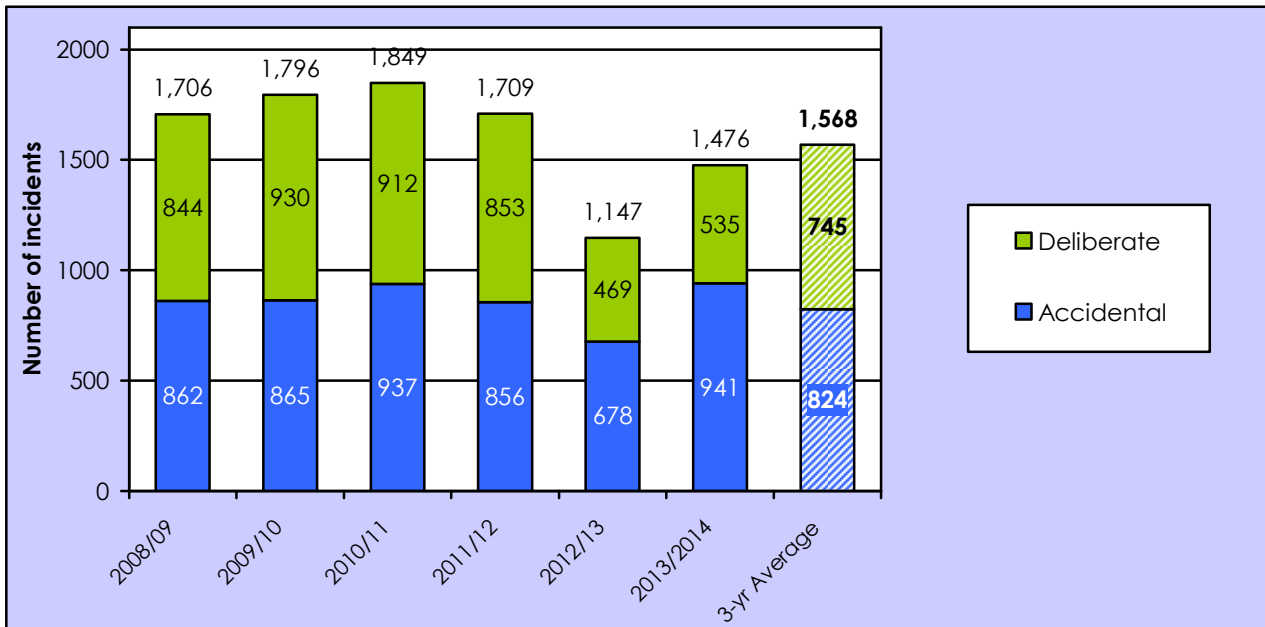


Fires: Motive

The increase in fires compared to the previous year is reflected in both categories of fires – those started deliberately and those started accidentally.

The number of fires started deliberately, although higher than the previous year, is notably lower than the 3-year average (14% or 117 fewer incidents).

All Fires Attended, by Motive

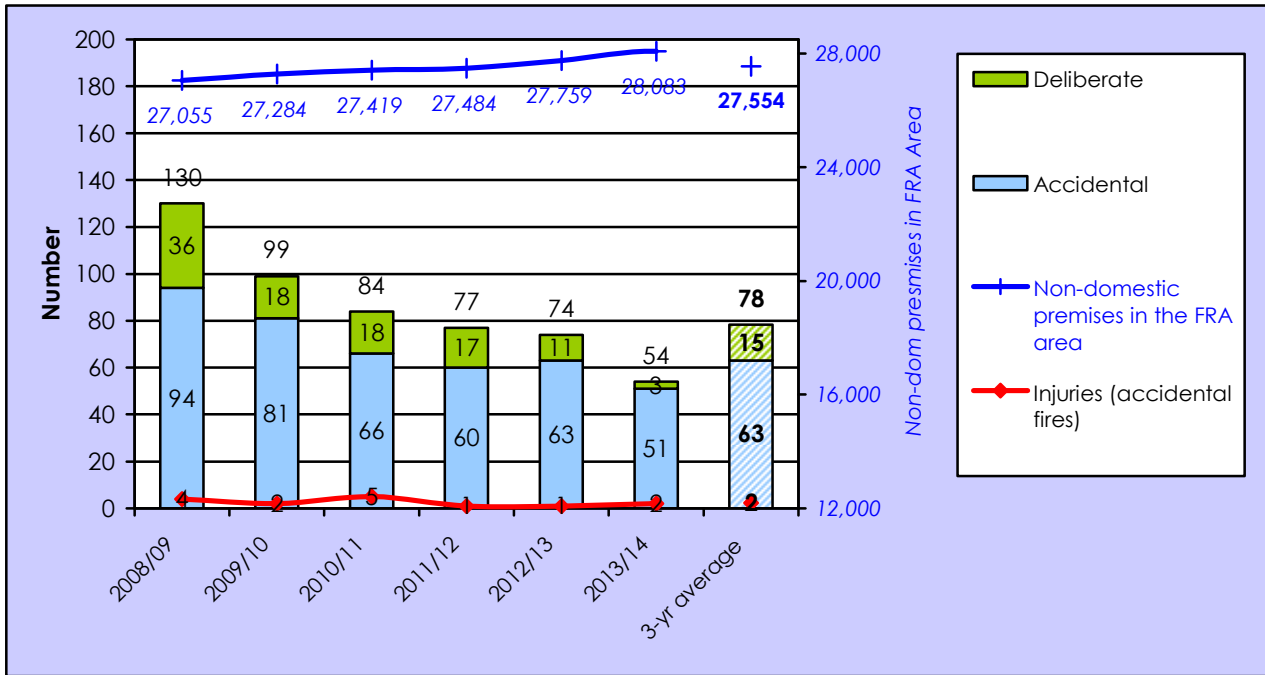


Fires: Non-domestic premises:

- **There was a decrease of 27% or 20 fewer fires in non-domestic premises compared to the same period last year.**

During the first half the Service attended 54 such fires, which is lower than the previous year and the 3-year average and continues the downward trend, in contrast to the increasing number of non-domestic premises in the FRA area.

Fires in Non-domestic Premises and Casualties



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

REPORTING YEAR – 2013/14						
Comparisons against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year → = no change pp percentage points						
	Q1	Q2	Q3	Q4	YTD	
Total special service incidents	210	208			418	↓ 32%
Road traffic collisions (RTC)	83	78			161	↓ 19%
Other than RTC	127	130			257	↓ 38%

LAST YEAR – 2012/13					
	Q1	Q2	Q3	Q4	YTD
Total special service incidents	289	323			612
Road traffic collisions (RTC)	107	92			199
Other than RTC	182	231			413

Special Service Incidents:

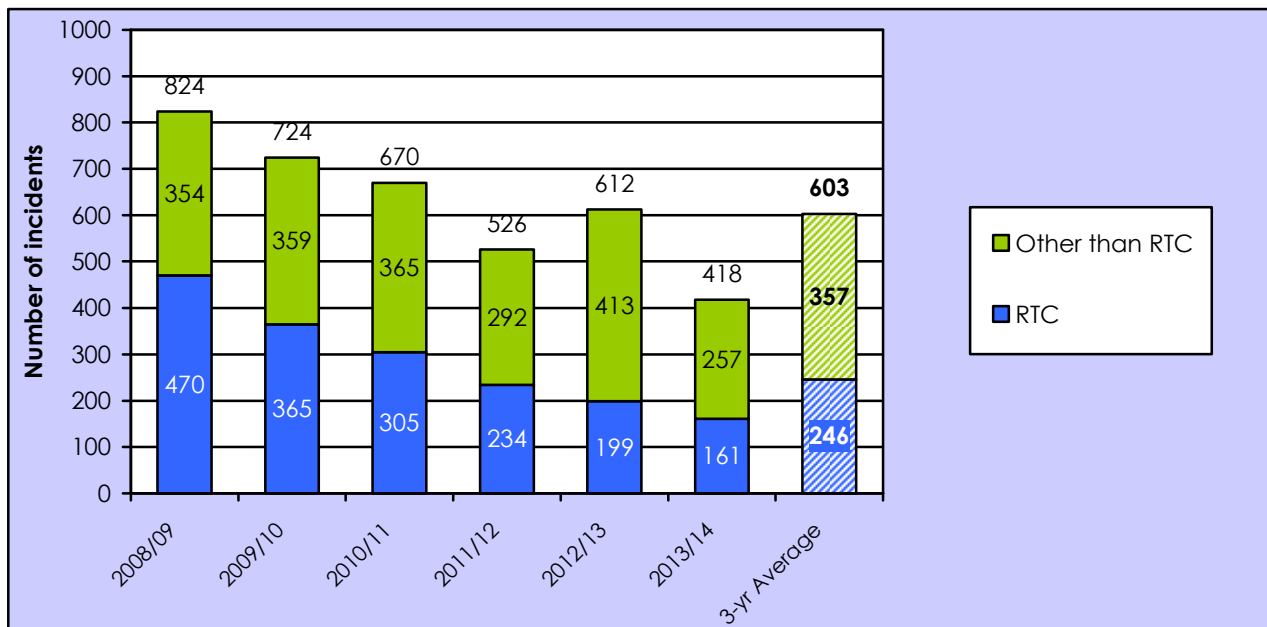
- **There was a decrease of 32% or 194 fewer special service incidents compared to the same period last year.**

During the first half the Service attended 418 special service incidents, which is lower than the previous year and below the 3-year average.

The overall downward trend for **RTCs** continued. Special service incidents **other than RTCs** also decreased, with 38% or 156 fewer incidents compared to the same period last year, and 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 increased that year, with the Service attending more flooding related incidents for example; again this may limit the value of some year-on-year comparison between 2012/13 and the current financial year 2013/14.

Special Services Attended, by Type



INCIDENT ACTIVITY REPORTING: False Alarms Attended

REPORTING YEAR – 2013/14						
Comparisons against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
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	Q1	Q2	Q3	Q4	YTD	
Total false alarm	707	906			1,613	↓ 9%
Malicious false alarms	22	23			45	↓ 18%
False alarms made with good intent	270	363			633	↓ 1%
False alarms from AFAs in non-domestic properties	255	342			597	↓ 17%
False alarms from AFAs in other properties	160	178			338	↓ 4%

LAST YEAR – 2012/13					
	Q1	Q2	Q3	Q4	YTD
Total false alarm	809	953			1,762
Malicious false alarms	28	27			55
False alarms made with good intent	317	323			640
False alarms from AFAs in non-domestic properties	304	412			716
False alarms from AFAs in other properties	160	191			351

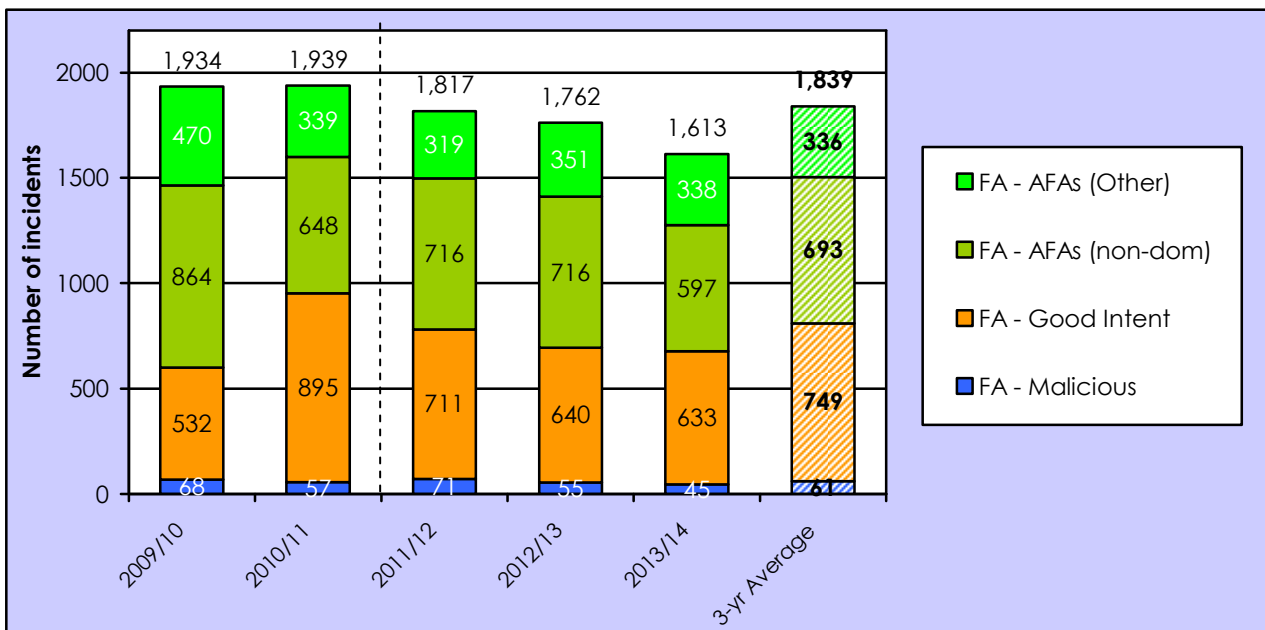
False Alarms:

- **There was a decrease of 9% or 149 fewer false alarms attended compared to the same period last year.**

During the first half the Service attended in response to 1,613 calls for assistance that later turned out to be false alarms. This number is lower than in previous years.

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

False Alarms Attended, by Type



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

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

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).