



AGENDA ITEM: 8

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

21 November 2011

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 performance.

Information

- 2.** Attached for members' information is the monitoring report relating to the first half of the 2011/12 reporting year, covering the period from 1st April 2011 to 30th September 2011.

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

FIRST HALF

APRIL 2011 – SEPTEMBER 2011

Figures are provisional and may be subject to minor amendment.

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FIRES – QUICK REFERENCE

REPORTING YEAR – 2011/12						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
Total calls*	4,547	4374			8,921	↓ 4%
Total fires	999	701			1,700	↓ 8%
Primary fires	338	297			635	↓ 3%
Secondary fires	622	390			1,012	↓ 9%
Chimney fires	39	14			53	↓ 31%
All deliberate fires	494	355			849	↓ 7%
All accidental fires	505	346			851	↓ 8%
Accidental fires in dwellings	112	84			196	↓ 8%
Fires in non-domestic properties	57	51			108	↓ 6%

LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
Total calls*	5,083	4,210			9,293
Total fires	1,207	636			1,843
Primary fires	357	301			658
Secondary fires	790	318			1,108
Chimney fires	60	17			77
All deliberate fires	599	312			911
All accidental fires	608	324			932
Accidental fires in dwellings	122	91			213
Fires in non-domestic properties	58	57			115

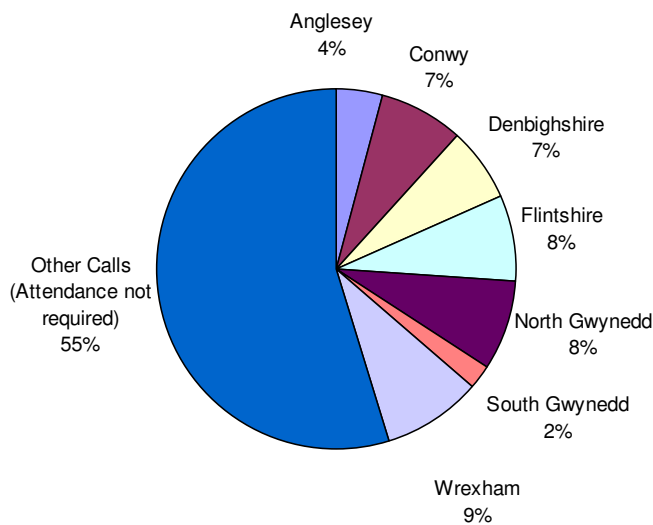
* Total calls = Total number of calls handled by Control, directly associated with emergency incidents e.g. genuine incidents, repeat calls, false alarms, hoaxes (a FRS resource may not have been required to attend each call).

Total Calls in 2011/12 (April to September 2011)

- ***There was a decrease of 4% or 372 fewer calls received compared to 2010/11***
- ***There was a decrease of 9% or 404 fewer incidents that required the Service to attend***

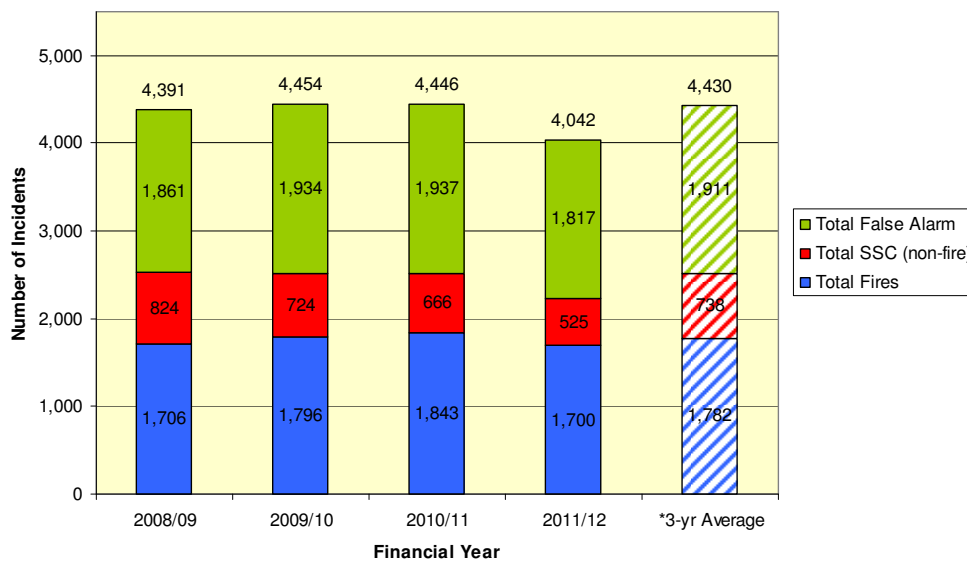
In the first half of 2011/12 the control team handled 8,921 calls and the Service was required to attend 4,042 incidents – 404 fewer in total than in the first half of the previous year and 386 fewer than the 3-year average.

Total Calls Handled, and Location of Incidents Attended
(OPSW_6.1)



Wrexham experienced the highest proportion of incidents (9%), with the lowest in South Gwynedd (2%). Of the total calls received, 55% did not require the Service to attend - for example repeat calls, not genuine incidents, confirmed false alarms or confirmed hoaxes.

Incidents Attended, by Category (current period)

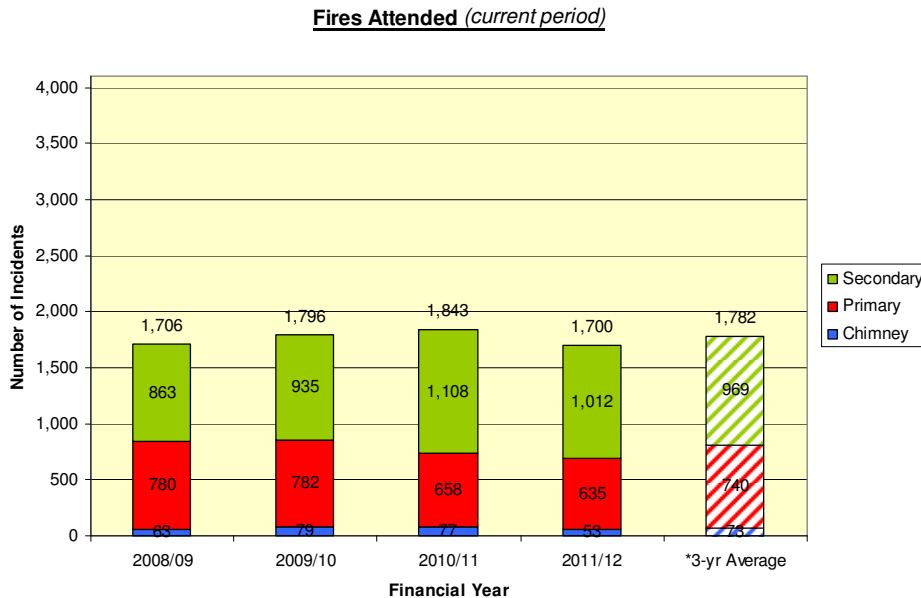


Total Fires

- ***There was a decrease of 8% or 143 fewer fires compared to the same period in 2010/11***

During the first half of 2011/12 the Service attended 1,700 fires, which is slightly below the 3-year average and well below the number attended in the first half of the previous year.

Overall numbers of primary, secondary and chimney fires have each decreased.



Primary Fires

- ***There was a decrease of 3% or 23 fewer primary fires compared to 2010/11***

During the first half of 2011/12 the Service dealt with 635 primary fires, which is better than the previous year and the 3-year average. This continues the downward trend in the number of primary fires being attended.

Secondary Fires

- ***There was an decrease of 9% or 96 fewer secondary fires compared to 2010/11***

During the first half of 2011/12 the Service dealt with 1,012 secondary fires, which, although better than the previous year, remains above the 3-year average.

Chimney Fires

- ***There was a decrease of 31% or 24 fewer chimney fires compared to 2010/11***

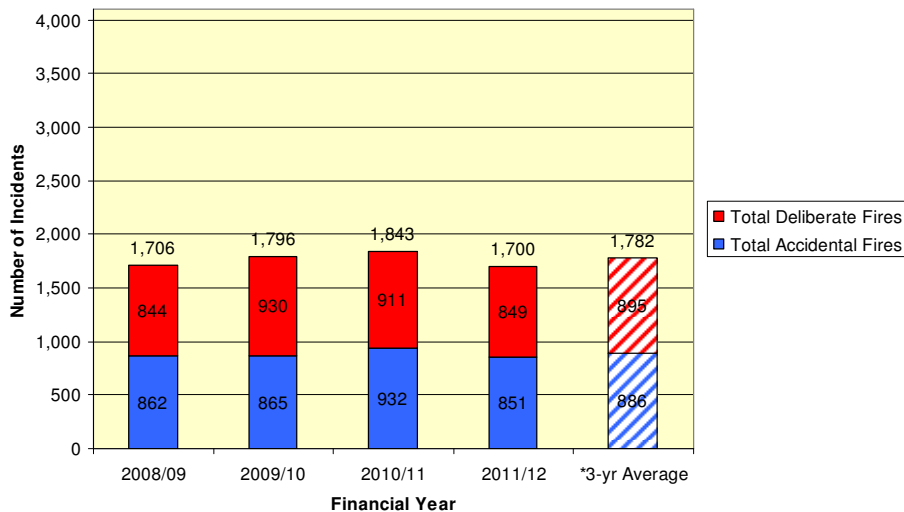
During the first half of 2011/12 the Service dealt with 53 chimney fires, which is 24 fewer compared to the previous year and is also lower than the 3-year average.

Fires by Motive

Accidental and deliberate fires both decreased by around 7% compared to 2010/11, reflecting the overall reduction in fires.

During the first half of 2011/12 the Service dealt with 851 fires that started accidentally and 849 fires that were started deliberately.

Fires Attended, by Motive (current period)

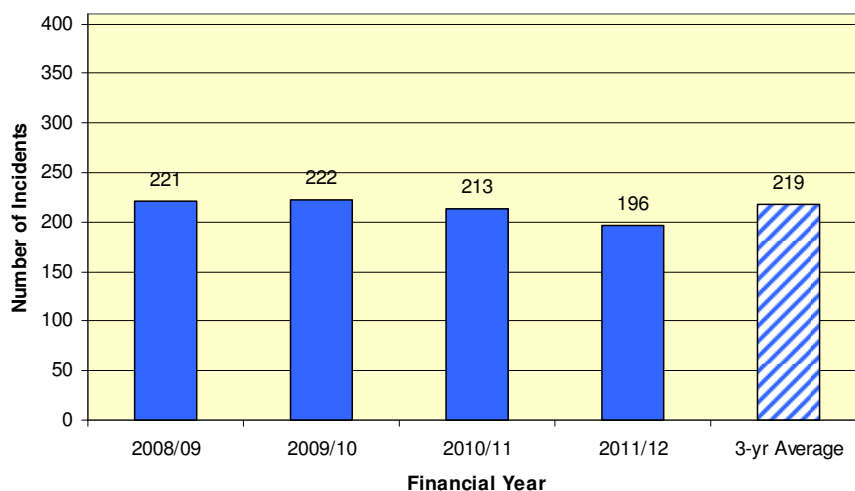


Accidental Fires in Dwellings

- ***There was a decrease of 8% or 17 fewer accidental fires in dwellings compared to 2010/11***

During the first half of 2011/12 the Service attended 196 accidental fires in dwellings, which is fewer than in the first half of the previous year and 3-year average.

Accidental Fires in Dwellings (current period)



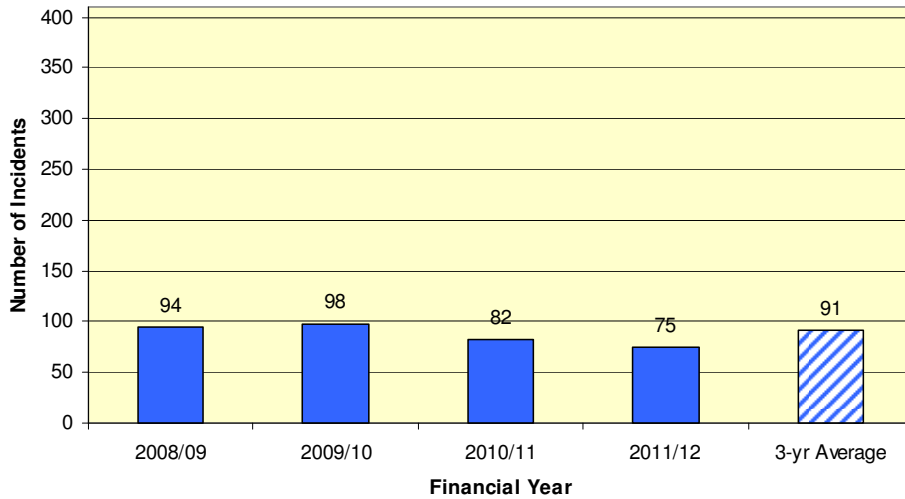
Fires in Non-domestic Properties

- ***There was a decrease of 6% or 7 fewer fires in non-domestic premises compared to 2010/11***

During the period the Service attended 108 fires in non-domestic premises, which is a similar number as in previous years.

The number of accidental fires decreased by 7, to 75, continuing the downward trend.

Accidental Fires in Non-domestic Properties (current period)



There were also 33 fires that were started deliberately, which is just below the 3-year average of 34.

KEEPING SAFE – QUICK REFERENCE

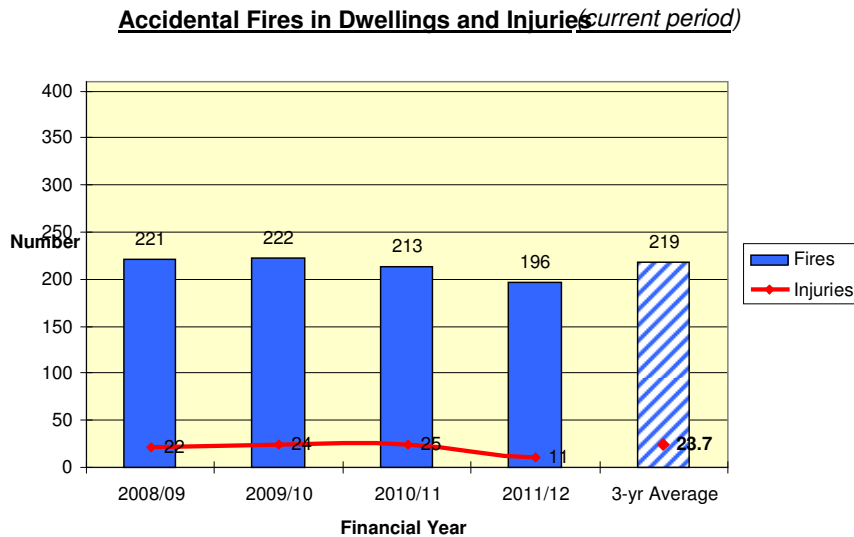
REPORTING YEAR – 2011/12						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
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	Q1	Q2	Q3	Q4	YTD	
Injuries from Accidental Fires in Dwellings	8	3			11	↓ 56%
Deaths from Accidental Fires in Dwellings	2	0			2	↓ 60%
Dwelling fires - smoke alarm activated	63%	60%			62%	↓ 3pp
Dwelling fires – smoke alarm did not operate	23%	23%			23%	↑ 3pp
Dwelling fires – no smoke alarm present	14%	17%			15%	➡

LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
Injuries from Accidental Fires in Dwellings	9	16			25
Deaths from Accidental Fires in Dwellings	5	0			5
Dwelling fires - smoke alarm activated	64%	67%			65%
Dwelling fires – smoke alarm did not operate	19%	21%			20%
Dwelling fires – no smoke alarm present	17%	12%			15%

Injuries from Accidental Fires in Dwellings

- ***There was a decrease of 56% or 14 injuries compared to 2010/11***

During the first half of the financial year, 11 people received injuries (requiring hospital treatment), which is 14 fewer than in the previous year and less than half the 3-year average (23.7).



Deaths from Accidental Fires in Dwellings

- ***There were 2* deaths from accidental fires in dwellings (pending confirmation)***

During the first half of 2011/12 there were 2 deaths from accidental fires in dwellings, occurring in Llandudno (Conwy) and Bryn Teg (Wrexham).

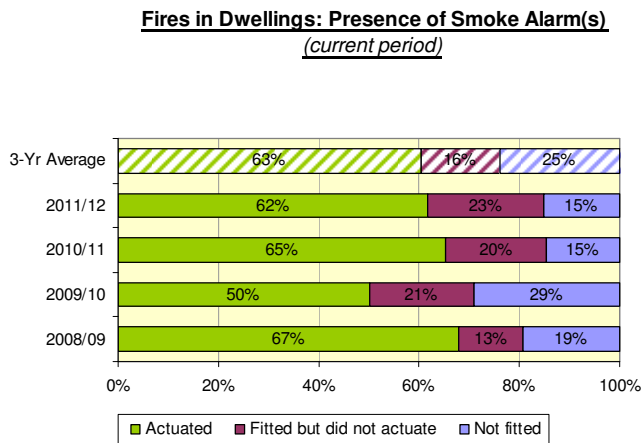
There were no deaths from deliberate fires in dwellings.

* Provisional figure pending confirmation from Coroner

Fires in Dwellings – Presence of Smoke Alarms

- **62% of the homes that had a fire had a smoke alarm that activated, which is 3 percentage points lower than in 2010/11**

The total number of fires in dwellings fell by 9% or 21 fires during 2011/12 to 224 (from 245 the previous year).



In 2011/12, 62% (138) had a smoke alarm that activated, compared with 65% (160) in the previous year.

In both years, 15% (36 and 34) had no alarm fitted.

In the third category – where an alarm was fitted but it did not activate – there was a small increase in 2011/12 to 23% (52 fires) compared with 20% (49 fires) in the previous year.

The main reason why alarms did not actuate despite being fitted in the property is that the fire was not close enough to the detector to trigger the alarm.

REASON WHY SMOKE ALARM DID NOT ACTUATE	Total
Fire not close enough to detector	29
Alarm battery missing	6
Fire in area not covered by system	6
Other	5
Alarm battery defective	2
Alerted by other means	2
Detector removed	1
Fault in system	1

EMERGENCY SPECIAL SERVICE CALLS (no fire) - QUICK REFERENCE

REPORTING YEAR – 2011/12						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
All emergency special service calls	265	260			525	↓ 21%
Road Traffic Collisions (no fire)	114	119			233	↓ 23 %

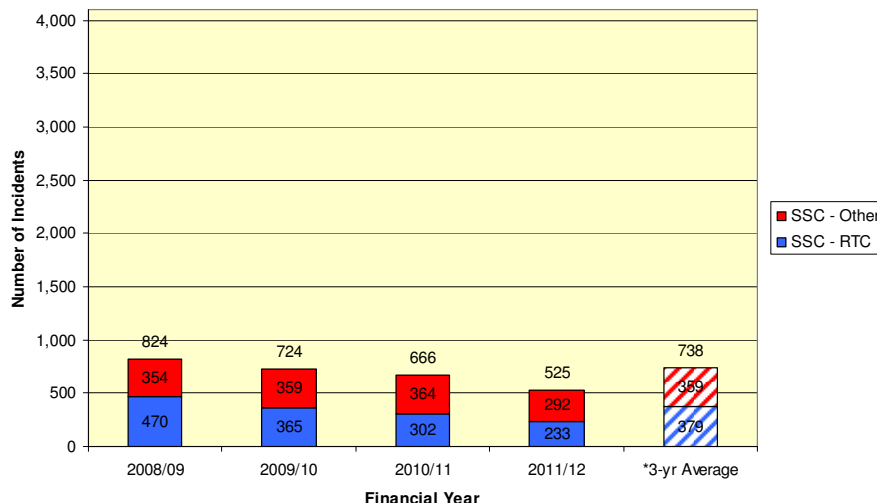
LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
All emergency special service calls	293	373			666
Road Traffic Collisions (no fire)	137	165			302

Emergency Special Service Calls (no fire)

- **There was a 21% decrease or 141 fewer special service incidents overall compared to 2010/11**

During the first half of 2011/12 the Service attended 525 special service calls, which is fewer than in the previous year and the 3-year average. Attendance at these incidents has decreased year-on-year since 2008/09.

Special Service Incidents (current period)



FALSE ALARMS - QUICK REFERENCE

REPORTING YEAR – 2011/12						
AFA = Automatic Fire Alarms						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
All false alarms attended	859	958			1,817	↓ 6%
Malicious false alarms attended	37	34			71	↑ 25%
False alarms from AFAs in non-domestic properties	324	392			716	↑ 11%
False alarms made with good intent attended	349	362			711	↓ 21%

LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
All false alarms attended	910	1,027			1,937
Malicious false alarms attended	31	26			57
False alarms from AFAs in non-domestic properties	289	357			646
False alarms made with good intent attended	429	466			895

False Alarms (Overall)

- ***There was a 6% decrease or 120 fewer false alarms attended compared to 2010/11***

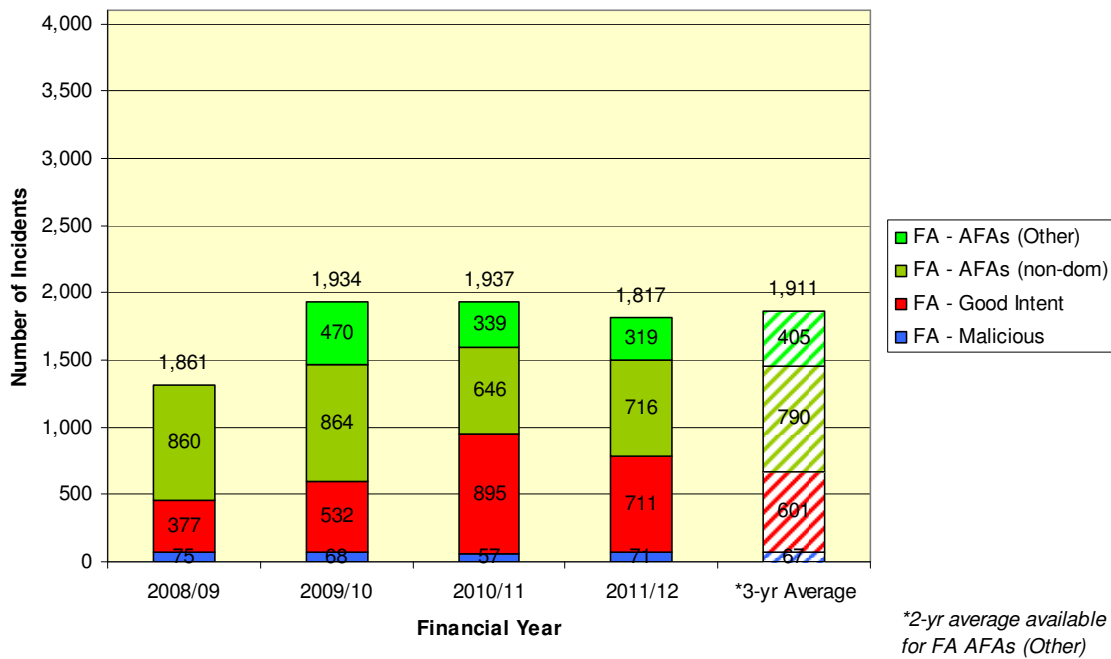
During the first half of 2011/12 the Service attended in response to 1,817 calls for assistance that later turned out to be false alarms.

The effect of realigning categories of false alarms shortly before the start of the 2011/12 year can now be seen in the first half year figures, with the proportions of false alarms from AFAs in non-domestic premises and false alarms made with good intent more in-line with the 3-year averages rather than the previous year of 2010/11.

There was a 25% increase in the number of malicious false alarms attended during the first half year compared with the previous year, bringing the total (71) up to just above the 3-year average.

The number of AFA false alarms from premises other than non-domestic premises continued to fall, with a 6% decrease compared to the previous year, bringing the total (319) down to well below the two-year average (405).

False Alarms Attended (current period)



GLOSSARY

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary	<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 if they involved casualties, rescues or escapes are categorised as primary fires, as are fires in any location that were attended by five or more fire appliances.</p>
Secondary	<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 a primary fire), outdoor furniture, traffic lights, etc. etc.</p>
Chimney	<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>