



AGENDA ITEM: 7

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

4th February 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 three quarters of the 2012/13 reporting year, covering the period from 1st April 2012 to 31st December 2012.

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 2012 – DECEMBER 2012

Figures are provisional and may be subject to minor amendment.

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IMPROVEMENT OBJECTIVE 1:

Preventing Deaths and Injuries from Accidental Fires in Dwellings

| REPORTING YEAR – 2012/13 | | | | | | |
|--|-----------|-----------|-----------|-----------|------------|-------|
| Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change | | | | | | |
| ↑ = increase this year ↓ = decrease this year → = no change pp percentage points | | | | | | |
| | Q1 | Q2 | Q3 | Q4 | YTD | |
| Accidental fires in dwellings | 97 | 123 | 104 | | 324 | ↓ 5% |
| Injuries from Accidental Fires in Dwellings | 8 | 8 | 13 | | 29 | ↑ 8 |
| Deaths from Accidental Fires in Dwellings | 1 | 0 | 1 | | 2 | ↓ 1 |
| % of people who escaped unharmed and unaided from accidental fires in dwellings | 83% | 80% | 73% | | 79% | ↑ 2pp |
| Dwelling fires - smoke alarm activated | 58% | 56% | 65% | | 59% | ↓ 2pp |
| Dwelling fires – smoke alarm did not operate | 29% | 23% | 26% | | 26% | ↑ 1pp |
| Dwelling fires – no smoke alarm present | 13% | 21% | 9% | | 15% | ↑ 1pp |
| % of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation | 40% | 29% | 26% | | 31% | ↑ 1pp |

| LAST YEAR – 2011/12 | | | | | |
|---|-----------|-----------|-----------|-----------|------------|
| | Q1 | Q2 | Q3 | Q4 | YTD |
| Accidental fires in dwellings | 112 | 84 | 146 | | 342 |
| Injuries from Accidental Fires in Dwellings | 8 | 3 | 10 | | 21 |
| Deaths from Accidental Fires in Dwellings | 1 | 0 | 2 | | 3 |
| % of people who escaped unharmed and unaided from accidental fires in dwellings | 67% | 82% | 79% | | 77% |
| Dwelling fires - smoke alarm activated | 63% | 60% | 61% | | 61% |
| Dwelling fires – smoke alarm did not operate | 23% | 23.5% | 27% | | 25% |
| Dwelling fires – no smoke alarm present | 14% | 16.5% | 12% | | 14% |
| % of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation | 31% | 29% | 31% | | 30% |

Accidental Fires in Dwellings and Casualties by Severity of Injury

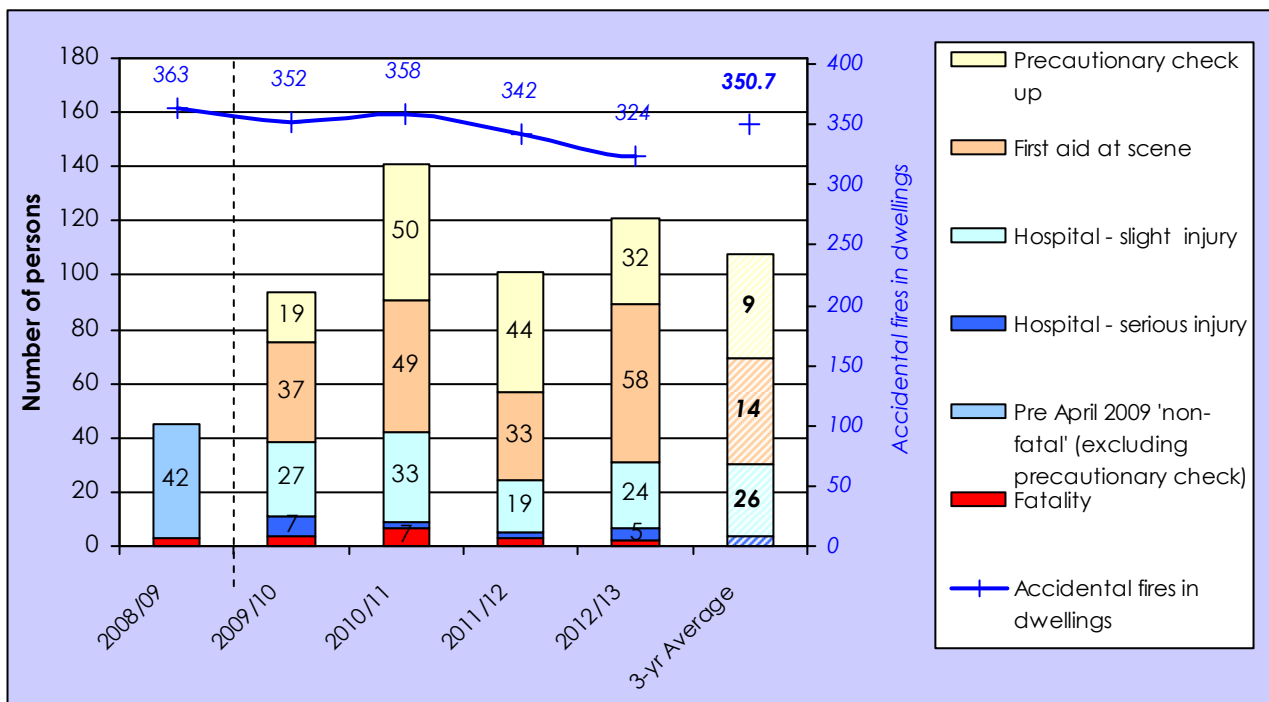
- There were 5% or 18 fewer accidental fires in dwellings compared to 2011/12

During the first three quarters of the year the Service attended 324 accidental fires in dwellings, which is less than in the previous year and the 3-year average.

Injuries from accidental fires in dwellings: 29 people sustained injuries at these fires – 24 were classified as slight injuries, and 5 as serious. These exclude precautionary check-ups and first aid given at scene, in accordance with national guidance for compiling national performance indicators.

Deaths from accidental fires in dwellings: During the first three quarters of 2012/13 there were two deaths from accidental fires in dwellings, one occurring on Anglesey (May 2012) and one in Denbighshire (November 2012).

Accidental Fires in Dwellings and Casualties by Severity of Injury



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

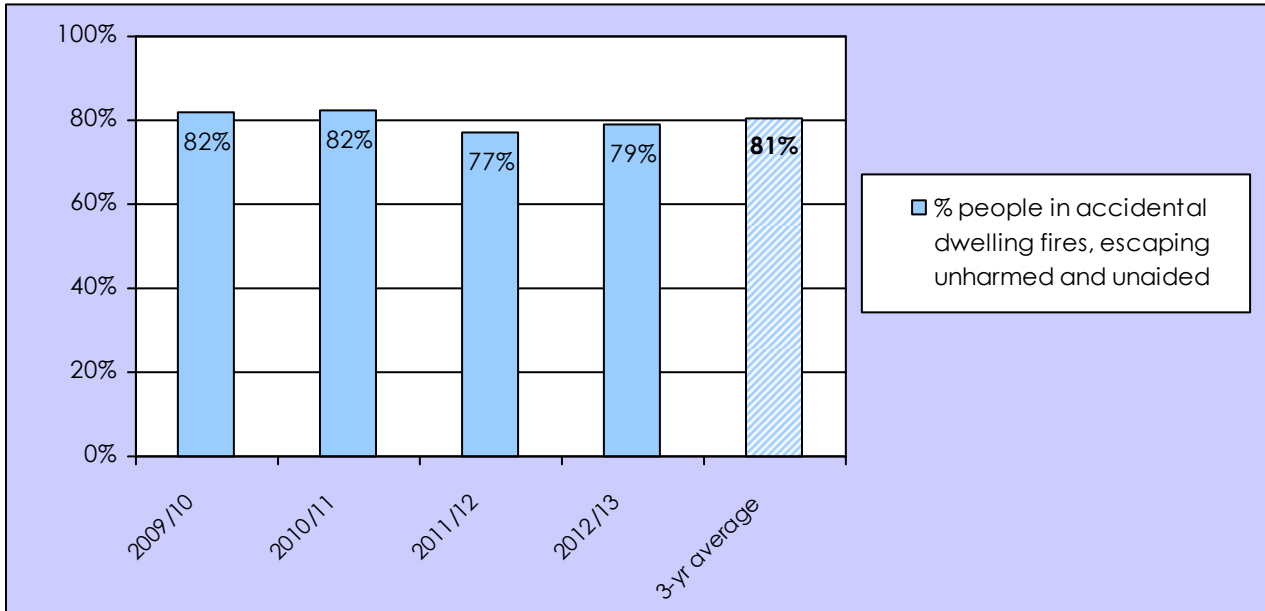
- victim went to hospital, injuries appear to be serious;
- victim went to hospital, injuries appear to be slight;
- first aid given at scene;
- precautionary check recommended – this is when an individual is sent to hospital or advised to see a doctor as a precaution, but having no obvious injury or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

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

Accidental Fires in Dwellings – Escaped Unharm ed, Unaided

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

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



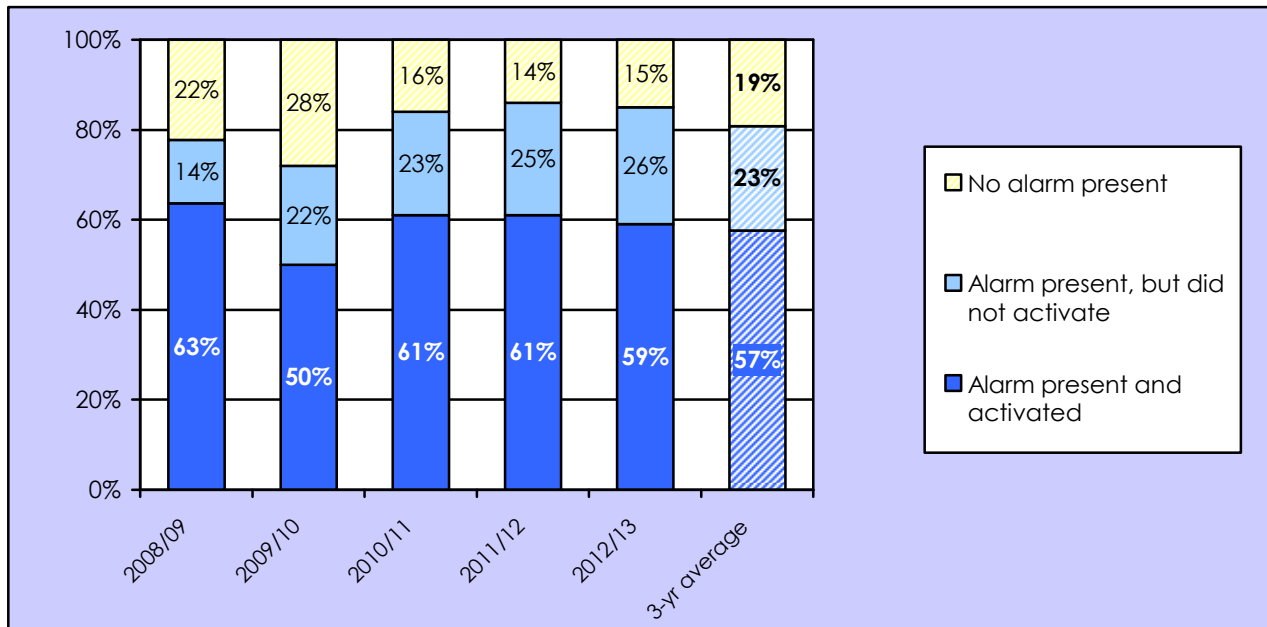
With early warning from a working smoke alarm and a rehearsed escape plan tailored to the individual needs of the occupants of the dwelling, people can maximise their chances of escaping unharmed from a dwelling fire without having to rely on being rescued by a fire crew.

The 79% achieved in the three quarters of this year relates to a total of 584 people, of whom 461 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 1 percentage point higher than in 2011/12.**

Fires in Dwellings: Presence of smoke alarms



During the period the Service attended 352 fires in dwellings.

15% of all the dwelling fires attended in the first three quarters of the year (52 fires) occurred in dwellings where no smoke alarm had been fitted. This is slightly higher compared to the same time last year, and although lower than the 3-year average, is a positive indication of levels of smoke alarm ownership.

In 59% of the dwelling fires attended (209 fires), an alarm was fitted and activated. This percentage of the total is lower than last year but remains above the 3-year average.

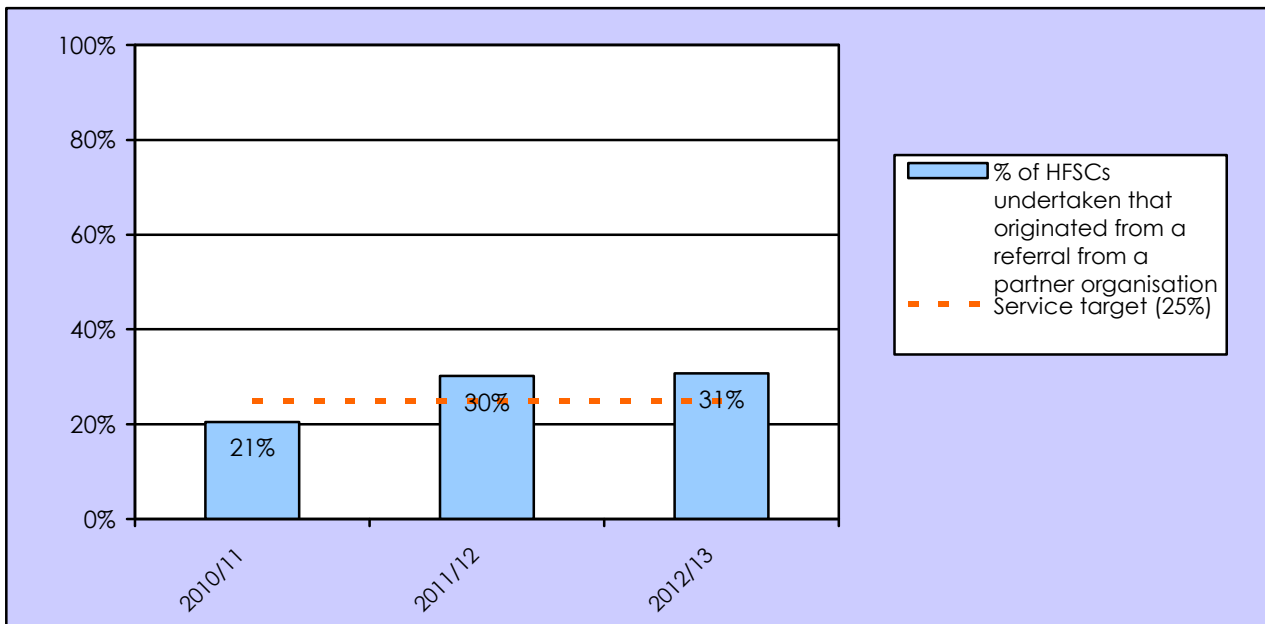
In the third category – where an alarm was fitted but it did not activate – there was a slight increase compared to the previous year and the 3-year average, to 26%. The main reason why alarms did not activate despite being fitted in the property is that the fire was not close enough to the detector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

Home Fire Safety Checks (HFSCs)

- **31% of home fire safety checks were completed following a referral from a partner organisation.**

During the first three quarters of the year 4,330 (31%) out of the 14,106 home fire safety checks completed were ones that had originated from partner organisation referrals (agency referrals), helping high risk groups staying safer in their homes – this exceeded the Service's own 25% target.

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



INCIDENT ACTIVITY REPORTING: Summary of All Incidents Attended

| REPORTING YEAR – 2012/13 | | | | | | |
|--|-----------|-----------|-----------|-----------|------------|-------|
| Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change | | | | | | |
| ↑ = increase this year ↓ = decrease this year → = no change pp percentage points | | | | | | |
| | Q1 | Q2 | Q3 | Q4 | YTD | |
| Total incidents attended | 1,712 | 1,787 | 1,713 | | 5,212 | ↓ 11% |
| Total fires | 621 | 522 | 531 | | 1,674 | ↓ 30% |
| Total special service incidents | 287 | 323 | 383 | | 993 | ↑ 26% |
| Total false alarms | 804 | 942 | 799 | | 2,545 | ↓ 5% |

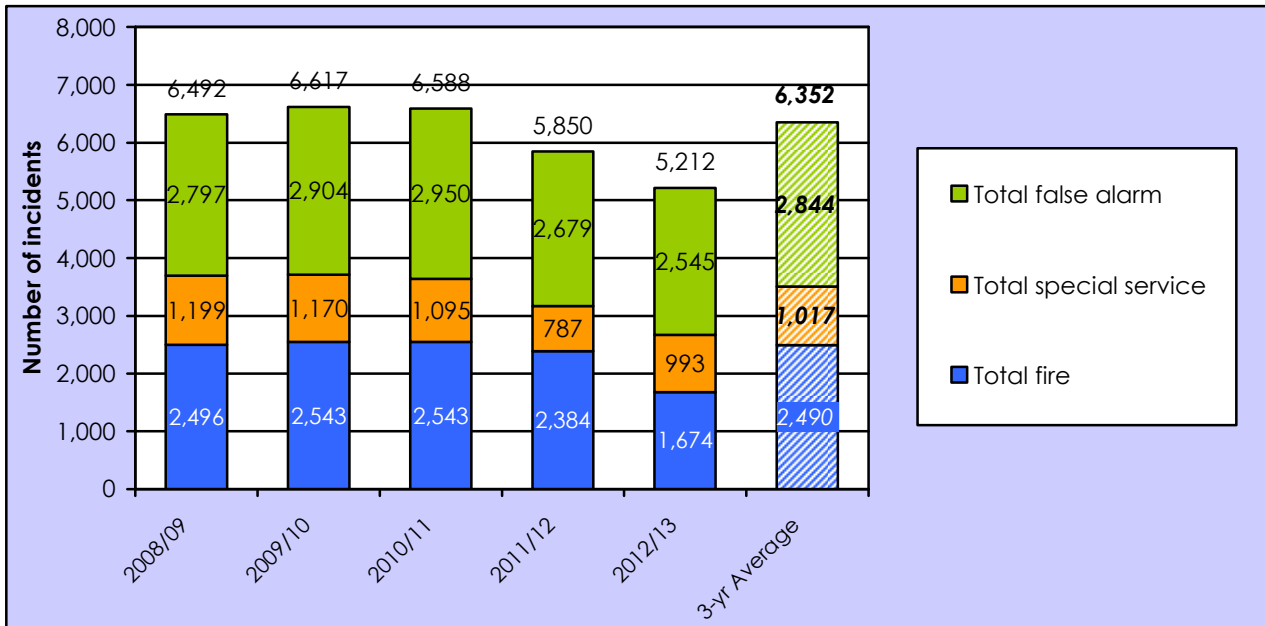
| LAST YEAR – 2011/12 | | | | | |
|---------------------------------|-----------|-----------|-----------|-----------|------------|
| | Q1 | Q2 | Q3 | Q4 | YTD |
| Total incidents attended | 2,125 | 1,927 | 1,798 | | 5,850 |
| Total fires | 1001 | 708 | 675 | | 2,384 |
| Total special service incidents | 265 | 261 | 261 | | 787 |
| Total false alarms | 859 | 958 | 862 | | 2,679 |

All Incidents Attended:

- **There was a decrease of 11% or 638 fewer incidents compared to the same period last year.**

During the first three quarters of the year the Service attended 5,212 incidents, which is notably fewer than in previous years, and continues the overall downward trend. There was a decrease in the number of false alarm and fire incidents, but an increase in special service incidents.

All Incidents Attended, by Type



INCIDENT ACTIVITY REPORTING: Fires Attended

| REPORTING YEAR – 2012/13 | | | | | | |
|--|-----------|-----------|-----------|-----------|------------|-------|
| Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change | | | | | | |
| ↑ = increase this year ↓ = decrease this year → = no change pp percentage points | | | | | | |
| | Q1 | Q2 | Q3 | Q4 | YTD | |
| Total fires | 621 | 522 | 531 | | 1,674 | ↓ 30% |
| Primary fires | 259 | 320 | 257 | | 836 | ↓ 15% |
| Secondary fires | 311 | 188 | 189 | | 688 | ↓ 46% |
| Chimney fires | 51 | 14 | 85 | | 150 | ↑ 13% |
| All deliberate fires | 267 | 202 | 198 | | 667 | ↓ 39% |
| All accidental fires | 354 | 320 | 333 | | 1,007 | ↓ 22% |
| Fires in non-domestic properties | 42 | 49 | 46 | | 137 | ↓ 16% |

| LAST YEAR – 2011/12 | | | | | |
|----------------------------------|-----------|-----------|-----------|-----------|------------|
| | Q1 | Q2 | Q3 | Q4 | YTD |
| Total fires | 1,001 | 708 | 675 | | 2,384 |
| Primary fires | 338 | 302 | 343 | | 983 |
| Secondary fires | 623 | 392 | 253 | | 1,268 |
| Chimney fires | 40 | 14 | 79 | | 133 |
| All deliberate fires | 495 | 358 | 233 | | 1,086 |
| All accidental fires | 506 | 350 | 442 | | 1,298 |
| Fires in non-domestic properties | 57 | 53 | 53 | | 163 |

Fires:

- **There was a decrease of 30% or 710 fewer fires compared to the same period last year.**

During the first three quarters of the year the Service attended 1,674 fires, which is the lowest number for the period since at least 2008/09. Overall numbers of primary and secondary fires decreased, whereas chimney fires increased. In addition to the Service's fire safety prevention activities it is likely that the prolonged wet weather had a significant impact on fires.

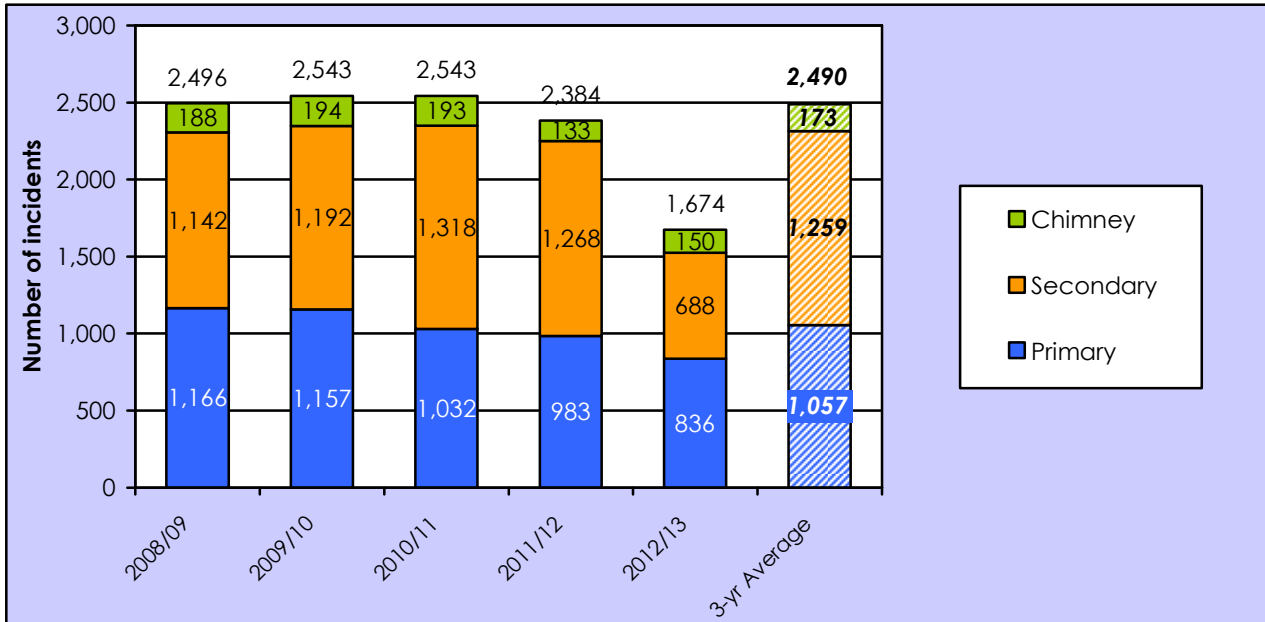
Fires: Type

Primary fires reduced by 15% or 147 fewer incidents overall, compared to the first three quarters of 2011/12, continuing the downward trend.

During the first three quarters of the year **secondary fires** reduced significantly by 46% or 580 fewer incidents compared to the same period in 2011/12. This reduction is apparent for outdoor fires - grassland fires in particular – reflecting the wetter than average weather throughout the year.

Chimney fires increased by 13% or 17 more fires, but were lower than the 3-year average. Nearly 60% of these fires occurred during the third quarter, reflecting the cold, damp weather.

All Fires Attended, by Type

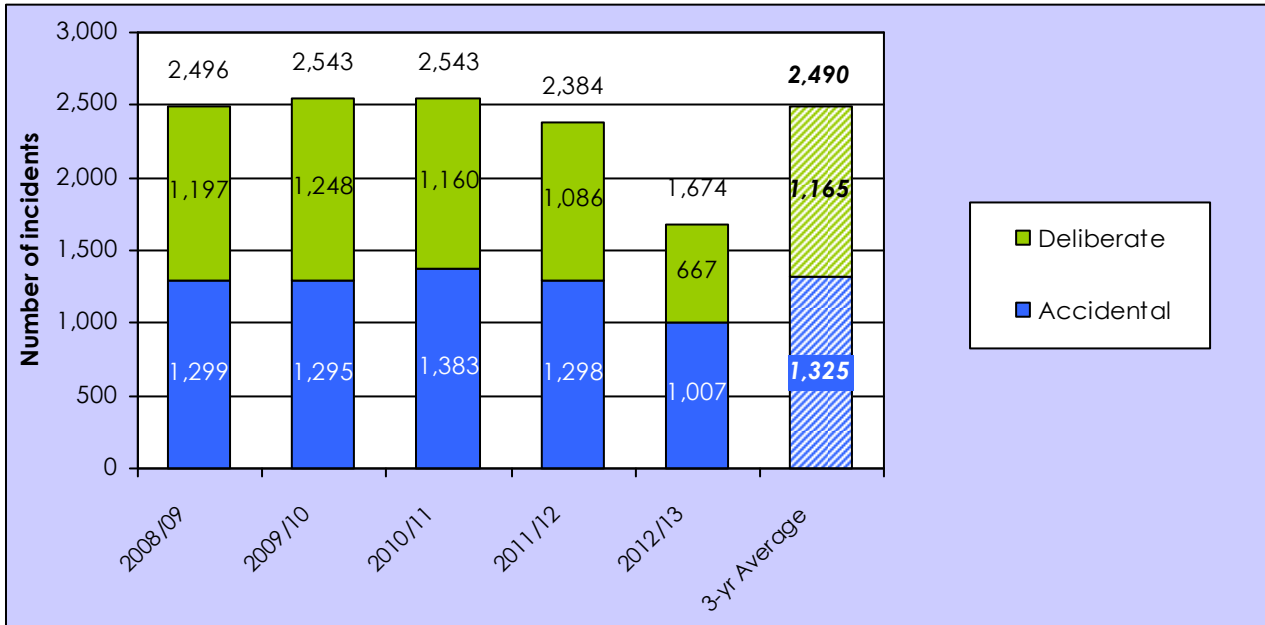


Fires: Motive

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

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

All Fires Attended, by Motive

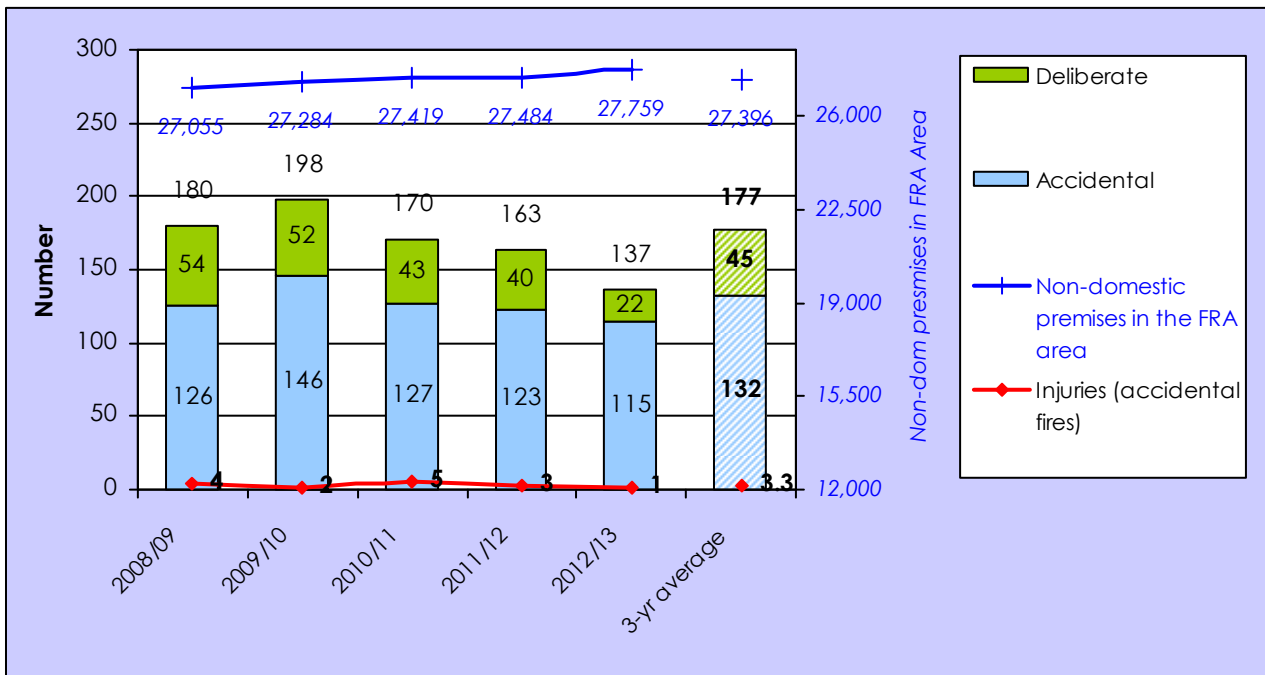


Fires: Non-domestic premises:

- **There was a decrease of 16% or 26 fewer fires in non-domestic premises compared to the same period last year.**

During the first three quarters of the year the Service attended 137 such fires, which is lower than the previous year and the 3-year average and continues the downward trend.

Fires in Non-domestic Premises and Casualties



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

| REPORTING YEAR – 2012/13 | | | | | | |
|--|-----------|-----------|-----------|-----------|------------|-------|
| Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change | | | | | | |
| ↑ = increase this year ↓ = decrease this year → = no change pp percentage points | | | | | | |
| | Q1 | Q2 | Q3 | Q4 | YTD | |
| Total special service incidents | 287 | 323 | 383 | | 993 | ↑ 26% |
| Road traffic collisions (RTC) | 105 | 92 | 124 | | 321 | ↓ 12% |
| Other than RTC | 182 | 231 | 259 | | 672 | ↑ 59% |

| LAST YEAR – 2011/12 | | | | | |
|---------------------------------|-----------|-----------|-----------|-----------|------------|
| | Q1 | Q2 | Q3 | Q4 | YTD |
| Total special service incidents | 265 | 261 | 261 | | 787 |
| Road traffic collisions (RTC) | 114 | 120 | 131 | | 365 |
| Other than RTC | 151 | 141 | 130 | | 422 |

Special Service Incidents:

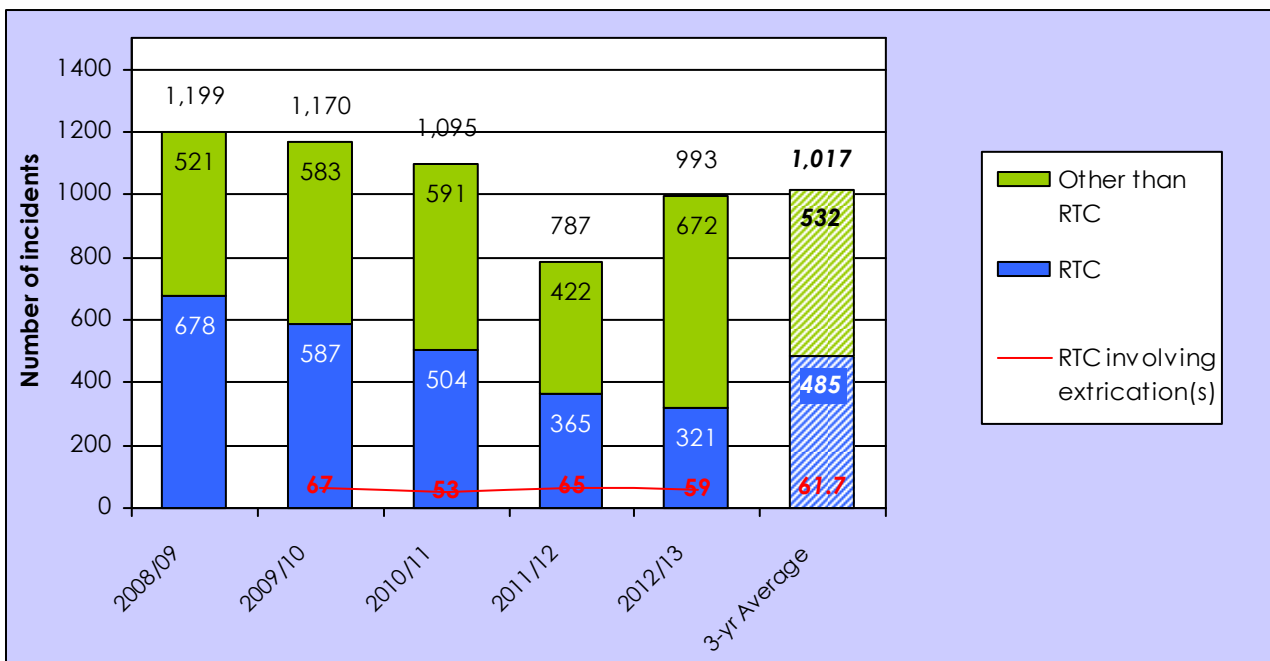
- **There was an increase of 26% or 206 more special service incidents compared to the same period last year.**

During the first three quarters of the year the Service attended 993 special service incidents, which is higher than the previous year but remains below the 3-year average.

The overall downward trend for special service incident **RTCs** continued. However, special service incidents **other than RTCs** increased by 59% or 250 more incidents, which is higher than the 3-year average.

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

Special Services Attended, by Type



INCIDENT ACTIVITY REPORTING: False Alarms Attended

| REPORTING YEAR – 2012/13 | | | | | | |
|--|-----------|-----------|-----------|-----------|------------|-------|
| Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change | | | | | | |
| ↑ = increase this year ↓ = decrease this year → = no change pp percentage points | | | | | | |
| | Q1 | Q2 | Q3 | Q4 | YTD | |
| Total false alarm | 804 | 942 | 799 | | 2,545 | ↓ 5% |
| Malicious false alarms | 27 | 26 | 26 | | 79 | ↓ 18% |
| False alarms made with good intent | 313 | 319 | 278 | | 910 | ↓ 9% |
| False alarms from AFAs in non-domestic properties | 304 | 408 | 353 | | 1,065 | ↓ 4% |
| False alarms from AFAs in other properties | 160 | 189 | 142 | | 491 | ↑ 2% |

| LAST YEAR – 2011/12 | | | | | |
|---|-----------|-----------|-----------|-----------|------------|
| | Q1 | Q2 | Q3 | Q4 | YTD |
| Total false alarm | 859 | 958 | 862 | | 2,679 |
| Malicious false alarms | 37 | 34 | 25 | | 96 |
| False alarms made with good intent | 349 | 362 | 285 | | 996 |
| False alarms from AFAs in non-domestic properties | 324 | 392 | 389 | | 1,105 |
| False alarms from AFAs in other properties | 149 | 170 | 163 | | 482 |

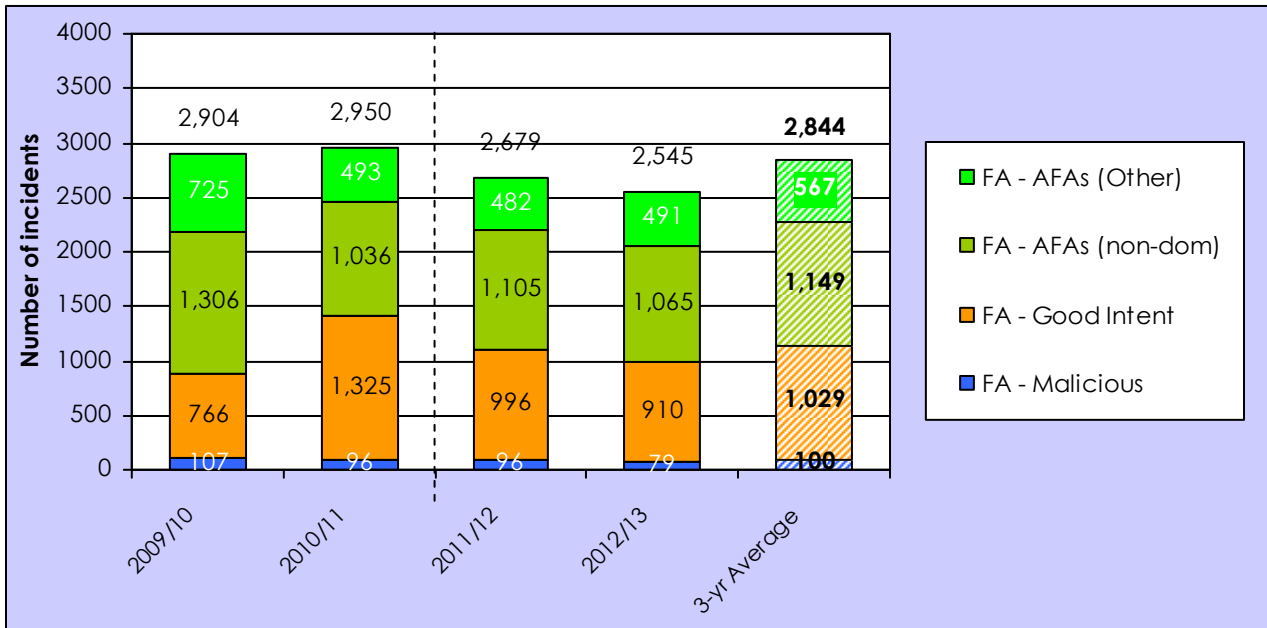
False Alarms:

- **There was a decrease of 5% or 134 fewer false alarms attended compared to the same period last year.**

During the first three quarters of the year the Service attended in response to 2,545 calls for assistance that later turned out to be false alarms. This number is lower than in previous years.

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

False Alarms Attended, by Type



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

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

GLOSSARY

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