



## **AGENDA ITEM: 9**

### **NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL**

**19th September 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 quarter of the 2011/12 reporting year, covering the period from 1<sup>st</sup> April 2011 to 30<sup>th</sup> June 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 QUARTER**

**APRIL 2011 – JUNE 2011**

**Figures are provisional and may be subject to minor amendment.**

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## FIRES – QUICK REFERENCE

<b>REPORTING YEAR – 2011/12</b>						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change						
↑ = increase this year      ↓ = decrease this year      ➡ = no change						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	
Total calls*	4,524				4,524	↓ 11%
Total fires	999				999	↓ 17%
Primary fires	338				338	↓ 5%
Secondary fires	622				622	↓ 21%
Chimney fires	39				39	↓ 35%
All deliberate fires	494				494	↓ 18%
All accidental fires	505				505	↓ 17%
Accidental fires in dwellings	112				112	↓ 8%
Fires in non-domestic properties	57				57	↓ 2%

<b>LAST YEAR – 2010/11</b>					
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>
Total calls*	5,083				5,083
Total fires	1,207				1,207
Primary fires	357				357
Secondary fires	790				790
Chimney fires	60				60
All deliberate fires	599				599
All accidental fires	608				608
Accidental fires in dwellings	122				122
Fires in non-domestic properties	58				58

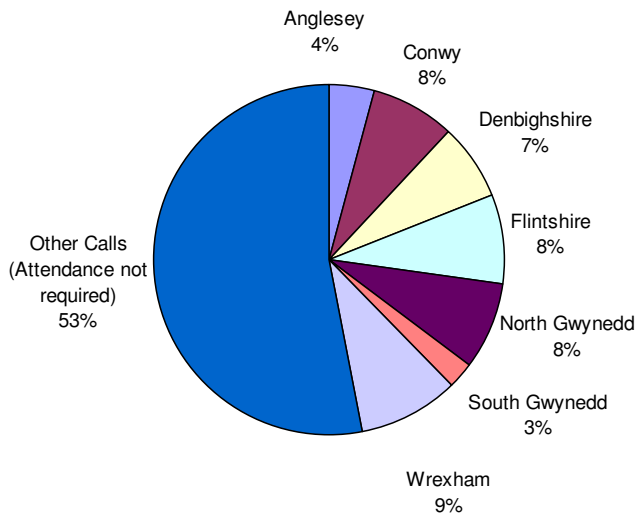
\* Total calls = Total number of calls handled by Control, directly associated with emergency incidents e.g. genuine incidents, repeat calls, false alarms, hoaxes (a FRS resource may not have been required to attend each call).

**Total Calls in 2011/12 (April to June 2011)**

- ***There was a decrease of 11% or 559 fewer calls received compared to 2010/11***
- ***There was a decrease of 12% or 287 fewer incidents that required the Service to attend***

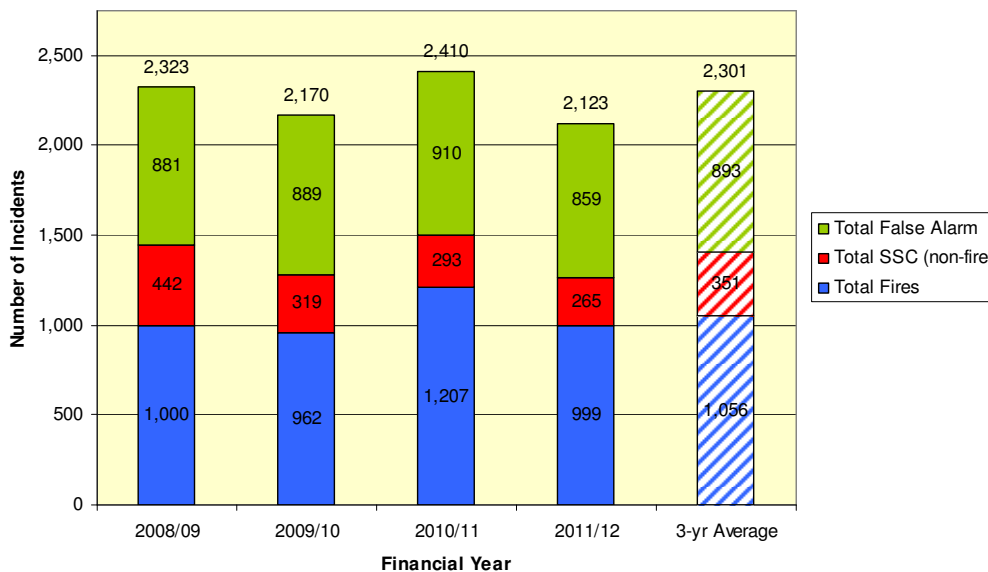
In the first quarter of 2011/12 the control team handled 4,524 calls and the Service was required to attend 2,123 incidents.

**Total Calls Handled, and Location of Incidents Attended**  
(OPSW\_6.1)



Wrexham experienced the highest proportion of incidents (9%), with the fewest in South Gwynedd (3%); of the total calls received 53% 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)**

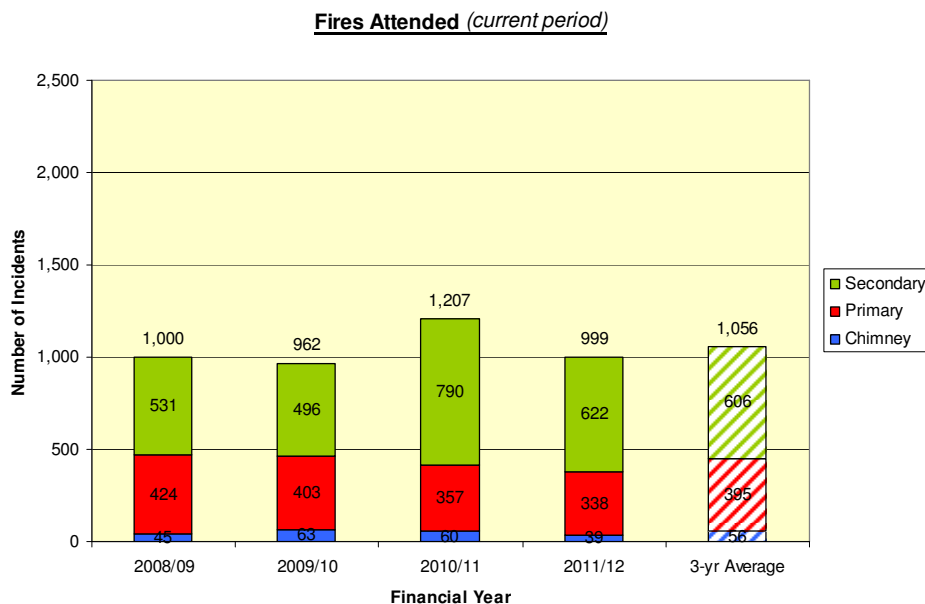


## Total Fires

- **There was a decrease of 17% or 208 fewer fires compared to the same period in 2010/11**

During the first quarter of 2011/12 the Service dealt with 999 fires, which is back in-line with the 3-year average and notably fewer fires compared to the previous year.

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



## Primary Fires

- **There was a decrease of 5% or 19 fewer primary fires compared to 2010/11**

During the first quarter of 2011/12 the Service dealt with 338 primary fires, which is better than the previous year and the 3-year average.

## Secondary Fires

- **There was an decrease of 21% or 168 fewer secondary fires compared to 2010/11**

During the first quarter of 2011/12 the Service dealt with 622 secondary fires, which although is better than the previous year is just above the 3-year average. Whilst incident activity has been seen to naturally increase during this quarter, this was exacerbated by another particularly warm and dry April. The majority of these incidents were grassland and other outdoor fires.

## Chimney Fires

- **There was a decrease of 35% or 21 fewer chimney fires compared to 2010/11**

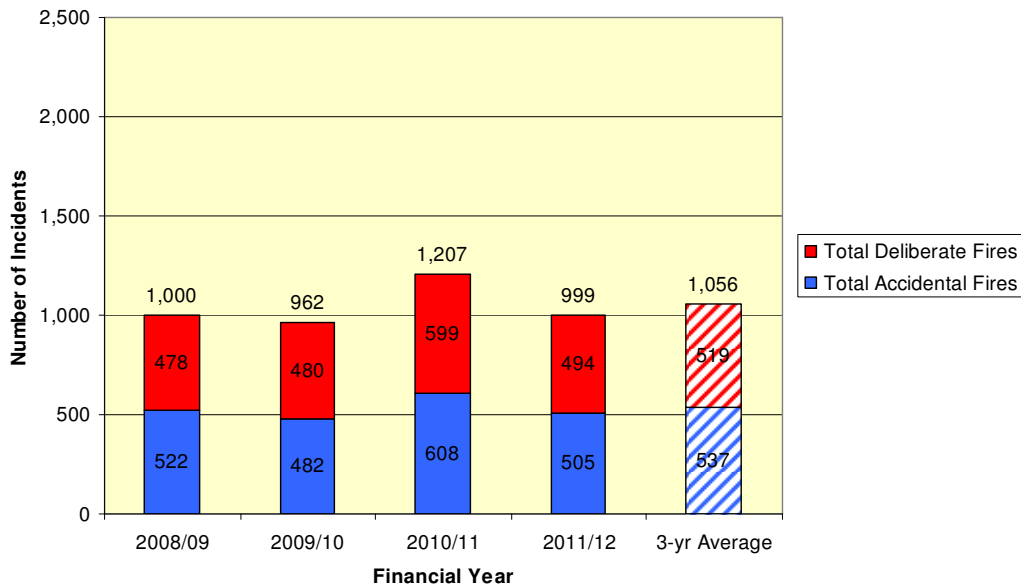
During the first quarter of 2011/12 the Service dealt with 39 chimney fires, which is 21 fewer compared to the previous year and also lower than the 3-year average. Again this may in part be attributed to the warm weather during April.

## **Fires by Motive**

Accidental and deliberate fires both decreased by around 17% compared to 2010/11, reflecting the overall reduction in fires.

During the first quarter of 2011/12 the Service dealt with 505 accidental fires and 494 fires that were started deliberately.

**Fires Attended, by Motive (current period)**

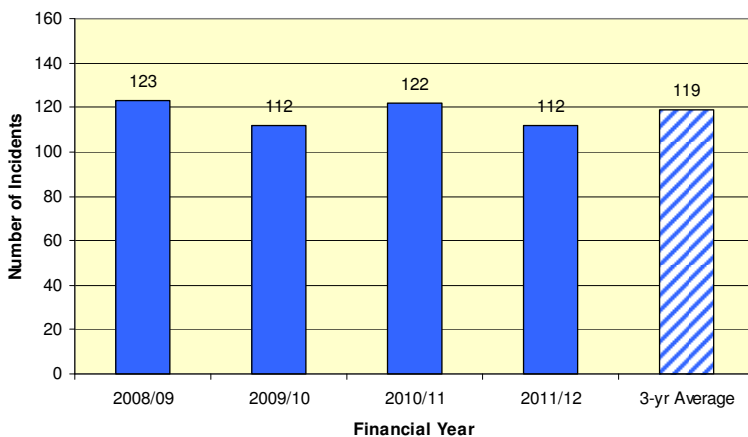


## **Accidental Fires in Dwellings**

- ***There was a decrease of 8% or 10 fewer accidental fires in dwellings compared to 2010/11***

During the first quarter of 2011/12 the Service dealt with 112 accidental fires in dwellings, which is lower than the previous year and 3-year average, and equalling the level in 2009/10.

**Accidental Fires in Dwellings (current period)**





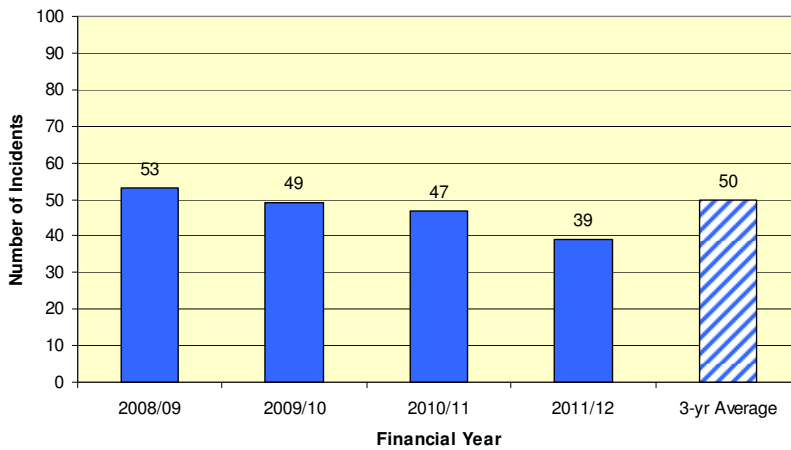
**Fires in Non-domestic Properties**

- ***There was a slight decrease of 1 less fire in non-domestic premises compared to 2010/11***

During the period the Service attended 57 fires in non-domestic premises, which is in-line with previous years.

Accidental fires decreased by 8 fewer incidents, to 39.

**Accidental Fires in Non-domestic Properties** *(current period)*



There were 18 fires that were started deliberately, and although this is an increase it remains in-line with the 3-year average (15).

## 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 - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change						
↑ = increase this year      ↓ = decrease this year      ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
% of Accidental Fires in Dwellings confined to room of origin	93% <small>(104 of 112)</small>				93% <small>(104 of 112)</small>	↑ 4pp
Injuries from Accidental Fires in Dwellings	8				8	↓ 1
Deaths from Accidental Fires in Dwellings	2				2	↓ 3
Dwelling fires - smoke alarm activated	63%				63%	↓ 1pp
Dwelling fires – smoke alarm did not operate	23%				23%	↑ 4pp
Dwelling fires – no smoke alarm present	14%				14%	↓ 3pp

LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
% of Accidental Fires in Dwellings confined to room / item of origin	89% <small>(109 of 122)</small>				89% <small>(109 of 122)</small>
Injuries from Accidental Fires in Dwellings	9				9
Deaths from Accidental Fires in Dwellings	5				5
Dwelling fires - smoke alarm activated	64%				64%
Dwelling fires – smoke alarm did not operate	19%				19%
Dwelling fires – no smoke alarm present	17%				17%

### Accidental Fires in Dwellings Confined to the Room of Origin

- ***There was an increase to 93% (4 percentage points better) compared to 2010/11.***

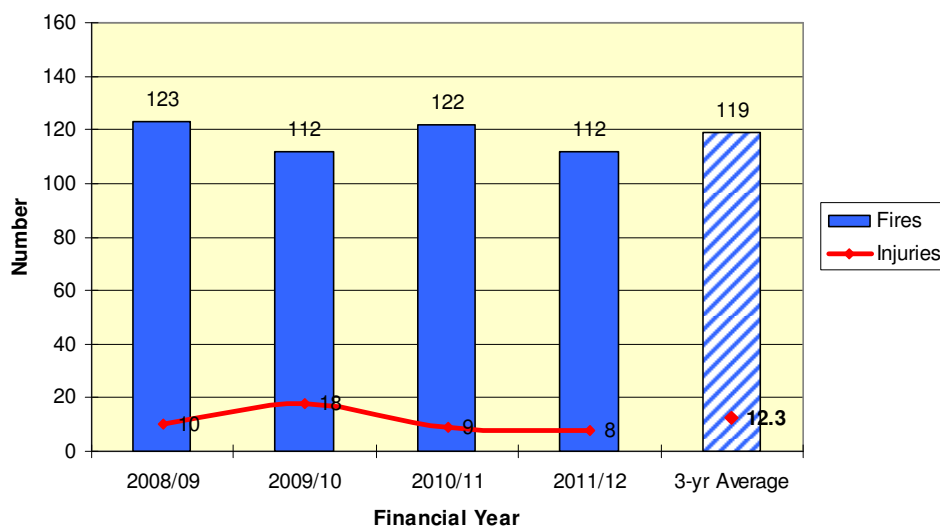
During the first quarter of 2011/12 the Service dealt with 112 accidental fires in dwellings and 104 (93%) of these were confined to the item or room in which they started;

### Injuries from Accidental Fires in Dwellings

- ***There was a slight decrease to 8 injuries compared to 2010/11***

During the first quarter of the financial year 8 people received injuries (requiring hospital treatment), which is 1 less than the previous year and is also fewer than the 3-year average (12).

**Accidental Fires in Dwellings and Injuries** (current period)



### Deaths from Accidental Fires in Dwellings

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

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

There have been no deaths from deliberate fires in dwellings.

\* Provisional figure pending confirmation from Coroner

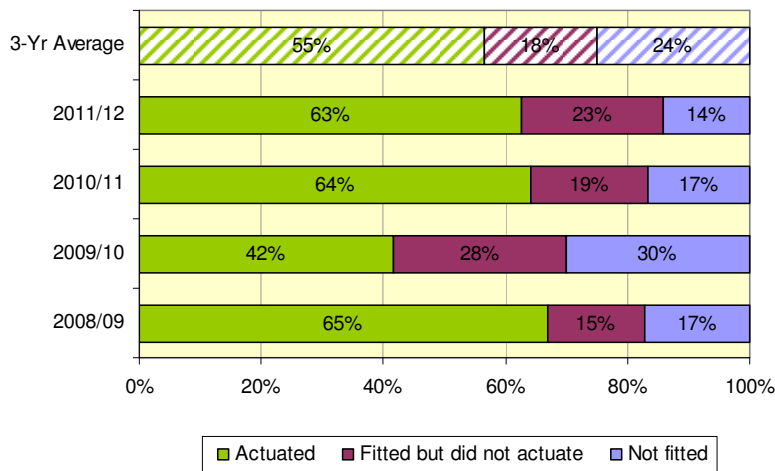
### Fires in Dwellings – Presence of Smoke Alarms

- ***There was a slight decrease to 63% (1 percentage point lower) of the homes that had a fire and a smoke alarm that activated, compared to 2010/11.***

This figure is not quite as good as the previous year (64%) but remains better than the 3-year average (55%).

There has been a decrease (improvement) in the percentage of homes that had no alarm fitted (14%), but in the remainder of these homes (23%) an alarm was fitted but did not actuate.

**Fires in Dwellings: Presence of Smoke Alarm(s)**  
*(current period)*



## 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 - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change						
↑ = increase this year      ↓ = decrease this year      ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
All emergency special service calls	265				265	↓ 10%
Road Traffic Collisions (no fire)	114				114	↓ 17%

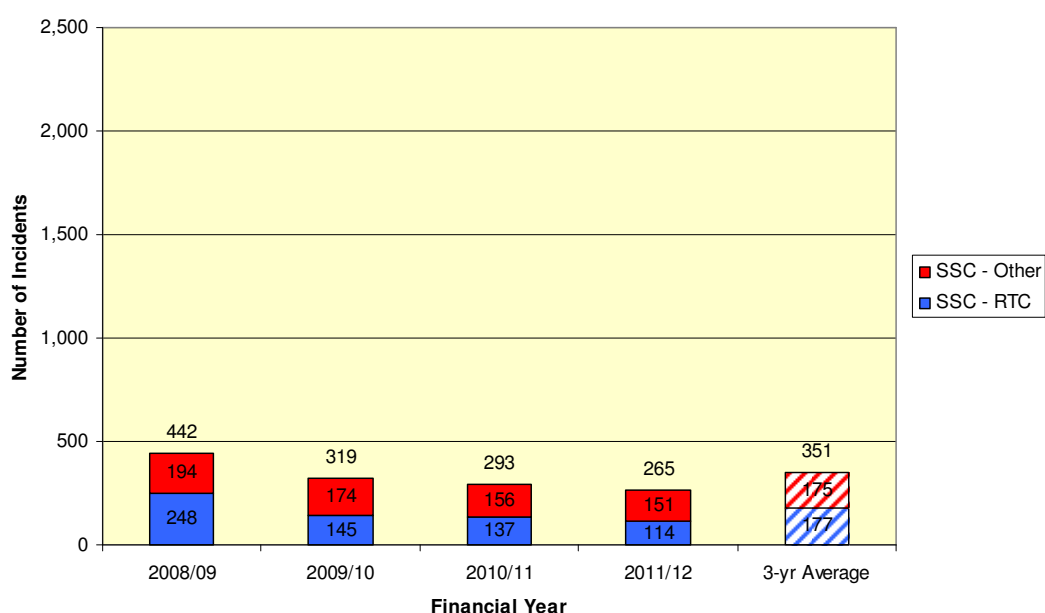
LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
All emergency special service calls	293				293
Road Traffic Collisions (no fire)	137				137

### Emergency Special Service Calls (no fire)

- **There was a 10% decrease or 28 fewer special service incidents overall compared to 2010/11**

During the first quarter of 2011/12 the Service dealt with 265 special service calls, which is fewer than the previous year and the 3-year average. Incidents have decreased year-on-year since 2008/09; proportionally RTCs have decreased at a greater rate (17%) compared to other types of special services (3%).

### Special Service Incidents (current period)



## FALSE ALARMS - QUICK REFERENCE

<b>REPORTING YEAR – 2011/12</b>						
<b>AFA = Automatic Fire Alarms</b>						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change						
↑ = increase this year      ↓ = decrease this year      ➡ = no change						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	
All false alarms attended	859					↓ 6%
Malicious false alarms attended	37					↑ 19%
False alarms from AFAs in non-domestic properties	324					↑ 12%
False alarms made with good intent attended	349					↓ 23%

<b>LAST YEAR – 2010/11</b>					
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>
All false alarms attended	910				910
Malicious false alarms attended	31				31
False alarms from AFAs in non-domestic properties	289				289
False alarms made with good intent attended	429				429

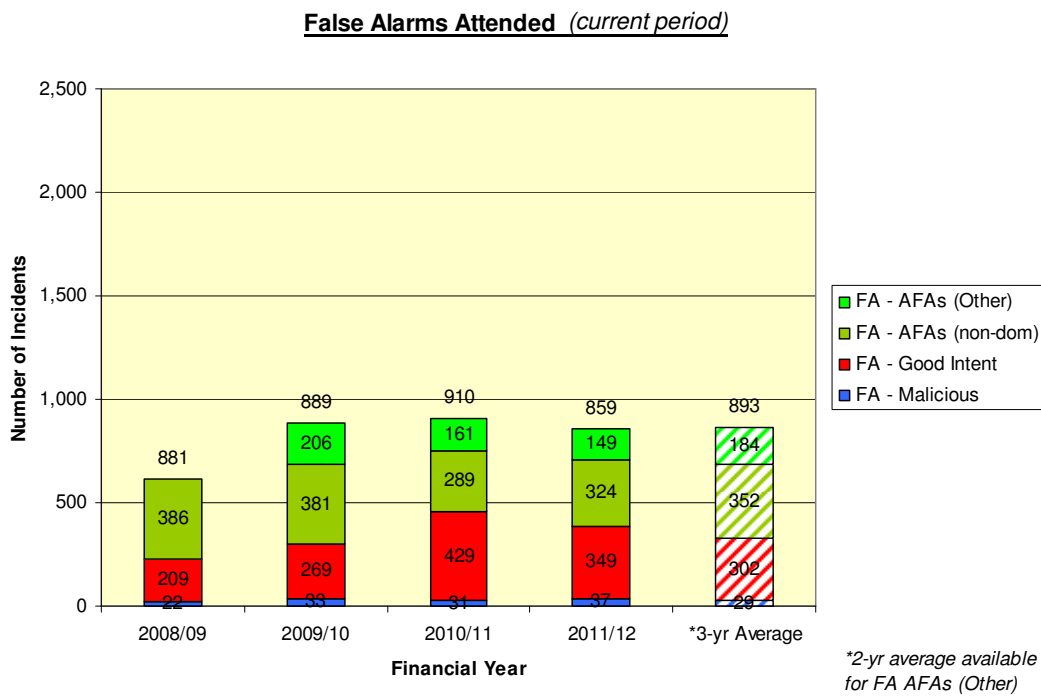
**False Alarms (Overall)**

- ***There was a 6% decrease or 51 fewer false alarms attended compared to 2010/11***

During the first quarter of 2011/12 the Service dealt with 859 calls for assistance but which later turned out to be false alarms.

The realignment in recording false alarm incidents shortly before the start of financial year can now be seen in the first quarter figures, with false alarm 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 slight increase in malicious false alarms.



## 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>