

**NORTH WALES FIRE AND RESCUE
AUTHORITY**



**COMBINED ASSESSMENT
2017-18**

5 WAYS OF WORKING



Published: 30 September 2018

Mae'r ddoqfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh

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North Wales Fire and Rescue Authority's
mission statement

To make North Wales a safer place to live, work and visit

ALTERNATIVE VERSIONS

Other versions of this document are available:

- in paper and electronic formats;
- in English and Welsh;
- as a short summary leaflet of the key points;
- in accessible formats through our website.

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AN INVITATION TO CONTRIBUTE TO IMPROVING OUR SERVICES



North Wales Fire and Rescue Authority is constantly looking for ways to improve its operations and delivery of services. By regularly publishing information that is meaningful we hope to attract an increasing level of engagement with the people and communities who rely on our services.

So if you have any comments about this Assessment, or how we might improve our future Annual Performance Assessments we would very much like to hear from you.



This document has been compiled in compliance with the legislation detailed below and provides an assessment of how North Wales Fire and Rescue Authority (NWFRA or 'the Authority') has discharged its duties in meeting the requirements outlined within;

- Section 15 of the Local Government (Wales) Measure 2009
Since 2009 the Authority has been subject to the Local Government Measure 2009 that requires it to set and publish improvement objectives. As a designated "Welsh Improvement Authority" under this legislation, NWFRA's improvement plans must demonstrate that it has improved what it does in terms of at least one out of seven aspects of improvement, which are:
 - strategic effectiveness;
 - service quality;
 - service availability;
 - fairness;
 - sustainability;
 - efficiency; and
 - innovation.

- The Well-being of Future Generations (Wales) Act 2015
The aim of this new Act is to improve the social, economic, environmental and cultural well-being of future generations of people in Wales. NWFRA, as one of the public bodies listed in the Act, must carry out "sustainable development"¹ in order to help bring about that improvement in the Welsh population for the future.

- The Equality Act 2010 amalgamated previous disparate pieces of equality legislation, harmonising and strengthening equality legislation under one new Act. The Act includes a public sector equality duty that requires public sector bodies, in the exercise of their functions, to have due regard to the need to:
 - eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

¹ *Sustainable development* is the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the well-being goals. The *sustainable development principle* means acting "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

There are also associated specific statutory equality duties for Wales Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 that enable a public authority in Wales to meet the general duty. The specific regulations include:

- publishing Equality Objectives;
 - publishing a Strategic Equality Plan;
 - engagement and involvement provisions for protected characteristic groups;
 - ensuring published material is accessible;
 - assessing impact of relevant policies and practices;
 - training and collection of employment information;
 - promoting knowledge and understanding of the Equality Act amongst employees;
 - addressing unfair pay differences;
 - reviewing progress on the Strategic Equality Plan and associated Equality Objectives;
 - procurement practice provisions.
- The Welsh Language (Wales) Measure 2011
The Welsh Language Commissioner issued fire and rescue services with their Compliance Notices on 30th September 2016. This document lists which of the Standards (as listed in full in the Welsh Language Standards Regulations (No.5) 2016) an organisation must comply with, along with any exemptions and their implementation dates.

This document summarises the Authority's collaborations and its performance against specified national and local performance indicators and measures of success. A summary version of this document is available from our website: www.nwales-fireservice.org.uk

More information about the improvement and well-being objectives the Authority set itself for last year, and its approach to setting objectives, can be found in the Improvement and Well-being Plan 2017/18. A copy of this is available from our website: <http://www.nwales-fireservice.org.uk/media/337608/final-combined-improvement-and-well-being-plan-2017-18-english-with-amended-cover.pdf>

Details on how the Authority intends to achieve compliance under the Equality Act are set out in the Authority's Strategic Equality Plan 2016/20, which can be found at: <http://www.nwales-fireservice.org.uk/media/4450/strategic-equality-plan-2016-2020-english-final.pdf>

NWFRS's Welsh Language Implementation Plan shows how the Authority intends to comply with the new standards and is available to view on our website along with the Service's Compliance Notice at: <http://www.nwales-fireservice.org.uk/media/337605/welsh-language-standards-implementation-plan-nwfrs.pdf>

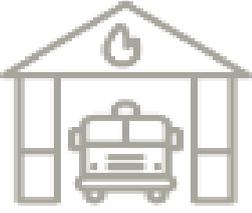
THE SERVICES WE PROVIDE:

FIRE PREVENTION	
	Under legislation, fire and rescue authorities must arrange for fire safety to be promoted in their area. This would include informing people about fire prevention and advising them how best to react if a fire does break out.
FIRE SAFETY ENFORCEMENT	
	Fire and rescue authorities have a duty to enforce fire safety in non-domestic premises (hotels, schools, shops and offices, etc.). This duty includes exercising powers to issue alteration, enforcement and even prohibition notices if they find that fire safety arrangements in premises are unsatisfactory.
EMERGENCY RESPONSE	
	Fire and rescue authorities must make arrangements for receiving 999 calls and for sending trained and equipped personnel to extinguish fires and protect life and property at those fires. They must also make arrangements for rescuing people from road traffic collisions and for protecting them from serious harm. In April 2017 the Welsh Government also created a statutory duty to respond to flooding or water rescue incidents that pose a threat to life.
PLANNING AND RESPONSE TO OTHER EMERGENCIES	
	Fire and rescue authorities must make arrangements for mass decontamination of people after chemical, biological or radio-active incidents, and for rescuing people from trains, aircraft and collapsed buildings. They must also be prepared to assist with large-scale emergencies elsewhere in the UK.

As 'Category 1' responders under the Civil Contingencies Act, fire and rescue authorities also have duties relating to large scale events that threaten serious damage to the welfare of people, wildlife, the environment and primary supply chains.

FIRE STATIONS:

The Authority operates:

	24-hour Shift Fire Stations	Day Crewed Fire Stations
	Three fire stations are crewed around the clock. These are located in Wrexham, Deeside (Queensferry) and Rhyl.	Five fire stations are crewed between midday and 10:00p.m., and operate as retained fire stations outside those hours. These are in Caernarfon, Bangor, Holyhead, Llandudno and Colwyn Bay.
Each of the eight wholetime fire stations has one fire engine crewed by Retained Duty System staff, plus one fire engine that is crewed by Wholetime Duty System staff, with the exception of Wrexham which has two (total 17).		
Retained Fire Stations		
Thirty-six fire stations that operate wholly as retained fire stations		

Anglesey 1 day crewed station 6 retained stations	Conwy 2 day crewed stations 6 retained stations	Flintshire 1 24-hour shift station 4 retained stations
Gwynedd North 2 day crewed stations 4 retained stations	Denbighshire 1 24-hour shift station 6 retained stations	Wrexham 1 24-hour shift station 2 retained stations
Gwynedd South 8 retained stations		
Each of the 36 retained fire stations has one fire engine crewed by Retained Duty System staff, with the exception of Pwllheli which has two (total 37). For much of the time, a retained fire station is not staffed. Each retained firefighter carries a pocket alerter, which is activated when they are needed. Retained firefighters will have other occupations, but when they are needed they become part of a team and depending on the type of cover given, a retained firefighter may respond from home and/or work, day and/or night.		

STAFF:

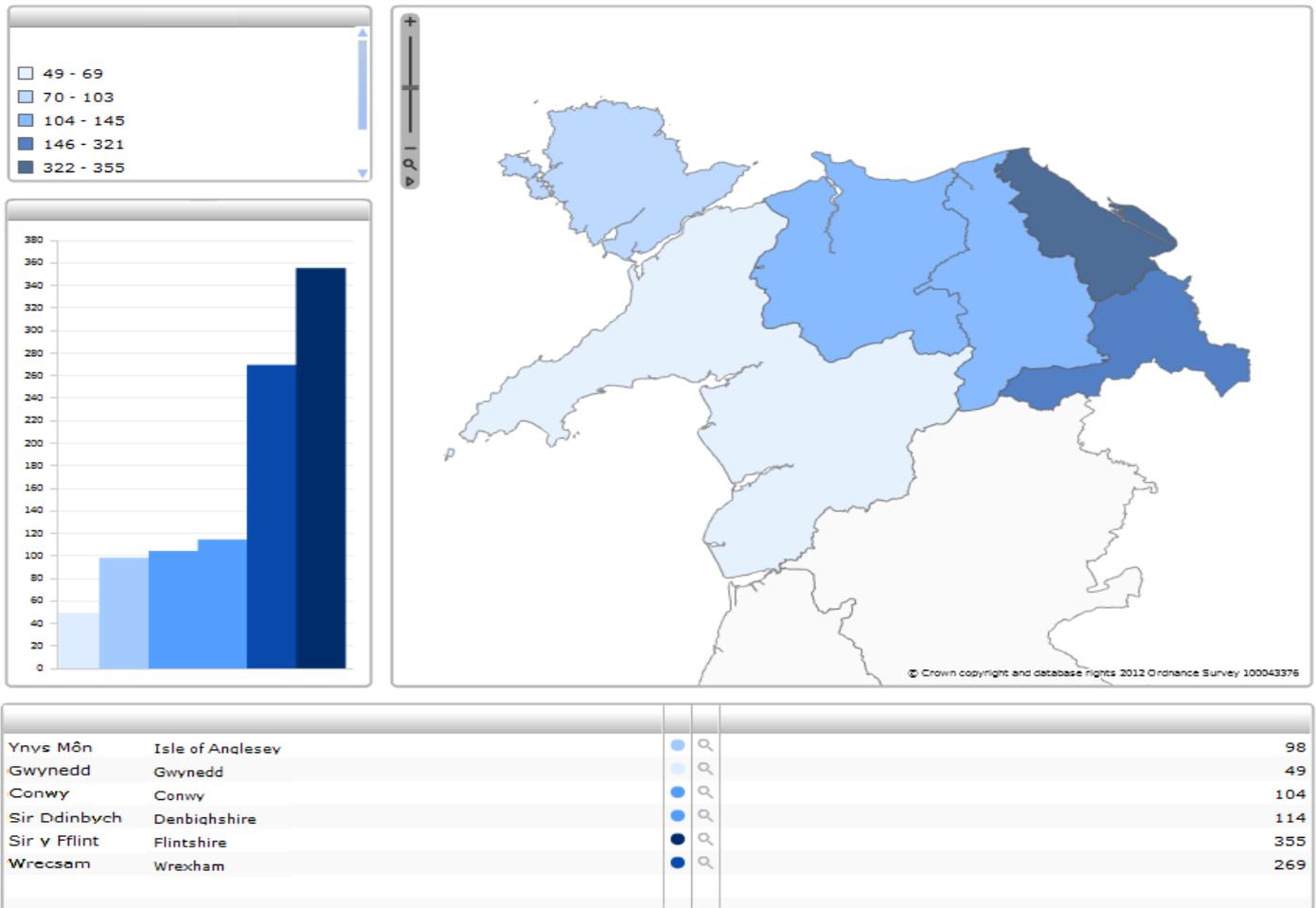
As at 31 March 2018, NWFRS employed:

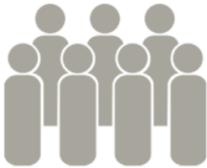
	Full time equivalent strength	Headcount of individual staff
	Wholetime operational (WDS)	257.67
Retained operational* (RDS)	369.75	443
Support and prevention	146.03	155
Control	32.75	36
Totals	806.20	896

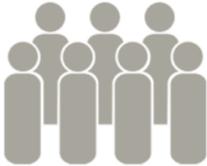
*Because of the 'on call' nature of these posts, they are calculated as '24-hour units of cover' instead of full-time equivalents.

PROFILE OF NORTH WALES:

Population Density (population count/area in Sq Km) 30 June 2017



POPULATION		
	<p>The North Wales resident population of around 696,284 people is largely concentrated in the more industrial and urbanised areas of the north east and along the coast. Since the start of the millennium the population of North Wales has increased by 5.3% which is lower than the 7.5% of the national increase.</p>	
	<p>Population (mid year 2000 estimates)</p>	<p>Population (mid year 2017 estimates)</p>
<p>North Wales</p>	<p>661,356</p>	<p>696,284</p>
<p>All Wales</p>	<p>2,906,870</p>	<p>3,125,165</p>
<p>Reference</p>	<p>https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Estimates/Local-Authority/populationestimates-by-localauthority-year</p>	

POPULATION DENSITY		
	At a county level the population density ranges between 49 people per square kilometre in Gwynedd - one of the most sparsely populated counties in England and Wales - and 355 people per square kilometre in Flintshire.	
	Population	Population Density
North Wales	696,284	113 people per KM ²
All Wales	3,125,165	151 people per KM ²
Reference	https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Density/populationdensity-by-localauthority-year	

AGE AND GENDER					
In North Wales there are estimated to be 8,786 more females than males, although as a percentage the split is 49% and 51% respectively. There are estimated to be 7,464 people living in the area that are aged 90 and over, with 26% of this age group living in Conwy.					
					
	Male	Female	0-15	16-64	65+
North wales	343,749	352,535	123,689	413,726	158,869
All Wales	1,540,200	1,584,965	559,260	1,922,636	643,269
Reference	http://www.infobasecymru.net/IAS/themes/people,communitiesandequalities/people/population/tabular?viewId=1152&geold=1&subsetId=				

ETHNICITY			
	The latest population estimates indicate that the population of North Wales is predominantly white - 97.34% compared to 95.24% for the whole of Wales.		
	Population	Say they come from a white background	
North Wales	690,000	672,200	97.4%
All Wales	3,082,000	2,936,000	95.3%
Reference	https://statswales.gov.wales/Catalogue/Equality-and-Diversity/Ethnicity/ethnicity-by-year-ethnicgroup		

NATIONAL IDENTITY			
	According to 2017 Annual Population Survey, the percentage of the North Wales counties' population that considered themselves to be Welsh ranged between 36% and 65% compared to a Wales average of 63%.		
	Population	Consider themselves to be Welsh	
North Wales	690,000	347,000	50.3%
All Wales	3,082,000	1,940,500	63.0%
Reference	https://statswales.gov.wales/Catalogue/Equality-and-Diversity/National-Identity/nationalidentity-by-area-identity		

WELSH LANGUAGE			
	The 2011 Census indicated that the percentages of Welsh speakers in counties in North Wales ranged between 13% to over 65%, compared with a Wales average of 19%.		
	2011 Census people surveyed		Welsh speakers
North Wales	663,808	204,406	30.8%
All Wales	3,082,000	562,016	19.0%
Reference	https://statswales.gov.wales/Catalogue/Equality-and-Diversity/National-Identity/nationalidentity-by-area-identity		

DISABILITY			
	According to the 2012 population survey, it was estimated that between 17% and 24% of the North Wales population had some form of disability, compared with just over 22% for the whole of Wales.		
	Survey Results		People who are disabled
North Wales	395,100	75,700	19.2%
All Wales	1,818,900	410,000	22.5%
Reference	https://statswales.gov.wales/Catalogue/Equality-and-Diversity/Disability/peopleofworkingagewithdisabilities-by-area-disabilitytype		

SEXUAL IDENTITY			
	Responses to the Integrated Household Survey conducted in 2014 suggested that between 87% and 97% of the population of North Wales was heterosexual, compared to the all-Wales average of 93%.		
	Survey Results		Aged 16+ and heterosexual
North Wales	400	370	92.5%
All Wales	1,200	1,131	94.3%
Reference	https://statswales.gov.wales/Catalogue/Equality-and-Diversity/Sexual-Identity/sexualidentity-by-area-identitystatus		

ROADS AND TRAFFIC	
	<p>The key road transport links are the A55 Expressway, the A5, A483, A487, A470 and A494. In total, there are around 5,792 miles of roads in North Wales, of which around 84% are classed as minor roads, with the remainder classed as either trunk or principal 'A' roads.² Department of Transport statistics estimate that 4.34 million vehicle miles were travelled in the six counties of North Wales during 2017. Of those, 3.38 million vehicle miles were travelled in cars³. In 2016, there were 1,450 reported road casualties in North Wales, of which 33 died, 280 were seriously injured and 1,137 were slightly injured⁴. 2017 figures will be updated when made available in September 2018.</p>

² Table RDL0102a 2017. <https://www.gov.uk/government/statistical-data-sets/road-length-statistics-rdl>

³ Tables TRA8901 and TRA8902. <https://www.gov.uk/government/statistical-data-sets/tra89-traffic-by-local-authority>

⁴ Table RAS30008. <https://www.gov.uk/government/statistics/reported-road-casualties-great-britain-annual-report-2016>



What the Act requires the Authority to do

The Well-being of Future Generations Act requires the Authority to set and publish well-being objectives. These long-term objectives are changes that the Authority wants to help bring about in North Wales that will contribute to improving local well-being and to moving Wales closer to achieving its well-being goals. Having identified these long-term objectives, the Authority has a duty to take all reasonable steps to pursue them and to report publicly after the end of each financial year on the progress it has made. Fire and Rescue Authorities in Wales are also classed as ‘Welsh Improvement Authorities’ and are subject to the requirements of the Local Government Measure 2009 as regards following an annual process of setting and achieving local improvement objectives.

This section presents the Authority’s combined Improvement and Well-being Objectives for 2017/18, a summary explanation of the reason why each one was adopted and the steps and actions taken to achieve them.

The Authority is required to publish this assessment of its own performance for 2017/18 and the statutory performance indicators for the same year by 31st October 2018.

The well-being duty

Every public body subject to the Well-being of Future Generations Act must carry out sustainable development, and in so doing, must set and publish well-being objectives that are designed to maximise its contribution to achieving each of the national well-being goals, and take all reasonable steps to meet those objectives in accordance with the Sustainable Development Principle and the five ways of working. In summary the Authority must:

- Set and publish well-being objectives;
- Take all reasonable steps to meet those objectives;
- Publish a statement about its well-being objectives;
- Publish an annual report of progress;
- Publish a response to any recommendations made by the Future Generations Commissioner for Wales.

The well-being objectives that the Authority set were:

- A. To support people to prevent accidental dwelling fires and stay safe if they do occur;
- B. To facilitate high quality, responsive and better integrated fire and rescue services so that prevention activity and emergency response can continue to be available when and where required, affordably, equitably and on the basis of risk.

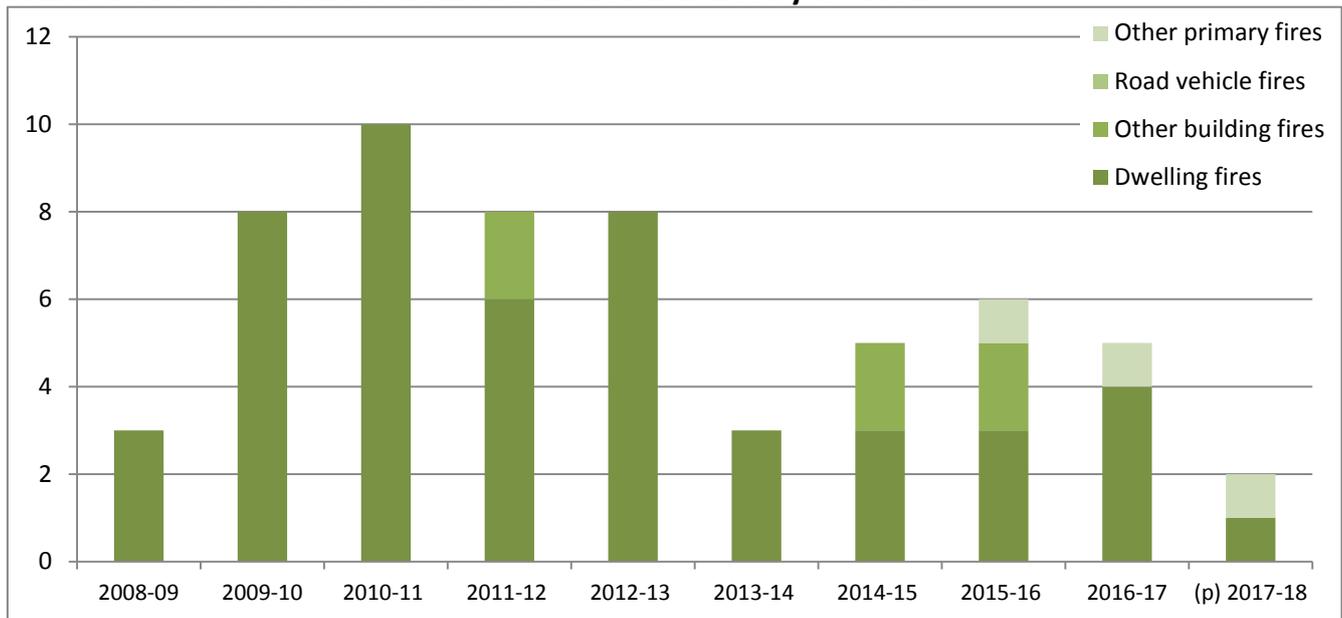
Almost half of all primary fires in North Wales occur in the home and this is the place people are most likely to be killed or injured by fire. Our analyses of previous fire casualties identified a range of factors that can place people at increased risk from accidental fires in the home. These factors include:

- their age (young children and older adults);
- having a disability or a limiting medical condition;
- being alone at the time of the fire;
- being affected by alcohol and/or drugs;
- living in rented accommodation;
- having no working smoke alarm installed at the premises;
- having a previous history of careless disposal of lighted material;
- living in social deprivation.

The more contributory factors that relate to a person, the higher their risk of falling victim to a dwelling fire.

Even minor physical injuries can be traumatic when someone has a fire in their home, but serious injuries or the death of a friend or family member can have far reaching consequences for physical and mental health.

Number of fatal casualties from fires in North Wales by location



(p) Provisional data.
Source: Stats Wales

The ‘Future Trends Report 2017’ produced by the Welsh Government indicates that over the next 20 years, the percentage of over 65s in Wales is set to increase from around 20% to around 25% of the entire population. The population aged over 75 in Wales is also projected to increase from 9% of the population in 2014 to around 13% in 2030. In addition, if current rates persist, there is likely to be a marked increase in dementia sufferers. By 2025 there could be 50,000 people aged 65 or over living with dementia in Wales, with nearly a quarter of them aged 90 or over.

There is a recognised association between vulnerability to fire and social deprivation, disability and age. Targeted prevention work aims to redress the balance and help counteract the effects of those particular characteristics.

Individuals and communities who know how to prevent fires and stay safe when they do occur will be economically, socially and culturally more resilient. Public and voluntary services working together can avoid costly duplication and inefficiency and provide a better quality of service when it is needed. Public money can be reserved for those things that could not be prevented.

Communities that are free from accidental dwelling fires are more prosperous, so more resilient and better able to develop a constructive and affirmative culture that engages in a diversity of cultural pursuits. Neighbourhoods free from accidental dwelling fires contribute to attractive, viable, safe and well-connected communities that have a better chance of maintaining a sense of common purpose, sharing services and their resources more equitably whilst also contributing to cleaner air and water supplies.

What did we do to achieve this objective?

The step that the Authority proposed to take towards meeting objective A was to deliver a comprehensive programme of prevention activity aimed at helping to keep people and communities safe from accidental fires in living accommodation.

The actions detailed below were programmed for 2017/18 to assist in achieving this.

Proposed Action	To deliver 20,000 integrated Home Safety Checks, with at least 30% of those being delivered to households referred to the Service by another agency.
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In August 2017 NWFRS replaced the traditional 'home safety check' with a new 'safe and well' check to reflect the all-encompassing nature of its home visits. It is hoped that this will help those living in our communities to understand the checks do not focus just on fire safety in the home.

Across North Wales a total of 20,188 checks were delivered with 5,454 (27.02%) of those being to people who had been referred from another agency and who may be considered more vulnerable. Whilst the 27% falls slightly short of the 30% target, it is recognised that the increase in advice and information being delivered as part of Safe and Well Check means that each visit now takes longer which has an impact on the number of visits that can be made in a day.

Proposed Action	Continue to work with partner organisations and build new partnerships where appropriate.
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During 2017/18 NWFRS worked in partnership with a range of other organisations including Betsi Cadwaladr University Health Board, North Wales Police (NWP), Local Authorities, Natural Resources Wales (NRW), Public Health Wales (PHW), and various third sector organisations.



Following the creation of the Tri-service Collaboration Programme Board one of the projects commissioned involved looking at how calls received by Welsh Ambulance Services NHS trust (WAST) could be responded to from a multi service perspective, in order to identify a more streamlined and alternative response to non-injury fallers.

The Community Assistance Team (CAT) began on 1st August 2016 and continued into 2017/18. The CAT went to the aid of people in Conwy and Denbighshire who had suffered a fall at home but were uninjured. They helped them up, reassured and supported them.

Where appropriate, the necessary onwards referral was instigated, preventing further falls or other safety events occurring in their homes; all as part of an integrated ‘Safe and Well’ check. The contribution that NWFRS and our partners made in reducing the number of low acuity calls attended by the WAST not only freed up their valuable resources to attend life threatening calls, but also provided a significantly improved outcome and experience for the patient.

The benefits of collaborative working with other emergency and public services are obvious, both in monetary savings and in respect of delivering improved services to our communities. The CAT initiative was supported by Welsh Government in conjunction with the three emergency services, Denbighshire County Council, Conwy County Borough Council, Betsi Cadwaladr University Health Board and Galw Gofal / Care Connect, and North Wales Regional Call Monitoring Service.

Co-Responding - The national Co-Responding pilot that saw fire and rescue service staff responding with ambulance staff to life threatening incidents across Wales started in December 2015 and continued until September 2017. Co-Responding teams were mobilised via fire control, as directed by WAST. NWFRS did not mobilise fire appliances as part of the Co-Responding Pilot but crews of two were mobilised in cars and proceeded to incidents at normal road speeds. The cars were fitted with specialised equipment enabling specially trained staff to respond to a set of specified clinical conditions including cardiac arrests, casualties reported as unconscious or choking, and catastrophic bleeding.

The pilot followed similar schemes being launched by a total of 43 participating fire and rescue services across the UK. Co-Responding is still a matter of discussion at a national level as part of pay negotiations.

This collaborative working between the emergency services has enabled better operational response, increased operational services and improved resilience – adding real value for money whilst working more effectively and efficiently.

Proposed Action	Develop a medium term Fire Safety Strategy.
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NWFRS is in the process of developing its medium term strategy pending the outcome of the independent public inquiry and anticipated changes at a national level following the Grenfell tower tragedy. NWFRS’s auditing strategy remains focussed on high risk sleeping accommodation and the Service continues to work closely with other agencies such as the National Fire Chiefs Council (NFCC) and the Welsh Government.

The community safety focus within the strategy is largely unchanged with those more at risk in our communities being targeted and offered interventions. The target of 20,000 safe and well checks remains in place despite uncertainty regarding the continuation of Welsh Government funding.

Proposed Action	Maintain the currency of existing information-sharing agreements, and seek to establish new agreements where appropriate.
<p>The Management Board for the Wales Accord on the Sharing of Personal Information (WASPI) is in the process of reviewing its Information Sharing Protocol (ISP) and Data Disclosure Agreement (DDA) templates and guidance for use by organisations in Wales who share personal data with partner agencies.</p>  <p>A review group made up of stakeholders from a range of organisations and with the support of the Welsh Government and the Information Commissioner’s Office have been compiling a new suite of revised templates and guidance for release July/August 2018 with the aim of ensuring the documents remain relevant, reflect legislative changes (the EU General Data Protection Regulations for example), and meet the needs of stakeholders. The new templates will be used by NWFRS to review all existing agreements.</p>	
Proposed Action	Seek to improve quality and efficiency of Home Safety Checks.
<p>Owing to the increase in collaborative working across both the public and third sector and the greater emphasis on partnership working with other agencies to help protect the safety and well-being of people in North Wales, it was decided to broaden the scope of the home visits to include advice on issues such as gas safety, electrical safety checks alongside assessing the risk of possible falls in the home. The traditional ‘home safety check’ was replaced with a new ‘safe and well’ check to reflect the all-encompassing nature of home visits.</p> <p>NWFRS has embraced the ‘make every contact count’ (MECC) campaign that is an approach to behaviour change that utilises the millions of day to day interactions that organisations and individuals have with other people to support them in making positive changes to their physical and mental health and wellbeing. MECC enables the opportunistic delivery of consistent and concise healthy lifestyle information and enables individuals to engage in conversations about their health. NWFRS staff have received training to enable them to be better prepared to support people in relation to a variety of concerns, as part of a wider public health agenda.</p> <p>Case Study – Cartrefi Conwy and NWFRS</p> <p>A recent collaboration with local leading housing association Cartrefi Conwy (CC) helped facilitate the introduction and roll out of the new safe and well check. Employees from Conwy and Denbighshire community safety departments participated in the collaboration with Cartrefi Conwy at one of their housing schemes comprising around 500 properties.</p> <p>Prior to the campaign, all properties within the targeted area were leafleted by NWFRS and Cartrefi Conwy staff informing residents of the campaign date and itinerary. Posters were also displayed at local shops and community centres within the area advertising the event.</p> <p>On the day of the event a number of wellbeing stands were erected within the heart of the campaign area with all the information about the scheme. This allowed residents to gain further information as well as giving the chance for NWFRS employees along with Cartrefi Conwy staff to engage and offer further support to residents. Cartrefi Conwy also offered and</p>	

donated incentive competitions to assist with making the campaign more appealing for all, such as free face painting and games for children along with an entry into a £50 prize draw for a 'love to shop' voucher for anyone that engaged during the day.

By holding the campaign within a built up area, travel time was kept to a minimum as there was no requirement for employees to pre-book safe and well checks as residents were already aware that NWFRS would be in the area which saved administrative time. The use of a combination of NWFRS employees and staff from Cartrefi Conwy meant that the majority of further signposting to support services and agencies was completed during the Safe and Well Check making the visits more efficient and dynamic. During the campaign a total of 112 Safe and Well Checks were completed by a combination of staff from NWFRS and Cartrefi Conwy.

The campaign was successful for all participants in many different ways, with a number of properties identified for further support from partner agencies to assist with keeping them safe and well. This included support for some residents with poor mobility, as well for some with tendencies towards hoarding. The early intervention meant that in addition to reducing the immediate risk, some residents were provided ongoing support from an independent living coordinator through Cartrefi Conwy, along with further guidance regarding heating and financial services, carbon monoxide interventions and the benefits of telecare monitoring services.

Proposed Action	Through analysis of past patterns, identify and seek to reduce the anticipated incidence of specific categories of fire.
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Owing to the fact that cooking related fires in the home are the single largest cause of accidental fires, an issue that is recognised nationally, NWFRS undertook a programme of work to make contact with people who had experienced a kitchen fire during 2017/18 to gain a better understand of behaviours behind this.



Individuals were invited to participate in the study. Those who accepted were then visited by a trained member of the community safety department who used a combination of questioning techniques to get a better understanding of the circumstances that led to the cooking fire as well as the actions of those involved during and after the fire. The information gathered highlighted that 76% of those interviewed were not in the kitchen at the time of the fire and that the lack of attention whilst cooking was a significant factor in relation to both the cause as well as the extent of damage. The study also identified issues regarding the presence of operating smoke alarms and the effectiveness of safety messages promulgated by NWFRS in terms of how much had been remembered and acted upon. The results of the study informed the work of the All Wales Home Safety Group in 2018/19 who will be targeting messages regarding fires in the kitchen around;

- the importance of having a working smoke alarm;
- the risks of being distracted whilst cooking;
- the importance of testing alarms;
- the importance of leaving the premises when a fire occurs.

Case Study – Kitchen fire in a dwelling in the county of Wrexham

NWFRS were alerted to an incident at an address in the Wrexham area by the alarm service Careline. The occupier, an elderly gentleman, had put some bread onto toast and without realising had placed a bread board on top of the toaster. The gentleman then left the kitchen



to resume a crossword puzzle he was completing and being distracted, did not return to the kitchen until he was alerted to the fact that there was a fire by the smoke alarm that sounded in his living room. Having lifted the bread board off the toaster and realising the toaster was alight, he attempted to extinguish the flames by placing the bread board back on top of the toaster.

The Careline alarm service had advised the gentleman to immediately leave the property however he decided to try and deal with the fire himself as believed it wasn't too large to tackle. Realising that the fire was not being extinguished he pulled the plug out and carried the toaster outside. The fire eventually burned itself out however the kitchen was left filled with smoke.

On inspection firefighters did not identify any further damage other than to the toaster, however as the gentleman had suffered some smoke inhalation a precautionary check was suggested and he was contacted by a clinician from WAST.

This was not the first fire that the occupier had experienced. On a previous occasion the gentleman's oven had caught alight which resulted in a much larger fire that he did not tackle.

The gentleman was understandably shaken having experienced another fire in the home. On both occasions distraction had been a factor and as a result a number of preventative measures were discussed with the occupier. One preventative action that he agreed to adopt was to use the count-down feature on his mobile phone to remind him when his cooker/grill/toaster was in use. He also agreed to stay present in the kitchen whilst cooking.

Proposed Action	Through analysis of past patterns, confirm NWFRS's understanding of factors that contribute to a person's vulnerability to dwelling fires.
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The Chief Fire Officers Task Group report 2007 and its review in 2009, highlighted contributory factors which determined risk for individuals in terms of fire in their homes.

Work was undertaken across the three Fire and Rescue Services in Wales to ascertain whether the factors had changed. This review confirmed that the factors, as previously identified remain as relevant as a decade ago.

These factors continue to be used in order to prioritise individuals for safe and well checks as well as informing NWFRS's strategy for home safety advice.

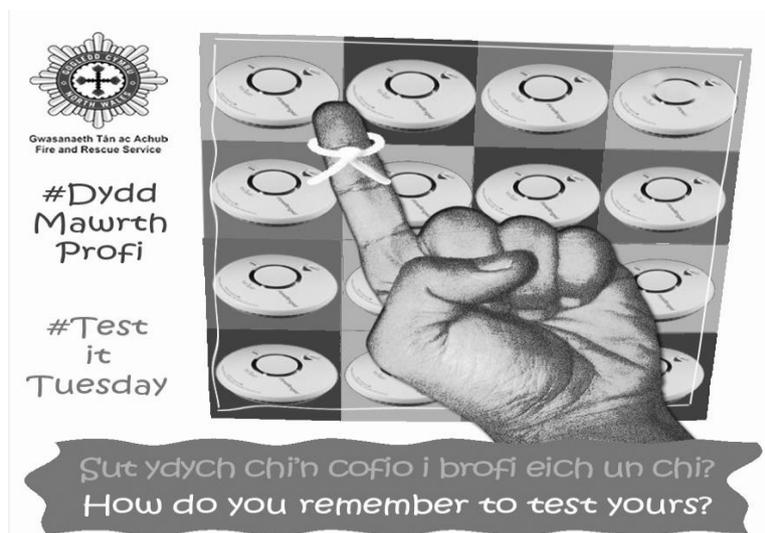
Proposed Action Continue to provide well-timed, targeted messaging and advice on how people can avoid being harmed by fires in the home.

Key personnel from across NWFRS attend regular meetings of the 'Campaign Steering Group' to agree and align safety messages and campaign activity with local and national campaign strategies.

Information from notable incidents and local trends are considered. This combined approach ensures that safety messages delivered are targeted and are aimed at changing people's behaviour to reduce risk. The Campaign Steering Group ensures that the correct messages are given at the appropriate time of year to ensure they are as effective as possible. For example, the implementation of the 'Op BANG' campaign that highlights the issues of anti-social behaviour and the dangers of misuse of fireworks was targeted before, during and immediately after both Halloween and bonfire night.

NWFRS continues to share project evaluations with the other two Welsh Fire and Rescue Services to develop commonality where it is appropriate to do so, such as the 'older peoples' campaign and the 'cooking safety' campaigns.

By sharing of project outcomes it is possible to assess whether safety messages are being appropriately timed and targeted and learning can be shared.



to a cleaner, better environment and protects natural resources.

Planning services on the basis of risk ensures the best distribution of available resources and applies to those within our communities, whilst avoiding the effects of fires and other emergencies contributes to more attractive, viable and safe communities.

Communities that have access to effective prevention and emergency response services will be better able to focus on maintaining the Welsh language, creating a positive culture and protecting its heritage.

What did we do to achieve this objective?

The steps that the Authority proposed to take towards meeting objective B were to:

1. Secure the Authority's financial sustainability by adopting a 3-year financial strategy that combines the use of reserves, increasing financial contributions and making service reductions;
2. Re-balance the Authority's resources to match risk by implementing a model of resourcing that ensures the availability of at least 20 strategically located fire crews in North Wales at times of relatively lower risk, and at least 38 at times of relatively higher risk;
3. Seek opportunities to work with other organisations to offer a wider range of integrated services to the public of North Wales.

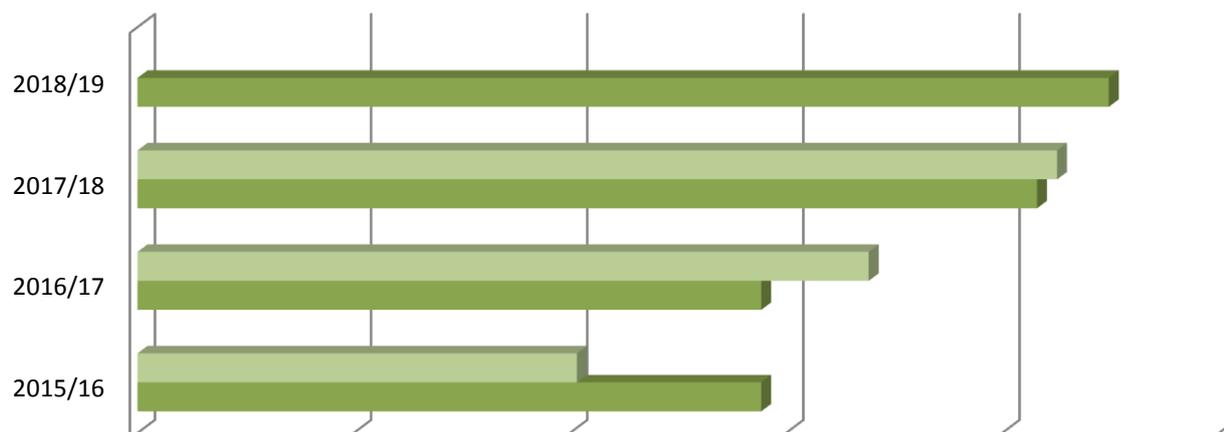
The actions detailed below were programmed for 2017/18 to assist in achieving this.

Proposed Action	Deliver services within the agreed budget of £33,161,277 underpinned by £414,000 from reserves (year 1 of the 3-year financial plan).
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The Authority is financed mainly through contributions from the six unitary authorities in North Wales in proportion to their population. Between 2011/12 and 2015/16, the Authority made savings of £3.5m and by absorbing increases such as pay awards, capital financing costs and general inflationary increases it was not necessary to increase the contribution from local authorities during this period.

The graph below illustrates how contributions to the Authority towards the cost of fire and rescue services have been lower than the actual expenditure since 2015/16. This has been possible because the Authority was able to rely on using its financial reserves to top up the contributions it received.

County council contributions and net expenditure



	2015/16	2016/17	2017/18	2018/19
Net expenditure	£31,033,062	£32,382,843	£33,254,360	
Contributions	£31,885,843	£31,885,843	£33,161,277	£33,492,877

In order to secure financial sustainability, the Authority adopted a 3 year financial strategy (2017/18 to 2019/20) on 19 December 2016. The strategy combined the use of reserves, increasing financial contributions and making service reductions. The increase in the contributions from the county councils in 2017/18 was set at 4% with a further increase of 1% for 2018/19 with any shortfall in funding for years one and two being met from reserves. The proposed strategy included making reductions in year three to achieve the required savings. During the budget setting process it was estimated that £414,223 of reserves would be required to set a balanced budget for 2017/18.

During the year the Authority introduced a more equitable method for apportioning costs associated with its capital programme which resulted in savings that impacted on the amount of reserves needed to balance the budget in 2017/18. The final Income and Expenditure Statement for 2017/18 confirms reserves of £93,083 were utilised, which compares favourably with the original budget requirement to utilise £414,223 of reserves although cost pressures remain in a number of key areas including pay expenditure, premises and supplies.

As a result of the above along with continued uncertainty relating to the ongoing pay negotiations for firefighters the Authority decided not to proceed with the planned 3 year strategy and instead proposed a new medium term financial strategy to cover the years 2018/2021.

Proposed Action	Consult publicly on proposed steps to be taken towards achieving the well-being objectives during 2018/19 and agree the budget for that year based on known and anticipated costs.
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The Authority is required to review its well-being objectives as part of its arrangements for reporting on them. In March 2017 the Authority consulted publicly on the steps it could take towards achieving its long-term well-being goals. The effects of the May 2017 election process and establishing the new Authority meant that budget-setting for 2018/19 would necessarily be based on known and anticipated costs for that year, but the consultation run between May and July 2017 would inform the development of the new Authority's future plans.

The Authority's consultation document entitled "*Developing the Fire and Rescue Service for the Future*" was launched on its website at the end of May 2017. This document gave a brief overview of the Authority's planning process and invited comments and suggestions for the Authority to consider when deciding on the steps it should take over the coming years to achieve the two long-term objectives set in April 2017. Three intentionally 'open' questions were asked in the public consultation, and people were invited to submit their responses by the end of July 2017. A summary of the responses given is available using the link below; <http://www.nwales-fireservice.org.uk/media/337911/7-response-to-public-consultation.pdf>

In setting out to agree a balanced budget for 2018/19, the Authority was also mindful of the financial challenges to be faced in 2019/20 with continued uncertainty around the ongoing pay negotiations for firefighters as well as the re-evaluation of the firefighter pension schemes in 2018.

Due to anticipated cost pressures, the Authority again considered a 'mixed strategy' for 2018/19 including an increase in contributions from local authorities underpinned with General Reserves. The range of options considered included proposed contributions based on an increase of 1%, 1.5%, 2.0% and 2.5% from each of the Authorities.

Having considered the available options the Authority agreed that local authority contributions be increased by 1% underpinned by £646,701 from reserves along with a saving of £366,000 due to a policy change relating to minimum revenue provision in order to achieve a balanced budget of £33,492,87. This approach recognised both the financial pressures and risks on those organisations as well as the Authority itself.

Proposed Action	Continue to work towards achieving at least 20 strategically located fire crews in North Wales at times of relatively lower risk, and at least 38 at times of relatively higher risk.
<p>The Authority is committed to providing sustainable and affordable fire and rescue services in North Wales. The public response to Authority consultations in 2012 and 2015 indicated the importance of guaranteeing the availability of fire crews around the clock. However, achieving and sustaining that in an area covered primarily by retained (part time) firefighters has been increasingly difficult. Whilst people tend to know where their nearest fire station is located, they would not necessarily know where the nearest available fire crew was at the time of their call.</p>  <p>By re-focusing away from where the fire stations are (i.e. the buildings) to the planning and management of fire crews (i.e. operational staff), NWFRS has taken a more risk-based, flexible approach to availability. The introduction of a new command and control mobilising system which is integrated with existing communications solutions has continued to ensure the swift and accurate mobilisation of crews, as well as assisting with identification of any shortfalls in cover. In addition the roll out of a new RDS firefighter availability system has given further opportunity to identify trends and assist in targeted recruitment.</p> <p>NWFRS has reviewed the way it plans for the provision of fire cover to match times of lower and higher risk. Detailed daily monitoring and forecasting has been enhanced to plan fire cover to ensure at least 20 strategically located fire crews in North Wales at times of relatively lower risk, and at least 38 available at times of relatively higher risk. The availability of crews is further monitored by Control room staff who respond to any shortfalls resulting from short notice changes to the availability of crews, by reallocating resources from elsewhere across NWFRS.</p> <p>During January 2018 a pilot was introduced on some Retained Duty System stations to encourage a more flexible way of working to see whether availability could be improved. Stations with a similar number of personnel and profile were selected to see whether placing greater responsibility for the management of local availability at station level could help to improve the overall availability of the station. Approximately five months after the pilot commenced indications have been that on average, availability improved by 10% at stations. As a result the pilot was extended to 12 months. A full evaluation and review will take place once concluded with a view to rolling out if successful.</p>	
Proposed Action	Continue to explore new initiatives to test whether the NWFRS could help to reduce the pressure and demands on other public services in the area.
<p>10 per cent of all 999 calls to the WAST relate to elderly people who have fallen. Many of these falls could be prevented by providing simple advice or modifications to equipment in the home.</p>  <p>An initial pilot of the Denbighshire Falls Prevention Programme formed between NWFRS and Betsi Cadwaladr University Health Board (BCUHB) was rolled out across North Wales with all employees who conduct Safe and Well Checks engaging in the Falls Prevention Programme. The Falls Prevention Programme involves a series of five questions</p>	

being asked which form the basis of a Falls Risk Assessment Tool (FRAT). FRAT questions are based upon academic research from across the United Kingdom analysing the circumstances leading to people experiencing falls in the home. When conducting a Safe and Well Check in a property where the occupier is 65 and over, or has a medical condition that may result in a fall, employees use FRAT and refer (with consent) to the appropriate Falls Prevention Team. The occupier is contacted by the team who then assesses the needs of the occupier and establishes pathways to prevent falls occurring e.g. review of medication, physiotherapy, exercise classes and adaptations to the home.

CAT was established recognising the impact that people who suffer a fall has on WAST and the NHS. The initial point of call is placed to WAST where a clinician assesses the faller over the phone. If the individual has no clinical injuries or conditions, the CAT are mobilised and attend the property to help the person who has fallen using specialist equipment. If on arrival it transpires the person is injured an ambulance can be requested however in the majority of cases this has not been necessary. Having the CAT respond significantly reduced the impact on both WAST and the NHS in 2017/18.

Missing from home (MFH) - Statistics from NWP indicate that 3,000 people are reported missing from home each year. The MFH scheme began in March 2016 and was continued into 2017/18 and further expanded to include all firefighters on Whole Time Stations as well as members of the CAT. A missing person is anyone whose whereabouts is unknown and they are deemed missing until located and their wellbeing has been established. NWP assess the risk of each missing person, NWFRS support NWP in high risk cases such as those involving a child or elderly person. The search area is determined by NWP and NWFRS remain available for other incidents during the search.

Both CAT and MFH have been shortlisted for the NWP Problem Orientated Partnership (POP) Awards. The POP Awards were launched in a bid to recognise and provide cash prizes to reinvest in tackling chronic repeat problems across the region.

Means of Entry (MOE) began in March in 2016 and continued into 2017/18. All staff at whole-time stations have received training on effecting entry without causing damage, which was provided by colleagues at NWP and staff from the Community Safety team. This new approach helps ensure faster access to properties in times of need, as well as saving time and money for NWP who may be called to secure buildings following a fire. Working together helps ensure the safety of residents and helps save public money; two positives in the current financial climate.

Proposed Action	Actively seek opportunities for multi-skilled staff to work beyond organisational boundaries to offer a wider range of services, particularly those that will improve health, safety and wellbeing outcomes as part of a person-centred 'safe and well' approach.
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NWFRS has continued to detach a Home Safety Support Worker (HSSW) into Cartrefi Conwy. Cartrefi Conwy is a registered social landlord with over 7,000 properties. The aim of the HSSW is to carry out Safe and Well Checks within all the properties. Where deemed necessary the HSSW can signpost the occupier to other support services available within Cartrefi Conwy such as financial inclusion and independent living.

A Tri Service Collaboration was established within NWFRS to explore how the three blue light Services could develop a wider range of services to improve health, safety and wellbeing outcomes for the communities of North Wales. The team consisted of a member of staff from NWFRS, WAST and NWP and was co-located in NWFRS's Community Safety department. In addition to existing collaborations such as CAT, MFH and MOE schemes, the team have also been looking at other areas such as loneliness, crime prevention and scam prevention.

Proposed Action	Continue to monitor and evaluate the impact and effectiveness of pilot programmes undertaken in partnership with other organisations.
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NWFRS continues to monitor and evaluate the MFH and MOE schemes.

Despite the success of CAT in 2017/18, NWFRS was unable to secure the necessary funding to continue this into 2018/19.



What the Act requires the Authority to do

The Equality Act (2010) requires the Authority to write an equality plan every four years. The current Strategic Equality Plan 2016/20 identifies six equality objectives that the Authority wants to help bring about to make Wales a fairer place to live. The aim of the Equality Act is to make ensure that everyone has the right to:

- be treated fairly;
- have the same chances as others;
- be free from discrimination.

The headings for the objectives are based on the area headings in the Equality and Human Rights Commissions “How Fair is Wales” document. These headings also align with the North Wales Public Sector Equality Network Strategic Equality Plan; this enables joint objectives to be included in individual public sector organisations’ Strategic Equality Plans.

Having identified these objectives, the Authority has a duty to take all reasonable steps to pursue them and to report publicly after the end of each financial year on the progress it has made. The Equality Act lists a number of characteristics which must not be used as a reason to treat some people worse than others. These are the ‘protected characteristics’:

- Age;
- Disability;
- Gender Reassignment;
- Marriage and Civil Partnership;
- Pregnancy and Maternity;
- Race;
- Religion or Belief/Non-Belief;
- Sex;
- Sexual Orientation.

A number of sources have been used to develop the strategic equality objectives:

- Equality Impact Assessments;
- Combined Improvement and Risk Reduction Planning Objectives;
- Business plans from Heads of Departments;
- Existing strategies and plans;
- Outcome of engagement activities.

Legislation allows for the objectives to be changed at any time, therefore ongoing engagement is undertaken to ensure objectives remain current. The Authority continuously examines the most effective methods of engagement via existing links with community groups and organisations, and endeavours to establish relationships with new groups and local communities. The Authority is required to publish this assessment of its own performance for 2017/18 by 31 March 2019.

Equality Objective 1 - Life and Health: Reduce Dwelling Fires and associated casualties through a comprehensive prevention strategy that specifically targets people who can be shown to be at greater risk because of their particular characteristics and/or circumstances.



What did we do to achieve this objective?

Proposed Action Target those in the community who are already known to be more at risk from fire, as a result of their protected characteristics of age and disability.

Due to the slight increase in dwelling fires in North Wales between 2015/16 and 2016/17, NWFRS maintained its strategy to target people known to be more at risk from fire, as a result of their protected characteristics of age and disability.

In 2017/18 NWFRS undertook a programme of work to make contact with people who had experienced a kitchen fire. Individuals who participated were asked about the circumstances that led to the cooking fire as well as the actions of those involved during and after the fire.

The information gathered highlighted the following as areas of concern or interest;

- the attention paid whilst cooking;
- the provision of a working smoke alarm; and
- whether NWFRS safety messages are remembered and acted upon.

The results of the study informed the work of the All Wales Home Safety Group in 2018/19 who will be targeting messages regarding fires in the kitchen around;

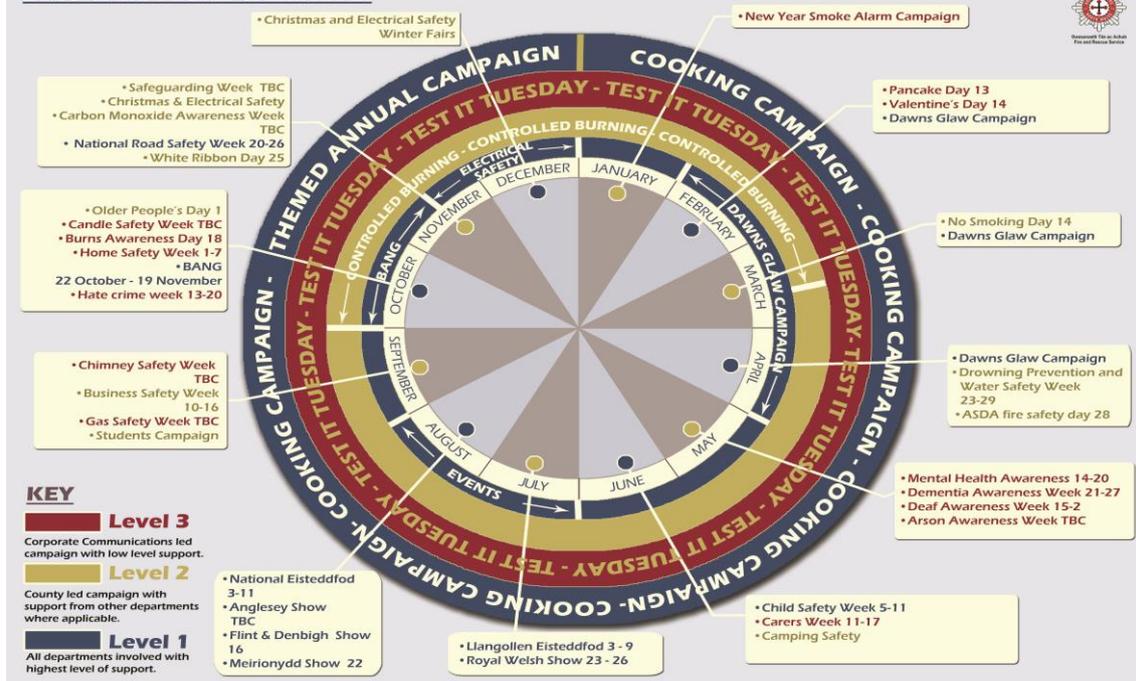
- The importance of having a working smoke alarm;
- The risks of being distracted whilst cooking;
- The importance of testing alarms;
- The importance of leaving the premises when a fire occurs.

In the 2017/18 year of this Strategic Equality Plan, Fire Safety delivered 20,188 Safe and Well checks. 5,454 of these checks were delivered to people categorised as ‘High’ risk due to the contributory factors involved.

Proposed Action Incorporate equalities into the Fire Safety Campaigns steering groups annual delivery plan linked to key dates and events to fully utilise the opportunities to engage with those with protected characteristics.

The Campaigns’ Steering Group has incorporated into their annual delivery plan, key dates and events to undertake specific activities to support individuals or groups as a result of their protected characteristics and resourced them accordingly. The campaign steering wheel below shows when campaigns are scheduled alongside information about when national campaigns are planned.

2018 CAMPAIGNS CALENDAR



Equality Objective 2 - Employment: Through our own employment practices, programmes and schemes increase the employment prospects of people who might otherwise find it difficult to gain equal access to the world of work.



What did we do to achieve this objective?

Proposed Action Ensure that future equipment is more ergonomically practical, reducing the weight without compromising the technical requirements, and PPE is fit for purpose without discrimination and is aligned to the needs of NWFRS taking cognisance of the protected characteristics.

NWFRS has continued to be mindful of the potential impact of procurement of operational equipment and personal protective equipment upon those with protected characteristics. In 2017/18 NWFRS commenced a procurement exercise to secure new breathing apparatus sets, along with personal issue respirators which ensured the application of these principles. The respirators require a face fit test this enables the provision of bespoke equipment to be fitted to the different shapes of individual faces.

NWFRS will continue to ensure that the future purchase of equipment will be carried out in line with improved ergonomics and reduced weight without compromising its use.

Proposed Action Through NWFRS employment practices, programmes and schemes NWFRS intends to increase the employment prospects of people who might otherwise find it difficult to gain equal access to work.

The Training and HR departments have engaged in a number of positive action initiatives to increase applications from a more diverse workforce, targeting potentially underrepresented groups, namely female, lesbian, gay, bisexual, transgender, queer, black and ethnic minorities.

Positive action days have encouraged potential recruits to attend and learn more about NWFRS and the role of the on-call firefighter. Positive action days have offered the candidates the potential to try some of the physical tests, meet role models, and gain a greater

understanding of the requirements of the role of a firefighter. Two events have been held this year at Rhyl and Dolgellau with four planned over the next twelve months.

Information about apprenticeships within NWFRS has also been included as part of positive action work to help increase employment prospects and encourage people to gain equal access.

NWFRS has promoted policies to aid and encourage work life balance amongst NWFRS employees and several new initiatives have been started as a result of this work.

Proposed Action	Promote policies to aid and encourage work life balance amongst NWFRS employees.
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Real progress has been made in producing and providing guidance for employees and line managers to assist them in addressing Mental Health issues at work. Several members of staff have attended a 'Speaking Up, Speaking Out' course, this is an emergency services Blue Light Programme, the initiative provides mental health support for emergency services staff and volunteers from police, fire, ambulance and search and rescue. The workshops were delivered by the mental health charity 'Mind'. To date eight employees from across NWFRS have put themselves forward to become Blue Light Champions.

When the training is complete NWFRS will have a team of fully trained Blue Light Champions within the organisation who can take action to raise awareness of mental health problems and challenge mental health stigma within the workplace.

NWFRS operates three internal volunteer groups that offer advice and guidance to their colleagues during stressful times:

Colleague Support Team (available 24hours a day)

Members of the team have completed training in suicide alertness, self-harm, financial and debt awareness, first aid, alcohol/drug dependency, and bereavement.

Critical Incident Debriefing Scheme - members are there to support those staff that have attended traumatic incidents, by offering support and listening.

Family Liaison Officer Volunteers -The death of a member of staff can be traumatic for both colleagues and the individual's family and friends, and requires the appropriate level of tact and diplomacy. In such a difficult situation it is fundamental that the distress of relatives and colleagues is minimised through sensitive handling of all the necessary arrangements. Family Liaison Officers try to reduce the emotional impact of bereavement on a serving employee's family and form a single point of contact between the family and NWFRS. Thankfully the death of an employee is not a frequent occurrence, however it is important that these arrangements are in place so that and that the distress of relatives and colleagues can be minimised.

Training is regularly undertaken by these groups of volunteers, to ensure they are equipped to deal with the issues staff encounter, the groups are there to listen and signpost to other organisations that can offer expertise and ongoing help and more specialised support.

There is an **‘Employee Assistance Programme’** that provides a 24/7 telephone counselling service by an outside agency, allowing staff to choose who they wish to speak to.

NWFRS has also started to utilise a charity to support individuals who may have or are suffering from PTSD. **PTSD999** is a new and independent charity funded by private donations. The majority of its trustees, administrators and most importantly doctors and counselling staff have served in the emergency services and/or military and have suffered PTSD, or have close ties with someone who has.

Proposed Action	Following a NJC report on an Inclusive Fire Service for the 21 st Century, NWFRS will set up an ‘Inclusivity Fire and Rescue Group’. The group will be chaired by a Fire Authority member and will meet quarterly and implement the actions as prioritised by the Inclusive Fire Service Group.
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NWFRS has set up a ‘Service Inclusivity Fire and Rescue Group’. A Fire Authority Member along with an Assistant Chief Fire Officer lead the Inclusivity Group. Members of staff who represent members from the protected characteristics and the unions have attended and discussed a range of issues covered broadly by the main themes below:

- Inclusive Culture;
- Recruitment;
- Progression;
- Retention.

Proposed Action	Produce a Service Community Handbook.
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A Community Handbook has been produced and gives an insight into the diverse communities that staff may speak to during the course of their work. The handbook is intended as a reference resource for staff to use, and assist them in understanding other cultures. The handbook was presented as part of the Corporate Health Award. The document is available to all staff.

Equality Objective 3 - Education: Through a comprehensive programme of tailored education and advice provided singly and in collaboration, to empower people living, working and visiting North Wales to continue to reduce their own level of risk from fire and other hazards throughout the different stages in their lives.



What did we do to achieve this objective?

Proposed Action	Create a Training Strategy and Action Plan.
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An All-Wales Fire and Rescue Service - People and Organisational Development Strategy (2018/21) has been developed and now forms an integral part of the Strategy review. It is aligned to other national strategies and frameworks, particularly those associated with the seven well-being goals of the Well-being of Future Generations (Wales) Act 2015.

Proposed Action	Introduce training related to Violence against Women Domestic Abuse and Sexual Violence Act 2015.
<p>With the introduction of the Violence against Women, Domestic Abuse and Sexual Violence Act (2015) (VAWDA) the Welsh Government requires that all staff complete a Violence Against Women and Domestic Abuse e-learning package. In 2017/18 approximately 60% of staff have completed the course and monitoring reports are sent to the Welsh Government on a quarterly basis.</p>	
<p>Members of staff from the Training and Development department attended a Regional VAWDA Strategic, Commissioning and Training Board. The next stages of the 'Ask and Act' training have been programmed, and the delivery of this training was supported by Welsh Women's Aid. The first VAWDA course took place in January 2017 with six delegates from various departments attending. There is a five year plan in place for the delivery of this training to frontline staff in the organisation.</p>	
Proposed Action	For the Training and Development department to co-ordinate and provide direction for equalities and diversity training and development.
<p>The training and development department offer early engagement with staff to raise awareness of the promotion process, and the availability of development and support for staff in the process. In addition, to assist with the progression of newly promoted middle managers and apprentices, they have been assigned a mentor to work with them.</p>	
<p>The three Welsh Fire and Rescue Services have collaborated on 'Assessment and Development Centres', with technical tests and managerial courses being made available for the supervisory promotion process. To assist candidates there is a one to one feedback and engagement.</p>	
<p>A new Equality and Diversity e-learning module has been made available to all members of NWFRS and this is accessed via a Learn Pro.</p>	
<p>Equality Objective 4 - Personal Safety: Reduce the risk of death or injury from fires in North Wales by the provision of effective prevention and protection services and emergency fire and rescue response.</p>	
<p>What did we do to achieve this objective?</p>	
Proposed Action	Ensure frontline staff are aware of issues such as hate crime and domestic violence and harassment and that they have the confidence to use processes for reporting it.
<p>Front line staff working for NWFRS have received awareness training relating to hate crime and domestic violence and sexual harassment, the training will ensure they have the confidence to recognise the signs and understand the processes for reporting incidents should they arise.</p>	
<p>Professional Service Standards has continued to quality assure all employees awareness and understanding of domestic violence and hate crime and this is now incorporated into the workplace audits.</p>	

Proposed Action	<p>Reduce the risk of injury and death by fire through the introduction of systems to enhance and improve the availability of Risk Information at the time of call.</p> <p>NWFRS has introduced a managed service corporate gazetteer that will ensure the Command and Control System has the latest address information thereby improving the integrity and management of location information. With the introduction of new Command and Control System linked through the new gazetteer to the Fire Record Management System, the new system has the ability to not only present its own internal tagged risk information, but also the high risk information to firefighters held within the Fire Records Management System (RMS).</p> <p>Furthermore improved collaboration with emergency service partners has enabled the sharing of common information technology platforms, which has enabled a more timely exchange of information that has in turn facilitated a more effective response to the communities of North Wales.</p>
<p>Equality Objective 5 - Representation and Voice: By being open and accountable about what we do and what our plans are, encourage more people to involve themselves in the process of determining the way fire and rescue services are delivered in North Wales, and aim to increase the range of representative voices that contribute to that process.</p>	
<p>What did we do to achieve this objective?</p>	
Proposed Action	<p>Consultation and engagement is improved through strengthening links between the Public Sector and local and national groups representing people from all protected groups.</p>
<p>The Equality Advisor has worked collaboratively with other public sector organisations across North Wales as a member of the North Wales Public Sector Equality Network (NWPSSEN). Consultation events are held every two years and invitations are offered to those with protected characteristics to discuss the issues that concern them. The data gathered from the events is collated and used to inform the individual organisational Strategic Equality Objectives, and also NWPSSEN’s joint objectives. This partnership has monthly meetings that are also attended by representatives of the Equality and Human Rights Commission, and the Welsh Government.</p> <p>Consultation on NWFRS’s strategic objectives for 2018/19 (Developing the Fire and Rescue Service for the Future) was an interim consultation and was carried out between May-July 2017. The engagement included;</p> <ul style="list-style-type: none"> • Direct email engagement: Invitations for responses, with accompanying explanatory documents, were emailed to a list of contacts and opinion formers which included local representative groups; • Social media engagement: Twitter messages were issued – with known representative groups followed on our Twitter account to encourage them to follow us back; • A summary leaflet was not produced for this interim consultation; • In collaboration with our partners: local partners were asked to share and re-tweet our messages on social media. 	

Equality Objective 6 - Access to Services, Information and Buildings:

Improve access to information and communications within NWFRS, and improve physical access to fire and rescue service buildings which the public use or visit.



What did we do to achieve this objective?

Proposed Action	Ensure that appropriate means and methods of communication are adopted in promoting priority safety messages identified by the Fire Safety department.
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NWFRS ensures that the most appropriate means and methods of communication are adopted when communicating with the public.

The community safety campaigns are coordinated through the Campaigns Steering Group – these are scheduled and resourced appropriately in advance for the coming year with clear objectives and evaluation afterwards.

The most appropriate means and methods of communications are considered as part of the strategies adopted, for example the ‘Reasons to Test video’ was commissioned and produced with protected characteristics specifically in mind.

There is an ongoing review into an all-Wales approach to fire safety literature; this will include easy read, multi languages as well as modifications on terminology. All equality aspects will be reviewed.

- NWFRS attends key events to such as Pride;
- The inclusion of BSL friendly clips are now available on NWFRS’s website;
- NWFRS runs supported positive actions events;
- There is an excellent all Wales Retained Duty System recruitment video produced in collaboration with the other two Fire and Rescue Services in Wales, which is available on the website, for potential candidates to view.

Proposed Action	Improve building access for Fire and Rescue Service visitors to the Joint Communications Control Centre.
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The Equality Act states that ‘reasonable adjustments’ should be made where required in order to ensure accessibility to all buildings. Having been identified as a possible accessibility issue, the path from the entrance gate of the Joint Control Centre has been extended and now provides unhindered and safe access from the pavement to the main front door for staff and visitors with mobility impairments, and wheelchair users.

In accordance with the requirements of the Equality Act 2010, specified employment information in respect of employees and applicants as at 31 March 2018 is provided below.

Total Number of Staff in Post – April 2017 to March 2018				
Protected Characteristic	Sub-category	Control Staff	Operational Staff	Support Staff
Age	16-24	2	41	12
	25-34	9	184	24
	35-49	15	341	52
	50-54	6	98	17
	55-59	4	29	26
	60 plus	0	12	24
Disability Impairment (self-declaration) Occupational Health Certified	Learning Disability	1	6	3
	Mental Impairment	0	4	4
	Long standing Illness or Health Condition	5	8	4
	Other Disfigurement	0	0	0
	Physical Impairment	0	0	0
	Sensory Impairment	0	6	2
Marriage and Civil Partnership	Civil Partnership (registered same sex)	0	9	2
	Living With Partner	5	116	12
	Divorced	1	36	12
	Married	17	319	76
	Single	12	187	47
	Separated	0	24	3
	Widowed	0	1	1
	Not Stated	1	13	2
Pregnancy and Maternity	Pregnant in the last year	1	1	3
	Maternity in the last year	1	1	5
Race	Asian/Asian British <i>(Indian/Pakistani/Bangladeshi/Chinese)</i>	0	2	0
	Black/African/Caribbean/Black British	0	2	0
	Mixed/Multiple Ethnic Groups	0	4	0
	White <i>(Welsh/English/Scottish/Northern Irish/British)</i>	35	691	153
	White Other	1	5	1
	Not Stated	0	1	1
Religion and Belief	Buddhist	0	3	1
	Christian (All Denominations)	21	321	87
	Hindu	0	0	0
	Jewish	0	0	0
	Muslim	0	1	0
	Sikh	0	0	0
	Any other Religion	0	9	3
	No Religion	9	283	40
Not Stated	6	88	24	

Total Number of Staff in Post – April 2017 to March 2018				
Protected Characteristic	Sub-category	Control Staff	Operational Staff	Support Staff
Sex	Female	30	40	83
	Male	6	665	72
Sexual Orientation	Bisexual	0	1	0
	Gay or Lesbian	1	8	2
	Heterosexual (or Straight)	31	654	144
	Other	0	0	0
	Prefer not to say/Not Stated	4	42	9
Transgender	Female	0	0	0
	Intersex	0	0	0
	Male	0	0	0
	Prefer not to say	0	0	0

Total Staff Applications received for Employment - April 2017 to March 2018				
Protected Characteristic	Sub-category	Control Staff	Operational Staff	Support Staff
Age	16-24	3	291	107
	25-34	6	666	71
	35-49	5	293	51
	50-54	0	19	20
	55-59	0	9	10
	60 Plus	0	3	1
	Not Stated	0	1	6
Disability Impairment (self-declaration) Occupational Health Certified	Learning Disability	1	6	5
	Mental Impairment	0	1	0
	Long standing Illness or Health Condition	2	8	6
	Other Disfigurement	0	0	0
	Physical Impairment	0	0	0
	Sensory Impairment	0	0	4
Race	Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese)	0	8	0
	Black/African/Caribbean/Black British	0	5	2
	Mixed/Multiple Ethnic Groups	0	9	2
	White Welsh/English/Scottish/Northern Irish/British)	13	1,210	256
	White Other	1	15	1
	Not Stated	0	35	5

Total Staff Applications received for Employment - April 2017 to March 2018				
Protected Characteristic	Sub-category	Control Staff	Operational Staff	Support Staff
Religion and Belief	Buddhist	0	7	0
	Christian (All Denominations)	9	408	118
	Hindu	0	0	0
	Jewish	0	0	0
	Muslim	0	0	1
	Sikh	0	1	0
	Any other Religion	0	6	3
	No Religion/Not Stated	5	860	144
Sex	Female	8	173	119
	Male	6	1,118	147
Sexual Orientation	Bisexual	0	14	4
	Gay or Lesbian	0	32	3
	Heterosexual (or Straight)	13	1,154	245
	Other	0	0	0
	Prefer not to say / Not Stated	1	82	14
Transgender	Female	0	0	0
	Intersex	0	0	0
	Male	0	3	0
	Prefer not to say	0	4	0

Total Number of Successful Application to NWFRS 2017/18				
Protected Characteristic	Sub-category	Control Staff	Operational Staff	Support Staff
Age	16-24	2	24	13
	25-34	4	26	15
	35-49	2	26	5
	50-54	0	0	1
	55-59	0	1	2
	60 Plus	0	0	1
Disability Impairment (self-declaration) Occupational Health Certified	Learning Disability	1	0	0
	Mental Impairment	0	0	0
	Long standing Illness or Health Condition*	1	0	0
	Other Disfigurement	0	0	0
	Physical Impairment	0	0	0
	Sensory Impairment	0	0	1

Total Number of Successful Application to NWFRS 2017/18				
Protected Characteristic	Sub-category	Control Staff	Operational Staff	Support Staff
Race	Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese)	0	1	0
	Black/African/Caribbean/Black British	0	0	0
	Mixed/Multiple Ethnic Groups	0	0	0
	White - Welsh/English/Scottish/Northern Irish/British)	7	75	37
	White Other	1	1	0
	Not Stated	0	0	0
Religion and Belief	Buddhist	0	1	0
	Christian (All Denominations)	5	23	23
	Hindu	0	0	0
	Jewish	0	0	0
	Muslim	0	0	0
	Sikh	0	0	0
	Any other Religion	0	0	0
	No Religion	3	53	14
	Not Stated	0	0	0
Sex	Female	5	9	19
	Male	3	68	18
Sexual Orientation	Bisexual	0	2	0
	Gay or Lesbian	0	5	0
	Heterosexual (or Straight)	8	68	35
	Other	0	0	0
	Prefer not to say/Not Stated	0	2	2
Transgender	Female	0	0	0
	Intersex	0	0	0
	Prefer not to say	0	0	0

Top 5% of Earners* - April 2017 to March 2018		
All Staff	Men	Women
Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese)	0	0
Black/African/Caribbean/Black British	0	0
Mixed/Multiple Ethnic Groups	0	0
White (Welsh/English/Scottish/Northern Irish/British)	27	5
White Other	0	0
BME Total	0	0
Total	27	5

*it is top 7% as the lowest quartile of the earners are all in the same post

All Staff Involved in Grievance Procedures - April 2017 to March 2018 - (Staff who lodged a Grievance)		
All Staff	Men	Women
Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese)	0	0
Black/African/Caribbean/Black British	0	0
Mixed/Multiple Ethnic Groups	0	0
White (Welsh/English/Scottish/Northern Irish/British)	16	3
White Other	0	0
BME Total	0	0
Total	16	3
All Staff Involved in Disciplinary Procedures - April 2017 to March 2018 (Staff who were investigated and who went on to a Disciplinary Hearing)		
All Staff	Men	Women
Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese)	0	0
Black/African/Caribbean/Black British	0	0
Mixed/Multiple Ethnic Groups	0	0
White (Welsh/English/Scottish/Northern Irish/British)	6	1
White Other	0	0
BME Total	0	0
Total	6	1
Number of Leavers - April 2017 to March 2018		
Number of Operational Staff Leaving NWFRS	Men	Women
Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese)	0	0
Black/African/Caribbean/Black British	0	0
Mixed/Multiple Ethnic Groups	0	0
White (Welsh/English/Scottish/Northern Irish/British)	56	4
White Other	0	0
BME Total	0	0
Total	56	4
Number of Control Staff Leaving NWFRS	Men	Women
Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese)	0	0
Black/African/Caribbean/Black British	0	0
Mixed/Multiple Ethnic Groups	0	0
White (Welsh/English/Scottish/Northern Irish/British)	0	0
White Other	0	0
BME Total	0	0
Total	0	0
Number of Support Staff Leaving NWFRS	Men	Women
Asian/Asian British (Indian/Pakistani/Bangladeshi/Chinese)	0	0
Black/African/Caribbean/Black British	0	0
Mixed/Multiple Ethnic Groups	0	1
White (Welsh/English/Scottish/Northern Irish/British)	6	16
White Other	0	0
BME Total	0	0
Total	6	17



What the Measure requires the Authority to do

The Welsh Language (Wales) Measure 2011 replaced the Welsh Language Act 1993 and as part of the new legislation, in Wales the Welsh language has equal legal status with English and must not be treated any less favourably. The Authority no longer needs to develop and implement Welsh Language Schemes but it must comply with a set of Welsh Language Standards instead.

The Welsh Language Commissioner issued NWFRS with its Compliance Notice on 30 September 2016. This lists which of the Standards (as listed in full in the Welsh Language Standards Regulations (No.5) 2016) the Authority must comply with, along with any exemptions and their implementation dates.

The Authority is required to publish its Welsh language standards annual report for 2017/18 by 30 September 2018 and is required to publicise it appropriately.

The Authority is committed to ensuring that in conducting public business in Wales, the English and Welsh languages should be treated on the basis of equality in order to recognise and value the rich diversity of communities, against a backdrop of significant natural and cultural heritage.

The Authority also acknowledges its duty towards its staff too, most of whom are residents of North Wales, and who themselves reflect the linguistic and cultural make-up of their own communities. By acknowledging its moral and legal duties to protect the cultural heritage of the area and meet the expectations of the local community, the Authority continues to work towards ensuring that it conducts its public business in both languages.

The Authority's Implementation Plan is available to view using the link below;

<http://www.nwales-fireservice.org.uk/media/337605/welsh-language-standards-implementation-plan-nwfrs.pdf>

During 2017/18 the Authority continued to comply with the set of Welsh Language Standards issued in its Compliance Notice on 30 September 2016. It also continued to work with the other two Fire and Rescue Authorities in Wales through a 'Grŵp Iaith' and also on a regional basis with colleagues from NWP and WAST.

Monitoring of compliance with Welsh Language Standards



There are a number of standards that relate to record keeping which the Authority must publish each year. These are detailed below;

Standard 147	The number of employees who have Welsh skills
<p>Of the 894 employees as at 31st March 2018, 673 were able to demonstrate that they had Welsh language skills (level 2 and above) 343 of whom were classed as fluent speakers (Level 4 and 5).</p> <p>All reception posts are Welsh essential and all employees are trained to provide a bilingual greeting when answering the telephone to ascertain and record language choice. This applies to internal and external calls. Guidance has been produced and published internally and all employees are expected to take personal accountability for following the correct procedures to ensure that legal compliance is maintained at all times.</p>	
Standard 148	The number of staff members who attended specific training that must be provided in Welsh if it is available in English (namely training on recruitment and interviewing, performance management, complaints, induction, dealing with the public and health and safety)
<p>None of the training listed in Operational Standards Number 125 is delivered in either English or Welsh, with the exception of health and safety. However, if such training were to be offered then it would be facilitated in Welsh. Three attendees on the IOSH Managing Safely course elected to complete the course through the medium of Welsh.</p>	
Standard 151	The number of new and vacant posts categorised as ones where Welsh language skills are essential, desirable, not necessary or need to be learnt
<p>All posts require some level of Welsh with the minimum requirement being Level 2 speaking and listening. During 2017/18, 25 new and vacant posts were advertised and filled, 12 of which were classed as Welsh level 4 or 5 and 13 were level 2. During this period NWFRS also employed 74 retained firefighters and 27 Wholetime firefighters – all newly promoted firefighters are required to attain a minimum requirement of Level 2 Welsh either on entry or within their probation period.</p>	
Standard 143	The number of complaints received by the organisation about each class of standards
<p>Complaints are monitored and dealt with by the Professional and Service Standards Department. Complaints and letters of appreciation are reported upon annually to the Fire and Rescue Authority.</p> <p>No complaints were received in 2017/18 in relation to the Welsh language. NWFRS has published a Complaints procedure on its website and also has an internal policy for staff on how to raise a concern or complaint.</p>	

Promoting the Welsh Language



This year an internal policy on facilitating and promoting the use of Welsh in the workplace was produced and circulated. Promotion of the Welsh language is maintained internally in a variety of different ways through the Welsh Champions Scheme, the Welsh Column in the internal magazine 'Y Fflam', within weekly staff bulletins, the Welsh Wednesday campaign, and through Workplace Facebook where each day a new Welsh word is circulated and explained to assist those learning the language. There is also a 'Welsh learner of the year' award and a 'commitment to the Welsh language' award.

The Human Resources Department ascertains the language choice of prospective employees at first point of contact and records this information for future use. It keeps a record of all members of staff who have requested to receive correspondence through the medium of Welsh and this can be reviewed at any stage. All HR policies and forms relating to an individual's employment have been translated and published internally. Complaints and disciplinary procedures are also facilitated through the medium of Welsh on request with the language choice of the individual being respected at all times.

The Training department maintains a record of all the Welsh courses attended and assessments undertaken by employees and records the results on its internal recording system. This year courses were offered from Level 2 to Gloywi Iaith to all members of staff by an external provider, Coleg Cambria, as well as additional courses to meet the needs of employees in order to maintain compliance with the Standards and plan for the future, which included Welsh language media training, 'Tweeting' in Welsh through Bangor University, facilitating bilingual meetings and events, and creating a Welsh ethos in the workplace for managers and officers through 'Cwmni Iaith Cyf'.

NWFRS runs a Welsh Language Champions' scheme where Welsh speaking employees support members of staff across the Service to improve their Welsh language skills. The Welsh Language Champions participated in a seminar along with colleagues from NWP to circulate best practice and discuss approaches to promotion of the Welsh language. A focus group with existing Champions was also completed to see what measures could be implemented to further promote the language and facilitate learning. During this focus group a new logo was selected to be used by the Welsh Champions on email signatures so that Champions can be easily identified.

All new and revised policies are published internally in both English and Welsh and every policy is required to have an associated integrated impact assessment to ascertain its impact on the Welsh language and to identify and promote ways of creating a positive impact and avoiding any negative impact.

As with the previous Welsh Language Policy, work continues to proactively offer language choice to all service users as this has always been seen as beneficial and a gateway to improved engagement with all members of the community. Safe and Well Checks continue to be promoted through the medium of Welsh or English on social media, and all promotional materials, posters and leaflets are bilingual with the Welsh language appearing first at all times.

Guidance has been provided to employees on the importance of offering language choice to all, whether face to face or over the phone, regardless of location, accent, ethnicity etc. This message is reiterated during the mandatory Welsh Awareness Module that has been produced for employees, during the face to face sessions for new starters and during the initial firefighter training course.

Because the Authority recognises the value and benefit of offering language choice it has continued to operate a fully bilingual Control Room, despite there being no statutory requirement to answer 999 calls bilingually. The Authority recognises that it has a moral and ethical duty to deal effectively with people when they are involved in an emergency situation and is therefore going above and beyond the Standards in order to deal with incidents effectively in the caller's language of choice.

Guidance has also been produced for issuing correspondence to the public and all email signatures and letter-headed paper includes a statement welcoming correspondence in Welsh or English. Siarad Cymraeg and Dysgu Cymraeg logos have also been incorporated into standard e-mail signatures.

The NWFRS website is fully bilingual and this includes Readspeak facilities through the medium of Welsh. Enquiries through the website are dealt with in the language choice of the recipient.





Comparing ourselves with others can provide useful indicators of where we could potentially improve. Although information is not always available to help us do this, or it is so different that the comparison has no value, there are some examples that help us to explore the differences.

Comparisons between fire and rescue authorities in England and Wales are produced in this document from figures compiled and published by the Home Office, Statistics and Research for Welsh Government, Local Government and the Chartered Institute of Public Finance and Accountancy (CIPFA). Occasionally, we find small variations between these published figures and our own figures, generally because of later quality assurance of our own data. For the purpose of comparisons, the externally published data has been retained in this document in its published format.

Activity comparisons in this section are based on 2016/17 figures or where available 2017/18 figures. These include fire statistics published by the Home Office and Welsh Government, and population figures published by the Office of National Statistics. Links to the external sources are provided in the 'other information' section at the end of this document.

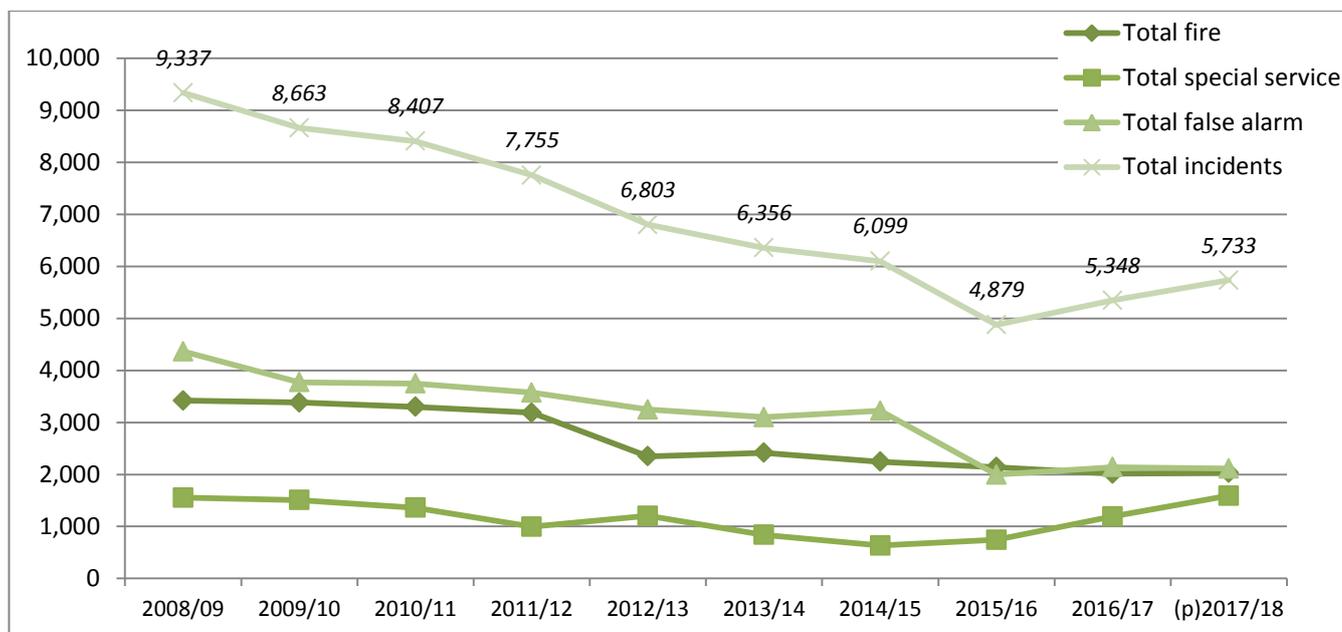
All incidents attended

The Authority attended a total of 5,733 fires, false alarms and special service incidents during 2017/18 in North Wales, an increase of 7 per cent compared with the previous year 2016/17, but equating to a 33 per cent reduction over the last 10 years. Of all 5,733 attendances 2,029 were fires (35 per cent); there were also 2,112 false alarms (37 per cent of attendances) and 1,592 special service incidents (28 per cent). The 5,733 incident attendances in North Wales equates to around 16% of all 36,764 attendances in Wales.

Since 2008/09 all types of attendances except special service incidents have decreased in North Wales; number of fires has seen a downward trend, reducing by 41 per cent over the last 10 years and the number of false alarms is 42 per cent lower than in 2008/09; these trends are similar across the three Welsh Fire and Rescue Authorities.

The number of special service incidents has fluctuated over the ten years from 2008/09; there was an overall downward trend to 2014/15, beyond which numbers have risen. By the end of 2017/18 the number of special service incidents attended was 3 per cent higher compared to 2008/09, reflecting the increase in activity from greater collaborative working with WAST as well as NWP; this trend is similar across Wales and coincides with the introduction, in 2015, of the National Joint Council (NJC) supported trials of emergency medical responding (EMR) where Fire and Rescue Service's formed agreements with ambulance trusts to undertake health care related work – in particular co-responding.

Fire, false alarm and special service incidents in North Wales



Source: StatsWales

Number of fire, false alarm and special service incidents in Wales

	False alarms	Primary fires	Secondary fires	Chimney fires	Special service incidents	All attendances
2008/09	18,855	6,985	11,724	812	10,917	49,293
2009/10	16,901	6,800	11,562	790	10,288	46,341
2010/11	17,006	6,414	13,503	771	9,187	46,881
2011/12	15,874	5,687	10,162	615	7,659	39,997
2012/13	15,088	4,745	5,922	771	9,725	36,251
2013/14	15,312	4,790	7,801	578	10,118	38,599
2014/15	15,485	4,561	6,541	549	9,289	36,425
2015/16	14,491	4,678	6,998	432	10,151	36,750
2016/17(r)	14,790	4,757	5,576	417	11,676	37,216
2017/18(p)	14,161	4,315	6,299	406	11,583	36,764
% change						
2016/17 to 2017/18	-4	-9	13	-3	-1	-1

(a) per million population. Population data taken from ONS Mid Year Estimates revised periodically and so rates are subject to change between publications

(r) Revised data.

(p) Provisional data.

Source: Fire and rescue incident statistics 2017/18

Fires

Total Fires – the total number of fires in Wales has seen a downward trend since 2001-02, however in recent years the trend has become less clear with numbers staying around the 11,000 to 13,000 mark. In North Wales this figure sits at just above 2,000 fires per year and this is a reduction of 41 per cent over the last 10 years.

Number of fires attended in Wales

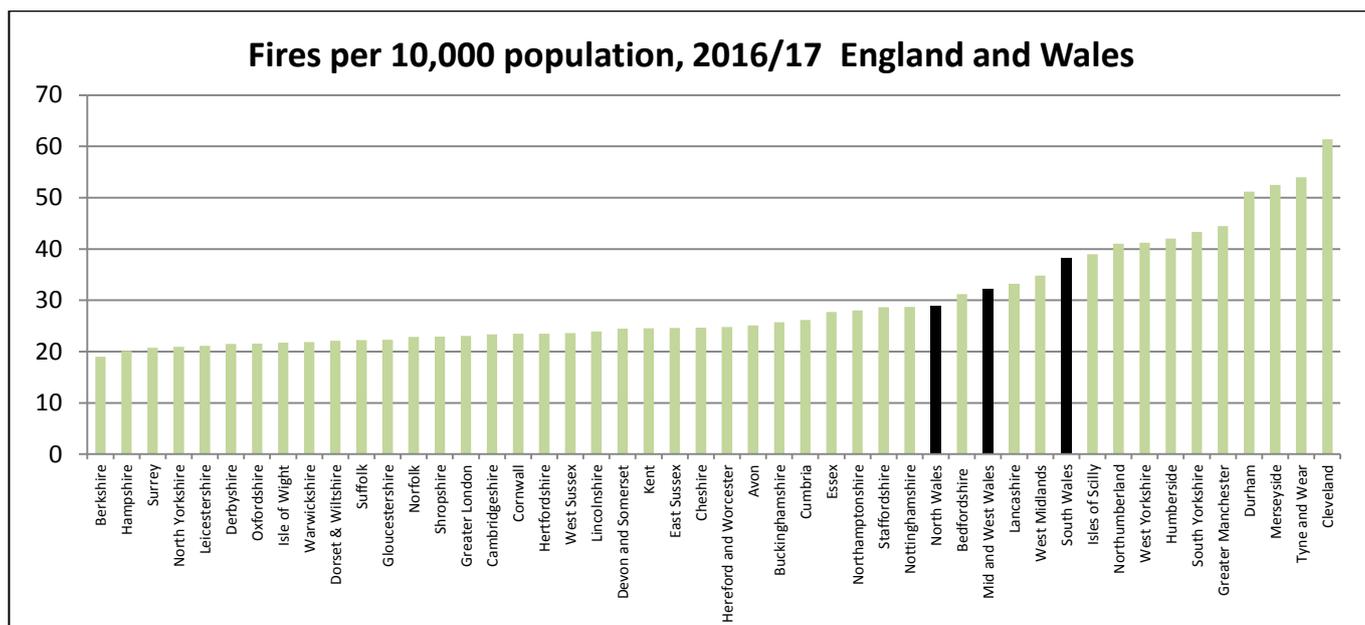
	North Wales	Mid and West Wales	South Wales	Wales
2008/09	3,419	5,376	10,726	19,521
2009/10	3,384	5,078	10,690	19,152
2010/11	3,299	5,625	11,764	20,688
2011/12	3,186	4,518	8,760	16,464
2012/13	2,350	3,245	5,843	11,438
2013/14	2,416	3,914	6,839	13,169
2014/15	2,244	3,489	5,918	11,651
2015/16	2,140	3,392	6,576	12,108
2016/17(r)	2,015	2,937	5,798	10,750
2017/18(p)	2,029	3,199	5,792	11,020
% change 2016/17 to 2017/18	1	9	0	3

(r) Revised data.

(p) Provisional data.

Source: Fire and rescue incident statistics 2017-18

In Wales, North Wales has the lowest rate of fires per 10,000 population, with similar rates in Mid and West Wales, and South Wales when compared across England and Wales.



Source: CIPFAStats.net

Fires by motive

The numbers of accidental primary fires and deliberate primary fires overall show a long term downward trend. This is the same for North Wales and across Wales. Secondary fires, both accidental and those started deliberately, show an overall downward trend too but have also been prone to fluctuation, reflecting the complexities of why these fires occur. There is a correlation with the weather (in wetter years the numbers of secondary fires tend to reduce) therefore different preventative approaches are used to avoid these fires occurring, including working with the police staff and with schools.

During 2017/18 a total of 650 fires were attended in North Wales that were believed to have been started deliberately, compared to 594 the previous year; this equated to a little over 10% of the 6,371 total deliberate fires attended across Wales in 2017/18.

The below table refers to primary and secondary fires. In relation to chimney fires, NWFRS attended 141 out of the 406 in Wales (these are not included).

Number of primary and secondary fires by motive

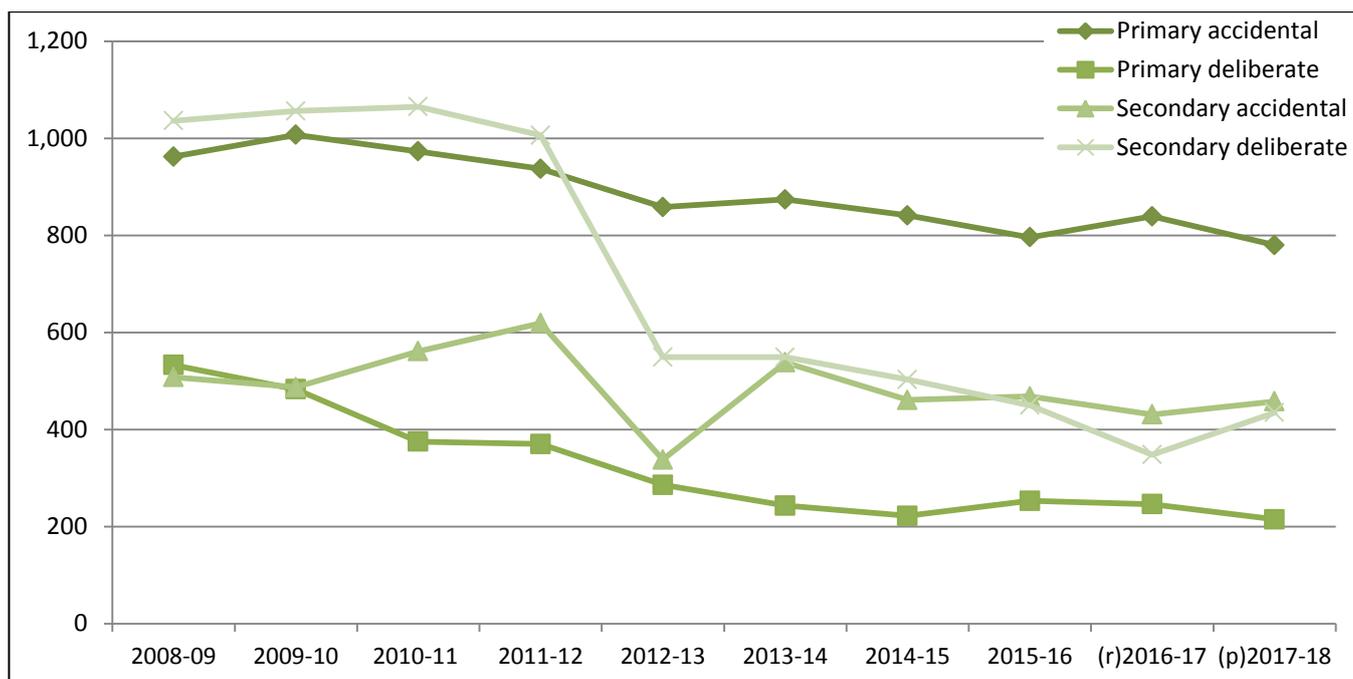
	North Wales				Wales			
	Primary		Secondary		Primary		Secondary	
	accidental	deliberate	accidental	deliberate	accidental	deliberate	accidental	deliberate
2008/09	962	533	508	1,036	3,894	3,091	1,291	10,433
2009/10	1,007	483	487	1,056	3,914	2,886	1,540	10,022
2010/11	973	375	561	1,065	3,930	2,484	1,691	11,812
2011/12	937	370	619	1,006	3,636	2,051	1,566	8,596
2012/13	858	286	338	549	3,340	1,405	929	4,993
2013/14	874	243	538	549	3,445	1,345	1,577	6,224
2014/15	841	222	461	503	3,347	1,214	1,321	5,220
2015/16	796	253	468	450	3,308	1,370	1,241	5,757
2016/17(r)	839	246	431	348	3,363	1,394	1,036	4,540
2017/18(p)	780	215	458	435	3,116	1,199	1,127	5,172
% change 2016/17 to 2017/18	-7	-13	6	25	-7	-14	9	14

(r) Revised data.

(p) Provisional data.

Source: StatsWales

Number of primary and secondary fires in North Wales by motive



Source: StatsWales

Primary Fires

In 2017/18 provisional figures show the number of primary fires in Wales decreased by 9 per cent compared with the previous year, to 4,315. All three Fire and Rescue Authorities had a reduction in the number of primary fires, 13 per cent in South Wales, 8 per cent in North Wales and 3 per cent in Mid and West Wales. In North Wales the number of primary fires fell below 1,000 fires for the first time.

Number of primary fires in Wales by Fire and Rescue Authority

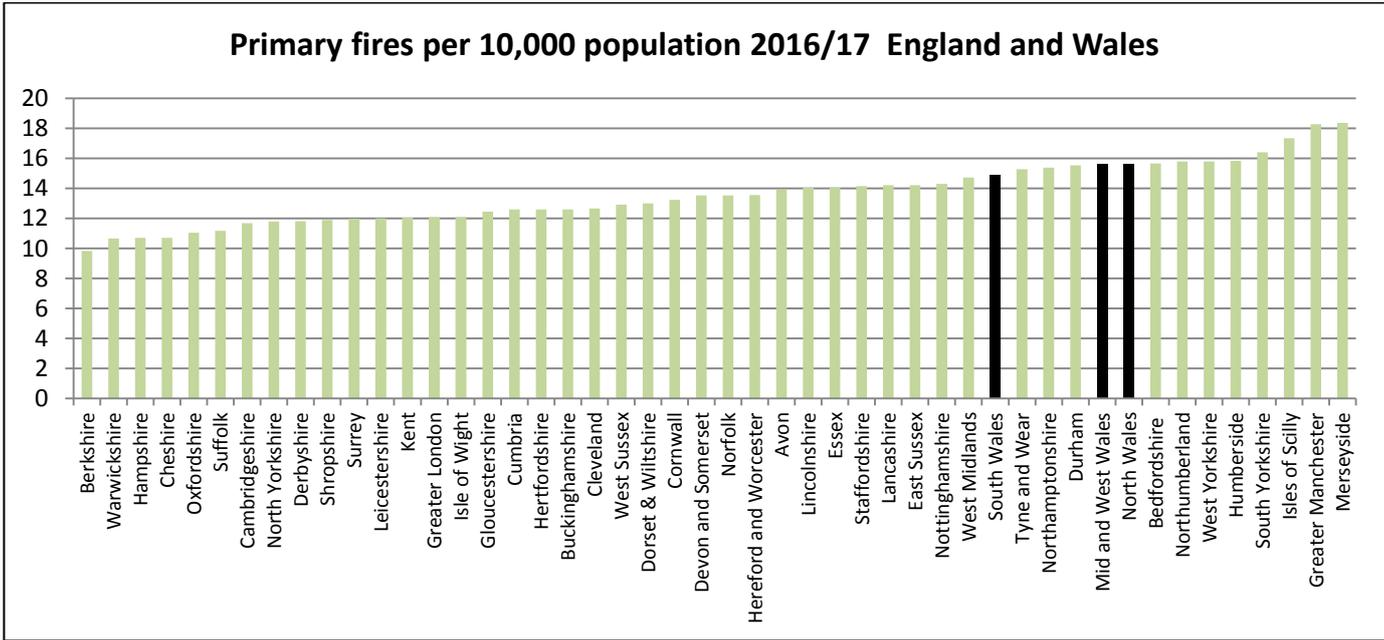
	North Wales	Mid and West Wales	South Wales	Wales
2008/09	1,495	2,042	3,448	6,985
2009/10	1,490	1,914	3,396	6,800
2010/11	1,348	1,862	3,204	6,414
2011/12	1,307	1,648	2,732	5,687
2012/13	1,144	1,353	2,248	4,745
2013/14	1,117	1,498	2,175	4,790
2014/15	1,063	1,443	2,055	4,561
2015/16	1,049	1,409	2,220	4,678
2016/17(r)	1,085	1,411	2,261	4,757
2017/18(p)	995	1,362	1,958	4,315
% change 2016/17 to 2017/18	-8	-3	-13	-9

(r) Revised data.

(p) Provisional data.

Source: Fire and rescue incident statistics 2017/18

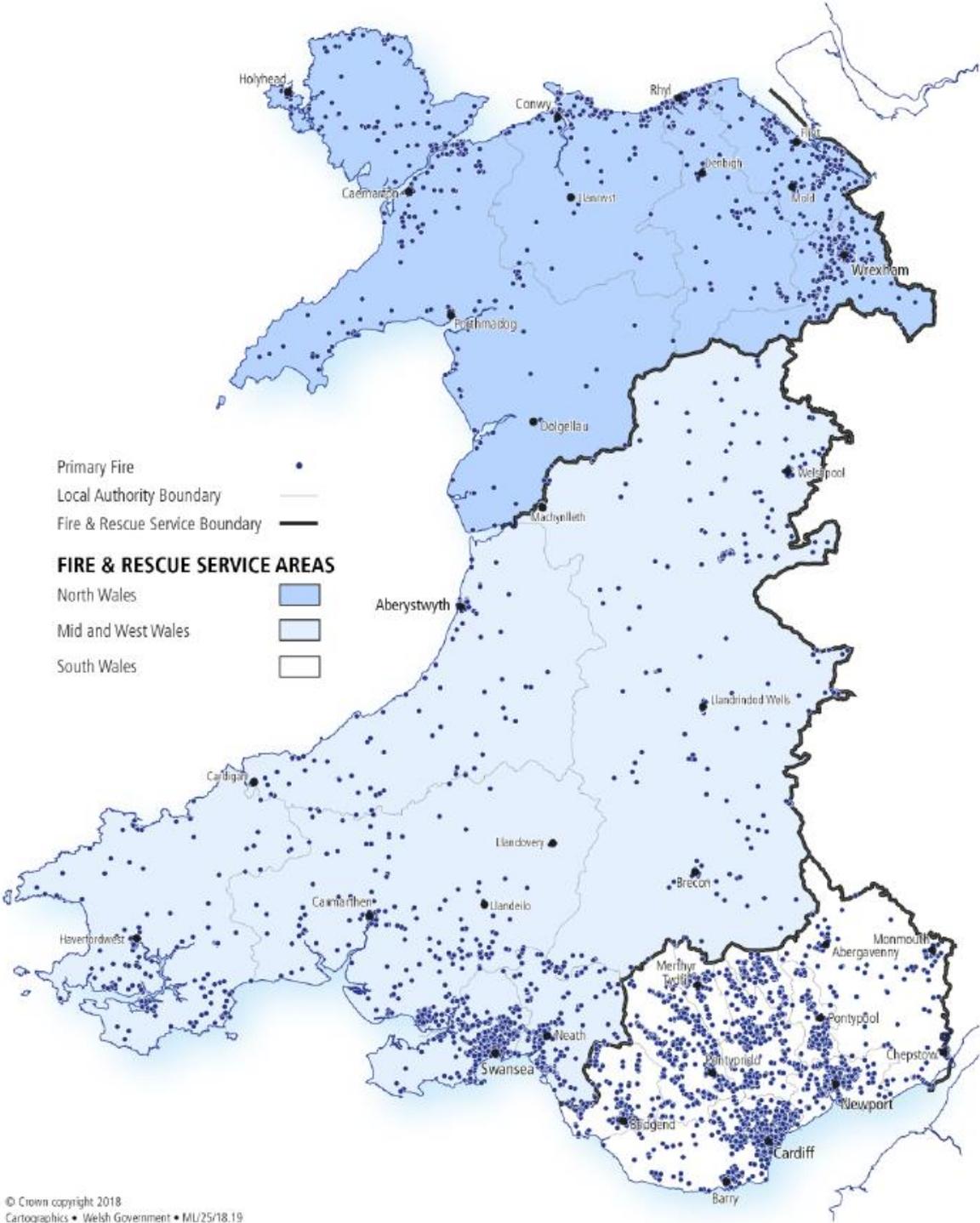
The rate of primary fires per 10,000 population is also similar for the three Welsh Fire and Rescue Authorities.



Source: CIPFA.net

The map below, produced by Welsh Government, illustrates the higher concentration of primary fires that occur in more densely populated urban areas.

Primary Fires across Wales, 2017-18

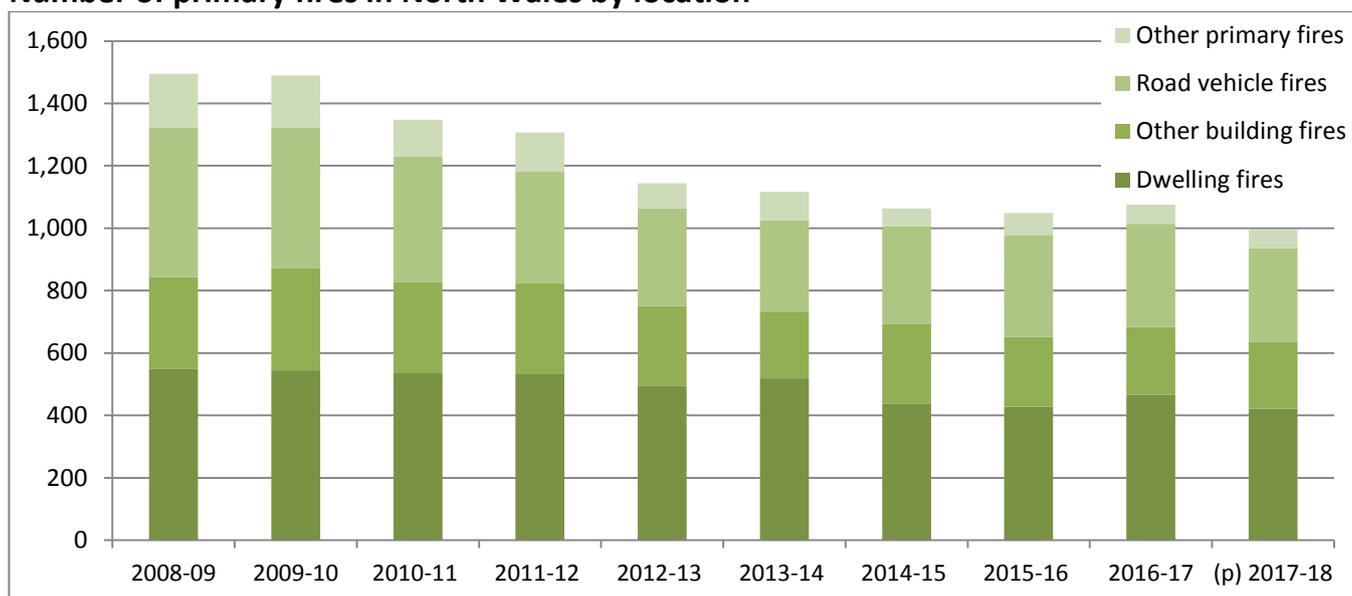


Source: Fire and rescue incident statistics 2017/18

Further analysis of primary fires in North Wales, below, shows the reduction in numbers of these fires, which is a long term downward trend. The **location** of primary fires and the subsequent casualties highlights that a significant proportion of such incidents occur as a result of dwelling fires, and this area continues to be a key focus for our well-being objectives and prevention activity. *Note, 'location' broadly refers to the type of property involved e.g. Dwelling; Road vehicle; Other building; Other primary fires (including outdoor primary fires).*

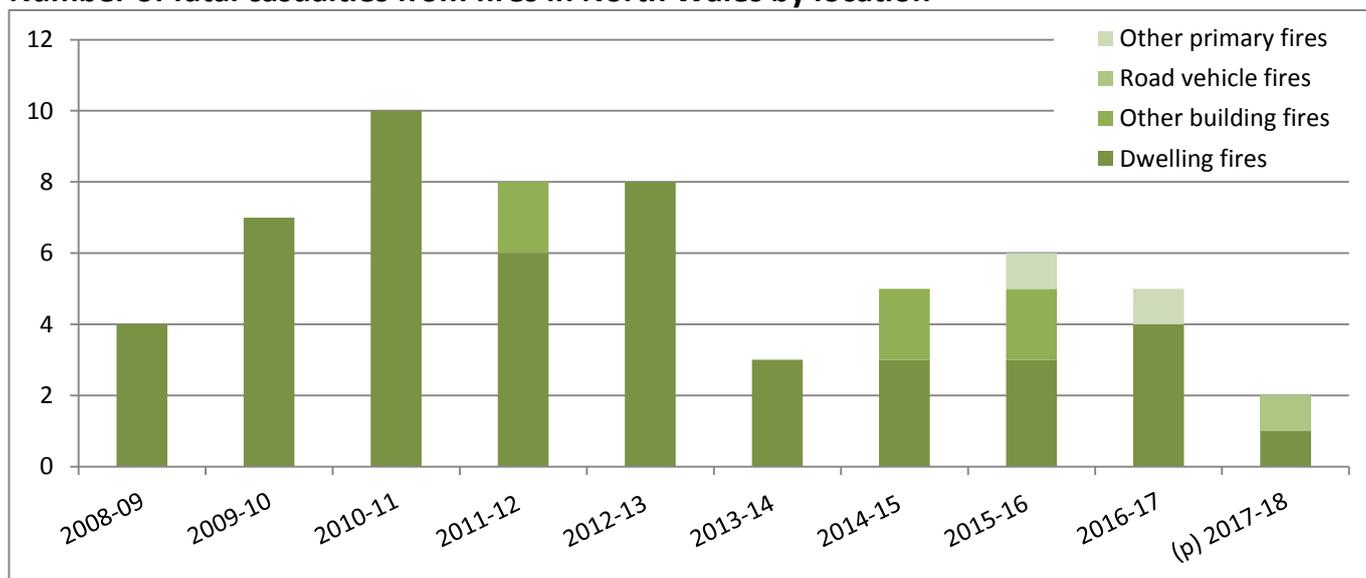
Provisional figures for Wales indicate there were 15 fatal casualties during 2017/18; this is the lowest number since at least 2008/09 and the overall trend since 2001/02 has been downward, however numbers are small and prone to fluctuation. In 2017/18 the fatality rates per million population (pmp) for North Wales and South Wales were the lowest in the time series whereas Mid and West Wales saw their highest rate since 2009/10.

Number of primary fires in North Wales by location



Source: Stats Wales

Number of fatal casualties from fires in North Wales by location

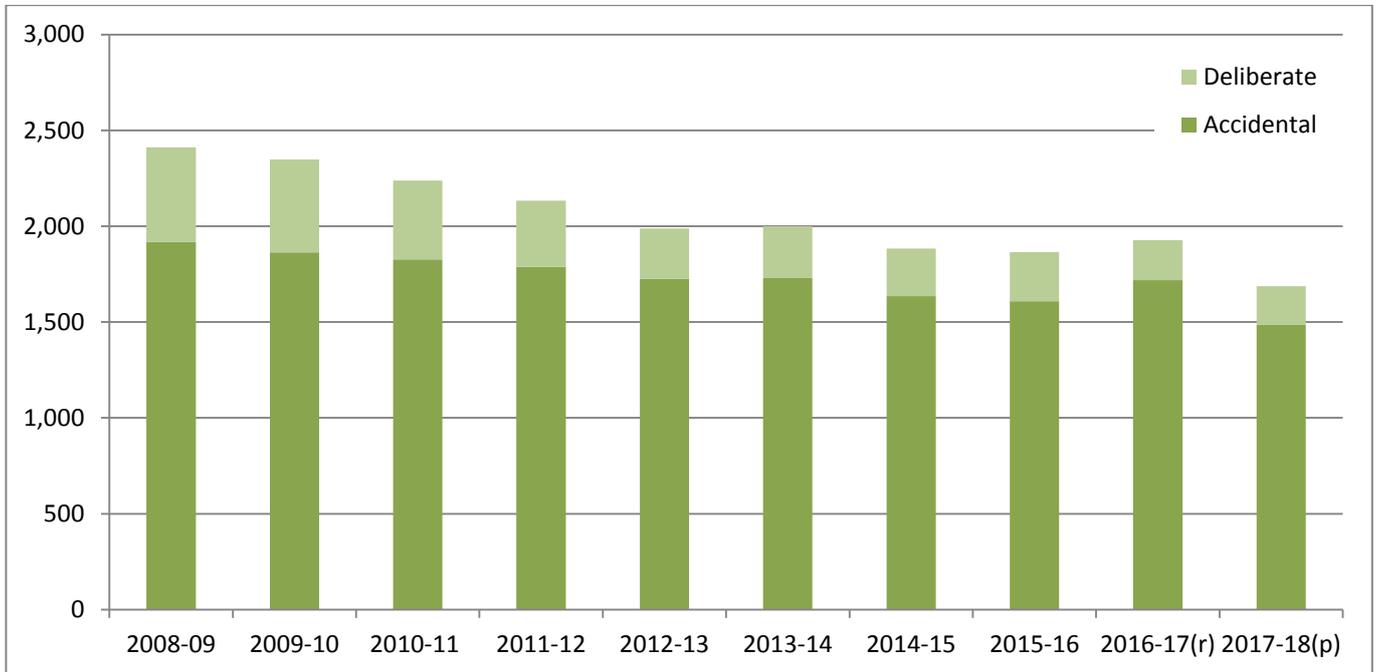


Source: Stats Wales

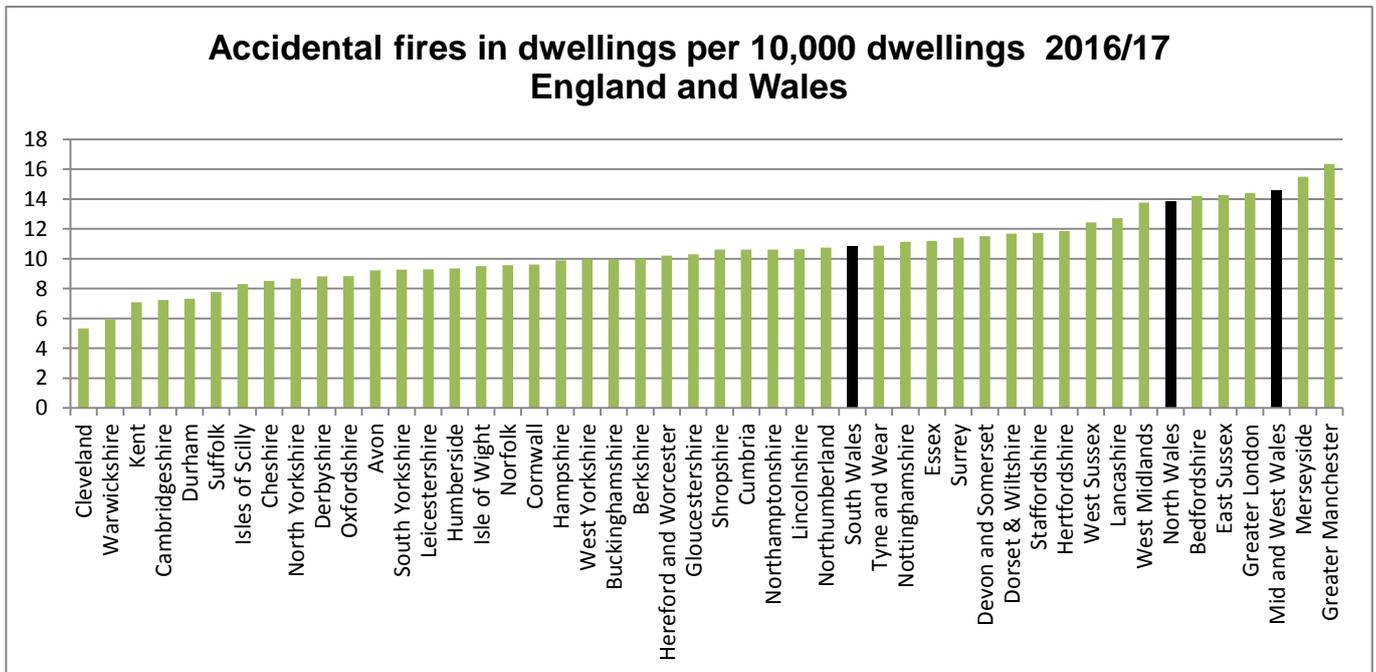
Fires in dwellings

With just over 2,000 fires per year in North Wales, dwelling fires account for around one fifth and the vast majority of these start accidentally, although people are also more likely to be injured by fire in their own home than anywhere else, encouragingly, deliberate primary fires represent only a small proportion of fires in North Wales.

Number of primary dwelling fires in Wales by motive



Source: Stats Wales



Source: CIPFA.net

Casualties from fires in dwellings

Across Wales in the 17 years since 2001/02, 77 per cent of fatal casualties occurred in dwelling fires, equating to a total of 297 out of 386 fatalities. Provisional figures show there were 15 fatal casualties in Wales during 2017/18. Almost three quarters of these were the result of dwelling fires, a similar proportion to that seen in the previous year. In North Wales one person lost their life to a fire in a dwelling and this started accidentally.

Number and rate of fatal casualties from fires by Fire and Rescue Authority

	North Wales		Mid and West Wales		South Wales		Wales	
	Number	pmp(a)	Number	pmp(a)	Number	pmp(a)	Number	pmp(a)
2008/09	3	4.4	5	5.6	9	6.2	17	5.6
2009/10	8	11.7	11	12.4	4	2.7	23	7.6
2010/11	10	14.6	7	7.9	4	2.7	21	6.9
2011/12	8	11.6	8	9.0	7	4.7	23	7.5
2012/13	8	11.6	3	3.3	6	4.0	17	5.5
2013/14	3	4.3	8	8.9	6	4.0	17	5.5
2014/15	5	7.2	8	8.9	7	4.7	20	6.5
2015/16	6	8.7	4	4.4	9	6.0	19	6.1
2016/17(r)	5	7.2	7	7.8	7	4.6	19	6.1
2017/18(p)	2	2.9	11	12.2	2	1.3	15	4.8

(a) per million population. Population data taken from ONS Mid Year Estimates revised periodically and so rates are subject to change between publications

(r) Revised data.

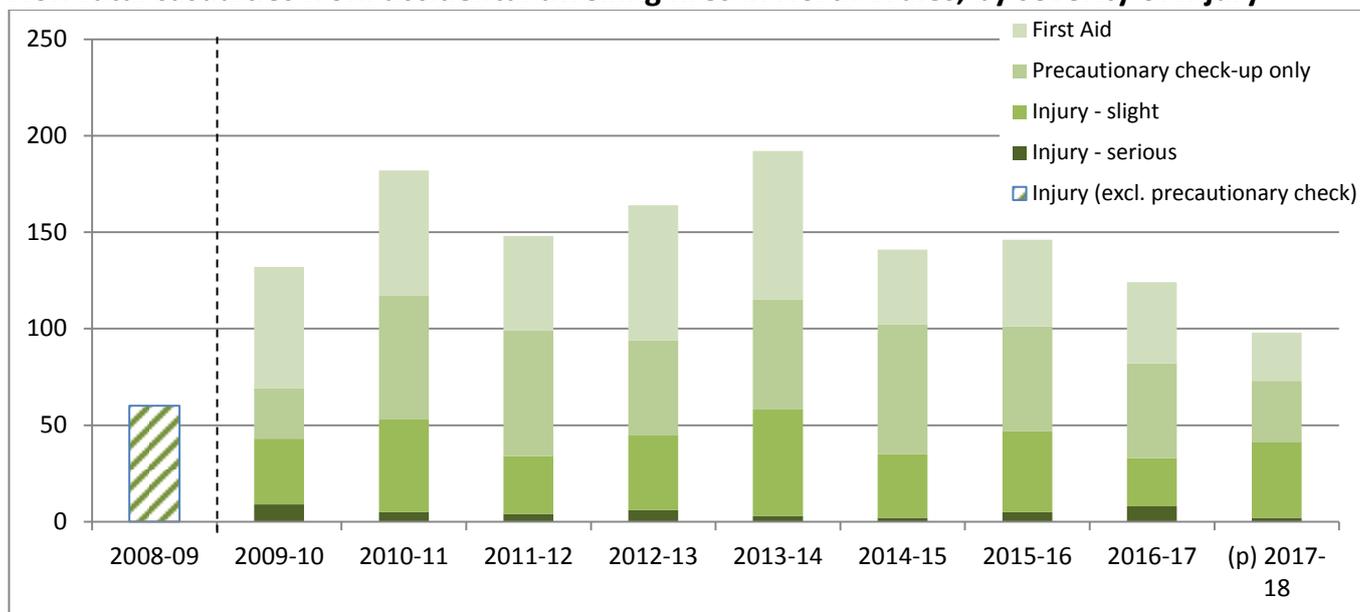
(p) Provisional data.

Source: StatsWales

Non-fatal casualties

In 2017/18 all Welsh Fire and Rescue Authorities had reductions in the number (and rate) of non-fatal casualties. South Wales had the lowest rate per million population. Injuries range from relatively minor ones to serious ones. In North Wales during 2017/18 there were 41 injuries from accidental fires in dwellings, of which 39 were classified as minor ('slight'), but 2 were serious enough to require an overnight stay in hospital. As such the Authority retains its focus on prevention, targeting its work effectively and working with other organisations to do as much as possible to help people to stay safe in their own homes.

Non-fatal casualties from accidental dwelling fires in North Wales, by severity of injury



The introduction of the national IRS in 2009/10 led to a change in the way non-fatal casualties were recorded and a possible discontinuity, notably in the number of those receiving precautionary checks.

Presence of smoke detectors in dwellings

Part of the important prevention message is the promotion of having and maintaining smoke detectors, which can help raise the alarm and give early warning of a fire and valuable extra time to exit the premises. The Authority successfully delivered over 20,000 Safe and Well Checks as part of its preventative campaigning in 2017/18.

Of the dwelling fires attended in North Wales during 2017/18 around 16 per cent did not have a smoke alarm fitted, and this is the lowest percentage across Wales; for Mid and West Wales and South Wales this is over 40 per cent. However, all three Welsh Fire and Rescue Authorities have seen a slight increase compared to the previous year therefore we will continue to monitor this figure across Wales through the Wales Sector Performance Indicators.

Percentage of dwelling fires attended where a smoke alarm was not fitted

	North Wales	Mid and West Wales	South Wales	Wales
2008/09	24.50	33.33	45.97	36.62
2009/10	25.14	44.02	53.02	43.40
2010/11	16.45	42.14	46.68	37.58
2011/12	15.09	39.67	41.66	34.09
2012/13	14.60	33.04	37.94	30.47
2013/14	16.18	37.78	36.54	31.41
2014/15	11.87	34.63	40.43	31.53
2015/16	14.49	37.69	36.28	31.49
2016/17(r)	15.20	39.00	39.24	33.10
2017/18(p)	15.88	41.95	40.32	34.51

(p) Provisional data.

Source(s): 2008/09 to 2014/15 Stats Wales, 2015/16 to 2017/18 Wales Sector PIs

Fires in non-domestic premises

There is a greater degree of fire safety regulation in place for non-domestic premises compared to domestic premises. There is an overall downward trend in the number of these fires across Wales, 46 per cent fewer in the 10 years from 2008/09. In North Wales there has been a decrease of over 50 per cent since 2008/09 and a 15 per cent decrease in 2017/18 compared to the previous year.

Number of fires attended in non-domestic premises by Fire and Rescue Authority

	North Wales	Mid and West Wales	South Wales	Wales
2008/09	258	347	441	1046
2009/10	256	315	569	1140
2010/11	229	333	460	1022
2011/12	215	282	354	851
2012/13	147	220	346	713
2013/14	115	240	324	679
2014/15	139	227	351	717
2015/16	160	223	242	625
2016/17(r)	144	193	232	569
2017/18(p)	122	220	219	561
% change 2016-17 to 2017-18	-15	14	-6	-1

(p) Provisional data.

Source(s): 2008/09 to 2014/15 Stats Wales, 2015/16 to 2017/18 Wales Sector PIs

PERFORMANCE INFORMATION SUMMARY



Consultation on a new set of Performance Indicators (PIs) for Wales took place between 28 November 2014 and 30 January 2015. A copy of the consultation and a summary of responses has been published on the Welsh Government's website: <http://gov.wales/consultations/people-and-communities/performance-indicators-consultation/?status=closed&lang=en>

As a result, an Order was introduced setting out three Statutory PI's. The Fire and Rescue Authorities (FRA) (Performance Indicators) (Wales) Order 2015 (S.I.2015/604(W.49)) came into force on 1 April 2015 and has effect in relation to the year 2015/16 and subsequent financial years.

STATUTORY INDICATORS (NWFRA)			2016/17	2017/18
RRC/S/001i	Numerator	Total number of fires attended	2,015	2,029
	Denominator	Population of FRA area	694,473	695,822
per 10,000 population			28.96	29.16
RRC/S/001ii	Numerator	Total number of false alarms attended	2,140	2,112
	Denominator	Population of FRA area	694,473	695,822
per 10,000 population			30.75	30.35
RRC/S/001iii	Numerator	Total number of road traffic collisions attended	215	206
	Denominator	Population of FRA area	694,473	695,822
per 10,000 population			3.09	2.96
RRC/S/001iv	Numerator	Total number of other emergency incidents attended	978	1,386
	Denominator	Population of FRA area	694,473	695,822
per 10,000 population			14.06	19.92
RRC/S/002i	Numerator	Total number of fire deaths and injuries	50	63
	Denominator	Population of FRA area	694,473	695,822
per 10,000 population			7.19	9.05
RRC/S/002ii	Numerator	Total number of deaths and injuries arising from fires started accidentally	44	59
	Denominator	Population of FRA area	694,473	695,822
per 10,000 population			6.32	8.48
RRC/S/003	Numerator	Total number of dwelling fires confined to room of origin	419	375
	Denominator	Total number of dwelling fires	467	422
			89.72	88.86

Sector Indicators 2017/18

As a result of the changes to the performance indicators collated by Welsh Government which reduced the number and range available, the three Welsh Fire and Rescue Authorities agreed a consistent set of sector indicators in addition to the statutory indicators that provided more detailed information, which could be used for the purposes of comparison. These sector indicators are shared by the three Fire and Rescue Authorities annually in September and are published separately but are available as a combined document on request.

SECTOR INDICATORS ⁸			2016/17	2017/18
SEC/FI/001i	Numerator	Total number of all deliberate fires	594	650
	Denominator	Population of FRA area	694,473	695,822
per 10,000 population			8.55	9.34
SEC/FI/001ii	Numerator	Total number of all accidental fires (or motive not known)	1,421	1,379
	Denominator	Population of FRA area	694,473	695,822
per 10,000 population			20.46	19.82
SEC/FI/001iii	Numerator	Total number of dwelling fires	467	422
	Denominator	Total number of dwellings in the FRA area	324,299	326,047
Per 10,000 dwellings			14.40	12.94
SEC/FI/001iv	Numerator	Total number of accidental fires in dwellings	433	386
	Denominator	Total number of dwellings in the FRA area	324,299	326,047
per 10,000 dwellings			13.35	11.84
SEC/FI/001v	Numerator	Total number of deliberate fires in dwellings	34	36
	Denominator	Total number of dwellings in the FRA area	324,299	326,047
per 10,000 dwellings			1.05	1.10
SEC/FI/001vi	Numerator	Total number of fires in non-domestic premises	144	122
	Denominator	Total number of non-domestic premises in the FRA area	29,175	29,563
per 1,000 non-domestic premises			4.94	4.13
SEC/IN/002i	Numerator	Total number of fire related fatalities	5	2
	Denominator	Population of FRA area	694,473	695,822
per 100,000 population			0.72	0.29

⁸ Population figures, the number of dwellings and non-domestic premises are taken from Welsh Government annual data returns for 2017/18.

SECTOR INDICATORS			2016/17	2017/18
SEC/IN/002ii	Numerator	Total number of injuries caused by fires	45	61
	Denominator	Population of FRA area	694,473	695,822
per 100,000 population			6.48	8.77
SEC/IN/002iii	Numerator	Total number of fire related fatalities in accidental dwelling fires	4	1
	Denominator	Population of FRA area	694,473	695,822
per 100,000 population			0.58	0.14
SEC/IN/002iv	Numerator	Total number of fire related fatalities in deliberate dwelling fires	0	0
	Denominator	Population of FRA area	694,473	695,822
per 100,000 population			0.00	0.00
SEC/IN/002v	Numerator	Total number of fire related injuries in accidental dwelling fires	33	41
	Denominator	Population of FRA area	694,473	695,855
per 100,000 population			4.75	5.89
SEC/IN/002vi	Numerator	Total number of fire related injuries in deliberate dwelling fires	2	2
	Denominator	Population of FRA area	694,473	695,822
per 100,000 population			0.29	0.29
SEC/FA/03i	Numerator	Total number of AFA false alarms in non-domestic premises	345	325
	Denominator	Total number of non-domestic premises in the FRA area	29,175	29,563
per 1,000 non-domestic premises			11.83	10.99
SEC/FA/03ii	Numerator	Total number of AFAs false alarms in dwellings	806	788
	Denominator	Total number of dwellings in the FRA area	324,299	326,047
per 10,000 dwellings			24.85	24.17
SEC/SA/04i	Numerator	Total number of dwelling fires attended where a smoke alarm was not fitted	71	67
	Denominator	Total number of dwelling fires attended in the FRA area	467	422
			15.20	15.88

The Dwelling Fires Response Charter in 2017/18

In 2012, recognising the usefulness of a standardised approach to the comparison of information relating, in particular to dwelling fires, the three Welsh Fire and Rescue Authorities jointly developed an all-Wales Dwelling Charter.



This was also to ensure that wherever people live in Wales they can expect to be helped and supported to remain safe from fire in their homes and that if a fire does break out that they can expect a prompt, effective and professional emergency response to their call for assistance.

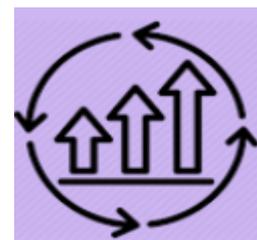
The Charter makes seven specific commitments that the Fire and Rescue Authority will:

- 1. Take the lead in driving down the number of dwelling fires that occur and in reducing their impact on people.*
- 2. React quickly and efficiently every time an emergency 999 call to attend a dwelling fire is received.*
- 3. Attend dwelling fires swiftly and properly equipped to deal with them.*
- 4. Deal with dwelling fires effectively, efficiently and professionally.*
- 5. Help to restore normality to communities in the aftermath of dwelling fires.*
- 6. Investigate the causes of dwelling fires and hold relevant people to account when appropriate to do so.*
- 7. Strive to maintain high standards and improve aspects of what we do.*

For consistency, a standard narrative for reporting against the Charter is used, with the figures within that narrative framework being updated annually.

All-Wales Peer Assessment 2017/18

In a further commitment to continuous improvement the three Welsh Fire and Rescue Authorities have adopted an All-Wales Operational Assurance Peer Assessment process designed to drive each Service to continuously improve its own performance.



The process starts with each Authority completing a self-assessment against an agreed set of questions. This helps it to review its own position and identify where it thinks it performs well or where it could perhaps do better. Peer assessors from the other two Welsh Authorities then review these findings and provide an external 'second opinion' of the first Authority's judgement about its own position as being 'Developing', 'Established' or 'Advanced'. This provides additional assurance that positive descriptors are actually deserved and that action to address under-performance will be directed at the right area. The peer assessors can also suggest additional areas of development that the Authority may wish to consider alongside those already identified. The outcome of the recent peer review for the Authority can be found below under the section 'What others said about us'.



2017/18 Peer Assessment Report

The topics covered in 2017/18 for North Wales looked at how NWFRS manages its regulatory fire safety work (Protection) and how well-prepared it is for dealing with large scale emergencies (Preparedness). The peer assessment team from Mid and West Wales Fire and Rescue Service and South Wales Fire and Rescue Service spent three days in February 2018 conducting two focus group meetings and over twenty interviews in North Wales to test the robustness of NWFRA's self-assessment.

Protection

The peer team agreed with NWFRA's self-assessment that the way it delivers protection activities and engages with partners and stakeholders in its protection activities are both 'Established'. It concluded, however, that NWFRA's processes for measuring and evaluating its protection activities were 'Established' rather than 'Developing'.

The peer team's summary report for NWFRS included that:

- its protection strategy is contributing to the seven well-being goals defined under the Well-being of Future Generations Act 2015;
- its approach is consistent with nationally accepted practice and should provide reassurance that appropriate types of premises are being targeted;
- its risk assessment process for developing its inspection programme is embedded and is further advanced by its use of relatively new sources of information and intelligence from other fire and rescue services, including following major national events;
- its risk-based audit programme follows nationally accepted guidance augmented by local information;
- it is committed to fair and ethical application of the Regulatory Reform (Fire Safety) Order;
- it has positive relationships with partner agencies and its own staff for the delivery of protection activity;
- it monitors its own performance through a suite of performance indicators;
- its change of policy for responding to automatic fire alarms has freed up capacity without adversely affecting safety in the business community;
- under-performance is monitored through a quality assurance process and addressed at source.

Preparedness

The peer team agreed with NWFRA's self-assessment that its engagement with partners and stakeholders for planning and preparing for operational incidents is 'Advanced' and that its arrangements to support incidents of national significance are 'Established'. It concluded, however, that NWFRA's operational preparedness could have been more directly linked to its strategic plan, and that this aspect was 'Established' rather than 'Advanced'.

The peer team's summary report for NWFRS included that:

- it has good working practices in relation to its cadre of National Inter-Agency Liaison Officers (NILOs);
- it has a robust process to maintain its Joint Emergency Services Interoperability Principles (JESIP) work;
- it is leading the way in terms of implementing National Operational Guidance;
- it manages sensitive plans and community risk intelligence effectively and securely;
- maintaining levels of availability of retained fire crews remains a challenge despite attempts to improve this;
- its business continuity management is very positive;
- it participates as a key stakeholder in the North Wales Resilience Forum;
- its CAT is assisting the public and reducing demand on WAST;
- it secures positive outcomes from key partnerships.

Internal Audit Statement

The Internal Audit Annual Statement of Assurance 2017/18 was presented to the Authority at its meeting in June 2018.

The internal audit opinion was that NWFRA had satisfactory internal control and corporate governance processes to manage the achievement of the Authority's objectives for the 12 month period to 31 March 2017.

The areas that were audited and the recommendations are shown below:

Reports were presented to the Audit Committee of the Fire and Rescue Authority in June 2018. These are available from;

<http://www.nwales-fireservice.org.uk/media/338225/10-internal-audit-annual-report-2017-18-inc-appendices.pdf>

Audits were completed of:	The outcome of Audit:
Cyber Security (Part 1)	<u>Major</u>
Retained Stations (Conwy and Denbighshire)	<u>Moderate</u>
Whistleblowing Policy and Procedures	<u>Moderate</u>
National Fraud Initiative (NFI)	<u>Minor</u>

Follow up audits from 2016/17 were also completed during 2017/18:		
	Original Opinion	Revised Audit Opinion
HR Attendance Management	Satisfactory Assurance	Satisfactory Assurance

The annual improvement report published is available from: <http://www.nwales-fireservice.org.uk/media/338225/10-internal-audit-annual-report-2017-18-inc-appendices.pdf>

**ADDITIONAL INFORMATION:**

- The **Fire and Rescue Services Act 2004** clarifies the Authority's duties and powers to:
 - Promote fire safety;
 - Fight fires;
 - Protect people and property from fires;
 - Rescue people from road traffic accidents;
 - Respond to other specified risks, such as chemical incidents;
 - Respond to large scale emergencies such as terrorist attacks.
- The **Fire and Rescue Services (Emergencies) (Wales) Order 2007** and **(Amendment) Order 2017** place duties on the Authority in connection with emergencies involving chemical, biological or radioactive contaminants; structural collapse; trains, trams or aircrafts; and flooding and inland water emergencies when they present a risk of death, serious injury or illness.
- The **Civil Contingencies Act 2004** requires the Authority to plan for and respond to large scale emergencies that threaten serious damage to human welfare, the environment or to security.
- The **Regulatory Reform (Fire Safety) Order 2005** requires the Authority to enforce fire safety in non-domestic premises, including the communal parts of blocks of flats and houses in multiple occupation.
- Under the **Local Government (Wales) Measure 2009** the Authority must set objectives to continuously improve what it does and publish information about its improvement and performance.
- The **Well-being of Future Generations (Wales) Act 2015** requires the Authority to work towards improving the social, economic, environmental and cultural well-being of future generations of people in Wales, both individually and as a statutory member of Public Services Boards in North Wales.
- The **Equality Act 2010** places duties on the Authority to have due regard to eliminate discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people with different protected characteristics.
- The **Welsh Language (Wales) Measure 2011** replaced the Welsh Language Act 1993 and as part of the new legislation, in Wales the Welsh language has equal legal status with English and must not be treated any less favourably. Public bodies no longer need to develop and implement Welsh Language Schemes and must comply with a set of national Welsh Language Standards instead.

Welsh Government – People and Communities

<http://gov.wales/topics/people-and-communities/communities/safety/fire/?lang=en>

Wales Audit Office

The Wales Audit Office publishes reports on behalf of the Auditor General who is required to assess the likelihood that the Authority will continue to improve and whether the Authority is discharging its duties and acting in accordance with relevant issued guidance. Auditors also work with fire authorities across Wales to deliver a programme of financial and value-for-money audits. <http://audit.wales/>

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External information sources used in compiling this document

Wales Fire and Rescue Incident Statistics 2017-18.

<http://gov.wales/statistics-and-research/fire-statistics/?lang=en>

Stats Wales <https://statswales.wales.gov.uk/Catalogue>

CIPFA Fire and Rescue Statistics 2016 www.cipfa.org.uk

The Welsh Government Future Trends Report 2017

INTERVENTION IN THE EVENT OF FAILURE OR POTENTIAL FAILURE TO COMPLY:

The Welsh Government has powers of intervention:

- under section 22 of the **Fire and Rescue Services Act 2004** if it considers that a Fire and Rescue Authority is failing, or is likely to fail, to act in accordance with the National Framework. In such cases, section 23 - Intervention Protocol would apply;
- under section 29 of the **Local Government (Wales) Measure 2009** if it considers that a Fire and Rescue Authority is failing, or is at risk of failing, to comply with the Measure. However, in all but the most exceptional circumstances, Welsh Ministers may only intervene after they have offered voluntary support to the Authority under section 28 of the Measure.

CONSULTATIONS:

	Consultation	Publication	For year
Improvement Objectives for 2014/15 including new financial strategy	Autumn 2013	March 2014	2014/15
Improvement Objectives for 2015/16	Autumn 2014	March 2015	2015/16
Improvement Objectives for 2016/17	Autumn 2015	March 2016	2016/17
Improvement and Well-Being Objectives for 2017/18 onwards	Autumn 2016	March 2017	2017/18
Improvement and Well-Being Objectives for 2018/19 onwards	Autumn 2017	March 2018	2018/19
Improvement and Well-Being Objectives for 2019/20 onwards	Summer/Autumn 2018	March 2019	2019/20



During 2012 the three Welsh Fire and Rescue Authorities jointly developed an all-Wales Charter to ensure that wherever people live in Wales they can expect to be helped and supported to remain safe from fire in their homes and that if a fire does break out that they will receive a prompt, effective and professional emergency response to their call for assistance.

The Charter makes seven specific commitments that the Fire and Rescue Authority will:

1. Take the lead in driving down the number of dwelling fires that occur and in reducing their impact on people.
2. React quickly and efficiently every time we receive an emergency 999 call to attend a dwelling fire.
3. Attend dwelling fires swiftly and properly equipped to deal with them.
4. Deal with dwelling fires effectively, efficiently and professionally.
5. Help to restore normality to communities in the aftermath of dwelling fires.
6. Investigate the causes of dwelling fires and hold relevant people to account when appropriate to do so.
7. Strive to maintain high standards and improve aspects of what we do.

The following pages provide information about our compliance with these commitments during 2017-18.

We propose, for consistency, to use a standard narrative for reporting against the Charter each year, and only updating the figures within that narrative framework.

1. We will take the lead in driving down the number of dwelling fires that occur and in reducing their impact on people.

We are committed to taking the lead in maintaining a downward trend in the incidence of dwelling fires and associated casualties in Wales.

In 2017-18 we provided advice and encouragement to people on how they can prevent fires from starting in their home and how they can keep themselves safe from fire. Our prevention activity included delivering 20,188 Safe and Well Checks to householders, and 20,171 children and young people at key stages 1 – 4 received a fire safety talk.

During 2017-18 we attended 386 accidental dwelling fires, where 1 person was killed and another 41 people sustained injuries.

Also during 2017-18 we attended 36 dwelling fires that had been started deliberately, where 2 people were injured.

The trend in the number of dwelling fires in the FRA area over the past five years is showing a steady decline with a slight increase in 2017/18.

2. We will react quickly and efficiently every time we receive an emergency 999 call to attend a dwelling fire.

We are committed to reacting quickly and efficiently when emergency 999/112 calls are put through to us by the operator.

Our emergency fire control facility remains available around the clock every day of the year, with special arrangements in place for a seamless transfer of calls from one control facility to another in the event of serious disruption or a surge in the number of calls coming in at the same time.

Sophisticated mapping and electronic systems help us to: a) identify the location of the reported incident and b) send the most appropriate available resource to attend the incident.

In 2017-18, we handled a total of 14,651 emergency 999/112 calls. We were also able to obtain enough information about incidents to alert the appropriate initial response within 90 seconds on 72.6% of occasions and between 91 and 120 seconds on 13.6% of occasions.

However, we know that the speed of call handling – although important - is not the only relevant yardstick. Knowing where our services are needed requires specialist skills to effectively glean information from callers who may, for example, be unfamiliar with the area they are in, be frightened or in distress, be very young, or have communication or language difficulties to contend with.

Another important skill is recognising when a caller is abusing the 999/112 system by falsely claiming that there is an emergency when, in fact, there is not. It is a criminal offence to knowingly make false calls to the emergency services. Sadly, that does not seem to deter a minority of people who tie up the 999 lines and divert services away from people who may be in a genuinely life-threatening situation. Every time we turn out to one of these malicious false alarms it wastes both time and money and places the rest of the community at higher risk.

In 2017-18, we received 109 malicious false alarms. In 64% of cases, we were able to establish that these calls were not genuine and so avoided needlessly mobilising resources to attend.

3. We will attend dwelling fires swiftly and properly equipped to deal with them.

Once we have answered the emergency 999/112 call and allocated the most appropriate resources to make up the initial attendance at the incident, our next priority is to get to the incident quickly, safely and properly equipped to deal with it.

In 2017-18 we responded to 9% of dwelling fires within 1-5 minutes, 55% within 5-10 minutes, 21% within 10-15 minutes and 15% in over 15 minutes. These times include the time it takes for personnel to turn in to the fire station as well as the travel time, so a number of things can affect the speed of response figures, including the urban/rural geography and the nature of road networks in the area.

Speed of response to dwelling fires is extremely important, but we cannot over-emphasise the importance of preventing those fires from happening in the first instance, and of having at least one working smoke alarm fitted and a pre-planned escape route in case a fire does occur.

However, if a dwelling fire has occurred, we ensure that our firefighting crews are properly equipped to deal with it.

We equip our firefighters with high quality personal protective equipment and firefighting equipment. We require them to be operationally fit and healthy and we make sure that their skills are routinely tested and exercised. We also routinely check that the way our crews dealt with incidents was in accordance with accepted firefighting procedures.

We take the safety of our firefighters very seriously, given the nature of the work that they undertake. In 2017-18 our crews attended 2,029 fires in a variety of different types of premises and at outdoor locations. Whilst fighting those fires, 24 operational staff received an injury. For some, the injury was slight, but for others the injury was sufficiently serious that it meant that they had to take time off to recover. It is rare that firefighters sustain serious injuries – of the total above, 2 were classed as ‘specified’ injuries under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

4. We will deal with dwelling fires effectively, efficiently and professionally.

We are committed to dealing with fires effectively, efficiently and professionally. To this end, we equip our highly trained fire crews with the right skills, knowledge, information, firefighting equipment and command support so that whatever the circumstances of the dwelling fire, they will be correctly prepared to deal with it.

In 2017-18, of all the dwelling fires that we attended, 89% were successfully contained within the room of origin, without spreading any further. Although a number of factors could contribute to this statistic that would be outside the control of the attending crews (such as how long it took for someone to discover the fire in the first instance, whether or not internal doors had been shut to help prevent the spread of the fire, and how far away from a fire station the dwelling was located), we still consider this to be a reasonable indicator of our firefighting success.

We recognise the importance of research and equipment improvements, and ensure that we invest time and effort in staying in touch with the latest developments.

We also take very seriously the professional image of the fire and rescue service. We place great emphasis on the personal qualities and attributes of all our operational staff, as well as their physical and psychological fitness and the high standard of their operational and management training.

We encourage all our staff to adhere to a set of core values that was adopted nationally by the UK fire and rescue service and that expresses our commitment to valuing service to the community, people, diversity and improvement.

5. We will help to restore normality to communities in the aftermath of dwelling fires.

We are committed to helping to restore normality to communities in the aftermath of dwelling fires.

A fire in the home can leave people feeling extremely vulnerable. When people have lost their possessions, they will have need of practical as well as emotional support. When people have

been injured or killed in the fire, the experience can affect whole communities as well as the individual and his or her immediate friends and family. For this reason, the Fire and Rescue Service's role in supporting communities does not end when the fire has been extinguished and everyone has been accounted for.

In all cases, the cause of the fire will be investigated and carefully recorded. Every detail of how and where the fire started, how far it spread, any special circumstances, any particular factors that contributed to the fire will be recorded as a source of future learning, research and monitoring.

If there are reasons to believe that a fire was started deliberately in a dwelling, either by someone living there or by someone else, this will be followed up with the Police and other relevant agencies.

In some premises, such as blocks of flats or houses occupied by a number of different tenants, the post-incident investigations might indicate that a landlord had failed to ensure the necessary level of fire safety. Our specialist fire investigators might then be involved in a criminal investigation and court proceedings.

If a fire is found to have started accidentally, we might undertake some form of community safety activity or campaign in the vicinity, offering advice and reassurance by way of free Safe and Well Checks.

6. We will investigate the causes of dwelling fires and hold relevant people to account when appropriate to do so.

We always investigate the causes of dwelling fires. In many cases the cause and origin of a fire will be very clear and straightforward, but in others a more in-depth, forensic investigation will be required to ascertain the most likely cause of the fire. Only in a small minority of instances is the cause 'unknown'.

If crime is suspected, the investigation of the fire will be conducted with the Police. People suspected of deliberately setting fire to a dwelling are likely to face criminal prosecution, although in some cases this may not be the only course of action available – for example if the fire has been started by a young child or by a person attempting suicide.

In 2017-18 we attended 422 fires in dwellings, of which 36 were found to have been started deliberately.

In some residential premises, such as flats and houses of multiple occupation, the communal and shared areas are covered by regulations that require whoever is responsible for those premises (such as the landlord or the premises manager) to have good fire safety arrangements in place. Failure to do so can lead to the closure of the premises and prosecution of the responsible person with the prospect of imprisonment and/or unlimited fines.

As an enforcing authority, we ensure that responsible persons fulfil their obligations under this legislation, and can select from a range of enforcement options available to us, depending on the seriousness and risk posed by the contravention.

In 2017-18 we served 3 Enforcement Notices, 7 Prohibition Notices and no Formal Cautions. No prosecutions were concluded during the year.

7. We will strive to maintain high standards and improve aspects of what we do.

We continuously strive to maintain high standards and improve aspects of what we do.

Under legislation, Fire and Rescue Authorities are classed as 'Welsh Improvement Authorities' and are expected to routinely review and continuously improve their own performance through a formal process of setting, implementing and reporting against annual improvement objectives.

We do not limit our improvement activity to this formal annual process, however, as high standards and continual improvement form an integral part of our everyday running of the Fire and Rescue Service.

Examples of improvement activities that go on include:

- Continuously reviewing organisational performance and effectiveness to identify opportunities to improve
- Responding positively to peer reviews, audits and inspections
- Responding positively to consultation responses, feedback from stakeholders, complaints and compliments
- Learning from our experiences, such as from post-incident debriefs, reports of accidents or 'near misses'
- Contributing to working groups, sharing good practice, and learning from research undertaken
- Taking opportunities to learn from - and with- other organisations through partnerships, committees, boards and professional associations
- Planning for potential challenges to maintaining our operations, such as through business continuity management processes
- Planning for potential challenges to future service delivery, such as through local resilience forums
- Continuously developing the technical and professional skills of our staff
- Maintaining and renewing our physical and computerised assets such as our equipment, vehicles, buildings and technology.

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"> • Local emergencies e.g. flooding, road traffic incidents, rescue of persons, 'making safe' etc; • Major disasters; • Domestic incidents e.g. water leaks, persons locked in or out etc; • Prior arrangements to attend incidents, which may include some provision of advice and inspections.
Fire injuries	<p>For consistency after April 2009 across the UK, fire casualties are recorded under four categories of severity:</p> <ol style="list-style-type: none"> i) the victim went to hospital, injuries appear to be serious; ii) the victim went to hospital, injuries appear to be slight; iii) the victim was given first aid at the scene only, but required no further treatment; iv) a precautionary check was recommended – the person was sent to hospital or was advised to see a doctor as a precaution, but having no obvious

	injury or distress.
False Alarm (general guidance)	Where the Fire and Rescue Service attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed. 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.
False Alarms - Malicious	These are calls made with the intention of getting the Fire and Rescue Service 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 Fire and Rescue Service 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 Fire and Rescue Service 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).

