

# NORTH WALES FIRE AND RESCUE



Gwasanaeth Tân ac Achub  
Fire and Rescue Service

## PERFORMANCE MONITORING REPORT

**QUARTER 1  
APRIL 2012 – JUNE 2012**

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

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## **IMPROVEMENT OBJECTIVE 1:**

### **Preventing Deaths and Injuries from Accidental Fires in Dwellings**

<b>REPORTING YEAR – 2012/13</b>						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change						
↑ = increase this year    ↓ = decrease this year    → = no change <b>pp</b> percentage points						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	
Accidental fires in dwellings	97				97	↓13%
Injuries from Accidental Fires in Dwellings	7				7	↓ 1
Deaths from Accidental Fires in Dwellings	1				1	→
% of people who escaped unharmed and unaided from accidental fires in dwellings	84.3%				84.3%	↑17pp
Dwelling fires - smoke alarm activated	58%				58%	↓ 5pp
Dwelling fires – smoke alarm did not operate	29%				29%	↑ 6pp
Dwelling fires – no smoke alarm present	13%				13%	↓ 5pp
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	40%				40%	↑ 13pp

<b>LAST YEAR – 2011/12</b>					
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>
Accidental fires in dwellings	112				112
Injuries from Accidental Fires in Dwellings	8				8
Deaths from Accidental Fires in Dwellings	1				1
% of people who escaped unharmed and unaided from accidental fires in dwellings	67.3%				67.3%
Dwelling fires - smoke alarm activated	63%				63%
Dwelling fires – smoke alarm did not operate	23%				23%
Dwelling fires – no smoke alarm present	14%				14%
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	27%				27%

## Accidental Fires in Dwellings and Casualties by Severity of Injury

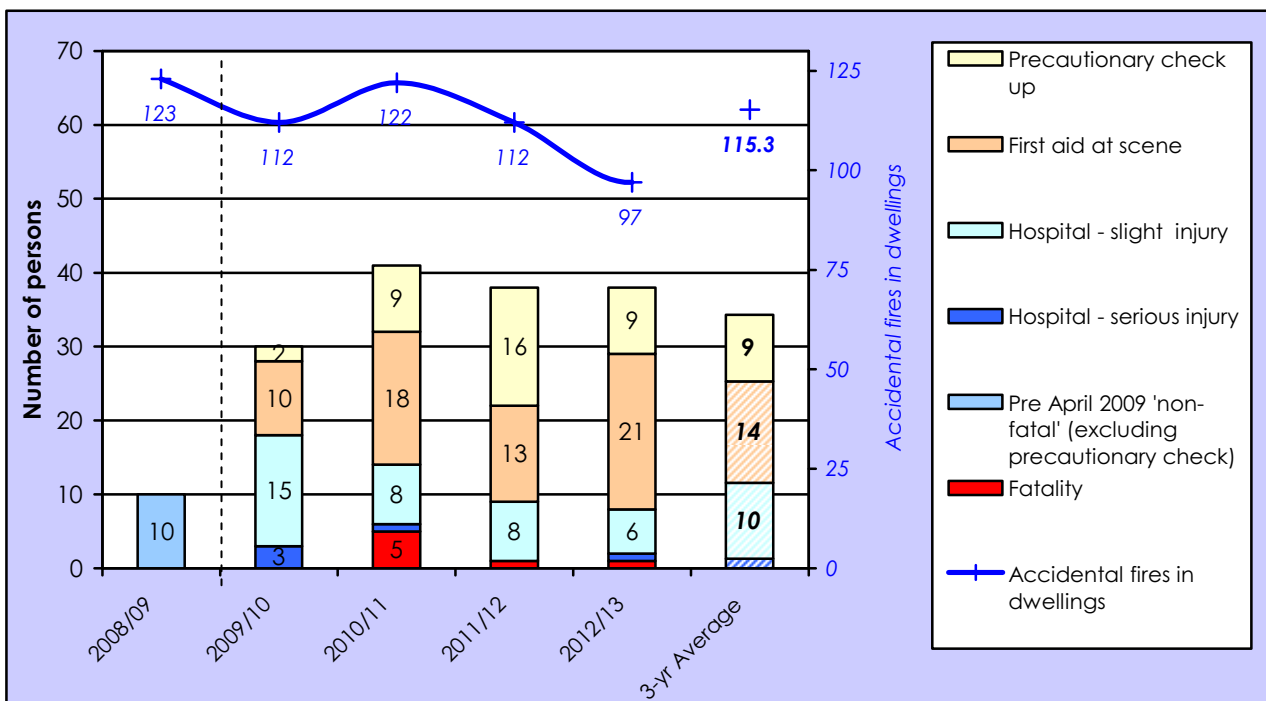
- There were 13% or 15 fewer accidental fires in dwellings compared to 2011/12

During the first quarter of the year the Service attended 97 accidental fires in dwellings, which is less than in the previous year and lower than the 3-year average.

**Injuries from accidental fires in dwellings:** Seven people sustained injuries at these fires – 6 were classified as slight injuries, and 1 as serious. These exclude precautionary check-ups and first aid given at scene, in accordance with national guidance for compiling national performance indicators.

**Deaths from accidental fires in dwellings:** There has been one death at an accidental fire in a dwelling (pending confirmation of the cause of death by the Coroner). This occurred at a fire in Anglesey in May 2012.

## Accidental Fires in Dwellings and Casualties by Severity of Injury



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

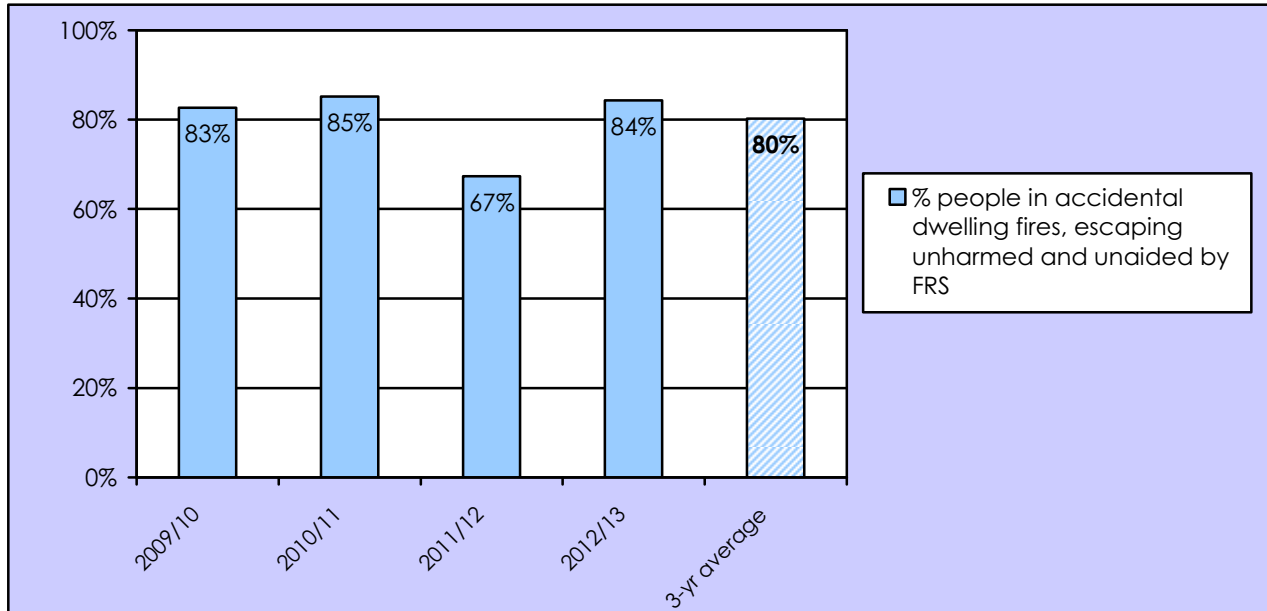
- victim went to hospital, injuries appear to be serious;
- victim went to hospital, injuries appear to be slight;
- first aid given at scene;
- precautionary check recommended – this is when an individual is sent to hospital or advised to see a doctor as a precaution, but having no obvious injury or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

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

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

- **84% of people in an accidental dwelling fire escaped unharmed and without the need for assistance from the Service at the fire.**

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



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

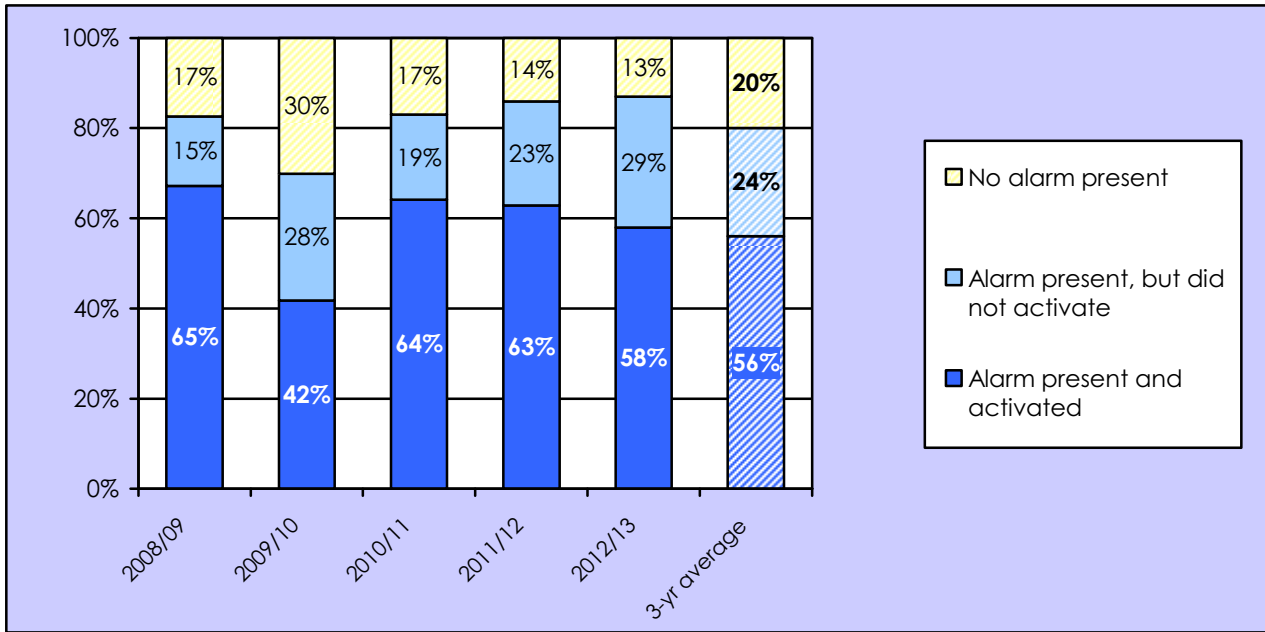
The 84% achieved in the first quarter of this year relates to a total of 198 people, of whom 166 were able to exit the dwelling safely without having to be rescued by a fire crew.

### **Fire in Dwellings: Presence of Smoke Alarms**

- **13% of dwellings experiencing a fire did not have a smoke alarm, which is 1 percentage point better than in 2011/12.**

The total number of fires in dwellings fell by 20% or 26 fires during the first quarter, to 102 dwelling fires (from 128 the previous year).

### *Fires in Dwellings: Presence of smoke alarms*



13% of all the dwelling fires attended in the first quarter (13 fires) occurred in dwellings where no smoke alarm had been fitted. This is the lowest proportion recorded in this period, and a positive indication of increasing levels of smoke alarm ownership.

In 58% of the dwelling fires attended (59 fires), an alarm was fitted and activated. This percentage of the total is lower than last year but remains above the 3-year average.

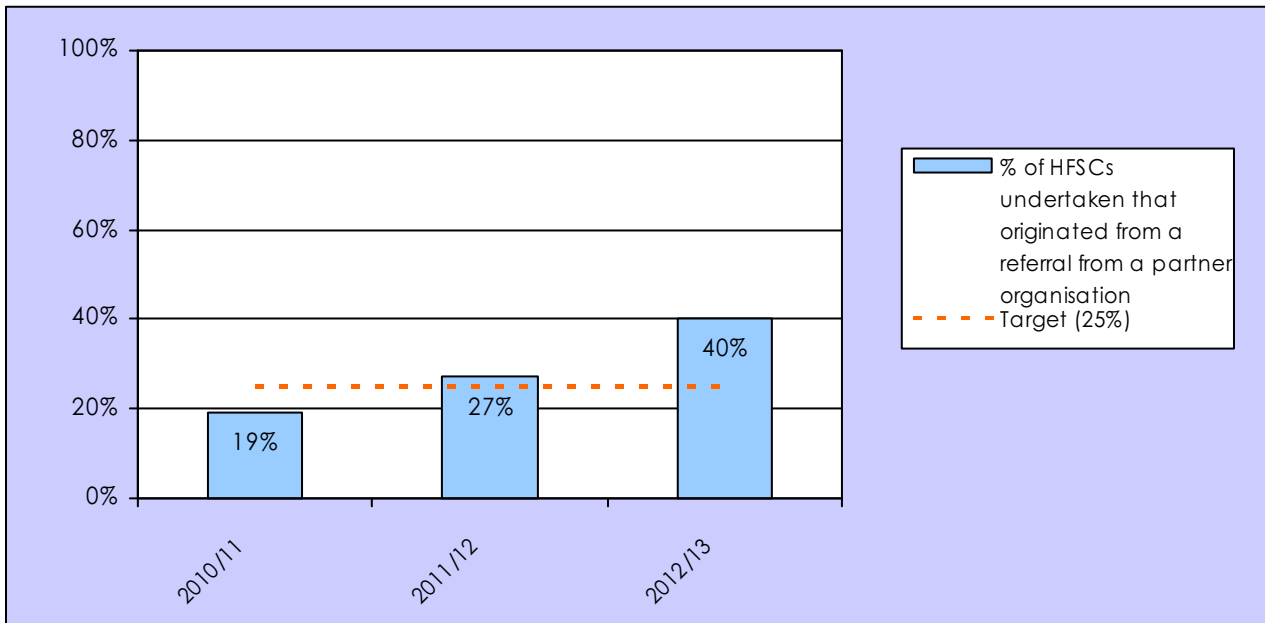
In the third category – where an alarm was fitted but it did not activate – there was an increase compared to the previous year and the 3-year average. The main reason why alarms did not activate despite being fitted in the property is that the fire was not close enough to the detector to trigger the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

### Home Fire Safety Checks (HFSCs)

- **40% of home fire safety checks were completed following a referral from a partner organisation.**

During the first quarter 1,501 (40%) out of the 3,708 home fire safety checks completed were ones that had originated from partner organisation referrals. This exceeds the Service's own 25% target.

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



## INCIDENT ACTIVITY REPORTING: Summary of All Incidents Attended

<b>REPORTING YEAR – 2012/13</b>						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change						
↑ = increase this year    ↓ = decrease this year    → = no change <b>pp</b> percentage points						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	
Total incidents attended	1,712				1,712	↓ 19%
Total fires	621				621	↓ 38%
Total special service incidents	287				287	↑ 8%
Total false alarms	804				804	↓ 6%

<b>LAST YEAR – 2011/12</b>					
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>
Total incidents attended	2,125				2,125
Total fires	1,001				1,001
Total special service incidents	265				265
Total false alarms	859				859

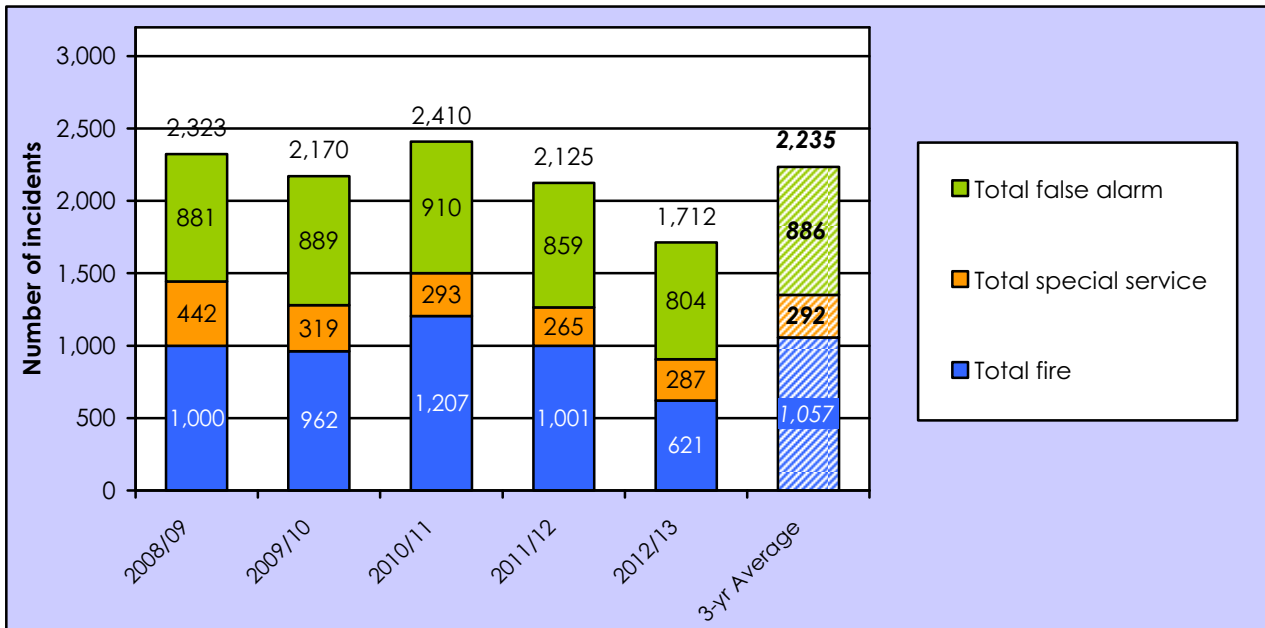


**All Incidents Attended:**

- **There was a decrease of 19% or 413 fewer incidents compared to the same period last year.**

During the first quarter the Service attended 1,712 incidents, which is notably fewer than in previous years and continues the overall downward trend. Special services and false alarms were in-line with previous years, whilst total fires reduced by 38% or 380 fewer incidents compared to the same period last year.

All Incidents Attended, by Type



### INCIDENT ACTIVITY REPORTING: Fires Attended

<b>REPORTING YEAR – 2012/13</b>						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change						
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	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	
Total fires	621				621	↓ 38%
Primary fires	259				259	↓ 23%
Secondary fires	311				311	↓ 50%
Chimney fires	51				51	↑ 28%
All deliberate fires	267				267	↓ 46%
All accidental fires	354				354	↓ 30%
Fires in non-domestic properties	42				42	↓ 26%

<b>LAST YEAR – 2011/12</b>					
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>
Total fires	1,001				1,001
Primary fires	338				338
Secondary fires	623				623
Chimney fires	40				40
All deliberate fires	495				495
All accidental fires	506				506
Fires in non-domestic properties	57				57

**Fires:**

- **There was a decrease of 38% or 380 fewer fires compared to the same period last year.**

During the first quarter the Service attended 621 fires, which is the lowest number for the period since at least 2008/09. Overall numbers of primary and secondary fires decreased, whereas chimney fires increased. In addition to the Service's fire safety prevention activities it is likely that the prolonged wet weather had a significant impact on fires.

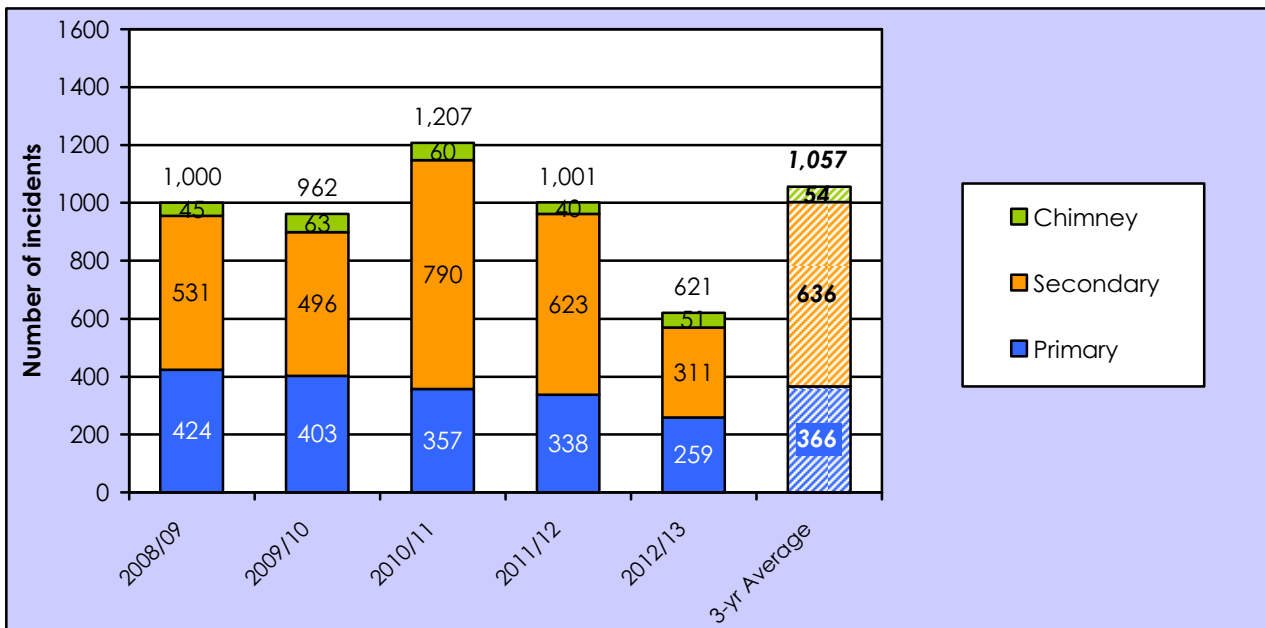
**Fires: Type**

**Primary fires** reduced by 23% or 79 fewer incidents compared to the first quarter in 2011/12, continuing the downward trend.

During the first quarter **secondary fires** also reduced significantly by 50% or 311 fewer incidents compared to the same period in 2011/12. This reduction is apparent for outdoor fires - grassland fires in particular – reflecting the wetter than average weather during April and June.

**Chimney fires** increased by 28% although this equated to just 11 more fires, the majority of these occurred during the colder month of April.

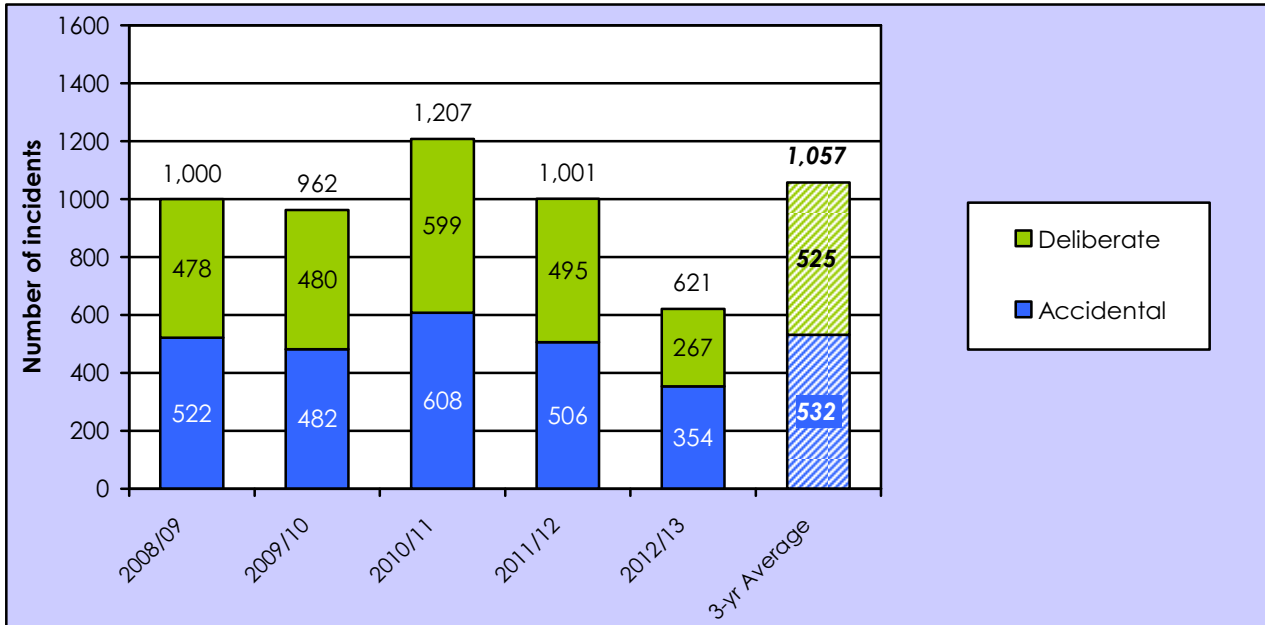
*All Fires Attended, by Type*



## **Fires: Motive**

The overall reduction in fires is reflected in both categories of fires started deliberately and those started accidentally. The number of deliberate fires fell to almost half the level of the same period last year (47% fewer fires) and well below the 3-year average.

### *All Fires Attended, by Motive*

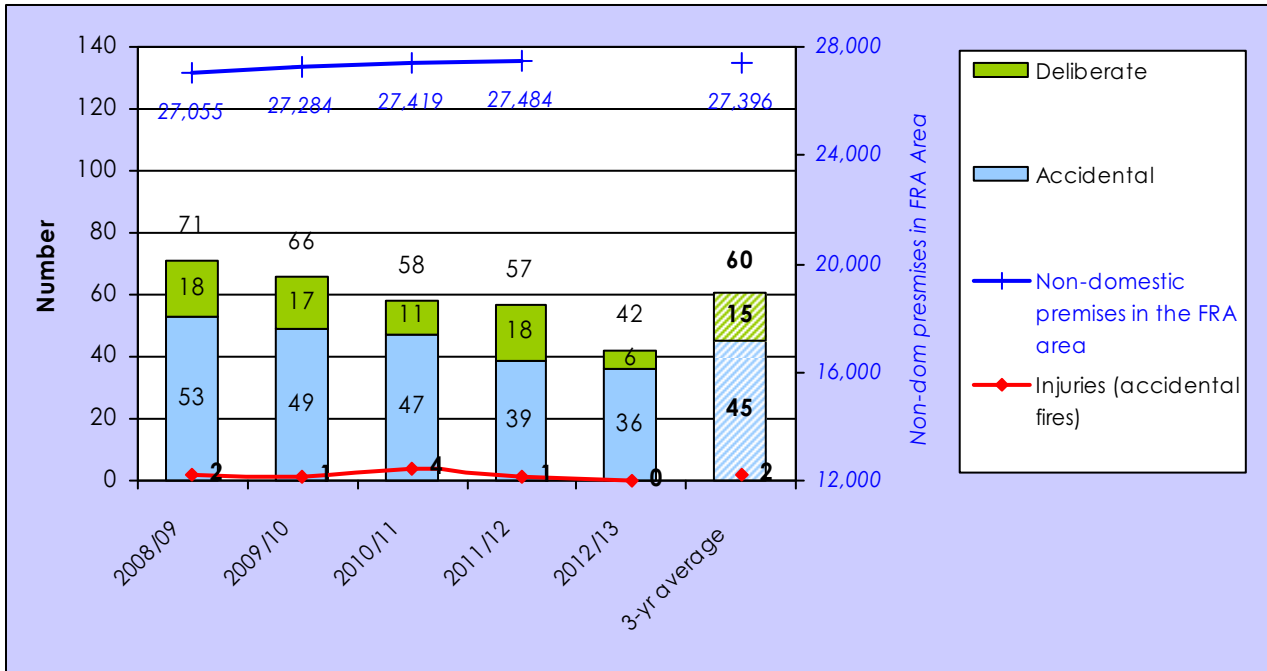


**Fires: Non-domestic premises:**

- **There was a decrease of 26% or 15 fewer fires in non-domestic premises compared to the same period last year.**

During the first quarter the Service attended 42 such fires, which is lower than the previous year and the 3-year average and continues the downward trend.

*Fires in Non-domestic Premises and Casualties*



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

<b>REPORTING YEAR – 2012/13</b>						
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	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	
Total special service incidents	287				287	↑ 8%
Road traffic collisions (RTC)	105				105	↓ 8%
Other than RTC	182				182	↑ 21%

<b>LAST YEAR – 2011/12</b>					
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>
Total special service incidents	265				265
Road traffic collisions (RTC)	114				114
Other than RTC	151				151

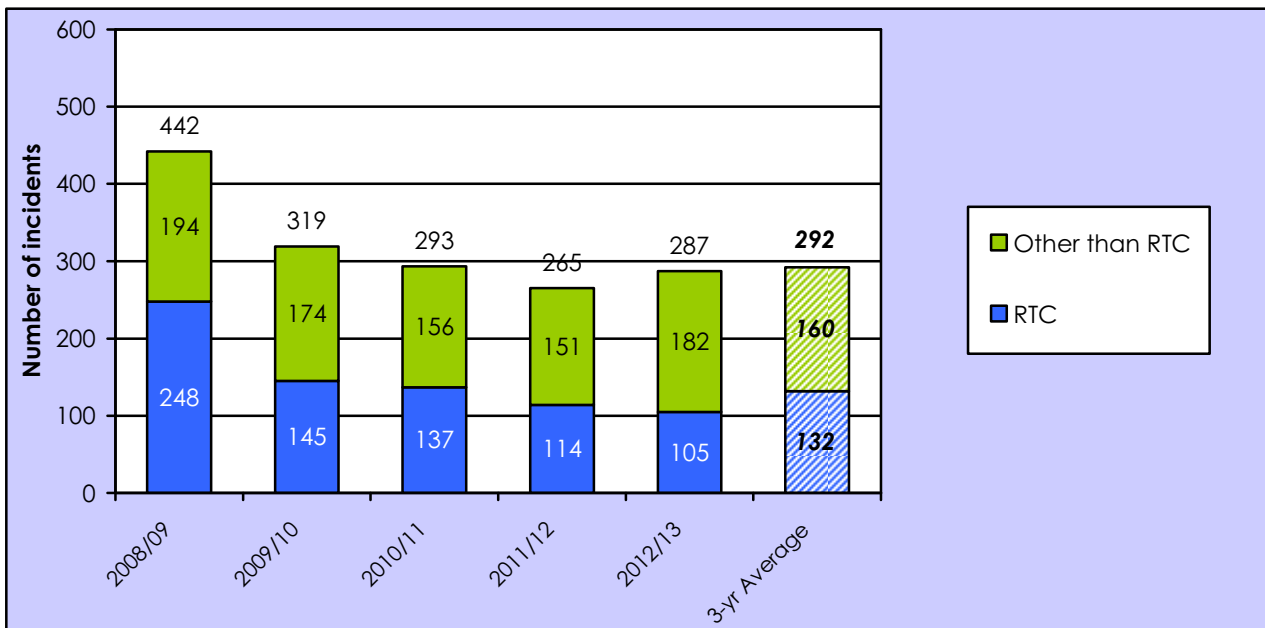
**Special Service Incidents:**

- **There was an increase of 8% or 22 more special service incidents compared to the same period last year.**

During the first quarter the Service attended 287 special service incidents, which is higher than the previous year but remains below the 3-year average.

The overall downward trend for **RTCs** continued, whereas special service incidents **other than RTCs** increased by 21% or 31 more incidents. This increase is attributable, in part, to the adverse weather during the quarter including a ship running aground in gales during April, and also localised flooding during the wetter than average months of April and June.

Special Services Attended, by Type



### INCIDENT ACTIVITY REPORTING: False Alarms Attended

<b>REPORTING YEAR – 2012/13</b>						
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	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	
Total false alarm	804				804	↓ 6%
Malicious false alarms	27				27	↓ 27%
False alarms made with good intent	313				313	↓ 10%
False alarms from AFAs in non-domestic properties	306				306	↓ 6%
False alarms from AFAs in other properties	158				158	↑ 6%

<b>LAST YEAR – 2011/12</b>					
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>
Total false alarm	859				859
Malicious false alarms	37				37
False alarms made with good intent	349				349
False alarms from AFAs in non-domestic properties	324				324
False alarms from AFAs in other properties	149				149



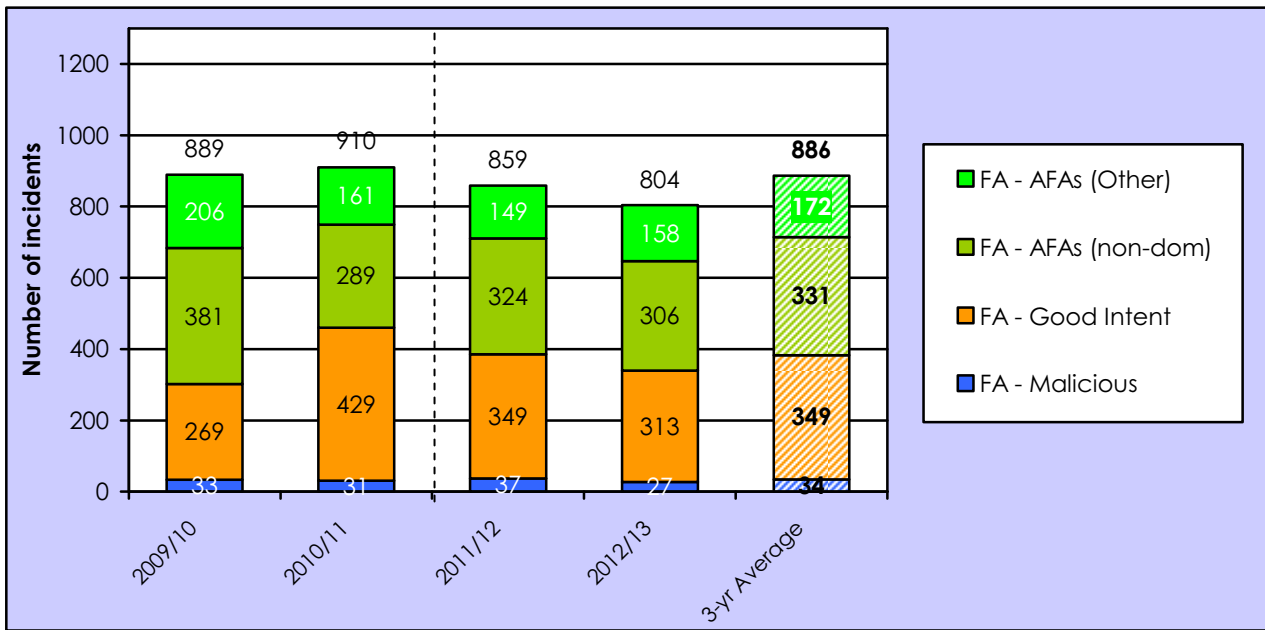
**False Alarms:**

- **There was a decrease of 6% or 55 fewer false alarms attended compared to the same period last year.**

During the first quarter the Service attended in response to 804 calls for assistance that later turned out to be false alarms. This number is lower than in previous years.

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

False Alarms Attended, by Type



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

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

## GLOSSARY

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