

NORTH WALES FIRE AND RESCUE



**Gwasanaeth Tân ac Achub
Fire and Rescue Service**

PERFORMANCE MONITORING REPORT

**FULL YEAR
APRIL 2011 – MARCH 2012**

Figures are provisional and may be subject to minor amendment.

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FIRES – QUICK REFERENCE

REPORTING YEAR – 2011/12						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
Total calls*	4,547	4,374	4,045	4,224	17,190	↓ 2%
Total fires	1,001	708	675	781	3,165	↓ 4%
Primary fires	338	302	343	316	1,299	↓ 3%
Secondary fires	623	392	253	345	1,613	↓ 1%
Chimney fires	40	14	79	120	253	↓ 21%
All deliberate fires	495	358	233	284	1,370	↓ 5%
All accidental fires	506	350	442	497	1,795	↓ 3%
Accidental fires in dwellings	112	84	146	132	474*	↑ 1%
Fires in non-domestic properties	57	53	53	52	215	↓ 6%

LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
Total calls*	5,083	4,210	4,469	3,849	17,611
Total fires	1,207	636	693	753	3,289
Primary fires	357	301	374	314	1,346
Secondary fires	790	318	208	307	1,623
Chimney fires	60	17	111	132	320
All deliberate fires	599	312	247	277	1,435
All accidental fires	608	324	446	476	1,854
Accidental fires in dwellings	122	91	145	111	469
Fires in non-domestic properties	58	57	55	59	229

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

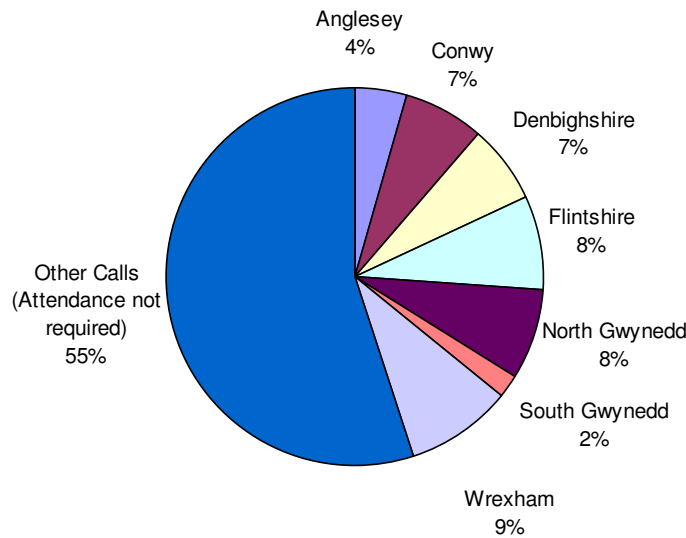
* Amended from 473 in August 2012.

Total Calls in 2011/12

- **There was a decrease of 2% or 421 fewer calls received compared to 2010/11**
- **There was a decrease of 8% or 666 fewer incidents that required the Service to attend**

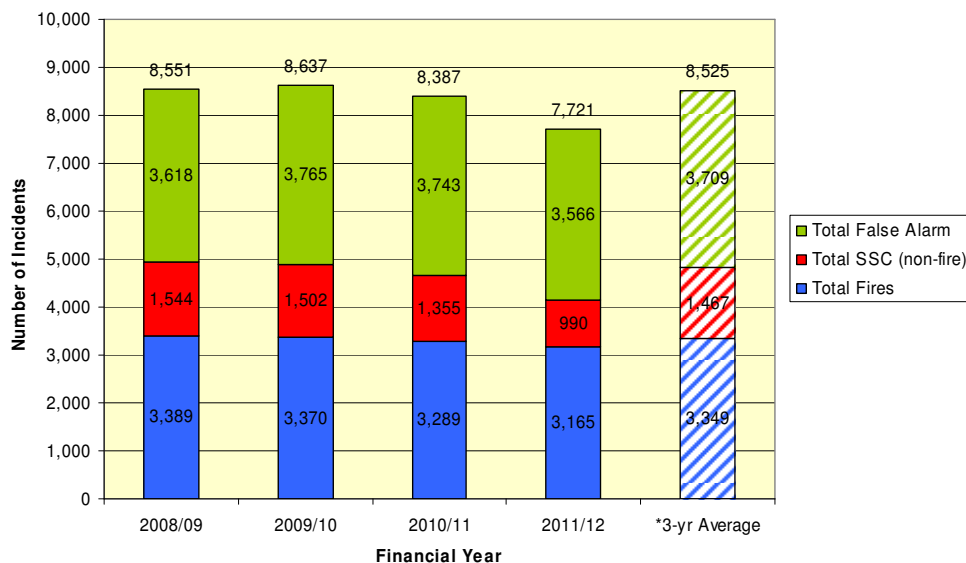
During 2011/12 the control team handled 17,190 calls and the Service was required to attend 7,721 incidents – 666 fewer in total than in the previous year and 804 fewer than the 3-year average.

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



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

Incidents Attended, by Category (year-end)

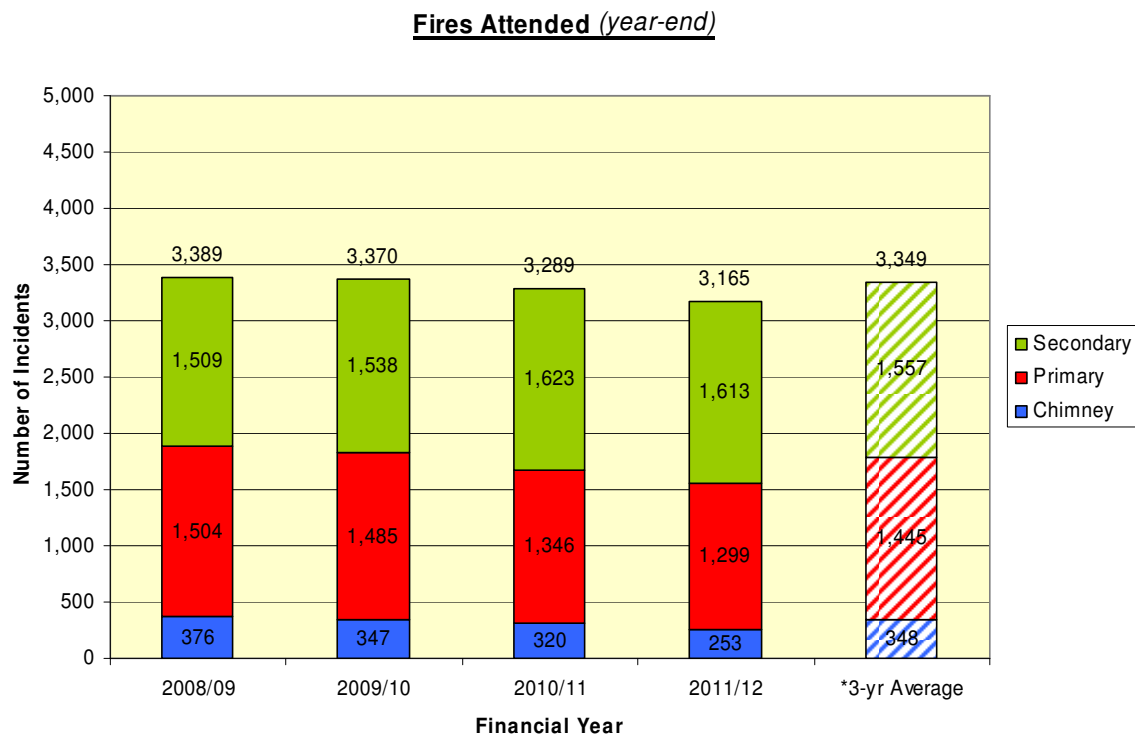


Total Fires

- **There was a decrease of 4% or 124 fewer fires compared to 2010/11**

During 2011/12 the Service attended 3,165 fires, which is lower than the previous year and 3-year average.

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



Primary Fires

- **There was a decrease of 3% or 47 fewer primary fires compared to 2010/11**

During 2011/12 the Service dealt with 1,299 primary fires, which is better than the previous year and the 3-year average. This continues the downward trend in the number of primary fires being attended.

Secondary Fires

- **There was a decrease of 1% or 10 fewer secondary fires compared to 2010/11**

During 2011/12 the Service dealt with 1,613 secondary fires, which, although better than the previous year, remains above the 3-year average.

Chimney Fires

- **There was a decrease of 21% or 67 fewer chimney fires compared to 2010/11**

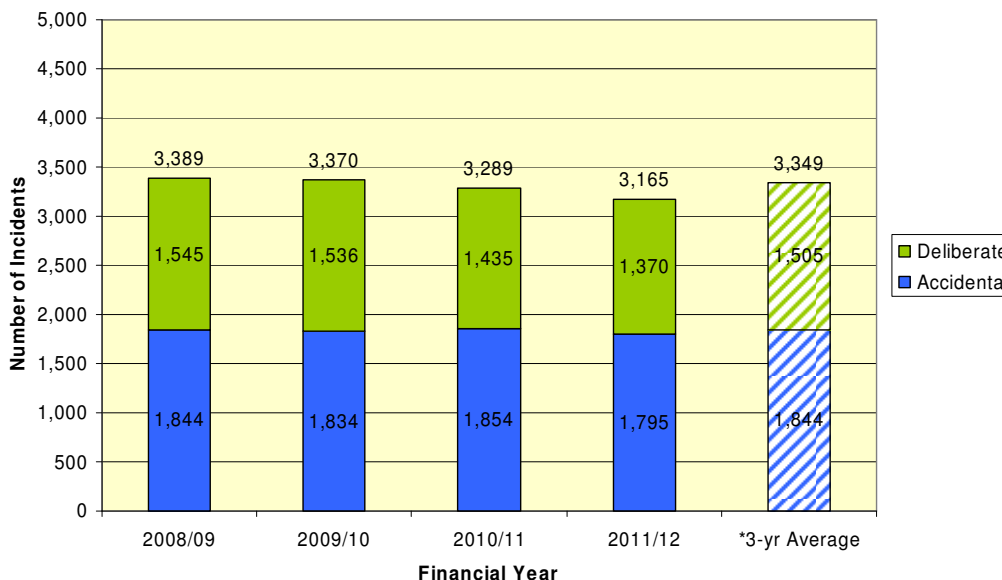
During 2011/12 the Service dealt with 253 chimney fires, which is 67 fewer compared to the previous year and is also lower than the 3-year average.

Fires by Motive

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

During 2011/12 the Service dealt with 1,795 fires that started accidentally and 1,370 fires that were started deliberately.

Fires Attended, by Motive (year-end)

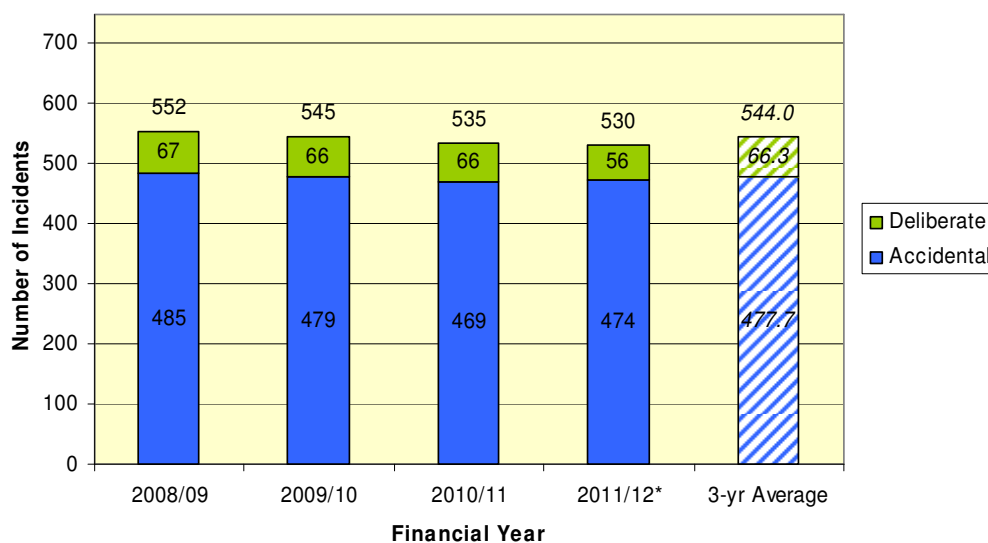


Accidental Fires in Dwellings

- ***There was an increase of 1% or 5 more accidental fires in dwellings compared to 2010/11***

During 2011/12 the Service attended 474* accidental fires in dwellings, which is more than the previous year, but less than the 3-year average.

Dwelling Fires (year-end)



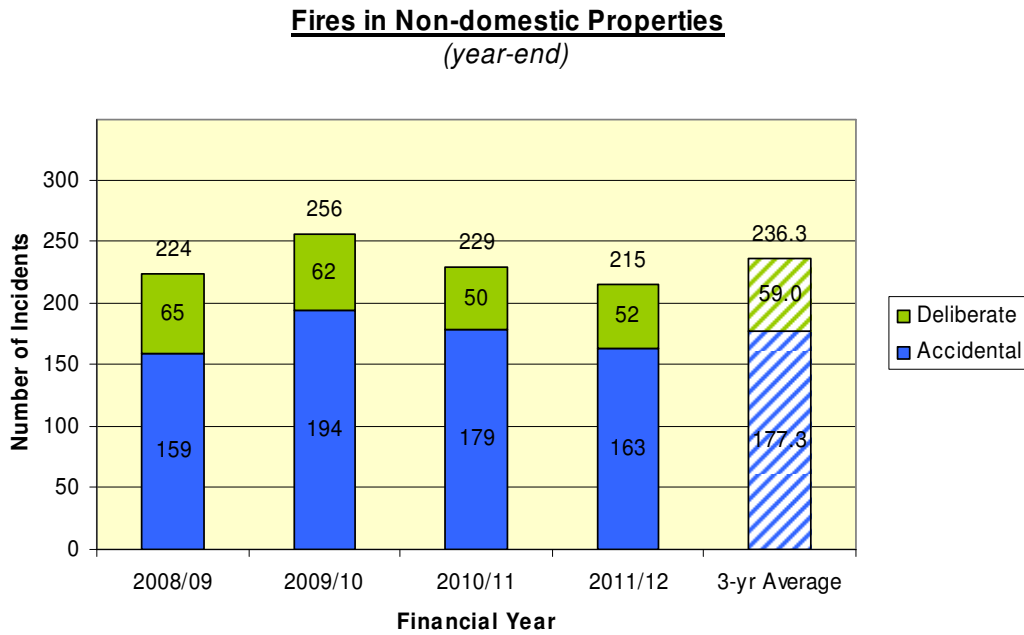
* Amended from 473 in August 2012.

Fires in Non-domestic Properties

- **There was a decrease of 6% or 14 fewer fires in non-domestic premises compared to 2010/11**

During the year the Service attended 215 fires in non-domestic premises, which is lower than the previous year and 3-year average.

Accidental fires decreased by 9%, while deliberate fires increased by 4%.



KEEPING SAFE – QUICK REFERENCE

REPORTING YEAR – 2011/12						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
Injuries from Accidental Fires in Dwellings	8	3	10	13	34	↓ 36%
Deaths from Accidental Fires in Dwellings	1	0	2	3	6	↓ 40%
Dwelling fires - smoke alarm activated	63%	60%	61%	59%	61%	➡ 0pp
Dwelling fires – smoke alarm did not operate	23%	24%	27%	23%	24%	↑ 2pp
Dwelling fires – no smoke alarm present	14%	16%	12%	18%	15%	↓ 1pp

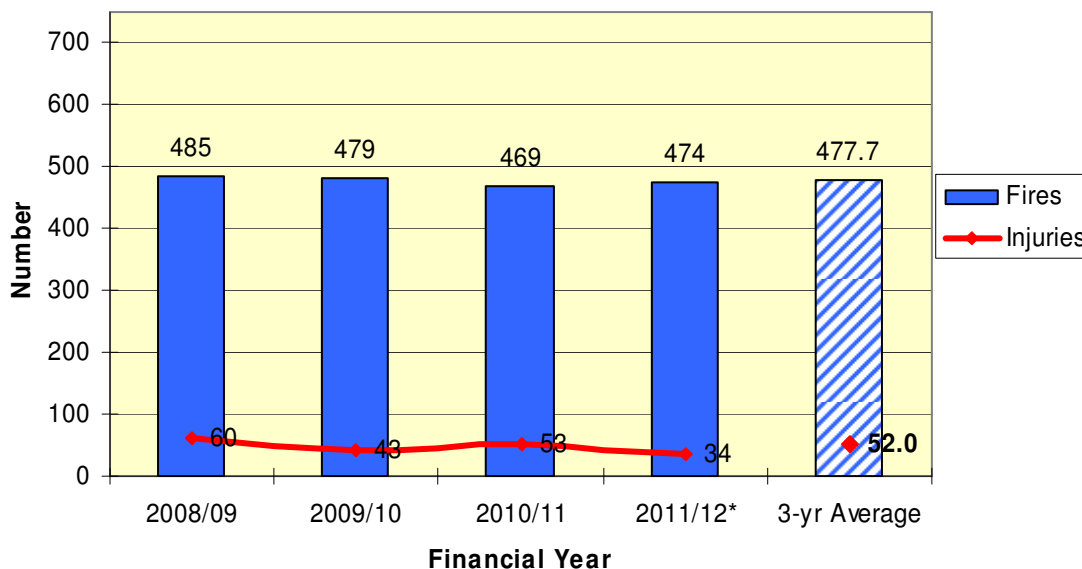
LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
Injuries from Accidental Fires in Dwellings	9	16	10	18	53
Deaths from Accidental Fires in Dwellings	5	0	2	3	10
Dwelling fires - smoke alarm activated	64%	67%	56%	62%	61%
Dwelling fires – smoke alarm did not operate	19%	21%	26%	20%	22%
Dwelling fires – no smoke alarm present	17%	12%	18%	18%	16%

Injuries from Accidental Fires in Dwellings

- **There was a decrease of 36% or 19 injuries compared to 2010/11**

During the year, 34 people received injuries (requiring hospital treatment), which is 19 fewer than in the previous year and less than the 3-year average.

Accidental Fires in Dwellings and Injuries (year-end)



Deaths from Accidental Fires in Dwellings

- **There were 6* deaths from accidental fires in dwellings (pending confirmation)**

During 2011/12 there were 6 deaths from 5 accidental fires in dwellings.

April 2011	Llandudno, Conwy
November 2011	Babell, Flintshire
January 2012	Llandudno, Conwy
February 2012	Llangollen, Denbighshire
February 2012	Llandudno, Conwy

A double fatality occurred at the incident in Babell.

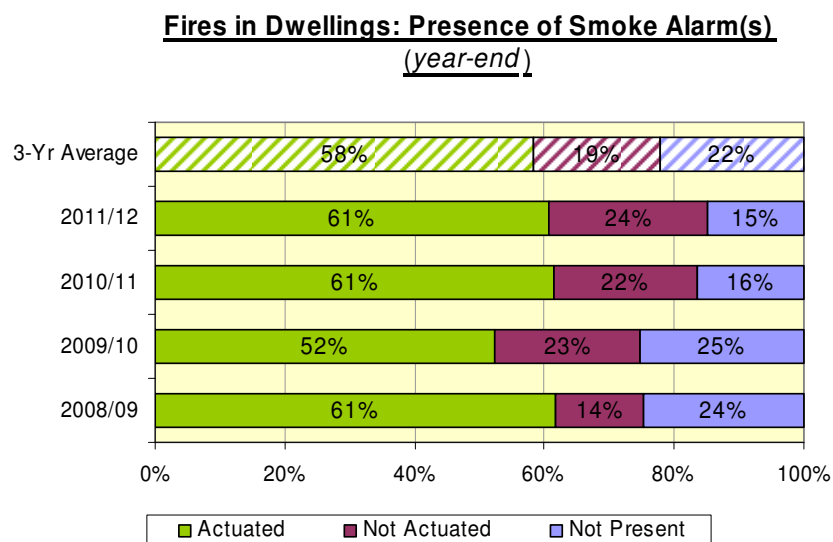
There were no deaths from deliberate fires in dwellings.

* Provisional figure pending confirmation from Coroner

Fires in Dwellings – Presence of Smoke Alarms

- **61% of the homes that had a fire had a smoke alarm that activated, which is the same as 2010/11**

The total number of fires in dwellings fell by 1% or 5 fires during 2011/12 to 530 (from 535 the previous year).



In both 2011/12 and the previous year, 61% (321 and 329) had a smoke alarm that activated.

In both years, the smallest proportion of dwelling fires had no alarm fitted, in 2011/12 this was 15% (79) compared to 16% (88) in the previous year.

In the third category – where an alarm was fitted but it did not activate – there was a small increase in 2011/12 to 24% (129 fires) compared with 22% (118 fires) in the previous year.

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

REASON WHY SMOKE ALARM DID NOT ACTUATE	Total
Fire not close enough to detector	65
Fire in area not covered by system	13
Alarm battery missing	12
Fault in system	11
Other	10
Alerted by other means	8
Alarm battery defective	6
System turned off	2
Detector removed	1
System damaged by fire	1
Total	129

EMERGENCY SPECIAL SERVICE CALLS (no fire) - QUICK REFERENCE

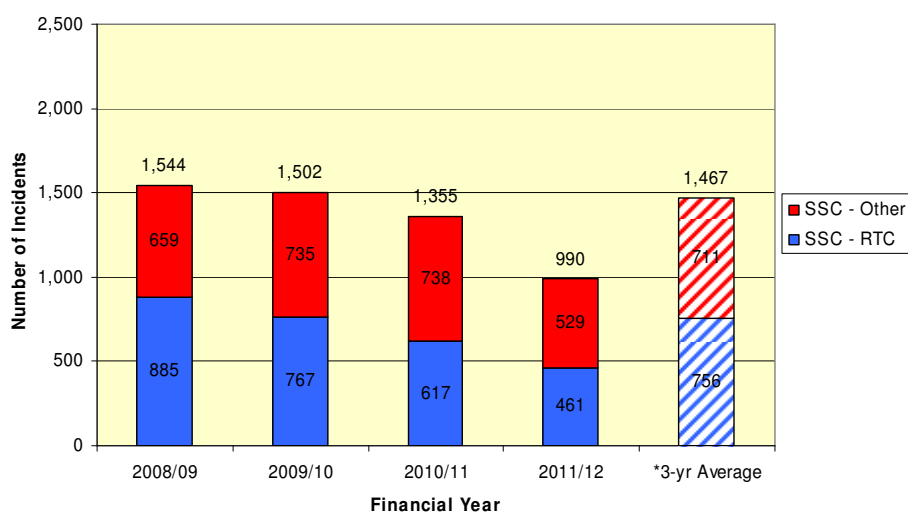
REPORTING YEAR – 2011/12						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
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	Q1	Q2	Q3	Q4	YTD	
All emergency special service calls	265	261	261	203	990	↓ 27%
Road Traffic Collisions (no fire)	114	120	131	96	461	↓ 25%

LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
All emergency special service calls	293	373	425	264	1,355
Road Traffic Collisions (no fire)	137	165	199	116	617

Emergency Special Service Calls (no fire)

- **There was a 27% decrease or 365 fewer special service incidents overall compared to 2010/11**

During the period the Service attended 990 special service incidents, which is notably lower than the 3-year average and previous year; incident numbers have reduced by a growing proportion year-on-year.

Special Service Incidents (year-end)

FALSE ALARMS - QUICK REFERENCE

REPORTING YEAR – 2011/12						
AFA = Automatic Fire Alarms						
Comparison against last year's figures are shown in the right-hand column of the table. Background shading - Green = improvement; Red = deterioration; Amber = no change						
↑ = increase this year ↓ = decrease this year ➡ = no change						
	Q1	Q2	Q3	Q4	YTD	
All false alarms attended	859	958	862	887	3,566	↓ 5%
Malicious false alarms attended	37	34	25	37	133	↑ 13%
False alarms from AFAs in non-domestic properties	324	392	389	306	1,411	↑ 7%
False alarms made with good intent attended	349	362	285	405	1,401	↓ 17%

LAST YEAR – 2010/11					
	Q1	Q2	Q3	Q4	YTD
All false alarms attended	910	1,027	1,011	795	3,743
Malicious false alarms attended	31	26	39	22	118
False alarms from AFAs in non-domestic properties	289	357	388	283	1,317
False alarms made with good intent attended	429	466	430	364	1,689

False Alarms (Overall)

- **There was a 5% decrease or 177 fewer false alarms attended compared to 2010/11**

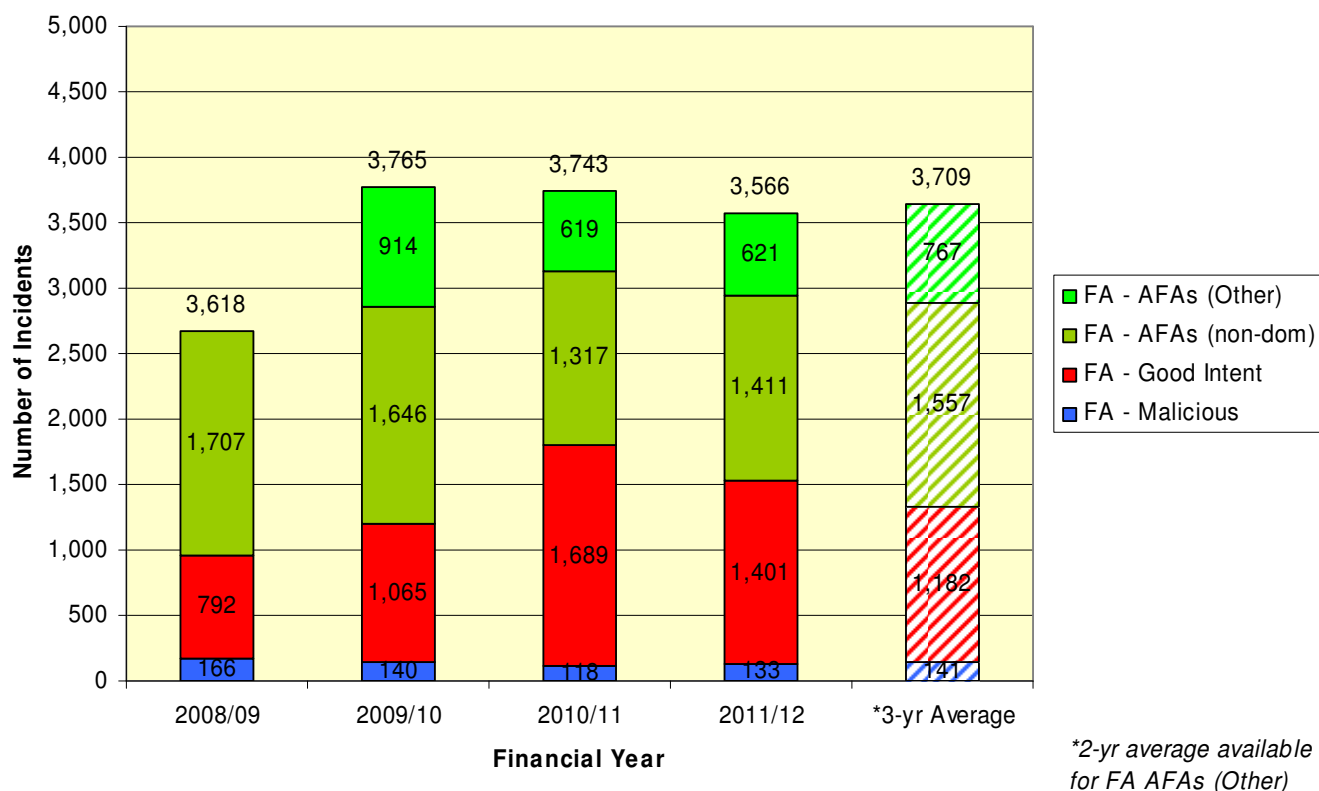
During 2011/12 the Service attended in response to a total of 3,566 calls for assistance that later turned out to be false alarms. This total number was lower than in both the previous two years.

Following a reclassification of a number of incidents in light of national discussions in 2010/11 there was in 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 comparisons of 2011/12 figures against the previous year’s figures in respect of these two categories of false alarm.

Disregarding the 2010/11 figures, therefore, and comparing the 2011/12 figures with previous years, the underlying picture suggests a year-on-year decrease in the number of AFA false alarms from non-domestic properties being attended, and a year-on-year increase in the number of false alarms made with good intent being attended.

False Alarms Attended (year-end)



GLOSSARY

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary	<p>These are fires that are not chimney fires, and which are in any type of building (except if derelict), vehicles, caravans and trailers, outdoor storage, plant and machinery, agricultural and forestry property, and other outdoor structures such as bridges, post boxes, tunnels, etc.</p> <p>Fires in any location if they involved casualties, rescues or escapes are categorised as primary fires, as are fires in any location that were attended by five or more fire appliances.</p>
Secondary	<p>Secondary fires are fires that are neither chimney fires nor primary fires.</p> <p>Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p> <p>Secondary fires are those that would normally occur in locations such as open land, in single trees, fences, telegraph poles, refuse and refuse containers (but not paper banks, which would be considered - in the same way as agricultural and forestry property - to be a primary fire), outdoor furniture, traffic lights, etc. etc.</p>
Chimney	<p>These are fires in occupied buildings where the fire is confined within the chimney structure, even if heat or smoke damage extends beyond the chimney itself.</p> <p>Chimney fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p>