

# NORTH WALES FIRE AND RESCUE



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

## PERFORMANCE MONITORING REPORT

**YEAR END  
April 2015 – March 2016**

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

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## IMPROVEMENT OBJECTIVE 1:

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

REPORTING YEAR 2015-16									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year ↓ = decrease this year → = no change pp percentage points									
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Accidental fires in dwellings	2015-16	106	89	99	91	385	↓ 4.0%	444.7	↓ 13.4%
	2014-15	95	107	89	110	401			
Injuries from accidental fires in dwellings	2015-16	17	13	12	5	47	↑ 12	46	↑ 1
	2014-15	4	13	8	10	35			
Deaths from accidental fires in dwellings	2015-16	0	0	2	0	3	↑ 1		
	2014-15	0	0	3	0	2			
% of people who escaped unharmed and unaided from accidental fires in dwellings	2015-16	68.1%	83.6%	66.1%	81.1%	74.3%	↓ 11.3pp	80.6%	↓ 6.3pp
	2014-15	85.7%	83.1%	86.2%	87.1%	85.6%			
Dwelling fires – Smoke alarm activated	2015-16	62.4%	56.6%	66.7%	54.8%	60.3%	↓ 5pp	61%	↓ 0.7pp
	2014-15	67.9%	62.1%	65.0%	87.6%	65.3%			
Dwelling fires – Smoke alarm did not operate	2015-16	24.8%	24.2%	20.4%	39.4%	25.2%	↑ 2.4pp	24.7%	↑ 0.5pp
	2014-15	21.7%	25.0%	21.4%	30.1%	22.8%			
Dwelling fires – No smoke alarm present	2015-16	12.8%	19.2%	13.9%	13.5%	14.7%	↑ 2.8pp	14.3%	↑ 0.4pp
	2014-15	10.4%	12.9%	13.6%	10.6%	11.9%			
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	2015-16	35.5%	30.7%	27.4%	27.5%	30.5%	↓ 6.2pp	34.5%	↓ 3.6pp
	2014-15	34.1%	33.6%	35.1%	34.3%	36.7%			

\* Please note that the percentages above have been rounded to the nearest decimal place.

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

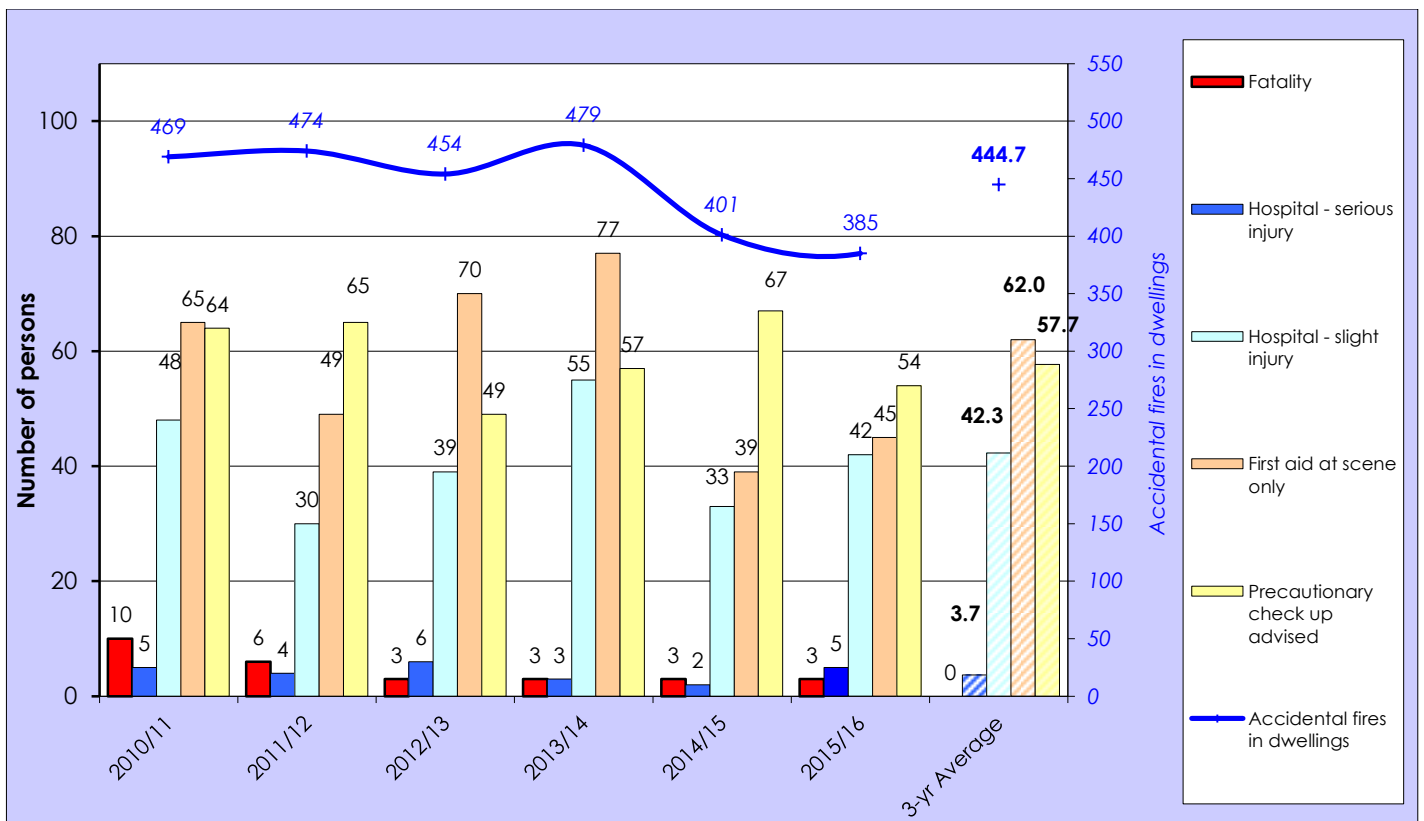
- There were 4% or 16 fewer accidental fires in dwellings compared with 2014/15

During the year the Service attended 385 accidental fires in dwellings, which is 16 fewer than in the previous year and 59.7 fewer than the 3-year average of 444.7.

**Injuries from accidental fires in dwellings:** 47 people sustained injuries at these fires, 42 of which were classified as slight injuries and 5 as serious injuries. These exclude where persons were advised to seek a precautionary check-up and where first aid was given at the scene only, in accordance with national guidance for compiling national performance indicators.

**Deaths from accidental fires in dwellings:** There were 3 fatalities at these fires. There were 2 deaths in December in the county of Gwynedd (Caernarfon) and one death in January in Gwynedd (Blaenau Ffestiniog).

### 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 the scene only;
- precautionary check up 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.

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

- **74.3% of people involved in an accidental dwelling fire escaped unharmed and without the need for assistance from the Service at the fire. This is a reduction of 11.3 percentage points compared with 2014/15.**

The 74.3% this year relates to a total of 538 people who left the premises, of whom 400 were able to exit the dwelling safely without having to be rescued by a fire crew.

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.

**Accidental dwelling fires - total number of people involved**

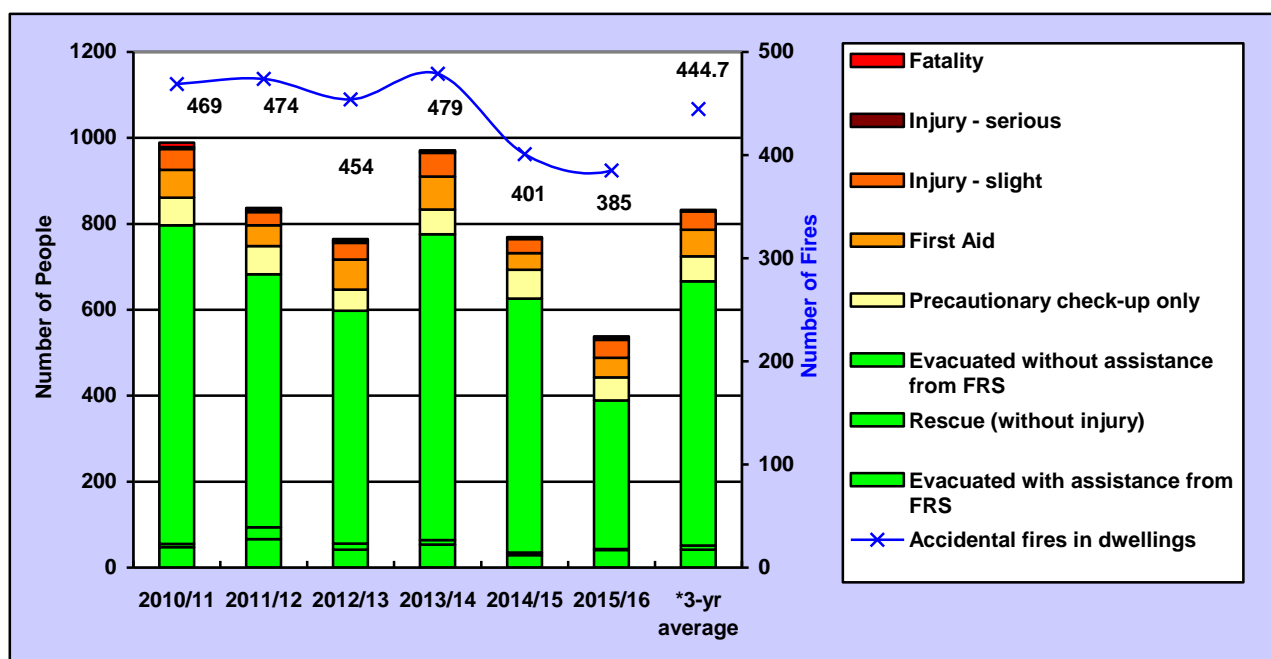


Table to show number of people involved in accidental dwelling fires

Status	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	3-yr Av.
Fatality	10	6	3	3	2	3	-
Injury - serious	5	4	6	3	2	5	3.7
Injury - slight	48	30	39	55	33	42	42.3
First Aid	65	49	70	77	39	45	62.0
Precautionary check-up only	64	65	49	57	67	54	57.7
Evacuated without assistance from FRS	742	589	542	712	591	346	615.0
Rescue (without injury)	7	28	14	10	6	2	10.0
Evacuated with assistance from FRS	48	66	42	54	29	41	41.7
<b>Total persons leaving premises</b>	<b>989</b>	<b>837</b>	<b>765</b>	<b>971</b>	<b>769</b>	<b>538</b>	<b>835.0</b>

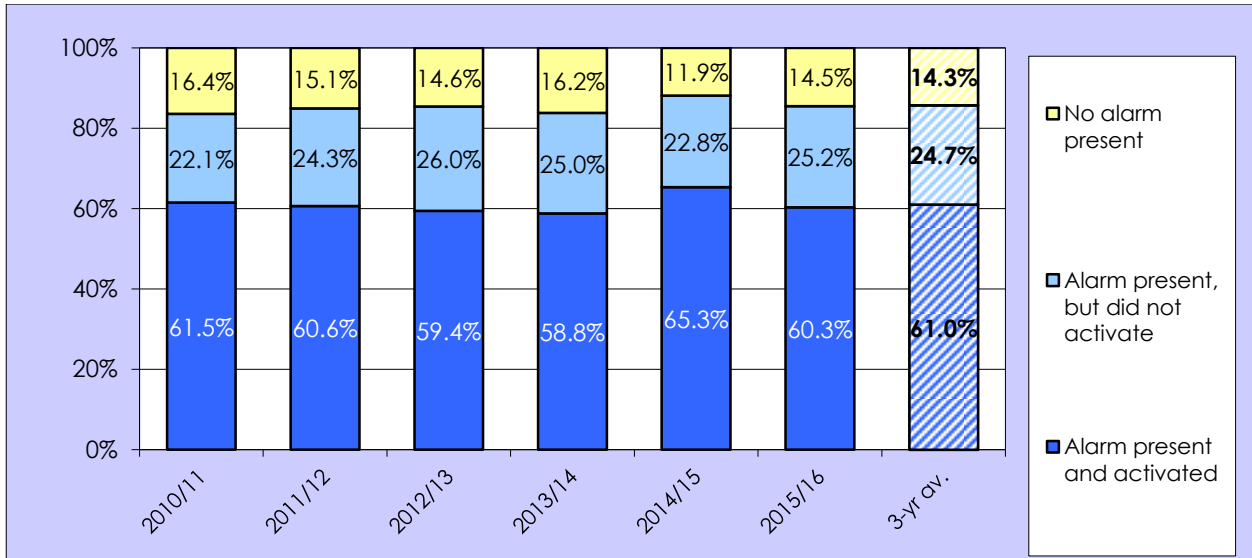
\*'Unharmed and without assistance from crews at the scene' is calculated by adding the categories of 'Evacuated without assistance from FRS' and 'Precautionary check-up only', then expressed as a percentage of the total number of persons leaving the premises.

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

- **14.5% of dwellings experiencing a fire did not have a smoke alarm (62 fires), which is 2.8 percentage points lower than in the previous year.**

There were 428 fires in dwellings during the year, 10 (2.3%) fewer than the previous year's total of 438 and fewer than the 3-year average of 483.3.

*Fires in Dwellings: Presence of smoke alarms (percentage)*

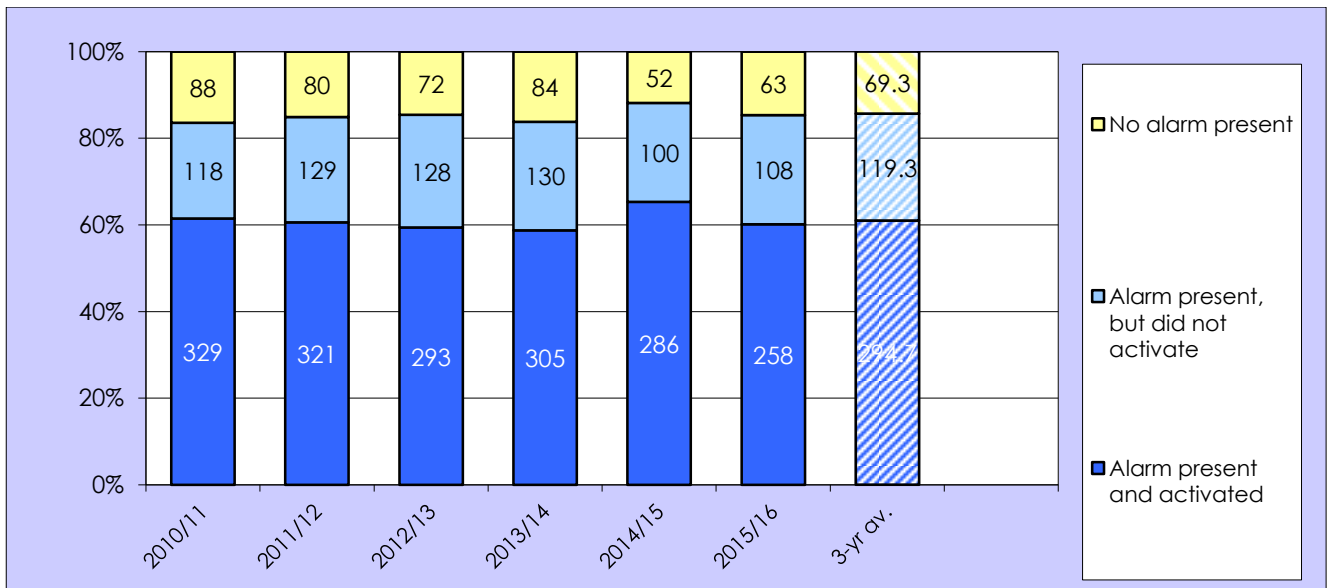


\* 3 year average figures calculated using original numerical data as opposed to displayed percentages

In 60.3% of dwelling fires attended (258 fires), **an alarm was fitted and activated**. This is a reduction of 5.0 percentage points compared with 2014/15, and a 0.7 percentage point reduction on the 3-year average.

In 25.2% of dwelling fires attended (108 fires), **an alarm was fitted but it did not activate**. This was an increase of 2.4 percentage points when compared with the previous year, and an increase of 0.5 percentage points when compared with the 3-year average. The main reason why alarms did not activate despite being fitted in the property was that the fire was not close enough to the detector to trigger the alarm (this was the case in 70 out of the 108 fires).

*Fires in Dwellings: Presence of smoke alarms (number)*

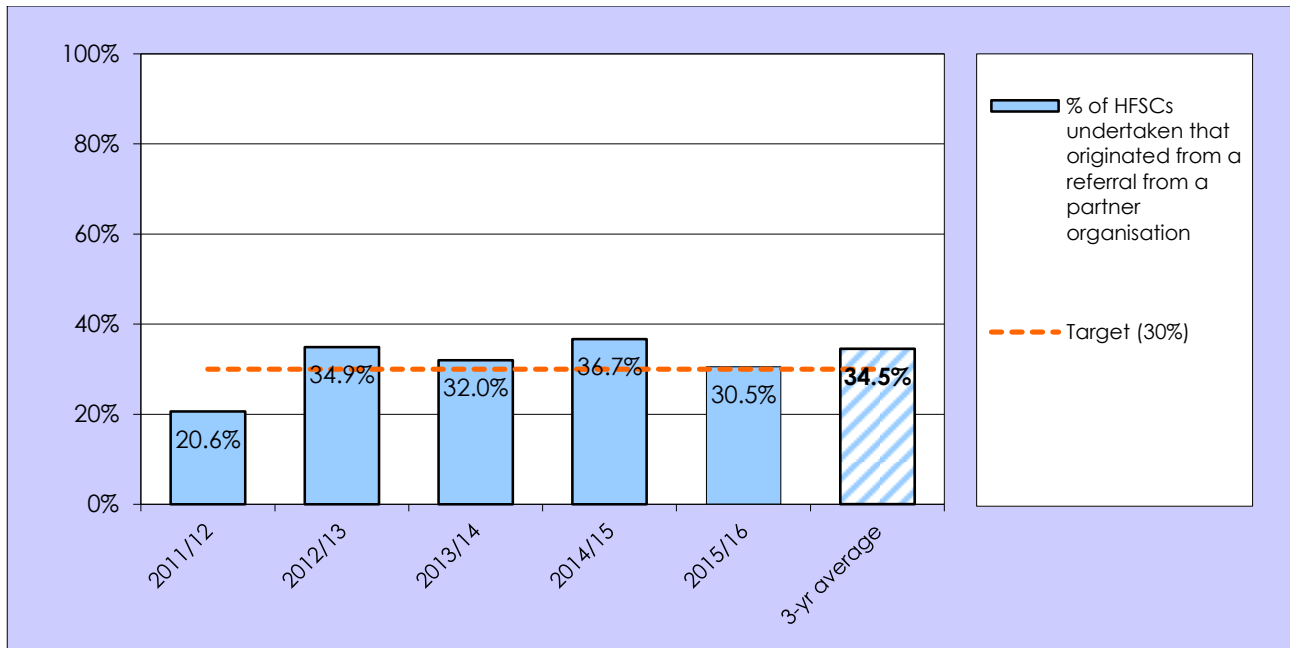


## Home Fire Safety Checks (HFSCs)

- **30.5% of home fire safety checks were completed following a referral from a partner organisation.**

During the year 6,799 (30.5%) out of the 22,322 home fire safety checks completed were ones that had originated from partner organisation referrals. This exceeds the Service's own 30% target.

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



\* 3 year average figures calculated using original numerical data as opposed to displayed percentages

## INCIDENT ACTIVITY REPORTING: Summary of All Incidents Attended

REPORTING YEAR 2015-16									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year   ↓ = decrease this year   → = no change <i>pp</i> percentage points									
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total incidents attended	2015-16	1,292	1,254	1,234	1,099	4,879	↓ 19.9%	6,416.7	↓ 24.0%
	2014-15	1,587	1,740	1,491	1,275	6,093			
Total fires	2015-16	673	553	463	451	2,140	↓ 4.6%	2,336.3	↓ 8.4%
	2014-15	631	646	493	474	2,244			
Total special service incidents	2015-16	136	171	246	191	744	↑ 17.9%	890.7	↓ 16.5%
	2014-15	176	164	161	130	631			
Total false alarms	2015-16	483	530	525	457	1,995	↓ 38%	3,189.7	↓ 37.5%
	2014-15	780	930	837	671	3,218			

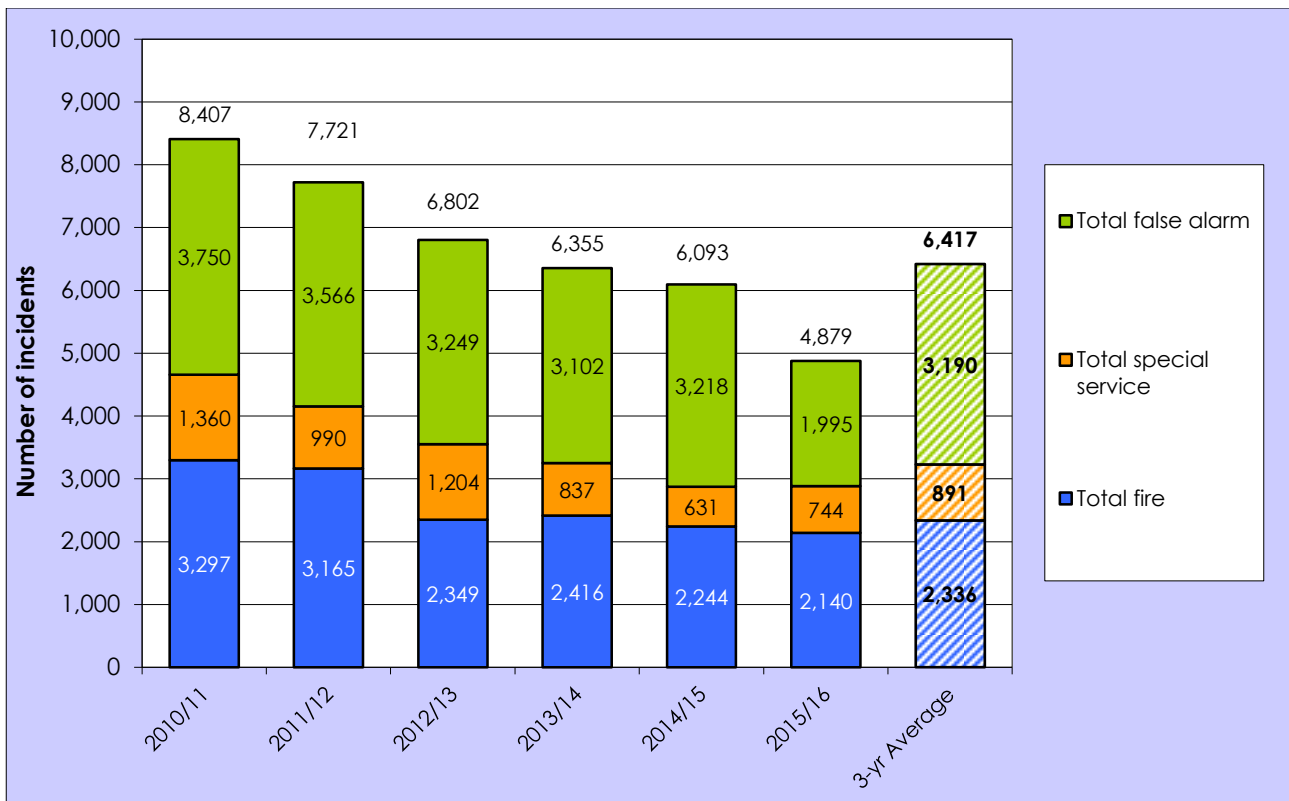


**All Incidents Attended:**

- **There was a reduction of 19.9% or 1214 fewer incidents compared with the previous year.**

During the year the Service attended 4,879 incidents, which is fewer than in the previous year and continues the overall downward trend. Special service incidents increased by 17.9% compared with 2014/15 but had reduced by 16.5% compared with the average over the previous 3 years. False alarm incidents saw a reduction of 38% compared with the previous year, and a 37.5% reduction when compared with the average over the previous 3 years. Total fire incidents reduced by 4.6% (104 fewer fires) when compared with 2014/15 year, and by 8.4% when compared with the average over the previous 3 years.

**All Incidents Attended, by Type**



## INCIDENT ACTIVITY REPORTING: Fires Attended

REPORTING YEAR 2015-16									
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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total fires	2015-16	673	553	463	451	2,140	↓ 4.6 %	2,336.3	↓ 8.4%
	2014-15	631	646	493	474	2,244			
Primary fires	2015-16	277	268	270	234	1,049	↓ 1.3%	1,107.7	↓ 5.3%
	2014-15	277	289	254	243	1,063			
Secondary fires	2015-16	356	268	153	141	918	↓ 4.8 %	979.3	↓ 6.3%
	2014-15	315	347	158	144	964			
Chimney fires	2015-16	40	17	40	76	173	↓ 20.3%	249.3	↓ 30.6%
	2014-15	39	10	81	87	217			
All deliberate fires	2015-16	238	200	154	111	703	↓ 2.9%	783.7	↓ 10.3%
	2014-15	225	235	145	119	724			
All accidental fires	2015-16	435	353	309	340	1437	↓ 5.5%	1,552.7	↓ 7.4%
	2014-15	406	411	348	355	1,520			
Fires in non-domestic properties	2015-16	49	36	42	33	160	↑ 15.1%	133.7	↑ 19.6%
	2014-15	41	31	43	24	139			

**Fires:**

- **There was a reduction of 4.6% or 104 fewer fires compared with 2014/15.**

During the year the Service attended 2,140 fires. Primary fires reduced by 1.3%, secondary fires reduced by 4.8% and chimney fires reduced by 20.3% when compared with 2014/15. When compared with the longer-term picture and the 3-year average, the overall downward trend (improvement) in the number of fire incidents attended by the Service continued.

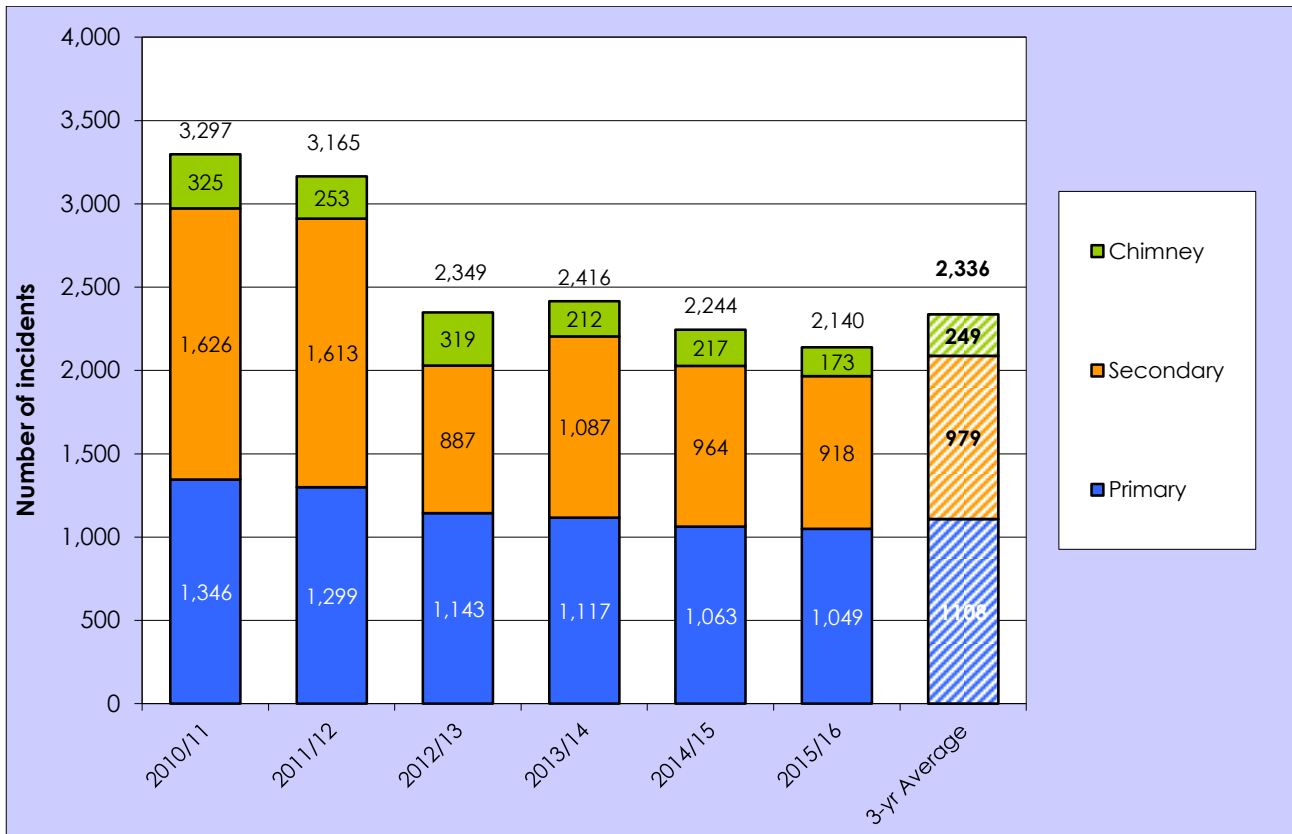
**Fires: Type**

**Primary fires** decreased by 1.3% or 14 fewer incidents compared with 2014/15 and was 5.3% lower than the 3-year average. Primary fires have continued to decrease year-on-year since 2008/09.

During the year **secondary fires** decreased by 4.8% or 46 fewer incidents compared with 2014/15, and was 6.3% lower than the 3-year average.

**Chimney fires** decreased by 20.3% or 44 fewer fires compared with 2014/15 and 30.6% below the 3-year average.

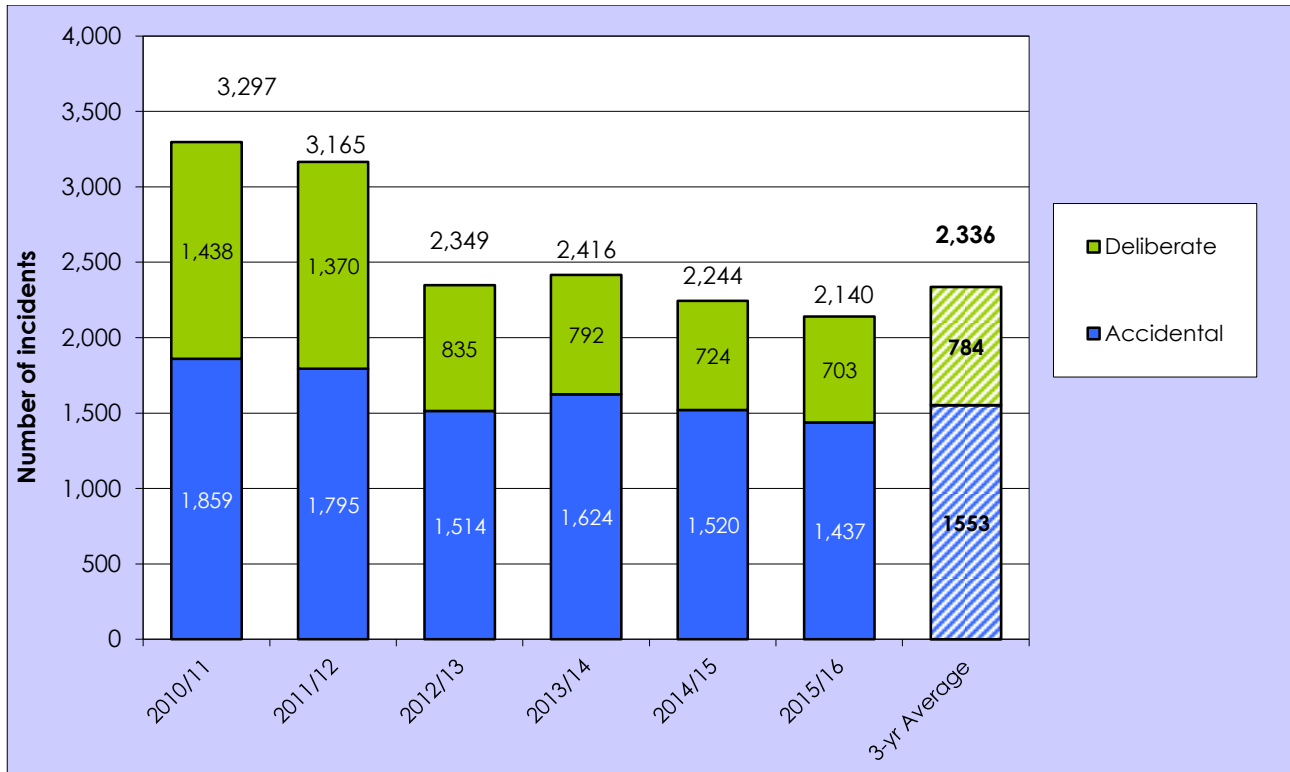
All Fires Attended, by Type



## **Fires: Motive**

The reduction in fires in 2015/16 compared with 2014/15 is also reflected in both accidental and deliberate fires with a reduction of 5.5% and 2.9% respectively. Both accidental and deliberate fires also remained below the 3 year average.

*All Fires Attended, by Motive*



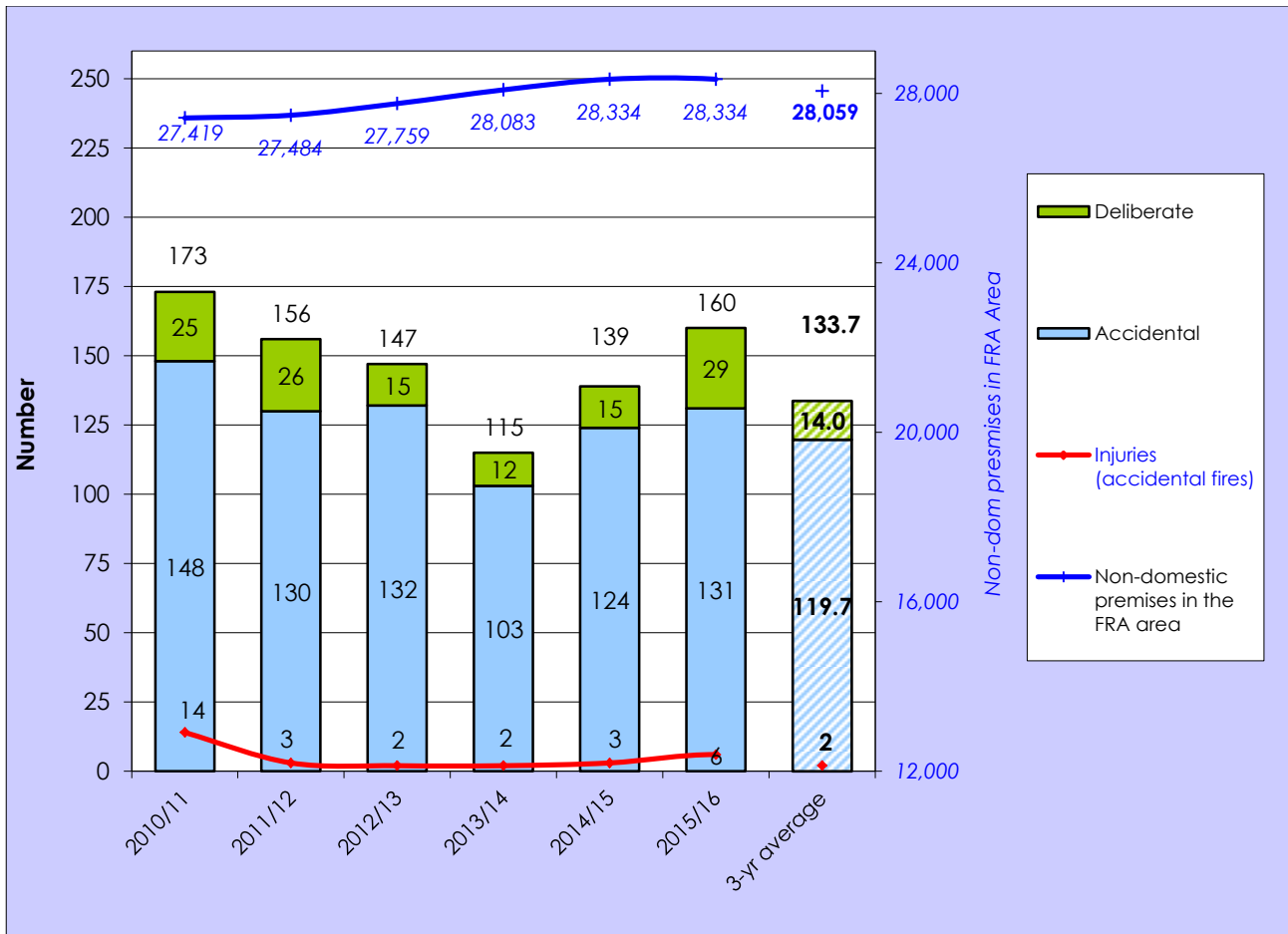
\* 3 year average figures calculated using original numerical data as opposed to displayed figures (rounded to the nearest decimal place)

**Fires: Non-domestic premises:**

- **There was an increase of 15.1% or 21 more fires in non-domestic premises compared with 2014/15.**

During 2015/16 the Service attended 160 such fires, 15.1% more than the previous year (21 more incidents) and 19.6% more than the 3-year average.

**Fires in Non-domestic Premises and Casualties from accidental fires in non-domestic premises**



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

REPORTING YEAR 2015-16									
Comparisons against previous year and 3 year average are shown in right-hand columns of 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									
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total special service incidents	2015-16	136	171	246	191	744	↑ 17.9%	890.7	↓ 16.5%
	2014-15	176	164	161	130	631			
Road traffic collisions (RTC)	2015-16	40	64	56	52	212	↓ 20.6%	326.7	↓ 35.1%
	2014-15	76	63	79	49	267			
Other than RTC	2015-16	96	107	190	139	532	↑ 46.2%	564	↓ 5.7%
	2014-15	100	101	82	81	364			

**Special Service Incidents:**

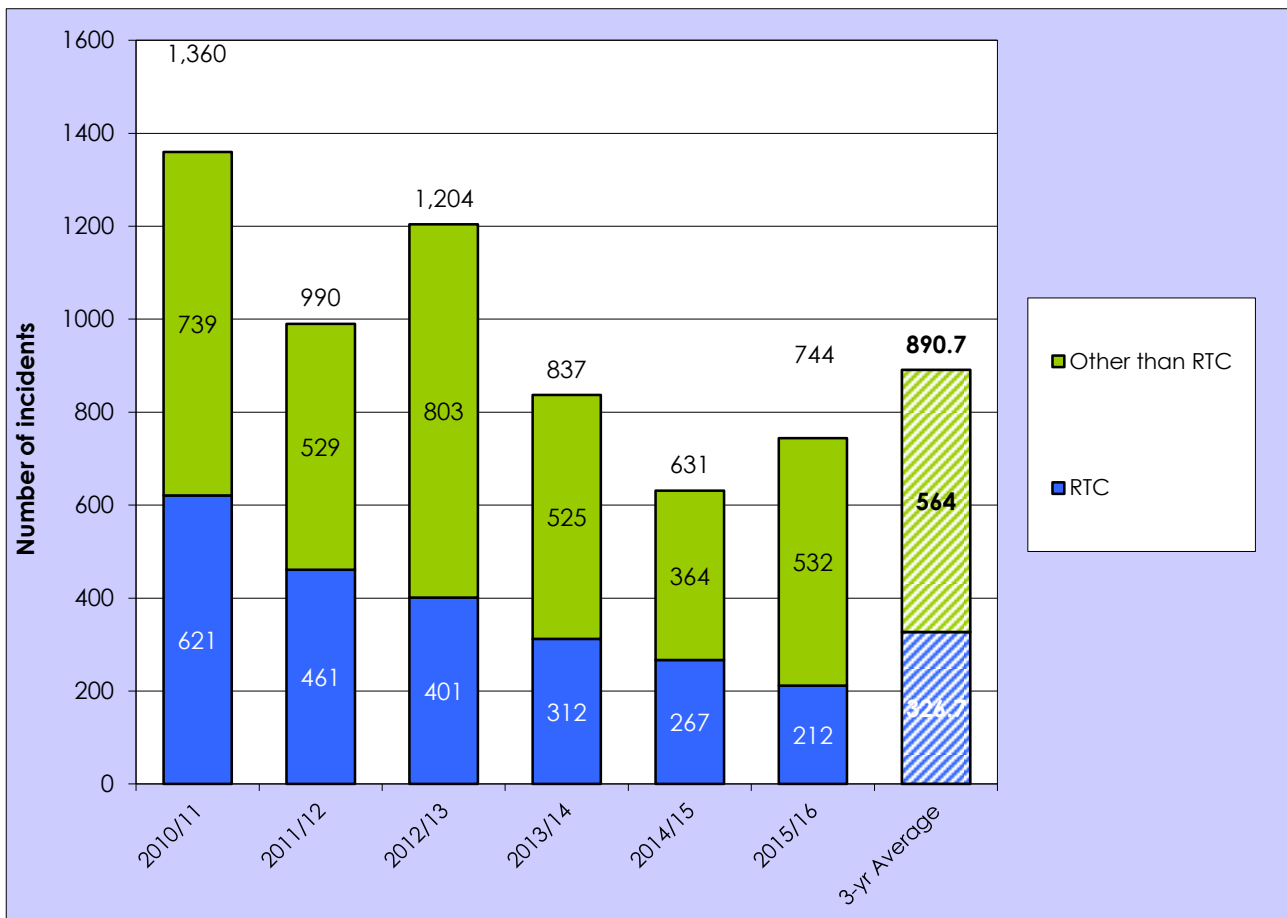
- **There was an increase of 17.9% or 113 more special service incidents compared with 2014/15.**

During 2015/16 the Service attended 744 special service incidents, which is more than the previous year but below the 3-year average.

The overall downward trend for **RTCs** attended continued. Special service incidents **other than RTCs** however increased, with 46.2% or 168 more incidents compared with 2014/15, but remained lower than the 3-year average.

Whilst the wetter-than-average weather during 2015/16 resulted in fewer fires, in contrast, special service incidents as a result of the weather conditions increased that year.

Special Services Incidents Attended, by Type



## INCIDENT ACTIVITY REPORTING: False Alarms Attended

REPORTING YEAR 2015-16									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total false alarm	2015-16	483	530	525	457	1,995	↓ 38%	3,189.7	↓ 37.5%
	2014-15	780	930	837	671	3,218			
Malicious false alarms	2015-16	11	11	12	17	51	↓ 33.8%	86.7	↓ 41.2%
	2014-15	26	19	17	15	77			
False alarms made with good intent	2015-16	234	257	269	218	978	↓ 16.3%	1,174	↓ 16.7%
	2014-15	303	331	299	236	1169			
False alarms from AFAs in non-domestic properties	2015-16	58	92	62	70	282	↓ 77.4%	1,270.3	↓ 77.8%
	2014-15	262	372	343	273	1250			
False alarms from AFAs in other properties	2015-16	180	170	182	152	684	↓ 5.3%	658.7	↑ 3.8%
	2014-15	189	208	178	147	722			



**False Alarms:**

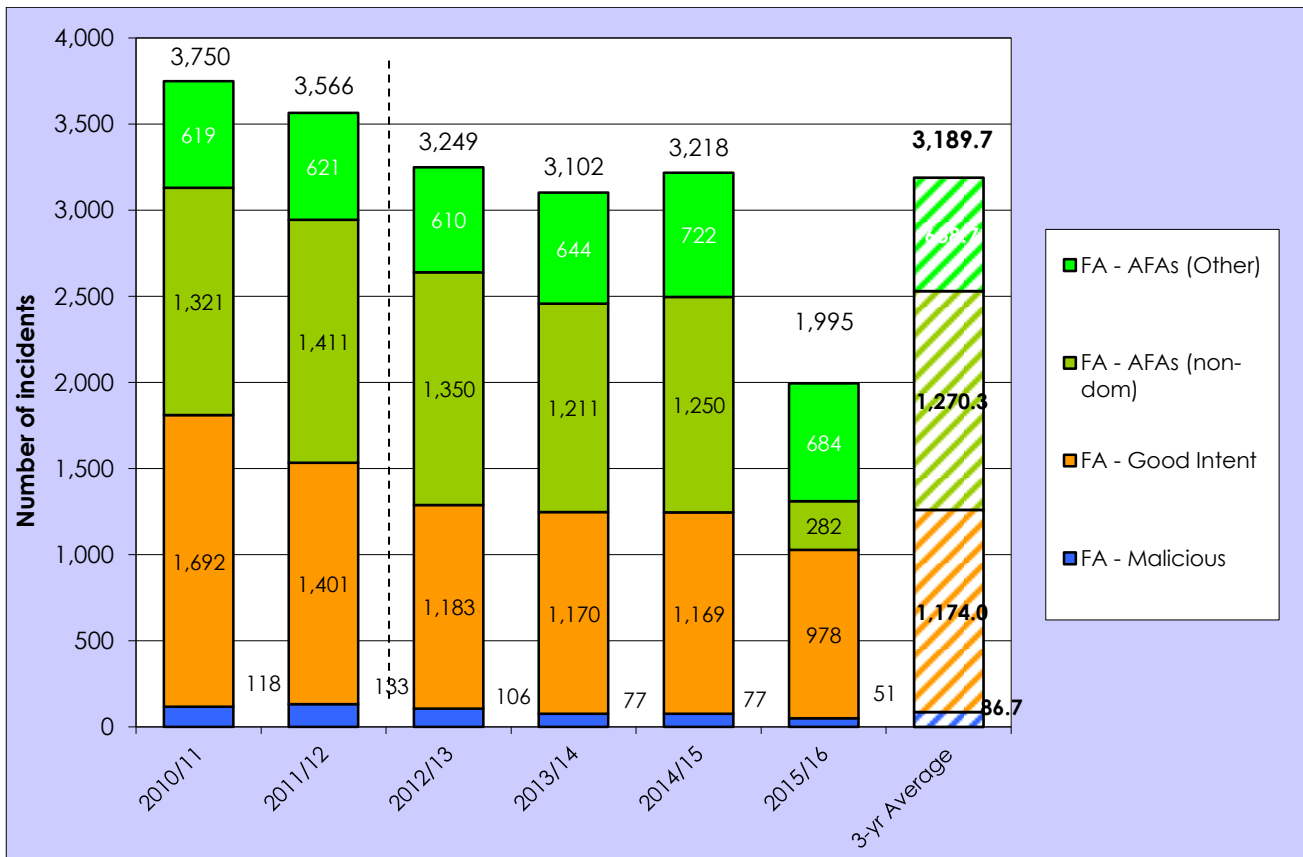
- **There was a decrease of 38% or 1223 fewer false alarms attended compared with 2014/15.**

During 2015/16 the Service attended in response to 1,995 calls for assistance that later turned out to be false alarms. This number is a decrease of 38% compared with 2014/15.

The overall numbers of false alarms in all categories of false alarm decreased when compared with 2014/15. The number of AFAs that were attended by the Service decreased considerably from 1,972 in 2014/15 to 966 in 2015/16. This reduction can be attributed to a change in procedure. This decrease may also have contributed to the decline of Malicious False Alarm incidents as Automatic Fire Alarms which were activated maliciously may not have received an attendance as a result of the new procedure.

Since April 2015 the Service has implemented a change in procedure in relation to Non-Domestic AFAs utilising new Pre-Determined Attendance protocols.

*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 does not affect comparison between the 2011/12 and later years' 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).