

NORTH WALES FIRE AND RESCUE SERVICE



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

PERFORMANCE MONITORING REPORT

Full Year

April 2020 – March 2021

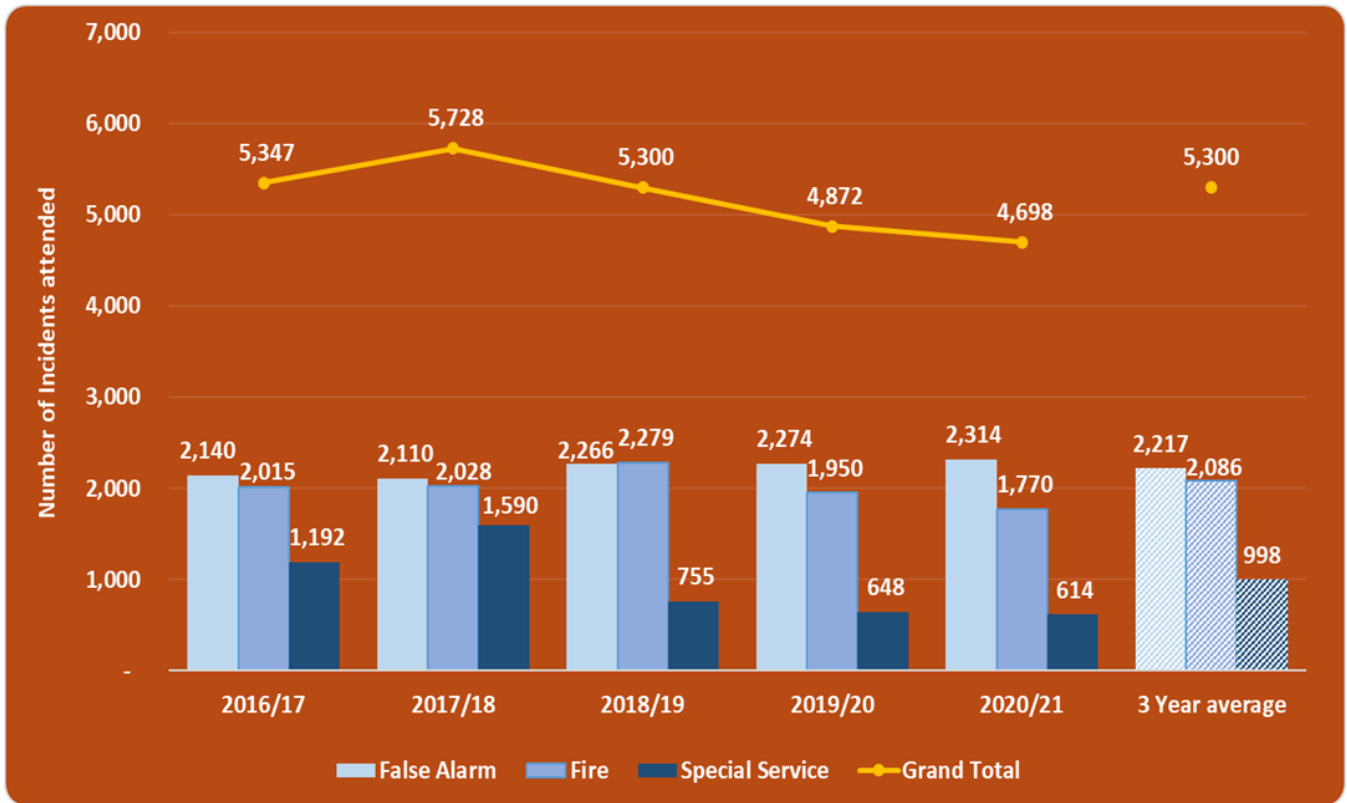
Figures are provisional and may be subject to minor amendment.

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1.0 All Incidents

1.1 During the financial year 2020/21 the Service attended 4,698 emergency incidents, 174 fewer (3.6%) than the previous year (4,872).



Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total incidents attended	2020-21	1,378	1,231	998	1,091	4,698	↓ 3.6%	5,300	↓ 11.4%
	2019-20	1,330	1,329	1,078	1,135	4,872			
Total fires	2020-21	653	433	324	360	1,770	↓ 9.2%	2,086	↓ 15.1%
	2019-20	586	521	392	451	1,950			
Total special service incidents	2020-21	96	182	137	199	614	↓ 5.2%	998	↓ 38.5%
	2019-20	171	175	141	161	648			
Total false alarms	2020-21	629	616	537	532	2,314	↑ 1.8%	2,217	↑ 4.4%
	2019-20	573	633	545	523	2,274			

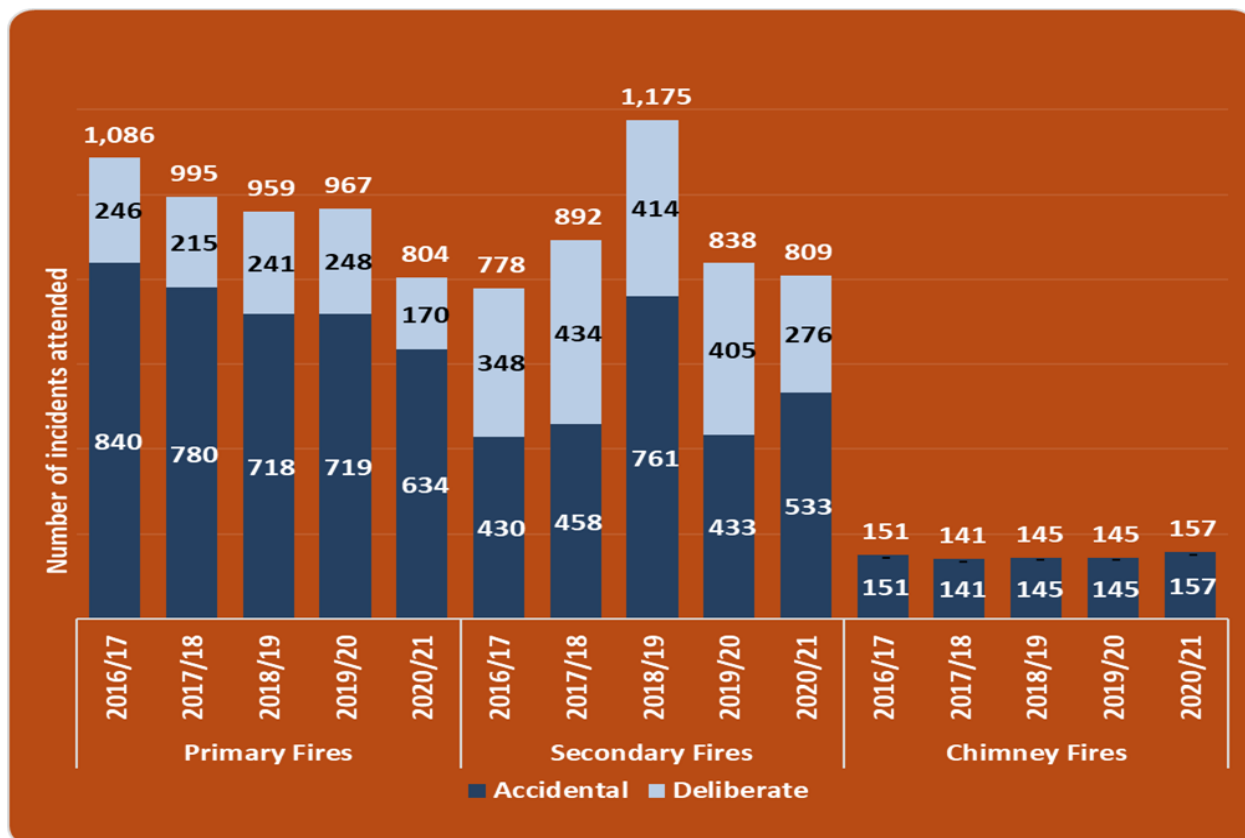
Comparisons against previous year and 3 year average are shown in right-hand column of table.



2.0 Fires, by Category and Motive

2.1 **Primary fires** – there has been a steady reduction in the number of primary fires each year. There were 804 primary fires in 2020/21 compared to 967 in 2019/20, a 16.9% reduction. Deliberate primary fires saw a 31.5% reduction from 248 in 2019/20 to 170 in 2020/21.

2.2 **Secondary fires** – the number of these fires each year fluctuates, with the weather having a significant impact on their occurrence. The majority of secondary fires (over 95%) occurred at 'outdoor' property types. Secondary deliberate fires decreased by 31.9% to 276 in 2020/21 from 405 the previous year.



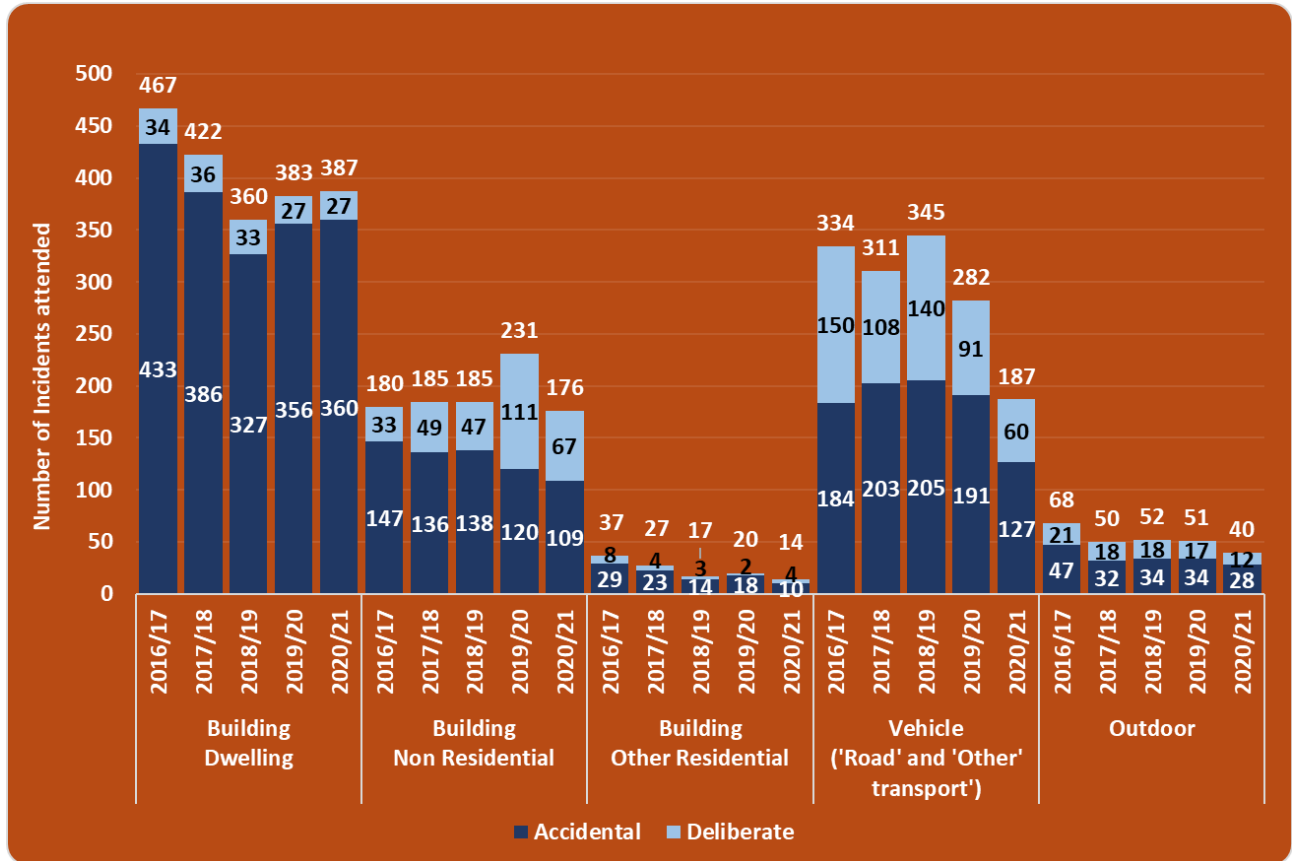
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Primary fires	2020-21	224	217	190	173	804	↓ 16.9%	974	↓ 17.5%
	2019-20	238	267	224	238	967			
Secondary fires	2020-21	394	202	95	118	809	↓ 3.5%	968	↓ 16.4%
	2019-20	319	245	113	161	838			
Chimney fires	2020-21	35	14	39	69	157	↑ 8.3%	144	↑ 9.0%
	2019-20	29	9	55	52	145			

Comparisons against previous year and 3 year average are shown in right-hand column of table.

3.0 Primary Fires, by Property Type and Motive



3.1 In 2020/21, property types 'buildings' and 'road vehicles' accounted for the majority of primary fires, an average of 71.8% and 23.3% respectively, with the remaining 5% being 'outdoor'. In 2020/21, the number of vehicle fires decreased by 33.7% compared with the same period the previous financial year. There was a slight increase in the number of dwelling fires that were started accidentally and a 39.6% decrease in fires in non-residential buildings that were started deliberately. Deliberate and accidental fires in vehicles ('road' and 'other' transport) decreased by 34.1% and 33.5% respectively.



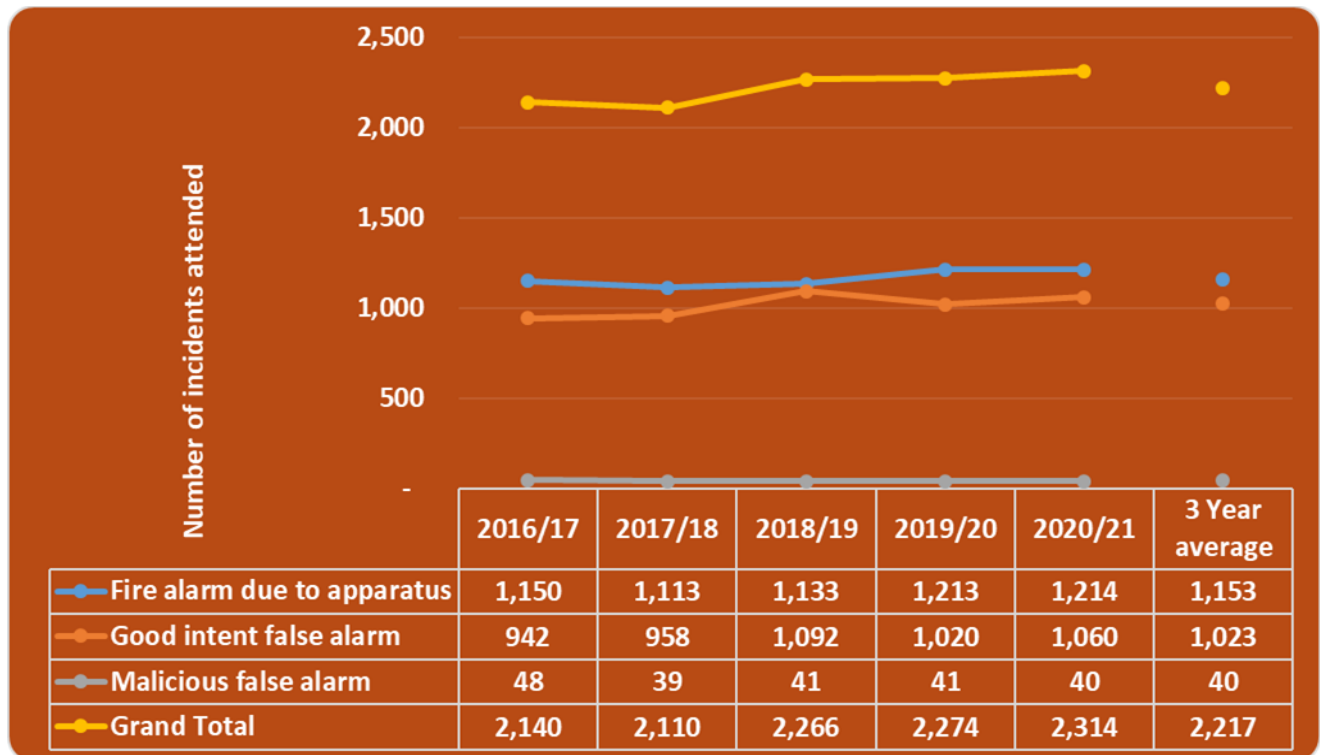
Category	Year	Q1	Q2	Q3	Q4	Whole Year Category		Average of 3 previous years	
All deliberate primary fires	2020-21	41	47	34	48	170	↓ 31.5%	235	↓ 27.7%
	2019-20	43	66	66	73	248			
All accidental primary fires	2020-21	183	170	156	125	634	↓ 11.8%	739	↑ 43.1%
	2019-20	195	201	158	165	719			

Comparisons against previous year and 3 year average are shown in right-hand column of table.

4.0 False Alarms



4.1 In 2020/21, there were 2,314 false alarm, a 1.8% increase from 2,274 the previous financial year. The number of false alarms made with good intent increased by 3.9% whilst malicious false alarms decreased by 2.4%; 41 incidents in the previous year compared to 40 during 2020/21. False alarms due to apparatus (AFA false alarms) increased by one to 1,214 during 2020/21, from 1,213 in 2019/20.



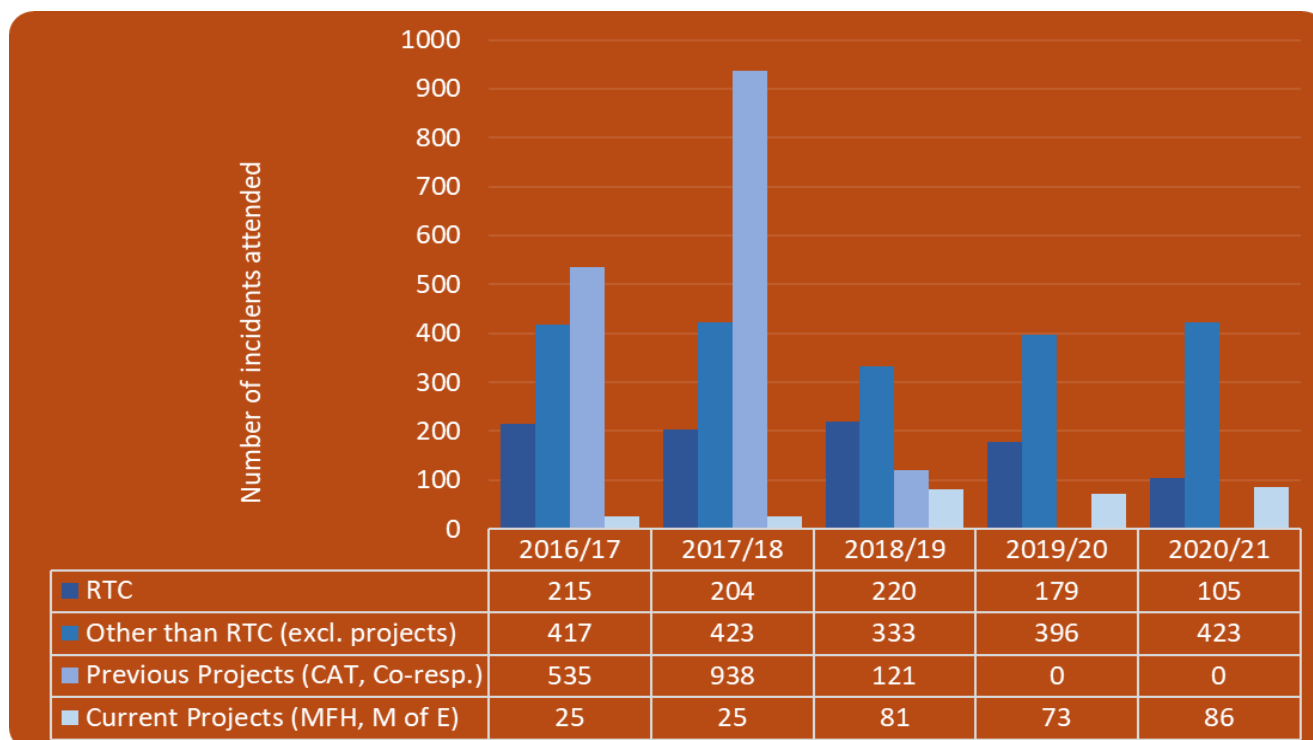
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total false alarm	2020-21	629	616	537	532	2,314	↑ 1.8%	2,217	↑ 4.4%
	2019-20	573	633	545	523	2,274			
AFA	2020-21	282	331	304	297	1,214	↑ 0.1%	1,153	↑ 5.3%
	2019-20	288	339	307	279	1,213			
False alarms made with good intent	2020-21	330	284	219	227	1,060	↑ 3.9%	1,023	↑ 3.6%
	2019-20	273	283	229	235	1,020			
Malicious	2020-21	17	1	14	8	40	↓ 2.4%	40	→ 0%
	2019-20	12	11	9	9	41			

Comparisons against previous year and 3 year average are shown in right-hand column of table.



5.0 Special Service Incidents

5.1 In 2020/21 there were 614 special service incidents compared with 648 the previous financial year, a decrease of 5.2%; the number of road traffic collisions (RTCs) saw a decrease while other non-fire emergencies saw an increase.



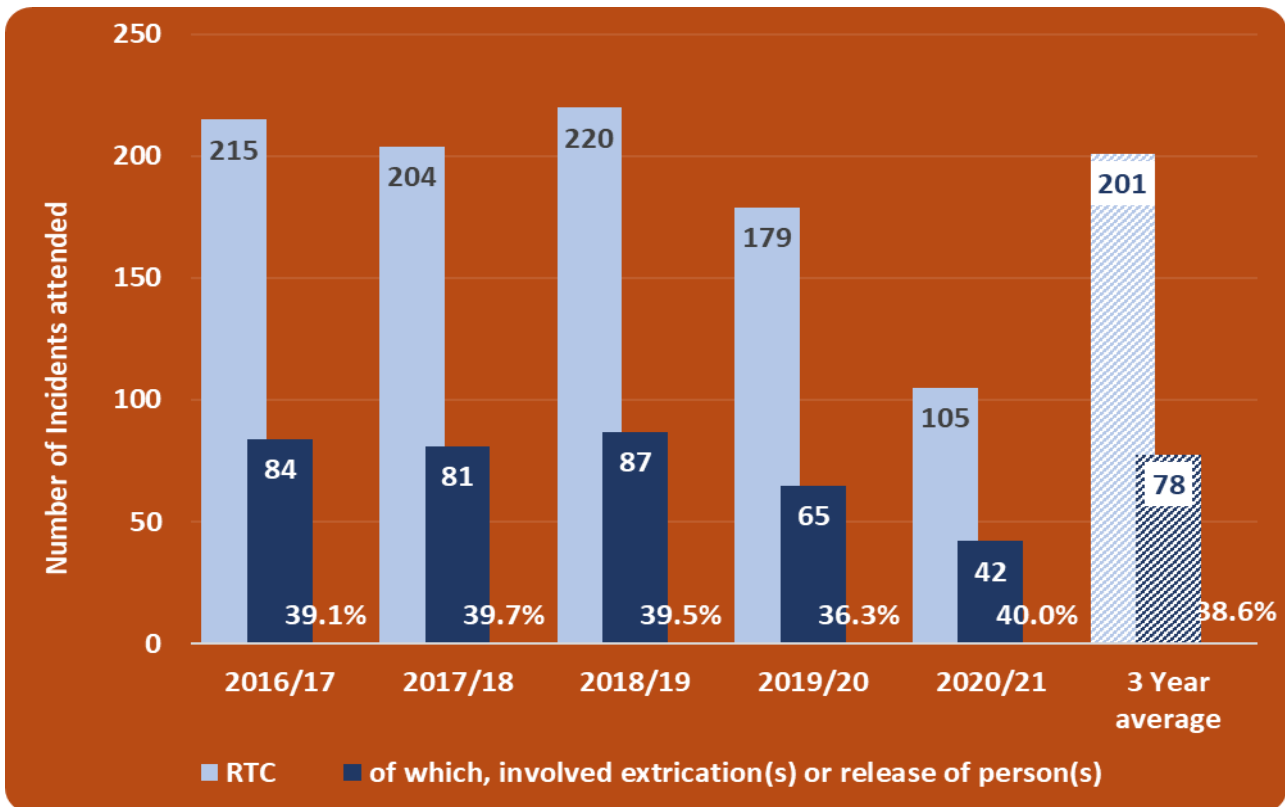
Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total special service incidents	2020-21	96	182	137	199	614	↓ 5.2%	998	↓ 38.5%
	2019-20	171	175	141	161	648			
Road traffic collisions (RTC)	2020-21	17	32	32	24	105	↓ 41.3%	201	↓ 47.8%
	2019-20	53	58	33	35	179			
Other than RTC	2020-21	79	150	105	175	509	↑ 8.5%	797	↓ 36.1%
	2019-20	118	117	108	126	469			

Comparisons against previous year and 3 year average are shown in right-hand column of table.



6.0 Road Traffic Collisions and Extrications/Release

6.1 During 2020/21 the Service attended 105 RTC incidents a 41.3% reduction when compared to 179 in 2019/20. Of the 105 incidents attended, 42 (40%) involved extrication(s) and/or release(s), and this proportion has consistently ranged between 36% and 40% of RTCs attended over the past 5 years.



105 RTC incidents attended

70 incidents where people sustained injury

42 incidents involved extrication / release

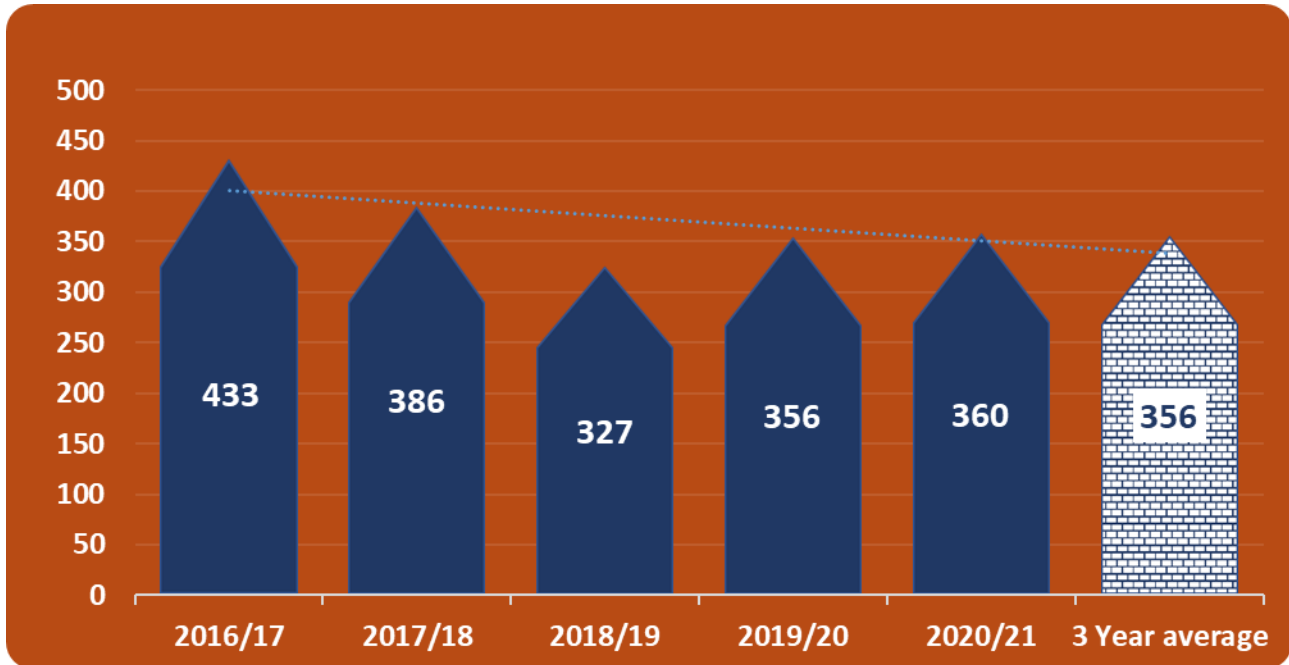
Severity of Injury *	Number of people
Precautionary check	11
First Aid	7
Injuries - Slight	37
Injuries - Serious	27
Fatalities	8

* RTC injuries - where available - are recorded in the IRS in the same categorisation as fire injuries

7.0 Monitoring against Improvement and Well-being objective A: *To support people to prevent accidental dwelling fires and stay safe if they do occur.*



7.1 During 2020/21, the number of accidental fires in dwellings increased to 360 from 356 the previous year. Whilst ADFs were on a downward trend until 2018/19, which saw the lowest annual total of ADFs recorded in North Wales, the number of ADFs during the two subsequent years has increased slightly.



Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
						Count	% Change	Count	% Change
Accidental fires in dwellings	2020-21	104	83	96	77	360	↑ 1.1%	356	↑ 1.1%
	2019-20	98	88	82	88	356			

Comparisons against previous year and 3 year average are shown in right-hand column of table.

8.0 Fatalities and casualties from accidental fires in dwellings

8.1 In 2020/21, there were 91 non-fatal casualties from accidental fires in dwellings; there was one less serious injury and 3 more slight injuries compared with 2019/20.

8.2 During 2020/21, there were five fatal casualties from accidental fires in dwellings, one still pending confirmation from the Coroner.

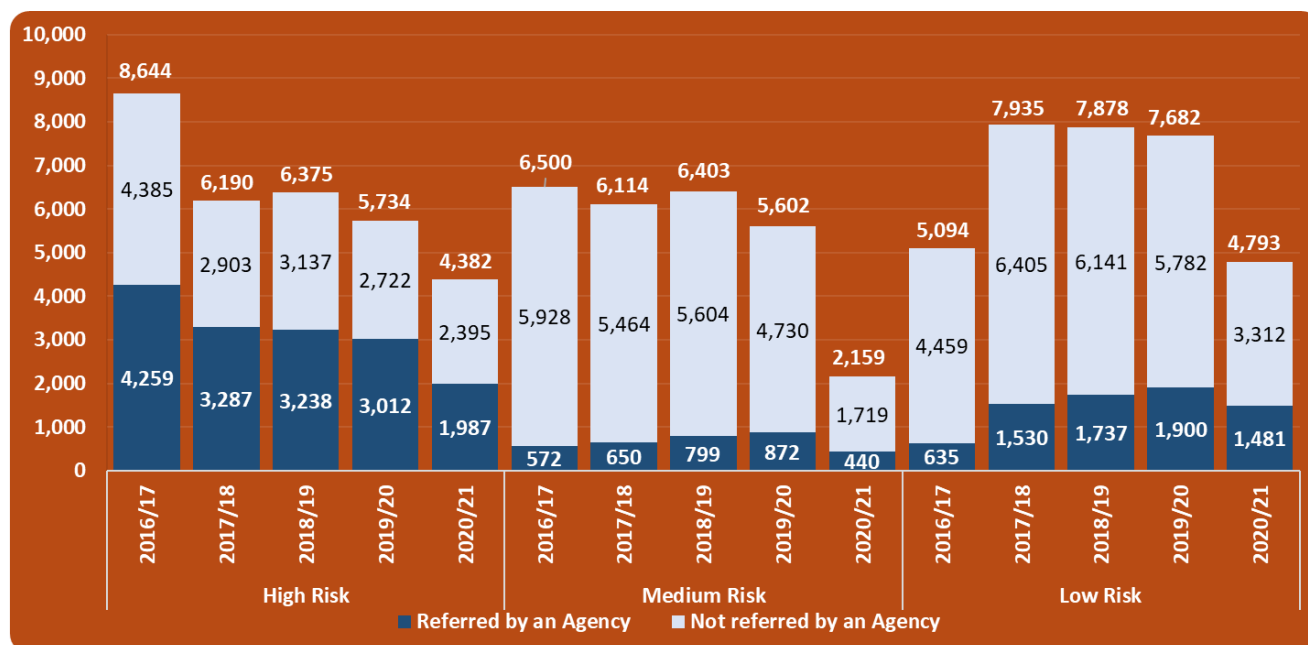
Severity of injury	2016/17	2017/18	2018/19	2019/20	2020/21
Precautionary Check	49	32	13	19	33
First Aid	42	25	27	41	26
Injuries - Slight	25	39	11	26	29
Injuries - Serious	8	2	6	4	3
Fatality	4	1	5	3	5
Total	128	99	62	93	96

Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
						Total	Change	Average	Change
Injuries from accidental fires in dwellings	2020-21	26	15	24	26	91	↑ 1	82	↑ 9
	2019-20	32	14	23	21	90			
Deaths from accidental fires in dwellings	2020-21	3	0	1	1	5	↑ 2		
	2019-20	1	0	2	0	3			



9.0 Safe and Well Checks

9.1 During the year 11,334 Safe and Well Checks were delivered, of which 3,908 (34.5%) were to households referred by partner agencies. There were 4,382 high risk checks carried out in 2020/21 compared with 5,734 the previous financial year, a reduction of 23.6%. Referrals by an agency in the high risk category decreased to 1,987 in 2020/21 compared to 3,012 in 2019/20 (34%). Medium risk checks not referred by an agency reduced by 63.7% from 4,730 in 2019/20 to 1,719 during 2020/21.

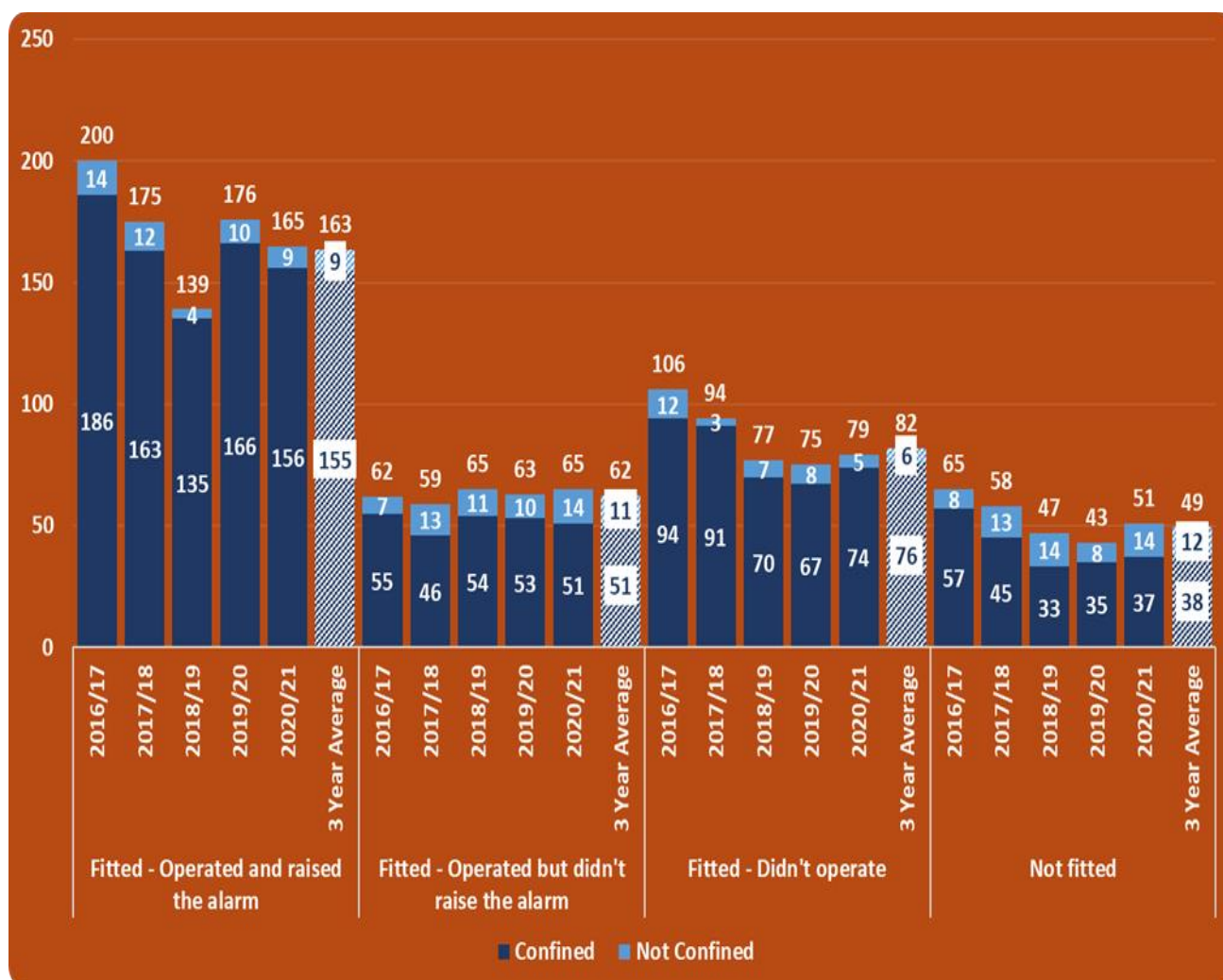


Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
% of all Safe and Well Checks undertaken that originated from a referral from a partner organisation	2020-21	30.4%	36.7%	35.9%	35%	36.4%	→ 0pp	28%	↑ 2pp
	2019-20	28%	31%	27%	36%	30%			
Comparisons against previous year and 3 year average are shown in right-hand column of table.									



10.0 Smoke Detectors (ADF)

10.1 Smoke/heat detectors can provide early warning of fire and, these were present at the majority (85.8%) of accidental fires in dwellings in 2020/21; the number of primary accidental dwelling fires where no detector was fitted, increased to 51 from 43 (18.6%) compared with the previous financial year. Where a smoke/heat detector was fitted and operated and raised the alarm, the number of incidents attended reduced from 176 in 2019/20 to 165 in 2020/21. There were slight increases in the number of incidents attended where a smoke/heat detector was fitted and operated but didn't raise the alarm and where a smoke/heat detector was fitted but didn't operate.



Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
						Count	% Change	Count	% Change
Smoke detector fitted which operated and raised alarm	2020-21	48	36	50	31	165	↓ 6.3%	163	↑ 1.2%
	2019-20	51	40	33	52	176			
Smoke detector didn't operate	2020-21	22	21	20	16	79	↑ 5.3%	82	↓ 3.7%
	2019-20	16	27	15	17	75			
Smoke detector fitted which operated but didn't raise the alarm	2020-21	18	15	13	19	65	↑ 3.2%	62	↑ 4.8%
	2019-20	21	12	18	12	63			
Smoke detector not fitted	2020-21	16	11	13	11	51	↑ 18.6%	49	↑ 4.1%
	2019-20	10	9	16	8	43			
Comparisons against previous year and 3 year average are shown in right-hand column of table.									

*There was one dwelling fire attended in 2019/20 financial year which had two different types of alarms recorded; the count is one more than the total number of accidental dwelling fires attended.

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"> a) Local emergencies e.g. flooding, road traffic incidents, rescue of persons, 'making safe' etc; b) Major disasters; c) Domestic incidents e.g. water leaks, persons locked in or out etc; d) Prior arrangements to attend incidents, which may include some provision of advice and inspections.
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).