



Gwasanaeth Tân ac Achub  
Fire and Rescue Service

# North Wales Fire and Rescue Service

Performance Monitoring Report:  
April 2026 – June 2026



**Our five principles for keeping communities safe**

**PEOPLE**

**PREVENTION**

**PROTECTION**

**RESPONSE**

**ENVIRONMENT**

# Contents

|                                                                         |           |
|-------------------------------------------------------------------------|-----------|
| <b>Our People Principle.....</b>                                        | <b>4</b>  |
| 1    Sickness Absence .....                                             | 4         |
| i.    All Sickness Absence .....                                        | 4         |
| ii.    Short Term Sickness .....                                        | 5         |
| iii.    Long Term Sickness .....                                        | 7         |
| <b>Our Prevention Principle .....</b>                                   | <b>10</b> |
| 2    All Incidents.....                                                 | 10        |
| 3    Accidental Fires in Dwellings (ADFs) .....                         | 11        |
| 4    Leading Causes of Accidental Dwelling Fires .....                  | 14        |
| 5    Fatalities and Casualties from Accidental Fires in Dwellings ..... | 16        |
| 6    Smoke Detectors – Accidental Dwelling Fires .....                  | 17        |
| 7    Special Service Calls (SSCs).....                                  | 20        |
| 8    Safe and Well Checks.....                                          | 23        |
| <b>Our Protection Principle .....</b>                                   | <b>27</b> |
| 9    False Alarms .....                                                 | 27        |
| 10    Commercial AFA calls.....                                         | 29        |
| 11    Hospital AFA calls.....                                           | 30        |
| 12    HMP Berwyn .....                                                  | 32        |
| <b>Our Response Principle .....</b>                                     | <b>34</b> |
| 13    RDS Station Availability.....                                     | 34        |
| 14    Planned 18 Pump Availability .....                                | 36        |
| 15    Emerging Technologies.....                                        | 38        |
| <b>Our Environment Principle .....</b>                                  | <b>40</b> |
| 16    Grassland, woodland and crop fires .....                          | 40        |
| 17    Wildfires .....                                                   | 41        |
| 18    Flooding and Water Rescue .....                                   | 42        |
| <b>Glossary .....</b>                                                   | <b>45</b> |

# Our People Principle



## 1 Sickness Absence

The Service encourages employees to maintain good attendance while recognising that, from time to time, ill health may prevent employees from attending work.

During 2026/27 Quarter 1, sickness absence accounted for 4.5% of total time lost. This is a reduction from 4.9% in the previous year and indicates an overall improvement in attendance.

As of 30th June 2026, NWFRS employed 1,004 people, an increase of 25 since 31 March 2026.

Please note that year-to-date case numbers will not equal the sum of the quarters, as some absences span more than one quarter. Figures may also fluctuate between quarters due to changes in employee data.

### i. All Sickness Absence

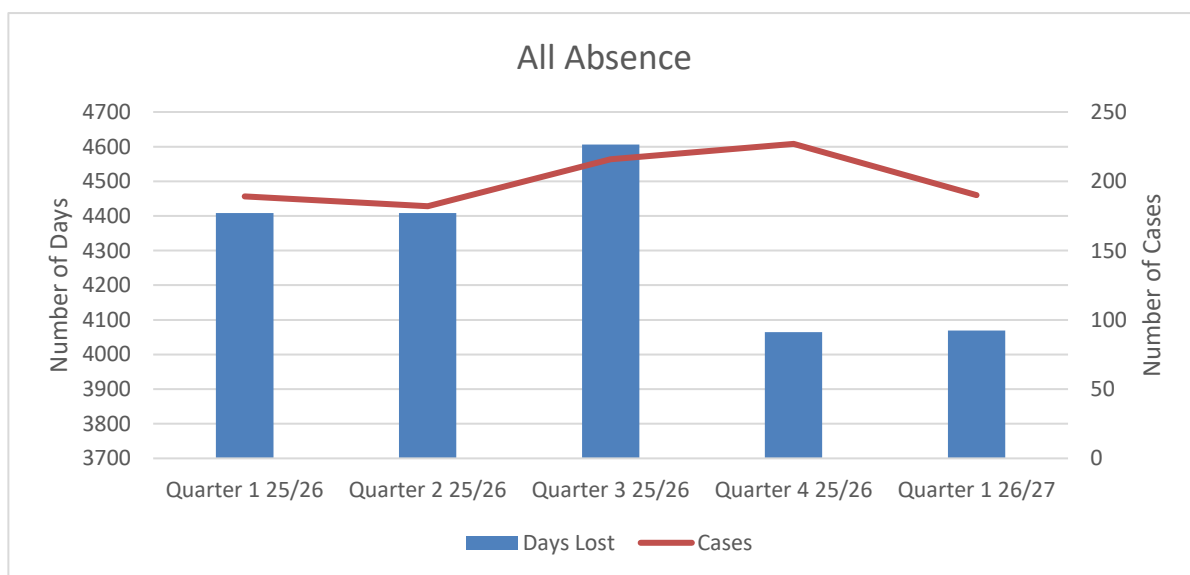


Figure 1. The number of absence cases and days absent Q1 (April - June) during financial year 2026/27, and the previous financial year.

Overall, days lost due to sickness absence has remained aligned to the previous Quarter (2025/26 Q4); the number of cases has reduced by 16.3% during Quarter 1, to 190 cases of absence in total. This improvement has continued to occur alongside an increase in overall staff numbers, indicating a continued positive trend in managing sickness absence across the Service.

**Short term** means individual periods of sickness of 27 calendar days or less.  
**Long term** means individual periods of 28 calendar days or more.

**ii. Short Term Sickness**

Short term sickness absence accounted for 0.96% of total time lost across all duty types during Quarter 1.

The number of days lost to short-term sickness continued to reduce during Quarter 1, with 855 days lost compared with 928 days in Quarter 4. The number of short-term sickness cases also decreased overall during Quarter 1, although it remained broadly in line with Quarter 1 of 2025/26.

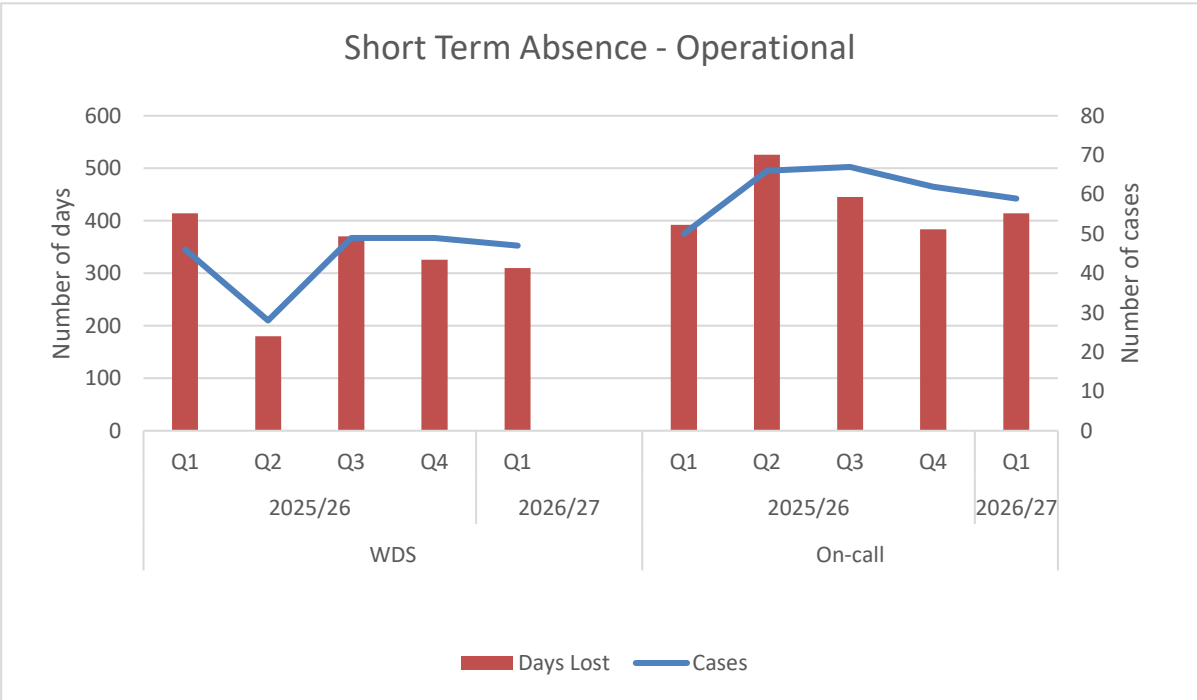


Figure 2. The number of short-term absence cases and days absent in operational roles in Q1 (April - June) during financial year 2026/27, and the previous financial year.

(WDS – includes all wholetime operational staff, such as station-based, rural and flexi-duty officers).

Principal Officers and wider SLT has been split so operational members of SLT are included within wholetime figures, and Heads of Department are included within Corporate Departments).

Wholetime staff, who make up 29% of the workforce, accounted for 36% of total days lost due to short-term sickness during Quarter 1, with an average absence duration of 7 calendar days per employee.

On-call staff, who make up 52% of the workforce, accounted for an average of 48% of short-term absence cases during Quarter 1. The number is cases of short-term sickness absence for On-Call employees has reduced slightly to 59 during Quarter 1, whilst the number of days lost has increased by 8% to 414 days lost. The average duration of absence for on-call staff was 7 days during Quarter 1.

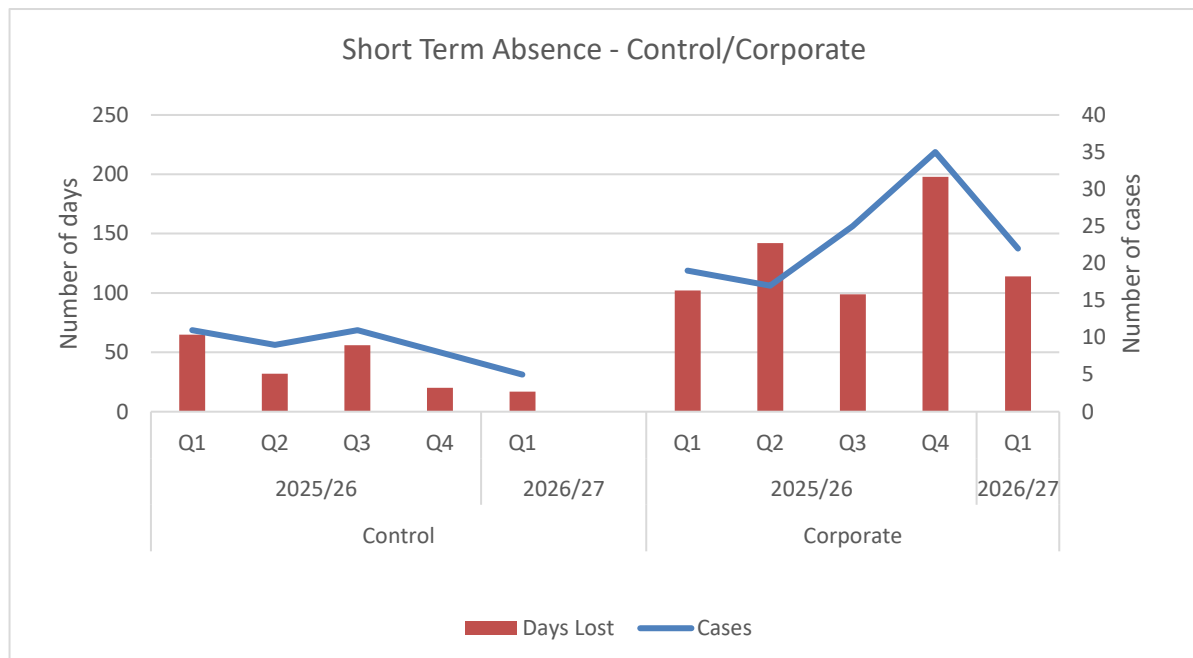


Figure 3. The number of short-term absence cases and days absent in control/corporate roles in Q1 (April - June) during financial year 2026/27, and the previous financial year.

Short-term sickness absence within Control reduced during Quarter 1, with cases falling to 5 compared with 8 in Quarter 4. Days lost also reduced slightly, from 20 days in Quarter 4 to 17 days in Quarter 1. This represents the lowest level of both cases and days lost since the start of 2025/26 indicating an improved position for Control staff short-term sickness absence during the period.

Corporate staff, who make up 16% of workforce, accounted for 13% of short-term absence cases during Quarter 1, with both case numbers and days lost decreasing compared with previous quarters. During Quarter 1, short term sickness absence among corporate staff had an average duration of 5 days.

### Top 3 Short Term Sickness Absence Reasons (by cases)

|   | ABSENCE REASON                              | CASES | LOST TIME % |
|---|---------------------------------------------|-------|-------------|
| 1 | Musculoskeletal - Back and spinal disorders | 9     | 14.7%       |
| 2 | Mental Health – Stress                      | 11    | 12.6%       |
| 3 | Vomiting, Diarrhoea                         | 20    | 9.6%        |

*Lost time % is based upon the days lost rather than the case numbers*

All Musculoskeletal conditions accounted for 28.5% of short-term sickness cases during Quarter 1, with back and spinal reasons being the most commonly reported. Short term absence due to musculoskeletal lasted an average of 9.3 days per person. Service funded physiotherapy and alternative physical therapies continues to be widely used, particularly for lower limb, shoulder, neck and back conditions, supporting early intervention and absence prevention.

All mental health reasons accounted for 15.3% of short-term sickness during Quarter 1, with stress being the highest at 12.8%. There were 11 cases of short-term sickness due to stress, both personal and work-related reasons, during Quarter 1, with an average duration of 9.9 days per person.

Vomiting/diarrhoea saw the highest number of short-term cases during Quarter 1, however this accounted for 9.6% of all short-term sickness, with absences lasting an average of 3.9 days.

### iii. Long Term Sickness

Long-term sickness accounted for 3.5% of total time lost across all duty types during Quarter 1, continuing the reduction from 3.8% in 2025/26. Although Quarter 4 recorded fewer days lost to long-term sickness, the number of cases reduced by 24.6%, to 57 long-term sickness cases during Quarter 1.

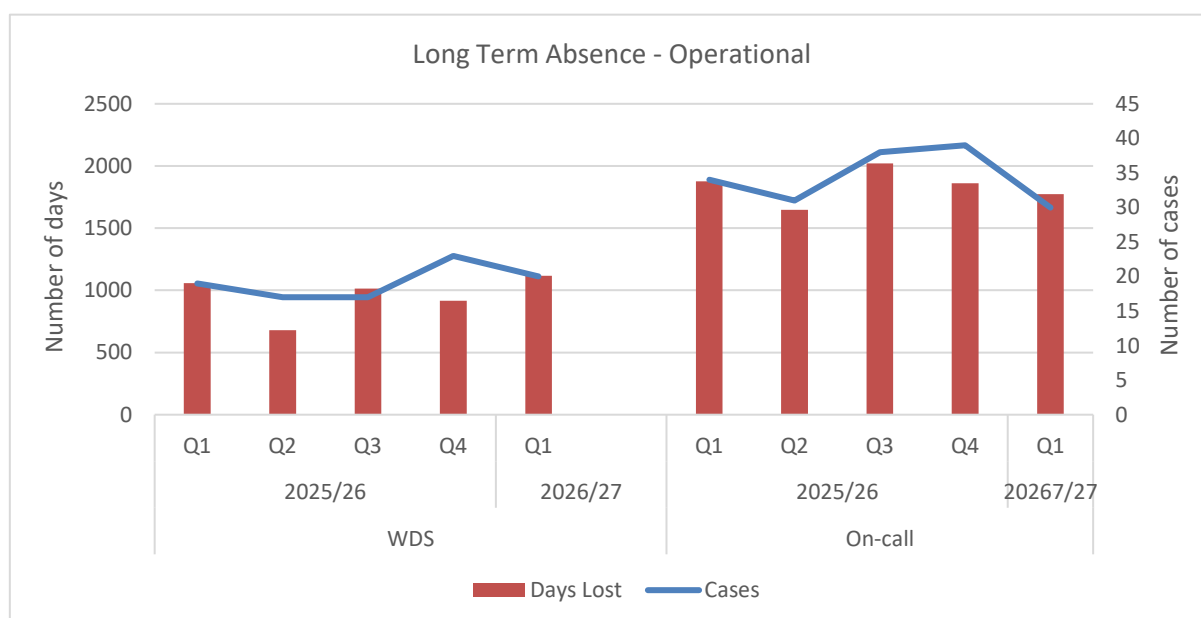


Figure 4. The number of long-term absence cases and days absent in operational roles in Q1 (April - June) during financial year 2026/27, and the previous financial year.

Long-term sickness days for wholetime staff fluctuated throughout the previous year; Quarter 1 has seen an increase in the number of days absence compared with Quarter 4; however, the number of cases has reduced again. The average duration of wholetime absences was 50.8 days during this period; however, some began in previous quarters, with the overall average duration increasing to 109 days.

For on-call staff, both days lost and the number of long-term sickness cases reduced slightly during Quarter 1 compared with Quarter 4. On-call absence accounted for 55% of all long-term absence, with overall absences lasting an average of 145 days.

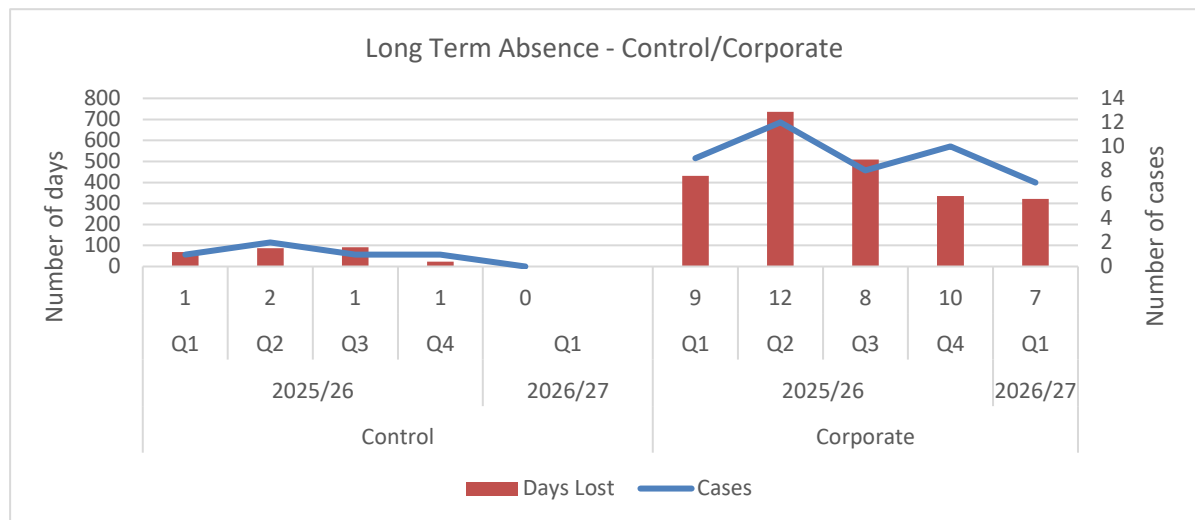


Figure 5. The number of long-term absence cases and days absent in control/corporate roles in Q1 (April - June) during financial year 2026/27, and the previous financial year.

There was no long-term sickness absence recorded for Control staff during Quarter 1.

Overall, corporate roles account for 15.6% of the Service's workforce and represented 10% of all long-term sickness absence cases during Quarter 1. Long term sickness absence for corporate staff, in terms of the number of days lost remained at a similar level to that of Quarter 4, however the number of cases reduced by 30%, to 7 cases during Quarter 1. The average duration of long-term sickness absence for corporate staff was 46 days during Quarter 1; however, some began in previous quarters, with the overall average duration rising to 79.8 days.

### Top 3 Long Term Sickness Absence Reasons (by cases)

|   | ABSENCE REASON               | CASES | LOST TIME % |
|---|------------------------------|-------|-------------|
| 1 | Mental Health - Stress       | 17    | 34.38%      |
| 2 | Musculoskeletal - Lower Limb | 9     | 14.37%      |
| 3 | Musculoskeletal - Upper Limb | 6     | 10.86%      |

*Lost time % is based upon the days lost rather than the case numbers.*

Absences due to Mental Health – stress, Musculoskeletal – lower limb and Musculoskeletal – upper limb continue to be the top 3 reasons for long term sickness during Quarter 1.

Mental health-related absence due to stress remained the most common reason for long-term sickness absence, accounting for 34.4% of long-term absence during Quarter 1. The average duration of these absences was 65 days during this period; however, some began in previous quarters, with the overall average duration increasing to 96.5 days.

Mental health and wellbeing continue to be supported through internal provisions, such as occupational health and the employee assistance program along with signposting to external services, such as the Firefighters Charity and other specialist mental health agencies.

During Quarter 1, there were 15 long term sickness cases relating to musculoskeletal upper and lower limb conditions, resulting in a total of 811 days lost in the period. These absences often relate to recovery following surgery and the requirement for employees to regain full fitness, strength and range of movement before returning to an operational role. Where appropriate, modified duties and phased returns continue to be used to support earlier and safer returns to work.

# Our Prevention Principle



## 2 All Incidents

**All Incidents** – **1,729** incidents were attended during the first Quarter of 2026/27, which is a reduction from the 1,811 incidents attended during Quarter 1 of 2025/26.

**Fires** – **568** fires were attended during the reporting period. Although this is a decrease of 20.5% from the 712 attended during 2025/26 (which was a higher than usual number of fires for this period), this is more closely aligned to our five-year average of 578.

**False Alarms** – **748** false alarms were recorded during the reporting period. This is a 5.4% reduction on the volume of false alarms recorded in the comparable period during the previous year.

**SSCs** – **413**, Special Service Call incidents were attended in the reporting period, representing the highest volume of Special service calls attended during any April – June period during the last 10 years.

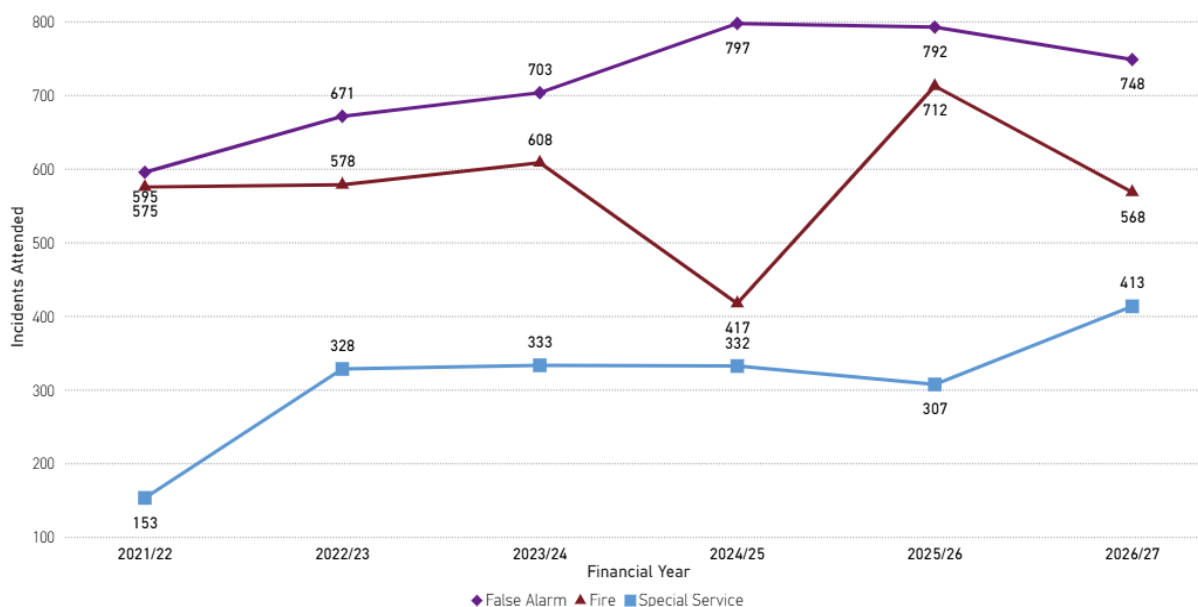


Figure 6. The number of incidents in each incident category, attended in Q1 (April - June) during financial year 2026/27, and the previous 5 financial years.

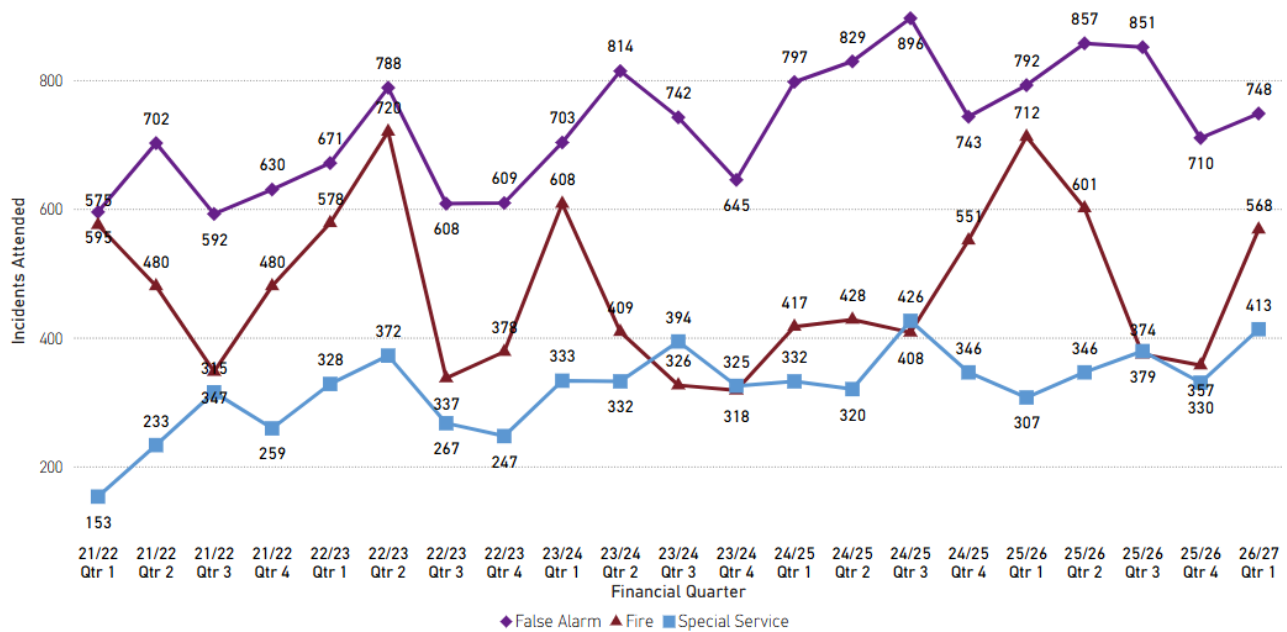


Figure 7. The number of incidents attended, by incident category, during each financial year and quarter

### 3 Accidental Fires in Dwellings (ADFs)

**95** accidental dwelling fires were attended during the first Quarter of 2026/27, which is a 28.4% increase from 74 during the first Quarter of 2025/26.

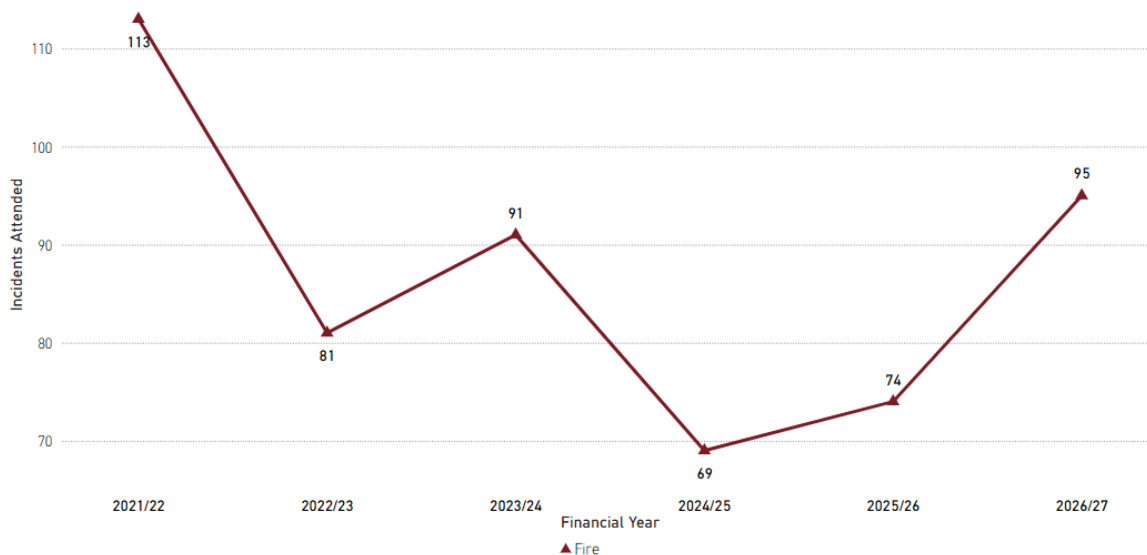


Figure 8. The number of accidental dwelling fires, attended in Q1 (April - June) during financial year 2026/27, and the previous 5 financial years.

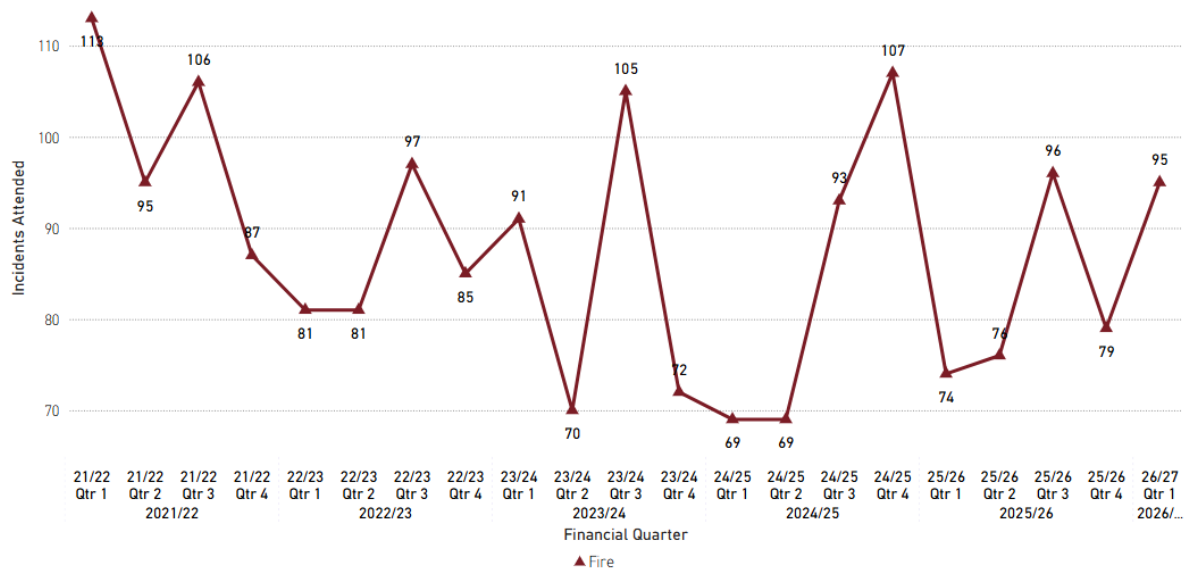


Figure 9. The number of accidental dwelling fires, attended in this Quarter and each Quarter of the last 5 financial years.

When looking across the previous 5 years the number of accidental dwelling fires per Quarter fluctuates throughout the year (fig. 9). However, there is an overall decreasing trend seen across the average number of ADFs in the previous 5 years.

### Response Times to ADFs

The average response time to ADFs during Quarter 1 of 2026/27 was 11 minutes and 29 seconds, measured from receipt of the call to the arrival of the first appliance. This measure is calculated in accordance with national guidance and excludes certain incidents, meaning the number of incidents included may not match the total ADFs reported elsewhere in this report.

In line with the trends seen in the previous Quarter, an overall reduction in response time in most unitary authority areas in North Wales has been observed. Despite a higher number of ADFs this Quarter, the average response time has reduced overall.

There have been notable reductions across Conwy, Denbighshire and Flintshire. However, there was a large increase in response time compared to Quarter 4 last year in Anglesey.

The increase in average response times in Anglesey reflects the relatively low number of accidental dwelling fires attended during the quarter, with a single longer-than-average response having a greater impact on the

overall average than would be expected during periods of higher incident activity.

| County       | ADFs      | YoY       | Avg Response Time (mm:ss) |
|--------------|-----------|-----------|---------------------------|
| Anglesey     | 13        | ↑ 5       | 17:06                     |
| Conwy        | 22        | ↑ 12      | 11:12                     |
| Denbighshire | 16        | ↑ 4       | 09:22                     |
| Flintshire   | 20        | ↑ 2       | 10:44                     |
| Gwynedd      | 8         | ↓ -1      | 12:57                     |
| Wrexham      | 13        | ↓ -2      | 09:11                     |
| <b>Total</b> | <b>92</b> | <b>20</b> | <b>11:29</b>              |

Figure 10. The number of accidental dwelling fires, attended in Q1 (April - June) during financial year 2026/27 broken down by unitary authority area. The change compared to the same period last year, and the average response time (based on the time of call to the arrival of the first appliance) during this period.

| County       | ADFs      | YoY        | Avg Response Time (mm:ss) |
|--------------|-----------|------------|---------------------------|
| Anglesey     | 13        | → 0        | 13:25                     |
| Conwy        | 11        | ↓ -12      | 16:07                     |
| Denbighshire | 13        | ↓ -1       | 13:29                     |
| Flintshire   | 16        | ↑ 2        | 13:54                     |
| Gwynedd      | 18        | ↑ 1        | 13:53                     |
| Wrexham      | 7         | ↓ -12      | 09:28                     |
| <b>Total</b> | <b>78</b> | <b>-22</b> | <b>13:40</b>              |

Figure 11. The number of accidental dwelling fires, attended in Q4 (January - March) during financial year 2025/26 broken down by unitary authority area. The change compared to the same period last year, and the average response time (based on the time of call to the arrival of the first appliance) during this period.

## 4 Leading Causes of Accidental Dwelling Fires

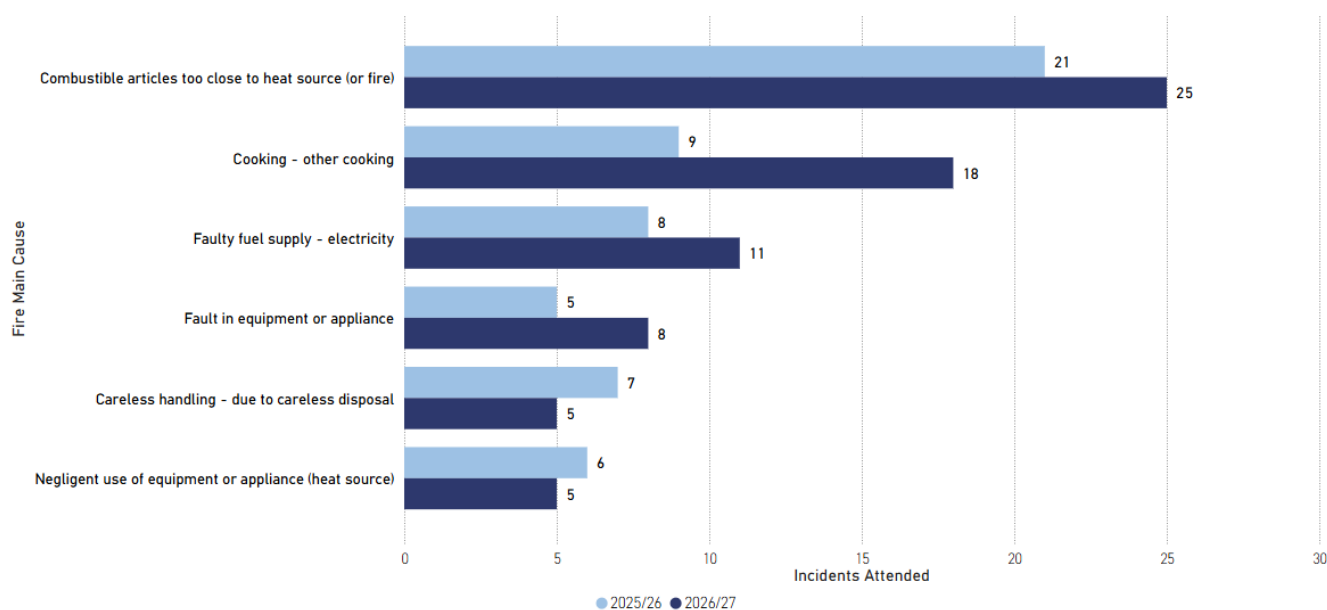


Figure 12. The top 6 main causes of accidental dwelling fires, attended in Q1 (April - June) during financial year 2026/27 and the previous financial year.

During Quarter 1 of 2026/27 the most common cause of ADFs was '**Combustible articles too close to heat source (or fire)**', which was responsible for 26% of ADFs (25 out of 95) attended in the reporting period. This is a similar proportion (28%) to ADFs with this cause in Quarter 1 of 2025/26.

Other causes of ADFs showed an increase in the same reporting period. For example:

- 'Cooking – Other cooking', doubled in number to **18** during Quarter 1 of 2026/27 when compared to Quarter 1 of 2025/26. Although, this is similar to Quarter 4 2025/26 where this cause was responsible for 20 ADFs.

Despite this, a few main causes saw a decrease. For example:

- 'Careless handling – due to careless disposal', which decreased from 7 (9%) in 2025/26 to **5** (5%).

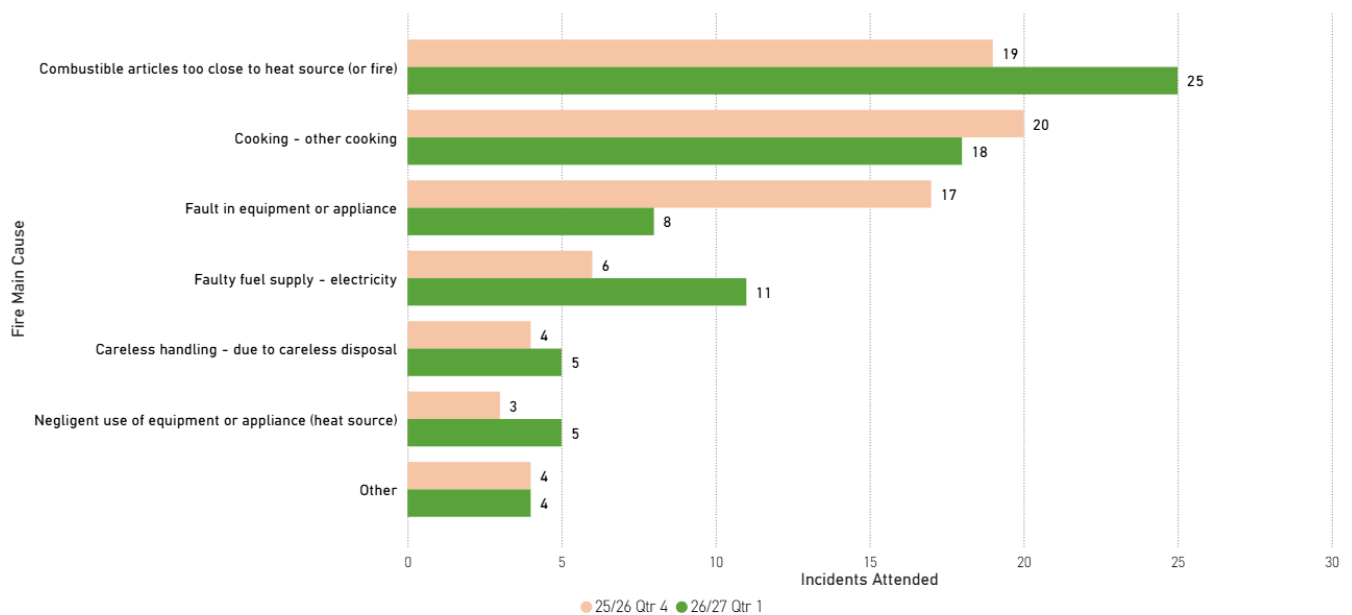


Figure 13. The top 6 main causes of accidental dwelling fires, attended in Q1 (April - June) during financial year 2026/27 and Q4 (January-March) during the financial year 2025/26.

When comparing Quarter 1 2026/27 to Quarter 4 of 2025/26 (fig.13) you can see that there have been increases in '**Combustible articles too close to heat source (or fire)**' and '**Faulty fuel supply – electricity**' but decreases in '**Cooking – other cooking**' and '**Fault in equipment or appliance**'.

While '**Combustible articles too close to heat source (or fire)**' has increased compared to Quarter 4 of 2025/26, it is still not close to the unusually high volume of 35 ADFs caused by this reason in Quarter 3 of 2025/26 and is still within the range normally seen in any Quarter.

## 5 Fatalities and Casualties from Accidental Fires in Dwellings

Quarter 1 of 2026/27 saw the highest number of ADFs recorded in a first Quarter over the past five years; however, casualty numbers were the lowest recorded for any first Quarter during that period. This has also shown a decrease when compared to the previous Quarter, from **14** total casualties to **9**.

Due to the low number of injuries overall, individual categories can have a greater influence on the reported pattern and should be interpreted with caution.

Importantly, no serious or fatal injuries were recorded during the quarter, continuing the positive trend seen over recent years, with serious injuries remaining at low levels

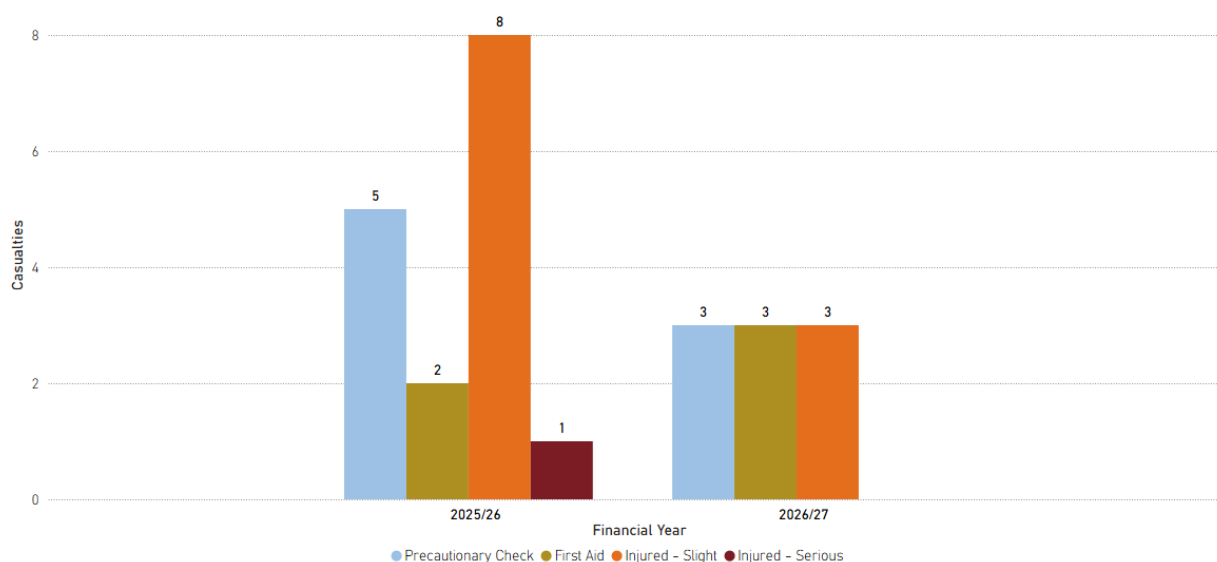


Figure 14. The number of casualties from accidental dwelling fires, attended in Q1 (April - June) during financial year 2026/27 and the previous financial year.

Throughout 2025/26, the largest proportion of casualties from ADFs was recorded during Quarter 3. In that Quarter, the number of ADFs that were attended were similar to Quarter 1 of 2026/27 (96 in Q3 vs 95 in Q1). But the number of casualties recorded in Q3 was higher than the amount typically seen in proportion to the number of ADFs. When looking at the previous 8 Quarters we can see that the high numbers seen in Quarter 3 were above-average (fig.14).

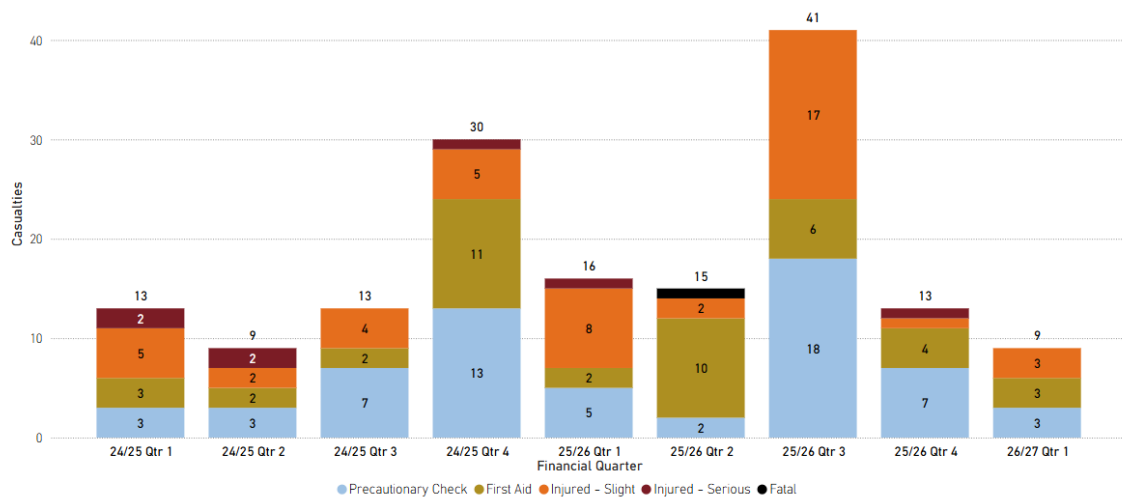


Figure 15. The number casualties from accidental dwelling fires, attended in this Quarter and each Quarter of the last 2 financial years.

Further analysis is planned to better understand recent changes in the proportion of casualties recorded, that resulted from ADFs.

## 6 Smoke Detectors – Accidental Dwelling Fires

**Detectors:** smoke/heat detectors were present at **86** (90%) of the accidental dwelling fires attended during Quarter 1 of 2026/27.

Alarms operated and raised the alarm at **49** (51%) of the ADFs attended during the reporting period. Of these 49 ADFs, the fire was confined to the room of origin for **44** (90%).

Alarms were not fitted at **9** (9%) of the ADFs attended.

Of the 95 ADFs attended, **83** were confined to the room of origin, and **12** were not confined.

When looking at the previous 2 financial years, there has been a decreasing trend seen in the number of ADFs with no alarm fitted. There has also been an increasing trend seen in the number of fires that are confined to the room of origin.

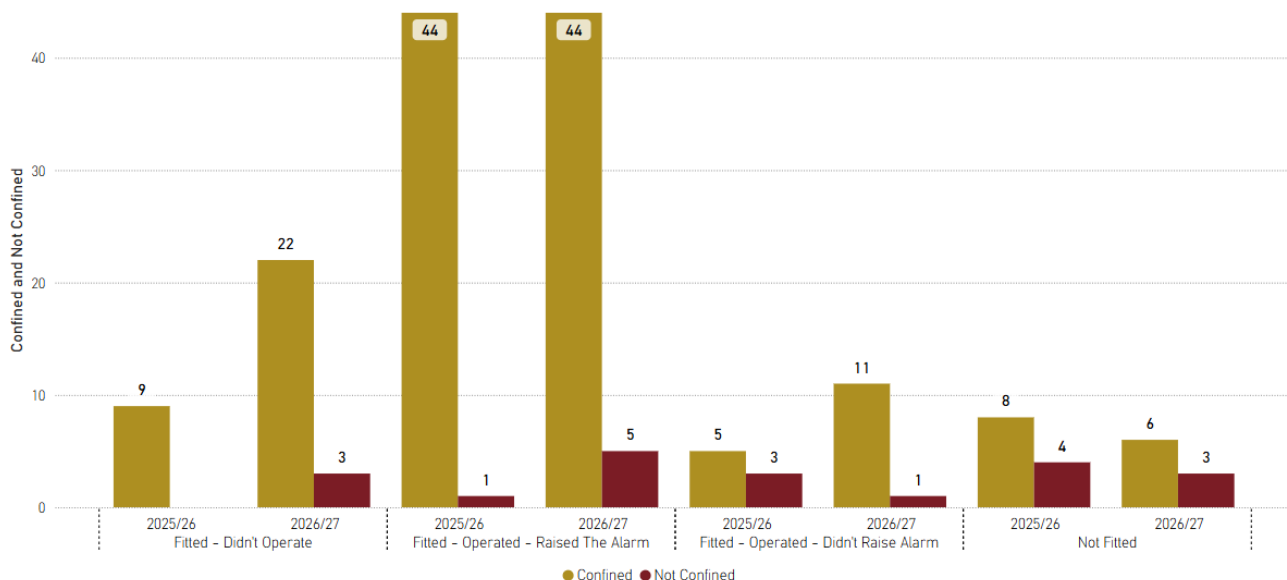


Figure 16. The number of accidental dwelling fires by status of smoke detectors and confinement, attended in Q1 (April - June) during financial year 2026/27 and the previous financial year.

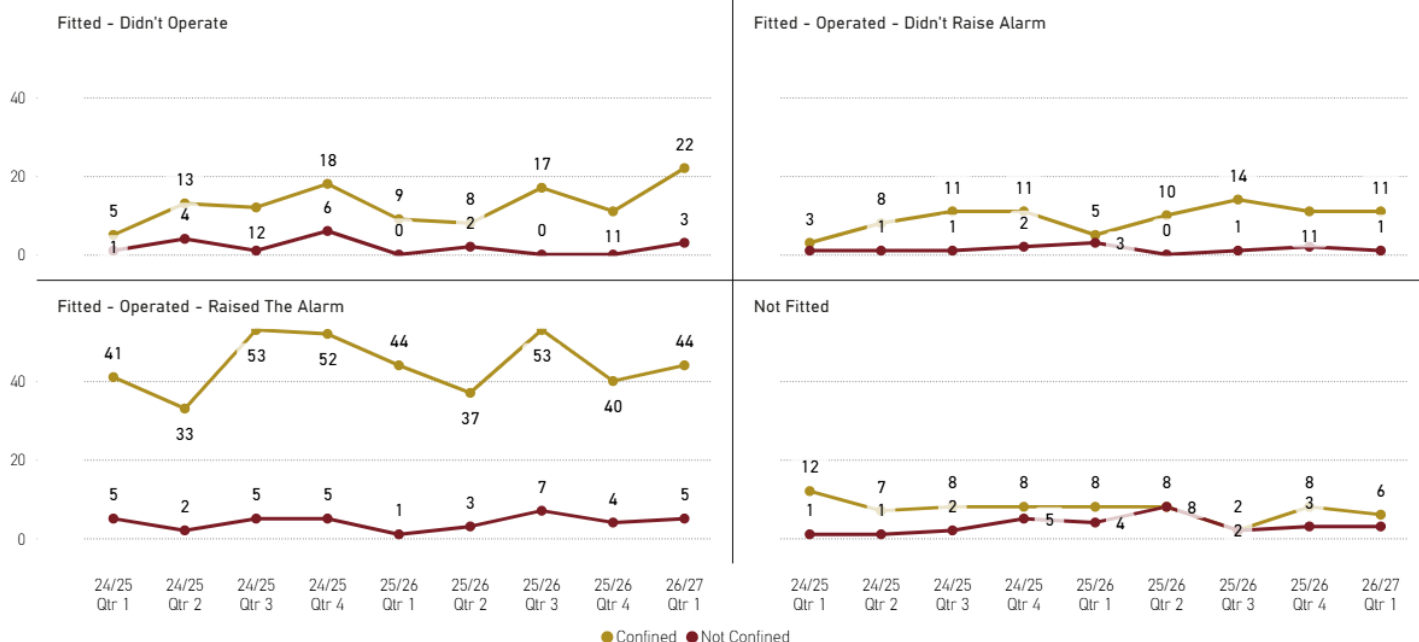


Figure 17. The number of accidental dwelling fires by status of smoke detectors and confinement, attended in this Quarter and each Quarter of the previous financial year.

## **Actions taken to support the most vulnerable to fires in their homes:**

Hot-spotting activity continues to be undertaken following incidents, with post-incident prevention responses proportionate to the level of identified risk.

The Prevention Team continues to maintain oversight of SAWC delivery through weekly monitoring meetings, enabling active management of performance and emerging risks.

The Campaign Steering Group (CSG) continues to work in partnership with Corporate Communications to proactively promote fire, road, and water safety messaging across all appropriate media platforms, supporting wider prevention and public safety objectives.

## **Engagement with Children and Young People:**

### **Educational visits to schools in Quarter 1 2026/27**

Schools Visited = 55

Number of pupils = 5077

### **Fire Cadets**

Fire Cadet Units continue to operate in Amlwch, Bala, Chirk and Tywyn.

### **Phoenix**

|                           |             |
|---------------------------|-------------|
| Number of courses run     | <b>4</b>    |
| Number of CYP             | <b>41</b>   |
| % Behaviour improvement   | <b>73%</b>  |
| % Positive feedback       | <b>100%</b> |
| % Agored Cymru            | <b>78%</b>  |
| % of CYP completed course | <b>90%</b>  |

During Quarter 1, NWFRS participated in the All-Wales Youth Meeting in Llandrindod Wells. NWFRS have achieved accreditation as a King's Trust Award centre, following the successful implementation of the required policies and procedures.

Building on this achievement, NWFRS is scheduled to pilot its first King's Trust Phoenix programme in January 2027. Subject to a successful review, all three Welsh Fire and Rescue Services will adopt the King's Trust qualification from April 2027, supporting the NFCC Early Intervention Framework.

Work is also progressing with education partners across North Wales to explore recognition of the qualification as part of the Welsh Baccalaureate, helping to enhance opportunities and outcomes for young people.

## 7 Special Service Calls (SSCs)

This Quarter SSCs for non-RTC incidents have seen a substantial increase compared to Quarter 1 in the previous 5 years (fig. 18), there has also been an increase in RTC calls. Overall, there has been a **34.5%** increase (413 in 2026/27 and 307 in 2025/26) from Quarter 1 last year. There has also been a rise seen in SSCs when comparing this Quarter to each Quarter in 2025/26 (fig. 19).

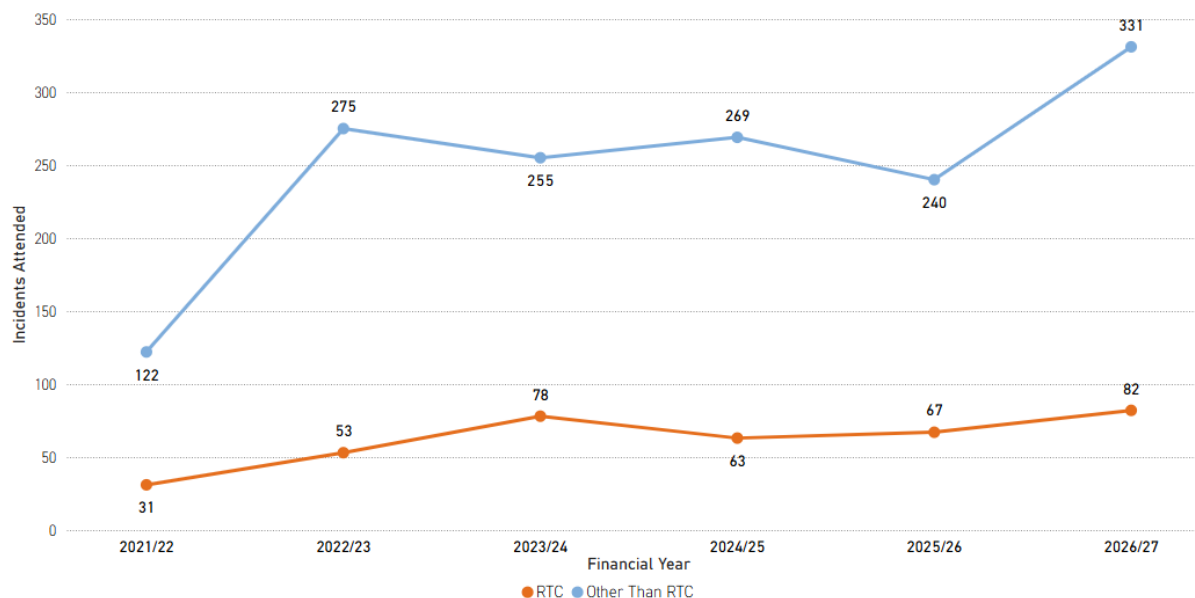


Figure 18. The number of Special Service Calls, split by RTC and non-RTC, in Q1 (April - June) during financial year 2026/27, and the previous 5 financial years.

The most notable increase in SSCs has been in the category '**Assist other agencies: Other assistance to Police/Ambulance**', predominantly "gaining entry" incidents. This is likely to reflect NWFRS's participation in an All-Wales trial, introduced in April 2026, which enables direct referrals from the Ambulance Service, together with the extension of the arrangement to the St John Ambulance Falls Team from June 2026. The increase therefore primarily reflects changes in service delivery arrangements and collaborative working with partner agencies.

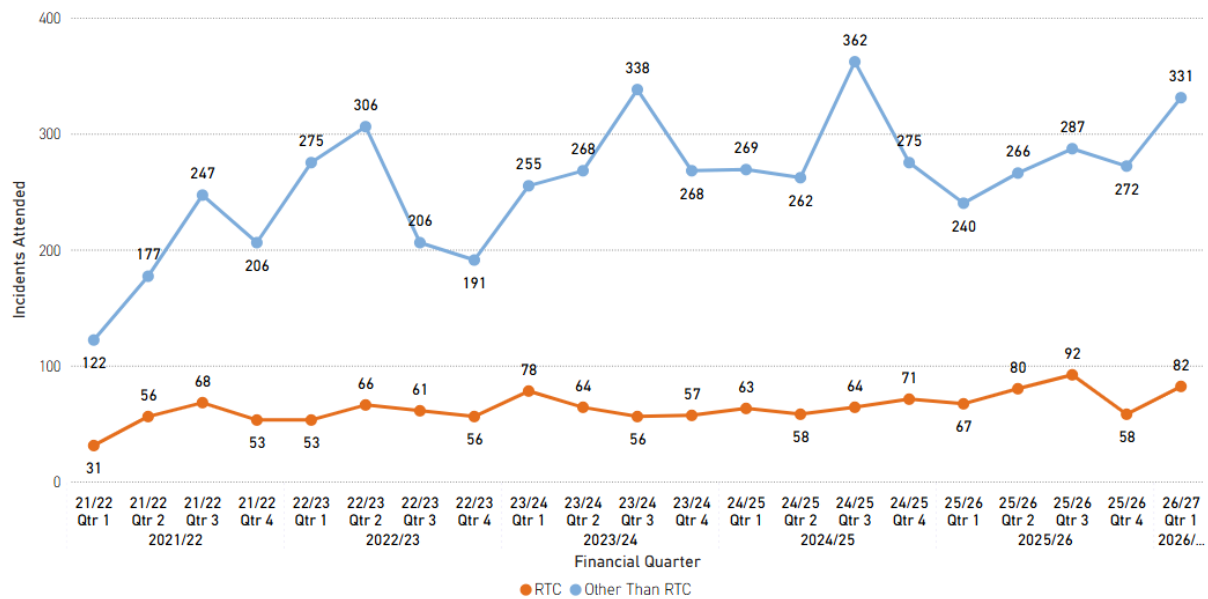


Figure 19. The number of Special Service Calls, split by RTC and non-RTC, in this Quarter and each Quarter of the previous 5 financial years.

Leading SSC categories for Quarter 1 2026/27 (other than RTC) included:

- 166 '**Assist Other Agencies**' incidents were attended during Quarter 1, 43% higher than the 116 incidents recorded during the same period in 2025/26.
- 32 '**Effecting Entry/Exit**' incidents were attended during Quarter 1, 77% higher than the 18 incidents recorded during the same period in 2025/26.
- 23 '**Other Rescue/Release of Persons**' incidents were attended during Quarter 1, 26% lower than the 31 incidents recorded during the same period in 2025/26.
- 25 '**Removal of Objects from People**' incidents were attended during Quarter 1, 177% higher than the 9 incidents recorded during the same period in 2025/26.

Road traffic collision incidents increased from 58 in Quarter 4 2025/26 to 82 in Quarter 1 2026/27. However, 'Assist Other Agencies' incidents have remained the most common category of Special Service Calls over the past five years.

## **Road Safety actions taken to date:**

### **Olivia's story**

During Quarter 1, the Olivia's Story road safety intervention was delivered to 368 college students, supporting targeted engagement with young people around the risks associated with road use and driver behaviour.

### **Op Atal Team**

The Operation Atal team continues to work in partnership with North Wales Police (NWP) to educate drivers on the Fatal Five causes of serious road traffic collisions. During Quarter 1:

- 1,509 roadside presentations were delivered; and
- 118 drivers were issued with driving-related prosecutions following enforcement activity.

### **BikerDown**

Two Biker Down sessions were delivered during Quarter 1, resulting in engagement with 40 participants. The programme continues to provide specialist safety advice aimed at reducing motorcycle-related casualties.

### **Other Ongoing Road Safety Activity**

In addition to the above, NWFRS continues to undertake a range of road safety initiatives, including:

- Working in partnership with North Wales Police on the launch of Operation Apex, including the introduction of new PRIME road markings on two roads in North Wales to assist motorcyclists in safely negotiating bends; and
- Developing targeted engagement resources to support older drivers, recognising changing risk profiles within this group.
- Developing a bid to secure grant funding from Toyota (Deeside). This funding will be used to purchase equipment to deliver education activities within the community.

## 8 Safe and Well Checks

A total of **3,617** SAWCs were completed in Quarter 1 of 2026/27, of which:

- **1,408** (39%) were high-priority checks, of which **689** (49%) resulted from referrals made by partner agencies.
- **712** (20%) were medium-priority checks, of which **127** (18%) resulted from referrals made by partner agencies.
- **1,497** (41%) were low-priority checks, of which **107** (7%) resulted from referrals made by partner agencies.

Whilst fewer SAWCs were completed overall than in Quarter 1 of 2025/26, high-priority SAWCs increased from 1,265 (27%) in Quarter 1 of 2025/26 to **1,408** (39%) in Quarter 1 of 2026/27. This reflects the Service's continued focus on increasing the proportion of high-risk interventions.

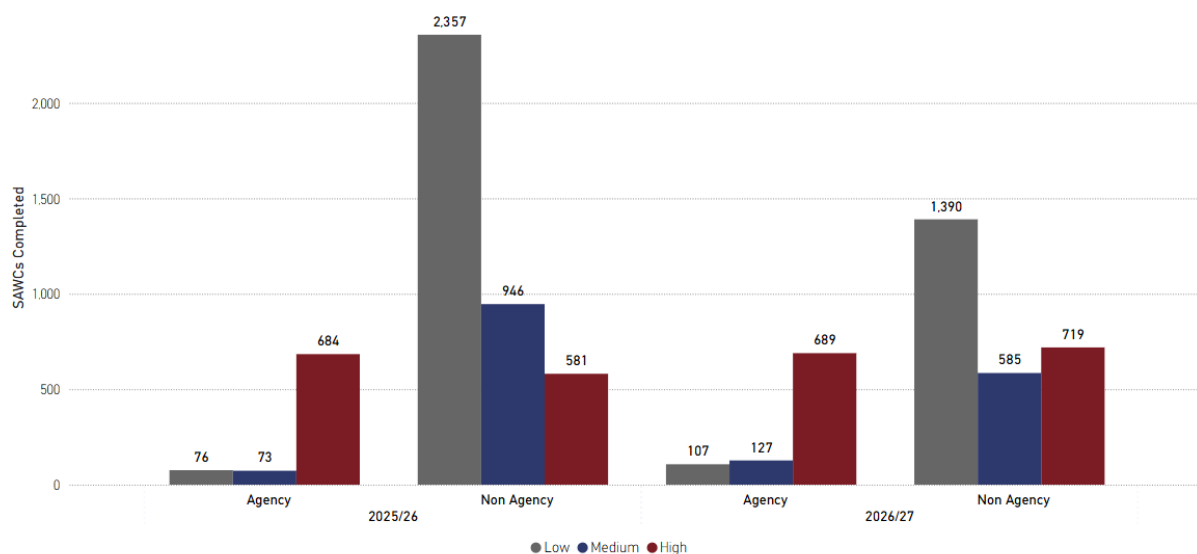


Figure 20. The number of Safe and Well Checks, split by agency or non-agency and status, in Q1 (April - June) during financial year 2026/27 and the same period in 2025/26.

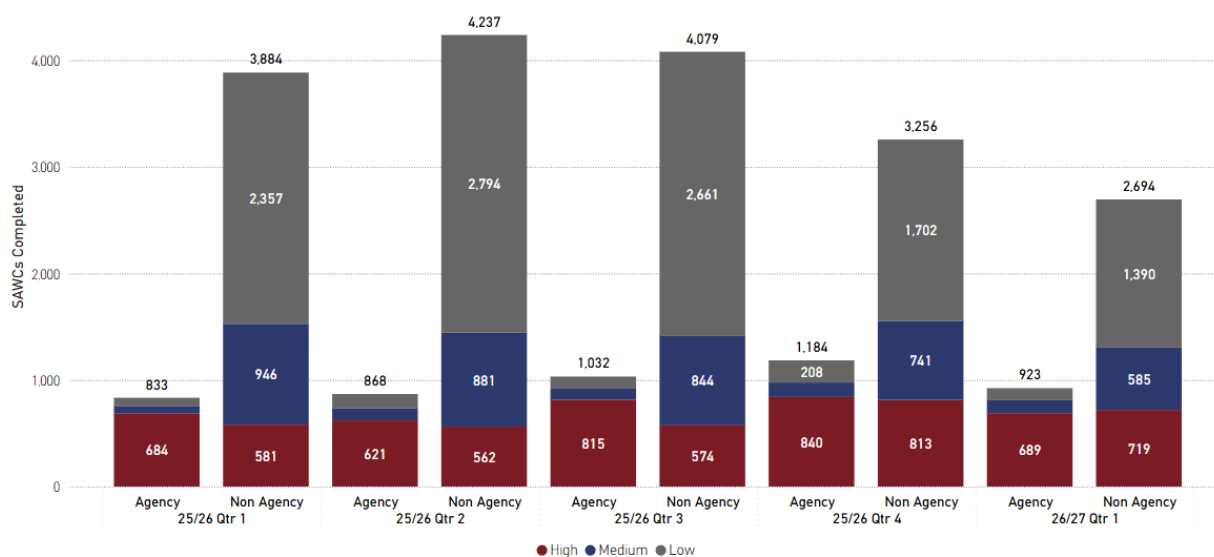


Figure 21. The number of Safe and Well Checks, split by agency or non-agency and status, in this Quarter and the previous financial year.

A total of **440** (12.1%) of the SAWCs completed in Quarter 1 2026/27 were requested to be conducted in Welsh.

**84%** of Safe and Well Checks (SAWCs) completed during Quarter 1 2026/27 were completed within their target timescale. A further 7.8% were completed within 30 days of their target completion date.

Performance against the target completion timescale, for high-priority Safe and Well Checks improved slightly during Quarter 1 2026/27, with 66% completed within target, compared with 64% in Quarter 4 2025/26.

All Checks by Completion Vs Target

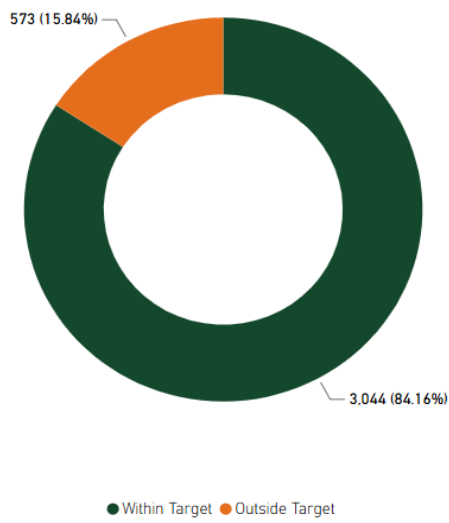


Figure 22. The number of Safe and Well Checks completed by target completion in this Quarter.

High Priority Checks by Completion Vs Target

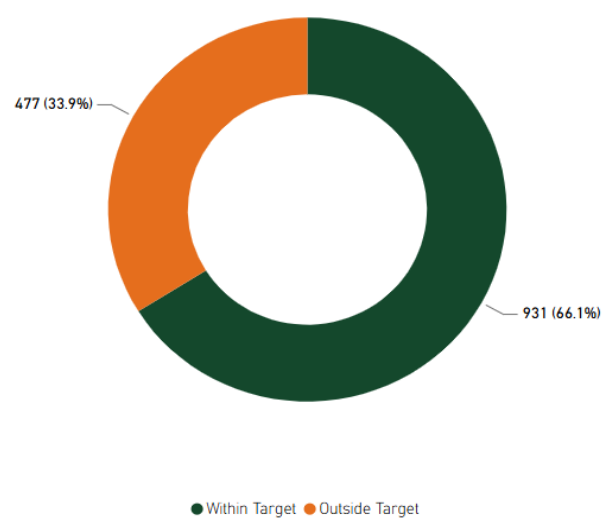


Figure 23. The number of high-priority Safe and Well Checks completed by target completion in this Quarter.

All Checks by Days Over Target

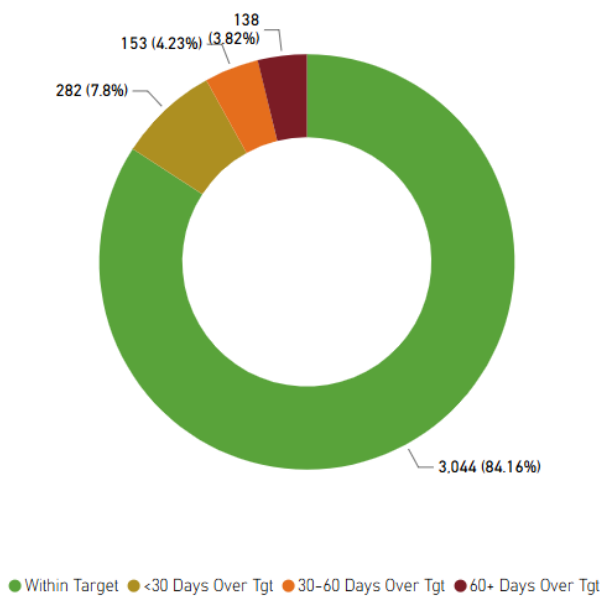


Figure 24. The number of Safe and Well Checks completed by completion time in this Quarter.

High Priority Checks by Days Over Target

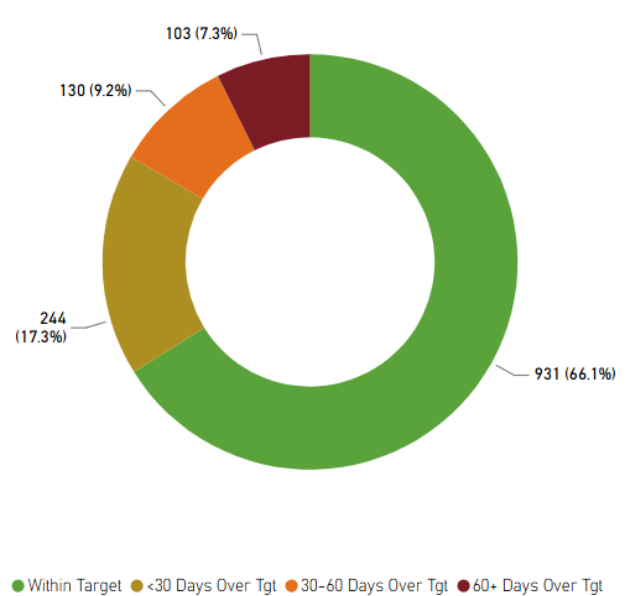


Figure 25. The number of high-priority Safe and Well Checks completed by completion time in this Quarter.

## **Actions taken to date:**

A number of measures have been introduced to increase the delivery of high-risk Safe and Well Checks (SAWCs), including prioritising high-risk referrals for operational crews. In addition, a new All-Wales risk stratification model has been approved and will be implemented from the start of Quarter 3 2026/27.

The revised approach will support a greater focus on individuals at highest risk of fire, helping to increase the proportion of high-risk SAWCs in line with Welsh Government expectations and ensuring resources are targeted where they can have the greatest impact.

## **Waiting list**

The Safe and Well Check (SAWC) referral waiting list continues to be closely monitored, with particular attention given to high-risk referrals. While the number of referrals awaiting completion increased during Quarter 1 compared with Quarter 4, the overall position remains improved compared to Quarter 3 2025/26.

At the end of Quarter 1 2026/27, there were 1,243 referrals awaiting completion, compared with 1,046 at the end of Quarter 4 2025/26 and 1,479 at the end of Quarter 3 2025/26.

A range of measures remain in place to support delivery and reduce waiting times. The referral list is being managed collectively by operational crews, Home Safety Support Workers (HSSWs), Wholetime Day Staff Relief personnel and staff undertaking modified duties. In addition, WDSR staff have increased the number of telephone-based SAWCs being undertaken, and operational watches have been asked to prioritise medium and high-risk referrals. These measures are helping to ensure that those at greatest risk continue to be prioritised while reducing the overall waiting list.

# Our Protection Principle



## 9 False Alarms

A total of **748** false alarms were attended during Quarter 1 2026/27, compared with 710 during Quarter 4 2025/26. This figure includes false alarms across all property types.

Despite being higher than the preceding Quarter, the number of false alarms remained below that recorded during the equivalent period in each of the previous two years (fig. 27).

The increase was driven by a rise in Good Intent false alarms, from 267 to **306** incidents, while Malicious false alarms decreased slightly from 13 to **12** incidents.

False alarms due to apparatus remained unchanged at **430** incidents.

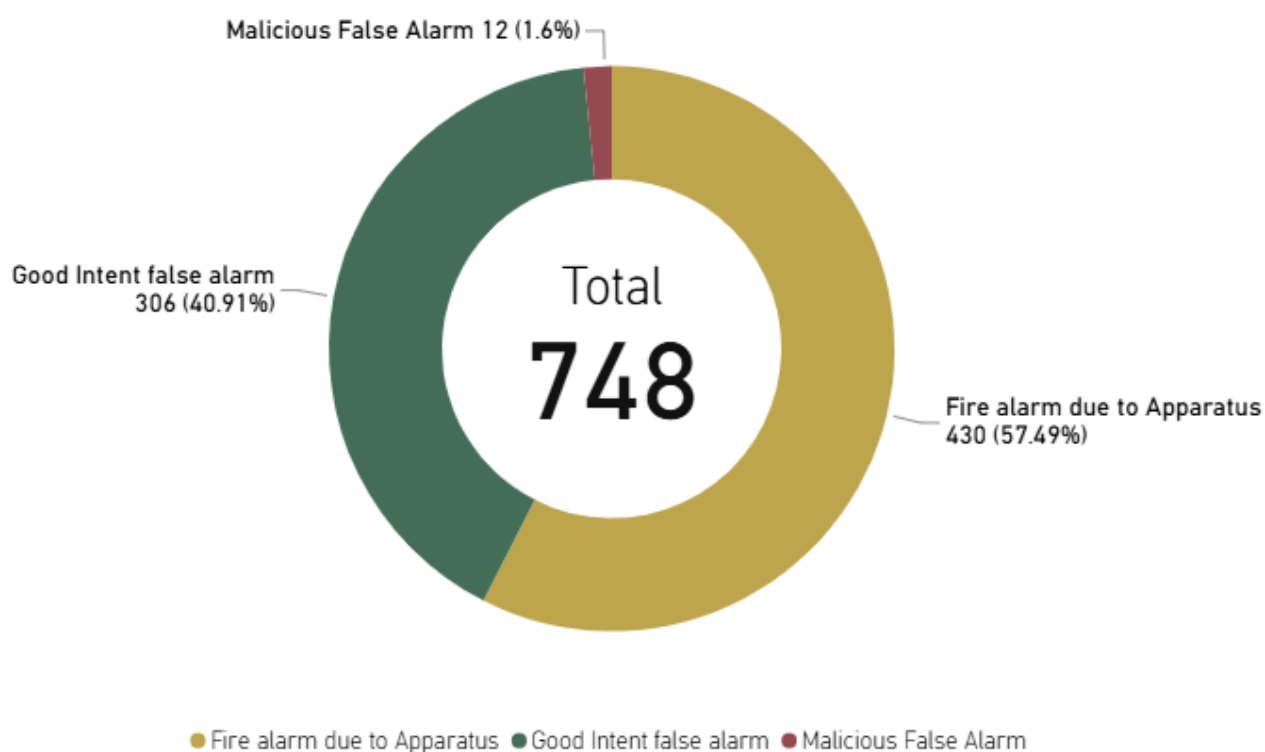


Figure 26. The number of false alarms in Q1 (April - June) during financial year 2026/27.

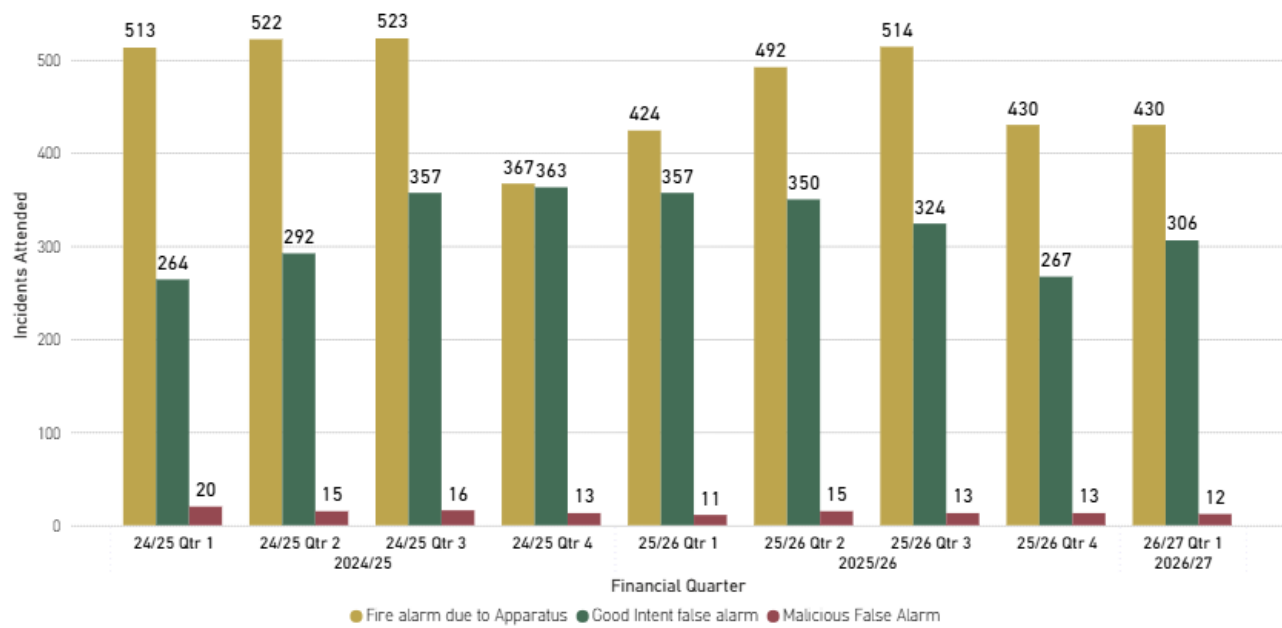


Figure 27. The number of false alarms in Q1 (April - June) during financial year 2026/27 and the previous 2 financial years.

## 10 Commercial AFA calls

A total of **381** commercial Automatic Fire Alarm (AFA) calls were received during Quarter 1 2026/27, of which **two** incidents were attended.

Although this was slightly higher than the preceding Quarter, the number of commercial AFA calls remained below the 418 recorded during the equivalent period in 2025/26.

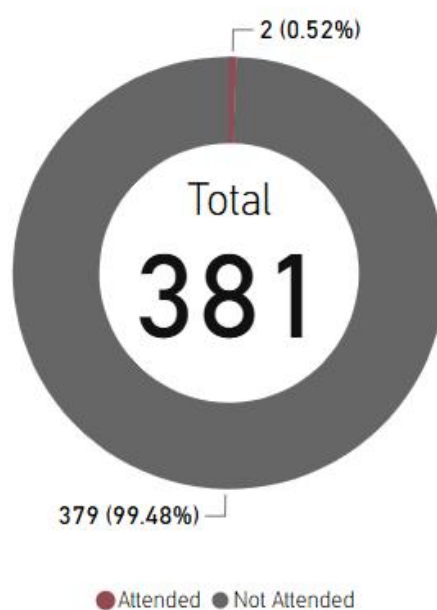


Figure 28. The number of Commercial AFA calls in Q1 (April - June) during financial year 2026/27.

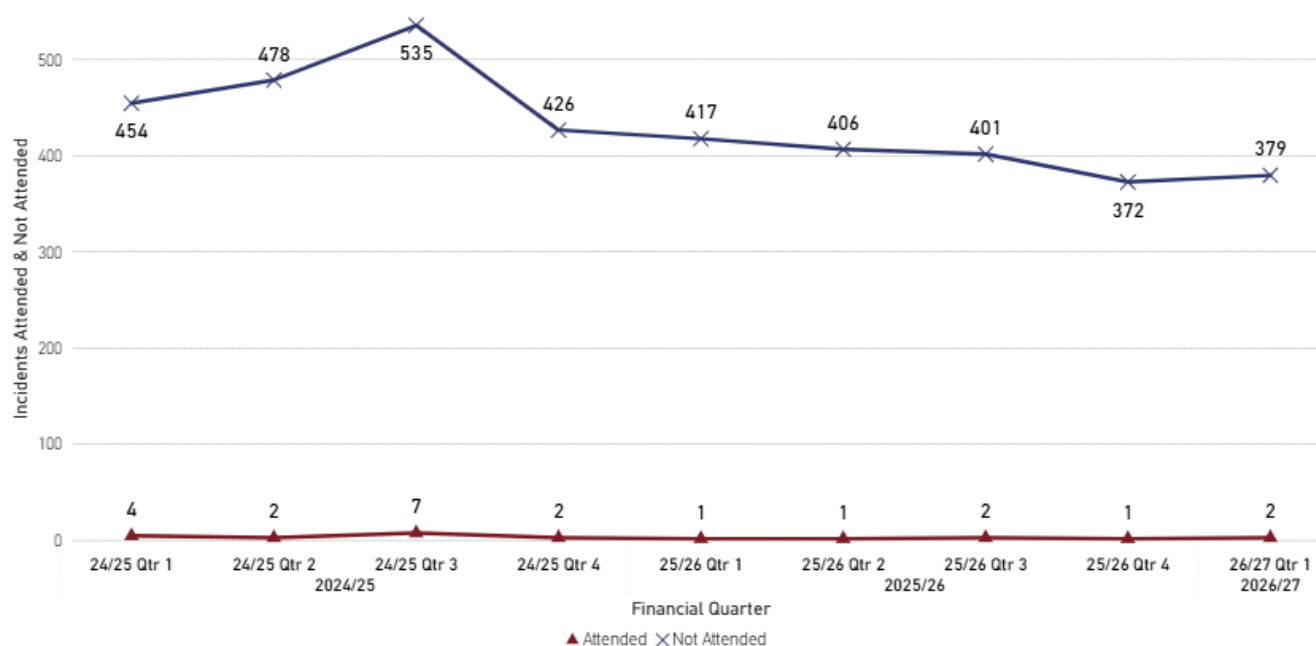


Figure 29. The number of Commercial AFA calls in Q1 (April - June) during financial year 2026/27 and the previous 2 financial years.

## 11 Hospital AFA calls

A total of **109** hospital Automatic Fire Alarm (AFA) calls were received during Quarter 1 2026/27, compared with 82 in Quarter 4 2025/26. Despite this increase from the preceding Quarter, the number of hospital AFA calls remained below the 119 recorded during the equivalent period in 2025/26 (fig. 31).

Of the calls received, **33.9%** resulted in an attendance, compared with 42.6% in Quarter 4 2025/26. This was broadly consistent with the proportion attended during Quarter 1 2025/26 (33.6%).

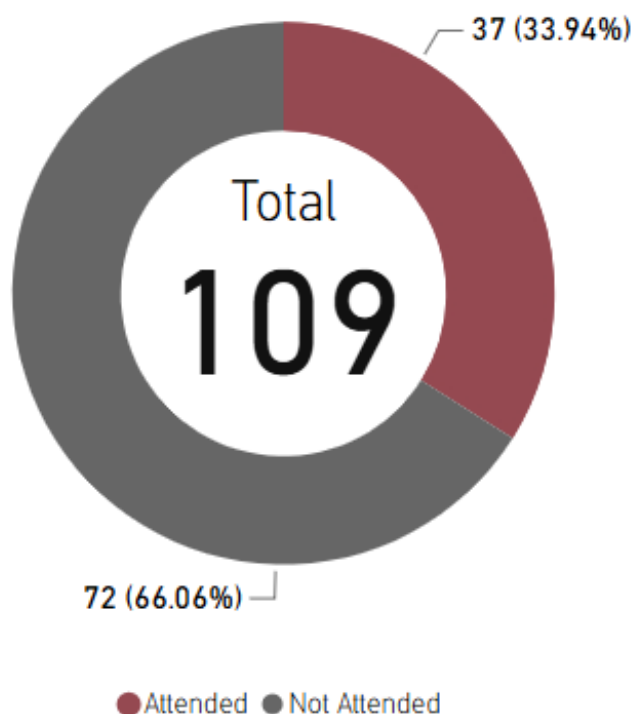


Figure 30. The number of Hospital AFA calls in Q1 (April - June) during financial year 2026/27.

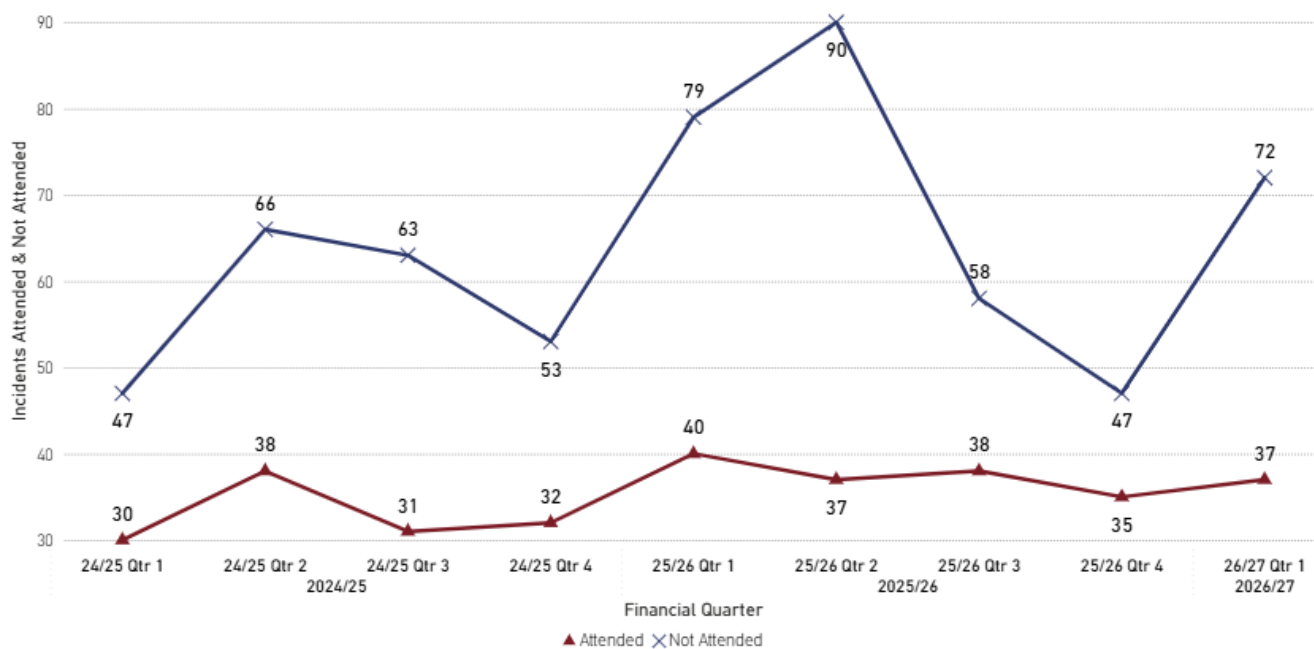


Figure 31. The number of Hospital AFA calls in Q1 (April - June) during financial year 2026/27 and the previous 2 financial years.

### **Actions taken to date – Hospitals:**

The number of incidents attended at BCUHB premises remained low during Quarter 1, reflecting the continued collaborative approach between NWFRS and BCUHB to strengthen fire safety arrangements across the health estate.

As part of this work, NWFRS has introduced a cyclical audit programme focused on higher-risk sites, supported by a comprehensive audit framework covering regulatory compliance, operational assurance, and key fire safety activities such as testing, drills and maintenance. The Central area audit was completed at Ysbyty Glan Clwyd in June 2026, with a largely satisfactory outcome. The final audit of the current cycle is scheduled for Quarter 3 2026/27 at Wrexham Maelor Hospital

Joint working has also continued in support of significant estate developments, including the expansion of Llandudno General Hospital and the replacement of systems at Wrexham Maelor Hospital. In addition, discussions are underway regarding the delivery of a Health Technical Memoranda (HTM) training programme later in the year, which would further strengthen the Service's capacity to undertake audits across BCUHB sites.

## 12 HMP Berwyn

A total of **10** primary fires were attended at HMP Berwyn during Quarter 1 2026/27, compared with 5 in Quarter 4 2025/26. Despite this increase, the number recorded remained substantially lower than that seen prior to Quarter 2 2025/26, coinciding with the introduction of tamper-proof vapes at the prison.

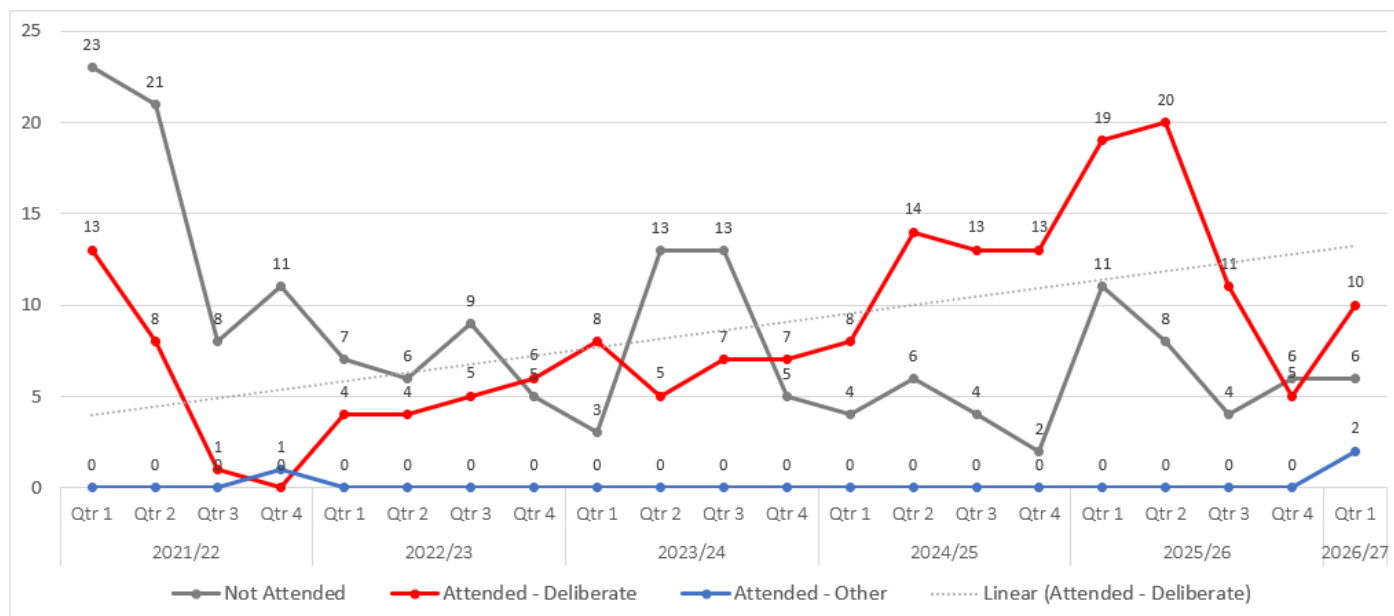


Figure 32. The number of primary fires at HMP Berwyn in Q1 (April - June) during financial year 2026/27 and the previous 5 financial years.

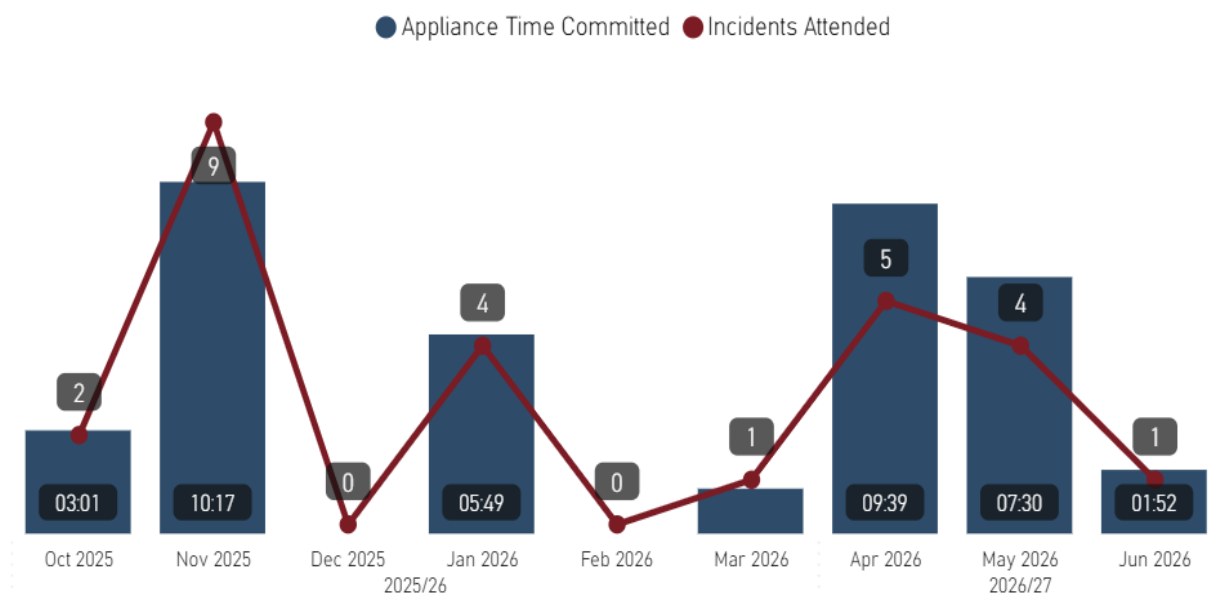


Figure 33. The number of deliberate primary fire incidents attended with appliance time committed (HH:MM) during Q1 (April - June) during the financial year 2026/27 and the previous 2 Quarters.

## **Actions taken to date – HMP Berwyn**

Incident volumes at HMP Berwyn continue to fluctuate, reflecting the changing nature of fire-setting behaviours and the challenges associated with preventing the misuse of everyday items as ignition sources. Following the introduction of revised vape products, which initially contributed to a reduction in incidents, individuals have continued to adapt their methods, requiring ongoing monitoring and partnership working.

Emerging risks have been identified and shared with the relevant manufacturers, who are taking steps to further strengthen product safety features. NWFRS continues to work closely with HMP Berwyn and other partners to identify emerging trends, assess risks, and adapt prevention and response arrangements where required.

Following an incident in Quarter 4 2025/26 in an area outside the usual accommodation environment, a multi-agency review was undertaken to consider lessons learned and ensure that operational arrangements remain effective across all areas of the site. This collaborative approach resulted in planned actions to further strengthen preparedness and support operational response to less typical incident scenarios.

# Our Response Principle



## 13 RDS Station Availability

The table below provides an overview of average appliance availability at Retained Duty System (RDS) stations between 06:00 and 18:00. Availability is shown by month and is presented separately for weekdays and weekends/bank holidays to provide additional context on availability patterns across the reporting period.

The figures relate to RDS stations that do not operate alongside wholetime or day-crewed duty systems.

| Day/Month                          | Apr | May | Jun | Q1<br>2026/27 |
|------------------------------------|-----|-----|-----|---------------|
| Weekday                            | 6   | 6   | 6   | 6             |
| Weekend<br>(incl. Bank<br>Holiday) | 12  | 11  | 9   | 11            |
| Overall<br>Average                 | 8   | 8   | 7   | 7             |

Please note that numbers have been rounded to the nearest whole number.

The below table reflects the number of RDS starters and leavers during Quarter 1 of 2026/27 compared to the year 2025/26.

The starters, leavers and headcount figures are reported using established workforce measures and are provided for context. Due to differences in how these measures are calculated, the net number of starters and leavers may not equal the change in headcount reported between periods.

| Year                   | Starters | Leavers | Position<br>Headcount<br>at Period<br>End | Headcount<br>(single role<br>only) |
|------------------------|----------|---------|-------------------------------------------|------------------------------------|
| Apr 2025 –<br>Mar 2026 | 88       | 71      | 512                                       | 427                                |
| Apr 2026 –<br>Jun 2026 | 11       | 16      | 526                                       | 441                                |
| +/-                    |          |         | 14                                        | 14                                 |

**Starters** – the number of RDS starters from each respective quarter. This does not include secondary contracts.

**Leavers** - the number of RDS leavers from each respective quarter. This does not include secondary contracts, or migrations to the WDS.

**Position Headcount at Quarter End** – the number of RDS positions that are filled, including those who have more than one role.

**Headcount (single role only)** – the number of individuals who are on the RDS only i.e., those who do not have two roles in the Service.

## 14 Planned 18 Pump Availability

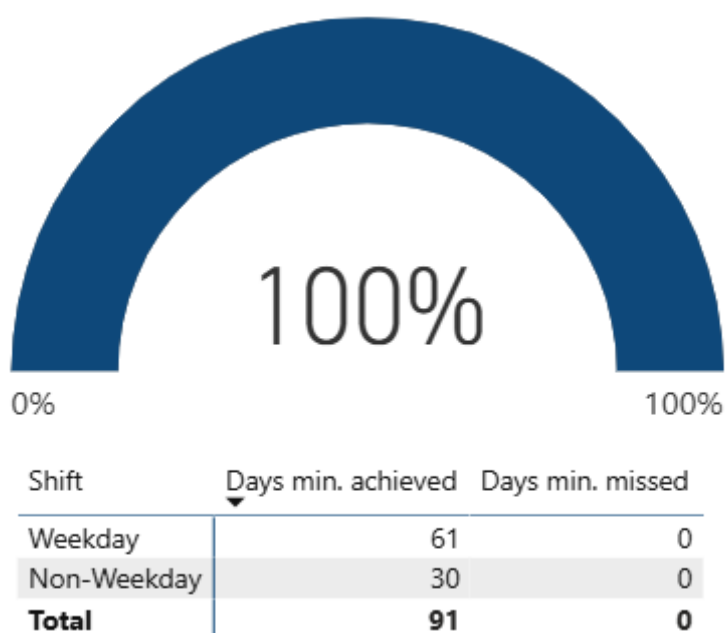


Figure 34. The percentage of days where there was a minimum of 18 pumps available during the hours of 06:00 – 18:00, including a breakdown of the number of days in Q1 (April - June) during financial year 2026/27.

During Quarter 1 of 2026/27 we have maintained a minimum of 18 available pumps during the daytime (06:00 – 18:00) across the entire region. This ensures that sufficient operational coverage was maintained throughout the Service, with all areas within the 16 Grouping Plan appropriately covered.

| 2021/22                           | 2023/24                            | 2025/26                           |
|-----------------------------------|------------------------------------|-----------------------------------|
| % Met<br><b>99.97%</b>            | % Met<br><b>99.53%</b>             | % Met<br><b>99.93%</b>            |
| Number of days missed<br><b>1</b> | Number of days missed<br><b>11</b> | Number of days missed<br><b>2</b> |
| 2022/23                           | 2024/25                            | 2026/27                           |
| % Met<br><b>99.93%</b>            | % Met<br><b>99.90%</b>             | % Met<br><b>100.00%</b>           |
| Number of days missed<br><b>1</b> | Number of days missed<br><b>2</b>  | Number of days missed<br><b>0</b> |

Figure 35. The percentage of days where there was a minimum of 18 pumps available during the hours of 06:00 – 18:00, including a breakdown of the number of days where the minimum 18 pump availability was missed per financial year from 2021/22 – 2026/27.

As seen in figure 35 the Service has kept the minimum of 18 available pumps during the daytime (06:00 – 18:00) across the entire region over 99% of the time for the past 5 financial years. It should be noted that pump availability is measured and reported on an hourly basis. Consequently, a day is recorded as missed if pump availability falls below 18 during any single hour. In some cases, this may overstate the duration of reduced availability, as an hour may be classified as missed even where a pump was unavailable for only a short period within that hour (for example, 10 minutes).

## 15 Emerging Technologies

As technology evolves and our societal reliance upon it increases, it has become apparent that new and complex risks are presented to our Fire Service. Emerging technologies can make up a variety of forms, including things like:

- Electric Vehicles
- Wind Farms
- Devices containing Lithium-Ion Batteries

As many of these technologies are not currently captured within the Home Office's Incident Recording System (IRS), key word searches are conducted on incident logs in order to find the relevant incidents. Following a machinery of government transfer whereby the responsibility for Fire shifted from the Home Office to the Ministry of Housing, Communities and Local Government (MHCLG), work is currently being undertaken by MHCLG and FRSs across the UK to integrate these technologies into the new incident recording system known as the Fire and Rescue Data Platform (FaRDaP). Incidents recorded before the implementation of FaRDaP will still need to be extracted using key word searches.

The following summary shows the number of incidents attended during the first Quarter of 2026/27, where a specific emerging technology was stated in the incident logs. This includes SSCs, however, this excludes deliberate fires.

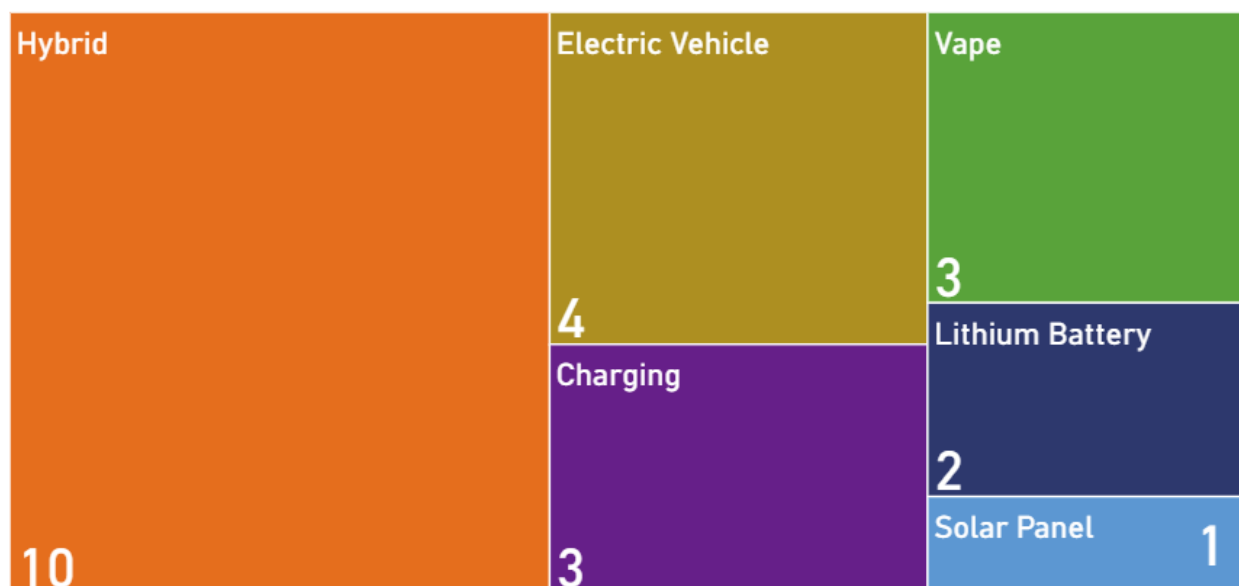


Figure 36. The number of incidents with involvement of emerging technologies, excluding deliberate fires, in Q1 (April - June) during financial year 2026/27.

Although electric and hybrid vehicles feature prominently within the incidents recorded, the majority were non-fire related incidents, as shown in the following chart.

N.B. In some cases, the cause has been assumed rather than confirmed due to the nature of the incident.

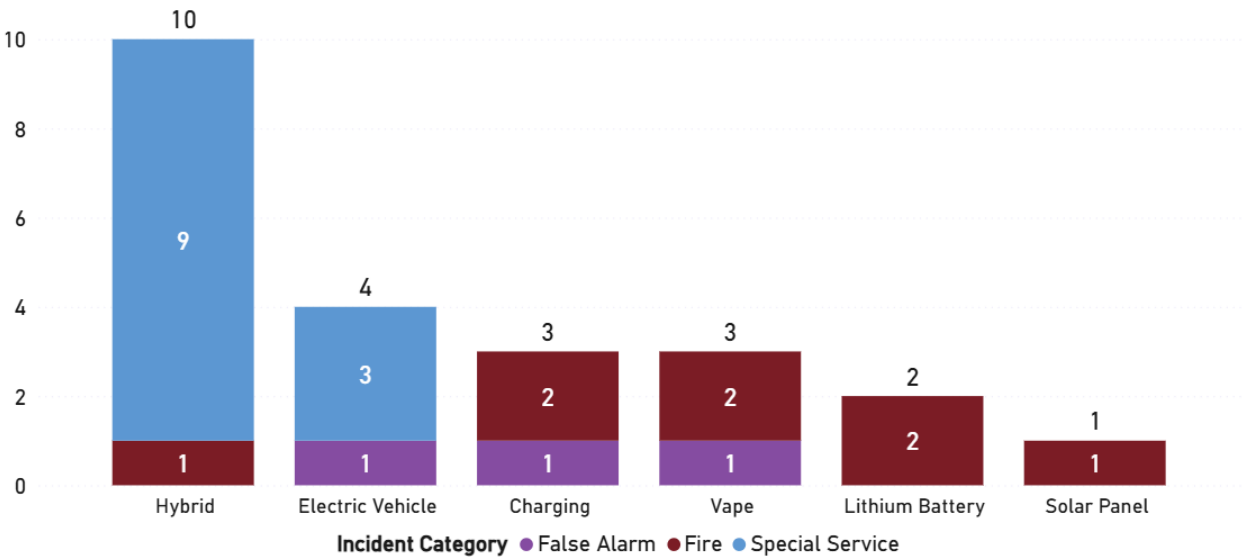


Figure 37. The number of incidents with involvement of emerging technologies, split by incident category in Q1 (April - June) during financial year 2026/27.

# Our Environment Principle



## 16 Grassland, woodland and crop fires

**152** Grassland, woodland and crop fires were recorded in Quarter 1 of 2026/27, a 40% decrease from the **254** recorded during the same reporting period in the previous year.

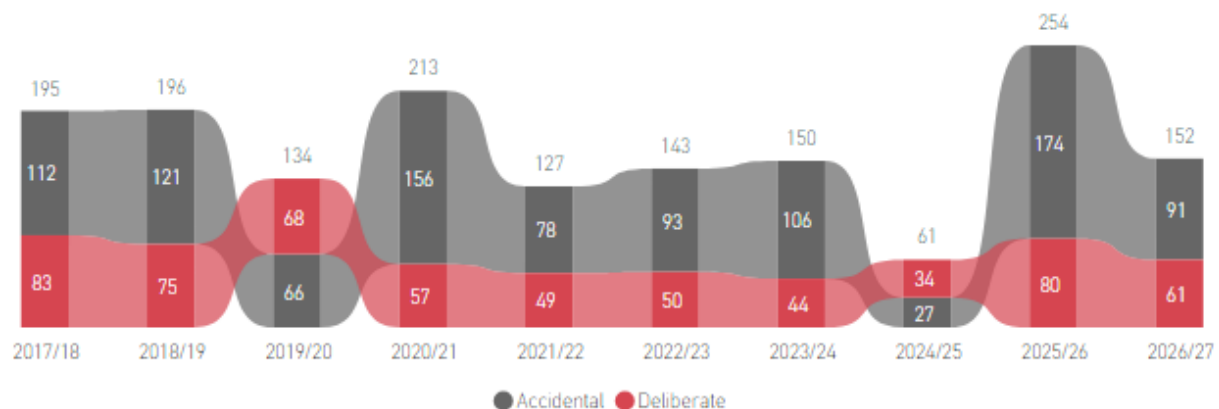


Figure 38. The number of grassland, woodland and crop fires in Q1 (April - June) during financial year 2026/27 and the previous 9 financial years.

## 17 Wildfires

The total number of wildfires reported in Quarter 1 of 2026/27 has reduced by 88% (from **25** to **3**) in the same reporting period in the previous year. This is also a reduction from **5** reported in Quarter 4 of 2025/26.

It should be noted that the definition and operational parameters used to classify wildfires have evolved over the period presented. To ensure consistency and enable meaningful comparison over time, the figures shown in this report have been calculated in line with the current definition of a wildfire, with historic data retrospectively re-analysed and aligned to these parameters.

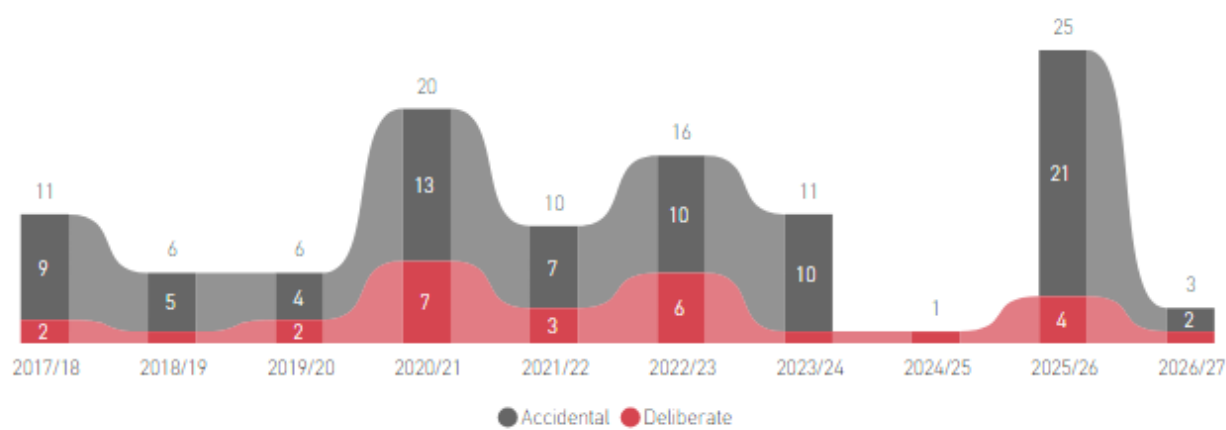


Figure 39. The number of wildfires in Q1 (April - June) during financial year 2026/27 and the previous 9 financial years.

## 18 Flooding and Water Rescue

Flooding incidents continued to reduce during Quarter 1 of 2026/27, consistent with the trend seen in the same period last year. In contrast, water rescue incidents have increased steadily across Quarter 1 periods over the past five years, with 2026/27 recording the highest first-Quarter total in that period.

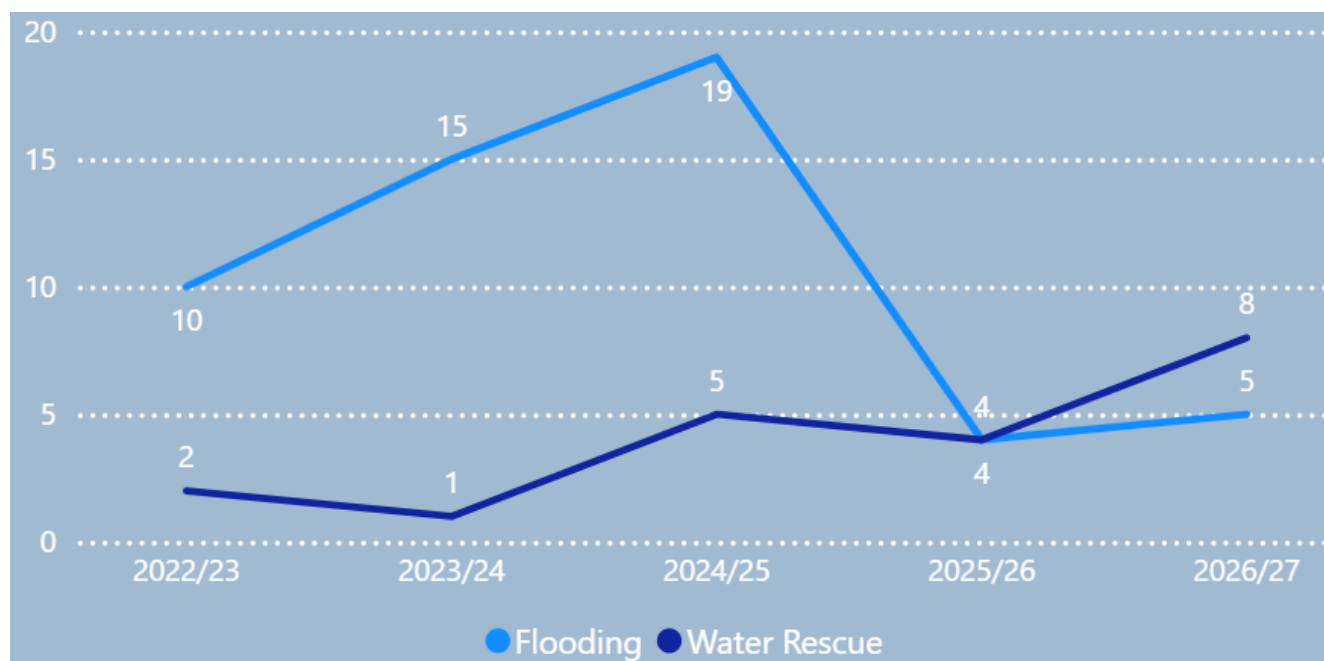


Figure 40. The number of flooding and water rescue incidents in Q1 (April - June) during financial year 2026/27 and the previous 4 financial years.

### Water Safety Activity:

#### Water Safety Pilot Scheme

The NWFRS, Swim Wales and Ffit Cymru Water Safety Pilot continued to develop during Quarter 1 2026/27, with a number of sessions delivered across Conwy County. Feedback from participating schools and partner organisations has been positive, demonstrating the value of the programme in raising awareness of water safety among children and young people.

Building on this progress, plans are in place to extend delivery to Anglesey and Wrexham, increasing access to the programme across North Wales. Work is also underway to engage with a broader range of schools to help ensure water safety education reaches communities with varying levels of exposure to aquatic environments.

To support future expansion, additional NWFRS staff have been recruited to form a second cohort of water safety tutors. Training is scheduled for September 2026 and will further increase the Service's capacity to deliver water safety education and prevention activity across the region.

### **Be Water Aware Campaign**

As part of the Be Water Aware campaign, NWFRS delivered a water safety engagement event at Betws-y-Coed during Quarter 1. Working alongside local crews and partners, personnel engaged with approximately 200 members of the public near Pont-y-Pair, helping to raise awareness of water safety and promote safe enjoyment of local waterways

### **Royal Society for the Prevention of Accidents (ROSPA) Conference**

NWFRS and Swim Wales have been invited to jointly present at the Royal Society for the Prevention of Accidents (RoSPA) Conference in October 2026. The presentation will showcase the collaborative approach taken by both organisations to deliver water safety education and prevention activity, while sharing learning and good practice with partners from across the UK.

### **DangerPoint**

Work continues with DangerPoint to strengthen the delivery of water safety education and awareness activities. As part of this collaboration, NWFRS has supported the introduction of a bespoke water flume, providing an engaging and practical way of demonstrating the hazards associated with inland water environments.

DangerPoint staff have also received training to support the effective use of the equipment and the delivery of key water safety messages. This will help enhance educational opportunities for visitors and further strengthen the reach and impact of water safety prevention activity across North Wales.

### **Water Safety Wales**

NWFRS continues to play an active role in Water Safety Wales, working with partners across Wales to support the development and delivery of evidence-based water safety initiatives. During Quarter 1, progress was made towards establishing a Water Safety Partnership in Wrexham, helping to strengthen local collaboration and support a coordinated approach to water safety prevention activity across the county.

NWFRS continues to work with Water Safety Wales and the Royal Society for the Prevention of Accidents (RoSPA) to strengthen the evidence base for

drowning prevention activity across Wales. During Quarter 1, the Service contributed to work exploring the potential introduction of a structured Drowning Incident Review process, helping to identify opportunities for learning, support informed decision-making, and further enhance future water safety strategies.

## 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. |
| Building - Dwellings               | A property that is a place of residence, i.e., occupied by households, excluding hotels, hostel and residential non-permanent structures.                                                                                                                                                                                                                |
| Building - Non-Residential         | Properties such as hospitals, offices, shops, factories, warehouses, restaurants, cinemas, public buildings, religious buildings, agricultural buildings, railway stations, sheds, prisons.                                                                                                                                                              |
| Building - Other Residential       | Properties such as hotels, hotels and residential institutions B&Bs, Nursing/care homes, student halls of residence.                                                                                                                                                                                                                                     |
| Vehicle (Road and Other Transport) | Road vehicle, rail vehicle, aircraft, boat.                                                                                                                                                                                                                                                                                                              |
| Outdoor                            | Fields, grassland, woodland, refuse containers, post boxes.                                                                                                                                                                                                                                                                                              |
| Wildfires                          | A grassland, woodland and crop fire where the incident was attended by 4 or more vehicles, or the Service was in attendance for 6 hours or more, or where there was an estimated fire damage area of over 10,000 square meters.                                                                                                                          |
| Short Term Sickness (STS)          | Absences 27 calendar days and under.                                                                                                                                                                                                                                                                                                                     |
| Long Term Sickness (LTS)           | Absences 28 calendar days and over.                                                                                                                                                                                                                                                                                                                      |