Gwasanaeth Tân ac Achub
Fire and Rescue Service

North Wales Fire and Rescue Service

Monitoring Report: April 2024 – March 2025

Our five principles for keeping communities safe

PEOPLE   **PREVENTION**   **PROTECTION**   **RESPONSE**   **ENVIRONMENT**

Contents

Our People Principle

1 Sickness Absence

The Service aims to encourage all its employees to maximise their attendance at work while recognising that employees will, from time to time, be unable to come to work because of ill health.

Total time lost, for NWFRS, due to all sickness absence has reduced to 4.51% during quarter four, which is a decrease in the lost time across the three previous quarters in 2024/25 and is also a decrease compared with quarter four during the previous year, which recorded 4.80% time lost due to sickness.

According to the National Fire and Rescue Service Sickness Absence Report from April 2024 – December 2024, the average rate of employee absence is 9.13 working days/shifts per employee. (The report collected data from 36 participating FRSs in England). The average rate of short-term absence within NWFRS is 6.61 days per employee, which is a lower number of days lost compared with the information gathered in the report.

949 individuals were employed by NWFRS as at 31/03/2025, which is an increase of 43 people from the same period in 2023/24; however total time lost due to all sickness absence has reduced from the previous year, demonstrating an overall improvement in sickness absence levels.

Please note that throughout the report, the number of cases in the year to date (YTD) will not be a sum of the quarters as some individuals' absences will span across quarters. There may also be fluctuations in the numbers reported from quarter to quarter as a result of changes to employee data.

1.1   All Sickness Absence

All Absence 2024/25
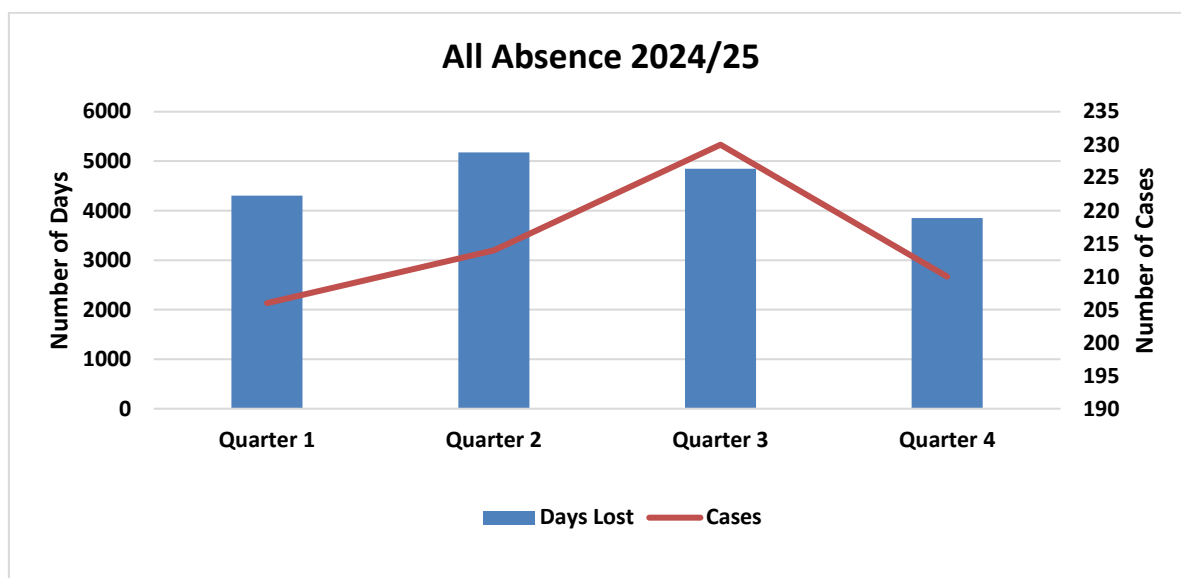
Overall, quarter two saw the highest number of days lost due to all sickness absence whilst quarter three had the highest number of cases of sickness absence. Despite the peaks seen during quarter two and three, the overall number of days and cases of absence has reduced by quarter four.

The number of short-term absence days was high during quarter one but then reduced and remained at a similar rate throughout the rest of the year. Whilst the number of short-term absence cases dipped in quarter two and then rose again in quarter three, this has again reduced in quarter four. The number of days and cases of short-term absence in quarter four is slightly lower when compared with quarter four in the previous year.

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

Some duty systems may see a higher percentage of lost time despite fewer cases of absence being recorded. This is caused by there being fewer staff within that duty system. The sickness absence percentage calculation is proportionate to the number of staff within that duty system.

1.2 Short Term Sickness

On average over the full year of 2024/25, short term absence has accounted for 1.12% of all time lost.

Short Term Sickness has reduced during quarter 4, equating to 1.02% of time lost in this period, compared with 1.47% of time lost across all duty types during quarter one. This is also a reduction from the previous quarter in 2024/25 and also the same period in the previous year.

Short Term Absence by Duty Type
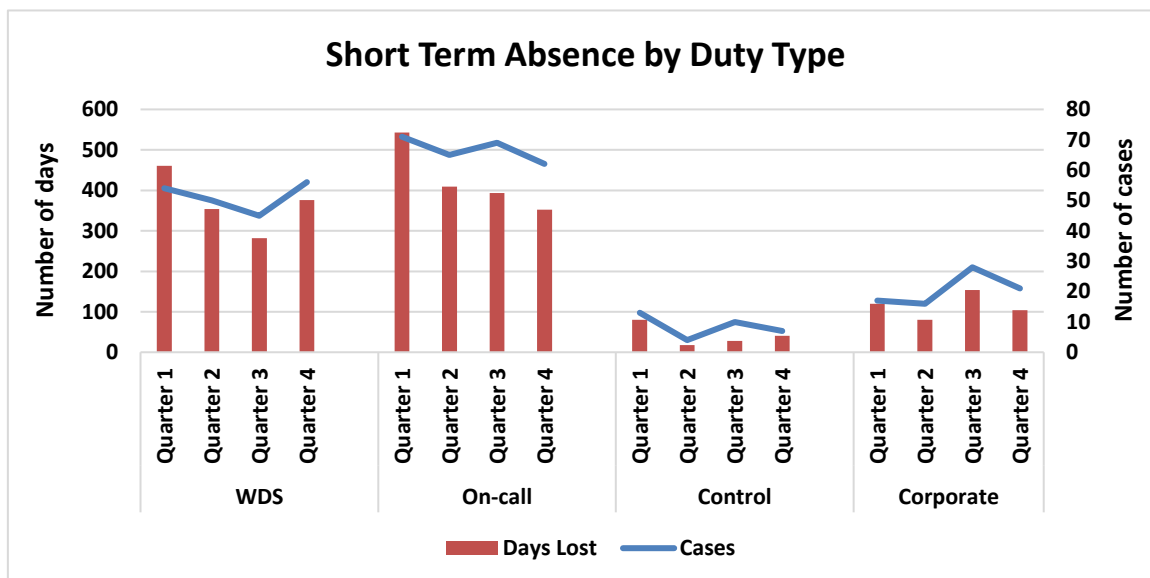
(*Wholetime - includes all operational staff, such as station based, rural and flexi duty officers)

(SLT have been split so operational members of SLT are included within wholetime figures, and Heads of Departments are included within Corporate Departments).

Quarter one and quarter two saw increases in short term absence due to a high number of cases of cold/flu and stomach bugs/norovirus.

12% of the short-term sickness cases during quarter one were reported as being due to sickness and diarrhoea, compared with 6% in the same period in the previous year. UK Government reported on 28 April 2024 that *'there was an unseasonal rise in norovirus activity during weeks 16 and 17 of 2024, mostly attributable to increased reporting in adults aged 65 years and over. This coincided with more outbreaks reported in health and social care settings'*. Norovirus sickness quickly spread through communities and also impacted NWFRS; employees' absence typically lasted five to seven days due to requiring 48 hours clear of vomiting before return to work to reduce spread of the virus.

Top 3 Short Term Sickness Absence Reasons (Cases)

	Absence Reason	Cases	Lost time %
1	Cold, Flu	44	21.08%
2	Musculoskeletal – Back and Spinal Disorders	13	11.91%
3	Musculoskeletal – Lower Limb	6	11.45%

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

Whilst the reasons above are the top three reasons during quarter four and across all duty types, the reasons for short term absence have remained similar throughout the year.

The highest number of short-term absence cases were due to cold/flu reasons, with musculoskeletal related absences being the second and third highest during quarter four. Cold/flu reasons have been the highest reason for short term absence throughout the 2024/25 year.

1.3 Long Term Sickness

On average over the full year of 2024/25, long term absence has accounted for 4.23% of time lost.

Whilst quarter two and quarter three saw an increase in the number of long-term sickness cases and days, this has reduced across all duty types in quarter four. Long term sickness accounted for 3.49% of time lost across all duty types in quarter four, compared to 5.31% in quarter two, 4.67% in quarter three and 3.61% for quarter four in the previous year.

Long Term Absence by Duty type
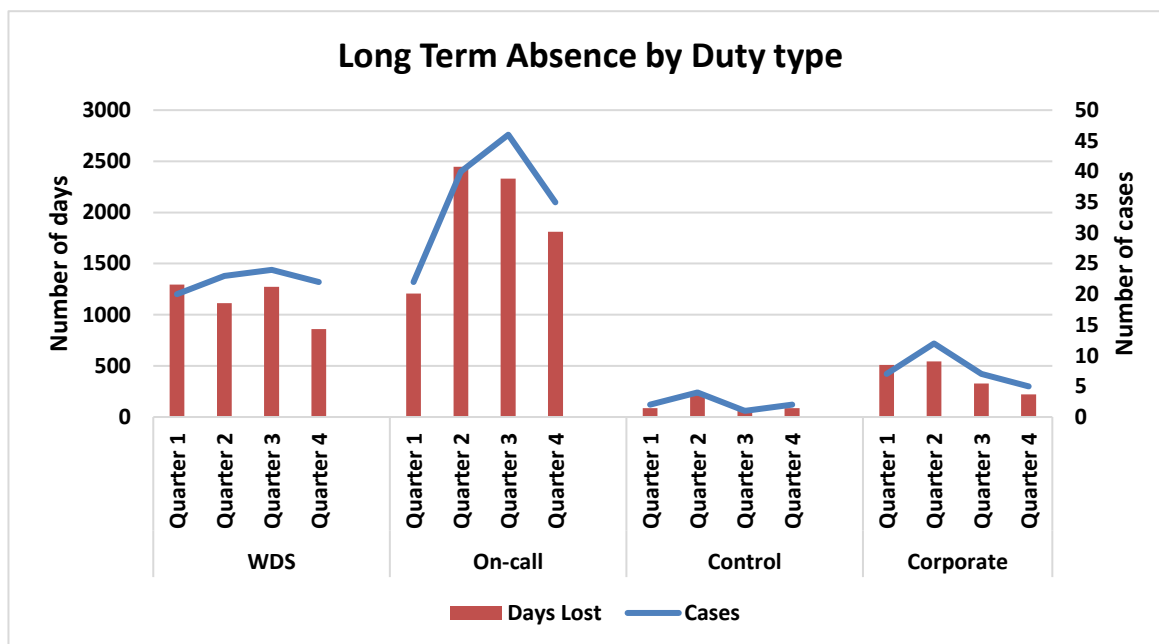
Top 3 Long Term Sickness Absence Reasons (Cases)

	Absence Reason	Cases	Lost Time %
1	Musculoskeletal – Lower Limb	15	23.96%
2	Mental Health – Stress	7	13.49%
3	Failed Medical / Fitness Test	7	12.52%

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

The top three long term sickness absence reasons have remained the same throughout the year. Within the National Fire and Rescue Service Sickness Absence Report from April 2024 – December 2024, musculoskeletal reasons accounted for 30% of all sickness absence reasons, with 22% of all sickness absence being due to mental health.

Overall, within NWFRS, musculoskeletal absence, which includes lower limb, upper limb, back and spinal disorders, neck, ribs, hip, accounted for 33% of all absence. This is slightly higher than the findings in the National Fire Services Absence Report, however it should be noted that the report was only available for the period April to December 2024 at the time of preparing this data, whilst NWFRS data is for a full year.

Musculoskeletal – Lower limb absence continues to account for the highest number of cases and lost time. Absences due to this reason include employees who are awaiting surgical intervention or are recovering from surgery but due to the physical nature of operational roles, employees must have fully recovered before returning to work to avoid further exacerbation or injury.

Mental health absence is recorded separately to identify the different reasons of poor mental wellbeing - stress, anxiety, other (which includes phobia, bereavement, trauma/PTSD, addiction) and depression are the most common mental health reasons recorded within the Service. Overall, during 2024/25, all mental health absences accounted for 19% of all absence cases; this is lower than that reported in the National Fire and Rescue Service Sickness report from April 2024 to December 2025.

Long term absence due to mental health - stress continues to be within the top three absence reasons for long term sick throughout the year. However there has been a reduction in the number of absence cases due to stress with lost time reducing to 13.49% in quarter four compared to 17.4% during quarter three of 2024/25.

Whilst the Service has seen an increase in mental health cases, this is also reflective across the country, as reported by NHS monthly statistics bulletin. Adults accessing mental health support has increased from 1.1 million in July 2023 to 1.4 million in July 2024.

Support is provided to employees who are absent due to mental health and musculoskeletal reasons, including access to occupational health, employee assistance programme and physiotherapy treatment. Signposting to external agencies, such as the Firefighters Charity, Parabl and other specific services is also provided to employees.

All Wales Comparison

The average shift days lost per person for all absence (short and long term) on an All-Wales basis was 11.62 shift days per person for wholetime uniformed staff, 17.72 shift days per person for Control staff, and 14.76 shift days per person for non-operational staff.

In comparison with the other Welsh Fire and Rescue Services, North Wales had the lowest shift days lost per person due to both long- and short-term absences across the three duty types reported out of all three services.

Number of shifts/days lost due to sickness	SWFRS	MAWWFRS	NWFRS
Wholetime uniformed staff	13.54	9.54	**9.02**
Fire control staff	23.70	16.66	**12.19**
Non-operational staff	21.24	10.40	**10.09**

Note, the All Wales data is for the period April 2023 to March 2024 with the most recent update published in October 2024 and only reports on absence data for wholetime, control and corporate staff and doesn't include on-call or retained data.

Our Prevention Principle

2   All Incidents

All Incidents – **6,485** incidents were attended during the financial year, which is an increase of 9.0% from 5,948. This is also significantly above the 3-year average of 5,737. Provisional statistics indicate that NWFRS was the only Service in Wales to see a rise in attended incidents during the financial year, with MAWWFRS showing a 4.8% decrease (from 13,104 to 12,480), and SWFRS showing a 0.7% decrease (from 19,004 to 18,867).

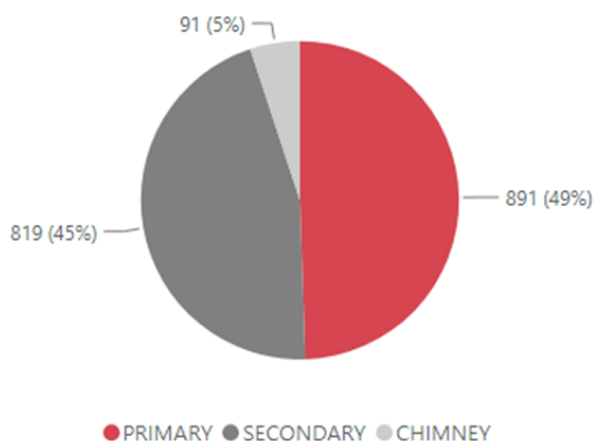**Fires** – **1,801**, an increase of 8.5%. This is still below the three-year average of 1,852.

False Alarms – **3,263**, an increase of 12.4%. This is also above the three-year average of 2,699.

SSCs – **1,421**, an increase of 2.7%. This is also above the three-year average of 1,186.
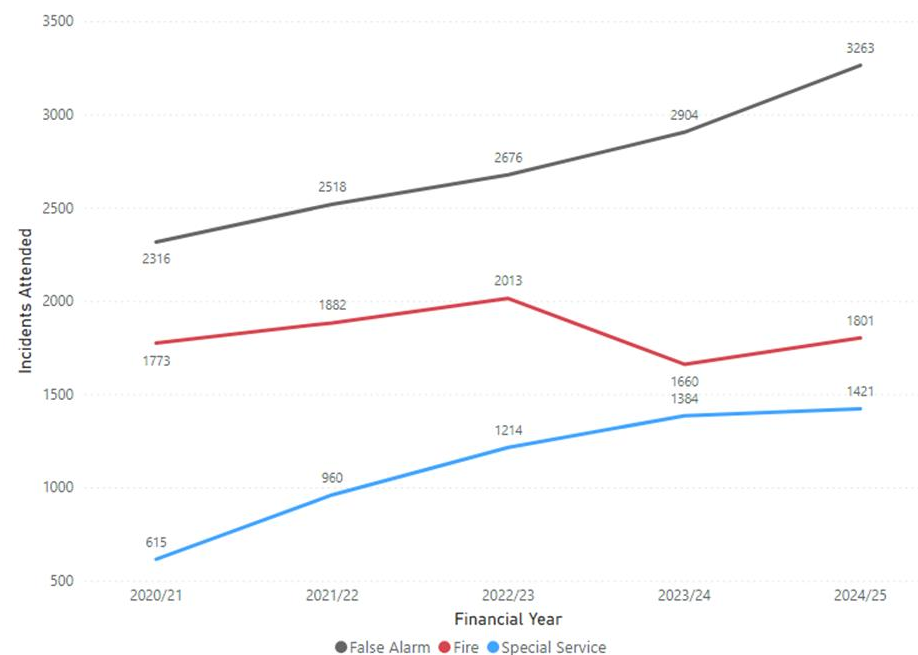
3   Fires, by Category and Motive

1,801 fires were attended: an 8.5% increase from 1,660.

Primary Fires - 891

-   **Accidental: 736**, 82.6%.
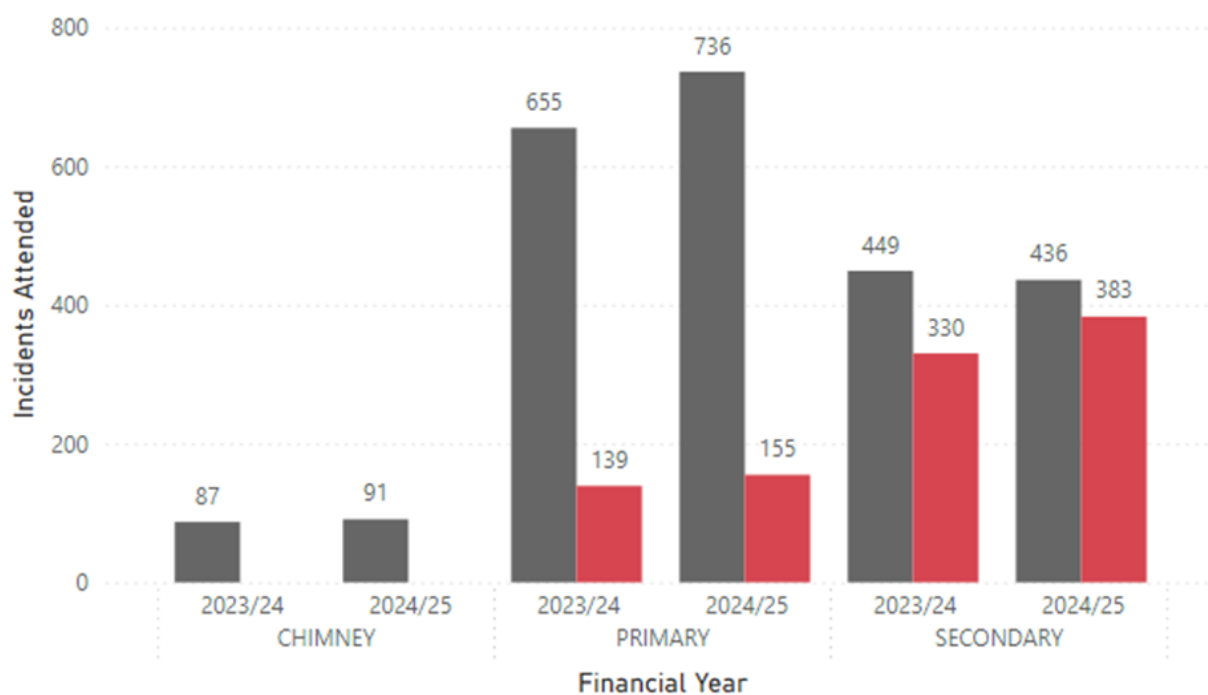-   **Deliberate: 155**, 17.4%.

Secondary Fires - 819

-   **Accidental: 436**, 53.2%.
-   **Deliberate: 383**, 46.8%.

Chimney Fires

-   **91,** 5.1% of all fires attended – this is an increase of 4.6% from 87.
-

Actions taken to date:

The total number of completed Safe and Well Checks (SAWCs) at the end of quarter four was **20,021**. We have met the target for the year.
This was achieved by continuing to work with our referring agencies to ensure the highest quality of referrals were received, and to make sure those who are more at risk from fire are referred to NWFRS.

Bespoke fire safety sessions were delivered to Occupational Therapists, Carers Outreach, the Homeless Support group, and to Students at Bangor University.

In the last financial year, **133** schools were visited with **11,563** interactions with children and young people who received fire safety advice. **22** Phoenix courses were run with **203** young people.

Targeted social media campaigns included, "Be Wildfire Wise", No Smoking Day, Pancake Day and International Wheelchair Day. Work around targeting and reducing Wildfires took place as a result in a rise in the number of wildfires – this included TV and radio interviews.

The Prevention Department has supported the communities in North Wales by delivering drinking water to identified vulnerable occupiers following the loss of water supply in Conwy. The Prevention staff provided fire safety advice and information during this engagement.

4   Accidental Fires in Dwellings (ADFs)

338 accidental dwelling fires were attended. This is the same number as the previous financial year and is less than the three-year average of 361.
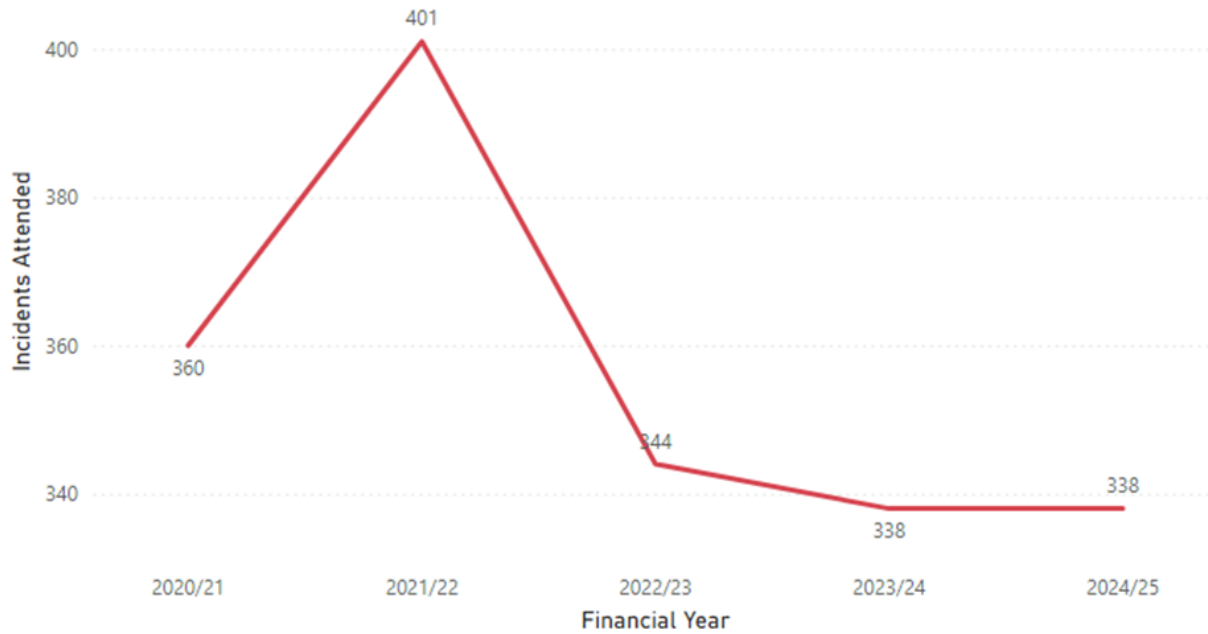
5   Main cause of accidental dwelling fires

There were numerous main causes of ADFs during the financial year. Those which have shown a rise this quarter could be associated with the cost of living crisis, and the costs now involved with heating homes.

Although the most common was 'Combustible articles too close to heat source (or fire)', this still showed a 9.2% decrease from 76 to **69.**

Other main causes which saw a reduction included:

- 'Cooking – other cooking' which showed a reduction of 3.2% from 62 to **60.**
- 'Fault in equipment or appliance' which showed a reduction of 24.4% from 41 to **31.**

Despite this, a few main causes saw a rise during this quarter. These included:

- 'Faulty fuel supply – electricity', which increased by 34.5% from 29 to **39.**
- 'Other', which increased by 22.7% from 22 to **27.**
- 'Negligent use of equipment or appliance (heat source)', which increased by 86.7% from 15 to **28.**
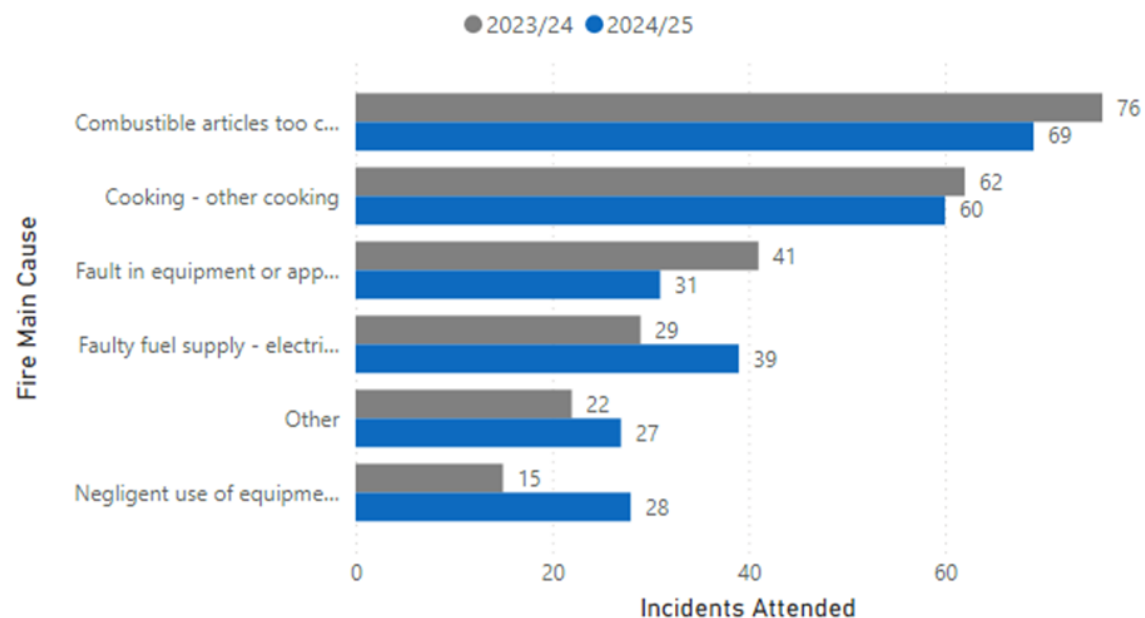
6   Fatalities and Casualties from Accidental Fires in Dwellings

A total of **68** people sustained injuries at the **53** ADFs where an injury of any form was recorded. **Two** fatalities were recorded during the period.

The number of people injured (including fatalities) as a consequence of an ADF has decreased 2.9%. The number of ADFs where an injury was recorded has also decreased by 5.4%.
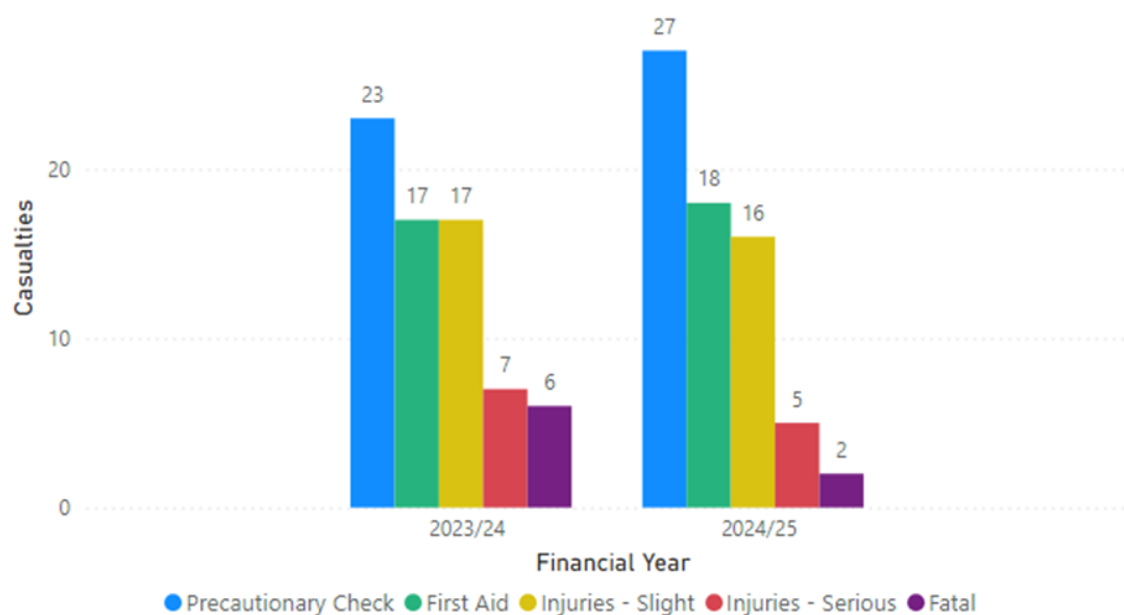
Of the **68** casualties, **52** (76.5%) were 'Overcome by gas, smoke or toxic fumes; asphyxiation', **five** sustained slight burn injuries, **three** sustained severe burn injuries, **two** had 'Breathing difficulties (other than 'overcome by gas, smoke or toxic fumes; asphyxiation)', **two** had a 'Combination of burns and overcome by gas/smoke', and **another** suffered from 'Shock/Anaphylactic shock'. The **one** other casualty's injury type was recorded as 'Other'.
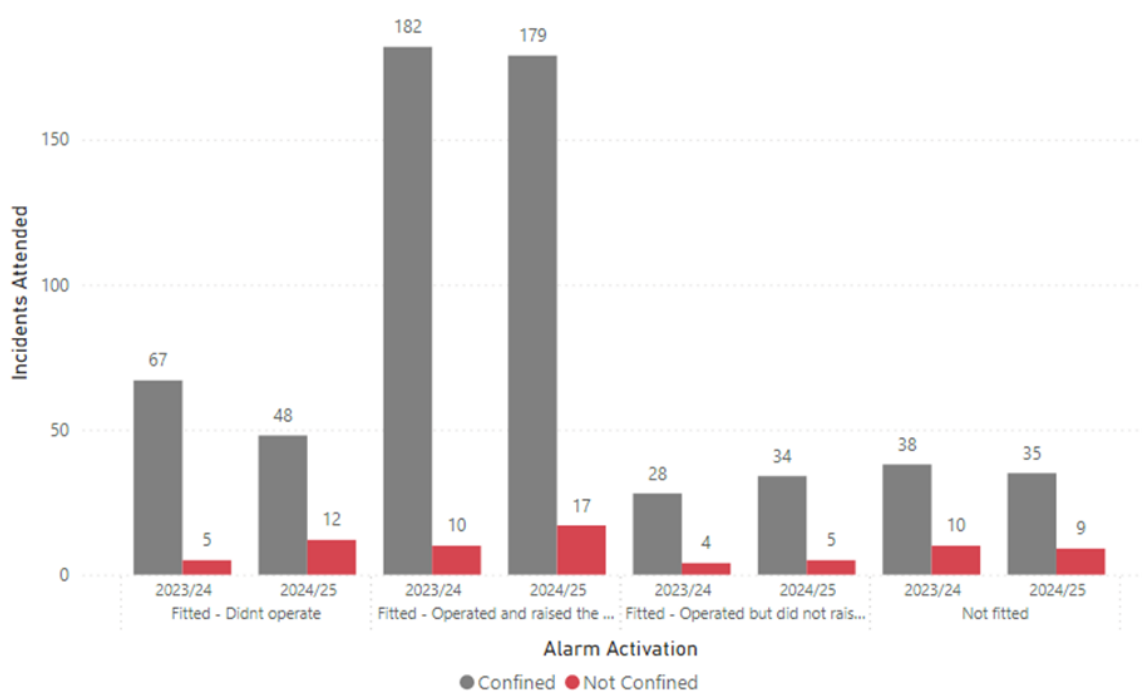
7   Smoke Detectors – Accidental Dwelling Fires

Detectors: smoke/heat detectors were present at **295** (87.3%) accidental dwelling fires attended.

Alarms operated and raised the alarm at **196** (58.0%) ADFs.

Alarms were not fitted at **44** of the ADFs attended.

Of the 338 ADFs attended, **295** were confined to the room of origin, and **43** were not confined.

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

Wholetime and Day Crewed stations undertake one hour's prevention activity using Exeter data (data shared by the NHS) to target households where occupiers aged 65+ years live. Different coloured dots on a map indicate 65+, 75+ and 80+ years old. This enables crews to deliver SAWCs to age groups which may be more at risk from fire.

Hot spotting activities are undertaken after incidents which results in different levels of post incident response.

The Campaign Steering Group (CSG) continues to work with the Corporate Communications team to proactively promote fire, road, and water safety across all media platforms.

Educational Visits to Schools in Q4

Latest school figures Q4 – January 1, 2025 – 31 March 2025

- Primary Schools Visited = **17**
- Pupils = **1,113**

- Crucial Crew = **2**
- Pupils = **400**

- Station Visit = **1**
- Pupils = **20**

- Playgroup = **1**
- Pupils = **15**

Phoenix

- Five courses with **57** attendees.

Fire Setter Interventions

- **18** Firesafe sessions delivered by DangerPoint

- During the financial year, a total of **six** Fire Awareness Child Education (FACE) referrals were received.
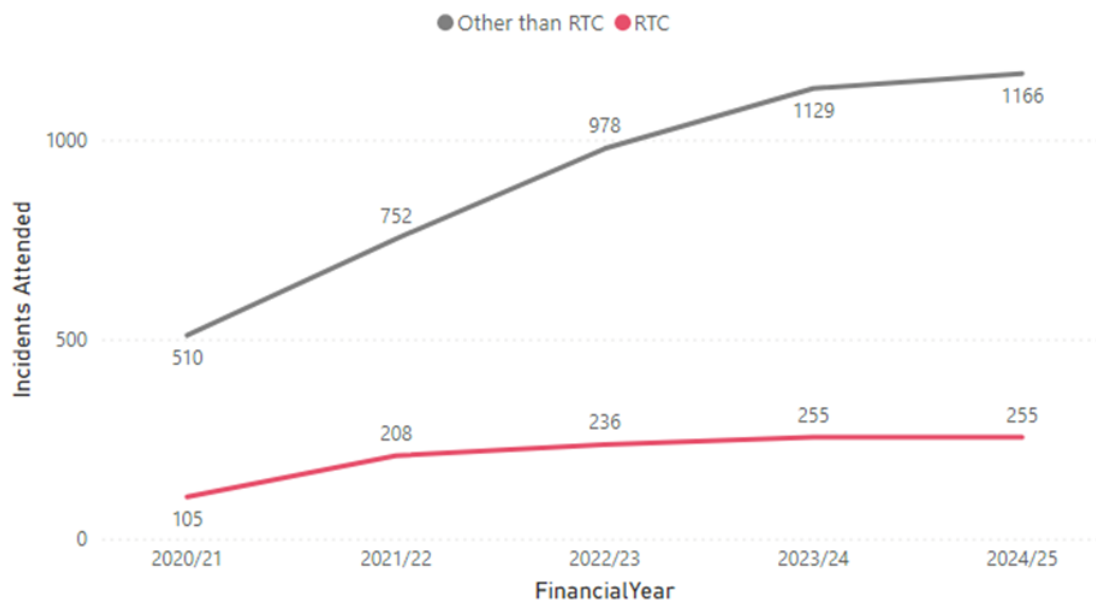
DangerPoint

6,414 young people attended through the Home Safety scenario up to the end of quarter four.

8   Special Service Calls (SSCs)

A total of **1,421** special service calls (including Road Traffic Collisions (RTCs)) were attended. This is an increase of 2.7%.

The number of RTCs attended remained the same as last year with **255** attended.

Other than RTC categories which saw the largest **increase** in attendances included:

- **531** 'Assist other agencies' incidents – an increase of 10.4% from 481.
- **92** 'Other rescue/release of persons' incidents – an increase of 27.8% from 72.
- **78** 'Lift Release' incidents – an increase of 62.5% from 48.

Despite this, other categories saw a **decrease** in the number of incidents attended. These included:

- **76** 'Flooding' incidents – a decrease of 35.6% from 118.
- **77** 'Effecting entry/exit' incidents – a decrease of 29.4% from 109.

Actions taken to date:

Operation Ugain

During quarter four, the roadside safety presentation was delivered to **169** people who were caught driving over the 20mph speed limit. The year to date, the figure is now **3,183**.

Olivia's Story

Olivia's Story was delivered throughout quarter four to **800** 16 to 25 year olds.

Olivia's Story continues to be delivered by the Fire Safety Watch Managers and remains current and extremely impactive. Sessions are often supported by North Wales Police.

9   Safe and Well Checks

A total of **20,021** SAWCs were completed, of which:

- **5,089** (25.4%) were High priority, with **2,689** (52.8% of high priority checks completed) coming from a partner agency.
- **4,310** (21.5%) were Medium priority, with **426** (9.9% of medium priority checks completed) coming from a partner agency.
- **10,622** (53.1%) were Low priority, with **606** (5.7% of low priority checks completed) coming from a partner agency.

A total of **3,721** SAWCs completed were referred to the Service from an Agency – this equates to 18.6% of SAWCs completed.

Whilst there has been a **0.8%** increase in the number of SAWCs completed compared with the same period last year, there has been a **15.6%** decrease in the number of high priority SAWCs completed. This is the second lowest number of high priority checks conducted during the last five financial years. There has also been a **4.0%** decrease in the number of low priority SAWCs completed.

Despite this however, it goes without saying that all SAWCs completed are valuable, and the total of medium priority checks has grown **55.8%** compared with the same period last year. This is the highest number of medium checks recorded in the last five years.
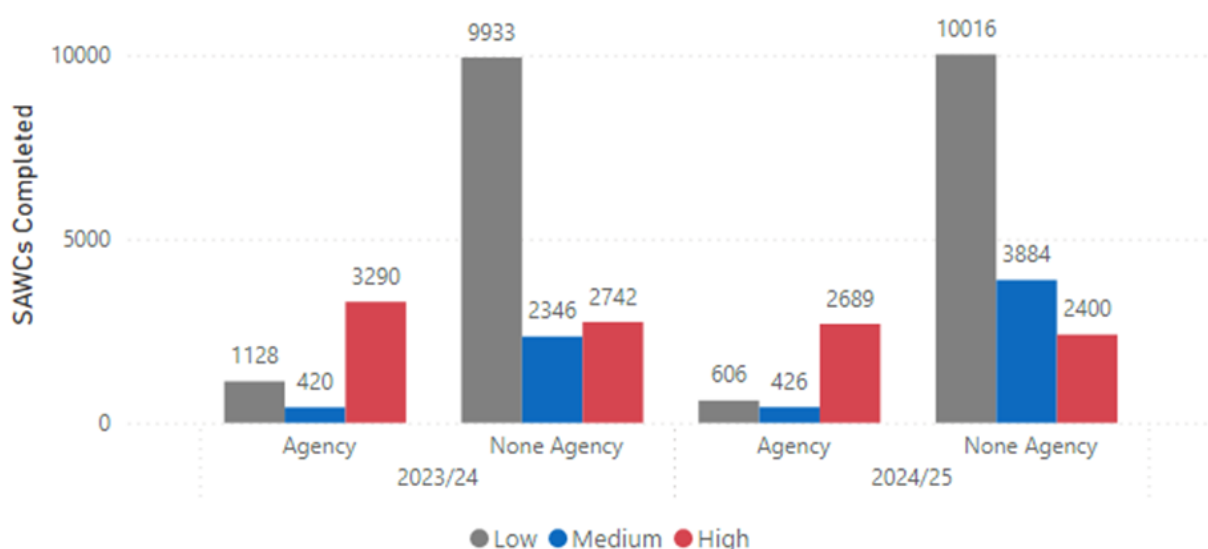
Actions taken to date:

Members of the Prevention team have been attending Wholetime Duty and Day Crewed Duty stations, and have started to join the duty Watches' daily prevention allocated activity. This will assisit in the sharing of information and help promote best practice, and has enabled quality assurance to take place on the standard of SAWCs, as well as on the information issued.

Prevention staff continued with engagement sessions with external partners to help ensure we receive only the most targetted referrals for SAWCs. Examples of those engaged with during quarter four include, CHMT at Ysbyty Alltwen, Adult Social Services, Occupational Therpaists, housing associations, and North Wales Police's project "Clear Hold Build".

Development of our prevention staff continues in line with the Department Objectives with at least 2 x 30 mins sessions each month using both external and internal providers. Training has included Ask & Act, Equality Diversity and Inclusion, and De-escalation training.

During this reporting period, the completion rate for high-priority Safe and Well Checks (SAWCs) has declined due to a combination of operational and strategic factors. The Prevention Team has been operating with reduced capacity following the absence of one Home Safety Support Worker and the temporary promotion of another to cover a Partnership Manager role. This has placed additional strain on remaining resources.

In parallel, we have worked closely with partner agencies to improve the quality of high-risk referrals. This strategic decision was made to ensure that referrals are both suitable and sufficient, avoiding an influx of low-quality referrals that could compromise our ability to prioritise effectively. By focusing on quality over quantity, we aim to ensure that visits are conducted within the 28-day target period and are meaningful in terms of risk reduction.

Additionally, we are collaborating with operational crews to review and improve how SAWCs are scored. This includes ongoing training and support to ensure consistency and accuracy in risk assessment. We have also transitioned to using Exeter data, which enables us to better target individuals aged 65 and over, those most vulnerable to fire risk.

These measures are part of a broader effort to enhance the effectiveness and impact of our prevention work, and we anticipate improvements in performance as staffing stabilises and training initiatives take effect.

Further Actions:

From Q1 2025/26, watches will increase to two hours prevention activity per pump per day shift.

Our Protection Principle

10   False Alarms

A total of **3,263** false alarms have been attended, which is an increase of 12.4%. This total is inclusive of false alarms attended across all property types.

A rise has been recorded across all false alarm categories, with a 12.4% increase in Fire alarm due to apparatus (1,712 to **1,924**), a 60.0% rise in Malcious False Alarms (40 to **64**), and a 10.7% increase in Good Intent False Alarms (1,152 to **1,275**). All false alarm categoires are now at their highest levels compared with the last five years.
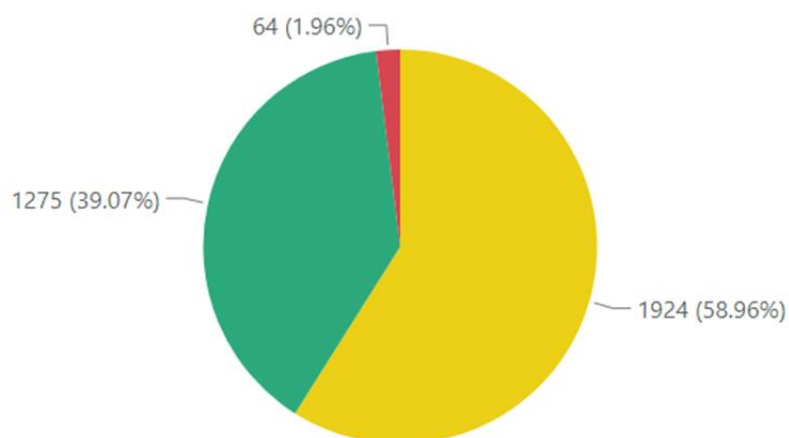
- Fire alarm due to Apparatus ● Good Intent false alarm ● Malicious False Alarm

Guidance continues to be provided Control's Watches by the Control Management Team on the practices that need to be adhered to when recording the category of false alarm.

- Fire alarm due to Apparatus ● Good Intent false alarm ● Malicious False Alarm
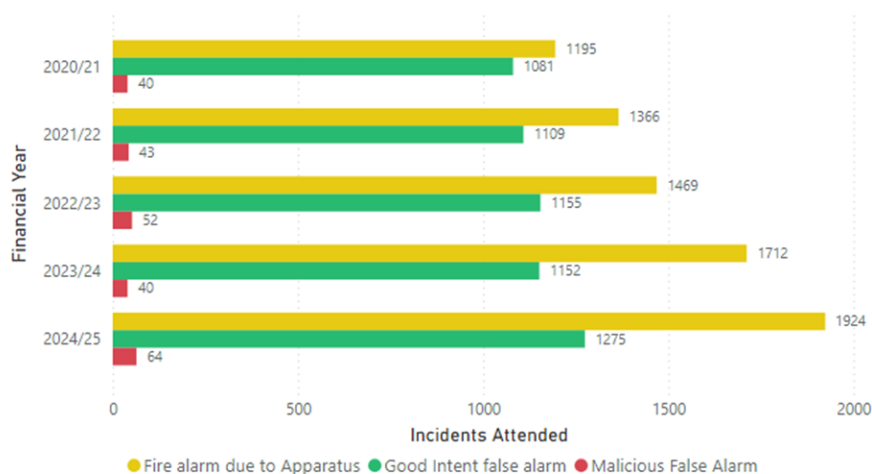
## 11 Commercial Automatic Fire Alarm (AFA) calls

1,908 Commercial AFA calls were received during the reporting period, which is the highest number of calls received during the last five years. Despite this however, only 0.8% were attended **(15)**.

Despite **15** Commercial AFAs being attended, it has been confirmed that some of these were due to the addresses being exempt from the procedure as they were a risk site, and pre-agreed as exempt. There was also one that was thought to be domestic, however en route it became apparent that it was commercial.
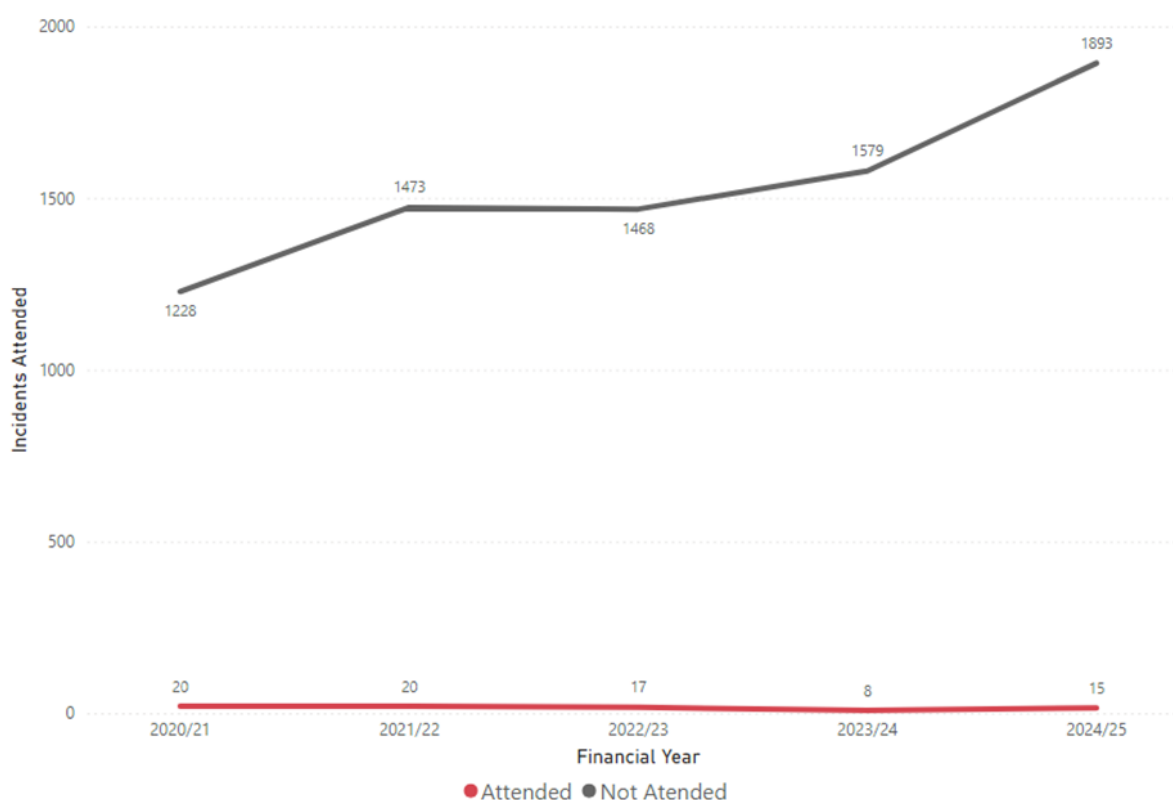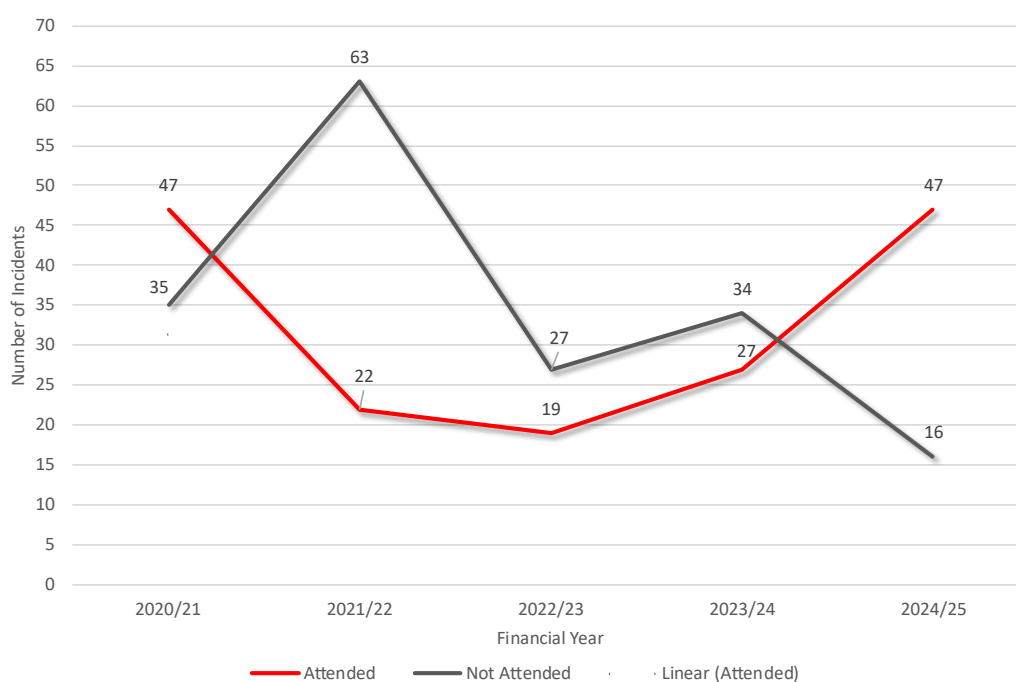
12 Hospital AFA calls

360 Hospital AFA calls were received, which is a reduction of 27.4% and the lowest number of hospital AFA calls received in the last five years. **131** were attended, a reduction of 37.0% from 208.
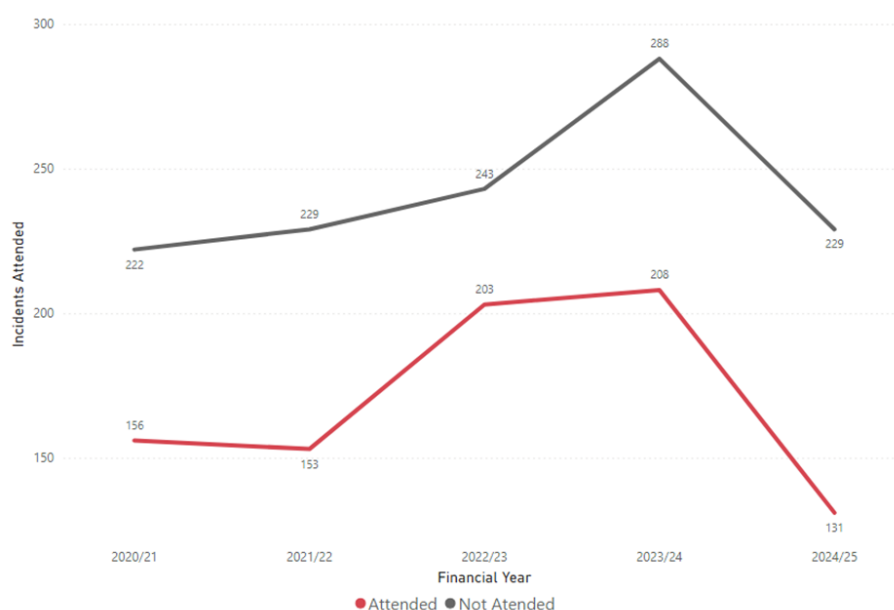
13   HMP Berwyn

63 primary fires were started deliberately at HMP Berwyn, and of these **47** were attended - this is 74.1% more than last year.

Actions taken to date:

Hospitals

Hospital AFA calls have reduced significantly in the last 12 months, with collaboration between NWFRS and BCUHB in relation to managing false alarms at the forefront of that reduction. NWFRS will endeavour to attend any fire incident to assist with compliance with the RR(FS)O and the reduction in further incidents. Feedback is sought by both parties following incidents of note on working practices and ensuring procedures are adhered to. Regular meetings are taking place, and a programmed audit process is in discussion.

HMP Berwyn

HMP Berwyn continues to rise in the number of incidents we have there. We are engaging with the Crown inspector for HM Prisons on a regular basis and will be assisting him in his inspection programme at HMP Berwyn in late May 2025. The incidents are predominately vape based, with the dismantling of those devices and utilising the battery as an ignition source. During meetings we are trying to address this situation and ignition source by looking at alternatives with the Crown Inspector and assisting him in his research into this problem. Incidents are unlikely to reduce in the short term due to this issue.

Rising Automatic AFA incidents

North Wales Fire and Rescue Service (NWFRS) has observed a sustained increase in Automatic Fire Alarm (AFA) incidents over recent years, with a 56.8% rise in total AFA calls across all property types from 2020/21 to 2024/25. A significant proportion of these calls originate from dwellings, particularly those monitored by careline providers such as Galw Gofal and Delta Wellbeing.

This trend presents both operational and strategic challenges. While many of these calls are ultimately deemed false alarms, often triggered by cooking smoke, equipment faults, or environmental factors such as steam, they still require a full emergency response, diverting resources from genuine emergencies and prevention work.

To address this, NWFRS is taking a multi-pronged approach:

- Data-Driven Analysis: We are closely monitoring trends in AFA activations, with a focus on high-frequency sources such as careline-monitored dwellings. This includes detailed breakdowns by provider and region (e.g., Flintshire and Wrexham).
- Partnership Engagement: We continue to work collaboratively with careline providers to ensure only essential calls are transferred to

NWFRS. Delta Wellbeing, for example, maintains a low transfer rate despite a growing client base, demonstrating effective triage protocols.

- Targeted Prevention: By identifying common causes—such as cooking smoke and faulty equipment—we are developing targeted prevention messaging and interventions for vulnerable residents.

- Operational Efficiency: We are reviewing our response protocols and exploring opportunities to reduce unnecessary mobilisations without compromising safety, particularly in low-risk scenarios.

- Public Education and Training: We are enhancing public awareness around common false alarm triggers and working with residents and care providers to reduce avoidable activations.

Our Response Principle

14   RDS Station Availability

The below table shows the average pump availability for all RDS Stations between 06:00 and 18:00. The availability is broken down by month, showing the respective weekday and weekend/bank holiday availability.
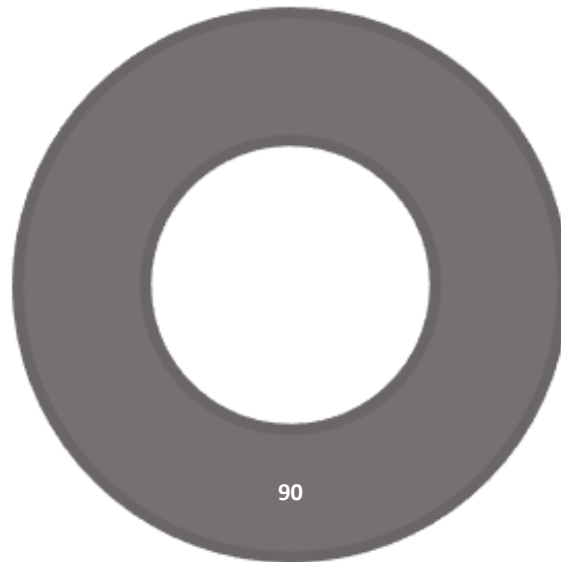
The table is representative of all RDS watches that are not based at wholetime or day crewed stations.

Average of RDS Stations Availability 06:00-18:00											
Day/Month	**April**	**May**	**June**	**July**	**August**	**September**	**October**	**November**	**December**	**January**	**February**	**March**
Weekday	5	4	4	5	4	4	4	5	6	7	6	6
Weekend (incl. Bank Holiday)	12	13	11	11	11	10	11	12	14	15	14	12
Overall Average	**7**	**7**	**6**	**6**	**7**	**6**	**6**	**7**	**9**	**9**	**8**	**8**

N.B. Availabilities have been rounded down to the nearest whole number.

15   Planned 18 Pump Availability

90

Number of Days Planned Availability Achieved	
100% Pump Availability Met	
Weekday	63
Weekend/Bank Holiday	27
100% Pump Availability Not Met	
N/A	0

16   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. Work is currently being undertaken by the Home Office and FRSs across the UK to integrate these technologies into their new incident recording system, the Fire and Rescue Data Platform (FaRDaP), with a view of this data being captured from the start of Q2 in 2025/26. Incidents recorded before this period will still need to be extracted using key word searches.

The below table summarises attended incidents relating to emerging technologies. This data covers the period of January 2025 to March 2025 and includes all incident categories.
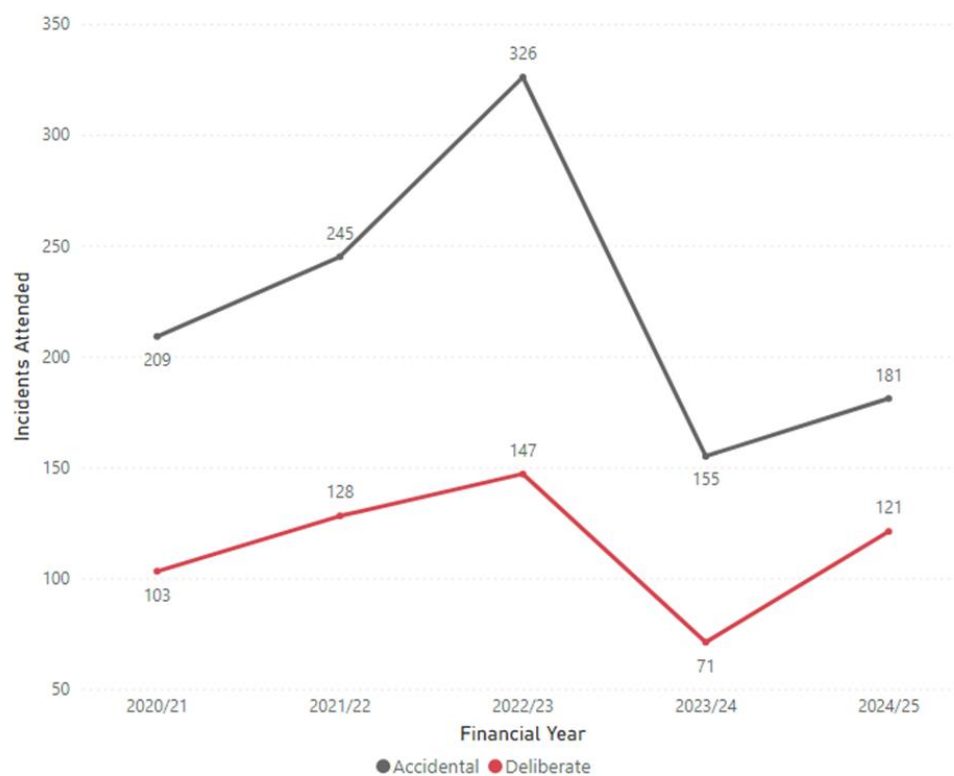

N.B. In some cases, the cause has been assumed rather than confirmed due to the nature of the incident.

Our Environment Principle

17 Grassland, woodland and crop fires

302 Grassland, woodland and crop fires were recorded, a 33.6% increase from 226. Despite the increase, the total incidents attended is still 15.4% below the three-year average of 357.

18   Wildfires

43 wildfires were attended, an increase of 207.1%, and 53.6% above the three-year average of 28. As a result, the time spent monitoring wildfire incidents increased to over 654 hours, compared with just over 479 hours during the same period of the previous year.
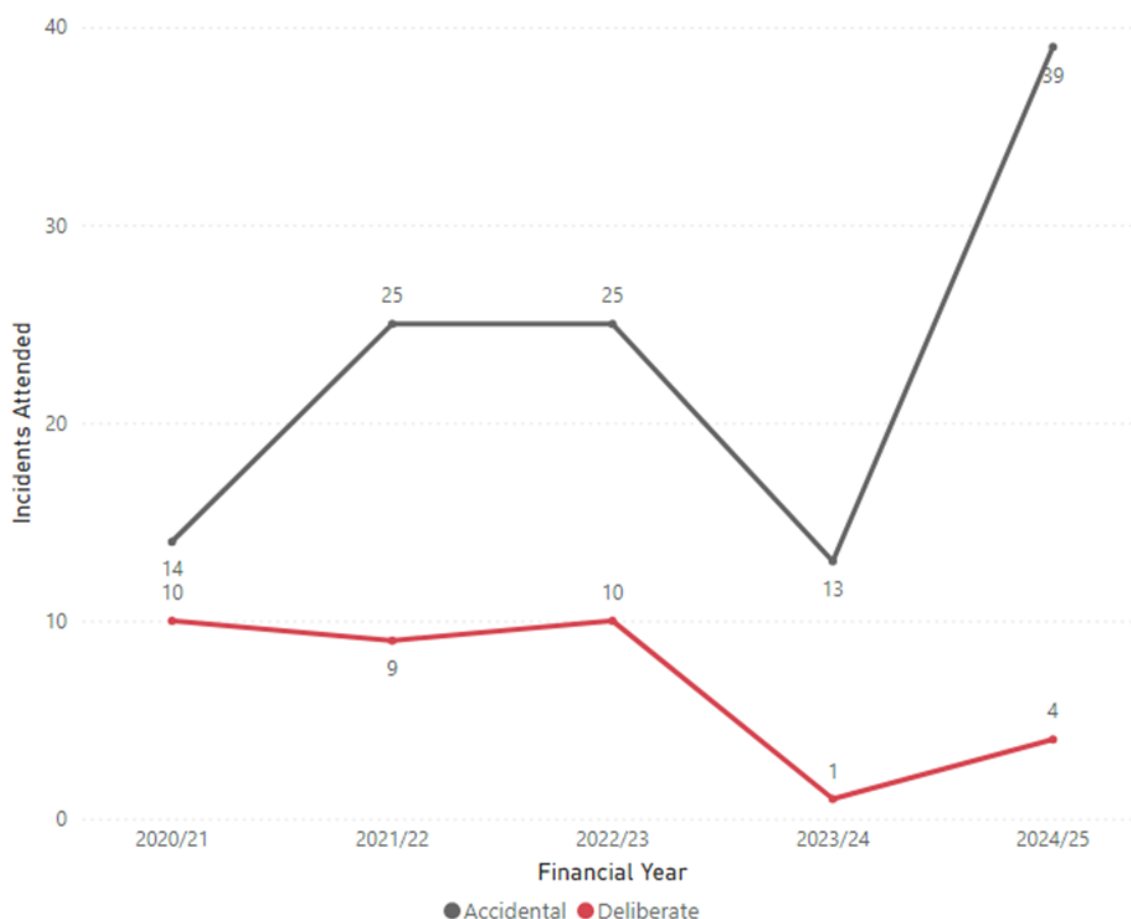
19   Flooding

There were **76** flooding incidents attended, a 35.6% decrease from 118, and three less incidents than the 3-year average of 79.
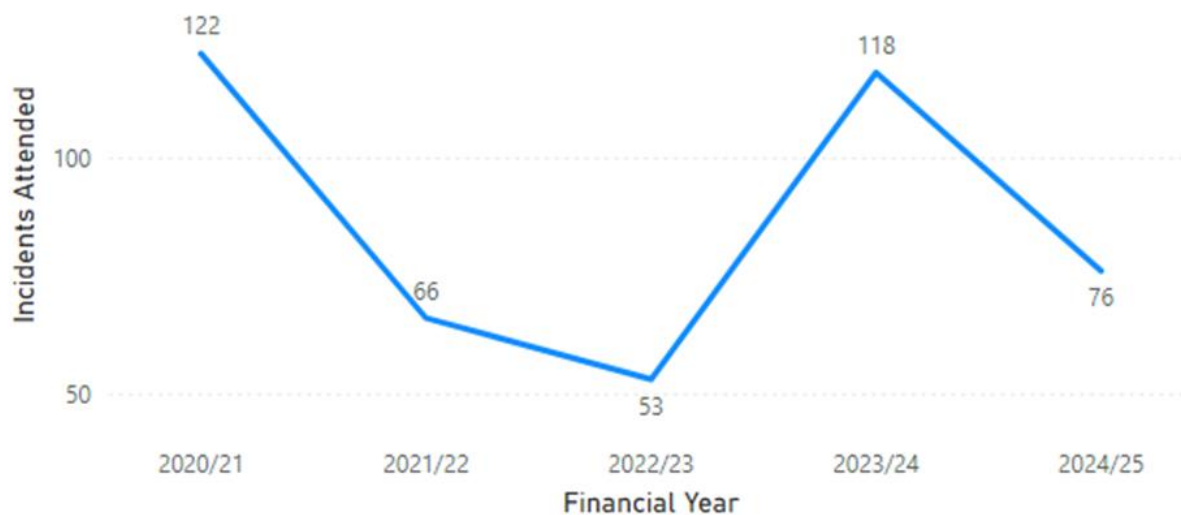
Advice was given at **34** incidents, whilst **15** incidents were attended to make the scene safe.

Glossary

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary Fires	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. 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.
Secondary Fires	Secondary fires are fires that are neither chimney fires nor primary fires. Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances. 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.
Chimney Fires	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. Chimney fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.
Special Service Incidents	These are non-fire incidents which require the attendance of an appliance or officer and include: 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)	Where the FRS attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed. 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.

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.