

Report to	Executive Panel	
Date	19 June 2023	
Lead Officer	Stewart Forshaw, Deputy Chief Fire Officer, (Corporate Policy and Planning)	
Subject	Performance Monitoring: Apr 2022 – Mar 2023	

Purpose of Report

- 1 To provide information about incident activity during the 2022/23 financial year; performance in relation to North Wales Fire and Rescue Authority's (the Authority) improvement and well-being objectives; and other notable incident activity.

Executive Summary

- 2 During the 2022/23 financial year, North Wales Fire and Rescue Service (the Service) attended 5,894 emergency incidents. This is an increase of 10.1% compared with the 2021/22 financial year (5,354).
- 3 Attendances at non-fire emergencies, which are classified as Special Service Calls (SSCs), increased 26.3% to 1,210. This follows a change in policy during 2021/22 regarding attendance at SSCs, to provide more assistance to the public and partner agencies, whilst at the same time increasing the visibility of the Service in the community.
- 4 The number of accidental fires in the home (ADFs) attended during the financial year declined to 344, compared to 399 during 2021/22. I am pleased to report that no accidental deaths in dwelling fires occurred during the financial year, and that there was also a reduction in the number of serious injuries, from 5 to 3, compared to 2021/22. The Service continued to deliver fire prevention interventions and initiatives to support fire safety in the homes and communities of North Wales.
- 5 Wildfires continued to be an area of focus for the Service, which can be a result of extreme weather events linked to climate change, and is an area of growth in the UK in comparison to the reduction of house fires during the past decade. Wildfires can be particularly challenging incidents for the Service to deal with because of their erratic nature, potential size, scale, and intensity, and because of the rural and rural-urban interface environments in which they tend to occur.

- 6 As defined by the National Fire Chiefs Council (NFCC), a wildfire is a grassland, woodland or crop fire that:
1. involves a geographical area of at least one hectare (10,000 square metres or 100m x 100m);
 2. has a sustained flame length of more than 1.5 metres;
 3. requires a committed resource of at least 4 fire and rescue appliances/resources;
 4. requires resources to be committed for at least 6 hours; and/or
 5. presents a serious threat to life, environment, property, and infrastructure.
- 7 During the 2022/23 financial year, there was a slight increase to 55 in the number of wildfires that were attended by a combined total of 359 vehicles for over 1,108 hours.
- 8 There were 2,673 False Alarms attended during the financial year, an increase of 6.2% on the previous financial year. This was due to an 9.7% increase in attendances at fire alarms due to apparatus (AFAs) from 1,398 to 1,534, and to malicious false alarms from 43 to 52 (20.9%). The Service received 1,485 Commercial AFA calls, of which 17 (1.1%) were attended and 1,468 (98.9%) were not attended. In addition, 446 hospital AFA calls were received, of which 203 (45.5%) were attended and 243 (54.5%) were not attended.
- 9 The changes to our attendance policy to incidents at HMP Berwyn implemented during the pandemic, and the fire safety advice delivered during 2022/23, resulted in a reduction of fires attended at the prison to 19 from 22 during 2021/22.
- 10 Fire crews' availability performance in accordance with the 20 stations availability target increased 3.5% to 324 days (88.8%) compared with 313 days (85.8%) in the previous financial year.

Recommendation

- 11 That Members:
- i) note the content of the Performance Monitoring Report.

Information

- 12 **All Incidents**
- The upward trend in the number of incidents attended continued, with 10.1% more incidents attended during the financial year, 5,894 compared with 5,354 in the previous financial year. The main contributor to the increase was Special Service Calls which increased by 26.3%.

- 13 **Fires**
Fires attended during the financial year increased 7.0% to 2,011 compared with 1,879 during 2021/22.
- 14 **Grassland, Woodland and Crop Fires**
Grassland, Woodland and Crop fires increased 26.5% to 472 from 373 during 2021/22. Secondary accidental grassland, woodland and crop fires increased to 306 from 234, with 'Grassland, Pasture, Grazing etc.' and 'Heathland or Moorland' fires being the main contributors, increasing from 68 to 94 and 81 to 107 respectively. Increases were also recorded in 'Tree Scrub - includes single trees not in garden' (20 to 31); 'Hedge' (17 to 29) and 'Straw/stubble burning' (1 to 9).
- 15 Secondary Deliberate Grassland, woodland and crop fires increased 15.2% from 125 to 144. Whilst the main contributors to the increase were 'Grassland, Pasture, Grazing etc.' (47 to 64) and 'Tree Scrub - includes single trees not in garden' (15 to 24), "Heathland or moorland" fires reduced from 40 to 27.
- 16 **Wildfires**
During the 2022/23 financial year, although there was an increase in attendance at wildfires to 55 from 52 in the previous financial year, 359 vehicles attended compared to 410. The time spent at scene declined to 1,108 hours, compared to 1,560 hours during the previous financial year.
- 17 **Primary Fires**
Primary fires declined 3.0% from 880 to 854 compared with the same period of 2021/22 and were 3.4% below the 3-year average of 884. Although accidental primary fires decreased 3.5% from 737 to 711 on the back of a reduction in accidental primary dwelling fires, accidental primary fires were 2.0% above the 3-year average of 697. The number of deliberate primary fires were unchanged at 143 compared to the previous financial year and were 23.5% below the 3-year average of 187.
- 18 **Secondary Fires**
Secondary fires, which were 23.2% above the 3-year average of 842, increased 18.0% from 879 to 1,037, due to a 20.2% increase in accidental secondary fires (550 to 661). Whilst increases were recorded in 'Grassland, woodland and crops' (234 to 306) and 'Other outdoors (including land)' (149 to 205), there was a reduction in 'Outdoor structures' (140 to 115). Deliberate secondary fires increased 14.3% (329 to 376), wherein 'Grassland, woodland and crops' and 'Other outdoors (including land)' increased 15.2% (125 to 144) and 23.0% (126 to 155) respectively.

- 19 **Chimney Fires**
Chimney fires, which were unchanged at 120 compared with the previous financial year, have decreased 17.2% compared with the same period in 2018/19 (145) and were 14.9% below the 3-year average of 141.
- 20 **Accidental Dwelling Fires (ADFs)**
The Service attended 13.8% fewer ADFs - 344 compared with 399 during the 2021/22 financial year. ADF's in 'House - Single Occupancy' and 'Bungalow - Single Occupancy' led the decrease from 234 to 198 and from 62 to 40 respectively. The main causes of fire at the ADFs were 'Cooking – other cooking', 'Combustible Articles too Close to Heat Source (or fire)'; 'Faulty fuel supply – electricity' and 'Cooking – Chip Pan/Deep Pan Fryer' which decreased from 80 to 78, 89 to 63; 41 to 34 and 26 to 10 respectively. There was however an increase in 'Overheating, Unknown Cause' from 12 to 20.
- 21 **Fatalities/Casualties in ADFs**
There were no fatalities in ADFs during the financial year compared with 5 during 2021/22. The number of casualties in ADFs decreased from 113 to 71, with 3 people sustaining serious injuries compared to 5 during 2021/22.
- 22 **Smoke Detectors – ADF's**
Smoke/heat detectors were present at the majority of accidental fires in dwellings during the financial year (87.2%). ADF's where a smoke/heat detector was fitted, operated and raised the alarm, reduced from 190 to 176.
- 23 Where a smoke/heat detector was fitted - operated but did not raise the alarm, incidents reduced from 78 to 43.
- 24 ADF's where no detector was fitted decreased from 50 to 44, and where a detector was fitted and did not operate, the number of incidents remained unchanged at 81.
- 25 **Deliberate Primary Fires in Non-Residential Buildings**
Deliberate primary fires in non-residential buildings declined from 54 to 48, with 19 occurring at HMP Berwyn.
- 26 **False Alarms**
The upward trend in false alarms continued with the Service attending 2,673 false alarms – 6.2% more than in the same period of 2021/22 (2,517), and 12.8% more than the 3-year average of 2,369. Those originating from AFA systems increased 9.7% from 1,398 to 1,534 and represented 57.4% of false alarm attendances.

- 27 **Non-Residential Automatic Fire Alarms (AFA)**
Non-Residential AFAs increased 27.0%, from 200 to 254 mainly due to 'Hospitals and Medical Care' which increased from 134 to 186. The main causes of activation in Non-Residential AFAs were 'Faulty' (85 to 95); 'Accidentally/carelessly set off' (35 to 40); 'Other' (10 to 18) and 'Chemicals/aerosols' (10 to 19).
- 28 **Other-Residential AFAs**
There was a 16.5% increase in 'Other-Residential' AFAs from 97 to 113, with 'Nurses'/Doctors' Accommodation' and 'Hotel/motel' increasing from 9 to 25 and 15 to 23 respectively. 'Student Hall of Residence' and 'Residential Home' however, decreased from 32 to 20 and 23 to 15 respectively. Although the main causes of activation in 'Other-Residential' was 'Cooking/burnt toast', with a slight increase from 27 to 30, 'Steam' and 'Other' increased from 4 to 9 and from 3 to 7 respectively. There was however a decrease in 'Faulty' from 31 to 26.
- 29 **Dwelling AFAs**
AFAs in Dwellings continued on an upward trend, increasing by 5.8% from 1,100 to 1,165, with 'House – Single Occupancy' being the lead contributor to the increase, rising from 278 to 338, followed by 'Bungalow – single occupancy' increasing from 300 to 340. Decreases were recorded in 'Purpose Built Flat/Maisonette – multiple occupancy' and 'Self-contained Sheltered Housing' from 393 to 361 and from 87 to 74 respectively.
- 30 Of the 1,165 Dwelling AFAs, 'Cooking/Burnt Toast' was the main cause of activation, increasing from 574 to 600. Slight increases were also recorded in 'Other' (58 to 69); 'Accidentally/Carelessly Set Off' (51 to 60); 'Water Intrusion' (2 to 14), and where no cause was determined (5 to 13).
- 31 **Good Intent False Alarms**
Good intent false alarms increased marginally by 1.0% from 1,076 to 1,087, due to increases in 'False Alarm – Property not found' (52 to 85).
- 32 'Other Outdoors (including land)' false alarms made with good intent decreased from 295 to 239 on the back of decreased 'Controlled burning' (262 to 215).
- 33 'Dwelling' good intent false alarms increased 8.0% from 399 to 431 due to increases in 'Other' and 'Other cooking', 199 to 210 and 52 to 86 respectively.
- 34 'Non-Residential' false alarms made with good intent increased from 74 to 83 due to increases in 'Other' (24 to 31), and 'Overheating Appliance' (1 to 9).

- 35 Good intent false alarms in 'Grassland, Woodland and Crops' decreased from 127 to 116, with 'Controlled burning' and 'Reported incident/Location not found' reducing from 95 to 88 and 22 to 16 respectively.
- 36 **Malicious False Alarms**
Malicious False Alarms saw an increase from 43 to 52 on the back of increased 'Dwelling' which increased from 21 to 36.
- 37 **Special Service Calls**
Special Service Calls increased 26.3% to 1,210 from 958 during the previous financial year and were 63.5% above the 3-year average of 740. This can be attributed to the change in policy aimed at increasing the presence of the fire service in the community when needed.
- 38 'Other than RTC' increased 30.1% (751 to 977). The main contributor to the increase was 'Assist Other Agencies' which increased 36.3% (226 to 355). Increases were also recorded in 'Effecting entry/exit' (77 to 98); 'Lift Release' (75 to 87); 'Other Rescue/Release of Persons' (60 to 92); separating people from objects (70 to 80), 'Animal assistance incidents' (6 to 46), and 'No Action (not false alarm)' (52 to 80). There were decreases however, in 'Flooding' and 'Make Safe (not RTC)' from 66 to 53 and 49 to 17 respectively.
- 39 **Road Traffic Collisions (RTC) Incidents**
The Service attended 12.6% more RTCs (207 to 233), where 69 (29.6%) involved the extrication or release of persons. Where the Service was called upon to make a vehicle or scene safe, attendance increased 24.1% (83 to 103). Although the Service attended more RTCs, the percentage of RTCs which involved the release or extrication of persons was at its lowest level since 2018/19 (39.4%) and was also lower than the 3-year average of 36.2%.
- 40 **Safe and Well Checks (SAWCs)**
The Service completed 18,052 SAWCs of which 6,162 (34.1%) were High Priority SAWCs. Of the High Priority SAWCs, 3,487 (56.6%) were referrals from a partner agency.
- 41 **Station Performance**
Planned 20 station availability was achieved on 324 days (88.8%) compared with 313 (85.8%) in the previous financial year. This however is still lower than the 363 days (99.5%) achieved in 2018/19.

IMPLICATIONS

Well-being Objectives	Helps the Authority to monitor its performance against the improvement and well-being objectives in the Corporate Plan 2021-24.
Budget	Helps to highlight any potential impacts on budget due to unanticipated incident activity.
Legal	Assists the Authority with ensuring that there are sufficient resources to meet demand.
Staffing	No implication identified.
Equalities/Human Rights/ Welsh Language	No implication identified.
Risks	Not satisfying legal requirements to report on and monitor performance that may impact on the ability to ensure that there are sufficient resources to meet demand.

NORTH WALES FIRE AND RESCUE SERVICE



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

PERFORMANCE MONITORING REPORT

For the twelve months

April 2022 – March 2023

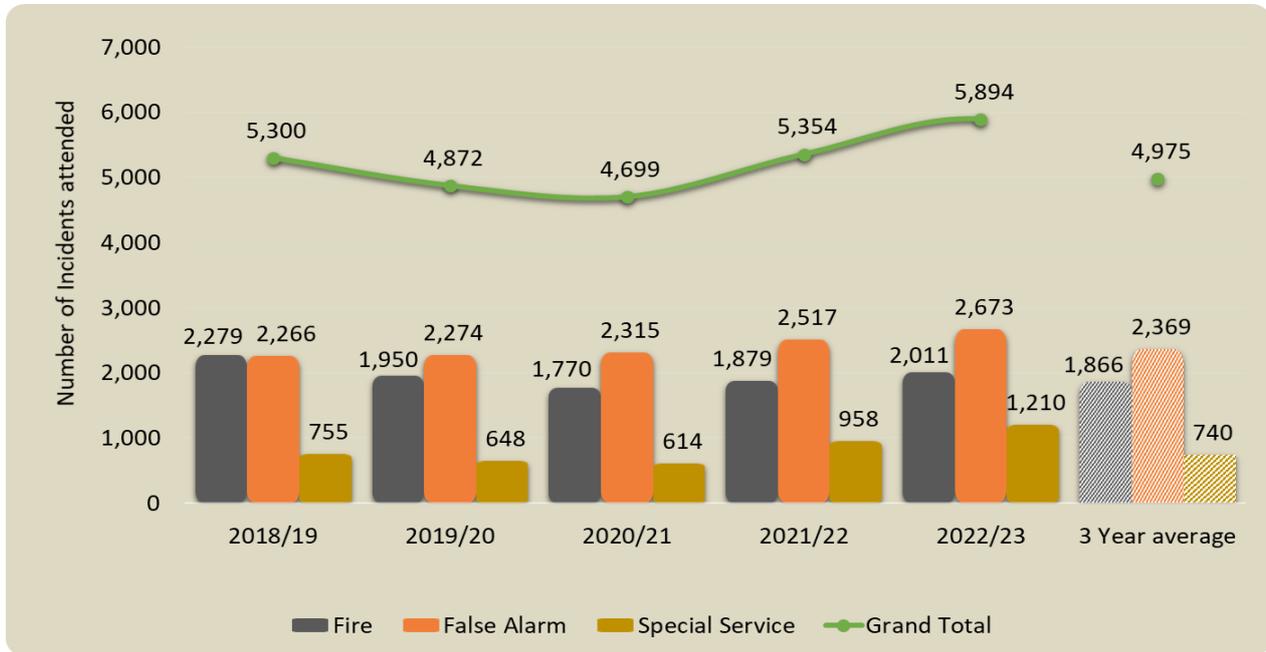
Figures are provisional and may be subject to minor amendment.

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1. All Incidents

1.1 During the 2022/23 financial year, the Service attended 5,894 emergency incidents and false alarms, a 10.1% increase on the previous financial year (5,354).



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Total incidents attended	2022-23	1,575	1,877	1,210	1,232	5,894	↑ 10.1%	4,975	↑ 18.5%
	2021-22	1,322	1,415	1,254	1,363	5,354			
Total fires	2022-23	577	719	337	378	2,011	↑ 7.0%	1,866	↑ 7.8%
	2021-22	575	480	347	477	1,879			
Total special service incidents	2022-23	327	371	267	245	1,210	↑ 26.3%	740	↑ 63.5%
	2021-22	152	233	315	258	958			
Total false alarms	2022-23	671	787	606	609	2,673	↑ 6.2%	2,369	↑ 12.8%
	2021-22	595	702	592	628	2,517			

*The final two columns show: the average of the 3-previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the 3-year average.

Narrative

Fires increase – The 7.0% increase in fires (from 1,879 to 2,011) can be attributed to the hot summer the UK and Wales was subject to, thus showing an increase of 145 incidents, a 7.8% increase over the 3-year average of 1,866.

AFA's (non-domestic) increase – We are aware of the increase in AFA's in non-domestic settings. These calls are predominately from BCUHB (numerous activation reasons). We continue to work with BCUHB in reducing these AFA activations. There is also an increase in domestic (dwelling) attendance to AFA's and this is referred to later in this report.

SSCs increase – The overall increase is due to a change in organisational policy in relation to attending SSCs; making crew more visible in the community.



2 Fires, by Category and Motive

- 2.1 A total of 2,011 fires were attended; a 7.0% increase from 1,879 in 2021/22.
- 2.2 **Primary fires** – There was a 3.0% decrease in primary fires, from 880 to 854 compared with the previous financial year and were 3.4% below the 3year average of 884.
- 2.3 **Secondary fires** – There was an 18.0% increase in secondary fires, from 879 to 1,037, and were 23.2% above the 3-year average of 842.
- 2.4 **Chimney fires** – The number of chimney fires remained unchanged at 120, the same as during the previous financial year, and were 14.9% below the 3-year average of 141.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Primary fires	2022-23	226	236	193	199	854	↓ 3.0%	884	↓ 3.4%
	2021-22	251	229	200	200	880			
Secondary fires	2022-23	332	476	100	129	1,037	↑ 18.0%	842	↑ 23.2%
	2021-22	293	244	110	232	879			
Chimney fires	2022-23	19	7	44	50	120	→ 0.0%	141	↓ 14.9%
	2021-22	31	7	37	45	120			

*The final two columns show: the average of the 3 previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the 3-year average.

Narrative

There was a year-on-year reduction in accidental primary fires. The reduction has been attributed to our ongoing prevention activities which are delivered during SAWCs and other engagements with the public.

The increase in both secondary accidental (from 550 to 661) and secondary deliberate (from 329 to 376) fires is attributed to the hot summer in the UK. In comparison, 2018/19 was also a very hot and dry summer in North Wales. Chimney Fires increased by 6 between Q3 and Q4 of the financial year. This is not unexpected following increases in utility fuel prices and the increased use of open and wood burning fires. NWFRS has been working with Scottish Power (SP) and other agencies regarding the provision of 'winter packs' to residents.

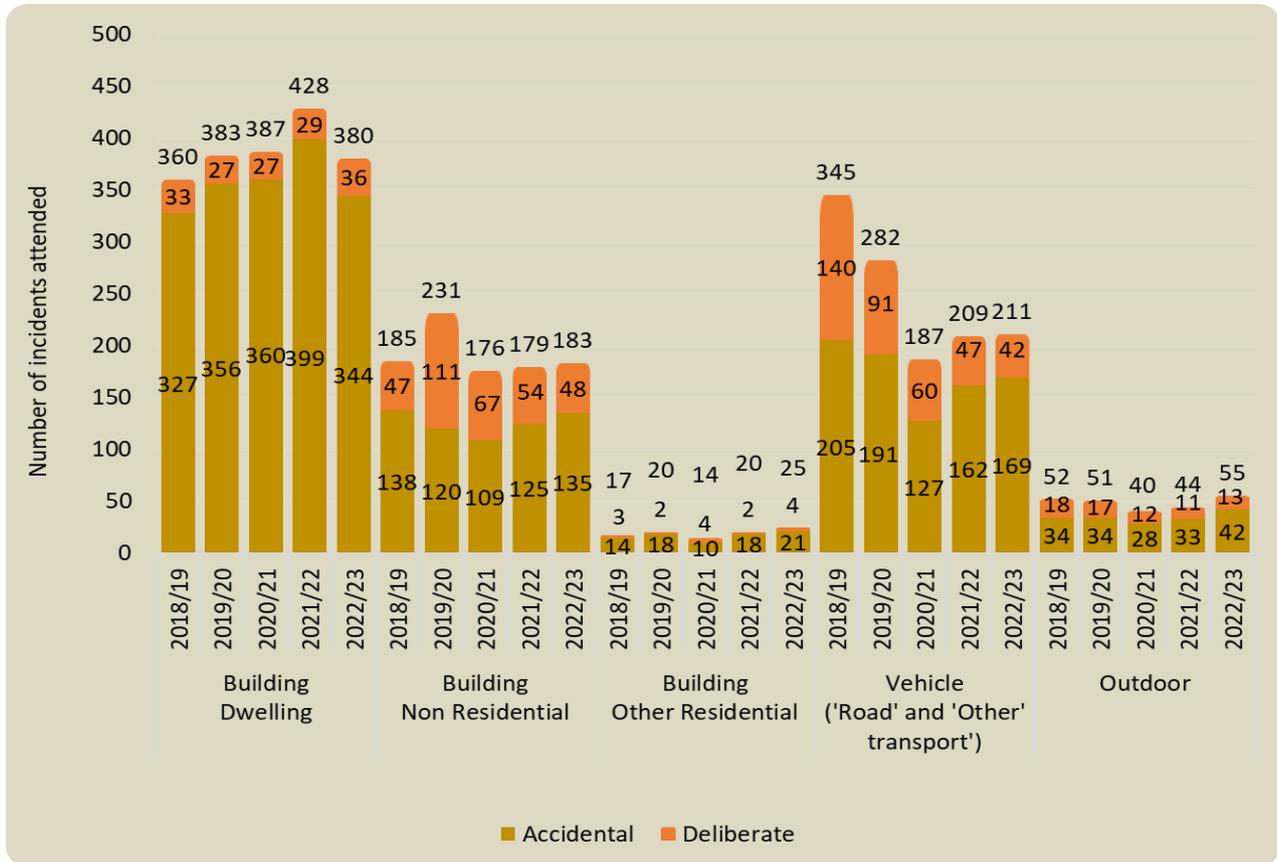
Actions taken to support communities and reduce fire events:

- 18,052 SAWCs have been delivered across North Wales in line with our current strategy;
- Work with strategic partners has continued, identifying potential risks to reduce deliberate fire incidents;
- Deliberate fire setting intervention schemes have been facilitated in-house and by DangerPoint;
- New Wales Wildfire Board has been established and the All Wales Wildfire Charter drafted to support the reduction in accidental and deliberate secondary fires;
- Prevention teams proactively attended farmers markets and agricultural shows including RWAS in July 2022 to raise the profile of impacts of Wildfires in North Wales;
- Campaign Steering Group (CSG) continued to work with Corporate Communications to proactively promote safety and Wildfire messaging across all media platforms;
- There was significant involvement with community Bonfire and Fireworks events across the service area.

3 Primary Fires, by Property Type and Motive



- 3.1 During the financial year, 48 primary fires were started deliberately at non-residential buildings, compared with 54 during 2021/22.
- 3.2 There were 19 deliberate fires at HMP Berwyn, compared with 22 in the previous financial year.



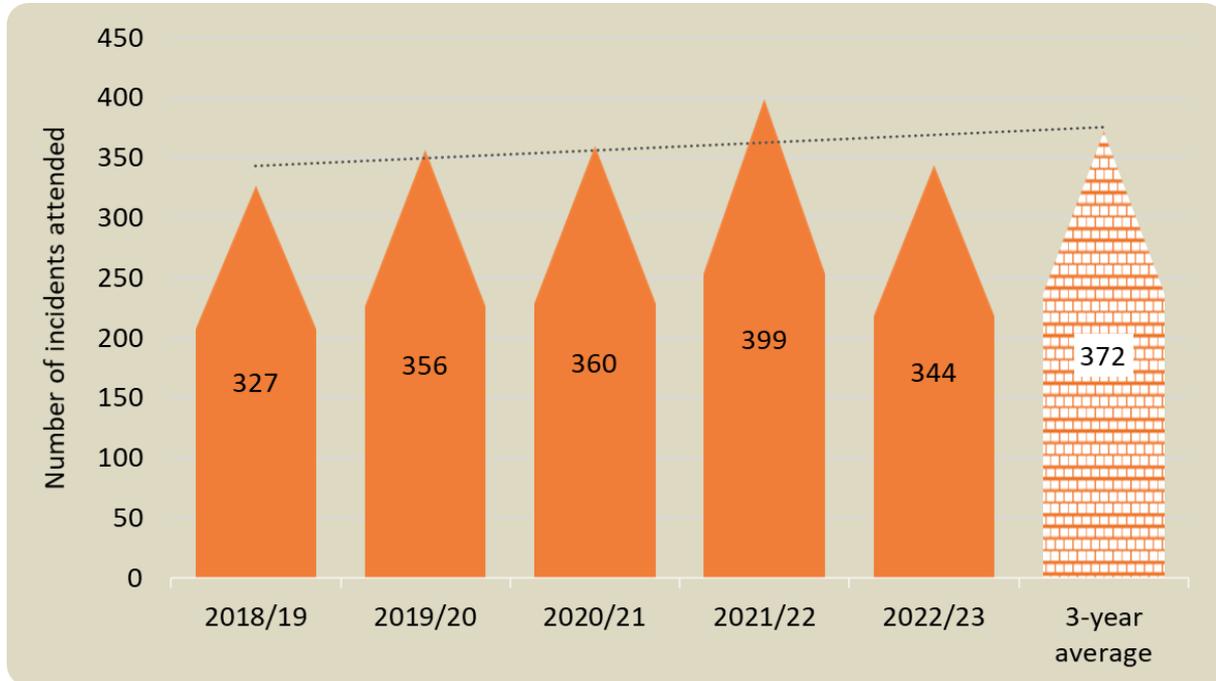
Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
All deliberate primary fires	2022-23	41	49	24	29	143	→ 0.0%	187	↓ 23.5%
	2021-22	40	42	31	30	143			
All accidental primary fires	2022-23	185	187	169	170	711	↓ 3.5%	697	↑ 2.0%
	2021-22	211	187	169	170	737			

*The final two columns show: the average of the 3 previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the 3-year average.



4 Accidental fires in dwellings

4.1 The Service attended 344 accidental dwelling fires during the reporting period, 55 (13.8%) less than during the previous financial year (399), and 7.5% below the 3-year average of 372.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Accidental fires in dwellings	2022-23	81	81	97	85	344	↓ 13.8%	372	↓ 7.5%
	2021-22	113	95	106	85	399			

*The final two columns show: the average of the 3 previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the 3-year average.

Narrative

- There was a 13.8% reduction in the number of ADFs (344 from 399) and were 7.5% lower than the 3-year average of 372.

Actions taken to support communities and reduce ADFs:

- Ongoing work with regional hoarding groups to identify people at risk;
- Referrals continue to be received from partner agencies, totalling 31.8% (5,733) of all SAWCs delivered;
- Partnership Managers have explored new relationships with external partners to identify those persons most vulnerable to fire;
- A joint venture between NWFRS, Bangor University, and Catrefi Conwy was undertaken where StoveGuards were fitted in student accommodation to reduce cooker fires;
- Station Open days were reinvigorated which generated SAWCs and gave extra opportunity to provide safety advice;
- Local and national (Wales & NFCC) campaigns have been supported in line with our own Campaign Steering Group (CSG) calendar;
- Locally run and targeted outreach days have continued to be supported by external agencies. Areas are leafleted by Prevention teams who then return to provide SAWCs (Crews and HSSWs);
- Cost of Living 'drop in' campaign took place in Rhyl providing Prevention teams with the opportunity to give further safety advice;
- Proactive hot spotting campaigns following significant incidents produced SAWC referrals and community reassurance following incidents;
- Partnership between NWFRS and Cartrefi Conwy and Care & Repair continued to identify high priority referrals – we engage with vulnerable people who are discharged from hospital/care settings to provide interventions where required;
- Christmas safety activity included supporting local foodbanks and delivering safety talks to Ukrainian refugees.

5 Fatalities and casualties from accidental fires in dwellings

5.1 There were no ADF fatalities during the 2022/23 financial year, compared with 5 during the previous financial year. There were 3 serious, and 23 slight injuries, compared with 5 and 34 respectively. The number of precautionary checks decreased from 31 to 20, whilst the number of people requiring first aid at the scene also decreased from 43 to 25.

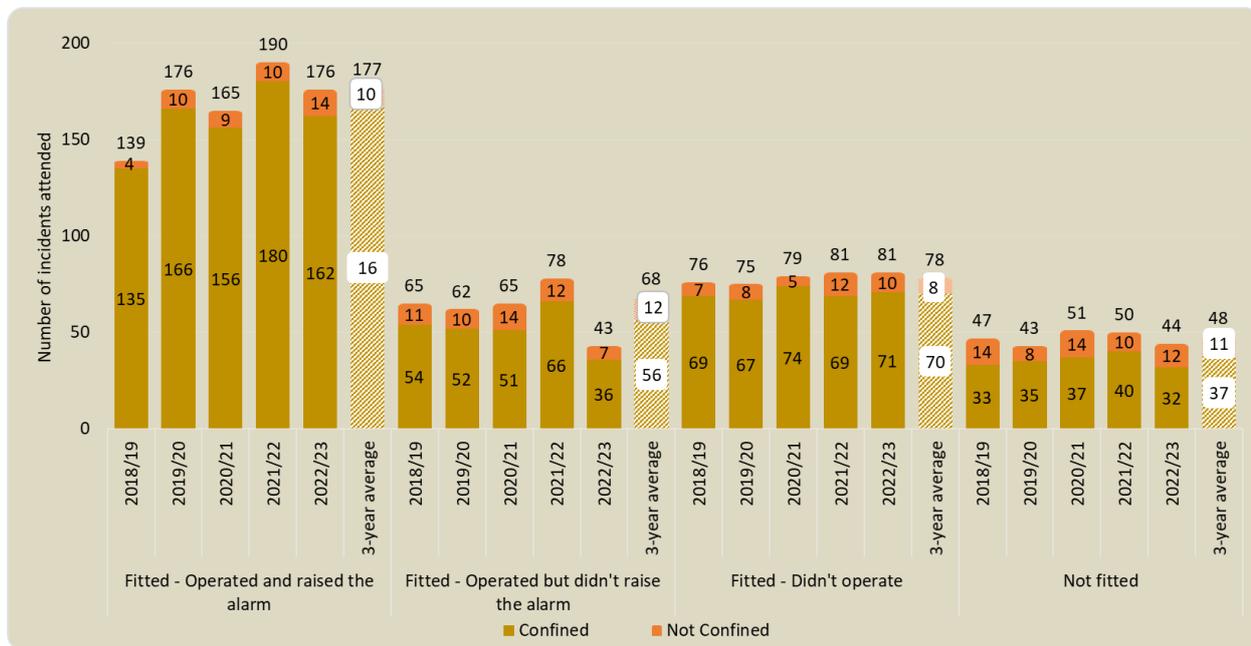
Severity of injury	2018/19	2019/20	2020/21	2021/22	2022/23
Precautionary Check	13	19	33	31	20
First Aid	27	41	26	43	25
Injuries - Slight	11	26	29	34	23
Injuries - Serious	6	4	3	5	3
Fatality	5	3	5	5	0
Total	62	93	96	118	71

Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	Change YTD / Average of 3 previous years
Injuries from accidental fires in dwellings	2022-23	10	37	14	10	71	↓ 37.2%	98	↓ 27.6%
	2021-22	43	23	30	17	113			
Deaths from accidental fires in dwellings	2022-23	0	0	0	0	0	↓ 100%		
	2021-22	3	0	0	2	5			



6 Smoke Detectors – Accidental Dwelling Fires (ADFs)

- 6.1 Smoke/heat detectors were present at the majority of ADFs, although not all went on to operate. At 44 of the ADFs, no detector was fitted.
- 6.2 Of the 344 ADFs, 301 were confined to the room of origin, the item first ignited, or there was heat/smoke damage only.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Smoke detector fitted which operated and raised alarm	2022-23	36	45	49	46	176	↓ 7.4%	177	↓ 0.6%
	2021-22	54	46	55	35	190			
Smoke detector fitted which operated but didn't raise the alarm	2022-23	17	4	10	12	43	↓ 44.9%	69	↓ 37.7%
	2021-22	20	20	16	22	78			
Smoke detector didn't operate	2022-23	22	19	25	15	81	→ 0.0%	78	↑ 3.8%
	2021-22	26	16	21	18	81			
Smoke detector not fitted	2022-23	6	13	13	12	44	↓ 12.0%	48	↓ 8.3%
	2021-22	13	13	14	10	50			

*The final two columns show: the average of the 3 previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the 3-year average.

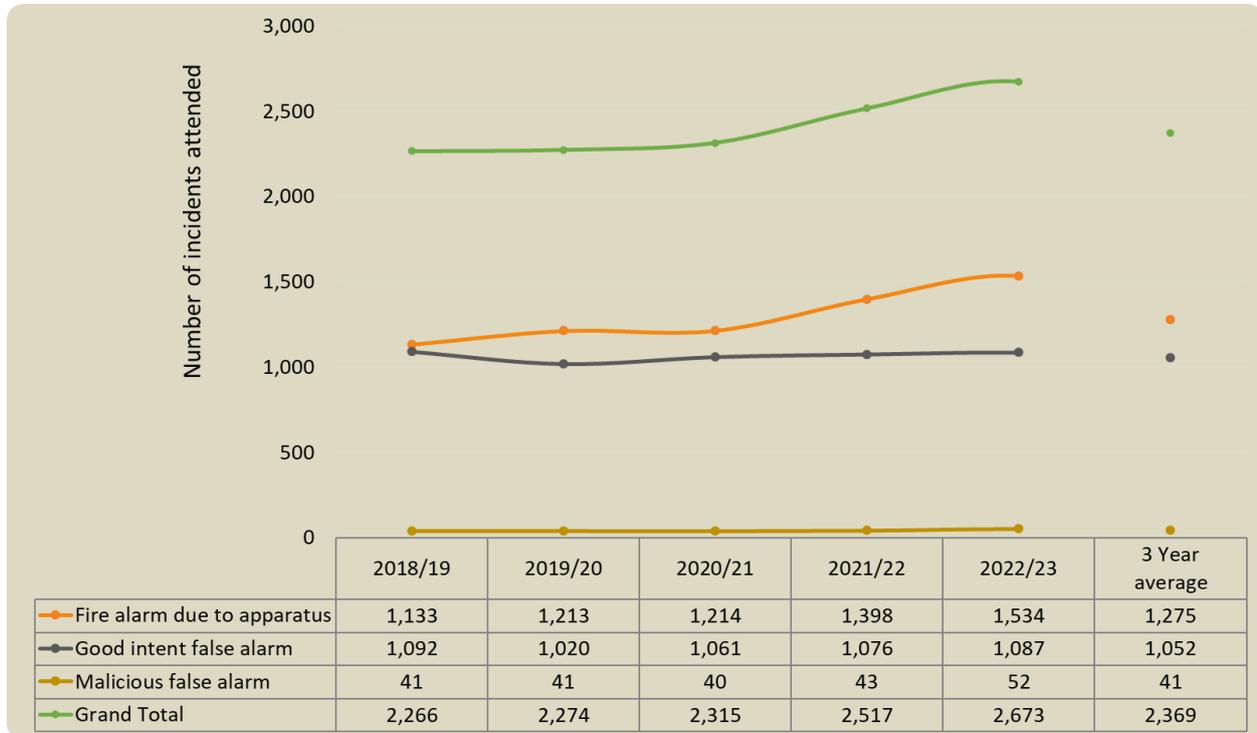
Actions taken to support communities by increasing smoke alarm ownership and safety education:

- The Service aimed to deliver 20,000 SAWCs during the financial year; 18,052 were achieved. The target for 23/24 will be 17,500;
- Continued to work with partners to identify the most vulnerable people in our communities and provide them with suitable advice and interventions;
- Education and awareness of the correct siting and fitting of smoke alarms in people's homes to prevent unnecessary activations and false alarms also continued;
- NWFRS has continued to promote regular testing of smoke alarms using all media platforms;
- Endeavours continued to ensure our advice provided details and actions to be taken if a fire starts or a smoke alarm activates in the home;
- Educationalists continued to promote smoke alarm ownership and testing as part of the delivery across North Wales schools.

7 False Alarms



7.1 In the 2022/23 financial year, there were 2,673 false alarms; a 6.2% increase from 2,517 in the previous financial year. There was a 9.7% increase in AFAs from 1,398 to 1,534. False alarms made with good intent increased slightly, from 1,076 to 1,087.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Total false alarm	2022-23	671	787	606	609	2,673	↑ 6.2%	2,369	↑ 12.8%
	2021-22	595	702	592	628	2,517			
AFA	2022-23	417	420	360	337	1,534	↑ 9.7%	1,275	↑ 20.3%
	2021-22	311	403	345	339	1,398			
False alarms made with good intent	2022-23	240	352	237	258	1,087	↑ 1.0%	1,052	↑ 3.3%
	2021-22	278	287	235	276	1,076			
Malicious	2022-23	14	15	9	14	52	↑ 20.9%	41	↑ 26.8%
	2021-22	6	12	12	13	43			

*The final two columns show: the average of the 3 previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the 3-year average.

Narrative

- **2,673** Total False Alarms attended (increase of 6.2%);
- **1,534** Total Fire alarm due to apparatus (AFA) (increase of 9.7%);
- Fire alarm due to 'apparatus' represented 57.4% of total False Alarms.

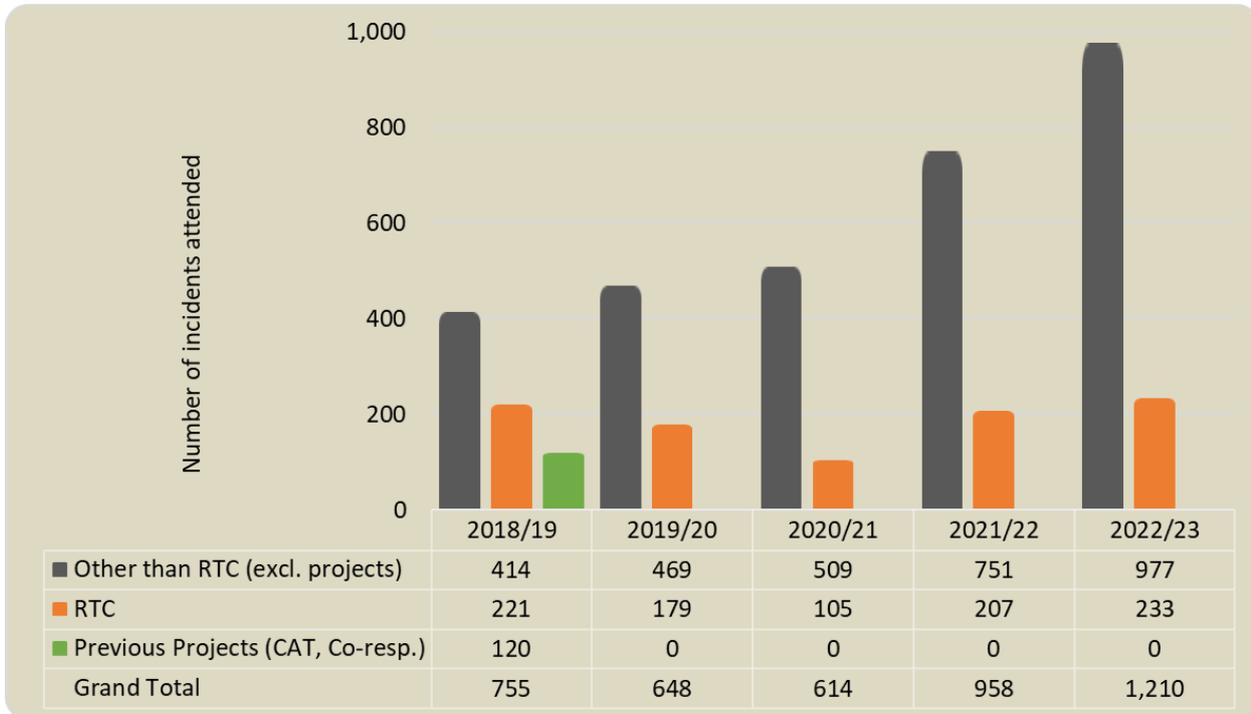
What we have done:

- **AFAs in dwellings** – The Service conducted a targeted approach to fire prevention during the financial year to keep the most vulnerable people safe in our communities, which included working with care providers by installing care line systems (this may increase the number of AFAs we attend in dwellings, but each attendance will give us an opportunity to provide further, often bespoke safety advice). We will continue to monitor AFAs in dwellings next year by:
 - Continuing to review the daily incident log by Partnership Managers in the areas to spot any emerging trends and/or repeat calls to the same premises;
 - Continuing to work with care line providers ensuring call monitoring staff have the appropriate training and review if required e.g. new starters;
 - Continuing to provide safety advice when NWFRS attend AFAs in dwellings;
 - Continuing to make referrals to external agencies when further specialist support is identified and needed.
- **AFAs in non-residential** - We have worked with BCUHB to try and reduce the number of actuations, and support BCUHB's plan to reduce AFAs in the future, which we will continue to monitor during the coming year;
- **AFAs in 'other residential'** - As above, work is ongoing to support BCUHB to reduce AFA activations in care settings. We are also working with higher education establishments to reduce AFAs through targeted Prevention campaigns.

8 Special Service Calls



8.1 Special service calls increased 26.3% to 1,210 during the 2022/23 financial year, compared with 958 in 2021/22. Road traffic collisions increased 12.6% from 207 to 233, whilst 'Other than RTC' incidents increased 30.1%, from 751 to 977. (The rise in SSCs attended was expected following the Service's decision to increase visibility in the community).



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	% change YTD	Average of 3 previous years	% change YTD / Average of 3 previous years
Total special service calls	2022-23	327	371	267	245	1,210	↑ 26.3%	740	↑ 63.5%
	2021-22	152	233	315	258	958			
Road traffic collisions (RTC)	2022-23	53	65	60	55	233	↑ 12.6%	164	↑ 42.1%
	2021-22	31	56	68	52	207			
Other than RTC	2022-23	274	306	207	190	977	↑ 30.1%	576	↑ 69.6%
	2021-22	121	177	247	206	751			

*The final two columns show: the average of the 3 previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the 3-year average.

Narrative

1,210 special service calls attended (26.3% increase);

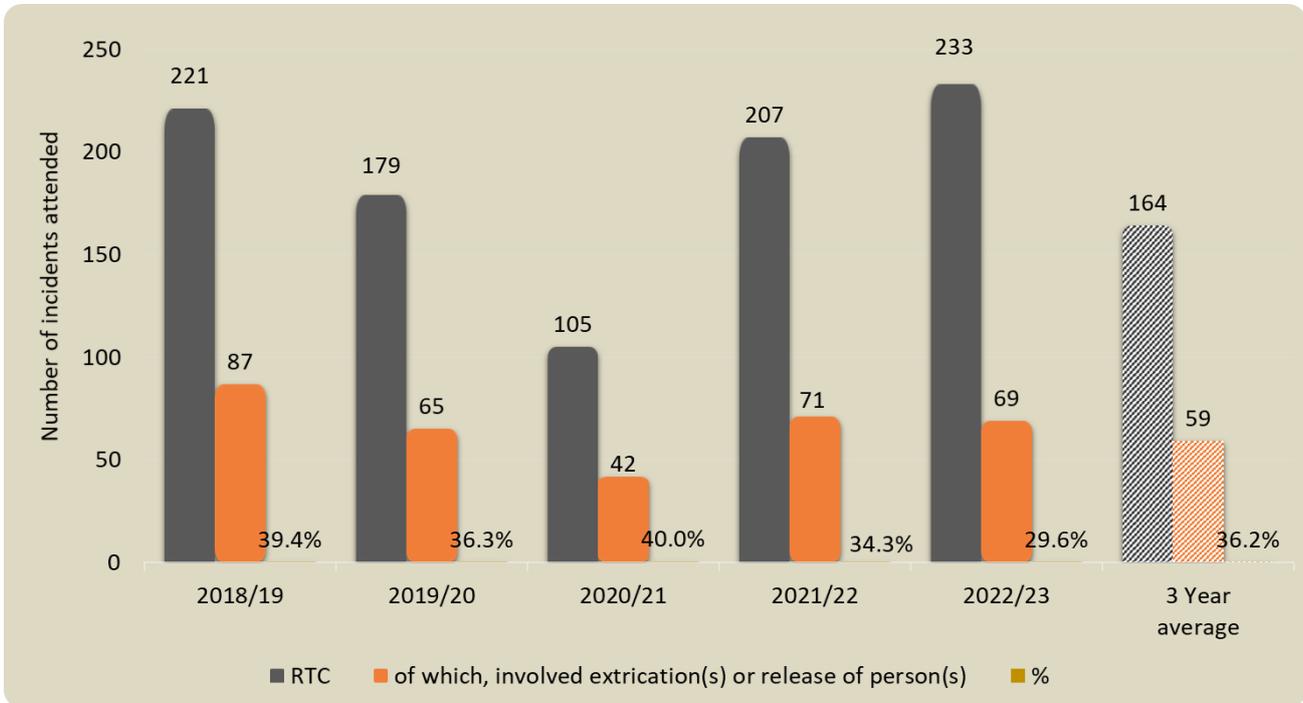
977 Other than RTC (excl. projects) (increase of 30.1%).

- The reason for NWFRS's increased attendance to SSCs is a result of a conscious decision taken by the organisation to change the approach and be more proactive in responding to requests for assistance which would not typically require a Fire and Rescue Service response. This has resulted in being more visible in the community.
- The number of RTCs attended increased to 233 and were higher than the 3-year average of 164. It should be noted that the number of visitors to the area, especially during the summer months, was significant during 2022 (release from all Covid-19 restrictions).
- 'Olivia's Story' continued to be delivered in collaboration with NWP. Over 2,500 young people have now been given the presentation.
- NWFRS is a stakeholder and key participant of the North Wales Road Safety Group, supporting the delivery of interventions where required.

9 Road Traffic Collisions and Extrications/Release



9.1 Out of the 233 road traffic collisions attended in the 2022/23 financial year, 69 (29.6%) involved the Service using equipment to extricate at least one casualty from the vehicle. Whilst 129 incidents resulted in injuries, the majority of casualties sustained only slight injuries.



233	RTC incidents attended
129	incidents where people sustained injury
69	incidents involved extrication / release

Severity of Injury *	Number of people
Precautionary check	49
First Aid	31
Injuries - Slight	87
Injuries - Serious	58
Fatalities	9
*RTC injuries - where available are recorded in the IRS in the same categorisation as fire injuries	

Narrative

233 RTCs attended, a 12.6% increase from 207;
69 (29.6%) involved extrication / release of persons.

Despite the increase in RTCs attended, there was a reduction in the percentage of extrications required by NWFRS crews. The increase in visitor numbers (road traffic) in North Wales during the summer of 2022 was the likely reason for the increase of RTCs.

Action taken to reduce the number of road traffic collision:

- 'Olivia's Story' was delivered in collaboration with NWP. Over 2,500 young people have now been given the presentation;
- NWFRS Prevention staff continued to attend the North Wales Road Safety Group;
- NWFRS, in partnership with WAST and NWP, remains part of the 'Deadly Impacts' intervention that details the consequences of a road traffic collision (RTC) (death and serious injuries).

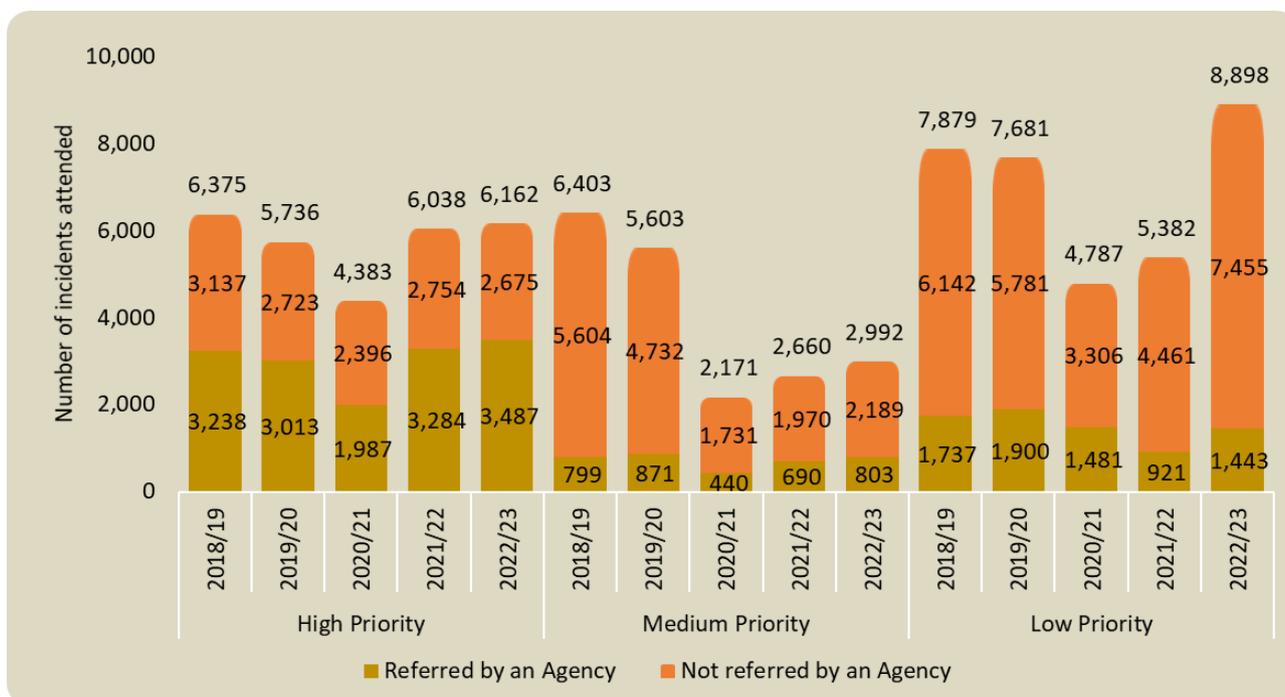


10 Monitoring against Improvement and Well-being objective 1:

1.1 To support people to prevent accidental dwelling fires and stay safe if they do occur.

10.1 Safe and Well Checks

The Service completed 18,052 Safe and Well Checks during 2022/23, of which 5,733 (31.8%) were undertaken in response to a referral from a partner agency.



Category	Year	Q1	Q2	Q3	Q4	Year-to-Date (YTD)	Change YTD	Average of 3 previous years	Change YTD / Average of 3 previous years
% of all Safe and Well Checks undertaken that originated from a referral from a partner organisation	2022-23	35.2%	30.2%	31.7%	30.1%	31.8%	↓ 8.4%	32.9%	↓ 3.3%
	2021-22	39.5%	34.5%	34.6%	32.1%	34.7%			

*The final two columns show: the average of the 3 previous financial years (based on the equivalent reporting period); the percentage change based on the difference between the current financial year and the 3-year average.

Narrative

18,052 SAWCs completed of which: -

6,162 (34.1%) referrals were high priority, with 3,487 coming from a partner agency;

2,992 (16.6%) were Medium Priority SAWCs;

8,898 (49.3%) were Low Priority SAWCs.

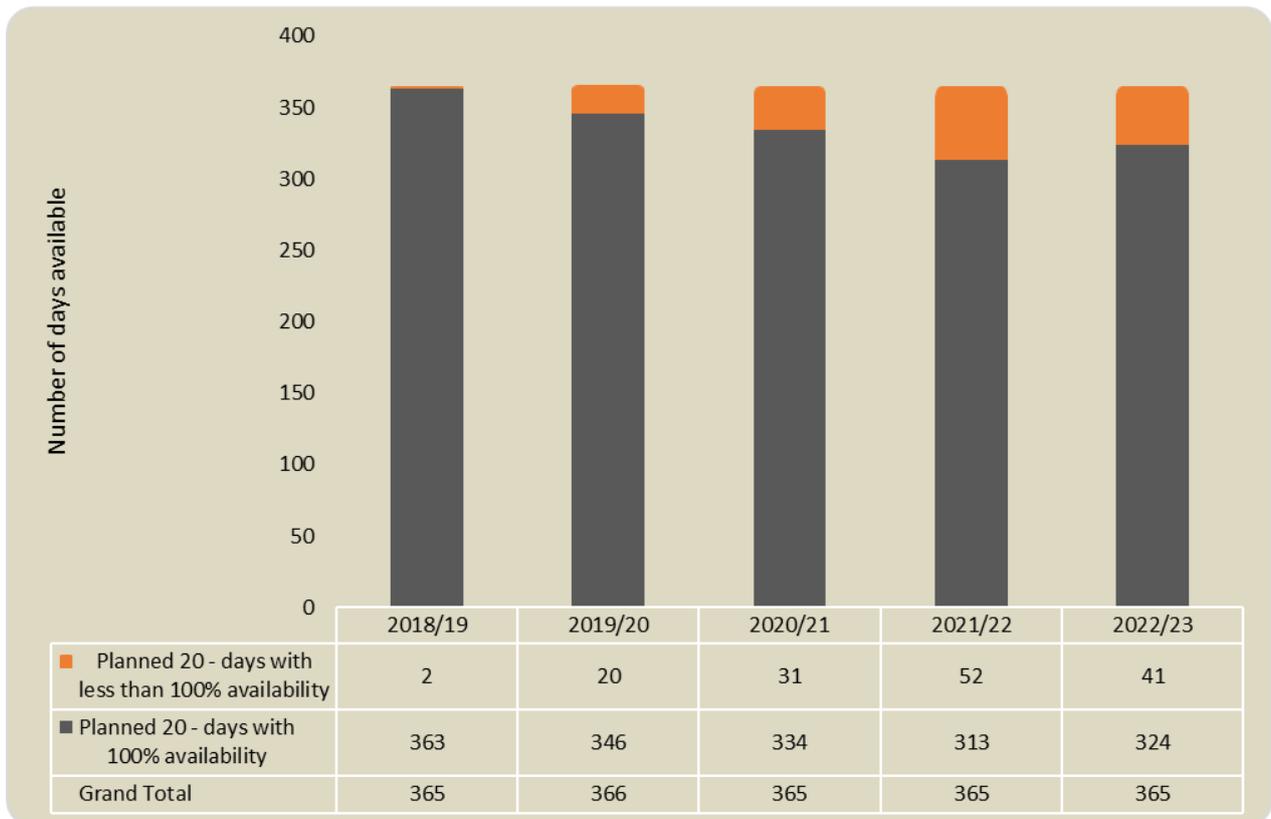
Action taken to improve performance & comments:

- The target of 20,000 SAWCs was not achieved. However, given the financial pressures the Service now finds itself under, the Fire Safety department has seen a reduction of 2.5 Home Safety Support Worker (HSSW) posts (approved 16th January 2023 FA meeting), a long term HSSW vacant post not filled, and some periods of sickness absence which have had an impact to the target;
- There was a return to pre Covid-19 SAWC activity following positive re-engagement work with our partner agencies;
- SAWCs were delivered as previously referred to in the report, including via telephone, where appropriate;
- Prevention campaigns and safety advice in line with our CSG and Corporate Communications campaign calendar continued;
- Re-engagement of the previous High priority project continued and involved all WT, DC, and WDSR crews;
- Bespoke interventions continued to be provided to the most vulnerable in the community;
- The array of interventions issued to occupiers continued to grow, including innovative equipment such as Stoveguards;
- SAWC targets to increase for all Day Crewed and Wholetime watches (12 to 15/shift) from 1st April 2023.

11 Planned 20 Stations Availability

11.1 NWFRS has 44 fire stations with 54 response pumps, as 8 stations have 2 pumps and Wrexham has 3. Pre-planning takes place each day to deploy resources to ensure 20 are made available between 0600 and 1800. Short notice changes can sometimes result in a reduction that cannot be immediately rectified.

During 2022/23, the number of times the threshold of 20 was met increased 3.5% to 324 days (88.8%) compared with 313 days (85.8%) in 2021/22. From 1st April 2023, the Fire Authority has agreed the minimum will be 18.



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. Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p> <p>Secondary fires are those that would normally occur in locations such as open land, in single trees, fences, telegraph poles, refuse and refuse containers (but not paper banks, which would be considered - in the same way as agricultural and forestry property - to be primary fires), outdoor furniture, traffic lights, etc.</p>
Chimney Fires	<p>These are fires in occupied buildings where the fire is confined within the chimney structure, even if heat or smoke damage extends beyond the chimney itself.</p> <p>Chimney fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p>
Special Service Incidents	<p>These are non-fire incidents which require the attendance of an appliance or officer and include:</p> <ul style="list-style-type: none"> a) Local emergencies e.g., flooding, road traffic incidents, rescue of persons, 'making safe' etc; b) Major disasters; c) Domestic incidents e.g., water leaks, persons locked in or out etc; d) Prior arrangements to attend incidents, which may include some provision of advice and inspections.
False Alarm (general guidance)	<p>Where the FRS attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed.</p> <p>Note: if the appliance is 'turned around' by Control before arriving at the incident it is not classed as having been attended and does not need to be reported.</p>
False Alarms - Malicious	These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.

False Alarms – Good Intent	These are calls made in good faith in the belief that the FRS really would attend a fire or special service incident.
False Alarms - AFA	These are calls initiated by fire alarm and fire-fighting equipment. They include accidental initiation of alarm apparatus or where an alarm operates and a person then routinely calls the FRS as part of a standing arrangement, i.e., with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation.
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.