



Gwasanaeth Tân ac Achub  
Fire and Rescue Service

# North Wales Fire and Rescue Service

Monitoring Report: April 2025 – September 2025



**Our five principles for keeping communities safe**

**PEOPLE**

**PREVENTION**

**PROTECTION**

**RESPONSE**

**ENVIRONMENT**

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# Our People Principle



## 1 Sickness Absence

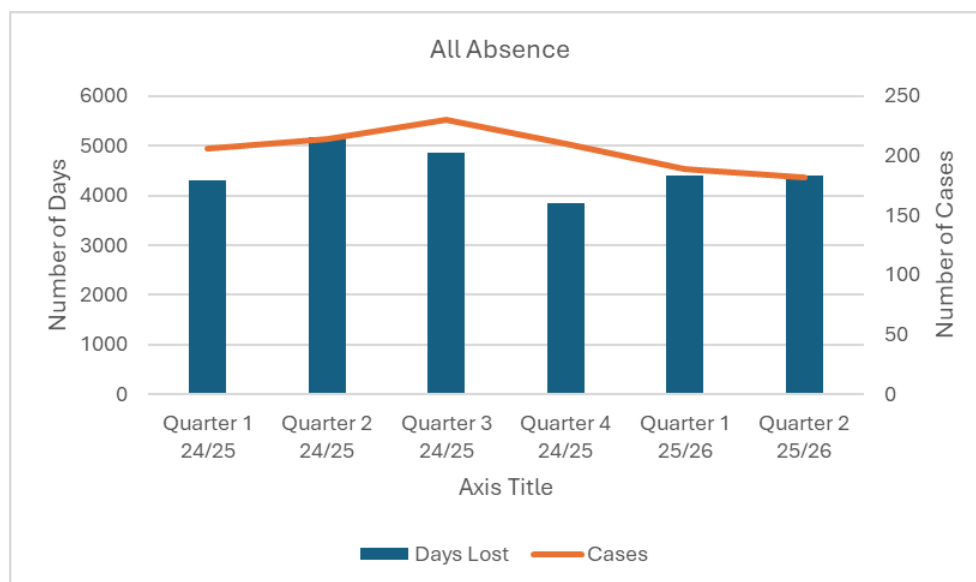
The Service aims to encourage all its employees to maximise their attendance at work while recognising that employees will, from time to time, be unable to come to work because of ill health.

Total time lost, for NWFRS, due to all sickness absence has reduced from 5.12% during quarter one to 4.60% during quarter two, although this remains lower in terms of days lost and cases than the same period in the previous year.

951 individuals were employed by NWFRS as at 30/09/2025, which is an increase of 26 people from the same period in 2024/25; however, total time lost due to all sickness absence is lower than the previous year, demonstrating a continued 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 because of changes to employee data.

### 1.1 All Sickness Absence



The number of days lost, and cases, due to all absence in quarter two of 2025/26 has decreased slightly compared with the previous quarter. The overall number of days lost during quarter two of the current year is lower than the days lost in the same period in the previous year. There has been an increase in the number employed.

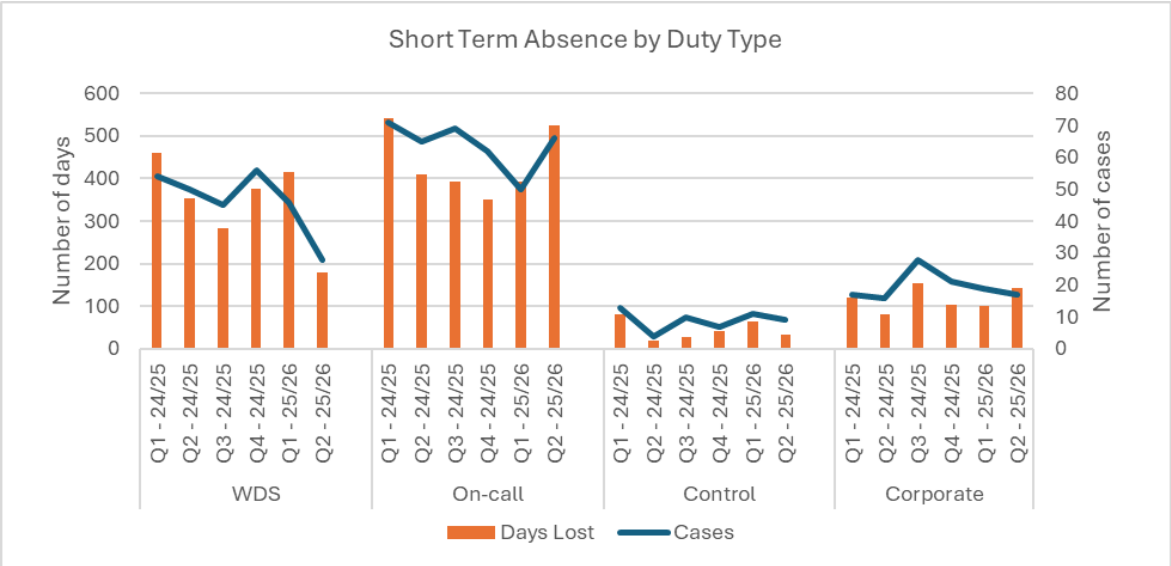
Overall, within NWFRS, all musculoskeletal absence, which includes lower limb, upper limb, back and spinal disorders, neck, ribs, hip, accounted for 30.4% of all absence during quarter two, which is slightly lower than the 33.0% recorded for the full year 2024/25, but similar to the 29.0% reported in the National Fire Services Absence Report for April 2024 to March 2025. All mental health absence accounted for 29.5% of all absence during quarter two, which is an increase compared to the 19.0% recorded for the full year 2024/25.

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

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 during quarter two of the current year equated to 1.01% of time lost, which is at a similar rate (1.02%) of time lost across all duty types during quarter two of the previous year.



(\*Wholtime - 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 wholtime figures, and Heads of Departments are included within Corporate Departments).

The number of cases and days of short-term sickness from employees on both the Wholtime and Control duty systems have reduced in quarter two from quarter one. On-call employees account for 50.6% of the Service establishment, with 59.7% of short-term absence being from employees on the on-call duty system, with these absences lasting an average of 7.92 calendar days per employee.

The number of cases and days lost from corporate staff has also increased during quarter two, accounting for 16.1% of short-term absence in quarter two compared with 12.7% in quarter one. Corporate staff absence lasted on average 8.35 days per employee during quarter two, with musculoskeletal absence being the highest reason reported.

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

	<b>Absence Reason</b>	<b>Cases</b>	<b>Lost time %</b>
1	Musculoskeletal - Lower Limb	15	22.6%
2	Musculoskeletal - Upper Limb	11	13.2%
3	Musculoskeletal - Back and spinal disorders	9	10.3%

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

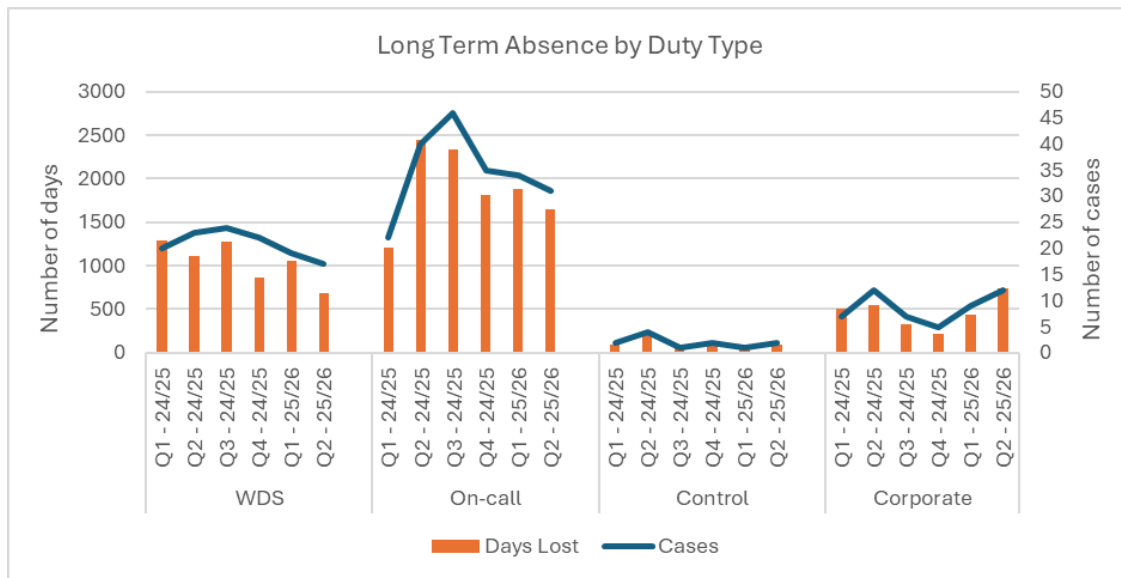
The top three reasons for short-term absence based on the number of cases during quarter two of 2025/26 has continued with musculoskeletal related absence being the top three reasons. Cold/flu reasons were the highest reason for short term absence throughout the 2024/25 year, and whilst this had reduced during quarter one, this reason still accounted for 8.4% of time lost to short term absence during quarter two in the current year.

Time lost due to absence for all musculoskeletal absence reasons accounted for 46.8% of all short-term sickness during quarter two. 63.0% of all the musculoskeletal short-term sickness was reported by employees on the on-call duty system, and 17.2% was corporate staff absence. Whilst there has been a noted increase in short term musculoskeletal absence reasons during quarter two, it is also noted that employees are continuing to access physiotherapy treatments provided by the Service, with shoulders, neck and back being the highest reason for treatment. Employees can access physiotherapy prior to absence in the aim this will prevent absence altogether or from becoming long term in nature due to early intervention.

## **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.

Long term sickness accounted for 3.60% of time lost across all duty types in quarter two, compared to 3.99% in quarter one. The number of cases and days lost due to long term absence during quarter two has reduced compared with quarter one, with the exception of cases in corporate roles, which has continued to increase from quarter one.



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

	Absence Reason	Cases	Lost Time %
1	Mental Health - Stress	8	15.6%
2	Musculoskeletal - Lower Limb	7	7.6%
3	Failed Medical/Fitness Test	7	9.6%

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

The top three long term sickness absence reasons have remained similar in quarter two of 2025/26, except that the top two reasons have reversed.

Mental health absence is recorded separately to identify the different reasons of poor mental wellbeing - stress, anxiety, other (which includes phobia, bereavement, trauma/PTSD) and depression are the most common mental health reasons recorded within the Service.

Long term absence due to mental health has increased during quarter two, with 15.6% of all long-term absence being due to stress related mental health reasons, 30.0% of which were work related reasons. Further support for employees suffering poor mental health is currently being reviewed with a view to implementation over the next quarter; this includes increased contact from the Health, Fitness and Wellbeing team during absence to offer holistic wellbeing support and advice, increase of signposting resources relating to specific areas of concern and financial wellbeing on the Service intranet, rebranding of the existing colleague supporters and blue light champions to Wellbeing champions and refresher training, re-promotion of the EAP with new marketing literature, additional options for immediate specialist counselling to be offered via OH and additional information and resources to be added to the website for families of

employees about the frontline role undertaken, signs/symptoms of someone who is struggling and signposting for support.

This is in addition to the current support provided, which includes 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.

Musculoskeletal – Lower limb absence remains within the top three reasons for long term absence, in terms of the number of cases, however the number of days lost is slightly less than those who were long term absent due to failed medical/fitness tests. 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.

Of those employees absent during quarter two due to any musculoskeletal reason, the absence lasted on average 117 calendar days per employee (the absence may have been across more than one reporting period). Employees are considered for modified duties and phased return to work where applicable, to aid an earlier return to work and as a pathway to returning to full duties, which is also supporting mental wellbeing due to engagement with normal routines.

# Our Prevention Principle



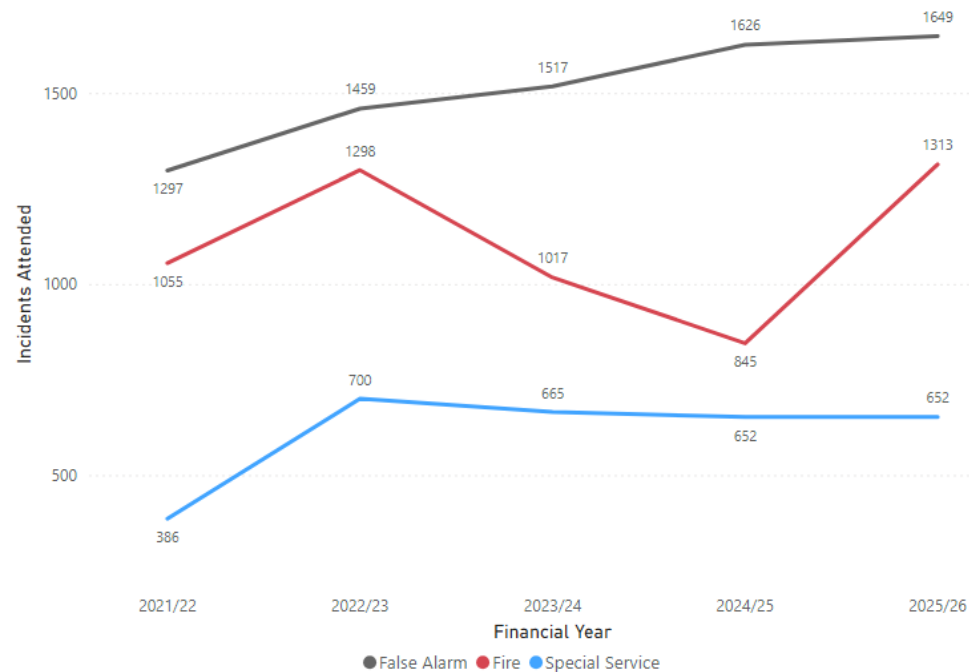
## 2 All Incidents

**All Incidents** – **3,614** incidents were attended during the first half of the financial year, which is a 15.7% increase. This is also 10.9% above the 3-year average of 3,260.

**Fires** – **1,313**, an increase of 55.4%, and 24.7% more than the three-year average of 1,053.

**False Alarms** – **1,649**, an increase of 1.4%, and 7.5% more than the three-year average of 1,534.

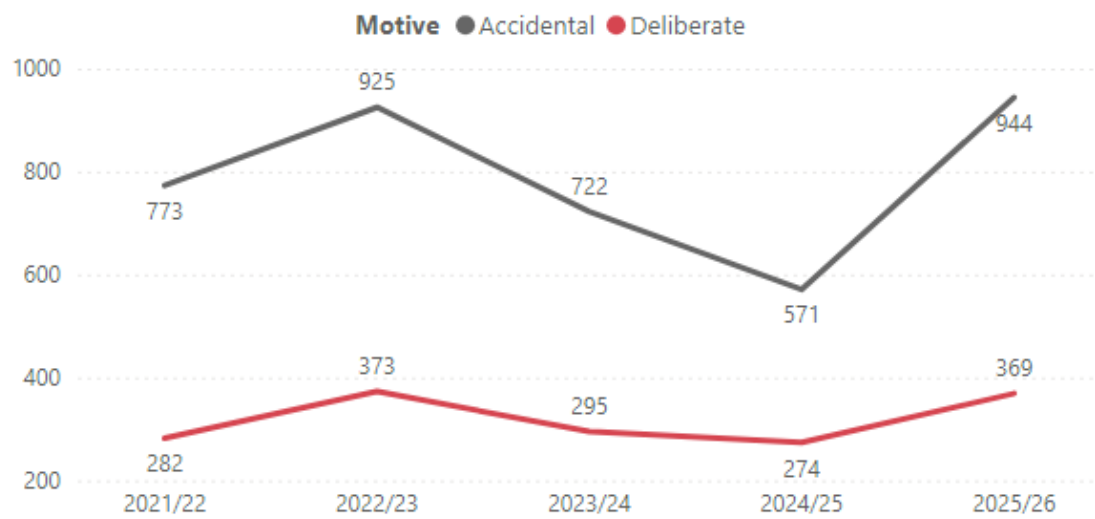
**SSCs** – **652**, no change compared with the previous period, but 3.0% less than the three-year average of 672.



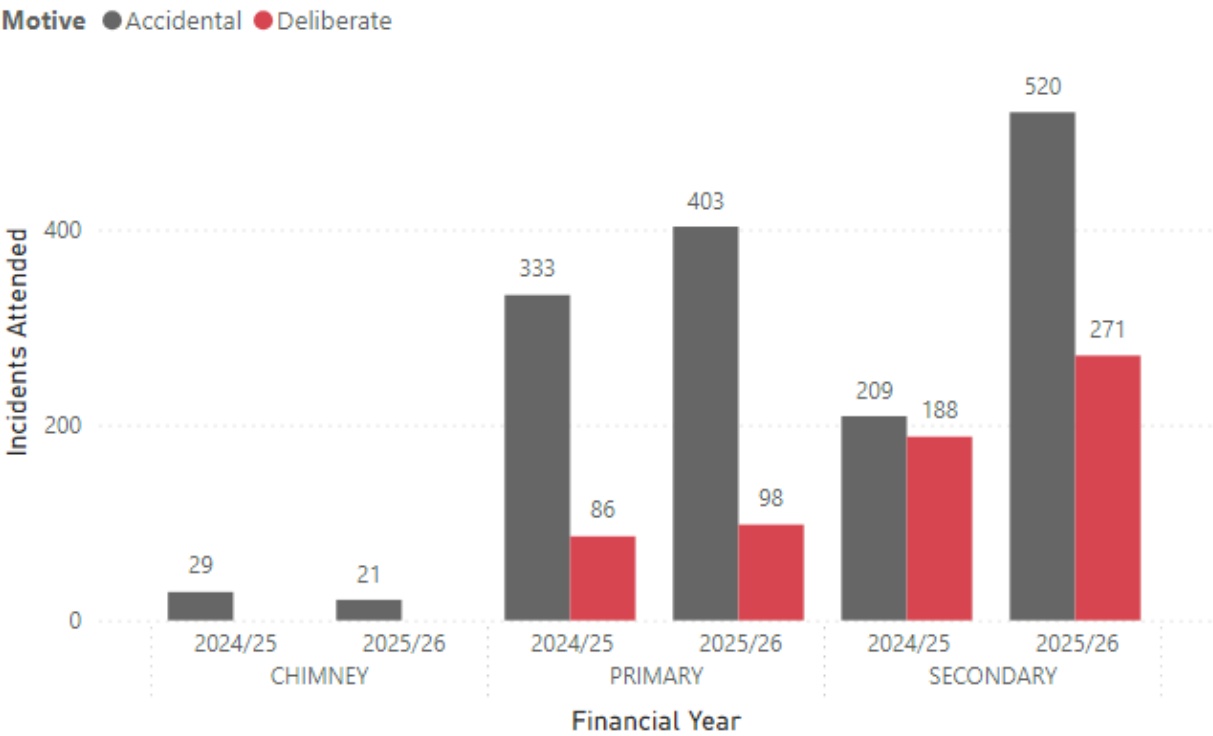


3 Fires

1,313 fires were attended; a 55.4% increase from 845.



	Accidental (2025/26)	Deliberate (2025/26)	Total (2025/26)	Total (2024/25)	+/- YoY
Primary	403	98	501	419	19.6%
Secondary	520	271	791	397	99.2%
Chimney	21	0	21	29	-27.6%



## **Actions taken to date:**

### **Wildfire Prevention and Community Engagement**

Actively promoted wildfire prevention messaging throughout the year, aligned with the All-Wales Wildfire Wise campaign. This includes:

- Social media and media interviews targeting deliberate fire-setting, countryside safety, and landowner responsibilities.
- Incident-specific media engagement to reinforce prevention messages.
- Seasonal messaging tailored to weather conditions and local risk profiles.

### **Local Initiatives and Partnership Working**

Prevention staff and colleagues collaborated with local partners to promote BBQ safety in the Clwydian Range, a known hotspot for wildfire risk due to disposable BBQ use. The initiative involved:

- Joint patrols with Clwydian Rangers, targeting areas such as Horseshoe Falls and Esclusham Mountain.
- Public engagement to raise awareness of fire safety and restrictions in heritage and protected landscapes.

This was a successful initiative, highlighting strong public engagement and the value of future collaboration with partner organisations.

### **Engagement with narrow-gauge railway lines**

We have seen a rise in wildfires near to or on the embankments of the narrow-gauge railway lines within North Wales (Ffestiniog & Welsh Highland Railway and Llangollen Railway). Many of these wildfire incidents have been attributed to embers being emitted from the steam trains. Officers from the Western area have attended several meetings with Ffestiniog Railway colleagues, to gain further understanding to prevent further fires in the future.

The company have now fitted anti-spark devices to their steam trains and have adopted a 'fire train carriage' (water bowser, pump and hose jets) which is used to soak the embankment prior to the passing of a steam train during hot weather and as an initial attack in the event of the fire on the embankment.

Early discussions have taken place with Llangollen Railway, with further meetings to be arranged.

## **Further Actions**

Stakeholder meeting with partner agencies (NRW, NFU and Local Authorities) to be arranged in Q3 2025/26 regarding the recent spike in wildfires. The purpose of the group will be to review the statistical data, consider the impact of wildfires to the community as a whole and to consider options to prevent further wildfires in the future.

## **Additional note**

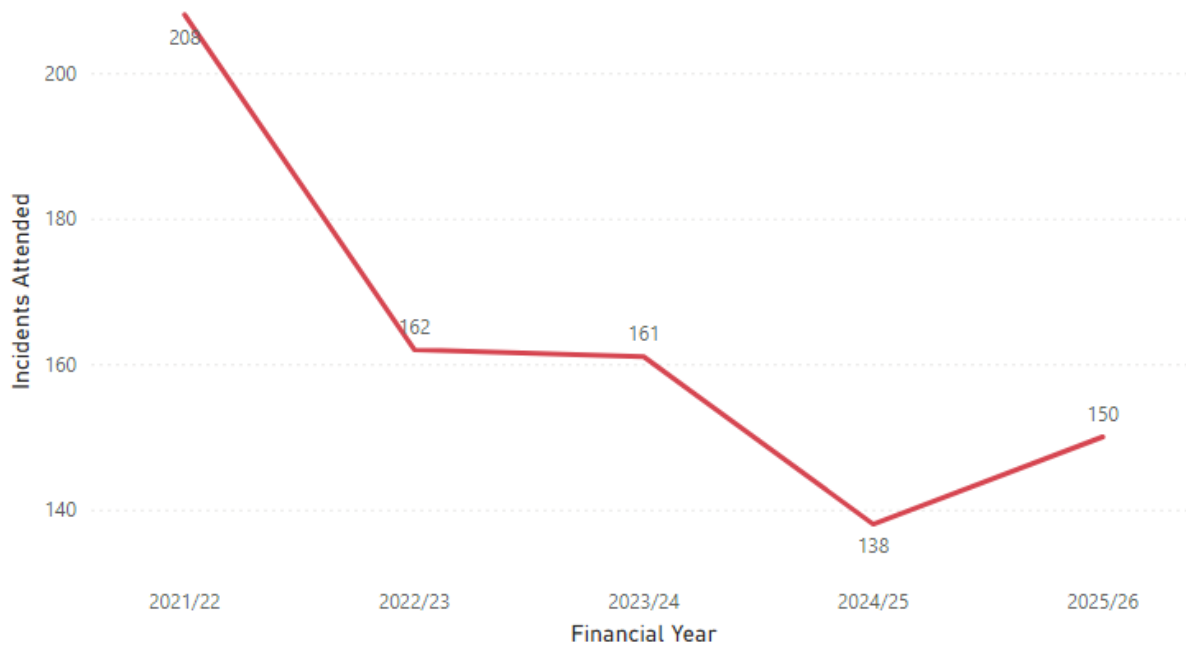
It is important to note that a number of wildfires have been attributed to arson and controlled burning by farmers, which have subsequently become unmanageable and out of control. The engagement work in dealing with arson related incidents and with farmers used to be conducted by the Arson Reduction Team (ART). However, ART was disbanded early 2025 due to the cessation of grant funding from WG. The arson and deliberate fire prevention work which used to be completed by ART has now been absorbed into the workload of the current Prevention Team, which is proving to be a challenge.

As such, the Head of Prevention is looking at ways to realign workstreams and to potentially create a business case to grow the department and to look at ways to part-fund a 'Land Engagement Officer' type role with other stakeholders such as NRW, LA, NFU. This will be discussed during our initial stakeholder group meeting.

#### 4 Accidental Fires in Dwellings (ADFs)

**150** accidental dwelling fires were attended, an 8.7% increase from 138.

Whilst this is an increase over the previous financial year, it is important to note that this is still 2.6% less than the three-year average of 154, and is also significantly less than the number of ADFs attended during the financial years prior to 2024/25.



The average response time of the Service to ADFs during the quarter (excluding Late Fire Calls) was 12 minutes. This is based on the time of call to the arrival of the first appliance.

Unitary Authority	ADFs	YoY	Avg Response Time
Anglesey	16	↑ 3	00:17
Conwy	28	↑ 2	00:11
Denbighshire	25	↑ 7	00:10
Flintshire	32	↓ -7	00:12
North Gwynedd	20	↓ -5	00:13
South Gwynedd	3	↓ -5	00:21
Wrexham	25	↓ -4	00:10
<b>Total</b>	<b>149</b>	<b>-9</b>	<b>00:12</b>

County	ADFs	YoY	Avg Response Time
Anglesey	16	↑ 3	00:17
Conwy	28	↑ 2	00:11
Denbighshire	25	↑ 7	00:10
Flintshire	32	↓ -7	00:12
Gwynedd	23	↓ -10	00:14
Wrexham	25	↓ -4	00:10
<b>Total</b>	<b>149</b>	<b>-9</b>	<b>00:12</b>

## 5 Leading Causes of Accidental Dwelling Fires

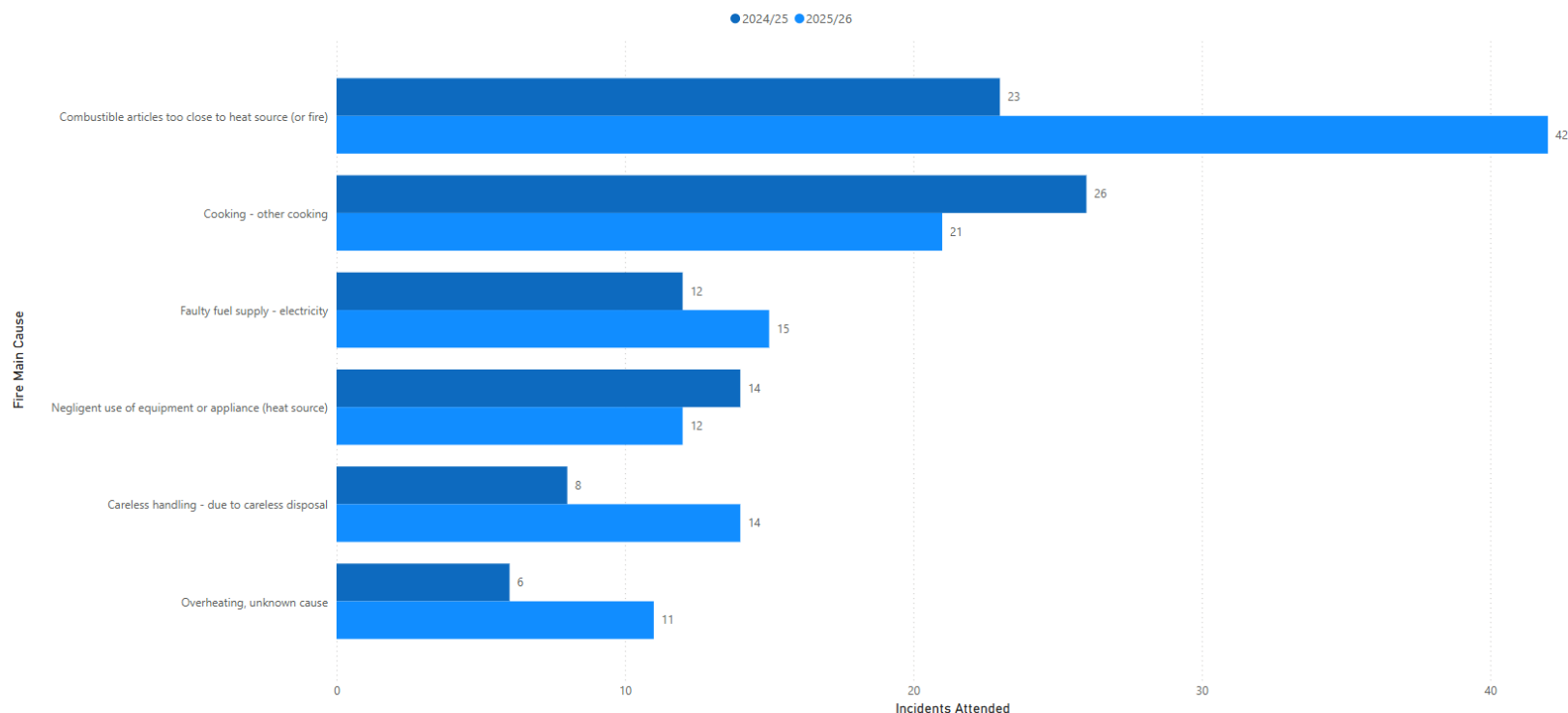
There were numerous main causes of ADFs during the course of the quarter. The most common was 'Combustible articles too close to heat source (or fire)', which showed an 82.6% increase from 23 to **42**.

Other main causes which saw an increase included:

- 'Faulty fuel supply – electricity', which increased by 25.0% from 12 to **15**.
- 'Careless handling – due to careless disposal', which increased 75.0% from eight to **14**.
- 'Overheating, unknown cause', which increased 83.3% from six to **11**.

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

- 'Cooking – other cooking', which decreased by 19.2% from 26 to **21**.
- 'Negligent use of equipment or appliance (heat source)', which decreased by 14.3% from 14 to **12**.



**Action taken to date:**

The Prevention Team and Campaign Steering Group have been proactive in their approach to dealing with the leading causes of accidental dwelling fires. Several social media messages, Fire Kills and the danger of leaving cooking unattended videos have been shared across all platforms.

The Prevention Team have several hundred multi-agency carers and support workers signed up to receive targeted prevention advice and literature direct their email addresses via 'Gov Delivery'. This has enabled the Prevention Team to share important cooking/kitchen safety information and share our referral information in order to generate high-risk referrals.

Fire crews continue to use Exeter data when carrying out SAWCs, to target those over the age of 65, who statistically are at a higher risk of being involved in a kitchen Fire.

**Further Actions:**

International Day of Older Persons – with the prevention team, partner agencies and various support staff from across the Service conducting Safe and Well Checks, targeting those most vulnerable and highlighting the importance of not leaving cooking unattended and keeping combustible items away from a heat source and cooking appliance.

The Prevention Team are currently working on a week-long kitchen safety campaign to commence 24 November. New digital content is being created, along with new videos and important messages utilising the fire crew at Colwyn Bay.

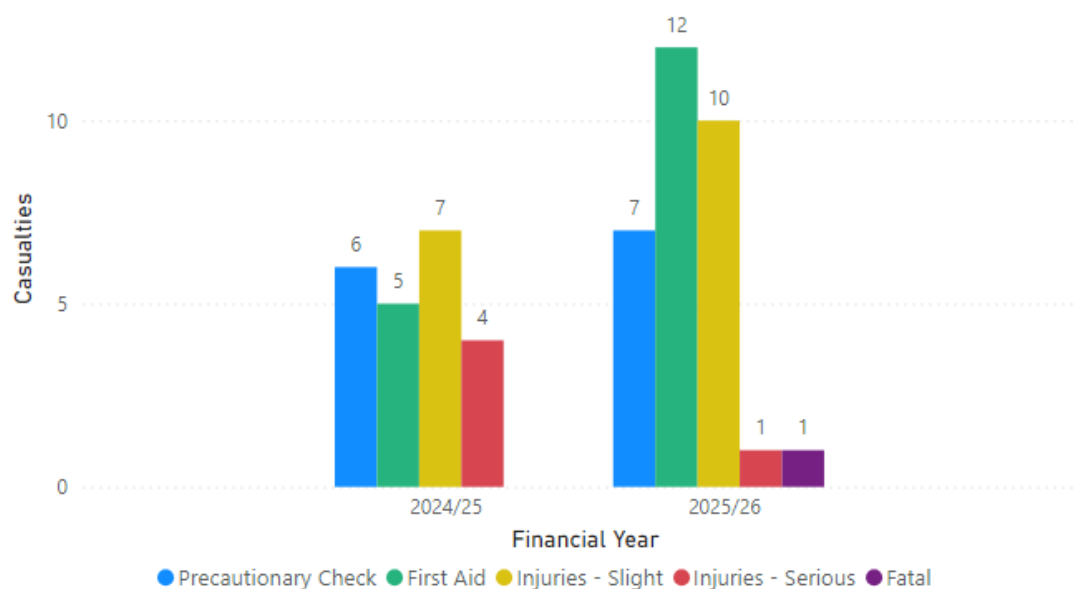
The Prevention Team are currently trialling an innovative cooker safety product called 'Pippa'. The small detection unit, which is located above a cooker, uses AI to detect the early signs of heat and fire, alerting the occupier of a sudden rise in temperature. The unit also has the ability to alert a family member or carer through a mobile phone app.

Plans are underway to add kitchen safety livery to all lockers of Llandudno's fire appliance. This will be launched in the new year with partner agencies and a full press release.

## 6 Fatalities and Casualties from Accidental Fires in Dwellings

**31** people sustained injuries at **26** ADFs. Sadly, **one** person was also recorded as a fatality as a consequence of an ADF during the quarter.

The number of people injured as a consequence of an ADF has increased 40.9%. The number of ADFs where an injury was recorded has also increased by 36.8%.



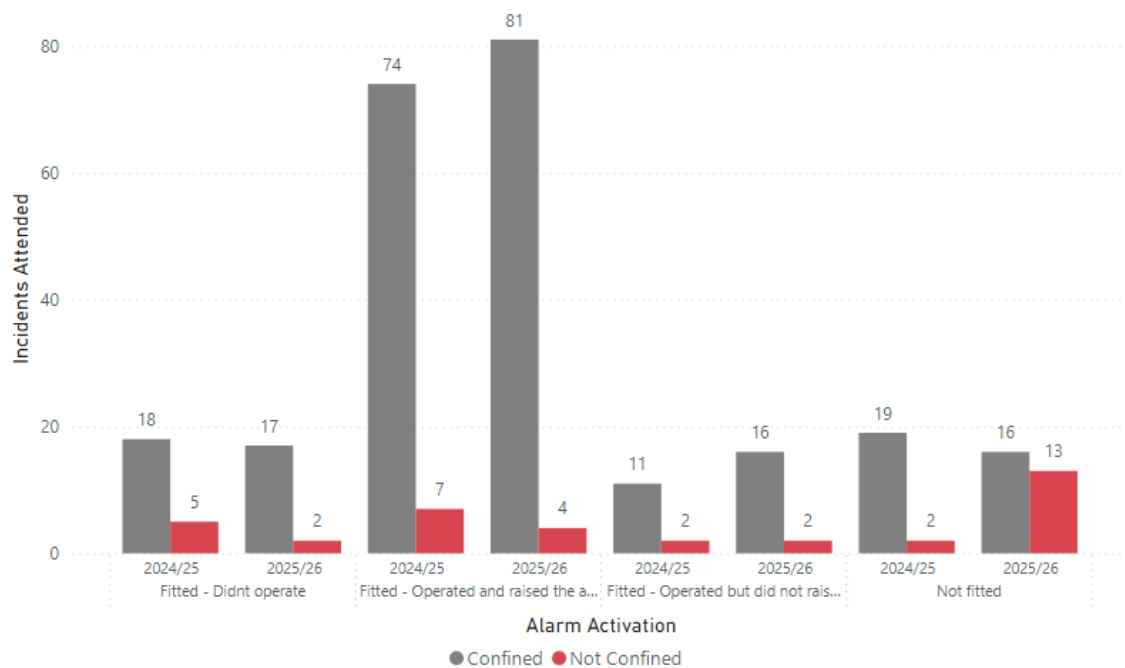
## 7 Smoke Detectors – Accidental Dwelling Fires

**Detectors:** smoke/heat detectors were present at **122** (81.3%) of the accidental dwelling fires attended.

Alarms operated and raised the alarm at **85** (56.7%) ADFs.

Alarms were not fitted at **29** of the ADFs attended.

Of the 150 ADFs attended, **129** were confined to the room of origin, and **21** were not confined.





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

In Q2, WT and DC stations were to undertake 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.

SAWCs were removed off the WT and DC referral waiting lists. All referrals on the waiting list in Q2 were completed by the HSSWs (high/medium risk) and WDSR (low risk).

This procedure is now being reviewed due to the increase in referrals on our waiting list.

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

The Prevention Team continue to hold tri-weekly meetings and monitor if SAWCs have been carried out and if further engagement and intervention if needed.

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.

Prevention Team to address the recommendations set out within the recent Audit Wales Report 'Putting out Future Fires'. Prevention Team to review all current risk levels and devise an 'All-Wales' approach with our colleagues at M&WWFRS and SWFRS, ensuring that we target those most at risk, using intelligence-based data.

## **Educational Engagement – Q2:**

### **Phoenix**

Courses delivered	= 4
Participants	= 33
Number completing the course	= 88%
Behaviour Improvement	= 78%
Positive feedback (from referring agencies)	= 100%
Full Agored qual attained	= 70%

### **King's Trust Award**

All policies and procedures for the King's Trust Award are now in place. These have been submitted to the King's Trust for NWFRS to become an accredited centre. Prevention is reviewing activities currently done against the criteria set and contact hours to achieve the Award with Phoenix proving a week's course. Work is ongoing on an all-Wales basis to enable Phoenix to deliver the NFCC Early Interventions Framework.

### **Q2 Educational visits to schools**

Primary Schools Visited	= 4
Pupils	= 225
Crucial Crew	= 2
Pupils	= 270
Cylch Meithrin	= 1
Children	= 20
Deliberate Fires Assembly	= 2
Pupils	= 110

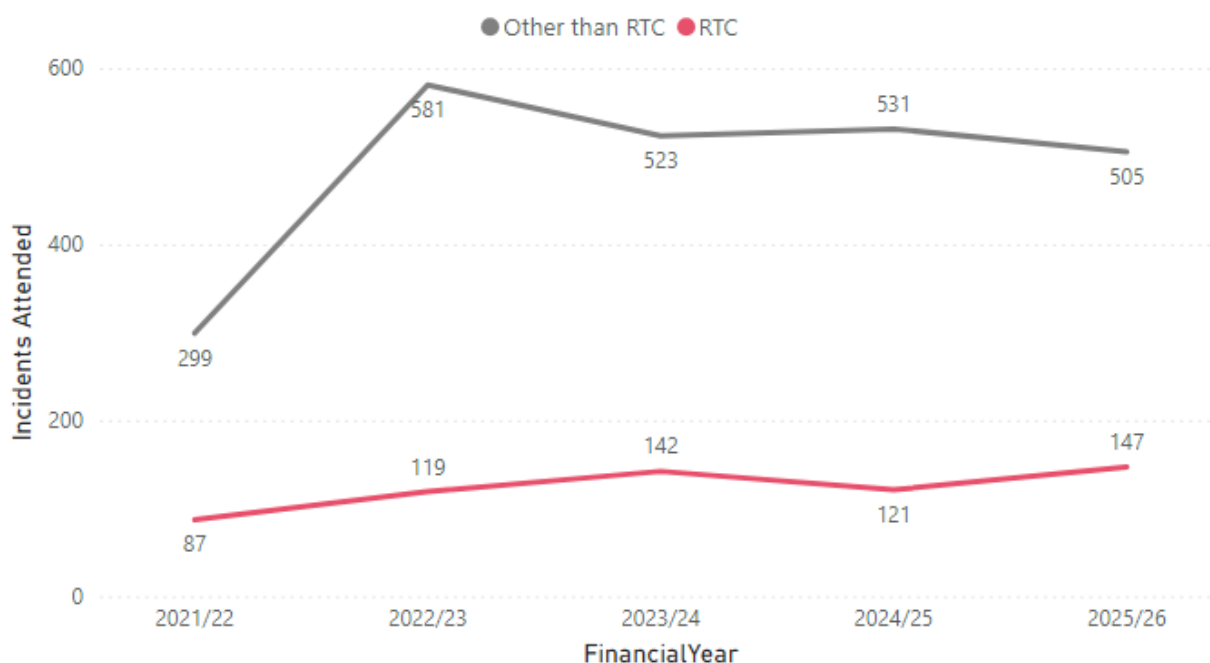
It must be noted that the Education Team currently operating at 50% due to maternity leave.

The summer holiday period always impacts on the number of Prevention activities delivered because the Prevention departmental staff working with children and young people are encouraged to take annual leave during this time, aligning staffing availability with the working periods of schools and referring agencies. Where opportunities arise, engagements and interventions are held.

## 8 Special Service Calls (SSCs)

A total of **652** special service calls (including Road Traffic Collisions (RTCs)) were attended. This is the same amount as the previous financial year.

Whilst the number of 'Other than RTC' incidents have decreased by 4.9% with **505** incidents attended, there has been increased attendance at RTCs, which saw a 21.5% increase with **147** incidents attended compared to 121.



Leading SSC categories (other than RTC) included:

- **243** 'Assist other agencies' incidents – an increase of 5.7% from 230.
- **55** 'Other rescue/release of persons' incidents – an increase of 3.8% from 53.
- **47** 'Effecting entry/exit' incidents – an increase of 51.6% from 31.
- **38** 'Lift Release' incidents – an increase of 26.7% from 30.

Despite this, some leading categories did have a **decrease** in the number of incidents attended, such as:

- **21** 'No action (not false alarm)' incidents – a decrease of 30.0% from 30.

## **Actions taken to date:**

### **Road Safety**

#### **Olivia's Story**

Within Q2 Prevention have delivered 9 sessions of Olivia's story engaging with 37 16–25-year-olds. This includes continuing work within Coleg Cambria sites and other further education and partnership opportunities.

It is noted that the summer break has impacted on the number of sessions.

#### **BikerDown**

3 sessions carried out, with 44 attendees over both sessions. These sessions are continuing to be hosted by operational staff members with a keen interest in motorcycles and motorcycle safety.

Op Atal Team (Road safety initiative):

231 roadside driver engagements

33 Traffic Offences reported

Engagement and delivery of Olivia's Story with young people referred by the youth justice system.

It is noted that the team has not had a Police Officer every day and as such their roadside work has only been possible when a Police Officer has been made available.

Sioe Mon: 413 engagements regarding the Fatal 5.

Freshers Week: 220 engagements regarding the Fatal 5.

Phoenix: 45 engagements regarding the Fatal 5.

### **Other Prevention Department Road safety work**

- Working in collaboration with NWP on the launch of Operation Apex. The new PRIME road markings on two roads within North Wales that assist motorbike riders with the best way to handle corners, ultimately making them safer.
- Developing resources for engagement with the older drivers. To be issued during SAWCs.
- Continue to plan delivery and filming of Olivia's story for the new academic year and the film will be used in Road Safety Week.

## **Water Safety Activity**

### **Drowning Prevention Week**

Focusing on year 6 in primary schools. Three schools were visited over the course of the week. Emphasis on not entering the water to help/save someone. Theory presentation in the classroom followed by practical input with throwlines and reach poles on the yard. Messages were Call Tell Throw and Float 2 live.

### **#bewateraware campaign**

Event held on Bangor high street with interaction with the Water Rescue Unit and the Power Boat.

### **National Eisteddfod**

Within the eight days cultural festival in Wrexham. Five days were dedicated to water safety. NWFRS's water safety demonstration flume was utilised as interaction and visual tool. A spot the water hazards/dangers quiz sheets was used with a float to live swim bag being given out as a prize on completing the quiz.

Over 1,200 quiz sheets completed over the eight days.

### **World Drowning Prevention Day**

NWFRS staff joined with partners for awareness raising sessions at both Llyn Tegid Bala and Llyn Padarn Llanberis. The events promoted the National Water Safety Forum's 'Find Your Float' campaign saw staff working with a wide range of organisations to raise awareness about the potential dangers of open water.

The Service's Water Rescue Unit was in attendance at both locations hosting practical demonstrations and water safety activities, while Swim Safe sessions were hosted by partners Byw'n Iach Gwynedd at Llyn Tegid and Plas Menai at Llyn Padarn. Other partners and supporters in attendance at the events included Debbie Ann Turnbull MBE with River and Sea Sense, Water Education, the RNLI, the Coastguard, Mountain Rescue Teams, and Reach and Rescue.

### **Swim Safety Pilot Scheme**

North Wales Fire and Rescue Service staff to play a vital role in delivering a new Water Safety Initiative Pilot Scheme aimed at children aged 9–11 years old. Our vision is to deliver engaging sessions at leisure centre venues, combining classroom-based learning with practical pool-based activities.

Once trained, our staff will be invited to facilitate this three-hour educational package at various locations throughout the service area. Full training and ongoing support will be provided to our staff by Swim Wales instructors to ensure they feel confident and equipped to deliver the programme.

### **Swim Wales Water Safety Collaboration Pilot**

Two initial training days were held at Eirias Park Swimming Pool in Colwyn Bay, resulting in 18 NWFRS team members now fully trained.

Feedback from our staff was overwhelmingly positive with both the course content and the delivery were very well received. Most of the training was classroom based with our staff going on poolside for the last hour to teach two children's classes under the supervision of the swim teacher.

Corporate Comms attended to capture footage of both the classroom and poolside training. They also recorded poolside interviews discussing the initiative and its aims.

The Swim Safe team are undergoing enhanced DBS checks as this is deemed regulated activity with children and young people.

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.

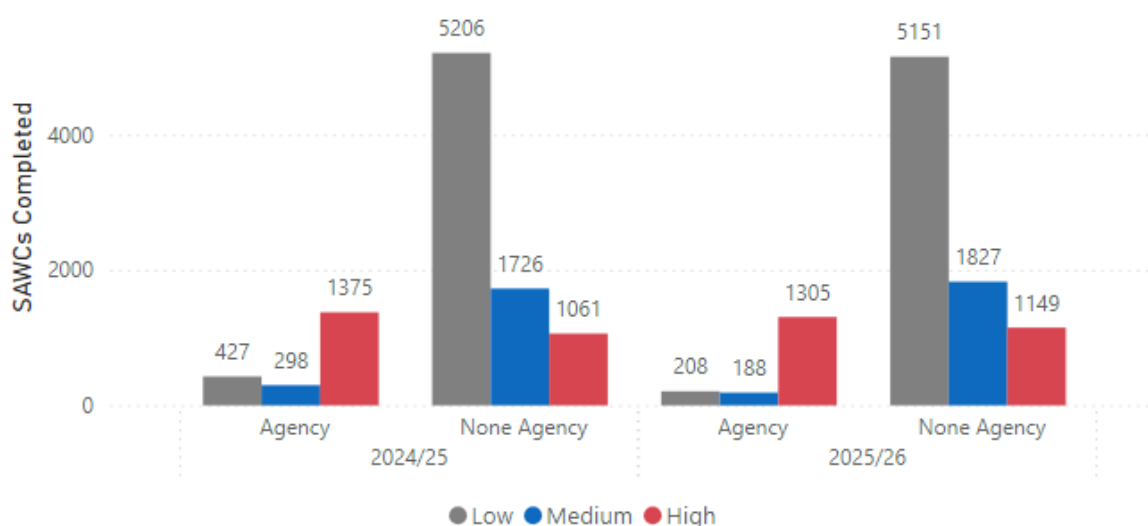
## 9 Safe and Well Checks

A total of **9,828** SAWCs have been completed, of which:

- **2,454** (25.0%) were High priority, with **1,305** (53.2% of high priority checks completed) coming from a partner agency.
- **2,015** (20.5%) were Medium priority, with **188** (9.3% of medium priority checks completed) coming from a partner agency.
- **5,359** (54.5%) were Low priority, with **208** (3.9% of low priority checks completed) coming from a partner agency.

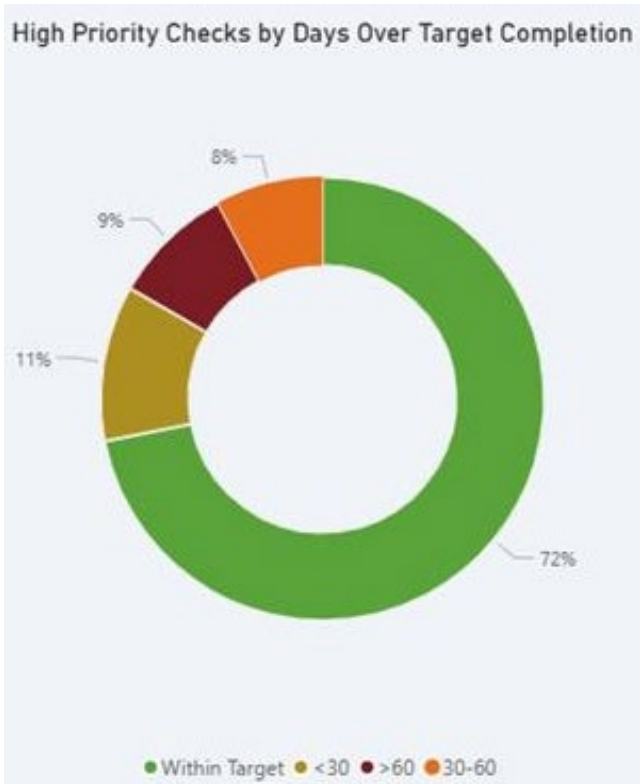
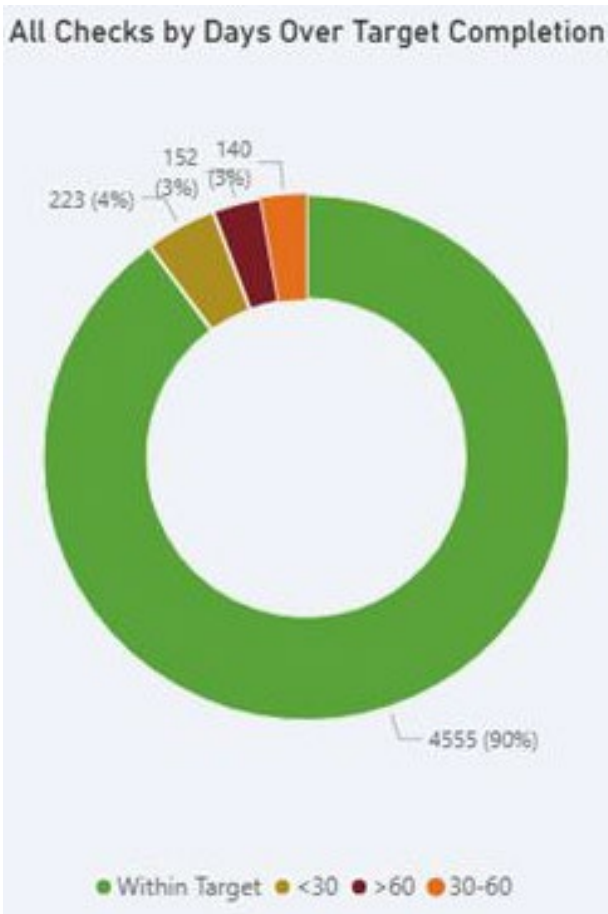
A total of **1,701** SAWCs completed were referred to the Service from an Agency – this equates to 17.3% of SAWCs completed.

There has been a **2.6%** decrease in the number of SAWCs completed compared with the same period last year, however, there has been a **0.7%** increase in the number of high priority SAWCs completed.



A total of 896 (9.1%) SAWCs were conducted in Welsh during the first half of the financial year.

A total of 90% of all SAWCs were completed within their target completion date.





### **Actions taken to date:**

HSSWs to complete a target of 6,000 SAWCs per year. Each HSSW to carry out 545 SAWCs per year which is 136.25 per quarter.

Crews to complete six SAWCs per day which is 24 per four-day tour. This target can be achieved within the two hours set aside for prevention activities, as detailed within the Station Performance Management Framework (SPMF).

In Q2, WT and DC stations were to undertake 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.

SAWCs were removed off the referral waiting list. All referrals on the waiting list in Q2 were completed by the HSSWs (high/medium risk) and WDSR (low risk).

This procedure is being reviewed due to the increase in referrals on our waiting list.

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

The Prevention Team continue to hold tri-weekly meetings and monitor if SAWCs have been carried out and if further engagement and intervention if needed.

### **Waiting lists Q2**

	<b>High</b>	<b>Medium</b>	<b>Low</b>	<b>Total</b>
<b>Conwy</b>	214	64	118	396
<b>Denbighshire</b>	114	27	74	215
<b>Flintshire</b>	205	42	108	355
<b>Wrexham</b>	187	43	149	379
<b>Ynys Mon</b>	48	9	32	89
<b>North Gwynedd</b>	68	9	43	120
<b>South Gwynedd</b>	36	6	24	66
<b>Total</b>	<b>872</b>	<b>200</b>	<b>548</b>	<b>1620</b>

This waiting list continues to be a significant risk to the organisation.

In Q2 there are 1,620 referrals on the waiting list which is an increase on Q1.

The waiting list is being managed by HSSWs, WDSR and staff on modified duties.

In Q2 additional payment was offered to On-call and Prevention staff to undertake SAWCs during August/September.

WDSR were encouraged to increase their telephone SAWC output and certain DC/WT watches were asked to undertake medium and high-risk SAWCs from the waiting list.

The Prevention Team are currently reviewing station-based SAWC activity and has recently engaged with the crews, with a view to potentially changing the way they complete SAWCs. The idea being that crews should be working off the current waiting list of medium and high-risk referrals within their station area, rather than generating new SAWCs via the Exeter Data. However, the crews will still use the Exeter Data as the default system for identifying those over a certain age and will be able to use this in conjunction with those on the referral waiting list. The review will conclude within Q3, with a new station-based prevention strategy in-place by January 2026.

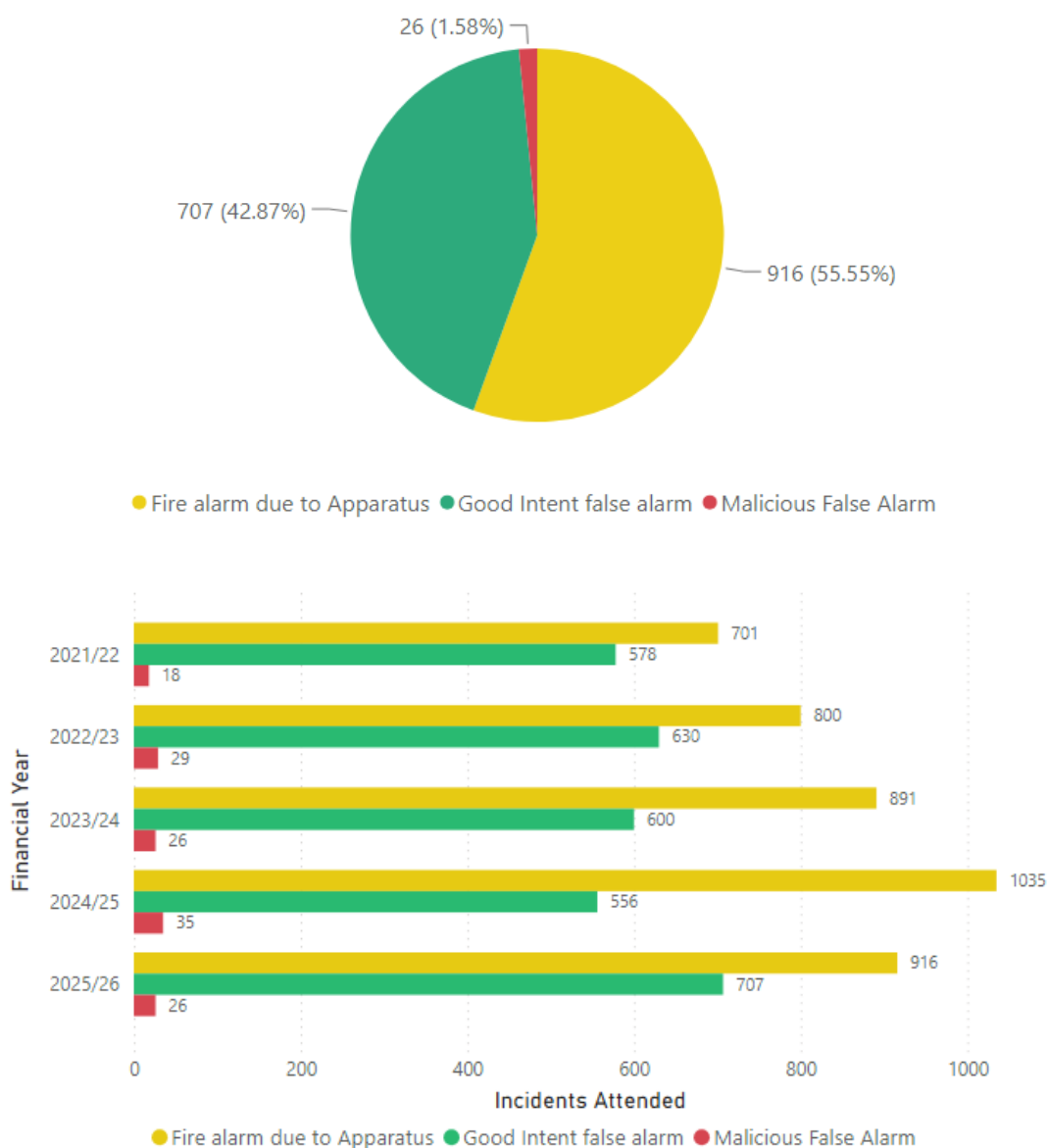
# Our Protection Principle



## 10 False Alarms

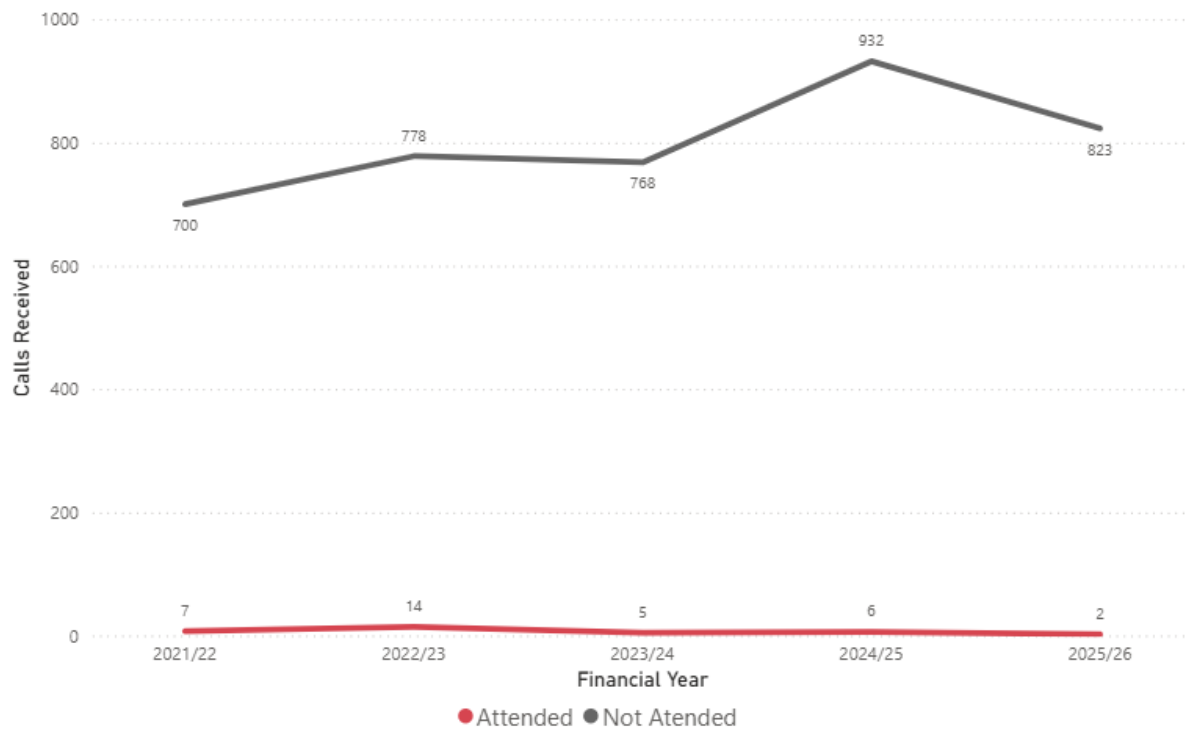
A total of **1,649** false alarms have been attended, which is an increase of 1.4%. This total is inclusive of false alarms attended across all property types.

A rise has been recorded in Good Intent False Alarm incidents attended, with a 27.2% increase recorded from 556 to **707**. Despite this, a reduction can be seen in Malicious false alarms, which decreased 25.7% from 35 to **26**, and also in Fire alarm due to Apparatus incidents, which decreased 11.5% from 1,035 to **916**.



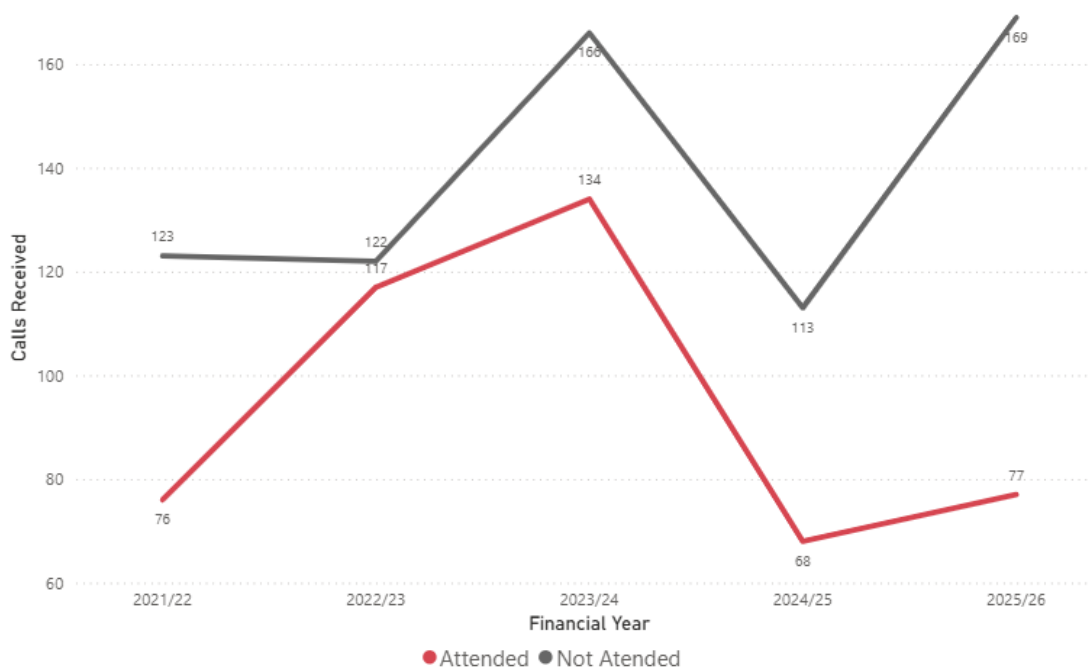
## 11 Commercial AFA calls

**825** Commercial AFA calls were received during the reporting period. All but **two** were incidents that were not attended.



## 12 Hospital AFA calls

**246** Hospital AFA calls were received. Whilst this was not the highest number of calls received during any first half period from the last five financial years, this half did see the highest number of Not Attended incidents.

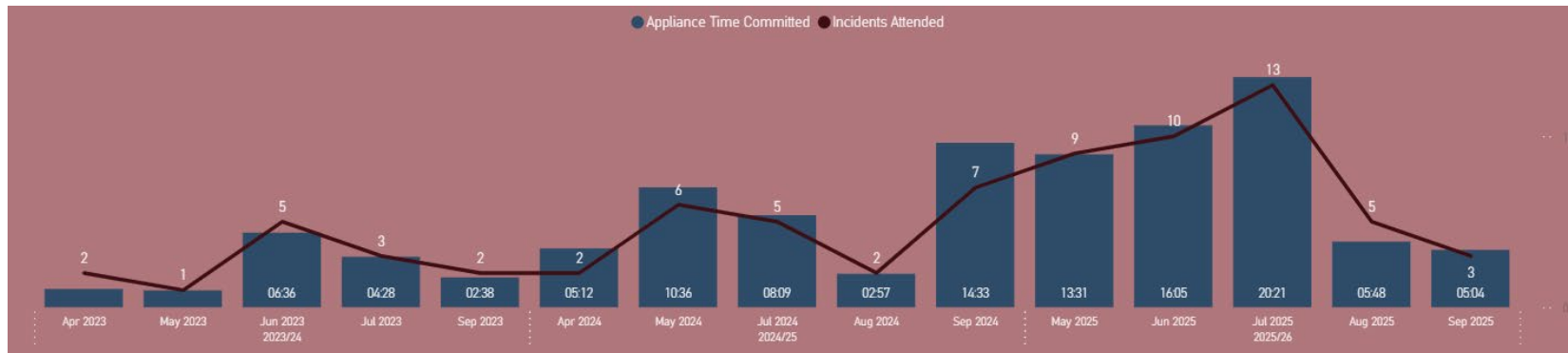
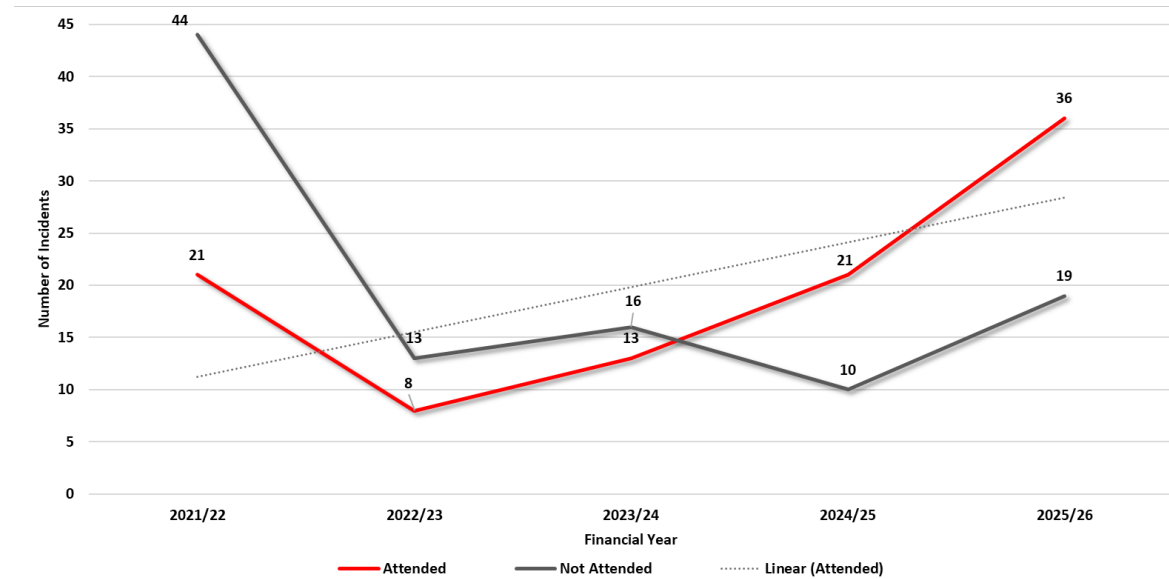


### Actions taken to date – Hospitals:

Incidents attended is still low due to a continued collaboration between NWFRS and BCUHB, with NWFRS now having started a cyclical auditing regime across the estate to solidify working arrangements and to ensure the most high-risk environments are the estates being audited. Continued collaboration and the bi-annual meeting is due to be held in quarter three.

### 13 HMP Berwyn

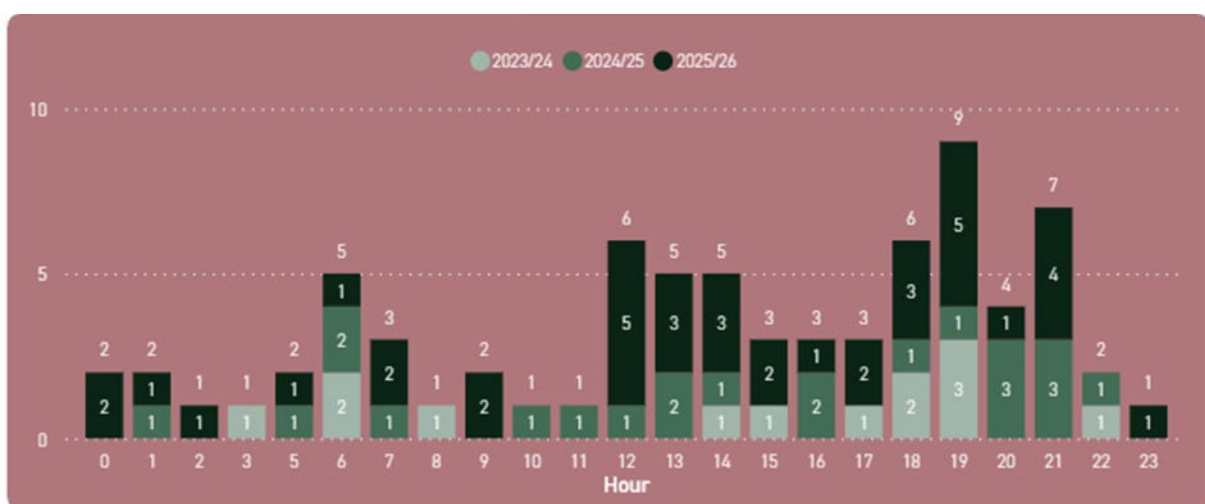
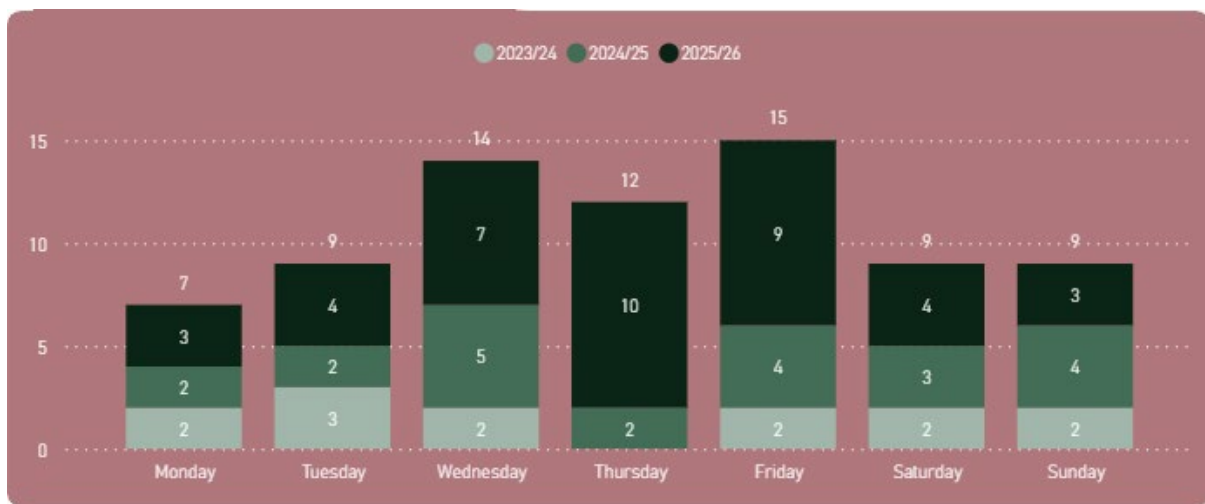
**55** primary fires were started deliberately at HMP Berwyn, and of these **36** were attended - this is 77.4% more than last year.



## Actions taken to date – HMP Berwyn

Incidents attended has taken a sharp decline since the introduction of a new vape product, due to the majority of previous incident being caused by the tampering with such devices.

These incidents have also been audited to ascertain any patterns, which do present on certain days of the week. This coincides with days that inmates are paid their wage, and when inmate debt is usually paid immediately afterwards. Inmates start these fires to avoid these debts (usually a Thursday or Friday). Continued collaboration around identifying new methods of ignition is on-going, as the inmates will move onto new ways of starting fires to gain their move from block to block to avoid debt. This will be continual as the incidents peak and trough.



# 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	Q1	July	August	September	Q2
Weekday	6	6	5	6	6	4	6	5
Weekend (incl. Bank Holiday)	14	14	12	13	11	12	12	12
<b>Overall Average</b>	9	9	7	8	7	7	7	7
<b>2024/25</b>	7	7	6	7	6	7	6	6

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

The below table reflects the number of RDS starters and leavers during quarter two, compared to the same quarter of last year. Many of the RDS Leavers this quarter have migrated to the WDS.

Quarter	Starters	Leavers	Position Headcount at Quarter End	Headcount (single role only)
<b>Jul 2024 - Sept 2024</b>	30	7	487	436
<b>Jul 2025 - Sept 2025</b>	12	29	485	418
<b>+/-</b>	<b>-18</b>	<b>+22</b>	<b>-2</b>	<b>-18</b>

**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.

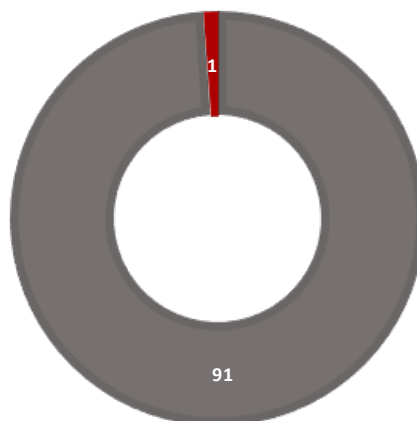
**Position Headcount at Quarter End** – the number of RDS positions that are filled, including those who have more than one role.

**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.



## 15 Planned 18 Pump Availability

■ 100% Pump Availability Met ■ 100% Pump Availability Not Met



Number of Days Planned Availability Achieved	
100% Pump Availability Met	
Weekday	64
Weekend/Bank Holiday	27
100% Pump Availability Not Met	
Weekday	1

**N.B.** Although 18 pump availability was not achieved during one weekday in August, all groups within the 16 Grouping Plan were still sufficiently covered on that day.

## 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. 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 below table summarises attended incidents relating to emerging technologies. This data covers the period of July 2025 to September 2025 and includes all incident categories.

E-Bike, 2	Lithium Ion Batteries / Electric Scooter, 1	Lithium Ion Batteries Charging, 1		Charging, 1	
		EV Charger, 1	Recycling Centre, 1	Hybrid Vehicle, 1	
Electric Scooter, 2	E-Cigarette, 1				

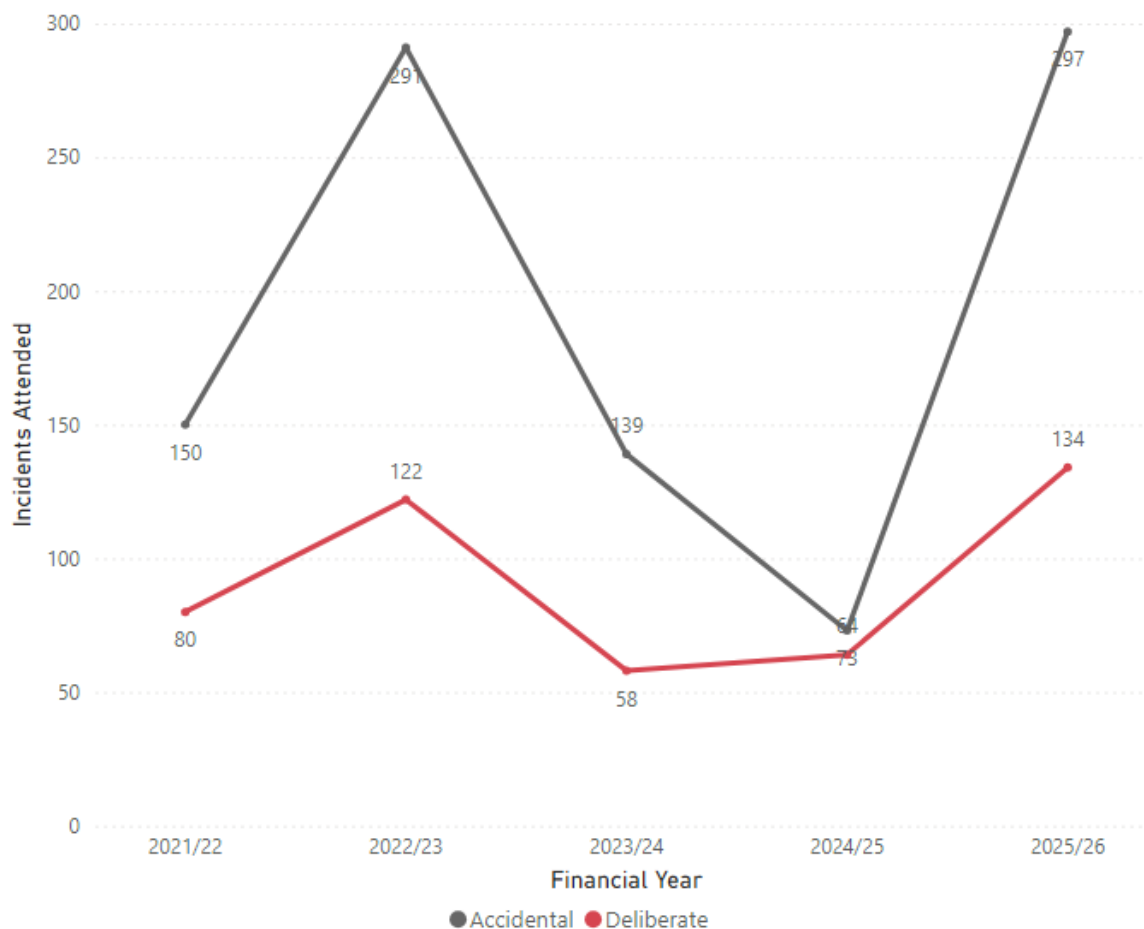
N.B. In some cases, the cause has been assumed rather than confirmed due to the nature of the incident.

# Our Environment Principle



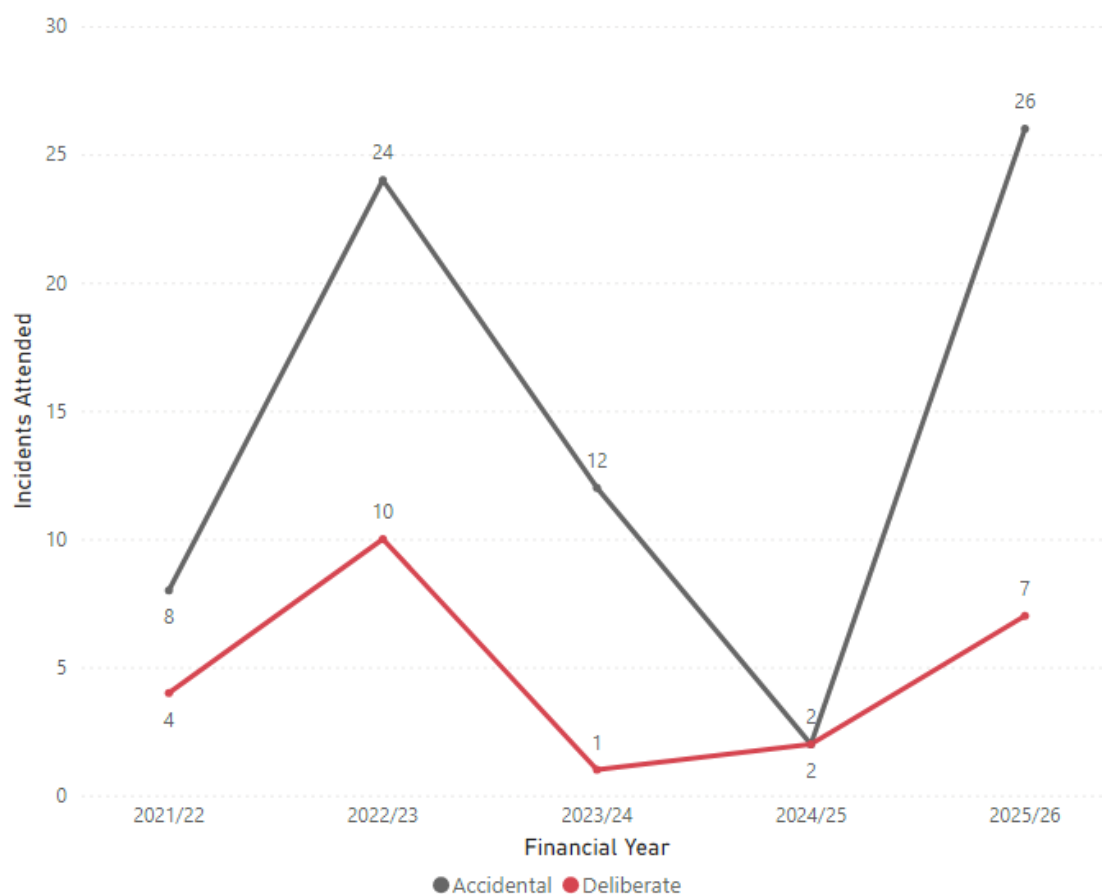
## 16 Grassland, woodland and crop fires

**431** Grassland, woodland and crop fires were recorded, a 214.6% increase from 137. This is 73.1% above the three-year average of 249.



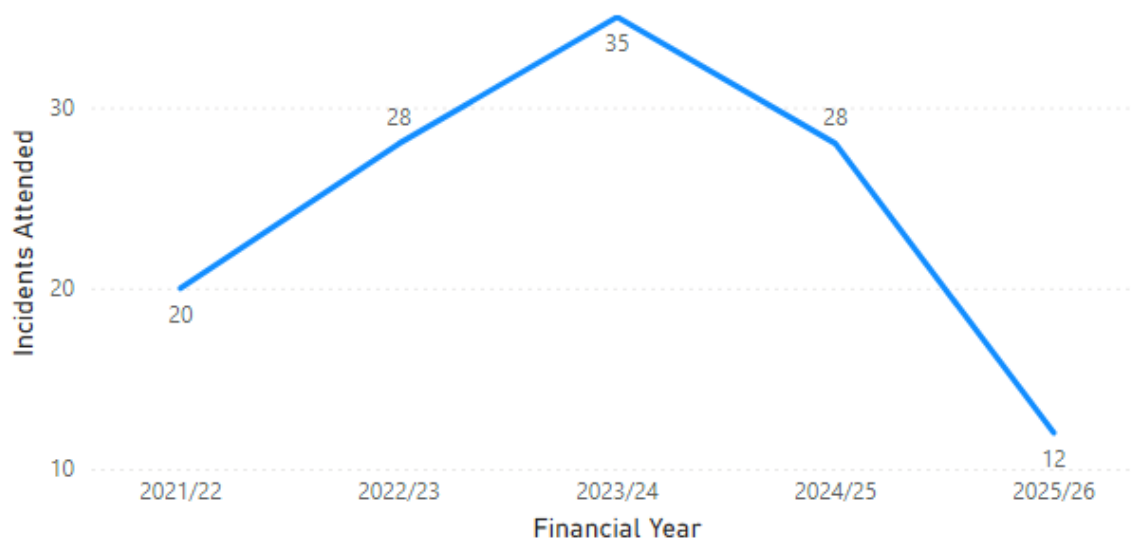
## 17 Wildfires

**33** wildfires were attended. This is an increase of 725.0% and 94.1% above the three-year average of 17. As a result, the time spent monitoring wildfire incidents increased to over **870 hours**, compared with over 229 hours during the same period of the previous year.



## 18 Flooding

There were **12** flooding incidents attended, a 57.1% decrease from 28, and 18 incidents less than the three-year average of 30.



## 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.