

Report to	Executive Panel	
Date	16 March 2026	
Lead Officer	Anthony Jones, Assistant Chief Fire Officer	
Contact Officer	Mike Plant, Head of Planning, Performance and Transformation	
Subject	Performance Monitoring, April 2025 – December 2025	

PURPOSE OF REPORT

- 1 To provide members with an update on performance for the period 1 April 2025 – 31 December 2025 (quarters 1 - 3 of financial year 2025/26). The performance measures reflect the five key principles outlined in the Community Risk Management Implementation Plan (CRMIP) for the 2025/26 financial-year and include commentary on emerging trends and future actions.

EXECUTIVE SUMMARY

- 2 Compared to the same period in 2024/25, fire incidents have increased to **1,686 (1,253** in 2024/25). Whilst this represents an overall increase of **34.6%**, the increase for secondary fires is **72.3%**. The increase in secondary fires reflects the dry weather conditions experienced, with fires in the open driving the increase.
- 3 Accidental dwelling fires have increased by 6.5% compared with the same period last year, with a total of **246** incidents attended.
- 4 Attendance at special service calls has shown a reduction from last year, however, the number of RTCs has risen by **29.2%**.
- 5 Work continues to support our communities with a total of 14,935 safe and well checks completed during the period. Although a slight decrease in overall terms of **0.8%** for the same period in 2024/25, the focus remains on medium and high priority visits. In addition, North Wales Fire and Rescue Service (the Service) remains committed to education through school visits, the provision of the Phoenix course and individual interventions to address fire setting.

RECOMMENDATION

6 It is recommended that Members:

i) Note the content of the Performance Monitoring Report.

BACKGROUND

7 The Authority is required to work to reduce risk and address the safety of its communities and to do so in a sustainable manner. The CRMIP outlines the principles against which the Authority measures its performance. Focussing on five key principles the performance is reported on a quarterly basis, with a focus on key risks and emerging trends.

INFORMATION

8 The Performance Report is for the period 1 April 2025 – 31 December 2025. Unless otherwise stated, all figures are based on the first three quarters of the 2025/26 financial-year, with comparisons made to the same period of the previous financial-year (2024/25).

IMPLICATIONS

Well-being Objectives	Demonstrates the Authority's performance against the improvement and well-being objectives in the Community Risk Management Implementation Plan (CRMIP) 2025-26.
Budget	Allows activity and key risks to be considered at part of the budget setting process.
Legal	Supports the Authority, as required by the Well-being of Future Generations (Wales) Act 2015, to demonstrate how it is taking all reasonable steps, in exercising its functions, to meet its well-being objectives.
Staffing	Reporting is aligned to the CRMIP 25/26 and includes an update on staffing matters.
Equalities/Human Rights/Welsh Language	No implication identified.
Risks	Demonstrates how the Authority is managing its delivery against community risks.



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

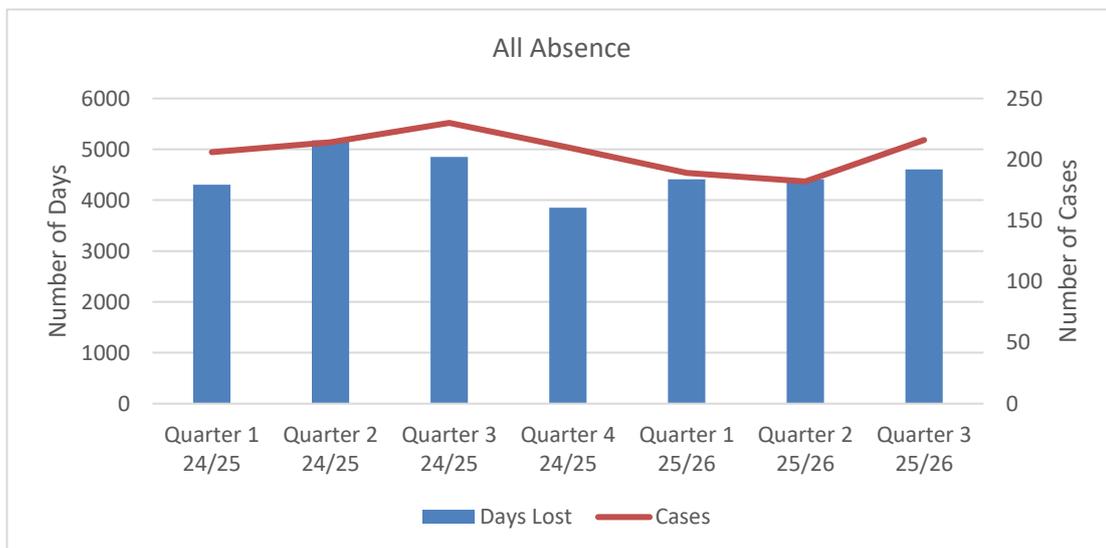
The Service encourages all its employees to maximise their attendance at work while recognising that employees will, from time to time, be unable to come to work because of ill health.

Total time lost, for NWFRS, due to all sickness absence has increased from 4.60% during Quarter 2 to 5.16% during Quarter 3, although this remains lower in terms of days lost and cases than the same period in the previous year.

971 individuals were employed by NWFRS as at 31/12/2025, which is an increase of 31 people from the same period in 2024/25.

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



Days lost and absence cases in quarter 3 2025/26 increased compared with quarter 2 but remained lower than quarter 3 of the previous year. Staff numbers also increased, indicating continued improvement in overall sickness absence levels.

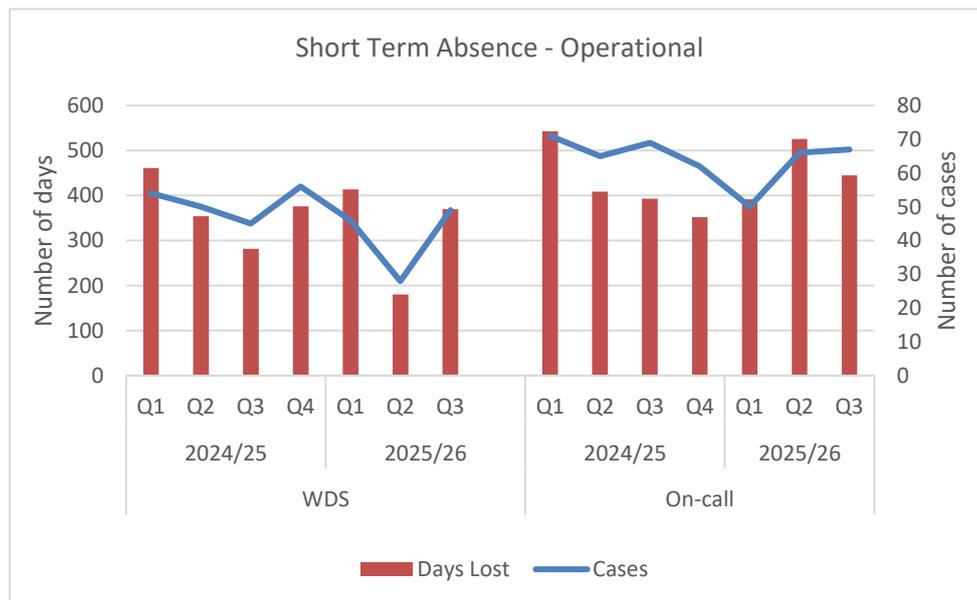
Colds and flu generated the highest number of absence cases but accounted for only 4.82% of total sickness absence. Musculoskeletal absences made up 29.9% of all absence in quarter 3, slightly down from 30.4% in quarter 2 and broadly in line with the National Fire Services Absence Report for April 2024 to March 2025, which reported average of 29%. Mental health absence accounted for 26.4%, a 3% reduction from quarter 2, though still higher than the 19% recorded across 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.

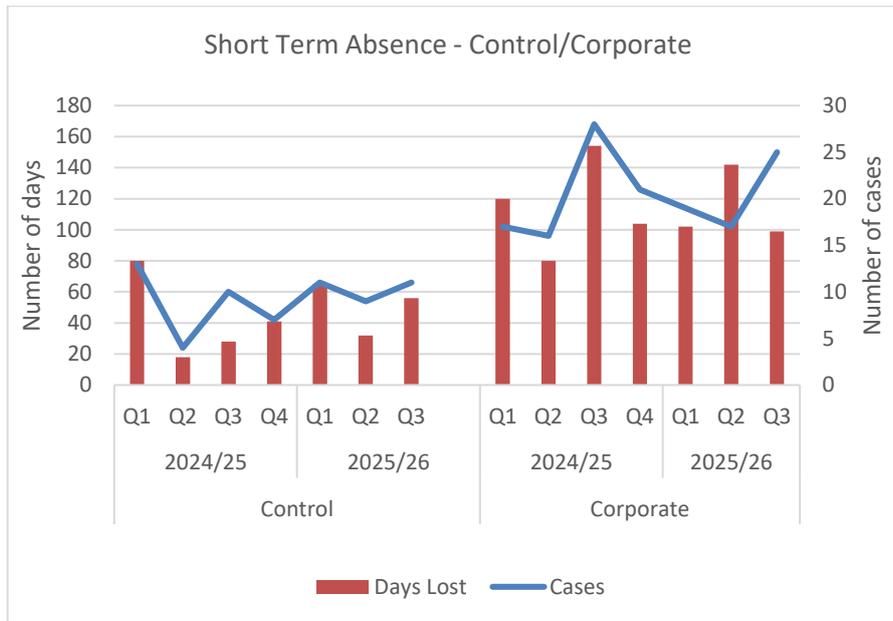
1.2 Short Term Sickness

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 3 of the current year equated to 1.09% of time lost, which is higher (1.0%) than the time lost across all duty types during quarter 3 of the previous year.



(WDS - includes all wholtime 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).



Short-term sickness cases and days lost increased in quarter 3 compared with quarter 2 across both wholetime and control duty systems. Wholetime staff accounted for 38% of days lost in quarter 3, up from 20% in quarter 2, with average absence increasing from 6.4 to 7.5 calendar days per employee.

On-call staff, who make up 51.3% of the workforce, accounted for 45% of short-term absence cases, down from 59.7% in quarter 2. While case numbers remained similar, average absence duration fell from 7.92 to 6.5 calendar days.

Corporate staff short-term absence cases increased to 26.7% in quarter 3, but total days lost decreased, indicating shorter absences. Average absence fell from 8.35 to 3.96 calendar days per employee, with colds and flu the most common cause.

Top 3 Short Term Sickness Absence Reasons (by cases)

	Absence Reason	Cases	Lost time %
1	Cold/Flu	48	22.1%
2	Musculoskeletal - Lower Limb	7	7.11%
3	Musculoskeletal – Upper Limb	4	6.70%

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

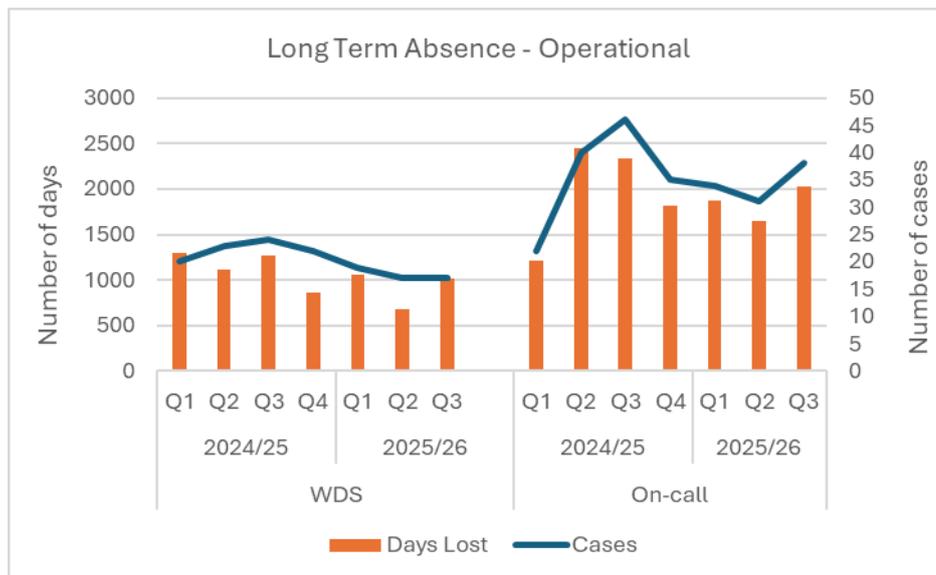
Cold/flu were the most common cause of short-term absence in quarter 3, accounting for 22.1% of time lost, with an average duration of 4.48 days. This is a significant increase from 8.4% in quarter 2.

All Musculoskeletal conditions accounted for 19.1% of short-term absence, with an average duration of 8.8 days, with lower limb cases the most reported from this category (7.11%) followed by upper limb (6.70%). Most cases were among on-call staff (66%), followed by wholetime (23%) and corporate staff (9.5%). Physiotherapy continues to be widely used, particularly for lower limb, shoulder, neck and back conditions, supporting early intervention and absence prevention.

1.3 Long Term Sickness

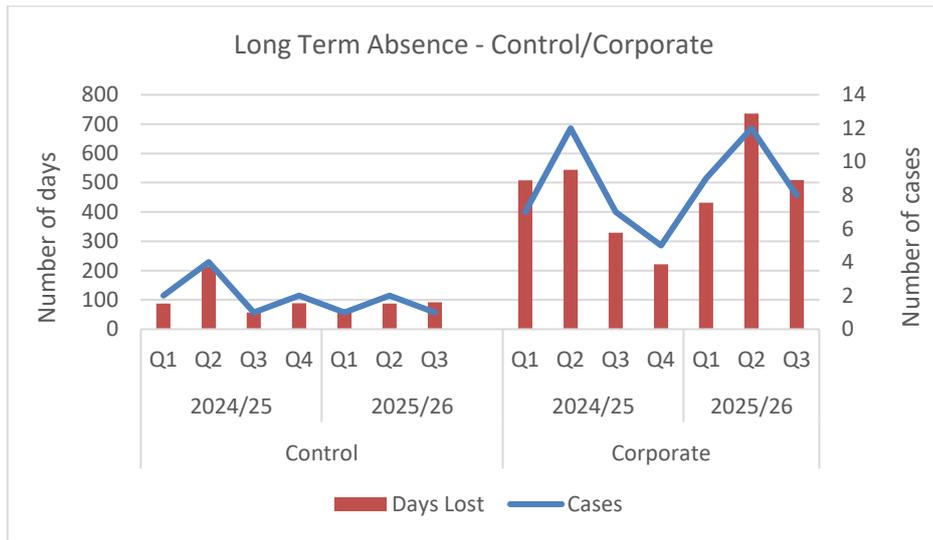
On average over the full year of 2024/25, long term absence has accounted for 4.23% of time lost.

Long term sickness accounted for 4.07% of time lost across all duty types in quarter 2, compared to 3.60% in quarter 2 and 3.99% in quarter 1.



Long-term absence days for wholetime staff increased from 679 days in quarter 2 to 1,015 days in quarter 3, with average duration rising from 39.9 to 50.8 days.

On-call staff accounted for 55% of long-term absence, slightly up from quarter 2. While cases and total days lost increased to 2,020 days, average absence duration fell slightly from 53.1 to 51.7 days.



Long-term absence cases and days lost for Control and Corporate staff decreased in quarter 3 compared with quarter 2. Corporate roles accounted for 13.9% of long-term absence cases, down from 23.3%. While cases and days lost fell, average absence duration increased slightly from 61 to 63 days.

Top 3 Long Term Sickness Absence Reasons (by cases)

	Absence Reason	Cases	Lost Time %
1	Mental Health – Stress	8	13.6%
2	Musculoskeletal - Lower Limb	8	12.3%
3	Failed Medical/Fitness Test	7	9.13%

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

The top three causes of long-term sickness absence remained unchanged in quarter 3. Mental health absence, including stress, anxiety, depression and related conditions, fell to 13.6% of time lost from 15.6% in quarter 2. Average duration also reduced significantly from 64.2 to 50.6 days.

Additional mental health and wellbeing support continues to be rolled out, alongside existing occupational health, employee assistance and physiotherapy services. Training includes Mental Health First Aid, bystander training, suicide awareness and critical incident debriefing.

Musculoskeletal lower limb conditions remained the second highest cause of long-term absence, with eight cases accounting for 447 days lost. These absences often relate to surgery or recovery, requiring full fitness before return. Modified duties and phased returns continue to support earlier and safer returns to work.

Our Prevention Principle



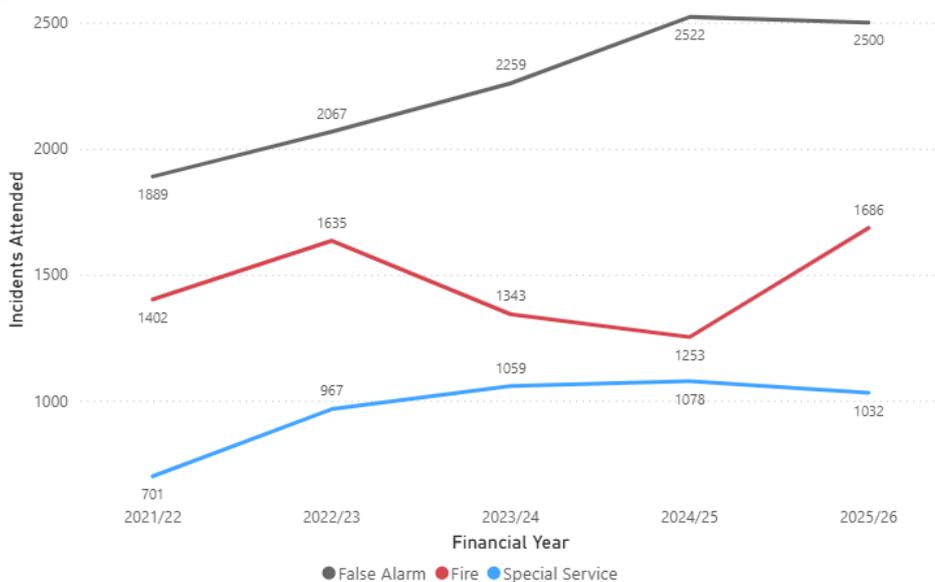
2 All Incidents

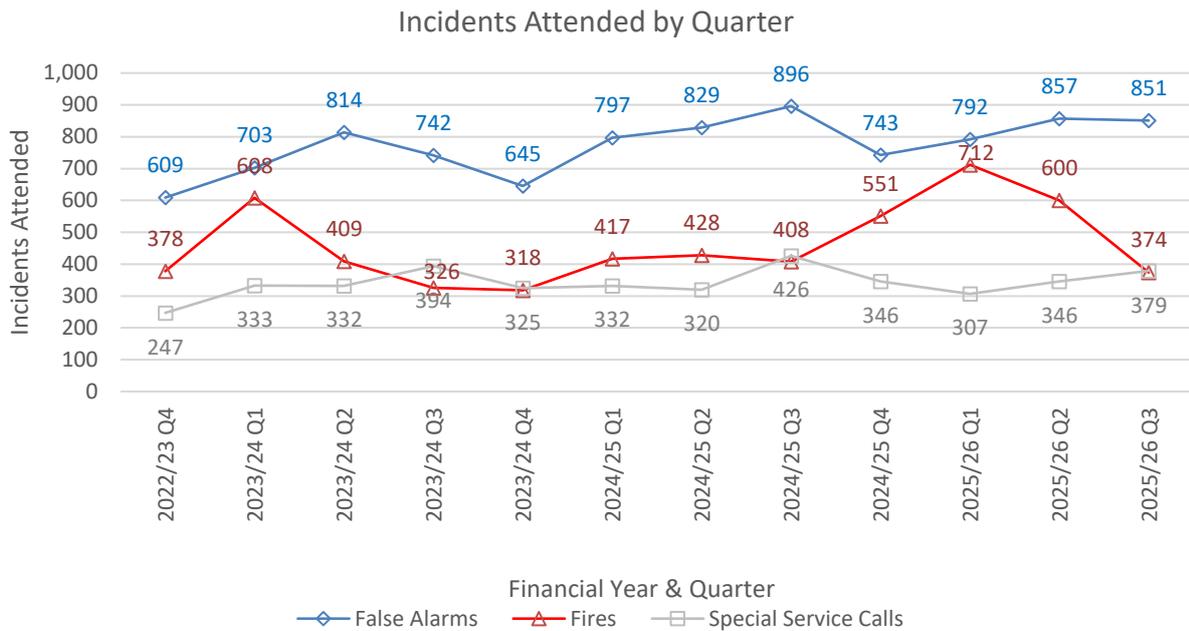
All Incidents – **5,218** incidents were attended during quarters 1-3 of the financial year, which is a 7.5% increase. This is also 10.4% higher than the 3-year average of 4,728.

Fires – **1,686**, an increase of 34.6% for quarters 1 to 3 when compared to the same period during the previous year, and 19.6% higher than the three-year average of 1,410. This is due to a notable increase during quarters 1 and 2 of the year, however, quarter 3 has shown a substantial decrease.

False Alarms – **2,500**, a decrease of 0.9%, but 9.5% higher than the three-year average of 2,283.

SSCs – **1,032**, a decrease of 4.3%, and 0.3% less than the three-year average of 1,035.

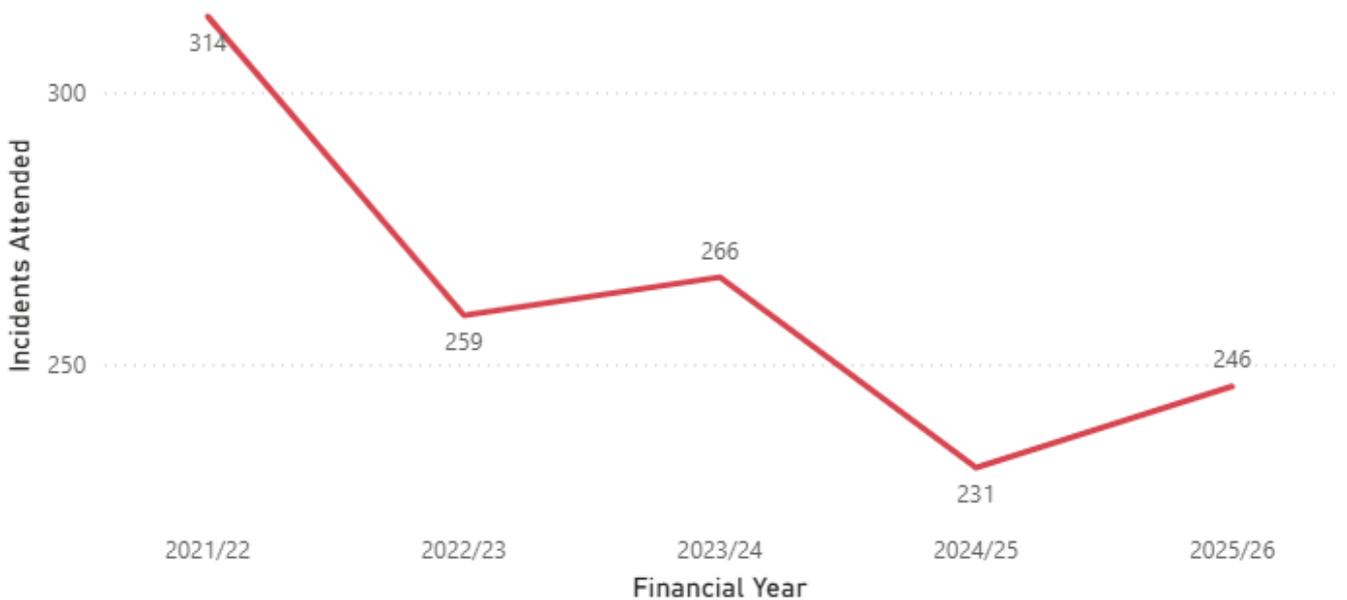


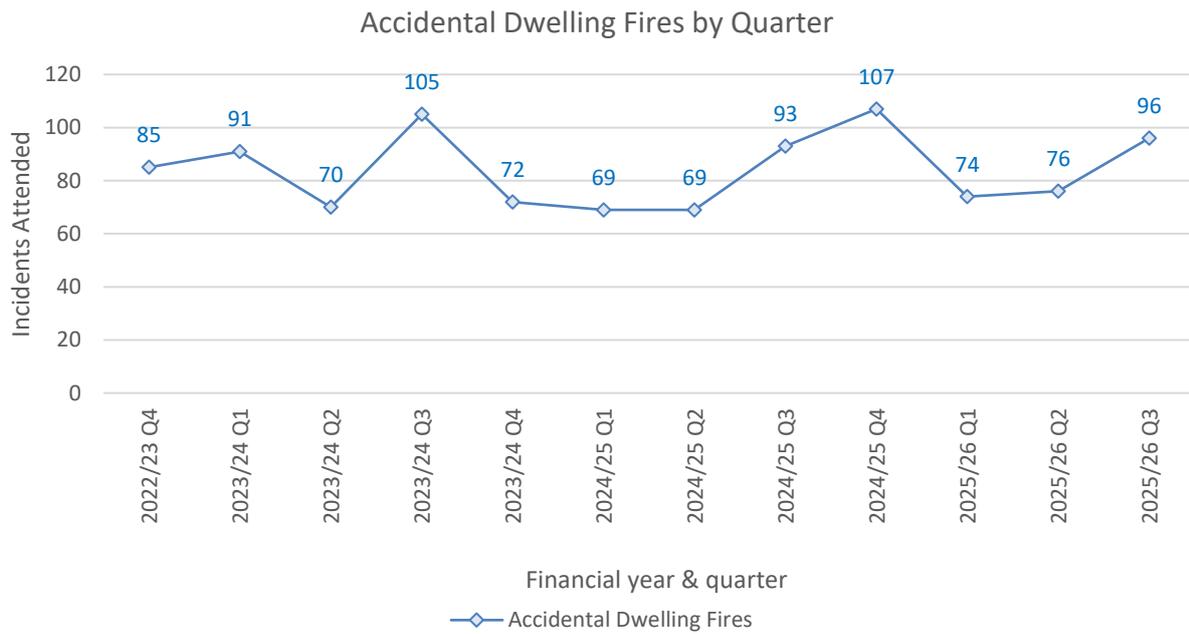


3 Accidental Fires in Dwellings (ADFs)

246 accidental dwelling fires were attended, which is a 6.5% increase from 231.

Whilst this is an increase over the previous financial year, it is important to note that this is still 2.4% less than the three-year average of 252, and is also notably 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.

County	ADFs	YoY	Avg Response Time
Anglesey	28	↑ 1	00:17
Conwy	45	↑ 5	00:11
Denbighshire	41	↑ 3	00:12
Flintshire	48	↓ -5	00:11
Gwynedd	31	↓ -16	00:15
Wrexham	48	↑ 6	00:11
Total	241	-6	00:12

4 Leading Causes of Accidental Dwelling Fires

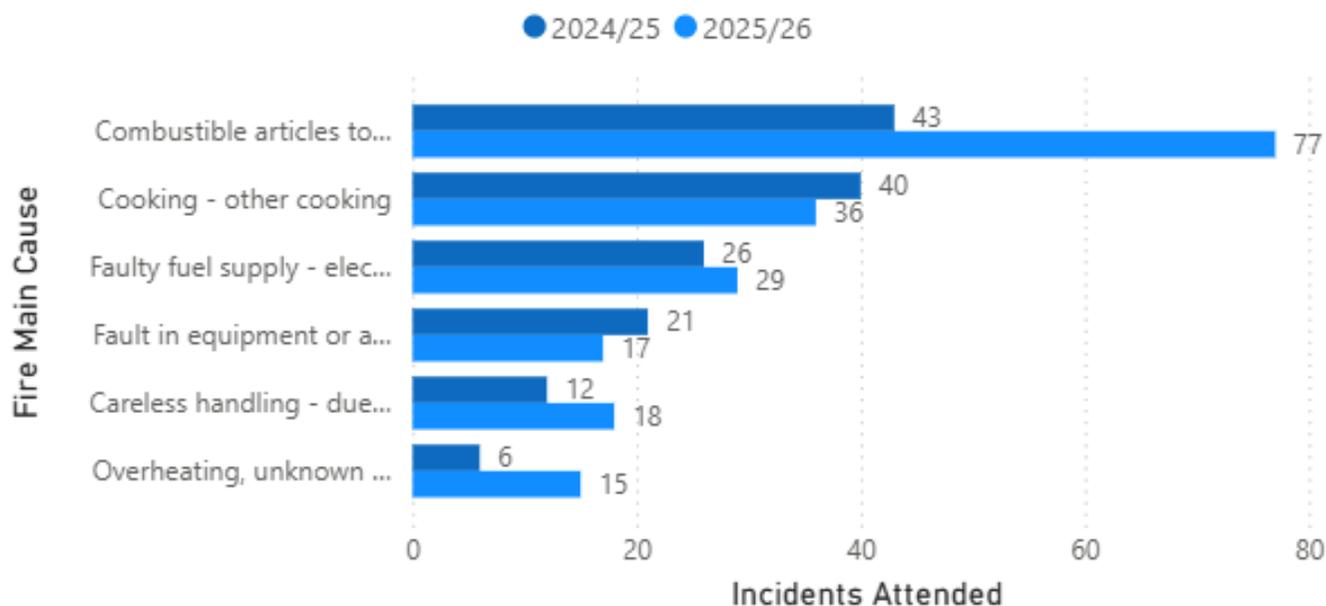
There were numerous main causes of ADFs during the reporting period. The most common was 'Combustible articles too close to heat source (or fire)', which showed a 79.1% increase from 43 to **77** during the reporting period Q1 – Q3.

Other main causes which saw an increase during the period Q1 – Q3 2025/26 included:

- 'Faulty fuel supply – electricity', which increased by 11.5% from 26 during Q1-Q3 2024/25 to **29**.
- 'Careless handling – due to careless disposal', which increased 50% from 12 during Q1-Q3 2024/25 to **18**.
- 'Overheating, unknown cause', which increased 150% from six during Q1-Q3 2024/25 to **15**.

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

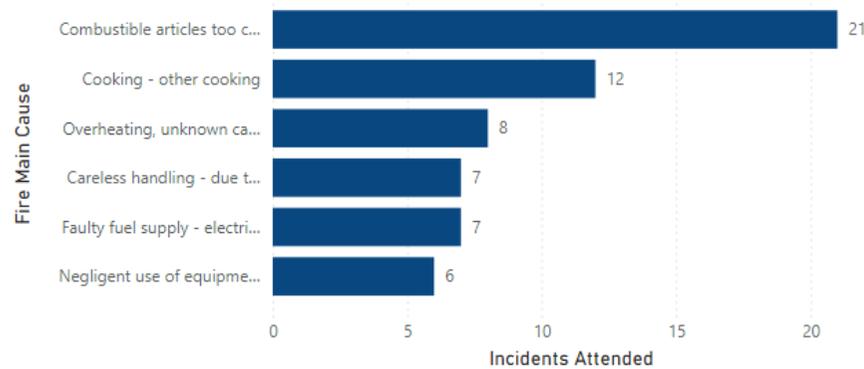
- 'Cooking – other cooking', which decreased by 10% from 40 during Q1-Q3 2024/25 to **36**.
- 'Fault in equipment or appliance', which decreased by 19% from 21 during Q1-Q3 2024/25 to **17**.



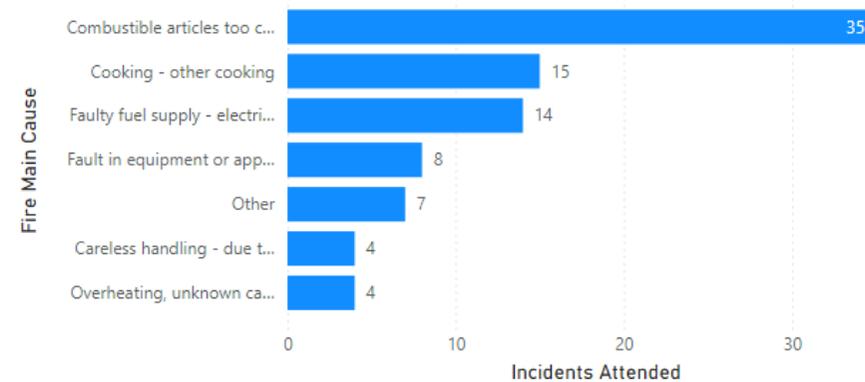
When comparing the leading causes of Accidental Dwelling fires in Q3 2025/26, to those in the previous quarter, **Combustible articles too close to heat source (or fire)** remained consistently the most common leading cause, responsible for **35** accidental fires in dwellings during Q3, increasing from 21 in Q2 2025/26.

Cooking – other cooking remained as the second most common cause, responsible for **15** accidental fires in dwellings during Q3, increasing from 12 recorded during Q2 2025/26.

Leading causes of ADFs | 2025/26 Q2



Leading causes of ADFs | 2025/26 Q3



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, such as "Fire Kills" and videos on the danger of leaving cooking unattended, have been shared across all platforms.

NWFRS Prevention Team have encourage multi-agency carers and support workers across the region to subscribe 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 referrals for those most at risk.

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.

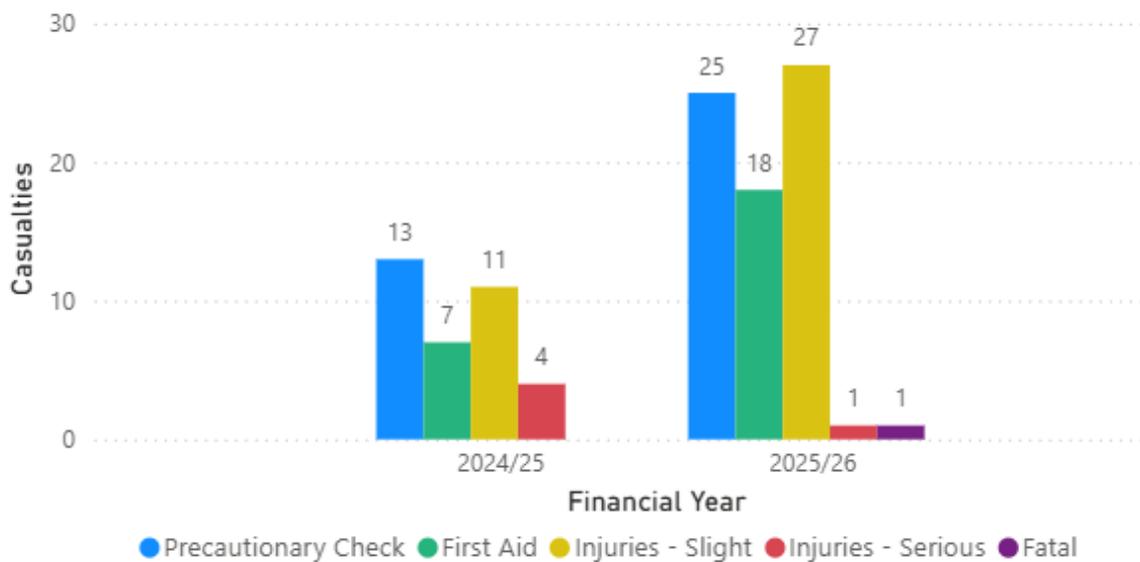
The Prevention Team are currently trialling an innovative cooker safety product called 'Pippa'. The small detection unit, which is located above a cooker, uses AI to detect the early signs of heat and fire, alerting the occupier of a sudden rise in temperature. The unit also has the ability to alert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

5 Fatalities and Casualties from Accidental Fires in Dwellings

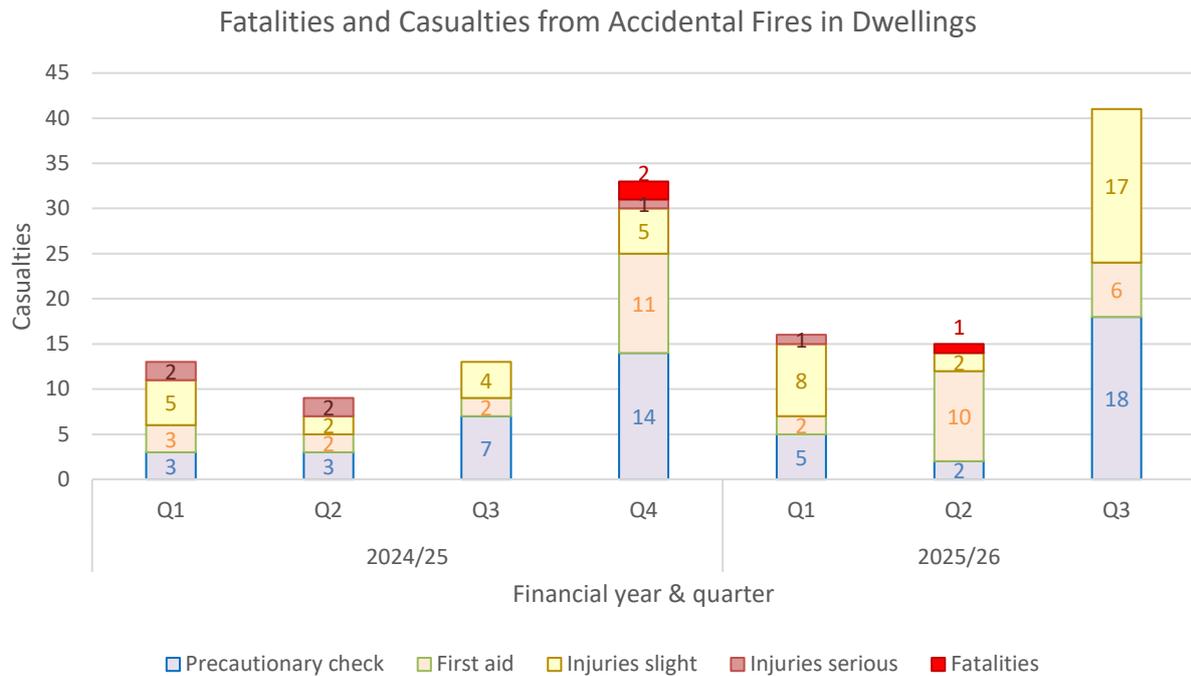
72 people sustained injuries at **47** ADFs during the reporting period 2025/26 Q1 – Q3. Sadly, **one** person was recorded as a fatality as a consequence of an ADF during quarter 2.

The number of people injured as a consequence of an ADF since the start of 2024/25 has shown an increase of 105.7%, when compared to Q1 – Q3 in 2024/25. The number of ADFs where an injury was recorded has also increased by 62.1%.



When reviewing the number of casualties from accidental dwelling fires which were recorded during 2025/26 Q3, a total of **41** casualties were recorded, which is an increase from the previous quarter (Q2) during which 15 casualties were recorded.

It is important to note that although this is a significant increase, the casualties recorded are predominantly precautionary checks (for 18 of the casualties), with 6 casualties requiring first aid and 17 recorded as having slight injuries. There were no serious injuries or fatalities recorded during Q3.



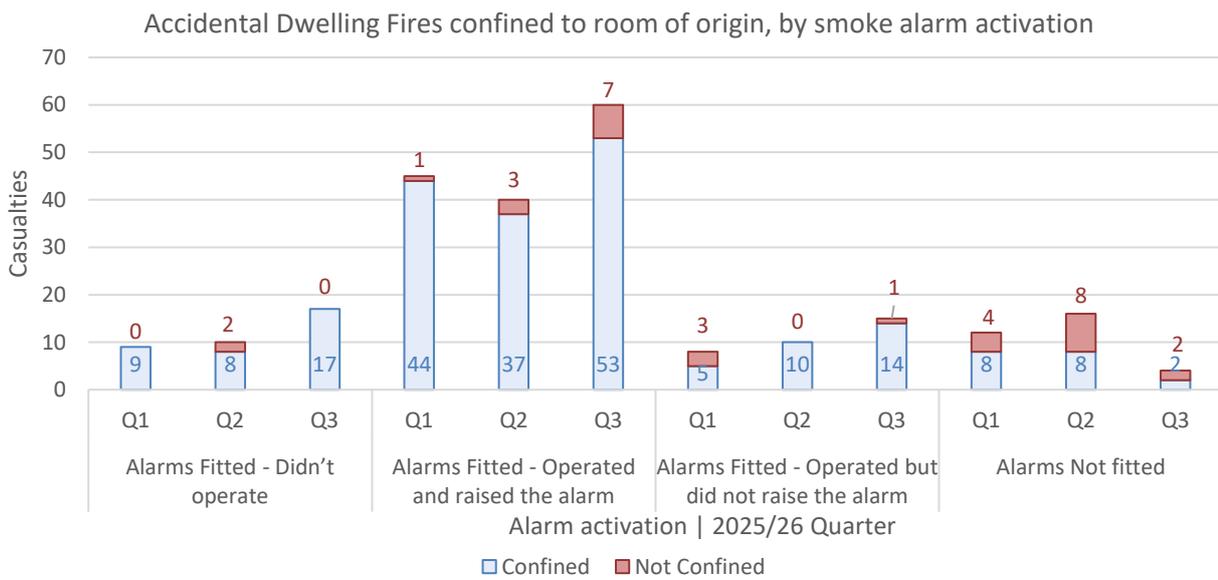
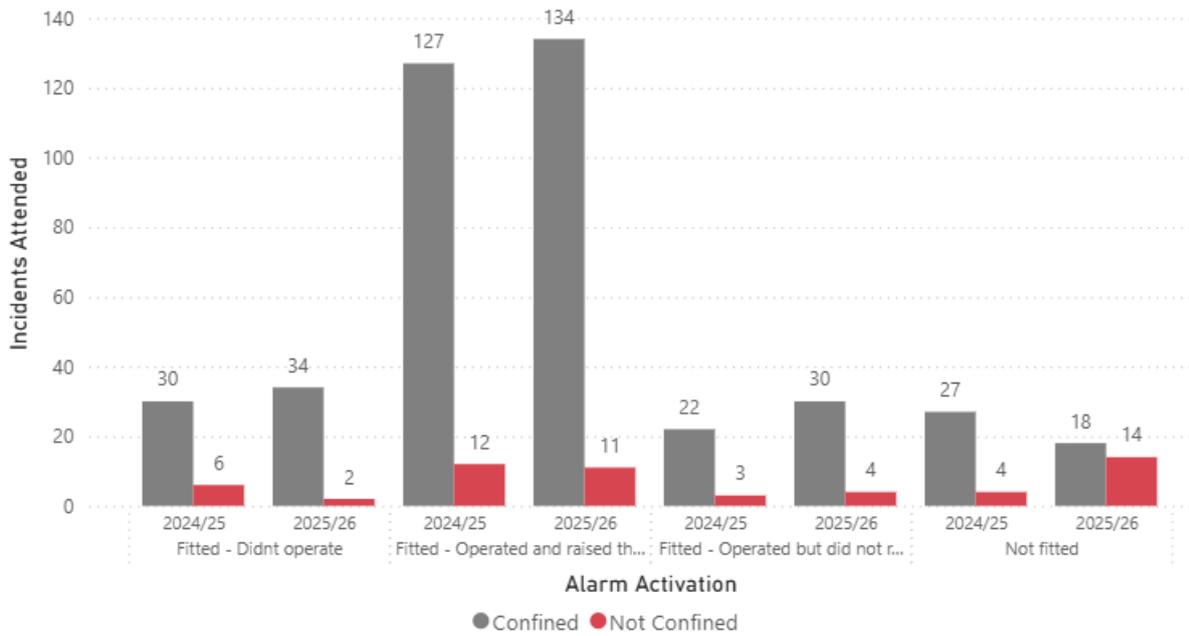
6 Smoke Detectors – Accidental Dwelling Fires

Detectors: smoke/heat detectors were present at **215** (87.4%) of the accidental dwelling fires attended.

Alarms operated and raised the alarm at **145** (58.9%) ADFs.

Alarms were not fitted at **32** (13%) of the ADFs attended.

Of the 246 ADFs attended, **215** were confined to the room of origin, and **31** were not confined.



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

Within the first three quarters of financial year 25/26, we have completed 14,925 SAWCs and remain on target to reach 17,500 by the end of Q4. However, only 3,837 of all checks that were completed during this period were high-risk. This equates to 25.7%. Steps are in place to address this, with crews being asked to prioritise high-risk referrals in Q4.

Throughout quarter 3, Wholetime and Day Crewed stations were asked to undertake prevention activity using Exeter data (data shared by the NHS) to target households where occupiers aged 65+ years live. Crews were provided with geographical information visually indicating where residents were known to be 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 Q3 were completed by the HSSWs (high/medium risk) and WDSR (low risk).

This procedure has been reviewed and will change in Q4, with crews using the referral waiting list in the first instance and using Exeter data as the default/backup, due to the increasing numbers of waiting list referrals – some of which are overdue. The crews will focus on those most at risk within the community, rather than focusing on low risk SAWCs.

It has been noted that the focus should prioritise quality over quantity.

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.

Educational Engagement – Q3:

Phoenix

Courses delivered	= 6
Participants	= 55
Number completing the course	= 67%
Behaviour Improvement	= 66%
Positive feedback (from referring agencies)	= 100%
Full Agored qual attained	= 62%

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.

NWFRS Prevention team is reviewing activities 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.

Q3 Educational visits to schools

Schools Visited	= 17
Pupils	= 1,035

Crucial Crew	= 1
Pupils	= 10

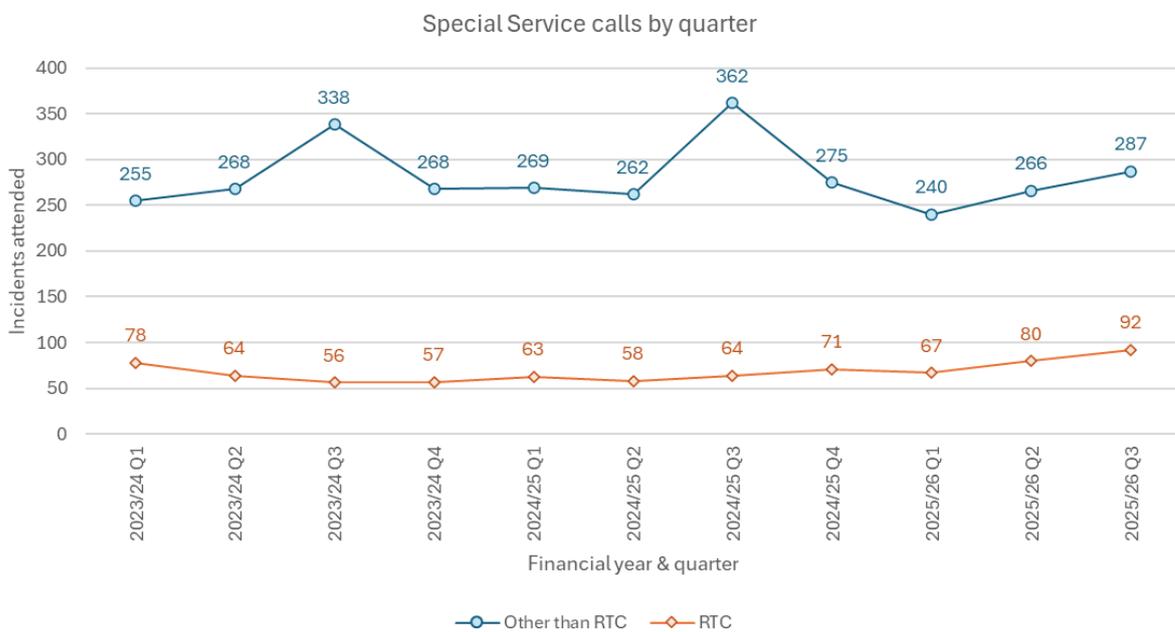
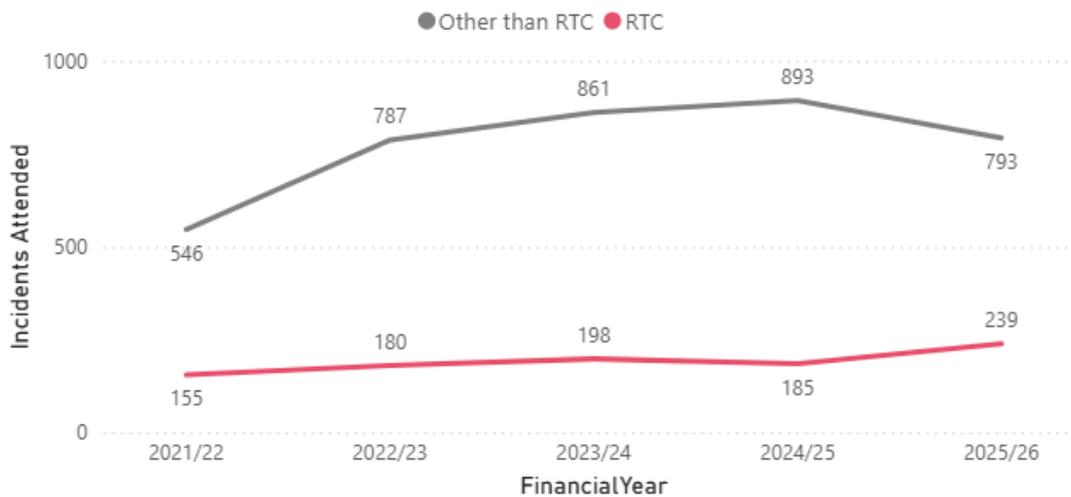
Deliberate Fires Assembly	= 2
Pupils	= 110

It must be noted that the Education Team were operating at 50% due to maternity leave, however, the team member has returned as-of December 2025.

7 Special Service Calls (SSCs)

A total of **1,032** special service calls (including Road Traffic Collisions (RTCs)) were attended, which is 4.3% lower than the 1,078 attended in 2024/25.

Whilst the number of 'Other than RTC' incidents have decreased by 11.2% with **793** incidents attended, there has been increased attendance at RTCs, which saw a 29.2% increase with **239** incidents attended compared to 185.



Leading SSC categories for the duration of 2025/26 Q1-Q3 (other than RTC) included:

- **396** 'Assist other agencies' incidents – an increase of 0.5% from 394 recorded during 2024/25 Q1-Q3.
- **69** 'Other rescue/release of persons' incidents – a decrease of 10.4% from 77 recorded during 2024/25 Q1-Q3.
- **73** 'Effecting entry/exit' incidents – an increase of 30.4% from 56 recorded during 2024/25 Q1-Q3.
- **58** 'Lift Release' incidents, which was the same number recorded during 2024/25 Q1-Q3.

Leading SSC categories recorded during 2025/26 Q3 (other than RTC) included:

- **153** 'Assist other agencies' incidents – an increase from 127 recorded during Q2.
- **16** 'Flooding' incidents – an increase from 8 recorded during Q2.
- **26** 'Effecting entry/exit' incidents – a decrease from 29 recorded during Q2.
- **20** 'Lift Release' incidents – a decrease from 22 recorded during Q2.

Actions taken to date:

Road Safety

Olivia's story

Olivia's story was delivered to over 1000 college students for Road Safety Week. This included all Grwp Llandrillo, Menai Site and one Coleg Cambria Site.

NWFRS and NWP staff filmed a short video in collaboration with Grwp Llandrillo Menai which was released on social media. The video explained what NWFRS and NWP aim to achieve through the delivery of Olivia's Story and captured the thoughts and feelings of the students who had received Olivia's Story.

Op Atal Team

Operation Atal team have been out and about on the streets of North Wales working with NWP to educate drivers on the Fatal 5. In Q3, they have conducted 793 roadside presentations with 33 drivers receiving driving fines, including putting to use their Child Car Seat training which resulted in 1 prosecution for incorrect use of a Child Car seat.

Operation Atal team attended Ysgol Llanfawr, Holyhead to promote Road Safety. They ran a competition with the Children having to create a drawing demonstrating what Road Safety meant to them with the best winning Amazon Gift Vouchers. 200 students engaged with.

Ongoing work in booking in Olivia's story for the new year. By the end of January, it is expected that all of Coleg Cabria- Bersham Road site will have received the input and further work with Grwp Llandrillo Menai is ongoing.

It is noted that the Op Atal team have 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.

BikerDown

WM Lee Parsons and WM Paul Ellams attended the MCL Bikeshow in Birmingham to promote Bikerdown and Bike Safe. This attendance resulted in 300 sign-ups to both Bikerdown and Bike Safe.

One Bikerdown session conducted within Q3 with 17 student interactions.

Other on-going NWFRS Road safety work

- Working 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.

Water Safety Activity Q3

Danger point collaboration Meeting. Meeting held with Cat from Danger point at Unit 8B Conwy to demonstrate our water safety flume, how it works and how we could fit it at our inland section. Also discussed expanding the inland water stand at DP to include video footage. Work ongoing in Q4 to improve the inland section at Dangerpoint. Finances have already been set aside to purchase the equipment.

Christmas Water Safety Campaign. Wales meeting to discuss an all-Wales approach. Agreed to share resources for a standardised message. South Wales to share their asset with us so Corp Comms we can brand with NWFRS logo.

Mountain Rescue Meeting. Several mountain rescue teams hosted at Bangor Fire Station. These were introductory meetings where all the local MR teams came together to have an open discussion about how we deal with operational water incidents and how we can help each other.

Following a PowerPoint discussion, we had a 'show and tell' type scenario where everyone demonstrated the equipment they carry on their rescue vehicles. This was to establish a better understanding, better control and improve co working at operational incidents.

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. 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.

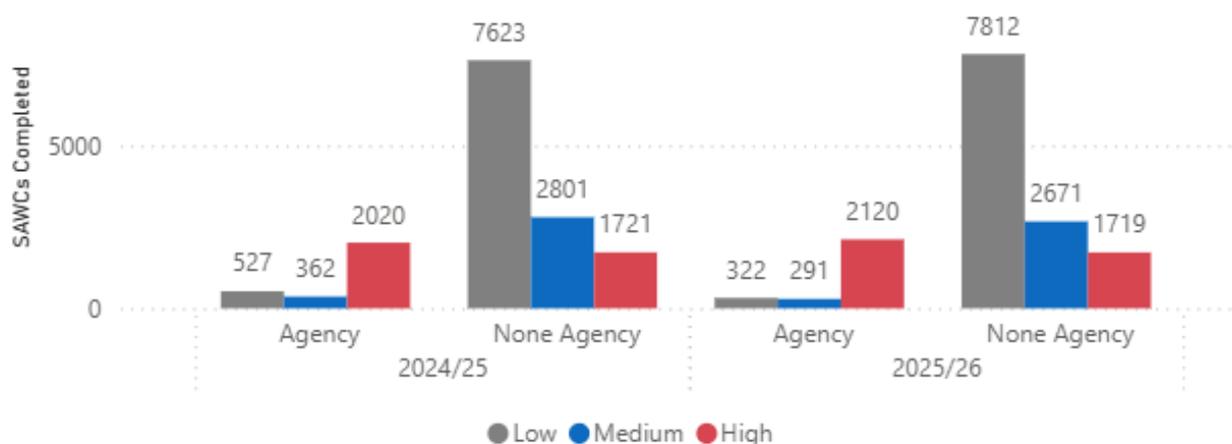
8 Safe and Well Checks

A total of **14,935** SAWCs have been completed across 2025/26 Q1 – Q3, of which:

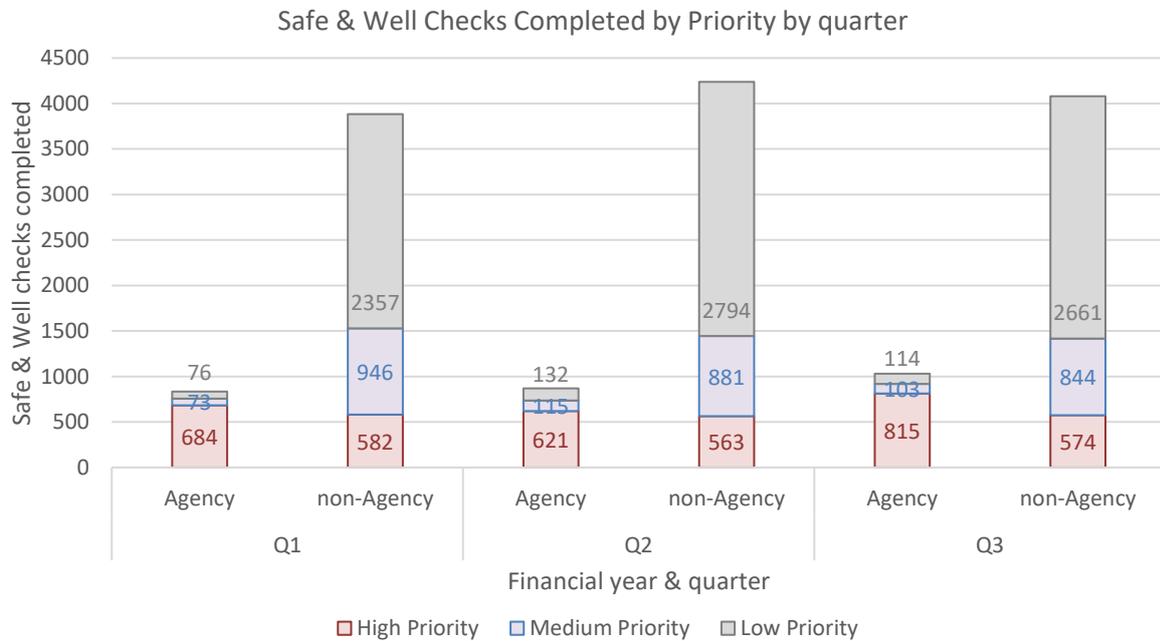
- **3,839** (25.7%) were High priority, with **2,120** (55.2% of high priority checks completed) coming from a partner agency.
- **2,962** (19.8%) were Medium priority, with **291** (9.8% of medium priority checks completed) coming from a partner agency.
- **8,134** (54.5%) were Low priority, with **322** (4% of low priority checks completed) coming from a partner agency.

A total of **2,733** SAWCs completed during this period were referred to the Service from an Agency – this equates to 18.3% of SAWCs completed.

Although there has been a **0.8%** decrease in the number of SAWCs completed compared with the same period last year, there has been a **2.6%** increase in the number of high priority SAWCs completed.

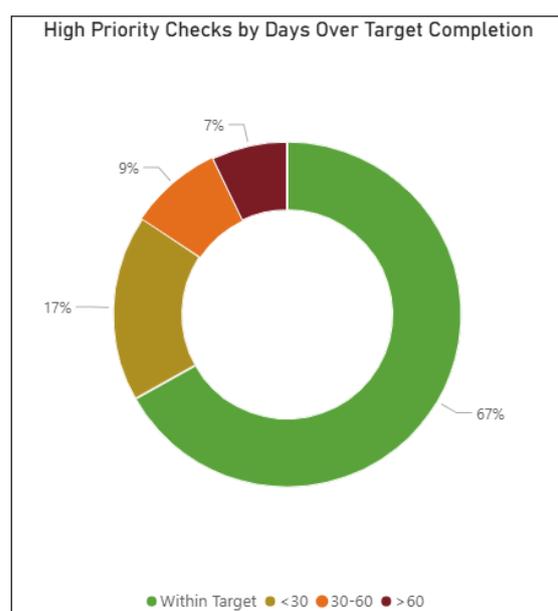
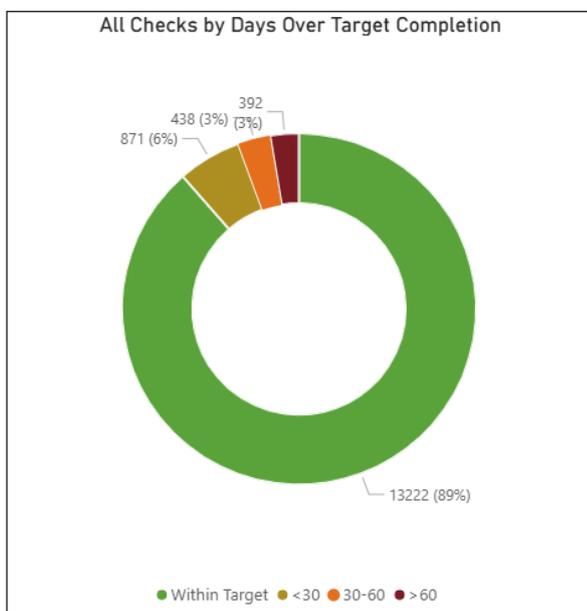


During 2025/26 Q3, a total of **5,111** Safe and Well checks were completed, which is comparable to 5,106 completed during the previous quarter (2025/26 Q2), however, **27.2%** (1,389 out of 5,111) of these were recorded as High priority checks, which is an increase from 23.2% (1,184 out of 5,106) high priority checks completed in 2025/26 Q2.



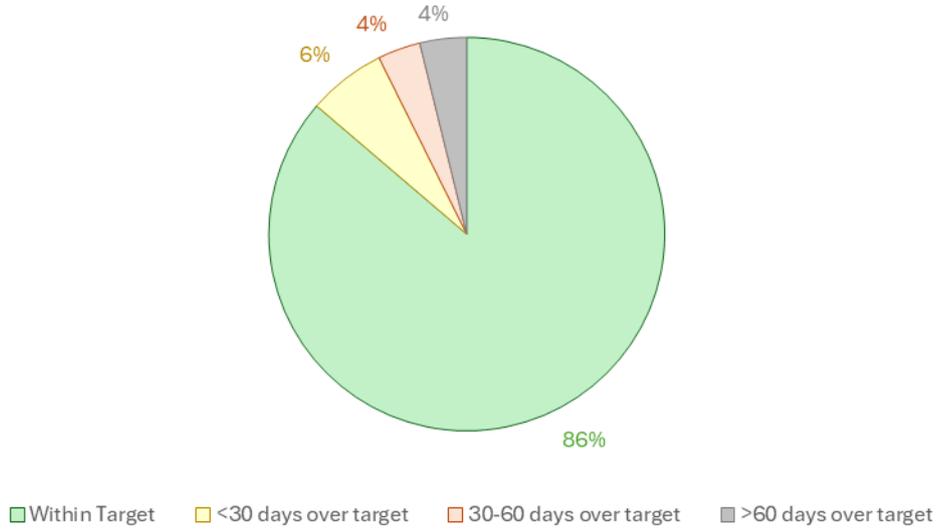
A total of 1,192 (8.0%) SAWCs were conducted in Welsh during quarters 1 – 3.

89% of all SAWCs completed during quarters 1-3, were completed within their target completion date.

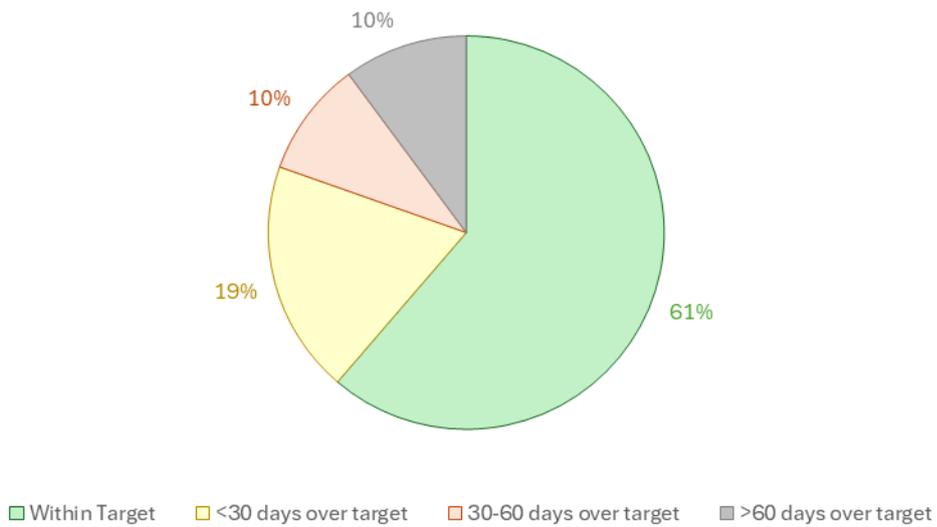


During quarter 3, across all priorities of Safe and Well checks completed, 86% were completed within the target completion date. 61% of the High Priority Safe and Well checks completed in quarter 3, were completed within target.

2025/26 Q3 | Safe & Well checks completed within target | All Priorities



2025/26 Q3 | Safe & Well checks completed within target | High Priority



Actions taken to date:

Home Safety Support Workers (HSSWs) aim to collectively complete 6,000 SAWCs per year. Each HSSW aims to perform 545 SAWCs per year, which is over 136 per quarter.

Crews aim to complete six SAWCs per day which is 24 per four-day tour. It should be noted that this target will be changing in Q4 to three per day and two per night, also incorporating the two newly created Nucleus stations.

All targets can be achieved within the two hours set aside for prevention activities, as detailed within the Station Performance Management Framework (SPMF).

Waiting lists Q3

Priority	Within Target	Outside Target	Total
High	260	654	914
Medium	120	104	224
Low	257	80	337
Total	637	838	1475

This waiting list continues to be a significant risk to the organisation. However, steps are now in place to address this, with the list already reducing from Q2.

As of the end of Q3 there are 1,479 referrals on the waiting list which is a decrease of 141 compared to Q2 (1620). The waiting list is managed by HSSWs, WDSR and staff on modified duties.

It should be noted that one HSSW is successfully achieved a temporary promotion to another role; a new HSSW was employed in August and following training and a period of shadowing other HSSWs has started completing their visits effective from September. The team is, however, still working with reduced resource due to long term sickness absence. In Q3 additional payment was offered to other Prevention staff to undertake SAWCs to reduce the backlog.

WDSR were encouraged to increase their telephone SAWC output, and all Day Crewed (DC)/Wholetime (WT) watches have now been requested to undertake medium and high-risk SAWCs from the waiting list. This will increase during Q4.

A new station-base prevention strategy will be implemented by end of January 2026.

Our Protection Principle

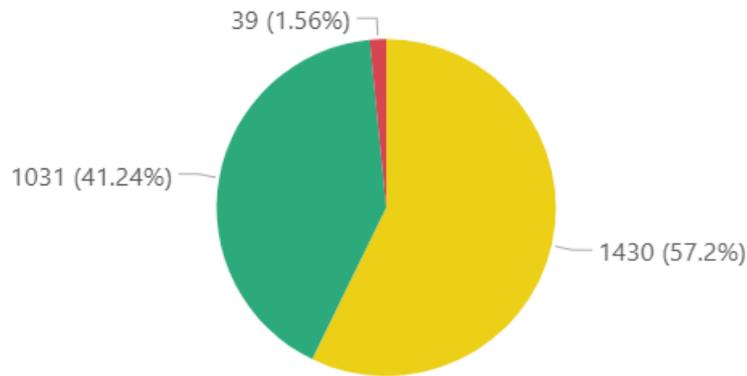


9 False Alarms

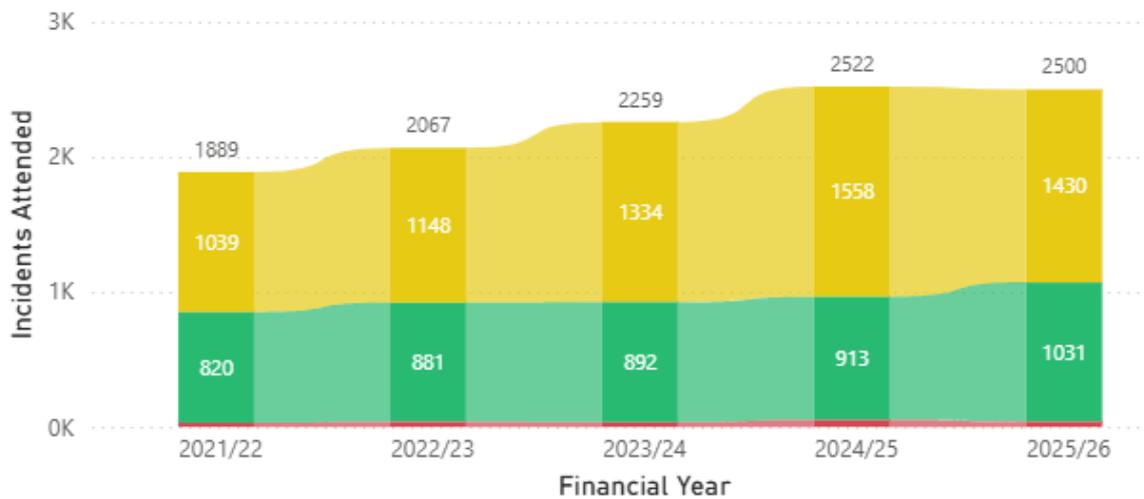
A total of **2,500** false alarms have been attended, which is a decrease of 0.9%. This total is inclusive of false alarms attended across all property types.

A rise has been recorded in Good Intent False Alarm incidents attended, with a 12.9% increase recorded from 913 to **1,031**.

A reduction can be seen in Malicious false alarms, which decreased 23.5% from 51 to **39**, and also in Fire alarm due to Apparatus incidents, which decreased 8.2% from 1,558 to **1,430**.

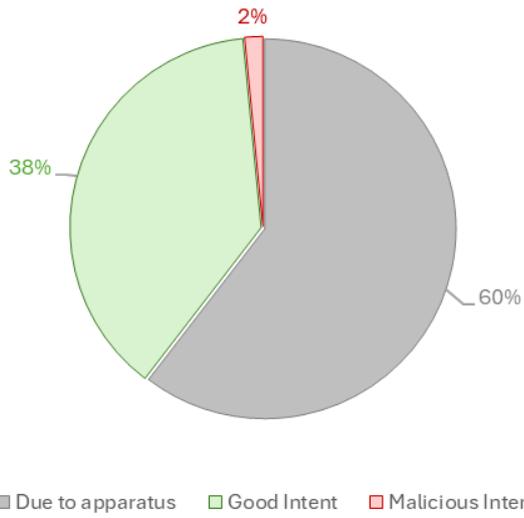


● Fire alarm due to Apparatus ● Good Intent false alarm ● Malicious False Alarm

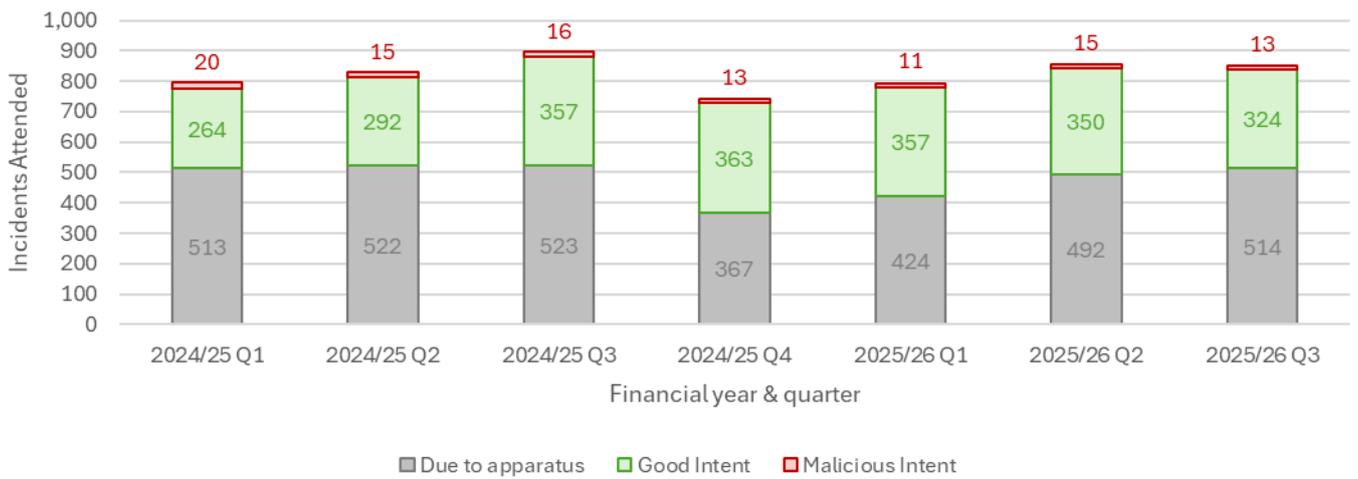


● Fire alarm due to Apparatus ● Good Intent false alarm ● Malicious False Alarm

2025/26 Q3 | False Alarms

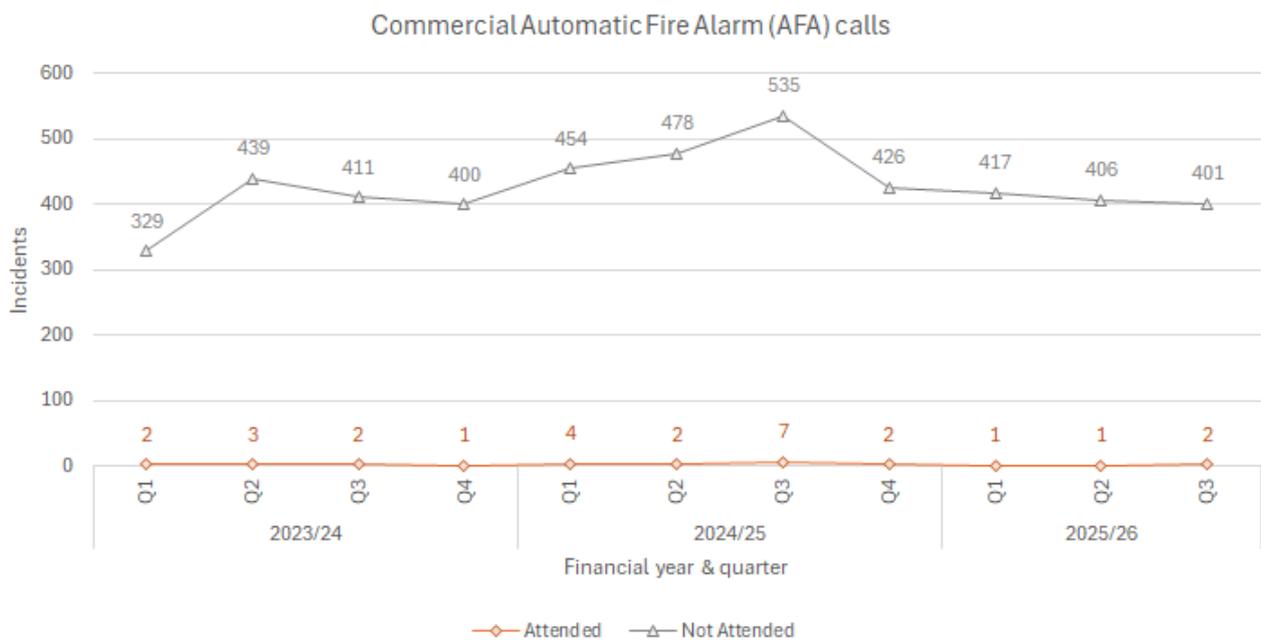
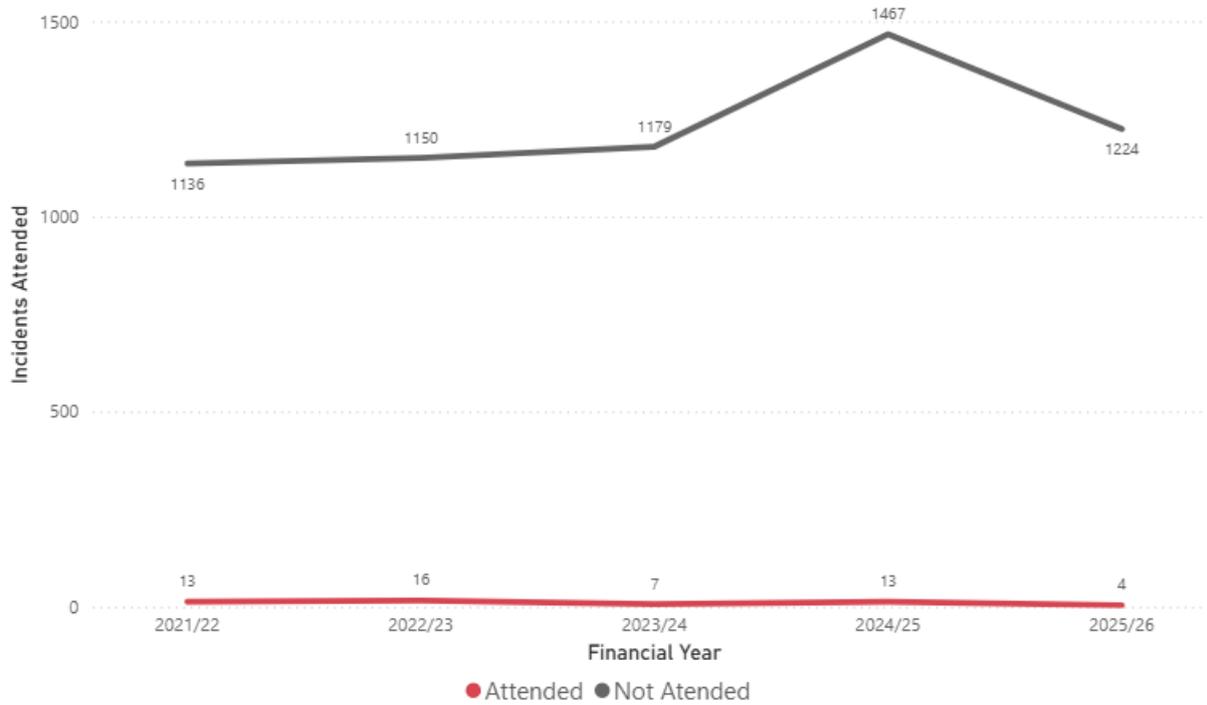


False Alarms by Quarter



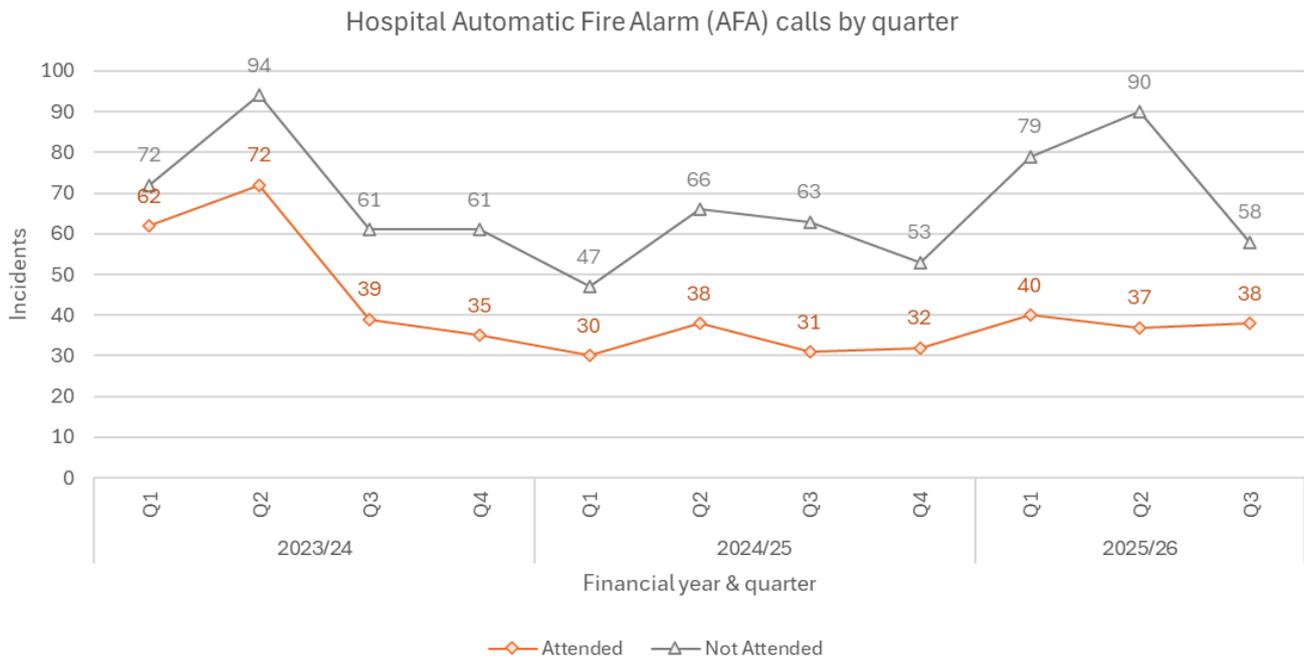
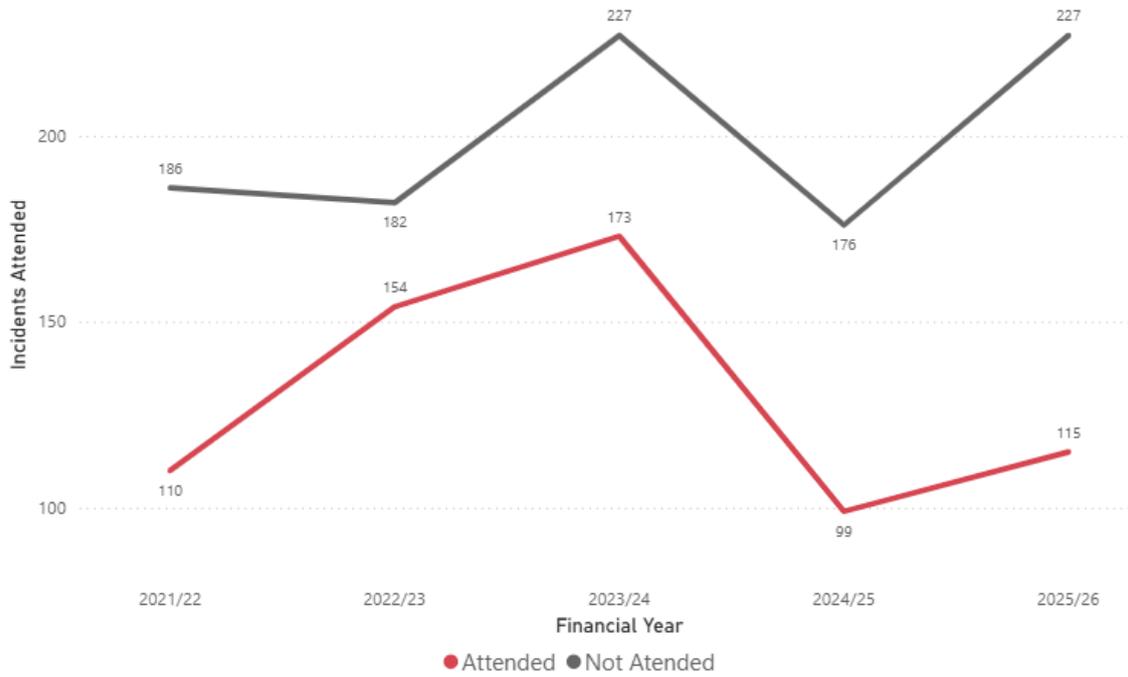
10 Commercial AFA calls

1,228 Commercial AFA calls were received during the reporting period. All but **four** were incidents that were not attended. This has remained at a consistent level throughout quarters 1-3.



11 Hospital AFA calls

342 Hospital AFA calls were received, which represents an increase of 24.4% from 275. Of the AFA calls received in the first 3 quarters of 2025/26, 227 (66.4%) were not attended. Despite the increase in number of calls, the proportion not attended has remained comparable to 64% from the previous year.

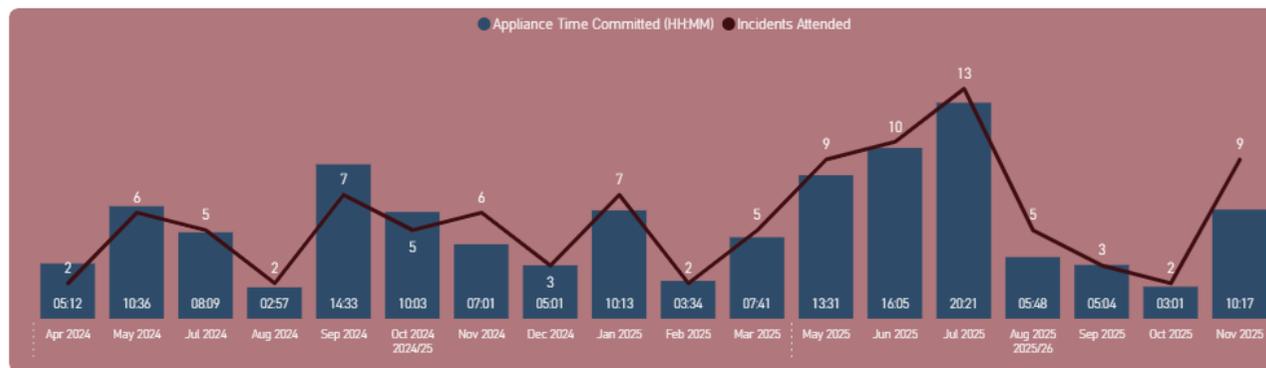
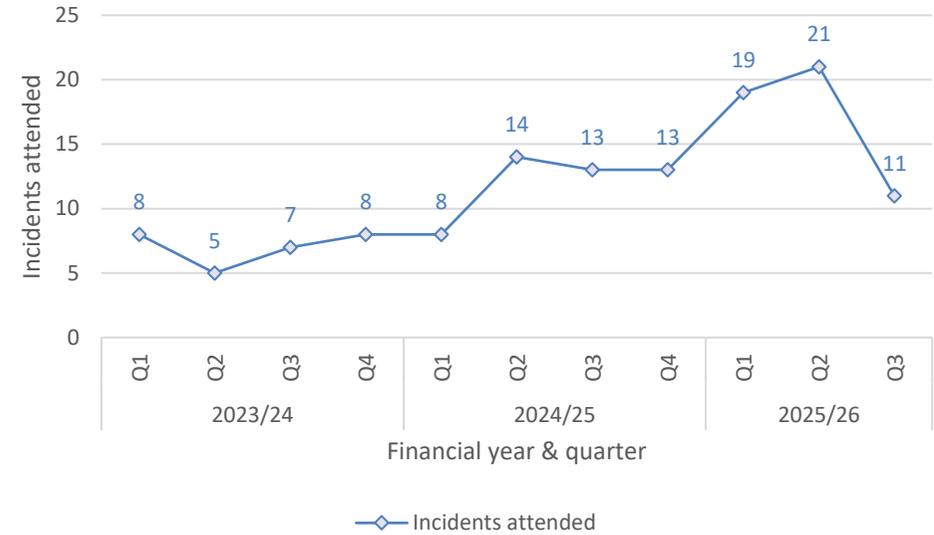
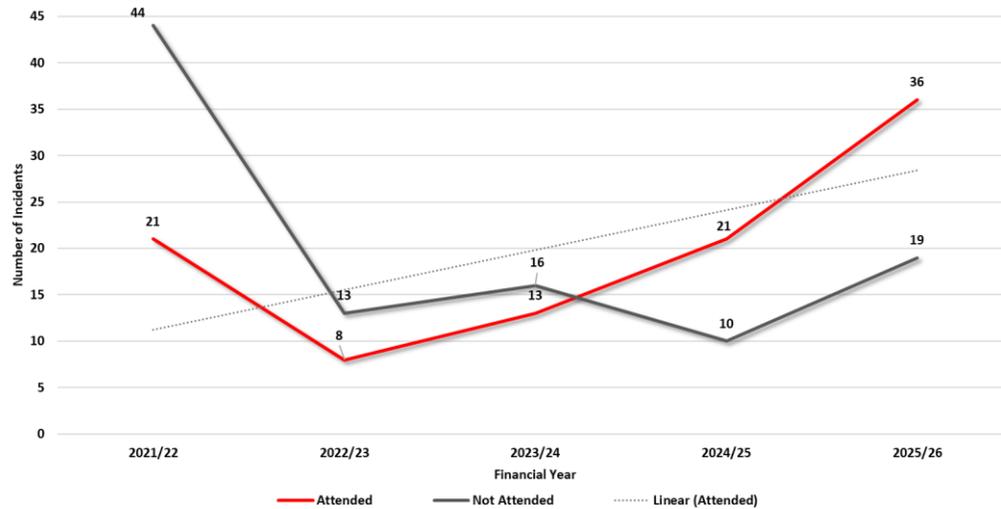


Actions taken to date – Hospitals:

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. Protection has begun a comprehensive and professionally structured audit framework covering documentation related to testing, drills, and maintenance activities. The framework covers regulatory compliance, operational assurance, and evidence-based reporting.

12 HMP Berwyn

55 primary fires were started deliberately at HMP Berwyn in the reporting period, and of these **36** were attended - this is 77.4% more than last year, however, a notable reduction in incidents has been seen during Q3.

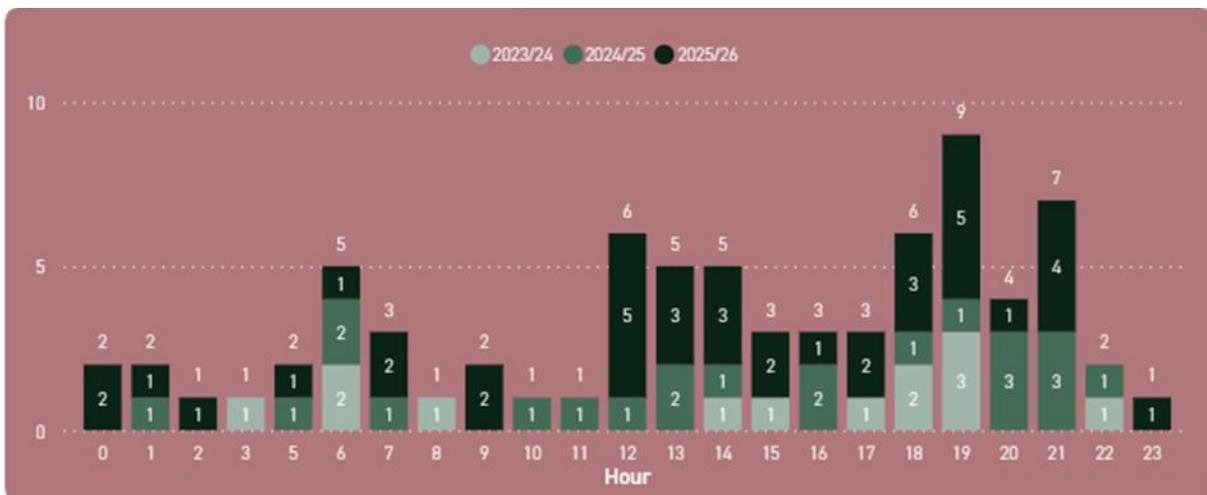
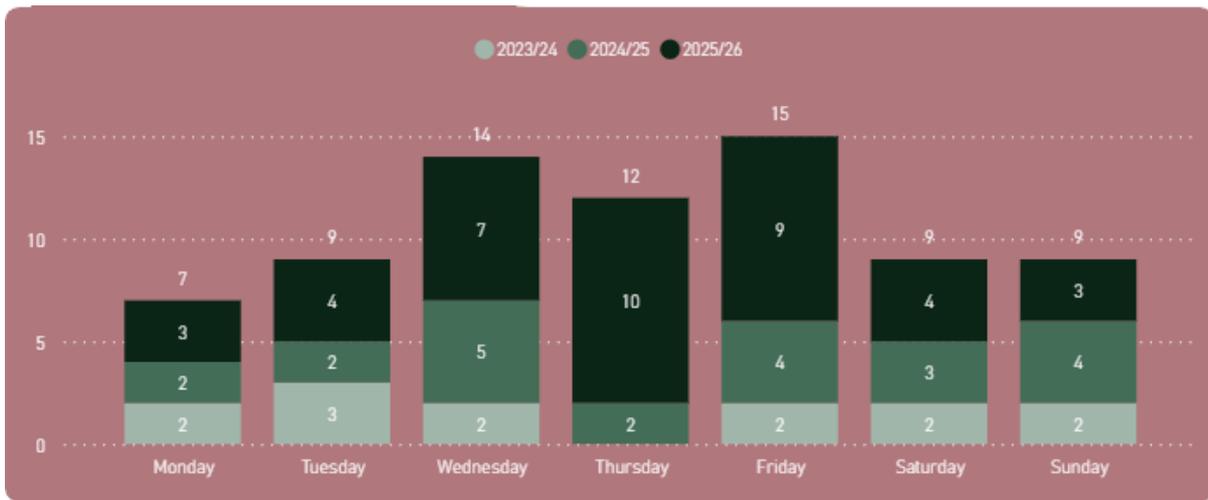


Actions taken to date – HMP Berwyn

Incidents continue to rise and fall, with people constantly finding new ways to tamper with electronic devices so they can use them to start fires. After the sharp drop in incidents when the new vape product was introduced, the types of ignition sources changed. People are continuing to use older vape models and dismantling kettle bases to now figuring out how to break apart the new “tamper-proof” vapes. We have raised this with the manufacturer, who is now working quickly to fix the issue and strengthen the product’s safety features.

We have also reviewed these incidents to see if they relate to specific days of the week. They often occur on the days prisoners are paid and when they immediately have to settle debts—usually Thursdays and Fridays. Prisoners sometimes start fires to avoid paying these debts or to force a move to another block. Because of this, they will continue looking for new ways to start fires as older methods are removed.

We will continue to work together to identify new ignition methods, as these incidents are likely to continue rising and falling over time.



Our Response Principle



13 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	Apr	May	Jun	Q1	Jul	Aug	Sep	Q2	Oct	Nov	Dec	Q3
Weekday	6	6	5	6	6	4	6	5	6	7	7	6
Weekend (incl. Bank Holiday)	14	14	12	13	11	12	12	12	12	11	9	11
Overall Average	9	9	7	8	7	7	7	7	7	8	8	8
2024/25	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)
Jul 2024 - Sept 2024	30	7	487	436
Jul 2025 - Sept 2025	12	29	485	418
+/-	-18	+22	-2	-18

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

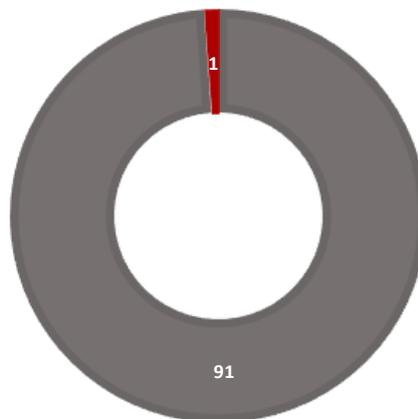
Leavers - the number of RDS leavers from each respective quarter. This does not include secondary contracts, or migrations to the WDS.

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

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

14 Planned 18 Pump Availability

■ 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.

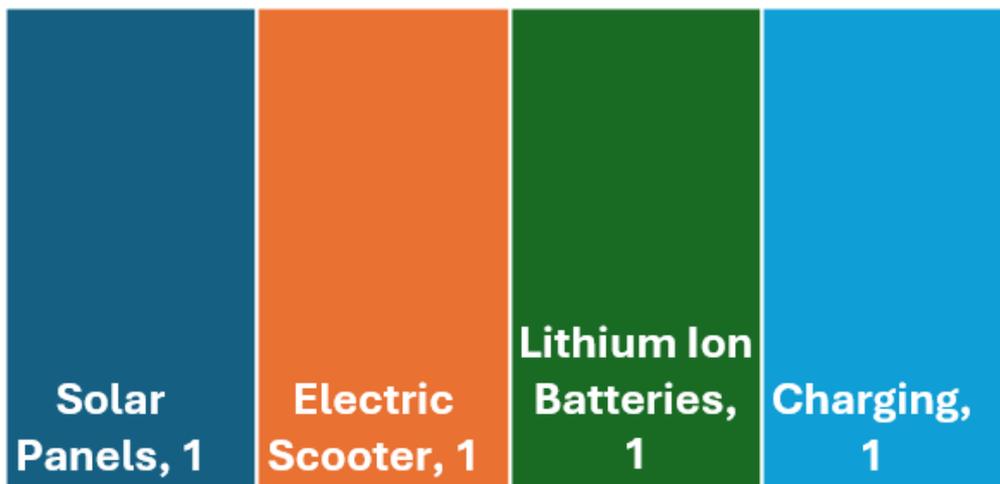
16 Emerging Technologies

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 October 2025 to December 2025 and includes all incident categories.



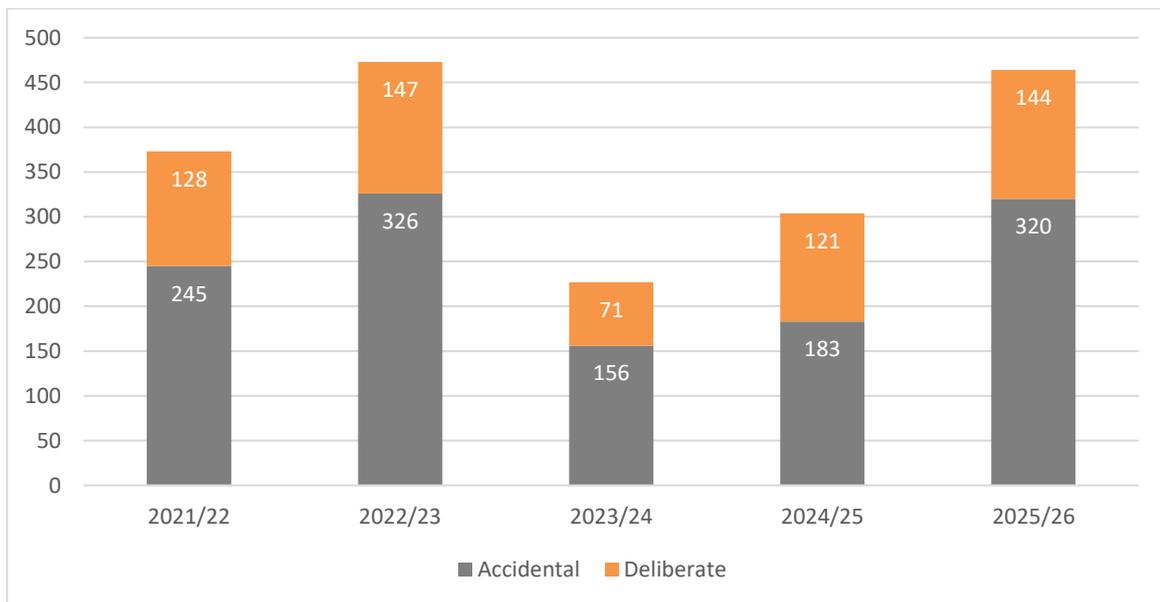
N.B. In some cases, the cause has been assumed rather than confirmed due to the nature of the incident.

Our Environment Principle



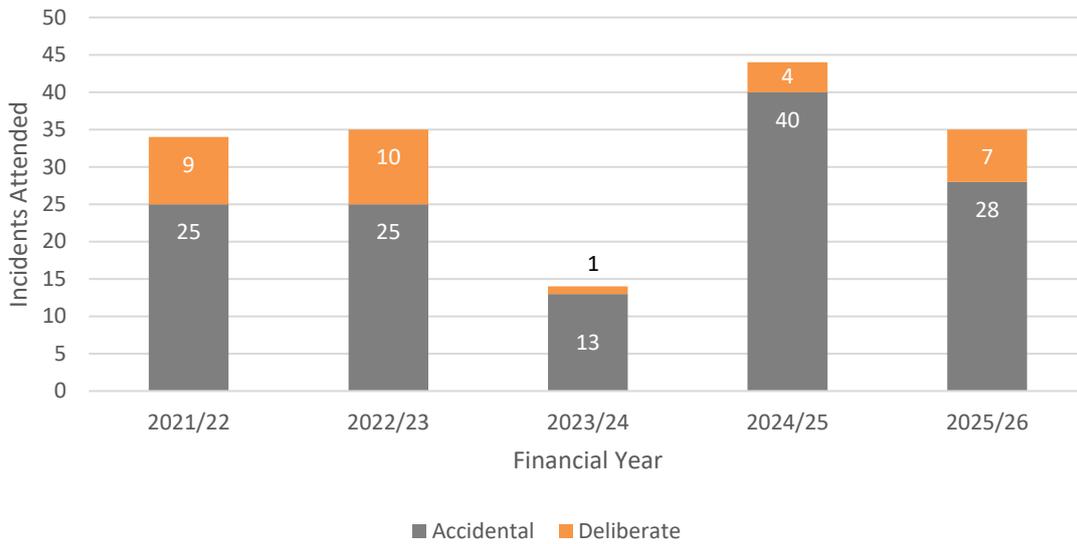
15 Grassland, woodland and crop fires

464 Grassland, woodland and crop fires were recorded, a 186.4% increase from 162. This is 73.1% higher than the three-year average of 268.



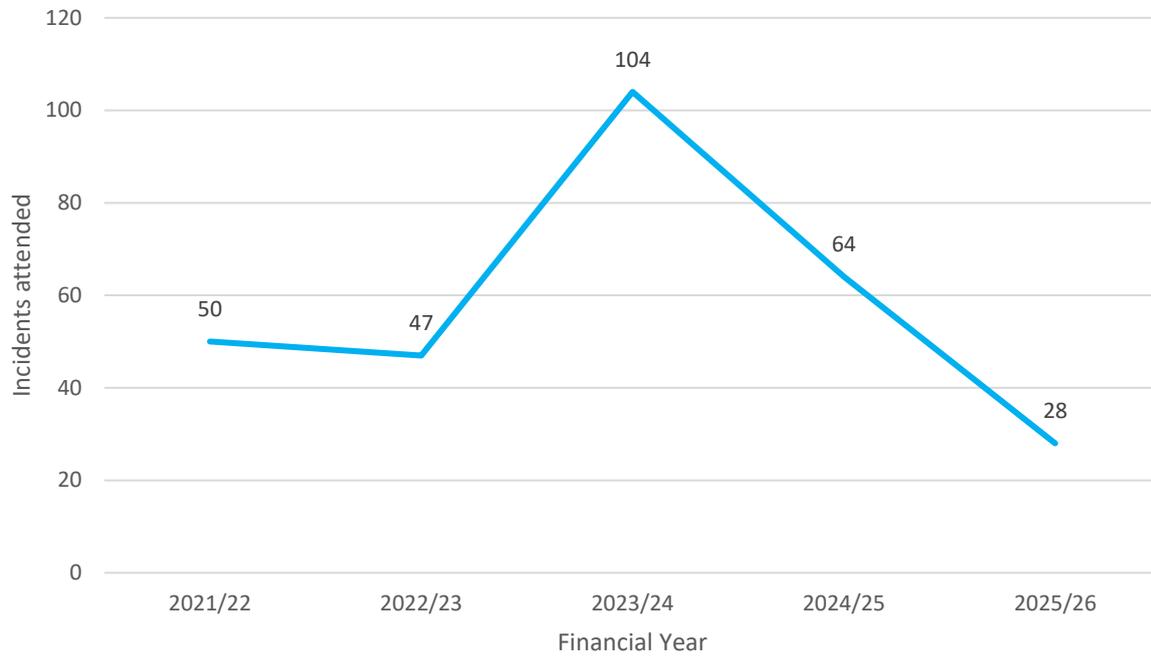
16 Wildfires

35 wildfires were attended. This is an increase of 600% from 5 the previous year, and 94.4% above the three-year average of 18. As a result, the time spent monitoring wildfire incidents increased to over **880 hours**, compared with over 232 hours during the same period of the previous year.



17 Flooding

There were **28** flooding incidents attended, a 56.3% decrease from 64, and 61.1% lower than the three-year average of 72.



Glossary

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary Fires	<p>These are fires that are not chimney fires, and which are in any type of building (except if derelict), vehicles, caravans and trailers, outdoor storage, plant and machinery, agricultural and forestry property, and other outdoor structures such as bridges, post boxes, tunnels, etc.</p> <p>Fires in any location are categorised as primary fires if they involved casualties, rescues or escapes, as are fires in any location that were attended by five or more fire appliances.</p>
Secondary Fires	<p>Secondary fires are fires that are neither chimney fires nor primary fires.</p> <p>Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p> <p>Secondary fires are those that would normally occur in locations such as open land, in single trees, fences, telegraph poles, refuse and refuse containers (but not paper banks, which would be considered - in the same way as agricultural and forestry property - to be primary fires), outdoor furniture, traffic lights, etc.</p>
Chimney Fires	<p>These are fires in occupied buildings where the fire is confined within the chimney structure, even if heat or smoke damage extends beyond the chimney itself.</p> <p>Chimney fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p>
Special Service Incidents	<p>These are non-fire incidents which require the attendance of an appliance or officer and include:</p> <ul style="list-style-type: none"> a) Local emergencies e.g., flooding, road traffic incidents, rescue of persons, 'making safe' etc; b) Major disasters; c) Domestic incidents e.g., water leaks, persons locked in or out etc; d) Prior arrangements to attend incidents, which may include some provision of advice and inspections.
False Alarm (general guidance)	<p>Where the FRS attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed.</p> <p>Note: if the appliance is 'turned around' by Control before arriving at the incident it is not classed as having been attended and does not need to be reported.</p>

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