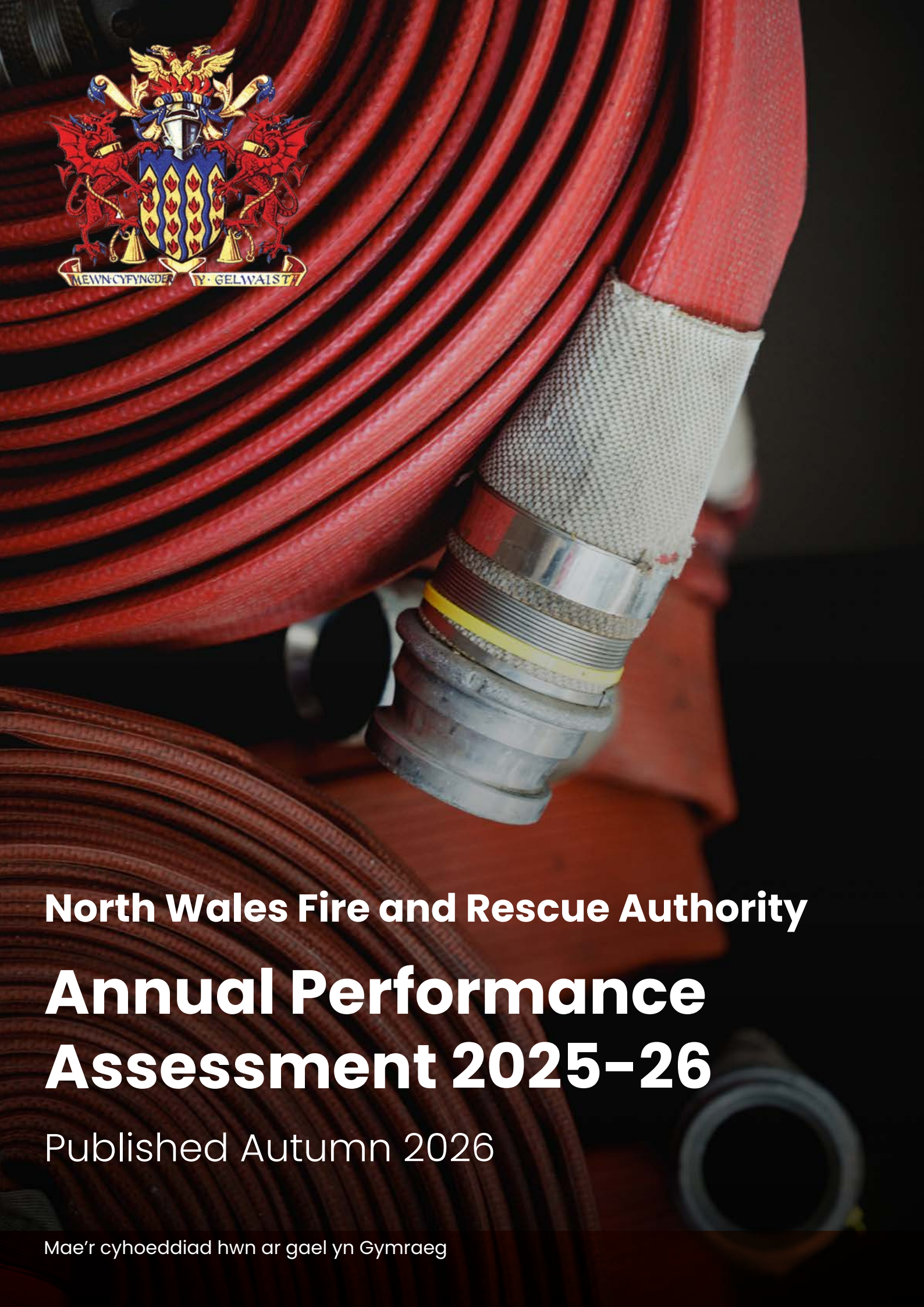

North Wales Fire and Rescue Authority

Annual Performance Assessment 2025-26

Published Autumn 2026

Mae'r cyhoeddiad hwn ar gael yn Gymraeg

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Welcome to the first annual review of our 5-year Community Risk Management Plan.

This Annual Performance Assessment provides an overview of the progress made by North Wales Fire and Rescue Authority during 2025-26 in delivering its Community Risk Management Plan and supporting the well-being of the communities we serve.

Over the past year, we have continued to focus on keeping people safe, reducing risk, responding effectively to emergencies, supporting our workforce, and protecting the environment. This report highlights the achievements made across our five strategic principles and demonstrates how we are delivering against the priorities set out in our Community Risk Management Plan 2024–2029.

The year has seen continued investment in our people, equipment, technology and partnerships, alongside significant work to strengthen organisational culture, improve services, and prepare for future challenges. We have continued to work closely with our staff, representative bodies, local authorities, emergency services, voluntary organisations and other partners to support safer and more resilient communities across North Wales.

We remain committed to openness, accountability and continuous improvement. By publishing this assessment, we aim to provide a clear and transparent account of our performance, celebrate what has been achieved, and identify where further work is required. We hope that this report helps residents, staff, members and partners understand how the Authority is delivering value and making a positive difference to the communities of North Wales.

As always, we welcome your feedback on any suggestions for improving our reporting. Our contact details can be found on the final page of this report.

North Wales Fire and Rescue Authority

Chief Fire Officer Dawn Docx

Fire Authority Chair Dylan Rees

Making North Wales a safer place to live, work and visit

Legal Requirements For Reporting

The Authority considers public accountability and transparency to be of vital importance in all aspects of its relationships with local communities, partners, and organisations, and welcomes the opportunity to publish performance information.

Each year the Authority is required to publish an assessment of its performance in accordance with the legislation which can be found here.

About North Wales Fire and Rescue Authority

There are 28 elected members of the North Wales Fire and Rescue Authority. The Service, led by the Chief Fire Officer, is made up of many different departments which all contribute to the running of the fire service. More information about how the service operates can be found here.

About North Wales

Knowing about North Wales today helps the Authority plan to make positive changes for the future. Information about the area which the Service helps protects can be found here.

Resources and Activity

Below is a summary of activity levels during 2025-26.

Fire Stations	Front Line Fire Engines	999 Calls Handled	Fire Service Staff (as on 31 March 2025)
44	54	15,972	989 (headcount)
Emergency Incidents Attended	**Fires**	**False Alarms**	**Non-Fire Emergencies**
6,614	2,043	3,209	1,362

Incident data can be subject to minor change.

Staffing

At 31 March 2025	Full time equivalent strength	Headcount of individual staff
Wholetime Operational (WDS)	284.00	284
Retained Operational (RDS/on-call)	371.40	512
Corporate Services	156.33	160
Control	32.50	33
Totals	**844.23**	**989**

Please note the 989 headcount figure quoted above, equates to 895 people. This is due to individuals who are employed by the Service in more than one role or position. For example, a firefighter control operator could also work as an on-call firefighter.

Over half of the personnel employed by the Authority are categorised as on-call firefighters.

Managing Public Resources Responsibly

Throughout 2025-26, the Authority continued to manage public funds responsibly, directing resources to the areas of greatest risk and need. Investment decisions were supported by robust business cases, procurement processes and governance arrangements to ensure value for money. Despite ongoing financial pressures, the Service remained focused on maintaining frontline services while investing in improvements that benefit communities across North Wales.

Full details of the Authority's financial performance and position are available in the Audited Statement of Accounts.

What is Expected of the Fire Authority

Fire and Rescue Authorities in Wales

Fire Prevention	Must arrange for fire safety to be promoted in their area. This would include informing people about fire prevention and advising them how best to react if a fire does break out.
Fire Safety Enforcement	Have a duty to enforce fire safety in non-domestic premises, for example, hotels, schools, shops and offices. This duty includes exercising powers to issue alteration, enforcement and even prohibition notices if they find that fire safety arrangements in premises are unsatisfactory.
Emergency Response	Must make arrangements for receiving 999 calls and for sending trained and equipped personnel to extinguish fires and protect life and property at those fires. They must also make arrangements for rescuing people from road traffic collisions and for protecting them from serious harm.
Planning for and Responding to Other Emergencies	Must make arrangements for the mass decontamination of people after chemical, biological or radio-active incidents, and for rescuing people from trains, aircrafts and collapsed buildings. They must also be prepared to assist with large-scale emergencies (including terrorist attacks) elsewhere in the UK. As 'Category 1' responders under the Civil Contingencies Act, fire and rescue authorities also have duties relating to large-scale events that threaten serious damage to the welfare of people, wildlife, the environment and primary supply chains.
Flooding and Inland Water Emergencies	Must make arrangements to respond to incidents of flooding or water rescue which pose a direct threat of death or injury.
Equalities	Must work towards eliminating discrimination, advancing equality of opportunity and fostering good relations between people with different protected characteristics.
Welsh Language	Treat the Welsh and English languages equally, promoting the use of Welsh and complying with defined Welsh language standards.
Continuous Improvement	Must set objectives continuously to improve what they do and publish information about their improvement and performance.
Future Planning	Must work towards improving people's social, economic, environmental and cultural well-being, as well as working in a manner which seeks to ensure that the needs of the present are met without compromising the needs of future generations.

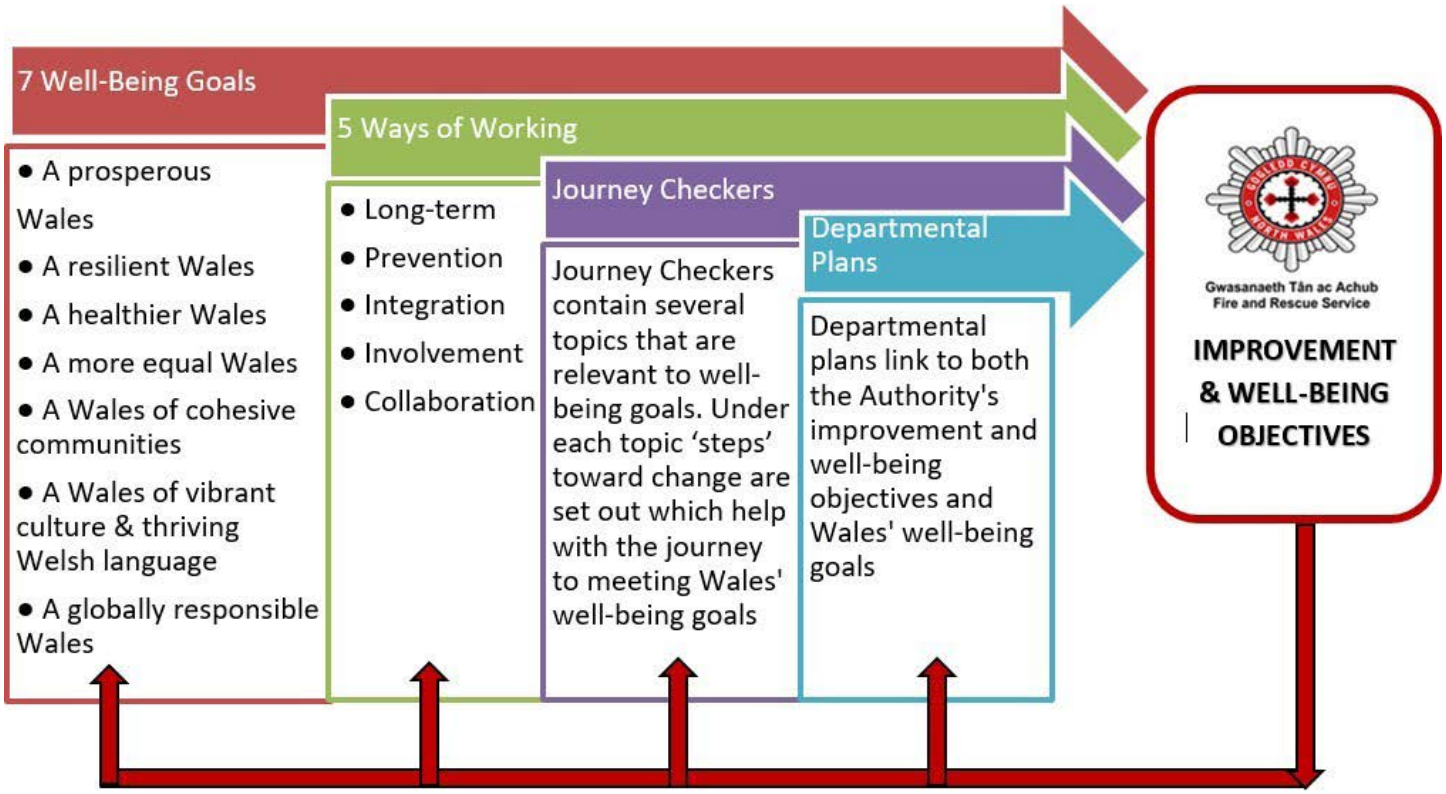
You can read more about our statutory obligations here.

Progress Against Improvement and Well-being Objectives

This section describes the progress the Authority made towards meeting its long- term improvement and well-being objectives during 2025-26. The Authority is required to publish this assessment of its own performance for 2025-26, and the statutory performance indicators for the same year, by 31 October 2026.

In April 2021 the National Fire Chiefs Council (NFCC) approved the 'Community Risk Management Planning' (CRMP) as a Fire Standard for English Fire and Rescue Services. Although Fire and Rescue Services are devolved to Welsh Government, all Fire and Rescue Services within Wales have adopted the NFCC guidelines to publish a CRMP.

The Authority have incorporated the NFCC recommendations into its annual reporting cycle and, have updated its previous long-term plan with a new five-year Community Risk Management Plan 2024-29. The Authority's new Five Principles have replaced the existing seven long-term improvement and well-being objectives.



During 2025-26, work was undertaken to ensure the well-being objectives were embedded throughout all departmental plans where applicable.

The Annual Governance Statement for 2025-26 provides an overview of the governance arrangements as well as confirming a work plan for 2026-27.

Once approved and published, performance against the forward work plan will be monitored through the Service Leadership Team's Performance Board.

Our People Principle

Being in the right place, at the right time, with the right skills.

Ensuring a highly skilled workforce by recruiting, developing and retaining a motivated and bilingual workforce that represents and champions the diversity of the communities we serve.

Well-being goals met:

A resilient Wales

A Wales of cohesive communities

A healthier Wales

A Wales of vibrant culture and thriving Welsh language

A more equal Wales

A prosperous Wales

Achievements in 2025-26

Action 1: Ensure compliance with the Welsh language standards, including providing opportunities for learning Welsh and promotion of activities in line with our commitment to being a bilingual organisation.

As part of the Fire Authority's efforts to strengthen the use of the Welsh language, and preserve the heritage of local areas, our new internal Welsh language policy states that, where appropriate, station names in all internal communications will be referred to using their Welsh-language forms only.

Most of our stations already use the singular Welsh name for their location. However, the few that have dual names will be referred to by their Welsh name in internal communications.

English Name	Welsh Name	How to Pronounce
Buckley	Bwcle	Book – lare
Barmouth	Abermaw	Aber – maw (rhymes with 'now')
Colwyn Bay	Bae Colwyn	By – Colwyn
Chirk	Y Waun	Ugh – Wine
Deeside	Glannau Dyfrdwy	Glan – eye – dove - dwi
Denbigh	Dinbych	Din – bich (Welsh 'ch')
Flint	Fflint	No change

Holyhead	Caergybi	Kire – gybee
Holywell	Treffynnon	Trare – fur - non
Mold	Yr Wyddgrug	Ugh With - grig
Ruthin	Rhuthun	Rhith – in
St Asaph	Llanelwy	Llan – elwi
Wrexham	Wrecsam	No change

Place names help tell the story of who we are as a nation, and some places have even lost their original Welsh name officially in favour of the English name.

We have been inspired by institutions that have already put this in place such as the national park authority who have decided to use Eryri rather than Snowdonia, and Yr Wyddfa instead of Snowdon back in 2022 and also the Football Association of Wales who have been using Cymru instead of Wales, internally since 2021.

The Welsh Language continues to be promoted internally with the issue of newsletters, social media posts, and 'Paned a Sgwrs' events. Where staff are encouraged to use their Welsh Language skills, at whatever level, at an informal setting over a cup of tea.

The latest Welsh Language standards Annual Report can be found here.

Action 2: Support the delivery of an action plan for improvement following the 2023 Fire Family Staff Survey.

The categories for the annual Service Awards have been reviewed in response to staff feedback and as part of ongoing work to strengthen how staff are recognised across the organisation.

The award categories have also been aligned with the Service's four core values: Service to the Community, Striving for Excellence, People, and Diversity and Inclusivity.

The following highlights progress made in response to feedback from the 2023 staff survey:

- **Role indicators introduced:** Most respondents supported the introduction of operational role indicators, which were implemented in January 2025. The decision was made not to provide 'role markers' to other staff groups.
- **Recognising and celebrating staff:** A new Reward, Recognition and Innovation Policy has been introduced, alongside a regular feature in the Services' weekly staff update to celebrate staff achievements across the organisation. Work is also ongoing to explore new ways to strengthen staff engagement and collaboration.
- **Supporting managers:** Targeted development and training has been introduced in response to areas identified for improvement in the survey.
- **On-call engagement:** Staff engagement sessions have helped shape planned improvements, including more accessible survey options, local champions, and stronger support arrangements.

The service are now focussing on the outcomes from the 2025 Staff Survey.

Action 3: Plan for and deliver the 2025 Fire Family Staff Survey.

The third Fire Family Survey was open for staff feedback from 3 October 2025 until 14 November 2025. This gave all staff the opportunity to help shape the future of the Service. The Fire Family Working Group ensured that the survey was accessible, engaging, and meaningful. Discussions focused on finalising the survey questions, developing a clear communications plan and preparing launch materials that reflected the diversity and values of our fire family.

Following feedback gathered from the previous survey in 2023, members of the working group acted as 'Survey Champions', visiting stations and workplaces to raise awareness of the survey and provide practical support, such as helping staff access the link, understand the questions, and complete the survey if needed.

The results were presented highlighting key themes and outcomes, and the Fire Family Staff Survey Working Group will create an action plan based on these common trends.

Action 4: Communicate the findings of the CREST independent cultural review to staff and external stakeholders and work with staff to develop and implement how we respond, based upon the recommendations of the report, to further strengthen and improve our workplace culture.

As part of the Service's commitment to strengthening organisational culture, two Culture Champions were appointed to support the delivery of the Service's cultural improvement programme.

Working closely with senior leaders, representative bodies, staff networks and colleagues across the organisation, the Culture Champions have championed inclusive practices, strengthened engagement and trust, and supported the development of a workplace culture that is open, respectful and empowering. They have worked across the Service by attending key governance meetings, engaging with external organisations to identify good practice, and undertaking extensive engagement with staff across a variety of settings.

A key focus of the roles has been to improve communication and engagement, ensuring that colleagues are informed, listened to and regularly updated on progress against the Service's culture improvement programme. Feedback gathered through staff engagement has directly informed priorities and actions, helping to ensure that improvements reflect the experiences of our workforce.

In March 2024, the Welsh Government commissioned an independent cultural review of both North Wales and Mid and West Wales Fire and Rescue Services in response to national and local concerns relating to workplace culture, values, behaviours and fairness. Following a competitive procurement process, Crest Advisory completed and published its independent review in February 2025.

In response to the findings, the Service has made significant progress in delivering its improvement programme. This includes:

- Finalising and publishing the Strategic Cultural Improvement Plan.
- Establishing clear governance arrangements, implementation timescales and accountable leads for each recommendation.

- Strengthening leadership development with an increased focus on people management, values-based leadership and inclusive behaviours.
- Improving transparency, consistency and fairness across recruitment, promotion and complaints processes.
- Maintaining regular communication with staff, representative bodies and external stakeholders on progress and achievements.
- Developing an interactive Culture Improvement Dashboard, enabling all staff to monitor progress against improvement actions and key performance indicators (KPIs).
- Continuing to build trust through openness, meaningful engagement, recognition of progress made and an honest acknowledgement of areas where further improvement is required.

Progress against the Strategic Cultural Improvement Plan continues to be closely monitored. To date, 13 of the 28 improvement actions have been successfully completed and embedded into business-as-usual activity, with ongoing oversight transferring to the relevant action owners to ensure improvements are sustained. The remaining 15 actions are progressing as planned and continue to be monitored by the Culture Champions in collaboration with action owners, supported by the Service's governance arrangements and regular reporting through the Culture Improvement Dashboard.

The Service remains committed to embedding a positive organisational culture and delivering sustainable, long-term improvements that ensure North Wales Fire and Rescue Service is an inclusive, respectful and supportive place to work for everyone.

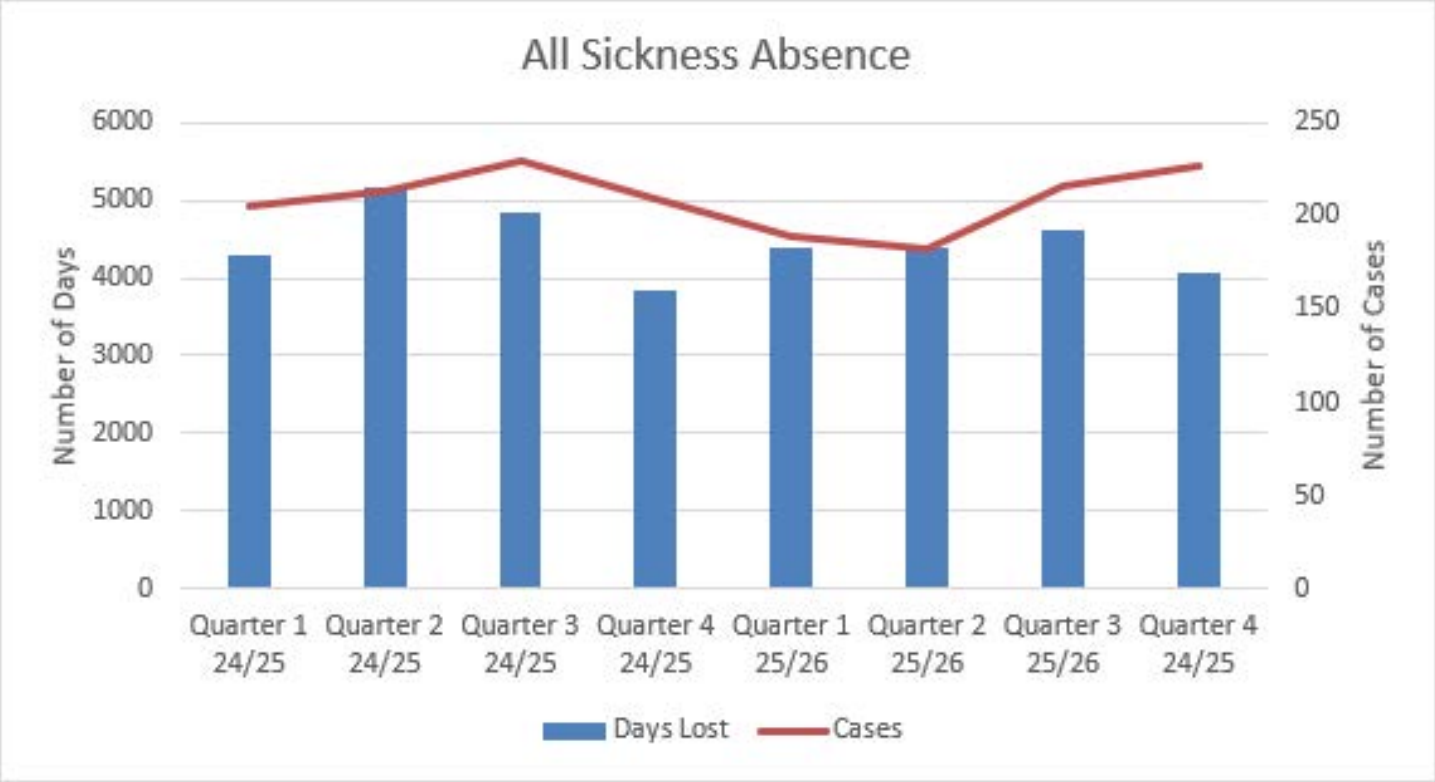
Action 5: Continue a positive and supportive process to improve attendance by providing excellent occupational health and welfare support.

Over the year, significant progress was made to improve employee support, attendance management and wellbeing across the Service. Work focused on making policies clearer, more supportive and better aligned with current legislation and best practice. This included continued review of the Attendance Management Policy, changes to staff contracts, and updates to processes around modified duties, medical appointments and injury-related support.

Support for employee health and wellbeing was strengthened through the ongoing implementation of the new Occupational Health contract, the introduction of feedback forms for Occupational Health and physiotherapy services, and improved monitoring of performance and reporting. Mental health support also developed during the year, with recommendations from a mental health review progressing, additional training for HR staff, and continued promotion of available internal and external support.

Further progress was made in areas of staff wellbeing, including menopause support, where training sessions, regular menopause cafés and a new working group helped build awareness and improve support available to employees. Work also continued on wider wellbeing initiatives, including the planned reintroduction of chaplaincy support.

Both short-term (1.09%) and long-term (3.89%) sickness absence have reduced year-on-year, and remains a key improvement.



Action 6: Transform the Service and its resources to inform future demand for people and skills and enable the Service to efficiently develop and build on the existing workforce and platforms to meet that demand.

This year, the Human Resources (HR) team made good progress with policies, procedures and staff welfare support. A wide range of training was delivered, including bystander training, investigative training, grievance and misconduct training, mediation training, and support for people with suicidal thoughts. Professional standards were strengthened by helping to build a UK-wide network and attending national events and workshops.

A number of important policies and procedures were reviewed and updated. This included work on Disclosure and Barring Service (DBS) checking, neonatal care, work experience, locker use, disciplinary procedures, grievances, market supplements and wider HR policy changes linked to new employment law. Several papers were prepared and presented to the Service Leadership Team (SLT) for decision-making, including postvention support, the Real Living Wage, private healthcare options and the Corporate Blue Light Card. Business continuity arrangements were also reviewed and updated for 2025.

There was also strong progress in recruitment, workforce representation and employee wellbeing. Recruitment processes were improved through new flowcharts, feedback forms, communications and ongoing work with the Talos recruitment portal.

Senior appointments were completed successfully, and the corporate induction handbook was updated.

A workforce representation strategy was also developed, which has created positive action materials for station visits, and contributed to wider wellbeing work including a menopause passport, the Fire Family Survey and peer monitoring activity with Healthy Working Wales.

Alongside workforce development initiatives, the Service continued to maintain effective systems and processes to support workforce planning, payroll administration and employee support, helping to ensure staff are paid accurately and receive the benefits and support to which they are entitled.

Action 7: Address and maintain the cyber security profile of the Service systems, aligning with evolving cyber threats.

The Service continues to face repeated attempts to gain unauthorised access to its IT systems. The ICT team works relentlessly to prevent these attacks and protect all Service electronic systems. Cyber-attacks are prolonged, ongoing, and can adapt quickly.

The following work has been completed to help prevent unauthorised access to computer systems:

- Firewalls have been put in place to help protect computer systems from unauthorised access. The infrastructure is now in place, but there remains a small amount of work required to complete this action. The ICT personnel need to arrange time to bring the network equipment down on sensitive sites, and that has been a challenge.
- The majority of the wireless equipment has been installed and tested to help provide secure and reliable access to our systems.
- Disaster recovery arrangements have been reviewed to help ensure services can be restored quickly if systems are disrupted.

Action 8: Deliver technical training, which includes the introduction of a phishing campaign, cyber training, and bespoke IT training.

To reduce the effects of cyber-attacks even further it is vital that all service staff remain vigilant when dealing with electronic communications.

All staff must undertake a 'GDPR and Cyber Security' training module annually, to keep up to date with legal requirements, using systems securely, and how to keep data secure.

During periods of targeted attacks, the ICT department will also issue electronic reminders about how to handle emails and other electronic communications safely, helping to further reduce the risk of unauthorised access to our network.

Action 9: Write a Social Partnership Report to comply with the requirements of Welsh Government, which meets approval of the Fire Authority.

The annual report has been approved by Union representatives and Fire Authority members and can be found here.

Action 10: Continue work undertaken by the Contaminants Group in relation to fire contaminants from all fires, and to progress best practices from Regional and National learning.

Regular meetings of the 'Contaminants Working Group' continued to take place throughout the year.

Breathing apparatus and respirator face-fit testing was undertaken in line with changes to the Health and Safety Executive (HSE) guidance. This has been provided by an external company following a successful procurement process. This work may continue into the first few months of the new financial year.

As part of an operational exercise in the Conwy Tunnel, it was found that a sanitising wipe was the most effective product for operational staff to use when 'Showering within the hour' on return from an emergency incident.

Additionally, it has been recognised that many operational firefighters face time constraints that prevent them from thoroughly decontaminating themselves on return to a fire station. These constraints often stem from personal commitments outside of their fire-fighting role, such as primary employment, family responsibilities, childcare obligations or redirection to other emergency incidents.

As a result, the Service has procured sample-sized products that allows personnel to take the product home and complete the decontamination process there.

Action 11: Develop a 2026-29 Training and Development Strategy.

A new Training and Development Strategy was required to replace the previous three-year Strategy which ran from 2023-26.

This new Strategy will take into consideration the recommendations from reports such as Phase 2 of the Grenfell Tower Inquiry (September 2024), which places a greater focus on initial training, maintenance of competence, management and leadership development, and command skills. In addition, it will be necessary to incorporate insights from the Chief Fire and Rescue Adviser in Wales' review into operational preparedness at South Wales Fire and Rescue Service (Autumn 2024), which builds on the thematic review into firefighter training in Wales. These reports will influence how the Service continues to refine its approach to training staff, and ensure it is fully equipped to meet future demands and expectations.

The final Strategy has now been approved by the Service Leadership Team, ready to take effect in the new financial year.

Action 12: Continue to foster an inclusive workplace culture that empowers all staff members to excel and effectively address the diverse needs of our communities.

During National Hate Crime Awareness week (11 to 18 October), the Equality, Diversity and Inclusion officer attended the All-Wales National Hate Crime Event which was funded by the Welsh Government and organised by Victim Support Cymru and Wales Hate Support Centre. The Cabinet Secretary for Social Justice, Trefnydd and Chief Whip spoke at the event. In her presentation, Jane highlighted the importance of reporting hate crime and challenging discrimination, harassment and prejudice. She also highlighted that one of

the main equality objectives 2024-2028 is to tackle hate crime and discrimination and she acknowledged disability hate is a particularly huge problem in Wales.

Hate Crime Strand	2020/21	2021/22	2022/23	2023/24	2024/25	Percentage change 2023/24 to 2024/25
Race	71,995	87,905	84,039	77,901	82,490	6
Religion	4,527	6,510	6,513	6,973	7,164	3
Sexual Orientation	15,668	22,317	21,306	19,127	18,702	-2
Disability	9,418	13,611	13,637	11,131	10,224	-8
Transgender	2,510	3,920	4,477	4,258	3,809	-11
Total number of motivating factors	104,118	134,263	129,972	119,390	122,389	3
Total number of offences	99,813	128,485	123,033	113,166	115,990	2

Overall, there has been an increase of 5% in hate crime reporting in Wales. Although it was highlighted by Victim Support that under reporting is still an issue and unofficial reports of hate crime, especially disability hate crime has increased in Wales. Hate crime impacts confidence in people with disabilities, and can lead to social isolation, loneliness and have an adverse effect on mental and physical health.

During December the Service participated in 'Lead the Change Bystander Intervention' training. This training forms part of the Welsh Governments strategy to tackle Violence Against Women, Domestic Abuse and Sexual Violence. The training empowers those attending to safety challenge inappropriate attitudes and behaviours that are supportive of violence against women within the workplace, peer group or community.

The Service then delivered 'Bystander Training' to support staff in recognising and challenging attitudes and behaviours linked to violence, sexism and misogyny.
The training provided an overview of gender-based violence, addressed common myths about abuse, and introduced practical techniques for intervening safely and appropriately when inappropriate behaviour is identified. This forms part of the Service's wider cultural development work. Further training dates will be arranged in 2026 and staff will be invited to attend.

Action 13: Develop and deliver the requirements of the Procurement Act 2023.

During the year, the Procurement function continued to strengthen its support across the Service. Regular meetings were held with departments to review existing contracts, plan future procurement activity and improve understanding of procurement requirements. This helped embed procurement into day-to-day business and made sure it was considered earlier in planning and decision-making.

A number of important improvements were made over the course of the year. Contract Procedure Rules were updated to reflect the Procurement Act 2023. Supporting documents, including the All-Wales Procurement Strategy, invitation to tender documents and the procurement pipeline, were also reviewed and updated.

The Service also registered on the central government platform for publishing procurement notices, helping to ensure compliance and improve transparency.

The year also saw investment in people and systems. A new procurement apprentice was appointed and has started studying towards qualifications through Chartered Institute of Procurement & Supply courses.

New software was introduced to help monitor supply chain risk, and work began with the Finance team to improve the process for onboarding new suppliers. Training and awareness remained an important part of the work programme. Ongoing workshops were planned to help departments understand the Procurement Act 2023 and the Social Partnership and Public Procurement Act 2023. The development of a new business case document also helped ensure procurement is identified at an early stage, so that the correct and compliant route to market can be chosen.

Progress was also made on contract management systems. Work on the contract's module restarted with support from the Finance team, with testing and rollout planning taking place during the year. By the end of the reporting period, the module was ready to go live from 2 April 2026. This will help improve visibility of contracts across the Service and support compliance with Contract Procedure Rules and procurement legislation.

Overall, the year was focused on strengthening procurement arrangements, improving compliance, building internal knowledge and putting the right systems and resources in place. Many of these developments are now becoming part of normal day-to-day working, providing a stronger foundation for the Procurement function going forward.

Action 14: Identify and implement digital improvements to the efficiency of the payroll function.

This year work focused on improving payroll and employee systems, strengthening internal processes and supporting the rollout of digital tools. The main areas of activity included:

1. Development of the Travel and Expenses Module:

Working with the software developer a new module was introduced to support the digital processing of mileage and subsistence claims submitted by Service staff. Training materials were produced to assist users which also supported the roll-out of the new module.

2. Improvements to payroll administration:

A review of payroll processes was undertaken, including work to reduce reliance on P11D

forms (a UK statutory form submitted to HM Revenue & Customs by employers listing the benefits they provide). This is in anticipation of future legal requirements.

3. Changes to support employee benefits and leave processes:

The Cycle to Work Scheme process was reviewed and strengthened after eligibility checks were found to be inconsistent. The Pilot Leave Scheme was also extended into next year, with a further 17 stations joining the pilot. Feedback from participating stations has been broadly positive.

Action 15: Develop the financial planning process.

Throughout the year there was good progress in improving financial planning and budget management. A full review of the TechOne budget module was undertaken, with support from external consultants to improve calculations, data tables, and reporting. Templates used for budget-setting were also reviewed, to better capture the information needed, and provide clearer support for budget holders.

Work continued with TechOne consultants to improve forecasting arrangements within the financial system. Alongside this, the first draft of budget requests and departmental plans for the 2026-27 budget were received and reviewed, including supporting business cases. Pay budget workings were also updated to make collecting information, revising assumptions and uploading data into the financial system more efficient.

The Scheme of Financial Delegation was updated and approved, and work began to update the financial system, guidance and training materials to reflect these changes. A weekly report was introduced for requisitioners to prompt action on open purchase orders, supported by reminder communications about the correct purchase-to-pay process. The Budget Scrutiny Working Group process was completed, the draft budget was approved, and briefing information was shared with Directors of Finance along with indicative levies.

Performance also improved in invoice processing, with the average payment time being reduced to 28 days, bringing performance into compliance. Further work will continue during 2026-27 to increase the proportion of invoices paid within 30 days to above 95%. In addition, the Medium-Term Resource Strategy covering the period to 2030 was completed, along with the financial strategies and statement for 2026-27. A number of these improvements are now complete and will continue as part of business as usual.

Action 16: Monitor transformation and change management outcomes.

Preparing the Service for organisational resilience and future change, the HR department worked across key HR priorities, including:

- **Workforce Development and Inclusion**

The Corporate Induction Handbook has been updated, and Positive Action materials have been developed to support consistent engagement across the Service.

- **Policy Review and Legislative Compliance**

Human Resources policies and procedures are being reviewed in response to the Employment Rights Act 2025, with relevant legislative updates incorporated.

- **Health and Wellbeing**

The Service continues to support workplace health and wellbeing through participation in the Healthy Working Wales Peer Monitoring Programme.

- **External Complaints Procedures**

External complaints procedures are being reviewed, including options for improved reporting and case management.

- **Business Continuity and Organisational Resilience**

The Business Continuity Management Plan has been reviewed and updated for 2025, and a process flow chart has been developed to support consistent recruitment, movement, and transfer arrangements.

- **Partnership Working and Professional Standards**

Work has progressed on Blue Light corporate membership, Real Living Wage accreditation, and the development of a UK Fire and Rescue Service professional standards network.

Health and Safety

The Health and Safety at Work Act 1974 is the primary piece of legislation governing workplace health and safety in Great Britain. Work related incidents and near misses are monitored through the Health, Safety & Wellbeing Committee. Whilst it is not currently mandatory, public bodies are encouraged to include a summary of their health and safety performance in their annual reports.

Health and Safety

Safety event reporting statistics during financial year 2025/26

Gwasanaeth Tân ac Achub
Fire and Rescue Service

0.35% increase in accidents

290 safety events were reported between 1st April 2025 and 31st March 2026, which compares with **289** in total for the comparable period in 24/25. This is a slight increase of **0.35%**.

105

Near Misses reported

40

injuries reported

34%

of injuries resulted in time off work

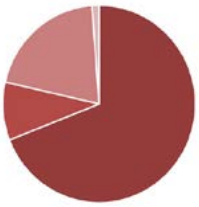
24

reports of White Fleet vehicle damage

65

reports of Red Fleet vehicle damage

Vehicle Accident Type



Forward: **54 (61%)**

Reverse: **9 (10%)**

Stationary: **26 (29%)**

Our Prevention Principle

Working with partners to help make communities safer.

Reducing risks to our communities, especially for those people who may be more vulnerable, through our established intervention programmes such as Safe and Well Checks and the Phoenix Project.

Well-being goals met:

A resilient Wales

A Wales of cohesive communities

A healthier Wales

A globally responsible Wales

Achievements in 2025-26

Action 1: Utilise quality data to support fire safety activities, in particular the new risk-based approach, to identify and conduct a minimum of 17,500 high risk Safe and Well Checks.

A total of 19,374 Safe and Well Checks were delivered during the year, exceeding the Services' own target by 1,876.

The number of high risk Safe and Well Checks (SWAC) increased as an overall percentage, showing the Service has been successful in its work to reach more vulnerable people. This work has been achieved through the use of NHS Exeter Data and revised SWAC referral management.

Dashboards are now being created, and are refreshed daily, which provides prevention staff with clear and accurate information to assist with their individual workloads.

	SAWC by Priority (number)	SAWC by Priority (percentage)
High Priority	5,491	28.3%
Medium Priority	3,839	19.8%
Low Priority	10,044	51.9%
Total	19,374	100.0%

	SAWC by Referral (number)
From an Agency	3,917
Not from an Agency	15,457
Total	19,374

Action 2: Deliver intelligence led home safety interventions targeting the most vulnerable residents in our communities. We will deliver four targeted multi agency campaigns across North Wales.

Four multi-agency campaigns were undertaken:

1. During April staff hosted a Water Safety event on Bangor High Street.

   The aim of this event was to raise water awareness, and the potential dangers in and around water in the lead up to the warmer weather.

   Prevention staff hosted a 'pop-up' event on the High Street, showcasing Water Rescue equipment, and encouraging members of the public to stop and speak with firefighters to obtain water safety advice.

2. On the 1 October, the Service marked International Day of Older Persons by hosting a community event at Denbigh Fire Station, alongside partners, to promote the various support available to older members of our community and offer Safe and Well checks to those who need them.

   Members of the Prevention Team were on hand to provide important home fire safety information, with specific advice tailored to help combat some of the challenges faced by the older generation when it comes to keeping their homes fire safe. Home Safety Support Workers headed out to undertake Safe and Well checks in the local area, targeting households with older residents. They were joined by members of corporate staff who had volunteered to assist with visits, helping to ensure that some of the most vulnerable members of our community can feel fire safe in their homes.

3. In November the Service created and shared a number of videos via social media promoting cooking fire safety tips, and advice on what to do should a cooking fire get out of control.

   Cooking fires remain one of the most leading causes for emergency call outs to dwelling fires. Of the 322 accidental dwelling fires the Service attended during the year, 56 of them were as a direct cause of 'Cooking'.

   More detailed cooking safety information can be found here.

4. Fire Prevention staff and operational firefighters visited farmers' markets across North Wales and Shropshire to highlight the importance of following the Heather and Grass Burning Code. They provided advice directly to farmers and also distributed information leaflets.

Action 3: Develop localised area plans in line with the 2024-29 Community Risk Management Plan.

This action was discussed at the Service Leadership Team (SLT) 2025-26 planning day, and as part of the strategic risk assessment and planning framework, it was identified that there would be insufficient resources to deliver against this action.

SLT members choose not to implement this action at this time.

Action 4: Deliver 12 intelligence led multi-agency campaigns targeting those most vulnerable from Road Traffic Collisions and inland drowning incidents.

Road Safety Campaigns:

- Multiple sessions of 'Olivia's Story' were held throughout the year, with over 2,200 attendees. Olivia's story is based on a real-life event, using dashcam footage to highlight the dangers of reckless driving.

  Staff and colleagues from North Wales Police filmed a short video in collaboration with Grŵp Llandrillo Menai which was released on social media. The video explains what the Service hopes to achieve through the delivery of Olivia's Story, and also captured the thoughts and feelings of the students who had received the Olivia's Story session.

- BikerDown sessions were presented to over 100 bikers. Staff representatives attended the MCL Bikeshow in Birmingham to promote the BikerDown and BikerSafe courses, and were able to sign up over 300 people to attend local sessions. July saw the first BikerDown course to be held in Pwhelli. This was supported by representatives from the 'Mental Health Motorbike' initiative.

- Collaboration with North Wales Police continued with the launch of 'Operation Apex'. This is a highly visible campaign aimed at reducing motorcycle casualties and improving rider safety. As part of this initiative, two key routes now have PRIME (Perceptual Rider Information for Maximising Expertise and Enjoyment) road markings, to assist riders with handling corners.

- The Service continued its participation with 'Operation Ugain'. Through 'Operation Ugain' drivers travelling over the speed limit, can choose to take an alternative to penalty points and/or a fine. The alternative is a free 10-minute presentation delivered by fire service staff and aims to inform people about the dangers of speeding.

  Welsh Government funding for this collaborative work, has been extended due to the positive outcomes.

- Other road safety events included 'Biker Brew' events, and promoting the 'Fatal 5' Police campaign.

Water Safety Campaigns:

- Early in the year, water safety campaigns, such as #BeWaterAware and Float to Live, were promoted via social media, and a public engagement session in Bangor. Training was also delivered to DangerPoint rangers.

- A 'Spot the Difference' child safety campaign also helped raise awareness of water hazards through interactive sessions in schools and community groups.

- Water safety training was delivered to wardens from Eryri Nation Park, which consisted of a three-hour session, combing both theory and practical learning.

- During 'Drowning Prevention Week', operational staff visited a primary school, along with the 'Water Line Rescue Unit', from Bangor fire station.

- In July staff joined forces with partners for 'World Drowning Prevention Day', to help spread potentially lifesaving messages within our community areas. Two public water safety awareness events were held at Llyn Tegid, Bala, and Llyn Padarn, Llanberis. Both events saw staff undertake practical demonstrations and water safety activities.
- In November, Service staff welcomed colleagues from Llanberis Mountain Rescue, Ogwen Valley Mountain Rescue, and Aberglasyn Mountain Rescue teams to Bangor Fire Station. This initiative was designed to enhance co-ordination and strengthen working relationships during water rescue incidents across the region.
- A new 'Swim Safety' pilot scheme is being developed. This is aimed at children aged nine through to 11 and will be undertaken at leisure centre's, to provide practical pool-based activities. The first sessions are planned to take place during 2026.

Action 5: Deliver bespoke, early intervention packages accredited through the King's Trust, adopting a trauma informed approach to develop safer, stronger, and more resilient children and young people (CYP).

Throughout the year, the Phoenix Project continued to deliver strong outcomes for young people referred by schools. During the year, 20 courses were delivered, all recording high completion rates.

Schools reported clear benefits from the programme, including 80% behaviour improvement in quarter one and 78% in quarter two, along with 100% positive feedback about the intervention in both quarters. In addition, 70% of participants in both quarters achieved a full Agored Cymru qualification.

	Q1	Q2	Q3	Q4
Number of courses run	4	4	6	6
Number of CYP	33	29	55	55
% behaviour improvement reported	80%	78%	66%	73%
% positive feedback	100%	100%	100%	100%
% Agored Cymru	70%	70%	62%	92%
% CYP completed course	88%	86%	67%	92%

Alongside delivery, significant progress was made in developing the project's link with The King's Trust. During the year, the required policies were consulted on and submitted to the Service Leadership Team (SLT), and supporting impact assessments were shared with relevant leads. By quarter three, the Prevention Team was finalising the documentation needed to connect the Phoenix Project with The King's Trust framework, and by quarter four, accreditation had been approved. This means the Phoenix Team is now delivering in line with The King's Trust syllabus and qualification.

Quarter four also saw an increase in wider engagement activity. The team carried out nine school engagements, providing bespoke fire safety advice to more than 800 pupils. In the same quarter, six Phoenix courses were run with 55 pupils attending, showing continued growth in reach and demand for the programme.

Overall, this has been a positive year for the Phoenix Project, with strong participant outcomes, excellent feedback from schools, and important progress in securing accreditation and aligning the programme with The King's Trust.

Action 6: Provide staff with 12 Continuous Professional Development events throughout the year to build knowledge and understanding to better serve local communities.

The roles previously known as Partnership Managers have undergone a transformation to provide more focused and specialised leadership that better serves both our staff and the Service as a whole.

In line with this change, the title Partnership Manager is being replaced with Prevention Manager to reflect the proactive, community-focused nature of the roles.

Training activities undertaken by members of the Prevention Department included:

1. Deaf Awareness
2. Victim Support
3. Well-being Day
4. Equality, Diversity and Inclusion Training
5. Hard of Hearing – specific training delivered by 'Fireblitz'
6. Conflict resolution

Our Protection Principle

Making businesses safer together.

Providing businesses with expert guidance on fire protection to help ensure the safety of buildings, employees, and customers, thereby supporting businesses to grow. High-risk buildings are prioritised for inspections, contributing to overall public safety.

Well-being goals met:

A resilient Wales

A Wales of cohesive communities

A healthier Wales

A globally responsible Wales

A prosperous Wales

Achievements in 2025-26

Action 1: Develop all supervisory and flexi-duty system officers to Level 2 in Business Fire Safety.

The Service focused on training to achieve Level 4 qualifications in Fire Safety due to promotions, new starters and staff movement within the team.

This decision supports alignment with Risk Based Inspection Programme Key Performance Indicators and the National Fire Chiefs Council competency framework for Fire Safety – Protection. Expressions of interest have been issued and assessed centrally before course bookings are made. The Fire Engineering Technician has explored opportunities to enable internal delivery of the Level 2 course, including a visit to South Wales Fire and Rescue Service.

This action remains ongoing due to staff movement within the Service.

Action 2: Undertake an intelligence-led approach to our Risk Based Inspection Programme, to reduce injury and death from fire in domestic and non-domestic premises.

Protection staff took part in a UK-wide multi-agency operation implemented to tackle organised crime.

Operation Machinize is a nationally co-ordinated initiative led by the National Economic Crime Centre (NECC) and the National Police Chiefs' Council (NPCC), focusing on tackling the criminal abuse of cash-intensive high street businesses that are exploited to launder illicit funds and support wider organised crime.

Throughout 2025, officers from North West Regional Organised Crime Unit (NWROCU) worked alongside partners including HMRC, Trading Standards, Immigration Enforcement, Environmental Health, the Department for Work and Pensions (DWP) and North Wales Fire and Rescue Service (NWFRS).

As part of this multi-agency approach, NWFRS officers and compliance officers from the Protection team carried out inspections to assess fire safety compliance under the Regulatory Reform (Fire Safety) Order 2005.

In November, Compliance Officers attended a landlords' forum at Tŷ Pawb, Wrexham in partnership with Wrexham County Borough Council (WCBC).

The event aimed to provide fire safety guidance to current and potential landlords through presentations and networking opportunities, highlighting landlords' responsibilities under the Regulatory Reform (Fire Safety) Order 2005.

It also served as a platform for the Service and WCBC to showcase their multi-agency partnership work across various property types, including takeaways, nail bars and Airbnb accommodations. This demonstrated that regulatory efforts extend beyond Houses in Multiple Occupation (HMO) and single-occupancy premises to ensure all accommodation meets the same standards. The presentation emphasised the comprehensive behind-the-scenes work undertaken to identify risks, follow up on concerns and take appropriate enforcement or prohibition action when necessary.

Action 3: Undertake monthly business fire safety reassurance campaigns to promote safety in commercial premises.

Over the year, work in this area has continued despite ongoing staff shortages, which have limited the amount of activity that could be carried out. Even so, business-as-usual work has continued with partners, and some targeted action has been delivered where capacity allowed.

This included joint work with partner agencies on specific premises and risks, support for enforcement activity, and ongoing work with HMP Berwyn and other stakeholders to help reduce fire incidents. North Wales Fire and Rescue Service also supported training activities for health and safety staff and inspectors.

In the final quarter of the year, there was a multi-agency visit to Flats near Menai Bridge which led to several enforcement notices being issued to the property directors.

Action 4: Work with partner agencies and deliver seasonal interventions and engagements to manage our landscape and reduce wildfires.

The Fire Authority adopted the National Fire Chiefs Council definition for recording wildfires, which is defined as any uncontrolled vegetation fire where a decision or action is needed about its suppression. A wildfire will meet one or more of the following criteria:

- Involves a geographical area of at least one hectare (10,000 square metres)
- Has a sustained flame length of more than 1.5 metres
- Requires a committed resource of at least four fire and rescue service appliances / resources
- Requires resources to be committed for at least six hours
- Present a serious threat to life, environment, property and infrastructure

The Service attended 40 wildfires during the year. Of these, 33 were started accidentally and seven were thought to have started deliberately.

Despite there being an overall reduction in the number of wildfires attended compared to last year, the number of those started deliberately increased by three.

The Service was particularly busy during August when substantial incidents were attended at Mynydd Bodafon in Llannerchymedd, Anglesey and Cwm Mountain in Llandudno, Conwy and in Trefriw, Sarnau, Denbighshire.

The graph below shows how emergency attendance to wildfires can vary year-on-year.

In February the new 'Argocat' vehicle became operational. This is an all-terrain vehicle, which will provide additional support for both personnel and equipment. This vehicle will be based at Colwyn Bay fire station but will be used to attend emergency incidents across North Wales as needed.

Our Response Principle

Providing an effective emergency response.

Being ready to respond when you need us: to protect what matters to you, to save lives, reduce harm, and protect homes and businesses.

Well-being goals met:

A resilient Wales

A Wales of cohesive communities

A healthier Wales

A more equal Wales

Achievements in 2025-26

Action 1: Design, procure, and deliver firefighting appliances with enhancements that will provide a clean cab solution, minimising the risk, as far as reasonably practical, of contaminants exposure to our fire fighters.

During the year, five new emergency response appliances completed acceptance testing and were brought into service. Each appliance includes the 'Clean Cab' design, which helps reduce firefighters' exposure to fire contaminants. The design was developed through research and development led by the Contaminants working group, with input from key stakeholders across the Service and representatives from the Fire Brigades Union. The appliances also include new 22mm hosereels and branches, in line with recommendations from the Chief Fire and Rescue Advisor and Inspector for Wales report on responding to domestic dwelling fires. This latest delivery is the second to use this design, which will now form the basis for future appliance builds as we continue to improve the fleet through user feedback and ongoing replacement programmes.

Action 2: Install Flow Meters on pumping appliances, as a response to learning outcomes from Grenfell and a recommendation from the Chief Fire & Rescue Advisor in Wales.

During the year, progress continued on expanding the use of flow meters across the red fleet (vehicles that attend emergency incidents). Five vehicles are already in service with flow meters fitted, and plans are still being developed for the remaining vehicles and the timescale for completion. A further eight kits were ordered, with the Fleet department continuing to pursue delivery. Once received, Fleet department staff plan to install the hardware on the platforms, with support from Emergency One for software installation and commissioning. Contact has also been made with Emergency One to arrange training for Fleet staff in May or June 2026 so they can install the hardware for the eight flow meters already owned. However, there is still no confirmed delivery date for the remaining ordered kits.

Action 3: To lead and coordinate the upgrade of technology systems across the Service to ensure they are cyber-secure and fit for purpose.

An audit of all ICT services was conducted together with an inspection of cyber security stance. Work has been carried out to replace out-of-date operating systems and decommission unsupportable systems where the technical risks could not be mitigated. This ensures that critical systems are ready and robust at the moment they're depended upon.

Action 4: Support and implement the delivery of decisions and recommendations from the Fire Authority Emergency Cover Working Group.

The Emergency Cover Review (ECR) was a phased programme of change to improve the effectiveness and resilience of emergency cover across North Wales, particularly in rural areas, without increasing the budget. Following the Fire and Rescue Authority's reaffirmation of this commitment in early 2025, officers, the Transformation Team, representative bodies and Fire Brigades Union officials worked together to develop a collective agreement and establish the Collective Agreement Implementation Group (CAIG). This work led to pilot arrangements designed to make the 178 posts across the 22 watches at the eight wholetime/day-crewed stations more self-sufficient, reducing reliance on wider establishment posts to cover absences and creating capacity to support new approaches such as nucleus crewing in rural areas including Dolgellau and Porthmadog.

During 2025, CAIG oversaw implementation, staff communication and the development of supporting processes, including FAQs, recruitment activity, shift alignment and the Wholetime Rostering Policy. Shift alignment was introduced from 2 September 2025 and nucleus crewing pilots were launched to strengthen rural daytime cover, with communications consistently emphasising collaboration, staff support and regular review. Early feedback and monitoring suggest the changes are beginning to improve resilience, with encouraging signs of better daytime pump availability in rural areas, reduced need for additional hours, and wider benefits through community safety activity, local engagement and stronger support for on-call crews.

Action 5: Increase the on-call establishment to facilitate an improvement in appliance availability across the region.

Recruitment numbers were assessed and reviewed, and a presentation was delivered to the Service Leadership Team (SLT) in April.

As part of a more localised approach to on-call recruitment, individual station needs were reviewed and discussed at every 'Recruitment and Availability Group' meeting.

During January the Service released new on-call recruitment promotional materials on social media.

The end of the year recorded an improvement to the number of on-call firefighters available to attend emergency incidents; up to 502 people from 489 people at the beginning of the year.

On-Call Station Availability

The below table shows the average pump availability for all On-call fire 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 On-call watches that are not based at wholetime or day crewed stations.

Average of On-call Stations Availability 06:00-18:00																	
Day/Month	**Apr**	**May**	**Jun**	**Q1**	**Jul**	**Aug**	**Sep**	**Q2**	**Oct**	**Nov**	**Dec**	**Q3**	**Jan**	**Feb**	**Mar**	**Q4**	**Whole Year**
Weekday	6	6	5	**6**	6	4	6	**5**	6	7	7	**6**	7	7	6	7	**6**
Weekend (incl. Bank Holiday)	14	14	12	**13**	11	12	12	**12**	12	11	9	**11**	11	11	10	11	**12**
Overall Average	9	9	7	**8**	7	7	7	**7**	7	8	8	**8**	9	8	7	8	**8**
2025/26	7	7	6	**7**	6	7	6	**6**	6	7	9	**7**	10	9	9	9	**7**

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

The below table reflects the number of On-call firefighter starters and leavers during quarter two, compared to the same quarter of last year. Many of the On-call firefighter leavers this quarter have migrated to the Wholetime Duty System.

Year	Starters	Leavers	Position Headcount at Year End	Headcount (single role only)
Apr 2024 – Mar 2025	**86**	**65**	**487**	**425**
Apr 2025 – Mar 2026	**88**	**71**	**512**	**427**
+/-	**2**	**6**	**25**	**2**

Starters – the number of On-call firefighter starters from each respective quarter. This does not include secondary contracts.

Leavers – the number of On-call firefighter leavers from each respective quarter. This does not include secondary contracts, or migrations to the Wholetime Duty System.

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

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

Action 6: Create a schedule of exercises in line with the Local Resilience Forum risk profile of North Wales.

A new electronic calendar featuring exercise events taking place across the Service area was introduced. This provides staff with an early awareness of exercises taking place and allows them the opportunity to express an interest in taking part or being a spectator.

Station Managers and staff from the Control Room are able to add details of any upcoming live exercises or tabletop exercises to ensure that the calendars are as up to date as possible.

In total 20 exercises were undertaken during the year, which included:

- **Electric vehicle incident training:** Crews in Holyhead practiced responding to an electric van fire following a collision, focusing on safely extinguishing EV fires using specialist blankets.
- **Building fire and Breathing Apparatus (BA) emergency exercise:** Firefighters trained for a first-floor building fire with casualties, testing incident command, BA procedures, search and rescue, and emergency response after a simulated ceiling collapse trapped BA crews.
- **Water outage multi-agency training:** Partners across public services took part in a Colwyn Bay exercise based on a major water outage, reviewing lessons learned, improving coordination, and strengthening preparedness for large-scale incidents.

Action 7: Conduct a review of our fleet of special appliances to ensure they remain suitable to meet the current and future risk/demand profile.

Following a competitive tender process, Emergency One Group (UK) Ltd was awarded the contract to supply the Service's new 'Turntable Ladder' vehicle. This is a major investment and forms part of the ongoing replacement programme for aerial appliances that are reaching the end of their operational life. The specification and design were developed through a working group involving staff from across the Service, with strong emphasis on feedback from end users. Since the contract award, colleagues in Fleet, Technical Operations and Procurement departments have continued to work closely with the supplier to finalise the design, identify improvements and achieve value for money. This collaborative approach has helped create a clear specification for the new appliance and will support the project as it moves into the next stages of build and delivery.

Action 8: Continue multiagency consultation response and risk management of large battery and energy storage systems (BESS).

Over the past year, strong multi-agency collaboration has continued between the BESS group and the Regional Minerals and Waste Service, including close working with the lead officer and planning team. A key development has been the agreement to ensure that partners are automatically notified when private companies submit planning applications for renewable energy projects. This improved information-sharing process will apply across all six North Wales councils, helping partners stay informed and respond more effectively.

Regular meetings have been held throughout the year to maintain momentum and coordination. Alongside this, ongoing work has focused on identifying and mapping renewable energy sites, further improving awareness and supporting both future planning and operational response.

The service has also explored new equipment to address emerging risks, including extinguishers designed for solar panel (PV) fires. These have been assessed for suitability on appliances and are now scheduled for purchase in the 2026–27 budget.

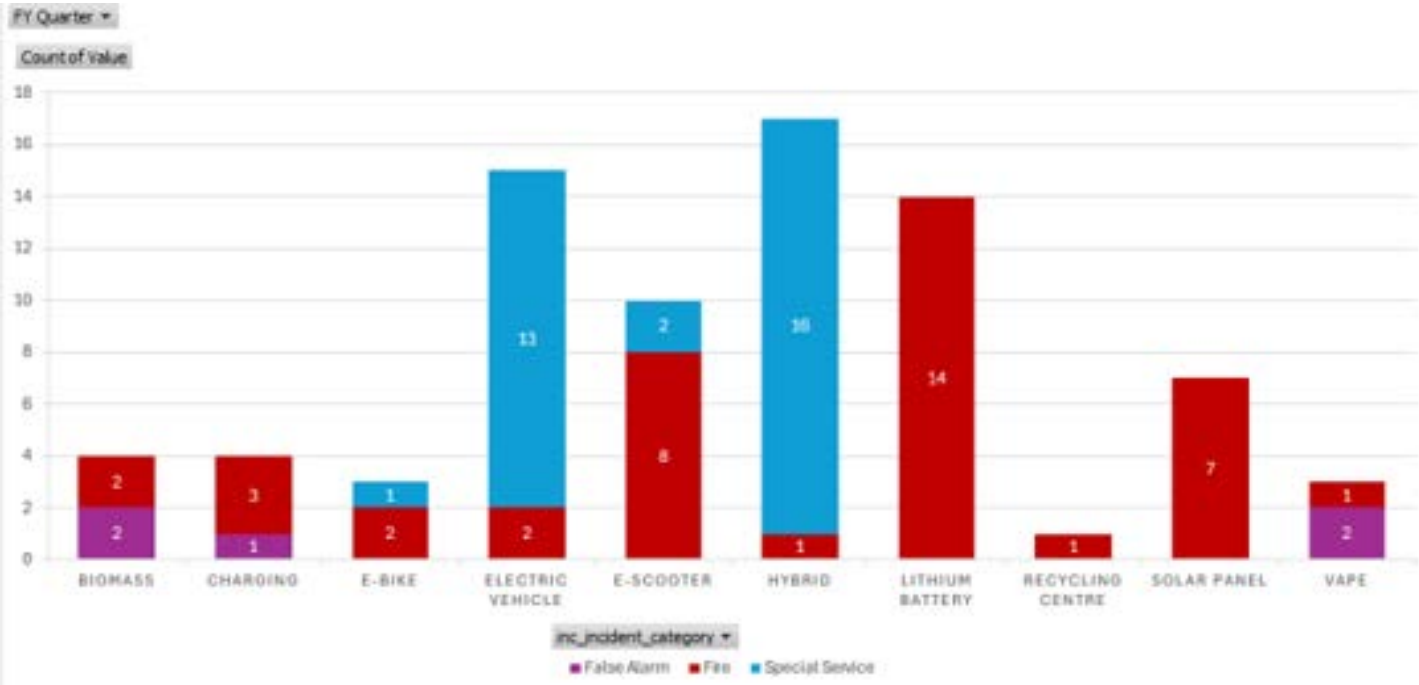
Overall, the year has seen steady progress, with enhanced partnership working, better information sharing, and continued steps towards strengthening the response to renewable energy-related risks.

Emergency incidents attended by the Service during the year.

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

Many of these technologies do not have dedicated reporting categories within national fire and rescue incident data systems. As a result, key word searches are conducted on incident logs in order to identify and analyse trends.



Although Electric vehicles and Hybrid vehicles feature heavily in the above figures for 2025-26, the chart demonstrates that most of these incidents were not fire calls.

Action 9: Continue to develop the business case for a new Training and Development Centre.

Progress has continued throughout the year on developing the business case for a new Training and Development Centre, now named **Hwb Awen**. Early site works began in summer 2025, including fencing, environmental surveys, vegetation clearance and preparation of the land. Planning remains at the outline stage, with detailed design work ongoing.

Strong progress has been made on design and planning, supported by a newly appointed design team and input from staff, working groups and visits to other fire service training facilities. Environmental considerations have also been carefully managed, including protection of wildlife on site.

Engagement has been a key focus, with regular communication, staff visits, and drop-in sessions helping to gather feedback and shape the development. This feedback has already influenced plans, such as including overnight accommodation and ensuring facilities meet operational training needs.

A major milestone was the approval of the outline of the Business Case which was approved by members at the Fire Authority meeting in January. Alongside this, branding work has progressed following a staff vote to name the centre Hwb Awen.

Overall, the project is progressing well, with steady development of plans, strong staff involvement, and early sitework completed or nearing completion, keeping the long-term goal of a new training centre on track for delivery.

Action 10: Review and implement relevant recommendations of the Grenfell Tower inquiry phase 2 report, to improve operational preparedness and response, firefighter training and firefighter safety.

Over the year, steady progress has been made toward completing all recommendations, although some areas remain only partially compliant due to the complexity and nature of the work.

Key improvements have been achieved, including the introduction of digital handheld radios, which has enabled some recommendations to be fully completed. A small number of areas will remain partially compliant in the short term while further work is carried out.

There has also been a strong focus on improving evacuation procedures for tall buildings. Learning has been shared through collaboration with South Wales Fire and Rescue Service, including presentations, joint exercises, and observation of live training scenarios. These activities have helped inform local review work, with the Tall Buildings Group assessing how best to adopt or adapt these procedures in North Wales.

Exercises have been carried out to test evacuation arrangements, with debriefs identifying areas for further improvement. These findings will help shape future changes and ensure continued progress.

Overall, the year has seen ongoing improvement, with practical changes implemented, strong partnership learning, and continued work to address remaining compliance gaps.

Action 11: Continue with the Training Towers replacement programme.

The training tower replacement and renovation programme was agreed in line with 2024-25 capital budget planning. In addition, an inspection programme was introduced and a RAG priority list created for all training towers across North Wales Fire & Rescue Service. Unfortunately, due to external supply issues and delays with the introduction of the estates project management team, key deadlines have been missed with training tower replacements being delayed and placed into forthcoming planning life cycles.

Our Environment Principle

Protecting and preserving our natural environment for future generations.

Adopting eco-friendly practices in our daily operations to cut down on carbon emissions and other environmental impacts and raise environmental awareness amongst our staff and our communities.

Well-being goals met:

A resilient Wales

A Wales of cohesive communities

A healthier Wales

A globally responsible Wales

Achievements in 2025-26

Action 1: Review stock items and develop best working practices in order to improve efficiency and management of stock levels.

Over the year, we continued to improve stock management and strengthen working relationships with other departments to make stores processes more efficient. We reviewed stock levels regularly, reduced unnecessary stock holding and worked with colleagues to improve ordering, communication and day-to-day processes.

We regularly reviewed minimum stock levels whenever orders were placed to make sure stock levels remained appropriate and products were still needed. We built stronger working relationships with other departments, including taking part in recruitment and availability meetings so stores could be involved earlier and more effectively.

We reviewed welfare vehicle stock provisions, reduced waste and agreed a simpler list of frequently requested items with the Operations Department.

Additional wildfire kit was received to improve stock levels, and barcoding was completed alongside changes to the laundry process.

We continued to improve joint processes with Operations, including out-of-hours procedures, leaver kits, promotion-related kit and emergency kit arrangements.

We began sourcing a new supplier for 'undress kit' because stock levels had fallen and the previous supplier no longer offered the same style or material.

The year-end stock take was completed, with positive progress in reducing the amount of stock held and further work planned to improve the process.

This work will continue as part of business as usual, with the stores team reviewing systems and making the best use of technology each Wednesday.

Arrangements are also being made to attend supply chain meetings with other public sector organisations using TechOne.

Action 2: Expand the existing Electric Vehicle Charging Points (EVCP) network across the Service.

Work has been carried out to expand the EVCP network across the Service in order to operate a greater number of Electric Vehicles.

Grant funding was approved, and two single socket chargers have now been installed at Wrexham fire station, and one twin socket charger installed at Dolgellau fire station.

A trial was successfully concluded which allows Service staff to use the EVCP network to charge their own vehicles using an app to make payment for the electricity consumed.

A draft policy and procedure has been written which allows not only Service personnel but also allow external public organisations to charge their electric vehicles using these newly installed electric chargers.

All fire stations and other fire related sites now have at least one EVCP.

Action 3: Procure light vehicles in order to maintain the age profile at a reasonable level and ensure that our light vehicle fleet is reliable, with the latest safety standards for our staff and as environmentally efficient as possible.

Work started with identifying suitable vehicles within Service budget, with zero emissions vehicles being prioritised in accordance with Welsh Government Carbon Budget 2 and the Services 'Fleet Decarbonisation Plan'.

In total 53 light vehicles (cars and vans) have been successfully procured during the year, although arrangements had to the initial allocation plans, to accommodate individual requirements.

Action 4: To transition existing diesel use vehicles to Hydrotreated Vegetable Oil (HVO) use vehicles.

So far, no major issues have been identified with the HVO trial at Deeside Fire Station, so it is expected that work with the provider will continue. There are still several weeks left before planning applications for the next seven fire station sites are decided. Based on how the BSmart back-end system operated at Deeside Fire Station, it appears to work well and provides effective tracking and oversight.

Action 5: Upgrade the Building Management System to negate the impact of terminated BT copper lines.

Progress against this action has been delayed due to the cost associated with replacing the existing traditional boilers. At this stage, it is considered more cost effective to replace the entire boiler system at the appropriate time, rather than carry out interim works to the boiler panels in support of this action.

Action 6: Monitor and report on energy, water, and waste data including reporting to Welsh Government on carbon reporting.

The Service has closely monitored energy and corporate water consumption, as well as our waste outputs to identify ways we can improve our operational efficiency and reduce our environmental impacts.

We have worked closely with the Welsh Government Energy Service to improve the way we calculate and report on our carbon emissions, by gathering more specific environmental impact data from our suppliers. This reporting forms an integral part of our work towards the ambition for a net zero public sector in Wales by 2030.

Recognition of Our Collaborative Working

Definition of Collaboration

"the act of working together with other people or organisations to create or achieve something".

Moorland Partnership Project

Denbighshire County Council's countryside team received the Community Safety Partner Award for its Moorland Partnership Project at an awards night.

Denbighshire County Council's countryside team receiving the Community Safety Partner Award. *(Image: County Voice)*

The project, run in partnership with North Wales Fire and Rescue Service, supports the fire service in tackling dangerous wildfires.

Councillor Alan James, lead member for local development and planning, said: "I would like to congratulate everyone involved in the team for achieving this great award.

"This reflects some of the vital services that the team provide in dangerous situations and it serves as a great example of what an effective collaborative approach can achieve.

"Our countryside rangers work tirelessly to ensure that residents and visitors to the county are able to enjoy our vast landscape and it's great that their hard work has been recognised with this award."

Earlier this year, the team supported the fire service during a four-day multi-agency operation on the Berwyn range, where a wildfire affected nearly 350 hectares of moorland on Moel Fferna.

The partnership has continued beyond the emergency response, with rangers and fire crews working together on wildfire training exercises and public awareness campaigns.

These efforts aim to promote the responsible use of fires and BBQs in the countryside, making sure everyone understands the serious dangers they can pose to our National landscape.

Disability Confident 'Employer Status' Accreditation

The Service successfully achieved the Disability Confident Level 2 'Employer' accreditation.

The Disability Confident scheme is a UK government initiative designed to support employers in recruiting, retaining, and developing disabled people.

This achievement clearly demonstrates to prospective and existing employees how the Service is following best practice across various areas of work, and is a step up from the Level 1 'Commitment' status achieved in 2022.

A task and finish group of Service staff helped to assess our current position. The group worked together to capture evidence of inclusive practices and highlight gaps and opportunities to improve in the future. The task and finish group was made up of 12 representatives from across the Service, who met three times in July and August to drive forward this work.

disability confident EMPLOYER

This is to certify that

North Wales Fire & Rescue Service
DCS014138
is a Disability Confident Employer

Period of award: 02/09/2025 to 29/08/2028
Issue date: 02/09/2025

As a Disability Confident Employer we:

- have undertaken and successfully completed the Disability Confident self-assessment
- are taking all of the core actions to be a Disability Confident employer
- are offering at least one activity to get the right people for our business and at least one activity to keep and develop our people.

Find out more about Disability Confident at:
www.gov.uk/disability-confident
#DisabilityConfident

The group members all made important contributions in the meetings, with many also conducting vital research and evidence gathering.

Chief Fire Officer Dawn Docx said "Gaining this advanced level accreditation is a positive example of collaboration and team work".

Real Living Wage Accreditation

The Service have also achieved real living wage accreditation, becoming the 18th public body in Wales to do so, and the first in North Wales.

Our Living Wage commitment will see everyone working at the Service receive a minimum hourly wage of £13.45 - higher than the government minimum for over 21s, which currently stands at £12.21 per hour.

The office for the Future Generations Commissioner for Wales tells us that we are based in a region where 15.8% of jobs earn less than they need to get by - with around 199,000 jobs paying less than the real Living Wage.

The Living Wage Foundation's real Living Wage remains the only UK wage rate independently calculated based on the cost of living, rising annually based on living costs.

Our people are at the heart of everything we do.

By becoming a Living Wage accredited employer, we are reaffirming our commitment to fairness and ensuring that everyone who works for us is paid a wage that reflects the real cost of living.

It's all about doing the right thing for our staff and recognising the vital contribution they make to our communities every day.

Performance Information Summary

The Fire and Rescue Authorities (Performance Indicators) (Wales) Order 2015 introduced three statutory performance indicators that accompany locally collected sector indicators.

PERFORMANCE INDICATORS:	2024-25		2025-26	
	Number	Rate	Number	Rate
Fires attended	1,804	26.07	2,043	29.31
False alarms attended	3,264	47.17	3,209	46.03
Road traffic collisions	255	3.69	297	4.26
Other emergency incidents attended	1,166	16.85	1,065	15.28
Where the rate is based on 10,000 population				
Fire deaths and injuries	49	7.08	55	7.89
Deaths and injuries arising from fires started accidentally	45	6.50	53	7.60
Where the rate is based on 100,000 population				
Dwelling fires confined to room of origin	308	87.01%	282	87.58%
As a percentage of the number of dwelling fires attended				

All Wales Sector Indicators

Sector indicators were introduced for 2015 and agreed to be collected and shared by all three Fire and Rescue Services in Wales.

ALL WALES	2025-26					
SECTOR INDICATORS:	North Wales FRS		Mid & West Wales FRS		South Wales FRS	
	Number	Rate	Number	Rate	Number	Rate
Deliberate fires	544	7.80	1,509	16.42	4,386	27.92
Accidental fires (or motive not known)	1,499	21.50	1,632	17.76	1,791	11.40
Where the rate is based on 10,000 population						
Fire related fatalities	2	0.29	4	0.44	9	0.57
Injuries caused by fires	53	7.60	24	2.61	54	3.44
Fire related fatalities in accidental dwelling fires	2	0.29	2	0.22	9	0.57
Fire related fatalities in deliberate dwelling fires	0	0.00	1	0.11	0	0.00
Fire related injuries in accidental dwelling fires	30	4.30	19	2.07	46	2.93
Fire related injuries in deliberate dwelling fires	0	0.00	2	0.22	8	0.51
Where the rate is based on 100,000 population						
Dwelling fires	346	10.29	428	9.68	643	9.06
Accidental fires in dwellings	325	9.67	393	8.89	587	8.27
Deliberate fires in dwellings	21	0.62	35	0.79	56	0.79
AFA false alarms in dwellings	1,481	44.04	1,528	34.56	2,182	30.73
Where the rate is based on 10,000 dwellings						
Fires in non-domestic premises	155	4.65	143	3.54	361	6.88
AFA false alarms in non-domestic	379	11.37	325	8.05	1,535	29.24
Where the rate is based on 1,000 non-domestic premises						
Dwelling fires attended where a smoke alarm was not fitted	45	13.01	134	31.31	245	38.10
As a percentage of the number of dwelling fires attended						

The Dwelling Fire Response Charter in 2025-26

During 2012 the three Welsh fire and Rescue Authorities jointly developed an all-Wales Charter to ensure that wherever people live in Wales, they can expect to be helped and supported to remain safe from fire in their homes. They should also be able to expect that if a fire does break out, they will receive a prompt, effective and professional emergency response to their call for assistance.

The Charter makes seven specific commitments that the Fire and Rescue Authority will:

1. Take the lead in driving down the number of dwelling fires that occur and in reducing their impact on people.
2. React quickly and efficiently every time we receive an emergency 999 call to attend a dwelling fire.
3. Attend dwelling fires swiftly and properly equipped to deal with them.
4. Deal with dwelling fires effectively, efficiently and professionally.
5. Help to restore normality to communities in the aftermath of dwelling fires.
6. Investigate the causes of dwelling fires and hold relevant people to account when appropriate to do so.
7. Strive to maintain high standards and improve aspects of what we do.

The following pages provide information about our compliance with these commitments during 2025-26.

For consistency, we use a standard narrative for reporting against the Charter each year and only update the figures within the narrative framework.

1. We will take the lead in driving down the number of dwelling fires that occur and in reducing their impact on people

We are committed to taking the lead in maintaining a downward trend in the incidence of dwelling fires and associated casualties in Wales.

In 2025-26 we provided advice and encouragement to people on how they can prevent fires from starting in their home and how they can keep themselves safe from fire.

Our prevention activity included delivering 19,374Safe and Well Checks (SAWCs) to householders, and 4,110 children and young people at key stages 1 - 4 received a fire safety talk.

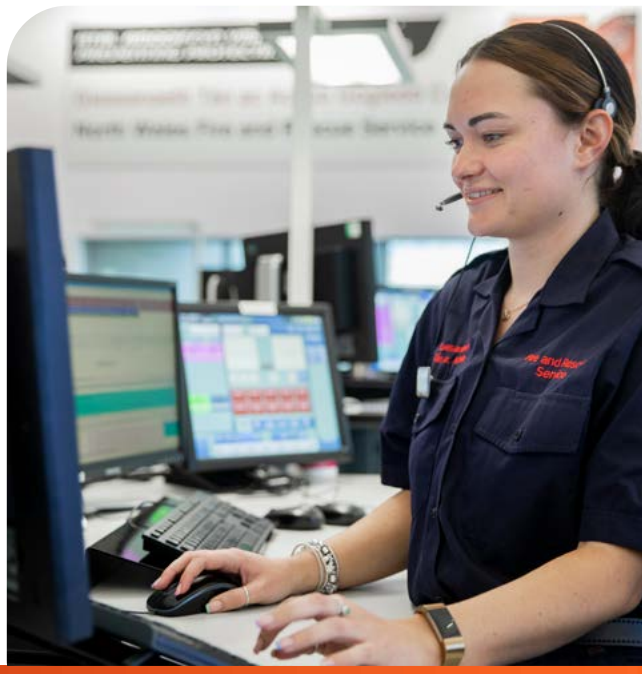
During 2025-26 we attended 322 accidental dwelling fires. As a consequence of those fires, there were 2 recorded fatalities, but 29 people sustained injuries. The number of accidental dwelling fires in the Fire and Rescue Authority (FRA) area has remained consistent, with 338 accidental fires also attended during 2024-25.

The number of accidental dwelling fires in the FRA area remains at their lowest level in the past five years.

2. We will react quickly and efficiently every time we receive an emergency 999 call to attend a dwelling fire

We are committed to reacting quickly and efficiently when emergency 999/112 calls are put through to us by the operator.

Our emergency fire control facility remains available around the clock every day of the year, with special arrangements in place for a seamless transfer of calls from one control facility to another in the event of serious disruption or a surge in the number of calls coming in at the same time.



Sophisticated mapping and electronic systems help us to: a) identify the location of the reported incident and b) send the most appropriate available resource to attend the incident.

In 2025-26, we handled a total of 15,972 emergency 999/112 calls. We were able to obtain enough information about dwelling fire incidents to alert the appropriate initial response within 90 seconds on 79.2% of occasions and between 91 and 120 seconds on 10.9% of occasions.

However, we know that the speed of call handling – although important - is not the only relevant yardstick. Knowing where our services are needed requires specialist skills to effectively glean information from callers who may, for example, be unfamiliar with the area they are in, be frightened or in distress, be very young, or have communication or language difficulties.

Another important skill is recognising when a caller is abusing the 999/112 system by falsely claiming that there is an emergency when, in fact, there is not. It is a criminal offence to knowingly make false calls to the emergency services. Sadly, that does not seem to deter a minority of people who tie up the 999 lines and divert services away from people who may be in a genuinely life-threatening situation. Every time we turn out to one of these malicious false alarms, it wastes both time and money, and also places the rest of the community at higher risk.

In 2025-26, we received 124 malicious false alarms. In 57.3% of cases, we were able to establish that these calls were not genuine and so avoided needlessly mobilising resources to attend.

3. We will attend dwelling fires swiftly and properly equipped to deal with them

Once we have answered the emergency 999/112 call and allocated the most appropriate resources to make up the initial attendance at the incident, our next priority is to get to the incident quickly, safely and properly equipped to deal with it.

Response times can be effected by a number of different factors, including the urban/rural geography and the nature of road networks in the area.

Speed of response to dwelling fires is extremely important, but we cannot over- emphasise the importance of preventing those fires from happening in the first instance, and of having at least one working smoke alarm fitted and a pre- planned escape route in case a fire does occur. However, if a dwelling fire has occurred, we ensure that our firefighting crews are properly equipped to deal with it.

We equip our firefighters with high quality personal protective equipment and firefighting equipment. We require them to be operationally fit and healthy, and we make sure that their skills are routinely tested and exercised. We also routinely check that the way our crews dealt with incidents was in accordance with accepted firefighting procedures.

We take the safety of our firefighters very seriously, given the nature of the work that they undertake. In 2025-26, our crews attended 2,043 fires in a variety of different types of premises and at outdoor locations. Whilst fighting those fires, 8 operational staff received an injury.

4. We will deal with dwelling fires effectively, efficiently and professionally

We are committed to dealing with fires effectively, efficiently and professionally. To this end, we equip our highly trained fire crews with the right skills, knowledge, information, firefighting equipment and command support so that whatever the circumstances of the dwelling fire, they will be correctly prepared to deal with it.

In 2025-26, of all the dwelling fires that we attended, 88% were successfully contained within the room of origin, without spreading any further. Although, a number of factors could contribute to this statistic that would be outside the control of the attending crews such as how long it took for someone to discover the fire in the first instance, whether

or not internal doors had been shut to help prevent the spread of the fire, and how far away from a fire station the dwelling was located, we still consider this to be a reasonable indicator of our firefighting success.

We recognise the importance of research and equipment improvements, and ensure that we invest time and effort in staying in touch with the latest developments.

We also take very seriously the professional image of the fire and rescue service. We place great emphasis on the personal qualities and attributes of all our operational staff, as well as their physical and psychological fitness and the high standard of their operational and management training.

We encourage all our staff to adhere to a set of core values that were adopted nationally by the UK Fire and Rescue Service. This expresses our commitment to valuing service to the community, people, diversity and improvement.

5. We will help to restore normality to communities in the aftermath of dwelling fires

We are committed to helping to restore normality to communities in the aftermath of dwelling fires.

A fire in the home can leave people feeling extremely vulnerable.

When people have lost their possessions, they will have need for practical as well as emotional support. When people have been injured or killed in the fire, the experience can affect whole communities as well as the individual and his or her immediate friends and family. For this reason, the fire and rescue service's role in supporting communities does not end when the fire was extinguished and everyone was accounted for.

In all cases, the cause of the fire will be investigated and carefully recorded. Every detail of how and where the fire started, how far it spread, any special circumstances, and any particular factors that contributed to the fire will be recorded as a source of future learning, research and monitoring.

If there are reasons to believe that a fire was started deliberately in a dwelling, either by someone living there or by someone else, this will be followed up with the police and other relevant agencies.

In some premises, such as blocks of flats or houses occupied by a number of different tenants, the post-incident investigations might indicate that a landlord had failed to ensure the necessary level of fire safety. Our specialist fire investigators might then be involved in a criminal investigation and court proceedings.

If a fire is found to have started accidentally, we might undertake some form of community safety activity or campaign in the vicinity, offering advice and reassurance by way of free SAWCs.

6. We will investigate the causes of dwelling fires and hold relevant people to account when appropriate to do so

We always investigate the causes of dwelling fires. In many cases the cause and origin of a fire will be very clear and straightforward, but in others a more in- depth, forensic investigation will be required to ascertain the most likely cause of the fire. In 2025-26, 19 dwelling fires were recorded as having an unknown cause.

If a crime is suspected, the investigation of the fire will be conducted with the police. People suspected of deliberately setting fire to a dwelling are likely to face criminal prosecution, although in some cases this may not be the only course of action available, for example if the fire was started by a young child or by a person attempting suicide.

In 2025-26, we attended 346 fires in dwellings, of which 21 were found to have been started deliberately.

In some residential premises, such as flats and houses of multiple occupation, the communal and shared areas are covered by regulations that require whoever is responsible for those premises (such as the landlord or the premises manager) to have good fire safety arrangements in place.

Failure to do so can lead to the closure of the premises and prosecution of the person responsible with the prospect of imprisonment and/or an unlimited fine.

As an enforcing authority, we ensure that responsible persons fulfil their obligations under this legislation and can select from a range of enforcement options available to us, depending on the seriousness and risk posed by the contravention.

In 2025-26, we served six enforcement notices and three prohibition notices. No formal cautions or prosecutions were concluded during the year.

7. We will strive to maintain high standards and improve aspects of what we do

We continuously strive to maintain high standards and improve aspects of what we do.

Under legislation, Fire and Rescue Authorities are classed as 'Welsh Improvement Authorities' and are expected to routinely review and continuously improve their own performance through a formal process of setting, implementing and reporting against annual improvement objectives.

We do not limit our improvement activity to this formal annual process; high standards and continual improvement form an integral part of our everyday running of the Fire and Rescue Service.

Examples of improvement activities that go on include:

- Responding positively to peer reviews, audits and inspections.
- Responding positively to consultation responses, feedback from stakeholders, complaints and compliments.
- Learning from our experiences, such as from post-incident debriefs, reports of accidents, or 'near misses'.
- Contributing to working groups, sharing good practice, and learning from research undertaken.
- Taking opportunities to learn from, and with, other organisations through partnerships, committees, boards and professional associations.
- Planning for potential challenges in order to maintain our operations, such as through business continuity management processes.
- Planning for potential challenges to future service delivery, such as through local resilience forums.
- Continuously developing the technical and professional skills of our staff.
- Maintaining and renewing our physical and computerised assets such as our equipment, vehicles, buildings and technology.

What Others Said About Us

Audit Wales – Well-being Objectives

Their report can be found here.

Other Information

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External information sources used in compiling this document:

- Wales Fire and Rescue Incident Statistics
- Wales Future Trends Report (2021)

Intervention in the event of failure or potential failure to comply:

The Welsh Government has powers of intervention:

- under section 22 of the Fire and Rescue Services Act 2004 if it considers that a Fire and Rescue Authority is failing, or is likely to fail, to act in accordance with the National Framework. In such cases, section 23 - Intervention Protocol would apply.
- under section 29 of the Local Government (Wales) Measure 2009 if it considers that a Fire and Rescue Authority is failing, or is at risk of failing, to comply with the Measure. However, in all but the most exceptional circumstances, Welsh Ministers may only intervene after they have offered voluntary support to the Authority under section 28 of the Measure.

Consultations

Each year the Authority seeks the opinions and views of the North Wales public and other stakeholders as part of its process of developing its strategic plans and objectives.

Public consultations are listed below:

Title	Consultation	Publication	For year
Community Risk Management Implementation Plan 2026-27	Autumn 2025	Spring 2026	2026-27
Community Risk Management Implementation Plan 2025-26	Autumn 2024	Spring 2025	2025-26
Community Risk Management Plan 2024-29	Spring 2024	Summer 2024	2024-29
Emergency Cover Review	Summer/Autumn 2023	Winter 2023	2023-24

Recent staff surveys are listed below:

Title	Consultation	
Fire Family Survey	Autumn 2025	3 October – 14 November 2025
Crest Advisory Cultural Review	Autumn 2024	23 August - 11 October 2024
Fire Family Survey	Autumn 2023	18 September – 16 October 2023
Fire Family Survey	Autumn 2021	18 October – 08 November 2021

Glossary and Definitions

Fires

All fires fall into one of three categories – primary, secondary or chimney.

Primary Fires

These are fires that are not chimney fires, and which are in any type of building (except if derelict), vehicles, caravans and trailers, outdoor storage, plant and machinery, agricultural and forestry property, and other outdoor structures such as bridges, post boxes, tunnels, etc.

Fires in any location are categorised as primary fires if they involve casualties, rescues or escapes, as are fires in any location that were attended by five or more fire appliances.

Secondary Fires

Secondary fires are fires that are neither chimney fires nor primary fires. Secondary fires are those that would normally occur on 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.

Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.

Chimney Fires

These are fires in occupied buildings where the fire is confined within the chimney structure, even if heat or smoke damage extends beyond the chimney itself.

Chimney fires do not involve casualties, rescues or escapes and will have been attended by four or fewer fire appliances.

Wildfires

A grassland, woodland and crop fire where the incident was attended by four or more vehicles, or the Service was in attendance for six hours or more, or where there was an estimated fire damage area of over 10,000 square meters.

Special Service Incidents (other emergency incidents)

These are non-fire incidents which require the attendance of an appliance or officer and include:

- Local emergencies e.g. flooding, road traffic incidents, rescue of persons, 'making safe' etc.
- Major disasters.
- Domestic incidents e.g. water leaks, persons locked in or out etc.
- prior arrangements to attend incidents, which may include some provision of advice and inspections.

Fire Deaths (fire related)

This is where a person whose death is attributed to a fire even if the death occurred weeks or months later. There are also occasional cases where it becomes apparent subsequently that the fire was not the cause of the death. These figures are therefore subject to revision.

Fire Injuries

For consistency after April 2009 across the UK, fire casualties are recorded under four categories of severity:

- The victim went to hospital, injuries appear to be serious.
- The victim went to hospital, injuries appear to be slight.
- The victim was given first aid at the scene only, but required no further treatment.
- A precautionary check was recommended – the person was sent to hospital or was advised to see a doctor as a precaution, but having no obvious injury or distress.

False Alarm (general guidance)

Where the Fire and Rescue Service attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed.

Note: if the appliance is 'turned around' by Control before arriving at the incident it is not classed as having attended and does not need to be reported.

Malicious

These are calls made with the intention of getting the Fire and Rescue Service to attend a non-existent incident, including deliberate and suspected malicious intentions.

Good Intent

These are calls made in good faith in the belief that the Fire and Rescue Service really would attend a fire or special service incident.

Automatic Fire Alarm (AFA)

These are calls initiated by fire alarm and fire-fighting equipment. They include accidental initiation of alarm equipment or where an alarm operates and a person then routinely calls the Fire and Rescue Service as part of a standing arrangement, with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation.

Have your say

We are always looking for ways to improve our service and to present information that is meaningful. In order to help us to do this we want to ensure your views are considered when delivering our activities and keeping you informed. So, if you have any comments about this assessment, or how we might improve our future annual performance assessments, we would very much like to hear from you.

Other versions of this document are available

- In paper and electronic formats.
- In Welsh and English.
- In accessible formats through our website.

Write to us	North Wales Fire and Rescue Service (NWFRS) Fire and Rescue Service Headquarters Ffordd Salesbury St Asaph Business Park St Asaph Denbighshire LL17 0JJ
Call us	01745 535 250
Send us an email	Corporateplanning.helpdesk@northwalesfire.gov.wales
Visit our website	www.northwalesfire.gov.wales
Or follow us on	**X (previously Twitter):** @northwalesfire **Facebook:** www.facebook.com/northwalesfireservice **Instagram:** @northwalesfire

Please ring 999 only in an emergency