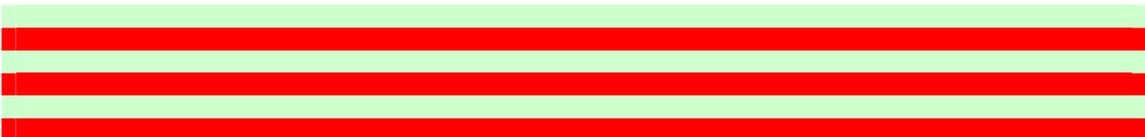




**NORTH WALES
FIRE AND RESCUE AUTHORITY**

HOW DID WE DO IN 2012-13?

**AN ASSESSMENT OF THE AUTHORITY'S
PERFORMANCE**



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SECTION 1

INTRODUCTION

This document has been compiled in compliance with Section 15 of the Local Government (Wales) Measure 2009 to give within a single document an account of the Authority's activities and performance last year, 2012-13.

It provides an assessment of how the Authority has discharged its general duty to improve and its progress against the improvement objectives it set itself for last year. It also summarises its collaborations and its performance against specified national and local performance indicators and measures of success.

A summary version of this document is available from our website:

www.nwales-fireservice.org.uk

More information about the improvement objectives the Authority set itself for last year, and its approach to setting objectives, can be found in the Combined Improvement and Risk Reduction Plan 2010-11 to 2012-13 (Revised October 2012). A copy of which is available from our website:

http://www.nwales-fireservice.org.uk/media/161852/2012-13_ip_rrp_final_version_-_revised_oct_2012.pdf

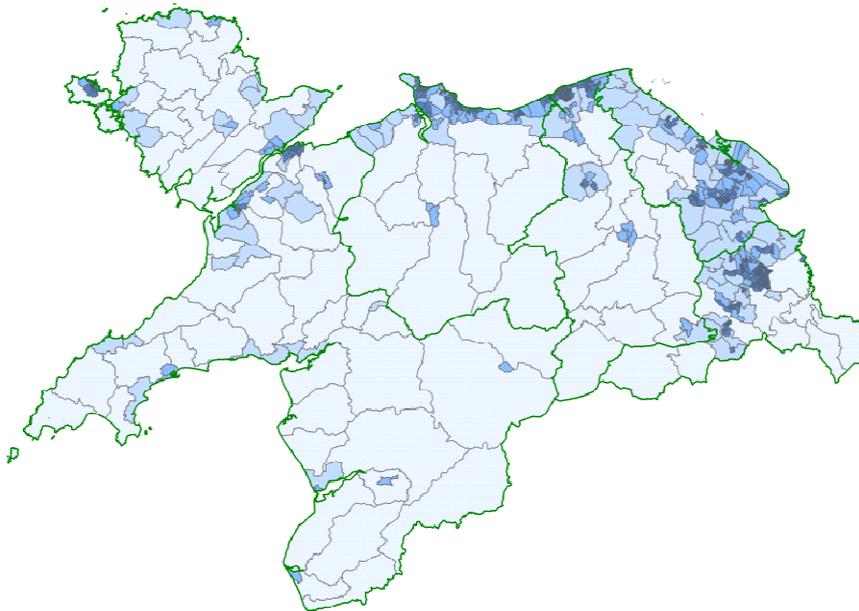
**Our mission is to make North Wales
a safer place to live, work and visit.**

A PROFILE OF NORTH WALES

This section presents information about the area that North Wales Fire and Rescue Authority protects, and profiles the main demographic and social risk projections that the Authority needs to consider.

North Wales Fire and Rescue Authority is one of three fire and rescue authorities in Wales. It was established in 1996 and provides services in the six unitary authority areas of Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham, spending an annual revenue budget of around £32 million.

POPULATION The Authority serves a resident population of around 680,000¹ that is largely concentrated in the more industrial and urbanised areas of the north east and along the North Wales coast.



Source: Infobase Cymru

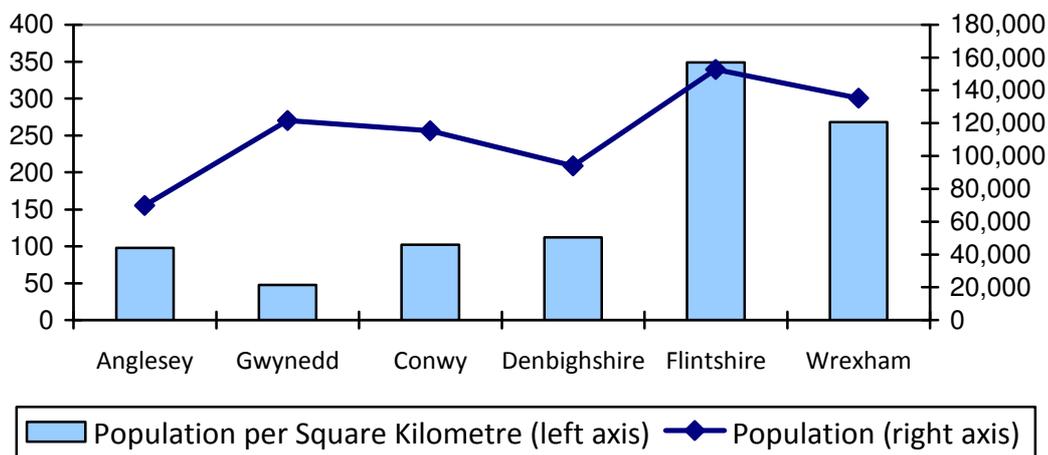
The map illustrates where the more sparsely populated and the more densely populated areas are in North Wales². Darker shades show a higher population density.

¹ 688,400 according to the Office of National Statistics 2011 mid year estimate and 687,600 according to the 2011 census.

² Figures taken at the time of the 2010 Small Area Population Estimates, published October 2011.

At a county level the population density ranges between 47 people per square kilometre in Gwynedd - one of the most sparsely populated counties in England and Wales - and 348 people per square kilometre in Flintshire.

Population and Population Density



Source: StatsWales <https://statswales.wales.gov.uk/Catalogue/Population-and-Migration/Population/Density/PopulationDensity-by-LocalAuthority-Year> (2012) and WG Bulletin SB 89/2012 <http://wales.gov.uk/docs/statistics/2012/120925sb892012en.pdf>

INCOME According to Department for Work and Pensions figures, the median annual income of people living in each North Wales county in 2011 ranged between £23,267 and £28,719, compared to a Wales median of £25,157³.

QUALIFICATIONS Department for Work and Pensions figures showed that in 2011 the percentage of people living in each North Wales county and who had no qualifications ranged between 9.6% and 12.7%, compared to 12% across the whole of Wales⁴.

ETHNICITY: According to 2009 population estimates⁵, the population of North Wales was predominantly white (97.23%, compared to 95.88% for the whole of Wales).

NATIONAL IDENTITY: According to 2012 Annual Population Survey⁶, the percentage of the North Wales counties population that considered

³ Source: Infobase Cymru.

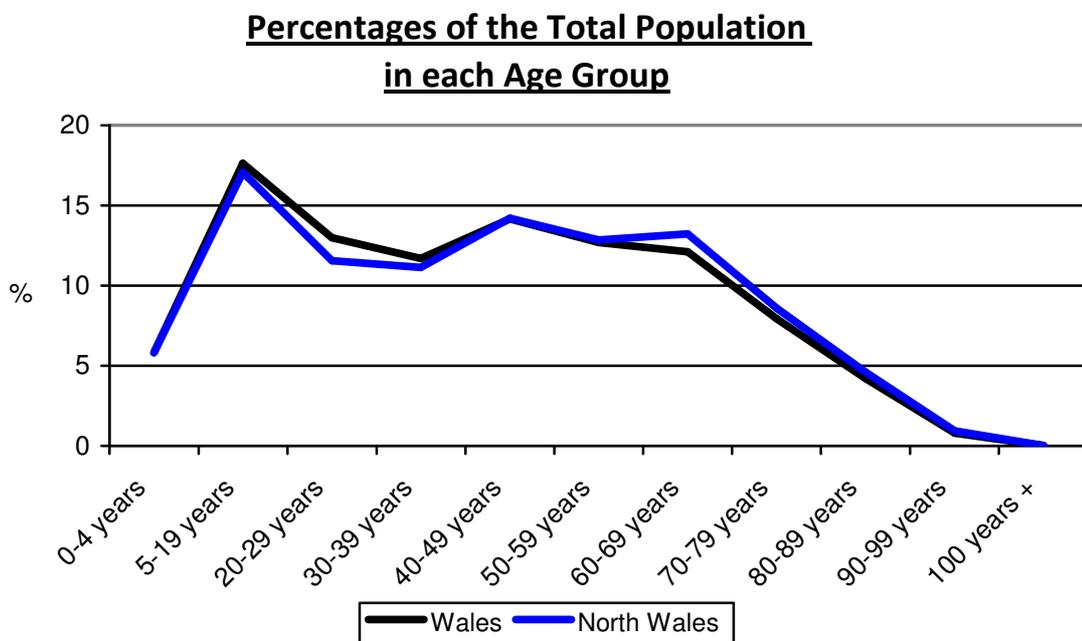
⁴ Source: Infobase Cymru.

⁵ <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/Ethnicity/Population-Estimates/PopulationEstimates-by-LocalAuthority-Ethnicity-Age>

themselves to be Welsh ranged between 39% and 68% compared to a Wales average of 64%.

WELSH LANGUAGE: The 2011 Census⁷ indicated that the percentages of Welsh speakers in North Wales counties ranged between 13% to over 65%, compared with a Wales average of 19%.

AGE: The population of North Wales, according to the 2011 Census, has a slightly lower percentage of people in their twenties and thirties, and a slightly higher percentage of people in their sixties, seventies and eighties than the whole of Wales. In March 2011, there were over 97,000 people aged over 70 years living in North Wales, including 159 centenarians.



Source: Census 2011 (StatsWales)

DISABILITY: According to 2012 population survey⁸, it was estimated that between around 17% and 24% of the population of North Wales had some form of disability, compared with just over 22% for the whole of Wales.

⁶ <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/National-Identity/NationalIdentity-by-Area-Identity> (2012 Year)

⁷ <https://statswales.wales.gov.uk/Catalogue/Welsh-Language/WelshSpeakers-by-LA-BroaderAge-2001And2011Census>

⁸ <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/Disability/PeopleOfWorkingAgeWithDisabilities-by-Area-DisabilityType>

SEXUAL IDENTITY: Responses to the Integrated Household Survey conducted in 2011⁹ suggested that between 92% and 96% of the population of North Wales was heterosexual, compared to the all-Wales average of 94%.

AREA: North Wales has a land area of approximately 6,172 square kilometres and about 400 kilometres (250 miles) of coastline.

TRANSPORT: The key road transport links are the A55 Expressway, the A5, A483, A487 and A470. In total, there are around 9,735 km of A, B, C and minor roads in the area. Traffic volume in 2010 was 6.49 billion vehicle kilometres.

⁹ <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/Sexual-Identity/SexualIdentity-by-Area-IdentityStatus>

MAKING IMPROVEMENTS AND REDUCING RISK

Fire and Rescue Authorities in Wales are classed as ‘Welsh Improvement Authorities’ and are subject to requirements of the Local Government Measure 2009 as regards following an annual process of setting and achieving local improvement objectives.

From its horizon-scanning and assessment of risk in North Wales, North Wales Fire and Rescue Authority identified some strategic issues that it considers appropriate to address through this improvement planning process.

The following section presents an assessment of the progress made against the Authority’s planned Improvement Objectives for 2012-13.

SECTION 2

PROGRESS AGAINST SPECIFIC IMPROVEMENT OBJECTIVES IN 2012-13

RESTATED SERVICE OBJECTIVES FOR 2012-13

In accordance with expected deadlines, the Authority published its 3-year Combined Improvement and Risk Reduction Plan 2010-11 to 2012-13 in October 2010.

Faced with a need to reduce the budget, the Authority took the decision at its meeting in December 2010 to freeze the revenue budget at £32million over the next three years which would in reality mean making cash savings of £2.45million - a reduction of 7.5% - to be evenly spread over the three years. This would mean a reduction in the budget of around £800,000 each year in 2011-12, 2012-13 and 2013-14.

An eighth service objective was therefore introduced from 2011-12 with the aim of maintaining or improving levels of service to the public, but without increasing the budget.

Significant progress was made against the service objectives during the first two years of the plan and so for 2012-13 the Authority revisited these, taking the decision at its meeting in July 2012 to restate two of the previous eight objectives. This was to enable a better focus and present a clearer message about the Authority's highest priority areas. The other six would be incorporated within departmental level action plans, to be achieved as planned, thereby meeting the Authority's general duty to improve.

The objectives continued to be outcome-focused, with measurement criteria (indicators of successful delivery) clearly set out.

SERVICE PLANS

To make sure that the objectives were achieved as planned in 2012-13, aspects were allocated (with budgets, where relevant) to departmental service plans. These plans are centrally monitored on a quarterly basis to ensure that both the actions and the planned spending for the year are on course

LOCAL PERFORMANCE MEASURES AND INDICATORS

The following pages present the Authority's objectives for 2012-13, a summary explanation of the reason why each one was adopted, what we planned to do, what we expected to achieve, and whether we succeeded.

IMPROVEMENT OBJECTIVE 1 (r)

Objective	To help to keep people and communities safe by preventing deaths and injuries from accidental fires in living accommodation.
Reason	Community fire safety is a high profile priority for North Wales Fire and Rescue. Although actual numbers of dwelling fire deaths and injuries in the area are low, the impact of each one is very high. Good progress has been made over the past decade in reducing the incidence of accidental dwelling fires, but a similar reduction in the rate of deaths and injuries is proving to be more difficult to achieve. By comparison with other areas, the incidence rate is still higher than it could be.
Expected outcome	<p>People expect to be safe in their homes. With the right support and advice, people can protect themselves from accidental fires, both by preventing a fire from starting in the first instance, and by knowing how to react quickly and correctly if one does occur.</p> <p>Where that has failed, people should have confidence that the fire and rescue service will respond quickly and effectively to rescue them and limit the damage to their property</p>
Planned actions	<ol style="list-style-type: none"> 1. Delivering our Community Safety/Risk Reduction Strategy (including, for example, providing Community Safety advice, targeting and tailoring our delivery of HFSCs and providing free intervention equipment according to assessed need). 2. Continuously monitoring the incidence of dwelling fires. 3. Involving partner organisations in learning lessons from dwelling fires to reduce the likelihood of recurrence. 4. Using information to predict and prevent dwelling fires, including through the FireRMS. 5. Developing a local attendance standard to support fast and accurate response to dwelling fires. 6. Improving the availability of RDS stations through more efficient management of crew availability.

	<p>7. Continuing to enhance and improve the quality of training and development of firefighting skills.</p> <p>8. Continuing to extend messaging and corporate communications to target safety advice at vulnerable people.</p>
Measures of success	<ul style="list-style-type: none"> ▪ Fewer deaths and injuries arising from accidental dwelling fires. ▪ A higher percentage of people having escaped unharmed and unaided from accidental dwelling fires. ▪ A lower percentage of dwelling fires where no smoke alarm was present. ▪ A higher ratio of HFSCs being undertaken because of partner referrals. ▪ Fewer instances when a deficient crewing level had prevented an RDS station from being available. ▪ That we have developed at least one new dwelling fires response standard that complies with the Welsh Government’s guiding principles and that we are able to interpret and use to improve service delivery.

Summary of Our Performance:

Overall we performed well during the year; continuing to focus attention on preventative work, all planned actions were undertaken and the majority of performance indicators contributing to this objective experienced an improvement or maintained equal performance compared to the previous year.

We had fewer instances of accidental fires in dwellings and resulting deaths, despite an increase in our population as well as the number of dwellings in North Wales. Instances of fires that did occur in dwellings but where no smoke detection equipment was fitted also remained at an encouragingly low level.

We did however see an increase in the number of *injuries from accidental fires in dwellings* compared to the year before, despite the reduction (improvement) in the overall number of accidental fires in dwellings – this is contrary to the overall picture of improvement, reemphasising the need for this improvement objective to remain a high priority for the Service, and maintaining our focus on prevention.

Summary of Our Performance: Measures of Success, Results

Measures of Successful Delivery	Indicator (where applicable)	2011-12 (actual)	2012-13 (provisional)	Variance (against previous year)	
A reduction in the number of deaths and injuries arising from accidental dwelling fires.	total number of all accidental fires in dwellings attended by the FRS	474	454	20	▼
	Deaths caused by fires started accidentally in dwellings attended by the FRS	6	3	3	▼
	Injuries (excluding precautionary checks) arising from fires started accidentally in dwellings attended by the FRS	34	45	11	▲
An increase in the percentage of people who escaped unharmed and unaided from accidental dwelling fires.	Percentage of people who escaped unharmed and unaided from accidental dwelling fires.	78.1%	77.3%	0.8 pp	◀▶
A reduction in the percentage of dwelling fires where no smoke alarm was present.	The % of fires attended in dwellings where no smoke alarm or other fire detection equipment was fitted	15.09%	14.60%	0.49 pp	◀▶
An increase in the percentage of Home Fire Safety Checks that were undertaken following a referral from a partner organisation.	Percentage of Home Fire Safety Checks that were undertaken following a referral from a partner organisation	30.75%	34.86%	4.11 pp	▲
Fewer instances when a deficient crewing level had prevented an RDS station from being available.	Change of approach adopted.				
That we have developed at least one new dwelling fires response standard that complies with the Welsh Government's guiding principles and that we are able to interpret and use to improve service delivery.	All-Wales Dwelling Fire Response Charter developed, approved by the National Issues Committee (NIC) and adopted by each of the three Welsh Fires and Rescue Authorities.				

Improved performance		▲ = increase this year
Performance equal to previous year		▼ = decrease this year
Performance decline		◀▶ = no change
		pp = percentage points

Detail of Our Performance:

We planned to help to keep people and communities safe by preventing deaths and injuries from accidental fires in living accommodation.

PLANNED ACTIONS:

1. Delivering our Community Safety/Risk Reduction Strategy (including, for example, providing Community Safety advice, targeting and tailoring our delivery of HFSCs and providing free intervention equipment according to assessed need). *And,*

8. Continuing to extend messaging and corporate communications to target safety advice at vulnerable people.

As planned we formulated the new Community Fire Safety action plan to take our prevention activity into 2012-13, building from the previous 2009-2012 Community Risk Reduction Strategy. We looked at our own activities and arrangements with partners to make sure we have the most appropriate approach to promoting safe behaviour in our communities, both by preventing a fire from starting in the first instance, and by knowing how to react quickly and correctly if one does occur, particularly with those most vulnerable.

Work continued to resume full staffing capacity and also ensure the new Community Fire Safety action plan was embedded, striving to reach our annual targets.

Across North Wales operational crews and specialist staff such as home support workers and educationalists took the prevention message out to the community, to individuals, schools, workplaces and special events.

In 2007 we undertook a review of accidental dwelling fire deaths – the Chief Fire Officer’s Task Group report identified ‘contributory factors’ common to the accidental dwelling fire deaths in North Wales. Some fires claim more than one life, and in many cases such tragic outcomes cannot be predicted, but research has shown that fire deaths are often associated with particular vulnerabilities.

The contributory factors continue to be prominent in targeting fire safety activity in order to prevent fires. The Service also continues to focus on working with voluntary and caring agencies to identify people who are most at risk, in order to target safety advice and support to greatest effect.

Home fire safety checks (HFSCs) remain the most effective method for delivering community fire safety in the home, and the Authority has in place a 10-year target to undertake 300,000 HFSCs across North Wales, or 30,000 each year. As a reaction to short-term pressures on the Service, the expected achievement of 30,000 HFSCs was revised temporarily to 20,000 during the 2012-13 year. Of which, 5,000 (25%) were to be completed for those more vulnerable in the community (agency referrals).

During the year over 22,200 checks were completed. Our effective approach to targeting those at greatest risk continued and we utilised our information sharing agreements among partner agencies to help us make contact with those particularly vulnerable in the community. Of the HFSCs completed, over 7,700 HFSCs were completed following a referral from a partner organisation (agency referrals), helping high risk groups staying safer in their homes – this exceeded the targeted 5,000 HFSCs completed following agency referrals.

Moving into 2013-14, we will continue with prevention activities in-line with the Community Fire Safety action plan, and will seek funding from Welsh Government, to support the high level of activity in this priority area. We will revisit the contributory factors with a view to identifying any changing trends that may influence our safety messages, and we will also reinstate our annual 30,000 HFSC target. However, we are aiming to increase to 9,000 (30%) checks that are completed for the more vulnerable (agency referrals).

During the year we were able to provide safety devices through the home fire safety check process, including fire resistant bedding packs and blankets, cooker timers, and multi-socket gang leads.

We further developed the use of social networking especially through targeted use in fire safety campaigns, which is now a firmly established communications tool for us to spread the prevention message. We have also been targeting prevention messages at vulnerable groups including mental health sufferers – following development work in North Wales a 'toolkit' for health practitioners will be launched across Wales.

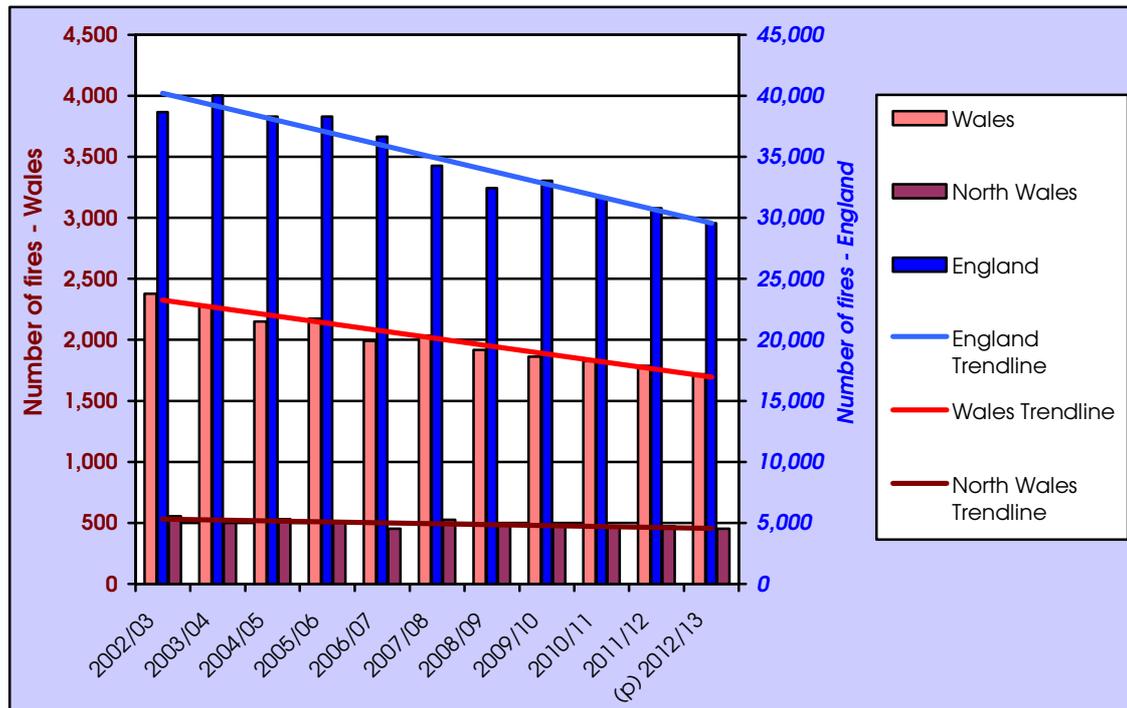
We have been working collaboratively with our FRS colleagues across Wales on fire safety campaigns and events for maximum effectiveness. An all-Wales free smoke alarm website was launched to promote the HFSC service delivered in Wales, and our own website was redesigned to make it more user-friendly for the public.

2. Continuously monitoring the incidence of dwelling fires.

The availability of incident information within the Service has been further improved, supporting Community Safety Managers to monitor the details of dwelling fires on an ongoing basis and then to ensure appropriate post-fire activity is undertaken. In those instances where a dwelling fire has occurred we assist the occupants to improve future fire safety in the home, targeting the specific risks presented and issuing the most appropriate safety devices based on need.

Since 2002-03 in North Wales the overall trend in the number of accidental fires in dwellings has been downward and the latest figure (454) is 18% lower than the 554 fires a decade ago. These figures indicate that the combination of fire prevention activities we undertake is having a positive impact, and that preventable fires are reducing. In more recent years we are noticing the reduction slow, perhaps leaving those fires that are not preventable, or in the homes of those residents particularly 'hard to reach', that may not be willing to engage with us, or, may not be receptive to our prevention activities. This is difficult to ascertain definitively and we will continue to regularly monitor dwelling fires.

Accidental Fires in Dwellings



Source: All Wales data – Fire Statistics Wales, 2012-13
 England data – Fire Statistics Monitor: England April 2012 to March 2012-13
 (p) provisional

The overall downward trend in the number of accidental fires in dwellings can be seen across England and Wales during the last decade, with some annual fluctuations.

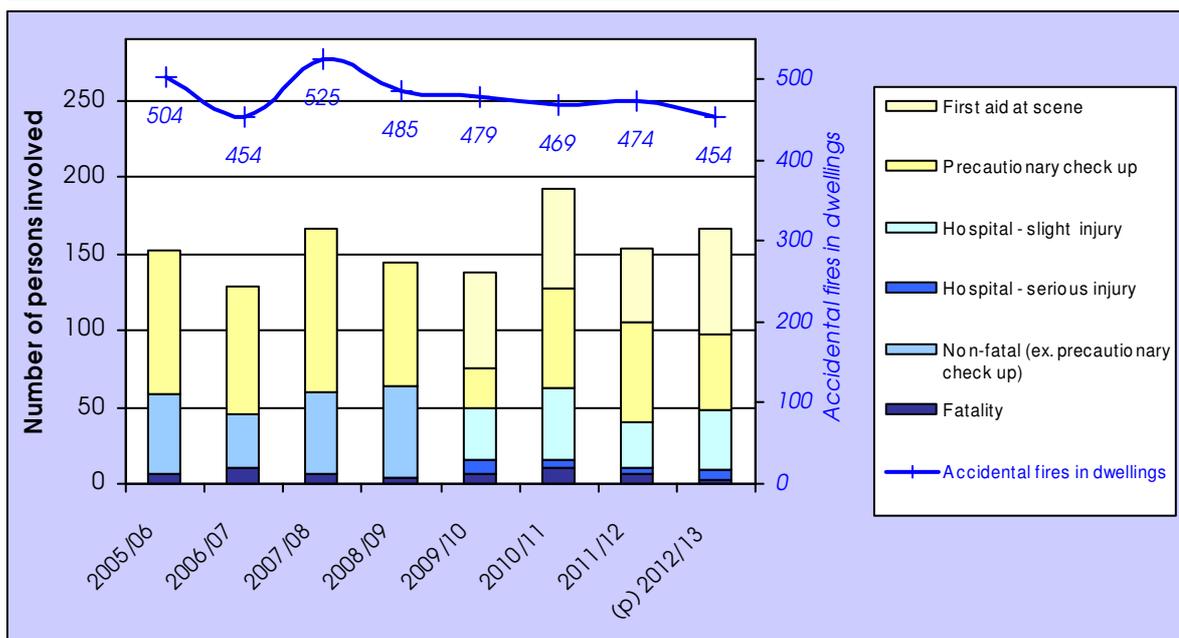
North Wales is one of just three fire and rescue authorities in Wales; whilst all three have the same legal duties of a Fire Authority, each is quite different in terms of the size and profile of the population it serves, geographical area, and profile of local risks or hazards. Looking at overall trends in performance – rather than making direct comparisons – can help us make sure our performance is on track.

In April 2009 the Government introduced a new national electronic system for fire and rescue services to record information about incidents – the Incident Recording System (IRS) enables us to collect more detail about the severity of injuries sustained at fires. The following chart illustrates the overall reduction in accidental fires in dwellings, and the low numbers of injuries sustained at these fires.

Between April 2009 and March 2012 we saw a year-on-year reduction in serious injuries. Also, the numbers of slight injuries and first aid given at the scene, remained relatively low although there was no distinct trend either upwards or downwards.

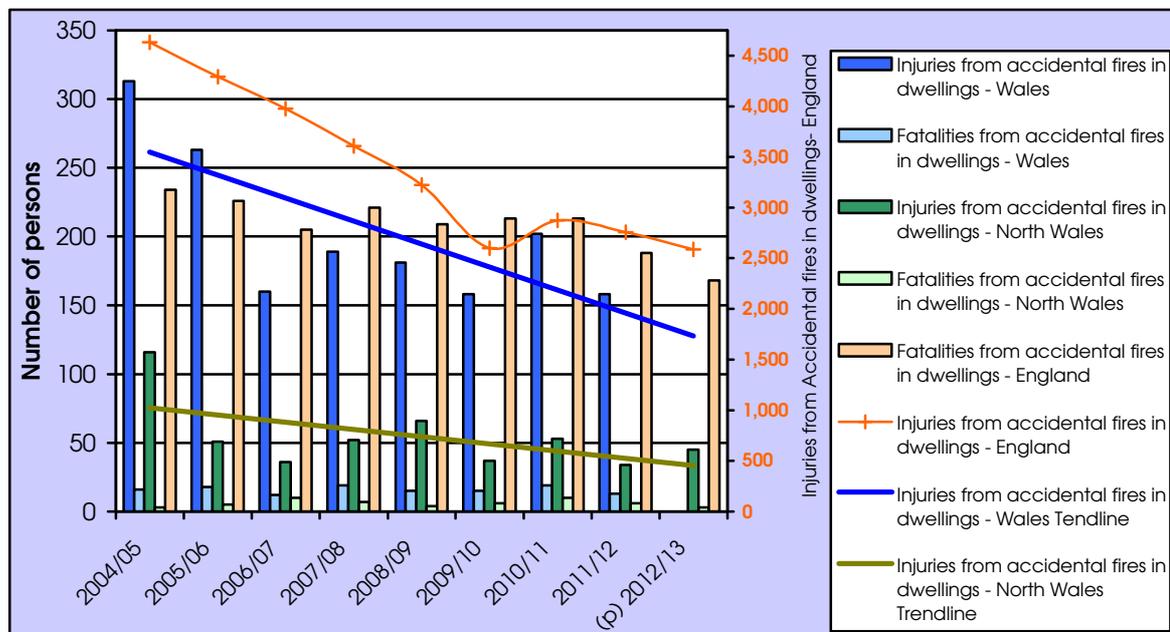
During 2012-13 we saw slight increases in the numbers of injuries from accidental fires in dwellings (excluding precautionary checks) – which are those injuries categorised as serious and those categorised as slight – from accidental fires in dwellings, compared to the previous year. This was despite us having undertaken all planned actions aimed to further reduce them. Whilst it may be too early to establish if this decline in performance is a definite trend or a general fluctuation, this emphasises the need for the Service to continue monitoring this area as a high priority objective in 2013-14.

Accidental Fires in Dwellings and Non-fatal Casualties



When we look at the picture in the rest of Wales and England, below, we can see the long term downward trend in injuries from accidental fires in dwellings (excluding precautionary checks), although annual fluctuations can also be seen.

Deaths and Injuries from Accidental Fires in Dwellings



Note: Injuries from accidental fires in dwellings (excluding advised to seek a precautionary check, and first aid) as per national performance indicators. 2012-13 due to be published on StatsWales at time of document.

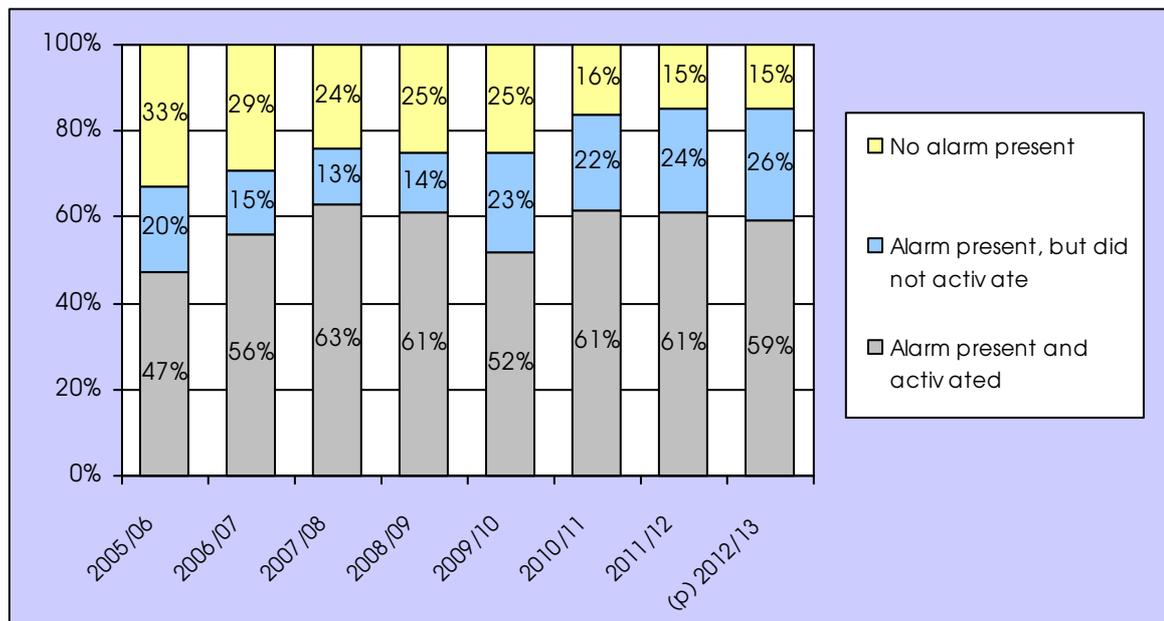
Source: All Wales data – Fire Statistics Wales, 2012-13
 England data – Fire Statistics Monitor: England April 2012 to March 2012-13
 (p) provisional

Across Wales in 2012-13, fire killed less than 1 person and injured fewer than 8 people, per 100,000 population.

In North Wales in 2012-13, no fire deaths were recorded as a result of fires in non-domestic premises, but 3 people lost their lives due to accidental fires in domestic premises (the home), and a further 5 people lost their lives at one fire started deliberately in the home; North Wales Fire & Rescue Service participated in the joint investigation with our colleagues in North Wales Police to establish the cause of the fire, contributing to the criminal investigation.

Of the dwelling fires that occurred we are encouraged that smoke alarm ownership has greatly improved, allowing occupants the vital early warning to a fire situation. In the dwelling fires we attended last year, devices were present in 85% of the premises. This is illustrated on the following chart.

Fire in Dwellings: Presence of Smoke Alarms



Across Wales a smoke alarm was present and operated correctly in around half (52%) of fires in dwellings occurring in 2012-13. In a further 19% of cases a smoke alarm was present but failed to operate, whilst in 29% of dwelling fires a smoke alarm was absent. For context, the National Survey for Wales 2012-13 found that approximately 9% of all households in Wales did not have a working smoke alarm.

Looking at the wider picture across Great Britain, no smoke alarm was present in 34% of (14,900) dwelling fires in 2011-12 (Fire statistics Great Britain, 2011 to 2012).

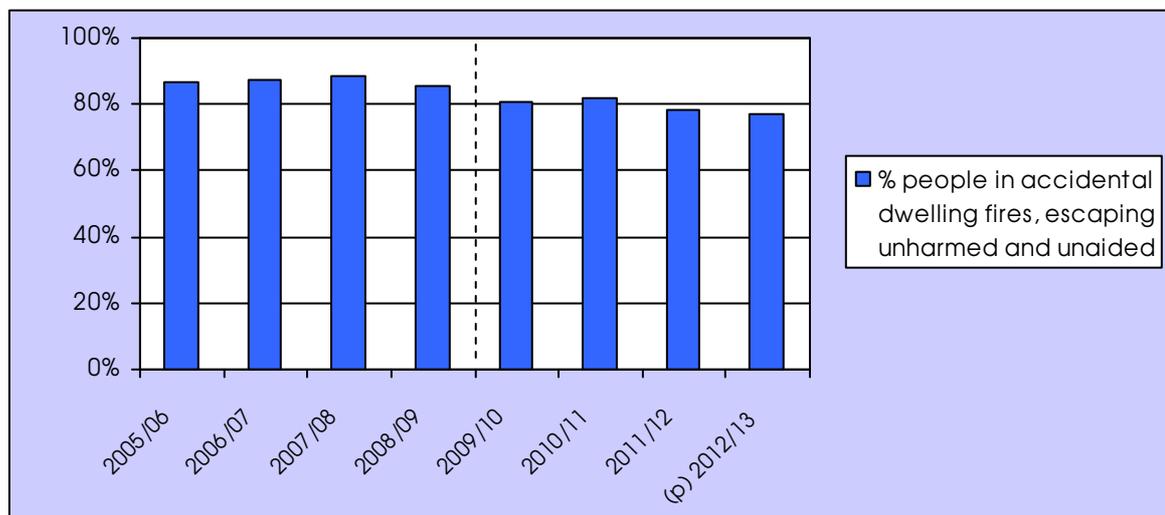
The number of households and occupancy type in North Wales is shifting. The number of households has been increasing, as has the proportion of those households occupied by only one person, which presents an increasing challenge to delivering the fire safety message; being alone at the time of a house fire, although not necessarily living alone, has been identified as the single most significant 'contributory factor' of deaths from accidental fires in the home, in North Wales.

With an early warning from a working smoke alarm and a rehearsed escape

plan tailored to the individual needs of the occupants of the dwelling, people can maximise their chances of escaping unharmed from a dwelling fire without having to rely on being rescued by a fire crew.

It is encouraging that around 80% of people caught up in a dwelling fire were able to get themselves out and did not sustain any injury, again indicating the positive effects from our fire safety activities, and the high levels of smoke detector ownership. Just over 20% of people caught up in a dwelling fire either required help from our crews getting out, or came to harm. In the majority of cases this harm was limited to requiring first aid at the scene for injuries such as shock or being overcome by smoke. These figures are illustrated in the following chart.

The percentage of people in accidental dwelling fires who escape unharmed and unaided



National reporting of this measure ceased some years ago, therefore comparative data across England and Wales is not available. However, we have continued to measure this locally in North Wales as an indication of our own performance.

From April 2009 non-fatal casualties have been recorded nationally as being in one of four classes of severity, ranging from serious (requiring a stay in hospital), to a 'precautionary check recommended' (when an individual is sent to hospital or advised to see a doctor as a precaution, having no obvious injury or distress. There has also been the addition of the severity category 'First aid given at scene', as well as a 'fire-related injury' marker. Due to the changes in April 2009 there is a possible discontinuity in the number of non-fatal casualties and subsequently the percentage of people in accidental dwelling

fires who escape unharmed and unaided.

During 2009-10 there appears to be a step-change to around 80% from over 85% in previous years. During 2012-13 performance was almost equal to that of the previous year, with less than 1 percentage point difference, reflecting the slight increase in North Wales injury figures. We will continue to monitor this in 2013-14 to see if this is a general fluctuation or develops into a downward trend.

During the year the three Welsh fire authorities have been developing the All-Wales Dwelling Fire Response Charter, an overall quality mark setting out our commitments to the residents and communities of Wales as regards preventing and responding to dwelling fires, which also explores monitoring of dwelling fires. More information on the charter is reported against planned action 5. *Developing a local attendance standard to support fast and accurate response to dwelling fires.*

More information is available on the NIC website:

http://www.nicwalesfire.org.uk/?page_id=44

3. Involving partner organisations in learning lessons from dwelling fires to reduce the likelihood of recurrence.

Considerable work has been undertaken by the Service in recent years to establish local links and collaborate with partner agencies, to reach the more vulnerable and at risk in our communities. Joint information sharing protocols have been put in place with voluntary organisations for example North Wales Deaf Association, who have been trained to undertake home fire safety checks during the course of their normal duties.

As our partnership work had grown so widely it was identified by Internal Audit that it was timely to review how we work with collaborative partners delivering home fire safety checks. Through the development of our new Community Fire Safety action plan 2012-13 we took the opportunity to review our arrangements with partners. All audit recommendations were taken into account and measures put in place to comply with the report. Greater improved quality control was put in place and the recording system we use to monitor preventative activity was adapted, enabling us to better monitor our activity levels, and that of our partners, to make sure we are on track to reach as many people in the community as we can.

Arson can be an issue in some communities and the Service continued to collaborate with agencies including North Wales Police and the Probation Service to try to reduce deliberate fire setting. We worked with these partners on Case Conferences concerning specific individuals at risk or posing a risk to others, to share information, identify any problems and agree a plan to reduce their level of fire risk, with provision of appropriate fire safety devices such as sealed letterboxes.

Additional Welsh Government grant funding was also successfully accessed to support some of this collaboration and prevention activity, enabling us to continue working to reduce the incidence of dwelling fires. This included the Third Sector Co-ordinator role, Arson Reduction Team, HFSC Partnership Development and Interventions funding.

4. Using information to predict and prevent dwelling fires, including through the FireRMS.

Overall the incidence of dwelling fires in North Wales was relatively low, with the Service attending an average of 1 - 2 incidents per day in 2012-13. These relatively low numbers mean that although we may not be able to predict where or when a dwelling fire will happen, we can look for any trends as to why fires started, which then informs our key safety messages and awareness-raising.

Systematic planning of fire safety campaigns was undertaken with the Service launching several planned campaigns during the year including cooking, smoking, candle, electrical, and student fire safety. The seasonality of incidents such as chimney fires during the colder months also resulted in a dedicated safety campaign.

The Service also took up the offer of a local family of seven, which had a near miss when an electrical fault in a dishwasher caused a fire in the family home, and trapped them upstairs – until they had to be rescued by fire crews – to share their real life story, in a bid to warn others in the community about fire safety and showing people that fires really can happen at anytime.

We also responded to risks presented during the year for example following incidents at holiday parks – the Service used this as an opportunity to issue key safety advice to caravanners and campers, regarding prevention of fires and carbon monoxide poisoning. Tourism in Wales remains popular and may become even more so, with holidaymakers opting for domestic ‘stay-cations’ rather than foreign travel.

5. Developing a local attendance standard to support fast and accurate response to dwelling fires.

The Fire Service Circular guidance was issued nationally by the Welsh Government in March 2012 and collaborative work on a local response standard for dwelling fires progressed during 2012-13.

As well as aiming to reduce dwelling fires and the number of casualties from dwelling fires, the Welsh Government guidance outlined that a local standard must also maintain or improve firefighter safety and recognise the importance of operational competence for personnel undertaking operational roles. Due to the urban/rural differences across Wales an all-Wales time standard was not considered suitable.

The three Welsh Fire Authorities came together to develop the All-Wales Dwelling Fires Response 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 and that if a fire does break out they will receive prompt, effective and professional emergency response to their call for assistance.

The Charter is intended to provide Welsh residents and householders with a clear picture of what they can expect from their Fire and Rescue Service, whilst allowing flexibility to determine what is appropriate for its own area in terms of setting its local response criteria

During the year the Charter was also approved by the National Issues Committee (NIC) and adopted by each of the three Welsh Fire authorities. Going into 2013-14 pilot benchmarking activity will be undertaken against locally developed measures, with a view to begin reporting more fully for 2014-15.

More information is available on the NIC website:

http://www.nicwalesfire.org.uk/?page_id=44

6. Improving the availability of RDS stations through more efficient management of crew availability.

Of the 44 fire stations in North Wales, 36 are crewed exclusively through the Retained Duty System (RDS). Various pressures had limited recruitment into the RDS and when combined with recognised problems of RDS as a system of employing people¹⁰, this placed increasing strain on the system and station availability. This was recognised previously by the Service so in 2011-12 a review of these arrangements began, and during the year went some way to improve recruitment and retention of firefighters.

Through the reallocation of resources a dedicated Resource Availability Manager post was established, with the overall aim of further improving operational availability. The post continues to deal with day to day management of availability across North Wales, ensuring this is maximised by moving crew around stations to fill gaps in cover. Key to this interim approach has been using a reserve pool of operational staff released from watches on Wholetime Duty System (WDS) stations, which we carefully monitored during 2012-13.

We went on to improve provision of administrative support to RDS Watch Managers, within existing resources. In addition to welcoming back some returning members of RDS personnel the Service also undertook a targeted approach to recruitment across its RDS stations in January 2013. The response was very encouraging and a number of new firefighters have commenced training and are set to join the RDS in early 2013-14, to alleviate some of the pressure within the system. This will continue to be monitored and reviewed in 2013-14.

The Service also began preparations for the implementation of a new software application, to assist in the management of RDS resources. Previously this had been dependant on manual recording and updating, but the proposed new application, with its increased accessibility allows greater flexibility for both managers and firefighters to update and monitor availability in real-time. This is particularly suited to the RDS given the 'on-call' nature of the role.

After an initial pilot exercise, full roll-out of the software is due to take

¹⁰ 'On Call' Fire-fighter Duty System Review - Report by: Fire and Rescue Adviser and Inspector for Wales, September 2011.

place in 2013-14, which will include training of personnel on how to use the new system.

There is also ongoing review of how we can better evidence the effectiveness of our activity in this area, as this does not lend itself to a meaningful numerical measure of success.

7. Continuing to enhance and improve the quality of training and development of firefighting skills.

Across our 44 stations firefighter skills – or operational competence – must be continually developed and maintained each year. This ensures that we are able to deliver the best possible service to those in need as safely as possible, and also helps to maximise station availability.

The Service continued to provide practical courses to a high standard through its training facilities such as Dolgellau's BTEC accredited centre, but also continued to work collaboratively on a local level. By skill sharing with local business Airbus through their specially designed firefighting training facilities, this reciprocal back-up arrangement is of benefit both to Airbus in terms of aviation incidents, and to the Service in terms of local domestic Incidents.

In addition to the programme of central skills training and refresher training courses, the Service continued to develop methods for training, local to stations. During the year each station was profiled for local risks and the types of incidents crews are more likely to attend, so specific core skills and competencies relating to these risks became the focus of training at station level.

A training software package was also made available to all stations – as well as providing useful training material the system is an electronic log of what training has been undertaken, or is required, which in turn assists Watch Managers ensure skills are kept up-to-date.

Ensuring this process is fully embedded at station level, and maintaining the relevancy and quality of material on the system will continue in 2013-14. The Service continued to use and develop the Operational Assurance process as a mechanism for further quality checking incidents we attended,

with a view to identifying further improvement opportunities as well as recognising good practice. As this process is still relatively new, during the year we took the opportunity to set local strategic objectives and desired outcomes, in order to help monitor our performance and the progress made. We also made provisions to introduce an electronic recording system to support the operational assurance process. Relevant managers have now undertaken training and the new system is due to be implemented in April 2013.

Next year, the Service will also continue to progress with work-streams resulting from the National Issues Committee in relation to firefighter training and development. Whilst specific actions have not been agreed at this stage, the focus will be on the four key areas of – efficient training model; review the provision of training centres; reciprocal training; and, income generation.

More information is available on the NIC website:

http://www.nicwalesfire.org.uk/?page_id=44

IMPROVEMENT OBJECTIVE 2 (r)

Objective	To find ways of reducing the overall cost of running the Service each year in order to operate within the annual budget of £32 million until 2013-14.
Reason	To meet the Authority's agreed budget plan for cash savings of 7.5% (£2.45 million) in the three years between April 2011 and March 2014.
Expected outcome	Being able to maintain or improve levels of service to the public, but with a reduced budget.
Planned actions	<ol style="list-style-type: none"> 1. Implementing new rostering arrangements for Wholetime fire crews 2. Implementing a new support staff structure 3. Continuing to review the efficiency of business systems and tying that in with a robust case-by-case assessment of posts to ensure that they continue to be aligned to service requirements. 4. Collaborating with Conwy and Denbighshire LSB in the joint approach to Workforce Development project. 5. Continuing to collaborate with both other FRSs and other public sector organisations. 6. Contributing to the reduction of AFA false alarms. 7. Implementing a voluntary severance scheme. 8. Seeking to reduce fleet costs, and developing a pilot of national benchmarking of UK FRS fleet management. 9. Seeking to reduce costs by reducing demand on resources such as energy and water.
Measures of success	<ul style="list-style-type: none"> ▪ Introduced new rostering arrangements for Wholetime fire crews. ▪ Implemented a new support staff structure. ▪ Implemented a voluntary severance scheme. ▪ Reduced the annual revenue budget by £800,000

	<ul style="list-style-type: none">▪ Planned and prepared for the 2013-14 budget reduction▪ Collaborated with Conwy and Denbighshire LSB re workforce development.▪ Proactively sought to collaborate with other FRSs and other public sector organisations.▪ Reduced the number of AFA false alarms attended.▪ Reduced the level of energy and water usage on service premises.
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Summary of Our Performance:

We planned to find ways of reducing the overall cost of running the Service each year in order to operate within the annual budget of £32 million until 2013-14.

We were successful this year; all planned actions were undertaken and the savings target of £815,000 for 2012-13 was achieved, along with some additional savings due to careful budget management.

2012-13 was the second year of a 3-year strategy agreed by the Fire Authority to reduce the budget, due to pressures from Central Government to meet one of their key policies – to reduce expenditure in the public sector.

In December 2010 the Authority took the decision to freeze the revenue budget at £32 million over the course of the 3-year strategy. In reality this meant making 7.5% cash savings or £2.45 million, equating to a reduction in the budget of approximately £800,000 each year in 2011-12, 2012-13 and 2013-14.

This year the majority of savings were realised through staffing initiatives, primarily the front line rostering system, but also a support staff restructuring exercise and a temporary RDS recruitment freeze, which was in place for the majority of the year. Progress was also made on collaborations with our partners, as well as reducing fleet, energy and incidents fee costs, and some of these actions will go on to realise actual savings over a longer period of time.

Detail of Our Performance:

We planned to meet the Authority's agreed budget plan for cash savings of 7.5% (£2.45 million) in the three years between April 2011 and March 2014.

PLANNED ACTIONS:

1. Implementing new rostering arrangements for Wholetime fire crews.

Various options to reduce staff costs were considered in 2011-12, with changes to the rostering system then selected as the preferred option for implementation.

During 2012-13 the rostering changes were implemented and meant the application of the agreed removal of 22 staff posts from the operational watches (day crewing and 24-hour shift stations). The system now in place was designed to have optimum crewing on those stations every day as well as having inbuilt resilience to cover absence, in addition to making budget savings. Since its introduction in April 2012 there has been a continual review to ensure a successful transition. Rosters have also been developed for the 2013 calendar year and the system is running as planned. Monitoring of the system and resilience provision will continue during 2013-14.

This initiative has achieved the most significant proportion of budget savings this year, circa £500,000 of the £815,000 savings required.

2. Implementing a new support staff structure. *And,*

3. Continuing to review the efficiency of business systems and tying that in with a robust case-by-case assessment of posts to ensure that they continue to be aligned to service requirements.

There was an underspend on support staff attributable to the restructuring exercise undertaken. This has resulted in vacant posts being filled later than estimated and a number of posts not being filled as at March 2013. With the need to make savings in future years it is expected that a number of these vacant posts will be deleted.

Following on from the restructuring exercise future post changes will be reviewed on a case-by-case basis to ensure they are aligned with Service requirements.

4. Collaborating with Conwy and Denbighshire LSB in the joint approach to Workforce Development project.

This is a 3-year project to support succession planning, pathways and cross organisation development opportunities. During 2012-13 the project board was established, with project members meeting throughout the year. Already at this early stage in the project elements of good practice have been shared including work experience and apprenticeships schemes, with potential to make further savings.

5. Continuing to collaborate with both other FRSs and other public sector organisations.

Many collaborative activities have taken place during the year. In addition to working with local authorities on Local Strategic Boards (LSBs), and with care agencies to help target safety messages at those more vulnerable in communities, the Service continued to be committed to the Arson Reduction Team initiative for example, in order to drive down incidents of fire, in turn driving down incident fees.

Considerable work was also undertaken this year across the three Welsh Fire Authorities, in particular through the National Issues Committee (NIC). In 2011 the Welsh Fire and Rescue Services began establishing the NIC, supported by Fire Authorities, to further improve collaborative working, service delivery and sustained service improvement, to meet the challenges facing the public sector such as economic pressures, shrinking budgets and greater public expectation.

In addition to collaborative achievements already made by services, the NIC projects – or Key Collaborative Areas (KCA) – focus on the following six work streams:

1. National Control Arrangements
2. Effective Resilience Plans for Large-Scale Emergencies
3. National Collaborative Procurement
4. National Training and Development Functions

5. National Human Resources Functions
6. Common and Specialist Services including ICT and Transport

We are represented in each of the KCAs and although progress has been made, work will continue into 2013-14 and beyond to achieve medium and longer term benefits and savings.

More information is available on the NIC website:

http://www.nicwalesfire.org.uk/?page_id=44

6. Contributing to the reduction of AFA false alarms.

At a local level we have been working with business users to reduce unwanted alarm signals from automatic equipment. In addition, work on an all Wales approach is now underway exploring a single National approach for responding to such calls. The draft policy was formulated and consulted upon with a view to finalising and implementing during 2013-14.

7. Implementing a voluntary severance scheme.

Faced with budget pressures we began investigating a potential voluntary severance scheme for firefighters should the need arise, with background work being undertaken. During the course of the year, with budget pressures being felt nationally, the National Pensions Committee also looked into options for schemes. Within Wales the decision was then taken to look at this area collaboratively and it was absorbed into the work programme of the National Issues Committee (NIC).

8. Seeking to reduce fleet costs, and developing a pilot of national benchmarking of UK FRS fleet management.

After an initial pilot project, data was demonstrated to UK Fleet Managers before further refinements were made and then presented nationally for consideration. The Chief Fire Officers Association (CFOA) is considering a national scheme based on the pilot results, so this may progress further in the future.

Other actions set during 2012-13 to explore initiatives for reducing fleet costs, such as fire appliance renewals, have been absorbed into NIC work streams, such as the National Collaborative Procurement KCA.

9. Seeking to reduce costs by reducing demand on resources such as energy and water.

Work has been undertaken and a strategy put in place to reduce energy consumption. However, during the year energy costs increased significantly and whilst plans were made to reduce consumption, the cost per unit increase was greater than the savings achieved on reduced consumption. Nonetheless any reduced consumption will have a positive impact on the environment.

SECTION 3

Other improvements in 2012-13

During the year the Service also made many general improvements, in addition to those specifically outlined in our two main improvement objectives. The following gives just a few examples of the general improvements made by the Service:

Reduction in Deliberate Fires:

The Service successfully secured further grant funding from the Welsh Government in 2012-13 to continue the Arson Reduction Team (ART). Working to the 'Wales Arson Reduction Strategy' the team focused on the main categories of deliberate fires in North Wales, identified as: countryside, vehicles, buildings, and waste management. The team was involved with many projects throughout the year.

Following a lengthy selection process North Wales Phoenix – the initiative aimed at young people who may benefit from Probation intervention outside of mainstream approaches – was accepted as an 'Inspire Project' for the London Olympic Games 2012. This was a great opportunity to promote the young people of North Wales, and get them involved in filming a short video that was streamed on live television during the Olympic Torch Relay.

ART continued to engage with policing teams across North Wales giving direct input to 150 police personnel. This has ensured a continued and maintained relationship as well as ensured all police personnel are fully aware of how ART can assist, particularly in relation to referring vulnerable people for home fire safety checks, and also preventative interventions following threats of arson.

During the year we saw reductions in deliberate fires including vehicles, grassland, refuse, and outdoor fires. We believe this is due primarily to the suite of preventative activity undertaken, further improved to a degree by the wetter-than-average weather during the year.

Reduction in Road Traffic Collisions (RTCs):

We saw a 13% reduction in RTCs in North Wales during 2012-13 compared to the previous year, continuing the long term downward trend, and this was despite an unsuccessful grant funding bid to Welsh Government for road safety education. We were able to deliver two 'Deadly Impacts' college events, on a cost neutral basis, as well as five smaller events of evening gatherings with young people, to provide targeted safety messages. In total we were still able to engage with nearly 500 young people.

Improved Performance in Reducing Firefighter Injuries:

During the year 29 firefighters were injured compared to 31 the previous year. Whilst the number of these injuries is consistently low and there is no distinct trend upwards or downwards, we are of course committed to ensuring safe practices of work for our personnel. An example of this was the review of the personal protective equipment issued to all crews, undertaken on an all-Wales basis. In North Wales systems are also being developed to ensure performance is monitored against areas such as Health & Safety, to help identify any issues where risk can be reduced.

In 2013-14 we are also looking to trial a health triage project, whereby occupational health advice will be accessible to employees at an earlier stage in any sickness, to encourage a faster recovery and return to work.

Use of New Technology:

Work was undertaken on introducing a new financial ordering system, to manage the ordering and expenses process more efficiently and making longer term savings. Training was carried out during the year and the system is due to be implemented in 2013-14.

Corporate Health - Healthy Working Wales programme:

The Service submitted an application for a platinum level award, outlining best practice at Rhyl Community Fire Station as an example of where the Service went beyond its core business in the area of community engagement. We were also required to evidence activities in each of the key areas developed by the Sustainable Development Commission: transport, capital build, procurement, community engagement, employment and skills and facilities management. The

final stage of the application will be a workplace visit during 2013-14 and we are hopeful we will be able to further improve on the silver level award already achieved.

Welsh Language:

We continued our commitment towards the use of Welsh in our workplaces, as well as in the community and the services we provide to the people of North Wales. Staff were encouraged with the provision of Welsh language software and supporting resources, and we worked to expand our suite of learning CDs, with a new level 3 CD due to be launched in early 2013-14. Provision of courses was also enhanced at all levels of the Service, and we have also increased the number Welsh language champions within the Service, to help colleagues and build confidence with language skills. Our simultaneous translation service is also now fully established.

More details of the activities undertaken during the year can be found in our monitoring report to the Welsh Language Commissioner, along with our priorities for 2013-14.

<http://www.nwales-fireservice.org.uk/media/262504/10%20Welsh%20Language%20Monitoring%20actual%20Report.pdf>

Equality and Diversity:

In April 2012 we launched the Strategic Equality Plan 2012-2016, setting out our early equality objectives in response to the legislative requirements of the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

2012-13 was the first year of the new plan and work was undertaken to embed it within the Service, including the establishment of reporting mechanisms to monitor progress against the equalities objectives, and refining these where appropriate. Additionally we have made progress in compiling a consultation strategy, looking at how best to engage more fully with members of the public, for example on our objectives and priorities. This work will continue during 2013-14 and we will continue to collaborate across Wales where appropriate.

<http://www.nwales-fireservice.org.uk/media/271820/9a%20Strategic%20Equality%20Plan%20Annual%20Report.pdf>

SECTION 4

WHAT OTHERS SAID ABOUT US IN 2012-13

Internal Audit

The Internal Audit Annual Statement of Assurance 2012-13 was presented to the Authority at its meeting in June 2013.

The Internal Audit Opinion was that for the 2012-13 year North Wales Fire and Rescue Authority had satisfactory internal control and corporate governance processes to manage the achievement of the Authority's objectives.

Generally the audits were assessed as providing positive levels of assurance that internal controls were operating effectively and risks were appropriately managed. There were no significant areas of weakness that warranted attention in the Annual Governance Statement for 2012-13.

Retained Stations (Flintshire and Wrexham) – A review of payments to retained firefighters (electronic finance forms), the maintenance of station and appliance inventories, and the completion of vehicle fuel, maintenance and usage log books.

Audit Opinion: High assurance is in place

Creditors – A review was undertaken upon the Authority's electronic ordering system and with the associated payment of creditors.

Audit Opinion: High assurance is in place

Stores – A review was undertaken upon the Authority's Stores system and associated internal controls.

Audit Opinion: High assurance is in place

Internal Disciplinary Investigation – following on from an initial Special Investigation into time off in lieu (toil) and other specific HR issues, at the request of the Service in 2011-12, the Principal Auditor was then involved in the disciplinary process during 2012-13. This piece of work replaced the planned work upon Payroll Starters & Leavers.

Several recommendations were made by the Internal Audit Service following the 2012-13 Audits, all of which were accepted by the Authority. Action plans have been put in place in relation to the recommendations, in order to make further improvements and with agreed review dates for future monitoring.

Wales Audit Office

In accordance with its normal procedures, the Wales Audit Office issued an Annual Improvement Report for North Wales Fire and Rescue Authority in April 2013.

The Auditor General's overall conclusion was that the Authority was managing its improvement programme well, but does not do enough to compare its performance to other, similar bodies.

The report confirmed that the Authority was making progress in delivering improvement in its core functions. Wales Audit Office had found that:

- there were fewer dwelling fires attended than the previous year, and the number of fatalities and injuries decreased;
- there were fewer non-domestic premises fires attended than the previous year, no fatalities and the number of injuries decreased;
- there were fewer deliberate fires attended during 2011-12 than the previous year, no fatalities and the number of injuries decreased; and
- fewer road traffic collisions were attended, casualties decreased and fewer young drivers were involved in accidents, although the number of fatal and serious accidents and fatalities increased.

Wales Audit Office also found that the Authority's evaluation and reporting of its performance was balanced, but it did not do enough to compare its performance to other, similar bodies. It found that the Authority:

- produced a more balanced view of its performance in 2011-12 than in previous years;
- took positive steps to publicise the availability of its Assessment of Performance; and
- used a wide range of relevant information to arrive at its conclusions but did not do enough to compare its performance to other, similar bodies.

Finally, Wales Audit Office concluded that the Authority was likely to comply with the requirement to make arrangements to secure continuous improvement in 2012-13, because:

- business planning arrangements are well-embedded, provide a clear picture of planned actions and are generally outcome-focused;
- the Authority continues to manage its financial challenges effectively;
- good progress is being made to address the proposals for improvement identified in our previous assessments;
- although there are some weaknesses in approach, the Authority is continuing to improve its approach to public engagement; and
- governance arrangements have been effectively reviewed as part of the Authority's Annual Governance Statement process.

The Audit resulted in 3 proposals for improvement for the Authority to consider:

P1. Continue to develop corporate processes to promote public engagement, in particular:

- to develop a more strategic, co-ordinated and planned approach to public engagement to minimise duplication of work and maximise impact and outcomes;
- identify, define and prioritise what public engagement activity is essential for the Authority, its partners and the public it serves;
- identify resources required and take advantage of outreach and local fire stations to encourage them to engage with their local communities; and
- develop processes and structure to help prepare and deal with controversial situations and potential difficult decisions – to assess level of risk and identify mitigating actions.

P2. Develop methods to use and evaluate the results of public engagement activities more widely, and inform the public how their input influenced what the Authority does.

P3. Using more comparative data will help the Authority explain its achievements and future challenges.

The full report is available on the following link:

http://www.wao.gov.uk/assets/englishdocuments/North_Wales_FRA_AI_R_2013_English.pdf

SECTION 5

OTHER INFORMATION

CONTACT DETAILS

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Telephone: 01745 535250

Website: www.nwales-fireservice.org.uk

ADDITIONAL INFORMATION

- The **Fire and Rescue Services Act 2004** came into effect in October 2004, replacing the previous Fire and Rescue Services Act 1947 in England and Wales.

It clarifies the duties and powers of Fire and Rescue Authorities to:

- Promote fire safety
 - Fight fires
 - Protect people and property from fires
 - Rescue people from road traffic accidents
 - Respond to other specified risks, such as chemical incidents
 - Respond to large scale emergencies such as terrorist attacks
- **The Fire and Rescue National Framework 2012 Onwards** was published by the Welsh Government in March 2012, replacing the previous 2008-11 Framework. This document sets out the Welsh Government's vision and priorities for Fire and Rescue Authorities in Wales.

- **The Local Government (Wales) Measure 2009** came into effect from 1st April 2010. It created a statutory regime that integrates shorter term local service improvement and long term community planning. Specific guidance relating to the improvement element (Part 1) for fire and rescue services was issued by the Assembly in May 2010.

ADDITIONAL INFORMATION

- The **Fire and Rescue Authorities (Improvement Plans) (Wales) Order 2012** came into force on May 21st 2012. It requires fire and rescue authorities to publish their improvement plan as soon as reasonably practicable after 31 December in the year prior to the financial year to which the improvement plan relates.
- The **Regulatory Reform (Fire Safety) Order 2005** came into effect in October 2006, replacing over 70 pieces of fire safety law. It applies to all non-domestic premises in England and Wales, including the communal parts of blocks of flats and houses in multiple occupation. It abolished the requirement for businesses to have fire certificates and put the onus on the person responsible for the premises to address fire safety in those premises.
- The **Equality Act 2010** replaced over 100 pieces of equality law. The General Duty and specific duties for the public sector in Wales came into force in April 2011. Listed bodies (including Fire and Rescue Authorities) had until April 2012 to publish equality objectives and Strategic Equality Plans.
- The **Civil Contingencies Act 2004** received royal assent in October 2004. It provides a single framework for civil protection to large scale emergencies that threaten serious damage to human welfare, the environment or to security. Fire and Rescue Services are 'Category 1' responders under this act.
- **Welsh Government Fire and Armed Forces Branch**
The responsibility for providing fire and rescue services and promoting fire safety in Wales was devolved to the National Assembly for Wales on 10 November 2004. The Community Safety division of the Welsh Assembly Government is based at Rhydycar, Merthyr Tydfil CF48 1UZ.
<http://wales.gov.uk/topics/housingandcommunity/safety/?lang=en>

- **The Welsh Government Fire and Rescue Adviser**

The postholder is accountable to the Deputy Director, Community Safety, as part of the Department for Local Government and Communities structure.

- **Wales Audit Office**

The Wales Audit Office publishes reports on behalf of the Auditor General who is required to assess the likelihood that the Authority will continue to improve and whether the Authority is discharging its duties and acting in accordance with relevant issued guidance. Auditors also work with fire authorities across Wales to deliver a programme of financial and value-for-money audits.

<http://www.wao.gov.uk/>

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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.

NEXT STEPS IN RELATION TO COMPLIANCE WITH THE LOCAL GOVERNMENT (WALES) MEASURE 2009

Date	Action
By 31 October 2013	The Authority publishes this assessment of its own performance in 2012-13 and the statutory performance indicators for that year.
September 2013 to December 2013	Public consultation period for the draft Improvement Objectives for 2014-15
By March 2014	The Authority publishes its Improvement Plan 2014-15
Early 2014	Wales Audit Office publishes its Annual Improvement Report for North Wales Fire and Rescue Authority that summarises and reports on all the work it has carried out, including its audit of the Authority's own assessment of its performance in 2012-13 and the statutory performance indicators for that year. www.wao.gov.uk

CONSULTATIONS

	Consultation	Publication	For year
Full Risk Reduction Plan	Summer 2006	October 2006	2007-08 onwards
Annual Action Plan	Summer 2007	October 2007	2008-09
Annual Action Plan	Summer 2008	October 2008	2009-10
Annual Action Plan	Summer 2008	October 2009	2010-11
Full Risk Reduction Plan (principles)	Summer 2009		
Full Risk Reduction and Improvement Plan (detailed)	Summer 2010	October 2010	2011-12
Annual Action Plan	Summer 2011	October 2011	2012-13
Improvement Objectives 2013-14 and outlining preparations for 2014-15	Autumn 2012	March 2013	2013-14
Improvement Objectives 2014-15 including new financial strategy	Autumn 2013	March 2014	2014-15

SECTION 6

PERFORMANCE INFORMATION SUMMARY

Year	2008-09	2009-10	2010-11	2011-12	2012-13
NATIONAL STRATEGIC INDICATORS					
RRC/S/001i N Total number of fires	3,389	3,370	3,297	3,165	2,349
RRC/S/001i D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 10,000 population	49.99	49.71	48.57	46.65	34.12
RRC/S/001ii N Total number of all primary fires	1,504	1,485	1,346	1,299	1,143
RRC/S/001ii D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 10,000 population	22.18	21.90	19.83	19.15	16.60
RRC/S/001iii N Total number of accidental fires in dwellings	485	479	469	474	454
RRC/S/001iii D Total number of dwellings in FRA area	303,377	304,412	305,583	317,051	318,404
per 10,000 dwellings	15.99	15.74	15.35	14.95	14.26
RRC/S/001iv N Total number of all deliberate fires	1,545	1,536	1,438	1,370	835
RRC/S/001iv D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 10,000 population	22.79	22.66	21.19	20.19	12.13

Year	2008-09	2009-10	2010-11	2011-12	2012-13
RRC/S/002i N Total number of fire deaths	4	8	10	8	8
RRC/S/002i D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	0.58	1.17	1.47	1.18	1.16
RRC/S/002ii N Total number of accidental fire deaths	4	6	10	8	3
RRC/S/002ii D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	0.58	0.88	1.47	1.18	0.44
RRC/S/002iii N Total number of deaths caused by fires started deliberately	0	2	0	0	5
RRC/S/002iii D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	0.00	0.29	0.00	0.00	0.73
RRC/S/002iv N Total number of fire injuries (excluding precautionary checks)	111	69	97	64	60
RRC/S/002iv D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	16.37	10.17	14.29	9.43	8.72
RRC/S/002v N Total number of injuries (excluding precautionary checks) arising from fires started accidentally	103	57	86	56	55
RRC/S/002v D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	15.19	8.41	12.67	8.25	7.99

Year	2008-09	2009-10	2010-11	2011-12	2012-13
RRC/S/002vi N Injuries (excluding precautionary checks) arising from fires started deliberately	8	12	11	8	5
RRC/S/002vi D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	1.17	1.76	1.62	1.18	0.73
RRC/S/003 N Number of fires in non-domestic premises	224	256	229	215	147
RRC/S/003 D Number of non-domestic premises in FRA area	27,055	27,284	27,419	27,484	27,759
per 1,000 population	8.28	9.38	8.35	7.82	5.30
RRC/S/004iv Number of fires homes in which a HFSC and/or associated risk reduction activity had taken place within two years before the fire. <i>(Reference RRC/C/006 prior to 2011-12)</i>	71	129	134	164	145

CORE INDICATORS

RRC/C/001i N Deaths caused by fires started accidentally in dwellings	4	6	10	6	3
RRC/C/001i D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	0.59	0.88	1.47	0.88	0.44
RRC/C/001ii1 N Deaths caused by fires started deliberately in dwellings	0	2	0	0	5
RRC/C/001ii D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	0.00	0.29	0.00	0.00	0.73

Year	2008-09	2009-10	2010-11	2011-12	2012-13
RRC/C/001iii N Deaths caused by fires started accidentally in non-domestic premises	0	0	0	0	0
RRC/C/001iii D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	0.00	0.00	0.00	0.00	0.00
RRC/C/001iv N Deaths caused by fires started deliberately in non-domestic premises	0	0	0	0	0
RRC/C/001iv D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	0.00	0.00	0.00	0.00	0.00
RRC/C/001v N Injuries (excluding precautionary checks) arising from fires started accidentally in dwellings	66	43	53	34	45
RRC/C/001v D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	9.73	6.34	7.81	5.01	6.54
RRC/C/001vi N Injuries (excluding precautionary checks) arising from fires started deliberately in dwellings	4	4	9	4	3
RRC/C/001vi D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	0.59	0.59	1.33	0.59	0.44
RRC/C/001vii N Injuries (excluding precautionary checks) arising from fires started accidentally in non-domestic premises	7	7	14	3	2
RRC/C/001vii D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	1.03	1.03	2.06	0.44	0.29

Year	2008-09	2009-10	2010-11	2011-12	2012-13
RRC/C/001viii N Injuries (excluding precautionary checks) arising from fires started deliberately in non-domestic premises	0	3	1	0	0
RRC/C/001viii D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 100,000 population	0.00	0.44	0.15	0.00	0.00
RRC/C/002i N Total number of malicious false alarms received	565	563	491	538	473
RRC/C/002i D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 1,000 population	0.83	0.83	0.72	0.79	0.69
RRC/C/002ii N Total number of malicious false alarms not attended	399	423	373	405	367
RRC/C/002ii D Total number of malicious false alarms received	565	563	491	538	473
% of the total that were not attended	70.62%	75.13%	75.97%	75.28%	77.59%
RRC/C/002iii N Total number of malicious false alarms	166	140	118	133	106
RRC/C/002iii D Total number of malicious false alarms received	565	563	491	538	473
% of the total that were not attended	29.38%	24.87%	24.03%	24.72%	22.41%
RRC/C/003 N Total number of false alarms caused by automatic fire detection and alarm systems in non-domestic premises	1,707	1,646	1,322	1,411	1,350
RRC/C/003 D Number of non-domestic premises within FRA area	27,055	27,284	27,419	27,484	27,759
per 1,000 non-domestic premises	63.09	60.33	48.21	51.34	48.63

Year	2008-09	2009-10	2010-11	2011-12	2012-13
RRC/C/004i N Number of deliberate primary fires	540	482	373	367	286
RRC/C/004i D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 10,000 population	7.96	7.11	5.50	5.41	4.15
RRCC/004ii N Number of deliberate secondary fires	1,005	1,054	1,065	1,003	549
RRC/C/004ii D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 10,000 population	14.82	15.55	15.69	14.78	7.97
RRCC/004iii N Number of deliberate fires in dwellings <i>(new data requirement for 2011-12)</i>	67	66	66	56	39
RRCC/004iii D Number of dwellings in FRA area <i>(new data requirement for 2011-12)</i>	304,412	304,412	305,583	317,051	318,404
Per 10,000 dwellings <i>(new data requirement for 2011-12)</i>	2.20	2.17	2.16	1.77	1.22
RRC/C/005i N Dwelling fires attended where a smoke alarm and/or other fire detection equipment had actuated	337	285	329	321	293
RRC/C/005i D Total number of dwelling fires attended	551	545	535	530	493
% where alarm actuated	61.16%	52.29%	61.50%	60.57%	59.43%
RRC/C/005ii N Dwelling fires attended where a smoke alarm and/or other fire detection equipment was fitted but did not actuate	79	123	118	129	128
RRC/C/005ii D Total number of dwelling fires attended	551	545	535	530	493
% where alarm fitted but did not actuate	14.34%	22.57%	22.06%	24.34%	25.96%

Year	2008-09	2009-10	2010-11	2011-12	2012-13
RRC/C/005iii N Dwelling fires attended where a smoke alarm and/or other fire detection equipment was not fitted	135	137	88	80	72
RRC/C/005iii D Total number of dwelling fires attended	551	545	535	530	493
% where no alarm fitted	24.50%	25.14%	16.45%	15.09%	14.60%

OTHERS

CHR/ C/001i N The number of individual operational staff working the wholetime and Retained Duty Systems who categorise themselves as having a disability	14	15	13	19	23
CHR/ C/001i D The total number of individual operational staff working the wholetime and Retained Duty System	869	850	871	798	721
% with a disability	1.61%	1.76%	1.50%	2.38%	3.2%
CHR/ C/001ii N The number of individual control and non-operational staff who categorise themselves as having a disability	8	9	8	10	13
CHR/ C/001ii D The total number of individual control and non-operational staff	174	184	187	185	179
% with a disability	4.60%	4.89%	4.30%	5.41%	7.3%
CHR/ C/001iii N The total number of people aged between 18 and 64 years who categorise themselves as having a disability in the FRA area	68,848	68,848	68,848	68,848	68,848
CHR/ C/001iii D The total number of people aged 18 - 64 years in the FRA area	391,153	391,153	391,153	391,153	391,153
% with a disability	17.60%	17.60%	17.60%	17.60%	17.60%

Year	2008-09	2009-10	2010-11	2011-12	2012-13
CHR/ C/002i N The number of individual members of staff who categorise themselves as belonging to a minority ethnic group	10	8	6	12	5
CHR/ C/002i D The total number of individual members of staff	1,043	1,034	1,058	983	900
% minority ethnic	0.96%	0.77%	0.60%	1.22%	0.56%
CHR/ C/002ii N The total number of ethnic minority persons aged between 18 and 64 years in the FRA area	3,930	3,930	3,930	3,930	3,930
CHR/ C/002ii D The total number of people aged 18 - 64 years in the FRA area	394,760	394,760	394,760	394,760	394,760
% minority ethnic	1.00%	1.00%	1.00%	1.00%	1.00%
CHR/ C/003 N The total number of individual women firefighters employed	33	37	45	42	39
CHR/ C/003 D The number of individual firefighters employed	869	850	871	798	721
% women	3.80%	4.35%	5.20%	5.26%	5.41%
CHR/ C/004i N The total number of FTE working days/shifts lost to sickness absence by all staff (excluding RDS staff)	3,755	4,023	3,259	3,969	4,530
CHR/ C/004i D The average number of all staff (excluding RDS) as FTE	450.00	458.55	459.00	445.91	429.53
days/shifts lost per person	8.34	8.77	7.10	8.90	10.5

Year	2008-09	2009-10	2010-11	2011-12	2012-13
CHR/ C/004ii N The total number of FTE working days/shifts lost to sickness absence by wholetime uniformed staff	2,520	2,241	1,963	2,261	2,433
CHR/ C/004ii D The average number of wholetime uniformed staff as FTE	298	295	290	277.50	262.00
days/shifts lost per person	8.46	7.60	6.80	8.15	9.3
CHR/ C/004iii N The total number of FTE working days/shifts lost to sickness absence by control staff	145	444	227	276	259
CHR/ C/004iii D The average number of control staff as FTE	30.82	30.22	28.57	28.23	28.50
days/shifts lost per person	4.70	14.69	7.90	9.78	9.1
CHR/ C/004iv N The total number of FTE working days/shifts lost to sickness absence by non-operational staff	1,090	1,338	1,069	1,432	1,838
CHR/ C/004iv D The average number of non-operational staff as FTE	121.16	133.33	141	140.18	139.03
days/shifts lost per person	9.00	10.04	7.60	10.22	13.2
CHR/ C/005i N Total number of ill health retirements	3	6	11	11	7
CHR/ C/005i D Average number of total FRS employees	1,053	1,038.50	1,046	1,020.50	941.50
as % of total workforce	0.28%	0.58%	1.10%	1.08%	0.7%
CHR/ C/005ii N Number of wholetime operational ill health retirements	1	0	4	4	1
CHR/ C/005ii D Average number of wholetime operational personnel	298	295	289.5	277.50	262.00
as % of total WDS workforce	0.34%	0.00%	1.40%	1.44%	0.4%

Year	2008-09	2009-10	2010-11	2011-12	2012-13
CHR/ C/005iii N Number of RDS ill health retirements	2	6	6	6	4
CHR/ C/005iii D Average number of RDS personnel	584.5	564.5	571.0	557.0	497.50
as % of total RDS workforce	0.34%	1.06%	1.05%	1.08%	0.8%
CHR/ C/005iv N Number of control personnel ill health retirements	0	0	0	1	0
CHR/ C/005iv D Average number of control personnel	33	33.5	33	32	31.50
as % of total Control workforce	0.00%	0.00%	0.00%	3.13%	0.00%
CHR/ C/005v N Number of non-operational personnel ill health retirements	0	0	1	0	2
CHR/ C/005v D Average number of non-operational personnel	137.5	145.5	152.5	154.00	150.50
as % of total non-ops workforce	0.00%	0.00%	0.70%	0.00%	1.3%

LOCAL

Local N Total number of secondary fires attended	1,509	1,538	1,626 ¹¹	1,613	887
Local D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 10,000 population	22.26	22.69	23.94	23.77	12.88
Local N Total number of malicious false alarms attended	166	140	118	133	106
Local D Population of FRA area	677,971	677,971	678,750	678,461	688,417
per 1,000 population	0.25	0.21	0.17	0.20	0.15

¹¹ Amended post audit.

Year	2008-09	2009-10	2010-11	2011-12	2012-13
Local The total number of Home Fire Safety Checks delivered	31,180	32,802	36,905	28,472	22,201
Local The percentage of accidental dwelling fires confined to the room of origin	92%	93%	91%	92%	91%

SECTION 7

GLOSSARY

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary Fires	<p>These are fires that are not chimney fires, and which are in any type of building (except if derelict), vehicles, caravans and trailers, outdoor storage, plant and machinery, agricultural and forestry property, and other outdoor structures such as bridges, post boxes, tunnels, etc.</p> <p>Fires in any location are categorised as primary fires if they involved casualties, rescues or escapes, as are fires in any location that were attended by five or more fire appliances.</p>
Secondary Fires	<p>Secondary fires are fires that are neither chimney fires nor primary fires.</p> <p>Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p> <p>Secondary fires are those that would normally occur in locations such as open land, in single trees, fences, telegraph poles, refuse and refuse containers (but not paper banks, which would be considered - in the same way as agricultural and forestry property - to be primary fires), outdoor furniture, traffic lights, etc.</p>
Chimney Fires	<p>These are fires in occupied buildings where the fire is confined within the chimney structure, even if heat or smoke damage extends beyond the chimney itself.</p> <p>Chimney fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p>
Special Service Incidents	<p>These are non-fire incidents which require the attendance of an appliance or officer and include:</p> <ul style="list-style-type: none"> • Local emergencies e.g. flooding, road traffic incidents, rescue of persons, 'making safe' etc;

	<ul style="list-style-type: none"> • 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.
False Alarm (general guidance)	<p>Where the FRS attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed.</p> <p>Note: if the appliance is 'turned around' by Control before arriving at the incident it is not classed as having been attended and does not need to be reported.</p>
False Alarms - Malicious	These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.
False Alarms - Good Intent	These are calls made in good faith in the belief that the FRS really would attend a fire or special service incident.
False Alarms - AFA	These are calls initiated by fire alarm and fire-fighting equipment. They include accidental initiation of alarm apparatus or where an alarm operates and a person then routinely calls the FRS as part of a standing arrangement, i.e. with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation).