



PERFORMANCE MONITORING REPORT

Appendix 1

2019/20 Report Date 1ST June 2020



Gwasanaeth Tân ac Achub
De Cymru

South Wales
Fire and Rescue Service

Produced in

BMIS
Business Management
Information System

Introduction

The Performance Monitoring Report for 2019/20 highlights performance for the period 01 April 2019 to 31 March 2020. The report includes:

1. Strategic Indicator Performance Summary.....Page 1
2. Strategic Indicator Performance Comments.....Pages 2-5
3. Analysis of incident activity levels by Unitary Authority Area (UAA).....Pages 6-15

The performance indicators included show six years of data to enable us to demonstrate how the organisation is performing for the communities it serves by showing long term trends in performance.

Following consideration by the Senior Management Team and the Fire and Rescue Authority, the report is made available to the public via the internet.

The Service Performance & Communications department co-ordinates and compiles this report on behalf of the Service Delivery Directorate. All information is extracted from updated Directorate quarterly Service Plans and the data sets are maintained and validated by the Statistics and Risk team.

We are continually seeking to improve this report and welcome comments on additional information or other changes that you would like to see, please feel free to contact Neil Herniman on 01443 232775 or Jon Carter 01443 232347 to discuss.

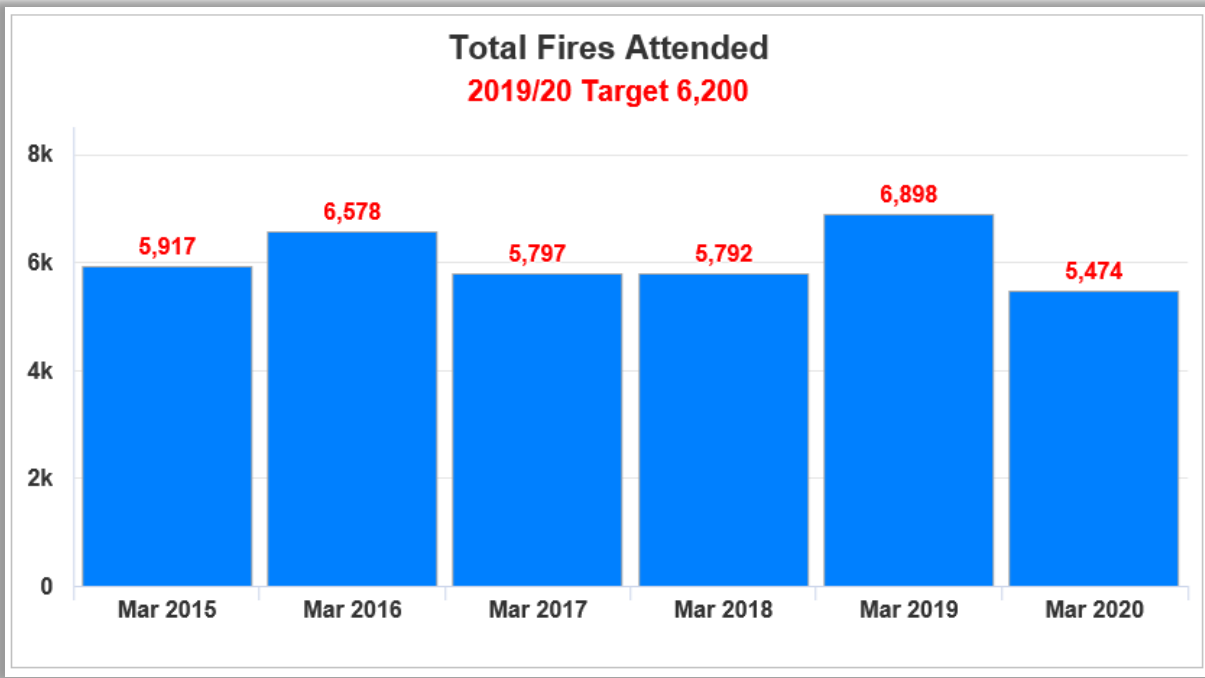
Strategic Indicators 2019/20 – Performance Q1 – Q4

The sunburst below displays the progress of each Strategic Indicator based on its performance against the target set.

Performance Key	★ Better than or equal to target	● Up to 5% above target	▲ Over 5% from target
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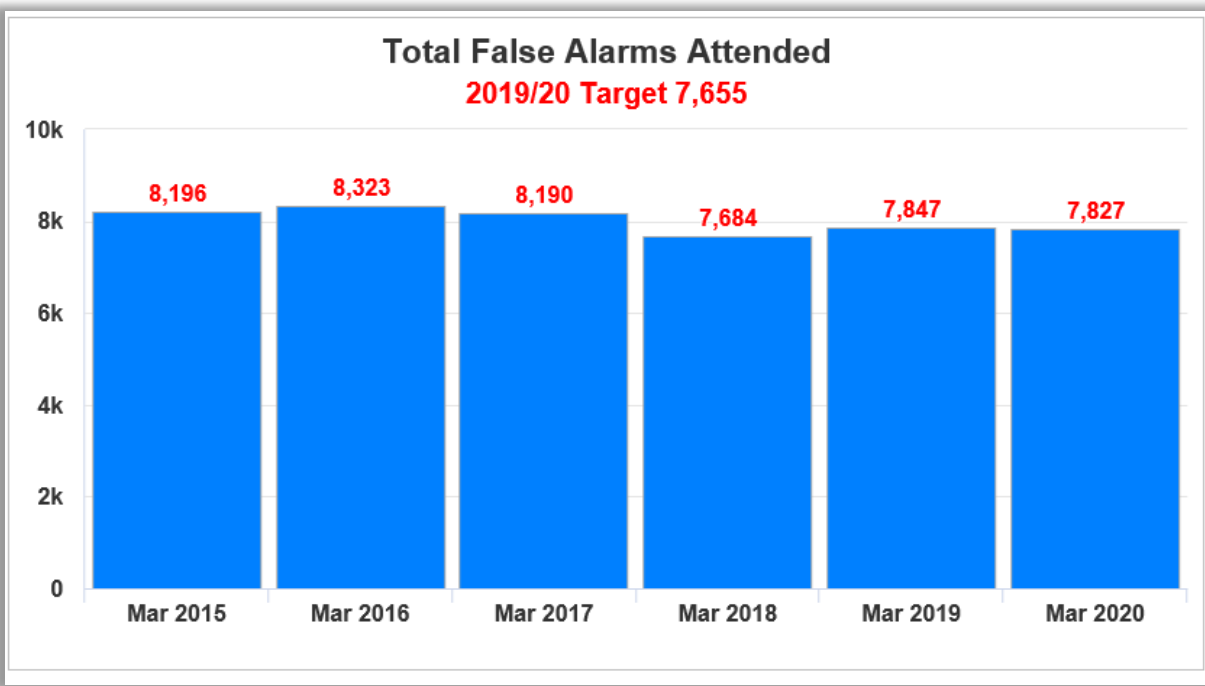


	Q1 – Q4 Actual	Q1 – Q4 Target	Q1 – Q4 2019/20	Q1 – Q4 2018/19
Total Fires Attended	5,474	6,200	★	6,898
Total RTCs Attended	950	1,074	★	1,112
Total False Alarms Attended	7,827	7,655	●	7,847
Total Other SSCs Attended	2,596	2,048	▲	2,062
% of Dwelling Fires Confined to Room of Origin	83.07%	85.00%	●	82.50%
Total Deaths and Injuries in Fires	66	66	★	71
Total Accidental Deaths and Injuries in Fires	47	59	★	55

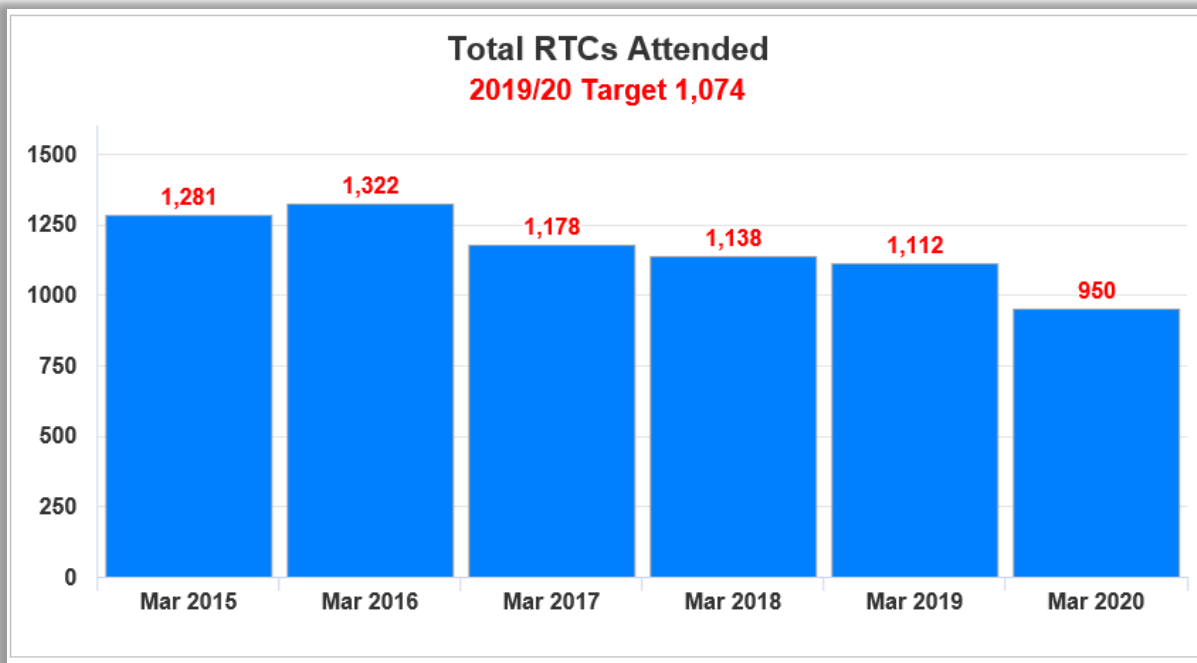


- ### 2019/20 Performance V 2018/19
- Total fires ↓ 1,424 (21%)
 - 12% below the target of 6,200
 - Deliberate fires ↓ 1,293 (25%)
 - Deliberate Gross fires ↓ 47%
 - Deliberate Refuse fires ↓ 22%
 - Deliberate fires accounted for 70% of all fires
 - April ↑ 110%, July ↓ 61%
 - Oct ↓ 34%, Dec ↑ 30%

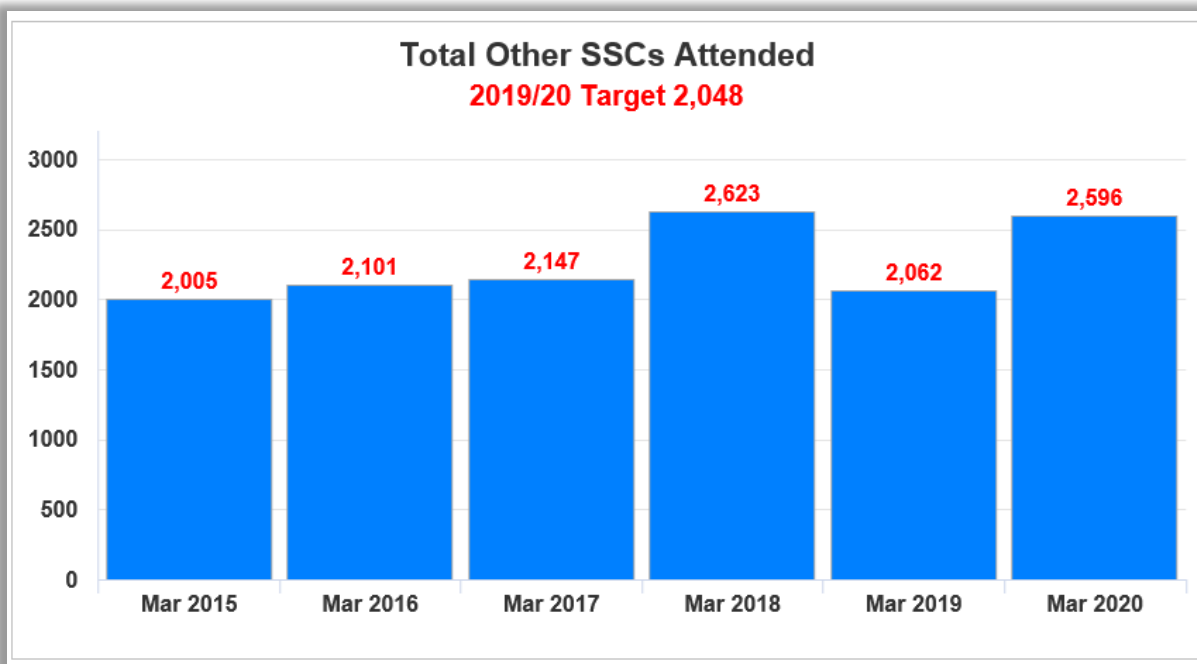
 - ADFs ↑ 18%



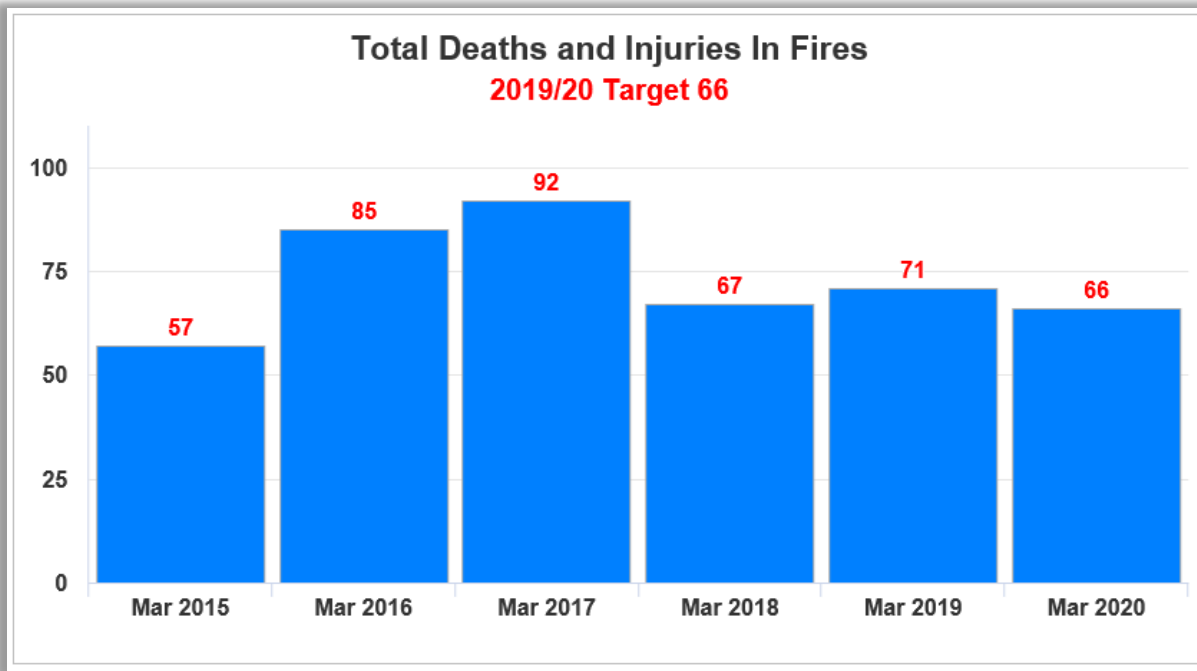
- ### 2019/20 Performance V 2018/19
- Total False Alarms ↓ 20 (-0.3%)
 - 2% above the target of 7,655
 - False alarm due to apparatus ↑ 6%
 - False Alarm Good Intent ↓ 2%
 - False Alarm Malicious ↓ 1%
 - Residential homes ↓ 15%
 - Hospitals ↓ 11%
 - Appliances in attendance at hospitals ↓ 12%, residential homes ↓ 16%



- ### 2019/20 Performance V 2018/19
- Total RTCs ↓ 162 (15%)
 - Lowest numbers for 5 years.
 - 12% below the target of 1,074
 - Extrications/release of persons have fallen from 213 to 191.
 - % of extrications/release of persons have risen from 19% of all RTCs last year to 20% this year
 - July (26) saw particularly high numbers of extrications and release of persons spread out across the service area.

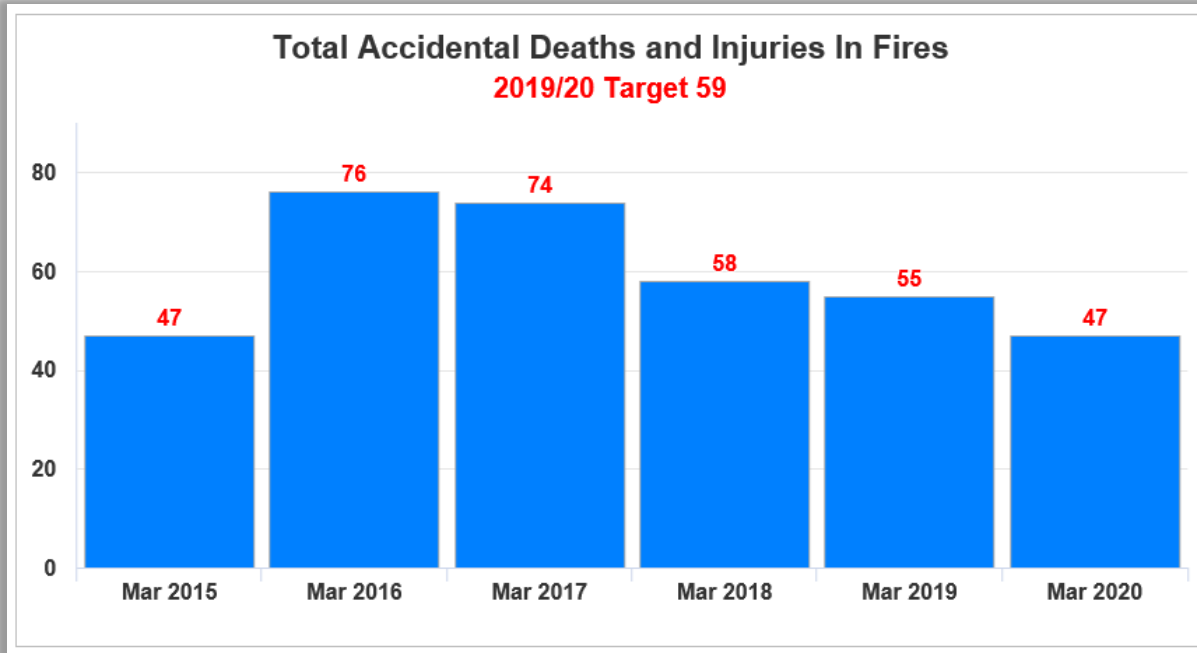


- ### 2019/20 Performance V 2018/19
- Other SSCs ↑ 534 (26%)
 - 27% above target of 2,048
 - Flooding ↑ 125%
 - Animal rescues ↑ 8%
 - Assisting other agencies ↑ 19%
 - Cardiff UA had the highest number of incidents with 645
 - February was the month with the highest incidents (427).
 - 164 (38%) of these incidents were flooding and we assisted other agencies on 42 occasions during February.



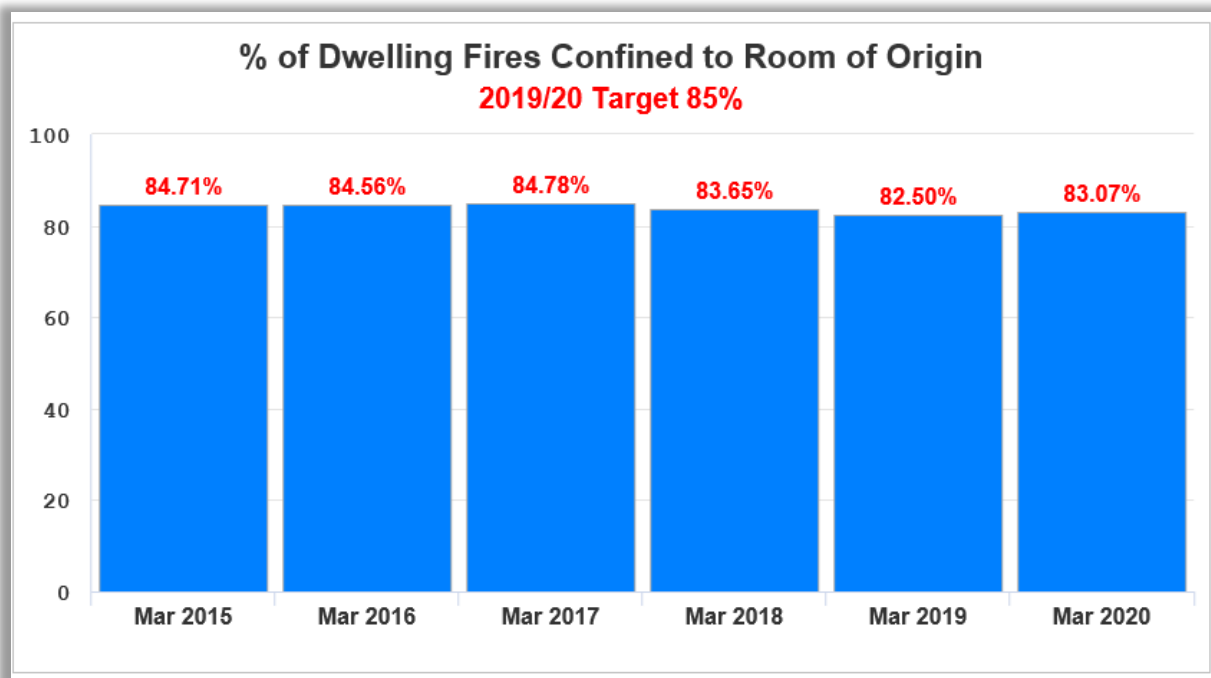
2019/20 Performance V 2018/19

- Total fatalities and injuries ↓ 7%.
- Equals the target set of 66.
- 9 fatalities from fires compared to 5 last year.
- 5 of these were in accidental dwelling fires , 3 in Dec
- Serious injuries ↓ 29% (14 to 10)
- Slight injuries ↓ 10% (52 to 47)
- 5 accidental fatalities;
1 cooking, 2 smoking materials, 1 wiring cabling and plugs 1 heater fire.



2019/20 Performance V 2018/19

- Accidental fatalities and Injuries ↓ 15% (55 to 47)
- 20% below the target of 59
- 5 accidental dwelling fatalities - all were aged 75+
- Accidental serious injuries ↓ 10% (10 to 9).
- Accidental slight injuries ↓ 20% (41 to 33)
- June 2019 - lowest figure in 5 years with no injuries



- ### 2019/20 Performance V 2018/19
- 628 of 756 dwelling fires have been confined to the room of origin (83%).
 - This is up slightly compared to last year and is 2% below the target set of 85%.
 - Cardiff UA had the highest actual numbers with 150 of the 169 fires (89%) confined to the room of origin.
 - Caerphilly UA had the lowest percentage with 63 of the 80 (79%) confined to the room of origin.



Incident Categories	Apr 2018 - Mar 2019	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1 - Q4	Last Year Q1 - Q4	Q1 - Q4 YoY	Q1 - Q4 YoY %	
Total Incidents	1,063	94	87	47	86	79	82	75	63	64	50	59	72	228	247	202	181	858	1,063	-205	-19%	★
Special Service Call	131	8	15	8	9	9	15	15	11	14	13	22	8	31	33	40	43	147	131	16	12%	▲
Total RTCs Attended	36	4	4	1	2	3	4	4	5	2	3	4	1	9	9	11	8	37	36	1	3%	●
Total Other SSCs Attended	95	4	11	7	7	6	11	11	6	12	10	18	7	22	24	29	35	110	95	15	16%	▲
Total False Alarms Attended	364	36	29	18	29	45	36	28	33	29	23	13	34	83	110	90	70	353	364	-11	-3%	★
Malicious False Alarms	8	0	0	0	1	2	2	0	1	1	1	0	0	0	5	2	1	8	8	0	0%	★
Good Intent False Alarm	212	27	21	10	16	24	17	10	13	12	7	6	12	58	57	35	25	175	212	-37	-17%	★
Automatic False Alarms	144	9	8	8	12	19	17	18	19	16	15	7	22	25	48	53	44	170	144	26	18%	▲
Total Fires Attended	568	50	43	21	48	25	31	32	19	21	14	24	30	114	104	72	68	358	568	-210	-37%	★
Deliberate Fire	488	42	37	15	38	23	25	25	10	17	6	20	22	94	86	52	48	280	488	-208	-43%	★
Deliberate grass fires attended	220	19	10	1	7	3	5	1	0	0	0	4	3	30	15	1	7	53	220	-167	-76%	★
Deliberate refuse fires attended	199	19	20	9	22	12	15	16	9	9	4	10	15	48	49	34	29	160	199	-39	-20%	★
Accidental Fire	80	8	6	6	10	2	6	7	9	4	8	4	8	20	18	20	20	78	80	-2	-3%	★
Accidental Dwelling Fires Attended	21	2	1	2	4	0	0	6	5	4	3	3	1	5	4	15	7	31	21	10	48%	▲
Total Deaths and Injuries In Fires	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	-3	-100%	★
Total Accidental Deaths and Injuries In Fires	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	-2	-100%	★

An analysis of the statistics relating to accidental dwelling fires suggest that there has been an increase of 48% compared to last year. The number of incidents have increased from 21 to 31. There were particularly higher numbers in October to December with 15 incidents compared to 2 for the same period last year. Of these 31 incidents during the year 11 were caused by cooking, 5 were caused by faulty fuel supplies and 4 were caused by careless handling due to sleep or unconsciousness or knocking over. The South Wales Fire and Rescue strategy to reduce accidental dwelling fires is closely linked to the Welsh Government wider social justice and supporting people agendas by targeting the most vulnerable groups within our society and making them safer within their homes. Running through Brynmawr are 3 arterial trunk roads the A467/A4047 and A465 Heads of the valley. This presents a mix of dual and single carriageways the roads serve as commuter routes to Newport and Cardiff, Ebbw vale and Abergavenny. Crews continue to work closely with partner agencies in an attempt to reduce RTC's by being part of and attending Gwent Road Safety meetings. Crews with the relevant skills have delivered and supported RTC reduction initiatives within schools and colleges such as Domino and the Options programme. In addition, crews ran an RTC reduction day at Ebbw Vale College and additional events such as the Christmas Drink Drive campaign and Road Safety week during November and December. The number of Road traffic collisions attended has increased slightly by 1 (3%). Deliberate fire setting remains an issue within the UA and therefore stations will continue to seek opportunities to reduce the number of these types of incidents. Deliberate grass fires have reduced considerably by 76% and deliberate refuse fires have decreased by 20%. Automatic false alarms have increased by 18% (144 to 170) compared to last year. Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs. There have been no fire fatalities or injuries requiring hospital attendance this year compared to 3 last year.



Incident Categories	Apr 2018 - Mar 2019	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1 - Q4	Last Year Q1 - Q4	Q1 - Q4 YoY	Q1 - Q4 YoY %	
Total Incidents	1,501	205	146	131	160	118	114	103	106	124	95	95	135	482	392	333	325	1,532	1,501	31	2%	🟡
Special Service Call	327	28	18	25	27	25	26	26	20	24	25	27	25	71	78	70	77	296	327	-31	-9%	🟢
Total RTCs Attended	129	13	5	4	10	8	6	9	8	5	7	6	7	22	24	22	20	88	129	-41	-32%	🟢
Total Other SSCs Attended	198	15	13	21	17	17	20	17	12	19	18	21	18	49	54	48	57	208	198	10	5%	🔴
Total False Alarms Attended	619	64	55	71	65	53	73	57	58	60	38	44	52	190	191	175	134	690	619	71	11%	🔴
Malicious False Alarms	9	3	0	4	1	5	3	3	0	2	0	0	2	7	9	5	2	23	9	14	156%	🔴
Good Intent False Alarm	353	43	27	22	41	18	39	19	24	21	17	19	25	92	98	64	61	315	353	-38	-11%	🟢
Automatic False Alarms	257	18	28	45	23	30	31	35	34	37	21	25	25	91	84	106	71	352	257	95	37%	🔴
Total Fires Attended	555	113	73	35	68	40	15	20	28	40	32	24	58	221	123	88	114	546	555	-9	-2%	🟢
Deliberate Fire	373	92	60	23	49	21	10	11	12	25	18	11	39	175	80	48	68	371	373	-2	-1%	🟢
Deliberate grass fires attended	134	75	28	2	9	1	0	0	1	1	1	1	14	105	10	2	16	133	134	-1	-1%	🟢
Deliberate refuse fires attended	174	14	21	17	32	13	7	5	5	14	11	6	15	52	52	24	32	160	174	-14	-8%	🟢
Accidental Fire	182	21	13	12	19	19	5	9	16	15	14	13	19	46	43	40	46	175	182	-7	-4%	🟢
Accidental Dwelling Fires Attended	59	6	4	6	5	7	2	2	8	8	7	3	7	16	14	18	17	65	59	6	10%	🔴
Total Deaths and Injuries In Fires	4	1	0	0	0	0	1	0	0	0	1	0	1	1	1	0	2	4	4	0	0%	🟢
Total Accidental Deaths and Injuries In Fires	4	1	0	0	0	0	1	0	0	0	0	0	1	1	1	0	1	3	4	-1	-25%	🟢

An analysis of the statistics relating to accidental dwelling fires suggest that there has been an increase of 10% compared to last year. The number of incidents have increased from 59 to 65. Crews continue to target high risk properties with the aim of reducing accidental dwelling fires in Bridgend by supporting national campaigns such as The Cooking Campaign and Electrical Safety Week. Crews have also developed strong partnerships with V2C who have delivered bespoke "Fire Safety in the Home" presentations at the Sheltered Accommodation complex's in Kenfig Hill. This will continue into 2020/21. It is anticipated that this service will improve with Community Safety visits incorporating falls prevention, carbon monoxide awareness, smoking cessation and crime prevention information. Engagement with the public has assisted in reducing the number of RTCs attended compared to last year (-32%). Station personnel will continue to deliver the Domino Effect Presentation at various schools and support Global Road Safety Week, by delivering a Workplace Domino Effect at the new ASDA store due to the fact that it will employ a high number of 18-24 year olds (new & inexperienced drivers), our target audience. Deliberate fires still account for a large proportion of fires in Bridgend (68%). In support of this stations have delivered a number of bespoke initiatives within the community such as; launching of The Paws on Patrol (POP) initiative at Kenfig Nature Reserve. POP aims to reduce deliberate fire setting and ASB by working in partnership with the local community having them as our eyes and ears on the ground. Stations will continue to proactively undertake Arson Vulnerability Assessments-AVA every quarter within the community at disused/derelict venues that are susceptible to arson, and in a reactive role AVA's will be conducted as and when required using data from the Fire Crime Unit that identifies trends. Automatic false alarms have increased by 95 (37%) compared to last year, with incidents in Residential homes accounting for 62 (18%) of these calls. Calls to Educational properties however, have experienced the biggest increase since last year with numbers rising from 22 to 54 (+145%). Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs.



Incident Categories	Apr 2018 - Mar 2019	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1 - Q4	Last Year Q1 - Q4	Q1 - Q4 YoY	Q1 - Q4 YoY %	
Total Incidents	2,118	256	185	107	203	132	139	133	132	113	112	154	131	548	474	378	397	1,797	2,118	-321	-15%	★
Special Service Call	326	29	14	20	38	32	25	23	30	32	20	48	21	63	95	85	89	332	326	6	2%	●
Total RTCs Attended	117	14	7	7	10	14	13	7	11	8	6	9	4	28	37	26	19	110	117	-7	-6%	★
Total Other SSCs Attended	209	15	7	13	28	18	12	16	19	24	14	39	17	35	58	59	70	222	209	13	6%	▲
Total False Alarms Attended	735	65	59	43	67	54	59	71	52	46	48	55	60	167	180	169	163	679	735	-56	-8%	★
Malicious False Alarms	25	6	1	4	1	1	3	1	1	1	1	2	3	11	5	3	6	25	25	0	0%	★
Good Intent False Alarm	405	47	42	19	34	25	26	31	29	18	23	23	32	108	85	78	78	349	405	-56	-14%	★
Automatic False Alarms	305	12	16	20	32	28	30	39	22	27	24	30	25	48	90	88	79	305	305	0	0%	★
Total Fires Attended	1,057	162	112	44	98	46	55	39	50	35	44	51	50	318	199	124	145	786	1,057	-271	-26%	★
Deliberate Fire	874	142	98	30	63	38	47	25	30	21	25	33	36	270	148	76	94	588	874	-286	-33%	★
Deliberate grass fires attended	375	80	58	5	21	2	5	1	1	0	3	4	9	143	28	2	16	189	375	-186	-50%	★
Deliberate refuse fires attended	394	49	31	17	32	23	21	17	23	17	15	19	17	97	76	57	51	281	394	-113	-29%	★
Accidental Fire	183	20	14	14	35	8	8	14	20	14	19	18	14	48	51	48	51	198	183	15	8%	▲
Accidental Dwelling Fires Attended	53	4	6	1	10	5	2	7	6	5	8	8	8	11	17	18	24	70	53	17	32%	▲
Total Deaths and Injuries In Fires	6	1	1	0	0	1	0	1	0	1	0	0	0	2	1	2	0	5	6	-1	-17%	★
Total Accidental Deaths and Injuries In Fires	3	1	1	0	0	0	0	1	0	1	0	0	0	2	0	2	0	4	3	1	33%	▲

An analysis of the statistics relating to accidental dwelling fires suggest that there has been an increase of 32% compared to last year. The number of incidents have increased from 53 to 70. There were particularly higher numbers in January to March with 24 incidents compared to 16 (+50%) for the same period last year. In 7 (30%) of these 24 incidents cooking was the main cause of fire. Crews continue to target high risk properties with the aim of reducing accidental dwelling fires in Caerphilly by supporting national campaigns such as The Cooking Campaign and Electrical Safety Week and organising or attending bespoke events within the community. Caerphilly station are leading on the education of a previously untargeted group called 'The Caerphilly Hard of Hearing/Tinnitus Group'. Stations will also work with the Community Safety Education department to develop packages to deliver a constant community safety message for ad hoc groups which visit the stations or are visited at their own site. A significant proportion of the population commute into and out of the town on a daily basis. This influences the type and effectiveness of engagement activities. For this reason the focus for RTC reduction must account for both the local population and the wider Service community. Domino presentations have taken place to local rugby clubs, an OAP driving initiative has taken place and crews have been involved in Biker Down to educate and make bikers safe. The numbers of road traffic collisions has decreased from 117 to 110 (-6%). Crews have attended more incidents where they have been required to make the scene/vehicle safe (rising from 46% last year to 64% this year) and have attended less incidents involving extrication/release of persons (28% last year compared to 15% this year). Automatic false alarms have remained the same as last year with 305 incidents, with calls to Industrial manufacturing (51, 17%) and Educational properties (46, 15%) accounting for the majority of these calls. Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs. Crews will also continue to target premises that are no longer trading and assess risks to fire fighters.



Incident Categories	Apr 2018 - Mar 2019	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1 - Q4	Last Year Q1 - Q4	Q1 - Q4 YoY	Q1 - Q4 YoY %	
Total Incidents	3,922	310	346	334	394	337	319	312	328	275	279	281	273	990	1,050	915	833	3,788	3,922	-134	-3%	★
Special Service Call	729	59	68	82	87	74	68	62	63	75	63	77	54	209	229	200	194	832	729	103	14%	▲
Total RTCs Attended	199	17	16	17	17	14	15	15	21	25	16	9	5	50	46	61	30	187	199	-12	-6%	★
Total Other SSCs Attended	530	42	52	65	70	60	53	47	42	50	47	68	49	159	183	139	164	645	530	115	22%	▲
Total False Alarms Attended	2,030	148	154	166	180	172	173	187	197	153	160	153	149	468	525	537	462	1,992	2,030	-38	-2%	★
Malicious False Alarms	72	4	4	9	4	8	4	11	7	3	8	4	4	17	16	21	16	70	72	-2	-3%	★
Good Intent False Alarm	747	63	64	56	71	79	63	45	51	36	41	50	45	183	213	132	136	664	747	-83	-11%	★
Automatic False Alarms	1,211	81	86	101	105	85	106	131	139	114	111	99	100	268	296	384	310	1,258	1,211	47	4%	●
Total Fires Attended	1,163	103	124	86	127	91	78	63	68	47	56	51	70	313	296	178	177	964	1,163	-199	-17%	★
Deliberate Fire	774	67	86	61	101	61	61	35	45	25	34	24	37	214	223	105	95	637	774	-137	-18%	★
Deliberate grass fires attended	207	26	20	8	23	6	11	0	0	0	0	2	6	54	40	0	8	102	207	-105	-51%	★
Deliberate refuse fires attended	454	30	55	42	57	37	32	27	34	16	20	11	24	127	126	77	55	385	454	-69	-15%	★
Accidental Fire	389	36	38	25	26	30	17	28	23	22	22	27	33	99	73	73	82	327	389	-62	-16%	★
Accidental Dwelling Fires Attended	163	21	14	12	6	9	8	13	16	13	12	14	16	47	23	42	42	154	163	-9	-6%	★
Total Deaths and Injuries In Fires	20	6	2	0	1	6	3	2	2	2	2	2	0	8	10	6	4	28	20	8	40%	▲
Total Accidental Deaths and Injuries In Fires	17	5	2	0	0	1	3	2	2	2	1	2	0	7	4	6	3	20	17	3	18%	▲

An analysis of the statistics relating to accidental dwelling fires suggest that there has been a decrease of 6% compared to last year. The number of incidents have decreased from 163 to 154. Cooking still accounts for the majority in Cardiff with 60 of the 154 (39%) fires. To reduce Accidental Dwelling Fires even further crews will continue to provide education to all groups. This education will take the form of 'Home Fire Safety Checks' (Safe & Well Visits), 'Key Stage I & II' school visits and other community group engagement as requested (students / nursery groups / Scouts / Guides / Cadets / Fetes etc). Crews will continue to engage with 5-7yr olds (Key Stage 1) and 9-10yr olds (Key Stage 2) in schools to promote fire safety messages and basic fire prevention in the home. Last year a plan was implemented to ensure that all Clearsprings properties had working smoke/heat detectors fitted; the onus for this was placed on Clearsprings but a collaborative approach was adopted and Operational Crews have continued to monitor and gather information relating to the location and identified risks within residential properties used to accommodate asylum seekers within respective station areas and have continued to provide heat and smoke detection when required. Deliberate fires in Cardiff have decreased from 774 to 637 (-18%) compared to last year with deliberate grass fires reducing by 51% and refuse fires by 15%. Crews have built on the strong relationship developed with the Service Fire Crime Team and will continue with the programme of engagement activities with the partner agencies to address ASB within the UA. RTCs have been targeted through the following engagement activities: Pass Plus Cymru – working in partnership with Pass Plus to deliver training based on the 'fatal 5' to drivers within the local community, Biker Down – the delivery of first aid and safety training specifically for motorcyclists, Domino Presentation –in collaboration with the CFS Department crews will continue to deliver Domino for employers in the City of Cardiff. Incidents in road traffic collisions have decreased slightly by 6% compared to last year. Cardiff Water Safety Partnership along with the Samaritans and business owners in Cardiff are looking to source signage displaying the details of the Samaritans on all the bridges in Cardiff. This will hopefully reduce incidents of persons entering the water to commit suicide. The partnership is also attempting to find ways of reducing the risks at these hotspot areas by securing access, producing more signage and by educating the young people in local schools. Sadly crews were called to 8 threats of or suicide attempts last year.



Incident Categories	Apr 2018 - Mar 2019	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1 - Q4	Last Year Q1 - Q4	Q1 - Q4 YoY	Q1 - Q4 YoY %	
Total Incidents	838	90	67	63	67	71	61	61	66	52	45	62	63	220	199	179	170	768	838	-70	-8%	★
Special Service Call	148	16	6	11	11	16	16	12	11	15	14	26	12	33	43	38	52	166	148	18	12%	▲
Total RTCs Attended	58	5	1	3	3	7	6	4	2	7	1	2	5	9	16	13	8	46	58	-12	-21%	★
Total Other SSCs Attended	90	11	5	8	8	9	10	8	9	8	13	24	7	24	27	25	44	120	90	30	33%	▲
Total False Alarms Attended	317	24	28	30	24	34	28	37	42	22	17	23	17	82	86	101	57	326	317	9	3%	●
Malicious False Alarms	9	1	0	0	0	1	1	0	0	0	1	0	0	1	2	0	1	4	9	-5	-56%	★
Good Intent False Alarm	158	13	8	11	10	10	7	9	15	6	8	6	4	32	27	30	18	107	158	-51	-32%	★
Automatic False Alarms	150	10	20	19	14	23	20	28	27	16	8	17	13	49	57	71	38	215	150	65	43%	▲
Total Fires Attended	373	50	33	22	32	21	17	12	13	15	14	13	34	105	70	40	61	276	373	-97	-26%	★
Deliberate Fire	301	42	29	16	27	11	14	9	8	7	8	5	26	87	52	24	39	202	301	-99	-33%	★
Deliberate grass fires attended	151	23	12	1	8	2	2	0	0	0	0	1	14	36	12	0	15	63	151	-88	-58%	★
Deliberate refuse fires attended	108	14	11	13	13	6	7	4	6	6	5	3	8	38	26	16	16	96	108	-12	-11%	★
Accidental Fire	72	8	4	6	5	10	3	3	5	8	6	8	8	18	18	16	22	74	72	2	3%	●
Accidental Dwelling Fires Attended	19	3	1	4	1	6	1	2	0	6	3	5	4	8	8	8	12	36	19	17	89%	▲
Total Deaths and Injuries In Fires	4	0	0	0	1	1	0	0	0	0	0	0	1	0	2	0	1	3	4	-1	-25%	★
Total Accidental Deaths and Injuries In Fires	4	0	0	0	1	1	0	0	0	0	0	0	1	0	2	0	1	3	4	-1	-25%	★

An analysis of the statistics relating to accidental dwelling fires suggest that there has been an increase of 89% compared to last year. The number of incidents have increased from 19 to 36. There highest numbers were in August (6) and December (6). In 12 (33%) of the 36 incidents the main cause of the fire was cooking and 6 (17%) were caused by negligent use of equipment. Crews will continue to carry out presentations to our colleagues who work for MVH and MTHA Housing associations who have access to over 8,000 homes in the area. Visits have been rolled out, and crews will carry out follow up HSFC's on request. Merthyr Valley Homes – ongoing liaison with MVH means that the crews will be providing awareness training to all workers who access homes. These staff will be able to identify houses of potential risk and then inform the Service via the 0800 number of a referral. This is a similar initiative to the training being delivered to care workers in the Service area. MVH has responsibility for a large number of housing stock in the area. This has generated more HFSC visits, and has increased awareness of staff within their organisation to the risks of fire within the home. Crews have also visited residents groups to deliver fire safety messages. Deliberate fires have shown a decrease from 301 to 202 (-33%) compared to last year, with deliberate grass fires decreasing from 151 to 63 (-58%) and refuse fires decreasing from 108 to 96 (-11%). Crews have worked with local partners and have identified a site in the Gurnos that has suffered from significant deliberate fires in the past. Crews have used the 'Wildfire Toolbox' and land management techniques to rejuvenate the area to enable community ownership. All activities have assisted in the reduction of deliberate fires in the UA. Crews have also targeted the area north of Merthyr Tydfil with leaflet drops and skip amnesty, raising awareness & knowledge to residents, to help understand the effects of deliberate fire setting, risks and injuries to themselves and the environment. Automatic false alarms have increased by 43% compared to last year, with calls to hospitals (59, 27%) and Educational properties (37, 17%) accounting for the majority of these calls. Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs.



Incident Categories	Apr 2018 - Mar 2019	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1 - Q4	Last Year Q1 - Q4	Q1 - Q4 YoY	Q1 - Q4 YoY %	
Total Incidents	958	72	68	72	90	93	76	91	64	63	68	127	71	212	259	218	266	955	958	-3	0%	★
Special Service Call	205	12	12	15	26	24	15	33	13	21	17	66	15	39	65	67	98	269	205	64	31%	▲
Total RTCs Attended	90	7	6	3	9	9	9	5	2	7	3	5	3	16	27	14	11	68	90	-22	-24%	★
Total Other SSCs Attended	115	5	6	12	17	15	6	28	11	14	14	61	12	23	38	53	87	201	115	86	75%	▲
Total False Alarms Attended	496	47	35	43	50	53	36	47	39	33	39	42	33	125	139	119	114	497	496	1	0%	●
Malicious False Alarms	11	1	0	1	0	0	1	1	0	0	0	1	0	2	1	1	1	5	11	-6	-55%	★
Good Intent False Alarm	137	9	16	10	12	15	14	6	12	8	6	14	13	35	41	26	33	135	137	-2	-1%	★
Automatic False Alarms	348	37	19	32	38	38	21	40	27	25	33	27	20	88	97	92	80	357	348	9	3%	●
Total Fires Attended	257	13	21	14	14	16	25	11	12	9	12	19	23	48	55	32	54	189	257	-68	-26%	★
Deliberate Fire	103	6	4	6	7	8	8	7	4	4	1	7	9	16	23	15	17	71	103	-32	-31%	★
Deliberate grass fires attended	39	1	2	0	4	2	2	1	1	0	0	2	7	3	8	2	9	22	39	-17	-44%	★
Deliberate refuse fires attended	38	1	1	3	3	5	1	4	1	3	0	0	2	5	9	8	2	24	38	-14	-37%	★
Accidental Fire	154	7	17	8	7	8	17	4	8	5	11	12	14	32	32	17	37	118	154	-36	-23%	★
Accidental Dwelling Fires Attended	29	2	4	2	0	3	4	1	5	2	4	5	5	8	7	8	14	37	29	8	28%	▲
Total Deaths and Injuries In Fires	1	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0	1	2	1	1	100%	▲
Total Accidental Deaths and Injuries In Fires	1	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0	1	2	1	1	100%	▲

An analysis of the statistics relating to accidental dwelling fires suggest that there has been an increase of 28% compared to last year. The number of incidents have increased from 29 to 37. There highest numbers were in November, February and March with 5 fires in each month. 6 (16%) of the 37 incidents during the year have involved cooking, with a further 6 (16%) caused as a result of a fault in equipment or appliance. The number of incidents attended as a result of water rescues has increased from 5 last year 15 (+200%) this year, with 6 incidents in February as a result of flooding. Water safety in Monmouthshire is an area of community safety crews have been proactive in. At risk groups include younger persons, along with people using waterways for leisure such as anglers, runners and walkers. Crews have taken an educational approach with the school children and local organisations. Crews have run events linked with Natural Resources Wales (NRW) educating visitors to the area of the dangers posed by the rivers. Monmouthshire has the river Usk as its main water source along with many other static water sources close to its towns and villages. The sea front also attracts a lot of groups and as a result crews have responded to a number of water related incidents ranging from accidental emersions, suicides and flood incidents. Crews have a good working relationship with the 'Severn area rescue association' (SARA). This informal agreement allows us to request attendance of SARA when we are mobilised to a water rescue by passing on contact details to control. There has been a small increase in the number of Automatic false alarms with numbers increasing from 348 to 357 (+3%) this year. Stations have attempted to reduce calls by engaging with businesses, schools and health care premises. RTC's also present an issue, although incidents attended during the year have decreased from 90 to 68 (-24%). Stations have carried out road safety campaigns during the year such as events at Tesco's and a 'Hogging the bridge' event. Sadly there was one fire fatality in May 2019 at an accidental dwelling fire and one slight injury that required a person to be taken to hospital in March 2020.



Incident Categories	Apr 2018 - Mar 2019	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1 - Q4	Last Year Q1 - Q4	Q1 - Q4 YoY	Q1 - Q4 YoY %	
Total Incidents	2,216	218	217	172	226	217	212	183	196	162	172	147	150	607	655	541	469	2,272	2,216	56	3%	🟡
Special Service Call	324	31	27	10	38	47	44	22	33	30	32	41	20	68	129	85	93	375	324	51	16%	🟡
Total RTCs Attended	117	7	12	3	8	8	12	6	7	10	8	6	7	22	28	23	21	94	117	-23	-20%	🟢
Total Other SSCs Attended	207	24	15	7	30	39	32	16	26	20	24	35	13	46	101	62	72	281	207	74	36%	🟡
Total False Alarms Attended	1,022	93	103	99	98	100	99	100	98	77	93	67	76	295	297	275	236	1,103	1,022	81	8%	🟡
Malicious False Alarms	40	1	10	10	4	6	3	6	10	4	2	3	2	21	13	20	7	61	40	21	53%	🟡
Good Intent False Alarm	386	34	36	29	34	39	39	29	36	26	35	21	33	99	112	91	89	391	386	5	1%	🟡
Automatic False Alarms	596	58	57	60	60	55	57	65	52	47	56	43	41	175	172	164	140	651	596	55	9%	🟡
Total Fires Attended	870	94	87	63	90	70	69	61	65	55	47	39	54	244	229	181	140	794	870	-76	-9%	🟢
Deliberate Fire	673	75	72	52	67	51	54	45	49	46	34	32	40	199	172	140	106	617	673	-56	-8%	🟢
Deliberate grass fires attended	141	33	17	8	17	7	7	2	0	0	2	4	4	58	31	2	10	101	141	-40	-28%	🟢
Deliberate refuse fires attended	399	32	42	29	32	34	25	26	33	38	21	15	24	103	91	97	60	351	399	-48	-12%	🟢
Accidental Fire	197	19	15	11	23	19	15	16	16	9	13	7	14	45	57	41	34	177	197	-20	-10%	🟢
Accidental Dwelling Fires Attended	59	6	8	5	4	11	7	5	7	7	9	5	4	19	22	19	18	78	59	19	32%	🟡
Total Deaths and Injuries In Fires	12	0	0	1	0	2	0	1	0	0	1	0	0	1	2	1	1	5	12	-7	-58%	🟢
Total Accidental Deaths and Injuries In Fires	9	0	0	0	0	2	0	1	0	0	1	0	0	0	2	1	1	4	9	-5	-56%	🟢

An analysis of the statistics relating to accidental dwelling fires suggest that there has been an increase of 32% compared to last year. The number of incidents have increased from 59 to 78. There highest numbers were in August (11) and January (9). 27 (35%) of the 78 incidents during the year have involved cooking, although the amount of firefighting at incidents has decreased from 54% to 42%. Continual home safety initiative, 0800, hot strikes, education in schools and attendance at events to educate the public has attempted to reduce accidental dwelling fires and their severity. Engagement has taken place via electrical safety events, 50 plus events, enforcement and engagement events at pan Newport. The partnership working with the Newport Engagement Hub at Malpas has played a big part in identifying and reducing risk in the Newport area. Crews have worked closely with Business Fire Safety (BFS) and our BFS liaison officers to attempt to reduce alarms in hospitals and with our repeat offenders. We have given out the automatic fire alarm reduction packs and leaflets and provided advice to a number of businesses. Incidents last year however, have increased from 596 to 651 (+9%). There were 95 attendances at hospitals in 2019/20 compared to 83 the year before. There was a spike in deliberate fires calls to the Ringland ward in December (11) and Shaftsbury ward (12) in May. To address this crews worked with our partner agencies and Fire Crime to reduce the number of deliberate calls to these areas of Newport. A multi-agency clean-up of the Shaftsbury and McDonald's area of Newport took place. Fire Crime erected arson boards and the CSO's patrolled the high risk areas. Crews worked closely with the Police as most of the ASB in Shaftsbury and Ringland was drug related county lines. Crews engaged with the homeless tented community to give fire safety advice. We worked closely with Newport City Council and the Environmental agency to board up problem premises utilising enforcement and eviction notices. September (7) saw a spike in deliberate arson calls in the Rhiwderin area. Working in partnership with Fire Crime, Police and Melin homes crews contributed to the arrest of the suspect arsonist and their subsequent eviction and relocation has resulted in no further incidents in the Rhiwderin area after the eviction this financial year.



Incident Categories	Apr 2018 - Mar 2019	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1 - Q4	Last Year Q1 - Q4	Q1 - Q4 YoY	Q1 - Q4 YoY %	
Total Incidents	2,936	330	292	173	233	161	216	199	187	146	172	209	218	795	610	532	599	2,536	2,936	-400	-14%	★
Special Service Call	519	38	39	38	43	40	65	45	47	41	55	113	33	115	148	133	201	597	519	78	15%	▲
Total RTCs Attended	207	15	20	15	19	13	24	14	9	9	17	13	10	50	56	32	40	178	207	-29	-14%	★
Total Other SSCs Attended	312	23	19	23	24	27	41	31	38	32	38	100	23	65	92	101	161	419	312	107	34%	▲
Total False Alarms Attended	1,055	111	94	69	96	72	85	98	88	63	72	63	89	274	253	249	224	1,000	1,055	-55	-5%	★
Malicious False Alarms	21	0	1	1	1	1	2	2	2	0	0	0	0	2	4	4	0	10	21	-11	-52%	★
Good Intent False Alarm	538	71	63	38	61	35	44	42	34	27	20	25	52	172	140	103	97	512	538	-26	-5%	★
Automatic False Alarms	496	40	30	30	34	36	39	54	52	36	52	38	37	100	109	142	127	478	496	-18	-4%	★
Total Fires Attended	1,362	181	159	66	94	49	66	56	52	42	45	33	96	406	209	150	174	939	1,362	-423	-31%	★
Deliberate Fire	1,076	158	130	41	66	38	43	37	34	23	24	16	75	329	147	94	115	685	1,076	-391	-36%	★
Deliberate grass fires attended	497	102	75	3	23	6	6	2	1	0	2	4	45	180	35	3	51	269	497	-228	-46%	★
Deliberate refuse fires attended	472	48	38	30	37	15	23	20	23	17	11	2	25	116	75	60	38	289	472	-183	-39%	★
Accidental Fire	286	23	29	25	28	11	23	19	18	19	21	17	21	77	62	56	59	254	286	-32	-11%	★
Accidental Dwelling Fires Attended	92	9	9	12	11	3	10	11	10	6	11	7	10	30	24	27	28	109	92	17	18%	▲
Total Deaths and Injuries In Fires	8	0	1	0	2	0	1	1	1	1	0	3	3	1	3	3	6	13	8	5	63%	▲
Total Accidental Deaths and Injuries In Fires	3	0	1	0	0	0	1	1	1	1	0	2	0	1	1	3	2	7	3	4	133%	▲

An analysis of the statistics relating to accidental dwelling fires suggest that there has been an increase of 18% compared to last year. The number of incidents have increased from 92 to 109. There highest numbers were in June (12), with 11 incidents in July, October and January. 38 (35%) of the 109 incidents during the year have involved cooking. Crews carried out home safety initiatives, 0800, hot strikes, education in schools and attendance at events to educate the public in an attempt to reduce accidental dwelling fires this year. Crews have used links with the Community Safety dept. to co-ordinate efforts and resources around the National Safety Campaigns such as Electrical Safety Week and the safe cooking campaign. Although deliberate fires have reduced by 36% they still pose a problem to all areas of the UA. Stations have linked with partners including Fire crime and local PCSOs. Crews have also engaged in activities in local schools targeting deliberate fire setting and have worked with the local authority to reduce opportunities for deliberate fire setting. Each station area has targeted specific areas to patrol and target this work. In areas where fly tipping is or may be an issue, crews have worked with the Local Authority and the Service Refuse Working Group to address the matter. As a result deliberate refuse fires have decreased by 39%, from 472 to 289 and deliberate grass fires have reduced by 46% from 497 to 269. In line with the UK national drowning prevention strategy crews have supported the priorities of the strategy, specifically “to increase awareness of everyday risks in, on and around the water”. Crews have supported NFCC events and RLSS events and have also engaged with local educational establishments to assist in educating young people on the dangers of water. Crews have also continued to work with local community groups to promote, reinforce and support national road safety campaign messages. Crews across the UA have been actively involved in schools and colleges to deliver the Domino presentation and commanders have liaised with Local Road Safety Officers in Church Village to look at ways signage can be placed in the areas most affected by collisions. As a result RTCs across the UA have decreased from 207 last year to 178 (-14%). There were 2 fatalities, 2 serious injuries and 9 slight injuries during the year, an increase of 63% compared to last year. 6 of the incidents took place in February and March.



Incident Categories	Apr 2018 - Mar 2019	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1 - Q4	Last Year Q1 - Q4	Q1 - Q4 YoY	Q1 - Q4 YoY %	
Total Incidents	1,228	124	119	92	104	103	113	85	88	77	54	99	93	335	320	250	246	1,151	1,228	-77	-6%	★
Special Service Call	189	22	22	18	12	23	11	17	13	12	9	28	12	62	46	42	49	199	189	10	5%	▲
Total RTCs Attended	64	6	7	4	3	7	2	7	3	2	1	4	4	17	12	12	9	50	64	-14	-22%	★
Total Other SSCs Attended	125	16	15	14	9	16	9	10	10	10	8	24	8	45	34	30	40	149	125	24	19%	▲
Total False Alarms Attended	668	58	58	48	57	47	66	43	50	45	31	53	56	164	170	138	140	612	668	-56	-8%	★
Malicious False Alarms	18	0	3	0	0	2	2	2	2	3	0	1	0	3	4	7	1	15	18	-3	-17%	★
Good Intent False Alarm	233	28	21	14	23	21	24	14	19	8	13	14	31	63	68	41	58	230	233	-3	-1%	★
Automatic False Alarms	417	30	34	34	34	24	40	27	29	34	18	38	25	98	98	90	81	367	417	-50	-12%	★
Total Fires Attended	371	44	39	26	35	33	36	25	25	20	14	18	25	109	104	70	57	340	371	-31	-8%	★
Deliberate Fire	257	32	31	20	17	15	22	15	17	8	11	10	12	83	54	40	33	210	257	-47	-18%	★
Deliberate grass fires attended	77	16	13	2	4	5	2	1	1	0	1	1	4	31	11	2	6	50	77	-27	-35%	★
Deliberate refuse fires attended	125	12	11	13	10	6	13	10	10	5	6	5	6	36	29	25	17	107	125	-18	-14%	★
Accidental Fire	114	12	8	6	18	18	14	10	8	12	3	8	13	26	50	30	24	130	114	16	14%	▲
Accidental Dwelling Fires Attended	34	4	1	2	5	4	2	5	4	8	1	4	3	7	11	17	8	43	34	9	26%	▲
Total Deaths and Injuries In Fires	9	0	1	0	1	0	0	0	0	0	0	0	0	1	1	0	0	2	9	-7	-78%	★
Total Accidental Deaths and Injuries In Fires	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	-8	-100%	★

An analysis of the statistics relating to accidental dwelling fires suggest that there has been an increase of 26% compared to last year. The number of incidents have increased from 34 to 43. There highest numbers were in the quarter 3 period with incidents increasing from 12 last year to 17 (+42%) this year, with 8 of these being faults in equipment or appliance. Crews have continued to carry out home safety initiatives, 0800, hot strikes, education in schools and attendance at events to educate the public with the aim of reducing accidental dwelling fires. Crews have also used links with the Community Safety dept. to co-ordinate efforts and resources around the National Safety Campaigns such as Electrical Safety Week, Deaf Awareness Week, Child Safety Week and the safe cooking campaign. Crews have worked in partnership with the following, Gwent Police, Bron Afon Housing, Charter Housing, Melin Housing, Torfaen Safety Advisory Group and the Local Authority. The number of road traffic collision has reduced from 64 last year to 50 (-22%) incidents this year. Crews will endeavor to reduce the number further in the future by being proactive within the community in relation to RTC reduction. Crews will address this issue in a number of ways which include engaging with our partners within our community, consulting with our own Road Traffic Collision Reduction Department, working to improve education to high risk groups (17-25 year olds) and general awareness raising activities. In addition crews will run numerous RTC reduction days throughout next year. Crews also supported the Christmas Drink Drive campaign over the festive period. Automatic false alarms have decreased by 12% compared to last year, with calls to Educational properties (52, 14%) accounting for the majority of these calls. Calls to residential homes have decreased from 64 to 35 (-45%) and this represents the biggest decrease across all property types. Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs. There was 1 fatality and 1 slight injury this year, both of which were recorded as deliberate. There were no accidental fatalities or injuries.



Incident Categories	Apr 2018 - Mar 2019	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1 - Q4	Last Year Q1 - Q4	Q1 - Q4 YoY	Q1 - Q4 YoY %	
Total Incidents	1,139	116	115	92	129	101	107	90	85	89	73	88	105	323	337	264	266	1,190	1,139	51	4%	🟡
Special Service Call	276	23	29	23	25	21	29	29	24	30	24	44	32	75	75	83	100	333	276	57	21%	🟢
Total RTCs Attended	95	10	12	5	6	6	8	7	7	8	6	7	10	27	20	22	23	92	95	-3	-3%	🟡
Total Other SSCs Attended	181	13	17	18	19	15	21	22	17	22	18	37	22	48	55	61	77	241	181	60	33%	🟢
Total False Alarms Attended	541	52	50	51	60	58	56	43	48	42	35	33	47	153	174	133	115	575	541	34	6%	🟢
Malicious False Alarms	18	0	0	0	1	1	1	0	1	3	0	1	0	0	3	4	1	8	18	-10	-56%	🟡
Good Intent False Alarm	216	28	28	23	19	22	20	15	18	12	19	14	15	79	61	45	48	233	216	17	8%	🟢
Automatic False Alarms	307	24	22	28	40	35	35	28	29	27	16	18	32	74	110	84	66	334	307	27	9%	🟢
Total Fires Attended	322	41	36	18	44	22	22	18	13	17	14	11	26	95	88	48	51	282	322	-40	-12%	🟡
Deliberate Fire	181	23	22	5	27	14	15	7	7	6	5	4	11	50	56	20	20	146	181	-35	-19%	🟡
Deliberate grass fires attended	51	5	7	0	9	1	2	0	0	0	1	1	2	12	12	0	4	28	51	-23	-45%	🟡
Deliberate refuse fires attended	99	12	9	5	14	9	6	4	5	2	1	1	7	26	29	11	9	75	99	-24	-24%	🟡
Accidental Fire	141	18	14	13	17	8	7	11	6	11	9	7	15	45	32	28	31	136	141	-5	-4%	🟡
Accidental Dwelling Fires Attended	46	9	2	7	7	3	1	7	4	4	4	2	6	18	11	15	12	56	46	10	22%	🟢
Total Deaths and Injuries In Fires	4	0	0	0	2	2	0	0	0	0	0	0	0	0	4	0	0	4	4	0	0%	🟡
Total Accidental Deaths and Injuries In Fires	4	0	0	0	2	2	0	0	0	0	0	0	0	0	4	0	0	4	4	0	0%	🟡

An analysis of the statistics relating to accidental dwelling fires suggest that there has been an increase of 22% compared to last year. The number of incidents have increased from 46 to 56. Of the 56 incidents this year 19 (34%) were caused by cooking. Incidents were particularly high in quarter 3 (Oct to Dec) with 15 incidents compared to 9 for the same quarter last year. Continual home safety initiatives, 0800, hot strikes, education in schools and attendance at events to educate the public have assisted in the drive to reduce accidental dwelling fires. Crews have used links with the Community Safety dept. to co-ordinate efforts and resources around the National Safety Campaigns such as Electrical Safety Week and the safe cooking campaign. Crews have visited schools to provide an educational visit in the language of their choice and also delivered the service education pack Tanni. Road traffic presentations have taken place across the UA including Domino presentations at local comprehensive schools, local community groups, elderly drivers and local businesses. Road traffic collisions have decreased from 95 last year to 92 (-3%). Working closely with the Fire Crime Unit has enabled crews to identify areas of anti-social and deliberate fire setting. Anti-social signage has been erected in these areas and collaboration patrols with the Police has taken place. Deliberate fires have decreased from 181 to 146 (-19%) with grass fires decreasing by 45% and refuse decreasing by 24%. In response to the increase in the number of Automatic false alarms (+9%) stations next year will attempt to reduce calls by engaging with businesses, schools and health care premises. Crews attended Llandough hospital on 56 occasions this year which was down from 99 (-43%) last year. Appliance attendance at all hospitals in the Vale of Glamorgan has also reduced by 35%. Other special service calls have increased from 181 to 241 (33%). Flooding (42) and assisting other agencies (35) accounted for the majority of these calls. Flooding was particularly prevalent in February with crews attending 17 incidents spread out across the area. There were 2 serious and 2 slight injuries this year all caused by accidental dwelling fires, compared to last year when there was 1 fatality and 3 slight injuries.

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SOUTH WALES FIRE AND RESCUE SERVICE



IN 2019 - 2020 SOUTH WALES FIRE AND RESCUE SERVICE:

