Fire & Rescue Services' Annual Statistical Returns

Operational Statistics (OPSW) 2023 - 24

The Welsh Government's Statistical Directorate runs this data collection.

[Guidance Notes are included to assist in the completion of the form](#)

Dewiswch eich iaith penodol / Choose your preferred language | Saesneg/English ▼

PROVIDER DETAILS

Please select your FRS from the list provided | Please select your FRS from the list provided ▼

Please enter the name of the main contact in relation to this return |

Please enter the telephone number for this contact |

Please enter the e-mail address for this contact |

Please return this spreadsheet via Objective Connect no later than 07/06/2024

https://secure.objectiveconnect.co.uk/

[Email: Data.Collection@gov.wales](mailto:Data.Collection@gov.wales)

[Technical Guidance](#)

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statistics
for wales

Llywodraeth Cymru
Welsh Government

The Fire & Rescue Services' Annual Statistical Returns

General guidance for completing the form

NAVIGATION
You will be able to move from sheet to sheet by clicking the appropriate hyperlink.

For example to go to OPSW6 click the hyperlink

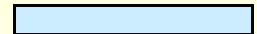For example to return to the home page click the "Back to Home Page" hyperlink

Required Data Items
On receiving the spreadsheet the cells requiring data items will have the following properties.
All cells requiring data will be coloured pale blue.

Some cells derive values from other data items. These cells are coloured in dark grey. You will not be able to enter data into these cells.

If you are unable to provide any data item, please leave the cell BLANK. Do not enter text (NA or Not collected etc.) into any cell other than the comments cells. We will assume that a zero in any cell signifies a zero count for this data item.

A white space has been provided adjacent to each row on each table for comments related to the data and in absence of data. A white space is also provided at the bottom of each sheet for general comments related to the forms.

Validation

Validation 1   **V1**

Validation 1 involves checking for common sense errors. These errors must be resolved before the spreadsheet is submitted through Objective Connect.

Data items which break a validation rule or where data has not been supplied will be coloured red.   **C**
Missing data items with a comment to explain the absence of data will be coloured orange.   **M**

Complete data entries that have met the validation rules will be coloured green.   **√**

Validation 2   **V2**

Validation 2 involves comparing information submitted for the previous year.
Validation will flag data items that have changed by more than a pre-defined amount between years.
These data items are flagged in column V2 of the spreadsheet.

Data items which have changed between 10% and 20% require a confirmation of the change.   **C**
This is indicated by a C in column V2.
Please enter a comment in the space provided.

Data items which have changed by more than 20% require an explanation for the change.   **E**
This is indicated by an E in column V2.
Explanations must include reasons for the change and not simply indicate that a change has occurred or confirm the change.

If data for the current year or previous year is missing an "M" will indicate that validation   **M**
is not possible.

Data items within the specified range will be indicated by a green tick.   **√**

Guidance for OPSW

OPSW6 – Calls handled by fire control

Total number of calls handled - include all operational calls, duplicate and incident related calls directly associated with emergency incidents Examples include:-

● hoaxes;
● abandoned calls;
● repeat calls;
● all incidents that would be recorded on IRS;
● all special service incidents;
● calls that are redirected to other emergency services e.g. police, RSPCA;
● misdirected calls i.e. those about incidents outside the FRS area;
● reports about controlled burning known by the FRS (treat as false alarm, good intent).

Exclude all administrative calls and any calls handled as part of a call handling service for other organisations.

Do not include radio calls made to, or received from, the fire ground as part of an ongoing incident. Examples include:-

● Training exercises;
● Calls to inform the FRS of controlled burning (by the person doing the burning);
● Weather and Flood warnings;
● Genuine fire alarm tests.

Malicious false alarm calls – include calls made with the intent of getting the fire and rescue service to attend a non-existent event (both fire and special service). Include deliberate and suspected calls made with malicious intentions. Directly linked to FRS_RRC_C_002

Alarm calls attended – where a FRS appliance, other vehicle or officer attendance is dispatched to the location of the reported incident.

Alarm calls not attended because call was challenged. Where control speak to a caller and elect not to respond to the incident because of the information gained as a result of challenging. Also categorised as an 'An abandoned hoax'.

Alarm calls not attended – where a decision is made by fire control staff that a reported incident is not genuine, and that attendance is unnecessary.

Automatic fire alarm (AFA) call – an event in which the fire and rescue service believe they are called to a fire only to find that there is no such incident. This covers dust/trips, system fault, unsuitable equipment or positioning and other.

Attendance – where a FRS appliance, other vehicle or officer attendance is dispatched to the location of the reported

OPSW11 – Fire stations

Enter the appropriate number of stations at 31 March against each category.

Traditional Wholetime 2:2:4 shifts – include stations where there are part time staff working the 2:2:4 shift.

Modified wholetime – include stations where staff work day crewing, nucleus crewing and any other shifts other than the 2:2:4 shift pattern.

Retained duty system – include stations where all staff are employed under the retained duty system. If a station is mixed retained duty system and wholetime, this is to be recorded as a wholetime station (traditional or modified, as the case may be).

Volunteer – include stations where all staff are volunteers.

FRAs should record stations only once, by its primary function e.g. if a full time station also has a retained pump then the station would be recorded as wholetime.

Monitoring survey response burden

The Welsh Government is monitoring the burden placed on local authorities completing the data collection forms. This helps us when planning future changes to data collection forms. We would be grateful if you could assist us by completing the table below.

Please enter the time it has taken you (and any colleagues) to prepare and send the return. A number of staff employed in different roles may have been involved. You are asked to count the hours spent by staff in each full time equivalent annual salary band indicated below. You will need to round staff salaries to the nearest £1,000. Please record your time to the nearest hour.

Please only include time spent on activities to prepare and send this return, such as:

● Retrieval and saving the empty form;

● Collection, collation, analysis and aggregation of records and figures required;

● Filling in, checking, amending, reviewing and, when completed, approving the form; and
● Sending the form back to the Welsh Government's Statistical Directorate through Objective Connect.

Grade of staff	Hours taken	V1
Band 1 (£11,500 - £19,999)		✖
Band 2 (£20,000 - £26,999)		✖
Band 3 (£27,000 - £33,999)		✖
Band 4 (£34,000 - £53,999)		✖
Band 5 (£54,000+)		✖

Comments

OPSW6
Calls Handled By Fire Control

		2023-24 Number	2022-23 Number	V1	V2	Comments
		a	b	a	b	
1	Total number of calls handled by fire control			C	M	
2	Total number of malicious false alarms			C	M	
3	Total number of malicious false alarms. Of which:	(i) malicious false alarm not attended because call was challenged			C	M	
		(ii) malicious false alarm not attended other reason			C	M	
		(iii) malicious false alarm was attended			C	M	
4	Total number of false automatic alarm (AFA) calls			C	M	
5	Total number of false automatic alarm (AFA) calls, of which:	Number not attended by Fire and Rescue Service			C	M	
		Number attended by Fire and Rescue Service			C	M	
6	False Alarms Due to Automatic Fire Alarms (due to apparatus)	(i) Number of false alarms attended in non domestic properties caused by automatic fire alarms (AFAs)			C	M	
		(ii) Number of non domestic properties with more than 1 automatic fire alarm (AFA) attendance since 1 April 2023			C	M	
		(iii) Number of automatic fire alarms (AFAs) attended which are to a non domestic property with more than 1 attendance since 1 April 2023			C	M	

Comments

Duty System	Number at 31 March	V1	Comments
2023-24	a	a	
1 Traditional Wholetime 2:2:4 Shift		**C**	
15 Modified wholetime		**C**	
5 Retained duty system		**C**	
6 Volunteer		**C**	
9 **TOTAL**	0	√	

Duty System	Number at 31 March	Comments
2022-23	a	
1 Traditional Wholetime 2:2:4 Shift		
15 Modified wholetime		
5 Retained duty system		
6 Volunteer		
9 **TOTAL**		

Comments

Validation

Form	No comment needed - Passed Validation (√)	Data missing (M)	Need a comment (C)	Need an explanation (E)	Total		Percentage passed validation
OPSW6	0	11	11	0	22		0%
OPSW11	1	0	4	0	5		20%
Total	1	11	15	0	27		4%