



Home Office



# **Detailed analysis of non-fire incidents attended by fire and rescue services, England, April 2016 to March 2017**

Statistical Bulletin 02/18

25 January 2018

## Further information

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This release contains statistics about non-fire incidents attended by fire and rescue services (FRSs) in England. The statistics are sourced from the Home Office's online Incident Recording System (IRS), which allows FRSs to complete an incident form for every incident attended, be it a fire, a false alarm or a non-fire (also known as a Special Service) incident. The online IRS was introduced in April 2009. Previously paper forms were submitted by FRSs and an element of sampling was involved in the data compilation process.

Fire and Rescue Incident Statistics and other Home Office statistical releases are available from the [Statistics at Home Office](#) pages on the GOV.UK website. The dates of forthcoming fire and rescue and other Home Office publications are pre-announced and can be found via the [Statistics: release calendar](#). For further information about the statistics in this publication, email [firestatistics@homeoffice.gsi.gov.uk](mailto:firestatistics@homeoffice.gsi.gov.uk).

Data tables linked to this release and all other fire statistics releases can be found on the Home Office's 'Fire statistics data tables' page. The sections above state the most relevant tables for each section. The tables can be found here:

<https://www.gov.uk/government/statistical-data-sets/fire-statistics-data-tables>

Guidance for using these statistics and other fire statistics outputs are available on the fire statistics collection page, found here:

<https://www.gov.uk/government/collections/fire-statistics>

The information published in this release is kept under review, taking into account the needs of users, burdens on suppliers and producers, in line with the Code of Practice for Official Statistics. If you have any comments, suggestions or enquiries, please contact the team via email using [firestatistics@homeoffice.gsi.gov.uk](mailto:firestatistics@homeoffice.gsi.gov.uk) or via the user feedback form on the [fire statistics collection page](#).

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## Contents

	Page
1 Key facts.....	4
2 Introduction.....	5
3 Overall trends in non-fire incidents .....	6
4 Fatalities and non-fatal casualties in non-fire incidents .....	9
5 Medical incidents.....	14
6 Road Traffic Collisions (RTCs) in non-fire incidents.....	17
7 Non-fire false alarms .....	20

# 1 Key facts

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This release presents statistics on non-fire incidents for the financial year 2016/17 (1 April 2016 to 31 March 2017) for fire and rescue services (FRSs) in England.

- FRSs attended **173,759 non-fire incidents** in 2016/17. This was a fourteen per cent increase compared with the previous year (152,837). From 2006/07 to 2014/15 there had been a general decline in the number of non-fire incidents (166,002 to 125,243). However, the last two years have shown large increases, largely due to a rise in medical incidents attended. (Source FIRE0901).

## Fatalities and non-fatal casualties in non-fire incidents (Source FIRE0904)

- There were **5,088 fatalities<sup>1</sup>** in non-fire incidents in 2016/17. This was a 64 per cent increase compared with the previous year (3,109) and a 211 per cent increase compared with five years ago (1,635 in 2011/12). The last two years have shown large increases, largely due to a rise in medical incidents attended.
- There were **32,928 non-fatal casualties requiring hospital treatment** in non-fire incidents in 2016/17. This was a 21 per cent increase compared with the previous year (27,269) and a 59 per cent increase compared with five years ago (20,747 in 2011/12). Again the last two years have shown increases, largely due to a rise in medical incidents attended.

## Road traffic collisions (RTCs)

- In 2016/17 there were **29,864 RTCs**. Of these, 17.1 per cent occurred during the 'night and early morning' hours (22:00 to 06:00) compared with 22.4 per cent of fatalities in RTCs. (Source FIRE0901 and FIRE0906).
- FRSs undertook **5,697 extrications** from RTCs in 2016/17. This was a nine per cent decrease compared with the previous year (6,228) and a 32 per cent decrease compared with five years ago (8,414 in 2011/12). (Source FIRE0907).

## Non-fire incidents per 100,000 people (Source FIRE0903)

- In 2016/17 FRSs attended **314 non-fire incidents per 100,000 people**. The FRS that attended the most non-fire incidents per 100,000 people was Lincolnshire with 1,191.
- Excluding medical incidents (as not all FRSs took part in the medical co-responding pilot trials detailed in Chapter 5), FRSs attended **232 non-fire incidents per 100,000 people** in 2016/17. Greater London attended the most incidents per 100,000 people with 371.

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<sup>1</sup> Fatalities and non-fatal casualties in non-fire incidents are all classified as not fire-related.

## 2 Introduction

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This is the first non-fire incidents statistical release by the Home Office and provides more detailed analysis of non-fire incidents attended by fire and rescue services (FRSs) including comparisons with previous years. The release includes chapters covering overall trends, detailed breakdowns of fatalities and non-fatal casualties, medical incidents including medical co-responding, road traffic collisions by time of day and method of extrication and non-fire false alarms.

Headline figures on non-fire incidents attended by fire and rescue services (FRSs) in England were published in [Fire and rescue incident statistics](#) on 10 August 2017 and updated on 9 November 2017.

Headline figures are available for the year ending June 2017 in [Fire and rescue incident statistics: England, July 2016 to June 2017](#) however, to be consistent throughout, this release presents data on 2016/17 (year ending March 2017).

This release will be updated and published annually. The next is due in Winter 2018/19.

Each time an FRS attends an incident in England, details of that incident are uploaded to the Home Office's Incident Recording System (IRS) by the FRS.

As the IRS is a continually updated database, the statistics published in this release may not match those held locally by FRSs and revisions may occur in the future. The figures in this release refer to records of incidents which had reached the IRS by 11 September 2017, when the database was "frozen". More information on the IRS can be found at:

<https://www.gov.uk/government/publications/incident-recording-system-for-fire-and-rescue-authorities>

This publication is accompanied by reference data tables. All fire statistics tables can be found at:

<https://www.gov.uk/government/statistical-data-sets/fire-statistics-data-tables>

The following tables have been created as part of this publication:

[Non-fire incidents](#): 0903, 0904, 0905, 0906 and 0907

### 3 Overall trends in non-fire incidents

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Data were first collected in 1999/00, and from then until 2014/15 the number of non-fire incidents was on a general long term downward trend dipping to around 125,000 such incidents a year. However, since then, the number of non-fire incidents has shown two large year-on-year increases rising to around 174,000 incidents in 2016/17. This is mostly due to an increase in FRSs attending medical incidents and in particular medical co-responding. (Source FIRE0901).

Overall, the number of all incidents (fires, fire-false alarms and non-fire incidents) has been on a long-term downward trend falling from around 930,000 incidents in 1999/00 to around 559,000 in 2016/17. Non-fire incidents accounted for 31% of all incidents attended by FRSs in 2016/17 compared with 29% for fires and 40% for fire-false alarms. Ten years ago in 2006/07 these proportions were 19% for non-fire incidents, 39% for fires and 41% for fire-false alarms. This shows that FRSs are proportionally now attending more non-fire incidents than fires. (Source FIRE0102).

FRSs attend many types of incident that aren't fires or fire false alarms. Parts of this release (and accompanying data tables) group together the non-fire incident types into nine 'main categories' including one 'other' category, see below. The rationale for this is to create broader categories which are easier to display and comment on. These new categories are comprised of either the most common incident types, similar incident types or incident types of particular interest:

- Road Traffic Collision (RTC) and other transport incidents.<sup>2</sup>
- Medical incidents.<sup>3</sup>
- Assist other agencies.
- Flooding and rescue or evacuation from water.<sup>4</sup>
- Effecting entry / exit.
- Lift release.
- Suicide / attempts.
- False alarms.<sup>5</sup>
- Other.<sup>6</sup>

A complete list of every non-fire incident type recorded in the IRS can be found in fire data table FIRE0902.

Detailed data on non-fire incident type was first collected when FRSs submitted records via the IRS (an online data collection tool) in 2009/10. The different non-fire incident type main categories have different patterns for trends over time (see Figure 3.1). The following have their own chapters and are therefore explained in further detail in the rest of the publication (Source FIRE0901):

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<sup>2</sup> Contains the "Road Traffic Collision (RTC)" and "Other transport incident" categories from table FIRE0901.

<sup>3</sup> Contains the "Medical incident - First responder" and "Medical incident - Co-responder" categories from table FIRE0901.

<sup>4</sup> Contains the "Flooding" and "Rescue or evacuation from water" categories from table FIRE0901.

<sup>5</sup> Contains the "Malicious False Alarm" and "Good Intent False Alarm" non-fire categories from table FIRE0901.

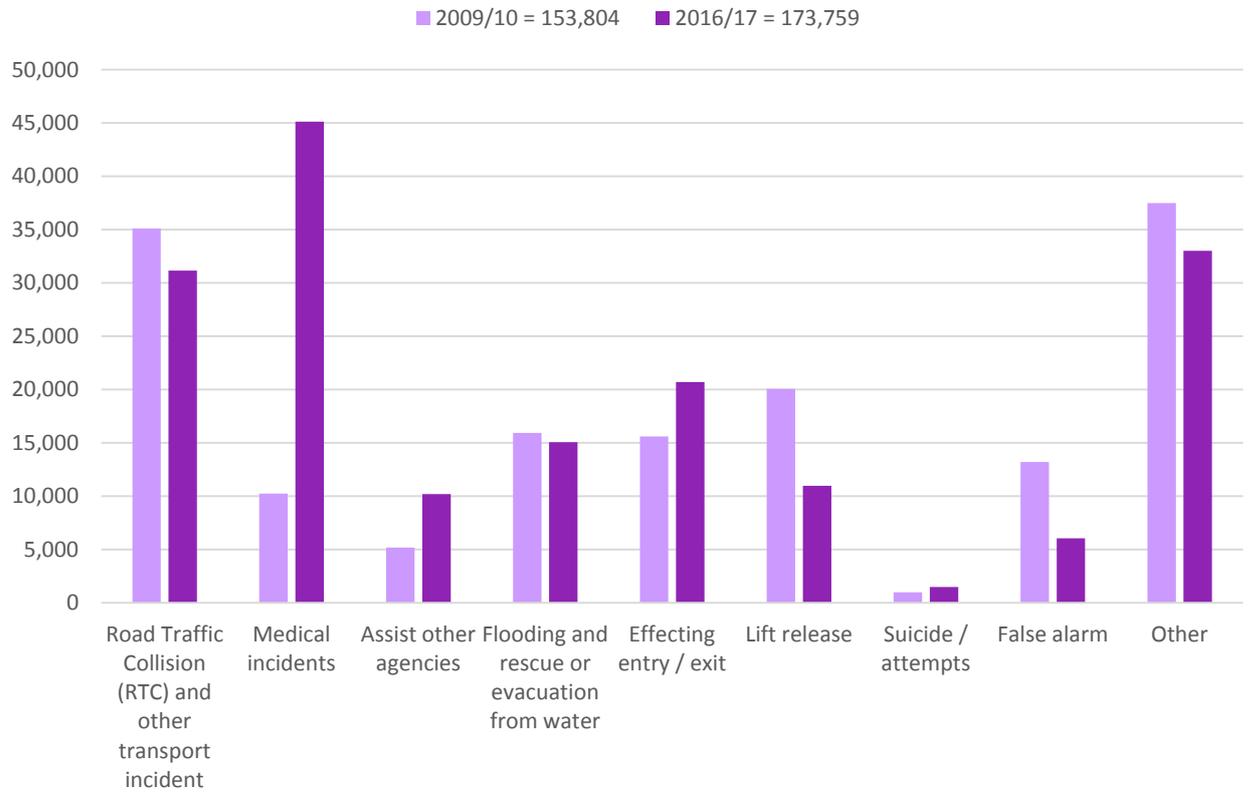
<sup>6</sup> Contains the "Other rescue / release of persons", "Animal assistance incidents", "Removal of objects from people", "Hazardous Materials incident", "Spills and Leaks (not RTC)", "Making Safe (not RTC)", "Evacuation (no fire)", "Water provision", "Advice only", "Stand by" and "No action (not false alarm)" categories from table FIRE0901.

- Road Traffic Collision and other transport incidents have been on a long term downward trend since 2009/10.
- Non-fire false alarms have been on a long term downward trend since 2009/10.
- Medical incidents slowly increased from 2009/10 until 2014/15, since then there have been two large year-on-year increases.

Looking at the other main categories in more detail (Source FIRE0901):

- Incidents recorded as “assist other agencies” were relatively stable from 2009/10 to 2014/15, but since then there have been two large year-on-year increases. From 2014/15 to 2016/17 they **more than doubled** from 4,517 to 10,206 incidents. This increase could be linked to FRSs working more collaboratively with other emergency services.
- Incidents involving suicide and suicide attempts (“suicide / attempts”) were relatively stable from 2009/10 to 2014/15, but since then there have been two year-on year-increases. From 2014/15 to 2016/17 there was an **increase of 37%** (1,093 to 1,493). This increase could be linked to FRSs working more collaboratively with other emergency services.
- Flooding and rescue or evacuation from water has **fluctuated** since 2009/10 with a peak of 19,602 in 2012/13 and a low of 12,561 the year before. In 2016/17 there were 15,063 flooding and rescue or evacuation from water incidents. These fluctuations could be weather-related and linked to rainfall amounts.
- Effecting entry / exit incidents were **relatively flat** from 2009/10 until 2014/15, but since then there have been two year-on-year increases. From 2014/15 to 2016/17 there was an **increase of 34%** (15,502 to 20,702). This increase could be linked to FRSs working more collaboratively with other emergency services.
- Lift release incidents have been on a long term downward trend since 2009/10 **decreasing from 20,059 to 10,971** in 2016/17 (a 45% decrease).

**Figure 3.1 Number of non-fire incidents, by non-fire incident type main categories, England, 2009/10 and 2016/17**



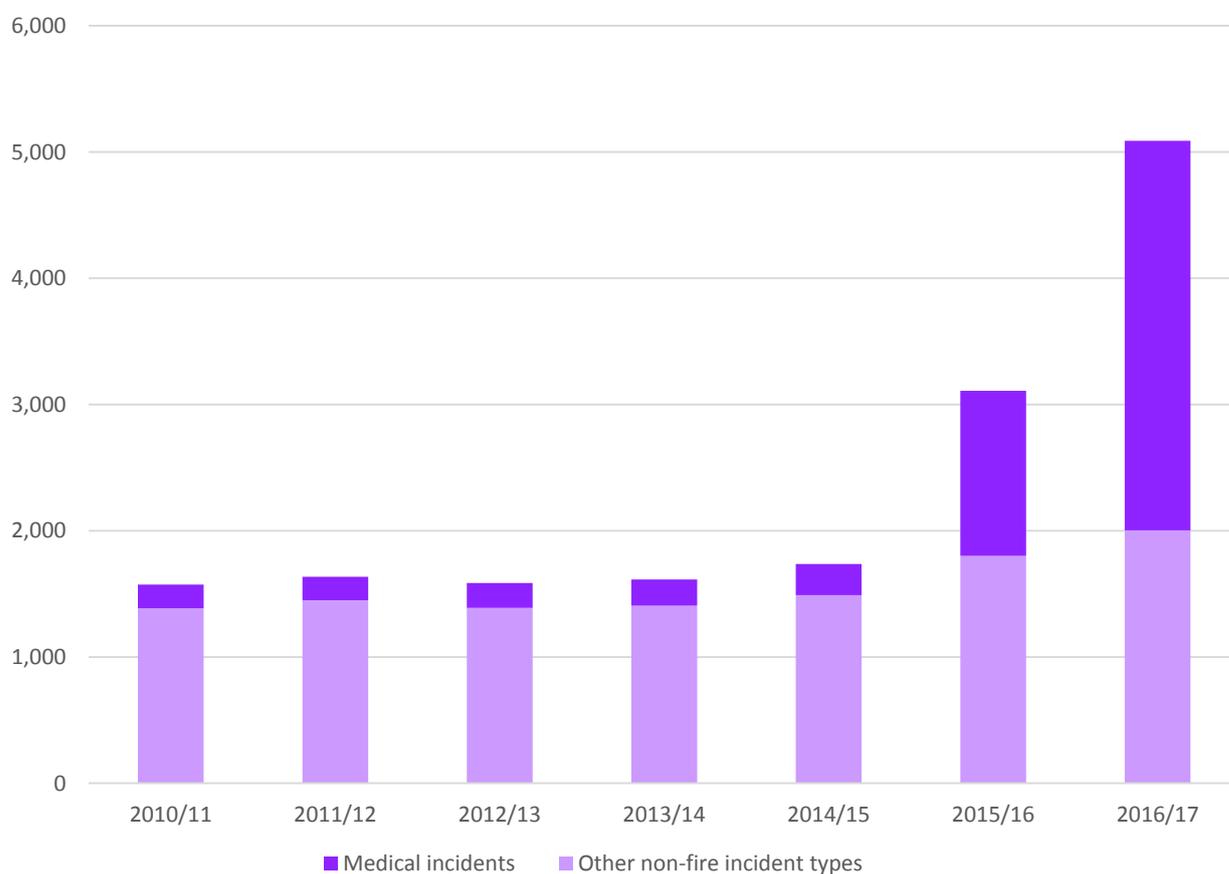
Source: FIRE0901

## 4 Fatalities and non-fatal casualties in non-fire incidents

### Fatalities in non-fire incidents<sup>7</sup>

From when comparable data was first available in 2010/11 and until 2014/15 the number of fatalities in non-fire incidents remained relatively stable. However, over the last two years the number of fatalities has increased by 193 per cent, mainly due to an increase of over ten-fold in medical incidents (see Figure 4.1 below). This increase is attributable to a rise in the number of medical incidents attended by FRSs and in particular medical co-responding<sup>8</sup> (see Chapter 5). (Source FIRE0904).

**Figure 4.1 Number of fatalities in medical incidents and other non-fire incident types, England, 2010/11 to 2016/17**



Source: FIRE0904

<sup>7</sup> This is the first time the Home Office has published figures on fatalities and non-fatal casualties in non-fire incidents. Corresponding statistics for Scotland can be found here: <http://www.firescotland.gov.uk/about-us/fire-and-rescue-statistics.aspx>

<sup>8</sup> Details of fatalities and non-fatal casualties in co-responding incidents (where formal co-responder agreements are in place), are filled if the FRS had an active involvement i.e. 'touched' the fatality or non-fatal casualty.

Specifically:

- There were **5,088 fatalities in non-fire incidents** in 2016/17. This compared with 3,109 in the previous year (an increase of 64%) and 1,635 five years ago in 2011/12 (an increase of 211%). These increases are due to FRSs attending more medical incidents and in particular medical co-responding. (Source FIRE0904).
- When excluding medical incidents, there were **2,003 fatalities in non-fire incidents** in 2016/17. This compared with 1,801 in the previous year (an increase of 11%) and 1,449 five years ago in 2011/12 (an increase of 38%). (Source FIRE0904).
- There were **3,085 fatalities in medical incidents** in 2016/17. This compared with 1,308 in the previous year (an increase of 136%) and 186 five years ago in 2011/12 (an increase of 1,559%). These increases are due to FRSs attending more medical incidents as a result of the emergency medical co-responding trials. (Source FIRE0904).
- There were **3,281 fatalities in dwellings** in 2016/17. This compared with 1,574 in the previous year (an increase of 108%) and 381 five years ago in 2011/12 (an increase of 761%). These increases are mostly due to FRSs attending more medical incidents and in particular medical co-responding. (Source FIRE0905).

#### Fatalities by non-fire incident type (main categories)

There have been increases across all non-fire incident type main categories over the last two years except for 'Road Traffic Collisions and other transport' incidents (see Table 4.1 below).

**Table 4.1 Number of fatalities in non-fire incidents, by non-fire incident type main categories, England, 2014/15 and 2016/17**

Non-fire incident type	2014/15	2016/17	% change
<b>Total</b>	<b>1,737</b>	<b>5,088</b>	<b>↑ Up 193%</b>
Road Traffic Collision (RTC) and other transport incident	717	681	↓ Down 5%
Medical incidents	247	3,085	↑ Up 1,149%
Assist other agencies	213	426	↑ Up 100%
Suicide (including attempts)	207	287	↑ Up 39%

Effecting entry / exit	101	312	↑ Up 209%
Flooding and rescue or evacuation from water	98	108	↑ Up 10%
Other	154	187	↑ Up 21%

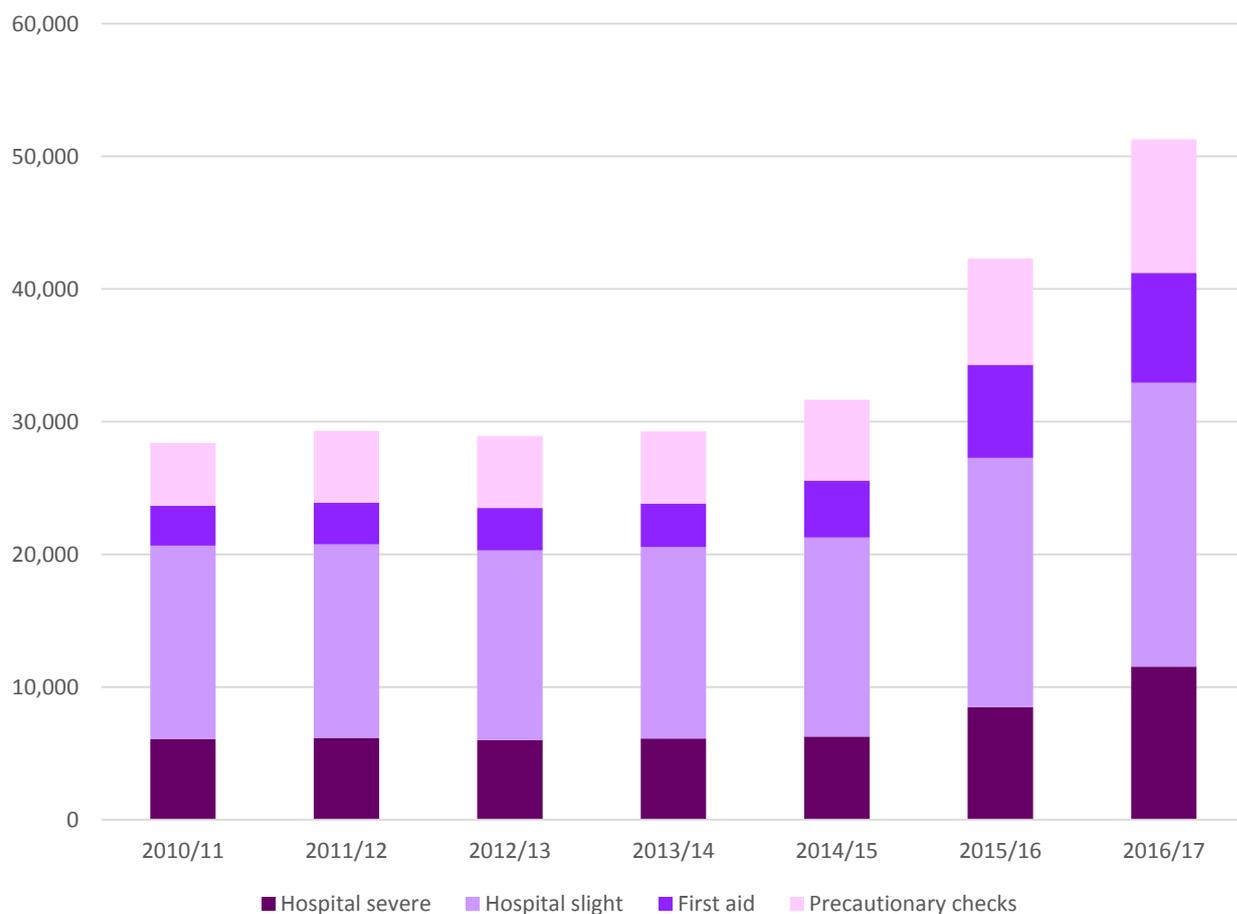
Source: FIRE0904

'Lift release' incident figures are too small to give reliable percentage changes over time.

### Non-fatal casualties in non-fire incidents

Similarly to fatalities, from 2010/11 until 2014/15 the number of non-fatal casualties in non-fire incidents remained relatively stable before increasing in 2015/16. The increase in non-fatal casualties over the last two years is again mainly due to an increase in FRSs attending medical incidents (and in particular medical co-responding) but not by as much as for fatalities.

**Figure 4.2 Number of non-fatal casualties in non-fire incidents, by injury severity, England, 2010/11 to 2016/17**



Source: FIRE0904

Specifically:

- There were **32,928 non-fatal casualties requiring hospital treatment in non-fire incidents** in 2016/17. This compared with 27,269 in the previous year (an increase of 21%) and 20,747 five years ago in 2011/12 (an increase of 59%). These increases are due to FRSs attending more medical incidents and in particular medical co-responding. (Source FIRE0904).
- There were **51,284 non-fatal casualties in non-fire incidents** in 2016/17. This compared with 42,293 in the previous year (an increase of 21%) and 29,302 five years ago in 2011/12 (an increase of 75%). These increases are due to FRSs attending more medical incidents and in particular medical co-responding. (Source FIRE0904).
- There were **22,370 non-fatal casualties in medical incidents** in 2016/17. This compared with 14,838 in the previous year (an increase of 51%) and 4,454 five years ago in 2011/12 (an increase of 402%). These increases are due to FRSs attending more medical incidents as a result of the emergency medical co-responding trials. (Source FIRE0904).

- There were **22,094 non-fatal casualties in dwellings** in 2016/17. This compared with 14,320 in the previous year (an increase of 54%) and 4,696 five years ago in 2011/12 (an increase of 370%). These increases are mostly due to FRSs attending more medical incidents and in particular medical co-responding. (Source FIRE0905).

## 5 Medical incidents

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While the total number of non-fire incidents attended by fire and rescue services (FRSs) has been collected since 1999/00, it was only when the online IRS was introduced in 2009/10 that information on the type of incident was collected. Between 2009/10 and 2011/12, no distinction was made between first responder and co-responder medical incidents, but from 2011/12, these were recorded separately. As such, care should be taken when assessing the categorisation of medical incidents during 2011/12 as services became accustomed to recording co-responder incidents separately.

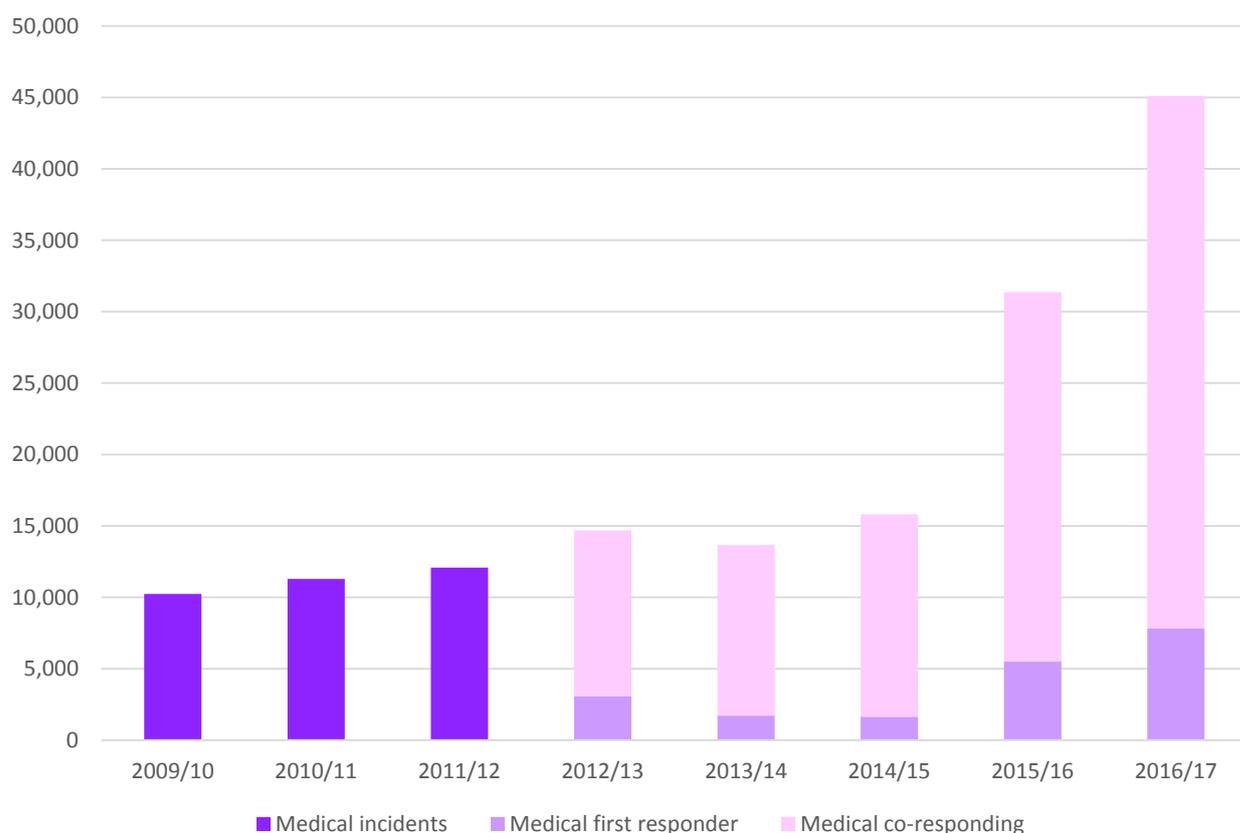
Between 2015 and 2017 the National Joint Council (NJC) supported trials of emergency medical responding where many FRSs formed agreements with ambulance trusts to undertake health and care related work, in particular co-responding. Co-responding involves both fire and rescue and ambulances deploying to time critical incidents such as cardiac arrests. The Fire Brigades Union, who represent the employees' side of the NJC, removed their support for the EMR trials on 18 September 2017, and as such a lot of this work has now stopped.

The large increase in non-fire incidents attended by FRSs in the last two years can be attributed to a large rise in the **number** medical incidents attended and in particular medical co-responding. These medical co-responding incidents accounted for nearly half (48%)<sup>9</sup> of the total increase from 2014/15 to 2016/17. The **proportion** of non-fire incidents that are medical incidents steadily rose from 7% in 2009/10 to 13% in 2014/15. Since then this **proportion** has risen to 26% in 2016/17. (Source FIRE0901).

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<sup>9</sup> For more detail about the types of medical incident attended see FIRE0902

**Figure 5.1 Number of medical incidents, England, 2009/10 to 2016/17**



Source: FIRE0901

### Medical incidents – Co-responding<sup>10</sup>

There were around 12,000 medical co-responding incidents in 2012/13 (when FRSs began separately recording the two categories of medical incidents correctly), and this increased to around 14,000 in 2014/15. The next two years showed large year-on-year increases. (Source FIRE0901).

Specifically (Source FIRE0901):

- In 2016/17 FRSs attended **37,291 medical co-responding incidents**, an increase of 163 per cent since 2014/15.
- Compared with 2014/15, **17 FRSs showed increases of 10 times or more** in 2016/17 (although some of these are from a very small starting point) with a further 4 FRSs now co-responding when previously they weren't.

<sup>10</sup> Medical co-responding incidents are defined in the IRS as 'The mobilisation of trained fire crews to provide emergency medical assistance to members of the public'. Medical co-responding is where an agreement is in place with ambulance trusts. This differs to medical first responder incidents where no such agreement is in place.

### **Medical incidents per 100,000 people**

Medical incidents attended by FRSs per 100,000 people was on a slow upward trend from when the data were first collected in the IRS in 2009/10 until 2014/15. Since then, the last two years have shown large increases. This can be attributed to the medical co-responding pilot trials. In 2016/17 FRSs attended **82 medical incidents** per 100,000 people in England. This compared with 57 in the previous year and 20 in 2009/10. (Source FIRE0903).

At an FRS level, **Lincolnshire** attended the most medical incidents per 100,000 people with 989 followed by Cleveland with 526 and Humberside with 525. The FRSs attending the fewest medical incidents per 100,000 people (excluding the Isles of Scilly as they had none in 2016/17) were **Cheshire, Cumbria, Hereford and Worcester, Shropshire and Warwickshire** all with 3. (Source FIRE0903).

## 6 Road Traffic Collisions (RTCs) in non-fire incidents

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The Incident Recording System (IRS) records data on Road Traffic Collisions in non-fire incidents by time of day and whether there was an extrication. RTCs by definition are incidents involving collisions of vehicles involving one or multiple vehicles. These include those where no persons are involved, where FRSs attend the incident for safety reasons, where people are extricated from their vehicle, as well as other reasons.

The **number** of RTCs in non-fire incidents was on a downward trend from when data were first collected in 2009/10 until 2012/13, but since then the **number** of RTCs has been relatively stable. The **proportion** of non-fire incidents that are RTCs fluctuated from 2009/10 to 2014/15, but since then this **proportion** has decreased in each of the last two years.

### RTCs in non-fire incidents by time of day<sup>11</sup> (Source FIRE0906)

In 2016/17 RTCs in non-fire incidents were most common during the 'late afternoon and evening' hours (14:00-22:00) peaking between 17:00 and 18:00. When looking at the 'late morning and early afternoon' hours (06:00-14:00) incidents peak between 08:00 and 09:00. These peaks could be linked to the morning and evening rush hour.

It's a similar story when looking at RTCs with a fatality with these being most common during the 'late afternoon and evening' hours, peaking between 16:00 and 17:00. However, if there is an incident during the 'night and early morning' hours (22:00-06:00) there's a greater chance of it involving a fatality, see Table 6.1 below.

**Table 6.1 Proportion of incidents and fatalities in RTCs in non-fire incidents by time of day, England, 2016/17<sup>12</sup>**

Time of day	Incidents	Fatalities
<b>Total</b>	<b>100% (29,864)</b>	<b>100% (631)</b>
Late morning and early afternoon (06:00-14:00)	36.2%	34.6%
Late afternoon and evening (14:00-22:00)	46.6%	43.0%
Night and early morning (22:00-06:00)	17.1%	22.4%

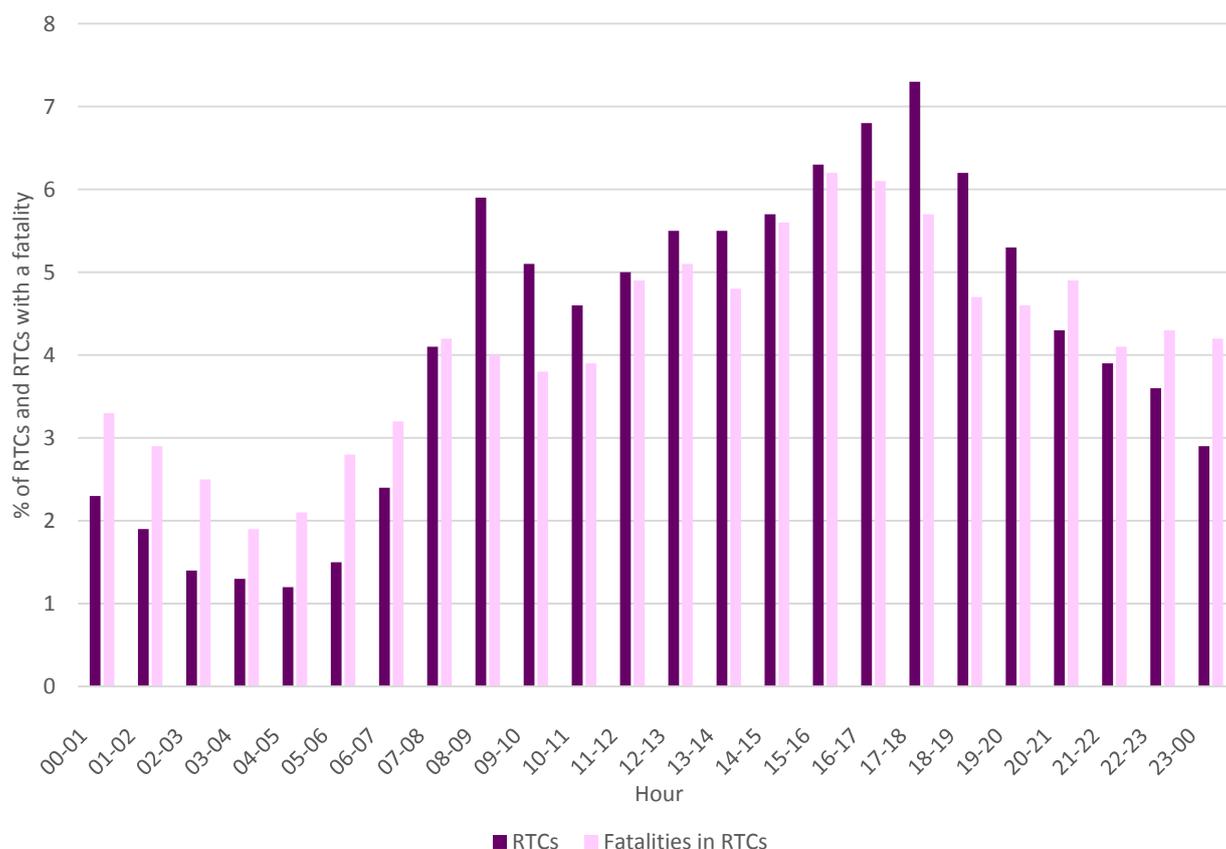
Source: FIRE0901 and FIRE0906

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<sup>11</sup> Data are only included from 2010/11 onwards as data collected before this date are less robust.

<sup>12</sup> Percentages may not sum to 100 due to rounding.

**Figure 6.1 Percentage of RTCs and fatalities from RTCs in non-fire incidents by hour of the day, England; combined data for 2010/11 to 2016/17**



Source: FIRE0906

The higher proportion of RTCs with a fatality during the ‘night and early morning’ hours (22:00-06:00) compared to all RTCs can be seen in more detail above in Figure 6.1. The ‘Fatalities in RTCs’ bar is higher than the ‘RTCs’ bar for each hour of the ‘night and early morning’ hours. In general this is reversed during the day time hours of ‘late morning and early afternoon’ (06:00-14:00) and ‘late afternoon and evening’ (14:00-22:00).

### RTCs in non-fire incidents per 100,000 people<sup>13</sup> (Source FIRE0903)

RTCs in non-fire incidents attended by FRSs per 100,000 people has been on a general downward trend since the data were first collected in the IRS in 2009/10. In 2016/17 there were **56 RTCs** per 100,000 people in England. This compared with 59 in the previous year and 67 in 2009/10.

At an FRS level, **Surrey** attended the most RTCs in non-fire incidents per 100,000 people with 94, followed by Norfolk with 88 and West Midlands with 84. The FRS with the least RTCs per 100,000 people (excluding the Isles of Scilly as they had none in 2016/17) was **South Yorkshire** with 25 followed by West Yorkshire with 26 and Tyne and Wear with 33.

<sup>13</sup> Includes a small number of ‘other transport incidents’.

### Extrication of people from RTCs in non-fire incidents

Of the **29,864 RTCs** in non-fire incidents in 2016/17, 18% (5,391) were attended for the extrication of people (“Extrication of person(s)” non-fire incident type). This compared with 19% (5,880) the previous year and 28% (7,998) five years ago in 2011/12. (Source: FIRE0902).

The number of extrications<sup>14</sup> from RTCs in non-fire incidents has been on a downward trend falling year-on-year since the data were first collected in the IRS in 2009/10. In 2016/17 there were **5,697 extrications** from RTCs compared with 6,228 in the previous year (a decrease of 9%) and 8,414 five years ago in 2011/12 (a decrease of 32%). The most common method of extrication was ‘**Other space creation**’ with 2,460 incidents, and the least common method (excluding ‘unknown’) was ‘Side removal (vehicle on roof)’ with 161. (Source: FIRE0907).

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<sup>14</sup> Only those extrications from the “Extrication of person(s)” non-fire incident type from table FIRE0902. There are however a small number of extrications for other non-fire incident types. Additionally, an RTC can involve more than one extrication. Therefore the figures in this paragraph will not match those from above as they are for the number of incidents that involved an extrication.

## 7 Non-fire false alarms

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The Incident Recording System (IRS) records data on both fire and non-fire false alarms (from 2009/10). Fire-false alarms are published in table FIRE0104 and discussed in [Fire and Rescue Incident Statistics](#) releases.

Non-fire false alarms are categorised as:

- Malicious<sup>15</sup>; and
- Good intent.<sup>16</sup>

The **number** of non-fire false alarms was on a downward trend until 2014/15. Since then they have remained relatively stable. The **proportion** of non-fire incidents that were false alarms has also fallen over time and in 2016/17 was the lowest on record (3%). The **proportion** of non-fire false alarms that are malicious has also been slowly decreasing (from 5% in 2011/12 to 3% in 2016/17). Conversely, the **proportion** of non-fire false alarms that are good intent has been slowly increasing. (Source FIRE0901).

Both fire and non-fire false alarm types have been on a long term downward trend, but since the number of non-fire false alarms were first recorded in 2009/10 the rate at which they have been decreasing has been greater than for fire false alarms<sup>17</sup>. See Figure 7.1 below.

Specifically (Source FIRE0901):

- FRSs attended **6,048 non-fire false alarms** in 2016/17 compared with 6,092 in the previous year (a 0.7% decrease) and 9,946 five years ago in 2011/12 (a 39% decrease).
- Out of the 45 FRSs, **20 showed increases in the number of non-fire false alarms** attended in 2016/17 compared with the previous year, two showed no change and 22 showed a decrease whilst one (Isles of Scilly) had no such incidents for both years.
- The proportion of non-fire incidents that were false alarms has been decreasing with **3 per cent** in 2016/17 compared with 4 per cent in the previous year and 7 per cent five years ago in 2011/12.
- The proportion of non-fire false alarms that were malicious has been slowly decreasing with **3 per cent** in both 2015/16 and 2016/17 and 5 per cent five years ago in 2011/12.
- The proportion of non-fire false alarms that were good intent has been slowly increasing with **97 per cent** in both 2015/16 and 2016/17 and 95 per cent five years ago in 2011/12.

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<sup>15</sup> Malicious non-fire false alarms - are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.

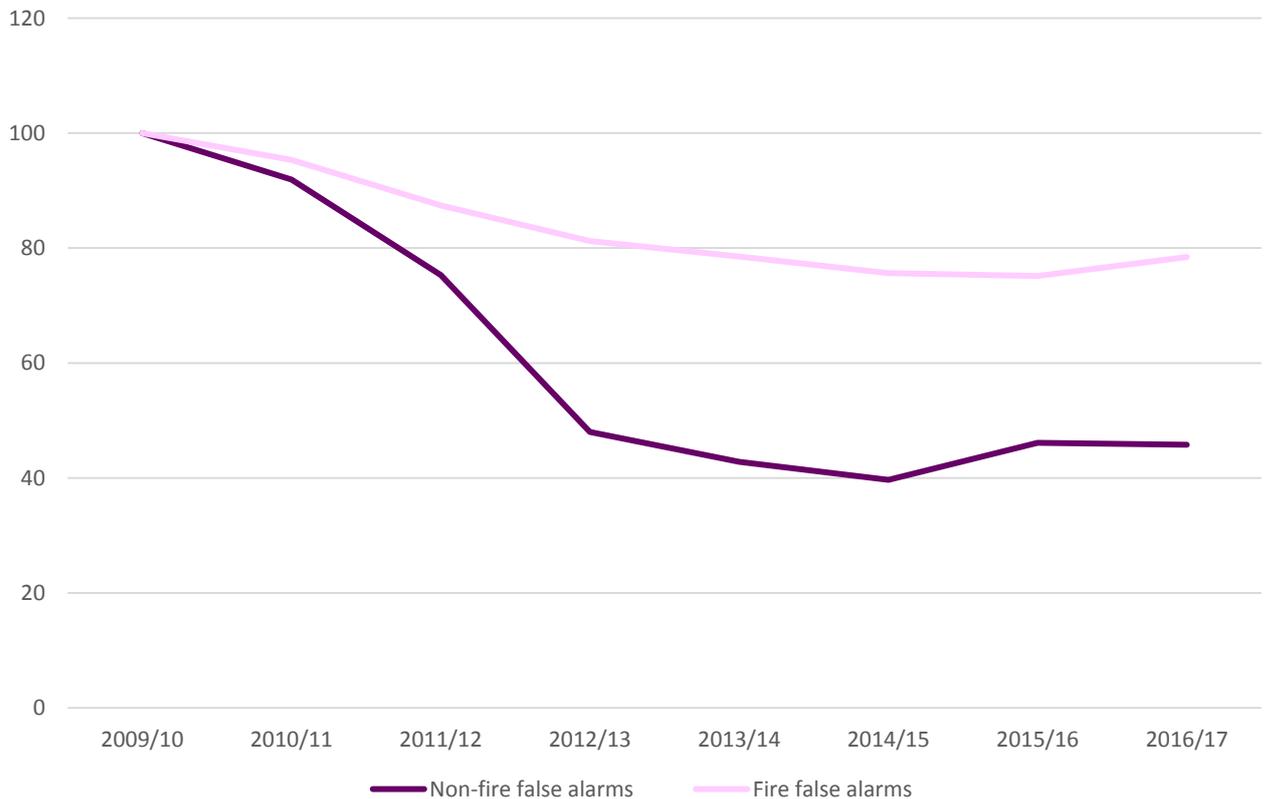
<sup>16</sup> Good Intent non-fire false alarms - are calls made in good faith in the belief that the FRS really would attend a special service incident.

<sup>17</sup> There were 223,822 fire-false alarms in 2016/17 compared with 214,432 in the previous year (a 4% increase) and 249,445 five years ago in 2011/12 (a 10% decrease).

- Since 2009/10 non-fire false alarms have decreased by **54 per cent** compared with a decrease of 22 per cent for fire false alarms. (Source FIRE0901 and FIRE0104).

**Figure 7.1 Indexed fire and non-fire false alarms, England, 2009/10 to 2016/17**

Indexed values, 2009/10=100



Source: FIRE0901 and FIRE0104

### Non-fire false alarms per 100,000 people (source FIRE0903)

Non-fire false alarms per 100,000 people was on a downward trend from when the data were first collected in the IRS in 2009/10 until 2014/15. Since then non-fire false alarms per 100,000 people has been relatively flat. In 2016/17 there were 11 non-fire false alarms per 100,000 people in England. This compared with 11 in the previous year and 25 in 2009/10.

At an FRS level, **Essex** had the most non-fire false alarms per 100,000 people with 21, followed by Greater London with 17 and Avon and West Sussex both with 16. The FRS with the least non-fire false alarms per 100,000 people (excluding the Isles of Scilly as they had none in 2016/17) was **Cambridgeshire** with 0 (there was 1 non-fire false alarm but the per 100,000 people figure is rounded to the nearest whole number which is 0) followed by Shropshire with 2 and Northumberland with 3.

Statistical Bulletins are prepared by staff in Home Office Statistics under the National Statistics Code of Practice and can be downloaded from GOV.UK:

<https://www.gov.uk/government/organisations/home-office/about/statistics>

ISBN: 978-1-78655-604-2

ISSN: 1759-7005



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