**Appendix 1**

# Fire & Rescue Authority Plan 2011-12 – Performance Indicators Quarter 4 and End of Year Analysis - A Consolidated Report

## 1. Operational Activity –Total and Fire Incidents

### 1.1. Quarter 4 Total Incidents Attended

**Summary** *Total incident operational activity levels remained consistent with Q4 incident levels seen in previous years.*

| Total Incidents | Quarter 4 2010-11 | Quarter 4 2011-12 | Percentage change |
|---|---|---|---|
| All Fires | 599 | 568 | -5.2% |
| Special Services | 379 | 356 | -6.1% |
| False Alarms | 798 | 850 | 6.5% |
| **Total Incidents** | **1776** | **1774** | **- 0.1%** |

*(Table 1 –Total Incidents Q4 10-11 and Q4 11-12)*

- Total incident numbers for Quarter 4 2011-12 show a decrease on the same quarter last year
- This has led to the lowest Quarter 4 total number of incidents attended in the last five years.

### 1.2. End of Year Total Incidents Attended

**Summary** *Overall incident numbers have reduced within the year, despite a considerable increase in secondary fire numbers. Reductions were seen in Special Service and False Alarm incident types. In 2012-13 the Service predicts a reduction in False Alarm incidents due to the introduction of the IRMP Recommendation 3 revised AFA Policy*.

| Total Incidents | 2010-11 | 2011-12 | Percentage change |
|---|---|---|---|
| All Fires | 2510 | 2849 | 13.5% |
| Special Services | 1780 | 1509 | -15.2% |
| False Alarms | 3846 | 3499 | -9.0% |
| **Total Incidents** | **8136** | **7857** | **- 3.4%** |

*(Table 2-Total Incidents 2010-11 and 2011-12)*

- 14% reduction in all incidents since 2007-08
- The Service attended more fires in 2011-12 than in 2010-11; the reason for this is an increase in secondary fires
- The Service attended the lowest number of Special Service incidents in the last five years due a reduction in flooding incidents
- Lowest number of False Alarm incidents attended in the last five years

## 1.3. Quarter 4 Total Number of Fires

**Summary** *All fire categories achieved reductions within the Q4 period.*

| Total Fires | Quarter 4 2010-11 | Quarter 4 2011-12 | Percentage change |
|---|---|---|---|
| Primary Fires | 310 | 290 | -6.5% |
| Secondary Fires | 190 | 184 | -3.2% |
| Chimney Fires | 99 | 94 | -5.1% |
| **Total Fires** | **599** | **568** | **-5.2%** |

*(Table 3 –Total Fires Q4 10-11 and Q4 11-12)*

- Primary fires down 5.7% from last 3 years Quarter 4 average
- Secondary fires down 4.5% from last 3 years Quarter 4 average
- Lowest Quarter 4 Chimney fires figure since Quarter 4 2006-07

## 1.4. End of Year Total Number of Fires

**Summary** *Total numbers of fires rose this year due to a significant increase in secondary fire numbers assisted by dry weather conditions. Significant reductions were seen in chimney fires. Extensive prevention and education campaigns have been directed in this area*.

| Total Fires | 2010-11 | 2011-12 | Percentage change |
|---|---|---|---|
| Primary Fires | 1188 | 1237 | 4.1% |
| Secondary Fires | 1066 | 1424 | 33.6% |
| Chimney Fires | 256 | 188 | -26.6% |
| **EOY Target 2489** | **2510** | **2849** | **13.5%** |

*(Table 4 –Total Fires 2010-11 and 2011-12)*

- Primary fires up 2.0% from last 3 years annual average
- Highest Secondary fires annual figure since 2006-07
- Lowest Chimney fires annual figure since 2006-07

## 1.5. Looking forward for 2012-13

1.5.1. Relationships have been developed with local radio to provide a thematic basis for our general Community Safety campaigns. The Service continues to work with tasking groups such as MATAC (Multi-Agency Tasking Group) to respond to general increases in operational activity.

1.5.2. We intend to build upon the large amount of prevention activity aimed at reducing chimney fires, including further liaison with the chimney cleaning and associated bodies.

1.5.3. The completion of the Community Safety IRMP review will enable the Community Safety Department to focus its activity and resources more effectively to respond to changes in operational activity in the future.

## 1.6. Quarter 4 Primary Fires

**Summary** *Primary fires numbers in Q4 remain consistent with previous years.*

| Primary Fires | Quarter 4 2010-11 | Quarter 4 2011-12 | Percentage change |
|---|---|---|---|
| Building Fires | 218 | 203 | -6.9% |
| Vehicle& Transport Fires | 85 | 73 | -14.1% |
| Outdoor Fires | 7 | 14 | 100.0% |
| **Total Fires** | **310** | **290** | **-6.5%** |

*(Table 5 –Primary Fires Q4 10-11 and Q4 11-12)*

- Although small in context, the number of outdoor fires has doubled from 7 in Quarter 4 2010-11 to 14 in Quarter 4 2011-12

- An increase in fires involving outdoor equipment, grassland, woodland and crops, which are classed as a primary fire if an injury is involved, have contributed to this figure.

## 1.7. End of Year Primary Fires

**Summary** *The total number of Primary fires has increased marginally this year. In context the overall increase in numbers is not considered significant, with outdoor fires a major factor in the increase in total fire numbers. The rise in outdoor fires is associated with the dry weather conditions seen this year.*

| Primary Fires | 2010-11 | 2011-12 | Percentage change |
|---|---|---|---|
| Building Fires | 746 | 793 | 6.3% |
| Vehicle & Transport Fires | 368 | 331 | -10.1% |
| Outdoor Fires | 74 | 113 | 52.7% |
| **EOY Target 1176** | **1188** | **1237** | **4.1%** |

*(Table 6 – Primary Fires 2010-11 and 2011-12)*

- The largest increase within the outdoor fires category was in grassland, woodland and crops fires

- There were 40 grassland, woodland and crops fires that were classed as primary in 2011-12 compared with 23 in 2010-11.

## 1.8. Looking forward to 2012-13

1.8.1. Prevention campaigns are planned this year aimed at reducing secondary grassland fires. This work which includes the establishment of multi-agency hi-visibility patrols in high risk areas, such as at the rifle range in Kidderminster, may assist in the reduction of the numbers of outdoor primary fires. This intervention also builds on existing works with groups such as the Severn Valley Railway.

## 1.9. Quarter 4 Secondary Fires

**Summary** *Secondary fire numbers remain consistent with previous years.*

| Secondary Fires | Jan | Feb | Mar | Quarterly Total |
|---|---|---|---|---|
| Quarter 4 2010-11 | 29 | 60 | 101 | 190 |
| Quarter 4 2011-12 | 46 | 44 | 94 | 184 |
| **Percentage Change** | **58.6%** | **-26.7%** | **-6.9%** | **-3.2%** |

*(Table 7 –Secondary Fires Q4 10-11 and Q4 11-12)*

- The majority of secondary fires in Quarter 4 2011-12 were located in loose refuse, tree scrub and small refuse containers (119 out of 184 fires)

- There has been an increase in the number of heathland/moorland fires, increasing from 2 in Quarter 4 2010-11 to 12 in Quarter 4 2011-12.

## 1.10. End of Year Secondary Fires

**Summary** *The internal target set for this area has been missed. The Service has made considerable efforts to minimise secondary fires occurring but the dry weather conditions seen this year has made fire setting and fire spread more prevalent. The Service is not unique in this regard, with many Services across the country seeing an increase in secondary fires.*

| Secondary Fires | 2010-11 | 2011-12 | Percentage change |
|---|---|---|---|
| Grassland Woodland Crops | 441 | 740 | 67.8% |
| Outdoor Structures | 272 | 257 | -5.5% |
| Outdoor (inc. land) | 307 | 372 | 21.2% |
| Other | 46 | 55 | 19.6% |
| **EOY Target 1176** | **1066** | **1424** | **33.6%** |

*(Table 8 –Secondary Fires 2010-11 and 2011-12)*

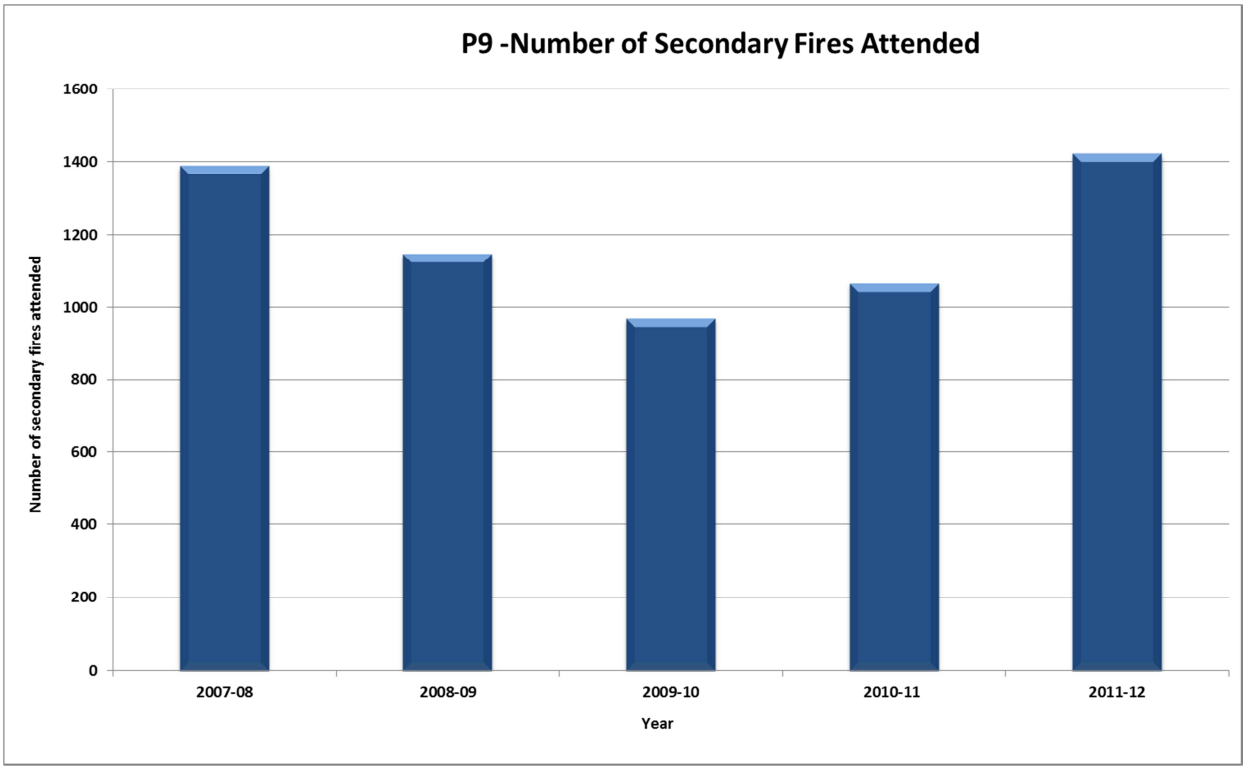
- The majority of secondary fires originated in grassland, woodland and crops and other outdoor locations

- 282 out of the 740 grassland, woodland and crop fires were in what is defined as 'tree scrub'

- 133 out of the 740 grassland woodland and crop fires were originated in domestic garden vegetation.

## 1.11. Looking Forward to 2012-13

1.11.1 Although there are no discernible patterns to the increase in secondary fires, clearly weather conditions have had a significant influence. These conditions have made targeted intervention difficult; however the Service continues to focus on multi-agency activities with our local partners to tackle secondary fires and arson, such as the hi-visibility patrols mentioned in 1.8.1.




*(Figure 1 – Secondary Fires attended 2007-08 to 2011-12)*

## 1.12. Quarter 4 Deliberate Secondary Fires

**Summary** *Deliberate Secondary fires remain consistent with previous years*

| Deliberate Secondary Fires | Jan | Feb | Mar | Quarterly Total |
|---|---|---|---|---|
| Quarter 4 2010-11 | 16 | 37 | 52 | 105 |
| Quarter 4 2011-12 | 32 | 19 | 51 | 102 |
| **Percentage Change** | **100.0%** | **-48.6%** | **-1.9%** | **-2.9%** |

*(Table 9 –Deliberate Secondary Fires Q4 10-11 and Q4 11-12)*

- There were less deliberate secondary fire incidents in Quarter 4 2011-12 overall than the same quarter last year

## 1.13. End of Year Deliberate Secondary Fires

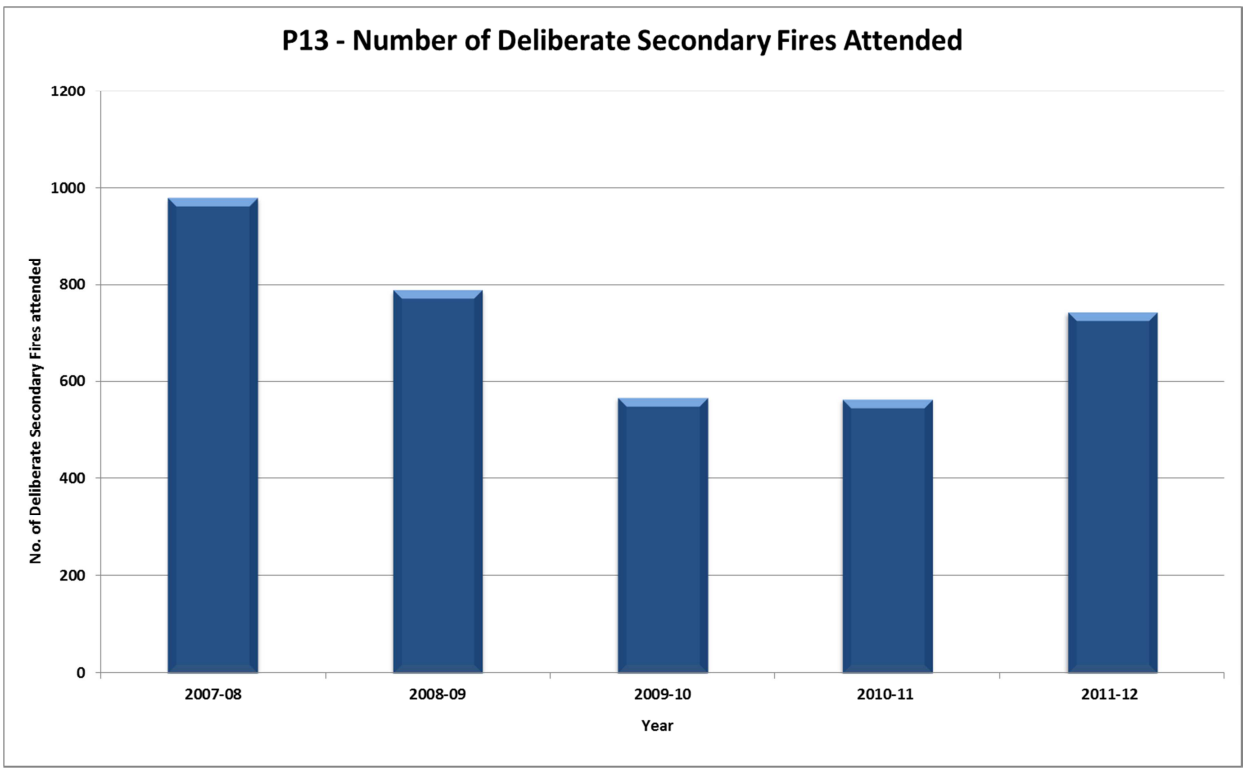
**Summary** *The internal target set for this area has been missed. The Service has made considerable efforts to minimise secondary fires occurring but the dry weather conditions seen this year has made fire setting and fire spread more prevalent. The Service is not unique in this regard, with many Services across the country seeing an increase in secondary fires. The Service has worked very hard with partner agencies to minimise these and the social impact of misbehaviour.*

| Deliberate Secondary Fires | 2010-11 | 2011-12 | Percentage change |
|---|---|---|---|
| Grassland Woodland Crops | 187 | 333 | 78.1% |
| Outdoor Structures | 127 | 125 | -1.6% |
| Outdoor (inc. land) | 227 | 257 | 13.2% |
| Other | 23 | 29 | 26.1% |
| **EOY Target 560** | **564** | **744** | **31.9%** |

*(Table 10 –Deliberate Secondary Fires 2010-11 and 2011-12)*

- The majority of deliberate fires originated in grassland, woodland and crops which accounted for 333 out of the 744 fires and as with all secondary fires, the majority of these were tree scrub

- 257 out of the 744 fires occurred in loose refuse.




*(Figure 2 –Deliberate Secondary Fires attended 2007-08 to 2011-12)*

## 1.14. Looking forward to 2012-13

1.14.1 A contributory factor to the rise in secondary fires has been an increase in refuse fires. A reporting procedure has been designed by the Community Safety Department for loose refuse that poses an arson hazard, to be removed by the Local Authority within 24 hours. This reporting will be carried out by FRS, Police and Neighbourhood Watch teams to reduce the number of opportunities to set fire to refuse. Also, the Department has worked closely with the Police to enable 8 successful arrests for arson. Proactive work in this area has seen a reduction of incidents by over 50% in the second half of the year compared to the first half.

## 1.15. Quarter 4 Non Domestic Fires

**Summary** *Commercial fire occurrences are consistent with the same quarter last year with 80% being accidental in nature.*

| Non-Domestic Fires | Jan | Feb | Mar | Quarterly Total |
|---|---|---|---|---|
| Quarter 4 2010-11 | 21 | 15 | 21 | 57 |
| Quarter 4 2011-12 | 18 | 18 | 20 | 56 |
| **Percentage Change** | **-14.3%** | **20.0%** | **-4.8%** | **-1.8%** |

*(Table 11 –Non-Domestic Fires Q4 2010-11 and Q4 2011-12)*

- 47 of the 56 non-domestic fires were accidental and 9 were deliberate

- 51 were in non-residential premises and 5 in other residential properties not classed as dwellings.

### 1.16. End of Year Non-Domestic Fires

**Summary** *The target set for non-domestic fires was missed this year. Our end of year figure of 208 is still comparable with a 4 year average. The Service's Technical Fire Safety department has extensive links with the commercial sector and continues to work with business owners in this area.*

| Non-Domestic Fires | 2010-11 | 2011-12 | Percentage change |
|---|---|---|---|
| Non Residential | 155 | 176 | 13.5% |
| Other Residential | 42 | 32 | 23.8% |
| **EOY Target 190** | **197** | **208** | **5.6%** |

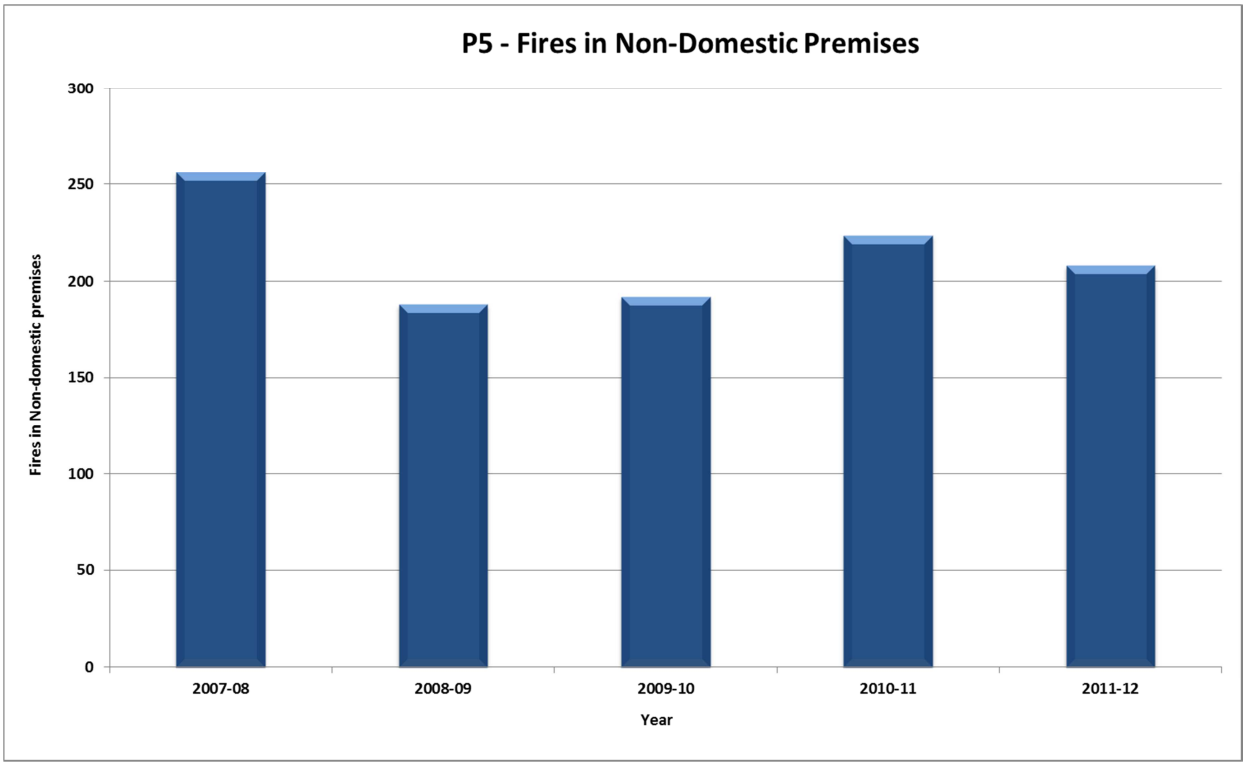
*(Table 12 –Non-Domestic Fires 2010-11 and 2011-12)*

- 36 out of the 176 non-residential fires were in retail premises, 26 were in food and drink establishments

- 177 incidents were classed as accidental and 31 classed as deliberate with the highest number of deliberate fires originating in prisons (12)

- 43 of the 208 non-domestic fires started in cooking appliances, 27 started in industrial equipment and 25 incidents started in electric lighting and electric equipment. All of these were accidental.

- The highest amount of deliberate non-domestic fires were started by smoking related materials (10).




*(Figure 3 – Non-Domestic Fires attended 2007-08 to 2011-12)*

## 1.17. Looking forward to 2012-13

1.17.1 A new 'Quick Strike' process has been created to support businesses, close to where a non-domestic fire has occurred, in how to protect their business from fire. New literature has been produced to support this and reactive work will be carried out by both Community Safety and Technical Fire Safety (TFS) staff.

1.17.2 Every non-domestic premises that had a fire, will receive a post fire audit by the TFS department. TFS staff have continued to develop a system that more efficiently analyses incident data and that can more easily and frequently identify any trends which may support better targeted education.

## 1.18. Quarter 4 Accidental Dwelling Fires

**Summary** *Accidental Dwelling Fire numbers remain consistent with Q4 within the previous year.*

| Accidental Dwelling Fires | Jan | Feb | Mar | Quarterly Total |
|---|---|---|---|---|
| Quarter 4 2010-11 | 47 | 42 | 32 | 121 |
| Quarter 4 2011-12 | 28 | 53 | 39 | 120 |
| **Percentage Change** | **-40.4%** | **26.2%** | **21.9%** | **-0.8%** |

*(Table 13 –Accidental Dwelling Fires Q4 10-11 and Q4 11-12)*

- Kitchen fires accounted for 70 out of the 120 accidental dwelling fires
- The main sources of kitchen fires were: cooker (27), grill or toaster(9) ring or hot plate (9), microwave (5) and electricity supply (5)
- 12 of the 120 accidental dwelling fires started in the bedroom.

## 1.19. End of Year Accidental Dwelling Fires

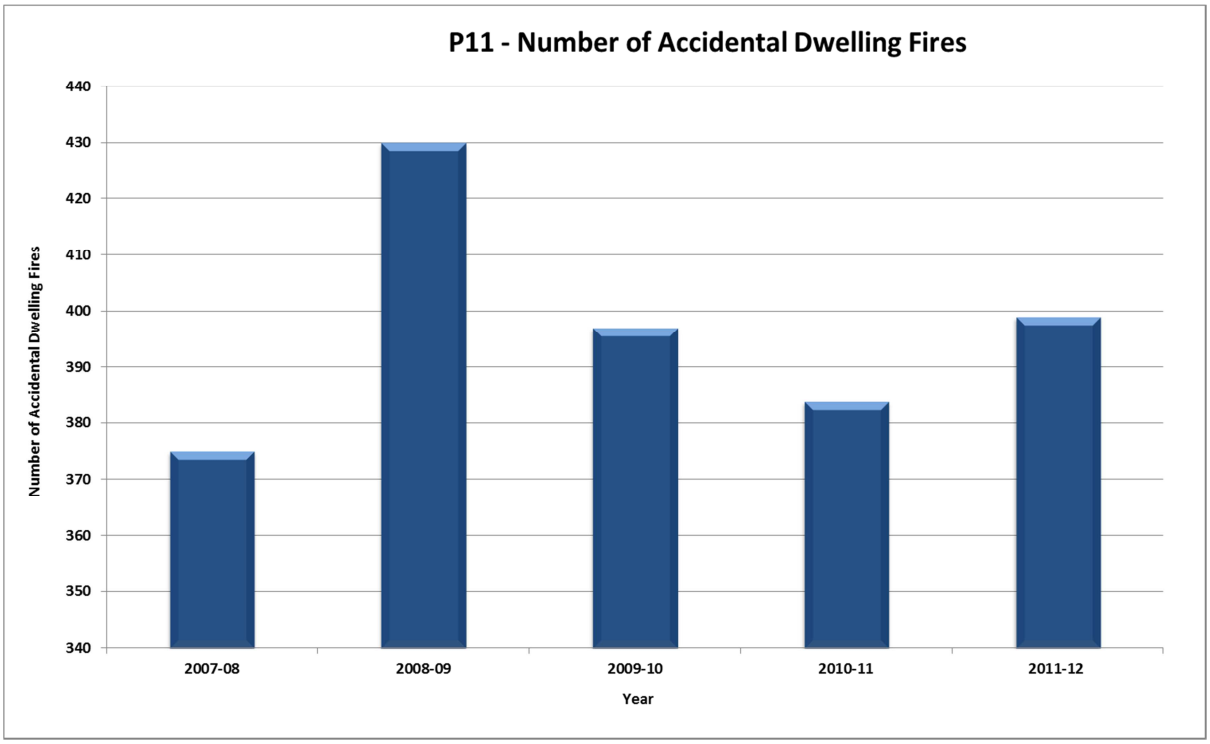
**Summary** *The Service has not achieved the target this year for accidental dwelling fires. This is an area of considerable focus and targeting for the Service, though it is worthy of note that in approximately a third of incidents no fire fighting action was actually required. The Service has identified that kitchen fires continue to be the main cause of accidental dwelling fires, which has enabled a greater focus for education campaigns.*

| Accidental Dwelling Fires by Location | 2010-11 | 2011-12 | Percentage change |
|---|---|---|---|
| Kitchen | 216 | 233 | 7.9% |
| Living Room | 41 | 38 | -7.3% |
| Bedroom | 27 | 29 | 7.4% |
| Other | 100 | 99 | -1.0% |
| **EOY Target 375** | **384** | **399** | **3.9%** |

*(Table 14 –Accidental Dwelling Fires by location 2010-11 and 2011-12)*

- Kitchen fires accounted for 58% of all accidental dwelling fires
- 183 out of the 233 kitchen fires involved cooking appliances

- 119 out of the 399 accidental dwelling fires were limited to heat and smoke damage only. Out of the remaining 280 incidents, 134 were limited to the item that ignited first. Only nine spread to the whole building.




*(Figure 4 - Accidental Dwelling Fires attended 2007-08 to 2011-12)*

## 1.20. Looking forward to 2012-13

1.20.1 Community Safety Advisors will be targeting emerging issues in their local communities and are carrying out more proactive work alongside crews. This also includes follow up work in the surrounding areas. This information is delivered in line with national initiatives and has been extended through Olive Branch Training, which has significantly increased referrals from partner agencies. We have also developed our relationship with Worcester Warriors rugby club with the aim of advancing further initiatives to engage hard to reach groups.

## 1.21. Quarter 4 Percentage of fires where smoke alarm did not activate when expected to

**Summary** *The Service achieved the target set for the percentage of dwelling fires where a smoke alarm did not activate when expected to, in Quarter 4.*

| **Percentage of fires where a smoke alarm did not activate when expected to** | **Q4 10-11** | **Q4 11-12** |
|---|---|---|
| Number of dwelling fires where a smoke alarm did not activate when expected to | 18 | 27 |
| Total number of dwelling fires attended | 132 | 127 |
| | **13.6%** | **21.3%** |

*(Table 15 –Smoke alarm did not act Q4 2010-11 and 2011-12)*

- 8 out of the 27 dwelling fires where a smoke alarm did not activate were due to a smoke alarm battery missing or the removal of a detector

- In the same period, 24 out of the 127 dwelling fires had no smoke alarm fitted.

## 1.22. End of Year Percentage of fires where a smoke alarm did not activate when expected to

**Summary** *This indicator should be considered in the context of increased ownership of smoke alarms in the community. The majority of dwelling fires attended in 2011-12 had a smoke alarm which activated.*

| Percentage of fires where a smoke alarm did not activate when expected to | 2010-11 | 2011-12 |
|---|---|---|
| Number of dwelling fires where a smoke alarm did not activate when expected to | 57 | 76 |
| Total number of dwelling fires attended | 424 | 451 |
| **EOY Target 14.5%** | **13.4%** | **16.85%** |

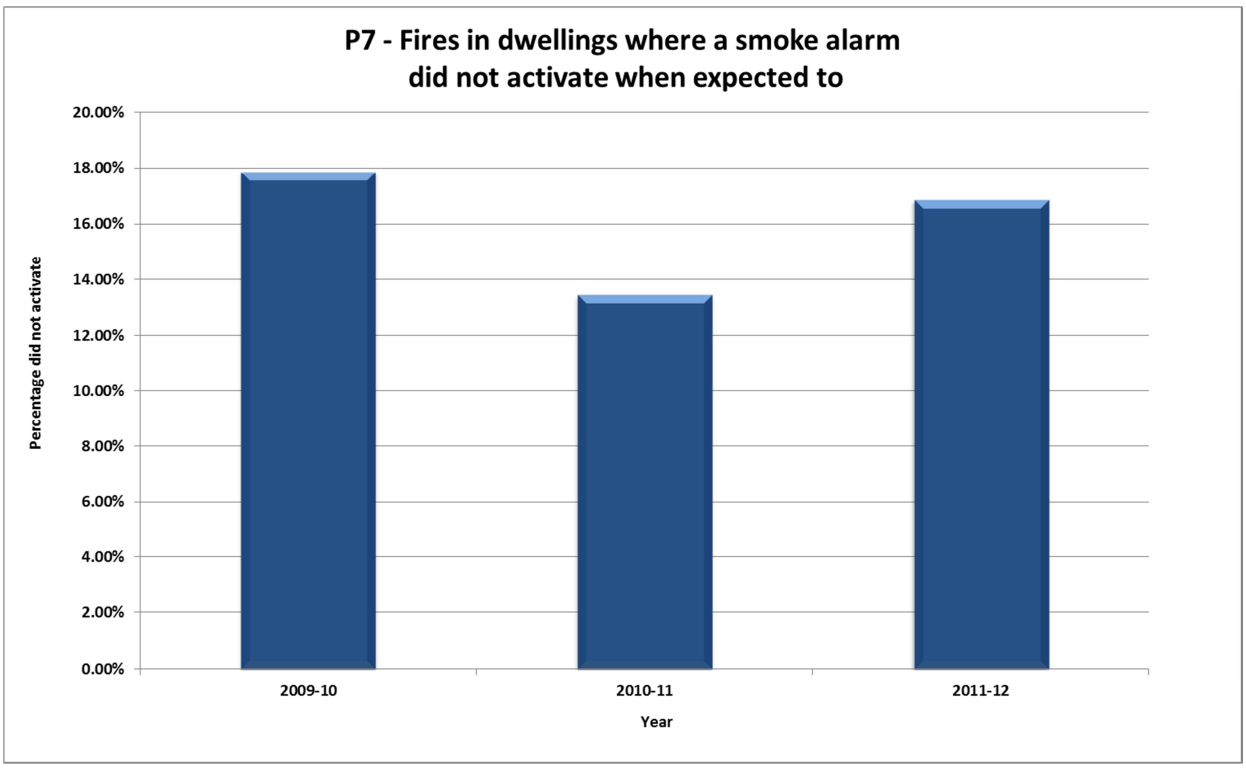
*(Table 16 –Smoke alarm did not act 2010-11 and 2011-12)*

- 16.85% of dwelling fires had a smoke alarm which did not activate

- 23.1% of the dwelling fire incidents attended had no smoke alarm fitted

- The Service fitted 7290 smoke alarms in 2011-12

- 22 out of the 76 dwelling fires where a smoke alarm did not activate were due to a smoke alarm battery missing or the removal of a detector.




*(Figure 5 –Fires where a smoke alarm did not activate 2009-10 to 2011-12)*

## 1.23. Looking forward to 2012-13

1.23.1 The Community Safety Department has already recognised the issue of poorly maintained alarms, including hard wired alarms from its proactive monitoring of the Service's operational activity. A campaign has been undertaken to encourage maintenance and cleaning of alarms as well as the usual weekly test. In addition to this, stronger links have been made with housing associations to rectify faults with hard wired alarms as a priority when they are identified by HWFRS staff.

## 2. Other Non-Fire Incidents

The second section of this report focuses on operational activity in terms of other non-fire incidents and provides the overall headlines from Quarter 4 2011-12 and the End of the Year data.

### 2.1. Quarter 4 Special Service Incidents

**Summary** *Overall Q4 Road Traffic Collisions (RTC) and Special Service incidents totals remain consistent with the previous year with flooding and other Special Service numbers reducing.*

| All Special Services | Quarter 4 2010-11 | Quarter 4 2011-12 | Percentage change |
|---|---|---|---|
| RTC Incidents | 164 | 165 | 0.6% |
| Flooding | 23 | 18 | -21.7% |
| Other Special Services | 192 | 173 | -9.9% |
| **Total Incidents** | **379** | **356** | **-6.1%** |

*(Table 17 –Special Services Q4 2010-11 and Q4 2011-12)*

- 33 injuries caused as a result of RTC's in Quarter 4 2011-12 compared with 29 same quarter last year

- 2 Fatalities from RTC in Quarter 4 2011-12.

### 2.2. End of Year Special Service Incidents

**Summary** *Overall Special Service call numbers have seen a significant reduction this year. This is mainly due to significant decline of flooding events assisted by a mild winter. Other Special Services such as lift rescues have also seen a reduction. The Service is monitoring this area of activity to determine whether the introduction of the Service's cost recovery policy will influence current levels. RTC numbers are consistent with the previous year but remain an area for considerable prevention activity and partnership working.*

| All Special Services | 2010-11 | 2011-12 | Percentage change |
|---|---|---|---|
| RTC Incidents | 656 | 659 | 0.5% |
| Flooding | 234 | 62 | -73.5% |
| Other Special Services | 890 | 788 | -11.5% |
| **EOY Target 1780** | **1780** | **1509** | **-15.2%** |

*(Table 18 –Special Services 2010-11 and 2011-12)*

- Flooding incidents have reduced due to milder weather conditions resulting in less burst pipes

- 119 serious injuries caused as a result of RTC's in 2011-12 compared with 113 serious injuries in 2010-11

- 12 Fatalities from RTC in 2011-12 compared with 12 also in 2010-11.

## 2.3. Looking forward to 2012-13

2.3.1. The Safer Roads Partnership has now been commissioned by Worcestershire County Council to deliver a road safety programme into education establishments across Worcestershire. The programme which has been organised as a joint Safer Roads Partnership, Worcester County Council, Hereford & Worcester Fire and Rescue Service and Police initiative. This constitutes a rolling annual programme with bookings for the next academic school year currently taking place.

2.3.2. Direction has recently been given to coordinate road safety activity for the 17 – 24 age group with the establishment of a new Herefordshire education sub group, through the Safer Roads Partnership. A standard road safety package is currently being planned and developed ready for launch in September 2012.

## 2.4. Quarter 4 False Alarm Incidents

**Summary** *False alarm numbers have increased marginally against Q4 last year*

| Total False Alarms | Quarter 4 2010-11 | Quarter 4 2011-12 | Percentage change |
|---|---|---|---|
| Malicious False Alarms | 18 | 11 | -38.9% |
| False Alarm Good Intent | 187 | 209 | 11.8% |
| Automatic False Alarms | 593 | 630 | 6.2% |
| **Total Incidents** | **798** | **850** | **6.5%** |

*(Table 19 – False Alarms Q4 2010-11 and Q4 2011-12)*

- 190 Automatic False Alarms in March 2012 which is second lowest monthly total of AFA this year

- Automatic False Alarms up 1.1% from last 3 years Quarter 4 average.

## 2.5. End of Year False Alarm Incidents 2011-12

**Summary** *The Service has seen a reduction in all False Alarm categories this year, recording the lowest activity levels for 5 years. The Service is introducing a revised AFA Policy throughout 2012-13 and will assess impact on activity levels.*

| Total False Alarms | 2010-11 | 2011-12 | Percentage change |
|---|---|---|---|
| Malicious False Alarms | 76 | 63 | -17.1% |
| False Alarm Good Intent | 878 | 797 | -9.2% |
| Automatic False Alarms | 2892 | 2639 | -8.7% |
| **No EOY Target** | **3846** | **3499** | **-9.0%** |

*(Table 20 – False Alarms 2010-11 and 2011-12)*

- Lowest number of AFA since current method of recording started in 2007-08

- Lowest number of Malicious False alarms since current method of recording started in 2007-08

- Lowest number of False Alarm Good Intent since current method of recording started in 2007-08.

## 2.6. Looking forward to 2012-13

2.6.1. The Service is keen to deliver reductions in this area with the combination of support to businesses provided by our Technical Fire Safety teams and the introduction of the revised AFA Policy. An important component of this work will be how Service Fire Control operators manage and prioritise incoming calls relating to Automatic Fire Alarms.

## 3. Response to Incidents

The third section of this report focuses on our response to incidents in terms of standards set in our current Integrated Risk Management Plan (IRMP).

### 3.1. Quarter 4 Attendance Standards – Fires in Buildings

**Summary** *In Q4 the Service saw a reduction in the number of attendances at building fires that met the attendance standard compared to last year. Travel distance accounted for 50% of these failures. 20% of the remainder were attended in a time of between 10 and 11 minutes.*

| 1st Appliance attendance at Building Fires within 10 minutes | Q4 10-11 | Q4 11-12 |
|---|---|---|
| Number of building fires attended within 10 minutes | 157 | 138 |
| Total Number of building fires attended | 220 | 207 |
| **% attended within 10 minutes** | **71.4%** | **66.7%** |

*(Table 21 –1st Appliance attendance Q4 2010-11 and Q4 2011-12)*

- 12 out of the 69 fires which were not attended within 10 minutes were attended within 11 minutes
- The overall average time taken to attend all types of incidents in Quarter 4 2011-12 was 8 minutes 47 seconds (excluding four late fire calls).

3.1.1 The table below illustrates the breakdown of reasons for the 69 incidents in the Quarter which did not meet the performance standard:

| | | | |
|---|---|---|---|
| Travel distance to the incident | 33 | Mobilised to incorrect address | 2 |
| Incident outside Station turnout area | 6 | Training event delaying turn out i.e. drilling | 1 |
| Turn in time (Retained and Day Crew only) | 4 | Simultaneous incident | 1 |
| Road obstruction/road closure/road works/temp traffic controls or heavy traffic conditions once mobile | 4 | Appliance not booked in attendance | 1 |
| Late Fire Call | 4 | Communication Equipment Fault | 1 |
| Difficulty in locating incident address | 4 | Insufficient Crew due to numbers of Crew available | 1 |
| Weather conditions/ Road conditions | 3 | Not on home Station i.e. school visit, Home Fire Safety check | 1 |
| Traffic conditions causing delayed turn in time to stations (Retained and Day Crewed only) | 2 | Mobilised from other location (not on home Station) | 1 |
| | | Total | 69 |

*(Table 22 – Fire in Buildings Reasons for standard not met Q4 2011-12)*

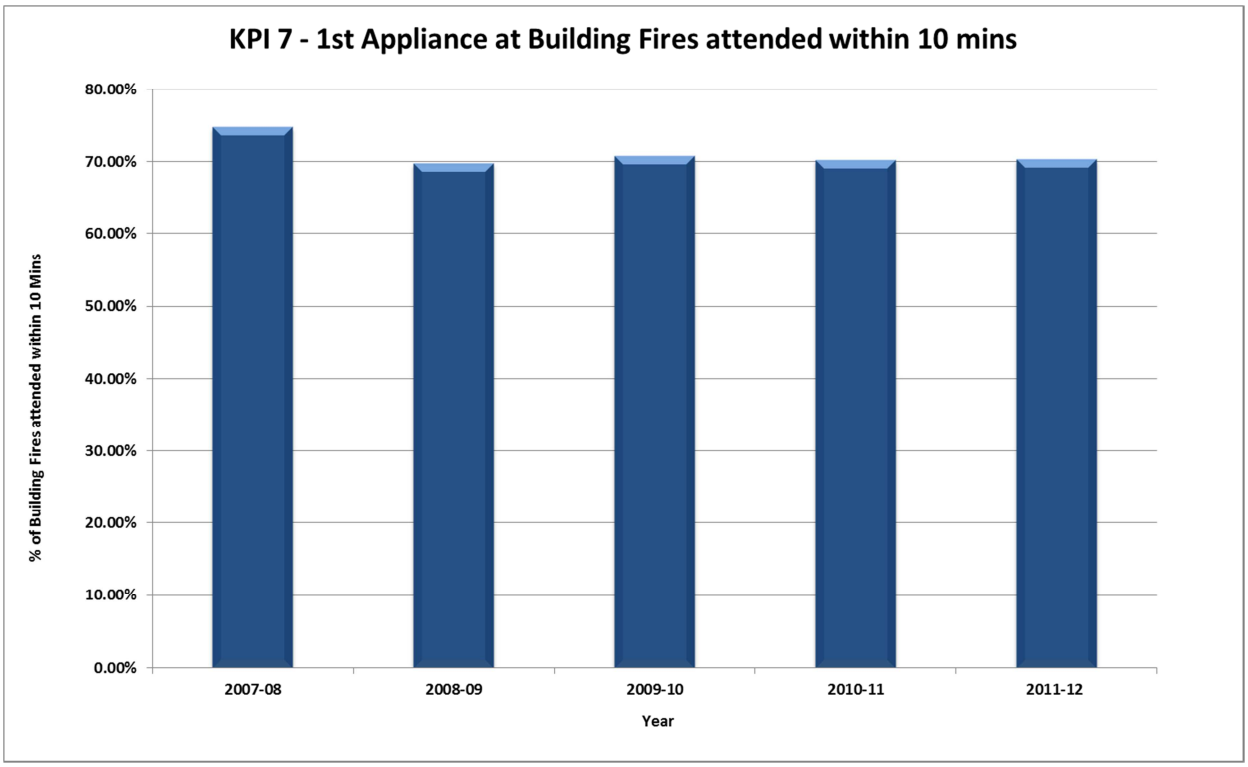
## 3.2 End of Year Attendance Standards

**Summary** *The Service has recorded a comparable result to last year in this area and when viewed over 5 years is consistent with previous years. As a key element of Service Delivery significant resources have been utilised in analysing how we are performing in this area. As can be seen from the table below, extensive analysis is continually being given to the understanding of our current performance levels and what can be done to improve.*

| 1st Appliance attendance at Building Fires within 10 minutes | 2010-11 | 2011-12 |
|---|---|---|
| Number of building fires attended within 10 minutes | 537 | 574 |
| Total Number of building fires attended | 764 | 816 |
| **EOY Target 75%** | **70.33%** | **70.34%** |

*(Table 23 –1st Appliance attendance at Building Fires 2010-11 and 2011-12)*

- 83% of building fires were attended within 12 minutes
- The average time of attendance at building fires in 2011-12, excluding late fire calls, was 8 minutes 43 seconds
- Travel distance to the incident was the main reason identified for not achieving the 10 minutes standard with 115 out of 242 incidents. The turn in time for Retained and Day Crewed staff was the next highest reason for missing the standard with 32 out of the 242 incidents.




*(Figure 6 – Percentage of Building Fires attended within 10 minutes 2011-12)*

# 4. Injuries from Fires

The fourth section of this report focuses on the prevention of injuries to the public and the improvement of community safety by the targeting of at risk groups.

## 4.1. Quarter 4 Injuries from Primary Fires

**Summary** *The Service had more injuries in this Q4 than occurred in the previous year, with 71% of injuries associated with dwelling fires.*

| Injuries From Primary Fires by type | Q4 10-11 | Q4 11-12 |
|---|---|---|
| Affected by gas, smoke or toxic fumes | 8 | 17 |
| Burns | 1 | 3 |
| Breathing difficulties or chest pains | 2 | 3 |
| Other | 2 | 1 |
| **Total** | **13** | **24** |

*(Table 24 –Injuries from Primary Fires Q4 2010-11 and Q4 2011-12)*

- 6 of the 24 injuries were serious (overnight stay in hospital) and 18 were slight (attended hospital). There has been an increasing trend in the number of slight injuries since 2009-10.
- There were 4 incidents with more than one casualty in Q4, the remainder of the incidents had single casualties only
- 71% of injuries occurred as a result of dwelling fires, with others occurring on non-residential properties or outside premises
- 4 out of the 24 injuries occurred on discovery of the fire and 4 injuries occurred when fighting the fire
- 3 of the casualties may appear to have been influenced by drugs or alcohol.

4.1.1 The injuries include those injuries which are not normally a target of the community work currently undertaken, such as those of deliberate intention. Other injuries, which were not from accidental dwelling fires, include boat fires and bonfires. Both of these have received targeted campaigns with all marinas and mooring points in the two counties being visited. Instruction on bonfires has been issued in the press and via social media that has included the dangers of burning certain materials.

## 4.2 End of Year Injuries from Primary Fires

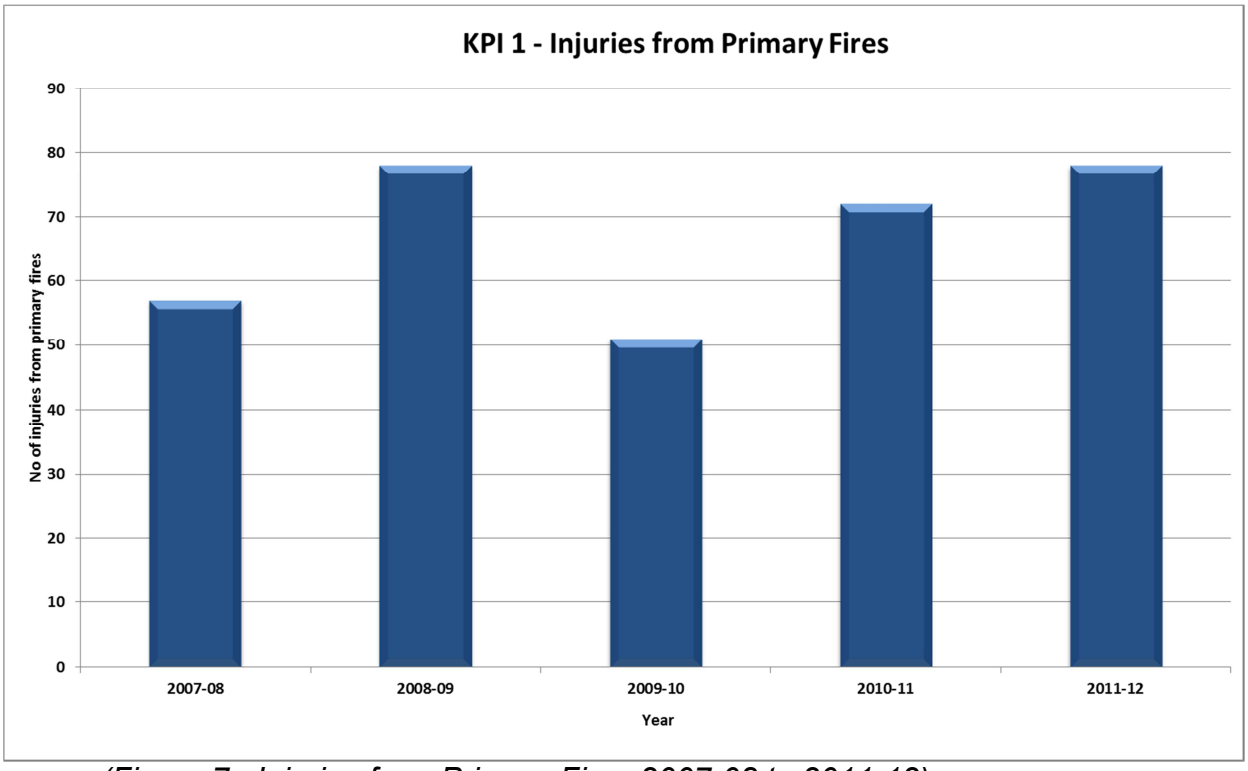
**Summary** *The Service did not meet the target in this area for 2011-12. Injuries continue to rise and have shown a small increase over the last 3 years. As a key area, the Service applies extensive resources in looking at the cause of the fires and the types of injury resulting from them. 75% of injuries from fire occur in the home with two-thirds of those accidental in nature. As can be seen from the analysis overleaf there are various types of injury that affect this performance measure; however the Service is keen to influence the current upward trend in these figures, with Community Safety education continuing to be focused in this area.*

| Injuries from Primary Fires | 2010-11 | 2011-12 | Percentage change |
|---|---|---|---|
| Serious (overnight stay in hospital) | 17 | 16 | -5.9% |
| Slight (attended hospital) | 55 | 62 | 2.7% |
| **EOY Target 63** | **72** | **78** | **8.3%** |

*(Table 25 –Injuries from Primary Fires 2010-11 and 2011-12)*

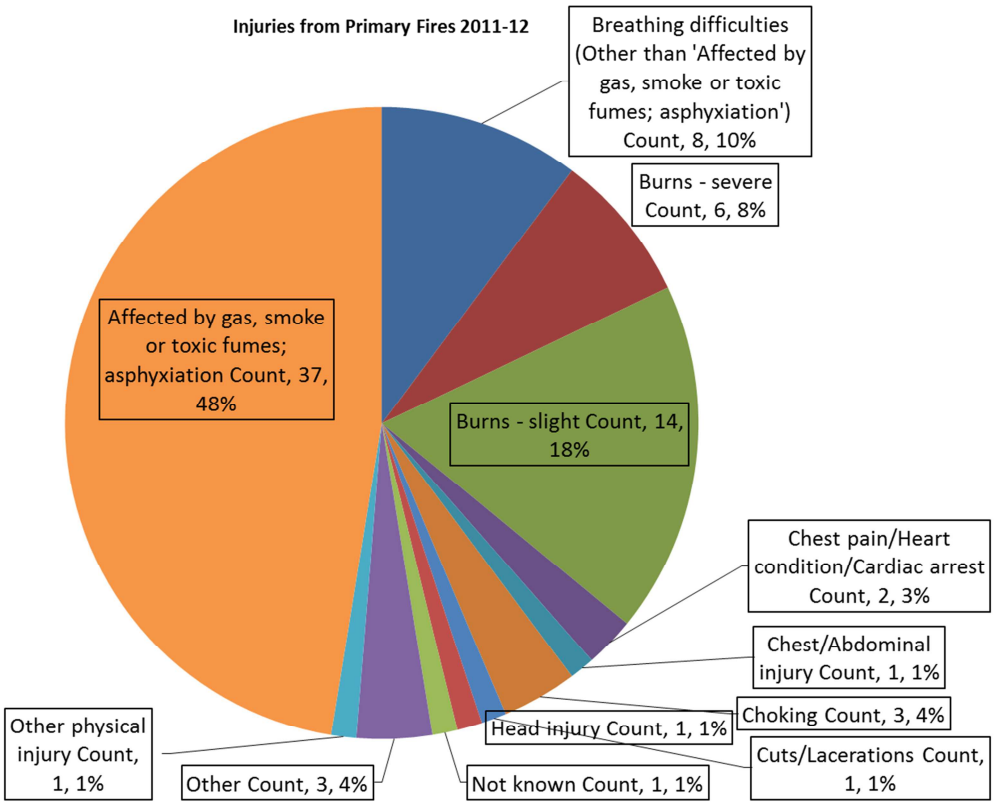
- There were 12 incidents with more than one casualty in 2011-12, including 2 incidents with 4 casualties each

- 74% of injuries occurred as a result of dwelling fires, with others occurring on non-residential properties or outside premises.




*(Figure 7– Injuries from Primary Fires 2007-08 to 2011-12)*

4.2.1 This is the largest number of injuries recorded for three years. The table overleaf shows the injury breakdown by type:




*(Figure 8– Injuries from Primary Fires by injury type 2007-08 to 2011-12)*

4.2.2. The table below illustrates the cause of the 78 primary injuries:

| | | | |
|---|---|---|---|
| Fighting fire (including attempts) | 17 | Returned to fire | 2 |
| Unknown | 14 | Trapped by fire because unaware, e.g. asleep | 2 |
| Discovering fire | 12 | Mobility issues, e.g. in a wheel chair | 1 |
| Injury accidentally sustained at start of fire | 6 | Injured by blast | 1 |
| Trapped by smoke | 6 | Injury was possibly intentionally sustained at start of fire (e.g. suicides or attempts) | 1 |
| Suspected under the influence of alcohol | 4 | Other immobility | 1 |
| Injured escaping | 3 | Suspected under the influence of drugs | 1 |
| Not known | 3 | Trapped by fire other than unaware | 1 |
| Injured rescuing person | 2 | Other | 1 |
| | | Total | 78 |

*(Table 26 –Causes of Primary Injury Fires 2011-12).*

## 4.3 Looking forward to 2012-13

4.3.1 We have identified an area for improvement in relation to boat fires. Having spoken to managers of local marinas they are keen to accept the Service's input, including advice on fire safety that could be given to people renting boats for leisure. A presentation will be developed and delivered to staff and long term residents at the marina, as well as literature and HFSCs and smoke alarm fitting on boats. This will be carried out in line will the Fire Kills Boat Safety Week in July 2012.

## 4.4 Quarter 4 Injuries from Accidental Dwelling Fires

**Summary** *The Service saw an increase in injuries from accidental dwelling fires, which although small has missed our internal monthly targets in Quarter 4 in this area.*

| Injuries From Accidental Dwelling by type | Q4 10-11 | Q4 11-12 |
|---|---|---|
| Affected by gas, smoke or toxic fumes | 5 | 10 |
| Burns | 1 | 1 |
| Breathing difficulties or chest pains | 1 | 3 |
| Other | 2 | 0 |
| | **9** | **14** |

*(Table 27 –Accidental Dwelling Fires Injuries Q4 2010-11 and Q4 2011-12)*

- 4 of the 14 injuries were serious (overnight stay in hospital) and 10 were slight (attended hospital)
- Half of the accidental dwelling fire injuries were caused as a result of cooking
- 3 of casualties appear to have been influenced by drugs or alcohol
- A smoke alarm was present in the dwelling in all but one of the incidents where an injury occurred.

4.4.1 The Community Safety Department now holds a central injuries database to analyse the types of injury which occur, allowing more informed prevention work. This data has shown that the majority of injuries occur when attempts are made to fight the fire or make a rescue from the dwelling. The Department has begun to target those most at risk in the community as a priority and as a result this has led to Signposting referrals doubling in the final 6 months of the year, with 527 referrals generating over 800 Service request from partners.

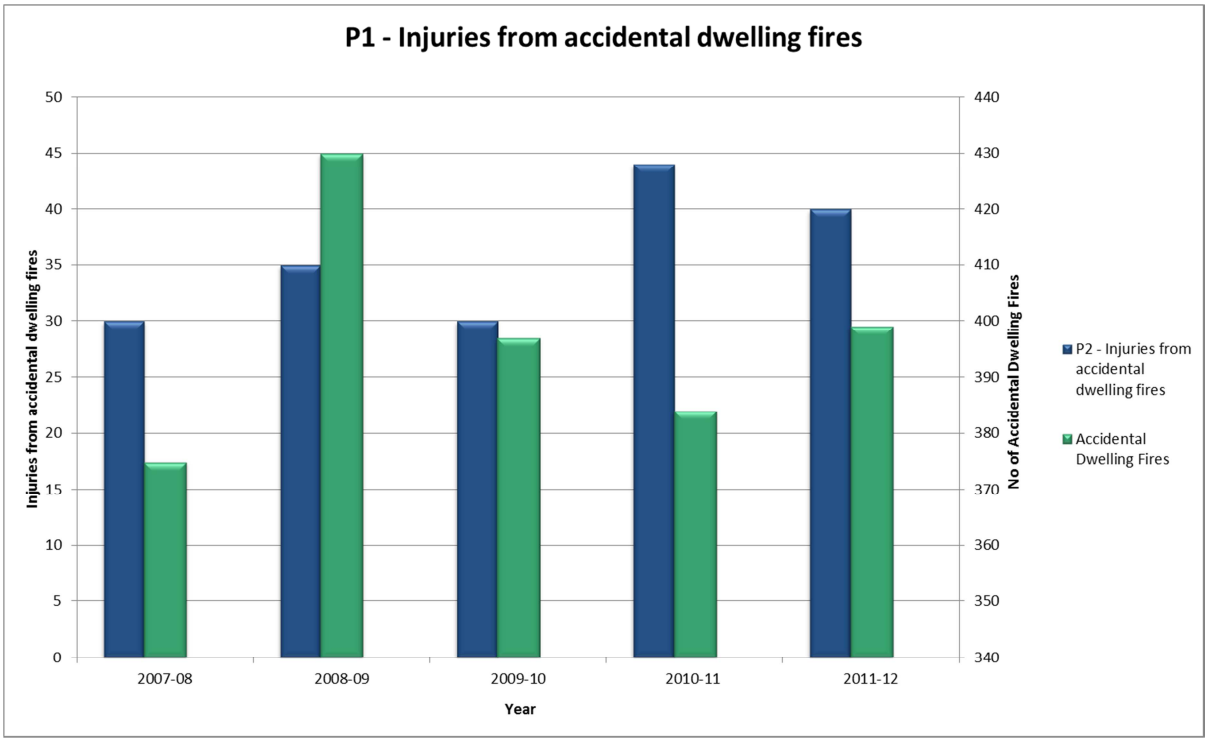
## 4.5 End of Year Injuries from Accidental Dwelling Fires

**Summary** *Over 50% of the injuries from primary fires suffered in 2011-12 were as a result of injuries from accidental dwelling fires. The prevention of fires in the home is a key part of our Community Safety strategy.*

| Injuries from Accidental Dwelling Fires | 2010-11 | 2011-12 | Percentage change |
|---|---|---|---|
| Serious (overnight stay in hospital) | 6 | 8 | 33.3% |
| Slight (attended hospital) | 38 | 32 | -15.8% |
| **EOY Target 35** | **44** | **40** | **-9.1%** |

*(Table 28 –Accidental Dwelling Fires Injuries 2010-11 and 2011-12)*

4.5.1. Injuries from accidental dwelling fires accounted for 40 out of the 78 primary fire injuries. These 40 injuries are less than the number of injuries in 2010-11 but still did not achieve the 2011-12 target of 35 injuries.




*(Figure 9– Injuries from Accidental Dwelling Fires 2007-08 to 2011-12)*

4.5.2. The majority of accidental dwelling fire injuries occurred where the fire started in the kitchen. Further analysis shows that the source of the fire causing the injuries were as follows:

| Source of Accidental Dwelling Fires causing injuries | 2011-12 |
|---|---|
| Cooking | 17 |
| Smoking related | 10 |
| Electricity | 5 |
| Matches and Candles | 2 |
| Other Domestic style appliances | 2 |
| Chimney | 1 |
| Heating & Equipment | 1 |
| Spread from Secondary Fire | 1 |
| Other | 1 |
| **Total Fires** | **40** |

*(Table 29–Sources of Accidental Dwelling fires causing injuries 2011-12)*

4.5.3. 8 of the accidental dwelling fire injuries were serious (overnight stay in hospital) and 32 were slight (attended hospital).

## 4.6. Looking Forward to 2012-13

4.6.1. A business objective for the current year and an outcome of the IRMP review of Community Safety is to produce closer working between Fire Investigation Officers and the Community Safety Department. This will allow for greater understanding of the injuries; one essential part will be to ensure accurate reporting (24% of injuries are currently recorded as unknown cause).

4.6.2. The injuries database highlights that most injuries occur due to occupants attempting to fight a fire or be rescued by members of the public. Most fires that involve injuries occur predominantly in kitchens. The Service will target this area specifically in the coming year to try and reduce the number of people trying to take firefighting or rescue actions.

4.6.3. The Service will target also specific demographic types to discourage the behaviours associated with injury. For example: the dangers of falling asleep due to alcohol after starting to cook and independent efforts to fight fires will be targeted at young males in the two counties. We will be establishing evidence based targeting system, using the latest risk profiling tool (Pinpoint), to provide HFSCs to those most at risk as a priority.

## 5. Absence Management

This section focuses on sickness absence and performance in Quarter 4 and at the end of 2011-12 against internal targets set for the year.

### 5.1. Quarter 4 Sickness absence

**Summary** *Quarter 4 overall absence figures were affected by an increase in non-uniformed staff sickness. This increase was mainly due to increased long term sickness taken by non-uniformed staff. Uniformed staff sickness has reduced compared with the same quarter last year.*

| | Jan | Feb | Mar | Quarterly Total |
|---|---|---|---|---|
| All Staff Sickness per head Q4 2010-12 *(days/shifts)* | 0.6 *(280.76)* | 0.48 *(222.3)* | 0.53 *(240.73)* | 1.6 *(743.79)* |
| All Staff Sickness per head Q4 2011-12 *(days/shifts)* | 0.58 *(273.19)* | 0.57 *(265.4)* | 0.64 *(298.26)* | 1.8 *(836.85)* |
| **Percentage Change** | **-2.7%** | **+18.9%** | **+23.9%** | **12.4%** |

*(Table 30 –All Staff Sickness per month Q4 2011-12)*

| | Jan | Feb | Mar | Quarterly Total |
|---|---|---|---|---|
| Short Term Non-Uniformed Staff Sickness per head Q4 2011-12 *(days lost)* | 0.48 *(58.35)* | 0.39 *(47.7)* | 0.39 *(47.42)* | 1.3 *(153.47)* |
| Long Term Non-Uniformed Staff Sickness per head Q4 2011-12 *(days lost)* | 0.51 *(61.84)* | 0.66 *(80.7)* | 0.37 *(44.84)* | 1.5 *(187.38)* |
| Non-Uniformed Staff Sickness per head Q4 2011-12 (days lost) | 0.97 *(120.19)* | 1.03 *(128.4)* | 0.75 *(92.26)* | 2.8 *(340.85)* |

*(Table 31 –Non-Uniform Staff Sickness per month Q4 2011-12)*

- The overall increase in staff sickness in Quarter 4 was due to a large increase in non-uniformed staff sickness, which was responsible for 1.5 of the 2.8 days lost to sickness

- 2.8 days were lost to non-uniform staff sickness in Quarter 4 2011-12 compared with only 1.4 days lost to non-uniform staff sickness in same quarter last year.

### 5.2. End of Year Sickness Absence

**Summary** *As with Quarter 4 figures, the End of Year sickness totals were affected by non-uniformed staff sickness and in particularly long-term non-uniformed staff sickness. Long term sickness is defined as sickness absences taken for longer than 28 days*.

| Days/Shifts Lost to Sickness per head for All Staff | 2010-11 | 2011-12 |
|---|---|---|
| Shifts lost to Uniformed sickness per head (EOY Target 6.4 shifts per head) | 6.9 | 6.2 |
| Days lost to Non-Uniformed sickness per head (EOY Target 8.1 days per head) | 7.1 | 11.0 |
| **EOY Target 6.9 days/shifts lost** | **7.0** | **7.4** |

*(Table 32 –Days/Shifts lost to all Staff Sickness 2010-11 and 2011-12)*

- Sickness absence for all staff for the year was particularly adversely affected by Quarter 3 performance

- Non-uniformed staff sickness was a contributory factor to the increase in all staff sickness

- Uniformed staff sickness has improved when compared to 2010-11 and has achieved the target set for this area

- Long term staff sickness was a contributory factor to the increase in all staff sickness. There were 4.56 days/shifts lost per head of all staff compared with an annual target of 3.80 days/shifts lost per head of all staff. Short term staff sickness equated to only 2.88 days/shifts lost per head of staff.

## 5.3. Looking Forward to 2012-13

5.3.1. A recently reviewed Attendance Management policy has developed a toolkit that provides managers with the tools for managing sickness absence. Additionally the Service is in the process of training managers in the application of the Attendance Management policy. This will be supported by the newly appointed Senior HR Advisors, who will provide proactive support to enable managers to take on more direct responsibility and accountability for pro-actively managing sickness absence and to keep levels to a minimum.

# 6. Information Requests

## 6.1. Information Requests – Quarter 4 2011-12

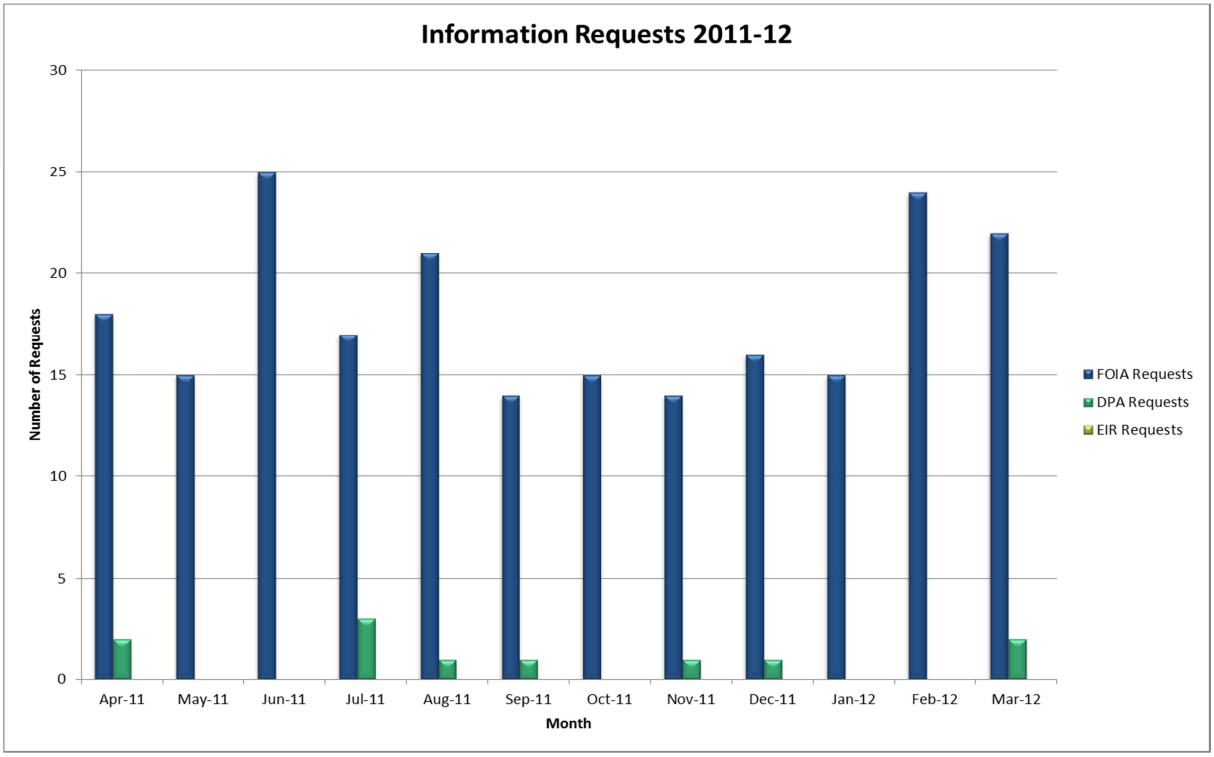
| Q4 2011-12 | FOIA Requests received and completed | DPA Requests received and completed | EIR Requests received and completed |
|---|---|---|---|
| Jan 2012 | 15 | 0 | 0 |
| Feb 2012 | 24 | 0 | 0 |
| Mar 2012 | 22 | 2 | 0 |
| **Total** | **61** | **2** | **0** |

*(Table 33- Information Requests Q4 2011-12)*

6.1.1. The Service collects and maintains information and data to enable the organisation to undertake our statutory duties.

6.1.2. In Quarter 4, FOIA subject request areas have included Fire Incidents reports (now chargeable £52 per report), enquires regarding enforcement notices, animal rescues and ICT contract/equipment procurement.

## 6.2. End of Year Information Requests 2011-12




*(Figure 10 - Information Requests by month 2011-12)*

6.2.1. In total the Service received 216 Freedom of Information Request and 11 Data Protection Act requests. Information requests received by the Service reflect the national trend both in the number received and subject areas and in 2011-12 were mostly for Incident reports. A significant amount of Service information is already available in the public domain through our Publication Scheme.