

Appendix 1

Fire Authority 2016-17 Performance Report: Quarter 1

This report reviews the Service's overall performance against agreed performance indicators. It covers operational activity with a commentary on any notable events and activities, as well as absence management statistics and On-Call Firefighter availability.

In the following sections, each graph includes a black line indicating an average monthly total over the previous three years for that statistic, with red and green lines indicating 10% upper and lower tolerance thresholds. The report reviews any negative factors affecting performance outside the tolerance levels.

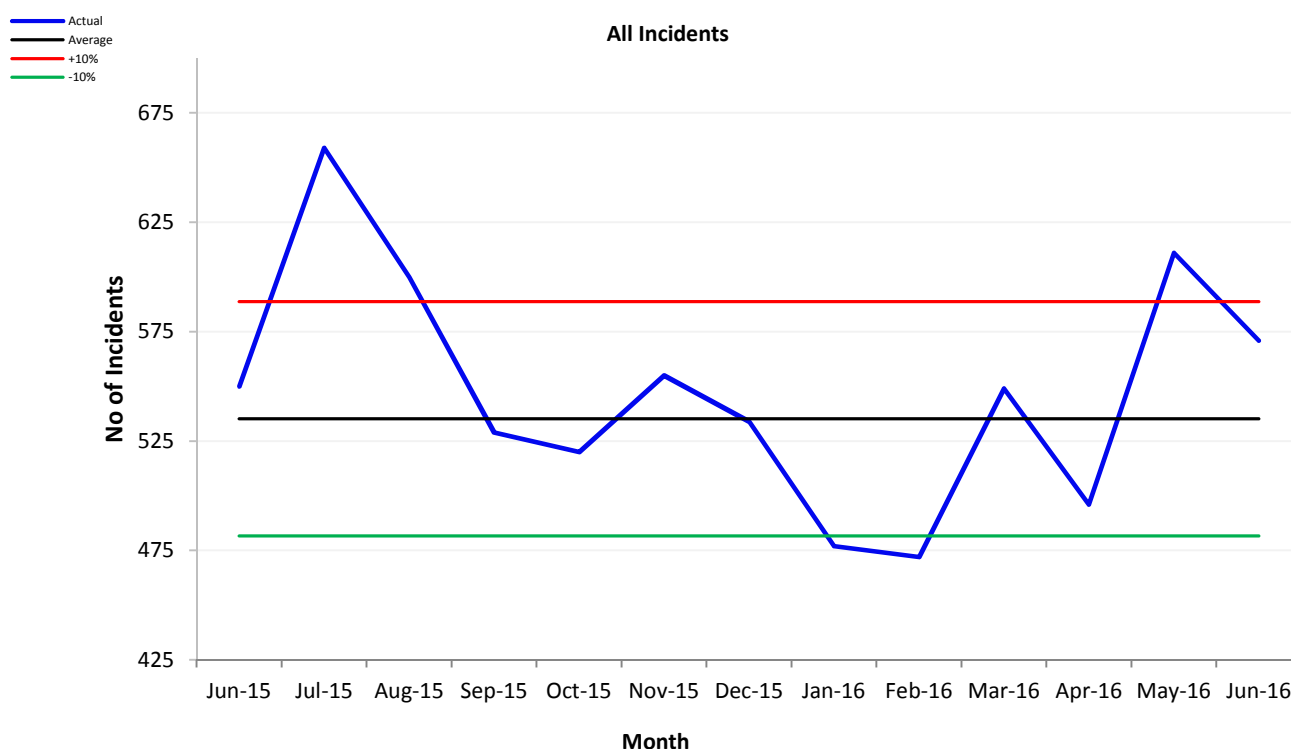
1. Operational Activity

Operational activity covers all emergency incidents attended by Fire and Rescue Crews, including Fires, Special Services* and False Alarms. Each of these is broken down further in the following tables.

** Special Services are incidents other than fires and false alarms, and include road traffic collisions, flooding, person rescues, lift rescues, spills and leaks and animal rescues.*

1.1. Total Incidents Attended

The total number of incidents attended in Q1 2016-17 was 1,678, which is an increase of 7.3% (114 incidents) compared with Q1 in 2015-16. The majority of the increase is accounted for by a rise of 19.9% (65 incidents) in Special Service incidents, including RTC's water and animal rescues; and an 11.2% rise (81 incidents) in False Alarm incidents, predominately automatic fire alarms. Fire incidents were down (32 incidents, a fall of 6.2%).

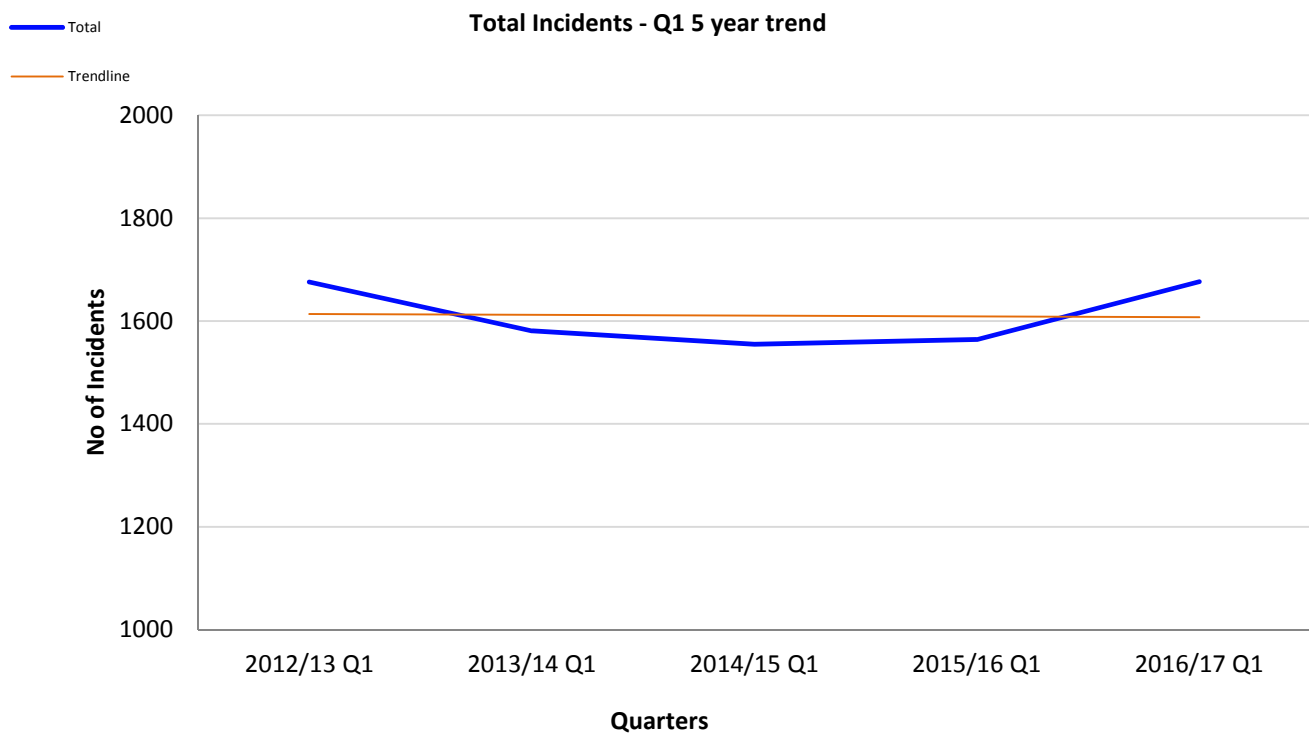


(Figure 1 – Total Incidents per month: June 2015 to June 2016)

Total Incidents	Q1 2015-16	Q1 2016-17	% change
All Fires	517	485	-6.2
Special Services	326	391	19.9
False Alarms	721	802	11.2
Total Incidents	1564	1678	7.3

(Table 1 – Total Incidents: Q1 2015-16 and Q1 2016-17)

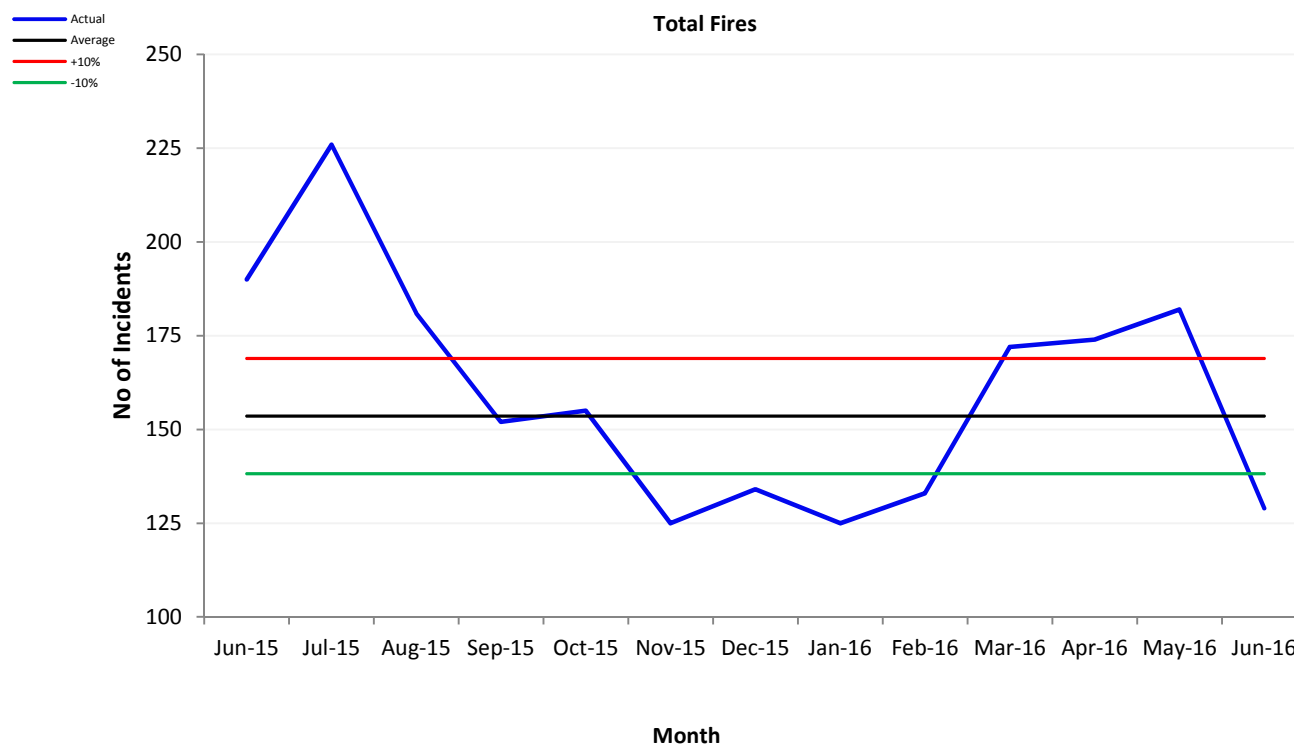
- Total Fire incidents, which include Primary, Secondary and Chimney Fires, were 6.2% lower (32 incidents) than over the same period in 2015-16. This is largely accounted for by an 18.5% decrease in the number of Secondary Fires, though the number of Primary Fires increased by 6 incidents and still represent the largest proportion (52.5%) of all fires attended.
- The number of Special Service incidents have increased by 19.9% (65 incidents) compared with the same period in 2015-16.
- The number of False Alarm incidents rose by 11.2% (81 incidents) compared with the same period in 2015-16.
- The number of incidents attended has remained relatively consistent at around 1,600 incidents in each Quarter 1 for the last 5 years.



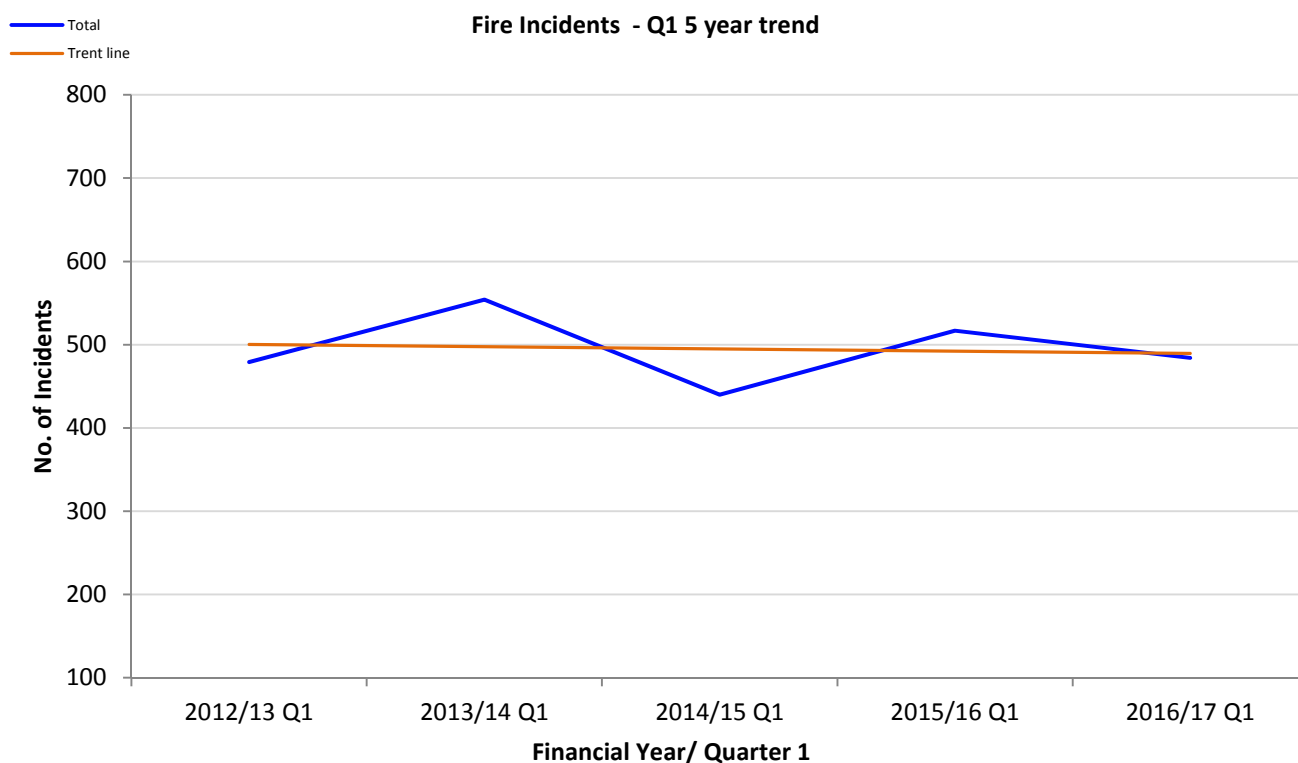
(Figure 2 – All Incidents: Q1 2012-13 to Q1 2016-17)

1.2 Total Number of Fires

The number of fires has reduced by 6.2% (32 incidents) in Quarter 1 2016-17 compared with the same period in 2015-16. Figure 3 shows the seasonal trends with fire incident numbers increasing in the warmer, summer months from May to August. Figure 4 shows that the total number of fires in Quarter 1 has remained relatively consistent at around 500 over the last 5 years.



(Figure 3 – Total Fires per month: June 2015 to June 2016)



(Figure 4 – Fire Incidents: Q1 2012-13 to Q1 2016-17)

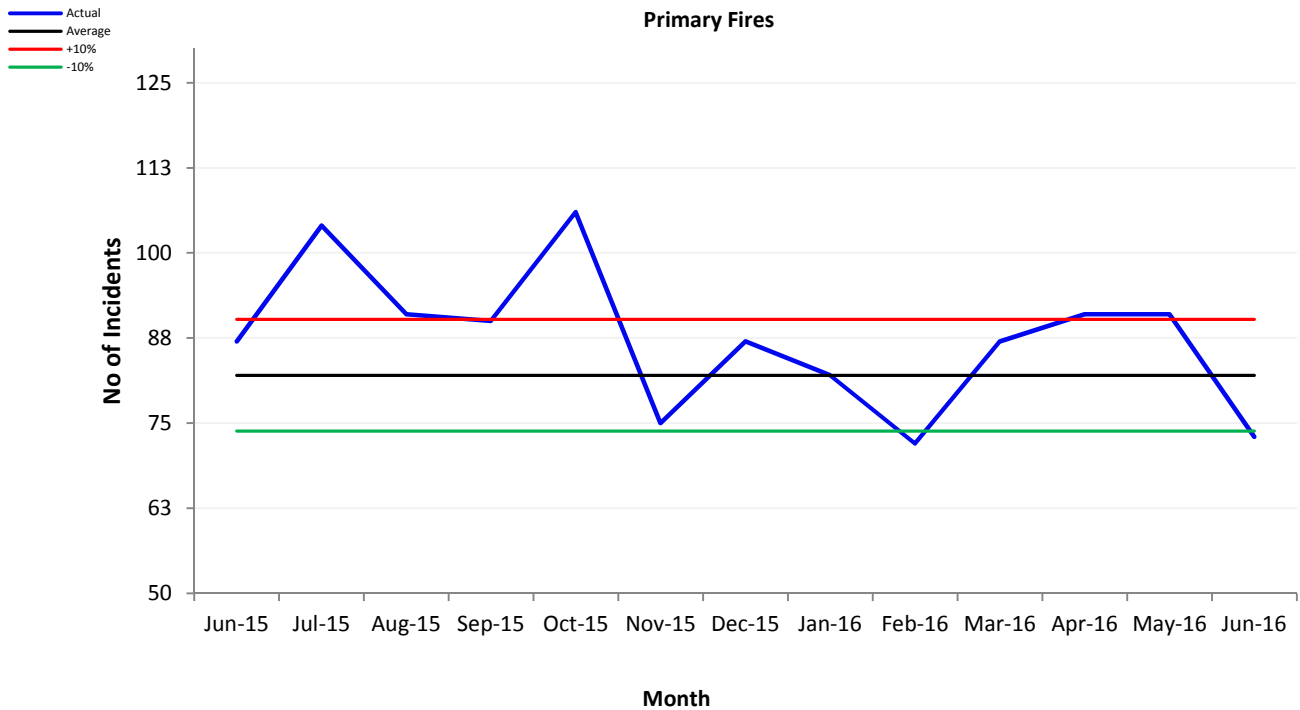
Total Fires	Q1 2015-16	Q1 2016-17	% change
Primary Fires	249	255	2.4
Secondary Fires	248	202	-18.5
Chimney Fires	20	28	40.0
Total Fires	517	485	-6.2

(Table 2 –Total Fires: Q1 2015-16 and Q1 2016-17)

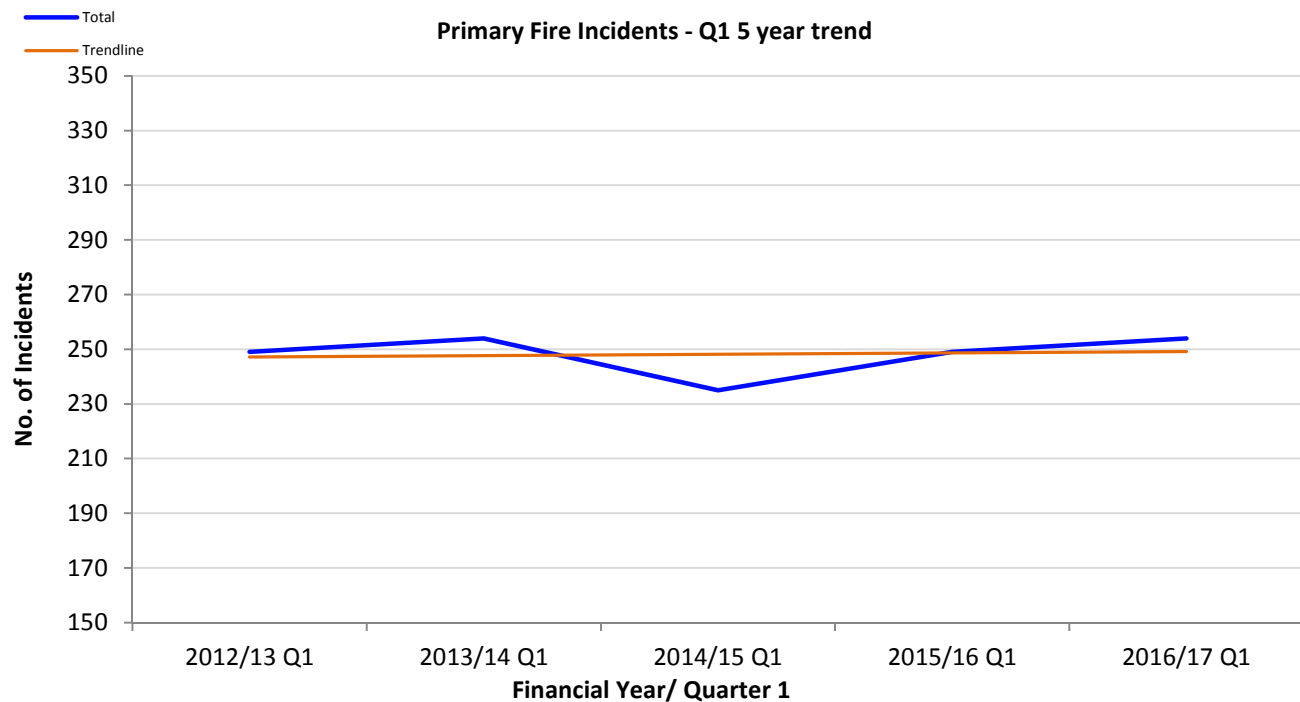
- There were 6 more Primary Fire incidents in Quarter 1 of 2016-17 than there were in the same period in 2015-16, representing an increase of 2.4%.
- The number of Secondary Fires decreased by 46 incidents (18.5%) compared with the same period in 2015-16.
- The number of Chimney Fires increased by 8 incidents (40%) compared with the same period in 2015-16. 27 of the 28 incidents occurred in April due to unseasonably cold weather.
- During Quarter 1, Community Risk activity included 1,055 Home Fire Safety Checks (HFSCs) which target vulnerable households, 186 Business Fire Safety Checks (BFSCs) and 295 Signposting referrals to other support agencies.
- Fire safety audits continue to be carried out in businesses. The 2016-17 audit programme is on target with 26.4% of audits completed in Q1.

1.3 Primary Fires

Primary Fires are broken down into three main categories: Building Fires, Vehicle & Transport Fires and certain Outdoor Fires. In Quarter 1 of 2016-17, there were 10 more Building Fires than in the same period of 2015-16. Outdoor Fires have remained at the same level. There was a decrease of 5.3% (4 incidents) for Vehicle & Transport Fires in 2016-17 compared with the same period in 2015-16. Building Fires continue to represent the greatest proportion (61.1%) of all Primary Fires. Overall, the number of Primary Fires in Q1 has remained relatively consistent at around 250 over the last 5 years (shown in Figure 6 below).



(Figure 5 – Primary Fires per month: June 2015 to June 2016)



(Figure 6 – Primary Fires: Q1 2012-13 and Q1 2016-17)

Primary Fires	Q1 2015-16	Q1 2016-17	% change
Building Fires	146	156	6.8
Vehicle & Transport Fires	76	72	-5.3
Outdoor Fires	27	27	0.0
Total	249	255	2.4

(Table 3 – Primary Fires: Q1 2015-16 and Q1 2016-17)

- The number of Building Fires increased by 6.8% compared with the same period in 2015-16. Within the Building Fires category, the number of Non-Residential Fires decreased by 14.0% and Dwelling Fires decreased by 3.4%.
- There has been an increase in minor cell fires at HMP Hewell in Q1. Whilst the Fire Service do not have jurisdiction over prisons, Community Risk and local crews are working with HMP Hewell and the Crown Premises Inspection Group to reduce incident numbers. The increases appear to coincide with a ban on smoking in prisons leading to prisoners setting fires in protest.
- Technical Fire Safety continue to work with businesses and post-fire audits are completed following all fires in business premises.
- Vehicle & Transport Fires decreased by 5.3% (4 incidents) compared with the same period in 2015-16. Car Fires continue to account for the greatest proportion (68.3%) in this category, with 43 incidents.
- Primary Outdoor Fires are at the same level (27 incidents) compared with the same period in 2015-16. These are classified as Primary Fires if they are attended by five or more Fire Appliances or if they involve a casualty or fatality.

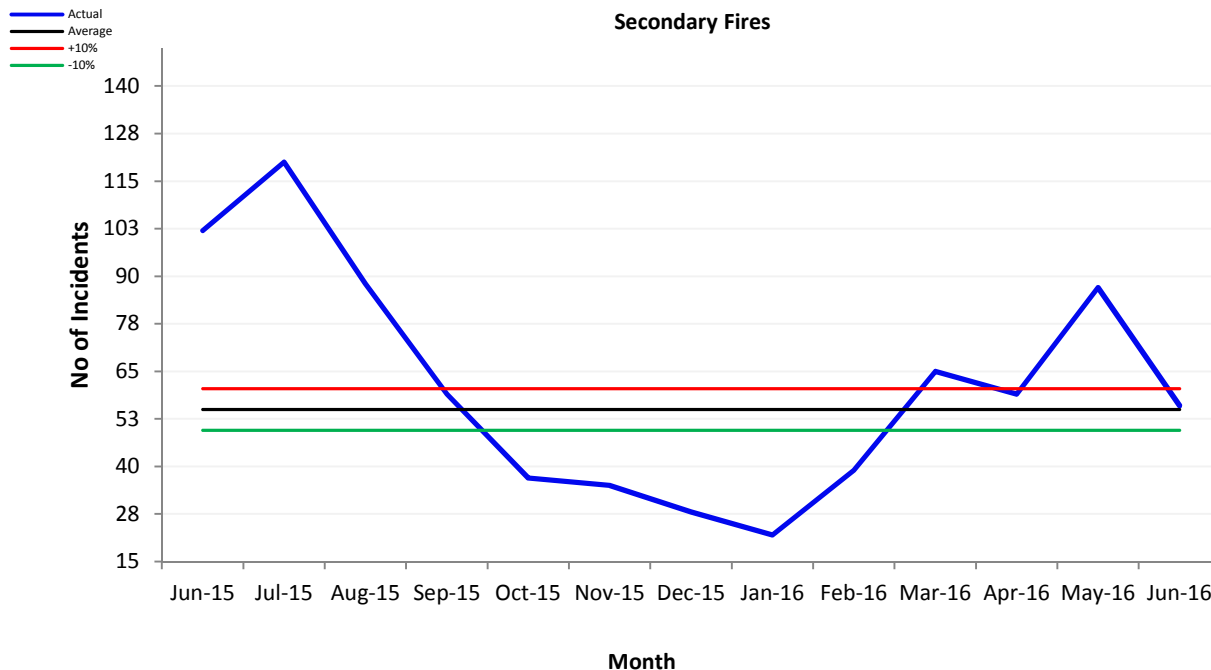
Primary Fires Casualty: severity	Q1 2015-16	Q1 2016-17	% change
Fatalities	0	0	0.0
Victim went to hospital, injuries appear to be Serious	2	3	50.0
Victim went to hospital, injuries appear to be Slight	15	2	-86.7
First aid given at scene	8	7	-12.5
Total	25	12	-52.0

(Table 4 – Primary Fires Casualties: Q1 2015-16 and Q1 2016-17)

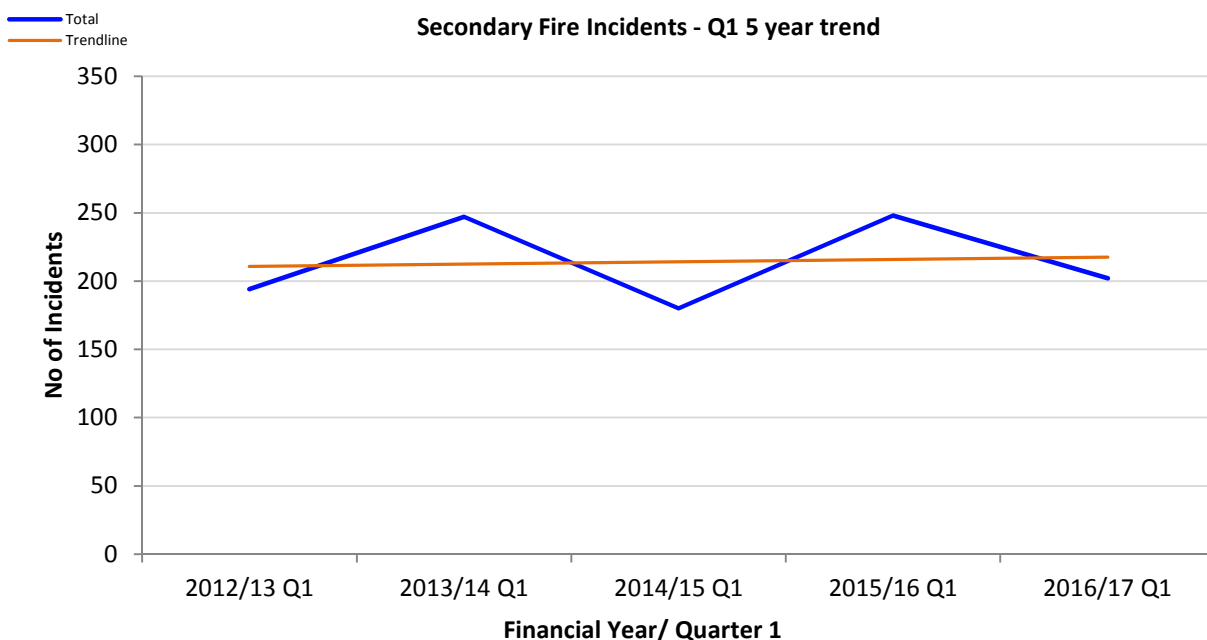
- There were no fatalities at Primary Fires during Quarter 1 2016-17, which is the same as the same period in 2015-16.
- Casualties who attended hospital with apparent 'serious' injuries increased slightly from 2 to 3; however those who attended hospital with apparent 'slight' injuries decreased from 15 to 2.
- The greatest proportion of injuries reported were under the category 'First aid given at scene' which reduced from 8 to 7 when compared with the same period in 2015-16.
- For more information on Community Risk Activity - See Appendix 2

1.4 Secondary Fires

Secondary Fires include all other fires which are not Primary or Chimney Fires, do not involve casualties and are attended by no more than 4 Fire Appliances. There was an 18.5% decrease (46 incidents) in Secondary Fires in Quarter 1 of 2016-17 compared with the same period in 2015-16. This is mostly accounted for by a decrease in Outdoor Fires (mainly Grassland, Woodland and Crop Fires) due to the wetter than usual Quarter1 of 2016, compared to 2015. Figure 8 shows that despite the increases in the summer months of 2015, the overall number of Secondary Fires in Q1 has remained relatively consistent at around 200 over the last 5 years.



(Figure 7 – Secondary Fires per month: June 2015 - June 2016)



(Figure 8 – Secondary Fires: Q1 2012-13 to Q1 2016-17)

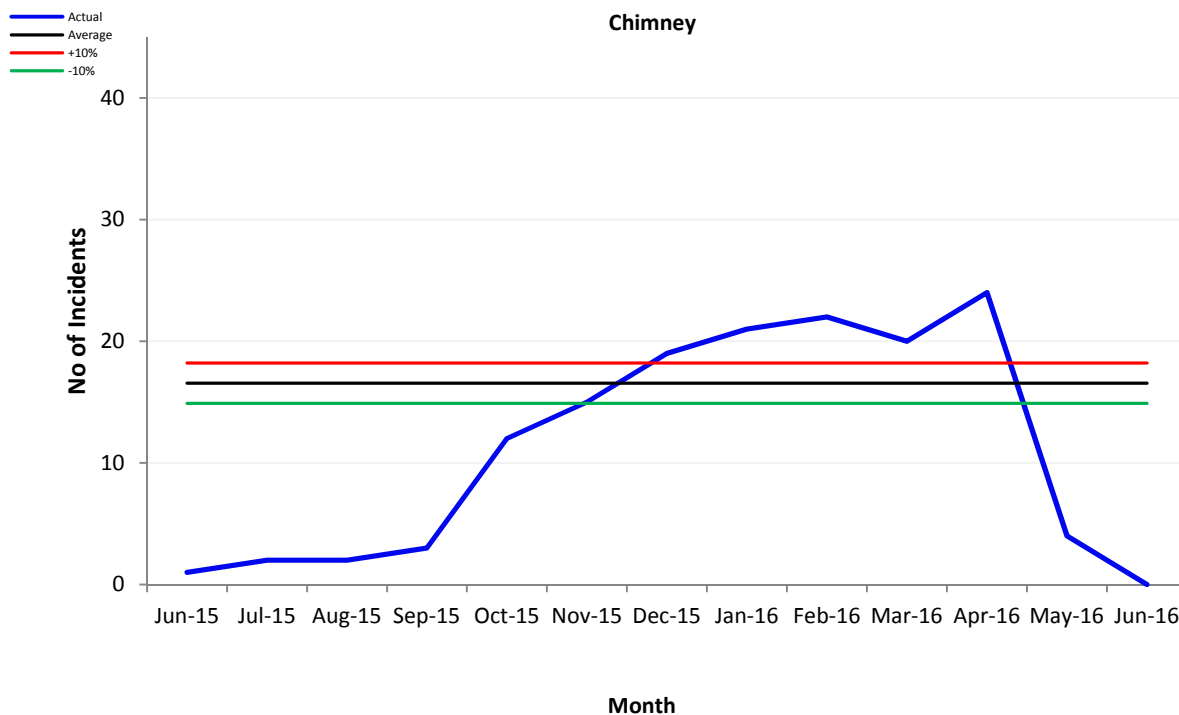
Secondary Fires	Q1 2015-16	Q1 2016-17	% change
Grassland, Woodland and Crop	107	76	-29.0
Other Outdoors (including land)	65	59	-9.2
Outdoor equipment & machinery	5	6	20.0
Outdoor Structures	59	46	-22.0
Building & Transport	12	15	25.0
Total	248	202	-18.5

(Table 5 – Secondary Fires: Q1 2015-16 and Q1 2016-17)

- Grassland, Woodland and Crop Fires represent the greatest proportion (37.6%) of all Secondary Fires.
- The number of Building & Transport fires increased by 25% in Q1; this can be accounted for by 6 deliberate fires at a derelict school in Kidderminster. The Service has engaged in discussions with the property owner, local authority and Police about better security to stop trespassers entering the site.
- The Service carried out two safety campaigns during this Quarter - "Barbecue Safety" in May and "Setup Camp" in June.

1.5. Chimney Fires

The number of Chimney Fires increased to 28 in Quarter 1 of 2016-17, compared to 20 in the same period of 2015-16. The largest increase occurred during April as the weather was unseasonably mild.



(Figure 9 - Chimney Fires per month: June 2015 to June 2016)

Chimney Fires	Q1 2015-16	Q1 2016-17	% change
April	13	24	84.6
May	6	4	-33.3
June	1	0	-100.0
July			
August			
September			
October			
November			
December			
January			
February			
March			
Total	20	28	40.0

(Table 6 – Chimney Fires: Q1 2015-16 and Q1 2016-17)

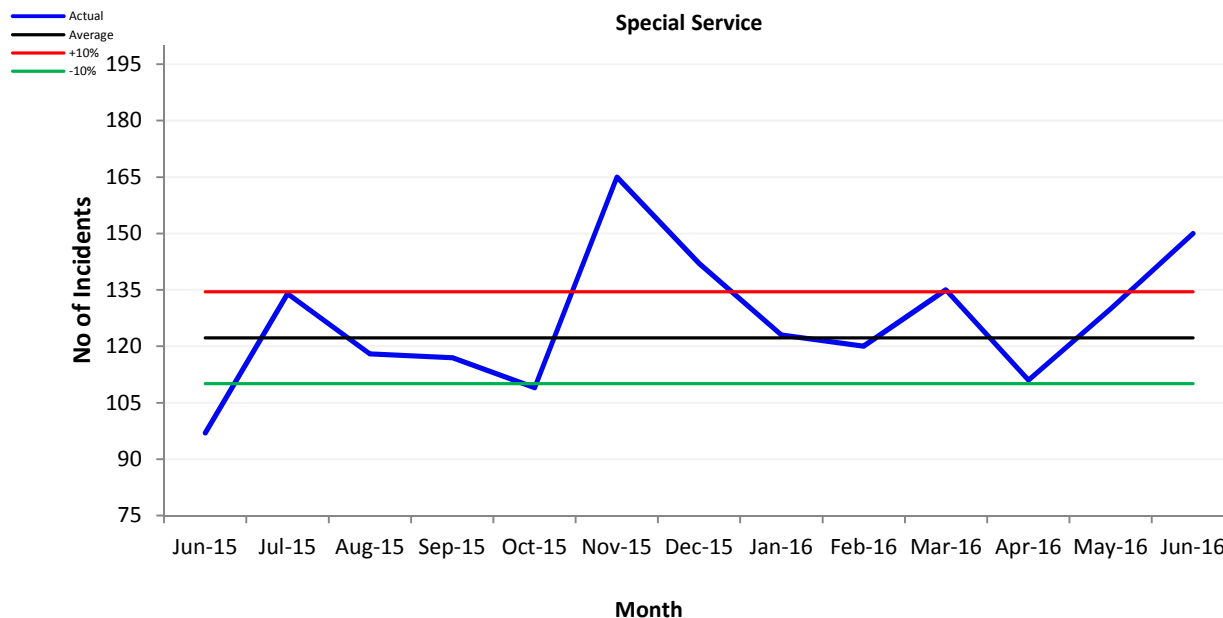
- The total number of Chimney Fires in Quarter 1 of 2016-17 was 40% higher than in the same Quarter of 2015-16. 24 of the 28 Chimney Fires occurred in April when the mean temperature was 2 degrees C lower than the same period in the previous year.

2. Operational Activity - Other Non-Fire incidents

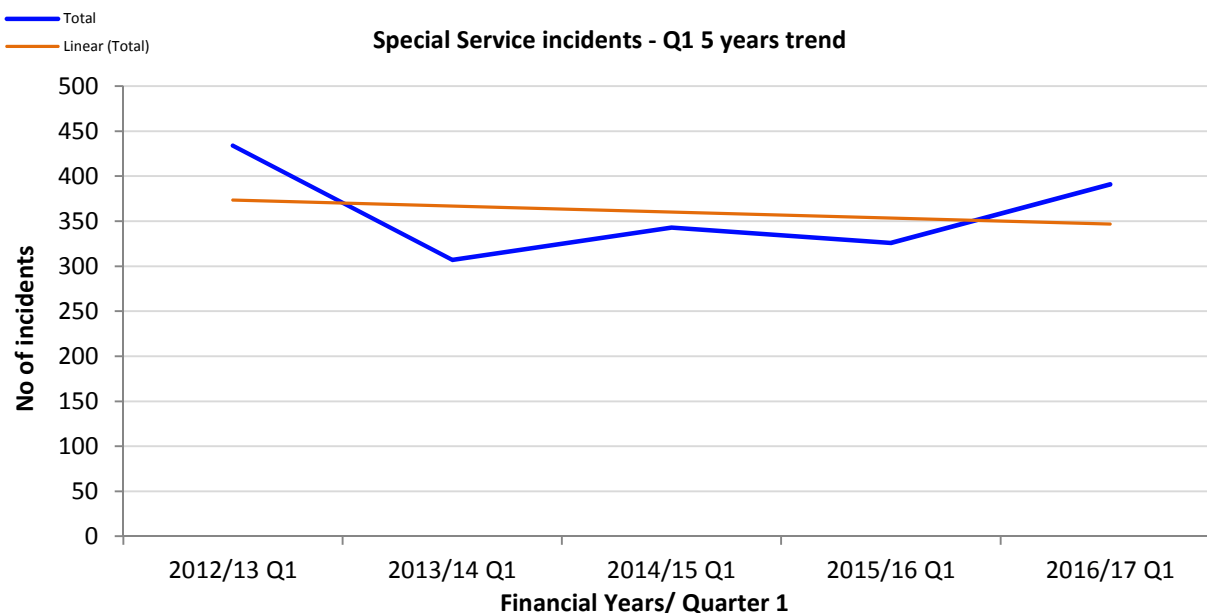
Emergency incidents attended which are not fire related, are generally termed as Special Services and False Alarms. Special Services include road traffic collisions (RTCs), extrications, lift rescues, lock-ins/outs, hazardous materials, chemical incidents, flooding incidents and other rescues.

2.1. Special Service Incidents

The number of Special Service incidents has risen by 19.9% (65 incidents) in Quarter 1 of 2016-17 compared to the same period in 2015-16. RTC incidents continue to form the greatest proportion of Special Service incidents, representing 38.8% of all Special Service incidents.



(Figure 10 – Special Service incidents per month: June 2015 to June 2016)



(Figure 11 – Special Service incidents: Q1 2012-13 and Q1 2016-17)

Special Services	Q1 2015-16	Q1 2016-17	% change
RTC Incidents	143	152	6.3
Flooding	9	20	122.2
Rescue/Evacuation from Water	6	12	100.0
Animal Assistance	24	37	54.2
Other Special Services	144	170	18.1
Total	326	391	19.9

(Table 7 – Special Services: Q1 2015-16 and Q1 2016-17)

- The number of RTC incidents shows an 6.3% (9 incidents) increase in Quarter 1 2016-17 compared with the same period in 2015-16.
- There was an increase in the number of Flooding and Rescue/Evacuation from Water incidents in Quarter 1 of 2016-17 (32 incidents); this can be accounted for by an increase in water leaks in properties and more rescues of people swimming in rivers.
- The Service ran two Water Safety Awareness Weeks in May and June 2016.
- Despite a spike in 2012-13, caused by 3 days of severe flooding, the number of Special Service incidents has remained relatively consistent over the last 5 year (as shown in Figure 11).
- Other Special Services include incidents such as removal of objects, lift rescues, spills and leaks (non-RTC), provision of advice and assisting other agencies. The rise in Q1's figures can be attributed to an increase in incidents involving assistance to Police, such as persons on roof, ring removals (14 incidents) etc.

2.2. RTC Incidents

Road Traffic Collision incident numbers reflect the total number of incidents attended by HWFRS occurring across the two counties of Herefordshire and Worcestershire.

The number of RTC incidents attended in Q1 increased by 6.3% (9 incidents) compared to the same period in 2015-16. This can be attributed to an increase in making the scene safe (13 incidents). The majority of these incidents involved making vehicles safe (53.9% of all RTC incidents attended). Fire and Rescue crews attended 7 fatalities involving RTCs in Quarter 1, compared to 2 in the same period in 2015-16. The number of people seriously injured in RTCs decreased from 22 to 16 (as shown in Table 9 below).

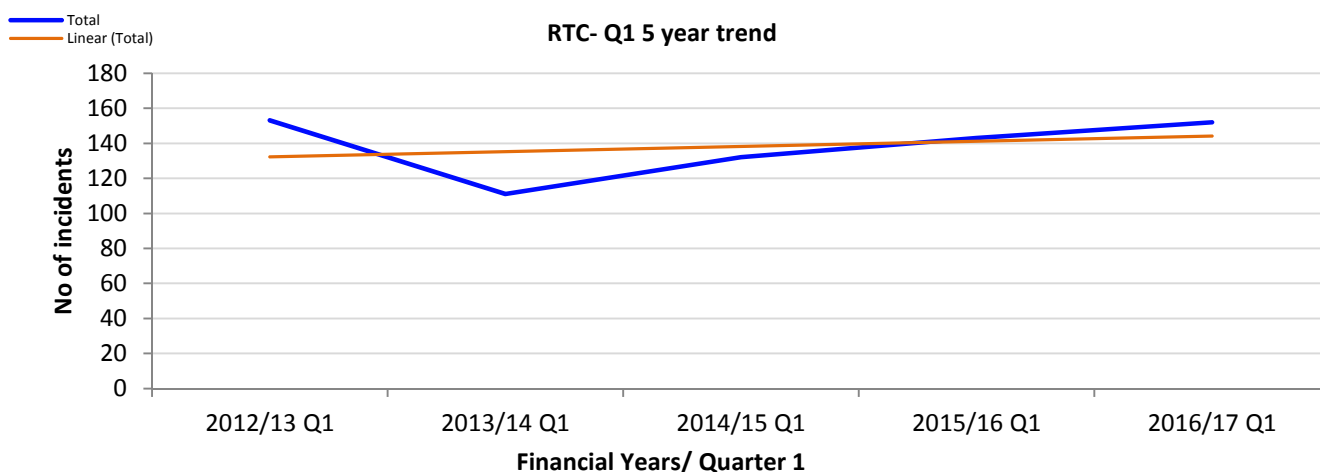
RTC Incidents	Q1 2015-16	Q1 2016-17	% change
Extrication of person/s	21	21	0.0
Make scene safe	12	25	108.3
Make vehicle safe	85	82	-3.5
Release of person/s	12	10	-16.7
Wash down road	0	0	0.0
Other	13	14	7.7
Total	143	152	6.3

(Table 8 – RTC Incidents: Q1 2015-16 and Q1 2016-17)

RTC Casualty severity	Q1 2015-16	Q1 2016-17	% change
Fatalities	2	7	250.0
Victim went to hospital, injuries appear to be Serious	22	16	-27.3
Victim went to hospital, injuries appear to be Slight	73	68	-6.8
First aid given at scene	16	17	6.3
Total	113	108	-4.4

(Table 9 – RTC Casualty severity: Q1 2015-16 and Q1 2016-17)

- RTC incidents that involved a fatality have increased 7 (6 separate incidents). These incidents have been analysed and there are no trends i.e. road or vehicle type, area, time etc. This information continues to be passed on to Community Safety for inclusion in their road safety initiatives such as Dying to Drive.

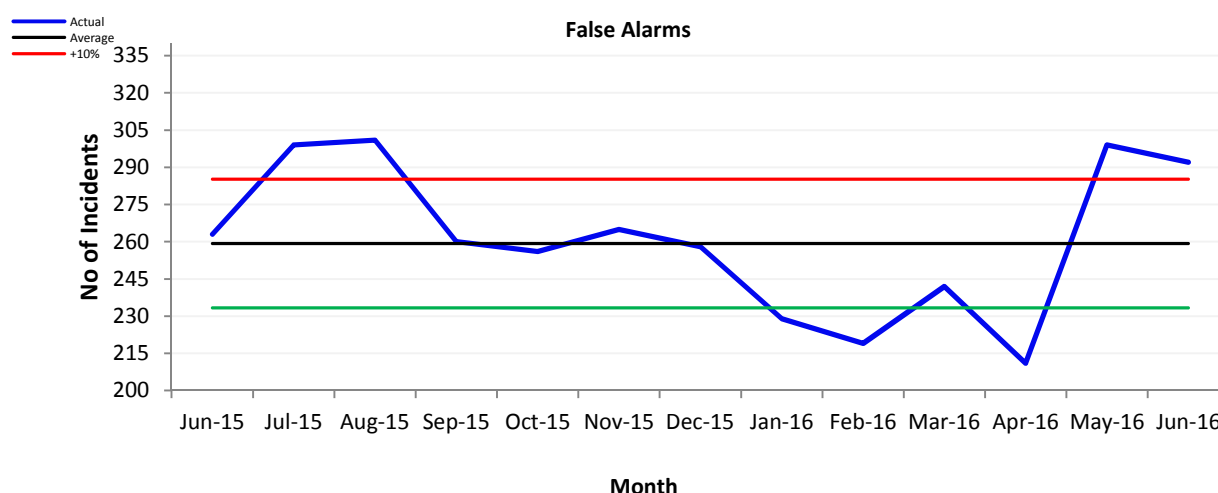


(Figure 12 – RTC Incidents per month: Q1 2012-13 to Q1 2016-17)

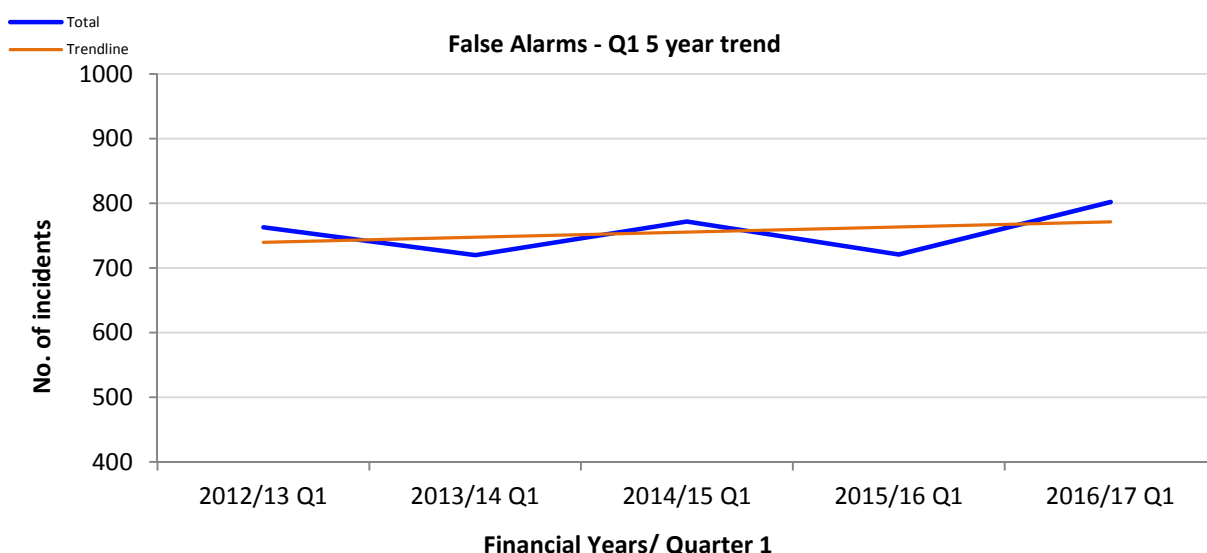
2.3. False Alarm Incidents

The number of False Alarm incidents in Quarter 1 of 2016-17 shows a rise of 11.2% (81 incidents) compared to the same period in 2015-16. The number of hoax calls and good intent false alarm calls remained consistent for the Quarter.

- The number of False Alarms have remained relatively consistent over the last 5 years (as shown in Figure 14). The main increases were in May and June and were located at various Sheltered Housing, Hospitals and Nursing Homes, which all doubled from a low in April. Ongoing communication with housing bodies and hospitals concerning False Alarms. In addition, 13 automatic alarms activated at a block of flats in Kidderminster following the installation of a new Alarm system. Local crews continue to work with the local representatives from community housing to reduce call outs.
- In addition, there were a further 89 False Alarms which did not require the attendance of the Fire and Rescue Service. These include those that were cancelled following rigorous call challenging by Fire Control officers and those where the Fire Appliances were 'returned en route' following the receipt of further information from Fire Control.



(Figure 13 – False Alarm incidents per month: June 2015 to June 2016)



(Figure 14 – False Alarm incidents: Q1 2012-13 to Q1 2016-17)

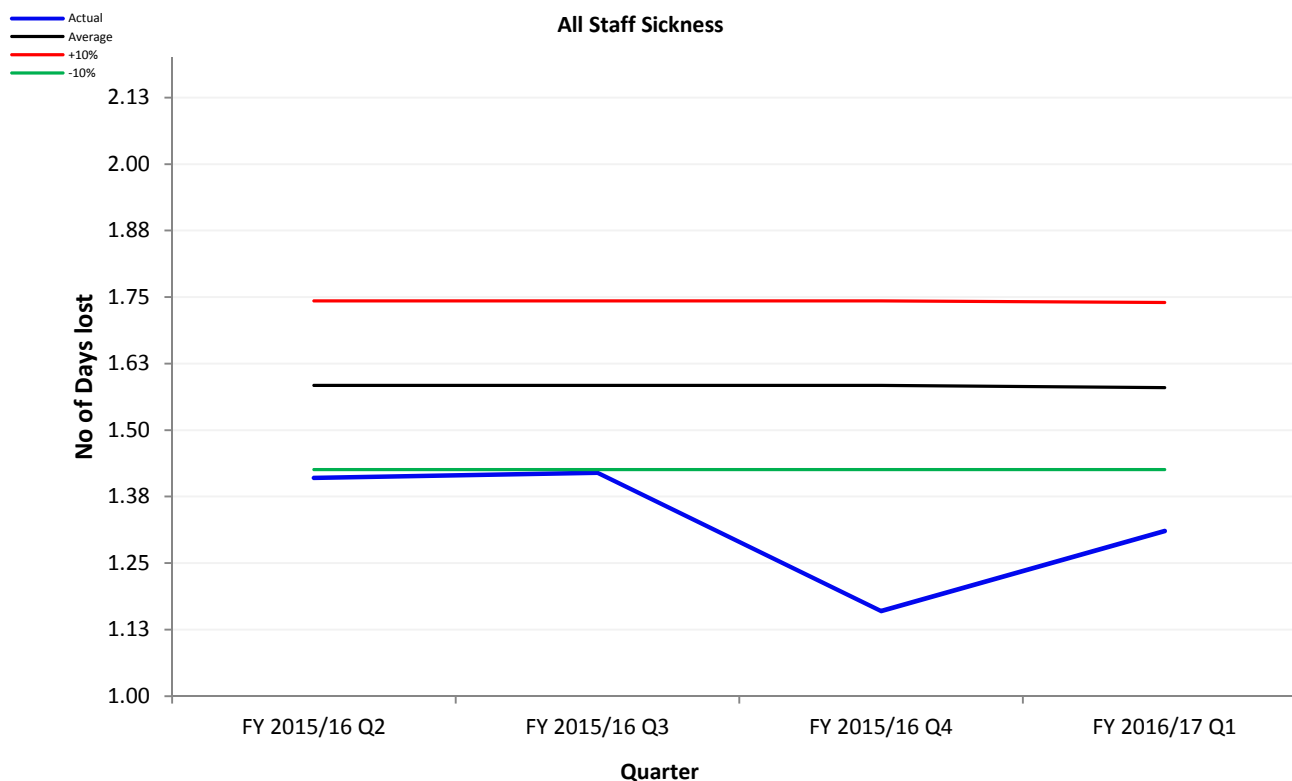
False Alarms	Q1 2015-16	Q1 2016-17	% change
Malicious False Alarms	13	12	-7.7
False Alarm Good Intent	192	207	7.8
Automatic False Alarms	516	583	13.0
Total	721	802	11.2

(Table 10 – False Alarms: Q1 2015-16 and Q1 2016-17)

3. Absence Management

Staff absence and sickness is recorded on a Quarterly basis in line with the Service's HR Connect management system. The sickness level for all staff in Quarter 1 of 2016-17 has fallen from the same quarter in 2015-16 to 1.31 days lost per head and remains below the 5-year average of 1.63 days lost per head. Within this Non-Uniform staff sickness levels has fallen from a peak in Quarter 4 of 2015-16 and remain within tolerance. The overall staff sickness level continues to compare favorably with sickness levels of 2.54 for Worcestershire County Council.

3.1. All Staff Sickness

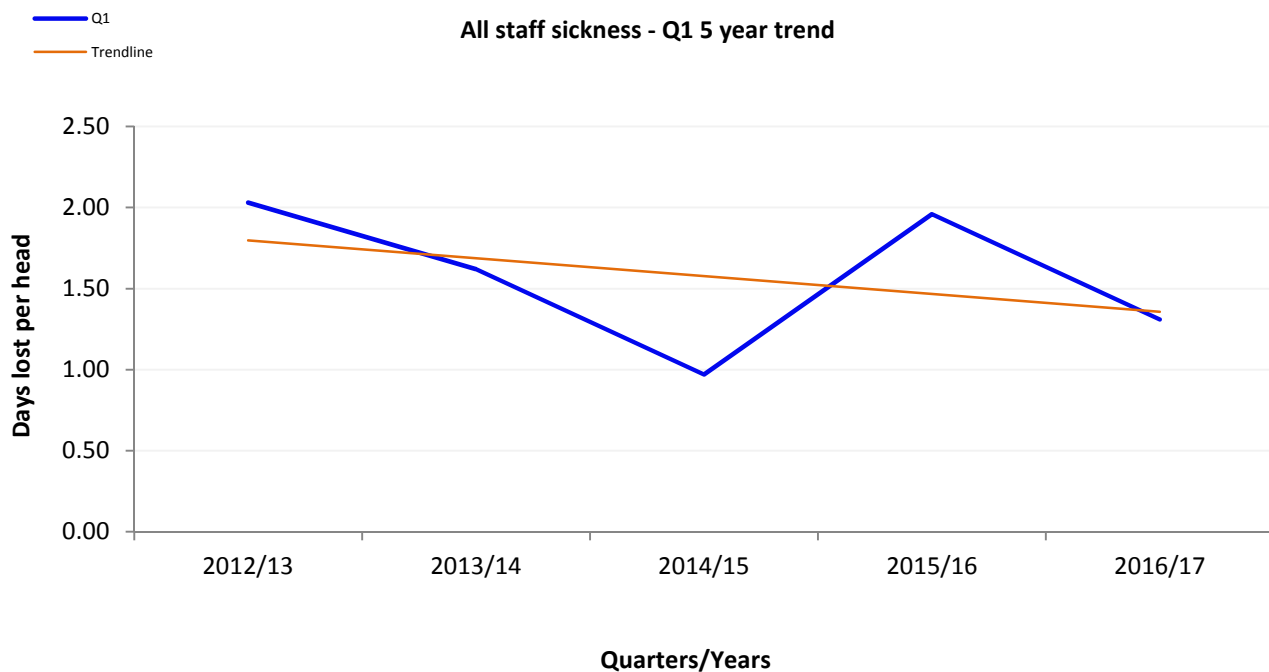


(Figure 15 – All Staff Sickness June 2015 to June 2016)

All Staff Sickness	Short Term Sickness per head (Day lost)	Long Term Sickness per head (Days lost)	All Staff Sickness per head (Days lost)
Quarter 1	0.59	0.72	1.31
Quarter 2			0.00
Quarter 3			0.00
Quarter 4			0.00
Total	0.59	0.72	1.31

(Table 11 – All Staff Sickness: Q1 2016-17).

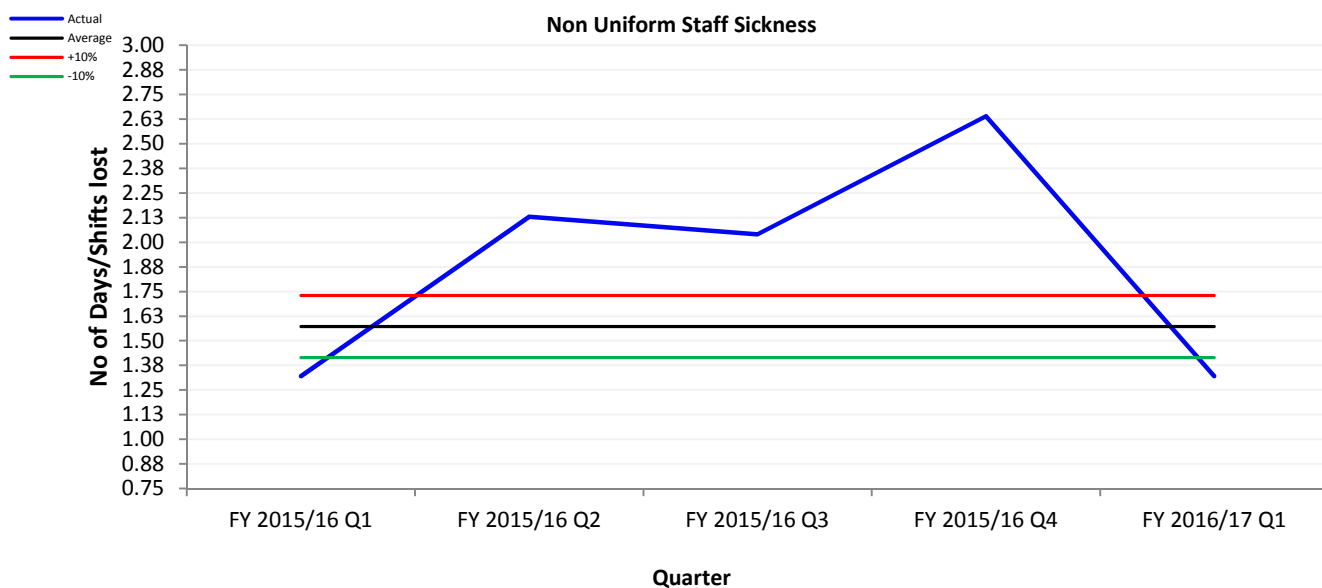
- Quarter 1 of 2016-17 saw a drop in short-term, long-term and overall staff sickness levels. The total of 1.31 days lost per head in Quarter 1 remains below the average 1.63 for Q1 over the last five years. Long-term sickness continues to form the greatest proportion representing 55.0% of all sickness. Figure 16 below shows the 5 year sickness downward trend.



(Figure 16 – All staff sickness: Q1 from 2012-13 to Q1 2016-17)

3.2. Non-Uniform Staff Sickness

The overall level of Non-Uniform Staff Sickness for Quarter 1 of 2016-17 has improved to tolerance level.

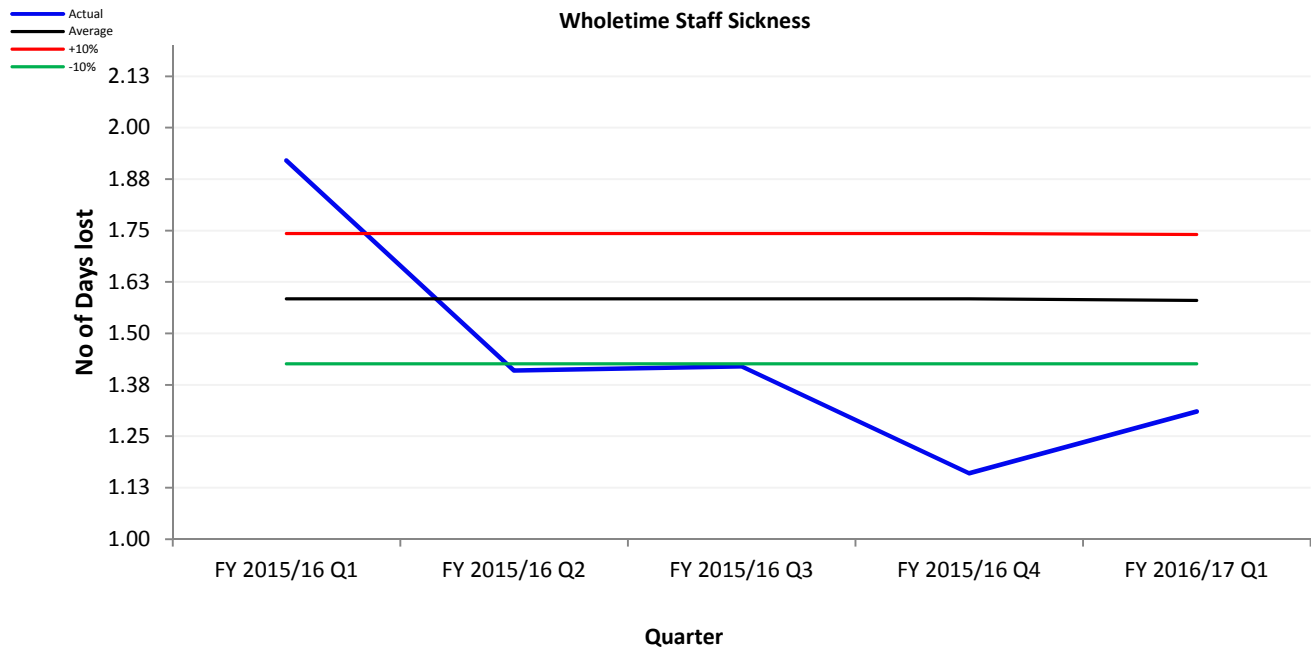


(Figure 17 – Non-Uniform Staff Sickness: Q1 2015-16 to Q1 2016-17)

Non-Uniform Staff Sickness	Short Term Sickness per head (Days lost)	Long Term Sickness per head (Days lost)	All Non-uniform Staff Sickness per head (Days lost)
Quarter 1	0.60	0.70	1.30
Quarter 2			0.00
Quarter 3			0.00
Quarter 4			0.00
Total	0.60	0.70	1.30

(Table 12- Non-Uniform Staff Sickness: Q1 2016-17)

3.3 Wholetime Staff Sickness



(Figure 18 – Wholetime Staff Sickness: Q1 2015-16 to Q1 2016-17)

Wholetime Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
Quarter 1	0.59	0.72	1.31
Quarter 2			0.00
Quarter 3			0.00
Quarter 4			0.00
Total	0.59	0.72	1.31

(Table 13 – Wholetime Staff Sickness: Q1 2016-17)

- The reduction in both short and long-term sickness means Wholetime Staff Sickness has remained within tolerance for the last 4 quarters.

3.4 Comparative All Staff Sickness

To give an idea of how the Service's staff sickness levels compare with other public sector organisations, a comparison has been made against Herefordshire Council and Worcestershire County Council, whose sickness figures are most readily available.

Comparative All Staff Sickness	Short Term Sickness per head (days lost)	Long Term Sickness per head (days lost)	All Wholetime Staff Sickness per head (days lost)
HWFRS	0.59	0.72	1.31
Herefordshire Council	Information not provided	Information not provided	Information not provided
Worcestershire County Council	1.06	1.48	2.54

(Table 14 – Comparative All Staff Sickness: Q1 2016-17)

- The latest figures for Quarter 1 of 2016-17 show that the Service's overall staff sickness levels continue to compare favorably, with lower levels of short-term and long-term sickness for all staff.

4. Key Performance Indicators Out of Tolerance

In addition to the totals for Special Service and False Alarms being out of tolerance for Q1, the first attendance by a Fire Appliance at Building Fires within 10 minutes was also outside the 10% tolerance level. Reasons for the increases in Special Service and False Alarm incidents during Q1 were noted above in the relevant section.

4.1 Attendance Standards – 1st Fire Appliance at Building Fires

The Attendance Standard was set in the Service's Integrated Risk Management Plan (IRMP) 2009-2012. The standard is for the first Fire Appliance to arrive at all Building Fires within 10 minutes on at least 75% of occasions. The percentage of Building Fires attended by the first Fire Appliance within 10 minutes during Quarter 1 was 60.9% which is down 1.4% compared to the same period in 2015-16.

1st Fire Appliance attendance at Building Fires within 10 minutes	Q1 2015-16	Q1 2016-17
Building Fires attended within 10 minutes	91	95
Total number of Building Fires attended	146	156
% attended within 10 minutes	62.3%	60.9%

(Table 15 – 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1 2015-16 and Q1 2016-17)

1st Fire Appliance attendance at Building Fires - average times	Q1 2015-16 (mm:ss)	Q1 2016-17 (mm:ss)
Time of Call until Time Appliance Mobilised	02:06	01:42
Mobile Time until Appliance Arrival at Scene	07:29	08:06
Time of Call to Arrival at Scene	09:35	09:48

(Table 16 – 1st Fire Appliance attendance at Building Fires average times: Q1 2015-16 and Q1 2016-17)

- While the attendance time for the 156 Building Fires in the period fell outside the standard, the average attendance time for first Fire Appliances at all building fires is 9:48 minutes.
- The main reason cited by crews for the first Fire Appliances not attending Building Fires within 10 minutes is travel distance (51.5% of incidents).

Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes	
Travel distance to the incident	34
Turn in time (Retained and Day Crew only)	11
Other: insufficient information received, traffic conditions, simultaneous incidents etc.	16
Total	61

(Table 17 – Reasons for not meeting 1st Fire Appliance attendance at Building Fires within 10 minutes: Q1 2016-17)

- This benchmark or measurement standard does not alter how quickly the Service attend incidents. Many other factors can influence this target, such as call challenging and information gathering by Fire Control, changing societal issues, for example fewer incidents in built up areas and more incidents proportionally outside of towns and cities and weather/road conditions. All of this may increase the average time taken to attend incidents across both counties.
- The attendance standard was developed prior to the introduction of the new Fire Control system and there is no exact match between a time recorded in the new system and the time used under the old method to record the time of call. The nearest time in the new system would be "Incident Created", which is after the time of call and is when the Fire Control has identified the address in the database and needs to pinpoint the nearest Fire Appliance.

5. Retained Availability

The overall availability of the first On-Call Fire Appliance has slightly decreased by 0.5%, when compared with the same period of 2015-16.

Call sign	Station	Q1 Availability 2015-16	Q1 Availability 2016-17	% Change
213	Worcester	99.8%	99.3%	-0.5%
221	Stourport	99.0%	90.2%	-8.8%
231	Bewdley	78.5%	81.1%	2.6%
241	Kidderminster	90.6%	91.9%	1.3%
251	Bromsgrove	93.6%	90.3%	-3.3%
261	Droitwich	88.7%	83.1%	-5.6%
271	Redditch	99.5%	99.0%	-0.5%
281	Evesham	95.9%	93.0%	-2.9%
291	Pebworth	94.7%	89.7%	-5.0%
302	Broadway	89.2%	95.0%	5.8%
311	Pershore	98.8%	98.8%	0.0%
322	Upton-upon-Severn	82.6%	87.6%	5.0%
411	Malvern	99.7%	98.2%	-1.5%
422	Ledbury	98.4%	98.0%	-0.4%
431	Fownhope	98.4%	87.6%	-10.8%
442	Ross-on-Wye	100.0%	100.0%	0.0%
452	Whitchurch	91.8%	83.8%	-8.0%
463	Hereford	99.1%	99.5%	0.4%
472	Ewyas Harold	99.8%	99.3%	-0.5%
481	Eardisley	93.0%	97.4%	4.4%
492	Kington	96.7%	93.3%	-3.4%
502	Leintwardine	99.7%	98.7%	-1.0%
511	Kingsland	99.8%	99.6%	-0.2%
522	Leominster	100.0%	100.0%	0.0%
532	Tenbury	99.1%	99.6%	0.5%
542	Bromyard	100.0%	100.0%	0.0%
552	Peterchurch	76.3%	94.7%	18.4%
Total Hours Available		94.9%	94.4%	-0.5%

(Table 18 – 1st Appliance Retained Availability: Q1 2015-16 and Q1 2016-17)

- Ross-on-Wye, Leominster and Bromyard On-Call Crews maintained a 100% availability rate during Quarters 1 of 2016-17.
- Areas where cover has fallen, such as Fownhope, can be accounted for by a loss of daytime cover. Stations are actively recruiting in these areas.
- 78% of On-Call availability was above 90% during Quarter 1 in 2016-17.

Appendix 2

HWFRS Community Risk Activity Q1 2016/17



HFSCs



Standard Alarms



Specialist Alarms

Q1

1055

1249

275



Arson Referrals



Fire Setter Referrals

Q1

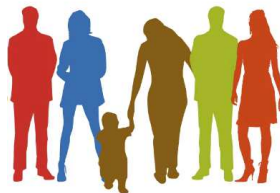
295

9

9



**Community Safety
Activity (CE1 hours)**



**Public Engagement
(total no. of people)**



CR Media Campaigns

Q1

217

1840

10



RBAP/Visits/Post Fires



BFSCs



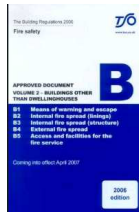
INTELs from BFSCs

Q1

440

186

13



**Building Reg
Consultations**



Licensing Apps



Fire Investigation

Q1

138

59

24



Twitter



CR 0800



Enforcement

Q1

34915

661

2

Example Key to Community Risk Activity Data Sheet



Home Fire Safety Checks

Carried out by both Community Risk department staff and whole-time operational personnel.



Firesetter Referrals

Referrals from partnership agencies for individuals aged up to 16 years, where it is felt there is a risk of fire setting or a particular interest in fire.



Standard Smoke Alarms

Fitted in properties where no additional specialist alarms are needed. One working smoke alarm should be fitted on each floor of a property.



Public Engagement

This is the number of members of the public that have attended events/seminars/groups that Community Risk have been involved in



Wi-Fi Hearing Impaired Smoke Alarms

Fitted in properties where an occupant has a hearing impairment. This can consist of an alarm, vibrating pad and strobe.



CR Media Campaigns

Media releases distributed by the Community Risk department on community safety campaigns.



Signposting

Home Fire Safety Check referrals made by local authority partners, health professionals/ agencies, and voluntary groups



Community Safety Activity (CE1 hours); recorded hours for operational personnel and Community Risk staff engaged in Community Risk activity & initiatives, other than Home Fire Safety and Business Fire Safety Checks.



Arson Referrals;

Referrals made to the Community Risk department by both operational personnel and partner agencies. Referrals target those potentially involved in arson activity, with prevention and behavioural change being key in its delivery.



Fire Investigation

Total number of fire investigations completed by level 2 qualified fire investigation officers, and administered by the Community Risk department.



Risk Based Audit Programmes/Visits/Post Fires

The Risk Based Audit Programme (RBAP) is a system that ensures a cross section of business premises are inspected and audited in a timely manner. Post fire audits take place following a fire to ensure fire safety arrangements are adequate.



Twitter

Community Risk regularly tweet fire safety messages and re-tweet relevant media. This is the number of people been captured through social media within the department.

Business Fire Safety Checks

Carried out by both Community Risk department staff and whole-time operational personnel.



CR 0800

Number of telephone calls received to the Community Risk department from public/agencies on the Freephone telephone number.



Intels from BFSCs

Operational safety information obtained during Business Fire Safety Check visits.



Enforcement

The FRS enforces Fire Safety law laid down in Regulatory Reform (Fire Safety) Order 2005, known as the Fire Safety Order (FSO)



Building Regulation Consultations

The FRS is a statutory consultee for proposed building regulations approval. Comments must be made in 15 working days.



Licensing Application Consultations

The FRS is a statutory consultee for premises licence and marriage licence applications. Comments must be made within 28 days.

