Performance Report 2015/16

Measuring how we are doing
If you would like this information in **large print, braille, audio or in another language** please contact: Equality and Diversity Team, Avon Fire & Rescue Service, Temple Back, Bristol, BS1 6EU.

**Telephone:** 0117 926 2061 extension 249  **Email:** equalities@avonfire.gov.uk

---

**Polish**
Jeśli język angielski nie jest Państwa językiem ojczystym i potrzebują Państwo tłumaczenia, prosimy o kontakt z: Equalities Unit (Wydział ds. Równości), Avon Fire & Rescue Service, Temple Back, Bristol, BS1 6EU.

**Telefon:** 0117 926 2061  
**Email:** equalities@avonfire.gov.uk

---

**Somali**
Haddii af Ingiriisiga uusan ahayn luqaddaada hooyo oo aad turjumaad u baahan tahay, fadlan la xiriir: Equalities Unit, Avon Fire & Rescue Service, Temple Back, Bristol, BS1 6EU.

**Telefonoona:** 0117 926 2061  
**Email:** equalities@avonfire.gov.uk

---

**Chinese**
如果英文不是您的母语，您需要翻译，那么请联系：Equalities Unit （平等组）， Avon Fire & Rescue Service （Avon 消防与救援服务署）， Temple Back, Bristol, BS1 6EU。

**电话：** 0117 926 2061  
**电子邮件:** equalities@avonfire.gov.uk

---

**Urdu**
اگر انگریزی آپ کی مادری زبان نہیں بیٹھ رہنے کی ضرورت ہے تو وہاں میرے ہمراهی ممکن ہے۔

Equalities Unit, Avon Fire & Rescue Service, Temple Back, Bristol, BS1 6EU.

**خطیب:** 0117 926 2061  
**ایمیل:** equalities@avonfire.gov.uk

---

**Arabic**
إذا لم تكن اللغة الإنجليزية هي لعُنكم الأم، وتم حاسبة ترجمة
فلاجعّان أن تصل مع: "وحدة المساواة" في برستول وعنوانها
Equalities Unit, Avon Fire & Rescue Service, Temple Back, Bristol, BS1 6EU.

**هاتف:** 0117 926 2061  
**البريد الإلكتروني:** equalities@avonfire.gov.uk

---

**Punjabi**
ਅਜ ਅੰਗਰੇਜੀ ਦੁਆਰਾ ਖਾਸ ਦਿਤਾ ਨਹੀਂ ਹੈ ਤਾਂ ਹੁਣ ਮੇਰੀ ਸਹਾਇਤਾ ਜਾਂ ਸੁਧਾਰੀ ਨੈ ਕਰੀਂ ਹੋਣ ਕਰੇ।

Equalities Unit, Avon Fire & Rescue Service, Temple Back, Bristol, BS1 6EU.

**ਤੇਲਫ਼ਨ:** 0117 926 2061  
**ਈਲੀਡੀਜ਼:** equalities@avonfire.gov.uk
**Portuguese**
Se inglês não é sua primeira língua, e precisa de uma tradução, por favor contacte: Equalities Unit, Avon Fire & Rescue Service, Temple Back, Bristol, BS1 6EU.
Telefone: 0117 926 2061
E-mail: equalities@avonfire.gov.uk

**Bengali**
ইংরেজী যদি মাতৃভাষা না হয় এবং আপনার একটা অনুবাদ দরকার হয়, তাহলে ডাক করুন যে পামেলা গার্নার এনইউ ইনফো টেলিফোনে (ইন্ডিকেট ইনফো ইনফো). Equalities Unit, Avon Fire & Rescue Service, Temple Back, Bristol, BS1 6EU.
টেলিফোন: 0117 926 2061 (০২২ ১৭ ২৬ ২০৬১)
ইমেইল: equalities@avonfire.gov.uk

**Kurdish**
نەگەڕەکەی تەپەگەرەی زەماکی یەکەکانی تو و پێویستەکانی دەردەی دەکەی، تەکایە پەییەنەدی کە بە
Equalities Unit, Avon Fire & Rescue Service, Temple Back, Bristol, BS1 6EU.
نەتمەڵەکە: 0117 926 2061
ئەیمایل: equalities@avonfire.gov.uk

**Gujarati**
સ્વાપ્રિમ સુધી પ્રવાસ કે માત્રબાણ ને હોવાથી અને તમને તરફથાની જૂટર રહે તો, કુપા કરી સફાર કરે: (એનિઝિટિલિટી ઇનફો) Equalities Unit, Avon Fire & Rescue Service, Temple Back, Bristol, BS1 6EU.
ટેલિફોન: 0117 926 2061
એમેઇલ: equalities@avonfire.gov.uk

**Tagalog**
Kung hindi Ingles ang pangunahin mong wika at kailangan mo ng pagasaling-wika, mangyaring makipag-ugnayan sa: Equalities Unit, Avon Fire & Rescue Service, Temple Back, Bristol, BS1 6EU.
Telepono: 0117 926 2061
Email: equalities@avonfire.gov.uk

**Hindi**
अगर अंग्रेजी आपकी पहली भाषा नहीं है और आपको अनुवाद की आवश्यकता है तो कुप्पा इनसे संपर्क करें: Equalities Unit, Avon Fire & Rescue Service, Temple Back, Bristol, BS1 6EU.
टेलीफोन: 0117 926 2061 (029 17 26 2061)
इमेल: equalities@avonfire.gov.uk
Introduction from Chief Fire Officer/Chief Executive

Welcome to our Performance Report for 2015/16. This report tells you how well Avon Fire & Rescue Service (AF&RS) performed over the last year in helping to build safer and stronger communities.

AF&RS measures how well we are doing in three ways:
- Measuring interventions and outcomes;
- Monitoring compliments and complaints; and
- Measuring responses from customer surveys.

Measuring interventions and outcomes

AF&RS measures performance using a number of Local Performance Indicators (LPIs) that are designed to measure how effective we are at meeting our key purposes of Preventing, Protecting and Responding.

For each indicator we set a target and we measure our performance against that target – the results for 2015/16 are contained in this report.

Compliments and complaints

AF&RS monitors the compliments and complaints that are received and use this information to improve the service we provide. Details of the compliments and complaints can be found later in this report.

Customer surveys

A survey form is sent to victims of a domestic or non-domestic premises fire. The survey forms are returned directly to an independent research company. We use this service to gauge public satisfaction with our speed of response and performance at incidents.
How are we doing?

AF&RS continues to make good progress in reducing risk in our community by reducing the number and impact of incidents attended. We have met the reduction target that we set for all five of our incident indicators. Each incident that is prevented represents a reduction of risk in our community.

Furthermore, 39.9% of Accidental Dwelling Fires that we attended in 2015/16 required no firefighting action, a good measure of our success in prevention.

In 2015/16 we attended three fatalities in fires. Each fire fatality is a tragic event and we continue to strive towards zero fire deaths. Though the numbers are too small to measure any significance, this is the second lowest total we have on record.

AF&RS continues to provide an excellent response service to our community. We are pleased to report that all of our response standards have been met, ensuring that the vital first lifesaving response is in attendance within the time that we have said we will achieve. As part of our customer satisfaction surveys we ask people who have had a fire whether our response time was in line with their expectations. For 92% of incidents we are responding quicker than or in line with expectations.

We also answered over 98% of 999 calls we received within our target time of seven seconds.

Checking our progress

Our website www.avonfire.gov.uk has information about our monthly progress in reducing the number of deliberate fires, accidental dwelling fires and hoax calls.

We also have monthly and annual data extracts of all the incidents we attend. These are in ‘comma separated value’ format and allow anyone to download and analyse our data.
Find out more about what we are doing to reduce risk and improve our service

AF&RS publishes an Integrated Risk Management Plan that details how we will reduce risk in our community. We also publish a Corporate Plan that details how we will improve the organisation of AF&RS to ensure that we make the best use of our resources and are best placed to help create a safer and stronger community.

These documents are also available from our website www.avonfire.gov.uk

I hope that you will find our performance report useful in keeping you informed about the service we provide.

Kevin Pearson
Chief Fire Officer/Chief Executive
Performance information

Performance indicators are grouped under eight headings:

- Preventing fires.
- Responding to unwanted fire signals.
- Deaths and injuries.
- Response.
- Calls received.
- Community Safety.
- Resources and value for money.
- Health and safety.
- People.

Under each heading there is a commentary about performance and a list of the indicators.

For each indicator there are details of:

- Our target for 2015/16.
- Our performance for 2015/16 (colour coded - green if the target has been met, amber if we are near to meeting target and red if we fell short of meeting the target).
Most incident indicators are shown as an actual figure and also divided by our population or number of buildings as appropriate. We do this so we can compare our performance against other fire and rescue services. The figures we have used for our calculations are provided to us by the Government. They are:

- Population: 1,104,205
- Dwellings: 465,483
- Non-domestic premises: 33,666

**Note:** Primary fire usually means a fire involving buildings or vehicles that are fit for use. A secondary fire usually means all other types of fire unless we attend with more than five fire pumping appliances. Fires attended by five or more pumping appliances are recorded as primary fires.
Preventing fire measures

AF&RS met all five of the preventing fire measure targets. Each reduction in incidents represents a reduction in risk to our community and our staff.

<table>
<thead>
<tr>
<th>Description</th>
<th>Target 2015/16</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>*LPI 142iii Number of accidental fires in dwellings per 10,000 dwellings</td>
<td>11.9 or 530 fires</td>
<td>10.1 or 471 fires</td>
</tr>
<tr>
<td>LPI 206i Number of deliberate primary fires (excluding vehicles) per 10,000 population</td>
<td>2.7 or 300 fires</td>
<td>2.5 or 272 fires</td>
</tr>
<tr>
<td>LPI 206veh Number of deliberate vehicle fires per 10,000 population</td>
<td>3.7 or 411 fires</td>
<td>3.4 or 376 fires</td>
</tr>
<tr>
<td>LPI 206iii Number of deliberate secondary fires (excluding vehicles) per 10,000 population</td>
<td>13.2 or 1,447 fires</td>
<td>9.6 or 1060 fires</td>
</tr>
<tr>
<td>LPI NFF Percentage of accidental dwelling fires attended where no fire and rescue service firefighting action is required</td>
<td>Monitor only</td>
<td>39.9%</td>
</tr>
</tbody>
</table>

* LPI Local Performance Indicator
Preventing unwanted alarm signal measures

AF&RS met the target for the number of incidents attended generated by automatic alarm equipment. This helps to reduce risk in our community by increasing the availability of our resources and reducing the number of ‘blue light’ journeys we make.

<table>
<thead>
<tr>
<th>Description</th>
<th>Target 2015/16</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>LPI FAM Total number of malicious false alarms</td>
<td>Monitor only</td>
<td>306 incidents</td>
</tr>
<tr>
<td>LPI FAM% Percentage of malicious false alarms not attended</td>
<td>5%</td>
<td>26% (80 out of 306)</td>
</tr>
<tr>
<td>LPI 149i False alarms caused by automatic fire detection in non-domestic properties per 1,000 non-domestic properties</td>
<td>72.4 or 2,327 alarms</td>
<td>62.9 or 2,117 alarms</td>
</tr>
<tr>
<td>LPI 209iii Percentage of fires attended in dwellings where no smoke alarm was fitted</td>
<td>Monitor only</td>
<td>34% (185 out of 539)</td>
</tr>
</tbody>
</table>
Deaths and injuries measures

In 2015/16 we recorded three fatalities in fires, our second lowest yearly total on record. Though each fatality is a tragic loss and we will always strive towards having zero fire fatalities, it is good that the number of fatalities in fires remains low. We do not set targets for injuries and fatalities as the numbers are too small to indicate significance. AF&RS investigates each fire fatality to ensure that we learn as much as we can to prevent further incidents happening.

<table>
<thead>
<tr>
<th>Description</th>
<th>Target 2015/16</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>LPI 49ii Number of deaths arising from primary fires per 100,000 population</td>
<td>Monitor only</td>
<td>0.3 or 3 deaths</td>
</tr>
<tr>
<td>LPI 49iii Number of injuries (excluding where first aid or advice about precautionary check administered) per 100,000 population</td>
<td>Monitor only</td>
<td>4.3 or 47 injuries</td>
</tr>
</tbody>
</table>
We monitor the total emergency calls received and the totals attended to calculate the attended as a percentage of the total. Incidents not attended include repeat calls (where we have already been informed of the incident) and incidents where our call challenging indicates attendance is not required.

<table>
<thead>
<tr>
<th>Description</th>
<th>Target 2015/16</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>LPI 001 Number of 999 calls received</td>
<td>Monitor only</td>
<td>18,279</td>
</tr>
<tr>
<td>LPI002 Number of incidents attended as an emergency</td>
<td>Monitor only</td>
<td>10,886</td>
</tr>
<tr>
<td>LPI003 Percentage of 999 calls attended as an emergency</td>
<td>Monitor only</td>
<td>59.6%</td>
</tr>
</tbody>
</table>
Response measures

We calculate our response using “Categories” which differentiate between different levels of population density. Our target is to respond to incidents where more people are based in a shorter period of time. We are pleased to report that all response targets have been met. The target for answering emergency calls was also met.

<table>
<thead>
<tr>
<th>Description</th>
<th>Target 2015/16</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LPI</strong> Calls for assistance to Fire Control answered within seven seconds</td>
<td>94%</td>
<td>97.3% (19,576 out of 20,124)</td>
</tr>
<tr>
<td><strong>LPI</strong> Initial call of fire to a building in Category 1 – First appliance attending within eight minutes</td>
<td>85%</td>
<td>92% (986 out of 1,077)</td>
</tr>
<tr>
<td><strong>LPI</strong> Initial call of fire to a building in Category 2 – First appliance attending within 10 minutes</td>
<td>90%</td>
<td>94% (99 out of 105)</td>
</tr>
<tr>
<td><strong>LPI</strong> Initial call of fire to a building in Category 3 – First appliance attending within 15 minutes</td>
<td>95%</td>
<td>99% (239 out of 242)</td>
</tr>
<tr>
<td><strong>LPI</strong> Full Pre-determined attendance mobilised to initial call of fire to a building</td>
<td>95%</td>
<td>100% (1,420 out of 1,424)</td>
</tr>
<tr>
<td><strong>LPI</strong> Initial call of fire to all other fire incidents – First appliance attending within 15 minutes</td>
<td>95%</td>
<td>98% (2,385 out of 2,446)</td>
</tr>
<tr>
<td><strong>LPI</strong> Initial call to life threatening Special Service Call – First appliance attending within 15 minutes</td>
<td>95%</td>
<td>97% (289 out of 297)</td>
</tr>
</tbody>
</table>
Community Fire Safety measures

We do not set targets for our Community Safety measures as we undertake them when there is a need rather than set a numerical target. We do however monitor the number completed

<table>
<thead>
<tr>
<th>Description</th>
<th>Target 2015/16</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LPI Number of Home Fire Safety Checks completed</strong></td>
<td>Monitor only</td>
<td>9,307</td>
</tr>
<tr>
<td><strong>LPI Number of educational visits undertaken</strong></td>
<td>Monitor only</td>
<td>185</td>
</tr>
<tr>
<td><strong>LPI Number of off-station community events attended to deliver fire safety message</strong></td>
<td>Monitor only</td>
<td>242</td>
</tr>
<tr>
<td><strong>LPI Number of on-station events held where fire safety message delivered</strong></td>
<td>Monitor only</td>
<td>175</td>
</tr>
</tbody>
</table>
We have achieved one of our three environmental indicators and are just off target for the other two, evidence that we are reducing costs and helping to protect our environment. Our target to resolve IT helpdesk calls was also met.

<table>
<thead>
<tr>
<th>Description</th>
<th>Target 2015/16</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LPI IT1</strong> Percentage of calls to IT helpdesk resolved within service targets</td>
<td>95%</td>
<td>98.4% (3,386 out of 3,441)</td>
</tr>
<tr>
<td><strong>LPI ET2</strong> Energy consumption in KW/h (electricity, gas and heating oil) compared to 2011/12 baseline</td>
<td>-20% or 5,214,150 kwh</td>
<td>-32.6% or 4,393,055 KW/h</td>
</tr>
<tr>
<td><strong>LPI ET3</strong> Carbon emission (tonnes) compared to 2014/15</td>
<td>-5% or 2,244 tonnes</td>
<td>-4.8% or 2,248 tonnes</td>
</tr>
<tr>
<td><strong>LPI ET4</strong> Water consumption (metered supply only - m³) compared to 2013/14</td>
<td>-15% or 9,325 m³</td>
<td>-13.7% or 9,464 m³</td>
</tr>
</tbody>
</table>
Health and safety measures

This is the first year of AF&RS’s two new Health & Safety targets. These are three year targets and at the year one we are off target with both however we are confident that the processes are being put in place that will help achieve target at the end of the three years.

<table>
<thead>
<tr>
<th>Description</th>
<th>Target 2015/16</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LPI H&amp;S1</strong> to reduce lost time in relation to work-related injuries and illnesses by 10% over the next three years</td>
<td>1,136 days/shifts lost</td>
<td>1,512 days/shifts lost</td>
</tr>
<tr>
<td><strong>LPIH&amp;S2</strong> to reduce the number of vehicle incidents in which AF&amp;RS hit something fixed or stationary and are at fault by 5% over the next three years</td>
<td>54 occurrences</td>
<td>59 occurrences</td>
</tr>
</tbody>
</table>
**People measures**

Though we have improved compared to last year, AF&RS has missed target on both sickness indicators, mainly due to increases in short term sickness. We continue to improve the quality and availability of information available to managers to allow them to effectively manage staff sickness and expect to see a further improvement next year. We are pleased that the target for completing Return to Work Interviews after sickness was met. We will no longer be able to quantify our duty to promote equality, instead we publish qualitative information to enable the public to make an informed judgement as to whether we are fulfilling this duty.

<table>
<thead>
<tr>
<th>Description</th>
<th>Target 2015/16</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LPI 12i</strong> Number of working days/shifts lost to sickness per Wholetime and Control uniformed staff</td>
<td>6.10 shifts lost per person</td>
<td>8.09 shifts lost per person</td>
</tr>
<tr>
<td><strong>LPI 12ii</strong> Number of working days/shifts lost to sickness per all staff (excluding Retained Duty System)</td>
<td>6.10 shifts/days lost per person</td>
<td>8.14 shifts/days lost per person</td>
</tr>
<tr>
<td><strong>LPI HR4</strong> % of Return to Work Interviews completed within 15 days</td>
<td>90%</td>
<td>94% (354 out of 378)</td>
</tr>
<tr>
<td><strong>LPI E&amp;D2</strong> The duty to promote equality</td>
<td>Monitor only</td>
<td>Not able to measure</td>
</tr>
</tbody>
</table>
Compliments and complaints

Compliments
In 2015/16 we received 86 compliments about the service we provide. Each compliment is acknowledged and fed back to the staff involved.

Complaints
In 2015/16 we received 15 complaints about our service that were substantiated and we were at fault. While we investigate and seek to learn from each complaint we are pleased that the numbers were too few to identify any patterns.

A further 26 complaints were received which, upon investigation, were withdrawn, not substantiated or found not to be about AF&RS.

Customer satisfaction surveys
Each year we send customer satisfaction surveys to people who have been a victim of a domestic or non-domestic building incident. All responses are confidential and are administered by an independent research company.

The survey forms ask people about how well we did our job and whether the Service met their expectations. By asking questions about the gender and ethnicity of the person we have served we will also be able to make sure that we are not disadvantaging any areas of our community. As this is a national service undertaken by most fire and rescue services we are able to benchmark the findings to ensure that we are providing an excellent service.

118 people who we assisted with emergencies answered the question about how satisfied they were with the overall service we provided. 106 or 90% said that they were very satisfied with the service and 11 or 9% said that they were fairly satisfied.

Regarding response to emergencies 100 respondents expressed an opinion as to the speed of response. Of these 43 or 43% felt that the response was quicker than expected, 49 or 49% felt the response was as expected and 8 or 8% felt it was slower than expected.