



AVON
FIRE & RESCUE

www.avonfire.gov.uk

Performance Report 2011/12

Measuring how we are doing



Introduction from Chief Fire Officer/Chief Executive

Welcome to our Performance Report for 2011/12. 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
- 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 2011/12 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 everyone who is the victim of a domestic or non-domestic premises fire or who makes a complaint about our service. We also send a survey to a random sample of people who have received a Home Fire Safety Visit.

The survey forms are returned directly to an independent research company. As this is a national scheme we are able to benchmark the findings against other fire and rescue services to ensure we provide an excellent service.

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 had success this year in reducing the number of accidental dwelling fires we attended by 10% or 59 incidents. The estimated cost of each fire incident is £8,507, so this reduction represents a saving of over £501k to our community.

The number of deliberate vehicle fires attended reduced by 15% or 74 incidents, an estimated saving of £182k to our community.

AF&RS continues to make good progress in using our resources more effectively; in particular only attending alarm calls where it has been confirmed there is a risk of fire, or if we have been unable to speak to anyone on site and can therefore not confirm either way. This has freed up considerable resources that we can redeploy in

Community Safety and training to ensure we are prepared for incidents. In 2011/12 we didn't attend 1,668 alarms where there was no risk to the community.

AF&RS continues to provide an excellent response service to our community. Two of the indicators measuring our response missed target but the number of actual incidents where we don't meet the target is very small.

We recognise however that there is still work to do. Though primary fires reduced by 9% or 176 incidents we sadly lost five people in primary fires. AF&RS continues to work towards zero fire deaths.

We continue to make good progress in protecting our community. The percentage of dwelling fire incidents attended where we have to take no fire-fighting action is increasing and the percentage of incidents attended where no smoke alarm is fitted is falling.

AF&RS is confident that we have the right strategies and interventions in place to make our community safer and that our greater emphasis on performance management will help to focus these strategies and interventions.

AF&RS is also very pleased that our customer satisfaction surveys continue to show a very high level of satisfaction with the service that we provide.

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.

Find out more about what we are doing to reduce risk and improve our service

AF&RS publishes an annual 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 Avon Fire & Rescue Service 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



Kevin Pearson
Chief Fire Officer/Chief Executive



Performance information

Performance indicators are grouped under eight headings:

- Preventing fires
- Responding to unwanted fire signals
- Deaths, injuries and escapes
- Response
- Community safety
- Resources and value for money
- Health & 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 2011/12
- Our performance for 2011/12 (colour coded - green if the target has been met, amber if we are near to meeting target, 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	1,098,009
Dwellings	445,513
Non-domestic premises	32,163

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 three fire pumping appliances. Fires attended by more than three fire pumping appliances are primary.

Note: There are four incidents for 2011/12 that are subject to change due to Coroner decisions. If the outcomes affect the performance indicators AF&RS will publish an addendum to this performance report.

Preventing fire measures

AF&RS met four out of the five fire incident reduction targets. Deliberate secondary fires were just off target but we still had 4% fewer incidents than 2010/11. Every reduction in incidents represents a reduction in risk to our community and our staff.

Description	Target 2011/12	Actual 2011/12
* LPI 142iii Number of accidental fires in dwellings per 10,000 dwellings	12.6 or 561 fires	11.9 or 530 fires
LPI 206i Number of deliberate primary fires (excluding vehicles) per 10,000 population	2.7 or 296 fires	2.7 or 300 fires
LPI 206veh Number of deliberate vehicle fires per 10,000 population	4.0 or 438 fires	3.7 or 411 fires
LPI 206iii Number of deliberate secondary fires (excluding vehicles) per 10,000 population	12.3 or 1,352 fires	13.2 or 1447 fires
LPI 207 Number of fires in non-domestic premises per 1,000 non-domestic premises	8.4 or 271 fires	7.9 or 253 fires
LPI NFF Percentage of accidental dwelling fires attended where no fire and rescue service firefighting action is required	Monitor only	40.2%

* **LPI Local Performance Indicator**

Preventing unwanted alarm signal measures

The number of incidents generated by automatic alarm equipment reduced by 4% compared to last year, meeting target. 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

Description	Target 2011/12	Actual 2011/12
LPI FAM Total number of malicious false alarms	Monitor only	533 incidents
LPI FAM% Percentage of malicious false alarms not attended	Monitor only	43%
LPI 149i False alarms caused by automatic fire detection in non-domestic properties per 1,000 non-domestic properties	73.0 or 2347 alarms	72.4 or 2327 alarms
LPI 209iii Percentage of fires attended in dwellings where no smoke alarm was fitted	Monitor only	40%

Deaths, injuries and escapes measures

The number of fatalities in primary fires reduced from 12 in 2010/11 to five in 2011/12. Though the numbers are too small to indicate significance, AF&RS is still pleased with this reduction. Each fire fatality is fully investigated to ensure that we learn as much as we can to prevent further incidents happening. We will continue to do all that we can to achieve our objective of zero fire deaths.

Description	Target 2011/12	Actual 2011/12
LPI 49ii Number of deaths arising from primary fires per 100,000 population	Monitor only	0.5 or 5 deaths
LPI 49iii Number of injuries (excluding where first aid or advice about precautionary check administered) per 100,000 population	Monitor only	7.7 or 84 injuries

Response measures

Two of the eight incident response indicators didn't meet target, however in some of the categories the number of incidents recorded is very low making measurement of progress problematic. The target for answering emergency calls was met with very few calls failing to be answered within seven seconds.

Description	Target 2011/12	Actual 2011/12
LPI Calls to assistance to Fire Control answered within seven seconds	94%	98% (22,630 out of 23,063)

Description	Target 2011/12	Actual 2011/12
LPI Primary fires (normal pre-determined attendance) risk category 1: Two appliances and nine firefighters within eight minutes	85%	81% (536 out of 663)
LPI Primary fires (normal pre-determined attendance) risk category 2: two appliances and nine firefighters within 10 minutes	90%	90% (79 out of 88)
LPI Primary fires (normal pre-determined attendance) risk category 3: Two appliances and nine firefighters within 20 minutes	95%	99% (150 out of 151)
LPI Primary fires (special pre-determined attendance) risk category 1: Three appliances and 13 firefighters within 13 minutes	95%	89% (109 out of 122)
LPI Primary fires (special pre-determined attendance) risk category 2: Three appliances and 13 firefighters within 15 minutes	95%	50% (2 out of 4)
LPI Primary fires (special pre-determined attendance) risk category 3: Three appliances and 13 firefighters within 20 minutes	95%	90% (19 out of 21)
LPI Primary vehicle fires and secondary fires: One appliance or officer within 15 minutes	90%	99% (2,396 out of 2,416)
LPI Special Service Calls: One appliance or officer within 15 minutes	95%	99% (2,440 out of 2,475)

Community fire safety measures

The target for Whole Time operational fire crews completing Home Fire Safety Visits (HFSV) was missed by 5616 visits or 43%. Including visits completed by other AF&RS staff and partner agencies a total of 10,020 HFSVs were completed in 2011/12. We do not set targets for our other Community Safety measures as we undertake them when there is a need rather than set a numerical target.

Description	Target 2011/12	Actual 2011/12
LPI Number of Home Fire Safety Visits completed by Whole Time operational fire crews	13,176	7,560
LPI Number of educational visits undertaken	Monitor only	385
LPI Number of off-station community events attended to deliver fire safety message	Monitor only	640
LPI Number of on-station events held where fire safety message delivered	Monitor only	555
LPI Number of groups visiting Community Safety Centres	Monitor only	2,625

Resources and value for money measures

AF&RS is pleased to report that all four environmental targets were met, indicating a considerable saving of both resources and damage to the environment. Payment of invoices has just missed target.

Description	Target 2011/12	Actual 2011/12
LPI 8 Percentage of undisputed invoices which were paid in 30 days	95.0%	93.9% (7,330 out of 7,809)
LPI IT1 % of calls to IT helpdesk resolved within service targets	95%	97.4% (3,816 out of 3,917)
LPI ET2 Energy consumption in KW/h (electricity, gas and heating oil)	-5% or 7,175,071	-14% or 6,517,587
LPI ET3 Carbon emission (tonnes)	-15% (compared to 2008/09) or 2,568	-19% or 2,887
LPI ET4 Water consumption (metered supply only - m ³)	-5% or 14,356	-11% or 13,455
LPI ET5 Business travel (CO ₂ emissions)	-10% or 278,070	-20% or 246,291

Health and safety measures

AF&RS has made good progress against our Health & Safety target to reduce work related driving incidents involving our vehicles. Though we were one incident above target the number recorded reduced by 9% or 12 incidents compared to last year.

Description	Target 2011/12	Actual 2011/12
LPI H&S4 Work related driving incidents	118 incidents	119 incidents

People measures

AF&RS has met both of our sickness indicators, reducing the number of days lost to sickness to its lowest recorded level. We are also pleased that the target for completing Return to Work Interviews after sickness was met; achieving this was key to reducing sickness amongst our staff. Progress against the recruitment targets has been less good, however we are in a very different recruitment environment than we anticipated when the targets were set in 2008. Reduction in our resources meant that AF&RS cannot measure its progress against the duty to promote equality.

Description	Target 2011/12	Actual 2011/12
LPI E&D1 The equality framework for local government	Achieving	Achieving
LPI E&D2 The duty to promote equality	Monitor only	Not able to measure

Description	Target 2011/12	Actual 2011/12
LPI 12i Number of working days/shifts lost to sickness per wholetime uniformed staff	7.0 shifts lost per person	6.10 shifts lost per person
LPI 12ii Number of working days/shifts lost to sickness per all staff	7.0 shifts/days lost per person	6.57 shifts/days lost per person
LPI HR4 % of Return to Work Interviews completed within 15 days	90%	95% (342 out of 326)
LPI 16ai % of Wholetime and Retained Duty System employees with a disability	0.71% or six people	1.20% or 10 people
LPI 16aaii % of Control and non-uniform employees with a disability	1.97% or four people	2.42% or 4 people
LPI HR2 Recruitment of black and minority ethnic staff – to reflect local working population by 2013	11.0%	4.0% (1 out of 25)
LPI HR3 Recruitment of female operational staff – 15% of recruits to be female by 2013	17.5%	12.0% (3 out of 25)

Compliments and complaints

Compliments

In 2011/12 we received 96 compliments about the service we provide. Each compliment is acknowledged and fed back to the staff involved. We also have a Good Work Reporting scheme. Over the last reporting period (November 2010 to October 2011) 83 members of staff received a letter acknowledging good work from the Chief Fire Officer.

Complaints

In 2011/12 we received recorded 22 complaints about our service, compared to 14 in the previous year. However, only four of these complaints were substantiated, meaning that after investigation some fault was found. While we investigate and seek to learn from each complaint we are pleased that the numbers were too few to identify any patterns.

Customer satisfaction surveys

Each year we send customer satisfaction surveys to people who have:

- Been a victim of a domestic or commercial building incident.
- Received a Home Fire Safety Visit from our staff.
- Made a complaint about our service.

All responses are confidential and are handled 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.

A brief summary of our findings is included below. A report detailing these findings and the benchmarking with other fire and rescue services will be made available on our website at a later stage.

After fire incidents

175 people who we assisted with emergencies answered the question about how satisfied they were with the overall service we provided. 156 or 89% said that they were very satisfied with the service and 11 or 6% said that they were fairly satisfied. No respondents were dissatisfied with service they received.

After Home Fire Safety Visits

345 people who we visited to complete a HFSV answered the question about how satisfied they were with the overall service we provided. 320 or 93% said that they were very satisfied with the service and 10 or 3% said that they were fairly satisfied. No respondents were dissatisfied with service they received.

Complaints

No survey responses were received.



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 or email equalities@avonfire.gov.uk

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਅੱਗਾਂ ਭਾਰੀ ਅਤੇ ਫੈਲਾਉਣ ਵਾਲੀ ਸੇਵਾ (Avon Fire & Rescue Service) ਤੋਂ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਸਾਡੀ ਸੇਵਾ, ਟੈਂਪਲ ਬੈਕ, ਬ੍ਰਿਸਟਲ, BS1 6EU, ਤੱਕ ਸੰਪਰਕ ਕਰੋ।

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

ਜਿਹੜੀ ਵੀ ਆਪਣੀ ਭਾਸ਼ਾ, ਪੜ੍ਹ, ਜਾਂ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਚਾਹੀਦੀ ਹੈ ਅਤੇ ਜੇ ਸਾਡਾ ਜਾਂ ਕੁਝ ਤੁਹਾਨੂੰ ਚਾਹੀਦੀ ਹੈ ਉਹ ਹਾਲ ਵਿੱਚ ਵੀ ਹੈ।

ਇਸ ਤੋਂ ਇਲਾਵਾ, ਜਿਹੜੀ ਵੀ ਚਾਹੀਦੀ ਹੈ ਅਤੇ ਵਿਭਿੰਨਤਾ ਟੀਮ (Equality and Diversity Team) ਨਾਲ 0117 926 2061 ਐਕਸਟੈਂਸ਼ਨ 249 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Chinese

如果你希望来自于埃文消防与救援服务(Avon Fire & Rescue Service)的信息是采用不同的语言、大字印刷、盲文或是录音磁带等格式提供, 请给我们写信至:

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

请提供你的姓名、地址和你所希望获得的信息, 以及你所要求的语言或格式。

或者是请联络平等与多样化小组(Equality and Diversity Team), 电话号码 0117 926 2061, 分机 249。

Polish

Jeśli chciałby Państwo uzyskać informacje od Służb Przeciwpożarowych i Ratowniczych Avon (Avon Fire & Rescue Service) w innym języku, w wersji dużym drukiem, pismem Braille'a bądź na taśmie audio, prosimy o kontakt listowny na adres:

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

Prosimy podać imię i nazwisko, adres oraz wyszczególnić jakiego rodzaju informacje chciałby Państwo uzyskać i w jakim formacie.

Można również skontaktować się z Zespołem ds. równości i różnorodności (Equality and Diversity Team) pod numerem 0117 926 2061 wew. 249.

Gujarati

જો તમને એવન ફાયર અને રેસ્ક્યુ સર્વિસમાંથી (Avon Fire & Rescue Service) સંબંધિતી કોઈ માહિતી જાણી શકાય, તો કૃપા કરીને આપણને, ટેમ્પલ બેક, બ્રિસ્ટલ, BS1 6EU, સુધી સંપર્ક કરો।

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

કૃપા કરીને તમારું નામ, સરનામું પૂરું પાડી, તમને જોઈતી માહિતી અને આપણે અથવા તમારા કે જેમને જણાવો।

વિષયમાં, કૃપા કરીને સમાવેશ કરો એન્ડ ડાયવર્સિટી ટીમ (Equality and Diversity Team) સંપર્ક 0117 926 2061 એક્સટેન્શન 249 ઉપર કરો।

Arabic

في حال رغبتك الحصول على هذه المعلومة من اطفائية لخدمة إطفاء الحريق والإقلا Avon Fire & Rescue Service بلغة أخرى أو على هيئة الخط الكبير أو بلغة برايل (الخاصة بضعى البصر) أو على هيئة شريط سمعي، فيرجى الكتابة إلينا / مرسلتنا على العنوان البريدي التالي:

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

ويرجى كتابة إسمك وعنوانك والمعلومات التي تود الحصول عليها واللغة / أو الهيئة المطلوبة للمعلومات

أو يمكنك الإتصال بفريق المساواة والتنوع Equality and Diversity Team على رقم الهاتف 0117 926 2061 ثم طلب الرقم القاعي 249.

Urdu

اگر آپ کو ایون فائر اینڈ ریسکیو سروس کی طرف سے معلومات کسی اور زبان، بڑے حروف، بریل یا آڈیو ٹیپ کی صورت میں درکار ہوں تو برائے مہربانی ہمیں اس پتہ پر خط لکھیے:

برائے مہربانی اپنا نام و پتہ اور مطلوبہ معلومات درج کیجئے اور یہ بھی کہ آپ کی مطلوبہ زبان کیا ہے اور آپ کو معلومات کس صورت میں درکار ہیں۔

رابطے کے ایک متبادل طریقے کے طور پر برائے مہربانی ایگوائٹی اینڈ ڈائیورسٹی ٹیم سے اس نمبر پر رابطہ کیجئے 0117 926 2061 اور ایکٹیشن 249 مانگیے۔

Somali

Hadii aad rabto macluumaadkan adeega 'Avon Fire & Rescue Service' oo ku qoran luqad kale, xarfo waaweyn, farta-indihoolayaasha ama maqal ku duuban, fadlan kusoo codso qoraal oo kusoo dir:

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

Fadlan qoraalka kusoo sheeg magacaaga, cinwaankaaga, macluumaadka aad rabto iyo luqada ama qaabka aad u rabto in laguugu soo diro.

Hadii kale lasoo xiriir Kooxda 'Equality and Diversity Team' Tel: 0117 926 2061 khaarka-gaarka ah 249.

Kurdish Kurmanji

Eger hûn zanîyarîya ji xizmetgeha agir û qortalkirinê a Avon bi destvebînin bi zimanzên çûda, bi pîlên mezin, bi nivêstina mezin, yan bi nivêstina taybet bû kesên kore yan kasêta dengî, jikerema xwe peywendiyê bi van nav û nîqanên xwarê bike:

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

Ji kerema xwe navêxwe û edrêse xwe û zanîyarîyê û dixwazî û zimanzan yan şêwazê û dixwazî diyar ke.

Yan, peywendiyê bi fîlma yeksanîyê û hemerengiyê bike li ser telefona jîmare 01179262061 û gohostîna jîmare 249.

Hindi

यदि आप किसी दूसरी भाषा, बड़े अक्षर, ब्रेल या श्रद्धांश टेप में एवॉन फायर एंड रेस्क्यू सर्विस के बारे में जानकारी प्राप्त करना चाहते हैं तो कृपया हमें वसूलेखन पते पर लिखें: Avon Fire & Rescue Service Headquarters, Temple Back, Bristol, BS1 6EU.

कृपया अपना नाम, पता, आपको जो जानकारी चाहिए और आपकी आवश्यकता अनुसार भाषा एवं फॉर्मेट (संरूप) प्रदान करें।

वैकल्पिक रूप से, कृपया 0117 926 2061 एक्सटेंशन 249 पर इक्वॉलिटी एवं डाइवर्सिटी टिम से संपर्क करें।