



Performance Report 2012/13

Measuring how we are doing



Introduction from Chief Fire Officer/Chief Executive

Welcome to our Performance Report for 2012/13. 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 2012/13 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 and anyone 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 Check.

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 53 incidents. The estimated cost of each fire incident is £8,507¹, so this reduction represents a saving of over £450,871 to our community.

The number of deliberate vehicle fires attended reduced by 22% or 88 incidents, an estimated saving of £216,304 to our community (cost per incident £2,458²)

¹ CLG Economic Cost of fire 2007 from FRS partnership working toolkit for Local Area Agreements

² CLG Economic Cost of fire 2007 from FRS partnership working toolkit for Local Area Agreements

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 2012/13 we didn't attend 1,494 alarms where there was no risk to the community. Our average attendance at alarms is 2.5 appliances so this represents 3,735 fewer appliance movements.

AF&RS continues to provide an excellent response service to our community. In December 2012 Avon Fire Authority decided to change the way we measure our response to emergency incidents to make them easier to measure and understand. The emphasis is now on ensuring the first lifesaving intervention attends the incident within an agreed standard and that a sufficient resource to deal with the incident is mobilised.

These new response standards were introduced from 1 January 2013. This report gives our performance against our old standard before 1 January 2013 and our new standard after this date.

We recognise however that there is still work to do. Though primary fires reduced by 18%, or 327 incidents, we tragically lost seven 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 was 36.1% or 172 incidents.

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 pleased that it gets very few complaints about the service we provide and that our customer satisfaction surveys continue to show a very high level of satisfaction with the service. For performance at incidents 99% of people who responded said they were very or fairly satisfied with our service.

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 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

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, 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 2012/13
- Our performance for 2012/13 (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	1,070,120
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 four or more pumping appliances are primary.



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.

Description	Target 2012/13	Actual 2012/13
* LPI 142iii Number of accidental fires in dwellings per 10,000 dwellings	11.9 or 530 fires	10.7 or 477 fires
LPI 206i Number of deliberate primary fires (excluding vehicles) per 10,000 population	2.7 or 300 fires	2.1 or 226 fires
LPI 206veh Number of deliberate vehicle fires per 10,000 population	3.7 or 411 fires	3.0 or 323 fires
LPI 206iii Number of deliberate secondary fires (excluding vehicles) per 10,000 population	13.2 or 1447 fires	9.6 or 1032 fires
LPI 207 Number of fires in non-domestic premises per 1,000 non-domestic premises	7.9 or 253 fires	6.5 or 210 fires
LPI NFF Percentage of accidental dwelling fires attended where no fire and rescue service firefighting action is required	Monitor only	36.1%

* **LPI Local Performance Indicator**

Preventing unwanted alarm signal measures

The number of incidents generated by automatic alarm equipment reduced by 4% (104 incidents) 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 2012/13	Actual 2012/13
LPI FAM Total number of malicious false alarms	Monitor only	286 incidents
LPI FAM% Percentage of malicious false alarms not attended	Monitor only	5%
LPI 149i False alarms caused by automatic fire detection in non-domestic properties per 1,000 non-domestic properties	72.4 or 2327 alarms	69.1 or 2,223 alarms
LPI 209iii Percentage of fires attended in dwellings where no smoke alarm was fitted	Monitor only	42%

Deaths, injuries and escapes measures

The number of fatalities in primary fires increased from five to seven from 2011/12 to 2012/13. We do not set a target for fire deaths 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. We will continue to do all that we can to achieve our objective of zero fire deaths.

Description	Target 2012/13	Actual 2012/13
LPI 49ii Number of deaths arising from primary fires per 100,000 population	Monitor only	0.7 or 7 deaths
LPI 49iii Number of injuries (excluding where first aid or advice about precautionary check administered) per 100,000 population	Monitor only	5.8 or 62 injuries

Response measures

In December 2012 Avon Fire Authority decided to change the way we measure our response to emergency incidents to make them easier to measure and understand. The emphasis is now on ensuring the first lifesaving intervention attends the incident within an agreed standard and that a sufficient resource to deal with the incident is mobilised. These new response standards were introduced from 1 January 2013. This report gives our performance against our old standard before 1 January 2013 and our new standard after this date.

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.

The target for answering emergency calls was met with very few calls failing to be answered within seven seconds. This target has not been changed. Note due to technical difficulties we were unable to provide data for November 2012, as such the target is measuring 11 months of performance data.

Description	Target 2012/13	Actual 2012/13
LPI Calls for assistance to Fire Control answered within seven seconds	94%	98% (20,422 out of 20,928)

Response standards April 2012 – Dec 2012	Target 2012/13	Actual 2012/13
LPI Primary fires (normal pre-determined attendance) risk category 1: Two appliances and nine firefighters within eight minutes	85%	84% (342 out of 405)
LPI Primary fires (normal pre-determined attendance) risk category 2: two appliances and nine firefighters within 10 minutes	90%	93% (56 out of 60)



Response standards April 2012 – Dec 2012	Target 2012/13	Actual 2012/13
LPI Primary fires (normal pre-determined attendance) risk category 3: Two appliances and nine firefighters within 20 minutes	95%	100% (98 out of 98)
LPI Primary fires (special pre-determined attendance) risk category 1: Three appliances and 13 firefighters within 13 minutes	95%	80% (48 out of 60)
LPI Primary fires (special pre-determined attendance) risk category 2: Three appliances and 13 firefighters within 15 minutes	95%	100% (2 out of 2)
LPI Primary fires (special pre-determined attendance) risk category 3: Three appliances and 13 firefighters within 20 minutes	95%	100% (13 out of 13)
LPI Primary vehicle fires and secondary fires: One appliance or officer within 15 minutes	90%	100% (1441 out of 1448)
LPI Special Service Calls: One appliance or officer within 15 minutes	95%	96% (2170 out of 2257)

Response standards Jan 2013 – March 2013	Target 2012/13	Actual 2012/13
LPI Initial call of fire to a building in Category 1 – First appliance attending within eight minutes	85%	96% (326 out of 340)

Response standards Jan 2013 – March 2013	Target 2012/13	Actual 2012/13
LPI Initial call of fire to a building in Category 2 – First appliance attending within 10 minutes	90%	100% (33 out of 33)
LPI Initial call of fire to a building in Category 3 – First appliance attending within 15 minutes	95%	97% (60 out of 62)
LPI Full Pre-determined attendance mobilised to Initial call of fire to a building	95%	100% (435 out of 435)
LPI Initial call of fire to all other fire incidents – First appliance attending within 15 minutes	95%	98% (477 out of 485)
LPI Initial call life threatening Special Service Call – First appliance attending within 15 minutes	95%	99% (74 out of 75)

Community fire safety measures

The target for completing Home Fire Safety Checks (HFSC) was missed by 7,910 visits or 53%. Of the total HFSCs, 404 visits were completed by partner agencies on our behalf, evidencing our effective partnership working. Though the volume target was missed we are confident that the HFSCs completed are better targeted to those most at risk of fire. 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. We do however monitor the number completed

Description	Target 2012/13	Actual 2012/13
LPI Number of Home Fire Safety Checks completed	15,000	7,090
LPI Number of educational visits undertaken	Monitor only	142
LPI Number of off-station community events attended to deliver fire safety message	Monitor only	228
LPI Number of on-station events held where fire safety message delivered	Monitor only	177
LPI Number of groups visiting Community Safety Centres	Monitor only	1,580

Resources and value for money measures

We have met one of our environmental indicators and are just off target for another two (for carbon emissions we met the 20% reduction but actually produced eight tonnes of carbon over target). The very cold spring was a large contributing factor to missing our energy consumption target. We are investigating how we can introduce temperature fluctuation as part of the target measurement. Payment of invoices has just missed target and only includes data from April 2012 – Feb 2013. We introduced a new finance system in March 2013 which meant the performance for that month was difficult to measure. Our new system will help us to meet our target for next year.

Description	Target 2012/13	Actual 2012/13
LPI 8 Percentage of undisputed invoices which were paid in 30 days	95.0%	92.7% (6,268 out of 6,758)
LPI IT1 % of calls to IT helpdesk resolved within service targets	95%	98% (5,209 out of 5,317)
LPI ET2 Energy consumption in KW/h (electricity, gas and heating oil)	-5% or 6,191,803 kwh	+1% or 6,601,112 kwh
LPI ET3 Carbon emission (tonnes)	-20% (compared to 2008/09) or 2843 tonnes	-20% or 2851 tonnes
LPI ET4 Water consumption (metered supply only - m ³)	-5% or 12,782 m ³	-12% or 11,813 m³



Description	Target 2012/13	Actual 2012/13
LPI ET5 Business travel (CO ₂ emissions)	-20% (compared to 2010/11) or 247,172 CO ₂ emissions	-19% or 250,455 CO₂ emissions

Health and safety measures

AF&RS has made good progress against our Health & Safety target to reduce work related driving incidents involving our vehicles. The target is by 2013/14 to reduce by 10% from our 2011/12 total. We are pleased to report that at the end of 2012/13 (half way through the target period) we have achieved an 18% reduction.

Description	Target 2012/13	Actual 2012/13
LPI H&S4 Work related driving incidents	107 incidents	97 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 and the best performance of the fire and rescue services in the South West. We are also pleased that the target for completing Return to Work Interviews after sickness was met; achieving this is 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 2012/13	Actual 2012/13
LPI 12i Number of working days/shifts lost to sickness per wholetime and Control uniformed staff	6.10 shifts lost per person	5.92 shifts lost per person
LPI 12ii Number of working days/shifts lost to sickness per all staff (excluding Retained Duty System)	6.57 shifts/days lost per person	6.05 shifts/days lost per person
LPI HR4 % of Return to Work Interviews completed within 15 days	90%	96% (367 out of 383)
LPI 16ai % of Wholetime and Retained Duty System employees with a disability	0.71% or nine people	1.16% or nine people
LPI 16aaii % of Control and non-uniform employees with a disability	1.97% or four people	1.96% or three people
LPI HR2 Recruitment of black and minority ethnic staff – to reflect local working population by 2013	13.7%	0% (0 out of 11)

Description	Target 2012/13	Actual 2012/13
LPI HR3 Recruitment of female operational staff – 15% of recruits to be female by 2013	18%	0% (0 out of 4)
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

Compliments and complaints

Compliments

In 2012/13 we received 90 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 2011 to October 2012) 70 members of staff received a letter acknowledging good work.

Complaints

In 2012/13 we received recorded 13 complaints about our service, compared to 22 in the previous year. Of the 13 complaints one was withdrawn, four were related to services provided by other agencies, four were investigated and found that AF&RS was not at fault and for the other four we issued an apology. 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 Check 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

199 people who we assisted with emergencies answered the question about how satisfied they were with the overall service we provided. 184 or 92% said that they were very satisfied with the service and 13 or 7% said that they were fairly satisfied. No respondents were dissatisfied with service they received.

After Home Fire Safety Checks (HFSC)

363 people who we visited to complete a HFSC answered the question about how satisfied they were with the overall service we provided. 338 or 93% said that they were very satisfied with the service and 21 or 6% said that they were fairly satisfied.

Complaints

One survey responses was received. The respondent was very satisfied with the service received.



If you would like this information in large print, Braille, audio or in another language please contact the 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 ਅੰਗਰੇਜ਼ੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਂ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ (Avon Fire & Rescue Service) ਤੋਂ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਸੁਣਨ ਵਾਲੀ ਟੈਪ ਤੇ ਰਾਹੀਂ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣ ਲਈ ਸਾਨੂੰ ਆਪਣੇ ਆਪਣੇ ਭਾਸ਼ਾ ਵਿੱਚ ਲਿਖੋ:

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

ਜਿਹੜੀ ਭਾਸ਼ਾ ਵਿੱਚ ਆਪਣਾ ਟੈਪ, ਪਤਾ, ਜਾਂ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਚਾਹੀਦੀ ਹੈ, ਅਤੇ ਜੇ ਸਾਡਾ ਜਾਂ ਕੁਝ ਤੁਹਾਨੂੰ ਚਾਹੀਦਾ ਹੈ ਉਹ ਹਾਲ ਵਿੱਚ ਵੀ ਹੋ ਸਕੇ।

ਇਸ ਤੋਂ ਇਲਾਵਾ, ਜਿਹੜੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਾਜਿਕ ਅਤੇ ਵਿਭਿੰਨਤਾ ਟੀਮ (Equality and Diversity Team) ਹਾਲ 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 chcieliby 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 chcieliby Państwo uzyskać i w jakim formacie.

Mozna 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) એવું માહિતી જુદી ભાષામાં, મોટા છાપેલા અક્ષરો, અંગ્રિકિય અથવા ઓડિયો ટેપ પર જોઈતી હોય તો, કૃપા કરી અમને લખો:

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

કૃપા કરી તમારું નામ, સરનામું યુરુ યાદી, તમને જોઈતી માહિતી અને ભાષા અથવા રચના કે ઓર્ડર જણાવો.

વિસમતા, કૃપા કરી ઇક્વલિટી એન્ડ ડાયવર્સિટી ટીમનો (Equality and Diversity Team) સંપર્ક 0117 926 2061 એક્સટેન્શન 249 ઉપર કરો.

Arabic

في حال رغبتك الحصول على هذه المعلومة من إطفائية أفون لخدمة إطفاء الحريق والإقلا Avon Fire & Rescue Service بلغة أخرى أو على هيئة الخط الكبير أو بلغة برايل (الخاصة بنقدي البصر) أو على هيئة شريط سمعي، فيرجى الكتابة إلينا / مراسلتنا 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 الفرعي 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 ایگوالٹی 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-indhoolayaasha 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 qûrtalkirinê a Avon bi destvebînin bi zimzînê çûda, bi pîlên mezin, bi nivêsiya mezin, yan bi nivêsiya taybet bi 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 to dixwazî û zîman yan şêwazê to dixwazî diyar ke.

Yan, peywendiyê bi tîma yeksanîyê û hemerengiyê bike li ser telefona jîmare 01179262061 û gohastîna jîmare 249.

Hindi

यदि आप किसी दूसरी भाषा, बड़े अक्षर, ब्रेल या ऑडियो टेप में एवॉन फायर एवं रेस्क्यू सर्विस के बारे में जानकारी प्राप्त करना चाहते हैं तो कृपया हमें निम्नलिखित 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 इम्बोल्नरिटी एवं डाइवर्सिटी टिम से संपर्क करें।