



AVON
FIRE & RESCUE

www.avonfire.gov.uk

Performance Report 2013/14

Measuring how we are doing



Introduction from Chief Fire Officer/Chief Executive

Welcome to our Performance Report for 2013/14. 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 2013/14 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 9% or 41 incidents. The estimated cost of each fire incident is £8,507¹, so this reduction represents a saving of over £348,787 to our community.

Furthermore, 34.9% of Accidental Dwelling Fires that we attended in 2013/14 required no firefighting action on our attendance, a good measure of our success in prevention.

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

Though any fatality in a fire is a tragic loss, and AF&RS continues to work towards zero fire deaths, we are pleased to report that in 2013/14 we recorded the lowest number of fire fatalities on record.

On a month-by-month basis we have recorded the lowest monthly totals on record for Accidental Dwelling Fires (28 incidents in March 2014), Deliberate Vehicle Fires (15 incidents in December 2013), Deliberate Secondary Fires (30 incidents in February 2014) and Deliberate primary fires (excluding vehicles) (six incidents in October 2013). We have also recorded the lowest monthly totals on record for Attendance at Automatic Fire Alarms (122 incidents in February 2014).

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 96% 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.

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 and injuries.
- 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 2013/14.
- Our performance for 2013/14 (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: | 1,080,626 |
| Dwellings: | 450,520 |
| Non-domestic premises: | 32,471 |

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 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 2013/14 | Actual 2013/14 |
|--|---------------------|----------------------------|
| * LPI 142iii Number of accidental fires in dwellings per 10,000 dwellings | 11.9 or 530 fires | 9.7 or 435 fires |
| LPI 206i Number of deliberate primary fires (excluding vehicles) per 10,000 population | 2.7 or 300 fires | 2.0 or 212 fires |
| LPI 206veh Number of deliberate vehicle fires per 10,000 population | 3.7 or 411 fires | 2.5 or 265 fires |
| LPI 206iii Number of deliberate secondary fires (excluding vehicles) per 10,000 population | 13.2 or 1,447 fires | 10.3 or 1,115 fires |
| LPI 207 Number of fires in non-domestic premises per 1,000 non-domestic premises | 7.9 or 253 fires | 7.6 or 246 fires |
| LPI NFF Percentage of accidental dwelling fires attended where no fire and rescue service firefighting action is required | Monitor only | 34.5% |

* **LPI Local Performance Indicator**

Preventing unwanted alarm signal measures

The number of incidents generated by automatic alarm equipment fell by 7% (149 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 2013/14 | Actual 2013/14 |
|--|----------------------|-----------------------------|
| LPI FAM Total number of malicious false alarms | Monitor only | 273 incidents |
| LPI FAM% Percentage of malicious false alarms not attended | Monitor only | 4% (11 out of 262) |
| LPI 149i False alarms caused by automatic fire detection in non-domestic properties per 1,000 non-domestic properties | 72.4 or 2,327 alarms | 63.9 or 2,074 alarms |
| LPI 209iii Percentage of fires attended in dwellings where no smoke alarm was fitted | Monitor only | 43% (210 out of 488) |

Deaths and injuries measures

The number of fatalities in fires remains low. In 2013/14 there were two fatalities in primary fires, reduced from seven last year. This is the lowest number of fire fatalities in a year that we have on record. Though we will always strive towards having zero fire deaths 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.

| Description | Target 2013/14 | Actual 2013/14 |
|---|----------------|---------------------------|
| LPI 49ii Number of deaths arising from primary fires per 100,000 population | Monitor only | 0.2 or 2 deaths |
| LPI 49iii Number of injuries (excluding where first aid or advice about precautionary check administered) per 100,000 population | Monitor only | 6.5 or 70 injuries |

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 met with very few calls failing to be answered within seven seconds.

| Description | Target 2013/14 | Actual 2013/14 |
|---|----------------|-------------------------------------|
| LPI Calls for assistance to Fire Control answered within seven seconds | 94% | 98.4% (18,964 out of 19,266) |
| LPI Initial call of fire to a building in Category 1 – First appliance attending within eight minutes | 85% | 95.1% (1,055 out of 1,109) |
| LPI Initial call of fire to a building in Category 2 – First appliance attending within 10 minutes | 90% | 99.1% (110 out of 111) |
| LPI Initial call of fire to a building in Category 3 – First appliance attending within 15 minutes | 95% | 97.9% (236 out of 241) |
| LPI Full Pre-determined attendance mobilised to initial call of fire to a building | 95% | 99.8% (1,457 out of 1,461) |
| LPI Initial call of fire to all other fire incidents – First appliance attending within 15 minutes | 95% | 97.7% (2,563 out of 2,624) |
| LPI Initial call to life threatening Special Service Call – First appliance attending within 15 minutes | 95% | 97.5% (349 out of 358) |

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

| Description | Target 2013/14 | Actual 2013/14 |
|---|----------------|----------------|
| LPI Number of Home Fire Safety Checks completed | Monitor only | 6,699 |
| LPI Number of educational visits undertaken | Monitor only | 208 |
| LPI Number of off-station community events attended to deliver fire safety message | Monitor only | 220 |
| LPI Number of on-station events held where fire safety message delivered | Monitor only | 212 |

Resources and value for money measures

We have not been able to record progress against our payment of invoices due to technical problems. We have achieved two of our environmental indicators and are close to achieving the other two, evidence that we are reducing costs and helping to protect our environment.

| Description | Target 2013/14 | Actual 2013/14 |
|---|---|--|
| LPI 8 Percentage of undisputed invoices which were paid in 30 days | 95% | Not able to measure |
| LPI IT1 Percentage of calls to IT helpdesk resolved within service targets | 95% | 98.1% (3,734 out of 3,806) |
| LPI ET2 Energy consumption in KW/h (electricity, gas and heating oil) | -10% or 5,865,919 kwh | -17% or 5,416,997 kwh |
| LPI ET3 Carbon emission (tonnes) | -25% (compared to 2008/09) or 2,666 tonnes | -30% or 2,483 tonnes |
| LPI ET4 Water consumption (metered supply only - m ³) | -10% or 10,611 m ³ | -7% or 10,971 m³ |
| LPI ET5 Business travel (CO ₂ emissions) | -10% (compared to 2010/11) or 221,662 CO ₂ emissions | -2.3% or 240,607 CO₂ emissions |

Health and safety measures

AF&RS has achieved our two year health & safety target to reduce work related driving incidents involving our vehicles. The target was to achieve a 10% reduction from our 2011/12 total. We are pleased to report that at the end of 2013/14 we have reduced this by 17%.

| Description | Target 2013/14 | Actual 2013/14 |
|--|----------------|---------------------|
| LPI H&S4 Work related driving incidents | 107 incidents | 99 incidents |

People measures

AF&RS has missed target on both sickness indicators, mainly due to increases in long term sickness (periods over 28 days). However, we are pleased that the target for completing Return to Work Interviews after sickness was met. We are working on a process to record our progress in our duty to promote equality.

| Description | Target 2013/14 | Actual 2013/14 |
|---|----------------------------------|---|
| LPI 12i Number of working days/shifts lost to sickness per Wholetime and Control uniformed staff | 6.10 shifts lost per person | 7.93 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 | 8.53 shifts/days lost per person |
| LPI HR4 % of Return to Work Interviews completed within 15 days | 90% | 97.6% (414 out of 424) |
| LPI E&D2 The duty to promote equality | Monitor only | Not able to measure |



Compliments and complaints

Compliments

In 2013/14 we received 134 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 2012 to October 2013) 68 members of staff received a letter acknowledging good work.

Complaints

In 2013/14 we received 14 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 15 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 commercial building incident.
- Received a Home Fire Safety Check from our staff.
- Made a complaint about our service.

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.

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

182 people who we assisted with emergencies answered the question about how satisfied they were with the overall service we provided. 164 or 90% said that they were very satisfied with the service and 17 or 9% said that they were fairly satisfied. No respondents were dissatisfied with service they received.

After Home Fire Safety Checks (HFSC)

756 people who we visited to complete a HFSC answered the question about how satisfied they were with the overall service we provided. 712 or 94% said that they were very satisfied with the service and 34 or 4% said that they were fairly satisfied.

Complaints

We did not receive any customer satisfaction surveys from people who had made a complaint.

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 khadka-gaarka ah 249.

Kurdish Kurmanji

Eger hûn zanîyarîya ji xizmetgeha agir û qûrtalkirinê a Avon bi destvebînin bi zimzênê çûda, bi pitên mezin, bi nivêstina mezin, yan bi nivêstina 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 ziman yan şêwazê to dixwazî diyar ke.

Yan, peywendiyê bi tîma yeksanîyê û hemerengiyê bike li ser telefona jîmare 01179262061 û gohostîna 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 इम्बॉलरिडी एवं डाइवरसिटी दल से संपर्क करें।