



AVON
FIRE & RESCUE

www.avonfire.gov.uk

Performance Report 2009/10

Measuring how we are doing

PREVENTING PROTECTING RESPONDING



Introduction from Chief Fire Officer/Chief Executive

Welcome to our Performance Report for 2009/10. This report tells you how well we performed over the last year in helping to build safer and stronger communities.

We measure 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

We measure our performance using the two National Indicators relating to fire contained in the National Indicators for Local Authorities and Local Area Partnerships set by the Communities and Local Government (CLG) department. We also set a number of Local Performance Indicators (LPis).

For each indicator we set a target and we measure our performance against that target – the results for 2009/10 are contained in this document.

Compliments and complaints

We monitor the compliments and complaints that we receive and use the information to improve the service that we provide. Details of the compliments and complaints can be found later in this report.

Customer surveys

We send a survey form 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 excellent service.

How are we doing?

We continue to make good progress in reducing risk in our community by reducing the number and impact of incidents we attend. We have also made good progress in reducing our impact on the environment by measuring our usage of natural resources.

We also continue 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.

We continue to provide an excellent response service to our community meeting six of our eight response standards and only missing two standards by a very few incidents.

We recognise however that there is still work to do, though primary fires reduced by 8% we sadly lost nine people in primary fires. We will continue to work towards zero fire deaths.

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

We are 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.

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, hoax calls and our progress in completing Home Fire Safety Visits.

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

We publish 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

We place our performance indicators 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 we have a commentary about our performance and a list of the indicators.

For each indicator there are details of:

- Our target for 2009-10
- Our performance for 2009-10 (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)

The figures we have used for our calculations are provided to us by the Government. They are:

Population	1,066,097
Dwellings	437,590
Non-domestic premises	31,491

Note: primary fire usually means a fire involving buildings or vehicles that are not derelict. A secondary fire usually means all other types of fire unless we attend with more than three pumps. Fires attended by more than three appliances are primary.

Preventing fire measures

We are pleased with the 26% reduction achieved in deliberate vehicle fires, 216 fewer vehicles were deliberately burnt in Avon, a significant reduction of risk in our community and a saving of £772,000 to our community. We recognise however that we still have work to do, particularly in reducing the number of accidental dwelling fire incidents. However the percentage of incidents that we attend where we need take no fire fighting action continues to grow, indication of our improvement in protecting from fire.

Description	Target 2009/10	Actual 2009/10
NI49i Number of primary fires per 100,000 population	213.2 or 2,273 fires	215.3 or 2,295 fires
LPI142iii Number of accidental fires in dwellings per 10,000 dwellings	14.1 or 615 fires	15.4 or 674 fires
LPI206i Number of deliberate primary fires (excluding vehicles) per 10,000 population	3.3 or 351 fires	3.5 or 372 fires
LPI206veh Number of deliberate vehicle fires per 10,000 population	6.7 or 710 fires	5.8 or 618 fires
LPI206iii Number of deliberate secondary fires (excluding vehicles) per 10,000 population	14.9 or 1,587 fires	16.0 or 1,709 fires
LPI207 Number of fires in non-domestic premises per 1,000 non-domestic premises	10.6 or 334 fires	9.7 or 305 fires

Description	Target 2009/10	Actual 2009/10
NI33a Number of deliberate primary fires per 10,000 population	9.6 or 1,022 fires	9.1 or 969 fires
NI33b Number of deliberate secondary fires per 10,000 population	15.3 or 1,627 fires	16.2 or 1,730 fires
LPI NFF % of accidental dwelling fires attended where no FRS fire fighting action is required	Monitor only	38%

Preventing unwanted alarm signal measures

The number of alarms caused by malicious intent continues to fall and our improvements in 'call challenge' means that the percentage of malicious calls we didn't attend improved. 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. Our number of alarms generated by automatic alarm equipment was one more incident than last year.

We are pleased that we have significantly decreased the percentage of fires attended in dwellings where no smoke alarm was fitted, testament to our increase in the volume and the targeting of our Home Fire Safety Visits.

Description	Target 2009/10	Actual 2009/10
LPIFAM Total number of malicious false alarms	424 incidents	362 incidents
LPIFAM % Percentage of malicious false alarms not attended	10% of total	16%
LPI149i False alarms caused by automatic fire detection in non-domestic properties per 1,000 non-domestic properties	61.4 or 1,934 alarms	76.9 or 2,421 alarms
LPI209iii % of fires attended in dwellings where no smoke alarm was fitted	34%	31.3%

Deaths, injuries and escapes measures

Though the number of primary fires saw an 8% reduction sadly we've had nine primary fire deaths in the Avon area this year. We will continue to do all that we can to achieve our objective of zero fire deaths. We are pleased to report a 20% reduction in fire related injuries.

Description	Target 2009/10	Actual 2009/10
NI49ii Number of deaths arising from primary fires per 100,000 population	Monitor	0.8 or 9 deaths
NI49iii Number of injuries (excluding where first aid or advice about precautionary check administered) per 100,000 population	Monitor	6.2 or 66 injuries

Response measures

We are pleased to report that we have met six of the eight incident response targets and are just off target for the other two. We also met the target for answering calls for emergency.

Description	Target 2009/10	Actual 2009/10
LPI Calls to assistance to Fire Control answered within seven seconds	94%	98% (22,842 out of 23,308)
LPI Primary fires (normal pre-determined attendance) risk category 1: 2 appliances and 9 firefighters within 8 minutes	85%	85% (606 out of 715)
LPI Primary fires (normal pre-determined attendance) risk category 2: 2 appliances and 9 firefighters within 10 minutes	90%	95% (83 out of 87)
LPI Primary fires (normal pre-determined attendance) risk category 3: 2 appliances and 9 firefighters within 20 minutes	95%	98% (121 out of 124)
LPI Primary fires (special pre-determined attendance) risk category 1: 3 appliances and 13 firefighters within 13 minutes	95%	92% (122 out of 132)
LPI Primary fires (special pre-determined attendance) risk category 2: 3 appliances and 13 firefighters within 15 minutes	95%	100% (2 out of 2)



Description	Target 2009/10	Actual 2009/10
LPI Primary fires (special pre-determined attendance) risk category 3: 3 appliances and 13 firefighters within 20 minutes	95%	94% (16 out of 17)
LPI Primary vehicle fires and secondary fires: 1 appliance or officer within 15 minutes	90%	97% (2,723 out of 2,802)
LPI Special Service Calls: 1 appliance or officer within 15 minutes	95%	97% (2,541 out of 2,619)

Community fire safety measures

We have exceeded our Home Fire Safety Visit target by 3,246 or 19.5%. 4.6% of the dwellings in Avon received a Home Fire Safety Visit in 2009/10. 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 2009/10	Actual 2009/10
LPI Number of Home Fire Safety Visits completed	16,666	19,913
LPI Number of educational visits undertaken	n/a	438
LPI Number of off station community events attended to deliver fire safety message	n/a	585
LPI Number of on station events held where fire safety message delivered	n/a	365
LPI Number of groups visiting Community Safety Centres	n/a	4,130

Resources and value for money measures

We are pleased to report that both indicators met target. In 2009/10 we set targets to improve our energy efficiency and are pleased that we have made good progress. These are two year targets, we are confident that the changes we have made through initiatives such as installing energy efficient boilers will help us achieve our targets and will pay for themselves.

Description	Target 2009/10	Actual 2009/10
LPI8 Percentage of undisputed invoices which were paid in 30 days	95.0%	96.3% (8,788 out of 9,130)
LPIIT1 % of calls to IT helpdesk resolved within service targets	95%	97% (4,777 out of 4,932)
LPIET1 % of total waste recycled	60%	57%
LPIET2 Energy consumption in KW/h (electricity, gas & heating oil)	7,406,615	7,557,185
LPIET3 Carbon emission (tonnes)	3391	3,465
LPIET4 Water consumption (metered supply only - m ³)	14,254	13,954

Health and safety measures

In 2009/10 we set Health & safety targets for the first time. We are pleased with some of the progress we have made, particularly with reducing manual handling injuries. With some targets, particularly the driving incidents we are still working on making sure that all incidents are recorded.

Description	Target 2009/10	Actual 2009/10
LPIH&S1 Work related injuries	112	135
LPIH&S2 Work related illness	12	3
LPIH&S3 Manual handling injuries	35	35
LPIH&S4 Work related driving incidents	68	133

People measures

We are pleased to report that we met almost all of our People targets. In particular we met target on both of our sickness indicators, achieving a 14.6% reduction in shifts/days lost in the all staff indicator. We are also pleased that the target for completing Return to Work interviews after sickness was met. We made good progress in improving the equality and diversity of our workforce, in particular with recording of disability among our wholetime and retained duty system employees.

Description	Target 2009/10	Actual 2009/10
LPIE&D1 The equality framework for local government	Achieving	Developing
LPIE&D2 The duty to promote equality	Monitor	100%
LPI12i Number of working days/shifts lost to sickness per wholetime uniformed staff	8.5 shifts lost per person	7.06 shifts lost per person
LPI12ii Number of working days/shifts lost to sickness per all staff	8.5 shifts/days lost per person	7.51 shifts/days lost per person
LPIHR4 % of Return to Work Interviews completed within 15 days	90%	94% (442 out of 470)
LPI16ai % of wholetime and retained duty system employees with a disability	0.71% or 6 people	1.16% or 10 people

Description	Target 2009/10	Actual 2009/10
LPI16a ii % of control and non-uniform employees with a disability	1.97% or 4 people	2.55% or 5 people
LPIHR1 Progression and retention of staff – to achieve parity (ethnicity and gender) by 2013	Target derived from Fire and Rescue Equality & Diversity strategy 2008-18. We are awaiting details of how to measure from CLG.	
LPIHR2 Recruitment of BME staff – to reflect local working population by 2013	6.0%	7.27% (4 out of 55)
LPIHR3 Recruitment of female operational staff – 15% of recruits to be female by 2013	13.5%	11.11% (4 out of 36)



Compliments and complaints

Compliments

In 2009/10 we received 148 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, in 2009/10 (Oct – Oct) 20 members of staff received a letter acknowledging good work from the Chief Fire Officer.

Complaints

In 2009/10 we received 14 recorded complaints about our service, a decrease of 13% on the previous year. Two of these complaints were substantiated. The subject matters of the complaints were both due to excessive noise from a fire station (each referred to a different station). 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

93 people who we assisted with fire emergencies answered the question about how satisfied they were with the overall service we provided. 85 or 91% said that they were very satisfied with the service and 7 or 8% said that they were satisfied.

After Home Fire Safety Visits

446 people who had received a Home Fire Safety Visit answered the question about how satisfied they were overall with the visit. We are pleased to report that 418 or 94% reported that they were very satisfied and 21 or 5% reported that they were satisfied.

Complaints

Survey forms were sent to two customers who had complained about our service. No reply was received. Both the number of complaints we receive and the number of replies are very small making an analysis subject to lack of significance.



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যদি এই তথ্য আপনি বাংলা ভাষায় পেতে চান তাহলে অনুগ্রহ করে নিম্নে উল্লেখিত
ঠিকানায় যোগাযোগ করুন।

কমুনিটি ফায়ার সেফটি
এভন ফায়ার ব্রিগেড
টেম্পোল বেক
ব্রিস্টল।

ফোন নাম্বার 0117 9262061

如果你希望看到这则消息的中文翻译，请与以下地址联系
社区防火安全科
“艾文”消防队
Temple Back Bristol
电话号码 0117 9262061

নে নমনে আ মাউন্টী বুগ্‌সানীমাং ব্লেইং তো মডেআনী ক্বীনে ডোমুনিটী ফায়ার সেফ্‌টী
নৌ আ নরনামে সংপর্ড ক্বেরে:
এভন ফায়ার ব্রিগেড
টেম্পোল বেক, ব্রিস্টল
টেলেফোন 0117 9262061

PREVENTING PROTECTING RESPONDING



एवोन फायर ब्रिगेड द्वारा प्रदान की हुई सर्विस(सेवा) के बारेमें यदि आपको कोई शिकायत करनी है, तो कृपया 'इन योर ओन लैंग्वेज' को 0117 941 1908 नंबर पर टेलिफोन करें, वे आपकी शिकायत से निपटने में सहायता करेंगे।

نسعد ان نوفر هذه الوثيقة باي لغة اخري غير اللغة الانجليزية. الرجاء الاتصال بنا علي الرقم 01179262061
واسال عن Barbra Brown مسئول المساواة تحويلة رقم 24 .

এভন ফায়ার ব্রিগেড কর্তৃক প্রদত্ত সার্ভিস সম্বন্ধে যদি আপনার কোন অভিযোগ থাকে, তবে ইন ইউর ওউন ল্যাংগুয়েজে যোগাযোগ করুন। ফোন: (0117 9411908)। তারা আপনার অভিযোগের বিষয়ে সহায়তা করবে।

如果您對艾馮郡消防署 (Avon Fire Brigade) 所提供的服務有任何抱怨，請與以下所列的單位聯絡，他們會協助處理您的問題：

“您自己的語言股份有限公司” (In Your Own Language Ltd)

電話：0117 9411908

એવન ફાયર બ્રિગેડ દ્વારા આપવામાં આવતી સર્વિસ(સેવા) વિશે જો તમને કોઈ ફરિયાદ કરવી હોય, તો 'ઇન યોર ઓન લેન્ગવેજ' નો 0117 941 1908 નંબર પર ફોનથી સંપર્ક કરો, તેઓ તમારી ફરિયાદ બાબત કાર્ય કરવામાં મદદ કરશે.

एवन फायर ब्रिगेड द्वारा प्रदान की हुई सर्विस(सेवा) के बारेमें यदि आपको कोई शिकायत करनी है, तो कृपया 'इन योर ओन लेन्गवेज' को 0117 941 1908 नंबर पर टेलिफोन करें, वे आपकी शिकायत से निपटने में सहायता करेंगे।

“我们很乐意安排具有选择性的方式，使此计划能以英语之外的语言提供给大众。

来电请与 Barbara Brown 联络，电话：01179 262061，平等官的分机为 249。”

ਜੇਕਰ ਤੁਹਾਨੂੰ ਏਵਨ ਫਾਇਰ ਬਰਿਗੇਡ ਦੀ ਸਰਵਿਸ ਬਾਰੇ ਕੋਈ ਸ਼ਕਾਇਤ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਨ ਯੂਅਰ ਓਨ ਲੇਨਗਵੇਜ਼ ਲਿਮਿਟਡ ਨੂੰ 9411908 ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਦਸੋ, ਉਹ ਤੁਹਾਡੀ ਸ਼ਕਾਇਤ ਨੂੰ ਸੁਲਝਾਉਣ ਵਿੱਚ ਪੂਰੀ ਮਦਦ ਕਰਨਗੇ।

“我們很樂意安排具有選擇性的方式，使此計劃能以英語之外的語言提供給大眾。

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اگر آپ اس کتا بچے کو انگریزی کے علاوہ کسی اور زبان میں پڑھنا چاہیں تو ہم بخوشی مہیا کر سکتے ہیں۔
برائے رابطہ: باربرا براؤن (Barbra Brown) ٹیلیفون 0117 926 2061/ext 249

“Chúng tôi rất vui lòng thu xếp để chương trình này có bằng những tiếng khác. Xin điện thoại cho Barbara Brown, nhân viên phụ trách về bình đẳng (Equalities Officer) ở số 0117 9262061 và xin tiếp 249”

ਗੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਸਾਟਲਾਈਟ ਪੰਜਾਬੀ ਵਿਚ ਚਾਲੀਦੀ ਹੈ ਤਦ ਕ੍ਰਿਪਾ ਕਰਕੇ ਕੰਮਿਊਨਿਟੀ ਹਾਇਸ ਮੈਂਬਰੀ ਨਾਲ
ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ ਤੇ ਸੰਪਰਕ ਕਰੋ.
ਏਵਲ ਡਾਇਰ ਓਰਗੇਨਾਈਜ਼ੇਸ਼ਨ
ਟੈਮਪਲ ਥੈਚ, ਬ੍ਰਿਸਟਲ
ਟੈਲੀਫੋਨ 0117 9262061

اگر آپ کو یہ معلومات بنگالی یا اردو میں درکار ہوں تو مندرجہ ذیل پتے پر رابطہ کریں۔
کمیونٹی فائر سیفٹی ایون فار ریگیڈ
ٹیمپل بیک برٹل ٹیلیفون نمبر 0117 926 2061