

*MEASURING HOW WE ARE  
DOING*

# **Avon Fire & Rescue Service Performance Report 2008/09**



**AVON**  
FIRE & RESCUE

## **Introduction from Chief Fire Officer/Chief Executive**

Welcome to our Performance Report for 2008/09. 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 2008-09 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.

### **Customers 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 are very pleased that for all of our indicators relating to the number of fire incidents we had fewer incidents in 2008-09 than we had in 2007-08.

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 seven of our eight response standards. On the eighth we missed our target by one incident.

We recognise however that there is still work to do, particularly to bring our performance in certain indicators up to the level of the average performance of our 'most similar family' of fire and rescue services

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](http://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 an annual 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](http://www.avonfire.gov.uk)

Kevin Pearson  
Chief Fire Officer/Chief Executive

## Performance information

We place our performance indicators under seven headings:

- Preventing fires
- Responding to unwanted fire signals
- Deaths, injuries and escapes
- Response
- Community safety
- Resources and value for money
- 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 2008-09
- Our performance for 2008-09 (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)
- How our performance compared against our 'most similar family' of fire and rescue services (colour coded - green if we performed better than the family average, amber if similar, red if we performed worse).

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

Population	1,055,784
Dwellings	431,894
Non-domestic premises	31,012

The Office of National Statistics publishes the population estimates that we use. The 2008/09 estimates will not have been produced before this report has been published. This means that there will always be some variance in our figures and the national statistics that Communities and Local Government publish in 2009.



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.

## **Code of Practice on Workforce Matters in Local Authority Service Contracts**

The Government has published a Code of Practice which sets out an approach to workforce matters in public sector service contracts involving a transfer of staff from the public sector organisation to the service provider, or in which staff originally transferred out from the public sector organisation as a result of an outsourcing are TUPE transferred to a new provider under a retender of a contract.

This Code will form part of the service specification and conditions for all such contracts (except those where the Best Value Code of Practice on Workforce Matters in Local Authority Service Contracts applies, or where other exemptions have been announced).

The Code recognises that there is no conflict between good employment practice, value for money and quality of service. On the contrary, quality and good value will not be provided by organisations who do not manage workforce issues well. The intention of the public sector organisation is therefore to select only those providers who offer staff a package of terms and conditions which will secure high quality service delivery throughout the life of the contract. These must be sufficient to recruit and motivate high quality staff to work on the contract and designed to prevent the emergence of a 'two-tier workforce', dividing transferees and new joiners working beside each other on the same contracts.

Service providers who intend to cut costs by driving down the terms and conditions for staff, whether for transferees or for new joiners taken on to work beside them, will not be selected to provide services for the public sector organisation. However, nothing in this Code should discourage public sector organisations or service providers from addressing productivity issues by working with their workforces in a positive manner to achieve continuous improvement in the services they deliver.

Avon Fire & Rescue Service has not entered into any such contracts.

## Preventing fire measures

We are pleased that of the eight indicators that we were able to measure we met target in six. We are even more pleased that in all eight we had a reduction in numbers compared to the previous year, evidence of good direction of travel and of reduction of risk in our community.

We recognise however that we still have work to do, particularly in reducing the number of accidental dwelling fire incidents and in improving our performance compared to our Family Group.

Description	Target 2008/09	Actual 2008/09	Compared against 'family average'
<b>NI49i</b> Number of primary fires per 100,000 population	240.2 or 2,536 fires	<b>236.6 or 2498 fires</b>	<b>198.3</b>
<b>LPI142iii</b> Number of accidental fires in dwellings per 10,000 dwellings	14.2 or 612 fires	<b>15.0 or 647 fires</b>	<b>12.1</b>
<b>LPI206i</b> Number of deliberate primary fires (excluding vehicles) per 10,000 population	4.2 or 441 fires	<b>3.5 or 369 fires</b>	<b>3.7</b>
<b>LPI206veh</b> Number of deliberate vehicle fires per 10,000 population	8.4 or 892 fires	<b>7.9 or 835 fires</b>	<b>5.4</b>
<b>LPI206iii</b> Number of deliberate secondary fires (excluding vehicles) per 10,000 population	20.2 or 2,130 fires	<b>15.8 or 1671 fires</b>	<b>24.2</b>



Description	Target 2008/09	Actual 2008/09	Compared against 'family average'
<b>LPI207</b> Number of fires in non-domestic premises per 1,000 non-domestic premises	10.5 or 325 fires	<b>11.4 or 352 fires</b>	<b>9.4</b>
<b>NI33a</b> Number of deliberate primary fires per 10,000 population	12.3 or 1,302 fires	<b>11.0 or 1162 fires</b>	<b>8.7</b>
<b>NI33b</b> Number of deliberate secondary fires per 10,000 population	20.5 or 2,163 fires	<b>16.2 or 1713 fires</b>	<b>25.6</b>
<b>LPI144 % accidental fires in dwellings confined to room of origin</b>	The national Incident Recording System does not record the information necessary to report this indicator.		



## Preventing unwanted alarm signal measures

The number of alarms caused by both detection equipment and malicious intent continues to fall, reducing risk in our community by increasing the availability of our resources and reducing the number of 'blue light' journeys we make. Our target for non-attendance at malicious alarms became unrealistic due to a correction of our recording procedures. We no longer record an alarm as malicious where there was no evidence of malicious intent.

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 2008/09	Actual 2008/09	'Family average' for comparison
<b>LPIFAM</b> Total number of malicious false alarms	-10% or 732 incidents	<b>446 incidents</b>	n/a
<b>LPIFAM %</b> Percentage of malicious false alarms not attended	47% of total	<b>13%</b>	n/a
<b>LPI149i</b> False alarms caused by automatic fire detection in non-domestic properties per 1,000 non-domestic properties	73.6 or 2,281 alarms	<b>77.9 or 2417 alarms</b>	<b>81.7</b>
<b>LPI209iii</b> % of fires attended in dwellings where no smoke alarm was fitted	42.9%	<b>37.4%</b>	<b>36.0%</b>



## Deaths, injuries and escapes measures

As this was the first year of measuring using the new National Indicators we did not set a reduction target, instead monitoring to get a benchmark of performance. We are pleased to report that for deaths we had a 58% reduction on the number recorded in 2007/08 and for injuries a 12% reduction. However, despite numbers remaining very low and although we will continue to strive for zero fire deaths and injuries, achieving a sustained reduction is difficult due to the small numbers involved.

We no longer set a target for the percentage of people who escape unharmed without our assistance due to issues with how to accurately record the number of people in a building. However, we are pleased to report that we have recorded an improvement.

Description	Target 2008/09	Actual 2008/09	'Family average' for comparison
<b>NI49ii</b> Number of deaths arising from primary fires per 100,000 population	Monitor	<b>0.5 or 5 deaths</b>	<b>0.7</b>
<b>NI49iii</b> Number of injuries (excluding where first aid or advice about precautionary check administered) per 100,000 population	Monitor	<b>8.1 or 85 injuries</b>	<b>8.7</b>
<b>LPI208</b> percentage of people in accidental dwelling fires who escape unharmed without FRA assistance at the fire	Monitor only – last year 90.9%	<b>91.6%</b>	<b>84.7%</b>



## Response measures

We are pleased to report that we have met seven of the eight incident response targets and are just off target for the other. We also met the target for answering calls for emergency. The indicator that was off target was only one incident away from meeting target.

Description	Target 2008/09	Actual 2008/09	'Family average' for comparison
LPI Calls to assistance to Fire Control answered within seven seconds	94%	97%	n/a
LPI Primary fires (normal pre-determined attendance) risk category 1: 2 appliances and 9 firefighters within 8 minutes	85%	86%	n/a
LPI Primary fires (normal pre-determined attendance) risk category 2: 2 appliances and 9 firefighters within 10 minutes	90%	89%	n/a
LPI Primary fires (normal pre-determined attendance) risk category 3: 2 appliances and 9 firefighters within 20 minutes	95%	96%	n/a



Description	Target 2008/09	Actual 2008/09	'Family average' for comparison
<b>LPI</b> Primary fires (special pre-determined attendance) risk category 1: 3 appliances and 13 firefighters within 13 minutes	95%	<b>98%</b>	n/a
<b>LPI</b> Primary fires (special pre-determined attendance) risk category 2: 3 appliances and 13 firefighters within 15 minutes	95%	<b>No incidents</b>	n/a
<b>LPI</b> Primary fires (special pre-determined attendance) risk category 3: 3 appliances and 13 firefighters within 20 minutes	95%	<b>100%</b>	n/a
<b>LPI</b> Primary vehicle fires and secondary fires: 1 appliance or officer within 15 minutes	90%	<b>98%</b>	n/a
<b>LPI</b> Special Service Calls: 1 appliance or officer within 15 minutes	95%	<b>97%</b>	n/a



## Community fire safety measures

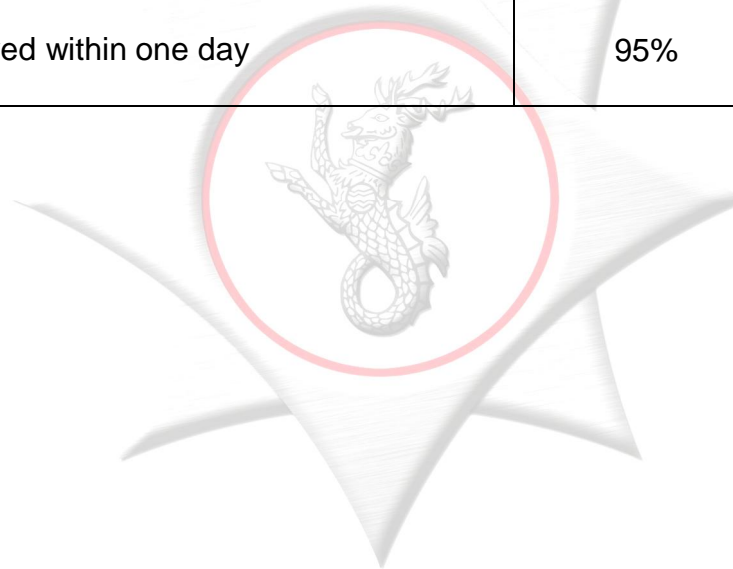
We have exceeded our Home Fire Safety Visit target by 1,790 or 11%. 4.27% of the dwellings in Avon received a Home Fire Safety Visit in 2008/09. We do not set targets for our other Community safety measures as we undertake them when there is a need rather than set a numerical target.

Description	Target 2008/09	Actual 2008/09	'Family average' for comparison
LPI Number of Home Fire Safety Visits completed	16,666	18,456	n/a
LPI Number of educational visits undertaken	n/a	451	n/a
LPI Number of off station community events attended to deliver fire safety message	n/a	770	n/a
LPI Number of on station events held where fire safety message delivered	n/a	355	n/a
LPI Number of groups visiting Community Safety Centres	n/a	2901	n/a

## Resources and value for money measures

We are pleased to report that both indicators met target. For 2009/10 we have also set targets to improve our energy efficiency.

Description	Target 2008/09	Actual 2008/09	'Family average' for comparison
<b>LPI8</b> Percentage of undisputed invoices which were paid in 30 days	95.0%	<b>95.1%</b>	Not yet available
<b>LPIIT</b> % of calls to IT helpdesk resolved within one day	95%	<b>97%</b>	n/a



## People measures

We are pleased to report that we have met target on both of our sickness indicators, achieving an 11.6% reduction in shifts lost in the all staff indicator. Though target for completing Return to Work interviews after sickness was missed we had a big improvement in the second half of the year and we are therefore confident of meeting this target in this current year.

We are also pleased with our progress in improving the equality and diversity of our workforce, in particular with recording of disability among our wholtime and retained duty system employees.

This was the first year of measuring the targets outlined in the Fire and Rescue Equality and Diversity Strategy 2008-2018. One of these we are unable to report as we are still awaiting guidance from Communities and Local Government (CLG) department. The other two recruitment indicators we have agreed stretch targets with CLG and are hopeful that the strategies we have put in place will help us to meet target by 2012-13.

Description	Target 2008/09	Actual 2008/09	'Family average' for comparison
<b>LPI2a</b> The equality standard for local government	Level 3	<b>Level 2</b>	Not yet available
<b>LPI2b</b> The duty to promote race equality	95%	<b>95%</b>	Not yet available
<b>LPI11i</b> % of top 5% of earners that are women	6% or 3 people	<b>6.25% or 3 people</b>	Not yet available
<b>LPI11ii</b> % of top 5% of earners that are from ethnic minority communities	0% or 0 people	<b>0.00% or 0 people</b>	Not yet available

Description	Target 2008/09	Actual 2008/09	'Family average' for comparison
<b>LPI12i</b> Number of working days/shifts lost to sickness per wholetime uniformed staff	9.5 shifts lost per person	<b>8.65 shifts lost per person</b>	<b>7.07</b>
<b>LPI12ii</b> Number of working days/shifts lost to sickness per all staff	9.5 shifts/days lost per person	<b>8.82 shifts lost per person</b>	<b>7.69</b>
<b>LPIHR4</b> % of Return to Work Interviews completed within 15 days	90%	<b>78%</b>	n/a
<b>LPI15i</b> Wholetime firefighter ill health retirements as a % of the total workforce	0.31% or 2 people	<b>0.15% or 1 person</b>	Not yet available
<b>LPI15ii</b> Control and non-uniformed ill health retirements as a % of the total workforce	0.99% or 2 people	<b>0.00% or 0 people</b>	Not yet available
<b>LPI16ai</b> % of wholetime and retained duty system employees with a disability	0.71% or 6 people	<b>1.06% or 9 people</b>	Not yet available
<b>LPI16aii</b> % of control and non-uniform employees with a disability	1.97% or 4 people	<b>1.97% or 4 people</b>	Not yet available



Description	Target 2008/09	Actual 2008/09	'Family average' for comparison
<b>LPI16b</b> % of economically active people who have a disability	This indicator is not a target but a measure of our community. It allows AF&RS to compare its own workforce with the community it serves.	<b>12.31%</b>	n/a
<b>LPIHR1</b> Progression and retention of staff – to achieve parity (ethnicity and gender) by 2013	<b>Target derived from Fire and Rescue Equality &amp; Diversity strategy 2008-18. We are awaiting details of how to measure from CLG.</b>		
<b>LPIHR2</b> Recruitment of BME staff – to reflect local working population by 2013	4.0%	<b>3.3%</b>	n/a
<b>LPIHR3</b> Recruitment of female operational staff – 15% of recruits to be female by 2013	11.5%	<b>6.7%</b>	n/a



## Compliments and complaints

- **Compliments**

In 2008/09 we received 160 compliments about the service we provide, an increase of 13% on the previous year.

- **Complaints**

In 2008/09 we received 16 recorded complaints about our service, a decrease of 38% on the previous year. Six of these complaints were substantiated. The subject matters of the complaints were: inconsiderate driving of a fire appliance, discourtesy by staff, poor performance of duty, damage to a car at a charity car wash, delayed response to an emergency call and inappropriate use of an emergency vehicle. 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**

188 people who we assisted with fire emergencies informed us how satisfied they were with the overall service we provided. 98% or 184 said that they were satisfied with the service and of these 86% or 162 said that they were very satisfied.

- **After Home Fire Safety Visits**

156 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 all 156 or 100% reported that they were satisfied and 148 or 95% reported that they were very satisfied.

- **Complaints**

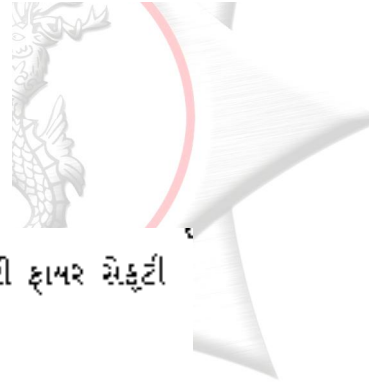
Survey forms were sent to 16 customers who had complained about our service. Only one reply was received. Both the number of complaints we receive and the number of replies are very small making an analysis subject to lack of significance. However the complainant was satisfied with all aspects of the handling of their complaint.

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

কমিউনিটি ফায়ার সেফটি  
এভন ফায়ার ব্রিগেড  
টেম্পোল বেক  
বৃষ্টল।

ফোন নম্বর 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



যদি আপনি আমাদের ব্রিগেডের নামে কোনো অভিযোগ করতে চান তবে  
আমাদের সাথে যোগাযোগ করুন।  
আমাদের নামে যোগাযোগ করুন।  
টেম্পোল বেক, ব্রিষ্টল  
টেলিফোন 0117 9262061

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



**AVON**  
FIRE & RESCUE

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

एवन फायर ब्रिगेड द्वारा आपवामां आवती सर्विस(सेवा) विशे जे तमने कोठे इरियाद करवी डोय, तो 'इन  
योर ओन लेनग्वेज' नो 0117 941 1908 नंबर पर इोनथी संपर्क करे, तेओ तमारी इरियाद बाअत डार्थ  
करवामां मदद करे.

एवन फायर ब्रिगेड द्वारा प्रदान की हुई सर्विस(सेवा) के बारेमें यदि आपको कोई शिकायत करनी है, तो कृपया 'इन  
योर ओन लेनग्वेज' को 0117 941 1908 नंबर पर टेलिफोन करे, वे आपकी शिकायत से नीपटने 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 ਬਰਗੇਡ ਦੀ ਸਰਵਿਸ ਬਾਰੇ ਕੋਈ ਸ਼ਕਾਇਤ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਨ ਯੂਅਰ  
ਓਨ ਲੈਂਗਵਿਜ਼ ਲਿਮਿਟਡ ਨੂੰ 9411908 ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਦਸੋ, ਉਹ ਤੁਹਾਡੀ ਸ਼ਕਾਇਤ ਨੂੰ ਸੁਲਝਾਉਣ ਵਿਚ  
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。

來電請與 Barbara Brown 聯絡，電話：01179 262061，平等官的分機為 249。”

اگر آپ اس کتابچے 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 ਸਾਟਕਾਰੀ ਪੰਜਾਬੀ ਵਿਚ ਚਾਲੀਦੀ ਹੈ ਤਦ ਕ੍ਰਿਪਾ ਕਰਕੇ ਕੰਮਿਊਨਿਟੀ ਵਾਇਸ ਮੈਂਬਰਟੀ ਨਾਲ  
ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ ਤੇ ਸੰਪਰਕ ਕਰੋ.  
ਏਵਨ ਵਾਇਸ ਓਫਿਸਰ  
ਟੈਮਪਲ ਥਰ. ਥਿਸਟਲ  
ਟੈਲੀਫੋਨ 0117 9262061

اگر آپ کو یہ معلومات بنگالی یا اروو میں درکار ہوں تو مندرجہ ذیل پتے پر رابطہ کریں۔  
کیوٹی فائر سٹیٹھی ایون فائر ریگیڈ  
ٹیمپل بیک برٹشل ٹیلیفون نمبر 0117 926 2061



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