



**AVON**  
FIRE & RESCUE

[www.avonfire.gov.uk](http://www.avonfire.gov.uk)

# Measuring how we are doing

Performance Report 2019/20



**MICK CRENNELL**  
MBA DMS GIFIREE

## Introduction from the Chief

**Welcome to our  
Performance Report for  
2019/20.**

We publish a Service Plan that sets the strategic direction for the Service setting out what we will do to ensure we deliver a high-quality, best value fire and rescue service through our strategic priorities of Making Our Communities Safer and Making Our Service Stronger. The Service Plan is available from our website [www.avonfire.gov.uk](http://www.avonfire.gov.uk).

Alongside ensuring the delivery of these commitments to our community and staff, Avon Fire & Rescue Service (AF&RS) monitors and manages our performance against a range of key measures. Our performance is also scrutinised by our Fire Authority and where possible we also benchmark our performance.

This report tells you how well we performed over the last year in helping to build a safer community and a stronger fire service.

I hope that you will find our performance report useful in keeping you informed about the service we provide.

Mick Crennell

## Measuring interventions and outcomes

AF&RS measure performance using a number of Local Performance Indicators (LPIs) that we have designed to measure how effective we are at meeting our key purposes of Preventing, Protecting, Responding and building Resilience.

For each indicator we set a target and then we measure our performance against that target – the results for 2019/20 are contained in this report. A summary of performance against each target is included at the end of this report

## Customer surveys

A survey form is sent to victims of a domestic or non-domestic premises fire and also to a randomly selected group of people who have received a home fire safety visit. The survey forms are returned directly to an independent research company. We use this service to gauge public satisfaction with our speed of response and performance at incidents. Outcomes from our findings are contained in this report.

## How are we doing?

AF&RS continues to make progress in reducing risk in our community by reducing the number and impact of incidents attended. We have met the reduction targets for deliberate large fires, deliberate vehicle fires, deliberate small fires and attendance at false alarms, and were just off target for accidental dwelling fires. Each incident that is prevented represents a reduction of risk in our community.

We are committed to doing all that we can to make our community safer and our service stronger. We analyse our data to help us understand what additional interventions and initiatives we can take.

We are also very pleased to report that 93% of respondents said that they were very satisfied with the service they had received in an emergency and 1% were fairly satisfied. No respondents were dissatisfied with the service they received.

## Checking our progress

Our website 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 a format that allows anyone to download and analyse our data.

**These documents are available at  
[www.avonfire.gov.uk](http://www.avonfire.gov.uk)**

## Fires

**We measure fires in a number of different ways dependent upon the type of property involved and whether it is accidental or deliberate. In broad terms we describe a fire as primary if it affected non-derelict property and secondary for other fires.**

We have four main fire types that we measure our progress against and set targets for reducing incidents. The fewer incidents that we attend the more we have been successful we have been in reducing risk in our community.



**Accidental dwelling fires**



**Deliberate primary fires**



**Deliberate vehicle fires**



**Deliberate secondary fires**

### Accidental dwelling fires

We reduced accidental dwelling fires attendances by 6% in 2019/20 compared to the previous year, with 504 recorded. We record a wide variety of information about each incident including what our investigations tell us were the causes and the behaviours that led to the fire happening. For example most incidents happen at mealtimes and involve cooking, often caused by the occupants being distracted.

We also measure the number of incidents where, though we have attended, there was no firefighting required. This means that though there was a fire, the alarm systems and safety education we have put in place minimised the impact of the fire. In 2019/20 this was the case for 45.2% of incidents and it is a good measure of our success in protecting against fire.

### Deliberate primary fires

Deliberate primary fires cover a wide range of property types from fires in our prisons to fires in sheds. In 2019/20 we attended 218 deliberate primary fires which meant we achieved a greater reduction than we had targeted for (target of 235), representing a reduction of 5% compared to the previous year. Each deliberate fire is reported to the police and our team of fire investigators will attend major incidents, often with our Crime Scene Investigator colleagues, to help ensure that where crime has been committed offenders are brought to justice.

We also run a Firesetters scheme to work with young people who have an interest in fire which is putting themselves, their family, friends and homes at risk.



**280 DELIBERATE VEHICLE FIRES**

**Deliberate vehicle fires**

In 2019/20 we attended 280 deliberate vehicle fires against a target of 353 achieving a reduction of 16% compared to the previous year. In the last eleven years the number of deliberate vehicle fires has reduced by 55% (280 compared to 618).

**Deliberate secondary fires**

In 2019/20 we attended 836 deliberate secondary fires which meant we achieved a greater reduction than we had targeted for (target 1,048), representing a reduction of 27% compared to the previous year. We successfully avoided the spike in these types of fires that was experienced in July 2018.

27% of these fires are people setting light to loose refuse and 12% are fires in small bins.

A DECREASE OF

**16%**

**836**

DELIBERATE SECONDARY FIRES AGAINST OUR TARGET



**1048**

REDUCTION OF 27% ↓↓

## Alarms

### Fire alarms in non-dwellings

In 2019/20 we attended 2,054 fire alarms in non-dwellings, meeting our target of 2,080. These are incidents where the fire alarm has activated and upon attendance we have found that there was no fire or other risk.

We seek to minimise such incidents as they increase risk in our community by diverting our appliances from being available for real emergencies and increasing the number of journeys we make under blue lights.

We actively work with businesses that have regular false alarms to help them reduce the occurrences. In 2019/20 we continued our media campaign to encourage better management and our fire crews and inspectors were active in trying to assist businesses where problems persisted. Businesses can find information about how to better manage their alarm systems on our website.

About a third of these alarms are caused by human error, mainly due to burning food or accidentally setting off the alarm, both of which are preventable.

In March 2020, following public consultation, we introduced our new policy about attending alarm calls that was agreed in our Service Plan 2019-22. This has helped ensure that we respond to alarms proportionately to the risk involved. We will reinvest the time saved in preventing and operational preparedness.

### Malicious alarms

We received 194 malicious alarms in 2019/20, a reduction of 57 from last year. Malicious alarms can be anything from deliberately breaking a fire call point to phoning 999 about non-existent emergencies. We may take action against such callers and, for frequent callers, will report the abuse to their mobile phone company; in extreme circumstances we will seek to prosecute. We also share information with other emergencies services about people who make malicious alarm calls.

We do what we can to “call challenge” malicious alarms using information we have about where the call is being made in relation to the stated location and questioning the caller if there is doubt about the validity of the call. In 2019/20, through call challenging, we did not attend 24 malicious alarms which is 12% of the total, exceeding our target of 5%.

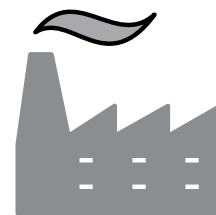
### Deaths Injuries and Escapes

In 2019/20 we attended five fatalities in fires; two of these were accidental, three were deliberate. Two occurred in dwellings. Each fire fatality is a tragic event and we will continue to do what we can to reduce the numbers of people dying due to fire.

We also attended 51 injuries in fires that required hospital treatment, 46 of these were accidental and five were deliberate

ATTENDED  
**2054**

FIRE ALARMS



IN NON-DWELLINGS

MEETING OUR TARGET OF

**2080**



MALICIOUS ALARMS



DECREASE OF

**57**

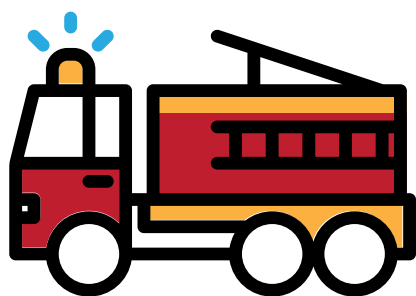


FROM THE PREVIOUS YEAR

## Responding and Call Handling

**IN 2019/20  
WE MET THE  
RESPONSE  
STANDARD  
FOR BUILDING  
FIRES**

**92%**



**WE RECEIVED  
20009**

**CALLS, A DECREASE OF**

**2%** 

**FROM THE PREVIOUS YEAR**

### Response

We measure our response both for fires and for non-fire emergencies, reporting on the attendance of the first vital lifesaving response and whether the resources needed to deal with the incident had been mobilised in accordance with our response standards. Our response standards were agreed by Avon Fire Authority in 2012 and are available on our website.

This is the last year of reporting using our current response standards. Our Service Plan gives details of the changes to our response standards that were introduced in April 2020 following public consultation. These will change how we measure our response to a more risk based approach.

In 2019/20 for incidents where we were mobilised to a fire in a building we met our response standard for 92% of incidents (1,319 out of 1,427). We also mobilised the required resources to deal with the incident (in accordance with our response standards) for 100% (1,425 out of 1,427) of incidents.

We met the response standard for 97% of other fire incidents (2,045 out of 2,102) and for 96% non-fire emergencies (609 out of 633).

Where we have not met our response standards it is usually because the nearest fire appliances were committed to with dealing with other incidents. Our new Service Plan sets out how we will best utilise our resources to ensure that they remain available to deal with emergency incidents.

We validate our response standards by asking people who have been affected by our services about their perception of how quickly we got to them. In 2019/20 49% of respondents to our survey stated that we had attended quicker than they expected, 47% in line with their expectations and 3% slower than expected. 1% did not have expectations.

### Call handling

We do not set targets for the number of calls that we receive or the number that we attend and we continue to attend all reported incidents where there is any concern that there may be a risk to people or property.

We do however monitor both the number of calls and the number attended to help ensure that we are resourced effectively to meet demand and risk

In 2019/20 we received 20,009 emergency calls, a decrease of 2% from the previous year. We attended, under emergency conditions, 12,024 of these calls; a decrease of 3% on the previous year.

## Safety in the community

### Community Safety

We ensure that we proactively target people in our community that are at greatest risk of fire. This helps to ensure that we are making the best use of our resources.

In 2019/20 we delivered 6,444 Home Fire Safety Visits where we visit people in their home to deliver safety advice and, if needed, install smoke alarms. The number of visits was down on the previous year; this is partially due to the Covid19 crisis. If you are aware of any vulnerable people who may benefit from a visit please phone us on 0117 926 2061 or text 'visit' to 07507 319694 or visit our website at [www.avonfire.gov.uk](http://www.avonfire.gov.uk).

We also visited 627 schools to deliver a variety of interventions to keep children safe. Finally we attended or hosted 318 events to deliver community safety advice.

### Health and Safety

The safety of our workforce is one of our key priorities. We work hard to ensure that our people have the equipment and training needed to ensure they can do their jobs safely.

We have two key targets for health and safety, both in areas where we are seeking to improve. We met our target to reduce the number of vehicle incidents where we had low speed contact, often in congested streets or in small spaces, with something fixed or stationary and were at fault. 25 reported incidents were reported which was lower than the number targeted for (57).

We also measure the number of incidents that have resulted in lost time for our people. In 2019/20 we recorded 18 incidents against a target of 22 with a 22% reduction compared to the previous year.





## Our Staff and improvements

# 73%

LOST TO LONG TERM  
SICKNESS  
2019/20

(5,5669.5 of 7,742.5)



# 34.1%

(227 STAFF) HAD  
NO SICKNESS

### People

We measure sickness by dividing the number of days/shifts lost by the number of staff we have. We use the Full Time Equivalent (FTE) figure meaning that if someone works half hours we treat them as half a FTE member of staff.

On our key measure of shifts/days lost per FTE member of staff we made good progress from 2004 to 2013 but over the last seven years we have seen increases in lost shifts.

In 2019/20 we developed a health, wellbeing and welfare action plan which is a three year strategy focusing on improving how we prevent and protect our staff from sickness and respond effectively and compassionately when it occurs. Alongside this plan we have incremental improvement targets which aim to reduce the number of days/shifts lost per FTE for all staff to 8.11 by the end of the three years to match or better the average for fire and rescue services.

The incremental target for year 2019/20 was 10.04 and we ended the year off target with a loss of 11.91 days/shifts per FTE for all staff. This was mainly due to resolving fewer long term (more than 28 days) sickness cases than planned. These are often very complex cases where we need to work with compassion and hand in hand with medical professionals. Towards the end of the year Covid-19 also impacted on the resolution of these cases because of its impact on the availability of medical and occupational health professionals. In 2019/20 long term sickness accounted for 73% of all shifts lost to sickness (5,5669.5 of 7,742.5).

In 2019/20 34.1% (227 people) had no sickness days/shifts, up from 29.9% last year.

### What are we going to do to improve?

We have introduced a holistic health, wellbeing and welfare action plan that will help to improve our attendance management. We are also investing in improving the welfare of our staff through employing a welfare officer and creating Wellbeing Areas in our workplaces.

# Resources and Value for Money

We are proud of the work that we are doing to use resources more efficiently and to play our part in addressing environmental issues. We have four annual environmental targets. We have met target for two and are just off target for the other two. This performance has been achieved largely by careful monitoring and management of our use of resources, implementing energy efficiency measures across our estate, purchasing energy from renewable sources installing solar power panels.

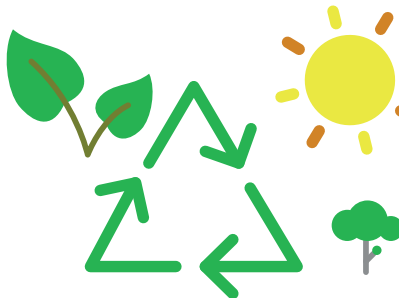
In 2019/20 we:

- Reduced our energy consumption by 1.10%
- Reduced our carbon emissions by 3.40%
- Decreased our water consumption by 22.7%
- Used renewable energy for 87.3% of our energy consumption

# REDUCED WATER CONSUMPTION



# 22.7%

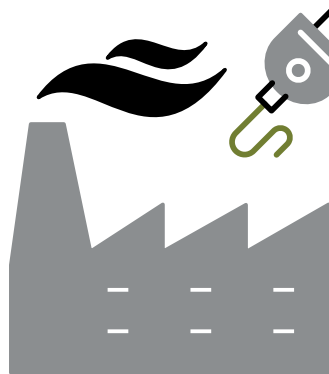
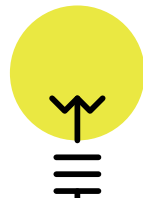


# RENEWABLE ENERGY

# 87.3%

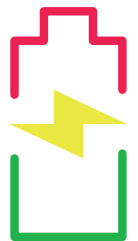
# USED

# REDUCED ENERGY CONSUMPTION 1.10%



REDUCED

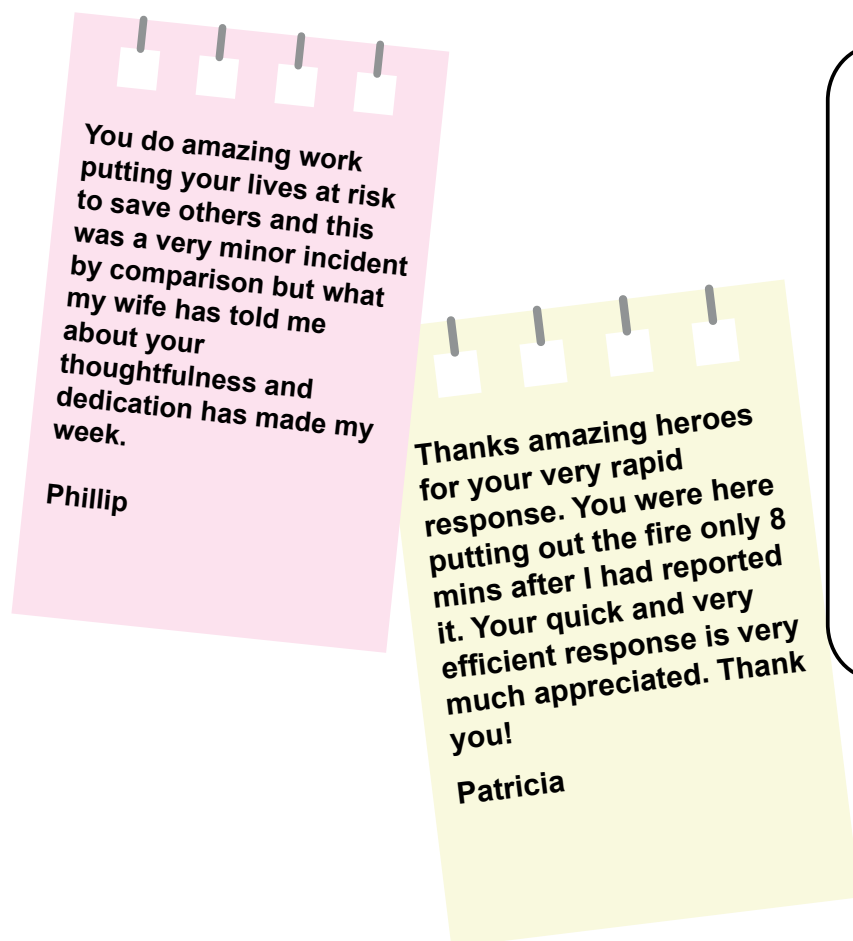
# CARBON EMISSIONS 3.40%



## Compliments and complaints

AF&RS monitors the compliments and complaints that are received and uses this information to improve the service we provide. In 2019/20 we received 27 complaints however upon investigation 18 were not be about AF&RS or where we found that we were not at fault. Of the remaining eight, where we found that we were at fault, the subjects of the complaints were due to a variety of issues without any common patterns or causes.

In 2019/20 we also recorded 117 compliments about our service. We ensure that all compliments are passed on to the teams involved and, where particular praise is given, publicise this to all of our staff. We would like to thank the community for their support.



## A summary of performance

Indicator	Target	Actual
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Fires		
Accidental dwelling fire	485	504
Deliberate primary fire (excluding vehicle)	235	218
Deliberate vehicle fire	353	280
Deliberate secondary fire	1048	836
% of accidental fires in dwellings where no firefighting action required	Not applicable	45.2 %
Deaths arising from primary fires	Not applicable	5
Injuries arising from primary fires	Not applicable	51

Alarms		
Malicious false alarms	Not applicable	194
% of calls to malicious false alarms not attended	5%	12%
Alarms caused by automatic fire detection attended (Non- Domestic Properties)	2080	2054
% of fires attended in dwellings where no smoke alarm was fitted	Not applicable	41%

Response and call handling		
Initial call fire in Building Cat.1: First Appliance in 8mins	85%	92%
Initial call fire in Building Cat.2: First Appliance in 10mins	90%	95%
Initial call fire in Building Cat.3: First Appliance in 15mins	95%	96%
Full resources required mobilised to fire in Building	95%	100%
Initial call fire - all other: First attendance in 15mins	95%	97%
Life threatening non-fire emergency: First attendance in 15mins	95%	96%
Calls for assistance answered within seven seconds	94%	96.2%
Number of 999 calls received	Not applicable	20,009
Number of incidents attended as emergency	Not applicable	12,024
% incidents attended as emergency/999 calls	Not applicable	60.1%

Indicator	Target	Actual
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## A summary of performance continued

Safety in the community		
School visits conducted by station personnel	Not applicable	627
Community events attended or hosted to deliver fire safety message	Not applicable	318
Home Fire Safety Visits completed	Not applicable	6444

Our staff		
Working days/shifts lost to sickness wholetime/control uniformed staff (per person)	10.04	11.95
Working days lost to sickness corporate staff (per person)	10.04	11.74
Working days/shifts lost to sickness all staff (excl. OnCall) (per person)	10.04	11.91
% of Return to Work interviews completed within 15 days	90%	81%
Staff appraisal completion	95%	87%

Resources and value for money		
Number of vehicle incidents where we had low speed contact with something fixed or stationary and were at fault	57	25
Number of incidents that have resulted in lost time for our people	22	18
Energy consumption in kWh (compared to 2016/17)	3,312,407	3,449,882
Carbon emissions (compared 2016/17)	1449	1473
Water consumption (compared 2016/17)	8717	7090
Renewable energy 20% by 2020 (15% in 2018/19)	15%	87.3%



## Get in touch

Avon Fire & Rescue Service is committed to ensuring our documents are accessible to all members of the community. If you have difficulty reading this document because English is not your first language and you would like a translation, please contact: The Diversity, Inclusion, Cohesion and Equality team, Avon Fire & Rescue Service, Police & Fire Headquarters, PO Box 37, Valley Road, Bristol, BS20 8JJ.

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