

Surrey Fire and Rescue Service

Tandridge Performance

2016-17



Community risk reduction Keeping people safe			
1. Operational data gathering	Annual target	Performance to date	Status (Red/Green)
Safe and well visits	300	417	Green
Ips & Operational Premises Surveys(OPS)	244	107	Red
<p>Commentary</p> <p>Safe & Well Visits</p> <ul style="list-style-type: none"> A very good effort from Tandridge crew who have exceeded the projected target by a considerable margin. Out of the 417 visits unfortunately 252 were declined and 165 were completed. These equates to 40% of the total visits were completed. Tandridge and Lingfield also supported the volunteers by jointly completing visits and assisting them to achieve their targets and adding to the Service's overall Volunteer results. <p>Initial Premises Survey (IPS) & Operational Premises Surveys (OPS)</p> <ul style="list-style-type: none"> Thought the target of 244 has not been completed. Steady progress is being made and each watch apart from one have completed 24 IPS/OPS that has been set as a Watch Target for Godstone Firestation. Personnel within Tandridge have received additional training from WC Gibbs and are now all able to add and update Initial Premises Surveys (IPS) and Operational Premises Surveys (OPS). Non-ops personnel are being utilised in completing Initial Premises Surveys (IPS) / Operational Premises Surveys (OPS) and will also be targeting Mobile Data Information and Alerts (MDIAs). 			

Community risk reduction Keeping people safe			
2. Reducing the number and severity of fires	Performance measure	Performance to date	Status (Red/Green)
142ii Number of calls to primary fires	131	158	Red
142iii Number of calls to accidental dwelling fires	39	35	Green
143ii Number of deaths arising from accidental dwelling fires	2	2	Green
143iii Number of injuries arising from accidental dwelling fires	39	35	Green
144 Percentage of accidental dwelling fires confined to room of origin	91%	82%	Red
209iii The percentage of fires attended in dwellings where no smoke detector was fitted by borough	24%	21%	Green
149i Number of false alarms caused by automatic fire detection by borough	90	73	Green
207 Number of fires in non-domestic premises	11	9	Green
<p>Commentary</p> <ul style="list-style-type: none"> 142ii unfortunately we are over our projected target at 120%. Out of these 91 incidents are vehicle fires equate to 58% of these incidents. Out of these 91 incidents 41 were deliberate. This equates to 45% of all the vehicle fires and 26% of the total primary fires. As previously reported we have identified an issue with vehicles being stolen and dumped in the district and set light too. I has been taken forward to the East Surrey Community Safety Partnership as an Agenda item and it was agreed that all areas would share any intelligence or similar incidents. I have also had meeting with the Tandridge Inspector and his teams are fully briefed and on heightened alert to look for the low-loader type vehicles within the area as we believe this is how they are being transported into the District. Looking at 2015/16 the amount of incidents have increased by 2 and on the 2014/15 we are 21 incidents up which is showing a yearly upward trend but many of these incidents are related to the issues identified above. 143ii this figure is the same as the previous reporting year and I have detailed the instances in previous reports and is on target. We will continue to monitor 143iii this is below target but may increase/decrease when FI complete their authentication process. 144 Tandridge has had 34 accidental dwelling fires for this year and 7 of them have not been confined to the room of origin. 3 of them (43%) are linked to faulty appliances or faulty electricity supply. Out of these 7 incidents 5 of them (71%) had a smoke detector fitted, out 			

of these the fire alarm the alarm activated and alerted the occupants in 4 (80%) of occasions. It has improved by 1% on last year's figures.

- 209iii this is on target and shows an improvement on the reporting periods for the past two years. In 2014/15 it stood at 42% and in 2015/16 stood at 24% so this is the 3rd year showing a downward trend.
- 149i this is on target and shows a downward trend from 2015/16 where it stood at 95 Incidents. I believe though this reduction is most likely to be related to the Service's Call Challenge Process.
- 207 this again is on target and following a downward trend over the past 3 years. In 2014/15 the figure stood at 14 and in 2015/16 this fell to 11. This equates to a 40% reduction over these 3 years.

Community risk reduction Keeping people safe

Other community risk reduction initiatives

Commentary (include wildfire initiatives, RTC initiatives, water safety (winter/summer/flooding), Station events and Open days, seasonal campaigns, community events, co-responding)

- Visits by various Scout and cub units
- School and nursery visits
- Attendance at firework displays as part of community reassurance.
- Have attended various fetes, charity football event in Lingfield
- Oxted and Lingfield worked with the volunteers mainly in February to help them to achieve their Safe and Well Visit targets. They either did the visits on their behalf or tandem crewed with the volunteers and this was very successful

Co-responding

- Godstone 4 watches are corresponding.
- Lingfield co-responding
- Oxted co-responding
- Borough Commander co-responding

Going Forward

- The Tandridge Open Day will be the 2nd September which will be at Godstone and will be supported by all three stations. We have already secured Highways, the Police, Crimestoppers and SECamb. I have also extended an invite to Surrey 4x4 and we have secured the services of the volunteers to support the event.
- Through my work with the ESCSP I have applied to become a White Ribbon Ambassador and represent the Service within the County's priority initiative of tackling Domestic Violence. If accepted I will work to gaining accreditation for the Service and the associated recognition.

- To utilise our non-operational personnel to increase the IPS/OPS completion rate and the rationalisation of MDIAs.
- To work with and support the Police in their Child Sexual Exploitation initiatives.

<p style="text-align: center;">Community risk reduction Keeping people safe</p>			
4 Arson and anti-social behaviour		Performance to date	Status (Red/Green)
146ii Number of calls to malicious false alarms	6	7	Red
206i + iii Number of deliberate fires (excluding vehicles) by borough	60	32	Green
206ii +iv Number of deliberate fires in vehicles by borough	30	41	Red
<p>Commentary</p> <ul style="list-style-type: none"> • 146ii this is one above the projected target which equates to an approximately 20% increase. However on reviewing the data we have found no obvious patterns and is a vast improvement on the figure for 2015-16 where the figure stood at 23. • 206i +ii this is on track and shows a fall from 2015/16 where it stood at 48 and 2014/15 of 41 • 206ii + iv this is showing an upward trend over the past 3 years with a marked increase in this year's figures. Since 2014/5 to now the figure as nearly doubled from 24 incidents to 41. In 2015/6 it was a comparable figure of 26. However this increase in incidents is linked to the identified issue already highlighted. 			

<p style="text-align: center;">Response activity Keeping people safe</p>			
5 Turn-out times	Performance measure	Performance to date	Status (Red/Green)
Whole-time	1.5	1.23	Green
On-call	5.00	5.09	Red
<p>Commentary (include reasons why on-call failed to turn out) Godstone</p>			

- This is pleasing to see that this is now on target for the service.
- Year to Date (YTD): were mobilised on 739 occasions to incidents and failed to achieve the turn out time on 273 occasions, which equates to 37% of all turn outs. This is 1% down on the last quarter. Reviewing this crews highlight that it takes longer than 90 seconds to progress to the appliance, be in the proper kit and seat belted before the appliance progresses.

Oxted

- This is 0.02 seconds up on the last reporting quarter for the Service
- YTD were mobilised on 178 occasions to incidents and failed to achieve the turn out time on 108 occasions which equates to 61% of all turn outs. Oxted highlight issues of increasing traffic on the roads as they are travelling to the station, as a major factor in preventing them achieving their required times.

Lingfield

- This is 0.02 seconds up on the last reporting quarter for the Service
- YTD were mobilised on 107 occasions to incidents and failed to achieve the turn out time on 89 occasions which equates to 89% of all turn outs. It is known and was accepted that one of the JOs lives outside the area and this adds time to their turn out time. However he plays a vital role in running the station and keeping the appliance on the run.

Response standard	Performance measure	Performance to date	Status (Red/Green)
Critical incidents	Brigade 80% Tandridge 80%	79.14% 69.93%	Red

Commentary

- Year to date there have been 642 critical calls and did not meet the standard in 193 occasions which equates to 30.06%.
- On most occasions this is due to the predicted time to turn and reach the incident is not achievable 46%
- For the on call incidents it is the turn out time above is primarily affected by the delay in turn out times as above
- Traffic and various road works across Tandridge have been the largest factors approximately 20%

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