

# Woking Fire Station

End of year report 2017 - 18



## 2017 - 18 – Performance Monitoring

Area to measure performance against	Total for year	RAG Status
SAWV completed Safe and Well Visits = Advice and Fitting of smoke detection	269	
SAWV declined = Number of S&WV offered to residents which they declined	305	
% SAWV Completed to vulnerable people Using data we target our most Vulnerable residents	74%	
IPS & OPS Surveys Initial Premises Survey & Operational Premises Survey = Fire Safety of buildings and occupants	142	
BVPI 142ii: No. of calls to fires attended - Primary Fires	93	
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	40	
BVPI 143ii: Number of injuries (excluding precautionary checks) arising from accidental fires in dwellings	0	
BVPI 144: Percentage of accidental dwelling fires confined to room of origin Service target 90%	98%	
BVPI 149i: Number of false alarms caused by automatic fire detection	106	
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles) Borough Target 60	72	
BVPI 207 Number of fires in non-domestic properties	17	
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted	20%	
Avg. Turnout time whole-time Service target 90%	88%	
Avg. Turnout time on call	N/A	
Response Standard Critical Incidents	86%	
Number of workplace safety events	10	
Number of vehicle collisions due to driver behaviour	0	
Percentage of safety events where management action has been completed within 7 days	100%	
Attendance management - shifts lost per person WT Service target 6.5%	5.0	
Attendance management - shifts lost per person On Call	N/A	
Station Open Day	1	
Thematic Audits by station based personnel	26	
Fitness tests completed	100%	
Fitness tests passed	100%	
3 yearly medicals in date	100%	
Operationally fit 'In ticket' training activity	100%	

**Commentary** (provided by AGC responsible for station ground to comment on performance in each area)

Safe and Well Visits Q4 = 73 completed. Year end 269 completed 305 declined  
This is the highest quarter total.

Safe and Well visits Declined Q4 = 49 Although this is still much higher than I would like, it's the lowest quarter total.

The completion of S&WV's is obviously led by demand in the first instance. We have seen a decline in the amount of S&WV being sent through. Going forward we have looked to generate more S&WV specifically towards our most vulnerable community residents.

A recent imitative in collaboration with ASDA has produced work load in the short term, and we are awaiting the Exeter data and Oxygen data which will be our priority and target our most vulnerable residents.

Woking has one of the highest declined rates for S&WV. I have looked at how we at Woking deal with these and thus come to the conclusion of a visit being declined. The disparity across the service is very wide and this seems to be linked to process coming from 2 years ago when the Exeter data was first issued and the process of cold calling and how crews dealt with the very limited information was actioned.

The new data which I'm told will be current, and have more information, instead of just an address or phone number will be a massive step forward in being able convert these request into completed visits. I will continue to monitor and work with the crews to reduce this declined %.

Watch completion year totals Q4 S&WV for Vulnerable people 74% Year total 74%

Blue 48  
Green 48  
Red 44  
White 50

IPS / OPS Q4 = 21

Year End 142

This quarter 4 total is lower than previous Quarters, however the Service is going through some transition in the way we prioritise and target our inspections. There has been a little bit of understanding to get ourselves used to and plan going forward.

This shows with the addition of Thematic audits completed within this quarter, these visits obviously impact on IPS/ OPS total.

It should be noted that we have had our largest quarter total for S&WV's which would suggest we have continue to achieve the work in front of us. I happy that the crews have been able to adapt.

New monthly reporting process for the station and Watch's will give more clarity to the expectations and allow crews benchmark their progress and that of the Station as a whole.

BVPI 142i & 142ii

Number of call to Primary fires Quarter 4 = 20      Year total 93      Target 87

Number of calls to accidental dwelling fires Quarter 4 = 11      Year total 40      Target 43

BVPI 144 Percentage of accidental dwelling fires confined to room of origin.

Quarter 4 = 100%      Year total 98%      Target 91%

BVPI 149i Number of false alarms caused by automatic detection.

Quarter 4 = 16 Year total 106 Target 125

The borough plan has include work already being undertaken by station personnel to reduce AFD alarms set of incorrectly. They have challenged appropriately and informed and given advice pro-actively when visiting premises. These year total figures reflect the approach and we will continue to look at ways to reduce this total.

BVPI 206i & 206ii Number of deliberate fires.

Quarter 4 = 8 year total 72 target 60

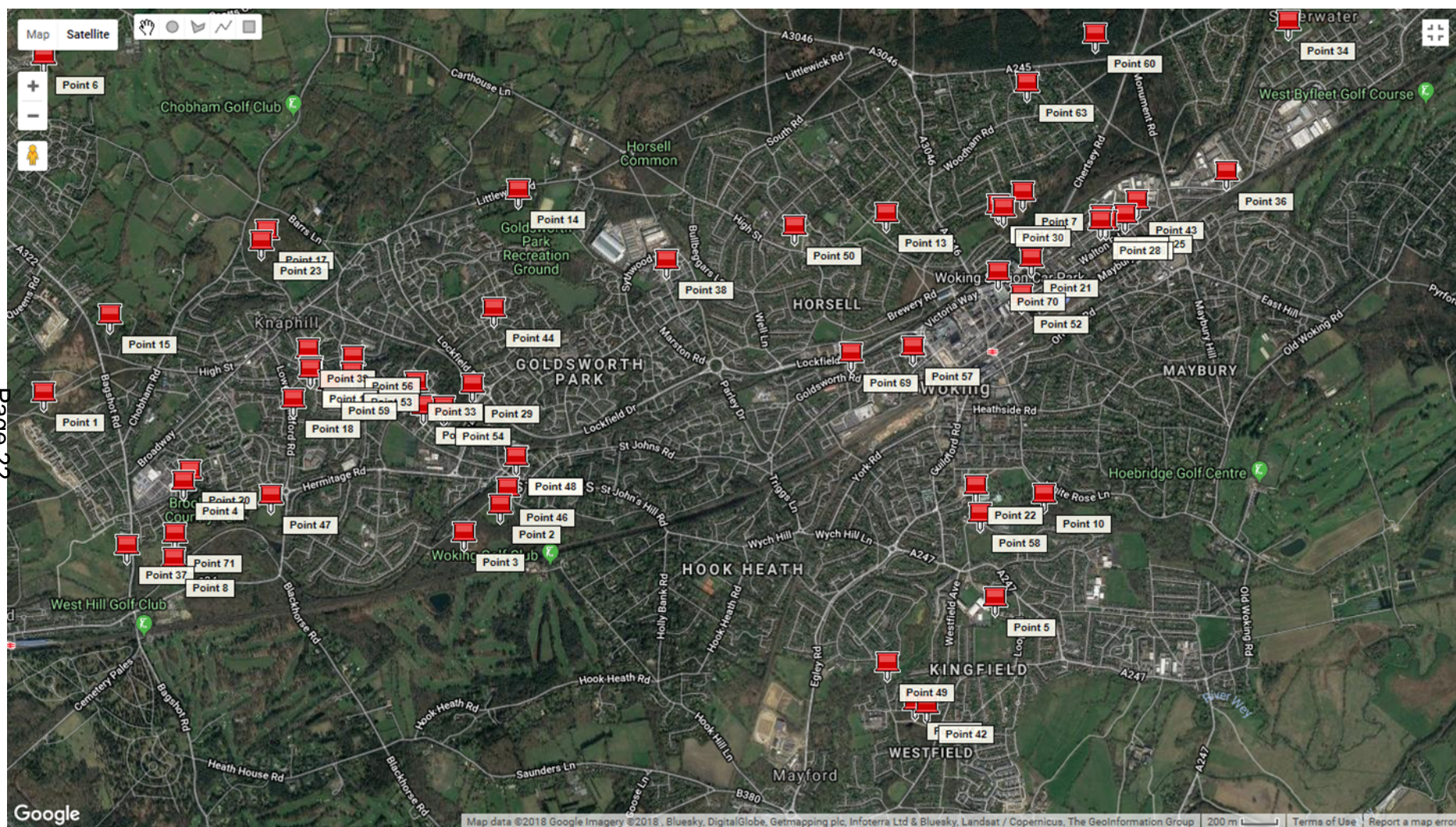
No hiding away from this figure and it is an area I will be directing additional time going forward. The Borough plan has set out our aims to reduce and to work with our partners to tackle these incidents, which can be linked to other anti-social behaviours.

In the immediate, I have produced detailed maps of our incidents, this I will share with station crews and our colleagues at the Joint Action Group.

The interrogation of this visible data will give a clear picture of patterns which at first glance our clearly visible. This will allow us to concentrate our limited time and resources correctly.

Deliberate fire set 2017 / 2018 Hard copies of these maps have been provided to assist the station crews.





Station turnout times with 02;00 minutes Quarter 4 88% Year total 88% Target 90%

We are not far off this target, however this is a target we should very easily achieve. I need to look at why we are falling down here, it may be a data transmit issue being in a built up area. This is an area I will be discussing with my management team.

### Station well being

Attendance management Shifts lost per Whole time person. Quarter 4 = 0.6 Short term Sickness 1.0 long term sickness year = 5.0 Target 6.5

This is area which when you look at the reasons and interpret the data Woking personnel have done extremely well.

Our Short term sickness is the **best** within the Service (operationally) Our year total, although well below target is very pleasing. We have had some unfortunate issues which has elevate this year total. Our staff and crews have been very pro-active in dealing with issues and we have all supported each other in planning and getting our staff back within the correct timescales.

Our fitness levels and pass rate feed into the Well-being results above..

Thematic Audits 26 Year Total

Woking Thematic targets I believe have been met to the full availability of the work given. The station were sent 24 Christmas Thematic audits, which they completed.

The March Thematic audits, which was a new way of working have been completed but not within the year-end total. This, I take responsibility for, as I was not up to speed due to being away on a 3 week course when this work was sent out. Thus I was unable to communicate this new process in time for the work to be actioned.

### Station/ Borough current work streams and project work

Woking Town Centre Development is progressing at pace and Station crews and management teams are working closely with the Development team, Woking Borough council and stakeholders to understand and keep updated on Risks.

This work is a continual project which will continue to develop and produce new challenges going forward. Woking's team are pro-actively engaged and looking to develop and increase their knowledge in this complex area of risk.

Currently we have a Station/ Developer on site exercise planned and we will be looking at further opportunities linked to live risks.

In other planning we have a two stage exercise with our partners at HMP Coldingley, which will be Table top exercises then a multi-agency response to an simulated Incident. May / July 2018

Working with our partners from Surrey Search and Rescue we have now planned our first Wild Fire patrols, which will target areas at popular times to engage and inform our community. These will continue more actively linked to intelligence and Severity index.





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