



Buckinghamshire & Milton Keynes Fire Authority

Meeting and date: Overview and Audit Committee, 8 November 2023

Report title: 2022-23 Annual Performance Monitoring

Lead Member: Councillor Simon Rouse

Report sponsor: Interim Chief Fire Officer Mick Osborne

Author and contact: Craig Newman, Data & Intelligence Team Manager

cnewman@bucksfire.gov.uk

Action: Noting

Recommendations: That the outturn performance against the outcome measures specified in the Corporate Plan 2020-25 be noted.

Executive summary: This report provides a review of annual performance in relation to the Authority's 2020–25 Corporate Plan objectives focusing on incidents in homes, workplaces, whilst travelling and in wider community settings. It covers the period 1 April 2022 to 31 March 2023.

A summary of key indicators is shown at page four of the annexed report. These show an increase in incident numbers, and while some of this can be attributed to the heatwave during July and August 2022, other increases such as non-domestic fires and deliberate primary fires can be attributed to a significant increase in prison related incidents.

Financial implications: None at present.

Risk management: Performance and risk information is designed and presented to assist the Authority in the strategic decision-making through understanding the communities we serve and associated risk profiles. Performance management information is a major contributor to service improvement and to the effective prioritisation of resources.

Legal implications: None at present.

Privacy and security implications: None at present.

Duty to collaborate: This report references collaborative work-streams based upon the Authority's collaborative principles where this is deemed appropriate.

Health and safety implications: No issues identified from this report.

Environmental implications: No issues identified from this report.

Equality, diversity, and inclusion implications: While there are no issues identified within this report, as a service we monitor groups impacted by incidents that we attend. We then use this information to understand and develop our community engagement methodology.

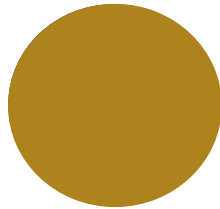
Consultation and communication: We aim to provide performance information incorporating stakeholder contributions. The report will be circulated throughout the organisation for information and awareness.

Board	Date	Outcome
Strategic Management Board	22/08/2022	Approved

Background papers:

- [2021-22 Annual Performance Monitoring Report](#)
- [2020-2025 Corporate Plan - Year 3 Update](#)
- [2020-2025 Corporate Plan](#)
- [Public Safety Plan 2020-25](#)

Appendix	Title	Protective Marking
1	2022-23 Annual Performance Monitoring Report	N/A



2022/2023 Annual Performance Monitor



Contents

Introduction	3
2022/2023 – At a glance	4
2022/2023 – Incident breakdown	5
Home	6
Work	10
Travel	15
Community	18
Glossary	22
Contact us	23



Introduction

Welcome to [Buckinghamshire Fire & Rescue's \(BFRS\) annual report for 2022/2023](#). This report monitors the number of incidents and associated outcomes that occurred within Buckinghamshire and Milton Keynes during 2022/2023.

Our [vision](#) is to make Buckinghamshire and Milton Keynes the [safest areas](#) in England in which to [live, work](#) and [travel](#).

In view of the above, this report includes four key sections:

- In the [Home](#)
- In the [Workplace](#)
- [Travel](#) in and through Buckinghamshire and Milton Keynes
- In the [Community](#)

Because incident numbers can be heavily influenced by external factors, comparing one year's performance with the previous year may not provide a fair indicator, especially if the previous year was exceptionally busy, or vice versa. The pandemic that impacted the way in which most people behaved in 2020/2021 is a prime example of this.

This report will primarily compare 2022/2023 with the average of the previous five years' recorded incident data.

At a glance

Unless otherwise stated, numbers throughout this report are excluding co-responder incidents. There will also be slight differences in some of the figures shown, which is due to rounding. The figures below are a comparison between 2022/2023 and the previous 5 years as an average.

7,567 Incidents attended

↑ 8% Increase Number of incidents

↓ 11% Decrease Accidental Dwelling Fires

↓ 9% Decrease Chimney fires in dwellings

↑ 4% Increase Primary fires in non-domestic properties

↑ 23% Increase Deliberate primary fires

↑ 21% Increase Deliberate secondary fires

↑ 3% Increase RTCs Attended



Average response times:

All incidents: 09:13
(previous five-year average: 08:29)

Accidental dwelling fires: 08:23
(previous five-year average: 07:58)

Primary fires: 09:20
(previous five-year average: 08:26)

Secondary fires: 09:51
(previous five-year average: 08:41)

Road traffic collisions: 09:42
(previous five-year average: 09:21)

67% of incidents reached within 10 minutes
(previous five-year average: 73%)

97% of incidents reached within 20 minutes
(previous five-year average: 98%)

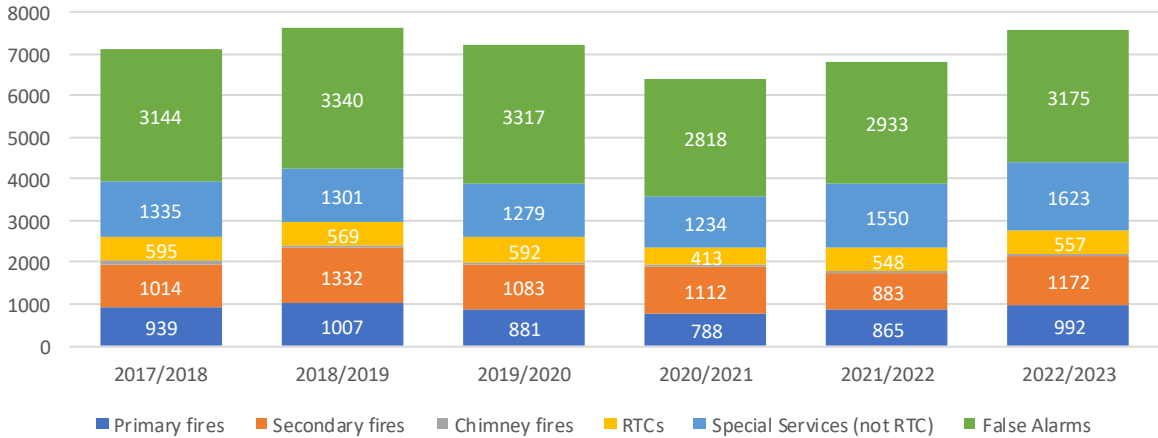




2022/2023 – Overall incident breakdown

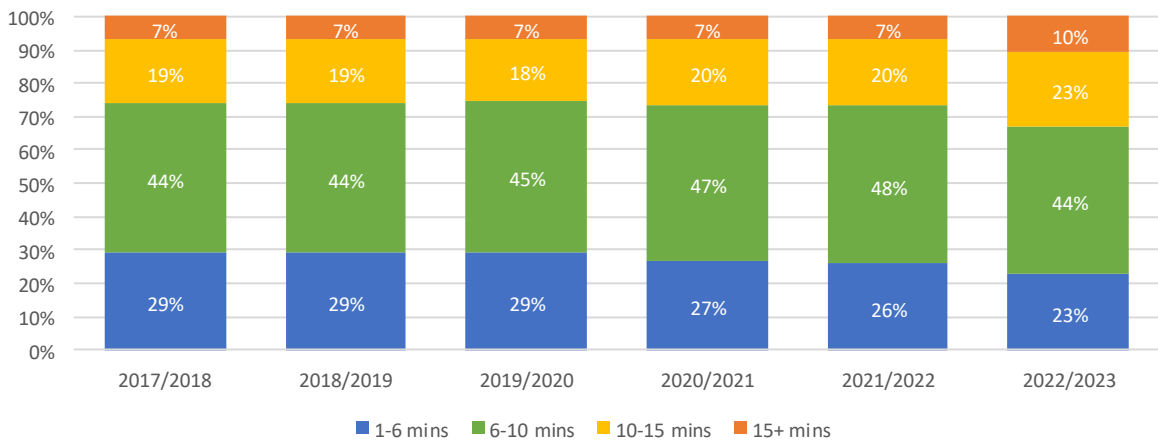
During 2022/2023 BFRS attended 7,567 incidents. This was 8% more than the average of the previous five years. All incident types increased during this period except chimney fires.

BFRS - Incident type breakdown



BFRS's response times increased for most incident types in 2022/2023. This resulted in fewer incidents being reached in under 6 minutes (23%, a reduction of 3%) and 67% reached within 10 minutes (7% less).

BFRS incident response times





IN THE HOME

**Making Buckinghamshire and Milton Keynes
the safest areas in England in which to live**



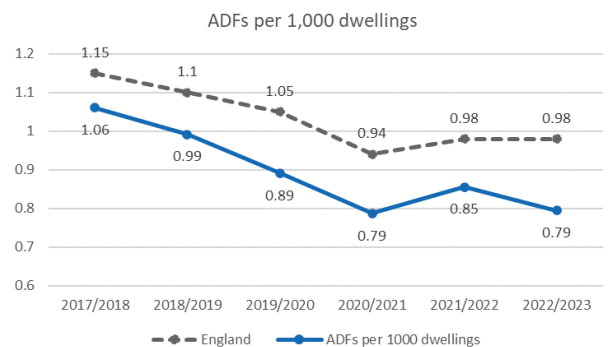
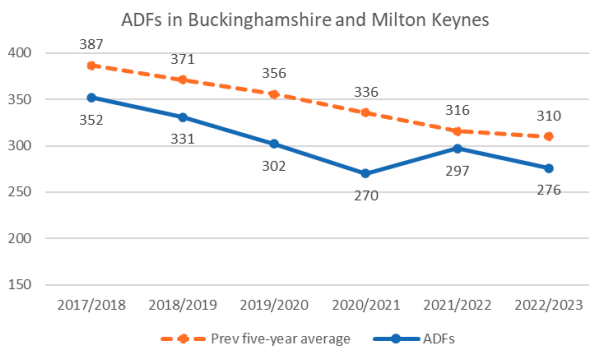
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HOME

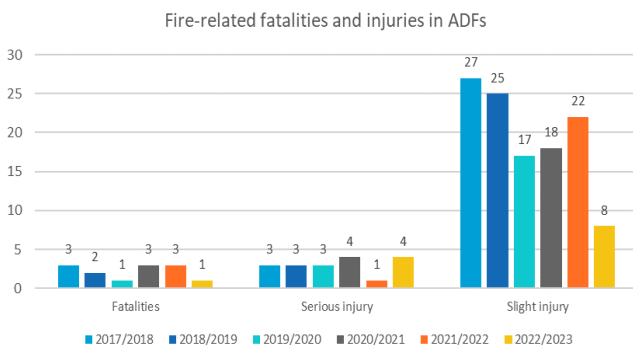
Accidental Dwelling Fires (ADFs) include those where the officer in charge recorded the cause of the fire to be accidental or not known. **Dwellings** are defined as buildings occupied by households, excluding hotels, hostels and residential institutions.

There were 276 accidental dwelling fires in 2022/2023, 11% below the previous five-year average. The number of ADFs per 1,000 dwellings also reduced and remains below the national average, as illustrated below:



The number of fire-related **fatalities** and **injuries** recorded at ADFs can be found below.

- One **fire-related fatality** was recorded at accidental dwelling fires in 2022/2023. The average of the previous five years was 2.
- There were 12 **serious** or **slight injuries** recorded, compared with an average of 12 recorded in the previous five years.



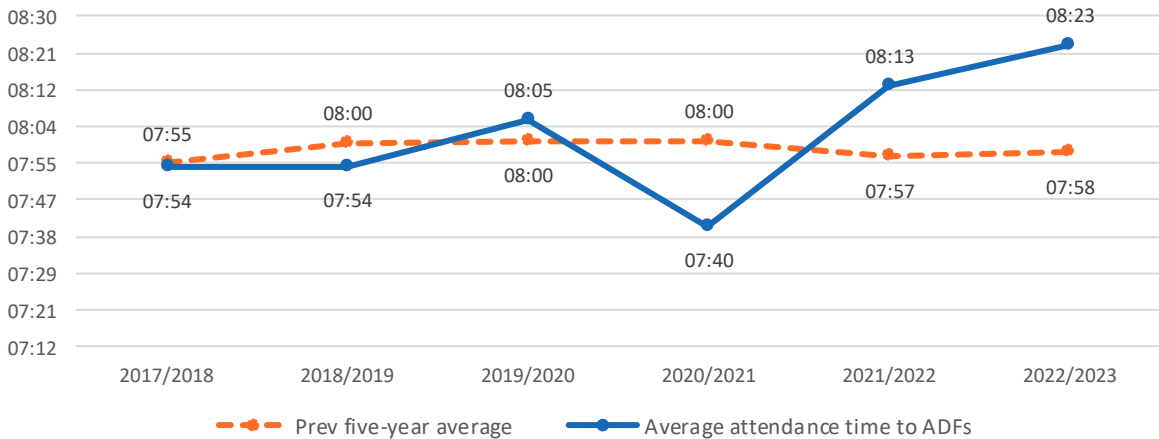
- Serious** - Casualty went to hospital, injuries appear to be serious
- Slight** - Casualty went to hospital, injuries appear to be slight



HOME

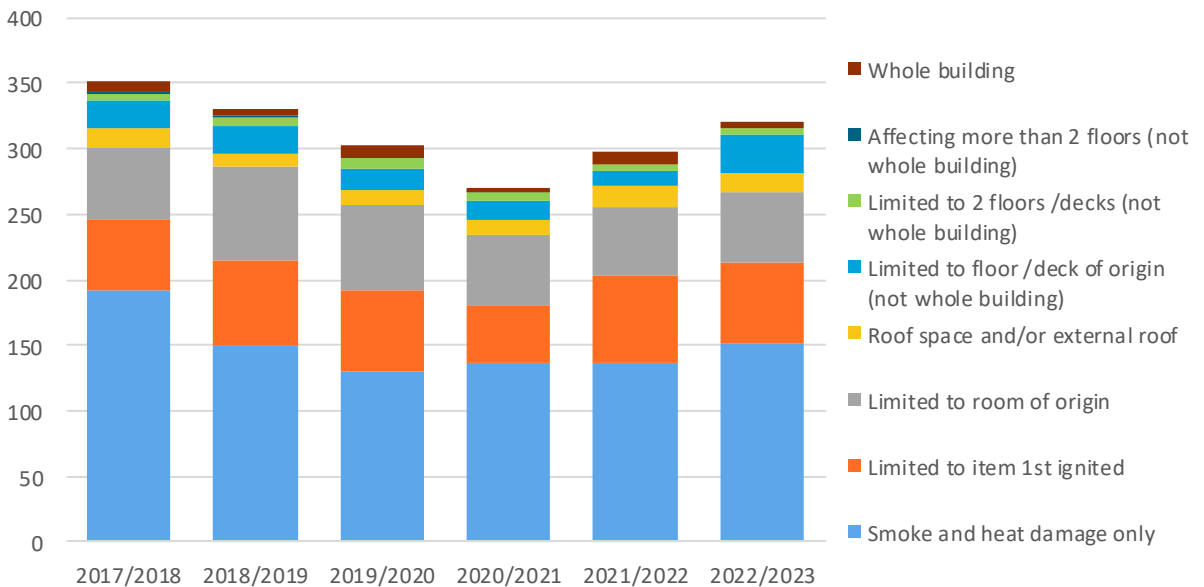
The graph below details the attendance times to ADFs year on year. In 2022/2023, attendance times increased by 25 seconds to 08:23. This increase was in line with the average of all incidents attended, which increased by 44 seconds to 09:13.

Average attendance times to ADFs



The following chart highlights the **level of damage** recorded at ADFs. During 2022/2023, 17% of ADFs saw the fire or heat damage **spread** further than the room of origin. 67% of ADFs were **limited to** the item first ignited or recorded as smoke damage only.

Extent of flame and heat damage at ADFs

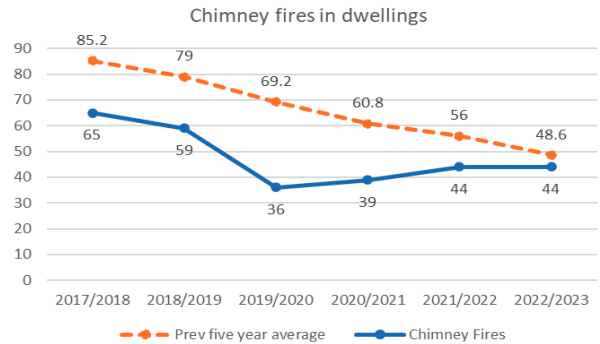
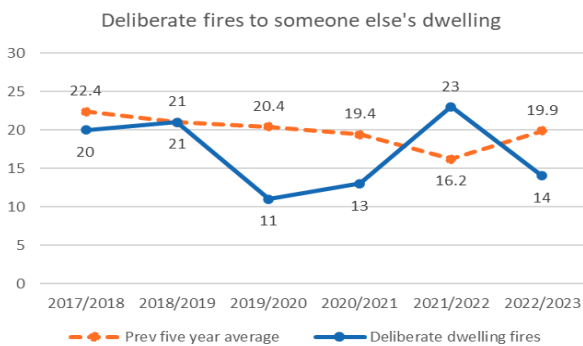




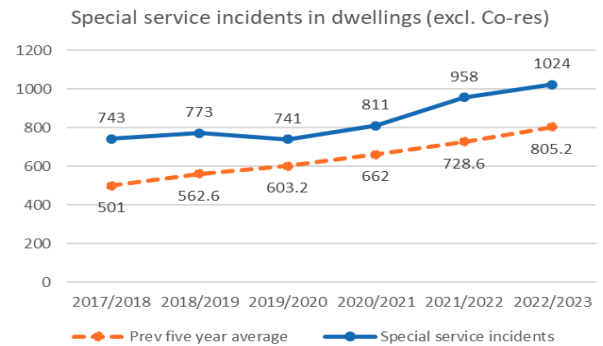
HOME

Dwelling fires where the cause was believed to be **deliberate** to someone else's property increased from a five-year average of 16 to 20 in 2022/2023.

The number of **chimney** fires in dwellings in 2022/2023 was the same as in 2021/2022, and numbers remain just below the average of the previous five years, which is on a downward trend.



In 2022/2023, 1,024 **special service** incidents were attended at dwellings, an increase of 28% compared to the previous five-year average. Most incidents related to supporting **South Central Ambulance Service** in areas such as gaining access to a property. Other incident types included flooding-related calls. These figures do not include co-responder call outs.



	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Effecting entry/exit	260	310	293	243	316	321
Flooding	203	191	131	191	178	208
Assist other agencies	42	65	77	121	152	154
Lift Release	47	41	56	36	48	83
No action (not false alarm)	47	40	36	72	75	62
Hazardous Materials incident	37	36	47	43	63	62
Animal assistance incidents	19	11	17	21	18	32
Other rescue/release of persons	19	11	10	14	12	20
Medical Incident - First responder	4	4	8	5	12	16
Making Safe (not RTC)	14	11	13	11	34	16
Suicide/attempts	10	6	15	6	13	12
Removal of people from objects	7	22	9	22	18	11
Advice Only	9	6	9	11	6	8
Other (grouped remaining <10)	25	19	20	15	13	19
Total	743	773	741	811	958	1024



IN THE WORKPLACE

**Making Buckinghamshire and Milton Keynes
the safest areas in England in which to work**

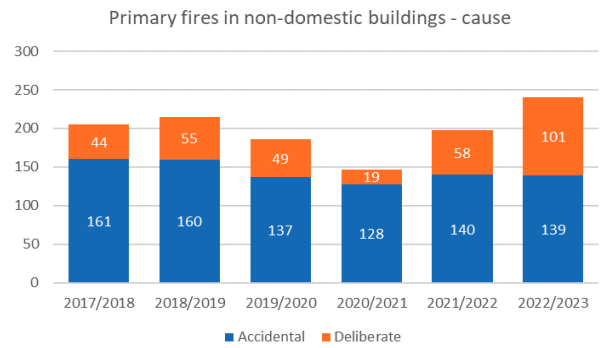
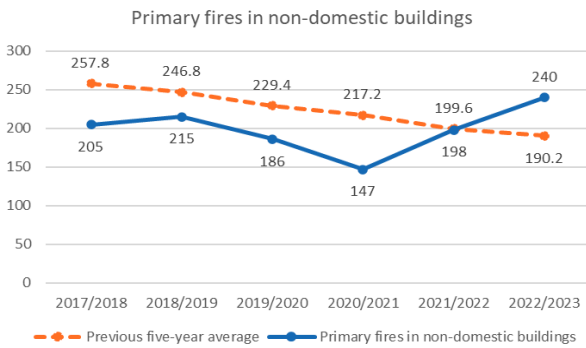


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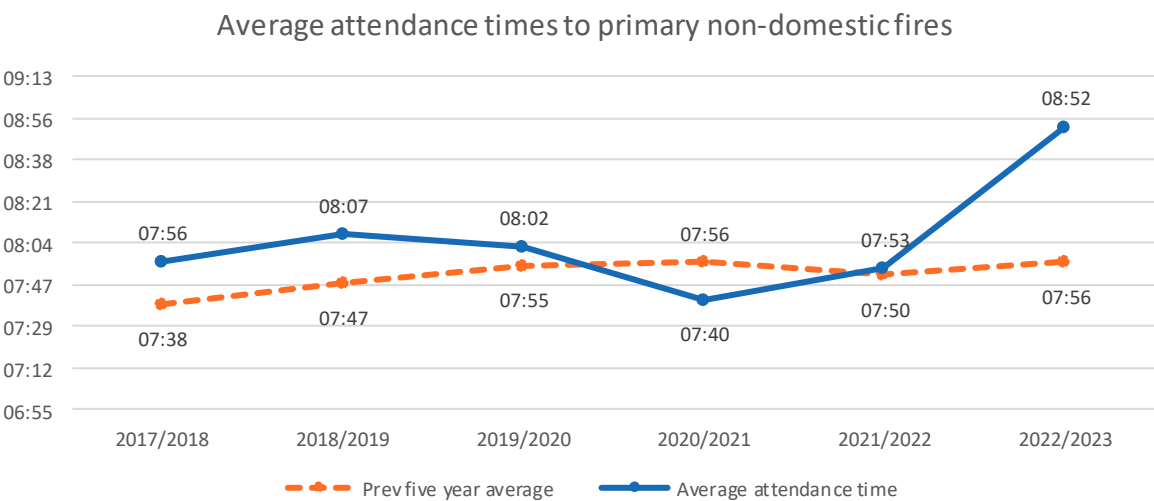


WORK

The number of primary fires in **non-domestic** properties continued on an upward trend in 2022/2023, with an increase of 26.2% compared to the previous five-year average.



As with the attendance times to accidental dwelling fires, **response times** to primary non-domestic fires have risen above the average of the previous five years in 2022/2023.

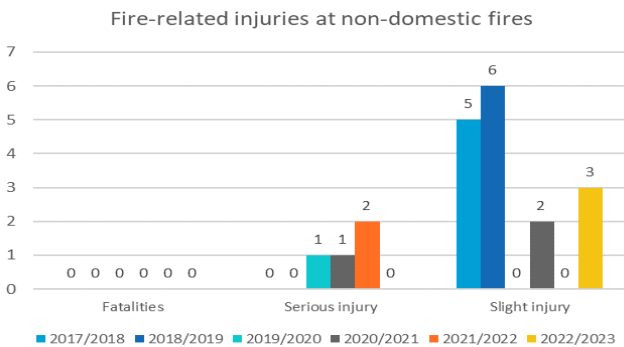




WORK

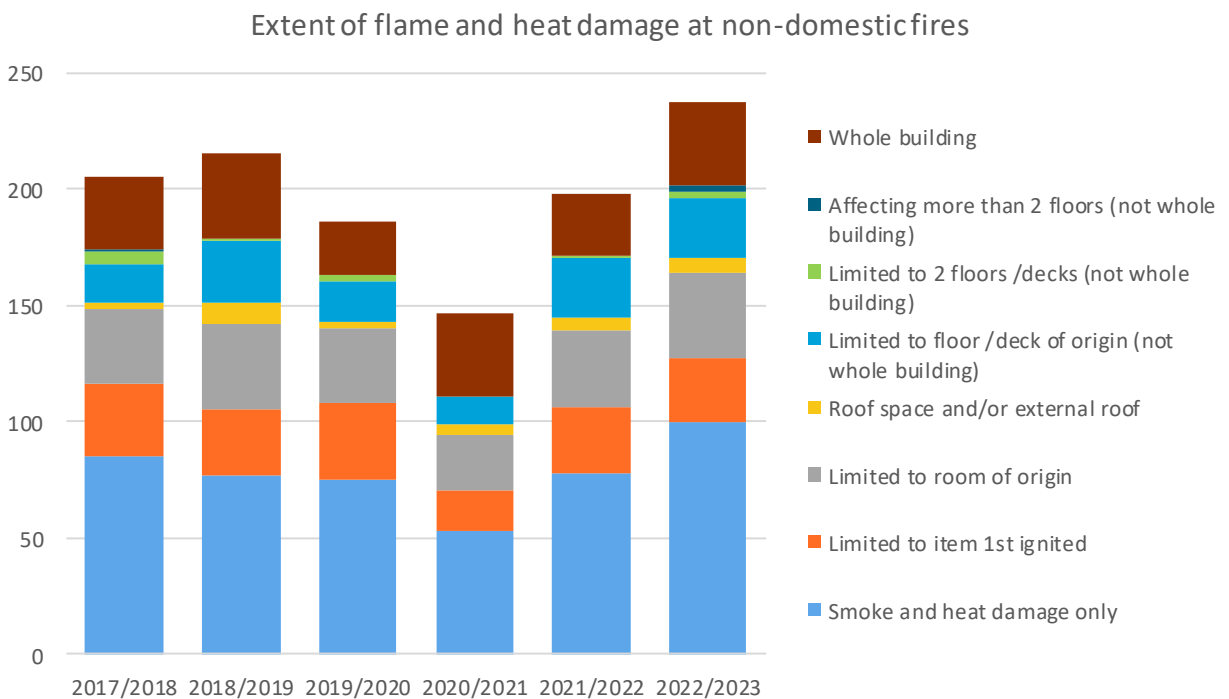
Fire-related injuries from **non-domestic** fires remain low, with only three **slight injuries** recorded in 2022/2023.

A breakdown of the injuries can be seen in the chart below.



- **Serious** - Casualty went to hospital, injuries appear to be serious
- **Slight** - Casualty went to hospital, injuries appear to be slight

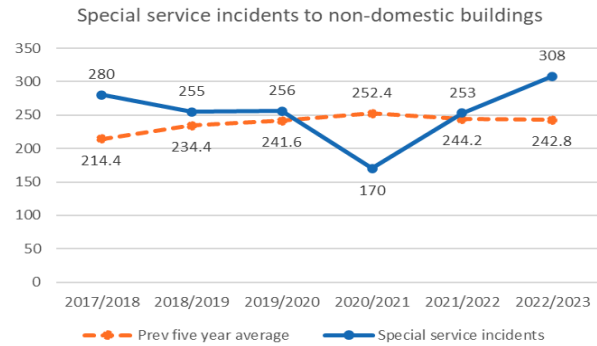
The following chart illustrates the level of damage recorded at fires in **non-domestic** buildings. In 2022/2023, 31% of fires **spread** beyond the room of origin, whilst 54% were either **limited to** the item first ignited or resulted only in **smoke and heat damage**.





WORK

Special services – 2022/2023 saw an increase in the number of special service incidents that BFRS attended to non-domestic buildings, most of which related to lift releases and ring removals. Other incident types included flooding-related calls. These figures do not include co-responder call outs.



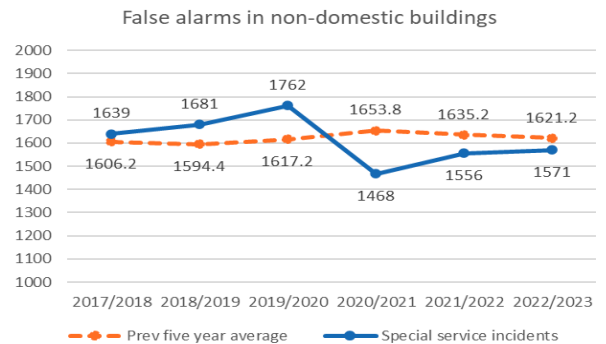
	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Lift Release	87	82	93	35	59	77
Removal of objects from people	50	45	35	31	59	65
Effecting entry/exit	20	21	21	17	19	38
Flooding	44	26	28	26	15	26
No action (not false alarm)	12	11	12	7	19	15
Hazardous Materials incident	6	16	10	6	10	13
Assist other agencies	11	13	6	5	16	11
Animal assistance incidents	6	1	6	7	11	9
Other rescue/release of persons	6	8	3	5	5	9
Suicide/attempts	5	6	3	6	5	8
Spills and Leaks (not RTC)	4		4	1	2	7
Removal of people from objects	2	5	5	4	9	7
Making Safe (not RTC)	8	13	10	7	15	7
RTC	6		14	7	1	6
Medical Incident - First responder	4	5	1	2	3	5
Advice Only	4	1	3	2	3	4
Evacuation (no fire)	2	2	1	1	1	1
Other Transport incident	3		1	1	1	
Total	280	255	256	170	253	308



WORK

False alarms – 49% of ‘false alarms’ in Buckinghamshire and Milton Keynes during 2022/2023 were to incidents located at a non-domestic property. This is 3% fewer than the average of the previous five years.

The table below provides a breakdown of the reasons listed for the false alarm calls to non-domestic properties. “System” usually refers to an alarm system i.e. smoke detectors, fire panels and break glass:



	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Good intent - fire	196	142	107	73	74	84
Good intent - special service	12	10	13	10	6	11
Malicious	55	62	73	28	67	52
Sprinkler	19	29	25	35	26	15
System - external factors (contaminants or power surge)	206	246	229	176	257	200
System - faulty	228	193	261	228	264	194
System - human involvement (testing or cooking)	533	592	651	527	534	616
System - incorrect positioning	26	8	9	17	11	10
System - other	42	32	34	21	12	37
System - poor maintenance, damaged or unsuitable equipment	26	25	28	24	13	31
System - unknown	296	342	332	329	292	321
Total	1639	1681	1762	1468	1556	1571



WHEN TRAVELLING

**Making Buckinghamshire and Milton Keynes
the safest areas in England in which to travel**

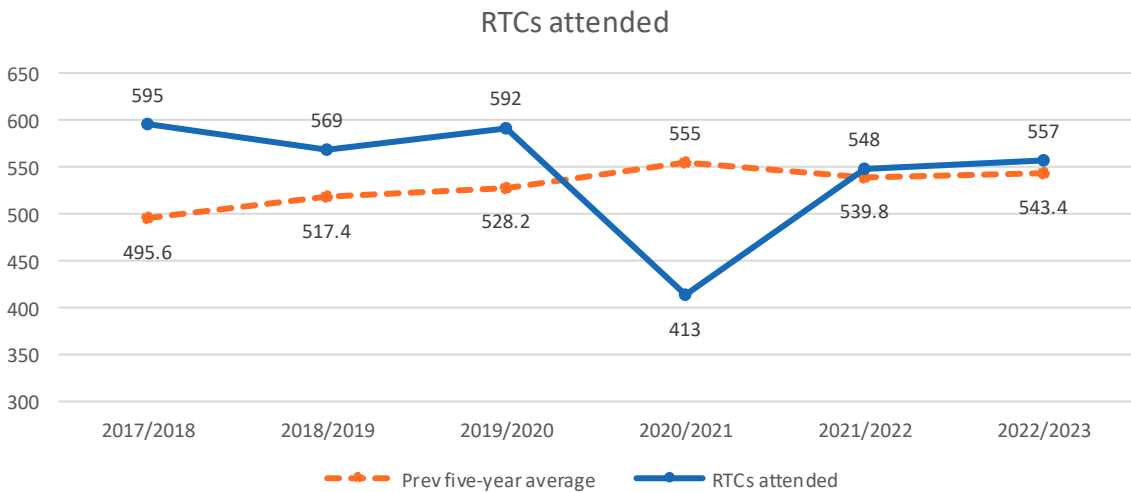


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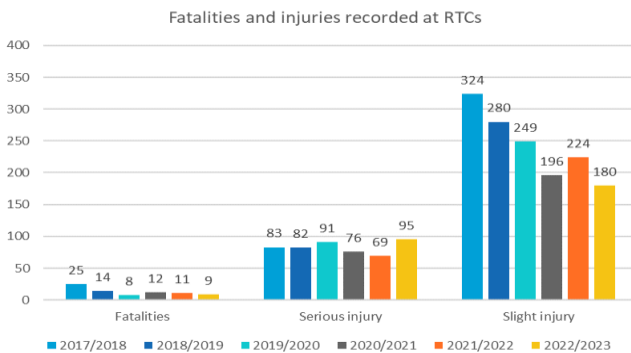
TRAVEL

Road Traffic Collisions (RTCs) – the number of RTCs attended by fire & rescue services within Buckinghamshire & Milton Keynes was higher than the previous five-year average for the second consecutive year. However, the number of RTCs was significantly impacted by the pandemic in 2020/2021. The figure of 557 RTCs in 2022/2023 is still just below the pre-pandemic levels, despite a slight increase in numbers attended.



The chart below details the number of **fatalities and injuries** recorded at RTCs in Buckinghamshire and Milton Keynes attended by a fire & rescue service.

Further to the numbers detailed in the chart, crews also dealt with 168 **minor injuries** at RTCs during 2022/2023, 4% lower than in 2021/2022.

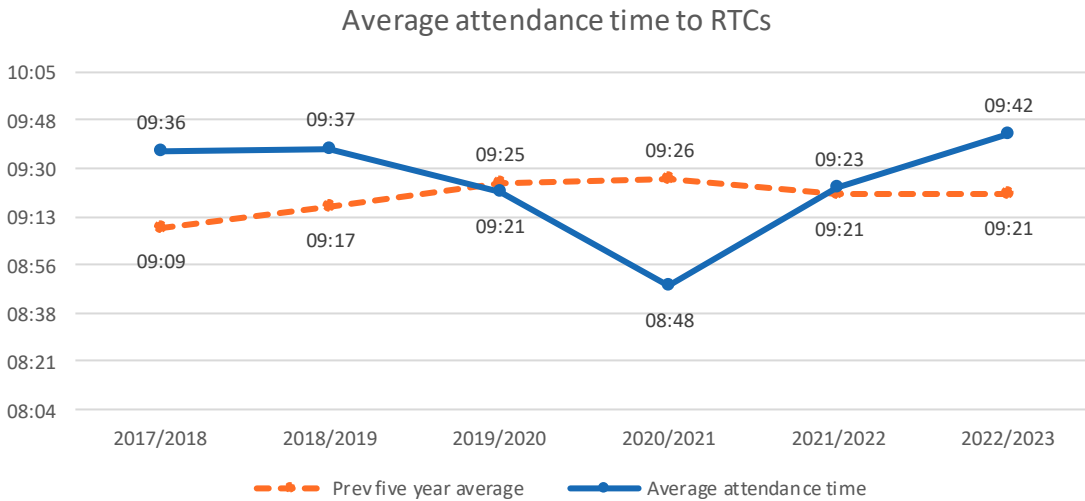


- **Serious** - Casualty went to hospital, injuries appear to be serious
- **Slight** - Casualty went to hospital, injuries appear to be slight

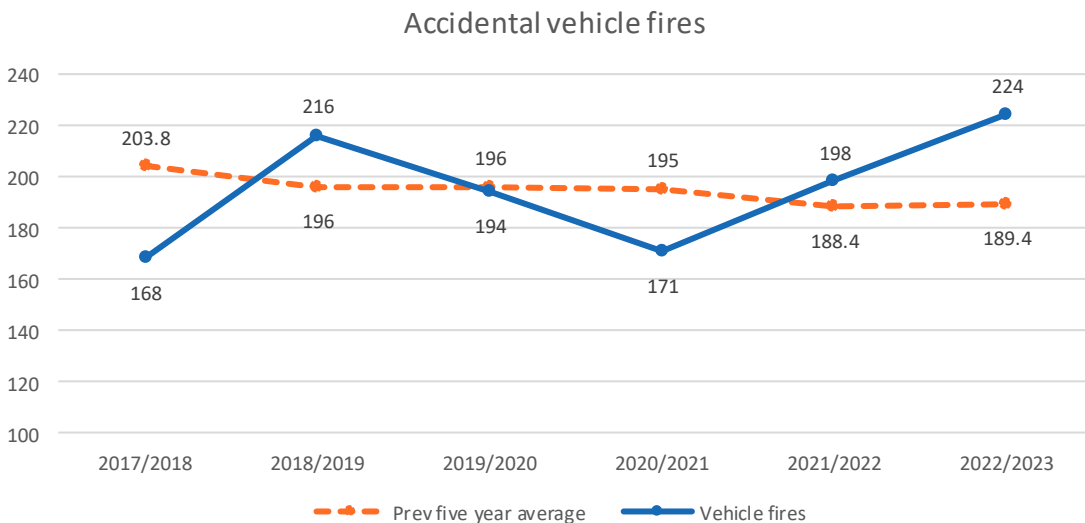


TRAVEL

The chart below shows the average attendance times to **RTCs** within Buckinghamshire and Milton Keynes.



The figures below reflect the number of **accidental vehicle fires** BFRS attended (that were not related to an RTC). The numbers dipped during the pandemic but have since increased year on year, reaching 224 in 2022/2023.





IN THE COMMUNITY

**Making the communities within
Buckinghamshire and Milton Keynes the
safest in England**



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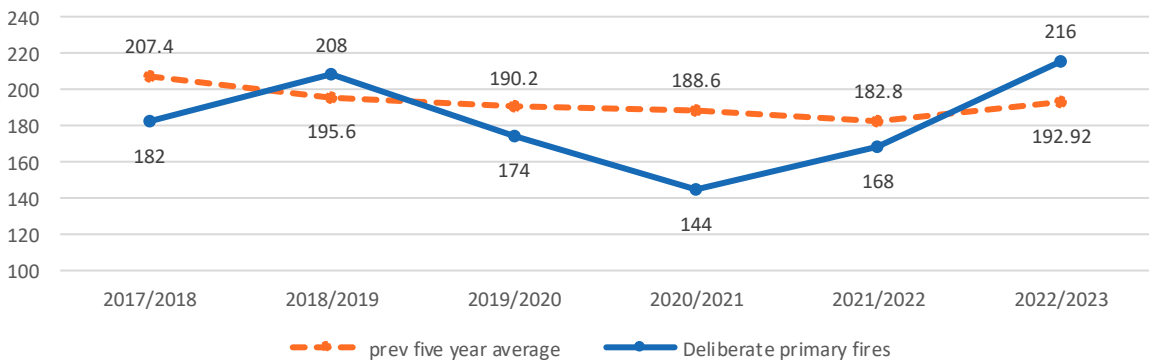


COMMUNITY

The number of **deliberate primary fires** increased in 2022/2023 and, for the first time since 2018/2019, was higher than the previous five-year average.

Non-residential properties topped the chart of property types involved in deliberate primary fires for the first time since data collection changed in 2009/2010.

Deliberate primary fires (someone else's property)



	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Non-Residential	35	40	35	16	48	75
Grassland, woodland and crops	20	32	29	37	26	41
Car	43	47	43	35	24	27
Motorcycle	8	16	12	6	16	19
Dwelling	21	21	11	13	24	15
Outdoor structures	25	22	17	11	9	12
Outdoor equipment and machinery	3	4	2	3	4	5
Van	8	9	9	11	10	5
Multiple Vehicles	8	6	4	6	2	4
Other Residential	2				1	4
Other	1	3	4	1	2	3
Towing caravan elsewhere (not on tow)	1	2	1	1		1
Bus/coach						1
Motor Home	1					1
Other outdoors (including land)			1			1
Caravan unspecified	4	1			2	1
Bicycle	1	1	2		1	1
Agricultural		1	1			
Trailers - Trailer unit (not attached to tractor)		2		2		
Minibus	1	1				
Lorry/HGV			3	2		
Total	182	208	174	144	169	216

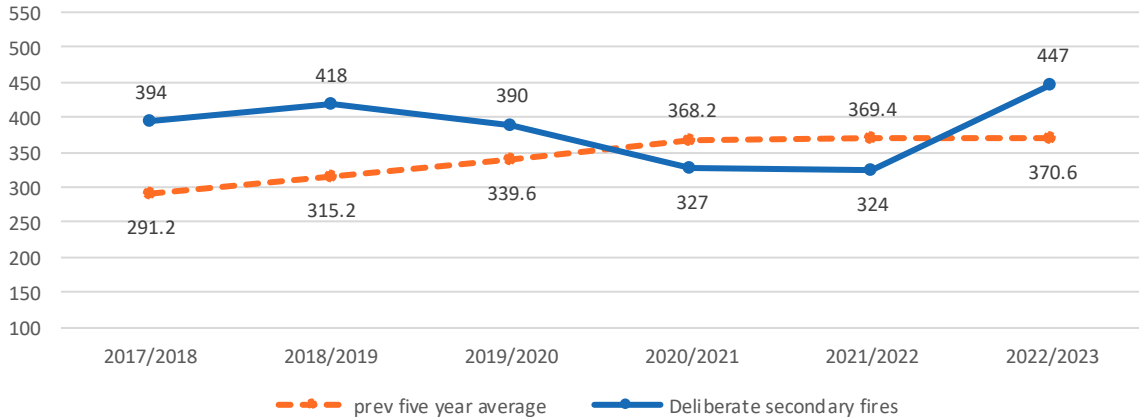
The definitions for deliberate, primary and secondary fires can be found in the glossary section at the end of this report.



COMMUNITY

The number of **deliberate secondary fires** (to other people's property) in 2022/2023 increased by 21% and was higher than the average of the previous five years. Most of these fires occurred in grassland, woodland and crops along with areas where loose refuse was located.

Deliberate secondary fires (to someone else's property)



	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Grassland, woodland and crops	90	130	147	126	106	182
Other outdoors (including land)	200	158	136	118	122	156
Outdoor structures	88	99	83	53	68	84
Non-Residential	8	16	5	9	12	16
Motorcycle	2	2	1	3	1	3
Other Residential			1	1		2
Van	1	3	1	3	1	1
Outdoor equipment and machinery	1	2	1		4	1
Minibus						1
Dwelling		3	6	1	1	1
Lorry/HGV		1		1		
Caravan unspecified	1	1	1	2	1	
Towing caravan elsewhere (not on tow)			2	3	1	
Car	2	2	5	6	6	
Boats					1	
Trailers - Trailer unit (not attached to tractor)				1		
Caravan on tow			1			
Other	1					
Multiple Vehicles		1				
Total	394	418	390	327	324	447

The definitions for deliberate, primary and secondary fires can be found in the glossary section at the end of this report.

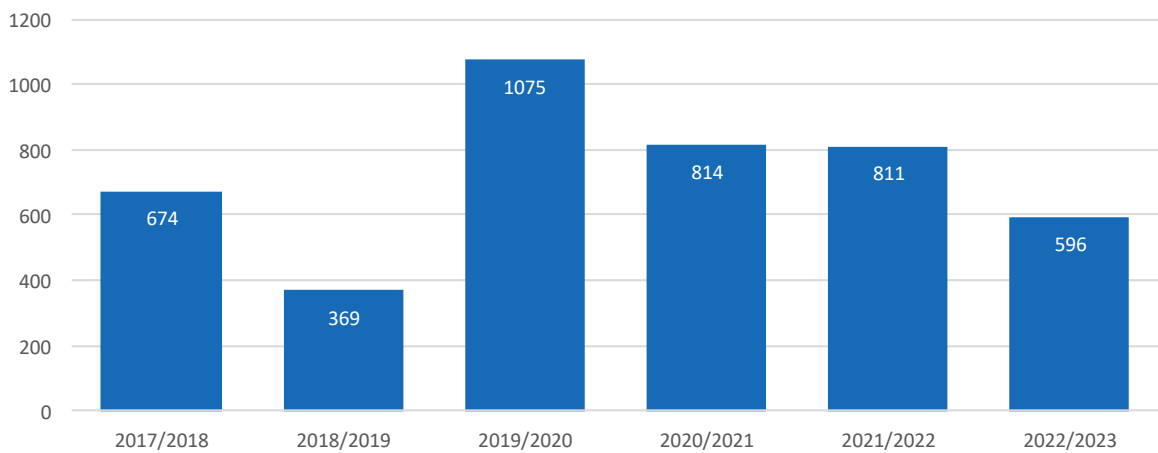


COMMUNITY

In 2022/2023, BFRS [co-responders](#) attended 596 incidents within Buckinghamshire and Milton Keynes, a reduction of 20% from the previous five-year average.

While most calls are to people’s homes, co-responders also attend incidents in other locations, such as nursing homes.

Co-responder incidents attended



	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Dwelling	500	254	817	664	702	468
Non-Residential	77	36	106	30	30	49
Other Residential	60	51	78	60	42	34
Other	37	28	74	60	37	45
Total	674	369	1075	814	811	596



Glossary

Accidental fires include those where the fire was ignited by accident or where the cause was not known or unspecified.

Chimney fires are reportable fires at occupied buildings where the fire was confined within the chimney structure and did not involve casualties or rescues and was not attended by 5 or more appliances.

Deliberate fires include those where deliberate ignition is merely suspected.

Dwellings are defined as buildings occupied by households, excluding hotels, hostels and residential institutions.

False Alarms are events in which the Fire and Rescue service was called to a reported fire which turned out not to exist. False alarms are categorised as follows:

Malicious False Alarms are calls made with the intention of getting the fire and rescue service to attend a non-existent fire-related event, including deliberate and suspected malicious intentions.

Good Intent False Alarms are calls made in good faith in the belief that the fire and rescue service really would attend a fire.

Primary fires include all reportable fires at non-derelict buildings, vehicles and outdoor structures or any fire involving casualties, rescues, or fires attended by five or more appliances.

Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or five or more appliances attend. They include fires at single derelict buildings. They are reported in less detail than other fires and consequently less information concerning them is available.

Special Service Incidents - Non-fire incidents which require the attendance of an appliance or officer and include:

(a) Local emergencies e.g. road traffic incidents, rescue of persons, 'making safe' etc;

(b) Major disasters;

(c) Domestic incidents e.g. water leaks, persons locked in or out etc;

(d) Prior arrangements to attend incidents, which may include some provision of advice and inspections.

Co responders – these are firefighters who also respond to ambulance calls. The aim of a co-responder is to preserve life until the arrival of either an ambulance or a response vehicle from the NHS ambulance service.

CONTACT US

Buckinghamshire Fire & Rescue Service, Fire Brigade
Headquarters, Stocklake, Aylesbury HP20 1BD
999 in an emergency only
01296 744400 (Monday to Friday 8am to 4pm)

Fire safety in the workplace

Aylesbury Vale/Chiltern: 01296 744400
AVDC-CDC-Fire-Safety@bucksfire.gov.uk

Wycombe/South Bucks: 01628 470640
WDC-SBDCfiresafety@bucksfire.gov.uk

Milton Keynes: 01908 236413
MiltonKeynesFireSafety@bucksfire.gov.uk

Fire safety in the home

01296 744477
centraladmin@bucksfire.gov.uk

Educational visits or talks

education@bucksfire.gov.uk

Communication and media

01296 744443 / 01296 744445
cteam@bucksfire.gov.uk

Recruitment

eshelpdesk@bucksfire.gov.uk

Website: www.bucksfire.gov.uk
Facebook: www.facebook.com/Bucksfire/
Twitter: www.twitter.com/Bucksfire



Buckinghamshire
FIRE & RESCUE SERVICE
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