

Banstead Fire Station

Station Plan 2018 - 19



Introduction – Banstead Station Plan

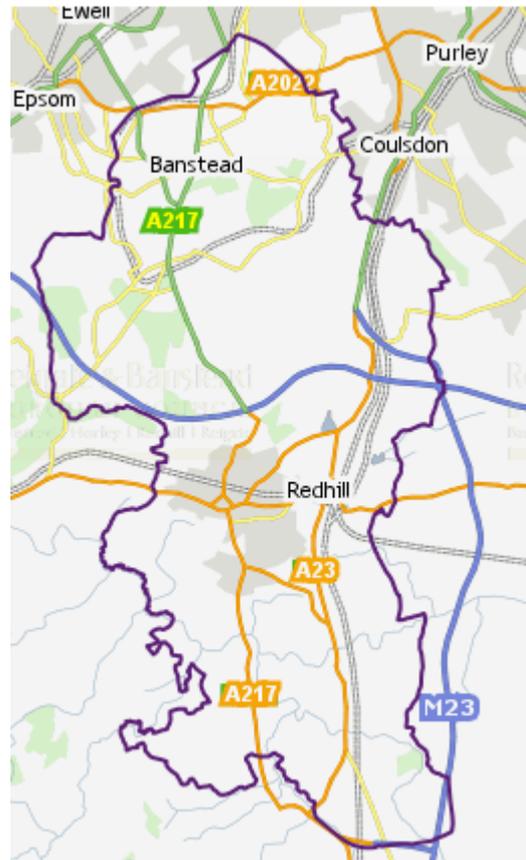
Welcome to Surrey Fire and Rescue Services' Station Plan for Banstead, which is situated in the borough of Reigate and Banstead, which covers the towns of Reigate, Redhill and Horley.

As part of our commitment to delivering protection and prevention services to Surrey, Surrey Fire and Rescue Service produces tailored station plans to show what our local priorities are and how we are working with other agencies in the area to improve the local quality of life. In order to do this we set specific goals/benchmarks in each area to address the issues particularly relevant to that area.

The Station Plan is a public document and is available to everybody - for our staff, it gives clear direction in setting annual priorities and projects. For the public, it gives a clear indication of what we will be focusing on in the local area and what we aim to achieve as a result. It allows us to address risks at a local level, putting the right resources into the right areas to ensure we reduce the risks faced by everybody in that borough. It also enables us to work with other agencies such as the police and health services to ensure that, where a local trend cannot be resolved by one service alone, we work together to achieve improved outcomes for the community.

Surrey Fire and Rescue Service also recognises that, in order to achieve our strategic aims and objectives, we must have a risk managed and diverse approach, tailored to local needs, that is affordable and provides value for money.

The Station Plan supports both the principal aim of the Service (as detailed in our Public Safety Plan) to deliver high performing services necessary to keep our communities safe in the modern world whilst improving the value for money we offer as the financial climate public services find themselves in continues to tighten.



The County of Surrey

Geography

Surrey is approximately 648 sq miles (1,679 sq km) in size. It is landlocked and has no coastline. Surrey is bordered by the counties of Greater London, Kent, East Sussex, West Sussex, Hampshire, and Berkshire.

Population

According to the last census (2011) the population of Surrey was 1.13 million; recent estimates state that this has grown to 1.17m. The county rates highly in environmental terms. Surrey is England's most wooded county and over 70% of its land lies within the greenbelt. However, per square mile, it is the most densely populated shire county in England. The most densely populated area is Epsom & Ewell, with an average population of over 20 people per hectare of land.

Transport

Surrey is served by two of the world's largest international airports on its borders, Gatwick and Heathrow. Most major towns in Surrey have connections by rail to central London with a frequency of under one hour.

The county has more cars per mile of road than any other UK shire, containing some of the country's busiest arterial routes such as the M3, A3, M25 and M23. There are more than 3,000 miles of highway in the county, including almost 70 miles of motorway.

Employment

The main employment is concentrated in the central towns of Guildford and Woking, to the west in Camberley and Staines and to the East in Leatherhead, Dorking and Reigate. Employment levels are very high, although the county's commercial premises have varying levels of occupancy. The unemployment figure remains under 1%.

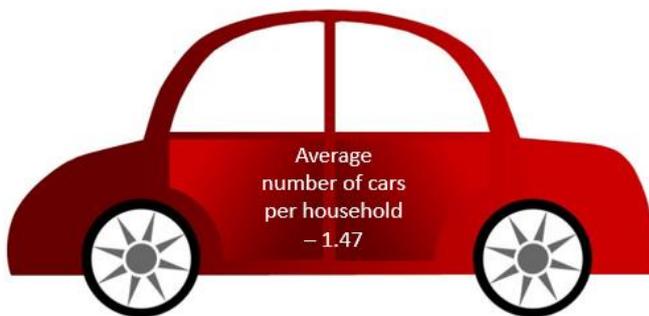
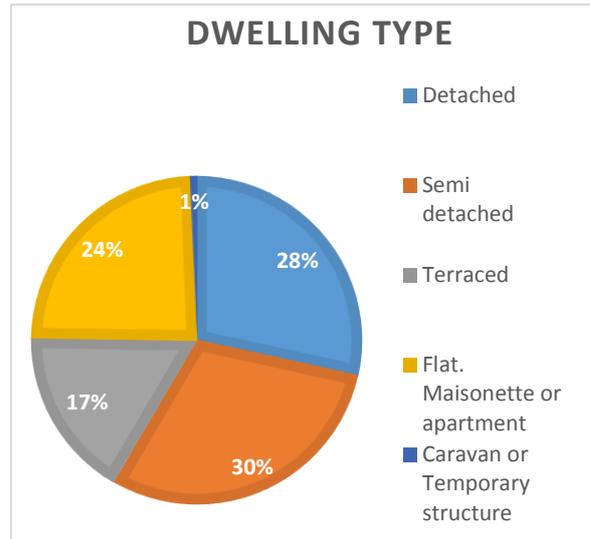
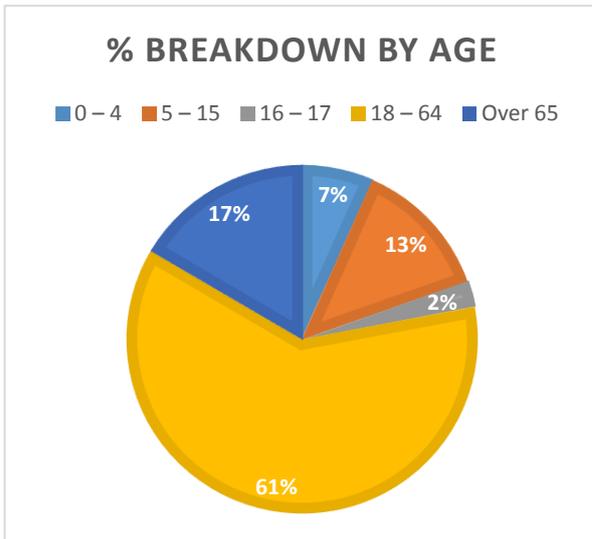
Education

There are approximately 272,800 children and young people aged 0 to 19 in the county. There are over 386 schools in Surrey and education is Surrey County Council's single biggest area of expenditure. The county has three established Universities: Surrey, Royal Holloway and the University of Creative Art. Together these universities have over 21,000 undergraduate and postgraduate students.

Politics

The county is run by a two-tier system comprising the County Council and 11 district/borough councils. The political composition of Surrey County Council is currently: 61 Conservative, 9 Liberal Democrats, 9 Residents' Associations/Independents, 1 Labour and 1 Green. There are 81 county councillors in total.

Living in Reigate and Banstead



Summary of incidents attended, activities undertaken and standards met by Banstead 2017/18

Performance Area	Result
Safety Activities Undertaken	
Safe and Well Visits completed (home safety)	154
Percentage of Safe and Well Visits Completed to vulnerable people	87
Initial Premises Surveys & Operational Premises Surveys (business safety)	68
Incidents Attended	
BVPI 142ii: No. of calls to fires attended - Primary Fires	78
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	13
BVPI 144: Percentage of accidental dwelling fires confined to room of origin	100
BVPI 146ii: Number of calls to malicious false alarms attended	1
BVPI 149i: Number of false alarms caused by automatic fire detection	39
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	35
BVPI 206ii + 206iv: Number of deliberate fires in vehicles	9
BVPI 207 Number of fires in non-domestic properties	24
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted	0
Standards Achieved	
Average turnout time as first appliance to critical incidents - wholetime (hh:mm:ss)	00:01:19
Average percentage response standard met at incidents by station appliances - first pump in attendance	83
Organisational Health	
Number of workplace safety events	7
Number of vehicle collisions due to driver behaviour	1
Percentage of safety events where management action has been completed within 7 days	86
Attendance management - shifts lost per person WT	5.4

Community Safety

The Fire Service sets out in its Station Plan the community safety initiatives that it feels will reduce risk in the community and make Reigate and Banstead a safer place in which to live and work. To promote understanding of these initiatives and allow partners to become involved in them where applicable a short précis of each is provided in the following paragraphs.

The service continues to educate the public through community safety campaigns and the Safe and Well Visit (which replaced the previous Home Fire Safety Visits) initiative, to drive down the numbers of accidental dwelling fires and road traffic collisions (RTCs). Our Safe and Well Visit is designed to cover fire safety, road safety, environment safety and by using the One Stop Surrey referral process, cover a range of health and social issues that support independent living. The service also supplies a range of equipment, including smoke alarms, hard of hearing alarms, fire retardant bedding and advises on Telecare alarms and sprinklers. SFRS continues to work with the Surrey Health and Wellbeing Board members, such as Adult Social Care, the NHS, public health and Age UK Surrey, to develop the content of Safe and Well Visits to reduce risk to the elderly.

The service has an important part to play in improving the life chances for young people. It works with partners in a number of different areas including the county's Youth Justice Service and the Educational Welfare Service who identify young people considered at risk of falling out of education and/or becoming involved in anti-social behaviour and crime. SFRS co-developed and deliver the Youth Engagement Scheme to give these young people the opportunity to develop practical and social skills through a number of different activities.

Further examples of other effective prevention activities include:

- Keeping YOU safe from Fire (high risk vulnerable people)
- Dementia Awareness
- One Stop Surrey
- Fire safety education in schools
- Road Safety (Drive SMART and Safe Drive Stay Alive)
- Water safety
- Youth Engagement Scheme (YES)
- FireWise (juvenile fire setters)
- Safeguarding Vulnerable People
- Arson reduction
- Ride It Right
- Biker Down

There is still more that can be done. There is opportunity for SFRS to tap into and support wider prevention and protection agendas across the other council services, such as Adult Social Care, to best utilise the service's skills, knowledge and experience for the greater benefit of communities.

Banstead Fire Station Action Plan

Action Plan 2018/19

Priority Area	Activity	Lead Officer
Employee centred people performance	Targeted work to have the right people, with the right skills at the right time.	AGC
Narrative	Project	Leads
<p>Maintenance of staff competencies</p> <p>A high performing, modern and professional workforce.</p> <p>Managers who demonstrate outstanding leadership based on competence, integrity, consistency and benevolence.</p> <p>Staff with the right technical and non-technical skills to support community risk reduction education, protection advice and the delivery of response and national assets into the incident ground.</p>	<p>The Watch Commanders and I will ensure that everyone regularly trains in order to maintain our Core Fire and Rescue intervention skillsets to provide the community with a highly capable and proficient response when needed.</p> <p>We will ensure that all training is recorded and in date and swiftly address any areas of improvement.</p> <p>We will ensure personnel book core training courses well in advance to ensure competence is maintained within a 12 month period.</p>	AGC and Watch Commanders

Priority Area	Activity	Lead Officer
Ensuring the service is in the right place to respond when needed.	Provide a suitable response as efficiently and effectively as possible, maximising the preservation of life, property and the environment.	AGC
Narrative	Project	Leads

<p>By focusing on response and getting that right, the service can save lives, relieve suffering and protect the environment and property, and this work has been seen in how the service performs against national response data and the Surrey Response Standard. As the service develops and works more with other emergency service partners to serve communities, its role is expanding and it is crucial that the service responds quickly, safely and effectively.</p>	<p>Banstead's Fire Appliance is crewed by Whole-time Personnel and we will plan to ensure this is continual through 24 hours per day for 365 days of the year.</p> <p>We will meet the services turnout time for Whole-time Fire Stations which means the Fire Appliance is on its way on receipt of a call within 2 minutes and endeavour to attend critical incidents within 10 minutes as the first appliance or 15 minutes as the second appliance, as per the Surrey response standard.</p>	<p>AGC, Watch and Crew Commanders</p>
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Priority Area	Activity	Lead Officer
<p>Enhance integration and meaningful collaboration with other services.</p>	<p>Work with partner organisations to assist in responding to an increased demand for services.</p>	<p>WC Red</p>
Narrative	Project	Leads
<p>Provide detailed examples of where at a local level how the service supports collaboration and works closer with partner agencies to improve community safety, and add public value.</p>	<p>We will ensure that we further develop our operational working relationship with partner agencies through collaborative working and training with blue light partners. This will ensure that we are well placed to serve the local community.</p> <p>We will work in conjunction with Epsom and Ewell Borough Council, Surrey Police and local schools to reduce road injury and death through the Road User Awareness Day schemes and will strongly promote Safe Drive Stay Alive.</p>	<p>CC Red</p>

Priority Area	Activity	Lead Officer
<p>Reduction in number and severity of Accidental Dwelling Fires</p>	<p>Targeted community safety work to reduce the risk in people's homes and limit the impacts of fire on the community.</p>	<p>WC Blue</p>
Narrative	Project	Leads

<p>Whilst ownership of smoke alarms is relatively high in Surrey, this ownership does not fall evenly throughout the community.</p> <p>Free safe and well visits provide an opportunity for fire service personnel to visit residents within the borough of Epsom and Ewell.</p> <p>Our targeted campaigns will ensure that we visit the most vulnerable members of the community to ensure the risk of fire is reduced and that they are safe in their homes.</p> <p>Wherever possible we will develop meaningful partnerships that enable us to reach, educate, improve the safety and welfare and increase smoke alarm ownership amongst those members of our community whom ourselves or our partners consider to be at a higher risk.</p>	<p>We will carry out Safe and Well visits, targeting the most vulnerable members of our community, delivering safety advice within our speciality and referring individuals to partner agencies for specialist advice as required.</p> <p>We will forge greater links with Housing Associations and Care Homes to create a mechanism whereby a new resident will be automatically referred to us for a SAWV.</p> <p>We will undertake hot strike campaigns following all dwelling fires, we will also provide smoke detectors to vulnerable persons following any emergency call to their premises and will suitably refer the most vulnerable residents that require greater assistance from GPs and social services.</p> <p>We will promote the need for working Smoke Alarms at the Fire Station Open Day 2018 (tbc).</p>	<p>CC Blue</p>
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Priority Area	Activity	Lead Officer
<p>Reduction in number of Road Traffic Collisions</p>	<p>Targeted work to reduce the number and risk of road traffic collisions and the number of associated injuries.</p>	<p>WC White</p>
Narrative	Project	Leads
<p>The people of Surrey are more likely to be killed or injured on our roads than they are from any involvement with fire. Surrey Fire and Rescue can help reduce RTC's through targeted education, response and prevention work.</p> <p>Supporting National and Service campaigns and developing local initiatives with our</p>	<p>We will work with our Police and Borough Council colleagues to identify high risk Road Traffic Collision areas and explore ways to reduce them.</p> <p>We will provide Road Traffic Collision extrication demonstrations at NESOCOT and Epsom Colleges which will help educate young adults who are new road users.</p>	<p>CC White</p>

partners will help raise awareness and reduce the numbers and impacts of RTC's.	We will work in conjunction with Epsom and Ewell Borough Council, Surrey Police and local schools to reduce road injury and death through the Road User Awareness Day schemes and will strongly promote Safe Drive Stay Alive.	
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Priority Area	Activity	Lead Officer
Reduction in number of Unwanted Calls	Targeted work to reduce the number of false alarm calls. This includes both automatic fire alarm and hoax calls.	WC Green
Narrative	Project	Leads
<p>The vast majority of calls to automatic fire alarms are statistically proven not to require an emergency response. Steam, cooking, fumes, deliberate misuse of the system or poor design together with a lack of maintenance are often causes of these false alarms.</p> <p>These calls take the front line fire appliances away from more essential work and can have a negative effect on local business continuity. Unnecessary activations can also lead to complacency amongst occupants of the premises.</p>	<p>Crews will give advice to homes and business owners when they attend Automatic Fire Alarms. The Borough Management Team will identify trends and will work with owners of premises who experience high actuations of their alarm systems to find ways that will reduce the occurrence which will mean the Fire Appliance is available for genuine Emergency calls more.</p>	CC Green

Priority Area	Activity	Lead Officer
Reduction in deliberate fires	Targeted work to reduce the number of deliberately set fires	WC Red
Narrative	Project	Leads
<p>Deliberately set fires are an indication of anti-social behaviour. They lead to injury or loss of life, close down businesses, damage the</p>	<p>We will proactively work with the local neighbourhood Police teams, the Borough Council, Surrey Fire and Rescue Service Fire Investigation Team and other community stakeholders to identify areas of joint concern and take measures to support Anti-Social behaviour campaigns and initiatives.</p>	CC Red

<p>environment and often cause the unnecessary loss of community amenities.</p> <p>We want to reduce the deliberate car fires that are a continuing problem. Car fires are a result of theft of vehicles, anti-social behaviour and deliberate act.</p>	<p>We will monitor, report on and aim to reduce occurrences of deliberate car fires by identifying trends and working with local neighbourhood Police teams and Epsom & Ewell Borough Council to carry out local initiatives to reduce them.</p> <p>We will report instances of abandoned vehicle to Epsom & Ewell Borough Council for removal.</p>	
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Priority Area	Activity	Lead Officer
Community Risk Reduction	Targeted work to meet community needs and deliver a risk based fire safety inspection programme	WC Green
Narrative	Project	Leads
An important part of reducing risk to both our personnel and the community is by ensuring all our information is up to date and by enforcing statutory fire safety requirements.	We will identify business premises which pose the greatest risk to both life and property in the event of a Fire. We will arrange and complete inspections of known business premises using a risk based approach. This approach will also offer a degree of protection to the businesses as known hazards can be prioritised and fire safety advice given. The station will input, monitor and review all risks on our station ground and ensure that information held is current. New risks when identified will be visited to ensure we hold the most current data.	CC White
We will provide targeted education and youth engagement activities to ensure that both the risk in and anti-social behaviour that affects the community are reduced	We will continue to support youth engagement through a number of channels including Firewise, promoting the Youth Engagement Scheme Firefighter for a day, Safe Drive Stay Alive, school visits, and facilitating groups visiting	Green Watch

Status	Description
Red	The measure has not achieved its target by a margin greater than 10%.
Amber	The target has almost been reached – this is defined as being within 5% of the agreed target. Robust actions are in place to bring performance back on track.
Green	The measure has achieved its target OR the measure is on track to achieve its target.

Quarter 1 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	YTD Total	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed	225	70	
SAWV declined	Count	NA	
% SAWV Completed to vulnerable people	60%	67%	
IPS & OPS Surveys	108	14	
BVPI 142ii: No. of calls to fires attended - Primary Fires	91	15	
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	50	3	
BVPI 143ii: Number of injuries (excluding precautionary checks) arising from accidental fires in dwellings = <i>Service level only</i>	Not to exceed 40	10	
BVPI 144: Percentage of accidental dwelling fires confined to room of origin = <i>Service level only</i>	91%	87%	
BVPI 149i: Number of false alarms caused by automatic fire detection	110	12	
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	45	7	
BVPI 207 Number of fires in non-domestic properties	12	4	
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = <i>Service level only</i>	Not to exceed 25%	28%	
Avg. Turnout time whole-time = <i>Service level only</i>	00:02:00	00:01:24	
Avg. Turnout time on call = <i>Service level only</i>	00:06:00	00:05:22	
Number of workplace safety events	5	4	
Number of vehicle collisions due to driver behaviour = <i>Service level only</i>	50	10	
Percentage of safety events where management action has been completed within 14/28 days= <i>Service level only</i>	95%	94%	
Attendance management - shifts lost per person WT	6.5 shifts lost max	2.0	
Attendance management - shifts lost per person On Call	6.5 days lost max	3.6	
Station Open Day	1 per station	One planned Sep	
Thematic Audits by station based personnel	96	4	
Fitness tests completed	95%	11%	
Fitness tests passed	95%	No info available	
3 yearly medicals in date	90%	91%	
Operationally fit 'In ticket' training activity	90%	No info available	

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

BVPI 144: Percentage of accidental dwelling fires confined to room of origin = *Service level only*

91%

87%

- Of Bansteads 3 Dwelling Fires, 1 was not confined to the room of origin INC 009949-13062018. This was a kitchen fire and caused by a faulty toaster and spread due to open plan. FS were on scene in under 5 mins.

BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = *Service level only*

Not to exceed 25%

28%

- Of Bansteads 3 Dwelling fires, 1 happened in a Dwelling where no smoke alarm was fitted. This is the same as the above incident, INC 009949-13062018 and a hotstrike was completed of the immediate area.

Number of workplace safety events

- While there were four workplace safety events at Banstead in Q1, to put these into context one was caused by a Police Officer reversing her car into the station, one was due to a zip failing on a tunic and one was due to BA Facemask strap breaking when being put on. The one of note was a reported injury to a CC who injured his back on INC 007174-02052018 whilst assisting the Ambulance service with a bariatric casualty. The CC did not go sick and the investigation has led to the service looking into the option to procure bariatric carrying sheets which will potentially reduce these kind of injuries.

Attendance Management

- STS average at Banstead is 1.1, combined with the LTS average of 2.2 this equals 3.3 and over the 1.5 total per Quarter. The reason for the high LTS is one person from Epsom on LTS for all of Q1, the STS figure sits around the average for the Service but has room for improvement.

Thematic Audits

- This is the first full quarter that TA's have been in use and completed by crews. There seems to still be many difficulties with these including recording. Although Tableau shows just 4 TA's completed in Q1, due to the Non Ops personnel completing many others at Banstead and this work being monitored, we know that this total is not accurate which also seems to be a service wide theme through speaking with peers. Worth also taking into account that the monthly TA lists provided by Protection often require a TA on a premises that was only done as part of the Christmas campaign or the business is no longer trading which neither require a TA for. We believe the real number completed is 14.

Quarter 2 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	YTD Total	RAG Status (based upon YTD forecast against annual Goal)
SAVV completed	225	96	
SAVV declined	Count	3	
% SAVV Completed to vulnerable people	60%	71%	
IPS & OPS Surveys	108	26	
BVPI 142ii: No. of calls to fires attended - Primary Fires	91	41	
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	50	4	
BVPI 143ii: Number of injuries (excluding precautionary checks) arising from accidental fires in dwellings = <i>Service level only</i>	Not to exceed 40	0	
BVPI 144: Percentage of accidental dwelling fires confined to room of origin = <i>Service level only</i>	91%	75%	
BVPI 149i: Number of false alarms caused by automatic fire detection	110	21	
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	45	27	
BVPI 207 Number of fires in non-domestic properties	12	14	
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = <i>Service level only</i>	Not to exceed 25%	40%	
Avg. Turnout time whole-time = <i>Service level only</i>	00:02:00	90%	
Avg. Turnout time on call = <i>Service level only</i>	00:06:00		
Number of workplace safety events	5	10	
Number of vehicle collisions due to driver behaviour = <i>Service level only</i>	50	1	
Percentage of safety events where management action has been completed within 14/28 days = <i>Service level only</i>	95%	90%	
Attendance management - shifts lost per person WT	6.5 shifts lost max	6.3	
Attendance management - shifts lost per person On Call	6.5 days lost max		
Station Open Day	1 per station		
Thematic Audits by station based personnel	96	15	
Fitness tests completed	95%		
Fitness tests passed	95%		
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%		

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

Crews have been working hard to generate and complete SAWVs and it is good to note that though they are not on target, they are on target for meeting the target to vulnerable adults.

BW 24

GW 18

RW 16

WW 30

Safeguarding 20

Volunteers 3

IPS and OPS figures are lower than targeted and should be at 54 plus. In Quarter 3 and 4 this work will be reprioritised with Crews to get us back on target. I also want to investigate how many times Banstead has been taken off for day shifts and what impact this is having on crews to complete planned work.

BVPI 142iii: This is highlighted as being off target but I would suggest that this must be incorrect as the yearly target is 91 and 41 is under half this.

BVPI 143ii: It is pleasing to note that we have only had no injuries at incidents and it is our desire that this continues.

BVPI 144: This is below the target set and is below that of the last quarter, we have had 4 incidents in total with 3 of them remaining in the room of origin.

BVPI 149i: On Tableau, this states that the Year-end target is 36 which would mean with a score of 21 we would be over the 6 month benchmark. However this contradicts the Station Plan which sets the target to 108 and we would therefore be 'On Target'.

BVPI 206i + 206iii: This should be 17 or below to be 'On target' and is currently at 27. On reviewing the incidents the majority are related to the Prisons which equates to 14 incidents which equates to 52% of incidents. We will continue to monitor and make contact with the Prisons to identify how we may reduce this issue going forward.

BVPI 207 For Banstead to be on target it should be 10 or less. On reviewing the IRS Data there are 15 incidents at the Prison so this is linked with BVPI 206i +206iii and this is why the figure is so high. There is however a discrepancy with the IRS Data and Tableau as IRS have 19 incidents and Tableau only count 14.

BVPI 209iii: Out of the 5 incidents that Banstead had 2 where no smoke detector was not present. One was a bungalow and the other a static caravan. We have completed a one stop shop on the bungalow, but the caravan was lost.

Avg. Turnout time whole-time: this is occurring at 90% of all occasions and is on target.

Safety Events Banstead have not had 10 safety events in the 1st two Quarters. I have reviewed the incidents and on OSHENs there are 8, not 10. Of these 8, two incidents are related to Zip Failures on tunics, two are for the same safety event at an operational Call and I have had the incomplete one removed. One involved the Police colliding with the Bay when no personnel were on station and the last one was an issue with a delivery. I also believe that the 90% in completion rate is also due to the injury being reported twice and the 2nd report not being signed off.

Attendance Management is at 6.3% which is are close to the high end for a wholetime station. One CC has been on LTS with back issues and now has been seconded to work with Control. Another member has now been referred to Occupational Health as they have reached the trigger levels.

Banstead have completed 15 Thematic Audits over Quarter 1 and 2. This is far below the targeted amount and I am meeting with each Watch Commander to understand what they have achieved on their individual watches and how we can refocus efforts to get this back on target. I also want to understand what impact the pump being taken off the run and operational incidents are having on this work.

Quarter 3 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	YTD Total	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed	225		
SAWV declined	Count		
% SAWV Completed to vulnerable people	60%		
IPS & OPS Surveys	108		
BVPI 142ii: No. of calls to fires attended - Primary Fires	91		
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	50		
BVPI 143ii: Number of injuries (excluding precautionary checks) arising from accidental fires in dwellings = <i>Service level only</i>	Not to exceed 40		
BVPI 144: Percentage of accidental dwelling fires confined to room of origin = <i>Service level only</i>	91%		
BVPI 149i: Number of false alarms caused by automatic fire detection	110		
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	45		
BVPI 207 Number of fires in non-domestic properties	12		
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = <i>Service level only</i>	Not to exceed 25%		
Avg. Turnout time whole-time = <i>Service level only</i>	00:02:00		
Avg. Turnout time on call = <i>Service level only</i>	00:06:00		
Number of workplace safety events	5		
Number of vehicle collisions due to driver behaviour = <i>Service level only</i>	50		
Percentage of safety events where management action has been completed within 14/28 days = <i>Service level only</i>	95%		
Attendance management - shifts lost per person WT	6.5 shifts lost max		
Attendance management - shifts lost per person On Call	6.5 days lost max		
Station Open Day	1 per station		
Thematic Audits by station based personnel	96		
Fitness tests completed	95%		
Fitness tests passed	95%		
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%		

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

Quarter 4 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	YTD Total	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed	225		
SAWV declined	Count		
% SAWV Completed to vulnerable people	60%		
IPS & OPS Surveys	108		
BVPI 142ii: No. of calls to fires attended - Primary Fires	91		
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	50		
BVPI 143ii: Number of injuries (excluding precautionary checks) arising from accidental fires in dwellings = <i>Service level only</i>	Not to exceed 40		
BVPI 144: Percentage of accidental dwelling fires confined to room of origin = <i>Service level only</i>	91%		
BVPI 149i: Number of false alarms caused by automatic fire detection	110		
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	45		
BVPI 207 Number of fires in non-domestic properties	12		
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = <i>Service level only</i>	Not to exceed 25%		
Avg. Turnout time whole-time = <i>Service level only</i>	00:02:00		
Avg. Turnout time on call = <i>Service level only</i>	00:06:00		
Number of workplace safety events	5		
Number of vehicle collisions due to driver behaviour = <i>Service level only</i>	50		
Percentage of safety events where management action has been completed within 14/28 days = <i>Service level only</i>	95%		
Attendance management - shifts lost per person WT	6.5 shifts lost max		
Attendance management - shifts lost per person On Call	6.5 days lost max		
Station Open Day	1 per station		
Thematic Audits by station based personnel	96		
Fitness tests completed	95%		
Fitness tests passed	95%		
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%		

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

