

2020/2021 Annual Performance Monitor



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Introduction

Welcome to [Buckinghamshire Fire & Rescues \(BFRS\) annual report for 2020/2021](#). This report monitors the number of incidents and associated outcomes that occurred within Buckinghamshire and Milton Keynes during 2020/2021.

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
- Within 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 2020/2021 with the average of the previous five years recorded incident data.



Pandemic – Covid-19

Since the virus reached the UK, the organisation has taken on many extra responsibilities to support the work of the Government and partner agencies, and a greater role in the communities of Buckinghamshire and Milton Keynes, while remaining committed to its core responsibilities to the public and its staff.

Working with local authorities, healthcare providers and emergency services under the umbrella of the Thames Valley Local Resilience Forum Strategic Coordinating Group, we have helped develop and deliver a combined response to people's needs, including:

- Helping set up and provide logistical co-ordination at a number of vaccination centres.
- Supporting the deployment of surge testing.
- Driving ambulances for South Central Ambulance Service.
- Delivering essential supplies to vulnerable and shielding members of the community.
- Providing PPE training sessions for care home staff.
- Helping set up an isolated repatriation centre for 150 British citizens returning from China.
- Providing targeted safety advice to businesses, schools and vulnerable people.
- Ensuring our fire stations and offices are Covid-secure.
- Sharing public health guidance to help protect the public and our staff from the risk of infection.

We have also dealt with significant incidents, including the flooding which affected parts of North Buckinghamshire and Milton Keynes at Christmas, as well as continuing with planned activities, such as the opening of the new Blue-Light Hub in Milton Keynes and firefighter recruitment.

At a glance

Unless otherwise stated, numbers throughout this report are excluding co-responders. There will also be slight differences in some of the figures shown, which is due to rounding. The figures below are a comparison between 2020/2021 and the previous 5 years as an average.

6,404 Incidents attended

9% Number of incidents
Decrease

20% Accidental Dwelling Fires
Decrease

36% Chimney fires in dwellings
Decrease

32% Primary fires in non-domestic properties
Decrease

24% Deliberate primary fires
Decrease

11% Deliberate secondary fires
Decrease

26% RTCs Attended
Decrease



Average response times:

All incidents: 08:26
(previous five year average: 08:26)

Accidental dwelling fires: 07:40
(previous five year average: 08:00)

Primary fires: 08:15
(previous five year average: 08:33)

Secondary fires: 09:01
(previous five year average: 08:48)

Road traffic collisions: 08:48
(previous five year average: 09:26)

74.0% of incidents reached within 10 minutes
(previous five year average: 74.0%)

98.4% of incidents reached within 20 minutes
(previous five year average: 98.1%)

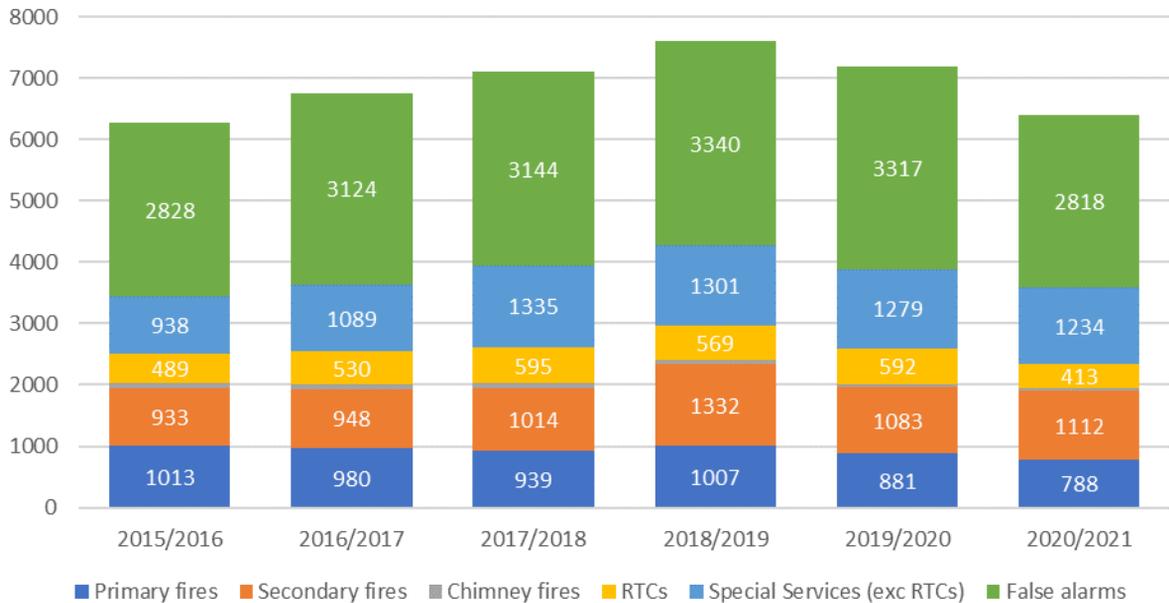




2020 / 2021 – Overall incident breakdown

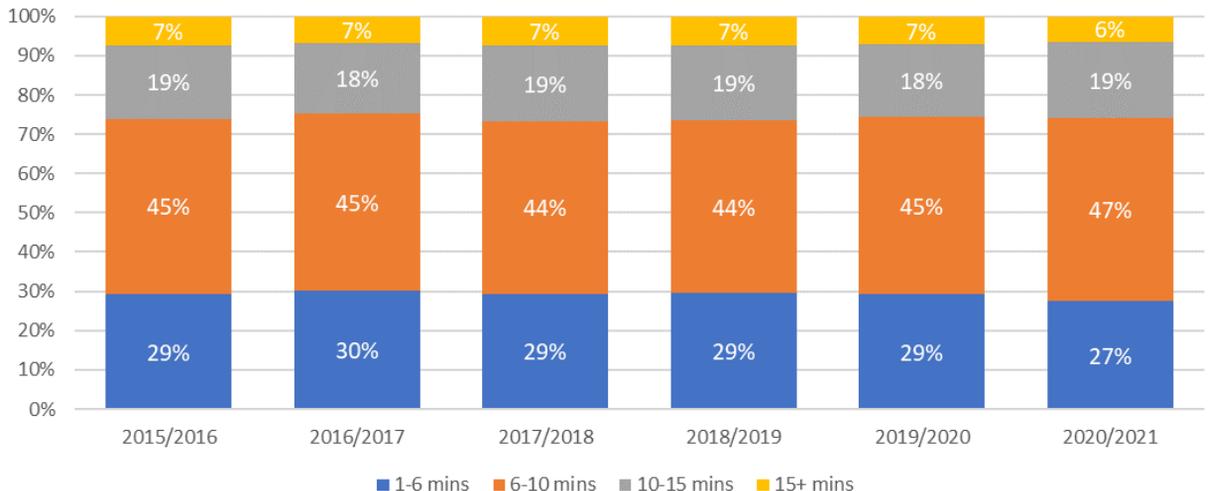
During 2020/2021 BFRS attended 6,404 incidents. This was 9% fewer than the 5 year average. Reductions during this period were seen across nearly all incident types, including primary fires (20% fewer) and road traffic collisions (26% fewer).

BFRS - Incident type breakdown



BFRS response times have remained consistent despite the change in incident numbers and types over the last 5 years. 27% of incidents were reached in under 6 minutes and 74% reached within 10 minutes.

BFRS incident response times





In the Home

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

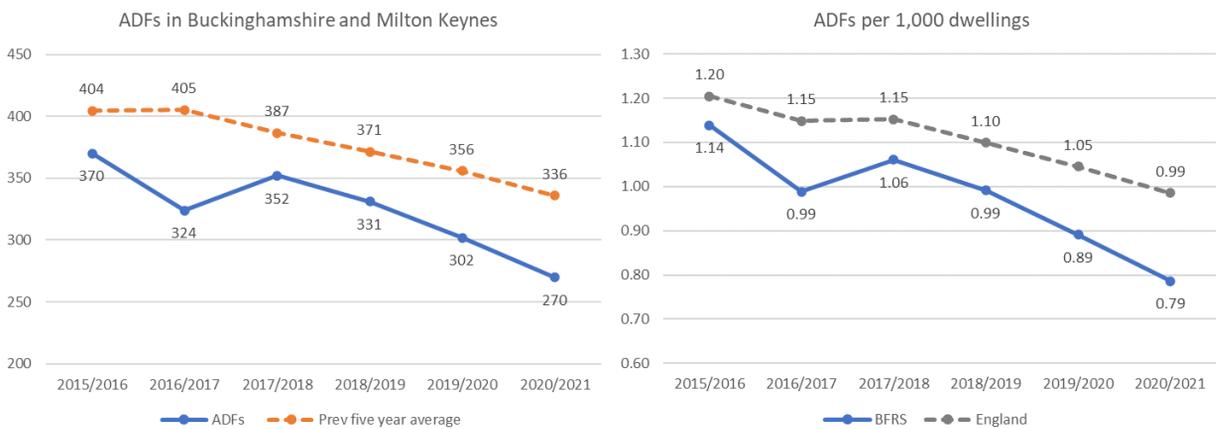




HOME

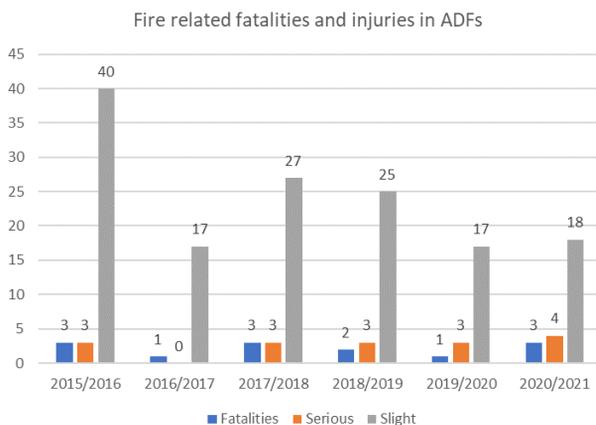
Accidental dwelling fires (ADFs) include those where the officer in charge recorded the cause of the fire to be accidental or not known. **Dwellings** are defined as buildings occupied by households, excluding hotels, hostels and residential institutions.

The number of ADFs we attend continues to reduce, a 20% reduction compared with the average of previous five years. The reduction is also at a higher rate than the national average, as shown below:



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

- Three **fire related fatalities** were recorded at accidental dwelling fires in 2020/2021. The average of the previous five years was 2.0.
- There were 22 **serious** or **slight** injuries recorded, compared with an average of 27.6 recorded in the previous five years.

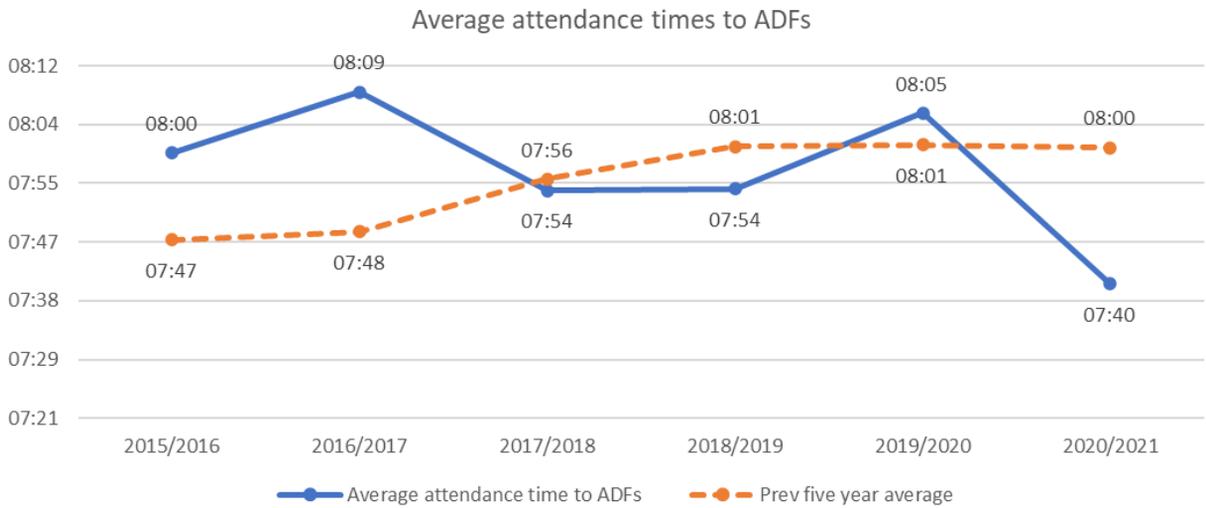


- **Serious** - Casualty went to hospital, injuries appear to be serious
- **Slight** - Casualty went to hospital, injuries appear to be slight



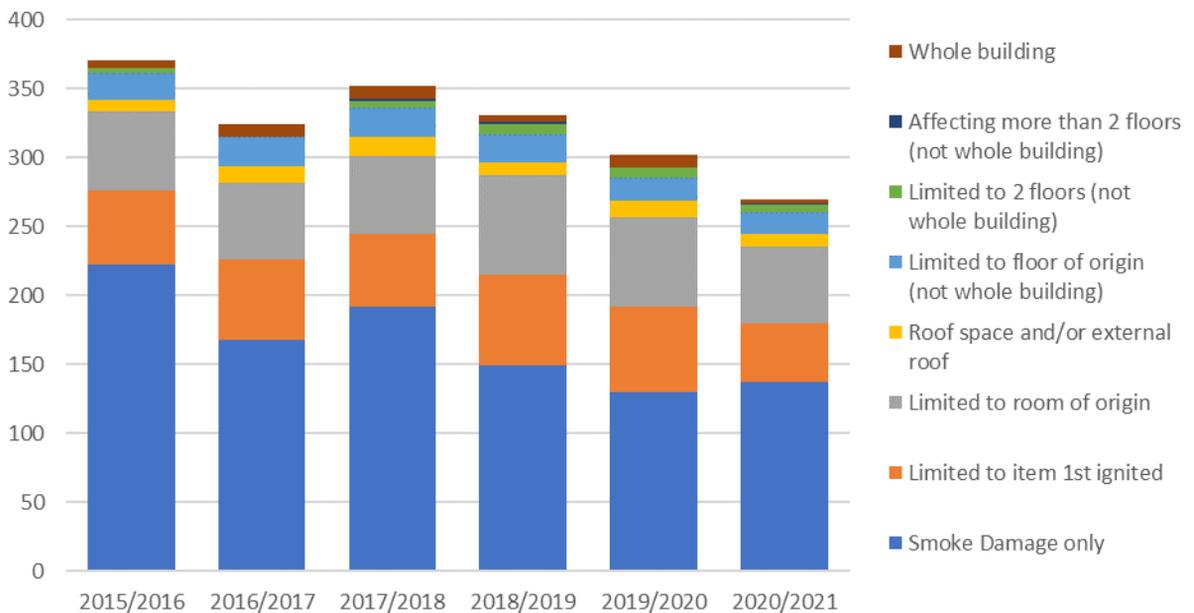
HOME

The chart below details the attendance times to ADFs year on year. Attendance times have continued to be relatively consistent over the last six years. This is now being reflected in the figures showing the previous five-year average.



The following chart highlights the level of damage recorded at ADFs. During 2020/2021 only 9% of ADFs saw the fire or heat damage spread further than the room of origin. Furthermore, 67% of ADFs were limited to the item of origin or only recorded smoke damage.

Extent of flame and heat damage at ADFs

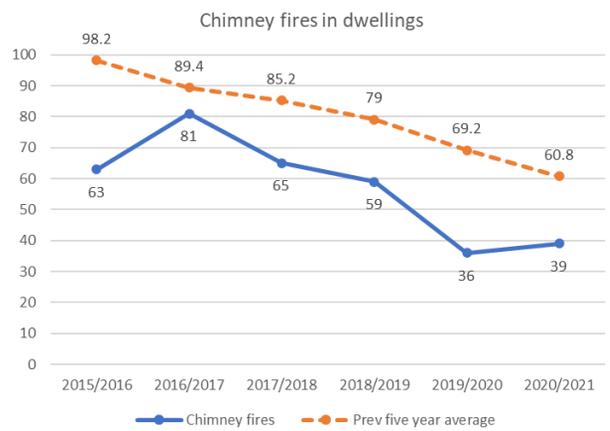
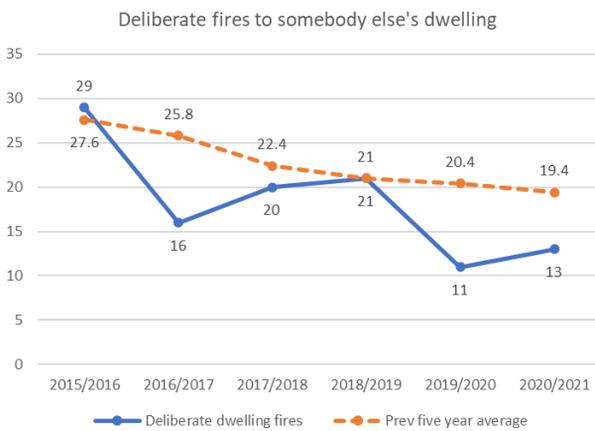




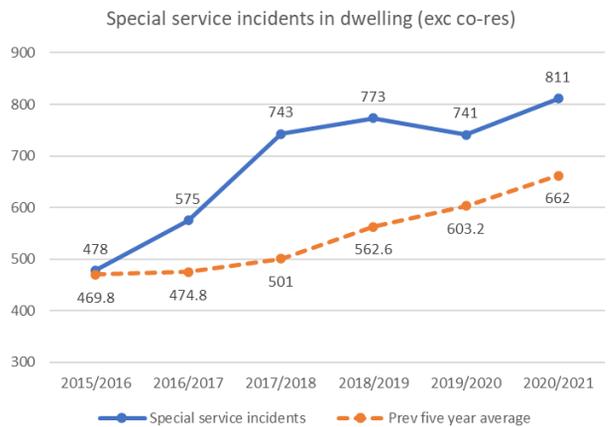
HOME

2020/2021 saw a slight increase in both dwelling fires where the cause was believed to be **deliberate** to somebody else's property, and **chimney** fires in dwellings. However, both remained far below the average of the previous five years

- Dwelling fires started deliberately by someone else reduced by 33% compared with the average of the previous five years.
- Chimney fires in dwellings reduced by 36% compared with the average of the previous five years.



2020/2021 saw BFRS attend **811 special service** incidents to dwellings, the majority of which 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.



	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021
Effecting entry/exit	158	148	260	310	293	243
Flooding	107	191	203	191	131	191
Assist other agencies	37	36	42	65	77	121
No action (not false alarm)	41	36	47	40	36	72
Hazardous Materials incident	18	27	37	36	47	43
Lift Release	32	31	47	41	56	36
Removal of people from objects	12	9	7	22	9	22
Animal assistance incidents	7	18	19	11	17	21
Other rescue/release of persons	13	13	19	11	10	14
Advice Only	16	10	9	6	9	11
Making Safe (not RTC)	14	14	14	11	13	11
Other (grouped remaining <10)	23	42	39	29	43	26



In the Workplace

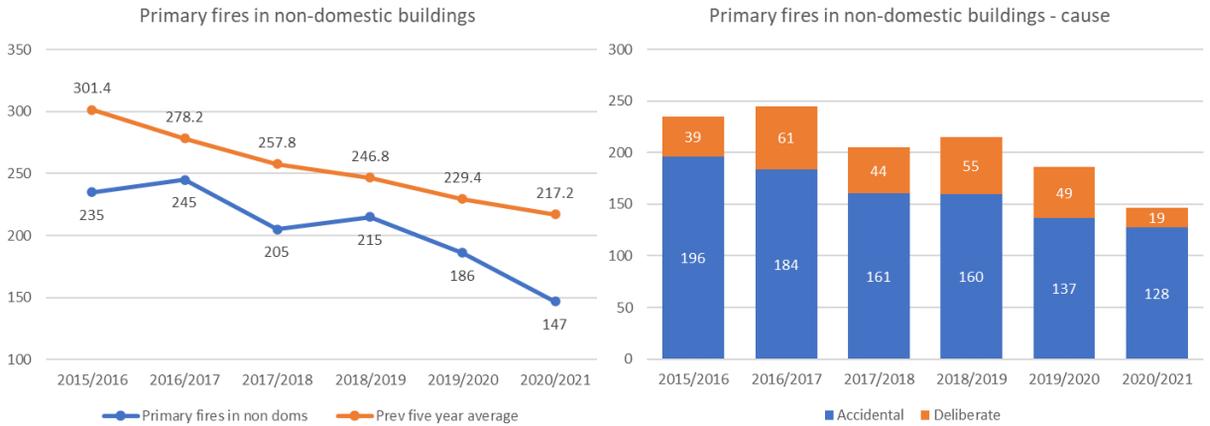
Making Buckinghamshire and Milton Keynes the safest areas in England in which to work.





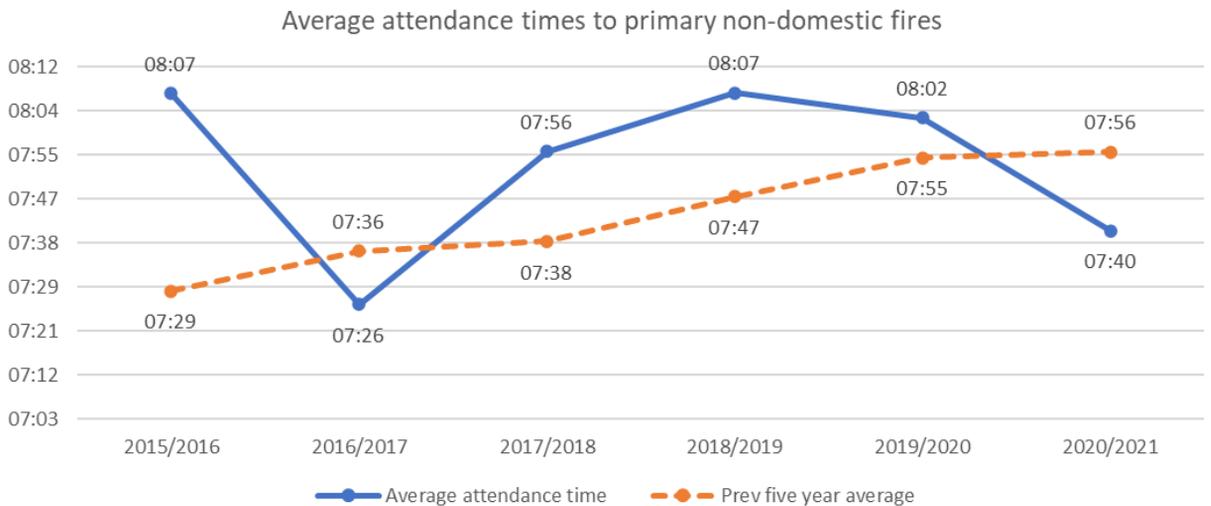
WORK

The number of primary fires in **non-domestic** properties continues to fall. 2020/2021 saw **32% fewer** incidents than the average of the previous five years. The largest reduction within this areas was deliberate fires*.



*"Deliberate" in this instance includes deliberate to own property as well as to other peoples property.

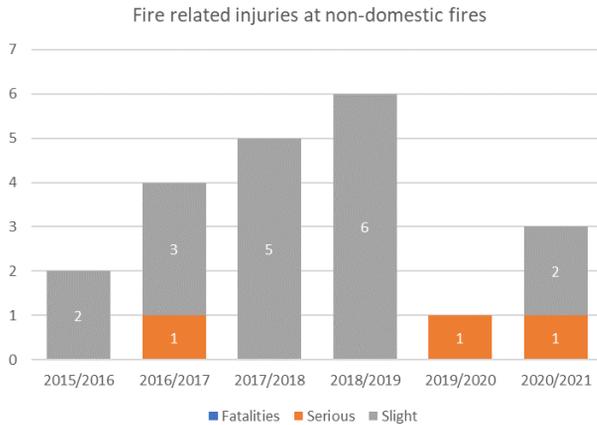
As with the attendance times to accidental dwelling fires, times have fallen below the average of the previous five years, with 2020/2021 being 16 seconds quicker.





WORK

Fire related injuries from **non-domestic** fires continue to remain low, with only **one serious and slight injuries** recorded in the last year. A breakdown of the injuries can be seen in the chart below.



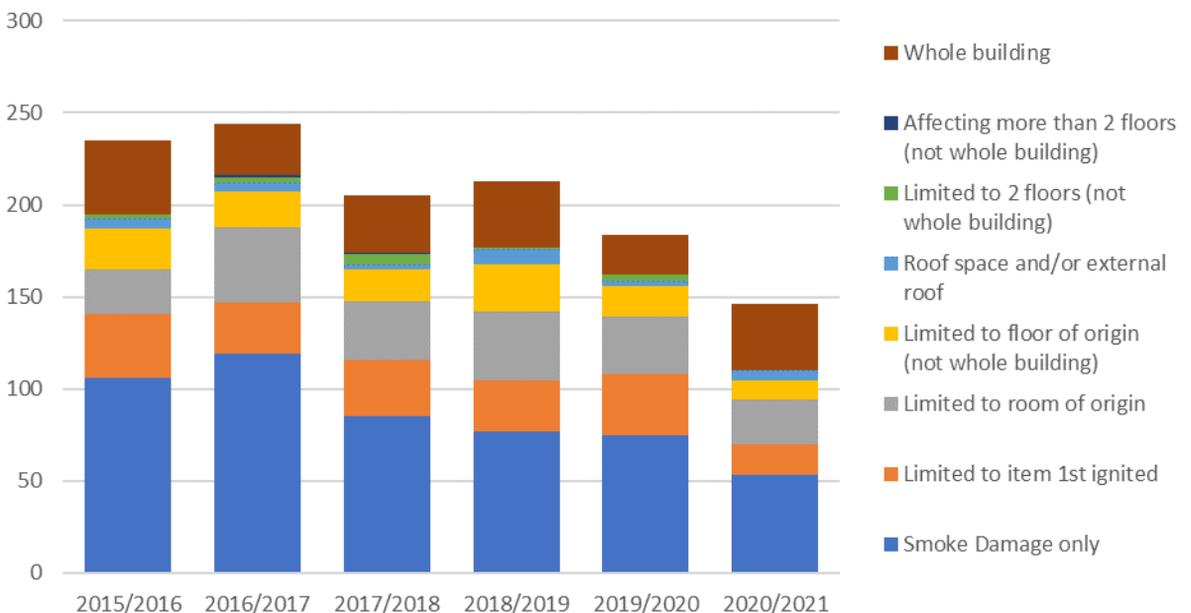
- **Serious** - Casualty went to hospital, injuries appear to be serious
- **Slight** - Casualty went to hospital, injuries appear to be slight

The following chart highlights the level of damage recorded at fires in non-domestic buildings. During 2020/2021, 36% of these fires saw the fire or heat damage spread further than the room of origin, compared with 24% in 2019/2020.

48% of fires in non-domestic properties were limited to the item of origin or only recorded smoke damage, compared with 58% the previous year.

25% of fires resulted in the whole building being damaged. This was compared with 12% in 2019/2020 and a 15% average over the previous five years.

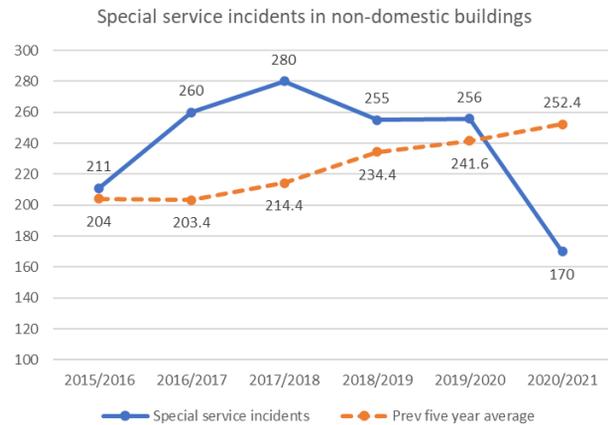
Extent of flame and heat damage at non-domestic fires





WORK

Special services – 2020/2021 saw BFRS attend 170 special service incidents to non-domestic buildings, the majority 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.



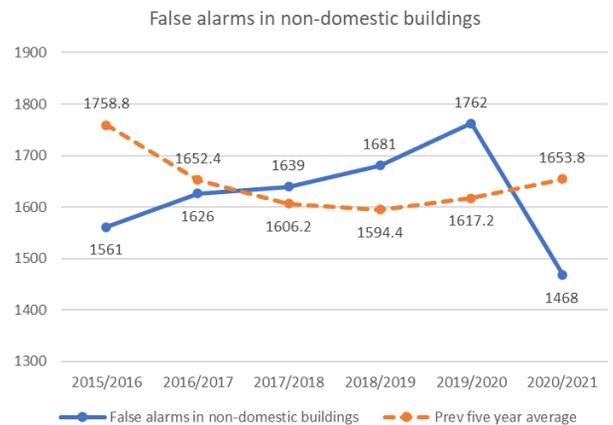
	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021
Lift Release	36	71	87	82	93	35
Removal of objects from people	58	47	50	45	35	31
Flooding	22	31	44	26	28	26
Effecting entry/exit	18	17	20	21	21	17
Animal assistance incidents	5	6	6	1	6	7
Making Safe (not RTC)	8	14	8	13	10	7
No action (not false alarm)	13	24	12	11	12	7
RTC	6	2	6		14	7
Hazardous Materials incident	14	9	6	16	10	6
Suicide/attempts	1	5	5	6	3	6
Assist other agencies	5	7	11	13	6	5
Other rescue/release of persons	7	9	6	8	3	5
Removal of people from objects	5	6	2	5	5	4
Advice Only	5	3	4	1	3	2
Medical Incident - First responder	4	3	4	5	1	2
Evacuation (no fire)		1	2	2	1	1
Other Transport incident	1		3		1	1
Spills and Leaks (not RTC)	3	4	4		4	1
Water provision		1				
Total	211	260	280	255	256	170



WORK

False alarms – 52% of ‘false alarms’ in Buckinghamshire and Milton Keynes during 2020/2021 were to incidents located at a non-domestic property. This differs from 53% recorded in 2019/2020.

The table below provides a breakdown of the reason listed for the false alarm call to non-domestic properties:



	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021
Good intent - fire	219	178	196	142	107	73
Good intent - special service	8	9	12	10	13	10
Malicious	53	67	55	62	73	28
Sprinkler	25	14	19	29	25	35
System - external factors i.e power surge	190	241	206	246	229	176
System - faulty	242	248	228	193	261	228
System - human involvement i.e testing	439	494	533	592	651	527
System - incorrect positioning	30	17	26	8	9	17
System - other	62	62	42	32	34	21
System - poor maintenance, damaged or unsuitable equipment	37	32	26	25	28	24
System - unknown	256	264	296	342	332	329
Total	1561	1628	1639	1681	1764	1468



Travel in and through Buckinghamshire and Milton Keynes

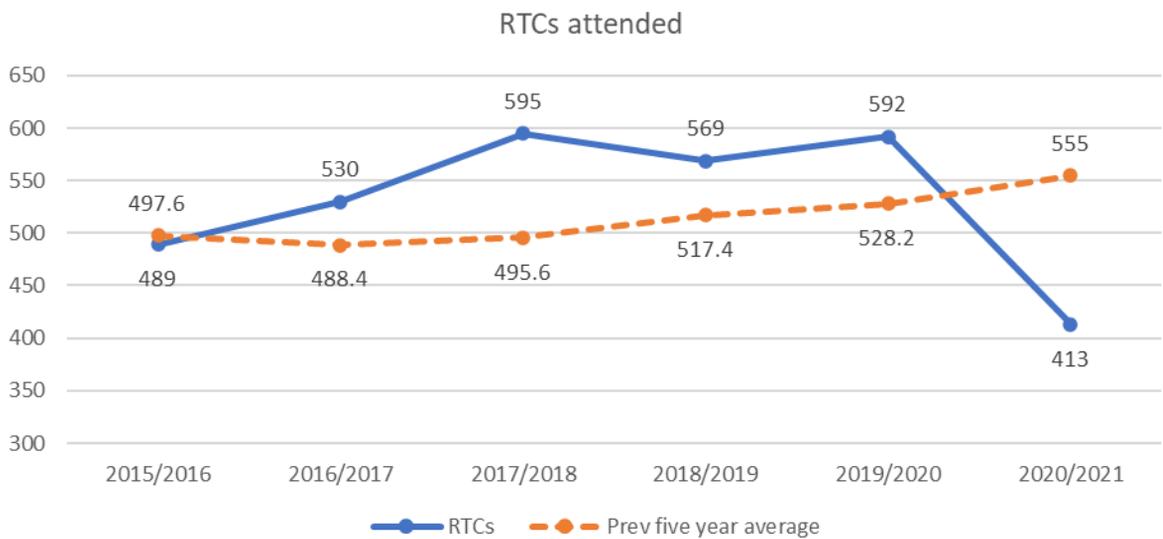
Making Buckinghamshire and Milton
Keynes the safest areas in England in
which to travel.



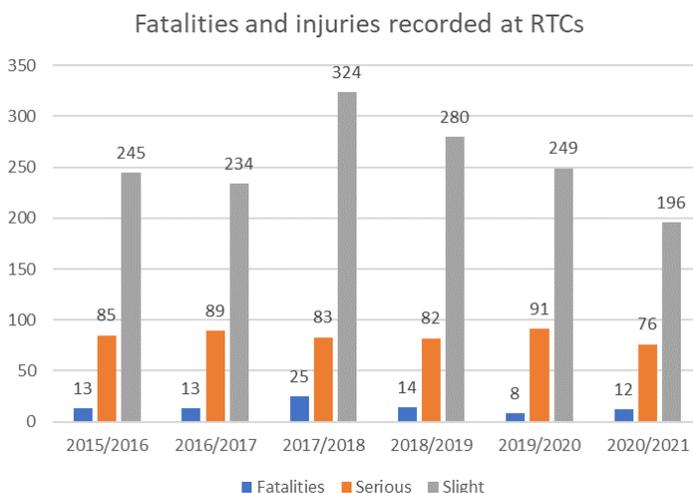


TRAVEL

Road Traffic Collisions (RTCs) – the number of RTCs attended by BFRS decreased by 30% compared with 2019/2020 and 26% compared with the previous five year average. Injuries also reduced, 25% fewer than 2019/2020. However, the number of fatalities in 2020/2021 only saw a reduction of 18% compared with the previous five year average, and an increase of 50% when compared with 2019/2020.



The chart below details the number of fatalities and injuries recorded at RTC's in Buckinghamshire and Milton Keynes. Further to the numbers detailed in the chart, crews also dealt with 114 minor injuries at RTCs during 2020/2021.

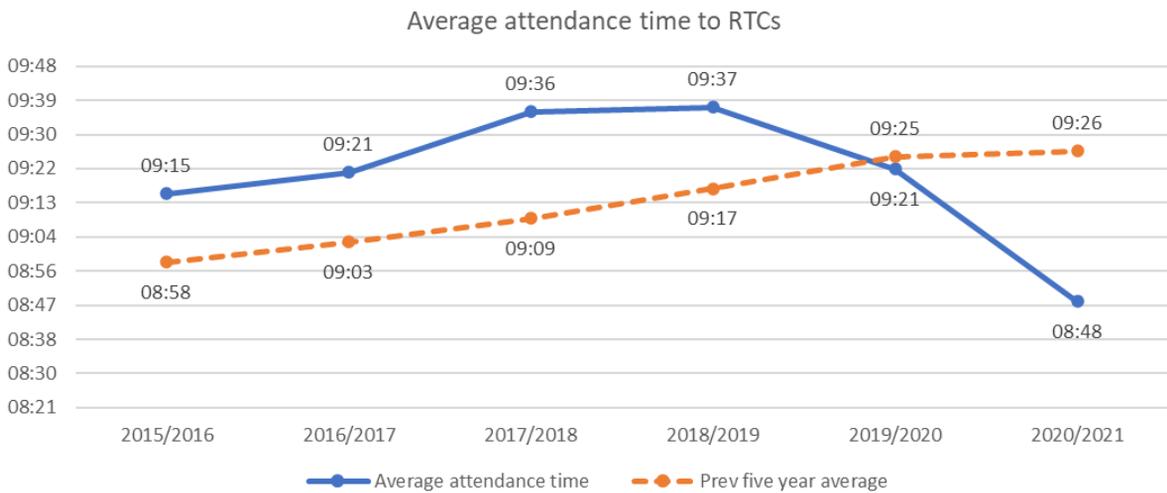


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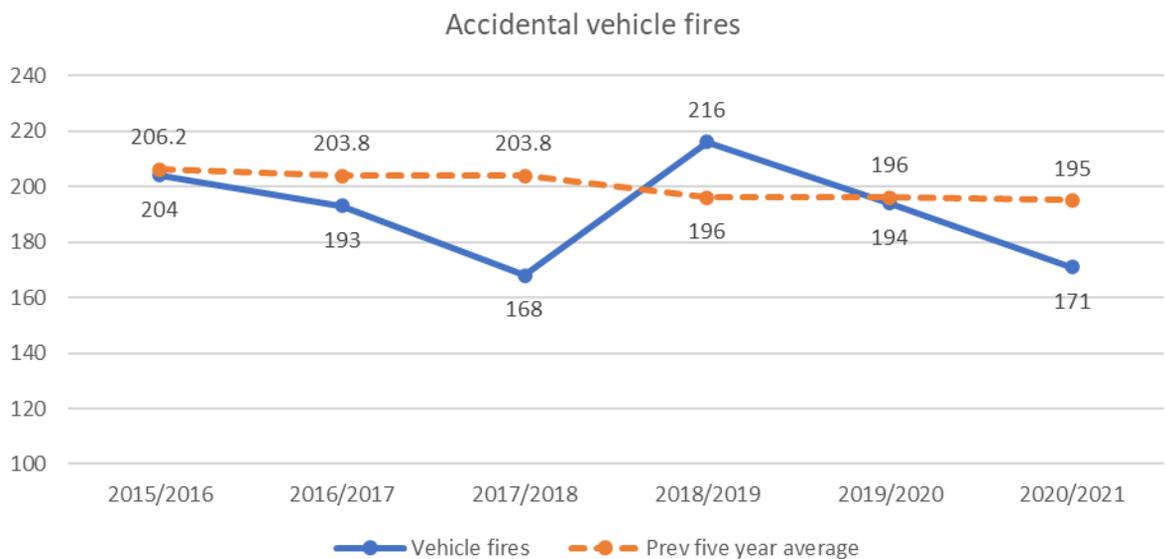


TRAVEL

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



The figures below show the number of accidental vehicle fires BFRS attended (that were not related to an RTC). The number has remained consistent since incident reporting changed in 2009.





Within the community

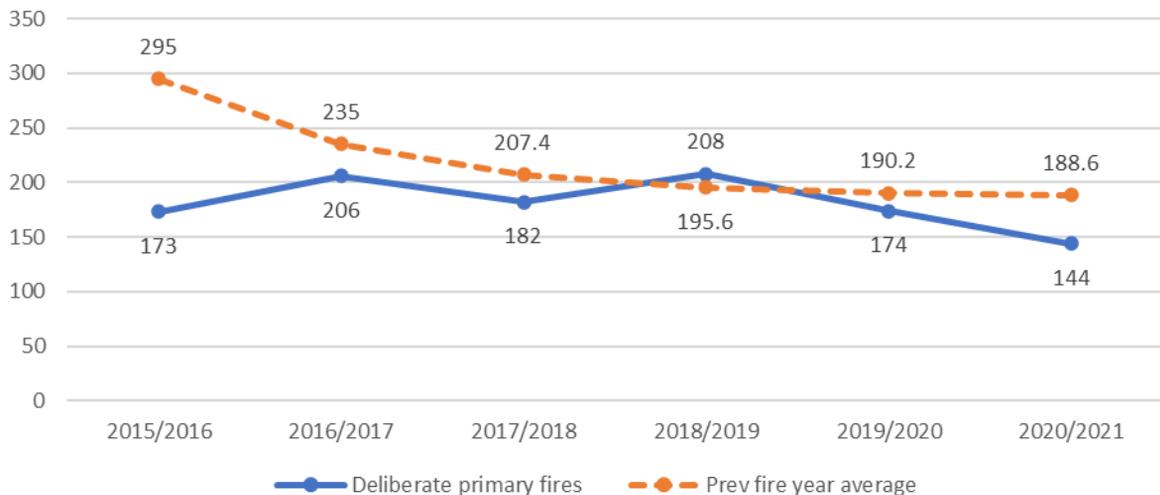




COMMUNITY

The number of **deliberate primary fires** (to other people's property) continued to reduce, 24% compared with the previous five year average. For the first time since incident data collection changed in 2009, cars were not the highest property type for these incident types. Grassland, woodland and crops saw two more incidents attended compared with cars.

Deliberate primary fires (someone else's property)



	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	Total
Car	40	67	43	47	43	35	275
Non Residential	29	38	35	40	35	16	193
Grassland, woodland and crops	20	18	20	32	29	37	156
Dwelling	29	16	21	21	11	13	111
Outdoor structures	15	13	25	22	17	11	103
Motorcycle	13	15	8	16	12	6	70
Van	8	15	8	9	9	11	60
Multiple Vehicles	9	7	8	6	4	6	40
Outdoor equipment and machinery	3	1	3	4	2	3	16
Other		3	1	3	4	1	12
Caravan unspecified	2	3	4	1			10
Lorry/HGV		2			3	2	7
Bicycle	1	1	1	1	2		6
Other Residential	2	2	2				6
Towing caravan elsewhere (not on tow)			1	2	1	1	5
Minibus		2	1	1			4
Trailers - Trailer unit (not attached to tractor)				2		2	4
Agricultural	1			1	1		3
Boats		2					2
Motor Home	1		1				2
Other outdoors (including land)		1			1		2
Total	173	206	182	208	174	144	1087

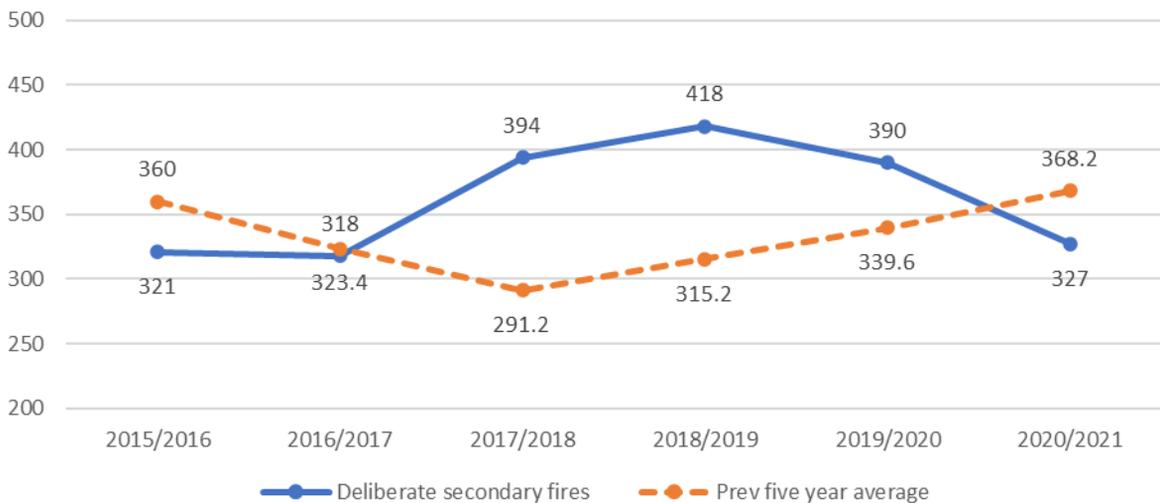
The definitions for deliberate, primary and secondary fires can be found in the glossary section at the end of this report.



COMMUNITY

The number of **deliberate secondary fires** (to other people's property) in 2020/2021 continued to show improvement and fell below the average of the previous five years.

Deliberate secondary fires (someone else's property)



	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	Total
Other outdoors (including land)	126	132	200	158	136	118	870
Grassland, woodland and crops	96	68	90	130	147	126	657
Outdoor structures	83	92	88	99	83	53	498
Non Residential	2	11	8	16	5	9	51
Car	5	3	2	2	5	6	23
Dwelling	4	4		3	6	1	18
Caravan unspecified	2	4	1	1	1	2	11
Motorcycle	1		2	2	1	3	9
Outdoor equipment and machinery	1	3	1	2	1		8
Van			1	3	1	3	8
Towing caravan elsewhere (not on tow)	1				2	3	6
Caravan on tow		1			1		2
Lorry/HGV				1		1	2
Other Residential					1	1	2
Multiple Vehicles				1			1
Other			1				1
Trailers - Trailer unit (not attached to tractor)						1	1
Total	321	318	394	418	390	327	2168

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

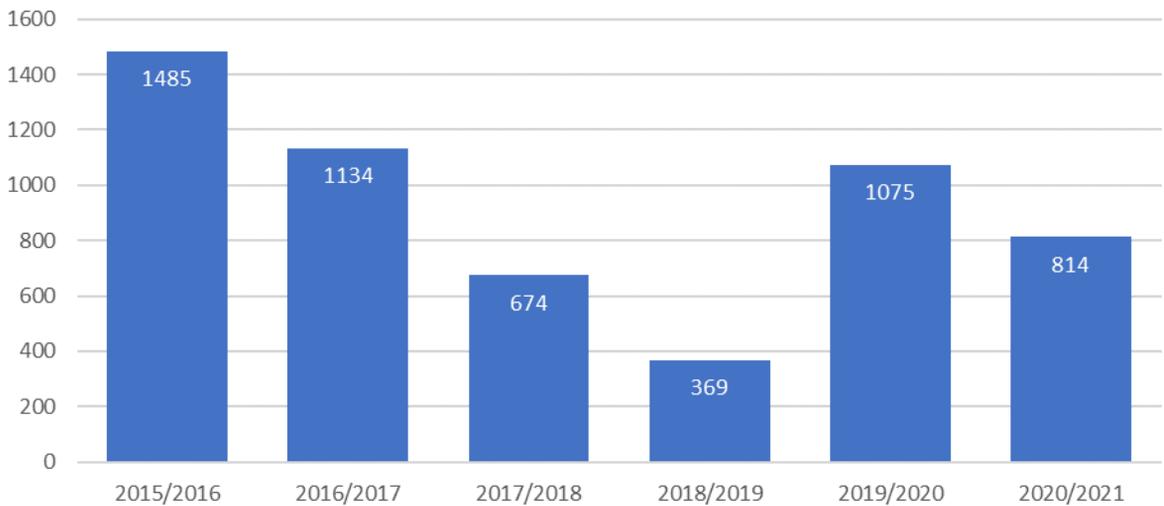


COMMUNITY

In 2020/2021 BFRS **co-responders** attended 814 incidents within Buckinghamshire and Milton Keynes.

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

Co-responder incidents attended



	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021
Dwelling	1113	884	500	254	817	664
Non Residential	161	104	77	36	106	30
Other Residential	118	79	60	51	78	60
Other	93	67	37	28	74	60
Total	1485	1134	674	369	1075	814



Glossary

Accidental fires include those where the fire was ignited by accident or 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

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