

# 2021/2022 Annual Performance Monitor



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## Introduction

Welcome to [Buckinghamshire Fire & Rescue's \(BFRS\) annual report for 2021/2022](#). This report monitors the number of incidents and associated outcomes that occurred within Buckinghamshire and Milton Keynes during 2021/2022.

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 2021/2022 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 2021/2022 and the previous 5 years as an average.

**6,826** Incidents attended

**3%** Number of incidents  
Decrease

**6%** Accidental Dwelling Fires  
Decrease

**21%** Chimney fires in dwellings  
Decrease

**1%** Primary fires in non-domestic properties  
Decrease

**8%** Deliberate primary fires  
Decrease

**12%** Deliberate secondary fires  
Decrease

**2%** RTCs Attended  
Increase



## Average response times:

All incidents: 08:39  
(previous five year average: 08:25)

Accidental dwelling fires: 08:13  
(previous five year average: 07:57)

Primary fires: 08:22  
(previous five year average: 08:29)

Secondary fires: 08:52  
(previous five year average: 08:51)

Road traffic collisions: 09:23  
(previous five year average: 09:21)

72% of incidents reached within 10 minutes  
(previous five year average: 74%)

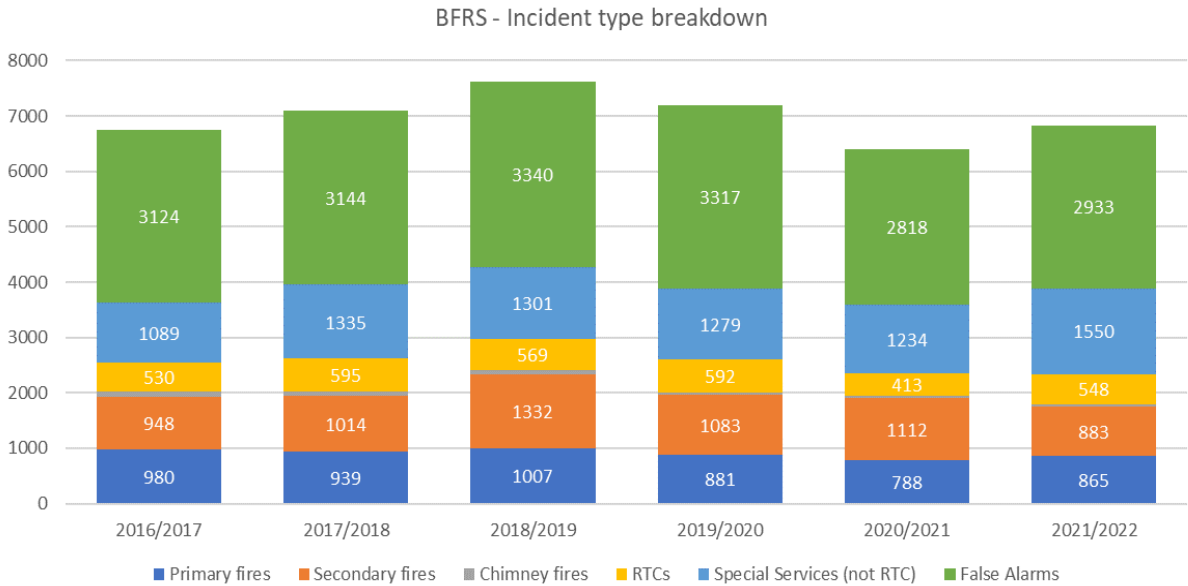
98% of incidents reached within 20 minutes  
(previous five year average: 98%)



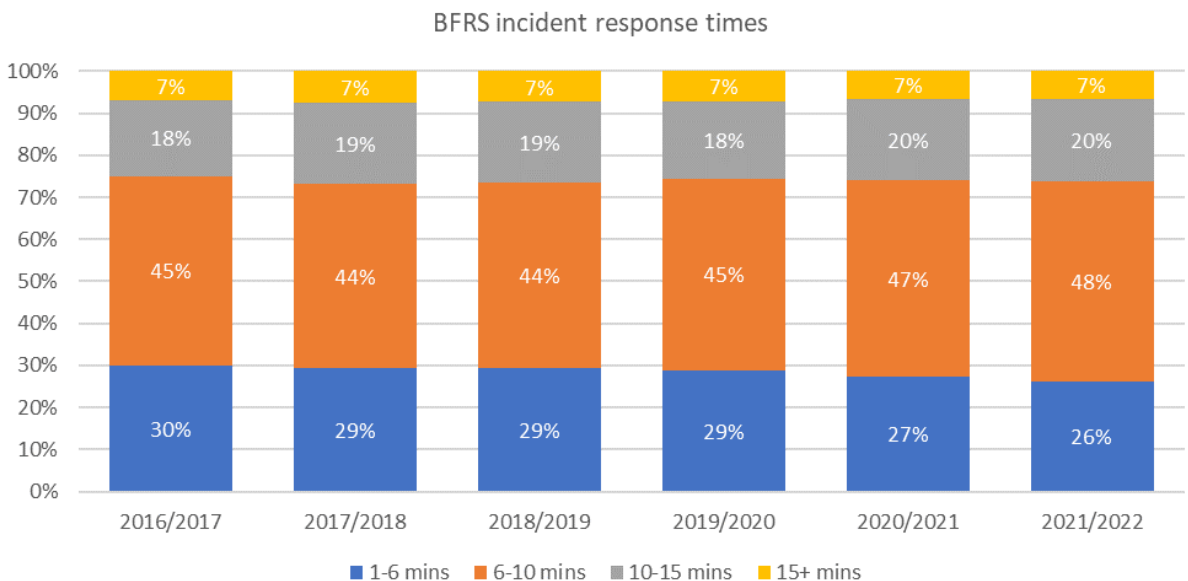


## 2021 / 2022 – Overall incident breakdown

During 2021/2022 BFRS attended 6,826 incidents. This was 3% fewer than the previous 5 year average. Reductions during this period were seen across nearly all incident types with the exception of Road Traffic Collisions which increased by 2% from the previous five year average.



BFRS response times have remained fairly consistent despite the change in incident numbers and types over the last 5 years. 26% of incidents were reached in under 6 minutes and 74% reached within 10 minutes.





# IN THE HOME

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



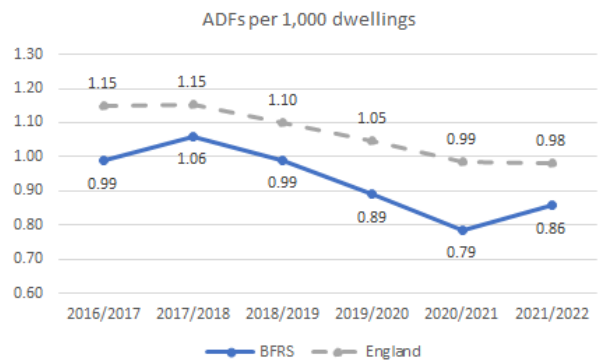
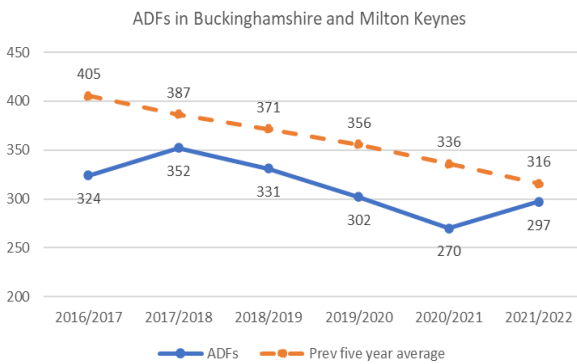
@bucksfire / @bucksfirerescue / #BFRS



# HOME

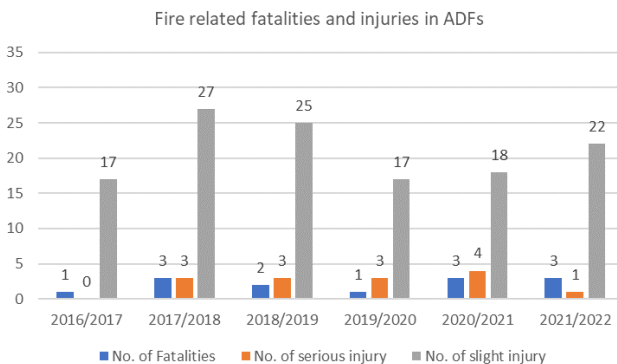
**Accidental Dwelling Fires (ADFs)** include those where the officer in charge recorded the cause of the fire to be accidental or not known. **Dwellings** are defined as buildings occupied by households, excluding hotels, hostels and residential institutions.

Following a downward trend, 2021/2022 saw an increase in the number of ADFs attended, returning closer to pre-pandemic trend, and still below the previous five year average. Despite the increase, the number of ADFs per 1,000 dwellings is still below the national average, as illustrated 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 2021/2022. The average of the previous five years was 2.0.
- There were 23 **serious** or **slight** injuries recorded, compared with an average of 23.4 recorded in the previous five years.

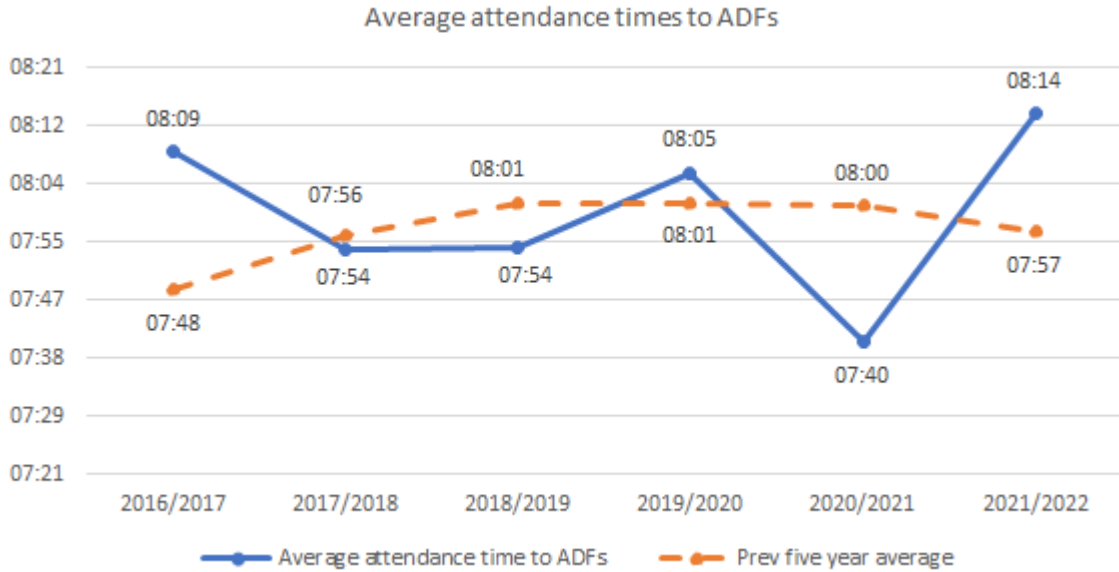


- **Serious** - Casualty went to hospital, injuries appear to be serious
- **Slight** - Casualty went to hospital, injuries appear to be slight

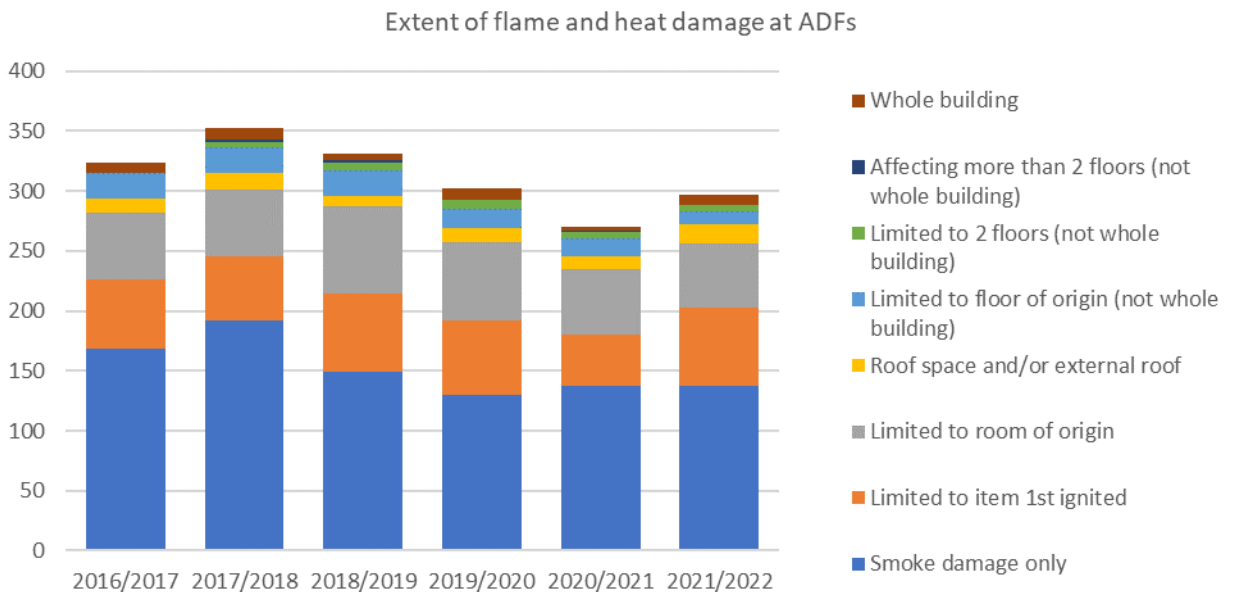


# HOME

The chart below details the attendance times to ADFs year on year. Attendance times in 2021/2022 increased to 08:13, an increase of 16 seconds. This increase was in-line with the average of all incidents attended, which saw an increase of 14 seconds.



The following chart highlights the level of damage recorded at ADFs. During 2021/2022, 14% of ADFs saw the fire or heat damage spread further than the room of origin. The majority, 68% of ADFs, were limited to the item of origin or recorded as smoke damage only.



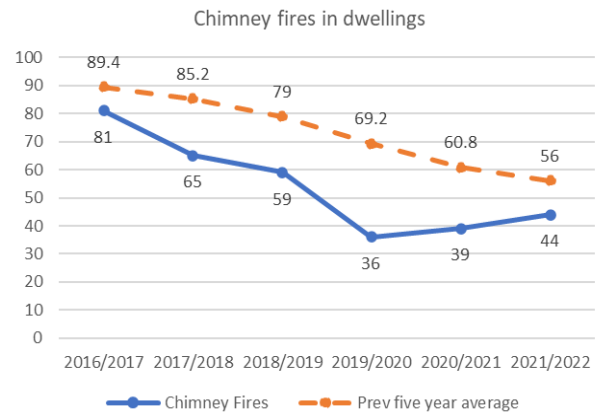
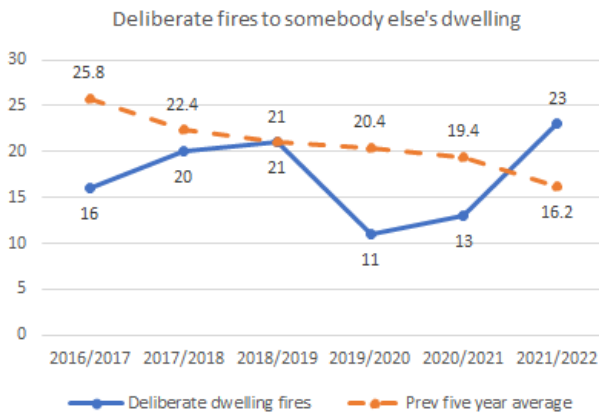




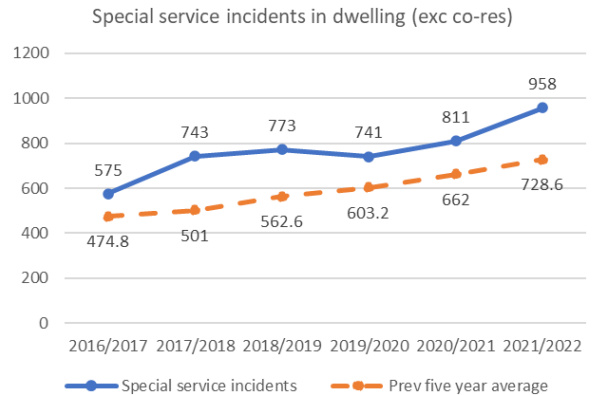
# HOME

Dwelling fires where the cause was believed to be **deliberate** to somebody else's property increased from a five year average of 16 to 23 in 2021/2022.

There was also a 13% increase in **chimney** fires in dwellings, but numbers remained below the average of the previous five years.



2021/2022 saw **958 special service** incidents attended at dwellings, an increase of 18% compared to 2020/2021. The majority of 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.



	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Effecting entry/exit	148	260	310	293	243	316
Flooding	191	203	191	131	191	178
Assist other agencies	36	42	65	77	121	152
No action (not false alarm)	36	47	40	36	72	75
Hazardous Materials incident	27	37	36	47	43	63
Lift Release	31	47	41	56	36	48
Making Safe (not RTC)	14	14	11	13	11	34
Removal of people from objects	9	7	22	9	22	18
Animal assistance incidents	18	19	11	17	21	18
Other rescue/release of persons	13	19	11	10	14	12
Advice Only	10	9	6	9	11	6
Other (grouped remaining <10)	42	39	29	43	26	38
<b>Total</b>	<b>575</b>	<b>743</b>	<b>773</b>	<b>741</b>	<b>811</b>	<b>958</b>



# IN THE WORKPLACE

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

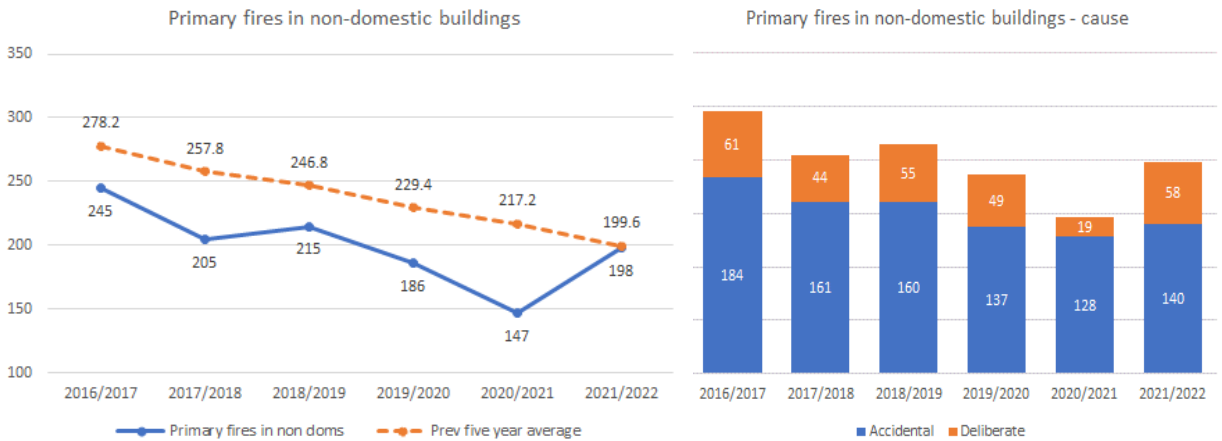


@bucksfire / @bucksfirerescue / #BFRS

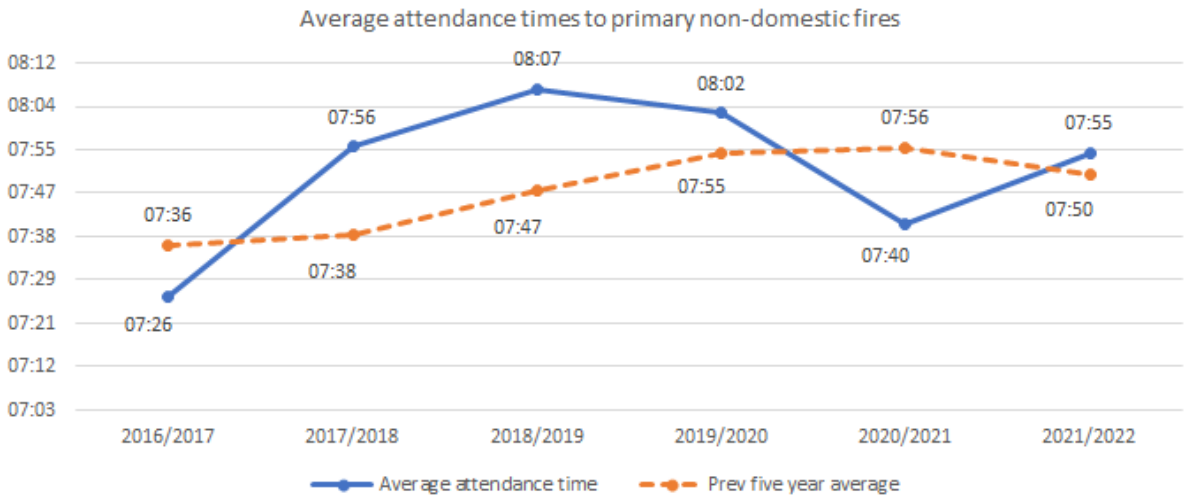


## WORK

The number of primary fires in **non-domestic** properties increased to be in line with the average of the previous five years. The biggest contributor to this increase was deliberate fires (to somebody else's property). This saw an increase of 29% when compared with the previous five years, and in addition, the largest share since 2010/2011.



As with the attendance times to accidental dwelling fires, times have risen above the average of the previous five years, with 2021/2022 being 5 seconds slower.

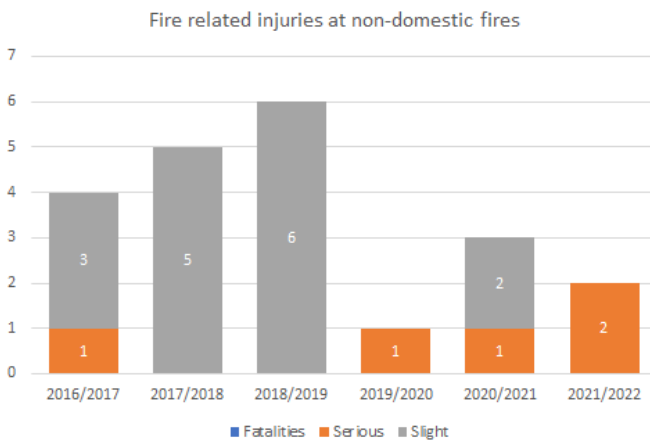




## WORK

Fire-related injuries from **non-domestic** fires continue to remain low, however, **two serious injuries** were recorded in the last year. One of these was a deliberate fire within a prison, which led to breathing difficulties. The other was started accidentally in an office building, and led to severe electrical burns.

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



## WORK

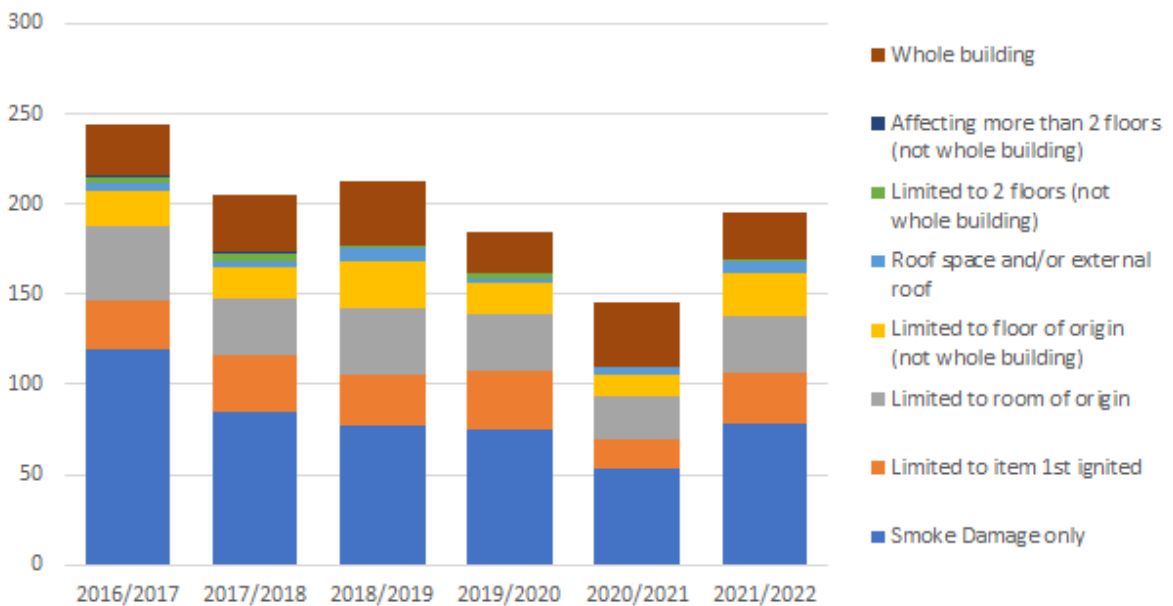
The following chart highlights the **level of damage** recorded at fires in **non-domestic** buildings. During 2021/2022;

54% of fires in non-domestic properties were limited to the item of origin or only recorded smoke damage, compared with 48% the previous year.

29% of fires in non-domestic properties saw the fire or heat damage spread further than the room of origin, compared with 36% in 2020/2021.

13% of fires resulted in the whole building being damaged. This was compared with 25% in 2020/2021 and a 15% average over the previous five years.

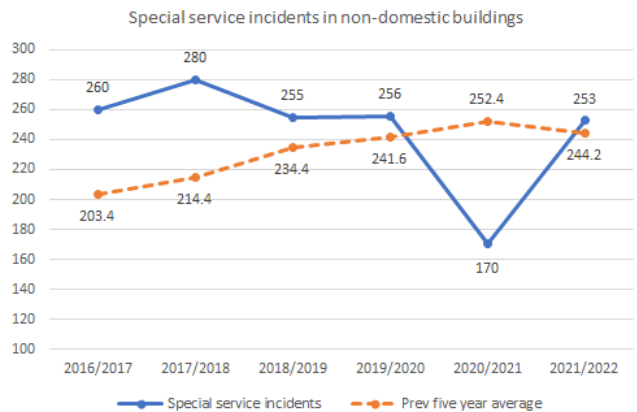
Extent of flame and heat damage at non-domestic fires





## WORK

Special services – 2021/2022 saw BFRS attend 253 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.



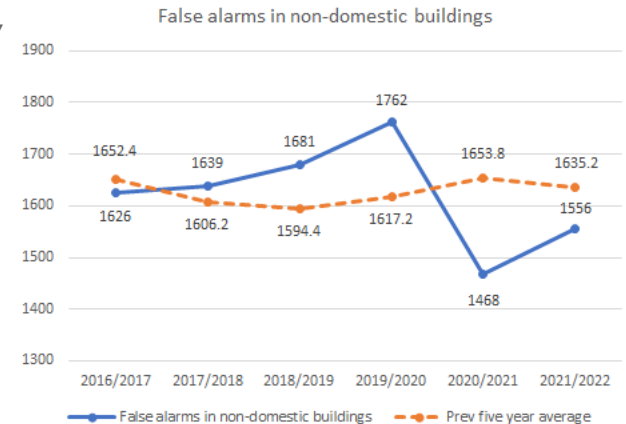
	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Lift Release	71	87	82	93	35	59
Removal of objects from people	47	50	45	35	31	59
Effecting entry/exit	17	20	21	21	17	19
No action (not false alarm)	24	12	11	12	7	19
Assist other agencies	7	11	13	6	5	16
Flooding	31	44	26	28	26	15
Making Safe (not RTC)	14	8	13	10	7	15
Animal assistance incidents	6	6	1	6	7	11
Hazardous Materials incident	9	6	16	10	6	10
Removal of people from objects	6	2	5	5	4	9
Other rescue/release of persons	9	6	8	3	5	5
Suicide/attempts	5	5	6	3	6	5
Advice Only	3	4	1	3	2	3
Medical Incident - First responder	3	4	5	1	2	3
Spills and Leaks (not RTC)	4	4		4	1	2
Evacuation (no fire)	1	2	2	1	1	1
Other Transport incident		3		1	1	1
RTC	2	6		14	7	1
Water provision	1					
<b>Total</b>	<b>260</b>	<b>280</b>	<b>255</b>	<b>256</b>	<b>170</b>	<b>253</b>



## WORK

**False alarms** – 53% of ‘false alarms’ in Buckinghamshire and Milton Keynes during 2021/2022 were to incidents located at a non-domestic property. This differs from 52% recorded in 2020/2021.

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:



	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Good intent - fire	219	178	196	142	107	73	74
Good intent - special service	8	9	12	10	13	10	6
Malicious	53	67	55	62	73	28	67
Sprinkler	25	14	19	29	25	35	26
System - external factors (contaminants or power surge)	190	241	206	246	229	176	257
System - faulty	242	248	228	193	261	228	264
System - human involvement (testing or cooking)	439	494	533	592	651	527	534
System - incorrect positioning	30	17	26	8	9	17	11
System - other	62	62	42	32	34	21	12
System - poor maintenance, damaged or unsuitable equipment	37	32	26	25	28	24	13
System - unknown	256	264	296	342	332	329	292
<b>Total</b>	<b>1561</b>	<b>1626</b>	<b>1639</b>	<b>1681</b>	<b>1762</b>	<b>1468</b>	<b>1556</b>



# WHEN TRAVELLING

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



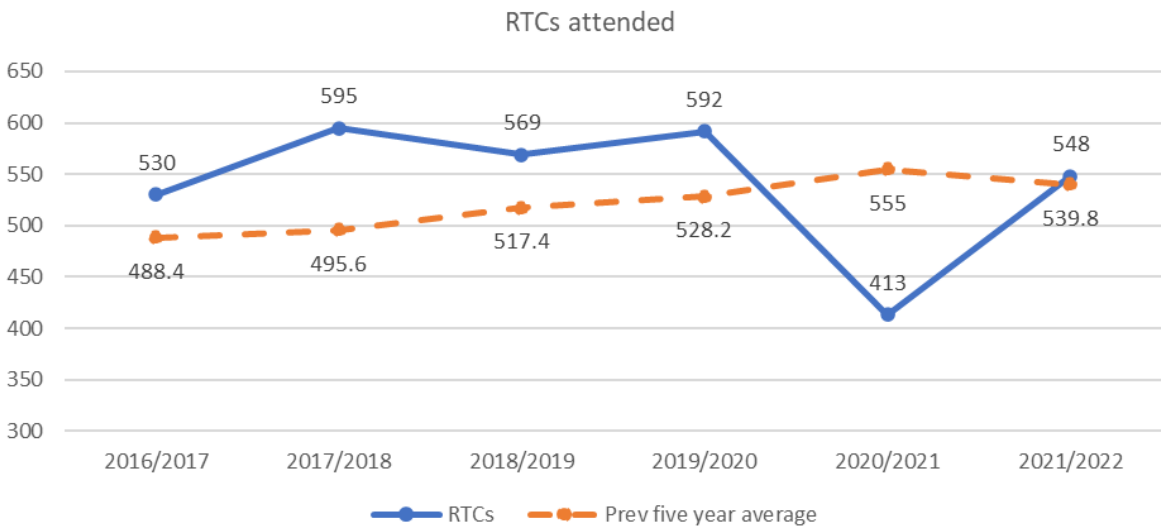
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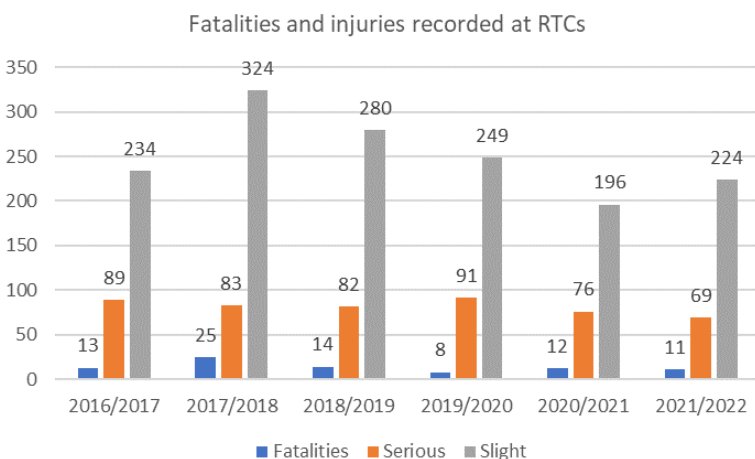
## TRAVEL

**Road Traffic Collisions (RTCs)** – the number of RTCs attended by fire & rescue services within Buckinghamshire & Milton Keynes saw a slight increase when compared with the previous five years. However, the five year average was significantly impacted by the pandemic. The figure of 548 RTCs is still lower than the three years prior to the pandemic.



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 175 minor injuries at RTCs during 2021/2022.



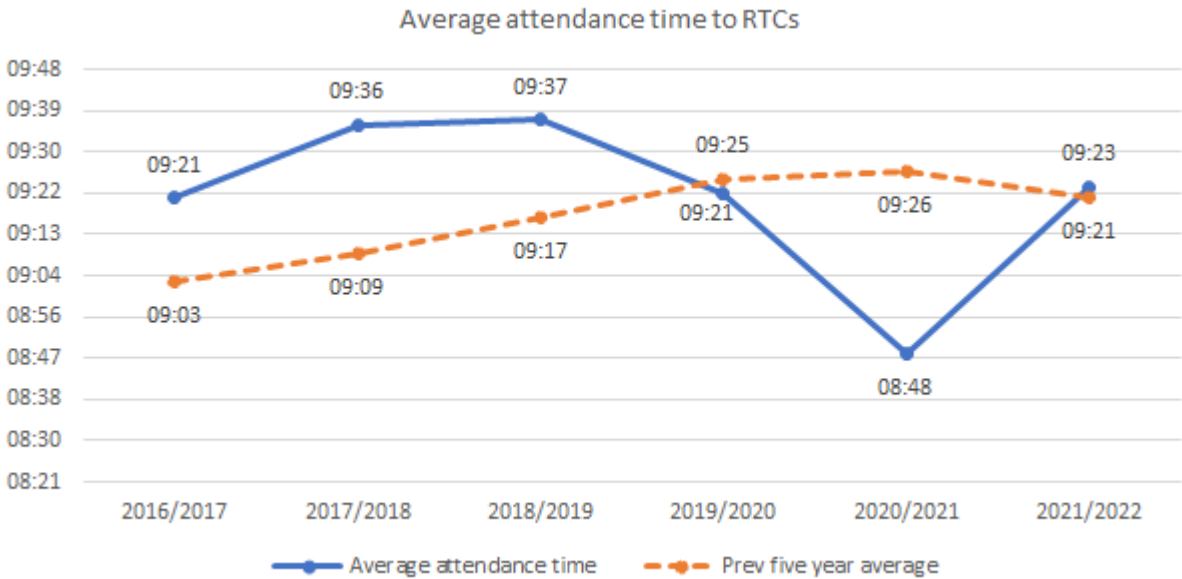
**Serious** - Casualty went to hospital, injuries appear to be serious

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

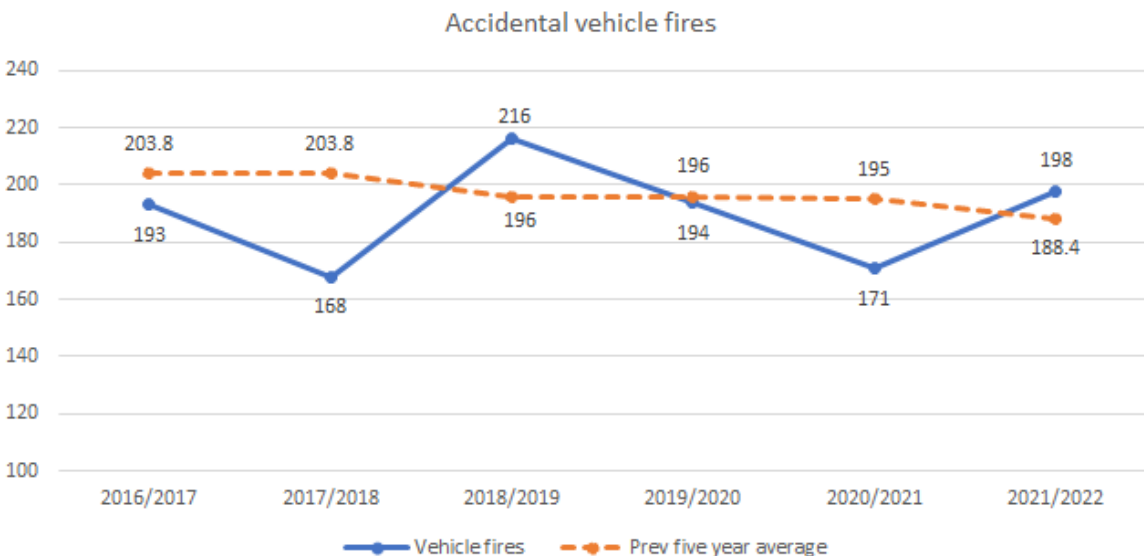


## TRAVEL

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.





# IN THE COMMUNITY

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



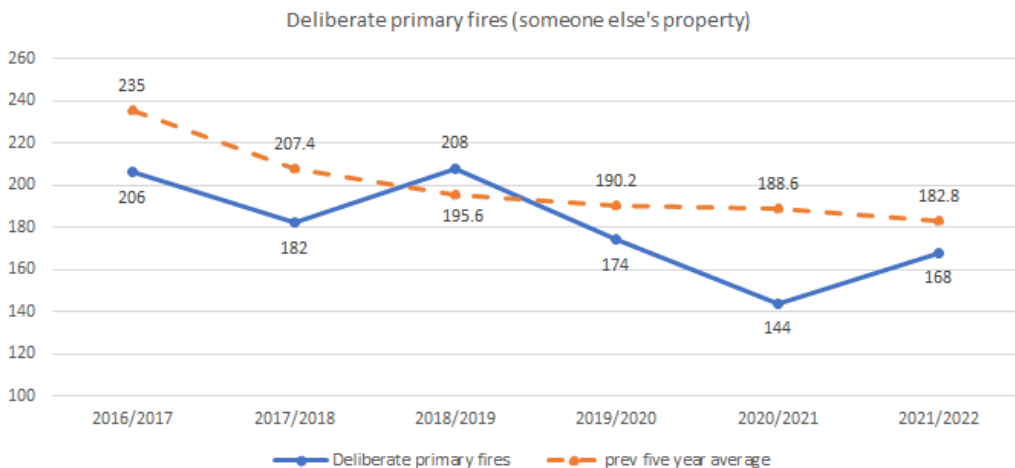
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## COMMUNITY

The number of **deliberate primary fires** remained below the five year average, and remains on a positive trend, despite an increase when compared with 2020/2021.

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.



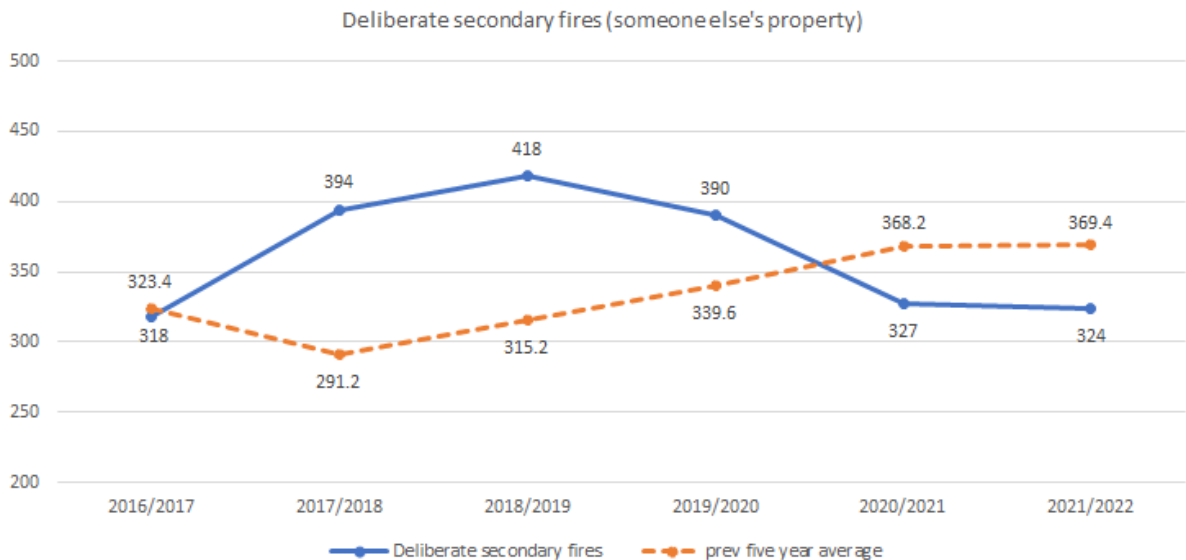
	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Non Residential	38	35	40	35	16	48
Grassland, woodland and crops	18	20	32	29	37	26
Car	67	43	47	43	35	24
Dwelling	16	21	21	11	13	23
Motorcycle	15	8	16	12	6	16
Van	15	8	9	9	11	10
Outdoor structures	13	25	22	17	11	9
Outdoor equipment and machinery	1	3	4	2	3	4
Multiple Vehicles	7	8	6	4	6	2
Other	3	1	3	4	1	2
Caravan unspecified	3	4	1			2
Bicycle	1	1	1	2		1
Other Residential	2	2				1
Boats						
Lorry/HGV	2			3	2	
Towing caravan elsewhere (not on tow)		1	2	1	1	
Trailers - Trailer unit (not attached to tractor)			2		2	
Minibus	2	1	1			
Agricultural			1	1		
Other outdoors (including land)	1			1		
Motor Home		1				
<b>Total</b>	<b>204</b>	<b>182</b>	<b>208</b>	<b>174</b>	<b>144</b>	<b>168</b>

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 2021/2022 showed improvement for the third consecutive year and remains below the average of the previous five years.



	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Other outdoors (including land)	132	200	158	136	118	122
Grassland, woodland and crops	68	90	130	147	126	106
Outdoor structures	92	88	99	83	53	68
Non Residential	11	8	16	5	9	12
Car	3	2	2	5	6	6
Outdoor equipment and machinery	3	1	2	1		4
Dwelling	4		3	6	1	1
Caravan unspecified	4	1	1	1	2	1
Van		1	3	1	3	1
Motorcycle		2	2	1	3	1
Towing caravan elsewhere (not on tow)				2	3	1
Boats						1
Caravan on tow	1			1		
Lorry/HGV			1		1	
Other Residential				1	1	
Multiple Vehicles			1			
Trailers - Trailer unit (not attached to tractor)					1	
Other		1				
<b>Total</b>	<b>318</b>	<b>393</b>	<b>418</b>	<b>390</b>	<b>327</b>	<b>324</b>

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

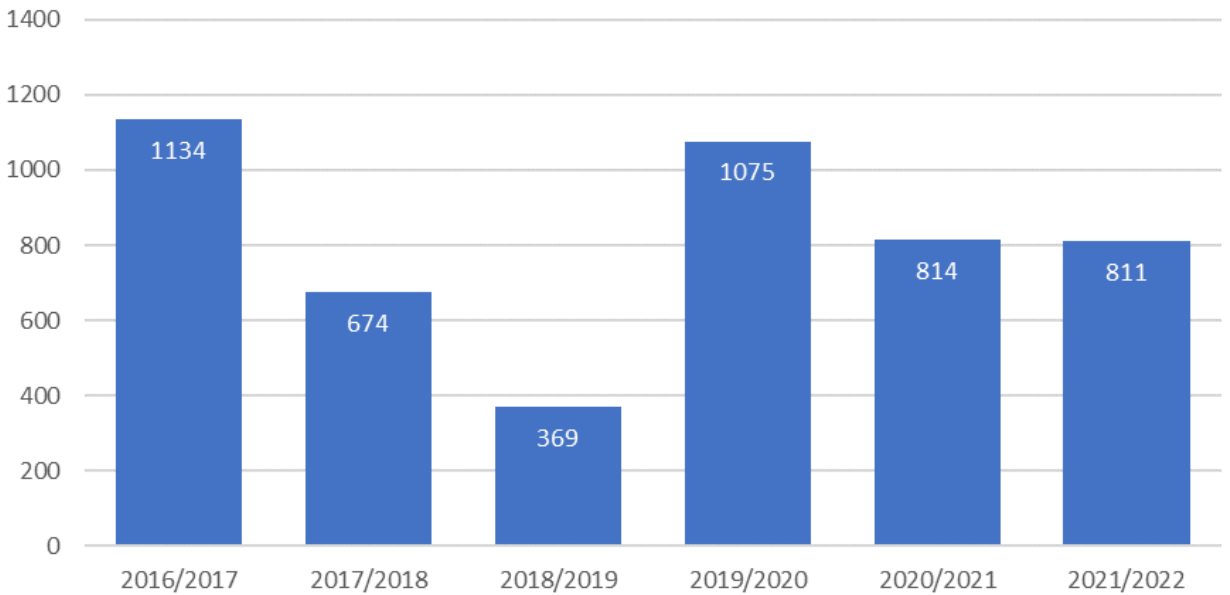


## COMMUNITY

In 2021/2022 BFRS [co-responders](#) attended 811 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



	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Dwelling	884	500	254	817	664	702
Other Residential	79	60	51	78	60	42
Non Residential	104	77	36	106	30	30
Other	67	37	28	74	60	37
<b>Total</b>	<b>1134</b>	<b>674</b>	<b>369</b>	<b>1075</b>	<b>814</b>	<b>811</b>



## 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

**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

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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](mailto:centraladmin@bucksfire.gov.uk)

### Educational visits or talks

[education@bucksfire.gov.uk](mailto:education@bucksfire.gov.uk)

### Communication and media

01296 744443 / 01296 744445  
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**Facebook:** [www.facebook.com/Bucksfire/](http://www.facebook.com/Bucksfire/)  
**Twitter:** [www.twitter.com/Bucksfire](http://www.twitter.com/Bucksfire)



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**FIRE & RESCUE SERVICE**  
*we save lives*