



Northumberland
Fire and Rescue Service



Annual Performance Report

2023/2024

1. FOREWORD

Welcome to Northumberland Fire and Rescue Service's first ever Annual Performance Report, reflecting on the performance of 2022/23 and looking forward to the priorities for 2023/24.

Following the publication of our Community Risk Management Plan 2022/26 we have been working hard to further develop and to embed our Performance and Assurance Framework. This affords us the opportunity to ensure we are delivering against our plan and to be certain that our Service remains intelligence led, and evidence based.

We now have a well-established Assurance and Challenge Panel, with members including the Fire Authority Chair, Deputy Chair, Shadow Chair and Chief Executive. We would like to thank all of our panel members for their robust challenge and ongoing support. This is an invaluable part of our drive for continuous improvement.



Graeme Binning, Chief Fire Officer

This year sees the Service undergo its third full inspection by His Majesty's Inspectorate of Constabularies and Fire and Rescue Services (HMICFRS) and we have welcomed



Gordon Stewart, Fire Authority Chair

the opportunity to demonstrate the journey we have been on, improvements we have already made, and the improvements we have planned for the coming year.

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2. STATUTORY RESPONSIBILITIES

Fire and Rescue Services Act 2004. Under the Act, fire and rescue authorities must:

Promote fire safety, including the provision of information and publicity on how to prevent fires, and on the means of escape from buildings in case of fire.

Extinguish fires and protect life and property in the event of fires.

Rescue people and protect people from serious harm in the event of road traffic collisions.

When necessary, deal with emergencies other than fires and road traffic collisions.

Fire and rescue authorities in England have further responsibilities under the Fire and Rescue National Framework for England (2018) to 'assess all foreseeable fire and rescue related risks that could affect their communities'.

The framework identifies five priorities for fire and rescue authorities:

To make appropriate provision for fire prevention and protection activities and response to fire and rescue related incidents.

To identify and assess the full range of foreseeable fire and rescue related risks their areas face.

To collaborate with emergency services and other local and national partners to increase the efficiency and effectiveness of the service they provide.

To be accountable to communities for the service they provide.

To develop and maintain a workforce that is professional, resilient, skilled, flexible and diverse.

Fire and rescue authorities are required to produce an Integrated Risk Management Plan, now called a Community Risk Management Plan (CRMP), to inform communities on how it will deliver against these priorities. Our Community Risk Management Plan 2022-26 can be found [here](#).

To ensure we meet our statutory duties and responsibilities, we have developed a Performance and Assurance Framework (PAF), overseen by a Strategic Performance Board (SPB). The PAF provides robust governance and scrutiny arrangements and ensures openness, transparency, and a cyclical process of continuous improvement. Further detail can be found in our Policy Risk and Performance Strategy.

External assurance is provided by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS), undertaking independent inspections of all fire and rescue services in England. HMICFRS inspects the following:

Effectiveness: How effective is the fire and rescue service at keeping people safe and sound from fire and other emergencies?

Efficiency: How efficient is the fire and rescue service at keeping safe and secure from fire and other emergencies?

People: How well does the fire and rescue service look after its people?

Northumberland Fire and Rescue Service (NFRS) will be inspected from 29 May to 4 August 2023, with the final report published by the end of the year. All previous reports can be found [here](#).

Supporting Northumberland County Council's (NCC) vision of 'Northumberland: Land of Great Opportunities', we have a mission of 'Making Northumberland Safer'. This is underpinned by the following aims to:

- Reduce the number of fires, road traffic collisions and other emergencies occurring in the community.
- Reduce the number of deaths and injuries and mitigate the commercial, economic, and social cost of emergency incidents.
- Safeguard the environment and heritage sites (both built and natural).
- Support communities to protect themselves from harm.
- Provide value for money through the provision of a lean, efficient and resilient service.



Supporting a positive culture throughout the organisation, we promote the values of:

People First



We provide services to our people (residents, colleagues, members, partners, visitors and businesses) through lasting, genuine relationships that make a positive difference to their lives and their communities. We listen and understand our people's needs and put them at the heart of our decision making.

Excellence



We strive for the highest quality delivery of our services. This means being accountable for our actions and delivering on our commitments.

We share and celebrate what works, are open and learn from what doesn't and take pride in continually improving.

Respect



We are committed to building a trusting, caring and supportive environment for all our colleagues and communities. That means we are there for each other, act with empathy, value differences and encourage others to express themselves in order to collectively achieve our common goals. We treat others as they would wish to be treated.

Resilience



We have robust controls, practices and support in place to protect our residents, our colleagues and our communities and empower them to thrive and live well. We are committed to acting sustainably in order to drive the right impact, over the long term, whilst ensuring best value for money.

These values guide our behaviours and mould the culture of the organisation. It is widely accepted that culture affects performance; a positive culture is associated with high performing organisations. By supporting a positive culture through promoting these values we are facilitating continuous improvements in performance.

3. YOUR FIRE AND RESCUE SERVICE

The County of Northumberland

As detailed in Northumberland County Council Corporate Plan 2023/26, Northumberland is England's northernmost county.

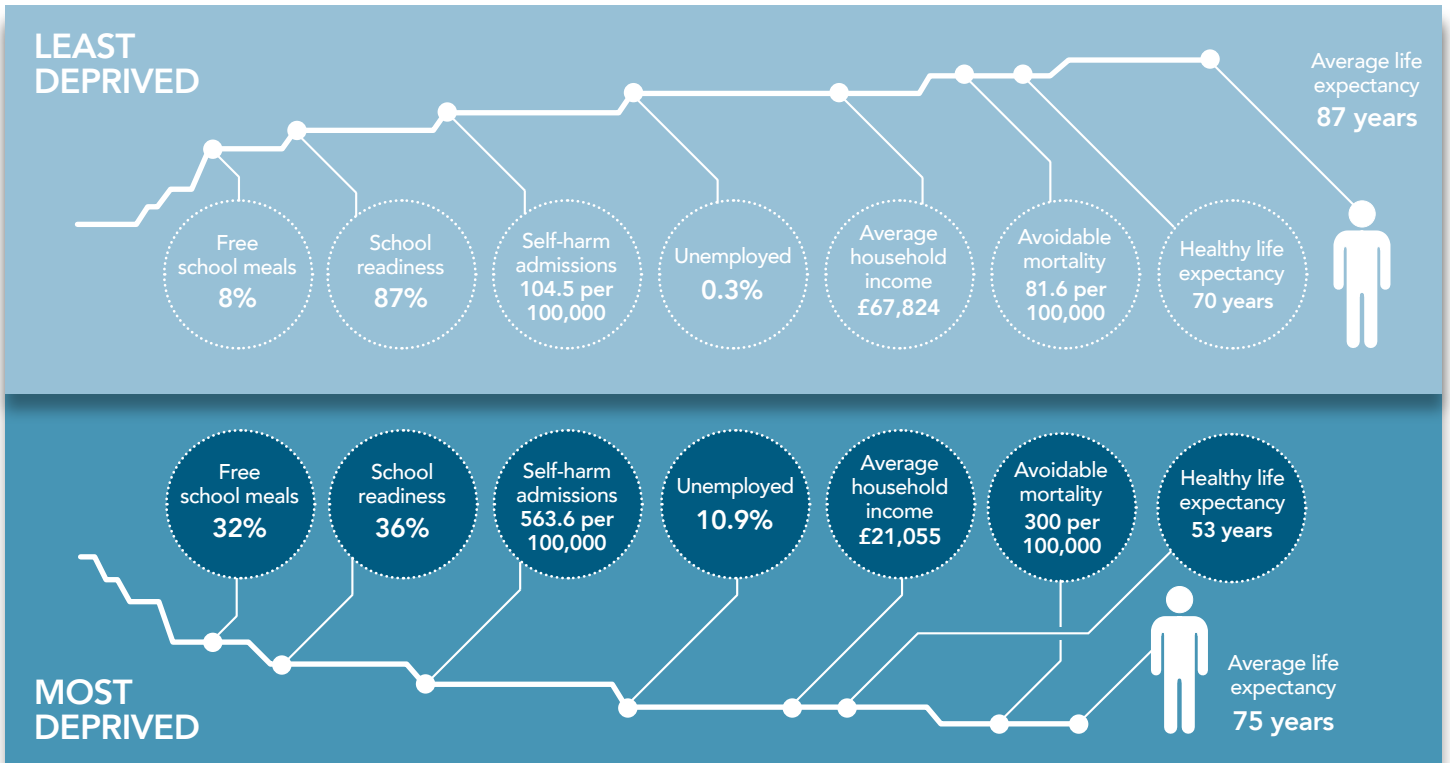
With an area of 5,013 km² and a population of 323,820, Northumberland is the sixth most sparsely populated county in England. 97% of Northumberland is classed as rural, with an average of 64 people per km². Over half the population live in only 3% of the land area, with the southeast of the county the most densely populated.

There are a number of challenges, specific to the county,

as approximately 12% of Northumberland's population live in one of the 10% most deprived areas of England. The county falls into one of the most deprived local authorities in England when considering employment.

In addition, Northumberland has an ageing population and by 2043, there is projected to be a significant increase in older age groups.

The difference between the most deprived and least deprived areas of the county is stark as shown below:



NFRS delivers a range of services to communities from its headquarters and from its community fire stations situated across the county as captured in the map below:



4. IDENTIFYING RISKS

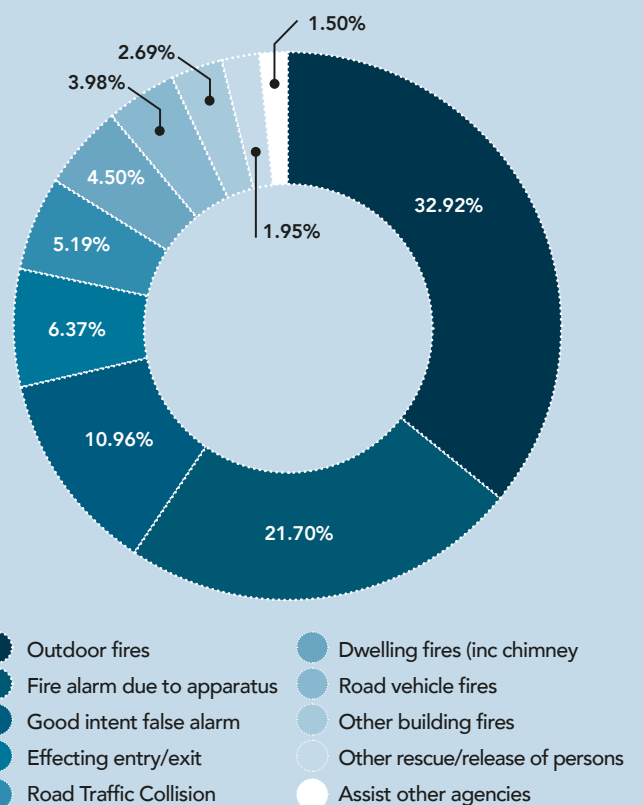
Northumberland Fire and Rescue Service defines risk as a 'combination of the likelihood and consequence of a hazardous event'. This supports the National Fire Chiefs Council (NFCC) definition and strategic management framework.

In the case of fire and rescue related risks, the hazardous event is the emergency incidents we attend. We have a responsibility to our communities to identify what type of incidents we attend, and to work with our communities and key partners to prevent or minimise the likelihood of these happening or, where we cannot, reduce their impact.

Our incident profile for 2022/23 tells us that, over the last 10 years, the total number of incidents has increased by 25%. Fires have increased by 35%, False Alarms by 6% and Special Service Calls by 41%.

Although we attend around 30 different types of incidents, 10 of these account for 91% of all incidents.

These 10 are detailed in the chart as follows:



ACTIVITY 2022/2023



EMERGENCY CALLS
8,210



TOTAL INCIDENTS ATTENDED
3,797



FALSE ALARMS
1,278



FIRES
1,674



SPECIAL SERVICE CALLS
845



ROAD TRAFFIC COLLISIONS
197



RESCUES
277

Of note are the increase in the number of 'Effecting Entry/Exit' and 'Assist Other Agencies' incidents.

Effecting Entry/Exit

Throughout 2017/18 Northumberland Fire and Rescue Service participated in a scheme to support North East Ambulance Service (NEAS) to effect entry where people are trapped inside rooms or homes. Attendance to this incident type has continued, for a number of reasons, with 2022/23 seeing incidents increase to a total of 242.

Assist of Agencies

These incidents involve responding to support other agencies such as ambulance or police. Numbers dropped during 2019/20 and 2020/21 possibly due to the pandemic, however, although still relatively low at 57, numbers have started to increase. It is worth noting that 51% of these incidents involved bariatric patients. We will continue to monitor and analyse through the Performance and Assurance Framework.



5. PERFORMANCE

To measure performance effectively, the Service has developed a suite of core and service measures. Core Measures (CM) help the Service to assess how it is performing against its statutory responsibilities, whilst service measures are more operational in nature and often provide additional detail to ensure service delivery is evidence based.

Whilst the full breadth of performance is scrutinised monthly at Directorate Management Team (DMT)

meetings, core measures are reported to Strategic Performance Board (SPB) quarterly and by exception to Service Leadership Team (SLT). Additional scrutiny is provided by Assurance and Challenge Panel members quarterly.

With the purpose of developing a robust performance culture, a full year of data and analysis has been established for 2022-23 and presented below (*note: definitions are provided in the glossary on page 18*).

Prevention Core Measures

CM1: Total number of accidental dwelling fires

Performance has been excellent, with the total number of accidental dwelling fires standing at 124 for the full year. West Hartford and Pegswood station areas regularly record the highest number of this incident type, and it is therefore

pleasing to note that West Hartford recorded no accidental dwelling fires during the month of March. The Service continues to refine its Safe and Wellbeing Programme in order to further improve performance in this area.

124
Accidental
dwelling
fires

CM2: Total number of deliberate primary fires

Annual performance has generally been good, with a total of 128 deliberate primary fires in 2022-23. Only August reflected performance outside of target. Whilst West Hartford and Pegswood have seen the highest number of this incident type throughout the

year, Amble has also experienced 11 incidents. The Fire Investigation Manager continues to work with partners, including Northumbria Police, to ensure the organisation uses intelligence effectively to target interventions.

128
Deliberate
primary
fires

CM3: Total number of deliberate secondary fires

This measure is significantly outside target for the year, with a total of 950 incidents. Performance between September 2022 and March 2023 was either good or exceptional, however, performance between April and August 2022 was so poor that bringing the full year total within tolerance was always going to be a challenge. This incident type is often seasonal in nature; however, the Service continues to work with partners to identify individuals or groups most likely

to engage in firesetting behaviour. The Service is using this intelligence to inform service delivery.

One such example is the Extinguish Programme, which receives partner referrals for young people who have been setting fires. Significant work is currently being undertaken to provide additional analysis, quality assurance and evaluation of the programme to ascertain key outcomes.

950
Deliberate
secondary
fires

CM6: Total number of safeguarding referrals resulting in positive action

91.91 percent of safeguarding referrals submitted during 2022-23 have resulted in positive action. Outcomes can range from the implementation of a new care package through to formal safeguarding arrangements being instigated. Northumberland County Council Safeguarding Manager provides detailed feedback each month.



CM7: Total number of safe and wellbeing visits identified and delivered as a result of partner referrals

Partner referrals for safe and wellbeing visits are traditionally actioned by the Community Safety Department. Total numbers are outside target, and this is a direct result of capacity within the team, which has been sitting at around 50 percent for most of the year. However, additional analysis

indicates that around 79.17 percent of visits are with those who are defined as very high, high or medium risk when considering the likelihood of having a fire in the home. This provides assurance that referrals received from partners are indeed targeting those most at risk. Further work is being

undertaken with partners to ensure the most vulnerable are being referred. There is, therefore, an expectation that this percentage will begin to increase even further.



CM8: Total number of safe and wellbeing visits identified and delivered as a result of the risk modelling process



The Service has worked with a company called Operation Research in Health Ltd

(ORH) to develop a risk model. The purpose of this model is to identify those most likely to have a fire in the home, and therefore would assist the Service in effectively directing its resources. Traditionally, Community Risk and Response personnel have undertaken safe and wellbeing visits to homes identified through this risk modelling process. Total

numbers have remained outside target for the year, and the Service has been working to address this through the effective and efficient use of Support Officers. More significantly, additional analysis indicates that a relatively high proportion of those identified through the risk modelling process are classed as very low or low risk when considering the likelihood of fire. The Service is looking towards an intelligent use of risk modelling while increasing the number of partner referrals to ensure that targeting of resources is risk-based and effective.



Protection Core Measures

CM4: Fires in non-domestic properties

Performance for this incident type is well within expected variation for the year, with a total of 55 incidents. Analysis continues to inform delivery, with the Service contacting a responsible person within five working days of a fire occurring in a commercial property. Additional fire investigation training is

planned for both supervisory and middle managers across the organisation, and a full review of fire investigation provision is underway as part of a wider protection review. Other more proactive work is being undertaken, which includes liaison with HMP Northumberland to reduce the number of fires that occur there.



CM5: Automatic false alarms from non-domestic premises

Again, this incident type is well within expected variation for the year, with a total of 309 incidents occurring, predominantly in West Hartford, Pegswood and Hexham. The Service continues to work with businesses to support the reduction of false alarms, and where necessary will invoke the cost recovery process.



CM9: Overdue scheduled fire safety audits

There are currently 16 premises assessed as High Risk according to the Community Fire Risk Management Information System (CFRMIS). All of these are currently within the identified inspection frequency.



CM10: The outcome of fire safety inspections

This measure is within tolerance, at 97.3 percent. Of the total number, 492 received informal notifications, with 13 moving to formal action. Performance suggests that the risk-based inspection programme is effectively targeting premises most likely to have a fire and



enabling work to be undertaken to reduce risk.

CM11: The percentage of statutory fire safety consultations completed within 15 working days

This measure is within tolerance at 96.95 percent. The Service achieved 100 percent during 8 of the 12 months, which is a significant achievement.



Response Standards

CM12: Percentage of occasions when the first appliance arrives at a property fire within the response standard (i.e. within 10 minutes of alerting on 80 per cent of occasions)

During 2022-23, the Service met the standard on 70 percent of occasions, or for 14 of the 20 incidents attended. This is below the target of 80 percent.

70%

First appliance arrival within response standard

CM13: Percentage of occasions when the second appliance arrives at a property fire within the response standard (i.e. within 13 minutes of alerting on 80 per cent of occasions)

During 2022-23, the Service met the standard on 75 percent of occasions, or for 15 of the 20 incidents attended. This is below the target of 80 percent.

75%

Second appliance arrival within response standard

CM14: Percentage of occasions when the first appliance arrives at an RTC within the response standard (i.e. within 15 minutes of alerting on 80 percent of occasions)

During 2022-23, the Service met the standard on 81.82 percent of occasions, or 45 of 55 incidents attended. This is above the 80 percent target for the year.

81.82%

First appliance arrival within response standard

CM15: Percentage of occasions when the second appliance arrives at an RTC within the response standard (i.e. within 20 minutes of alerting on 80 percent of occasions)

During 2022-23, the Service met the standard on 89.09 percent of occasions, or 49 of the 55 incidents attended. This is above the 80 percent target for the year.

89.09%

Second appliance arrival within response standard

Responding to emergency incidents in a large rural county such as Northumberland remains a challenge. However, the Service has a priority to 'Undertake a review of response standards for Northumberland', as detailed in the Community Risk Management Plan 2022-26.



Fire Control Response Standards

CM16: Emergency calls answered within standard

This is the time taken to answer 999 calls by Fire Control operators – within 10 seconds 95 percent of the time. During 2022-23 5,826 out of 6,015 or 96.86 percent of calls were answered within target. Further analysis of the 189 calls not answered within standard is being undertaken, alongside a review of staffing levels, recruitment, and the development of a competency framework.

96.86%
Emergency
Calls
Answered

CM17: Emergency calls mobilised within standard

This core measure considers the time taken between Fire Control receiving the emergency call and the correct community fire station being alerted, with a target of 90 seconds 100 percent of the time. During 2022-23 on 2,514 occasions (or 64.98 percent), the standard was achieved. Further analysis is already identifying key issues, and action taken is seeing an improvement in performance against this measure. For

instance, Fire Control operators work hard to ascertain as much information as possible before dispatching an appliance. Staff are now being supported to dispatch as early as is practicable with additional information forwarded when available. Individuals have been encouraged to listen to all previous calls where time taken has breached the 90 second target. This has led to significant improvement in individual performance.

64.98%
Emergency
Calls
Mobilised

Training Assurance and Safety Core Measures

CM18: Eligible operational staff successfully completing a fitness test

This measure has a target of 100 percent and is currently off target with 81.75 percent of operational personnel having completed and passed the current fitness assessment. 206 of 252 eligible staff have completed the assessment successfully. Note however that one third of those who have not yet undertaken their annual

fitness test are on long-term sick or modified duties. Some further discussion is required to determine whether these individuals should be considered as 'eligible' (and therefore included in this performance figure) as they are not undertaking their operational role and there is no risk to the organisation.

96.86%
Eligible staff
completing
fitness test

CM19: Eligible operational staff in qualification (breathing apparatus)

Breathing apparatus is within tolerance at 97.52 percent. 202 members of staff are within competency, with competency having expired for the remaining five members of staff who are based at Pegswood, Seahouses and West Hartford. Note however that, as with CM18 some further discussion is required

as there are some individuals included in this performance measure who are not undertaking their operational role due to various reasons and therefore perhaps should not be considered as 'eligible' (and therefore included in this performance figure).

97.52%
Breathing
apparatus

CM19: Eligible operational staff in qualification (Incident Command)

Incident Command is within tolerance at 95.45 percent. 110 members of staff are required to have competency in Incident Command. 105 are within competency, competency has expired for four, and one member of staff has failed

the assessment. As with fitness testing and breathing apparatus assessment, some further discussions are required to determine who should be considered as 'eligible'.

95.45%
Incident
Command

CM19: Eligible operational staff in qualification (driving)

Driving is within competency at 98.19 percent. 276 members of staff require competency, of which 275 have completed testing successfully, with one member of staff failing to pass the driving assessment.

98.19%
Driving

Human Resources

CM20: Percentage of shifts/days lost to sickness across all groups

Against a target of 3.5 percent, sickness reached a high of 6.92 percent in December 2022, falling to 5.86 percent in February of 2023.

Quarterly meetings have been arranged with Occupational Health, Principal Officers, and Human Resources to provide a detailed summary of reasons for absence. This will enable the identification of common areas for concern and allow the targeting of appropriate action if required.

4.99%
Shifts/days
lost to
sickness

Health and Safety

CM21: Percentage of RIDDOR events reported to HSE on time

Performance is at 100 percent against a target of 100 percent, based on two incidents being reported. Arrangements are in place for the Duty Manager, Health and Safety Coordinator and Health and Safety Administrator to consider RIDDOR implications for any incident requiring investigation.

100%
RIDDOR
events
reported

Priority Programmes and Projects

CM22: Percentage of priority programmes and projects on track or within tolerances

All priority programmes and projects are monitored within the Service's Continuous Improvement Plan and updated monthly by the Continuous Improvement Manager in conjunction with senior officers. Performance is

within tolerance at 88.89 percent against a target of 90 percent. Of the 27 active projects, 24 are on target, one is within tolerance, and the remaining two are off target. Actions are in place to address performance.

88.89%
Priority
programmes
and projects

6. PROGRESS

Our Community Risk Management Plan 2022/26 outlined six priorities for 2022/23.

Progress against each of these is detailed below:

Deliver service improvements as outlined in our Continuous Improvement Plan.

The Service has a comprehensive Continuous Improvement Plan (CIP) detailing a suite of actions against HMICFRS Areas for Improvement, Community Risk Management Plan priorities, and priority programmes and projects. A Strategic Performance Board which monitors progress as part of the Service's Performance and Assurance Framework.

Progress: The Policy, Risk and Performance Department oversees progress against this priority. Working closely with senior officers, the Continuous Improvement and Inspection Manager ensures the CIP accurately captures progress against all actions. This is monitored through Performance and Assurance governance arrangements. As at the end of 2022/23, 88.89% of all programmes were either on track or within tolerance for completion.

Deliver the NFCC risk model for dwelling fires as a pilot in Northumberland.

The NFCC in collaboration with Operational Research in Health Ltd has developed an evidence-based methodology for dwelling fires. We will enhance the risk model for use locally and implement a pilot in Northumberland to help us target our safe and wellbeing programme effectively and efficiently.

Progress: The Service has undertaken an evaluation of its safe and wellbeing programme in terms of its partner referrals when compared with its risk profile. This is to ensure that we are working with the most vulnerable and targeting our resources effectively. Data cleansing and matching is now complete and ready for modelling, with delivery and evaluation taking place within the next few months.

Undertake a review of protection delivery across the organisation utilising the NFCC Fire Standard and Implementation Tool.

The review, and subsequent implementation of recommendations, will ensure we are a fire and rescue service that improves the safety and wellbeing of our communities by reducing risks and incidents in the built environment, as outlined in the fire standard. Protection activities will educate and regulate those responsible for keeping buildings safe.

Progress: Using the Fire Standards Implementation Tool for Protection, a comprehensive gap analysis has been completed. Actions have been identified to ensure compliance against the Fire Standard. Progress is monitored by the Fire Standards Steering Group, chaired by the Business Improvement Manager.

Undertake a review of prevention delivery across the organisation utilising the NFCC Fire Standard and Implementation Tool.

The review, and subsequent implementation of recommendations, will ensure we are a fire and rescue service that works to educate our communities to adopt safer behaviours, improving their safety, health and wellbeing, as outlined in the fire standard. Prevention activities will be effective efficient and targeted.

Progress: Using the Fire Standards Implementation Tool for Prevention; a comprehensive gap analysis has been completed. Actions have been identified to ensure compliance against the Fire Standard. Progress is monitored by the Fire Standards Steering Group, chaired by the Business Improvement Manager.

Apply robust risk modelling to inform and further develop our community risk and response operating model.

We will work in collaboration with Operational Research in Health Ltd to produce analysis of Community Risk and Response provision across Northumberland. This will allow the Service to assess the optimum distribution of our stations, fleet, equipment and specialist response to meet our risks, and will be used to inform our strategy for future estate and operational response procurement, provision, and resilience.

Progress: Data has been quality assured and shared with Operational Research in Health who have undertaken a robust risk modelling process. Outcomes of this modelling will be analysed by the Service and used to enable intelligence-led, evidence-based, decision-making regarding future community risk and response operating models. This will provide continued assurance that our communities receive a resilient service with regards to resources such as stations, shifts, appliances, and equipment.

Undertake a review of response standards for Northumberland.

We will review our response to emergency incidents across Northumberland, ensuring we continue to provide an effective and efficient service to our communities.

Progress: The Service has undertaken research across the sector to inform our review of response standards and have established a cross-organisational working group. We will be working with Operational Research in Health Ltd in coming months in order to better understand the impact of any proposed changes to response standards.

Economic and Social Value of Fire and Rescue Services

As detailed in NCC Corporate Plan, it is important that the Service regularly reviews its service delivery when considering value for money principles.

As such NFRS is engaged with the Economic and Social Value

of the UK FRS project managed by NFCC. As part of this project, a toolkit has been developed by Nottingham Trent University to allow fire and rescue services to evaluate and understand the benefit and financial impact of their

activities. This provides support for their community risk management planning process and helps to inform resource allocation. NFRS has been selected to pilot this work.

7. PRIORITIES

Northumberland County Council priorities and outcomes are detailed in its Corporate Plan 2023/26. These are as follows:



Outcomes will be achieved through applying a Best Value Approach, through good governance and planning. While supporting Corporate Plan 2022-2026 priorities, the Service will continue to work on its priorities as outlined in its Community Risk Management Plan. Further detail is provided in our suite of supporting

strategies which can be accessed at: www.northumberlandfireandrescue.gov.uk/plans While our current strategies run for three years in line with our Community Risk Management Plan, they are underpinned by annual operating plans which are monitored monthly and refreshed each year.



8. OTHER ACHIEVEMENTS

Northumberland County Council priorities and outcomes are detailed in its Corporate Plan 2023/26. These are as follows:

- Introduced a Fire and Rescue Assurance and Challenge Panel, providing enhanced scrutiny arrangements.
- Embedded a Strategic Performance Board and refined our core and service measures.
- Introduced a Fire Standards Steering Group to oversee our holistic approach to national fire standards.
- Implemented Annual Operating Plans to monitor progress across all departments.
- Introduced development portfolios for crew, watch and station manager roles.
- Developed a talent management strategy to support career pathways.
- Improved quality assurance arrangements for Site Specific Risk Information (SSRI).
- Implemented quality assurance and evaluation for all prevention programmes.
- Increased the use of social media platforms to promote key messages.
- Increased the number of National Inter-Agency Liaison Officers (NILO).
- Invested in technology by submitting business cases for Learn-Pro and a Dynamic Mobilising Tool which will help to improve our response to risk.
- Improved our partnership and collaboration including membership on boards such as the Health and Wellbeing and Youth Justice Boards.
- Piloted a Level 2 Equality, Diversity, and Inclusion programme with comprehensive evaluation.
- Strengthened our Equality Impact Assessment process to support policy development.
- Reintroduced Institute of Occupational Safety and Health (IOSH) and National Examination Board in Occupational Safety and Health (NEBOSH) qualifications across the organisation.
- Introduced a Community Risk and Response Strategy to improve appliance availability, including the implementation of rolling recruitment, staffing clusters, and support officers.
- Introduced an Aerial Ladder Platform (ALP) to the operational fleet.
- Collaborated with Northumbria Police and Mountain Rescue on the purchase of a 6x6 off-road vehicle funded through the Northumberland Partnership Against Rural Crime.
- Introduced a drone capability into Community Risk and Response.
- Increased the cadre of station-based Level 3 Fire Safety Inspection Officers to deliver a greater number of Fire Safety Audits in Commercial premises.
- Developed a robust approach to firefighter safety when considering contaminants and toxins.

9. GLOSSARY

Term	Definition
Special Service Call	These incidents require the attendance of an appliance or officer. They include, but are not limited to local emergencies (e.g. road traffic collisions), major incidents (e.g., flooding), domestic incidents (e.g., persons locked in/out) and prior arrangements to attend or assist other agencies.
Bariatric	This document uses the term 'bariatric' to refer to individuals that have a body mass index (BMI) that is equal to or greater than 30.
Accidental dwelling fire	These are primary fires (generally more serious fires that harm people or cause damage to property) with a classification of dwelling and a cause of either 'accidental' or 'not known'.
Deliberate primary fire	These fires include primary fires (see above) where the cause is believed to be deliberate.
Deliberate secondary fire	These fires are classified as 'secondary' as they are usually smaller in nature and often involve rubbish, grass and woodland.
Extinguish Programme	This is a fire awareness programme designed to support and educate children and young people up to the age of 18 years old who may play with, or have a fascination with fire, inside or outside of the home, whether a one-off incident or repeat activity.
Safe and wellbeing visit	A safe and wellbeing visit takes place in domestic properties; the purpose of which is to identify risks to both the safety and wellbeing of the individuals residing in a property.
Fire in non-domestic properties	These are all fires in buildings not classed as dwellings. They are typically places that provide types of sleeping accommodation (including care homes), commercial properties or places that are open to the public.
Automatic false alarms from non-domestic premises	The Service is often notified of fires in response to automatic fire detection equipment alerting. If, after arrival and on investigation, there is no fire present, the incident is recorded as an automatic false alarm.
Fire Safety Inspection	This is an inspection of commercial premises to ensure compliance with fire safety legislation.
Appliance	Fire engine.
Response Standard	This is the maximum time it should take for a fire engine to arrive at the scene of an incident.
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
HSE	Health and Safety Executive.



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