



**Jersey Fire & Rescue**

*..making Jersey a safer community*



## Service Annual Review 2013

States  
of Jersey 

R.86/2014

# Foreword



It gives me great pleasure to present to you the States of Jersey Fire and Rescue Service's (SJFRS) 2013 Annual Review. This report sets out the Service's performance and achievements for what has been another busy year in which the Service extinguished 244 fires and rescued 70 people from fires and other emergencies.

Jersey's Fire & Rescue Service plays a key role in keeping our community safe and the public rightly hold our firefighters in high esteem. The Service is committed to making Jersey a safer community by providing a high standard of emergency response, fire safety education and prevention programmes. The Service's commitment to improvement was recognised by the Chartered Institute of Personnel and Development (CIPD) in their 2013 awards and the 2013 UK Flame Awards.

In 2013 we experienced some extreme weather events from the worst snow storm for more than 30 years to the most significant heat wave in Jersey since 2006. Jersey's Fire & Rescue Service plays a central role in keeping the community safe during these extreme events which are becoming more common.

In 2013 the Service implemented a project to reform existing fire safety legislation which has been in place since the 1970s and was seen as restrictive and out of date. Amendments to existing fire safety legislation which came into force on the 1st January 2013 made it a statutory requirement for all Houses of Multiple Occupation to have a Fire Certificate and for all Fire Certificates to be valid for only three years. This has significantly increased the workload of our small Fire Protection Team, which has risen to the challenge and processed 190 requests for a new Fire Certificate in 2013.

Despite the huge effort the Service undertakes to prevent fires and other emergencies, 2013 saw a small increase in the number of house fires and tragically the first fire-related death for the last 5 years. We will continue to do everything we can to reverse this trend.

None of the numerous and wide-ranging activities we undertook in 2013 could have been achieved without the dedication, commitment, skill and knowledge displayed by our personnel at all levels and in all areas of the Service. It continues to be an honour to lead this great organisation and it is a privilege to serve the public of Jersey alongside such dedicated colleagues.

A handwritten signature in black ink, appearing to read 'Mark James', written in a cursive style.

**Mark James** MSc, MA, BSc(Hons), FIFireE, FCMI, FICPEM, CFOD  
CHIEF FIRE OFFICER

**‘To protect life,  
property and the  
environment against  
fires and other  
emergencies’**



“ “ **The Service is  
committed to  
making Jersey a  
safer community** ” ”



For fire safety advice call 01534 445906  
[www.fire.gov.je](http://www.fire.gov.je)



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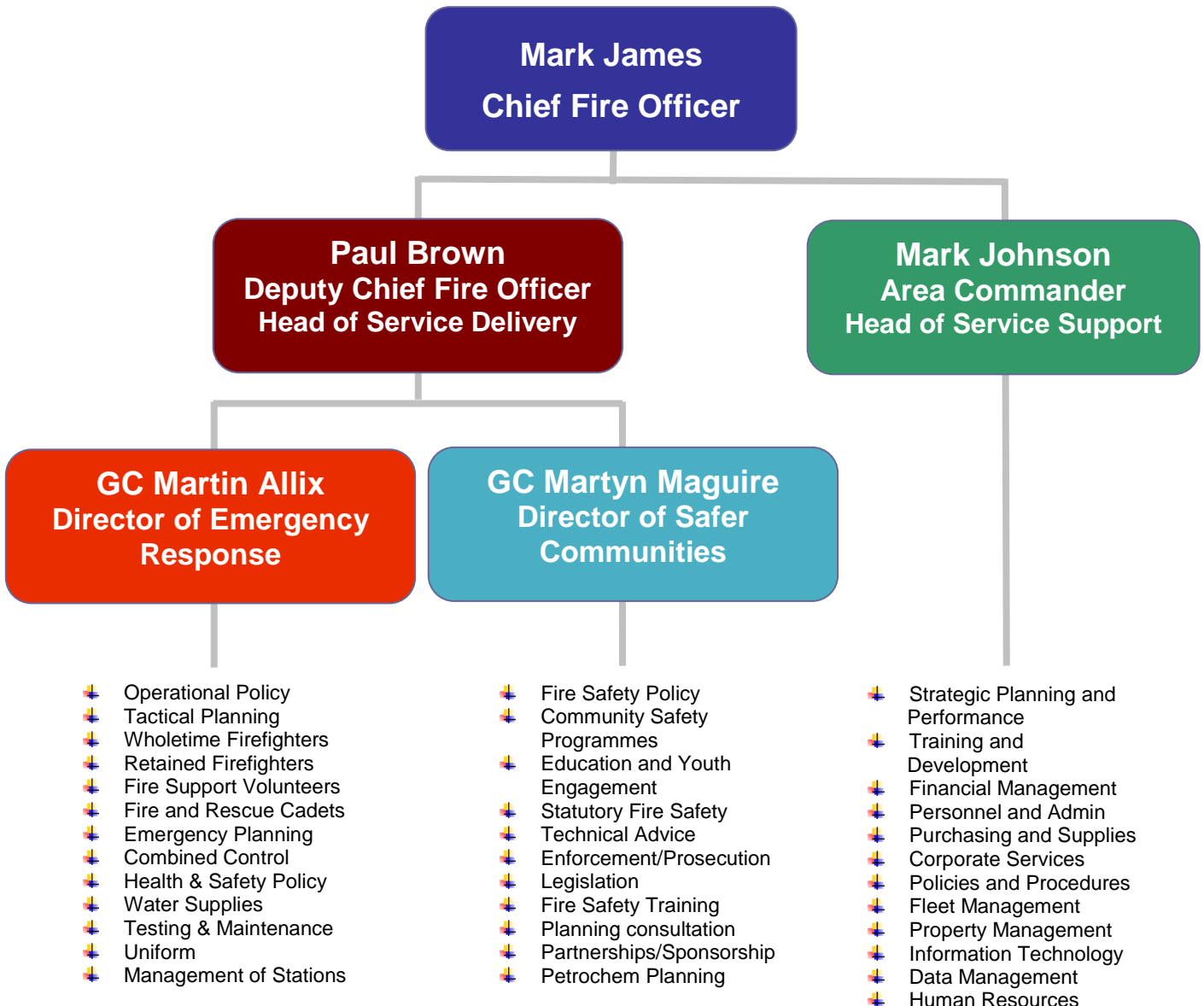
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# Your Service

## Purpose

The principal roles of the States of Jersey Fire & Rescue Service are mandated through the Fire and Rescue Service (Jersey) Law 2011 and the Fire Precautions (Jersey) Law 1977. The Service is managed through the Home Affairs Department and supports their objective *'to protect the public and keep our community safe'*. The Service's role is best described in its purpose ***'To protect life, property and the environment against fire and other emergencies'***.

The Chief Fire Officer (CFO) has strategic-level responsibility for the Fire and Rescue Service. He leads a Senior Management Team made up of the Deputy Chief Fire Officer (DCFO), Area Commander (AC) and two Group Commanders (GC). The DCFO, as the Head of Service Delivery has responsibility for all operations associated with delivering fire safety education and engagement, regulation and enforcement, emergency planning and emergency response services. He is supported by a Director of Emergency Response and a Director of Safer Communities. The AC, as the Head of Service Support is responsible for all corporate and support functions across the organisation. He also acts as the Service's third officer for Gold Command and delegated authority.



## Strategic Planning

The Service's strategic aims are articulated through our Corporate Strategy which supports and complements the States' Strategic Plan visions: 'A safe and caring community; a strong and sustainable economy; protecting our environment' and 'a highly skilled and motivated workforce' as well as its supporting priorities of 'promote family and community values; The Service's strategy also supports the Home Affairs Business Plan aim 'to provide for a safe, just and equitable society, thus improving quality of life'.

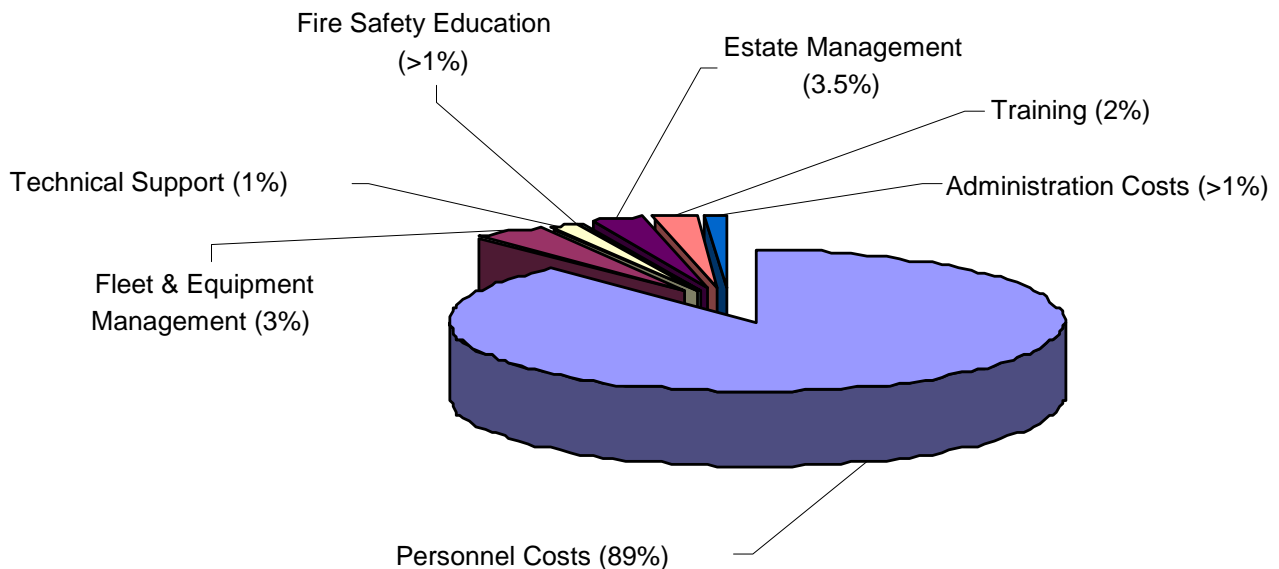


## Financial Management

In common with other public services, the Fire and Rescue Service is facing budget challenges which mean that we had to make Comprehensive Spending Review savings in 2013 while still providing an effective emergency service. In 2013 the Service's total budget was £5,043,548 this included additional funding for the Service's marine response team. The Service's actual expenditure for the year was £5,043,604 which equated to £50.94 per resident in Jersey.

	2009	2010	2011	2012	2013
<b>Net expenditure</b>	£4,741,077	£4,792,328	£4,915,608	£4,975,452	£5,043,548
<b>Actual Staff (FTE)</b>	75.54	73.54	72.54	74.54	75.54
<b>Service area cost per head of population</b>	£51.25	£51.81	£50.23	£50.84	£50.94

The majority of the budget is allocated to staff expenditure, currently 89.97%. The Service's small non-staff budget is used to fund all training, equipment replacement, uniform and personal protective equipment, premises maintenance and all service costs such as diesel and electricity. The Service generated £93,332 in 'user pays' fire safety charges which helped fund community safety programmes. The diagram below provides an insight into where the Service's budget is spent and shows the huge differential between staff costs and the costs of maintaining critical service infrastructure.



	2008	2009	2010	2011	2012	2013
<b>Expenditure on personnel (%)</b>	88.9%	89.2%	89.9%	90.0%	87.23%	89.97%





## ***Integrated Risk Management Planning (IRMP)***

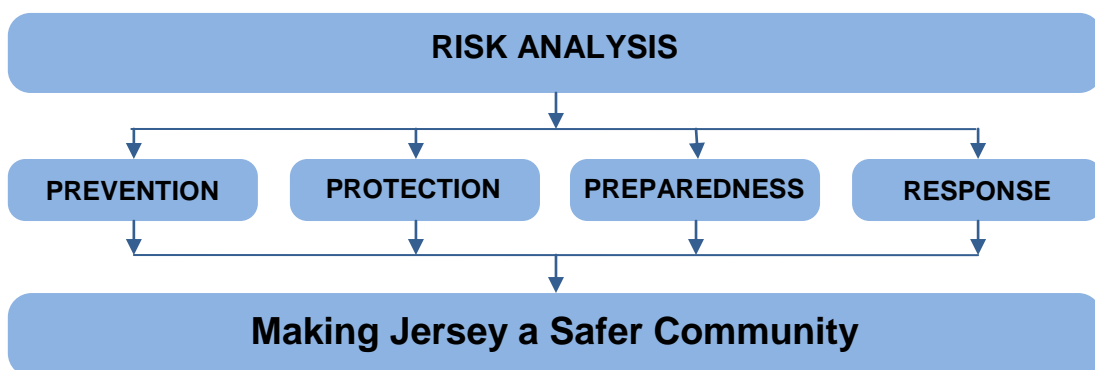
Jersey's Fire and Rescue Service, as with Fire and Rescue Services throughout the British Isles, uses Integrated Risk Management to protect our communities. At the heart of the process are the strategies of Prevention, Protection, Preparedness and Response; these are the visible parts of the Service's work.

**Prevention** involves providing information and engaging with people about risks in the home or workplace so that they can take control of the risk themselves and reduce the chance of a fire occurring. In this way, we argue that our front-line includes all the people who call Jersey home and all those who visit our Island.

**Protection** is where our specialist Fire Safety Officers identify premises with an inherently increased fire risk profile and apply design and engineering features or require particular management arrangements to reduce that risk to a reasonable level. This work is underpinned by legislation and, if necessary, our firefighters will enforce safety standards and submit case files for consideration by the Attorney General where rules intended to protect life are ignored or breached.

**Preparedness** includes two main elements. First is the analysis of the strategic environment and the development of coherent and effective corporate plans and strategies that ensure the Fire and Rescue Service continues to be effective in protecting Jersey and its interests in the longer term. Second is the short to medium-term activity to gather and assess intelligence and information, develop plans, procedures, and skills and proactively manage corporate risk in order to ensure that the Service is constantly ready to respond to any type of situation including emerging risks and threats.

**Response** is the strategy of last resort. Despite our best efforts to prevent them, fires and other emergencies do occur and often pose a significant threat to life, property and the Island's environmental and economic interests. When prevention and protection are not enough, the only viable option is to respond rapidly with the right capacity and capability.



## Service IRMP Objectives

Every three years the Service produces an IRMP that details the Service's strategic objectives aimed at reducing risk by integrating its prevention, protection, preparedness and emergency response activities. In 2013 the Service completed the following IRMP objectives:

- ✚ Delivered annual recurring savings of £57,000 by reducing administration, overtime and travel expenditure and increased income to £93,332 from fire safety training and provision of technical advice.
- ✚ Designed, specified and procured a replacement Inshore Rescue Boat and a Combined Rescue Unit for delivery in 2014.
- ✚ Implemented a new modern pay structure for firefighters that rewards competence, responsibility and performance.
- ✚ Developed a new Qualified Firefighter Programme in support of the new pay structure. This was recognised by the Chartered Institute of Personnel & Development (CIPD) in their 2013 awards.
- ✚ Implemented the new stand-alone Marine Response capability for Jersey coastal waters.
- ✚ Created and implemented an eco-active environment action plan and achieved Eco-Active accreditation.
- ✚ Implemented a new Site Risk Information procedure to ensure that firefighters have up to date accurate information on high risk premises in Jersey.
- ✚ Updated our operational assistance arrangements with Hampshire and Guernsey Fire and Rescue Services to provide support to Jersey in the event of a major incident on the Island.
- ✚ Implemented the statutory requirements of the new Fire Precautions (Designated Premises) (Jersey) Regulations 2012 which came into force on the 1<sup>st</sup> January 2013.
- ✚ Worked with the States of Jersey Police, the Honorary Police and the Ambulance Service to set up a Jersey Search and Rescue team accredited by the Association of Lowland Search and Rescue.



## ***The Year at a Glance***

Here are some highlights & activities from 2013



### JANUARY 2013

- ❖ The Service is a finalist in the 2013 UK Flame awards at the Hilton Manchester Deansgate Hotel in the sub-category of the 'Heroes in the Community' for working in partnership with the States of Jersey Energy Efficiency Service to integrate home fire safety into their Home Energy Scheme.
- ❖ Nine newly recruited retained (on-call) firefighters start their basic training with the Service.

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### FEBRUARY 2013

- ❖ The Service launches an electrical safety campaign focusing on faulty phone chargers.

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### MARCH 2013

- ❖ The worst snow storm for more than 30 years causes widespread disruption to the Island. Fire crews were deployed across the Island to assist stranded motorists and to check on residential care homes and other vulnerable islanders and offer support where needed.
- ❖ Volunteers from the Fire Service and Ambulance Service are trained by the Association of Lowland Search and Rescue to search for missing persons and they take part in weekend search and rescue exercises in La Pulente and the sand dunes area.

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### APRIL 2013

- ❖ Two men become trapped in Devil's Hole after being unable to get back up to the top. Crews from Red Watch attended along with the Rope Rescue Unit and rescued both men from the base of the hole. Neither of the men were injured.

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### MAY 2013

- ❖ The Service takes delivery of its new Volvo Water Carrier which carries 7000 litres of water and an integral pump and hose reel. This replaces the 20 year old Seddon Water Carrier.

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### JUNE 2013

- ❖ The Service organises a large scale exercise simulating a fire at the Jersey War Tunnels. Over 60 firefighters and members of the Fire and Rescue Volunteer Support Team attended the exercise along with the Ambulance Support Unit and Ambulance Service personnel. Senior Fire Officers from Hampshire Fire and Rescue Service observe the exercise as part of a review to update our Major Incident Assistance Agreement with them.

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### JULY 2013

- ❖ As temperatures reach 27°C during the first heat wave of the summer the Service is called to a number of furze fires across the Island and issues Wildfire warnings.
- ❖ Firefighters organise a 4 x 4 charity event at Sorel Point. The event was boosted by special guest Daniel Whittingham, who was part of the Race2Recovery team who completed this year's Dakar Rally. The day was a great success and raised £1,600 for Help for Heroes.
- ❖ The Service takes part in the Safety in Action week at Highlands College. We delivered a workshop on what to do if confronted by fire in the home culminating in a practical demonstration on how to travel through smoke.

# Your Service

## AUGUST 2013

- ❖ Firefighters, Fire and Rescue Cadets and the Fire Support Volunteers take part in the Battle of Flowers and Moonlight Parade.
  - ❖ The Service supports Jersey Women's Refuge 'Sheros' as they undertake their August Shero Challenge of being rescued from various sites around St Helier including ladder rescues from Voisins and the Cock and Bottle and cutting them out of a car at the West Centre to try to raise a total of £25,000 for the charity.
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## SEPTEMBER 2013

- ❖ Both the Service's Inshore Rescue Boats are launched as part of an extensive search and rescue mission to look for a light aircraft that crashed in the sea off the coast off St Ouen. Unfortunately there were no survivors.
  - ❖ Our Fire and Rescue Cadets paraded at the 350th Anniversary Celebrations of the Royal Mace in the Royal Square. The Cadets were introduced to His Royal Highness the Earl of Wessex and the Lieutenant Governor.
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## OCTOBER 2013

- ❖ The Service hosted a group of older people as part of a national Older People's Day campaign. The group got to see what happens when you try to put out a chip pan fire with water, how we deal with road traffic collisions and also got a tour of the fire station.
  - ❖ The Service hosted the bi-annual Emergency Services Open Day which was attended by an estimated 7,000 people. The open day had an exciting and entertaining mixture of demonstrations, displays, exhibitions and activities for all ages and raised thousands of pounds for charity.
  - ❖ In a joint initiative by Jersey Fire & Rescue and Jersey Electricity, Islanders were invited to take their electric blankets for a free safety check by qualified electrical engineers. 209 electric blankets were tested and a record number of 44 removed from service at the annual two-day safety test at Western Fire Station.
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## NOVEMBER 2013

- ❖ Firefighters from our St Helier HQ and Retained Firefighters from Western Fire Station responded to a Channel Islands Air Search aircraft that had crash landed on the north coast. The aircraft had been forced to make an emergency landing in a field close to Devil's Hole. Following confirmation that all 5 crew members had safely exited the aircraft, our crews worked in horrendous conditions alongside Airport Rescue and Firefighting Service crews to make the aircraft and surrounding area safe.
  - ❖ The Service launches their 'Be CO Aware' campaign to raise awareness of the dangers of carbon monoxide.
  - ❖ The Service gains formal Eco-Active accreditation for its actions in reducing the amount of energy and other resources the Service uses.
  - ❖ Firefighter Nick Willis travelled to Paraguay with the International Fire and Rescue Association to help deliver training and advice on general firefighter skills and rescue techniques.
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## DECEMBER 2013

- ❖ The Service introduces a quarterly Commander's exercise programme of large scale and logistically challenging exercises, aimed primarily at Tactical Fire Commanders. The first exercise called 'Safeguard' took place in St Saviour's Hospital and involved multiple seats of fire and around 20 casualties played by our Fire Volunteers, Fire Cadets and others. At the height of the exercise we had 45 firefighters, 6 fire engines and a Command Unit on scene. The exercise lasted over 4 hours and really tested our response to a major fire.



# Prevention

Engaging with Jersey's communities to inform and educate people in how to reduce the risk of fires and other emergencies.

## ***Prevention Activities***

The Service is committed to making Jersey a safer community by providing a high standard of fire safety education and prevention programmes. Of the 56 house fires attended in 2013, only 43% had smoke alarms which alerted the occupants. These figures show a decline in smoke alarm effectiveness compared to 2012 when 51% had working smoke alarms and 2011 when 57% of fires attended had working smoke alarms. This demonstrates the need to keep promoting the value of having working smoke alarms in the home.

In 2013, the Service carried out 189 Home Fire Safety Visits installing 200 smoke detectors. They also issued 19 Home Fire Safety Packs and smoke detectors to private residences deemed at risk from fire. A further 300 smoke detectors were installed by the Home Energy Efficiency Service under a partnership to integrate home fire safety into their Home Energy Scheme.

The Service was a finalist in the 2013 UK Flame awards in the sub-category of 'Heroes in the Community' for working in partnership with the States of Jersey Energy Efficiency Service to integrate home fire safety into their Home Energy Scheme.



As part of the Fire Safety Education Programme for schools, the Service delivered a 1 hour 'Sparks' fire safety session to all year 4 students in each of the Island's 32 Primary schools. The Service also attended 7 nurseries and it continued to deliver community safety at public events by attending 10 of the Island's main events.

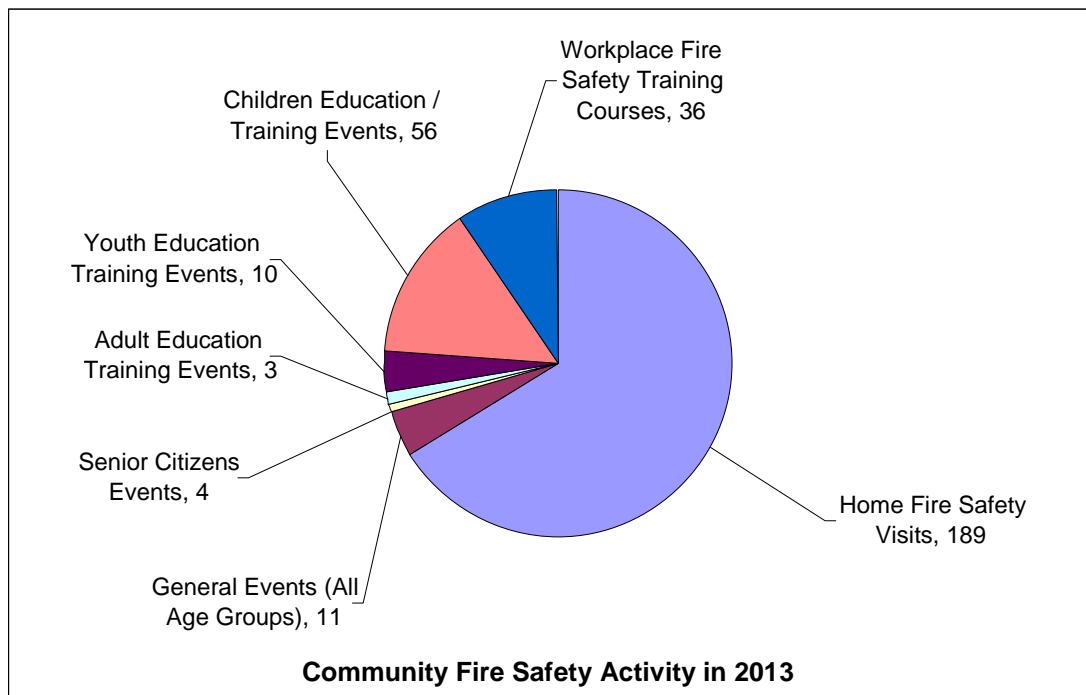


The Jersey Annual Social Survey 2013 identified that over half (54%) of households reported having an appliance in their home that burned gas, oil, coal or wood (for example an open fire, a multi-fuel stove, a gas cooker or a gas or oil-fired boiler) but just one in five (21%) of these households had a carbon monoxide detector fitted in their home. Every year 50 people are killed by carbon monoxide poisoning in the UK.

In 2013 the Service introduced a carbon monoxide safety programme. This included installing carbon monoxide detectors in homes at risk and setting up a partnership with the Ambulance Service and Family Nursing whose staff, along with firefighters, now carry carbon monoxide monitors when attending emergency calls and carrying out routine visits to homes in Jersey. The Service supported Carbon Monoxide Safety Week and distributed posters in key locations around the Island.



2013 saw the most significant heat wave in Jersey since 2006 with long periods without rain and warmer than average temperatures from July to October. During this period the Service launched its 'Stay Safe This Summer' campaign covering barbecues, fire safety in the countryside, camping fire safety, fire safety on boats and water safety. We distributed leaflets and posters, attended summer events and promoted summer fire safety through the local media and social media.



## Prevention Partnerships

The following are just a few examples of our successful prevention partnerships:



### Safety in Action Week

The Service has been in partnership with Child Accident Prevention since the inception of the 'Safety in Action' week in 1998. The event involves students participating in 6 workshop style safety scenarios. The Fire and Rescue workshop is based around the importance of every home having working smoke alarms and an effective escape plan. There is a practical exercise using artificial smoke to show students the best actions to take if a fire starts in their home. Fire and Rescue personnel also carry out a chip pan fire demonstration to highlight the dangers of tackling a chip pan fire using water. In 2013, 875 students from 30 schools attended Safety in Action Week.



### Prison! Me! No Way!

In 2013 the Service worked in partnership with the Prison Me No Way – 'Your Choice' initiative by delivering fire and water safety education to all Year 6 students. In 2013 the Service also worked in partnership with the Prison Me No Way – 'Crime' initiative by delivering fire safety education to Year 8 students in all 8 secondary schools. Crime related activities including arson and hoax calling, were the key educational areas covered. A total of 9,499 young people received Prison Me No Way input in 2013 with overall crime continuing to fall and youth offending at an all-time low.

# Prevention

## Older People's Day 2013

Jersey's Firefighters joined forces with colleagues across the UK in the biggest day of engagement with older people ever undertaken by the UK Fire and Rescue Service. On Tuesday 1<sup>st</sup> October, Older People's Day 2013, Jersey Fire & Rescue invited a number of older people to attend an afternoon at the fire station to watch a chip pan fire demonstration and the Duty Watch carrying out pump and ladder drills. There was an opportunity for one of the 'older people' to act as a casualty in a car accident and experience first-hand what it would be like to be rescued from a car if trapped inside.



## Electric Blanket Testing

As part of our winter safety campaign we undertook a joint initiative with Jersey Electricity to reduce the risk of house fires caused by electrical faults which accounted for 32% of fires in 2012. Over two days we provided free electric blanket testing and gave fire safety advice at Western Fire Station. In total 209 electric blankets were tested and a record number of 44 were deemed unsafe.

## Emergency Services Open Day 2013

The Service played a key role in co-hosting the 2013 Emergency Services Open Day. Fire, Police and the Ambulance services gave demonstrations on how they work together at emergencies such as car accidents. There were also individual service displays from the Police Dog Unit, the Fire Service Rope Team and the Fire and Rescue Cadets. There was a huge array of emergency vehicles and pieces of rescue equipment on show and a number of fun events such as 'fire hose training' and a home baking competition which raised £1,213.65 for charity. An estimated 7,000 people attended the open day.

**'7000 people attended the 2013 Emergency Services Open Day'**





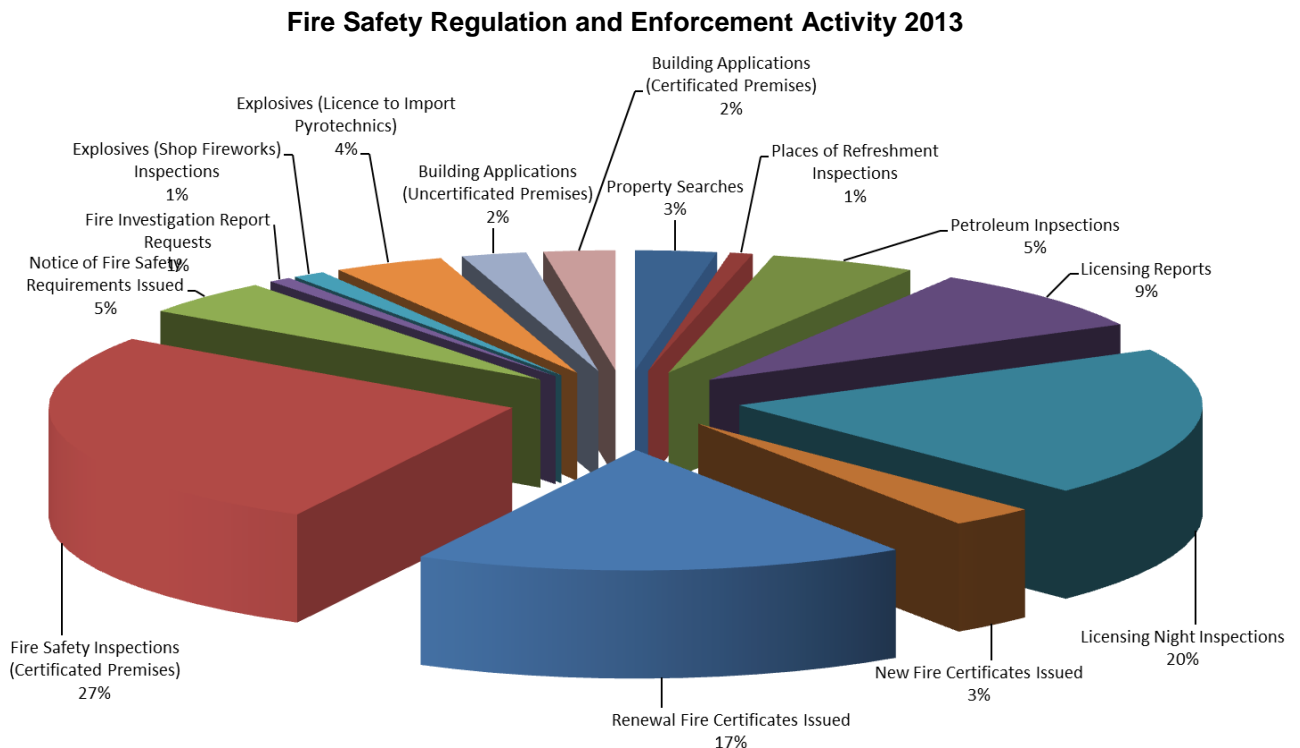


# Protection

Influencing and regulating the built environment to protect people, property and the environment from harm.

## Protection Activities

Our Fire Protection Team reduces fire risk in non-domestic and business premises by carrying out fire safety inspections, giving advice and, where required, enforcing fire safety legislation and other regulations designed to support life safety in buildings and infrastructure. The Fire Protection Team is also responsible for investigating the causes of fires. In 2013 this small, specially trained and qualified team (all of whom are operational firefighters at various levels) carried out 321 safety inspections, 64 petroleum inspections, 290 licensing inspections, issued 218 fire certificates/amendments and reviewed 66 planning and building applications as detailed in the graph below:



In 2013 the Fire Protection Team implemented a project to reform existing fire safety legislation which had been in place since the 1970s and was seen as restrictive and out of date. Amendments to existing fire safety legislation came into force on the 1<sup>st</sup> January 2013 to include a requirement for all Houses of Multiple Occupation to have a fire certificate and for all fire certificates to be valid for only three years.

Fire Safety Officers have also worked with Building Control to make sprinklers a new Building Regulations requirement for newly built residential care homes, underground car parks, flats over 18 metres high and private dwellings with poor access for fire engines.





**‘Fire Officers  
carried out 321  
inspections 2013’**



## ***Workplace Fire Safety Training***

The Service operates a programme of Workplace Fire Safety Training Courses aimed to provide a greater awareness of the threat posed by fire to people, property and business continuity. Workplace Fire Safety Training consists of three course types:

- **Fire Awareness (Foundation Course)**
- **Fire Marshal**
- **Fire Extinguisher**

The Workplace Fire Safety Training Team also deliver bespoke training courses on request and these can be delivered at the training suite at FRS HQ or on an outreach basis. The courses are provided with a realistic practical element augmented by the fact that all the trainers are firefighters with real world experience and deep technical understanding of the subject. The Workplace Fire Safety Training was nominated as a finalist in the UK's Fire Excellence Awards for the 'Best Training Initiative' category.



The Service works in partnership with the Jersey Safety Council which has kindly donated a fire demonstrator designed specifically for 'hands on' training in a range of scenarios including IT equipment fires, bin fires and electrical fires to enable the students to have a fully interactive learning experience.

In 2013 the Service delivered Workplace Fire Safety Training Courses to a total of 1,634 students as follows:

- Fire Awareness Course – 512 students
- Fire Marshal Course – 306 students
- Fire Extinguishers Course – 422 students
- Bespoke Outreach Course – 394 students

Feedback from the students in 2013 showed that 99.5% rated the course as either good or very good.





# Preparation

Planning, preparing and training for fires and other emergencies that may occur in Jersey.

## Emergency Planning

The States of Jersey Fire & Rescue Service has to be prepared to deal with major incidents in partnership with the other emergency services. The Service plays a key role in emergency planning which is co-ordinated through Jersey's Emergency Planning Board and the Joint Emergency Services Group.



In order to have sufficient firefighters to deal with a major incident, the Service has robust recall to duty arrangements for off-duty firefighters and officers, termed 'Code Amber' and 'Code Red'. The Service also has formal arrangements that provide an Assistance Agreement with Hampshire Fire and Rescue Service and a Mutual Assistance Agreement with Guernsey Fire and Rescue Service.

The primary responsibilities of the Fire and Rescue Service at a major incident are:

- life saving, through search and rescue
- fire fighting and fire prevention
- rendering humanitarian assistance
- assisting police with the recovery of bodies
- detection, identification, monitoring and management of hazardous materials and protecting the environment
- provision of hazardous material and environmental protection advice in the emergency phase of a HAZMAT incident, incorporating advice to all relevant services on contamination risk
- providing emergency and primary decontamination of casualties and facilitating mass decontamination
- salvage and damage control
- safety management within the inner cordon
- investigate the causes of fires



In March, during the worst snow storms for more than 30 years, fire crews were part of a multi-agency response across the Island to assist stranded motorists and to check on residential care homes and other vulnerable islanders and offer support where needed. In September, the Service supported a major air and sea search for a missing light aircraft that crashed in the sea, off the coast of St Ouen.

## Chief Minister praises emergency services



THIS 'phenomenal' efforts of emergency services, States and parish workers in dealing with the worst snow storms to hit the Island in 30 years have been praised by the Chief Minister.

Speaking this morning, Senator Len Gorst said that he was grateful for the dedication of staff in the face of heavy snow-fall, which has several inches thick in many parts with drifts of up to ten feet in some areas.

He said: "It is wonderful that this is the spirit under which that. The fact we've had for around 30 years, the response of the staff right across not only the States and the emergency services, but also the

parishes has been phenomenal. I'm grateful to them for their hard work and the long hours they have put in."

**Heading advice**

Senator Gorst also praised Islanders for by and large heading the advice of emergency services and not moving unless necessary and awaiting assistance if tight.

He said that he had been receiving updates on the snow

storms and monitoring the situation closely, but it was frontline staff who had borne the brunt of responsibility over the past two days.

"Generally it's the staff on the ground and the operational staff who take the strain in an emergency like this," he said.

"I'm extremely grateful for everything staff have done, including the JEC who have been endeavouring to get power back to homes that lost power. TES

Continued on page 21

The Service tests its emergency plans regularly and takes part in multi-agency major exercises. In 2013 the Service took part in the following:

- A large scale exercise simulating a fire at the Jersey War Tunnels
- Exercise 'Enterprise' La Collette Off-Site Emergency Plan exercise
- Air Show table top exercise
- Exercise 'Safeguard' simulating multiple seats of fire and around 20 casualties in St Saviour's Hospital



# Response

Dealing with fires and other emergencies speedily and effectively through the provision of a high quality and professional emergency response.

# Response

## Response Times

The emergency response standards and the percentage that they were achieved for calls in 2011, 2012 and 2013 are below.

Property Fires			2011	2012	2013
Risk Areas	Attendance of 1 <sup>st</sup> Fire Engine	Attendance of 2 <sup>nd</sup> Fire Engine	1 <sup>st</sup> and 2 <sup>nd</sup> appliances arrived in target	1 <sup>st</sup> and 2 <sup>nd</sup> appliances arrived in target	1 <sup>st</sup> and 2 <sup>nd</sup> appliances arrived in target
High	< = 10 minutes	13 minutes	90.91%	96.36%	88.89%
Medium	< = 15 minutes	18 minutes	73.68%	90.91%	94.44%
Low	< = 20 minutes	23 minutes	100%	100%	100%
Target	90%	90%	88.19%	95.76%	94.44%

Road Traffic Collisions			2011	2012	2013
Risk Areas	Attendance of 1 <sup>st</sup> Fire Engine	Attendance of Rescue Unit	1 <sup>st</sup> and 2 <sup>nd</sup> appliances arrived in target	1 <sup>st</sup> and 2 <sup>nd</sup> appliances arrived in target	1 <sup>st</sup> and 2 <sup>nd</sup> appliances arrived in target
High	< = 10 minutes	< = 20 minutes	100%	100%	87.5%
Medium	< = 15 minutes	< = 20 minutes	100%	100%	90%
Low	< = 20 minutes	< = 20 minutes	100%	100%	100%
Target	90%	90%	100%	100%	92.5%

Sea & Cliff Rescues		2011	2012	2013
Risk Areas	Attendance of specialist rescue vehicle and/or boat	Appliances arrived in target	Appliances arrived in target	Appliances arrived in target
High	< = 13 minutes	100%	100%	100%
Medium	< = 18 minutes	100%	100%	0%
Low	< = 23 minutes	100%	50%	100%
Target	90%	100%	83.33%	66.6%








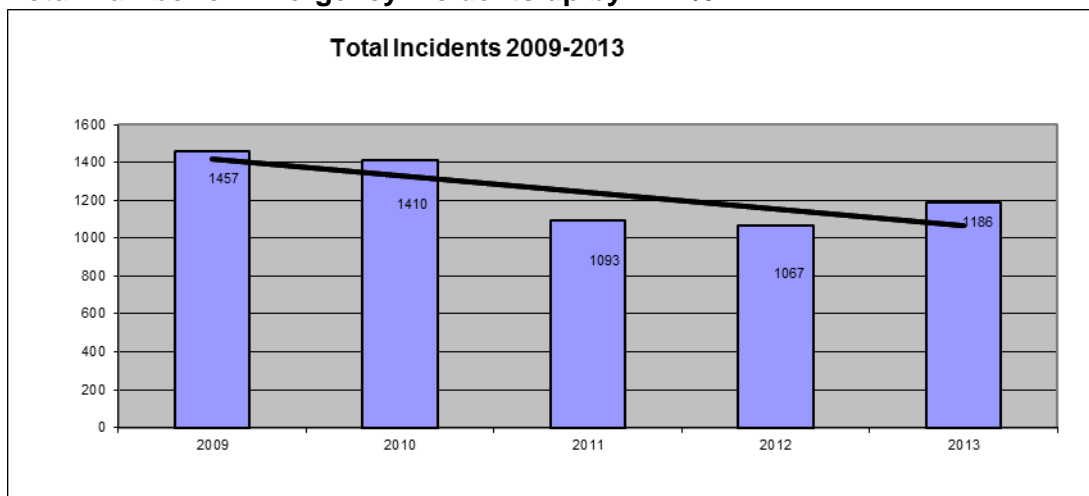
## Incident Statistics

The States of Jersey Fire & Rescue Service is equipped and trained to deal with a wide range of different types of emergencies. These include fires, rescues and humanitarian and environmental protection incidents.

For greater statistical accuracy we compare our incident statistics over the preceding 5 years. The following symbols indicate the difference compared to the preceding year (2012).

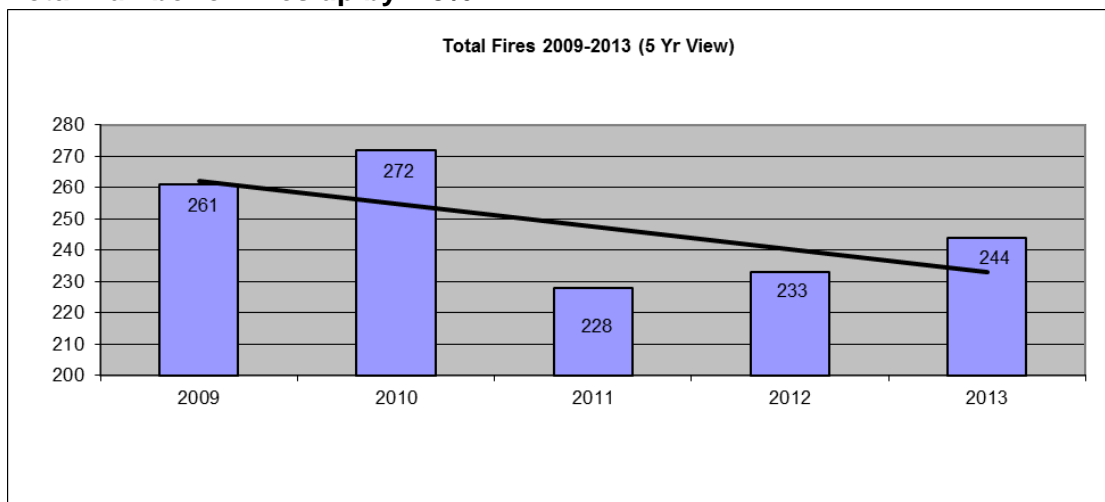
Indicators:  = reduction on previous year,  = increase on previous year  = no change on previous year

### Total Number of Emergency Incidents up by 11.1%



In 2013 the Service attended 1,186 emergency incidents. This is slightly more than the 1,086 incidents in 2012, mainly due to a small increase in the number of fires and number of sea rescues.

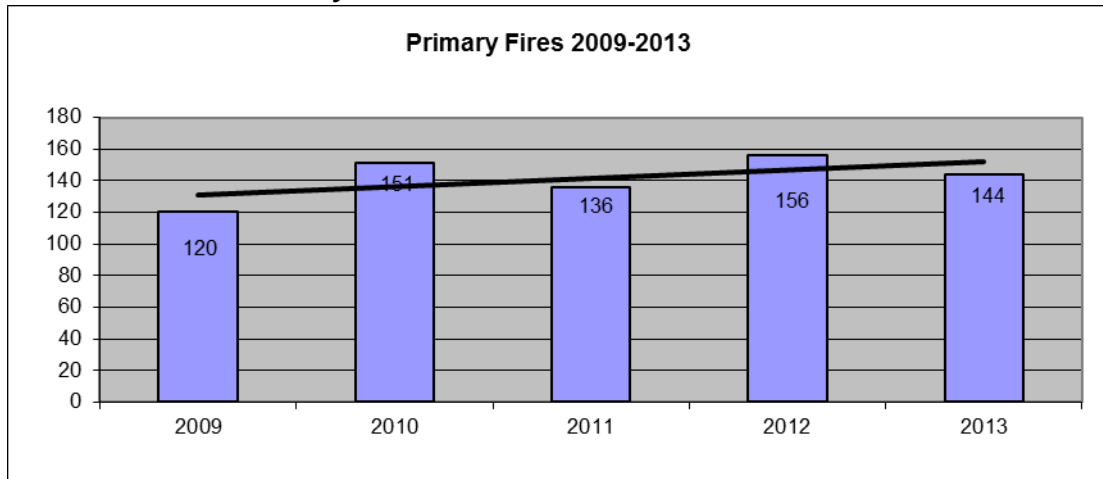
### Total Number of Fires up by 4.8%



In 2013 there was a small increase in the total number of fires we attended when compared to 2012. This is mainly attributed to an increase in the number of secondary (furze and open land) fires due to the hot summer.

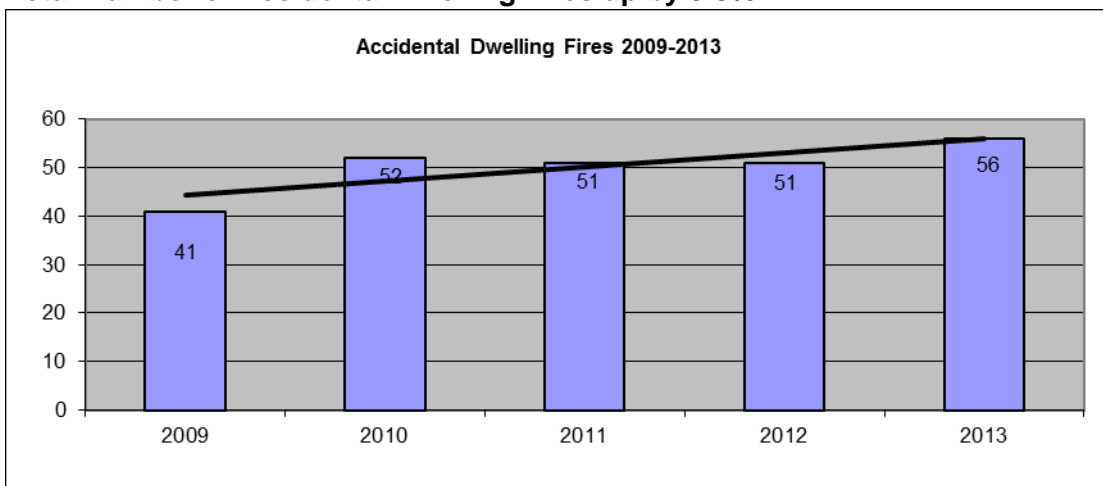
# Response

## Total Number of Primary Fires down 7.6% ↘



Primary Fires are fires involving insurable property including houses, fires in other buildings and vehicle fires. The small decrease in the total number of Primary Fires in 2013 is mainly attributed to the significant reduction in the number of vehicle fires attended. The number of Primary Fires in 2013 is just above the five year average of 142 and indicates a “flat” trend over this period.

## Total Number of Accidental Dwelling Fires up by 9.8% ↗



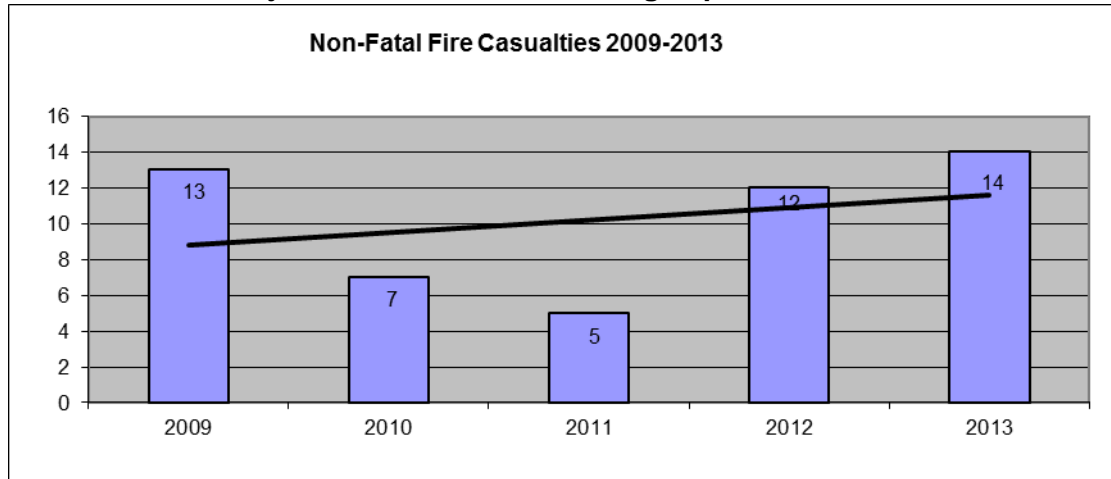
There was an increase (9.8%) in house fires to 56 in 2013. This is the highest number in the last five years; however this is still 14.6% lower than the 10 year average of 65.6. There are no clear indications that particular causes of fire contribute more than others to this increasing rate; this makes targeting and reducing more difficult and demonstrates the need to retain a rapid and effective response capability despite reducing incident rates in many areas.

The main causes of fires in the home in 2013 were recorded as:

- Cooking / kitchen: **32%**
- Electrics, appliances and mechanical: **25%**
- Candles / tea lights: **2%**
- Chimney, flue and open fires: **9%**
- Smoking materials: **11%**

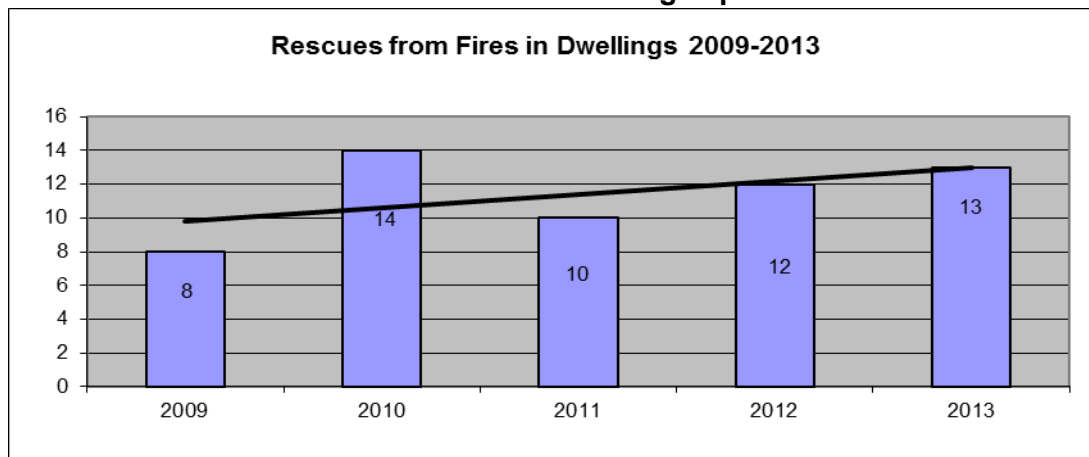
The remaining 21% were spread among a wide range of other causes.

## Total Number of Injuries from Fires in Dwellings up from 12 to 14 ↗



The low numbers involved create natural volatility and provide alarming percentage fluctuations. The number of people injured from house fires in 2013 is consistent with previous years.

## Total Number of Rescues from Fires in Dwellings up from 12 to 13 ↗

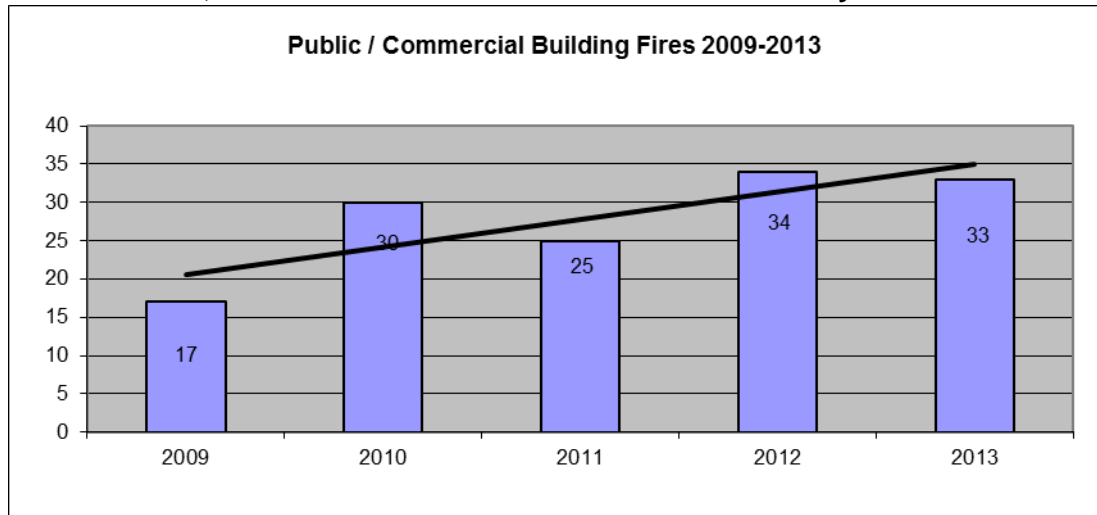


Again, the actual numbers involved here are low and percentage-based analysis should be treated with caution. The number of rescues in 2013 was slightly higher than 2012 and this reflects the previously discussed increases in the number of dwelling fires and casualties. Unfortunately, in 2013 we also had the first fire death in the last 5 years. With one person requiring rescue from a fire each month on average, the need to maintain a fast and effective response capability is obvious.



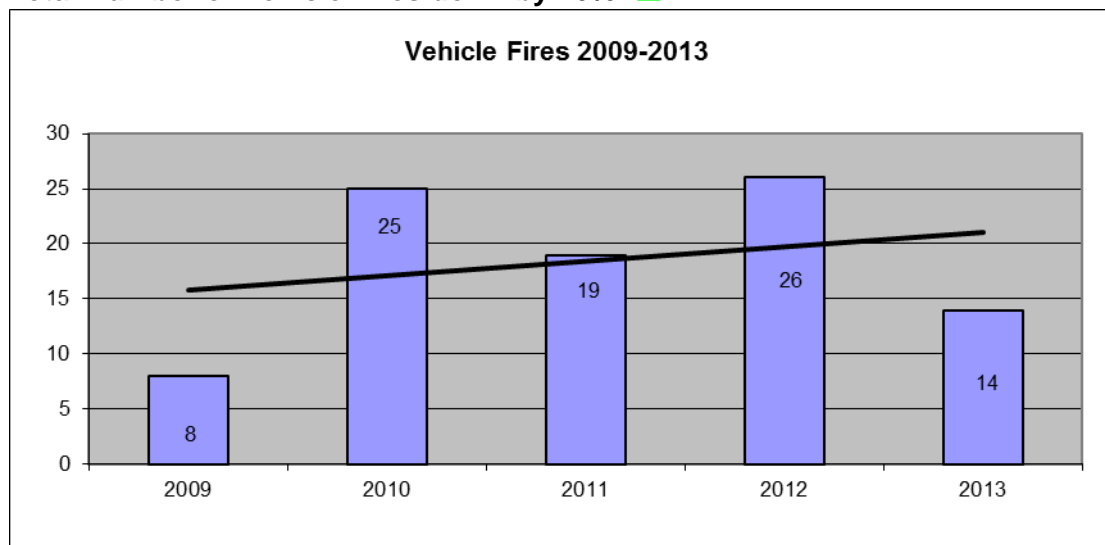
# Response

## Fires in Public, Commercial and Industrial Premises down by 1 ↘



There was a very slight decrease in the number of fires in public, commercial and industrial premises; however this number is consistent with previous years. Incidence of fire in public, commercial and industrial premises is lower than in dwellings and, for the most part, the life risk is lower; however, the economic impact can be considerable.

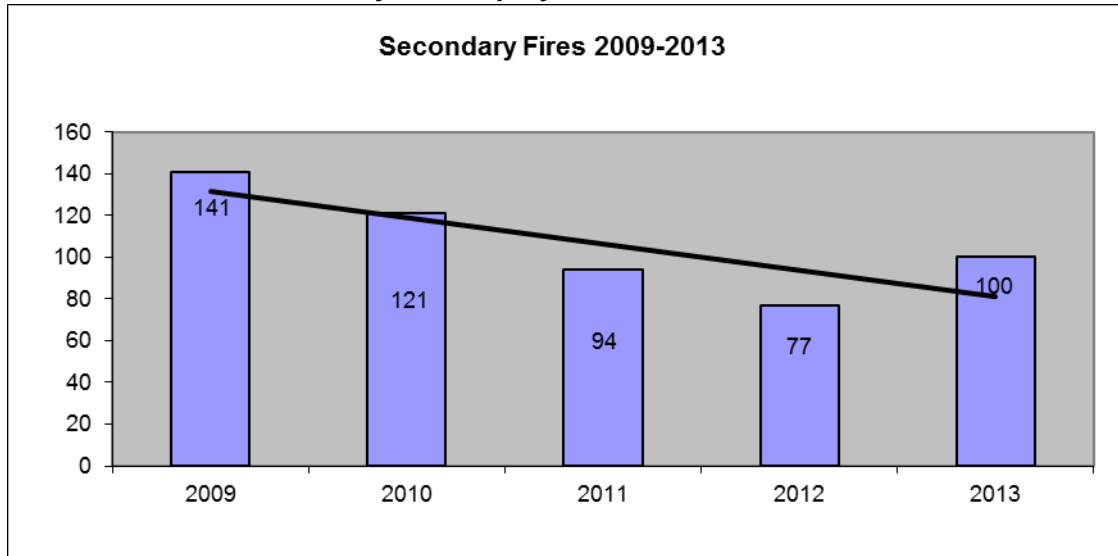
## Total Number of Vehicle Fires down by 46% ↘



2013 saw a significant decrease in the number of vehicle fires down from 26 in 2012 to 14 in 2013, a 46% decrease and the second lowest number of vehicle fires in the past five years.

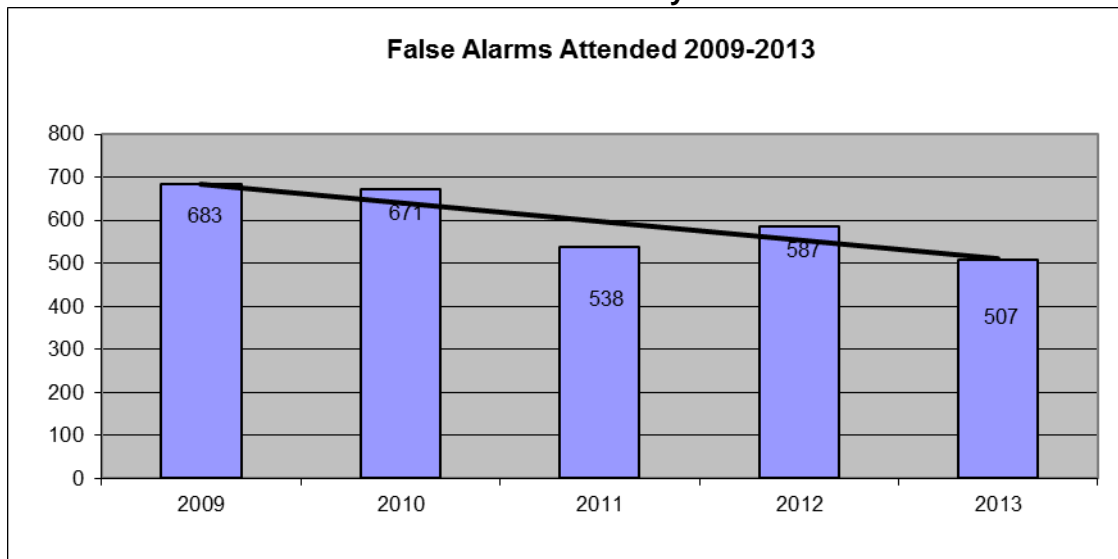


## Total Number of Secondary Fires up by 29.9% ↗



Secondary fires are fires in non-insurable property such as rubbish, furze and the countryside. The UK has a large number of secondary fires mainly related to anti-social behaviour. Fortunately, Jersey does not have this problem. The majority of secondary fires in Jersey are usually from fires in the countryside. 2013 saw the most significant heat wave in Jersey since 2006 with long periods without rain and warmer than average temperatures from July to October. This resulted in a significant increase in the number of countryside fires compared to the previous two years.

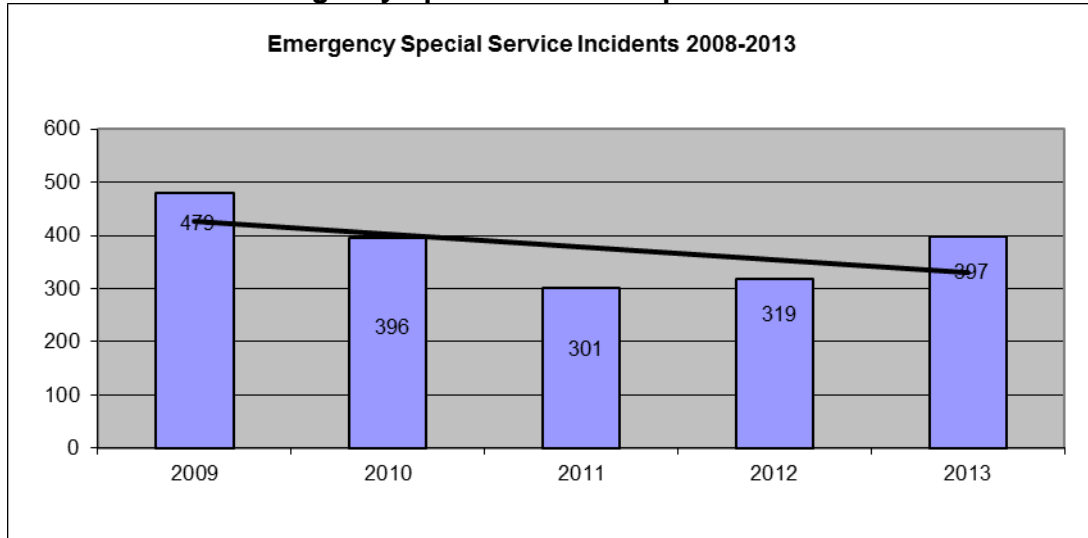
## Total Number of False Alarms Attended down by 13.6% ↘



Responding to false alarm incidents continues to put a strain on the Service. In 2013 we responded to 507 false fire alarm (FFA) calls, down from 587 in 2012. In 2011, we implemented a risk based policy for FFAs which modulates the size of our response dependent upon the risk category of the premises concerned and the time of day or night the alarm is received. This has helped continue a downward trend in the number of false fire alarms attended which also resulted in an additional 255 fire alarm actuations in 2013 that were not attended due to the low risk of there actually being a fire.

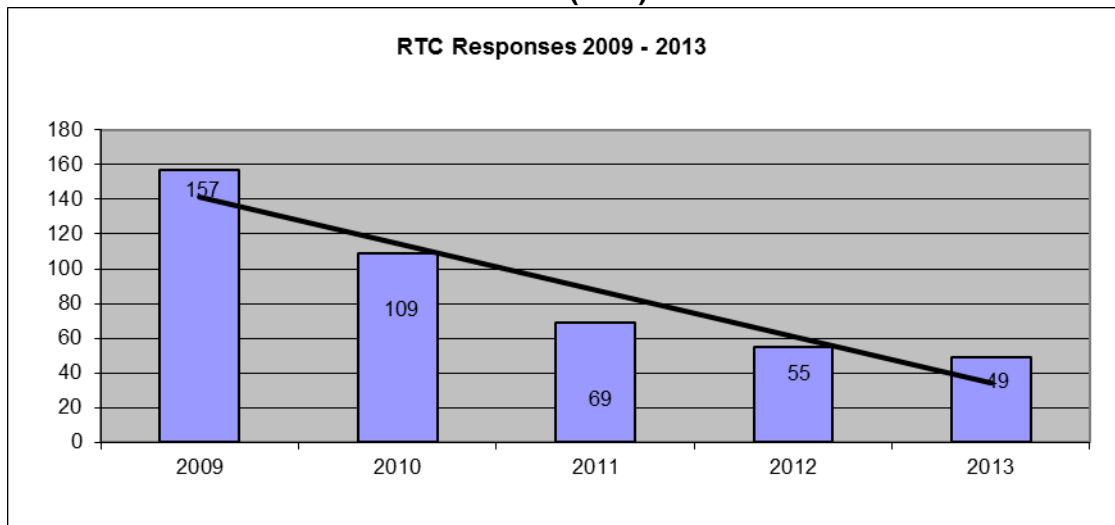
# Response

## Total Number of Emergency Special Services up 24.5% ↗



An 'Emergency Special Service' is an emergency that threatens life. This includes hazardous material spills, flooding, road traffic collisions, sea and cliff rescues. 2013 saw an increase in the number of Emergency Special Services attended. This was due to the large number of calls received during the snow storms in the early part of the year and an increase in the number of water rescues during the summer.

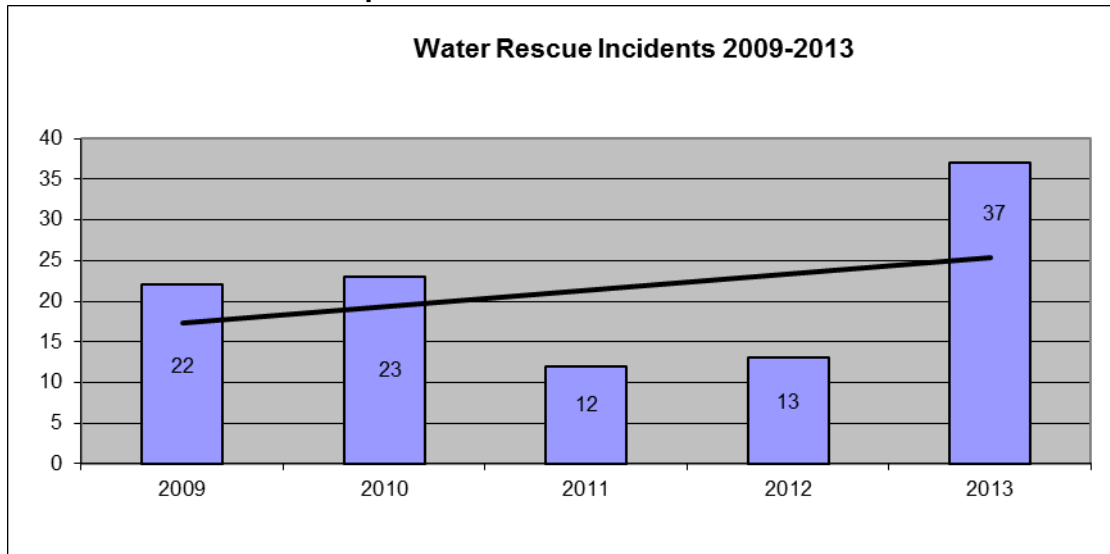
## Total Number of Road Traffic Collisions (RTC) down 10% ↘



There was a reduced number of road traffic collisions in 2013, down from 55 to 49; this is on top of a 57% reduction over the previous 5 years. The number of occupants actually requiring cutting free from vehicles was 11 in 2013 down from 17 in 2012. This has created a massive overall decline in the number of serious Road Traffic Collisions requiring the intervention of firefighters which is extremely encouraging.

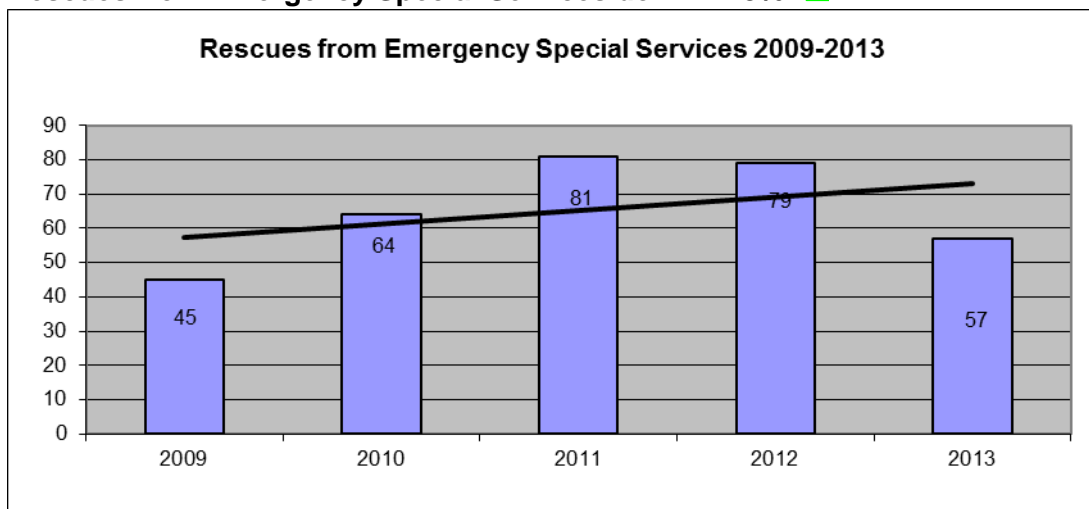


## Water and Sea Rescues up 185% ↗



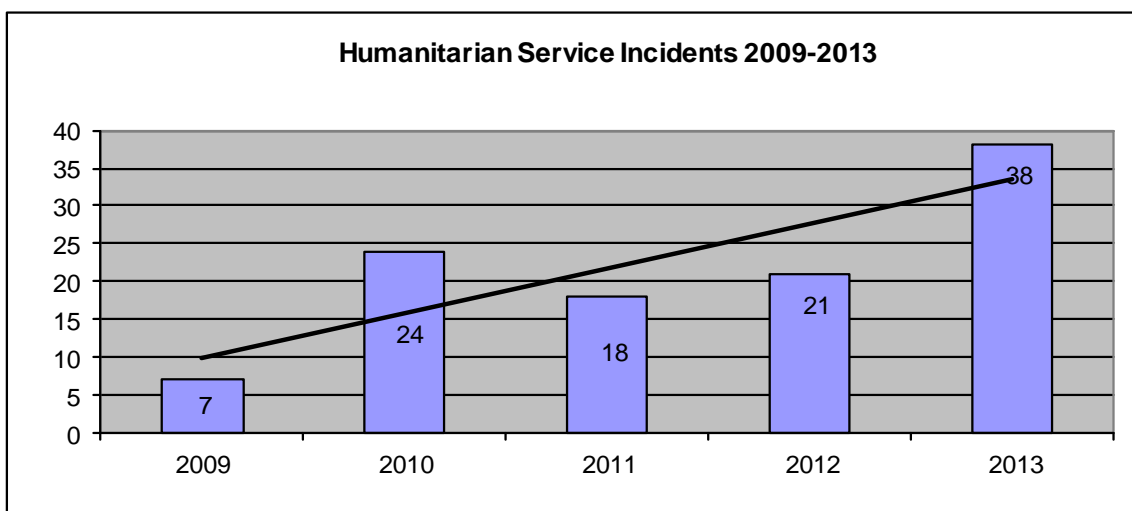
2013 was a very busy year for our inshore rescue boats which launched 37 times compared to 13 in 2012 and is the highest number of launches in the past five years. Our inshore rescue boats (IRB) were the busiest Search and Rescue vessels in Jersey in 2013. One of the main reasons for our intervention was persons cut off by the incoming tide. We rescued a total of 22 people. The Service also attended 2 cliff rescue incidents rescuing 3 people in 2013.

## Rescues from Emergency Special Services down 27.8% ↘



Rescues in this category include releasing people trapped in a lift between floors (only if distressed or medical emergency), cutting people from badly distorted vehicles, releases from entrapments and industrial accidents, rescuing people from the sea or from rocks or rescuing people from precarious positions on cliffs or tall buildings. This number was down by 27.8% on 2012 which is very pleasing to see; however the sheer range of incidents and absence of major contributing types means that there is a natural volatility and percentage fluctuation in this category.

## Humanitarian Services up 80% ↗



The Service is occasionally called to non-emergency humanitarian incidents that are not life threatening. Humanitarian Service Incidents are where members of the public or animals are, or could be, suffering from personal distress or severe inconvenience. This will also include incidents where failure to assist could lead to a deterioration of conditions and possibly threaten life or cause greater distress or inconvenience. In 2013, the number of humanitarian incidents increased significantly compared to previous years. This is mainly attributed to the snow storm in March where the service dealt with a large number of humanitarian incidents.

## Benchmarking with UK

The Service records information about every incident it is called to and uses this information to analyse and monitor performance against key targets and strategic performance indicators. These are also used to compare the Service's performance against the performance of UK Fire and Rescue Services. The UK Government has identified eight Key Performance Indicators (KPIs) which are used to judge and compare the performance of individual Fire Services. Our performance will therefore be measured against the national averages for these KPIs, taken from the National Fire Statistics issued by the Department for Communities and Local Government.

2013 Performance Comparison with the UK National Average	National Average	Jersey
Total number of fires per 100,000 population	460	244 ↘
Number of primary fires per 100,000 population	165	144 ↘
Number of accidental dwelling fires per 10,000 dwellings	13.8	5.6 ↘
Number of injuries from fires in dwellings per 100,000 population	8.2	14 ↗
Number of false alarms caused by automatic detection systems per 1,000 non-domestic premises	98	94.1 ↘
Number of secondary fires per 100,000 population	249	100 ↘
Number of fires in non-domestic premises per 1,000 non-domestic premises	8.7	6.1 ↘
Net cost per head of population	£67.38	£50.94 ↘



**'Firefighters  
responded to  
1,186 emergencies  
in 2013'**



**Jersey Fire & Rescue**

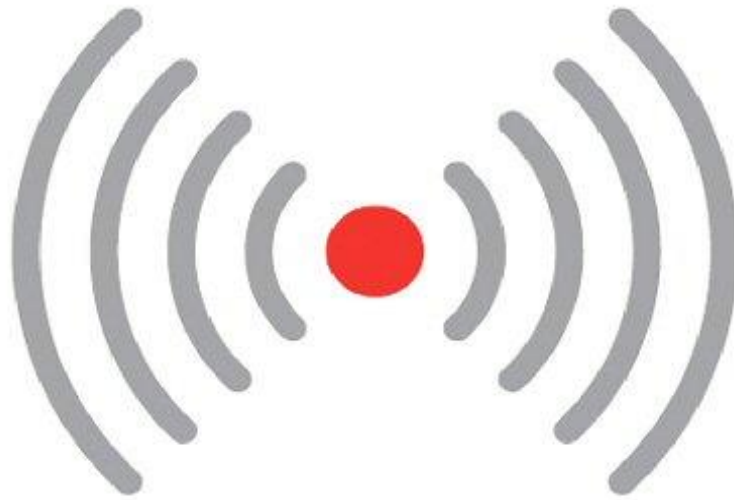
*..making Jersey a safer community*



*Making Jersey a  
safer community*



For home fire safety advice call 01534 445906  
[www.fire.gov.je](http://www.fire.gov.je)



**SMOKE ALARMS**

**SAVE**

**LIVES**

For further details on any of the information raised  
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[www.fire.gov.je](http://www.fire.gov.je)

States   
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