



Unwanted Fire Signals (UWFS)

Current LFRS Performance & Options for Improvement





LFRS UWFS demand as a proportion of overall incident activity over 10 years

Overall Appliance attendance at incidents (KPI 1.2) and proportion of which are 'False alarm due to Apparatus'

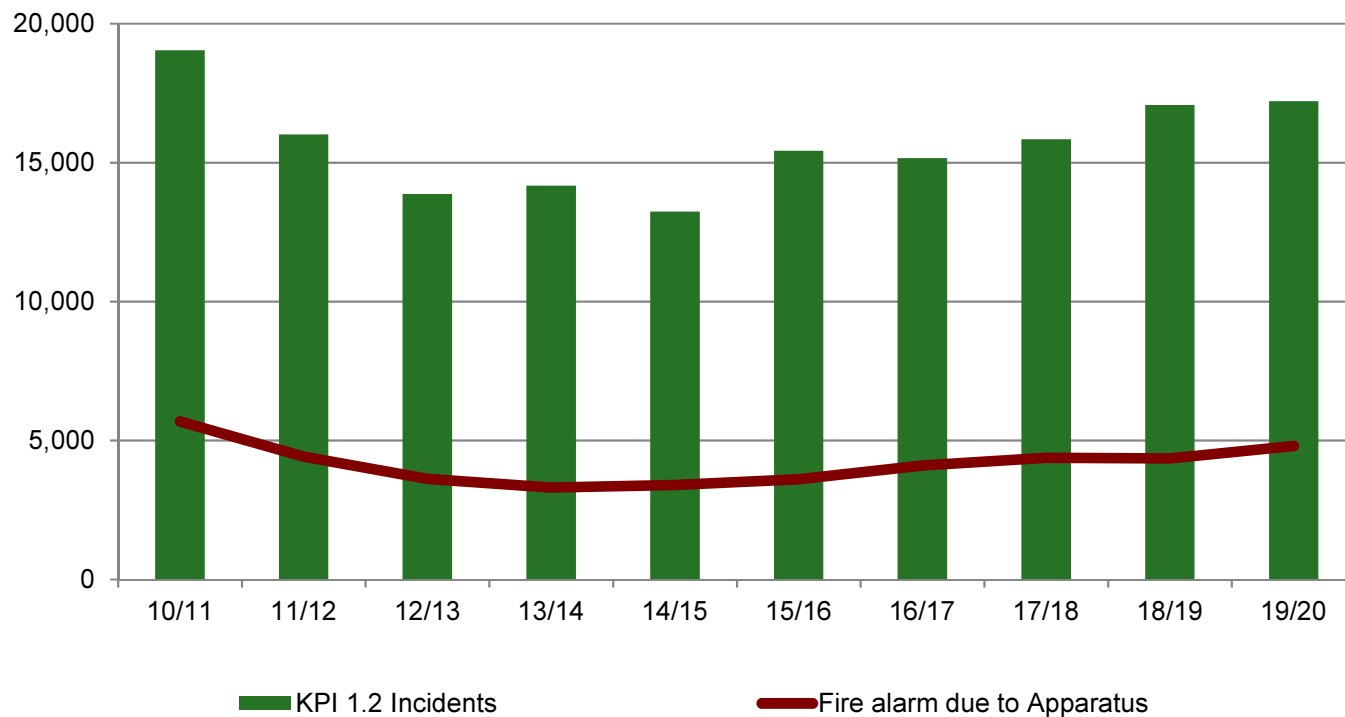
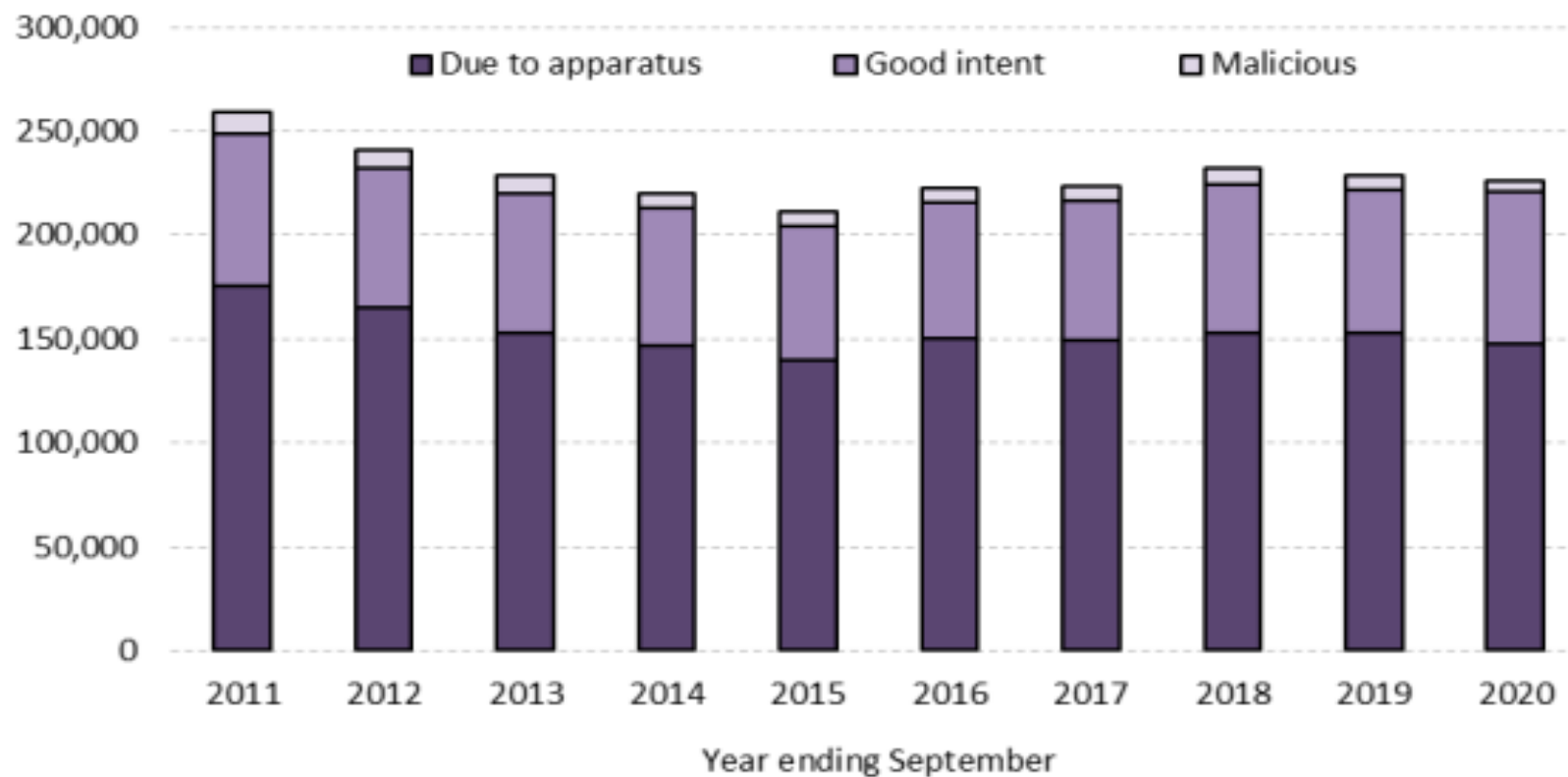


Figure 3.1: Total fire false alarms by type of false alarm, England; year ending September 2011 to year ending September 2020

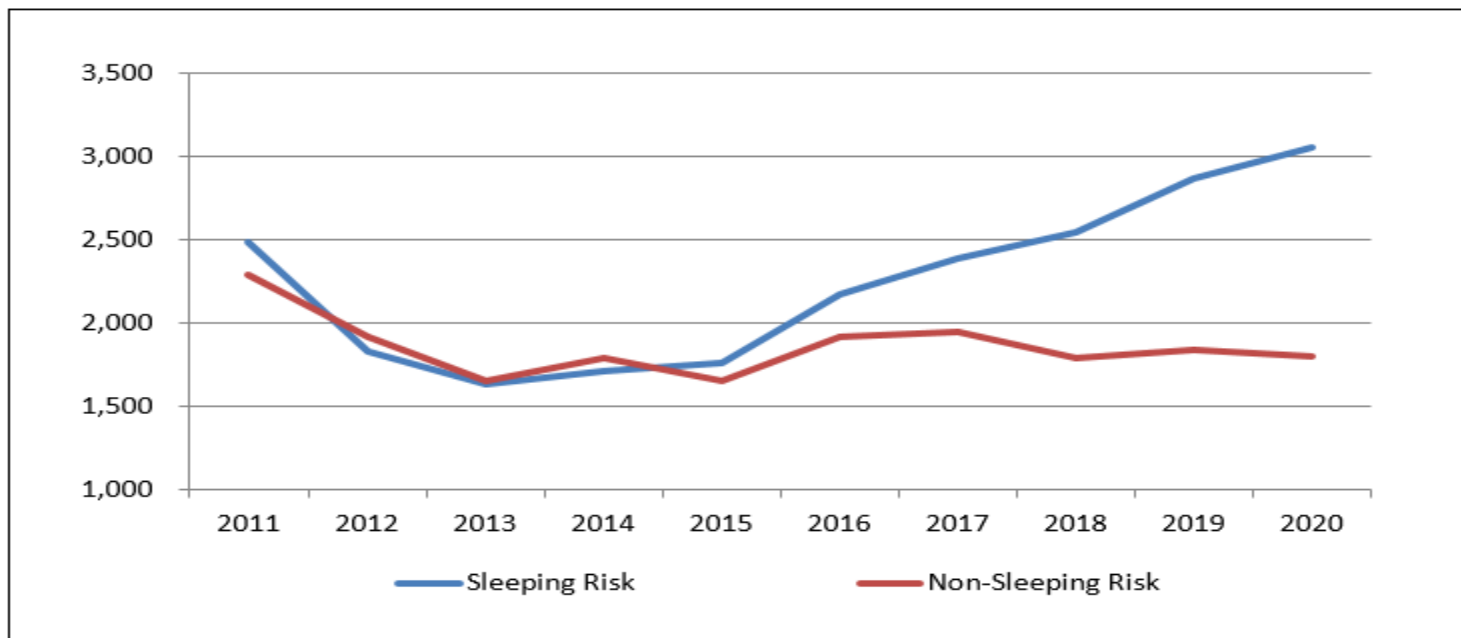


False Alarm due to apparatus (UWFS) performance nationally has remained broadly stable at circa 150k per annum



Lancashire Performance by premises type

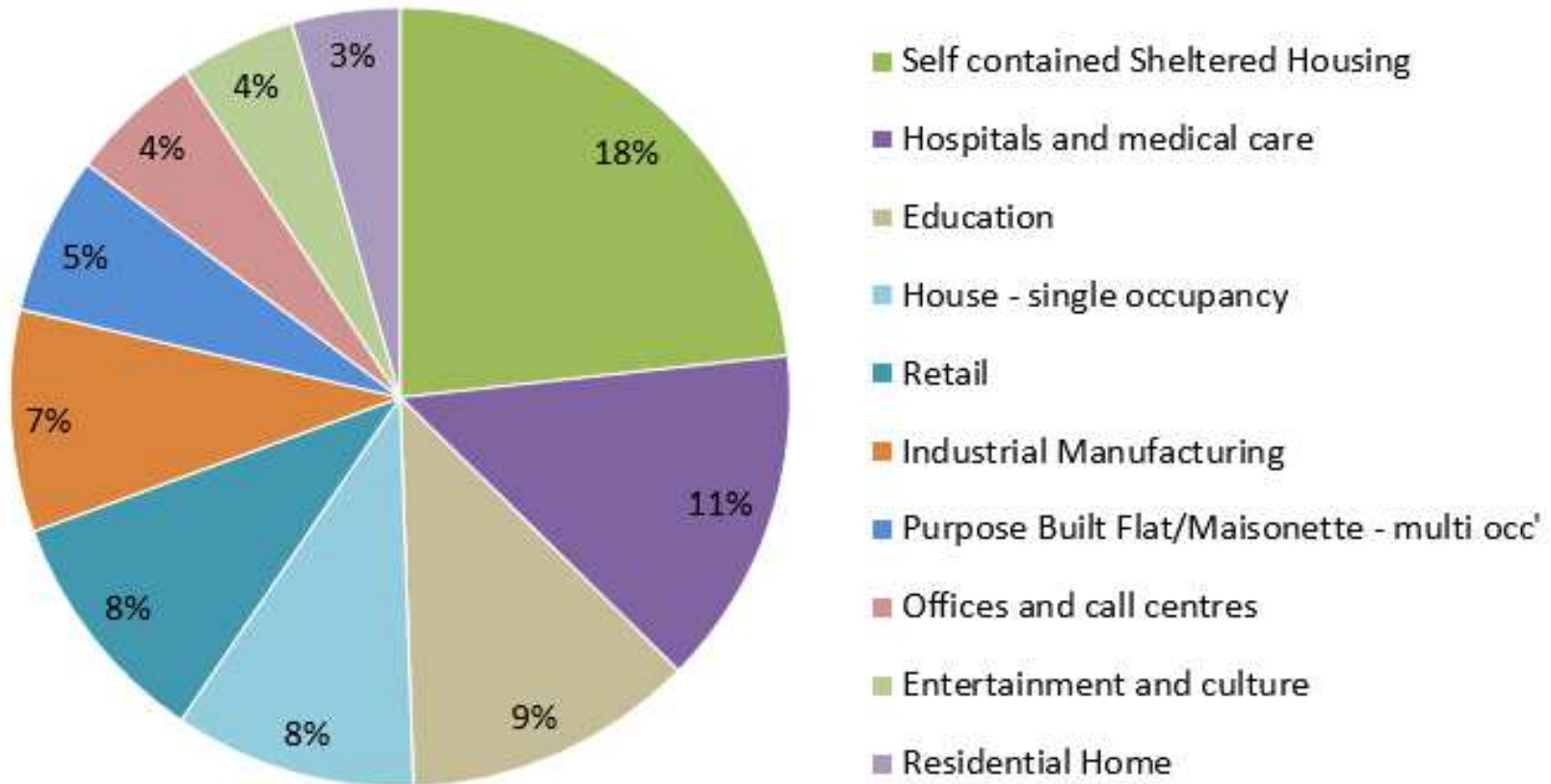
Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Total
Sleeping Risk	2,483	1,833	1,635	1,708	1,766	2,170	2,388	2,548	2,870	3,053	22,454
	52%	49%	50%	49%	52%	53%	55%	59%	61%	63%	55%
Non-Sleeping Risk	2,285	1,917	1,652	1,790	1,654	1,916	1,946	1,786	1,841	1,798	18,585
	48%	51%	50%	51%	48%	47%	45%	41%	39%	37%	45%
Total AFA	4,768	3,750	3,287	3,498	3,420	4,086	4,334	4,334	4,711	4,851	41,039



Breakdown by occupancy type (10 yrs)

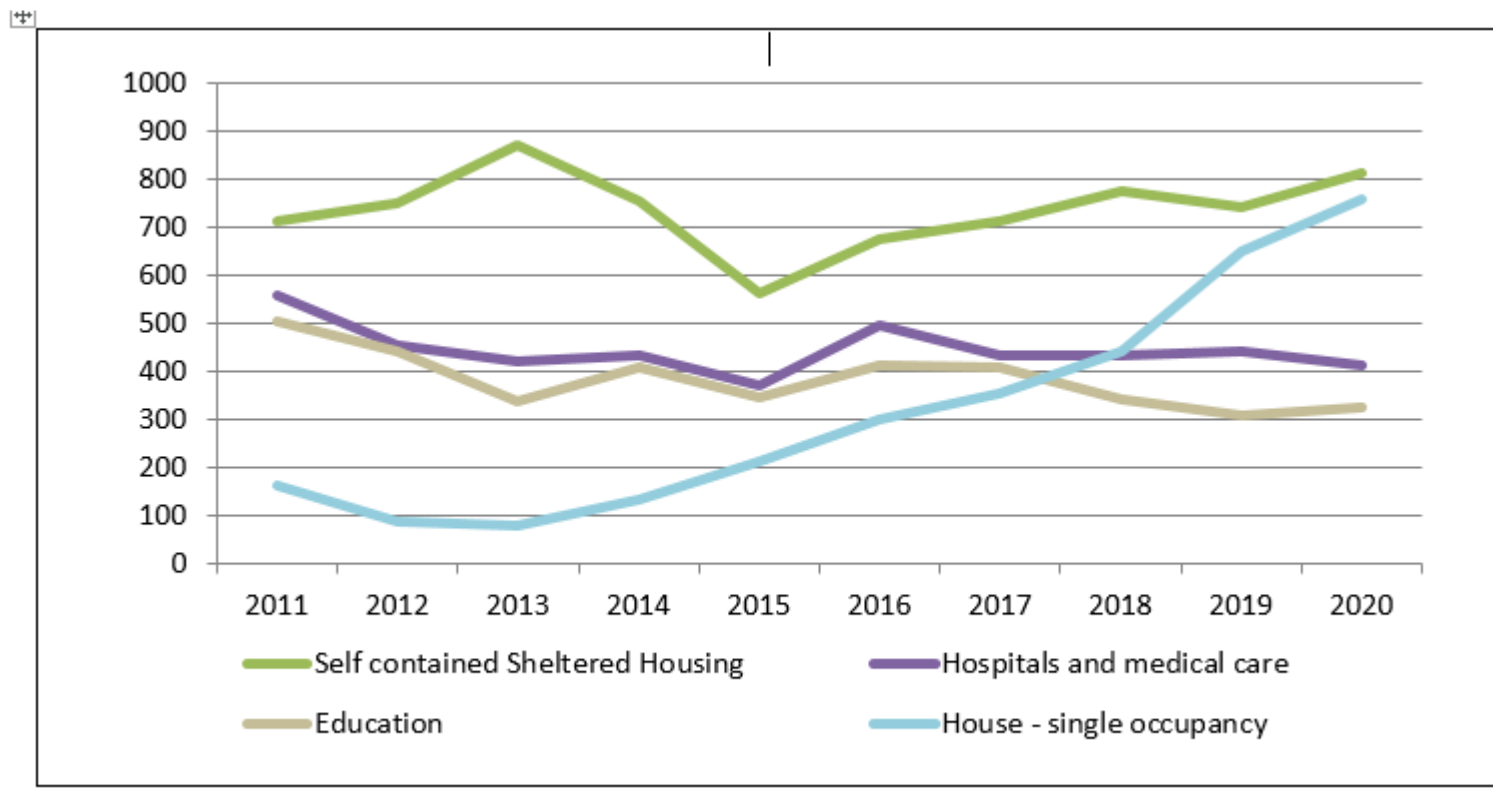
†

Top 10 Property Types Sleeping and Non-Sleeping



Impact of Domestic Alarms (Telecare)

Top 4 property types (which account for 46% of all UWFS)
over a 10 year period.





HMICFRS observations

The summary of findings from our first HMICFRS inspection stated the following:

“We found that Lancashire FRS may be attending more false alarm calls than it needs to.

It shares the North West Fire Control Centre with other services but does not use the call challenging protocols they use”.



IMPROVEMENT OPTION 1: Remove attendance to AFA at non-sleeping premises

Performance Benefits

- Would immediately realise circa 40% reduction in attendances
- Aligns LFRS to other FRS in NW Fire Control
- Improves NWFC call handling process and associated KPI
- Improves availability & speed of response to real emergencies
- Introduction could be staged i.e. During Day in Y1, Night in Y2

Resource Implications

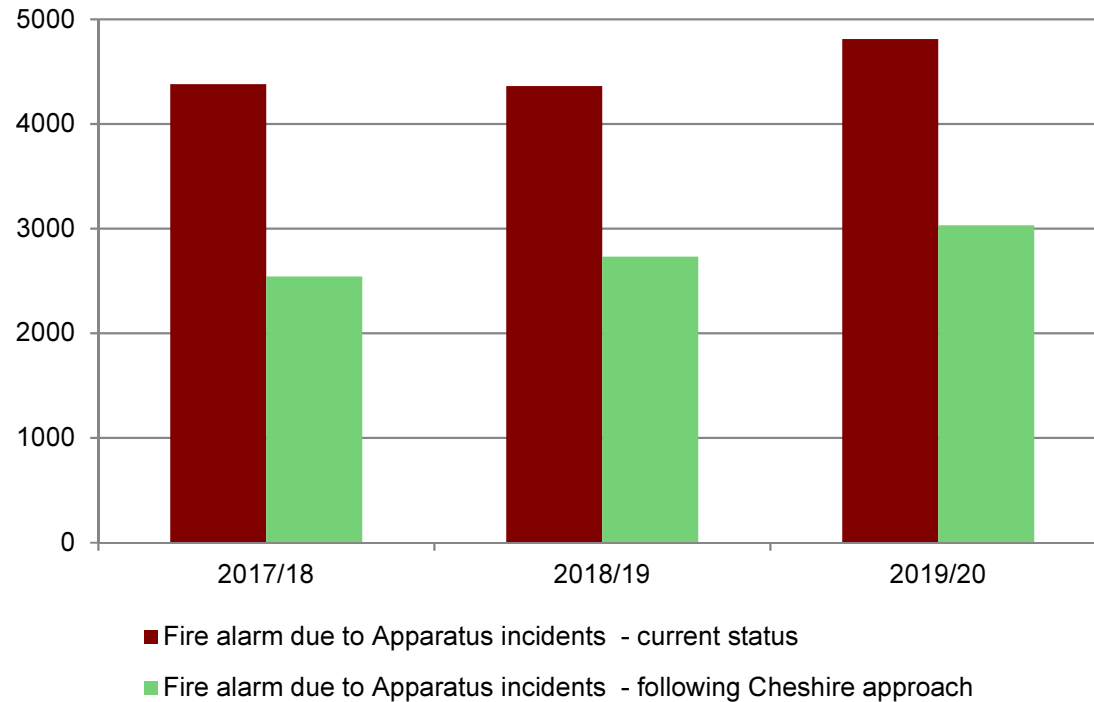
- Public Consultation (could be part of IRMP) & Media campaign

Risks

- In 2019 there were 1841 AFA in non-sleeping risks
- 4 of which were found to be fires on attendance (0.2%)



Benefit of Alignment to other NWFRS (Cheshire FRS used as the example)



Year	Fire alarm due to Apparatus incidents	AFA incidents following Cheshire approach	Difference	% Difference
2017/18	4,379	2,543	-1,836	-41.9%
2018/19	4,362	2,731	-1,631	-37.4%
2019/20	4,810	3,032	-1,778	-37.0%
Total	13,551	8,306	-5,245	-38.7%



IMPROVEMENT OPTION 2: Implement a charging policy

Performance Benefits

- Is likely to realise a small % reduction in attendances
- Could generate up to £80k in cost recovery charges

Resource Implications

- Public Consultation (could be part of IRMP)
- Inspecting Officer time / costs
(gathering sufficient evidence to withstand potential appeal)
- Administration costs
(raising charges and tracking payments / non-payments)

Risks

- Potential reputational damage (upto £60k comes from NHS)
- Inspecting Officer time spent raising charges (not reducing risk)



Number of UWFS in properties generating more than 10 UWFS per year

AFA's occurring in non-sleeping risk properties						
Property Type	2015	2016	2017	2018	2019	2020
Sporting venues	19	22	9	6	13	30
Retail	13	38	36	7	14	23
Entertainment and culture	4	2	2	11	31	15
Warehouses and bulk storage		1	6	9	8	15
Public admin, security and safety	1		2		3	11
Industrial Processing					1	10
Industrial Manufacturing	12	45	21	11	26	6
Education	4	28	22	8		1
Offices and call centres	12	11	8			
Grand Total	65	147	106	52	96	111

Applying the London Fire Brigade (LFB) policy of charging for the 10th (and any additional) AFA's, based upon the results of the latest 2020 year counts, would have resulted in 7 premises being liable for charges. This would have raised circa £9k in cost recovery charges.

Number of UWFS in properties generating more than 10 UWFS per year

AFA's occurring in sleeping risk properties						
Property Type	2015	2016	2017	2018	2019	2020
Hospitals	260	364	316	291	320	286
Self-contained Sheltered Housing	124	165	221	196	139	92
Residential Home	13	27	17	23	7	16
Purpose Built Flat/Maisonette - multi occ'	15	6	5	15	2	4
Converted Flat/Maisonette - multi occ'	4	13	21	1	1	2
Student Hall of Residence	3	8	12	6	4	4
Hostel (e.g. for homeless people)	5	3	3	15	8	1
House - single occupancy	1	7	12	9		
Licensed HMO			5	12	2	
Bungalow - single occupancy				10		
Total	425	593	612	578	483	405
Total recorded as a domestic premises	144	191	264	243	144	98
% that are a domestic premise	34%	32%	43%	42%	30%	24%

Applying the London Fire Brigade (LFB) policy of charging for the 10th (and any additional) AFA's, based upon the results of the latest 2020 year counts, would have resulted in 9 premises being liable for charging raising circa £70k in charges (£60k of which would be Hospitals)



Charging policies – national picture

Of 46 FRS' contacted - 17 responded:

- All have non attendance policies for non-sleeping risk
- 5 have charging policies
(generally used in extremis)
- 1 has a non-attendance policy for non-sleeping risk and also reduces attendance to sleeping risks if charges are raised

IMPROVEMENT OPTION 3: Introduce a Domestic False Alarm Policy



This would be a very different type of policy to other UWFS:

- AFAs from Single Domestic Dwellings & those within Sheltered Housing Schemes are generated from Telecare systems (new installations will increase year on year)
- The Policy would focus on close collaboration with Lancashire's Social Care Providers
- The Objective would be to: Reduce UWFS to LFRS and Risk to vulnerable persons who rely on Telecare for their safety
- Focus on poor installations and improvements that reduce UWFS but won't increase risk to the occupier/s



Questions?