



DEVON &
SOMERSET
FIRE & RESCUE SERVICE

APPENDIX A TO REPORT DSFRA/25/10

Fire Authority Performance Report – Q3 2024/25

April 2024 to December 2024 Performance

This report summarises performance of the Devon and Somerset Fire and Rescue Service corporate key performance indicators (KPIs).

Where a KPI is assessed as requiring improvement, an exception report is provided. These provide additional information relating to the indicator and details of any actions that have been put in place to improve performance.

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February 2025

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Introduction

To make sure that we are delivering the best possible service to the communities of Devon and Somerset and its visitors, we need to regularly monitor our performance.

Our Key Performance Indicators are aligned to our corporate objectives and support us to deliver our strategic priorities. This report focuses on priority one and two:



Priority one: our targeted prevention and protection activities will reduce the risks in our communities, improving health, safety and wellbeing and supporting the local economy.



Priority two: our operational resources will provide an effective emergency response to meet the local and national risks identified in our Community Risk Management Plan.



Our Service is recognised as a great place to work. Our staff feel valued, supported, safe and well trained to deliver a high performing fire and rescue service.



We are open and accountable and use our resources efficiently to deliver a high performing, sustainable service that demonstrates public value.

Our assessment method varies based on the type and nature of the data that a KPI uses.

If a KPI has a status of “requires improvement”, an exception report will be provided which will contain further analysis and identify whether any action needs to be taken to drive improvement. Updates on progress against actions will be provided in future reports until they are closed.

KPIs that are “near target” will be monitored by the lead manager to assess whether performance is likely to improve and where appropriate implement tactical changes to influence the direction of travel. No further information will be provided within this report.

Performance summary

Table 1: performance status overview 2024/25 Q3

	Succeeding	Near target	Requires improvement	Monitoring only
	(✓)	(•)	(✘)	
Priority 1	14 (-1)	5 (+1)	1 (-)	0
Priority 2	2 (+1)	5 (-)	1 (-1)	0
Priority 3	12 (-1)	7 (+1)	1 (-)	5
Priority 4	5	0	0	0

KPIs requiring improvement

Exception report

KPI 1.1. Number of fire-related deaths in dwellings

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KPI 2.8. Percentage availability of risk dependant pumping appliances

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KPI 3.16. Operational competence: percentage of staff competent in safety at height and confined spaces (SHACS)

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Priority one performance



Our targeted prevention and protection activities will reduce the risks in our communities, improving health, safety and wellbeing and supporting the local economy.

Objective one: we will work with partners to target our prevention activities where they have the greatest impact on the safety and wellbeing of our communities.

Key:	✓ Succeeding	• Near target	✗ Requires improvement
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Table 2: KPIs requiring improvement - priority one, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
1.1. Number of fire-related deaths in dwellings	Q3 '24 ✗	1	0	NA	↓
	Rolling-12 ✓	1	5	-80.0%	
	Exception				

Table 3: KPIs near target – priority one, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
1.4. Number of home fire safety visits completed	YTD •	12,656	13,500	-6.3%	↑
1.14. Number of persons requiring hospital treatment due to a vehicle or outdoor location fire	Rolling-12 •	15	14	7.1%	↓
1.18. Number of false alarms due to apparatus attended in dwellings	Rolling-12 •	3,345	3,340	0.1%	↓

Table 4: KPIs succeeding - priority one, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
1.2. Number of persons requiring hospital treatment due to a dwelling fire	Rolling-12 ✓	44	71	-38.0%	↓
1.3. Number of primary dwelling fires	Rolling-12 ✓	811	864	-6.1%	↓

KPI	Period	Actual	Target	% Diff.	Aim
1.5. Number of targeted home fire safety visits completed to households with more than one high risk factor	YTD ✓	62.1%	60.0%	2.1 pp	↑
1.13. Number of fire-related deaths in vehicles or outdoor locations	Q3 '24 ✓	0	0	0.0%	↓
	Rolling-12 ✓	0	1	-100.0%	
	On target				
1.15. Number of primary vehicle or outdoor location fires	Rolling-12 ✓	697	720	-3.2%	↓
1.16. Number of secondary fires	Rolling-12 ✓	1,401	1,763	-20.5%	↓
1.17. Number of deliberate fires	Rolling-12 ✓	1,097	1,232	-11.0%	↓
1.20. Number of road traffic collisions attend by the fire service	Rolling-12 ✓	735	757	-2.9%	↓
1.21. Number of persons killed or seriously injured at road traffic collisions attended by the fire service	Rolling-12 ✓	442	442	0.0%	↓

Exception report: KPI1.1 number of fire-related deaths in dwellings

This KPI reports on the number of fire-related fatalities in dwellings located within the Devon and Somerset Fire and Rescue Service area.

Analysis

The KPI is in exception due to a fire-fatality being recorded within the reporting quarter. Performance for the 12-month period remains below the five-year average.

KPI	Period	Actual	Target	% Diff.	Aim
1.1. Number of fire-related deaths in dwellings	Q3 '24 ✘	1	0	NA	↓
	Rolling-12 ✔	1	5	-80.0%	
	Exception				

Details

On the 29 November 2024 at 08:43:30, fire control received a call alerting them to a “Fire Domestic Persons Report” in the Gittisham area, near Honiton.

Three fire appliances were mobilised, one each from Honiton, Sidmouth and Ottery St Mary along with a Flexi-Duty Officer. The first appliance arrived at 08:58:19, 14 minutes 49 seconds after the emergency call was received.

On arrival, the Incident Commander (IC) confirmed that one person was unaccounted for and that the fire was confined to the first-floor bedroom. A crew with breathing apparatus was committed to the property and located an unresponsive male on the bed.

Sadly, despite the best efforts of the crews and paramedics, CPR was unsuccessful and the victim was pronounced deceased at the scene.

The fire in the bedroom was extinguished, with the rest of the property unaffected.

Following investigation, it is believed that the fire started accidentally when a lit cigarette was dropped onto the bed, resulting in a slow, smouldering fire that was confined to the bed. The victim did not react to the fire due to existing risk factors, in addition to the premises having no smoke detection.

The victim had been referred for a Home Fire Safety Visit by the South West Ambulance Service Foundation Trust (SWAST) on the 26/10/2023, with a visit booked with the occupant for the 08/11/2023. A visit was attempted on 08/11/2023

but the technician was unable to make any contact and a 'calling card' was left for the occupant asking them to contact us. The case was then closed on our system. A second referral was received from SWAST on 19/11/2024 and a call attempt was made to the occupant on the same day. Unfortunately, we were unable to make contact, so a text message was sent asking the occupant to contact us.

Following the incident, a fire protection officer attended the address to confirm how the premises was being used and whether they needed to comply with the fire safety order 2005. As a result, a temporary prohibition notice was served prohibiting sleeping at the address. Subsequently, a joint visit was conducted with East Devon District Council Housing team and the Fire Service protection team, and it was decided that the housing act was the lead regulator, with the housing team taking the lead role in investigating, supported by the fire service.

Objective two: we will protect people in the built environment through a proportionate, risk-based approach to the regulation of fire safety legislation.

Key:	✓ Succeeding	• Near target	✘ Requires improvement
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Table 7: KPIs requiring improvement – priority one, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
No KPIs currently require improvement					

Table 8: KPIs near target – priority one, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
1.9. Number of primary non-domestic premises fires	Rolling-12 •	448	432	3.7%	↓
1.12. Percentage of building regulation and licensing jobs completed on time	YTD •	95.7%	100.0%	-4.3 pp	↑

Table 9: KPIs succeeding – priority one, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
1.7. Number of fire-related deaths in non-domestic premises	Q3 '24 ✓	0	0	0.0%	↓
	Rolling-12 ✓	0	0	0.0%	
	On target				
1.9. Number of primary non-domestic premises fires	Rolling-12 ✓	430	433	-0.7%	↓
1.10. Number of fire safety checks completed	YTD ✓	2,054	1,875	9.5%	↑
1.11. Number of fire safety audits completed	YTD ✓	591	525	12.6%	↑
1.19. Number of false alarms due to apparatus attended in non-domestic premises	Rolling-12 ✓	2,542	2,554	-0.4%	↓

Priority two performance



Our operational resources will provide an effective emergency response to meet the local and national risks identified in our Community Risk Management Plan.

Objective one: we will maintain accurate, timely and relevant risk information, enabling our operational crews to understand and be prepared to respond to the demand and risks present in their local communities.

Key:	✓ Succeeding	• Near target	✘ Requires improvement
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Table 10: KPIs requiring improvement – priority two, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
No KPIs currently require improvement					

Table 11: KPIs near target – priority two, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
No KPIs currently near target					

Table 12: KPIs succeeding – priority two, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
2.1. Percentage of level three operational risk sites in date for revalidation	YTD ✓	98.7%	92.0%	6.7 pp	↑
2.2. Percentage of level four operational risk sites in date for revalidation	YTD ✓	100.0%	96.0%	4 pp	↑

Objective two: We will monitor changes in risk to ensure that our resources are most available in the locations necessary to mitigate them.

Key:	✓ Succeeding	• Near target	✘ Requires improvement
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Table 13: KPIs requiring improvement – priority two, objective two.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
Currently, no KPIs assessed as requiring improvement.					

Table 14: KPIs near target – priority two, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
2.3. Percentage of dwelling fire incidents attended within 10 minutes of call answer	YTD •	71.7%	75.0%	-3.3 pp	↑
2.4. Percentage of road traffic collision incidents attended within 15 minutes of call answer	YTD •	69.5%	75.0%	-5.5 pp	↑

Table 15: KPIs succeeding – priority two, objective two.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
Currently, no KPIs assessed as succeeding.					

Objective four: we will support the effective delivery of our frontline services by seeking improvements to our operational resourcing, mobilising and communications functions.

Key:	✓ Succeeding	• Near target	✘ Requires improvement
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Table 16: KPIs requiring improvement – priority two, objective four.

KPI	Period	Actual	Target	% Diff.	Aim
2.7. Percentage availability of risk dependant pumping appliances	YTD ✘	57.5%	85.0%	-27.5 pp	↑

Table 17: KPIs near target – priority two, objective four.

KPI	Period	Actual	Target	% Diff.	Aim
2.5. Percentage availability of priority pumping appliances	YTD •	90.8%	98.0%	-7.2 pp	↑
2.6. Percentage availability of standard pumping appliances	YTD •	77.2%	85.0%	-7.8 pp	↑
2.8. Percentage of emergency calls handled within target time	YTD •	87.1%	90.0%	-2.9 pp	↑

Table 18: KPIs succeeding – priority two, objective four.

KPI	Period	Actual	Target	% Diff.	Aim
No KPIs currently succeeding					

Exception report: KPI 2.8. Percentage availability of risk dependant pumping appliances

This KPI reports on the proportion of time that risk dependant availability (RDA) appliances (fire engines) were available to respond as a percentage of the total required time. All RDA appliances are crewed by on-call personnel on two pump stations, where one appliance will always aim to be available. RDA appliances are required to be available to respond during periods when risk is deemed highest.

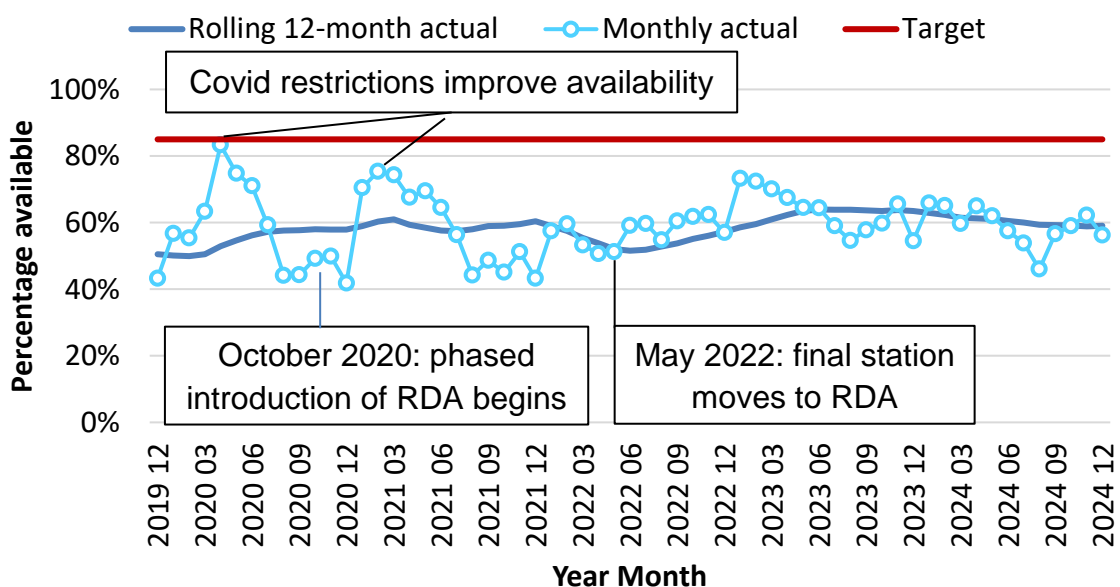
Analysis

The KPI is in exception as availability is more than 10 percentage points (pp) below target. The expectation is that RDA appliances should be available for at least 85.0% of the required hours, the same proportion as a standard on-call appliance (which is required to be available 24 hours a day, 7 days a week).

Table 19: performance status – percentage of level four operational risk sites in date for revalidation, as at 31 December 2024

KPI	Period	Actual	Target	% Diff.	Aim
2.7. Percentage availability of risk dependant pumping appliances	YTD ✘	57.5%	85.0%	-27.5 pp	↑

Table 20: risk dependant availability by month and rolling 12-month average, December 2019 to December 2024



The indicator has consistently been in exception, and it is likely that this will continue. Peaks in availability during 2020 and 2021 were a result of periods of COVID-19 lockdown, during which on-call availability increased significantly.

Table 21: risk dependant availability performance during Q3 2024/25 by station and comparison against previous quarter and previous year.

Appliance	2024/25 Q3	vs 2024/25 Q2	vs 2023/24 Q3
P2: Ilfracombe	46.6% (Exception)	21.2% (25.4%)	27.0% (19.6%)
P2: Okehampton	91.4% (Succeeding)	13.8% (77.7%)	-5.3% (96.7%)
P2: Brixham	42.6% (Exception)	6.4% (36.2%)	17.5% (25.1%)
P2: Dartmouth	7.3% (Exception)	4.3% (3.0%)	7.2% (0.1%)
P2: Teignmouth	72.0% (Exception)	-0.9% (72.9%)	-8.0% (80.0%)
P2: Honiton	90.7% (Succeeding)	1.8% (88.9%)	7.0% (83.7%)
P2: Sidmouth	81.0% (Near target)	0.6% (80.4%)	1.0% (80.0%)
P2: Tiverton	83.3% (Near target)	1.1% (82.2%)	-6.0% (89.3%)
P2: Tavistock	69.8% (Exception)	28.0% (41.7%)	0.2% (69.6%)
P2: Williton	59.0% (Exception)	2.1% (56.9%)	-9.6% (68.6%)
P2: Wells	6.4% (Exception)	-1.5% (7.9%)	-39.6% (46.0%)
Overall	59.1% (Exception)	7.0% (52.1%)	-0.8% (59.9%)

As shown in table 21, all but two appliances saw an improvement in availability compared to Q2 2024/25. There has been a slight decline in overall performance compared to Q3 2023/24.

During 2024/25 Q3, only Okehampton and Honiton achieved the 85.0% target, Sidmouth and Tiverton were near target and the seven remaining appliances were in exception.

Generally, RDA crews will be mobilised in support of the first appliance, simultaneous attendance at different incidents is unusual. The speed of first

attendance is the most critical element of response, however, any delay in additional resources is less than ideal.

Workforce planning on on-call stations can be particularly challenging and this can be a more significant problem on quieter two pump stations, such as those where RDA is in operation.

Not only is recruitment a challenge but maintaining sufficient personnel with the skills such as driving and incident command can be difficult. For a crew to mobilise, there must be a competent driver and incident commander, therefore if personnel with these skills leave the Service or move to another location it can have a significant impact on performance.

Priority three performance



Our Service is recognised as a great place to work. Our staff feel valued, supported, safe and well trained to deliver a high performing fire and rescue service.

Objective one: we will ensure that the workforce is highly trained and has the capability and capacity to deliver services professionally, safely and effectively.

Key:	✓ Succeeding	• Near target	✘ Requires improvement
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Table 22: KPIs requiring improvement – priority three, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
3.16. Operational competence: percentage of staff competent in safety at height and confined spaces (SHACS)	As at: Dec '24 ✘	86.7%	95.0%	-8.3 pp	↑

Table 23: KPIs near target – priority three, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
3.3. Number of RIDDOR safety events	Rolling-12 •	15	13	15.4%	↓
3.10. Operational competence: number of competencies with 90% of staff competent	As at: Dec '24 •	85.7%	100%	-9.3%	↑
3.15. Operational competence: percentage of staff competent in maritime rescue	As at: Dec '24 •	94.7%	95.0%	-0.3 pp	↑

Table 24: KPIs succeeding – priority three, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
3.2. Total number of safety events	Rolling-12 ✓	230	254	-9.4%	↓
3.5. Rate of safety events involving vehicles per 100 mobilisations	Rolling-12 ✓	0.35	0.4	-12.4%	↓
3.6. Number of safety events involving injuries	Rolling-12 ✓	47	52	-17.3%	↓
3.11. Operational competence: percentage of staff competent in breathing apparatus (BA)	As at: Dec '24 ✓	97.8%	95.0%	2.8 pp	↑
3.12. Percentage of operational personnel requiring skill competent in casualty care	As at: Dec '24 ✓	97.0%	95.0%	2.0 pp	↑
3.13. Percentage of operational personnel requiring skill competent in response driving	As at: Dec '24 ✓	98.6%	95.0%	3.6 pp	↑
3.14. Percentage of operational personnel requiring skill competent in incident command	As at: Dec '24 ✓	98.3%	95.0%	3.3 pp	↑
3.17. Operational competence: percentage of staff competent in water rescue	As at: Dec '24 ✓	95.9%	95.0%	-0.9 pp	↑

Table 25: KPIs monitoring only, priority three, objective one

KPI	Period	Actual	Target	% Diff.	Aim
3.1.1 Rate of shifts/working days lost due to sickness absence per fte wholetime and support services	YTD	7.7	8.0*	-4.0%	↓
3.1.2. Rate of shifts / working days lost due to sickness absence per fte – on-call	YTD	12.6	11.2	12.2%	↓
3.4. Number near miss events	Rolling-12	62	69	-10.1%	↑

*YTD previous year

Exception Report: 3.16. Operational competence: percentage of staff competent in safety at height and confined spaces (SHACS)

This KPI reports on the proportion of operational personnel that are competent in skills relating to safe working at height and in confined spaces. The target for this indicator is 95%, with a lower exception threshold of 90%.

Analysis

This KPI is in exception due to being more than five percentage points below the exception threshold.

Table 26: 3.16. Operational competence: percentage of staff competent in safety at height and confined spaces (SHACS) performance Q3 2024/25

KPI	Period	Actual	Target	% Diff.	Aim
3.16. Operational competence: percentage of staff competent in safety at height and confined spaces (SHACS)	Rolling-12 ✘	86.7%	95.0%	-5.7 pp	↑

Analysis

As identified above, overall SHACS competency is well below target. However, performance varies significantly by level.

Table 27: Performance by SHACS Level Q3 2024/25

	Target	Percentage Competent	Roles	Difference	Performance Status
Level 1	95.0%	93.2%	854 of 916	-1.8 pp	Monitor
Level 2	95.0%	73.3%	261 of 356	-20.7 pp	Exception
Level 3	95.0%	68.7%	57 of 83	-26.3 pp	Exception

There are three levels of SHACs qualification, with level one being the most basic and level three the most complex.

There are a number of factors that have influenced performance:

- The academy transitioned to a new accreditation provider which enabled a change of skill structure. The new structure ensured both height and confined space have a re-qualification period at each level to comply with working at

height and confined space regulations. This highlighted an increased training need and led to a number of issues which affected the booking process for courses. New processes have been put in place to prioritise bookings and enable sufficient coverage to be maintained across the service area.

- A review into Technical Rescue Teams has resulted in proposals that are currently out for consultation. One of the proposals is to remove level 2 capability from the on-call stations that currently require the skill. The affected stations were given an option to defer level 2 training until the consultation is completed and a final decision on the proposals is made. This has affected the competency levels at these stations and in turn the overall performance of the KPI.

Significant work has been carried out to determine the training requirements for both the remainder of 2024/25 and for the 2025/26 training plan.

Objective two: we will increase the diversity of the workforce to better reflect the communities we serve, promoting inclusion and developing strong and effective leaders who ensure that we have a fair place to work where our organisational values are a lived experience.

Key:	✓ Succeeding	• Near target	✘ Requires improvement
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Table 28: KPIs requiring improvement – priority three, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
Currently, no KPIs assessed as requiring improvement.					

Table 29: KPIs near target – priority three, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
3.31.2. Percentage of senior leaders that are female: wholetime	Dec '23 (•)	11.1%	11.1%	0.0 pp	↑
3.33. Percentage of on-call firefighters that are from an ethnic minority background	Dec '23 (•)	2.7%	2.8%	-0.1 pp	↑
3.34.1. Percentage of senior leaders from an ethnic minority background: wholetime	Dec '23 (•)	0.0%	0.0%	0.0 pp	↑
3.34.2. Proportion of personnel from an ethnic minority background in senior roles: professional and technical services	Dec '23 (•)	9.1%	9.1%	0.0 pp	↑

Table 30: KPIs succeeding – priority three, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
2.29. Percentage of wholetime firefighters that are female	Dec '23 (✓)	7.7%	6.9%	0.8 pp	↑

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KPI	Period	Actual	Target	% Diff.	Aim
2.30. Percentage of on-call firefighters that are female	Dec '23 (✓)	6.2%	6.0%	0.2 pp	↑
3.31.2. Percentage of senior leaders that are female: professional and technical services	Dec '23 (✓)	45.5%	36.4%	9.1 pp	↑
3.32. Percentage of wholetime firefighters that are from an ethnic minority background	Dec '23 (✓)	4.0%	3.7%	0.3 pp	↑

Objective three: we will recognise and maximise the value of all employees, particularly the commitment of on-call firefighters, improving recruitment and retention.

Key:	✓ Succeeding	• Near target	✘ Requires improvement
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Table 31: KPIs requiring improvement – priority three, objective three.

KPI	Period	Actual	Target	% Diff.	Aim
Currently, no KPIs assessed as requiring improvement.					

Table 32: KPIs near target – priority three, objective three

KPI	Period	Actual	Target	% Diff.	Aim
Currently, no KPIs assessed as near target					

Table 33: KPIs succeeding – priority three, objective three

KPI	Period	Actual	Target	% Diff.	Aim
Currently, no KPIs assessed as succeeding					

Table 34: KPIs monitoring only, priority three, objective three

KPI	Period	Actual	Target	% Diff.	Aim
3.18. Staff turnover: wholetime	As at Dec '24	11.9%	TBC		+/-
3.19. Staff turnover: on-call	As at Dec '24	10.6%	TBC		+/-
3.20. Staff turnover: professional and technical services	As at Dec '24	10.3%	TBC		+/-

Priority four performance



We are open and accountable and use our resources efficiently to deliver a high performing, sustainable service that demonstrates public value.

Key:	✓ Succeeding	• Near target	✗ Requires improvement
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Table 35: KPIs requiring improvement – priority four, objective one

KPI	Period	Actual	Target	% Diff.	Aim
Currently, no KPIs assessed as requiring improvement.					

Table 36: KPIs near target – priority four, objective one

KPI	Period	Actual	Target	% Diff.	Aim
Currently, no KPIs assessed as near target					

Table 37: KPIs succeeding – priority four, objective one

KPI	Period	Actual	Target	% Diff.	Aim
4.6. Forecast outturn spending against agreed revenue budget	As at Sep '24 (✓)	£89.626 million	£92.622 million	-3.2%	↓
4.6.1. Forecast outturn general reserve balance as % of total revenue budget (minimum)	As at Sep '24 (✓)	5.01%	5.00%	1 bp	↑
4.7. Forecast outturn spending against agreed capital budget	As at Sep '24 (✓)	£4.700 million	£7.648 million	-38.5%	↓
4.13. Forecast outturn external borrowing within Prudential Indicator limit	As at Sep '24 (✓)	£27.432 million	£29.490 million	-6.98%	↓
4.14. Forecast outturn debt ratio (debt charges over total revenue budget)	As at Sep '24 (✓)	1.99%	5.00%	-301 bp	↓

Appendix A: glossary

Most terms and definitions can be found within the Home Office Fire Statistics Definitions document: <https://www.gov.uk/government/publications/fire-statistics-guidance/fire-statistics-definitions>

Some other terms are listed below:

Operational risk information: this information is focused on location specific risks posed to firefighters.

Site specific risk information (SSRI): this information is captured for locations that are particularly complex and pose greater levels of risk to our fire-fighters. Visits are made to these locations, hazards identified and plans made on how to respond if an incident occurs.

Risk prioritised pump: there are 33 priority fire engines in areas that present higher levels risk or demand which are essential to enabling us to effectively manage risk levels. There is an expectation that each of these appliances will be available to respond a minimum of 98% of the time.

Standard pump: there are 89 fire engines located in areas of lower risk or lesser demand, but which are still key to ensuring that we are keeping our communities safe. These are all crewed by on-call or volunteer firefighters and there is an expectation that each fire engine will be available at least 85% of the time.

Home fire safety visits: these are visits that are carried out at people's homes by our home safety technicians and wholetime firefighters.

Fire safety checks: FSCs are delivered by our operational crews and provide a basic assessment of fire safety standards within businesses. Where potential issues are identified premises will be referred for a fire safety audit that is conducted by one of our professional fire safety officers.