

<b>REPORT REFERENCE NO.</b>	<b>CSCP/16/3</b>
<b>MEETING</b>	<b>COMMUNITY SAFETY AND CORPORATE PLANNING COMMITTEE</b>
<b>DATE OF MEETING</b>	<b>14 APRIL 2016</b>
<b>SUBJECT OF REPORT</b>	<b>CALL REDUCTION - UNWANTED FIRE SIGNALS NON-ATTENDANCE POLICY IMPACT</b>
<b>LEAD OFFICER</b>	<b>AREA MANAGER - COMMUNITY SAFETY AND RISK REDUCTION</b>
<b>RECOMMENDATIONS</b>	<i>That the report be noted.</i>
<b>EXECUTIVE SUMMARY</b>	<p>On 1 November 2013, the Service implemented the current Call Reduction Unwanted Fire Signals Non-attendance policy. An excerpt from the policy can be seen below:</p> <p><i>“From the 1st November 2013, Devon &amp; Somerset Fire &amp; Rescue (DSFRS) will no longer attend Automatic Fire Alarm (AFA) calls unless the building’s occupants can confirm that there is a fire. This non-attendance policy will apply between the hours of 0800 to 1800, Monday to Friday, but will only relate to the Non-Residential property types”.</i></p> <p>The report was commissioned by Dave Powlesland (Call Reduction Manager) to evidence the impact of the implementation of the Call Reduction Non-attendance Policy in November 2013.</p>
<b>RESOURCE IMPLICATIONS</b>	As set out within section 3 of this report.
<b>EQUALITY RISKS AND BENEFITS ANALYSIS (ERBA)</b>	The ERBA was originally completed in 2011 and was reviewed (in draft) in 2015.
<b>APPENDICES</b>	Call Reduction Unwanted Fire Signals Non-Attendance Policy Impact Report
<b>LIST OF BACKGROUND PAPERS</b>	None.

1. **INTRODUCTION**

1.1 On the 1st November 2013, the Service implemented the current Call Reduction Unwanted Fire Signals Non-attendance policy. An excerpt from the policy can be seen below:

*“From the 1st November 2013, Devon & Somerset Fire & Rescue Service (DSFRS) will no longer attend Automatic Fire Alarm (AFA) calls unless the building’s occupants can confirm that there is a fire. This non-attendance policy will apply between the hours of 0800 to 1800, Monday to Friday, but will only relate to the Non-Residential property types”.*

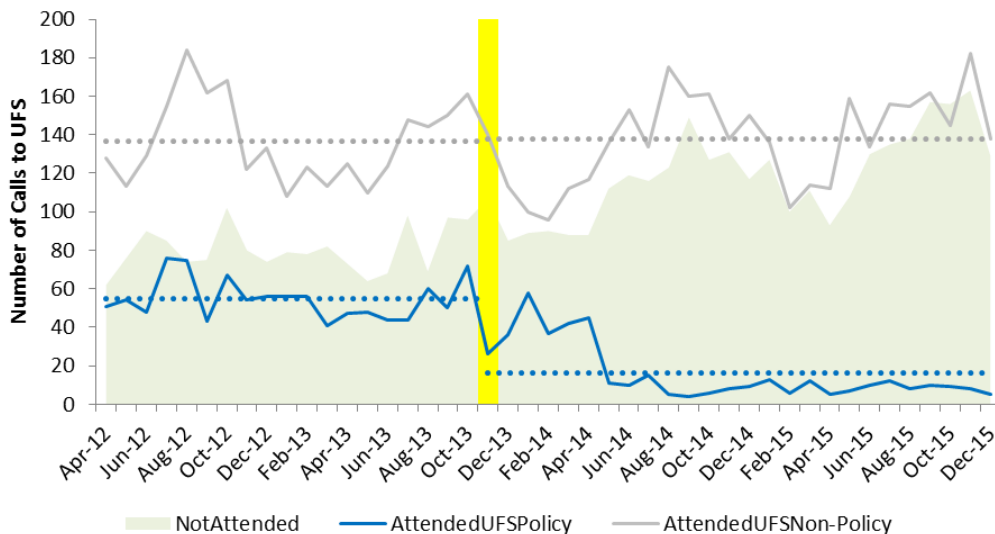
1.2 This report was commissioned by the Service to evidence the impact of the implementation of the Call Reduction Non-attendance Policy in November 2013. The results are set out in more detail in the paragraphs below.

2. **FINDINGS**

2.1 **Policy Incidents** - The chart at Figure 1 below shows information for the time period covered by the policy.

Fig.1

**Fig.1 Unwanted Fire Signals by Premises Type (Covered/Not Covered by Policy) 0800 to 1800hrs Monday-Friday**



2.2 Attendance at incidents for the time period from **0800-1800 Monday to Friday has decreased significantly since the introduction of the current policy** with the Service attending an average of 16 incidents per month to premises covered by the policy, a **reduction of 71%** compared to pre-implementation average of 55.

3. **FINANCIAL IMPLICATIONS**

3.1 Costs are based on the standard charge for attendance of an appliance of £303.45 per hour or part thereof.

- 3.2 The table below shows the estimated average cost per month of attendance to Unwanted Fire Signals between 0800 and 1800hrs for the pre and post-implementation periods and the difference between them.

Average Cost per Month of Attendance to Unwanted Fire Signals	All Premises	Premises Covered by Policy	Premises Not Covered by Policy*
Pre-Implementation	£45,789	£17,824	£27,965
Post-Implementation	£29,341	£5,357	£23,984
<b>Difference</b>	<b>-£16,448</b>	<b>-£12,467</b>	<b>-£3,981</b>

- 3.3 The information above indicates that the policy has contributed to savings of approximately **£12,467 per month** since it was implemented, an annual figure of **£149,604**.
- 3.4 The additional **£3,381 per month** saving from premises not covered by the policy may be due to the discrepancy between the premises type identified at time of call and that which is completed on the Incident Recording System (IRS) so may also be as a result of the policy. If taken into account, the saving increases to **£16,448 per month**, an annual figure of **£197,367**.

#### 4. **RECOMMENDATION**

- 4.1 That the report be noted.

**NEIL BLACKBURN**  
**Area Manager – Community Safety and Risk Reduction**