



# LFB in Hounslow

2012/13



# LFB in the borough

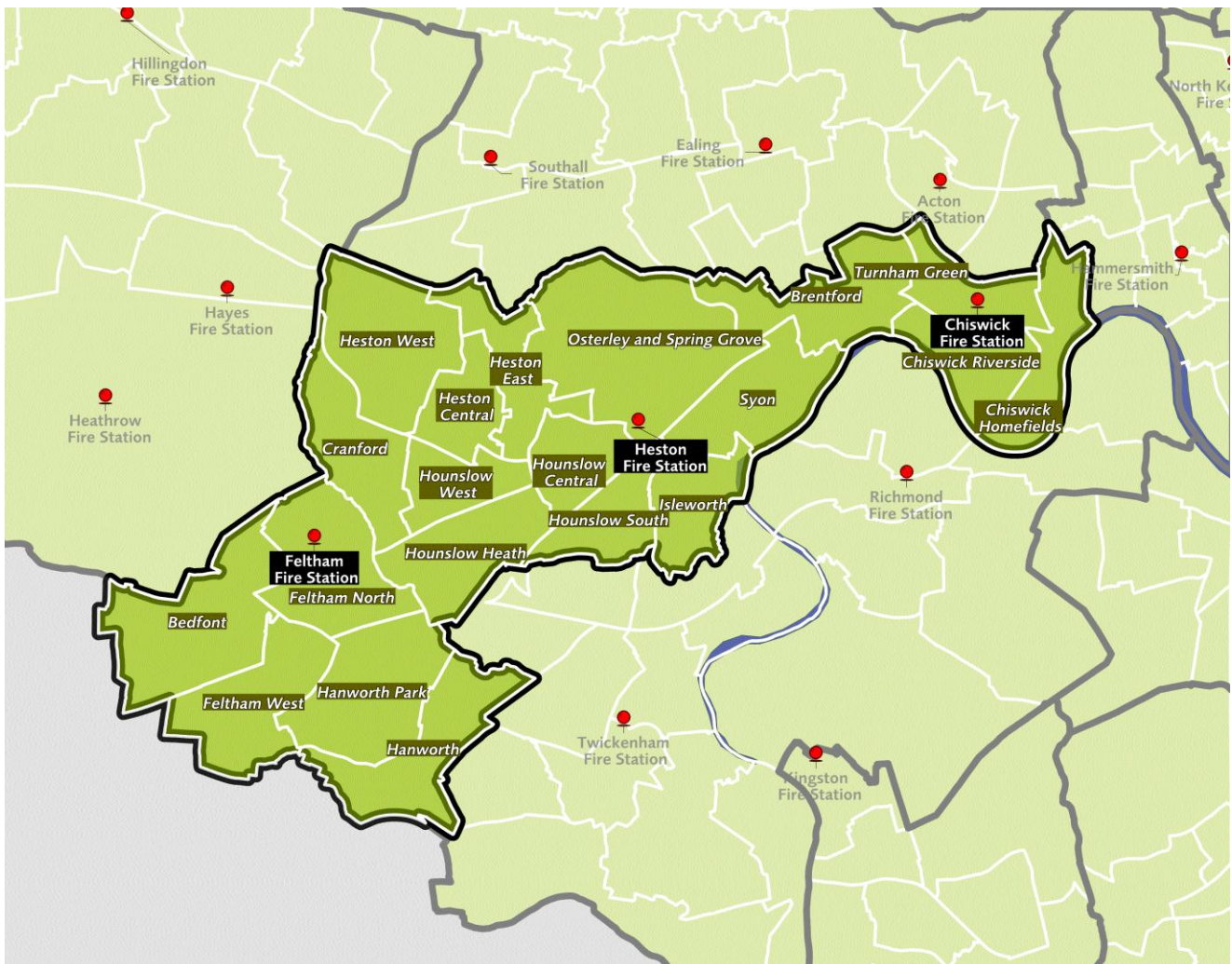
This document shows what the London Fire Brigade (LFB) are doing in the borough to keep people safe. The Brigade is organised to serve the whole of London and plans its resources on a London-wide basis. We send the nearest resources (vehicles and officers) to deal with emergency incidents in the borough; they may come from fire stations in the borough or from other parts of London.

## Borough Commander – Stuart Low

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The map below shows fire stations in Hounslow (with wards identified) and fire stations in surrounding boroughs. The London Fire Brigade plans incident cover on a London-wide basis and fire stations will attend incidents in other boroughs as required.



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# Fire station profiles

The LFB plans emergency cover on a London-wide basis. The locations of fire stations are selected to provide the optimum cover across London and to the local area. For this reason, the areas covered by fire stations will not always reflect borough boundaries. There are three fire stations located within the borough of Hounslow. The details of these plus the three adjoining borough fire stations that provide the most emergency cover to the borough are shown in the profiles below.



**Station name:** Chiswick

**Address:** 2-4 Heathfield Gardens, W4 4JY

**Appliances:** Pump Ladder

**History:** Chiswick Fire Station was built in 1964, and designed to a Middlesex style. It has two appliance bays on a site covering 2,700m<sup>2</sup>.



**Station name:** Feltham

**Address:** 101 Faggs Road, TW14 0LH

**Appliances:** Pump Ladder, Pump

**History:** Built in 1961, the station is to a Middlesex design. It has two appliance bays on a site covering 3,263m<sup>2</sup>. The site is shared with Babcock our training provider.



**Station name:** Heston

**Address:** 520 London Road, TW7 4HR

**Appliances:** Pump Ladder, Pump, Fire Rescue Unit

**History:** Heston Fire Station was built in 1937 and is locally listed. The station has five appliance bays on a site covering 1,648m<sup>2</sup>. The site is shared with our Fire Safety Regulation team.

# Fire station profiles

## Nearby stations in adjoining boroughs



**Station name:** Acton

**Address:** 27 Gunnersbury Lane, W3 8EA

**Appliances:** Pump Ladder

**History:** Acton Fire Station was built in 1938 and is locally listed. It has seven appliance bays on a site covering 2,729m<sup>2</sup>. The premises are shared with our Fire Safety Regulation Team and the London Ambulance Service.



**Station name:** Ealing

**Address:** 60-64 Uxbridge Road, W13 8RA

**Appliances:** Pump, Pump Ladder, Operational Support Unit

**History:** The locally listed, Ealing Fire Station was built in 1933. It has three appliance bays on a site covering 2,563m<sup>2</sup>.



**Station name:** Twickenham

**Address:** 30 South Road, TW2 5NT

**Appliances:** Pump Ladder, Mass Decon Resilience Vehicle, Incident Response Unit, Command Unit

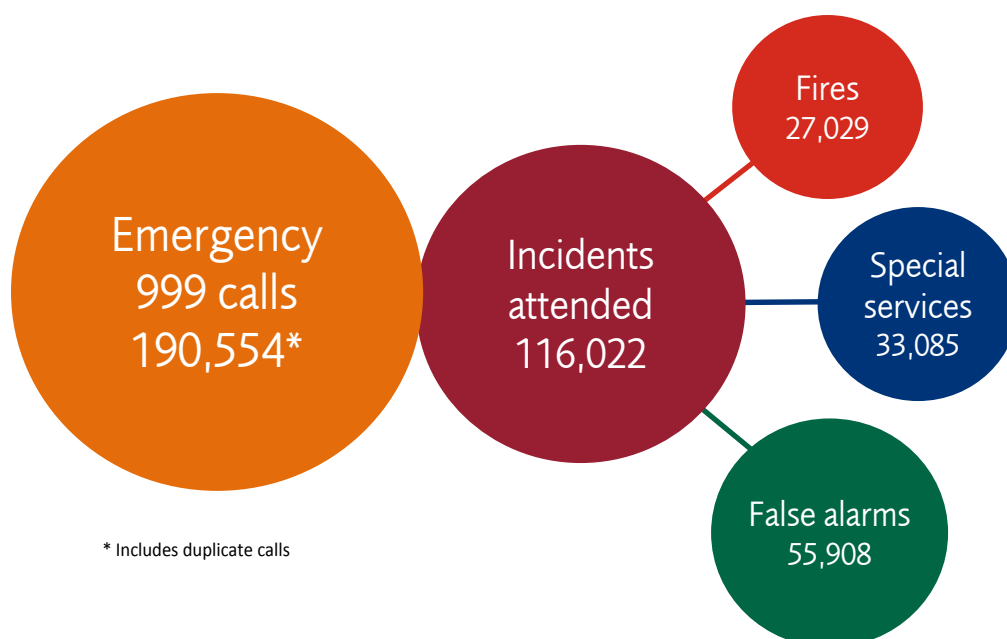
**History:** Originally built to Middlesex design in 1959: Twickenham Fire Station has since been extended and modernised. It has three appliance bays on a site covering 2,536m<sup>2</sup>.

# Emergency calls and incidents – 2011/12

The diagrams on this page show how many emergency calls were received, what type of incidents were attended by the London Fire Brigade across London in 2011/12 (12 months to 31 March 2011) and in the borough for the same year.

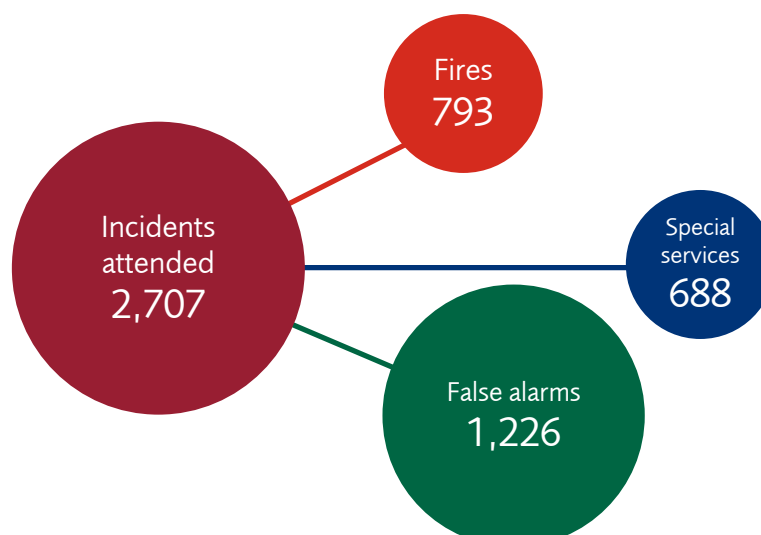
## Calls and incidents attended across London

The size of each sphere is relative to the number of incidents of that particular type; the bigger the sphere, the more incidents. The number of emergency (999) calls received is greater than the number of incidents attended because the Brigade often receives several calls for the same incident (duplicates) and there are a number of calls where the Brigade does not send an attendance (e.g. hoax calls, the call is abandoned, decision is made not to attend). Of the incidents attended by the LFB in 2011/12 false alarms accounted for 48 per cent of total attendances, with fires at just over 22 per cent and special services at just over 29 per cent of the total.



## Incidents attended in the borough

By comparison, the number of incidents attended in the borough is shown below. Again the size of the spheres reflects the relative volume of different types of incident compared to the total volume (although this is not at the same scale as the London-wide diagram above). Emergency (999) calls are not available on a borough basis. There is a more detailed breakdown of the different incident types – for the last two years – on the next page.





# Incidents in the borough – 2011/12

This table summarises all the incidents attended in the borough over the last three years.

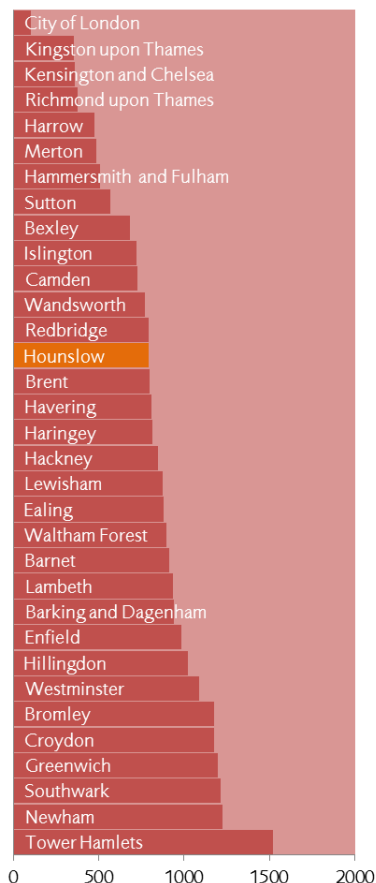
Incident Group	Incident Type	Sub type	2009/10	2010/11	2011/12
Fire	Primary Fire	Dwelling	182	152	177
		Other Building	105	123	86
		Other Transport	1	0	0
		Outdoor	26	22	17
		Road Vehicle	125	83	81
	Chimney Fire	Dwelling	0	1	5
		Other Building	0	0	0
	Late Call	Dwelling	2	0	1
		Other Building	0	0	1
		Outdoor	1	0	0
		Road Vehicle	0	0	0
	Secondary Fire	Dwelling	2	0	1
		Other Building	3	1	2
		Outdoor	608	534	422
		Road Vehicle	2	2	0
Fire Total			1,057	918	793
Special Service		Advice Only	5	9	8
		Animal assistance incidents	14	15	16
		Assist other agencies	28	19	17
		Evacuation (no fire)	8	9	11
		Flooding	110	133	107
		Hazardous Materials incident	12	2	12
		Lift Release	200	92	132
		Making Safe (not RTC)	24	35	9
		Medical Incident	8	11	7
		No action (not false alarm)	53	65	53
		Effecting entry/exit	142	147	122
		Other rescue/release of persons	15	12	12
		Other Transport incident	5	7	9
		Removal of objects from people	14	12	16
		Rescue or evacuation from water	1	0	0
		RTC	125	130	126
		Spills and Leaks (not RTC)	43	41	26
		Stand By	0	2	2
		Suicide/attempts	3	7	2
		Water provision	2	0	1
		Flood call attended - Batch mobilised	0	0	0
Special Service Total			812	748	688
False Alarm	AFA		786	781	796
	False alarm - Good intent		412	365	381
	False alarm - Malicious		58	53	49
False Alarm Total			1,256	1,199	1,226
All incidents attended			3,125	2,865	2,707

The LFB incident mapping tool, which is updated monthly, allows you to see the number of different types of incidents in each London borough and in the wards within the borough. You can access the incident mapping tool via the LFB web site at <http://www.london-fire.gov.uk/LFBIncidentMaps.asp>

# How the borough compares – 2011/12

In terms of the volume of incidents attended, data for the borough is compared to other London boroughs below. Naturally, all boroughs vary in terms of area and population; these charts simply provide a way of comparing the Brigade's incident workload in each borough.

## Fires



## Special services



## False alarms



To measure how well we are doing against our key business objectives we use a range of data. We have performance indicators (where we set a target), and service measures (where no target has been set but the Brigade is interested in seeing whether numbers go up or down). Both indicators and measures are reported regularly at the appropriate levels within the Brigade to support the performance management framework.

Targets are set at a borough level for some performance indicators and these largely reflect our three year headline targets – see the London Safety Plan 2010-2013 on our web site. Performance for the borough is shown in the table below; green means a target was successfully achieved, amber means performance was within 10 per cent of target, and red means performance was more than 10 per cent away from target.

Performance indicators in 2011/12	Target	Actual
Fires in the home	180	177
Fires in non-domestic buildings	87	86
False alarms from automatic fire alarms in non domestic buildings	601	557
Shut in lift releases	92	132
Time spent by station based staff on community safety	10%	13%
Home fire safety visits carried out	1,953	2,354
Home fire safety visits to priority homes/people	65%	54%
1 <sup>st</sup> appliance – average arrival time to incidents in the borough	06:00	05:53
2 <sup>nd</sup> appliance – average arrival time to incidents in the borough	08:00	07:21

# Community safety in the borough – 2011/12

Our priority is to make people safer in their homes and within their communities. By actively engaging with London's communities we are able to inform and educate people in how to reduce the risk of fires and other emergencies. We believe that by empowering individuals with knowledge and skills regarding; preventing, detecting, and escaping from fire, they will make informed choices and decisions which will improve the safety of themselves, those they live with, and others in their community.

We aim to protect the lives of those who live, work, and visit London by:

- Reducing primary (serious) fires
- Reducing accidental fires in the home
- Reducing arson incidents
- Reducing casualties (injuries and deaths) from fires

While we want to make everyone in London safer, our analysis shows that some people are more vulnerable to fire risks than others. Therefore we prioritise our work to help these people first.

We analyse fires by the type of property they occur in and the cause of the fire, and from this work we identify our fire prevention priorities. We also identify the places and people who are most at risk through using a range of social, demographic and geographic data. We target our preventative methods most towards these higher-risk people and places.

While we have witnessed a significant decline in the number of fire deaths and injuries over the past decade, we continually strive to bring these figures down even further. To help achieve this we deliver a range of targeted schemes and initiatives, with the intention that their combined effects will bring about a greater reduction in fires, fire deaths and injuries.

Our main method of preventing fires in the home is our home fire safety visits programme (HFSVs). These visits are targeted at those most at risk from fire and are used to provide residents with individually tailored fire safety advice and, where necessary, install a smoke alarm. The HFSV programme represents one of many initiatives designed to communicate fire safety messages effectively with a specific audience. We have centrally co-ordinated teams who work pan-London to address risks, including specialist teams working in arson-prevention, youth engagement, and influencing hard to reach communities. Our Borough Commanders tailor their community safety efforts to the needs of their particular borough, driving area-specific initiatives which can be organised and supported by local Community Safety teams. We also engage in partnerships working with external organisations to effectively deliver our messages to those most at risk. This enables us to reach far greater numbers of people and benefit from sharing best practice with our partners.

While measuring the success of individual prevention initiatives is very difficult, we believe it is the totality of our work that is bringing about the reduction in fires, fire deaths and injuries we have seen in the past decade.

Data about community safety in the borough		2010/11	2011/12
Primary schools visits	Total visits	32	37
	High / very high priority visits	17	23
Home fire safety visits (HSFV)	Volume	1,870	2,354
	In high priority areas	54%	54%



# Enforcing fire safety in the borough – 2011/12

The Brigade is responsible for enforcing fire safety in many buildings in London under The Regulatory Reform (Fire Safety) Order 2005 (FSO). The FSO applies to virtually all buildings, places and structures other than individual private dwellings e.g. individual flats in a block or family homes, and it is the responsibility of the building owner/occupier to make sure the building reaches the required standard. Other places covered by the Order include common parts of houses in multiple occupation (HMOs) and of blocks of flats.

The FSO places the emphasis on risk reduction and fire prevention. Under the FSO, people responsible for buildings covered i.e. the employer, owner, or any other person who has control, are required to carry out a fire risk assessment identifying the risks and hazards in the premises.

The move from the old system where the Brigade issued fire certificates to a limited range of buildings has resulted in a three-fold increase in the number of buildings across London for which LFB had responsibility, estimated at nearly 600,000 buildings.

The Brigade's fire safety inspections are a key tool in ensuring a safer environment for those communities that we serve. Our teams work across the borough, checking that risk assessments have been performed and taking enforcement action where fire safety is not adequate. Enforcement action we have taken is on our web site –

<http://www.london-fire.gov.uk/Notices.asp>

A key strand of our fire safety strategy, is to identify and visit those premises we have not had contact with previously, in order to ensure we target our activity at those premises at a higher risk of fire.

In addition to targeting those premises we have not previously visited, we additionally target the majority of our fire safety inspection and audit work at buildings where we believe there to be a higher likelihood that fire will occur, or where a fire has happened (post fire audit).

Additionally, we provide assistance to organisations to make the links between their fire risk assessments and their business continuity plans and work with partners to develop guidance and tools to support businesses in the event of a fire.

Data about enforcing fire safety in the borough		2010/11	2011/12
<b>Fire safety inspections</b>	Known premises	110	111
	Premises previously not visited	162	167
<b>Post fire audits</b>		61	75
<b>Enforcement actions</b>	Enforcement notices issued	34	34
	Prohibition notices issued	3	2

# What we plan to do during 2012/13

## Key tasks from the borough commanders' plan for Hounslow

The LFB Borough Commander for Hounslow is responsible for delivering the Brigade's emergency response to 999 incidents which includes managing the fire stations in the borough, and the delivery of community safety initiatives to stop fires happening in the first place. All borough commander's work towards the following key activities:

- Community Safety – Reduce the number of dwelling fires in 2012/13 to less than 179 (stretch target 170).
- Community Safety – Our staff will carry out 1,894 home fire safety visits within the borough. We will continue to target these visits towards those at higher risk of experiencing a fire.
- Community Safety – Reduce the number of shut in lift incidents in 2012/13 to less than 98.
- Operations – Quality assure the standard of emergency service provision.
- Operational Readiness – Ensure every fire engine has the necessary equipment immediately available to deal with all reasonably foreseeable operational incidents that require an emergency fire service presence.
- Operational Contingency Planning – Enhance the safety and professionalism of operations through effective contingency planning.

Specifically in Hounslow the borough commander will deliver the following:

- Fire crews will visit and host school groups and deliver a home fire safety message to all those visiting our stations. We will also work in partnership with the Schools Team to ensure they operate in prioritised areas within the borough.
- We will attend major cultural events such as the London Mela, Barrio Fiesta, Vaisakhi Process, Vaisakhi Mela and Homelanz Festival to deliver home fire safety messages.
- We will attend the following key community safety events to deliver home fire safety

messages: Finding a Voice (elderly people), Junior Citizens (young people at school), Safeguarding Adults Conference, Refugee Week, Careers Week and London Borough of Hounslow Community Safety Days.

- We will work in partnership with other agencies and share information to develop our understanding of what can be done to support a safer Hounslow. We will continue our support and membership of: Hounslow Together (Local Strategic Partnership), Community Safety Partnership, Safeguarding Adults Board, LB Hounslow Learning Disability, Hounslow Community Safety Co-ordinators, Ethnic Alcohol Counselling in Hounslow (EACH), Hounslow Homes. We are also a member of the Heathlands Health and Wellbeing Partnership and the Tobacco Control Alliance.
- We've reduced the number of rubbish fires over the years and are determined to keep it that way. In Hounslow we will work in partnership with other statutory authorities in the borough and private business to reduce arson. We will work with: Youth Crime and Anti-Social Behaviour Group, Community Safety Partnership, LB Hounslow's Area Community Safety Co-ordinators and the Environmental Department, Safer Neighbourhood Team.
- We want to promote use of the Mayor's Report It Scheme to identify rubbish and have it removed quickly. This panel brings together the main agencies in the area who can help to reduce arson. Any rubbish or potential arson areas can be identified by a range of people including members of the public, council staff and firefighters and ask for its removal through the Report It scheme.
- We need to reduce the number of shut in lift incidents to less than 98. To do this we will write to those who have experienced 3 or more calls last year informing them of the new charging policy. We will also provide advice to premises management teams and property owners on how to improve their maintenance and release arrangements.

# Our London- wide commitments in 2010/13

## Commitments from our London Safety Plan

In addition to the borough commander's role in the borough, other parts of the Brigade are responsible for a range of service improvements that will have an impact on the Brigade's service to the borough, or London-wide. These improvements are set out in the London Safety Plan 2010-2013 which is available on the LFB web site.

- We will deliver the World Extrication Challenge in October 2012, supported by a significant community safety input.
- We will continue to lobby for appropriate amendments to the building regulations, and respond as appropriate to the outcomes of the government review of building regulations. We will also continue to lobby for legislation on sprinklers and to lobby individual developers for inclusion of sprinklers in their developments, where the risk justifies their use.
- We will ensure that regulatory fire safety and fire engineering solutions are managed effectively within the Olympic and Paralympic infrastructure, and that we work with partners to deliver effective fire safety enforcement during the period of the Games.
- We will continue our work on emergency planning and our co-ordination role on pan London emergencies business continuity and resilience, particularly focusing on the London Local Authority Coordination Centre.

This will include:

- Reviewing and testing the emergency plans required under the COMAH regulations
  - Delivery of all the tasks/activities as detailed in the agreed 2012/13 Local Authority Panel (LAP) plan
  - Preparations for the Games time FSR enforcement
- We will continue the LSP4 commitment to deliver rescue centres (now known as technical centres). In addition to the five technical rescue centres which went live in April 2012, we will create six technical hazmat centres, and five technical skills centres, by the end of March

2014. These centres will wherever practicable, co-locate a range of rescue equipment including pump ladders, pumps, fire rescue units (FRUs), and urban search and rescue (USAR) appliances. The project to create these centres will also result in an increase in FRU skills at those locations, as well as the roll out of revised training and strategic resource (SR) schedules across the Brigade.

- We will provide trained operational and support staff, specific venue plans and operational event plans for the Torch Relay, Olympic and Paralympic events as part of our role in providing a safe and secure Games. This will include the deployment of full time operational resources in the Olympic Park at the International Broadcast Centre, Olympic Village and main Games area. Operational resources for the Olympics will also be supported by a dedicated multi-agency command and communications structure established for the duration of the Games period, which will provide a coordinated response to operational incidents/events across London.
- We will provide nine new fire stations at Dagenham, Dockhead, Leytonstone, Mitcham, Old Kent Road, Orpington, Plaistow, Purley and Shadwell as part of our property Private Finance Initiative (PFI) project to start construction by September and to complete all stations in 2015/16.
- Continue to work towards achieving recruitment targets for women (18 per cent) and operational BME (25 per cent) joining the Brigade's operational workforce by 2013. As and when recruitment opportunities arise, our continual review of our recruitment strategy, along with our work with government and other partner agencies means we will continue to work towards the targets.



# Partnerships in the borough

Partnership	Description
<b>Community Safety Partnership - (Crime and Disorder Reduction Partnership)</b>	To devise and implement the London Borough of Hounslow's Community Safety Strategy to reduce crime and disorder.
<b>London Borough of Hounslow's Safety Advisory Groups</b>	To ensure major public events and high risk premises are managed/organised safely.
<b>Long Term Empty and Derelict Property Initiative</b>	To reduce anti-social behaviour associated with such properties, including arson, to reduce the risk to the public.
<b>Heathfield Health and Wellbeing Partnership</b>	To promote health and well-being, including home fire safety awareness and gather home fire safety visit (HFSV) referrals, to the Muslim Community attending the Jamia Mosque in Hounslow
<b>Hounslow Road Safety Forum</b>	To promote road safety awareness and facilitate road safety events. In so doing, we will educate people of all ages to reduce the number of people killed and seriously injured on the roads in the borough.
<b>Barrio Fiesta Partnership</b>	To ensure this major public event is managed/organised safely. Also, to ensure engagement takes place with the Filipino community to promote home fire safety and recruitment.
<b>Feltham Young Offenders Contact Group</b>	To review and reduce impact of Feltham Young Offenders Institution (FYOI) on Hounslow.
<b>Junior Citizens</b>	To promote home fire Safety awareness to primary school children.
<b>Safeguarding Adults Board</b>	To safeguard vulnerable adults from abuse and/or neglect.
<b>Hounslow Resilience Forum</b>	To share information and develop policy for major incidents within the borough.
<b>Vaisakhi Partnership</b>	To ensure this major public event is managed/organised safely and community engagement takes place with the Sikh community to promote home fire safety and recruitment.
<b>Safe Drive Stay Alive</b>	To build up resilience within the year 12 students group to driving or being driven dangerously.
<b>Vaisakhi Mela</b>	To ensure this major public event is managed/organised safely and community engagement takes place with the Sikh community to promote home fire safety.
<b>Youth Crime and Anti Social Behaviour Action Group</b>	To develop strategies for reducing youth crime and anti-social behaviour pan-borough.
<b>London Mela Partnership</b>	To ensure this major public event is managed/organised safely and community engagement takes place with the Asian community to promote home fire safety and recruitment.
<b>Local Strategic Partnership</b>	Direct the implementation of the Community Plan.
<b>People With Learning Difficulties Partnership</b>	To promote home fire safety awareness and gather HFSV referrals from people with learning disabilities and their carers.
<b>Community Partnership - Hounslow Homes Lift Call Reduction Partnership</b>	To reduce the number of unwanted calls to people shut in defective lifts.
<b>Tobacco Control Alliance</b>	To promote 'Stop Smoking' information to smokers as part of HFSVs.

Produced by LFB Strategy and Performance Department | August 2012 |

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