

States 
of Jersey



Jersey Fire and Rescue Service Annual Performance Report 2007

Welcome

We have re-introduced an annual performance report to describe how the Service performed in the last year and what we have achieved since last year's Integrated Risk Management Plan was published. It is important to look back and to report on our performance. By providing accurate data on our activities we can focus on our performance to ensure that we continually improve and provide the most efficient and effective Service that we can and thereby make Jersey a safer community.

As you read through this plan you will see references to targets and performance standards. Measurement and good management go hand in hand. We use this principle to underpin our performance management strategy. We use a number of Performance Indicators (PI's), some of which are used by UK Fire and Rescue Services and some which have been developed within our Service to measure local activities. Our Performance Indicators cover a wide range of issues from monitoring the number of fire deaths and injuries, to the net cost per head of population.

If you have any comments about the content of this Annual Performance Report or would like to be kept informed of future Fire and Rescue Service developments we would like to hear from you. Please contact:

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We would like to thank the Jersey Evening Post for allowing us to use some of the photographs in the report.

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Foreword from the Minister for Home Affairs

The States of Jersey Fire and Rescue Service is a very busy and diverse organisation and yet the number and range of activities undertaken, as well as the wider contribution it makes to public safety and the community, remains unfamiliar to most. It is because of this fact that I have decided that, after five years, to re-introduce the Annual Performance Report describing the activities and achievements of the Fire and Rescue Service over the past 12 months. This will serve to better explain their role and hopefully, provide a platform from which our stakeholders can learn, engage and challenge us to deliver even more.

I am pleased to report that, for the second year in succession, no fire deaths were recorded in 2007 and that the number of accidental fires in dwellings, along with injuries associated with this type of incident was reduced compared to 2006. The number of fires where property is damaged or destroyed has risen from the 2006 figure however, and I share the concern of the Fire and Rescue Service about this worrying trend as well as their resolve to do all they can to reverse it.

This report is intended to give an overview of the type and level of activity undertaken by the Island's firefighters and also aims to open up the Service to the community it is charged with protecting.

I hope you find this report interesting and informative and look forward to hearing your comments on both the report and the ongoing work of the States of Jersey Fire and Rescue Service.

Senator Wendy Kinnard
Minister for Home Affairs



Introduction from the Chief Fire Officer

It gives me immense pleasure, as the new Chief Fire Officer to lead such a dedicated, professional and proud team at the States of Jersey Fire and Rescue Service. We aim to achieve the highest levels of public safety affordable to our community. Like previous years, 2007 was a challenging year once more for the Service. As well as responding to one and a half thousand emergency incidents we have continued the drive to engage with our community about fire safety in the home, enforce fire precautions legislation in 'designated' premises, provide advice on the safe development of key infrastructure sites and make major contributions to the Island's wider emergency and civil contingency planning capabilities. Throughout 2007 we have strived to develop and improve the Service with the 'go live' of a new mobilising system, as well as undertaking structural renovations to our headquarters facility, recruit wholetime and retained personnel and train and develop existing staff to meet operational and managerial competence requirements.

Not everything has gone as we would have hoped, such as the increase in the number of property fires, but we are determined to learn from our experiences and continue to improve wherever possible.

The challenge for the future will be to continue to provide the wide range of emergency response and fire prevention services with the limited financial and human resources available to the Fire and Rescue Service.

None of the numerous and wide ranging activities we have undertaken in 2007 could have been achieved without the dedication, commitment, skill and knowledge displayed throughout by our personnel at all levels and in all areas of the Service. I commend and thank all of our staff for their continued enthusiasm, professionalism and valuable contribution to the safety, security and prosperity of our Island.

Mark James MA, MSc, BSc (Hons), MIFireE
Chief Fire Officer





About our Service

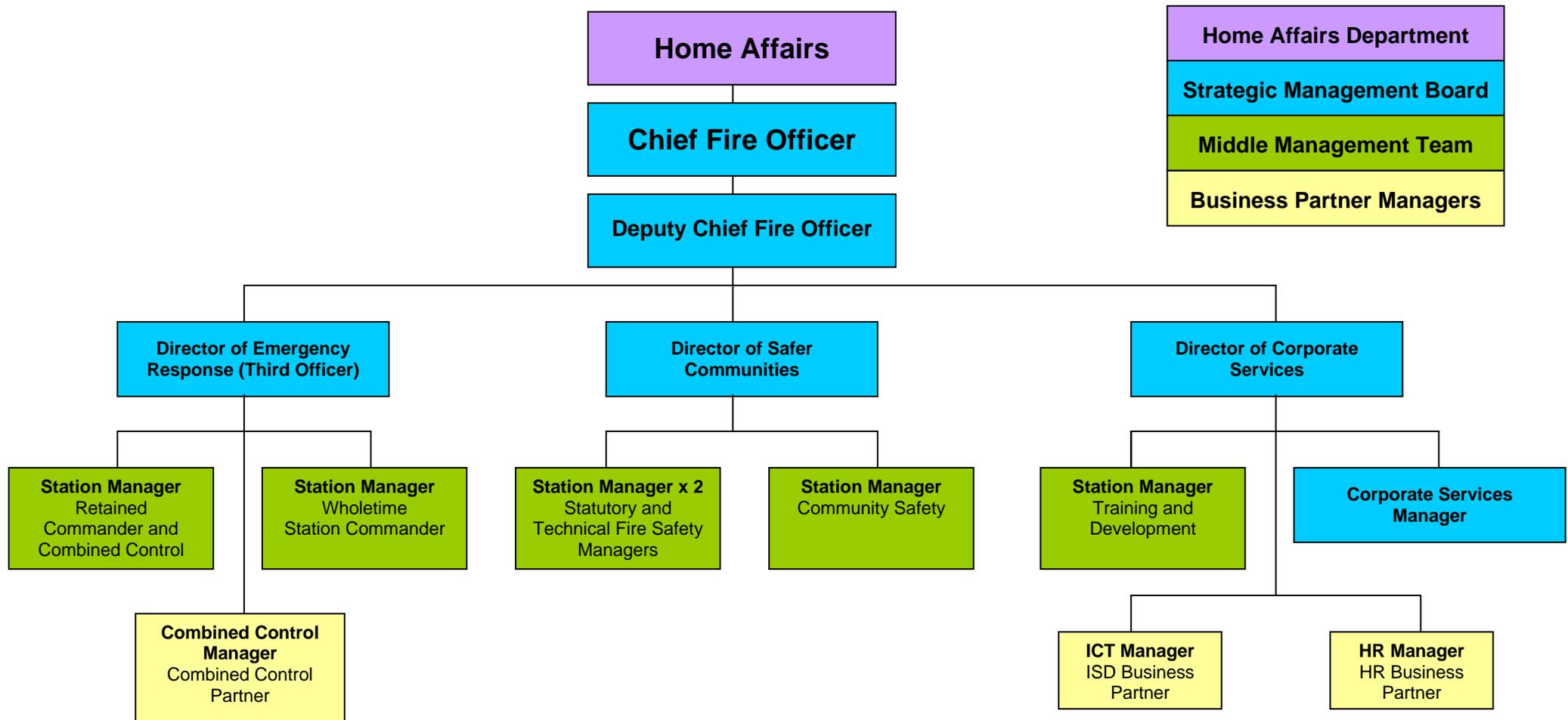
The States of Jersey Fire and Rescue Service is part of the Home Affairs Department and is responsible for achieving the Home Affairs objective to 'reduce risk to life, property and the environment from fire and other emergencies'. The Service employs 124 members of staff who operate from either the Service headquarters in St Helier or the retained fire station in St Brelade. The States of Jersey Fire and Rescue Service provides a wide range of emergency response, community safety and fire protection services.

The Service has a fleet of 25 operational vehicles, including 8 frontline pumping appliances and a comprehensive range of specialist appliances and equipment to deal with complex and wide-ranging incidents. These include an aerial ladder platform, two inshore rescue boats and a cliff rescue unit. In 2007 the Service responded to 1,558 incidents of which 249 were fires, 141 were road traffic collisions and 26 were sea rescues. The remaining 1,142 were emergency special services such as cliff rescues, property flooding, animal rescues and false alarms.

The Service is committed to making Jersey safer by reducing risk in our local communities. In 2007 we carried out 186 home fire safety checks and provided fire safety advice and inspections of commercial premises on 1,085 occasions. We have also engaged with young people to educate them on the dangers of fire through our work with the Prince's Trust, Prison! Me! No Way! Jersey and Child Accident Prevention Jersey.

Organisation

Following the appointment of the new Chief Fire Officer in June 2007, a review of the management structure of the Service was undertaken. This resulted in a restructure of the management of the Service that divided the responsibilities according to the Service's primary roles.







Our Purpose

VISION

To make Jersey a safer community where there are no preventable deaths, injuries or damage from fires and other emergencies

MISSION

To save and protect life, property and the Island environment

AIMS

Our three corporate key aims are:

Reduce the risk to
the community

Improve the way we
work

Develop our people
and culture

Our Strategic Aims

Our vision is to make Jersey safer community where there are no preventable deaths, injuries or damage from fires and other emergencies. The Service's vision and mission are articulated through the Service's 5 year corporate strategy that aligns them to associated corporate aims and objectives. The aims and objectives are subject to annual review to ensure the Service's initiatives are aligned to the ever-changing environment in which it operates.

Delivering our Corporate Objectives

Every three years the service produces a 3 year Integrated Risk Management Plan (IRMP) that outlines how the Fire and Rescue Service aims to deliver its services to the community by integrating our prevention, protection and emergency response activities. This is supported by a detailed annual IRMP Action Plan that identifies specific corporate objectives to be implemented in that particular year.

Our Values

Our values are essential in helping us to become an open, inclusive and supportive culture. Values underpin the decisions people make, the priorities they choose and the attitudes they adopt. We encourage all our staff, whatever their level and role in the Service, to behave and take action in line with our values.







A Year of Achievements

The Service is proud of what it has managed to achieve in 2007. The following sections of this report deal with the activities of the States of Jersey Fire and Rescue Service over the past year including our service delivery and how we managed our resources. The sections are outlined below:

Celebrating our emergency response

We want to ensure that we have the right people, in the right place, at the right time to respond to a wide range of emergency situations. This section outlines our operational activities over the past year.

Celebrating our work in the community

Although many people see our job as simply putting out fires, one of our key priorities is to ensure fires do not occur in the first place. This section outlines the Service's initiatives and partnerships that have helped us make Jersey a safer community during 2007.

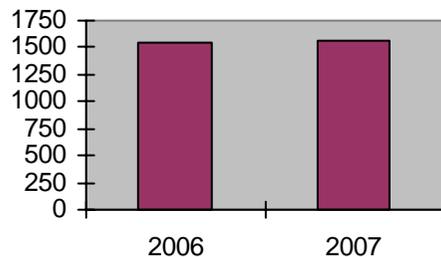
Celebrating the skills and contribution of our staff

All operational and support staff must be trained and developed in a way that reflects the requirements of a modern Fire and Rescue Service. This section highlights some of the major recruitment and training achievements throughout 2007 and demonstrates our commitment to ensuring that the health and welfare of our staff is paramount in everything we do.

Celebrating our emergency response

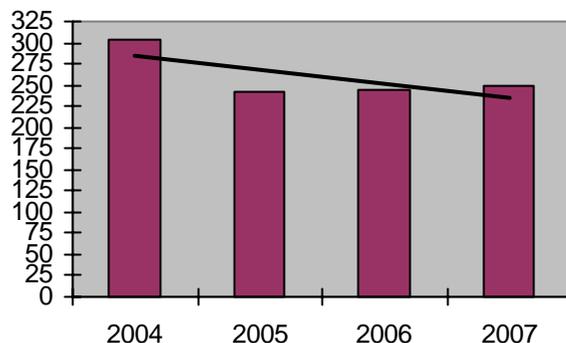
Corporate Objective: Deal with emergencies speedily and effectively

It is critical that the States of Jersey Fire and Rescue Service are able to respond to emergencies efficiently and professionally at all times. The challenges facing the Service mean we have to respond not only to fires but a wide range of different emergencies, from dealing with road traffic collisions and hazardous material spillages to having to deal with specialist rescue incidents such as inshore sea and cliff rescues. In addition, we are now prepared to deal with potential terrorist threats and offshore ship firefighting.



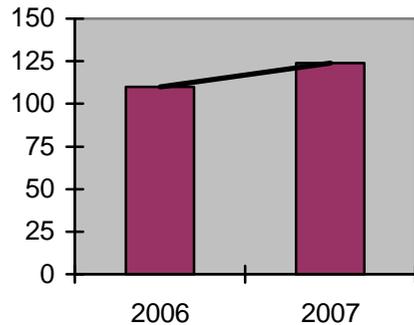
Total Incidents

In 2007 the Service responded to 1,558 incidents (four more than in 2006) of which 249 were fires, 141 were road traffic collisions, 26 were sea rescues and 3 cliff rescues. To provide some context for our activity, our fire stations at our headquarters in Rouge Bouillon and in St Brelade made responses to around three hundred more emergency incidents than all five fire stations in Hampshire Fire and Rescue Service's Basingstoke and Dean Group combined.



Fire Incidents

The total number of fires responded to for 2007 was very similar to the two previous years. We believe that our efforts to drive down fires through education and engagement are being counteracted by increasing population and built environment. Jersey already has a relatively high rate of accidental fires in the home and this rate is slowly increasing. We believe that the only way to reverse this trend is to spend more time engaging with the community and talking about home fire safety with them; with the high rate of emergency incidents to contend with and relatively small number of personnel, we are in no doubt about the size of this challenge.

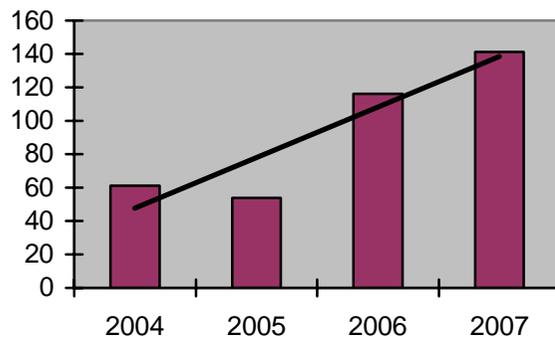
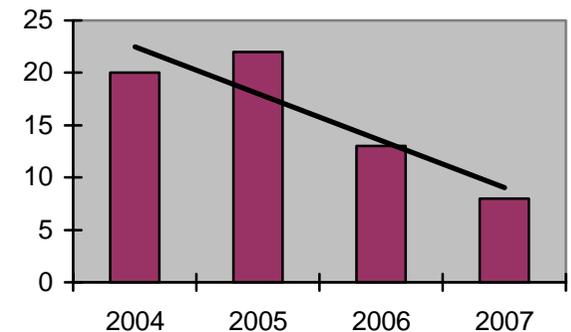


Property Fires

Property fires increased by almost 12% in 2007 on the 2006 total, however the number of accidental dwelling fires fell from 79 in 2006 to 77 in 2007. We will be increasing our community fire safety team in 2008 and we will implement a new risk-based fire safety strategy to target our resources where they will have maximum effect on reducing property fires. The average attendance time for property fires in 2007 was 7 minutes, 48 seconds.

Fire Deaths and Injuries

The Service's principal aim is to save life and therefore the most critical indicator in this regard is the number of lives lost to fire. We are pleased to report that, for the second successive year, 2007 saw no deaths as a result of fire. In 2007 there was also a significant reduction in recorded fire injuries, only 8 compared to 13 in 2006. However, Jersey's 'fire casualty rate' is still high by comparison with UK South West counties as can be seen later in this report.



Road Traffic Collisions

The Service's attendance at Road Traffic Collisions (RTC's) has been steadily increasing over the last two years with its peak at 141 for 2007. The overall trend for RTC fatalities has remained reasonably constant in the last four years with the number of slight and serious injuries actually falling for the same period. Our increasing attendance at these incidents can be attributed to the quicker and earlier sharing of information coming into the Combined Control Centre. Whilst not having lead responsibility for road safety and the reduction of road incidents, the Service is a committed partner and is represented on the Road Safety Panel, and we are keen to continue doing all we can to encourage greater safety on our roads.

The Service also attended 26 inshore sea rescue incidents rescuing 21 people and 3 cliff rescue incidents rescuing 3 people.

Integrated Risk Management Plan (IRMP) Emergency Response Corporate Projects for 2007

Fire and Ambulance Combined Control Centre

The Combined Fire and Ambulance Control Centre went live with the 'Alert C3' mobilising system in April 2007. This has improved the detail, accuracy and sheer quantity of management and operational information that can be delivered; the next phases of the project are to resolve some technical issues with our electronic maps, revise procedures to properly align with the new technology and make mobilising to emergencies much simpler, and continue to provide training that will broaden and deepen the knowledge and confidence of our multi-skilled Control Centre Officers.

Electronic Incident Reports

The implementation of the new 'Alert C3' mobilising system has enabled the Service to introduce a new electronic incident reporting system that will speed up the completion of fire reports and collect data on a wider range of incidents. This type of incident reporting system is very new in the UK as well as Jersey and the new process gives us the opportunity to accurately and quickly obtain critical management information about risk in our community so that community safety campaigns can be targeted at the root causes.

Island Fire Risk Profile

The Service completed a comprehensive fire risk profile of the Island in 2007 by bringing together various sources of risk information such local societal demographic information and local fire statistics on the type and number of incidents that have occurred over the past four years. This analysis has enabled us to risk assess the likelihood of future similar incidents within each Parish.

Tactical Plans

In 2007 the Service completed a review of its tactical and emergency planning process. This has seen a new format for collecting risk information on the premises in the Island that are identified as high risk sites. This will ensure that our emergency response is swift and that our crews have all the appropriate risk information to implement appropriate tactics safely.

Transfer of Workshop

The project to transfer the fleet maintenance function of the three emergency services to the Transport and Technical Services (TTS) Department was completed in 2007. This involved transfer of staff, training of existing TTS staff and implementing new arrangements for emergency maintenance and repair and service standards. Increased training and familiarity is paying dividends with regard to the knowledge and understanding of the engineering team although the fairly unique nature of emergency services fleet requirements mean that more work is required to ensure equipment procurement and financial information is to the standard required.





Incidents of Note

Roof fire in large detached house, St Brelade

At about 2000 hours on July 26, a fire broke out on the ground floor of a three-storey private house on La Route Du Petit Port, St Brelade. The fire spread through the wall cavities and into the roof voids. At the height of the fire over 40 personnel and eight appliances of various types were on scene as well as retained and wholetime crews who were recalled to provide Island wide fire cover. While fire crews remained on scene until 0500 hours, the blaze itself was successfully extinguished before midnight with large parts of the house saved.

Maritime Incident Response Group (MIRG) exercise

'Exercise Condex' took place on 28 September 2007 to test Jersey's offshore firefighting response under the Maritime Incident Response Group. The exercise scenario involved the Condor Ferries' Commodore Clipper which simulated a fire on board whilst en route from Portsmouth to the Channel Islands. Specially trained fire crews from Hampshire, Guernsey and Jersey Fire and Rescue Services were winched aboard the vessel north of Alderney from a coastguard helicopter as well as a ship to ship transfer operation being tested from Jersey Harbours' tug, the 'Duke of Normandy'.

Woman cut free from car following collision with fuel tanker

L'Avenue de la Reine Elizabeth II was the scene of a Road Traffic Collision (RTC) involving a car and a petrol tanker in mid-October. A standard RTC response of a fire appliance and the specialist Rescue Unit was supplemented by the Foam Carrier because of the involvement of a fuel tanker. Fire and Ambulance crews worked closely to make the fuel tanker safe and extricate the driver of the car.

Car over cliff at Jeffrey's Leap

It was a case of history repeating itself in November when a car went over the cliff at Jeffrey's Leap. Almost exactly three years after a similar event, the two occupants had a very lucky escape after the car they were travelling in toward Gorey lost control and left the road. An emergency response was made with two fire appliances and the Line Rescue unit. Two firefighters were lowered down to the girls, where, once in contact with them they happily reported they had no major injuries and were only suffering the effects of the cold.

Celebrating our work in the community

Corporate Objective: Help people understand risk

The States of Jersey Fire and Rescue Service is committed to achieving a high standard of community safety and fire protection to the people of Jersey. As such we will continue to make sure staff and the public are safer from fires in and around buildings and meet our statutory obligations as an enforcing authority for all fire safety matters. We place a big emphasis on preventing accidents by developing and implementing initiatives designed to drive down the frequency of accidental fires, fire deaths and injuries in Jersey.

Our community fire safety work involves working with local communities to address fire safety issues in their area. The Fire and Rescue Service is committed to the aim of improving community fire safety and has recently reorganised its staffing to reflect this. In 2007 we continued to build on the community fire safety work carried out in previous years; this involved continued delivery of community safety education through a number of different avenues including school and nursery visits, attendance at public events including fetes, the West Show, Seaside Festival and through media campaigns.



Integrated Risk Management Plan (IRMP) Community Safety Corporate Projects for 2007

Partnerships

The States of Jersey Fire and Rescue Service is committed to working in partnership to save more lives. These partnerships enable us to work with other agencies to ensure that key risk groups are identified and educated in fire and other risk safety. In 2007 we worked in partnership with the following organisations:

- Prince's Trust
- Prison! Me! No Way! Jersey
- Child Accident Prevention Jersey
- Scouts
- Youth Service
- Youth Action Trust
- Road Safety Panel

Home Fire Safety Checks

In 2007 we continued to promote free Home Fire Safety Checks to reduce fire risk to the community, completing 186 checks. These valuable visits (normally made by two firefighters) enable the occupier to discuss fire safety issues and where necessary, include the fitting of free smoke alarms. You can request a Home Fire Safety Check by calling 445967 or by filling out an online request form at www.fire.gov.je. The Jersey Annual Social Survey (JASS) found that 92% of respondents now have a smoke detector compared to only 64% in 1996, demonstrating how successful the Service has been over the last 10 years in promoting smoke alarms for the home.

Fire Safety Awareness Courses

The Service works in partnership with the Jersey Council for Safety and Health at Work to deliver fire safety awareness training to employees, managers, fire wardens and other agencies. In 2007 we ran 24 courses delivering fire safety awareness training to 432 students.

Media Liaison

The Service has developed a new corporate communications strategy to improve the marketing of community safety messages to 'at risk' groups. The strategy will introduce a number of new communications initiatives to promote community safety and ensure that the Service works with the Island's local media to promote fire safety in conveying messages, securing publicity and reaching the local population.





Community Events of Note

Safety In Action Week

The Service ran a fire safety workshop as part of Safety in Action Week run by Child Accident Prevention Jersey. 970 children from 30 primary schools went through the week which incorporated 6 hands-on interactive workshops on fire, road, first aid, water, garden and building site safety.

Prison! Me! No Way!

The Service also supported the Prison! Me! No Way! initiative by providing a team that delivered fire and sea safety education to year 6 students in 32 schools at 26 'Your Choice' days and also fire safety and arson education to year 8 students at 8 'Crime and Safety Awareness' days.

Prince's Trust

The Service continued to support the Prince's Trust Scheme in Jersey by providing basic firefighting team training and sea safety advice for students on the Prince's Trust programme.

Open Day

The Service opened its doors to the public in October as part of the developing strategy to communicate more with and be more accessible to the community that we serve. The day was a success with several hundred people coming along to see for themselves what Jersey's Fire and Rescue Service does and to take a closer look at many of the appliances and specialist equipment used.

Dragon Boat Race

In 2007 we sponsored a Fire and Rescue Dragon Boat in Jersey's annual event held in St Helier harbour. The boat was called 'Wake Up, Get a Smoke Alarm' and a community safety vehicle was in attendance to provide fire safety advice to members of the public.

Charity Car Wash

In November firefighters set about raising money for the families of the four Warwickshire Firefighters killed in a warehouse fire in Atherstone-on-Stour. The incident provided a stark reminder of the risks faced by firefighters. Wholetime and retained firefighters, Combined Control staff, non-uniform staff and retired members of staff completed a 7 hour marathon car wash at St Helier fire station raising £10,000 for the Warwickshire Firefighters Family Fund.



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States of Jersey
Fire and Rescue
Service

J2037

WHAT YOU
GONNA DO?

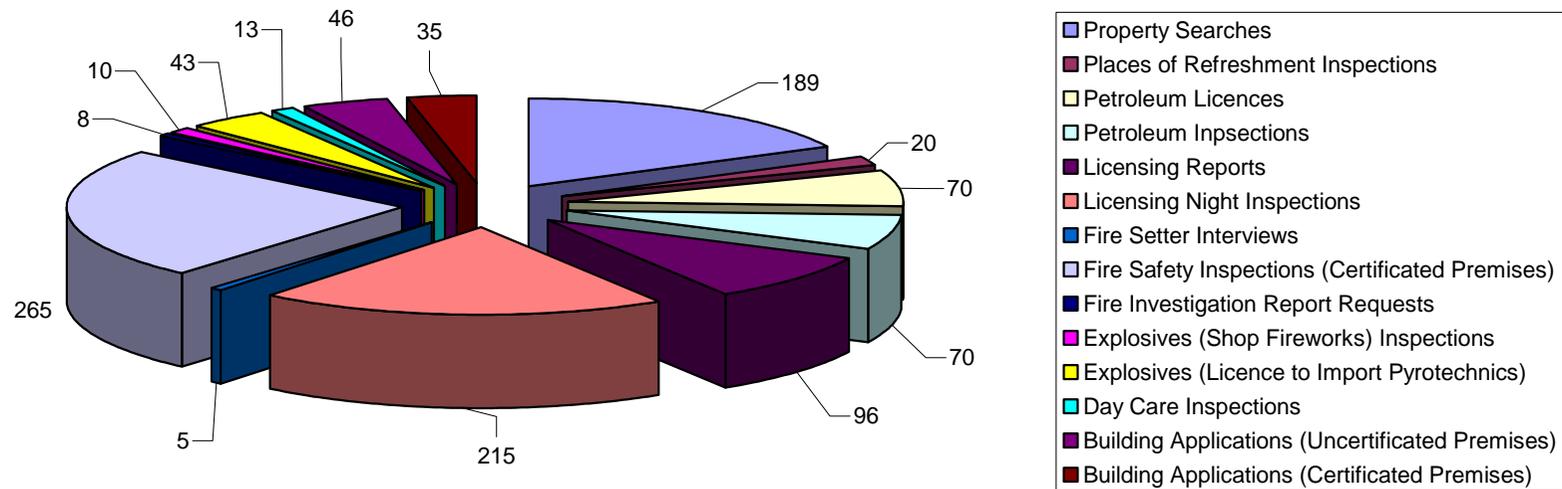
GET THE FACTS

IT'S
UP TO
YOU!

Corporate Objective: Reduce fire risk in public, commercial and industrial premises

The Technical Fire Safety Department is responsible for the development, implementation and enforcement of fire precautions and other legislation relating to fire or other emergencies. 2007 saw this small, specially trained and qualified team (all of whom are operational Firefighters at various levels) carry out inspections, prepare reports, provide advice on building applications, investigate fires or conduct property searches on 890 occasions. With support from their colleagues on the operational Watches who conducted a further 195 formal inspections in between attending emergency incidents, training and supporting community safety initiatives, the total reached 1,085. The pie chart below provides an overview of the type and level of activity of the Technical Fire Safety Department.

Technical / Statutory Fire Safety Activity 2007



Integrated Risk Management Plan (IRMP) Statutory Fire Safety Corporate Projects for 2007

Waterfront Development

With the proposals to develop both the Waterfront and La Collette I and II reclamation sites, the Technical Fire Safety department has played a lead role on working groups such as the Hazard Review Group and the Tunnel Safety Group to ensure that the proposed developments include sufficient access and egress for the emergency services, and that the buildings and ancillary works have appropriate and satisfactory fire safety measures.

Fireworks Legislation

The Service has championed fireworks safety and has supported the revision of the Fireworks legislation in 2007. Whilst this long term project is expected to continue through 2008, many discussions with colleagues within Home Affairs were held along with research on best practice. The aim for the Fire and Rescue Service in contributing to this piece of work is to ensure that the importation, sale and use of this specific type of explosive are carried out in a safe and controlled way.

Log Book Improvements

During 2007 the department modernised and improved its Fire Precautions Log Book to include a section on Fire Doors. This additional section explains the importance of a fire door as a passive fire measure and explains how to identify, inspect and maintain the doors in good working order. The department is also in the process of modernising its standard forms and has successfully introduced one of these into the system, with more to follow soon.

New Hotels

Two large Island hotels (Royal Yacht and Radisson) were also completed and issued with fire certificates in 2007, each with modern, up to date fire safety measures designed and installed to a high standard with significant technical fire safety staff input throughout the design and build process.





Celebrating the skills and contribution of our staff

Corporate Objective: Developing our people and culture

Our people are the most important resource we have. We will continue to invest in our staff to ensure that they are adequately trained to meet current and future organisational needs and by building the Service's core values into key processes such as recruitment, training and development and performance reviews.

Integrated Risk Management Plan (IRMP) Corporate and Support Services Corporate Projects for 2007

Ongoing Training and Development

Throughout 2007 the Service's Training and Development team continued to provide support to Service managers ensuring that good quality training and assessment of personnel was delivered including operations, management and specialist development programmes. Six Crew Managers attended the Incident Management Foundation programme at the Fire Service College in Moreton-in-Marsh, Gloucestershire, enabling them to take their operational 'command competence' to Watch Manager level; all of the Technical Fire Safety team attended specialised fire precautions courses and two new trainee firefighters completed their basic training course with Devon and Somerset Fire and Rescue Service.

Workforce Development Strategy

In conjunction with our Human Resources Business Partners, work continued on the advancement of the Workforce Development Strategy with a clear framework for the attraction, recruitment, development, assessment, promotion and succession of personnel at all levels becoming ever more clear. This form of phased development throughout the career of a firefighter is the basis of all other work being undertaken in this area and is seen as the most robust method of ensuring that we have the right people, with the right skills and qualities, in the right role, at the right time.

Assessment Development Process

Another key component of the growing Workforce Development Strategy is the creation of an 'in house' Assessment Development Process (ADP) for the identification of those with potential for progression and their structured path through assessment, appointment and onward training. A great deal of effort was spent last summer in preparing to roll out the first wave of ADP's for candidates applying for Crew and Watch Manager positions.

Retained “Buddy” Trainers

In 2007 the Service introduced retained trainers or “buddies” on wholetime watches. The aim of the initiative was to provide valuable support to wholetime watch management teams in preparing good quality training and assessment opportunities for their retained (part-time) colleagues. The advantages of this system include consistency of approach and application from a small team of familiar faces who understand the needs of those being trained and assessed.

Les Marais Realistic Scenario Training

The summer of 2007 saw the Service’s Training and Development team provide an ideal opportunity for realistic, scenario based training to be carried out in one of the low rise blocks due for re-development at Les Marais. Arrangements were made for the Service to use the building for a limited period for operational training. Following consultation with both the Planning and Environment Department and the Health Protection team at Health and Social Services as well as residents, live fires within the complex were introduced in order to offer the most realistic scenarios possible for operational crews. An excellent example of States Departments working together, the training received excellent feedback and offered a superb way of practising our job in conditions closer to the real thing than can ever be achieved in simulated environments.

Equality and Diversity Training

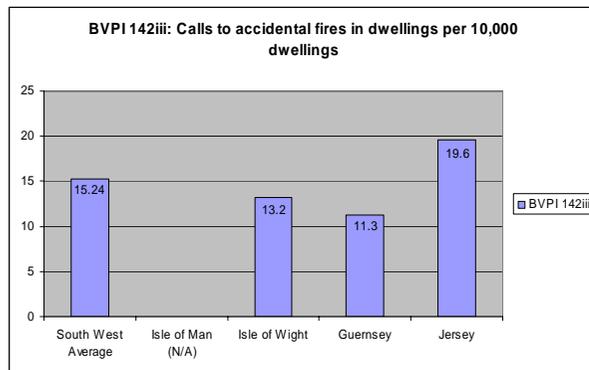
The Fire and Rescue Service must be a modern, open, and inclusive organisation in order to be a ‘relevant’ part of the Island’s community safety framework. Towards the end of the year, the Service ran a series of workshops for all personnel with Calmera Business Consultancy that enabled open discussion on many of the issues facing the Service in this area. 2008 will see follow up work undertaken to build upon the workshops.



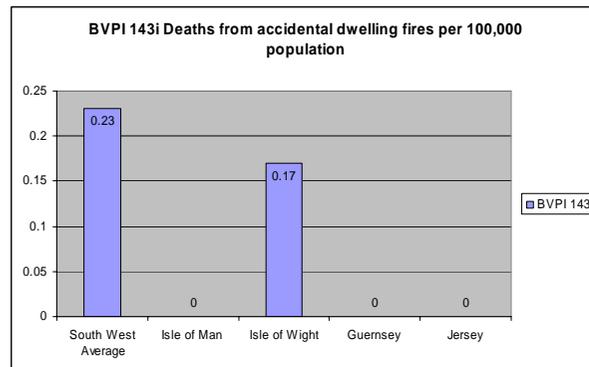
Service Performance and Targets for 2007

The Service manages performance through the monitoring of progress against key targets and strategic performance indicators. Each year the Service sets itself demanding and challenging targets. The targets are prepared against a suite of statutory Best Value Performance Indicators (BVPI's) against which all English Fire and Rescue Services are measured. The UK government has identified six BVPI's that were considered key indicators, which are used to judge and compare the performance of individual Fire Services. Our performance will therefore be measured against both national and local targets. The figures below identify how we performed against the UK South West average and against similar Island Fire and Rescue Services.

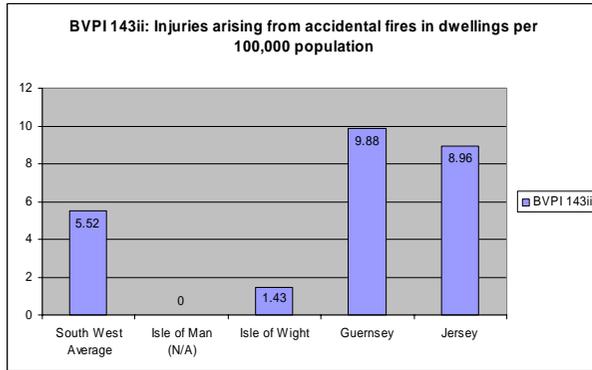
BVPI Comparisons against SW Fire and Rescue Services Average and Other Island Fire Services



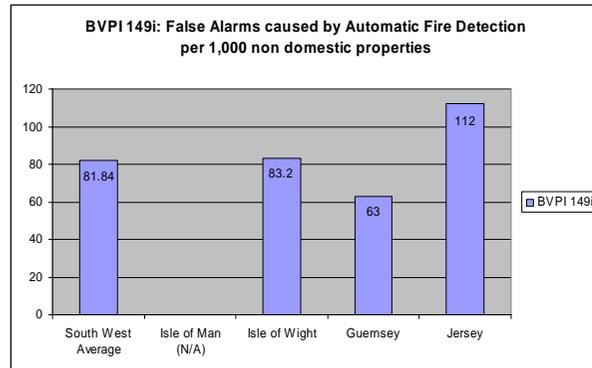
Jersey experienced the highest level of activity in this area for the comparator group which indicates that we still have work to do in engaging with and educating the community with regard to preventing fires from occurring in the first place. As already mentioned, tackling this issue requires innovation, partnership working and sufficient time and resources to commit to community fire safety activity.



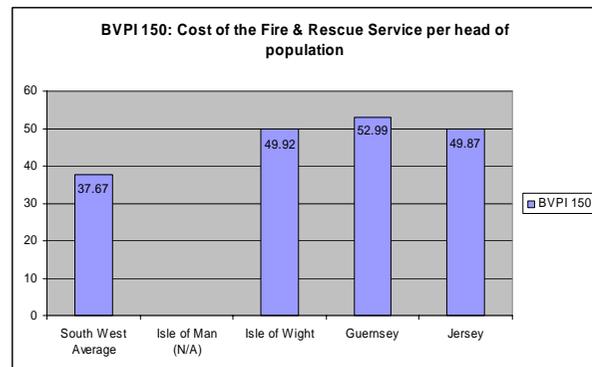
For the second successive year, we are pleased to report that nobody died as a result of fire in Jersey. Our primary role is to save life and this achievement is therefore of great satisfaction to us.



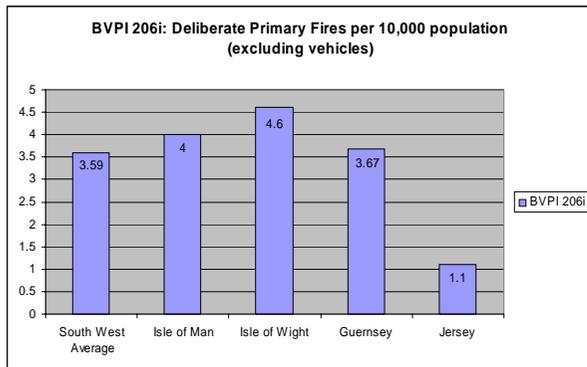
The number of people injured as a result of fire in the home is returning to more usual levels although, as with the rate of fires in the home, it remains high. Again, we still have much work to do in order to compare favourably with the South West average and this is why we believe that continued and further investment in community safety activity will be required.



The States of Jersey Fire and Rescue Service performed better in this area compared to 2006 but still has a high level of activity compared to the South West average. Attending these incidents adds risk (fire appliances travelling to 'incidents' needlessly), cost (our time and the recall of retained firefighters to provide fire cover), takes our crews away from activities such as training and community safety work and preventing us from being able to attend a real emergency elsewhere. In reducing the number of these false alarms we need the support of owners and occupiers of non-domestic properties through good system design and effective management controls to prevent unnecessary activations.



The States of Jersey Fire and Rescue Service provides all of the services (and, in some cases more) of a UK Fire Service, whilst protecting a relatively small community. This inevitably results in the cost per head of population being high compared with Services caring for much larger communities; this factor is evidenced by all of the available figures for Island Fire and Rescue Services being higher than the UK South West average. That said, our 'per capita cost' is lower than both the Isle of Wight and Guernsey. There is overwhelming evidence to suggest that increased investment in and resources for community fire safety work reduces fires, fire injuries, societal and economic loss.



By far the lowest rate in the comparator group for this type of activity, Jersey has a long history of outperforming its regional and Island colleagues when it comes to deliberate primary fires. The work of the States of Jersey Police, Building a Safer Society Strategy and initiatives such as 'Prison! Me! No Way!' are producing a falling rate of crime and disorder generally and this is, without doubt, a significant contributory factor.

An overall good performance such as this is important for Jersey given that most non-domestic properties are commercial operations. Jersey's successful economy provides a tremendous amount of income to the States and enables us to enjoy the quality of life, health and education services and beautiful environment that we do. Jersey companies generally take Business Continuity and Disaster Recovery very seriously but nobody would like to test those plans for real. A severe fire can have an utterly devastating effect and national and international surveys reveal that very high proportions of smaller and medium sized businesses do not recover from a major event. Whilst, in comparison with other Services this is a good result, it is a higher figure than 2006, so we will work as hard as we can to ensure this increase does not become a trend.

Performance comparisons with other UK Fire and Rescue Services 2007 and with Jersey 2006

BVPI	Description	SW Region Average	Isle of Wight	Guernsey	Jersey	Jersey '06
BVPI 12 (i)	Proportion of working days / shifts lost to sickness absence by Wholetime uniformed staff	9.30	4.0	9.32	6.48	7.6
BVPI 12 (ii)	Proportion of working days / shifts lost to sickness absence by all staff	10.22	5.5	9.40	8.84	7.9
BVPI 142 (ii)	No. of primary fires per 10,000 population	23.68	21.4	18.45	17.47	14.7
BVPI 142 (iii)	No. of accidental dwelling fires per 10,000 dwellings	15.24	13.2	11.03	19.6	20.4
BVPI 143 (i)	No. of deaths from fire per 100,000 population	0.23	0.17	0	0	0
BVPI 143 (ii)	No. of injuries from fires in dwellings per 100,000 population	5.52	1.43	9.88	8.96	14.74
BVPI 144	Percentage of accidental dwelling fires confined to the room of origin	91.12%	86.7%	92%	73.3%	84.6%
BVPI 146 (ii)	No. of calls to malicious false alarms attended per 1,000 population	0.3	0.45	0.3	N/A	0
BVPI 149 (i)	False alarms caused by automatic detection systems per 1,000 non-domestic premises	81.84	83.2	63	112	113.2
BVPI 149 (ii)	No. of those properties with more than one attendance	N/A	91	92	111	114
BVPI 149 (iii)	Percentage of calls to a property with more than one attendance	62.39%	72.3%	19.7%	20.6%	14.8%
BVPI 150	Net cost per head of population	£37.76	£49.92	£52.99	£49.87	£46.50
BVPI 206 (i)	No. of deliberate primary fires (excluding vehicles) per 10,000 population	3.59	4.6	3.67	1.1	N/A
BVPI 206 (ii)	No. of deliberate fires in vehicles per 10,000 population	5.33	3.1	4.67	1.0	N/A
BVPI 207	No. of fires in non-domestic premises per 1,000 non-domestic premises	11.75	11.4	5.88	9.0	5.9
BVPI 209 (i)	Percentage of fires attended in dwellings where a smoke alarm had actuated	44.68%	56.4%	%	53.8%	38.5%

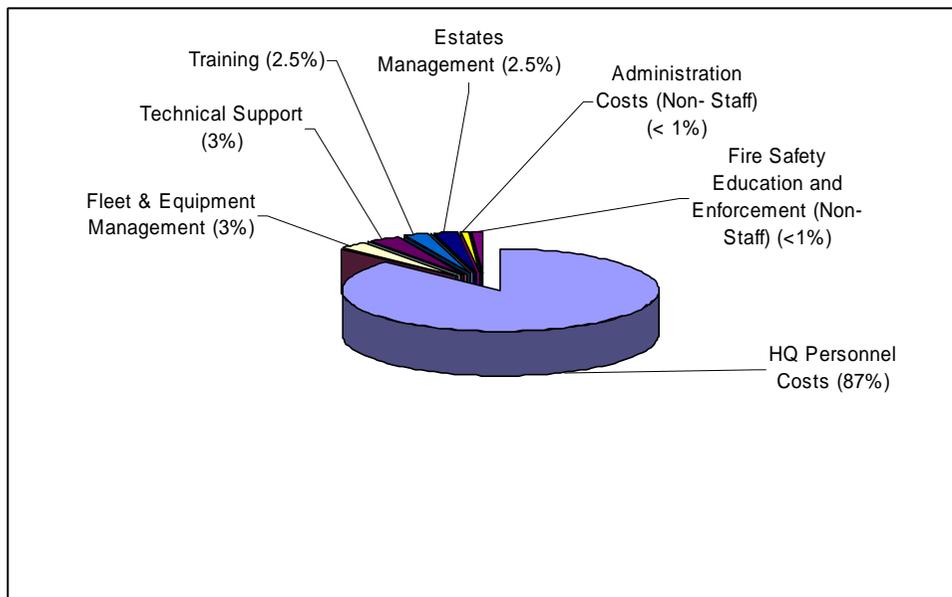


Managing our resources

A modern and well-managed Service is essential if we are to achieve all of our aims. We have high standards of corporate management and governance to ensure that the Service maximises value for money, the efforts of our staff, time and other resources in the best way possible to meet the needs of the community.

Finance Management

The Service's total budget for 2007 was £4,437,386. This was an increase on the previous year however there was no non-staff inflation increase. All of the Service's prevention, protection and emergency response activities rely upon our workforce to achieve them and therefore reducing personnel levels to absorb this budget 'reduction' has been avoided at the cost of non-staff expenditure. The net result has been an increased percentage of the Service's revenue budget being used for personnel costs and extremely stringent measures being put in place to minimise non-staff expenditure as far as possible. The financial climate generally is unlikely to change in the foreseeable future and the increasing demand for efficiencies will result in increasingly high risk policy changes at a local (Service) level with regard to non-staff activity or a reduction in the number of personnel. 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 infrastructure.



	2006	2007
Percentage of expenditure on personnel	85.67%	87.37%

Good governance is critical to the successful running of any organisation, particularly when public money is being used and the reputation of the States of Jersey rests upon it. One of our key indicators in this regard is the number of invoices from our product or service suppliers that we pay promptly. As can be seen from the table below, our excellent record has been maintained.

	2006	2007
Percentage of invoices paid within 30 days	100%	100%

Personnel Levels and Absence Management

	2006	2007
Full Time Equivalent Personnel (and Retained Personnel)	76.54 (47)	76.54 (47)
Average Days Lost to Sickness Absence	7.90	8.84

The number of 'Full Time Equivalent' (FTE) posts has remained static for the past two years and the retained (part-time) firefighter establishment has consistently run 'light' by between five and ten personnel due to recruitment and retention difficulties at the Western Station. The average number of days loss to sickness absence – whilst generally very good for a role which requires high levels of fitness and freedom from injury for a firefighter to be able to carry out their duties safely – rose from 2006 to 2007 due to significant, long term sickness.



ONLY TO
CAUTION
EMERGENCY
VEHICLE
EXIT

NO PARKING
DO NOT OBSTRUCT
THESE DOORS
AT ANY TIME

**Request a free Home Fire Safety Check by calling 445967
or by filling out an online request form at www.fire.gov.je.**



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...making Jersey a safer community