



**LONDON FIRE  
AND EMERGENCY  
PLANNING AUTHORITY**

Report title

## **Half Yearly Monitoring of Performance Indicators (Aims 1 and 2) in the London Safety Plan for 2017/18 (for Prevention and Protection, Response and Resilience)**

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Meeting

Governance, Performance and Audit Committee

Date

13 November 2017

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Report by

Head of Strategy and Inclusion

Document Number

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### **Summary**

This is the half yearly monitoring report for 2017/18 (with data to the end of September 2017). It contains key performance for indicators in the London Safety Plan 2017 (LSP2017), related to Authority Aims 1 and 2 (Prevention and Protection; Response and Resilience). Performance against indicators for Aim 3 (People and Resources) is addressed in a separate report to the Resources Committee.

### **Recommendation**

That the Committee notes the report.

**Table 1: Performance against key performance indicators, 12 months to end September 2017.**

## AIM 1 – PREVENTION AND PROTECTION

Headline and corporate indicators		Yr end Sep 16	Yr end Jun 17	Yr end Sep 17	Target	Annual trend
HoFSt	<b>H1</b> : Boroughs below the national av. rate for primary fires*	Data not yet available				
HoFSt	<b>H2</b> : Fires in the home	5,554	5,614	5,512	6,000	▼
HoFS	<b>H3</b> : Fires in other buildings	1,981	2,027	2,013	2,500	▲
HoFS	<b>H4</b> : Fires in care homes / specialist housing for older ppl	355	344	346	400	▼
HoFS	<b>H5</b> : All fire deaths (10 year average)	46	52	52	50	▲
HoFS	<b>H6</b> : Accidental fire deaths in the home (10 year average)	33	40	40	35	▲
HoFS	<b>H7</b> : Injury from fire (5 year average)	1,026	1,003	988	1,000	▼
HoFSt	<b>H8</b> : Home Fire Safety Visits	85,477	84,536	84,265	73,000	▼
HoFS	<b>H9</b> : Educating young people on fire & other emergencies	96,684	96,683	97,896	100,000	▲
HoFSt	<b>CO1</b> : Time by station staff on community safety	12.71%	12.22%	12.34%	10%	▼
HoFS	<b>H10</b> : All fire safety audit/inspections	15,692	13,041	12,143	14,500	▼
HoFS	<b>CO2</b> : Address alleged Fire Risks addressed with 3 hours	91.4%	92.2%	93.3%	90%	▲
HoFS	<b>H11</b> : False alarms due to AFA non-domestic buildings	21,923	21,742	21,445	20,000	▼

## AIM 2 – RESPONSE AND RESILIENCE

Headline and corporate indicators		Yr end Sep 16	Yr end Jun 17	Yr end Sep 17	target	Annual trend
HoCRM	<b>CO3</b> : 999 calls answered within 7 seconds	85.53%	85.97%	87.06%	92%	▲
HoCRM	<b>H12</b> : Av. time from answering a 999 call to appliance dispatch (s)	99	97	96	100	▼
HoFSt	<b>H13</b> : Av. arrival time 1st appliance (mm:ss)	05:27	05:20	05:17	06:00	▼
HoFSt	<b>H14</b> : Av. arrival time 2nd appliance (mm:ss)	06:46	06:43	06:39	08:00	▼
HoFSt	<b>H15</b> : 1st appliance arrival 10 mins or less	95.54%	95.97%	96.22%	90%	▲
HoFSt	<b>H16</b> : 1st appliance arrival 12 mins or less	97.94%	98.19%	98.30%	95%	▲

## Introduction

1. This is the half yearly monitoring report covering the Authority's activities around prevention, protection, response and resilience (Aims 1 and 2). The Resources Committee also receives a performance monitoring report covering the performance indicators relevant to its terms of reference (Aim 3 – People and Resources, which includes indicators on staffing, sickness and health and safety).
2. A copy of the corporate performance digest, containing the full suite of corporate performance information, will be circulated to all Members of the Committee, along with the papers for this meeting.
3. All indicators in this report fall within the remit of the Director of Operations. There are a number of items covered within this report and supporting appendices, and the Director may wish to draw the attention of Members to particular matters, given the importance of this area of work to the Brigade.
4. The figures in this report for the most recent performance (i.e. the last three months) include interim data to provide the Committee with the Brigade's direction of travel in terms of performance against the indicators. Most figures will not change, however members should note that there may be some small variations for some indicators when the final confirmed figures are published in the corporate digest. The corporate digest is available on the London Datastore.

## Performance targets and monitoring

5. Information on performance for 2017/18 is set out in table 1 with comparative data for the two previous years. The five year trend indicator reflects the change in performance since 2013/14. Full details of performance for each indicator, together with comments from the lead officer concerned, are set out in Appendix 1.
6. The Authority agreed the new London Safety Plan on 30 March 2017 covering the four year period from April 2017 to March 2021 (*FEP2723*). As part of the Plan a number of headline targets were agreed. A further report (*FEP2765*) to this Committee at the meeting on 15 September 2017 reviewed some of the headline targets in the light of the Grenfell fire. In addition, a number of internally facing indicators and measures were agreed by the Committee.

## Performance highlights

7. Performance as at the end of September 2017 is good, with the vast majority of indicators meeting the target and a number achieving/exceeding the performance target. The number of home fire safety visits by LFB staff has been maintained at a high level despite fewer resources far exceeding its target and continues to be the focus of the Brigade's community safety work. The performance highlights are:
  - The number of **fires in the home (dwelling fires)** continues to reduce (5,512) over the long term and performance over the past six months is meeting the current target.
  - The indicator for **primary fires in non-domestic properties** was amended in 2013/14 to focus just on those property types covered by the Regulatory Reform (Fire Safety) Order 2005 (RRO). The figure of 2,013 as at the end of September 2017 has increased over the end of year position for 2016/17 (1,952) but continues to remain within target.
  - Over 84,200 **home fire safety visits** (HFSV) is well in excess of the target of 73,000 for 2017/18.
  - The number of unwanted calls to **false alarms caused by automatic fire alarms (AFAs) in non-domestic buildings** has increased; however, the figure of 21,445 as at the end of September 2017 still represents a reduction of 13 per cent compared to the highest point of the

last five years (24,719 – April 2013).

- The **speed of attendance to incidents** by both first and second fire pumping appliances continues to remain well within the performance targets (6 minutes and 8 minutes, on average, respectively). On average, a first appliance arrived at an incident in 5 minutes 17 seconds and a second appliance in 6 minutes 39 seconds. The first appliance arrived within 10 minutes or less on 96.22 per cent of occasions.

8. There is no Q2 data for the headline target H1 – *Boroughs below the national average rate for primary fires*. This is an annual indicator and data for 2017/18 is not yet available. The indicator was agreed as part of the Brigade's contribution to a fairness measure for the GLA's equality framework. Progress against this target will be available as part of the year end report, and further commentary will be included as part of that report.

### **Fire safety visits - audits and inspections**

9. At the Committee meeting in September 2017 (FEP2765), members agreed that that no headline target would be set for fire safety 'visits' (audits and inspections) for 2017/18, and that the number would be reported as a context measure (no target).
10. All targets are reviewed annually as part of the established London Safety Plan review process. This fire safety measure will be reviewed as part of the year end reporting process. Members also requested that an update on progress be given and this is provided in Appendix 1 under 'All fire safety audits/inspections'.

### **Fire fatalities during April – September 2017 (Quarters 1 and 2)**

11. Details of fatal fires occurring during the past six months are set out in Appendix 2. This fatality information focuses on those deaths which were likely to be preventable or where the Brigade can learn from their circumstances and improve its community safety activity as a result.

### **Grenfell Tower**

12. On 14 June 2017, the Brigade received the first of multiple calls to a fire at Grenfell Tower in North Kensington. The fire affected all floors of the 24 storey building, from the second floor up, and was declared a major incident by the Brigade.
13. The fire at Grenfell Tower resulted in 80 deaths<sup>1</sup>. It is our current practice to use numbers for fatalities based on the Brigade's own fire investigation team assessment about whether a death was fire related. This will always be revised (as necessary) if the outcome of the Coroner's inquest determine that the fire was or was not the cause of death. It is consistent with this approach to use the 80 fatalities arising from the Grenfell Tower fire that the police have reported, rather than the lower number of those identified (i.e. 60 at 19 September 2017). It seems right that the number we use should be the best estimate available of the likely total number (which will be revised in the light of any new information).
14. It should be also noted that the details of the fatal fires for Grenfell have not been provided in Appendix 2 so that the ongoing investigation is not compromised.

### **Fire safety regulation prosecutions during April – September 2017 (Quarters 1 and 2)**

15. During the past six months, eight cases were successfully prosecuted under the Regulatory Reform Order (RRO). Details of these cases are set out in Appendix 3.

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<sup>1</sup> 80 deaths from the Grenfell Tower fire is based on the police estimate of 10 July 2017; at 19 September 2017, 60 victims had been formally identified.

### **Comparative data for other metropolitan fire and rescue services**

16. Appendix 4 provides some comparative data for the other fire and rescue services in metropolitan areas in England for first and second appliance attendance times.
17. The data for this comparison is shared between the relevant services and does not, at this stage, represent official statistics.

### **Head of Legal & Democratic Services comments**

18. The Head of Legal & Democratic Services has reviewed this report and has no comments.

### **Director of Finance and Contractual Services comments**

19. The Director of Finance and Contractual Services has reviewed this report and has no comments.

### **Sustainable development implications**

20. Action being taken by the Brigade to prevent and reduce fires, and attendance at false alarms and some special services (e.g. shut in lift releases) will also reduce the environmental impact of these incidents and the impact that attending incidents (appliance movements) has on the environment through reduced:
- air-borne pollution associated with fires;
  - appliance movements so less diesel pollution;
  - CO<sub>2</sub> emissions (e.g. from vehicle fires and vehicle exhaust); and
  - pollutants being released into the water course from run-off at incidents.

### **Equalities implications**

21. Reaching London's diverse communities is a key longstanding aspect of the Brigade's community safety activity, which is helping to drive down the number of fires and the casualties that result from fires. The Brigade targets risk by addressing a number of factors such as people's lifestyles, physical impairments and social demographics. This approach gives a broader understanding of the risks different groups face rather than focusing on a single factor such as a person's age or ethnicity. However, within the lifestyle groups which are the target for our community safety work, both age and ethnicity are factors that are over-represented in these at risk groups.

### **Staff side consultations undertaken**

22. Any performance issues which need input from Staff Side would be dealt with as part of the Brigade's established performance management framework.

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### **List of Appendices to this report:**

- 1 Performance indicators and commentary against a number of key indicators for six months to end of September 2017
- 2 Fire Fatalities – April to September 2017
- 3 Fire safety prosecutions – April to September 2017
- 4 Metropolitan fire and rescue service comparison – April to September 2017

<b>LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985</b>
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<b>List of background documents</b>
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- |  |
|--|
| 1. London Safety Plan 2017   |
| 2. Corporate performance digest  |
| 3. London Safety Plan (2017-2021) – Additional Performance Indicators and Measures (FEP2765) |

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## **Appendix 1 – Performance indicators & commentary**

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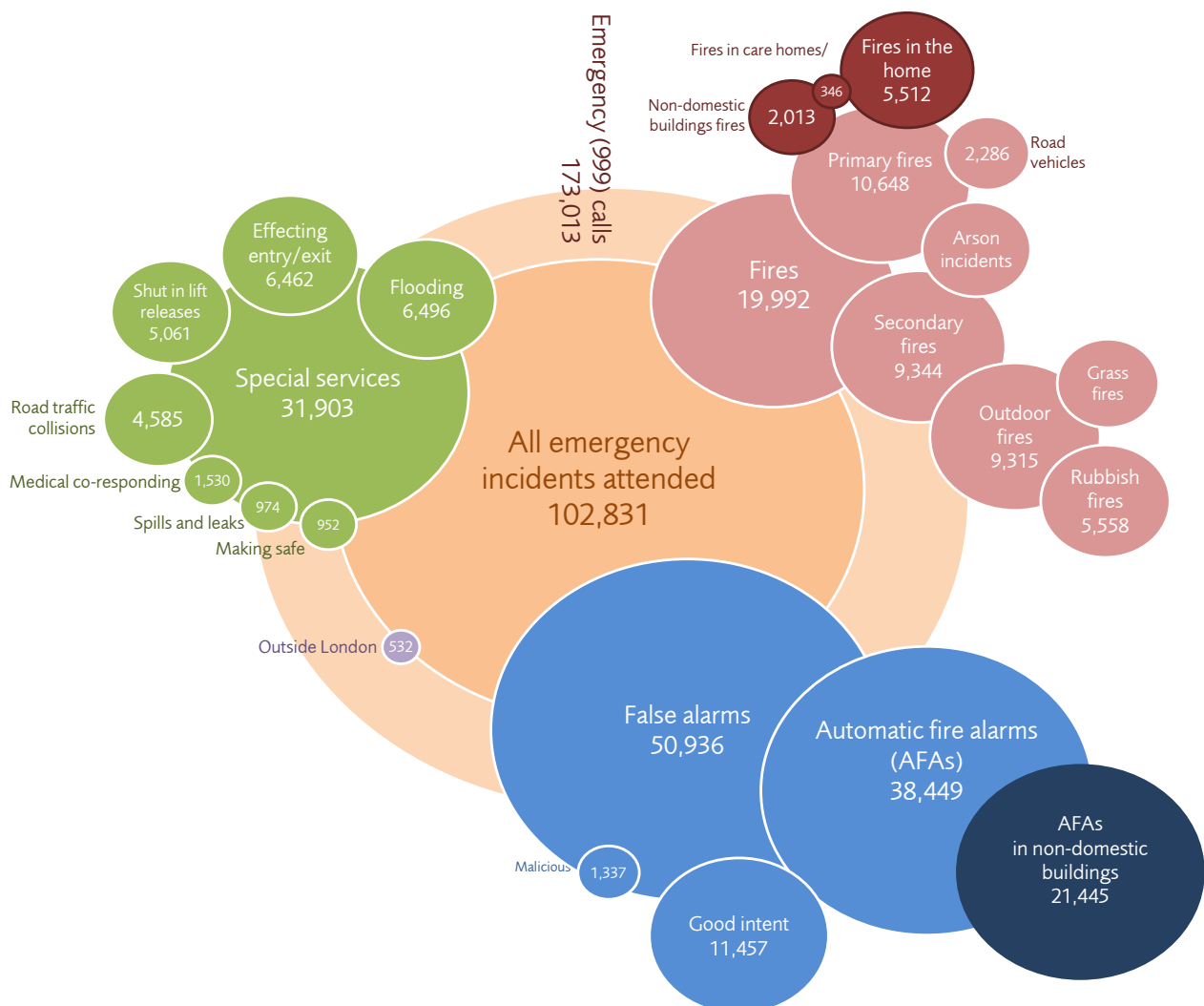


## Context to the key performance indicators

This appendix includes detailed information about the key performance indicators that support delivery of the Authority's aims and strategic objectives, and the commitments set out in the London Safety Plan (LSP 2017). Indicators and accompanying targets have been devised to reflect the key areas to measure achievement on LSP 2017 commitments. By their nature, these indicators are very specifically focussed (e.g. reduction in fires in care homes and specialist housing for elderly people – H4). This context section provides background to the indicators by displaying total incidents by type, and the relationships between different types of incident.

### Emergency calls and incidents

The bubble chart below shows total emergency (999) calls received for the 12 months (to the end of the September 2017), together with the total number of emergency incidents attended by the brigade, and how the different incident based performance indicators relate to each other. The incident types with a darker colour are amongst key performance indicators included in this report.



Notes: (1) Bubbles in darker colours represent LSP headline targets. (2) Primary fires includes late calls, and secondary fires include chimney fires. (3) Some incident types with smaller numbers have been excluded from the chart for purposes of clarity.

# All incidents attended

Fires, false alarms and special services

## ALL INCIDENTS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	104,483	103,685	103,362	104,626	104,450	103,626	103,701	103,257	103,055	102,481	102,157	102,124
2014/15	101,684	101,280	101,123	98,971	98,117	98,125	97,819	96,899	96,079	96,204	95,735	95,220
2015/16	95,386	95,339	95,943	96,861	97,212	96,782	96,614	97,582	97,838	98,273	99,103	99,541
2016/17	99,381	100,227	100,874	100,949	102,133	103,169	103,717	104,355	104,866	105,175	104,987	104,740
2017/18	105,707	105,517	105,462	105,341	104,083	102,831						

chart 1 : rolling 12 months

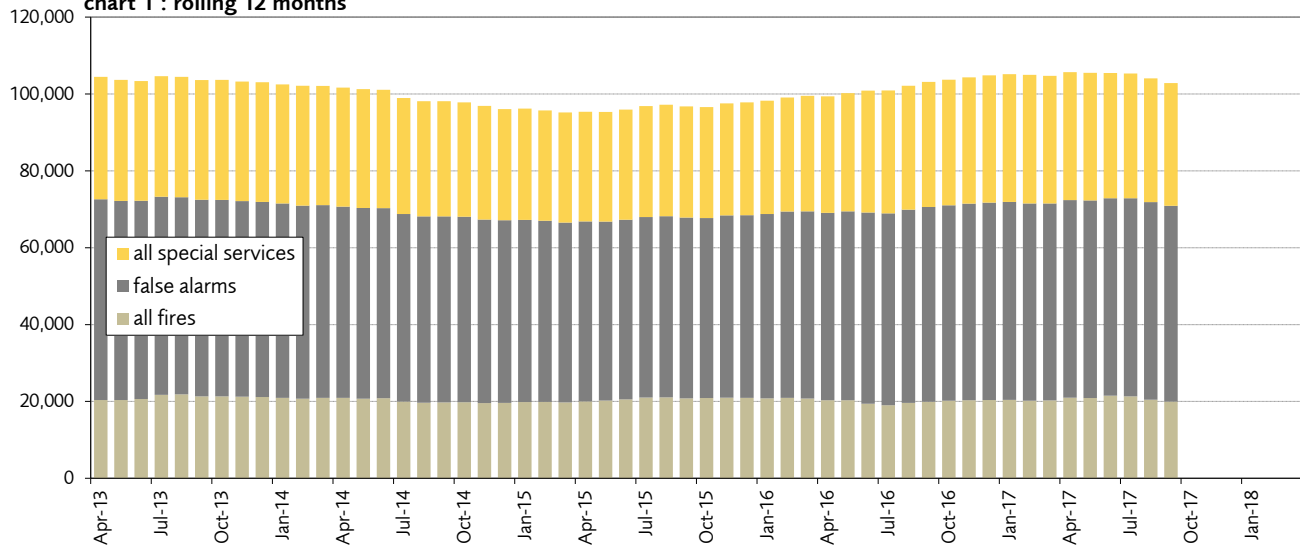
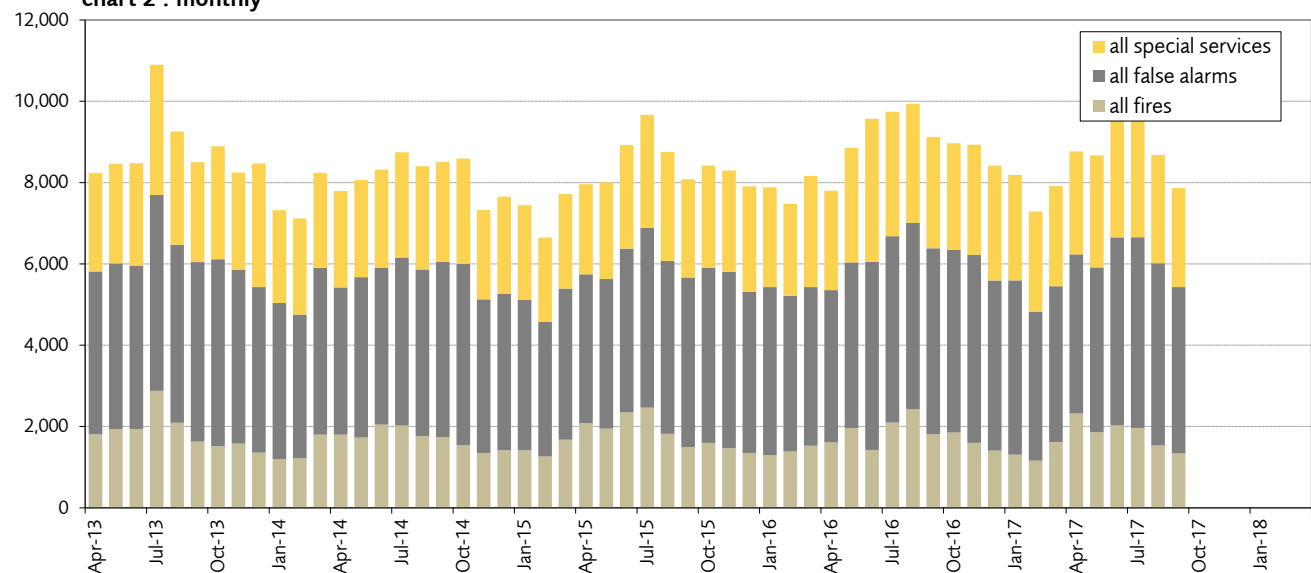


chart 2 : monthly



# Fires attended

primary and secondary fires

## IP1 - ALL FIRES

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	20,368	20,372	20,626	21,726	21,873	21,327	21,321	21,231	21,158	20,958	20,704	20,949
2014/15	20,941	20,733	20,847	19,993	19,661	19,766	19,796	19,564	19,622	19,838	19,882	19,760
2015/16	20,039	20,258	20,560	21,004	21,064	20,823	20,874	20,988	20,923	20,802	20,922	20,774
2016/17	20,304	20,318	19,391	19,023	19,624	19,942	20,199	20,330	20,388	20,401	20,177	20,268
2017/18	20,979	20,881	21,484	21,349	20,463	19,992						

## IP3 - ALL SECONDARY FIRES

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	8,803	8,904	9,133	10,059	10,182	9,787	9,845	9,809	9,869	9,779	9,718	9,944
2014/15	9,977	9,836	9,950	9,237	9,017	9,070	9,100	8,933	8,946	9,073	9,055	8,944
2015/16	9,170	9,325	9,602	10,037	10,080	9,906	9,974	10,084	10,103	10,078	10,229	10,138
2016/17	9,785	9,800	9,009	8,626	9,119	9,407	9,619	9,775	9,802	9,759	9,561	9,648
2017/18	10,172	10,111	10,584	10,476	9,717	9,344						

chart 1: rolling 12months

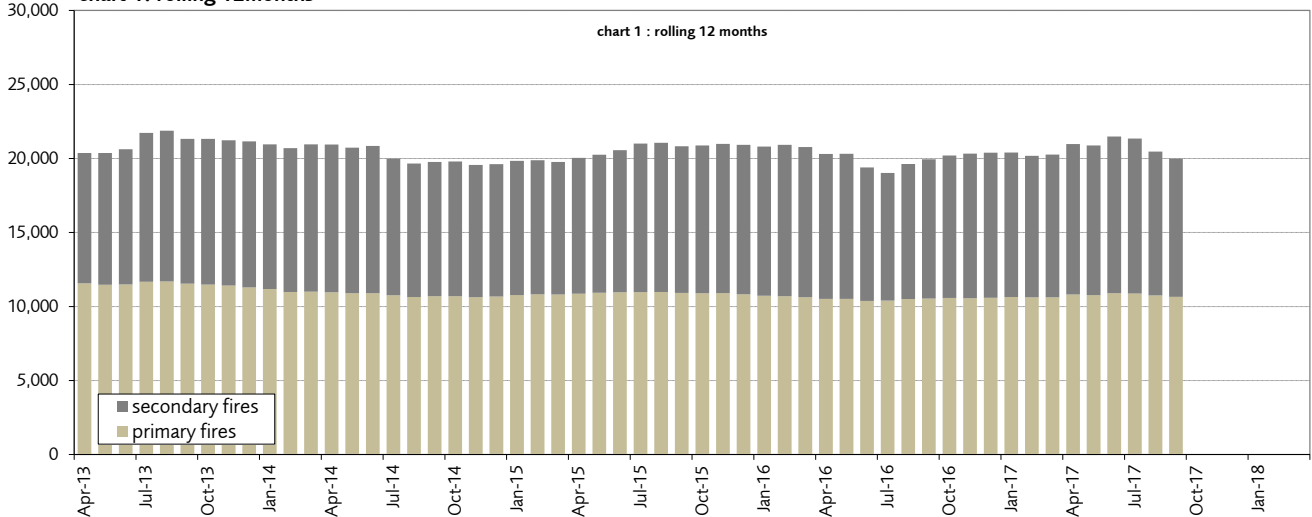
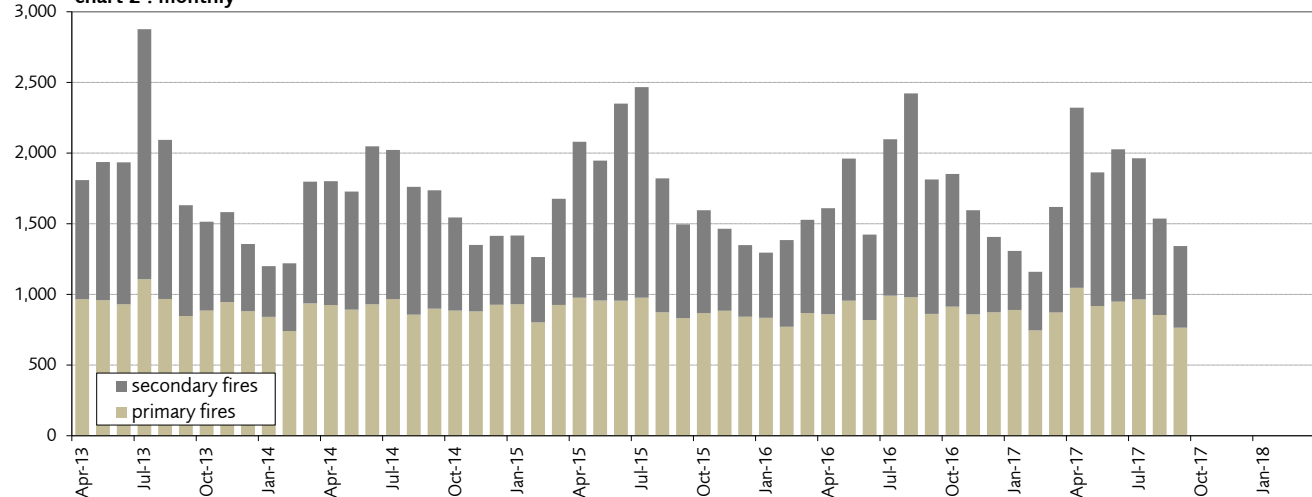


chart 2 : monthly

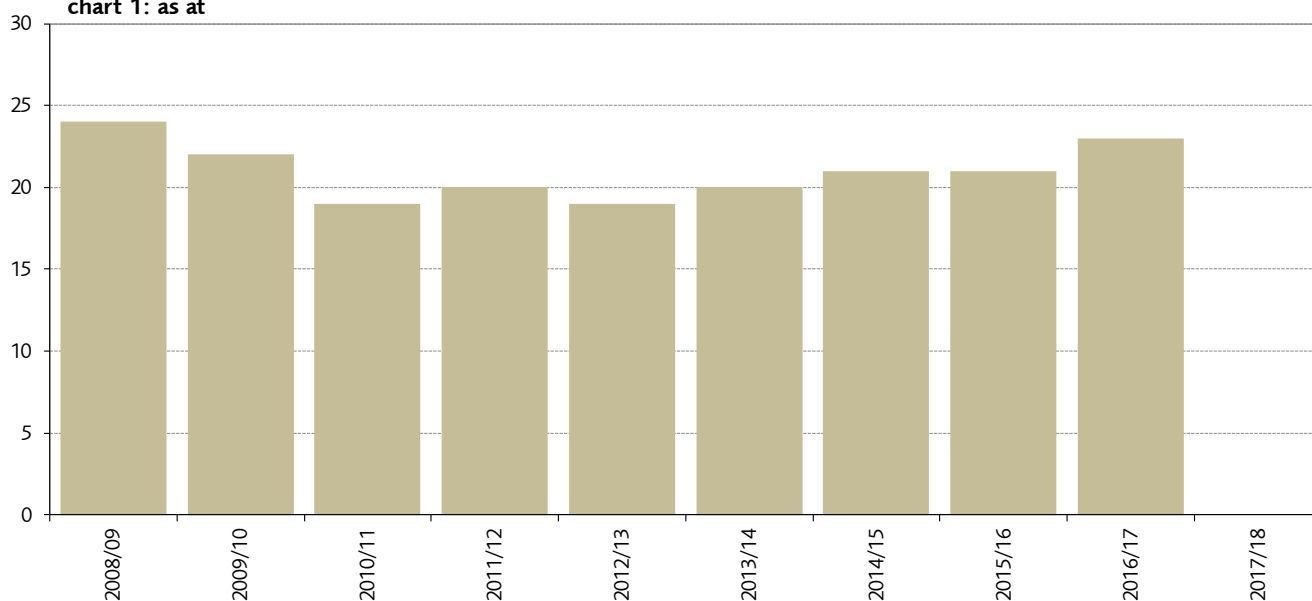


## Boroughs below the national average rate for fires

### H1 - NO. BOROUGH BELOW 13.4 PRIMARY FIRES PER 10,000

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/08
Av. primary fire per 10k	20.1	19.5	17.5	16.4	14.0	13.6	13.0	13.4	13.5	13.4
Boroughs below nat. av.	24	22	19	20	19	20	21	21	23	tbc
Target	-	-	-	-	-	-	-	-	-	22

chart 1: as at



### **Indicator Description**

This is a new headline indicator and has been agreed as part of the Brigade's contribution to a fairness measure for the GLA's equality framework. Making London a fairer and more equal city was a key theme of the Mayor's manifesto. Brigade believes that setting a fire measure that seeks to achieve a rate of fire for every London borough that is below the average rate of fire in England supports this theme, as well as providing a new and challenging aspiration for the Brigade.

### **Performance Management**

This is an annual indicator and data will be published for the end of 2017/18 to ascertain how close the Brigade is to its target (22 boroughs for the financial year). In terms of performance management, the next six months will focus on engaging Borough Commanders with the new indicator and the protection and prevention measures they can deliver in their areas to make sure the Brigade performs as strongly as it can to deliver the outcomes from this new headline indicator.

## Fires in the home

### H2 - FIRES IN THE HOME

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	6,452	6,397	6,402	6,475	6,476	6,374	6,288	6,283	6,197	6,131	5,987	5,996	6,472
2014/15	5,959	5,924	5,914	5,855	5,799	5,858	5,920	5,861	5,893	5,942	5,992	5,989	6,427
2015/16	5,984	6,018	6,038	6,000	6,027	5,967	5,915	5,892	5,840	5,790	5,769	5,704	6,390
2016/17	5,667	5,617	5,524	5,534	5,552	5,554	5,587	5,574	5,558	5,548	5,518	5,508	6,390
2017/18	5,554	5,573	5,614	5,629	5,558	5,512							6,000

chart 1 : rolling 12 months

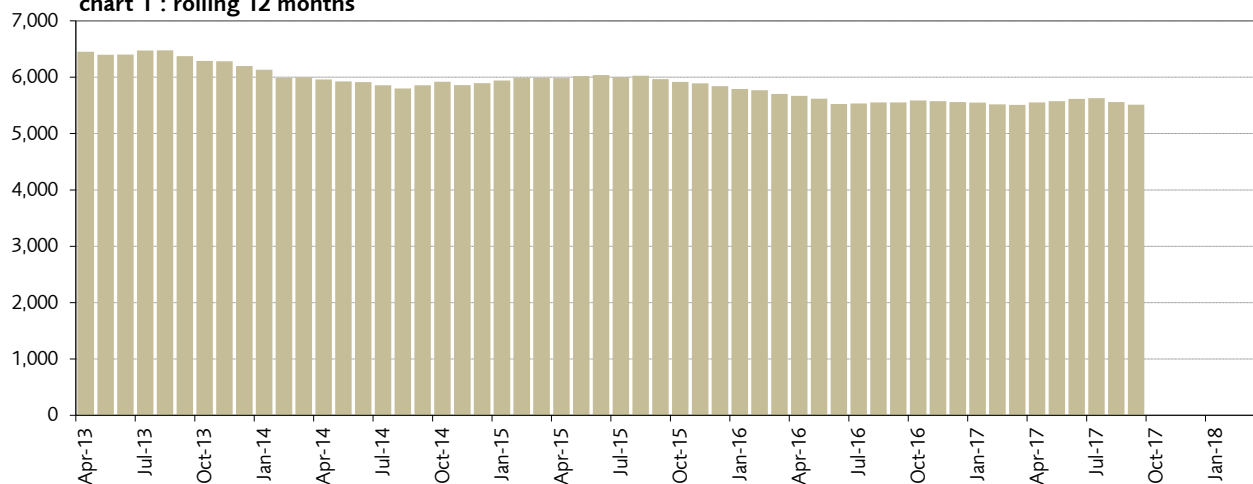
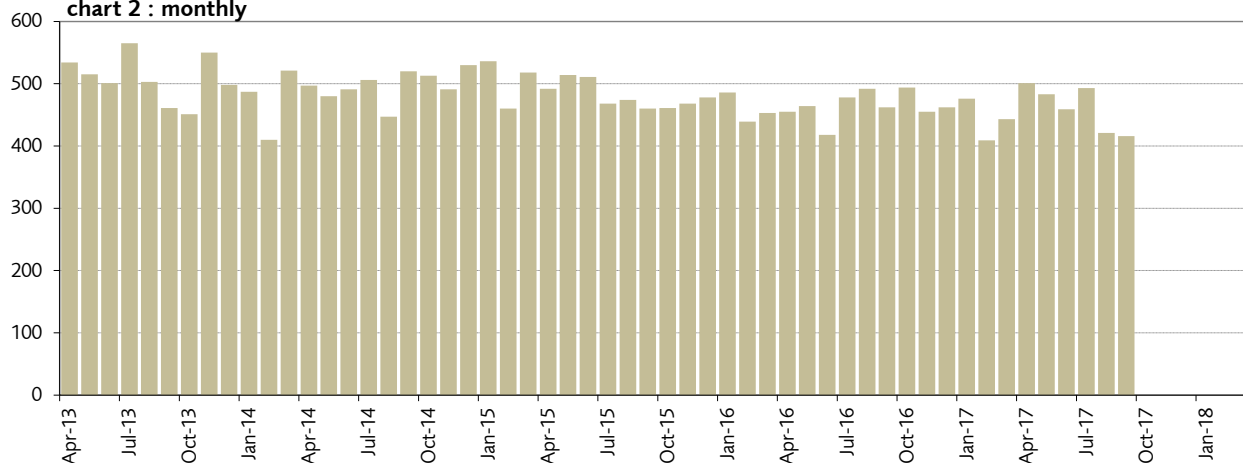


chart 2 : monthly



## **Indicator Description**

The largest single type of primary fire is fires in the home and their prevention is a key focus of the Brigade's community safety activity. Fires in the home remains a headline target in LSP 2017 with the aim reduce the rate of fires in the home, in an increasing London population, by keeping fires in the home below 6,000 each year. The number of fires in the six months 2017/18 (5,512) continued to fall compared to the same period last year (5,554). This continues the long term downward trend and the Authority is achieving the target for this indicator in 2017/18.

## **Performance Management**

A key focus for operational staff has always been about reducing fires in the home. For instance crews are instructed to carry out hot strikes following fires in residential premises. This initiative has contributed in the downward trend of fires in homes by:

- Utilising the gravitas of the event to educate residents from neighbouring properties;
- Reassuring neighbouring residents ; and
- Carrying out full HFSVs to ensure occupants have adequate fire detection and are made aware of potential hazards within their premises.

The accidental dwelling fire (ADF) review process is led by each Area Deputy Assistant Commissioner (DAC) and follows a similar format to that of a fatal fire review. The review informs local risk reduction work and each Area DAC reports on trends and issues identified on a quarterly basis.

To qualify for an accidental dwelling fire review a fire must meet at least one of the following criteria; a member of the public being taken to hospital as a result of injuries sustained at the incident, multiple people are injured (but not necessarily moved to hospital), it is determined by the officer in charge (OIC) that the severity of the fire has made the dwelling uninhabitable for at least 24 hours and/or where the OIC establishes a previous fire has occurred. A review can also be initiated at the request of the Area DAC.

There were a number of successful bids through the Community Safety Investment Fund (CSIF). An example is Richmond where new linked smoke alarms provided by the local authority, through the bid funding stream, have now been purchased and Brigade crews are currently being trained by the local authority in how to fit and synchronise them to the telecare base stations. It is planned that just short of a 1,000 of the most vulnerable residents of Richmond will be visited as part of the telecare project, which will see them all being provided with a linked system.

## Non domestic primary fires where RRO applies

### H3 - NON DOMESTIC PRIMARY FIRES WHERE RRO APPLIES

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	2,311	2,305	2,309	2,359	2,382	2,358	2,343	2,335	2,319	2,283	2,232	2,208	2,401
2014/15	2,202	2,184	2,194	2,122	2,062	2,063	2,028	2,020	1,999	2,027	2,046	2,050	2,386
2015/16	2,062	2,073	2,060	2,112	2,120	2,116	2,146	2,153	2,121	2,091	2,069	2,052	2,372
2016/17	2,018	2,015	1,983	1,967	1,980	1,981	1,959	1,919	1,921	1,939	1,942	1,952	2,372
2017/18	1,989	1,962	2,027	2,021	2,035	2,013							2,500

chart 1 : rolling 12 months

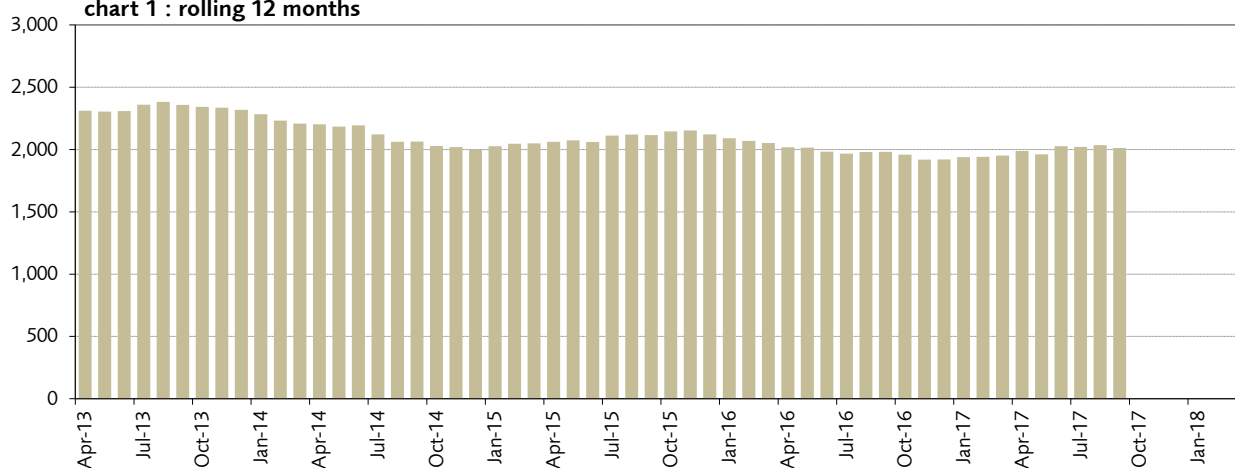
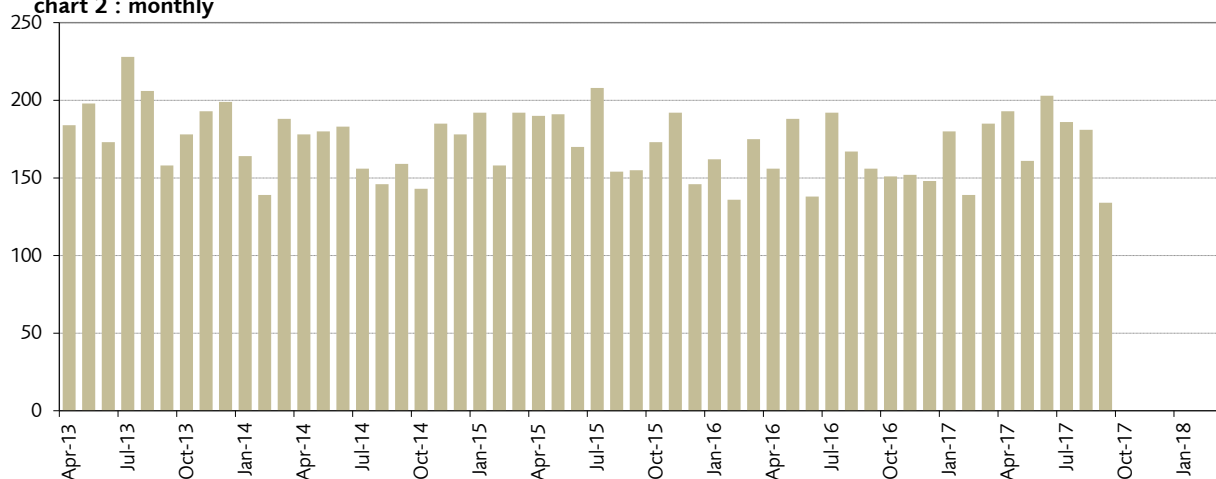


chart 2 : monthly





## **Indicator Description**

Non-domestic buildings include a wide range of properties and structures including offices, leisure centres, care homes, hostels and hospitals, as well as some buildings to which the Regulatory Reform (Fire Safety) Order (RRO) does not apply, like garages and garden sheds.

The LSP 2017 headline target (H3) covers most types of buildings subject to the RRO but does *not* include blocks of flats or Houses in Multiple Occupation (HMOs) where the Brigade has powers under the RRO in respect of common parts; these areas are counted as domestic premises. H3 is designed to reflect the effectiveness of regulatory fire safety activity in respect of non-domestic buildings subject to the RRO. The aim is to reduce the rate of fires in other buildings (where fire safety regulations typically apply), by keeping fires below 2,500 each year.

## **Performance Management**

There were 1,117 fires in non domestic premises for six months to end of September 2017. This is a slight increase in comparison to the same period in 2016/17 when there were 1,078. Of these 98 (nine per cent) were 'large', i.e. constituted a makeup of four pump fires and above:

<b>Fire engines attending fires</b>	<b>Q1/Q2 2016/17</b>	<b>Q1/Q2 2017/18</b>
4	55	60
5	1	1
6	18	23
8	7	6
10	1	4
12	1	1
15	1	3
<b>Total</b>	<b>84</b>	<b>98</b>

These included:

- A 15 pump fire at a recycling plant in Dagenham in April 2017. This was a large, protracted incident with appliances deployed to relay additional water supplies to the incident ground.
- A 15 pump fire at a kosher food shop in Hendon in June 2017. The shop and flats above were both affected resulting in five rescues, 17 recorded injuries and six members of the public being taken to hospital.
- A 15 pump fire at a primary school in Stoke Newington in July 2017. The fire started late at night which meant there was no need for evacuations of staff or children, however, there has been damage to the entire building and Fire Investigation are looking at the cause.
- A 12 pump fire in a Builders Merchant in Barnet in April 2017. This was a hazmat incident with cylinders involved.
- A 10 pump fire in a college in Westminster in May 2017, resulting in up to 50 people being evacuated. The cause of the fire is thought to be deliberate and the police are currently investigating.
- A 10 pump fire Camden lock in July 2017. The cause of the fire has been attributed to tea lights.
- A 10 pump fire at a vehicle repair unit in Mill Hill in July 2017 where acetylene cylinders were present, resulted in a number of evacuations and one injury.
- A 10 pump fire in Strada restaurant in Paddington in July 2017. The cause has been attributed to an electrical fault with an appliance.

# Fires in care homes and in specialist housing for elderly people

## H4 - FIRES IN CARE HOMES AND IN SPECIALIST HOUSING FOR OLD PEOPLE

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	576	553	548	555	564	575	565	580	559	550	542	550	535
2014/15	554	561	575	569	551	546	536	521	538	535	531	533	519
2015/16	523	526	521	509	500	486	486	469	447	443	436	422	503
2016/17	405	389	368	366	355	355	345	343	334	320	325	321	503
2017/18	331	331	344	341	351	346							400

chart 1 : rolling 12 months

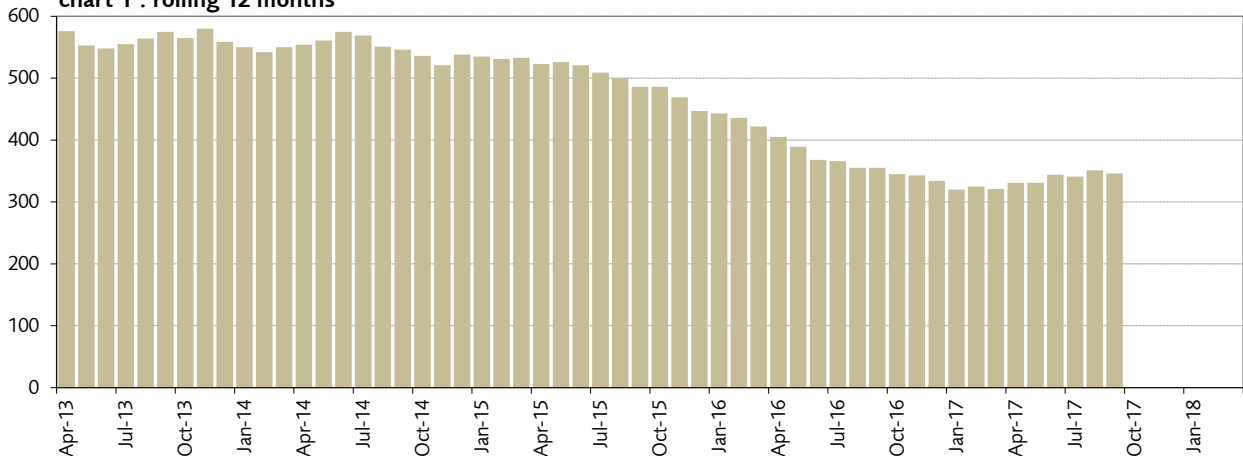
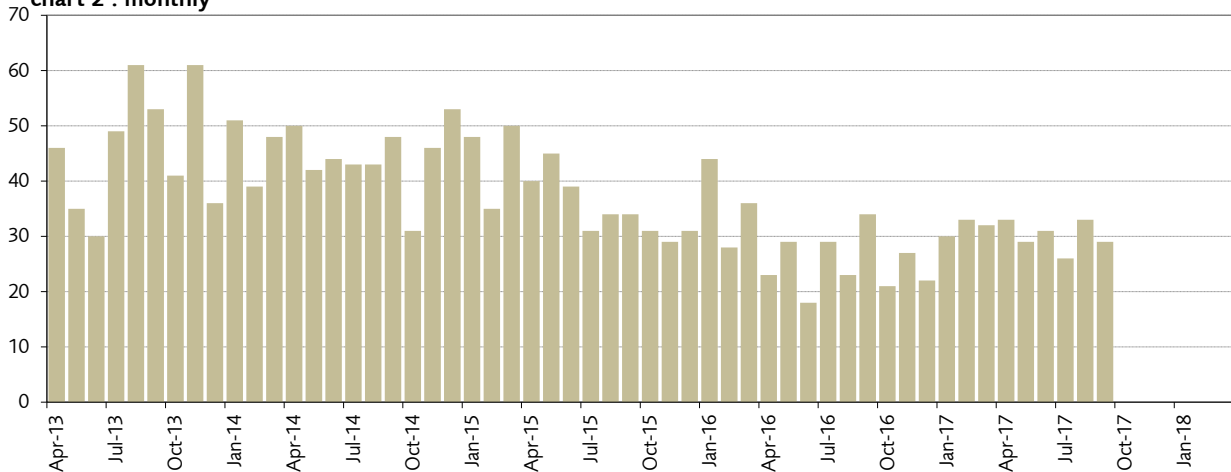


chart 2 : monthly



## **Indicator Description**

The Brigade remains concerned by the number of elderly people who are still harmed, or killed, by fire in places where they should be safe. The number of fires in specialist housing for the elderly remains a headline target in LSP 2017 with the aim to reduce the rate of fire, in an increasing London population, by keeping these fires below 400 each year.

This headline target is designed to measure the focus of the Brigade's prevention and protection activities to ensure that people living in care homes and in sheltered housing are as safe as possible.

Performance for the six months 2017/18 shows that the numbers of fires in care homes and sheltered housing has fallen again, and we are now achieving the Authority's target.

## **Performance Management**

Engagement with partners during the Community Safety Investment Fund (CSIF) process has highlighted that there has been a move toward supporting individuals living in their own home. To support this initiative we are progressing the following:

- Working with the Telecare Services Association (TSA) to develop a quality standards framework. This framework seeks to improve call handling, policies and procedures of telecare fire alarm monitoring organisations.
- Monitoring the development of stove top automatic fire suppression systems.
- Evaluating the use of disposable sealed non-rechargeable "high security" e-cigarettes (used by mental health trusts and prisons) as a safer alternative to smoking.
- Updating the current assisted living technology catalogue which contains 36 innovative technical solutions.
- We have developed a 'Person Centred Fire Risk Assessment' checklist to support Care Providers/Housing Providers/Relatives to identify vulnerable residents and make referrals.
- Working with the National Grid in the north east area of London, to conduct a Carbon Monoxide alarm pilot.
- We have released an interim document Guidance Note 89 – Retrofitting Automatic Water Fire Suppression Systems in Residential Premises, which will provide guidance regarding sprinklers and personal protection systems to housing providers after consultation.
- Following a successful trial we have secured the budget to enable us to supply each Community Fire Safety Area Team with 100 heat alarms which can be fitted in the homes of particularly vulnerable individuals. The aim is to provide additional safety and protection alongside smoke alarms.

Whilst we are currently evaluating the 2016/2017 CSIF Budget, we are pleased to report that Borough Commanders are continuing to promote the project with an additional three bids, equating to £70,000 having been approved in quarters one and two of 2017/18. These bids have included the following:

- The purchase of 15 canary\* monitoring units and the provision of six months ongoing monitoring support for each unit;
- The purchase of five waterproof Pebble\* GPS units and the provision of ongoing monitoring support;
- The purchase of 10 x Personal Protection System;
- The purchase of 27 x Innohome Stove Guard SGK500; and
- The provision of in excess of 320 fire retardant bedding packs.

\*Canary and Pebble are devices that provide remote information to monitoring services to support elderly, vulnerable people live independent lives.

## Fire fatalities

### H5 - PRIMARY FIRES - FATALITIES (10 YEAR AVERAGE)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	54	55	55	54	55	54	53	52	52	52	51	50	54
2014/15	50	50	49	50	50	50	50	50	50	50	49	49	53
2015/16	49	49	49	49	49	48	49	48	47	47	46	46	52
2016/17	46	46	46	46	46	46	46	46	46	46	46	46	52
2017/18	45	45	52	53	53	52							50

### PRIMARY FIRES - FATALITIES (12 MONTH ROLLING)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	44	51	53	55	53	53	54	45	49	46	40	43
2014/15	42	34	29	31	29	31	30	33	29	32	30	30
2015/16	31	36	37	32	33	32	36	33	32	31	34	36
2016/17	39	37	35	37	38	39	41	42	46	48	50	44
2017/18	41	38	118	119	116	115						

chart 1: rolling ten yearly average

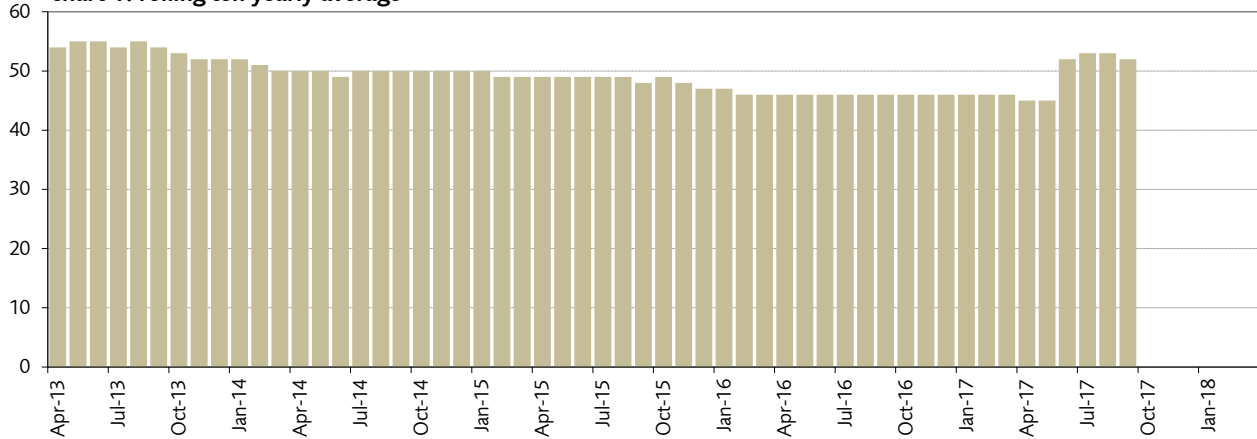
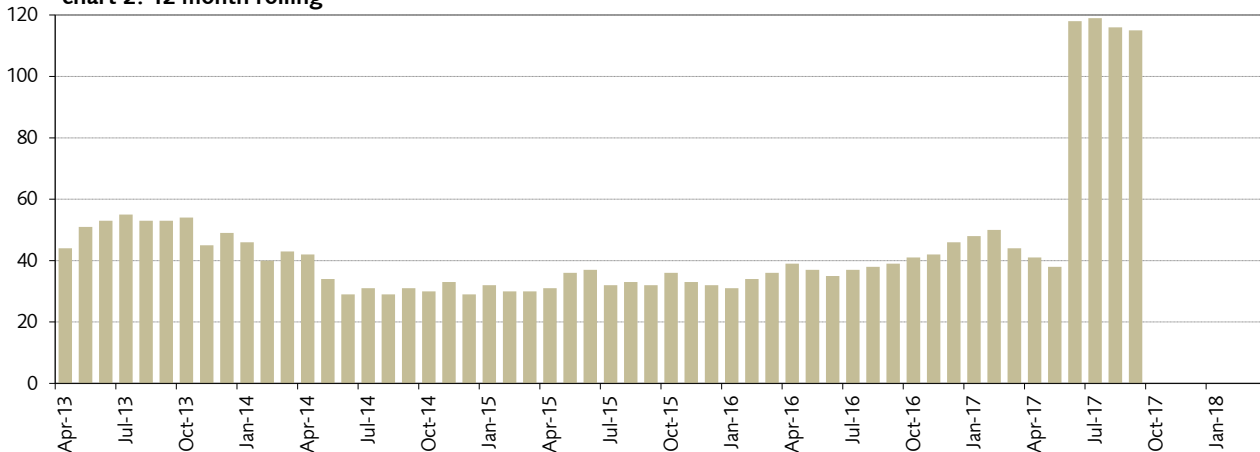


chart 2: 12 month rolling



## **Indicator Description**

This indicator counts those people for whom fire has been clearly identified as the cause of death, even if they die some time after the actual fire. Those who die at, or after, the fire but where fire is **not** identified as the cause of death are not included in these figures<sup>2</sup>. As fire death numbers are subject to fluctuation, the target and performance are expressed as an annual ten year average (table and chart one) along with 12 month rolling performance (in chart two). The LSP 2017 headline target is to reduce the rate of fires in the home, in an increasing London population, by keeping fires in the home below 6,000 each year.

The table and graph includes the fire fatalities from Grenfell Tower, and the Brigade has used the numbers reported by the Police.

## **Performance Management**

The number of fatalities includes those at the Grenfell Tower fire and the numbers reported by the Police (currently 80) are the basis of current reporting. This number will be revised (as necessary) if the Police or the outcome of the Coroner's inquest determine that the fire was or was not the cause of death.

In terms of trends, we utilise our Fatal Fire Review process to better understand the cause of the fire and to ensure that we direct our prevention activities to reduce these risks in the future. In 2016/17, there were 49 deaths at fires. The Coroner found that five of these deaths were not fire related, leaving 44 deaths which were as a direct result of fire or smoke. 41 of these deaths occurred in dwellings. 89 per cent (39 fire deaths) were accidental in nature and classed as an accidental dwelling fire (ADFs). ADFs are deemed to be largely preventable due to there being an opportunity to prevent the fire; whether this is through the Brigade's home fire safety visits and recommendations for further risk reduction methods, or by action by a partner organisation or, indeed the householder. It is worth noting that of the remaining five deaths at fire, two of the deaths were as a result of the fires being started deliberately. Three of the deaths were accidental but not in dwellings, two occurred in garages (one of which was being used as sleeping accommodation) and one took place in nightclub. Looking forward in order to further reduce fire and the risk of death or injury from fire, we will continue to work with partners, particularly those working with vulnerable people, and the fire industry to highlight :

- The conditions, behaviours and personal characteristics that increase the risk of having a fire and/or be harmed, such as smoking.
- The increased fire risk associated with some health care equipment such as air-flow mattresses, paraffin based emollient creams and incontinence pads.
- Information to carers and the need to take action to reduce fire risk.
- Provide risk appropriate fire detection and suppression equipment whether:
  - fire detection;
  - fire detection combined with monitoring equipment; and
  - or fire detection combined with monitoring and suppression equipment.
- Engage with the public, fire industry and partners to promote the benefits of increased smoke alarm ownership and the fitting of smoke alarms in all areas of fire risk.
- Encourage a wide variety of partner organisations, that work in the homes of the vulnerable to include fire risk awareness training and fire risk control measures within their core training programmes, take immediate action to lower fire risk themselves, and refer clients to the Brigade for Home Fire Safety Visits.
- Work with the fire industry to lower the cost of all alarms, (heat, wireless, interlinked etc.) and encourage adoption of these alarms as well as improving standards in the telecare industry.

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<sup>2</sup>For official statistics and Authority performance indicators, the focus is on fires where people die because of the effects of the fire. The data for "fatalities at fires" includes non-fire related causes of death and the Coroner will determine the cause of death; where the inquest outcome is delayed, the data will reflect officers' views about the likely cause of death. The data for 'fire related fatalities' and 'fatalities in accidental fires in the home' are those deaths where the fire was the cause of death.

## Accidental fire deaths in the home

### H6 - ACCIDENTAL FIRE DEATHS IN THE HOME (10 YEAR AVERAGE)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	38	39	39	39	39	39	38	37	37	36	36	36	-
2014/15	36	35	35	36	36	36	36	36	36	36	35	35	-
2015/16	35	35	35	35	35	34	35	34	33	33	33	33	-
2016/17	33	32	32	32	33	33	33	33	33	33	33	33	-
2017/18	32	32	40	40	40	40							35

### ACCIDENTAL FIRE DEATHS IN THE HOME (12 MONTH ROLLING)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	30	36	37	38	35	35	36	30	33	32	28	30
2014/15	30	24	20	22	21	23	23	26	24	26	24	23
2015/16	23	26	28	23	24	23	24	21	19	19	21	21
2016/17	22	21	19	22	23	24	29	30	35	38	41	39
2017/18	38	36	116	116	114	112						

chart 1: rolling ten yearly average

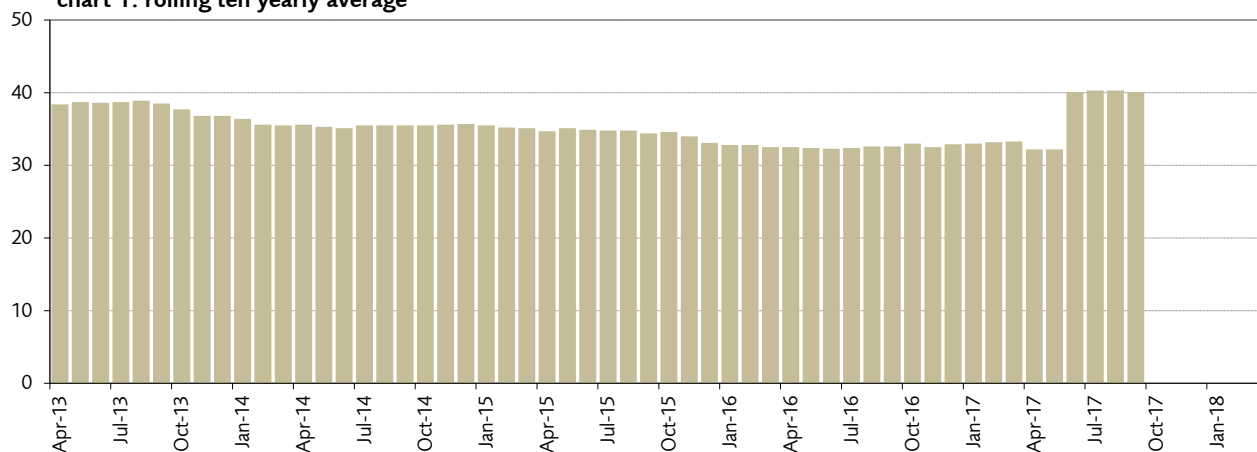
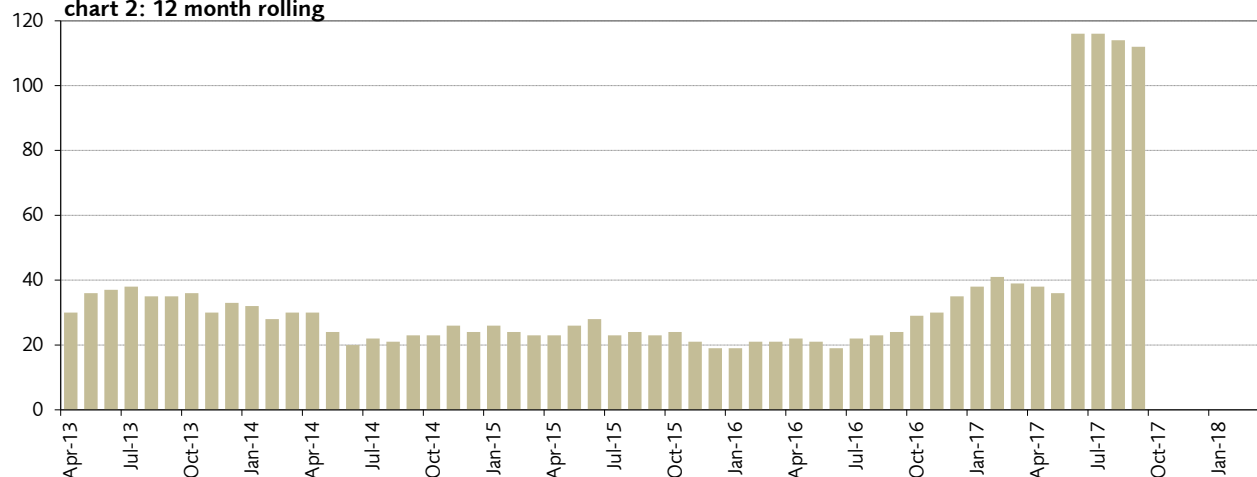


chart 2: 12 month rolling



## **Indicator Description**

Most casualties – whether injuries or deaths – arise from fires in the home. The Brigade, in the London Safety Plan 2017, introduced a new headline target for deaths in accidental fires in the home, where it is believed the Brigade can do more to drive the numbers down. Like the overall target for fire deaths, this new targets is based using a ten year average. The LSP 2017 aim is to reduce the risk of death from fire, in an increasing London population, by keeping all accidental fire deaths in the home to below 35 each year.

## **Performance Management**

As previously mentioned, 44 of the of the 49 deaths at fire for 2016/17 were classified by the Coroner as fire related deaths. 41 of the 44 were fire deaths in Dwellings, 39 of which were classed fire death in accidental dwelling fires (ADFs).

Although it is difficult when dealing with relatively small numbers to identify any clear trends, the data available from the Review of Fire Fatalities and Accidental Dwelling Fires (ADFs) 2016/17 highlights the following:

- Over half of the victims were aged 70 or over;
- 62 per cent of fatal fires were reported more than 10 minutes after the estimated time of ignition;
- 14 had experienced a fire in their home previously;
- 35 per cent of deaths took place in the bedroom;
- Smoking materials were the predominant cause of fatalities in ADFs equating to 51 per cent; and
- Although in 69 per cent of fire fatalities there was smoke detection in the property, there was only working smoke detection in the room where the fire started in 13 per cent of cases.

All 39 deaths were preventable, sadly however, using information on all the factors surrounding each fatal fire, such as nature of injuries, victim and fire location, we believe that it is likely that 27 of the 39 (69 per cent) accidental dwelling fire fatalities had already sustained life threatening injuries by the time the Brigade was called. Aligning this with the bullet point above that there was only working smoke detection in the room of fire origin in 13 per cent of fatalities only reinforces our message that smoke alarm provision should be increased to ensure that there is working detection to cover all areas of fire risk.

The message 'Get a smoke alarm' has changed to 'Fires can start in any room. Fit smoke alarms in your hallways and in any room where you: smoke, leave electrical equipment on or on charge, use candles, incense sticks or portable heaters and fit a heat alarm in your kitchen'. The case for more alarms in areas of fire risk is supported by the National Fire Chiefs Council (NFCC) and the Home Office Fire Kills programme. The Brigade's home fire safety visit training package and fire awareness package for carers include clear messages that detection must be fitted in all areas of risk. The Brigade continues to promote this message within the fire industry and with partners however, work must continue to ensure that domestic fire alarm systems take account of the fire risk profile of the occupier.

# Injuries from fire (excluding precautionary checks)

## H7 - INJURIES FROM FIRE (5 YEAR AVERAGE)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	1,220	1,220	1,217	1,212	1,208	1,204	1,203	1,194	1,182	1,166	1,160	1,164	-
2014/15	1,161	1,156	1,152	1,153	1,148	1,142	1,140	1,132	1,129	1,129	1,125	1,124	-
2015/16	1,116	1,109	1,107	1,104	1,104	1,094	1,086	1,083	1,078	1,071	1,069	1,057	-
2016/17	1,036	1,033	1,030	1,030	1,034	1,026	1,021	1,021	1,010	1,008	998	993	-
2017/18	985	983	1,003	1,005	997	988							1,000

## H7 - INJURIES FROM FIRE (12 MONTH ROLLING)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	1,172	1,153	1,147	1,151	1,111	1,066	1,090	1,104	1,054	1,035	993	998
2014/15	997	997	1,003	995	991	995	990	970	972	1,012	1,018	988
2015/16	971	978	973	983	1,006	989	979	976	984	937	956	947
2016/17	932	904	899	906	921	927	925	915	889	906	871	851
2017/18	854	881	993	991	958	962						

chart 1: 5 year average

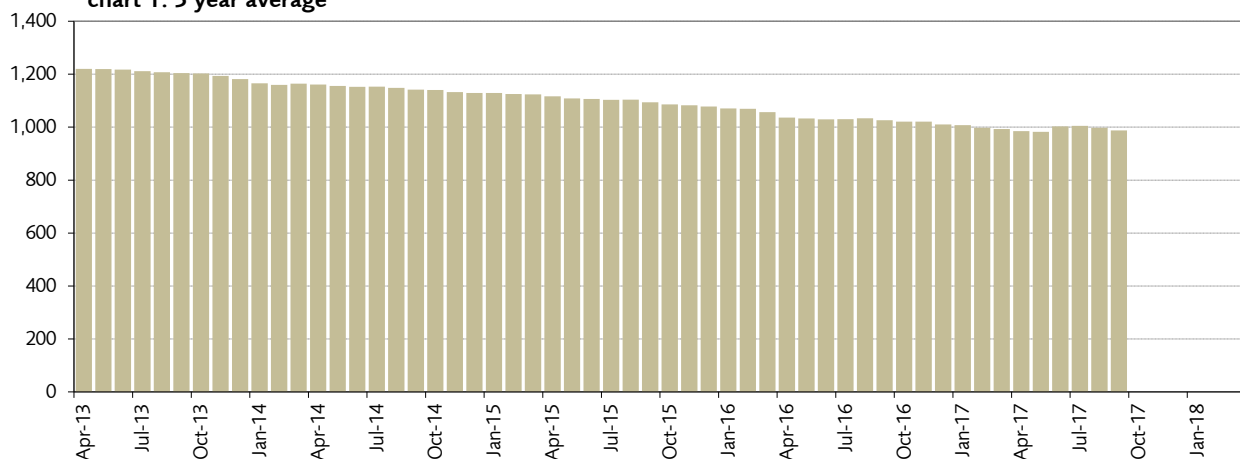
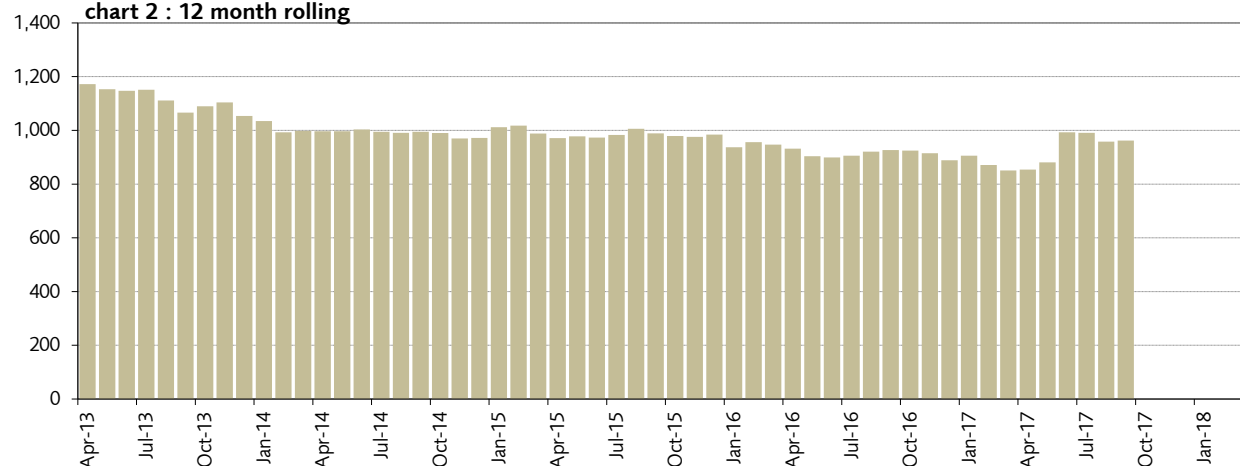


chart 2 : 12 month rolling





## **Indicator Description**

As the rate of fire death is relatively low, and there is a continuing downward trend, it was agreed as part of LSP 2017, to introduce a new headline target focussed on reducing injuries from fire (excluding those people who receive only a precautionary checks). Our previous indicator for fire injuries focussed only on serious fire injuries. This new headline target counts all types of fire injury, excluding precautionary checks as follows:

- victim went to hospital, injuries appear serious [and required at least an overnight stay in hospital]
- victim went to hospital, injuries appear slight (not precautionary check)
- first aid given at scene

New headline target is to reduce the risk of injury from fire, in an increasing London population, by keeping fire injuries below 1,000 each year. This is measured using a five year average<sup>3</sup>.

Based on the five year average, the number of fire injuries for the 12 months ending September 2017 has fallen by 18 per cent over the high point of the last five years (1,172 – April 2013).

## **Performance Management**

We developed an Accidental Dwelling Fire (ADF) process to help us to understand the contribution factors most likely to result in an ADF or fire related injury.

To qualify for an accidental dwelling fire review a fire must meet at least one of the following criteria; a member of the public being taken to hospital as a result of injuries sustained at the incident, multiple people are injured (but not necessarily moved to hospital), it is determined by the officer in charge (OIC) that the severity of the fire has made the dwelling uninhabitable for at least 24 hours and/or where the OIC establishes a previous fire has occurred. A review can also be initiated at the request of the Area DAC.

The number of injuries from fire have remained fairly consistent over the last few months. We have seen a slight increase in the numbers of people suffering burns injuries and this may be linked to people delaying a call to the fire service and tackling the fire themselves and/or where people are not alerted to the fire in the early stages due to a lack over coverage of smoke alarms in all areas of risk.

The Brigade has supported National Burns Awareness day (18 October) by re-iterating advice about what to do on discovery of a fire in your home and the risks associated with tackling a fire yourself and promotion of smoke alarm ownership.

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<sup>3</sup> 10 year data not available

## Home fire safety visits

### H8 - HOME FIRE SAFETY VISITS (HFSVs) BY LFB STAFF

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	83,501	83,476	83,565	83,490	83,238	83,253	83,317	83,495	83,939	84,288	83,261	83,947	72,500
2014/15	84,645	85,091	85,455	85,426	85,779	86,577	85,629	84,960	85,223	85,777	86,718	86,990	73,000
2015/16	86,501	86,555	86,878	87,043	86,856	86,587	87,125	87,885	87,867	87,113	86,620	86,610	73,500
2016/17	86,472	86,228	85,739	85,217	85,624	85,477	84,751	84,467	84,648	84,794	84,674	84,893	73,500
2017/18	85,146	84,704	84,536	85,106	84,833	84,265							73,000

### CX9 - PRIORITY HFSVS - HIGH RISK PEOPLE/PLACES (P1)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	58,526	58,666	58,846	59,096	59,147	59,618	60,295	60,968	61,556	62,293	61,778	62,406
2014/15	63,343	64,218	65,117	65,424	65,958	67,055	66,770	66,648	67,144	67,936	69,078	69,465
2015/16	69,115	69,433	69,771	69,983	70,031	69,777	70,263	70,996	71,072	70,425	69,803	69,921
2016/17	69,884	69,714	69,312	68,867	69,171	69,034	68,414	68,100	68,230	68,323	68,185	68,215
2017/18	68,415	67,885	67,672	67,790	67,475	66,863						

chart 1 : rolling 12 months

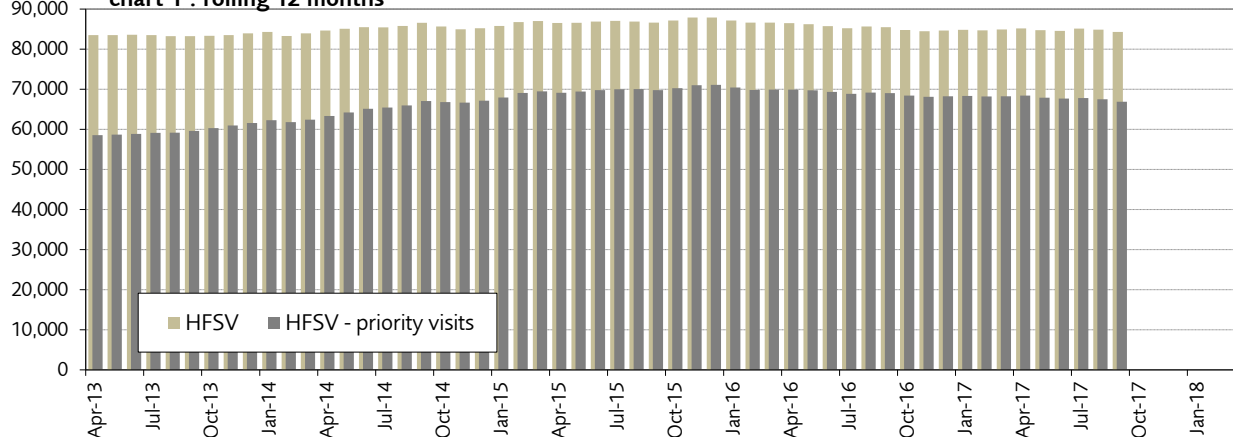
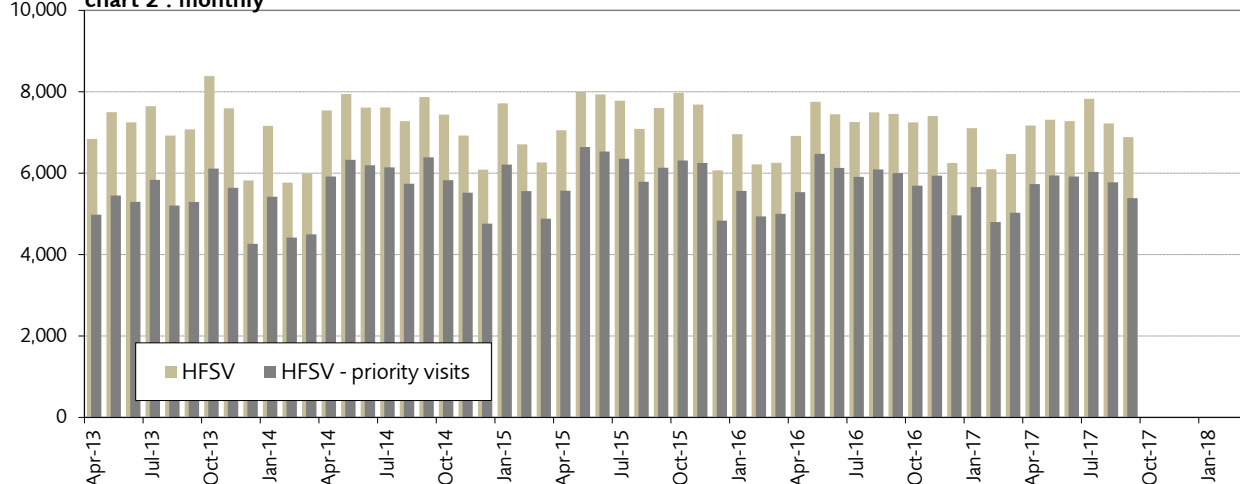


chart 2 : monthly



## **Indicator Description**

The number of home fire safety visits the Brigade delivers each year remains a headline target in LSP 2017, with the overall aim to prevent fires in the home and promote safer living, by visiting people at home, to two per cent of London's homes every year [around 7,600 homes], focusing those visits to those most at risk.

The Brigade has been focussing on the number of home fire safety visits (HFSVs) carried out, with a target to complete 73,000 in 2017/18. This work is now well established at station level. Over 84,200 HFSV visits for 12 months to September 2017 remains a significant achievement and well in excess of the target. Partial visits (e.g. where the offer of a full visit is not accepted by the householder and only printed information is provided) are not included in this figure.

## **Performance Management**

Since April 2010, targets have been set for visits carried out either in priority areas or with priority people, as defined by the risk of fire arising from the location or from the lifestyle characteristics of an individual.

Performance has been improving and the target for 2017/18 remains at 80 per cent of all visits to be within this priority category.

In the four geographical areas following the fire at Grenfell Towers in June, the area admin. teams have received a higher than usual number of referrals for home fire safety visits from members of the public.

Prior to the Grenfell Tower incident, the North East area team dealt with 180-190 referrals per week on average but in the weeks following the incident, they regularly received 380 – 420 requests. Utilising light duty personnel to take the calls and assist with bookings has resulted in the area having low level of outstanding visits.

In the South West area, 407 HFSVs have been carried out in the Kensington and Chelsea borough, since the Grenfell fire incident. The SW area team have carried out 22 home fire safety presentations since the Grenfell incident and have attended four estate days at high rise premises.

The SW area team also presented at Junior Citizens for schools in Kensington and Chelsea. Many of the children attending have heard/seen the Grenfell Tower tragedy or even known people involved. It was identified that it was vital to give them the fire safety advice, but to also help reduce their fear or concern of something similar happening.

In the South East Area, Greenwich borough are targeting local GPs through presenting at each GP syndicate. This is to engage and work with GPs to assist in identifying the most vulnerable in the community and refer them for a HFSV.

Greenwich is one of the boroughs piloting the 'Fire, Safe and Well' visits to support improved health outcomes whilst delivering fire risk reduction activity.

# Educating young people on fires and other emergencies

School visits, LiFE, JFIS, Cadets

## H9 - EDUCATING YOUNG PEOPLE ON THE RISKS FROM FIRE AND OTHER EMERGENCIES

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	97,987	94,470	92,974	90,406	90,406	91,524	91,732	88,773	89,216	87,449	84,639	80,836	-
2014/15	78,543	78,145	79,500	78,208	78,208	73,550	70,212	66,690	64,786	65,568	66,035	67,360	-
2015/16	68,061	67,798	71,279	73,629	73,629	77,274	80,648	85,183	87,150	86,549	89,954	90,317	-
2016/17	92,438	92,722	94,831	96,905	96,905	96,684	94,379	95,781	94,606	93,634	90,669	93,694	-
2017/18	92,317	97,376	96,683	100,365	107,330	97,896							100,000

chart 1 : rolling 12 months

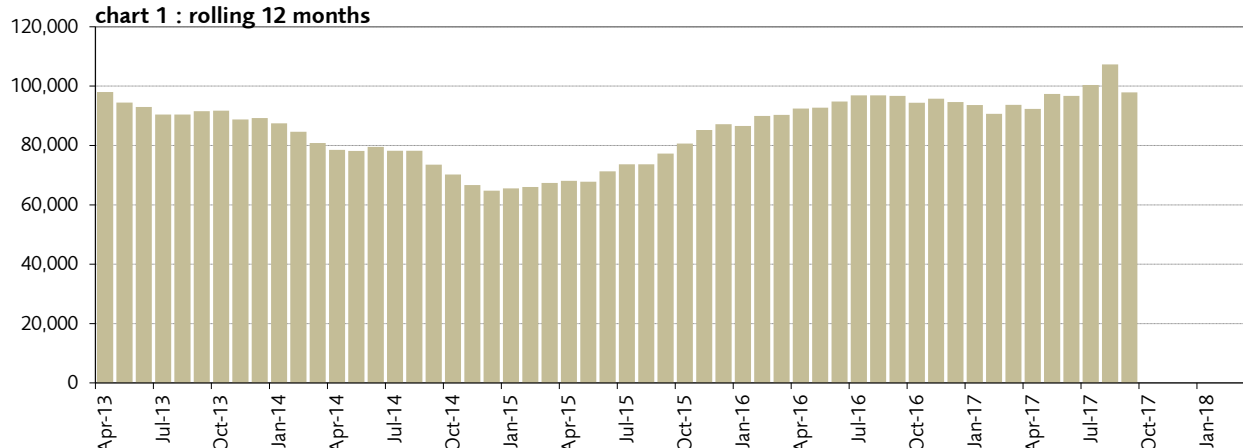
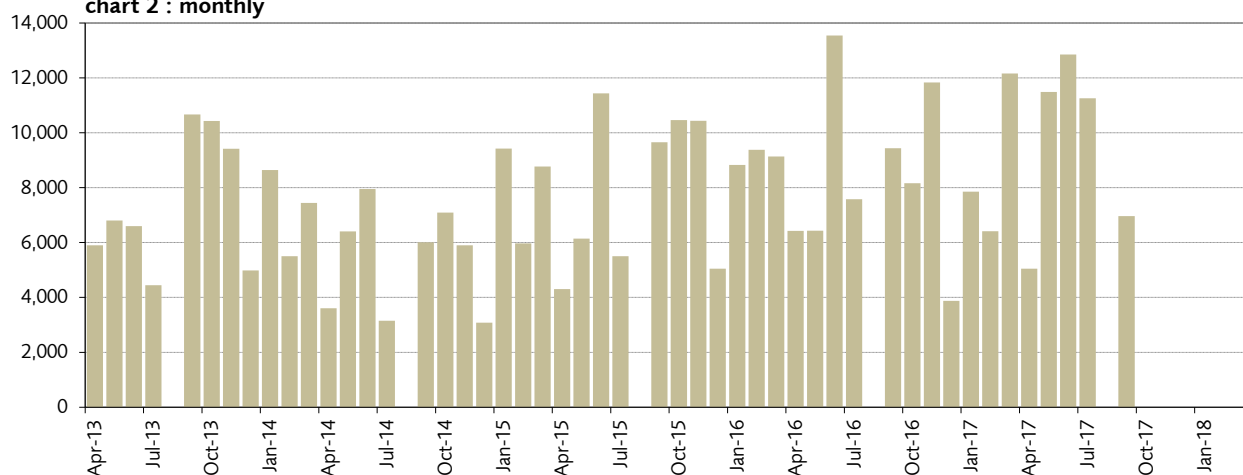


chart 2 : monthly



## **Indicator Description**

We carry out a range of different youth work to get across our fire safety messages to a younger audience. Our main input is schools visits, but we also have the Junior Firesetters Intervention Scheme (JFIS), Fire Cadets, the LIFE and other schemes. Our target is to make London a safer place for the future, by educating more than 100,000 young people each year on the risks from fire and other emergencies.

## **Performance Management**

The Brigade has a long standing history of delivering a number of children and youth engagement, intervention and education schemes in order to reduce fire risk, raise awareness of fire danger, safety, and prevention, detection and escape from fire in the home. These schemes are aimed mainly at primary and secondary age children and young people but some also cover ages 0-5 years including visits to nurseries and children's centres. All of the youth programmes delivered by the Brigade are attended by a wide range of participants and also provide the opportunity to increase awareness of the Brigade to diverse communities.

Youth engagement and intervention is an integral part of the delivery of London Safety Plan 2017 including a target to reach 100,000 children and young people annually to deliver fire prevention and safety messages. The Brigade's children and youth programmes includes a central core offer of the Education Team, Fire Cadets, Crossfire, Local Intervention Fire Education (LIFE) and Juvenile Firesetters Intervention Scheme (JFIS). There are also a range of wider youth engagement schemes delivered at borough level including Junior Citizens, Prison-Me-No-Way and The Prince's Trust.

In the six months to the end of September 2017 the following successes have been reported:

- LIFE delivered four new early intervention courses for 11-13 years attended by over 35 young people;
- 16 cadet units opened in September 2017, an increase from 12 in 2016/17;
- From Apr – Sep17 JFIS received a total of 82 referrals. This is an increase of 49 per cent on the previous period in 2016 when JFIS received a total of 55 referrals; and
- During the summer period both the LIFE and Education Teams ran several funded holiday programmes for the Housing Associations Clarions, Swan and Family Mosaic. These were very successful as the young people engaged well and the local community also felt a reassuring Brigade presence in their community following Grenfell.

# Time spent by station staff on community safety

## CO1 - TIME SPENT BY STATION STAFF ON COMMUNITY SAFETY

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	11.48%	11.43%	11.38%	11.31%	11.36%	11.40%	11.44%	11.50%	11.53%	11.64%	11.65%	11.83%	-
2014/15	11.97%	11.94%	11.93%	11.89%	11.94%	11.91%	11.85%	11.84%	11.89%	11.90%	11.98%	11.97%	-
2015/16	11.96%	12.08%	12.18%	12.28%	12.30%	12.39%	12.45%	12.51%	12.59%	12.61%	12.61%	12.66%	-
2016/17	12.73%	12.76%	12.74%	12.75%	12.74%	12.71%	12.65%	12.60%	12.54%	12.50%	12.47%	12.42%	-
2017/18	12.31%	12.21%	12.22%	12.31%	12.35%	12.34%							10%

chart 1 : rolling 12 months

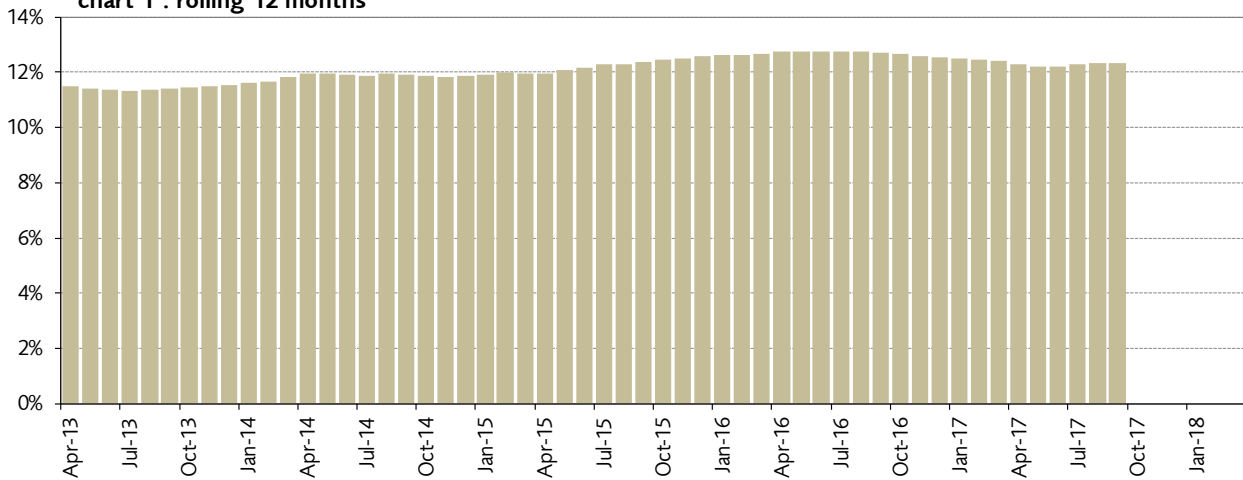
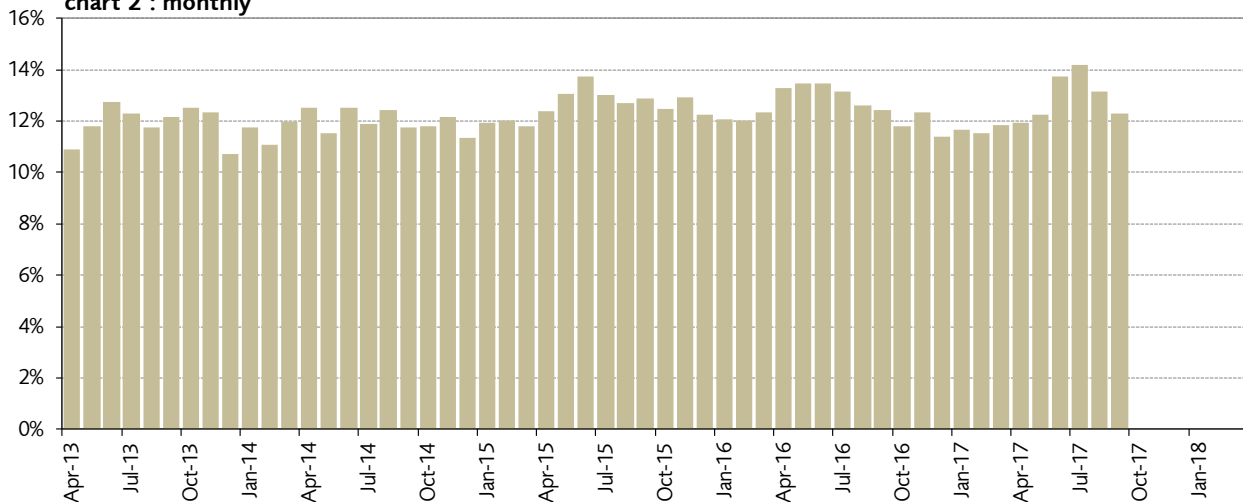


chart 2 : monthly



## **Indicator Description**

This indicator measures the percentage of available time spent on community safety activity by fire station staff. The Authority has this measure for a number of years, but the opportunity was taken with LSP 2017 to revise the calculation to measures time spent on the 12 hour day shift. A new target of 10 per cent has also been set. This change is simply to make the calculation more robust and does not impact on the volume of community safety work undertaken by fire station staff. Whilst not a headline target, the target is a Corporate Indicator, so reported alongside headline targets in this report.

## **Performance Management**

Community work has continued to thrive, with successful Open Days being held at Leytonstone, Hainault, Woodford, Chingford, Islington and Hornchurch fire stations. Islington also held an Outreach and Recruitment day and a very successful Coffee Morning to raise money for the MacMillan Cancer Support charity. The NE Area Team had a similar event on the 28 September.

Shadwell fire station hosted the first blood donation session, in partnership with NHS Blood and Transplant on 29 September 2017.

Community Safety Advisers have recently been appointed and the Fire Safe and Well initiative will be rolled out in Islington and Waltham Forest during October 2017.

The Community Rooms at the PFI fire stations are becoming established as a resource to the local communities and are regularly being used by a number of groups, with the facilities at Dagenham hosting a weekly safe meeting place for the Met Police LGBT support group. The cycle scheme continues to operate in Havering and has had a positive impact in community safety and prevention activities in the borough.

Crews and officers from the area have participated in filming projects with Bethnal Green being featured for the Pride of Britain awards.

Hounslow borough held an emergency services day at Thornbury Park, Isleworth. 2,000 members of the public were able to access the Brigade, London Ambulance Service (LAS), Metropolitan Police Service (MPS), Hazardous Area Response Team (HART), and Helicopter Emergency Medical Service (HEMS) as well as several other partnership agencies and local charities.

The borough public access defibrillator trial continues to be successful in Greenwich. Crews from Plumstead are liaising with local residents and businesses to provide free LAS training in defibrillator use to raise awareness of the pilot and increase knowledge of use.

Soho Fire Station played a key role in the this year's Pride parade, which they followed with a station Open Day for members of the community, this was well received and an ideal opportunity to engage members of the public with our community safety message and initiatives.

## All fire safety audits / inspections

### H10 - ALL FIRE SAFETY AUDITS / INSPECTIONS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	16,417	16,353	16,755	17,109	17,128	17,412	17,268	17,109	17,203	17,049	16,683	16,658	13,000
2014/15	16,326	15,991	15,361	14,742	14,338	13,755	13,296	13,044	12,879	12,373	12,082	11,884	13,500
2015/16	12,137	12,284	12,974	13,318	13,680	14,020	14,463	14,900	15,335	15,813	16,144	16,269	14,000
2016/17	16,295	16,312	16,022	15,726	15,808	15,692	15,540	15,469	15,169	14,967	14,762	14,646	14,000
2017/18	14,264	13,475	13,041	12,877	12,375	12,143							-

### CX6 - FIRE SAFETY AUDITS / INSPECTIONS IN HIGH RISK PREMISES

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	5,011	5,262	5,731	6,270	6,542	6,922	7,180	7,295	7,464	7,672	7,774	8,031
2014/15	7,995	7,842	7,418	7,001	6,718	6,368	6,102	5,966	5,928	5,663	5,524	5,363
2015/16	5,546	5,697	6,134	6,425	6,797	7,082	7,317	7,597	7,765	8,051	8,284	8,446
2016/17	8,502	8,515	8,426	8,237	8,161	8,021	7,893	7,847	7,658	7,508	7,316	7,119
2017/18	6,879	6,398	6,096	6,149	5,955	5,925						

chart 1 : rolling 12 months

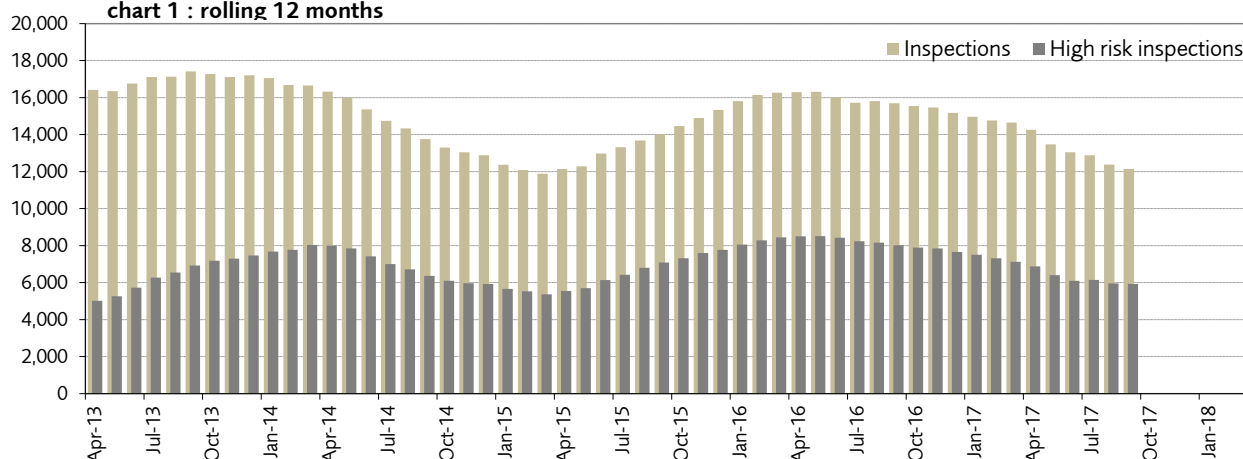
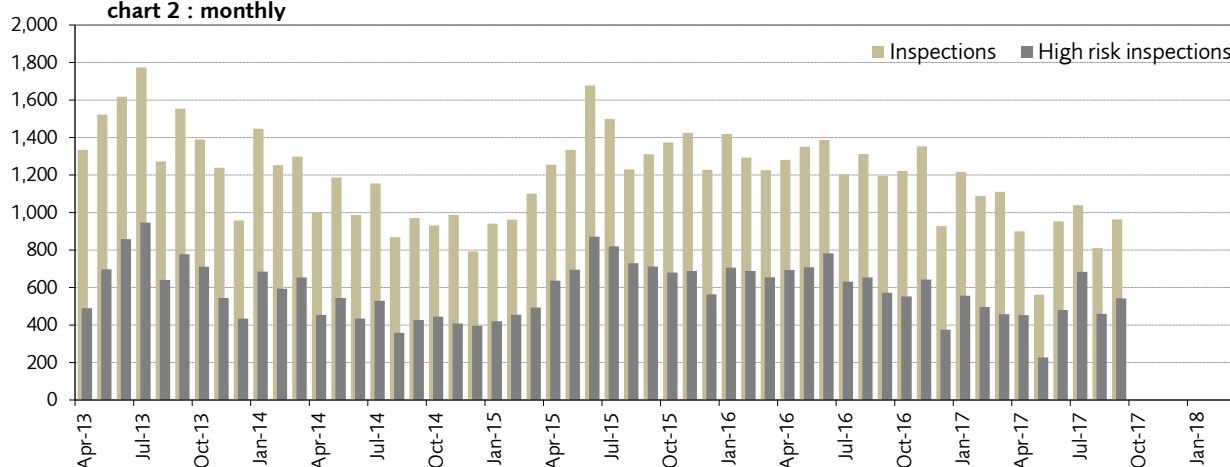


chart 2 : monthly





## **Indicator Description**

Fire safety inspections are carried out to regulate buildings, and other places, to protect people from fires. The inspection is an information gathering process that enables the Authority to fulfil its role as the enforcing authority under the Regulatory Reform Order (RRO). The inspection process provides the means to check that responsible persons have carried out and implemented a risk assessment process and to enforce where fire safety conditions are not adequate.

In response to the increased workload resulting from the aftermath of the Grenfell Tower fire, the Committee agreed not to set a target for inspections and audits in 2017/18 whilst changes to the inspection and audit regime are being considered, but to continue to report the numbers.

## **Performance Management**

The aftermath of the Grenfell Tower fire placed significant demand on the fire safety function within the Brigade, resulting in resources being diverted from normal activities, including the audit programme. During a six week period up to the end of July 2017, a dedicated team of some 30 officers completed inspections of high rise residential premises as part of the Department for Communities and Local Government/NFCC requirements. 520 inspections were completed by the team within this period.

The nature of these visits were more robust and intrusive than our usual audits programme, in that Inspecting Officers were asked to do a much higher level of sampling and invasive surveying. This approach was adopted to help provide a greater degree of reassurance and support to building owners and residents. They included Inspecting Officers working in pairs (instead of singly), together with station-based crews, undertaking a joint visit with the Responsible Person (RP).

As a result of these more detailed inspections, more issues were identified and to ensure these issues and other 'goodwill advice' provided by officer s was captured, each visit resulted in a 'Notification of Deficiencies' (NOD) being issued.

Feedback from inspecting staff on these inspections was that they provided more assurance and that staff felt that they were proactively reducing risk to householders and wider communities.

These 'high rise' inspections after the Grenfell Tower fire have provided senior fire safety management with the opportunity to reflect on how the Brigade could better use its resources to reduce fire risk to Londoners and visitors from buildings subject to the RRO. The Head of Fire Safety would like the chance to consider the lessons learned and to deliver a much more rigorous inspection process. This will be considered as part of a review of fire safety delivery which will deliver improvements in organisational structures and ways of working, which it is anticipated will be implemented during 2018/19.

The table below highlights the number of Enforcement Notices (EN) and Notifications of Deficiencies (NOD) issued in the six months to end of September 2017. Please note there were significantly more NODs issued during this period due to post Grenfell activity.

Total Audits	% as Enforcement Notices	% as Notice of Deficiencies
4,804	4.6% (222 ENs)	25% (1,194 NODs)

In addition to this work, fire safety staff have been heavily involved in supporting information requirements for the Expert Panel, London Councils, Grenfell investigation, inquiry and review of the building regulations and RRO. There has also been a significant workload in relation to partner engagement on local activities to support residents and provide re-assurance.

The six months to September 2017 have also been a busy period in terms of successful prosecutions. Details can be found in Appendix 3.

## Alleged fire risks addressed within 3 hours

### CO2 - ALLEGED FIRE RISKS ADDRESSED WITHIN 3 HOURS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	76.1%	75.0%	78.8%	80.5%	81.7%	80.0%	82.2%	83.8%	81.1%	81.7%	82.4%	81.1%	-
2014/15	83.2%	84.7%	82.0%	82.1%	78.4%	78.0%	75.4%	73.0%	73.8%	72.4%	71.2%	68.6%	-
2015/16	68.3%	70.1%	72.4%	73.7%	80.5%	82.9%	85.6%	84.7%	86.7%	87.5%	90.2%	93.5%	-
2016/17	91.7%	94.3%	94.1%	93.1%	91.8%	91.4%	91.6%	92.9%	90.0%	90.4%	89.0%	89.9%	-
2017/18	91.8%	91.5%	92.2%	93.5%	94.3%	93.3%							90.0%

chart 1 : rolling 12 months

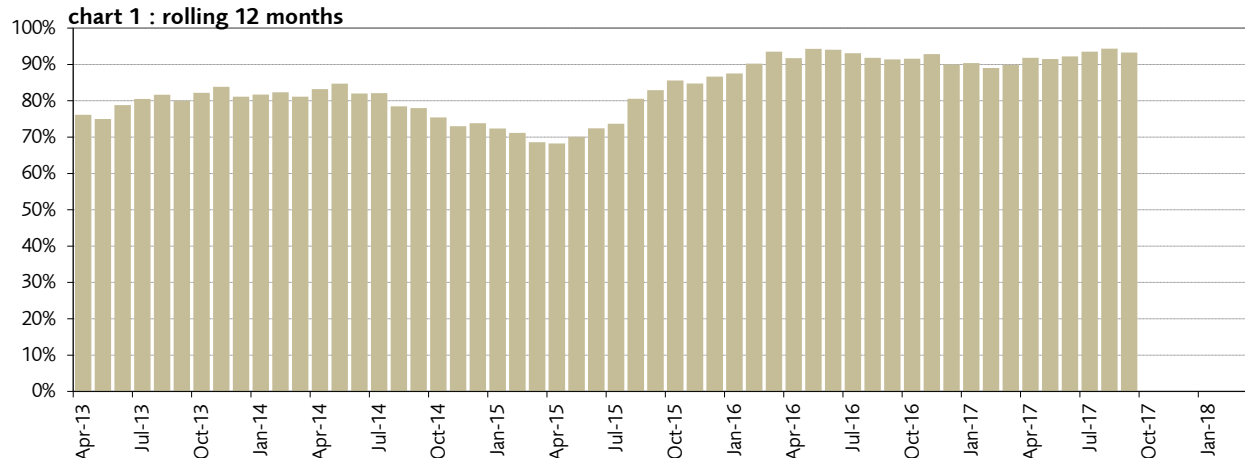
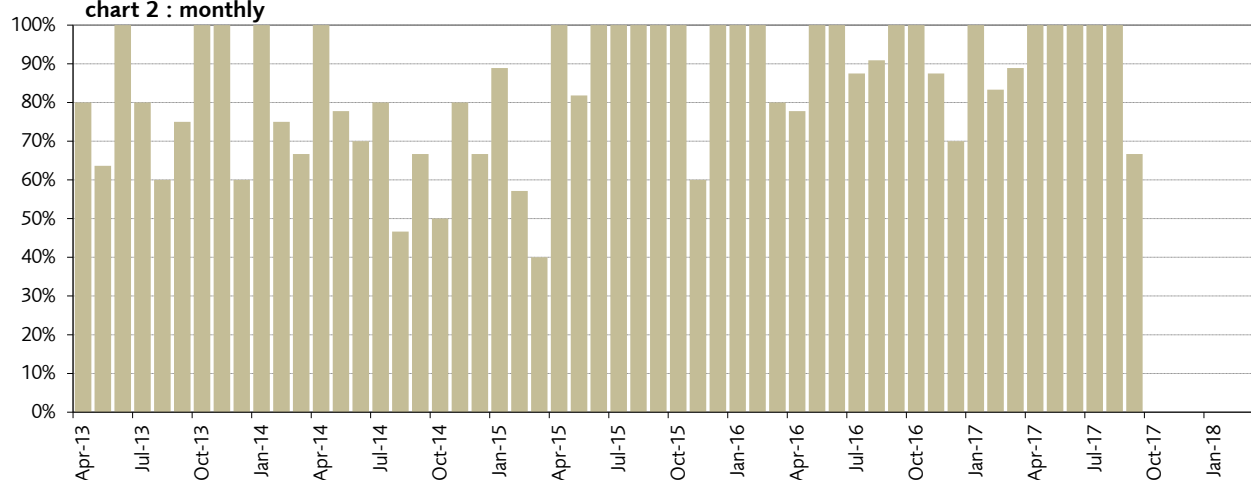


chart 2 : monthly



### **Indicator Description**

An Alleged Fire Risk (AFR) is a notification from an individual to the Brigade reporting their concerns about the fire safety arrangements at a particular premises. The investigation of an AFR is treated as urgent. Where an initial investigation indicates that there are persons at risk, then an inspection of the premises should be undertaken as soon as practical and within a maximum of 3 hours.

### **Performance Management**

<b>Alleged fire risks responded to within 3 hours</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>
monthly fire risks within 3hrs	8	2	14	13	9	3
monthly total fire risk	8	2	14	13	9	3
quarterly fire risks within 3hrs			24			25
quarterly total fire risk			24			25
quarterly percentage			100%			100%

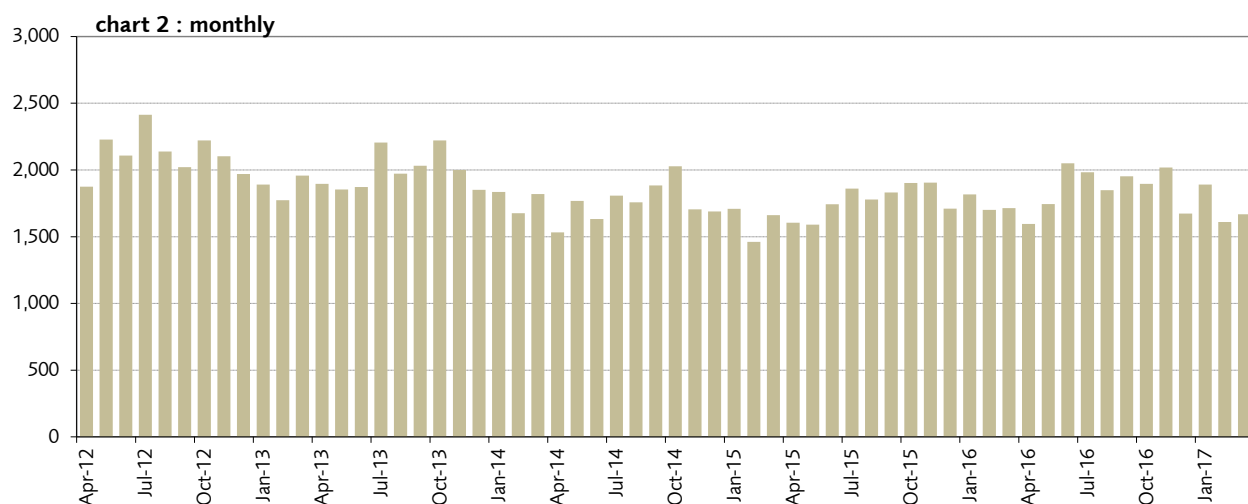
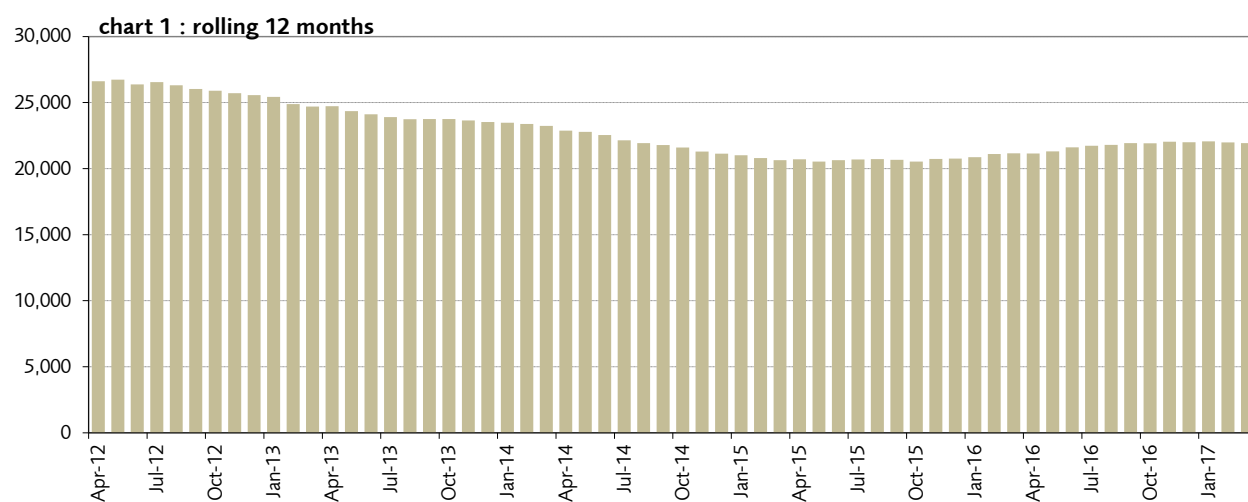
In terms of trends, the small volume of data reduces the opportunity to analyse and identify any significant trends, however, the following was apparent:

- AFRs were recorded in 19 of 33 Boroughs with almost a 30 per cent being reported in Tower Hamlets (17);
- Blocked fire exits were the most common cause of AFRs - equating to 15 in total;
- Other risks included mopeds / prams in the means of escape; industrial cooking equipment without adequate extraction and inappropriate storage (helium cylinders/oil in a stairwell); and
- All reported AFRs have been actioned accordingly by the local Fire Safety Team.

# False alarms due to AFAs in non-domestic buildings

## H11 - FALSE ALARMS DUE TO AFAS - NON DOMESTIC - ATTENDED

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	24,719	24,345	24,109	23,902	23,736	23,747	23,747	23,644	23,525	23,470	23,373	23,235	24,301
2014/15	22,871	22,785	22,545	22,147	21,933	21,785	21,591	21,296	21,134	21,008	20,793	20,635	23,086
2015/16	20,708	20,530	20,641	20,694	20,715	20,662	20,537	20,737	20,758	20,866	21,106	21,158	21,932
2016/17	21,149	21,303	21,610	21,732	21,801	21,923	21,917	22,030	21,993	22,066	21,974	21,929	21,932
2017/18	21,939	21,897	21,742	21,658	21,659	21,445							20,000



## **Indicator Description**

Fire alarms and fire detection systems are fundamental to providing early warning from fire, giving people the chance to evacuate safely - but to be effective, they must be properly installed and maintained so they do not activate when there is no fire.

This LSP 2017 headline target (H11) measures the number of false alarms due to automatic fire alarms (AFAs) in non-domestic buildings. The aim is to improve fire safety management by reducing the number of attendances to false alarms from automatic systems in non-domestic buildings to less than 20,000 each year.

The 21,445 AFA attendances for the 12 months ending September 2017 is slightly less than the same period last year.

## **Performance Management**

In November 2016 the Strategy Committee agreed the following proposals for future unwanted fire signal (UwFS) reduction initiatives, subject to LSP 2017 consultation:

- Call filtering by Control – review the impact that filtering has had on call handling and introduce further risk based questioning into call handling;
- Increase the involvement of specialist Fire Safety Officers in AFA reduction;
- The threshold at which cost recovery charging will apply be reduced to eight;
- As part of London Safety Plan 2017 - review the application of a quality call filtering response option for uncooperative premises generating excessive AFA calls to Brigade including an alternative or supplemented emergency response; and
- Continue working with Chief Fire Officers Association, the fire alarm and insurance industries to develop effective cooperative practices and contribute to the development of a 'gold standard' connection.

They also agreed a revised, flexible, Cost Recovery Charging Strategy which would enable the Brigade to recognise improvements and commitments made by responsible occupiers, but also maintain cost recovery charging for persistent offenders. In addition, they agreed that Finance and Contractual Services should write-off or cancel unpaid invoices that were generated by the current cost recovery strategy.

The following chart outlines the volume of non domestic UwFS for quarters one and two for the last three years for comparison purposes:

	<b><u>Quarter 1</u></b>			<b><u>Total</u></b>	<b><u>Quarter 2</u></b>			<b><u>Total</u></b>	<b><u>Q1/Q2 Total</u></b>
	<b>Apr</b>	<b>May</b>	<b>June</b>		<b>Jul</b>	<b>Aug</b>	<b>Sept</b>		
<b>2015/16</b>	2,649	2,731	2,952	<b>8,332</b>	3,164	3,128	3,166	<b>9,458</b>	<b>17,790</b>
<b>2016/17</b>	2,784	3,019	3,579	<b>9,382</b>	3,482	3,319	3,458	<b>10,259</b>	<b>19,641</b>
<b>2017/18</b>	2,854	3,031	3,372	<b>9,257</b>	3,470	3,383	3,372	<b>10,225</b>	<b>19,482</b>

## Emergency 999 calls

Total, answered in 7 seconds, and time from call to dispatch

### H12 - AVERAGE TIME FROM ANSWERING A 999 CALL TO APPLIANCE DISPATCH

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	105	104	104	104	103	103	102	102	102	102	102	102	100
2014/15	101	101	101	102	102	102	102	103	102	102	102	102	100
2015/16	102	102	102	102	101	101	100	100	100	100	100	100	100
2016/17	100	100	100	99	99	99	99	98	98	97	97	97	100
2017/18	97	97	97	97	97	96							100

### CO3 - EMERGENCY 999 CALLS - % ANSWERED WITHIN 7 SECONDS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	94.73%	94.76%	94.84%	94.69%	94.81%	94.91%	94.48%	94.38%	94.11%	94.10%	93.77%	93.70%	92%
2014/15	93.47%	93.33%	92.93%	92.82%	92.51%	92.28%	92.17%	92.12%	92.30%	92.27%	92.48%	92.50%	92%
2015/16	92.45%	92.53%	92.63%	92.56%	92.87%	92.90%	93.18%	91.76%	90.83%	90.41%	90.10%	89.42%	92%
2016/17	88.97%	88.42%	87.39%	86.88%	86.02%	85.53%	83.03%	83.84%	84.27%	84.42%	84.58%	85.11%	92%
2017/18	85.42%	85.60%	85.97%	86.16%	86.74%	87.06%							92%

### CX8A - NUMBER OF 999 CALLS ANSWERED

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	179,801	177,756	176,899	180,367	180,610	178,793	179,156	178,630	178,818	177,945	177,449	177,601
2014/15	177,151	177,495	178,366	175,051	173,431	173,599	173,316	173,104	171,730	172,164	171,519	170,583
2015/16	171,488	170,791	171,193	172,542	172,885	172,177	171,588	171,777	171,129	170,715	170,996	171,137
2016/17	169,212	169,791	170,180	168,599	170,043	171,166	171,920	172,175	173,264	174,068	173,935	174,039
2017/18	176,768	176,876	177,475	177,333	174,427	173,013						

chart 1 : rolling 12 months

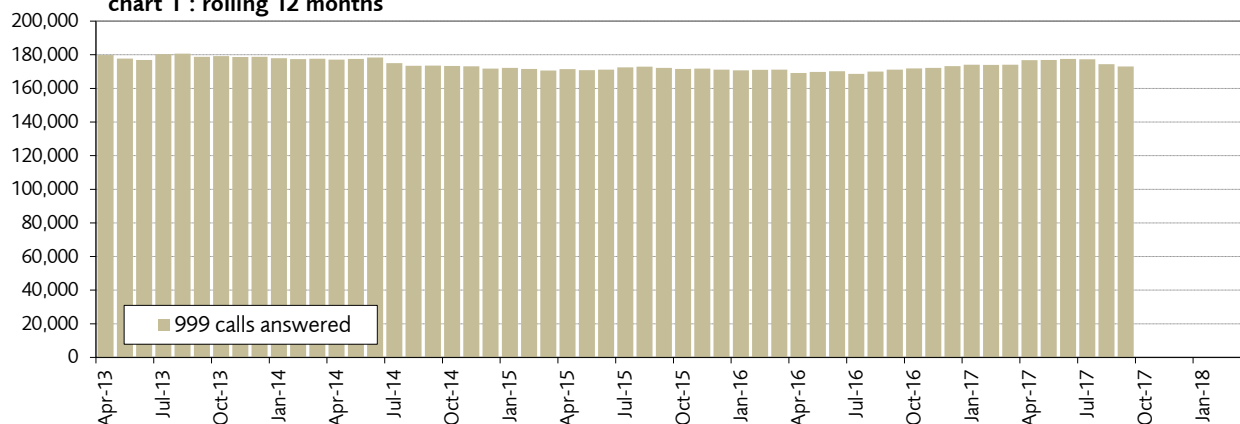
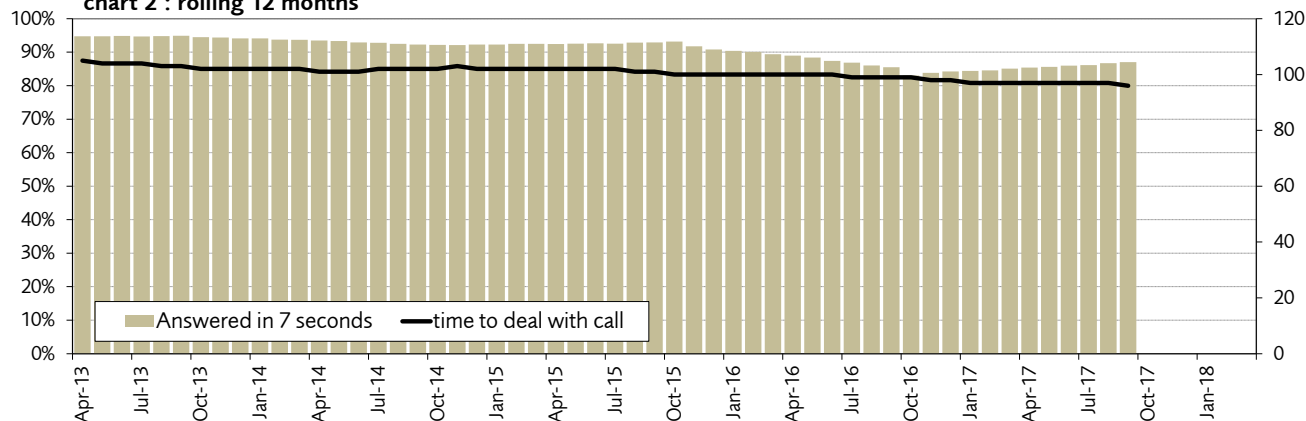


chart 2 : rolling 12 months



## **Indicator Description**

The LSP 2017 headline target (H12) is to dispatch fire engines to emergency incidents within 100 seconds (1 min 40 sec) of answering a 999 call (on average). H12 measures the time taken for Control operators to deal with an emergency call from the time the call is answered to the mobilisation of the first resources (attended calls only). A corporate target (CO3) measures the percentage of emergency (999) calls answered by Control Officers within seven seconds.

The average time to deal with a 999 call to despatch appliances, is 96 seconds on average, and an improvement on the same period in 2016/17. Performance in the speed of answering 999 calls, for the 12 months ending September 2017 (at 87.06 per cent) is an improvement when compared to the same period for 2016/17.

## **Performance Management**

The Brigade introduced a new mobilising system – Vision – on 14 November 2015. Since that timer bug fixes and system enhancements continue to be implemented. There have been two upgrades and a major Gazetteer update since April 2017. However, a number of fixes and upgrades are still to be implemented, with another software release expected to be implemented before the end of 2017.

Despite problems with the Vision system, call handling times continue to improve.

Members should note that, whilst there is an average 1:40 target for call handling, the time to handle calls to different types of incidents does vary. Calls to primary fires (which would include any fires with potential with casualties) take, on average, just under 90 seconds (01:23 at Q2) – see table below (data for 12 months to end September 2017):

<b>Type of Call</b>	<b>Number of incidents</b>	<b>Average time taken* mm:ss</b>
Primary fires	10,454	01:23
Secondary fires	9,033	01:46
Special service – shut in lift	4,927	01:55
False alarm – automatic fire alarms	37,639	01:22
False alarm – good intent	10,857	01:56
False alarm - malicious	1,301	02:05

\* From answering the call to mobilising the appliance. The 'type of call' uses the incident stop code confirming the incident type when the incident is concluded, not at the point of mobilisation.

## Average appliance arrival time

1st appliance and 2nd appliance

### H13 - AVERAGE ARRIVAL - 1st APPLIANCE

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	05:13	05:12	05:12	05:13	05:13	05:12	05:13	05:13	05:14	05:15	05:17	05:18	06:00
2014/15	05:19	05:20	05:22	05:23	05:24	05:25	05:26	05:27	05:27	05:28	05:27	05:28	06:00
2015/16	05:29	05:29	05:30	05:31	05:32	05:33	05:33	05:33	05:34	05:33	05:33	05:32	06:00
2016/17	05:32	05:31	05:30	05:29	05:28	05:27	05:26	05:25	05:24	05:24	05:23	05:23	06:00
2017/18	05:22	05:21	05:20	05:20	05:18	05:17							06:00

### H14 - AVERAGE ARRIVAL - 2nd APPLIANCE

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	06:22	06:22	06:22	06:23	06:24	06:26	06:27	06:30	06:32	06:33	06:36	06:38	08:00
2014/15	06:40	06:42	06:44	06:46	06:47	06:47	06:48	06:48	06:48	06:48	06:47	06:48	08:00
2015/16	06:49	06:49	06:50	06:51	06:52	06:53	06:53	06:53	06:52	06:53	06:52	06:51	08:00
2016/17	06:51	06:50	06:50	06:48	06:48	06:46	06:46	06:46	06:45	06:45	06:44	06:44	08:00
2017/18	06:44	06:43	06:43	06:42	06:40	06:39							08:00

chart 1 : rolling 12 months

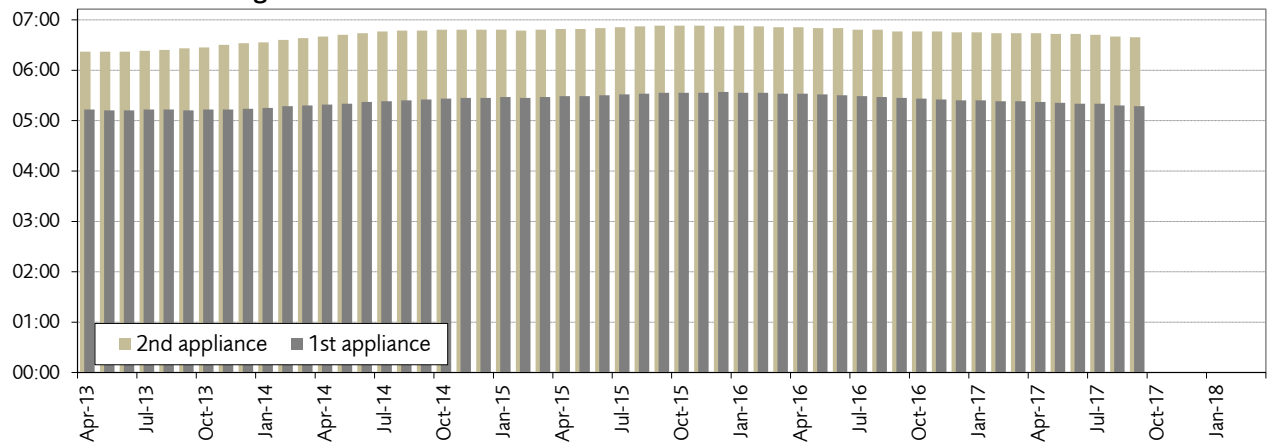
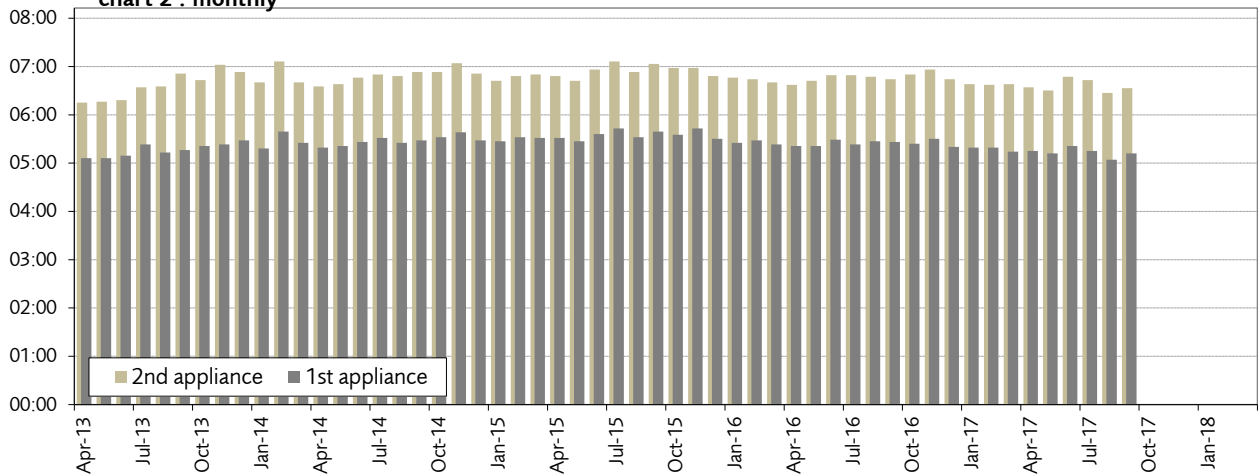


chart 2 : monthly





# 1st appliance arrival

10 minutes or less and 12 minutes or less

## H15 - 1st APPLIANCE ARRIVAL 10 MINUTES OR LESS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	95.99%	96.03%	96.06%	95.97%	95.99%	96.03%	95.99%	95.99%	95.91%	95.90%	95.78%	95.75%	-
2014/15	95.74%	95.69%	95.64%	95.66%	95.59%	95.54%	95.57%	95.54%	95.62%	95.60%	95.65%	95.58%	-
2015/16	95.49%	95.46%	95.39%	95.29%	95.23%	95.17%	95.08%	95.00%	94.99%	95.04%	95.04%	95.13%	-
2016/17	95.21%	95.24%	95.22%	95.43%	95.46%	95.54%	95.61%	95.68%	95.70%	95.71%	95.76%	95.78%	-
2017/18	95.82%	95.86%	95.97%	95.98%	96.13%	96.22%							90.00%

## H16 - 1st APPLIANCE ARRIVAL 12 MINUTES OR LESS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	98.09%	98.11%	98.10%	98.06%	98.05%	98.07%	98.04%	98.04%	98.01%	98.00%	97.94%	97.93%	95.00%
2014/15	97.93%	97.91%	97.88%	97.87%	97.87%	97.86%	97.89%	97.88%	97.94%	97.91%	97.93%	97.90%	95.00%
2015/16	97.86%	97.84%	97.84%	97.79%	97.74%	97.70%	97.66%	97.64%	97.63%	97.67%	97.67%	97.70%	95.00%
2016/17	97.74%	97.77%	97.74%	97.86%	97.90%	97.94%	97.99%	98.02%	98.04%	98.03%	98.05%	98.08%	95.00%
2017/18	98.09%	98.11%	98.19%	98.18%	98.24%	98.30%							95.00%

chart 1 : rolling 12 months

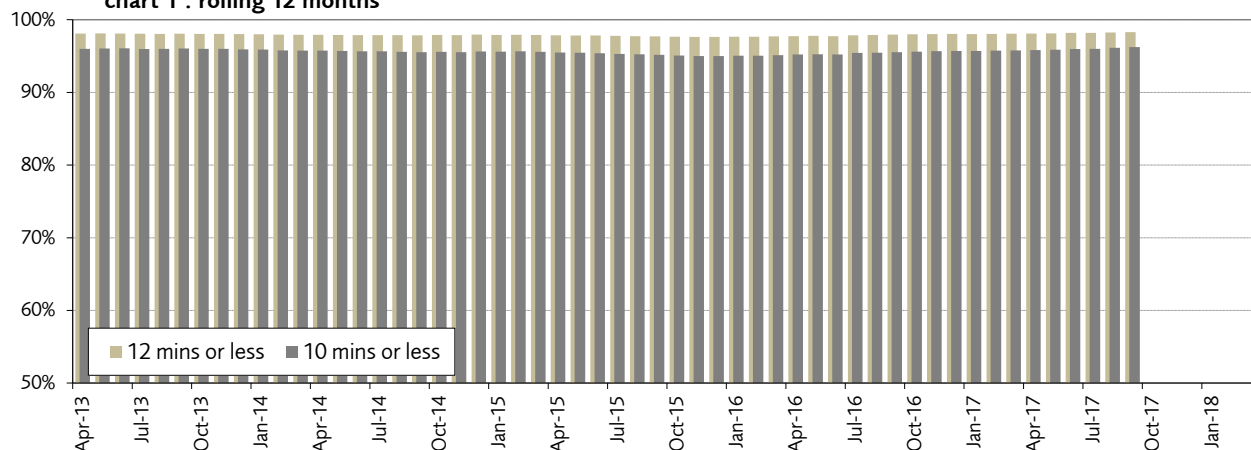
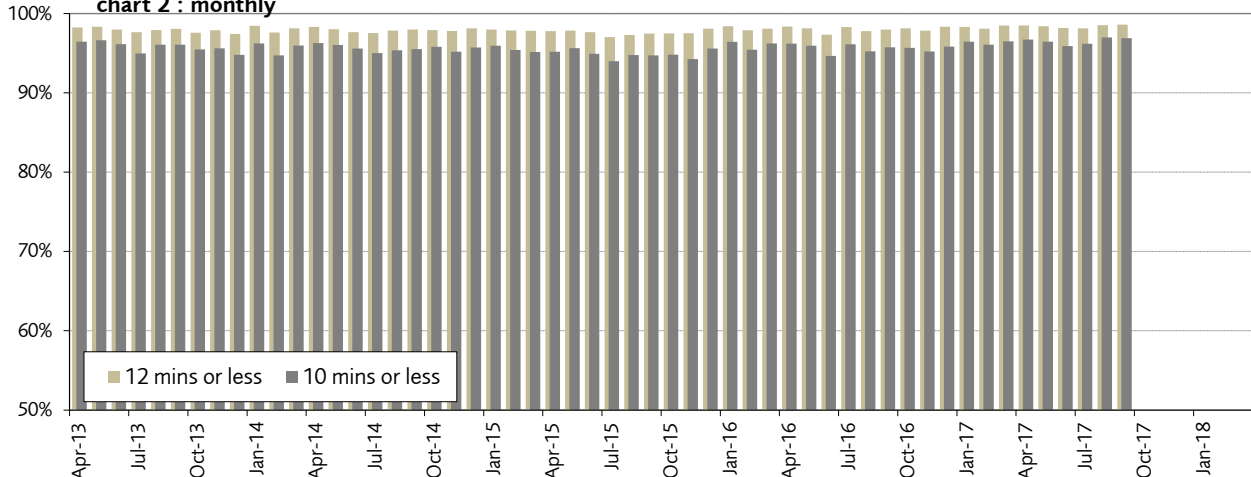


chart 2 : monthly



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### **Indicator Description**

The attendance times for the first and second fire engine to arrive at an emergency incident remain headline targets in LSP 2017. These indicators (H13 and H14 respectively) measure the Brigade's London-wide performance for the time it takes for a first fire engine to arrive at an emergency incident, within an average of six minutes, and a second fire engine, within an average of eight minutes. There is also a standard that a first appliance should arrive at an emergency incident within 10 minutes on at least 90 per cent of occasions and within 12 minutes on at least 95 per cent of occasions. The performance calculation excludes incidents which were not attended as an emergency on 'blue light' (for example, some shut in lift releases).

### **Performance Management**

Turnout times are a key focus for station management teams, and this ongoing focus plays an essential part in ensuring that our appliances on average are well within the target for the first appliance and second appliance attendance.

Work has taken place at stations where turnout times have been an issue, for example, the layout of Sidcup fire station facilities has now been reconfigured which on average has improved the turnout time by 20 seconds.

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### Fire fatalities, April – September 2017

From the 1 April to 30 September 2017, there were a total of 12 fire deaths in London<sup>4</sup>, in the boroughs of Barnet, Enfield, Hackney, Haringey, Havering, Kingston-Upon-Thames, Lambeth, Tower Hamlets, Waltham Forest, Wandsworth and Westminster.

Eight out of the twelve people who died were aged over 60 and in each case other characteristics put them at an increased risk of fire. The combination of risk factors varied for each case but common risk factors included smoking, limited mobility, flammable emollient creams, hoarding behaviour and alcohol use. In some cases a lack of smoke alarms in the areas where the fires started and lack of provision of smoke alarms linked to existing telecare systems delayed the resident being aware of the fire and emergency services being called.

The Brigade is committed to reducing fire deaths and injuries, and works proactively with partner agencies to identify those individuals that are at a higher risk of fire and provide free home fire safety visits where specific tailored advice on fire risks is provided and free smoke alarms are fitted, if required.

In order to make people aware of fires as soon as possible the Brigade promotes the fitting of smoke alarms in all areas where fires can start, for example:

- anywhere people smoke;
- anywhere electrical appliances are left powered on (at the wall) or electrical items such as mobile phones or laptops are left on charge; and
- anywhere that matches, candles, or incense sticks are used.

The Brigade also recommends additional risk reduction measures such as fire retardant bedding and personal protection systems (small, local sprinkler systems) for people who continue to smoke in bed even after being advised of the risk.

Where help is close by we support the fitting of telecare and monitoring systems linked to smoke detection in the homes of vulnerable people.

The Brigade recommends the fitting of sprinklers for larger buildings and building dedicated to housing vulnerable people.

The Brigade also carries out fire safety audit inspections in communal areas of residential buildings.

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<sup>4</sup> This report does not provide comment on fatalities related to the Grenfell Fire as this incident is subject to public inquiry.

## LONDON BOROUGH OF BARNET

Date	07/04/2017	<p>Mr S was 64 years old and lived in a flat in the London Borough of Barnet. The property is owned by the Notting Hill Housing Association, run by Barnet Homes and Lifeways.</p> <p>Mr S had a mobility impairment that reduced his ability to escape from fire and he smoked. Care staff records noted that Mr S had previously had two small fires in 2016 caused by unsafe handling of smoking materials but the Brigade were not called either time. Mr S used emollient cream and it is possible that clothing had been impregnated with this cream, assisting with the ignition and development of the fire.</p> <p>The fire occurred in the living room and was caused by smoking materials accidentally coming into contact with Mr S' clothing.</p> <p>The Brigade were called by a member of the public who heard an alarm actuating and saw smoke issuing from the property. At the same time, the care manager had also heard the fire alarm actuate and went to investigate before calling the Brigade. Upon entering the flat, the care manager found Mr S in the living room with his clothing alight. They attempted to extinguish the fire but were unable to re-enter the property due to heavy smoke logging.</p> <p>On arrival, crews extinguished the fire and discovered Mr S in the living room. Due to the severity of his injuries, it is believed he died before the Brigade had arrived.</p> <p>The flat was fitted with heat and smoke detection. These were linked to the Automatic Fire Detection system and the on site care manager's hand held device. Mr S had a pendant alarm but this was not worn at the time of the fire.</p>
Time of call	17:58	
Time first appliance arrived	18:04	
Total number of appliances	4	
Time between discovery of fire and calling Brigade	< 4 minutes	
Number of fatalities	1	
victim - age	64	
victim - gender	Male	
victim - ethnicity	White British	
Premises Type	Sheltered Housing 1 bedroom flat	
Motive	Accidental	
Location of fire start	Living room	
Item first ignited	Clothing	
Ignition source	Smoking Materials	
Main cause	Smoking materials coming into contact with nearby combustibles.	

## LONDON BOROUGH OF ENFIELD

Date	01/05/2017	<p>Ms H was 64 years old and lived in her privately owned mid terraced house in Enfield for the past 10 years.</p> <p>Ms H's profile indicated that she was at an increased risk of fire. She smoked and there was evidence of previous unsafe handling of smoking materials as well as hoarded materials throughout the premises. Ms H had suffered a fall two years ago and had mobility issues as a result, having to use crutches to get around the house.</p> <p>Ms H was known to the Metropolitan police who attended her home in May 2016 and were concerned about the fire risk within her premises. Ms H was a private person who had received several offers of assistance from other agencies, but had declined these.</p> <p>The fire occurred in the living room and was most likely caused by a cigarette being dropped onto the armchair. The Brigade were called by a neighbour who smelt smoke and saw flames from Ms H's property. On arrival, crews entered the property to extinguish the fire and discovered Ms H in the kitchen, unconscious and not breathing. Crews rescued her from the premises and immediately attempted to resuscitate Ms H. They were joined by a team from the London Ambulance Service and the Helicopter Emergency Medical Service but she was sadly pronounced life extinct.</p> <p>There was no smoke or heat detection within the premises.</p>
Time of call	01:32	
Time first appliance arrived	01:39	
Total number of appliances	5	
Time between discovery of fire and calling Brigade	Immediately	
Number of fatalities	1	
victim - age	64	
victim - gender	Female	
victim - ethnicity	Asian	
Premises Type	Mid terraced 2 floor house	
Motive	Accidental	
Location of fire start	Living room	
Item first ignited	Armchair by smoking materials	
Ignition source	Smoking materials	
Main cause	Smoking materials coming into contact with armchair	

## LONDON BOROUGH OF HACKNEY

Date	29/04/2017	<p>Mrs S was 73 years old and lived alone in her flat which was owned and managed by the Borough of Hackney.</p> <p>Mrs S smoked, had hearing and visual impairments and mobility issues. She had a number of medical conditions and took prescription medication for these ailments. She had recently been discharged from hospital and was prone to having falls, the latest happening the day before the fire. She was known to the London Ambulance Service, social services and was in receipt of a care package.</p> <p>The fire occurred in the living room and the most probable cause of the fire has been determined as unsafe disposal of smoking materials. It appears that Mrs S had fallen, knocking an ashtray over amongst papers on the floor, which started a smouldering fire. During the fall she struck her head impeding her escape and her ability to operate her telecare call pendant which she was wearing at the time of the fire.</p> <p>A neighbour called the Brigade and upon arrival crews found Mrs S unconscious and not breathing in the living room. London Ambulance Service crews were able to reinstate her breathing but Mrs S died whilst on route to the hospital.</p> <p>Her property was fitted with hard wired smoke and heat detectors but these were not linked to her Chubb remote monitored telecare system.</p>
Time of call	02:08	
Time first appliance arrived	02:15	
Total number of appliances	2	
Time between discovery of fire and calling Brigade	Between 30 minutes and 2 hours	
Number of fatalities	1	
victim - age	73	
victim - gender	Female	
victim - ethnicity	White British	
Premises Type	Purpose built Maisonette spread over 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> floors within block of 4 floors	
Motive	Accidental	
Location of fire start	Living room	
Item first ignited	Household paper / Cardboard	
Ignition source	Smoking materials	
Main cause	Unsafe use of heat source – due to unsafe disposal	



## LONDON BOROUGH OF HARINGEY

Date	19/04/2017	<p>Mr S was 47 years old, he lived with his niece and nephew in a privately owned mid terraced house within the Borough of Haringey.</p> <p>The fire was caused by an explosion which started as a result of naked flame deliberately coming into contact with flammable vapours.</p> <p>The explosion and the circumstances surrounding the fatality are currently subject to an active Metropolitan police investigation.</p>
Time of call	12:04	
Time first appliance arrived	12:08	
Total number of appliances	8	
Time between discovery of fire and calling Brigade	Immediately	
Number of fatalities	1	
victim - age	47	
victim - gender	Male	
victim - ethnicity	Black British	
Premises Type	Mid Terraced House of four floors.	
Motive	Deliberate	
Location of fire start	Lower ground floor	
Item first ignited	Petrol/Oil products	
Ignition source	Naked flame	
Main cause	Application of naked flame to flammable vapours	

## LONDON BOROUGH OF HARINGEY

Date	17/09/2017	<p>Mr N was 70 years old and lived alone within the London borough of Haringey. He smoked, had mobility issues as a result of previous health related conditions and was cared for by a family member.</p> <p>The Brigade received a call from a member of the public alerting them to a person alight on the street. Upon arrival crews extinguished the fire and administered emergency medical treatment to Mr N until the London Ambulance Service arrived. Mr N was flown to Broomfield Hospital Burns Unit where he subsequently died.</p> <p>The most probable cause of the fire has been determined as the accidental ignition of his clothing by Mr N while using a disposable cigarette lighter to light a cigarette.</p>
Time of call	13:05	
Time first appliance arrived	13:11	
Total number of appliances	2	
Time between discovery of fire and calling Brigade	Under 5 minutes	
Number of fatalities	1	
victim - age	70	
victim - gender	Male	
victim - ethnicity	White British	
Premises Type	Public footpath	
Motive	Accidental	
Location of fire start	Pavement	
Item first ignited	Clothing	
Ignition source	Disposable lighter to light a cigarette	
Main cause	Unsafe handling of smoking materials	

## LONDON BOROUGH OF HAVERING

Date	22/09/2017	<p>Mr H was 88 years old and lived alone in his house within the London Borough of Havering for the past 25 years. He was well liked within his neighbourhood and was an avid gardener</p> <p>Mr H was active and kept his home clean and tidy, but had recently developed some minor mobility issues as well as breathing problems but was not known to social services or the Brigade.</p> <p>The fire; caused by an electrical fault with an immersion heater, occurred in an airing cupboard adjacent to the bathroom. Mr H notified the Brigade when he discovered the fire and attempted to escape his property.</p> <p>Brigade crews as well as crews from Essex Fire Rescue Service attended the incident and rescued Mr H from his kitchen. They removed him to the back garden and started immediate emergency care until the arrival of the London Ambulance Service and the Helicopter Emergency Medical Service, who took him to Broomfield's Hospital Burns Unit where he sadly died.</p> <p>Mr H's property was fitted with a battery operated smoke alarm in the hall, which could be heard actuating at the time of the fire.</p>
Time of call	09:03	
Time first appliance arrived	09:16	
Total number of appliances	4	
Time between discovery of fire and calling Brigade	Under 5 minutes	
Number of fatalities	1	
victim - age	88	
victim - gender	Male	
victim - ethnicity	White British	
Premises Type	House	
Motive	Accidental	
Location of fire start	Airing cupboard	
Item first ignited	Immersion heater in airing cupboard	
Ignition source	Electrical loose connection	
Main cause	Fault in equipment or appliance	

## ROYAL BOROUGH OF KINGSTON-UPON-THAMES

Date	08/07/2017	<p>Mr N was 49 years old who lived with his wife and children in the Royal Borough of Kingston upon Thames.</p> <p>The Brigade were called to a van alight on the Tolworth underpass by a member of the public who was driving alongside Mr N's van when she witnessed it swerve and saw a flash inside the driver's compartment.</p> <p>Upon arrival, Brigade crews extinguished the fire and found Mr N in the driver's seat of the van, having died of his injuries.</p> <p>A joint investigation was conducted at the scene by the Metropolitan Police Service and the London Fire Brigade but a cause was unable to be determined.</p>
Time of call	21:45	
Time first appliance arrived	21:52	
Total number of appliances	2	
Time between discovery of fire and calling Brigade	Under 5 minutes	
Number of fatalities	1	
victim - age	49	
victim - gender	Male	
victim - ethnicity	British Asian	
Premises Type	Vehicle	
Motive	Not Known	
Location of fire start	Driver/Passenger area	
Item first ignited	Not Known	
Ignition source	Not Known	
Main cause	Not Known	

## LONDON BOROUGH OF LAMBETH

Date	19/09/2017	<p>Mrs B was 78 years old, she had lived in her home, in the London Borough of Lambeth, for twenty years and rented two rooms out to lodgers. Mrs B was a retired House of Lords personal assistant.</p> <p>Following a number of health issues Mrs B had been bedridden since January 2017. She smoked, was bedridden, used incontinence pants and emollient cream. She was in receipt of a private care package whereby carers visited her two to three times a day.</p> <p>The fire was discovered by one of Mrs B's lodgers who heard a smoke alarm actuating. On investigating he saw smoke and orange flickering coming from Mrs B's bedroom. On entering the bedroom he saw Mrs B in bed with the bedding on fire. He removed her from the bed and out onto the landing before returning to the room and extinguishing the fire. He then called the Brigade.</p> <p>On arrival crews found Mrs B and her lodger on the landing, Mrs B had extensive burns and her lodger was suffering from smoke inhalation. Immediate emergency care was administered until the arrival of the London Ambulance Service. Both Mrs B and her lodger were removed to hospital. Mrs B was later transferred to the burns unit at Chelsea and Westminster hospital where she subsequently died. The cause of the fire is believed to be accidental and to involve smoking materials. It is most likely that Mrs B fell asleep in bed whilst smoking, with the cigarette then starting a smouldering fire in the bedding. The presence of paraffin based emollient cream increased flammability and may have enabled the fire to burn more readily once the flaming fire came into contact with bedding.</p>
Time of call	19:27	
Time first appliance arrived	19:32	
Total number of appliances	2	
Time between discovery of fire and calling Brigade	5 to 30 minutes	
Number of fatalities	1	
victim - age	78	
victim - gender	Female	
victim - ethnicity	White British	
Premises Type	Privately owned House	
Motive	Accidental	
Location of fire start	Bedroom	
Item first ignited	Bedding	
Ignition source	Cigarette	
Main cause	Unsafe use of heat source – due to unsafe disposal	

## LONDON BOROUGH OF TOWER HAMLETS

Date	03/07/2017	<p>Miss D was 17 years old and lived in a flat above a row of shops in Tower Hamlets with her mother, brother and her mother's boyfriend.</p> <p>The fire occurred in the bedroom of Miss D's brother and was caused by naked flame coming into contact with the bedding.</p> <p>Miss D's mother had been awoken by a noise coming from her son's bedroom. When she entered the room the bed was alight and she alerted Miss D and the rest of the family before exiting the property along with her partner.</p> <p>In an attempt to escape from the fire and smoke, Miss D jumped from her bedroom window on the fourth floor, suffering fatal injuries.</p> <p>Upon arrival, Brigade crews found Miss D, unresponsive. Brigade crews carried out immediate emergency care until the arrival of the Hazardous Area Response Team but Miss D was sadly pronounced life extinct on scene.</p> <p>Simultaneously, crews entered the property and rescued Miss D's brother and extinguished the fire.</p>
Time of call	05:45	
Time first appliance arrived	05:51	
Total number of appliances	4	
Time between discovery of fire and calling Brigade	5 to 30 minutes	
Number of fatalities	1	
victim - age	17	
victim - gender	Female	
victim - ethnicity	Chinese	
Premises Type	Flats/maisonettes	
Motive	Not known	
Location of fire start	Bedroom	
Item first ignited	Not known	
Ignition source	Smoking Materials	
Main cause	Playing with fire	

## LONDON BOROUGH OF WALTHAM FOREST

Date	05/07/2017	Mr S was 54 years old, he lived alone in his privately owned maisonette within the Borough of Waltham Forest. Neighbours report that he was a somewhat reclusive character who avoided contact with them.
Time of call	07:29	
Time first appliance arrived	07:39	
Total number of appliances	5	Mr S' profile indicates that he was at an increased risk of fire. He had been receiving treatment for alcoholism and depression from his GP since 2007 and had been prescribed anti-depressants. Large quantities of drink containers and cigarettes were found within the flat. There was also evidence of unsafe handling of smoking materials.
Time between discovery of fire and calling Brigade	Immediately	
Number of fatalities	1	
victim - age	54	The Brigade were alerted to the fire by police officers based at Chingford Police Station who saw smoke issuing from a window of the maisonette. They forced entry to the property and attempted to tackle the fire using fire extinguishers but due to the severity of the fire, were forced to retreat. Upon arrival, Brigade crews encountered a well developed fire and heavy smoke. They entered the building and located Mr S in the bedroom but due to the severity of his injuries he had already died. This was confirmed by attending paramedics from the London Ambulance Service.
victim - gender	Male	
victim - ethnicity	White British	
Premises Type	1 <sup>st</sup> floor maisonette of 2 storeys	The most probable cause of the fire is believed to be due to unsafe handling of smoking materials, due to Mr S falling asleep, igniting bedding or other textiles on the bed. The fire then developed in the mattress and dropped down to the area beneath the bed.
Motive	Accidental	
Location of fire start	Bedroom	
Item first ignited	Bedding	There was no smoke detection fitted in the home.
Ignition source	Cigarette	
Main cause	Unsafe use of heat source – due to sleep or unconsciousness	

## LONDON BOROUGH OF WANDSWORTH

Date	14/07/2017	<p>Mrs G was 72 years old and lived with her husband in a privately rented bungalow in the London Borough of Wandsworth for the past 12 years.</p> <p>Her profile indicates she was at increased risk of fire. She had suffered a number of health conditions which affected her mobility and had been wheelchair bound since 2008.</p> <p>As well as being visited by a district nurse every Friday, Supreme Care provided four visits per day since March 2017 to assist with her personal care and administering of her medication.</p> <p>The fire; most likely caused by an electrical fault with a dishwasher, occurred in the kitchen. This particular model was subject to a product safety recall due to a potential fire hazard.</p> <p>The Bungalow is fitted with a Telecare system which is monitored by Wandsworth Watch Alarms and Mrs G had a pendant alarm. On the day of the fire, Mrs G's pendant alarm was activated, the telecare operator was unable to establish contact with Mrs G, however a smoke alarm could be heard in the background. The operator dispatched an emergency response officer from Wandsworth Watch Alarms to attend the incident but made no call to the Brigade.</p> <p>The Brigade were alerted to the fire by the estate's Community Assistant who smelt and saw smoke arising from the roof vents. Upon arrival, crews heard the smoke detector actuating and discovered Mrs G laying on her bed, unconscious and not breathing. They rescued her from the property and started cardio pulmonary resuscitation until the arrival of the London Ambulance Service, who removed her to St Georges Hospital where she sadly died some weeks later.</p> <p>The property was fitted with smoke detectors and a carbon monoxide detector but were not connected to the telecare system.</p>
Time of call	08:15	
Time first appliance arrived	08:22	
Total number of appliances	2	
Time between discovery of fire and calling Brigade	Immediately	
Number of fatalities	1	
victim - age	72	
victim - gender	Female	
victim - ethnicity	White British	
Premises Type	Bungalow	
Motive	Accidental	
Location of fire start	Kitchen	
Item first ignited	Plastics	
Ignition source	Dishwasher	
Main cause	Faulty Appliance	



## LONDON BOROUGH OF WESTMINSTER

Date	20/08/2017	<p>Mr G was 78 years old and lived with his son in his one bedroom flat, managed by City West Homes in the Borough of Westminster. The living room had been subdivided with furniture to create another sleeping area.</p> <p>Mr G's profile indicates he was at increased risk of fire. He was a smoker, had mobility issues and suffered from diabetes. He was in receipt of medical and social care. Carers visited three times a day during the week and a district nurse visited once a day to administer medication.</p> <p>The fire occurred in a cupboard within the bedroom. The cause is under investigation by the Metropolitan Police Service.</p> <p>The initial call to the Brigade was made by a Tunstall response operator who had received an alert from another resident informing them that there was a fire in a neighbouring flat.</p> <p>Upon arrival fire crews discovered Mr G in a reclining chair in the bedroom. They carried him outside where they provided emergency medical care until the medics from London Ambulance Service arrived. Mr G was subsequently removed to St Mary's Hospital where he was pronounced dead.</p> <p>There was a single point smoke detector and a pull cord telecare-type alarm system fitted in the hallway with an additional pull cord alarm in the shower room, the system was not linked to smoke detection.</p>
Time of call	05:42	
Time first appliance arrived	05:48	
Total number of appliances	7	
Time between discovery of fire and calling Brigade	Under 5 minutes	
Number of fatalities	1	
victim - age	78	
victim - gender	Male	
victim - ethnicity	Asian British	
Premises Type	Second floor flat in block of five floors	
Motive	Under Investigation	
Location of fire start	Bedroom	
Item first ignited	Under Investigation	
Ignition source	Under Investigation	
Main cause	Under Investigation	

## Fire safety prosecutions, April – September 2017

This appendix includes details of prosecutions undertaken for contravention of fire safety legislation (the Regulatory Reform (Fire Safety) Order 2005 or 'RRO'). The details presented are according to the date of the court appearance as the outcome is usually determined at this point.

### LONDON BOROUGH OF HOUNSLOW

Date of offence /inspection	4 February 2015	<p>Officers from LFEPA were called to the premises at 150 Staines Road on 4 February 2015 by a Senior Food Safety Officer of Hounslow Council following a food hygiene inspection. It operated as a take-away with a shisha-café in a large rear extension. There is a flat let to tenants above the take-away.</p> <p>LFEPA officers found the property in poor condition. The findings of the LFEPA officers in relation to these offences can be summarised as follows:</p> <ul style="list-style-type: none"> <li>• There was a large hole in the ceiling above electrical distributor board. Looking through it, officers could see the floorboards of the flat above. There would be nothing to stop any fire in the distributor board from spreading rapidly to the flat above.</li> <li>• The take-away kitchen ceiling was made of plywood, which would accelerate a fire and cause it to spread upstairs;</li> <li>• There was no fire door between the business premises and the flat's stairs – simply a flimsy door which did not meet fire regulations;</li> <li>• The stairs to the flat had not been adequately protected, in that they had not been plastered. Rather there were only timber slats between the commercial premises and the flat.</li> <li>• The shisha bar had fabric wall hangings in the shisha bar which were not fire proof.</li> <li>• Wiring in the property was unkempt, with extension leads plugged into one another in a "daisy chain"</li> <li>• The extractor in the kitchen was in poor condition and the boiler flue opened into an inside room instead of leading outside the property.</li> <li>• No fire risk assessment had been made.</li> </ul>
Premises	Red Chilli Pizza & Myst Café 150 Staines Rd, Feltham	
Borough	Hounslow	
Type of premises	Takeaway with residential above	
Offence	Articles 8 and 4(1)(c) Article 9(1) Article 13(1)	
Date/place of trial	Convicted at Hammersmith Magistrates Court and sentenced at Southwark Crown Court on 24/4/17	
Sentence	6 months custody, suspended for 2 years.  He was also fined £7,000 and ordered to pay a £6,880	

## LONDON BOROUGH OF BRENT

Date of offence /inspection	27 January 2015	<p>The prosecution relates to residential accommodation above shops in the town centre. On 27 January 2015 a joint inspection of the premises took place by the police, the Council and LFEPA fire-inspecting officers. The inspection revealed serious deficiencies with the premises in relation to fire safety requirements.</p> <p>At first floor level there was a hallway with four doors. One led to a small room containing five beds, cooking facilities a shower and a toilet with four people living there. The second door led to a similar sized room again with cooking facilities a shower and a toilet, and a family of four living there. The third door led to a further room of similar layout with a family of five living there. The final door led to a lobby area with four rooms leading from it and stairs to a loft area. One of the doors led to a kitchen / bathroom area. The officers were unable to gain access to the next room, which was apparently a travel agent's office. The third door led to a room with three beds and two people living there. The final room had two beds and two people living there.</p> <p>The staircase in the lobby led up to a trapdoor, which accessed a loft space. The trapdoor did not have a proper handle and was difficult to lift. The stairs were steep and rickety. The loft space had two double beds, two fridges and a microwave. A family of four lived there.</p> <p>Concerns over the loft space in particular led LFEPA officers to serve an Article 31 Prohibition Notice, which prevented use of the loft area for sleeping accommodation.</p> <p>An Enforcement Notice was served. Some attempts were made to comply but work was of poor quality and did not remedy the deficiencies. Improvements to the loft stairs and access were made sufficient to allow the prohibition to be lifted. However there remained significant deficiencies even at the time this case came to be sentenced on 21 April 2017.</p>
Premises	42-44 Ealing Rad, Wembley	
Borough	Brent	
Type of premises	Unlicensed HMO	
Offence	<p><b>Article 9</b> - failed to make a suitable and sufficient assessment of risk</p> <p><b>2 x ARTICLE 13(1)</b> - failed to appropriately equip with fire detectors and alarms</p> <p><b>3 x ARTICLE 14(2)(b)</b> - escape loft room via a steep and unstable staircase / bedroom doors leading onto the sole escape route provide inadequate fire resistant protection / inadequate kitchen door</p> <p><b>ARTICLE 14(2)(h)</b> - emergency routes had no emergency escape lighting</p> <p><b>2 x ARTICLES 8(1)</b> - an electrical mains switch box that was not fire protected / visible hole in the ceiling between the first floor landing and the second floor loft area</p> <p><b>ARTICLE 32</b> - failed to comply with the requirements imposed by an Enforcement Notice</p>	
Date/place of trial	Conviction at Hammersmith Magistrates Court 8/2/17 Sentenced at Southwark Crown Court 21/4/17	
Sentence	38 days in custody (suspended for six months) and ordered to carry out 100 hours of unpaid work. He was also ordered to pay £2,000 prosecution costs	

## LONDON BOROUGH OF ENFIELD

Date of offence /inspection	N/A	<p>The prosecution is for an offence of failing to respond to reasonable requests for information/assistance by a fire safety inspecting officer. The request for information related to material that would identify the responsible person in an investigation following a fire at an HMO which led to the service of an Article 31 Prohibition Notice.</p> <p>This is the first time that LFEPA has taken the step of prosecuting when a person has failed to provide a response to a request for information/assistance. However the investigation had stalled as those apparently involved with the premises had failed to co-operate with the investigation.</p> <p>This offence carries a maximum sentence of £1,000 so is perhaps of modest deterrence effect. However following this conviction the defendant has now engaged more substantially with the investigation.</p>
Premises	56 Elmhurst Road Enfield	
Borough	Enfield	
Type of premises	HMO	
Offence	2 x Article 32(2)(e)	
Date/place of trial	Conviction at Westminster Magistrates Court 19/4/17	
Sentence	2 x £500 fine.	

## LONDON BOROUGH OF EALING

Date of offence /inspection	N/A	<p>Mr P let the premises as a house to a tenant. In due course the tenant, with Mr P's agreement, operated the house as a HMO. He arranged for other sharers to take rooms while Mr P remained landlord and in overall control. It is understood 5 separate households occupied rooms in the HMO.</p> <p>A fire which started in the shared kitchen in March 2015 required rescues by LFB.</p> <p>It was accepted that Mr P and his tenant had changed the premises to an HMO in ignorance that this would bring it within the fire safety regulatory regime. Mr P was not receiving a higher rental figure by agreeing to the HMO use – the arrangement was to ensure the rent could be shared between more people. This was the only premises owned for rent by Mr P. The fire safety deficiencies in the premises were rectified promptly by Mr P in keeping with an enforcement Notice served on him.</p> <p>The very dangerous state of the premises, where there had been a fire requiring rescues, led to the consideration of prosecution. However in the circumstances of this case it was agreed that it could be dealt with out of court through a caution.</p>
Premises	24 North Road, Southall, Middlesex, UB1 2JH	
Borough	Ealing	
Type of premises	HMO	
Offence	<p>Article 9(1)</p> <p>Article 11 effective planning, organisation, control, monitoring and review of the preventative and protective measures</p> <p>Article 8 general fire precautions – fire protection to stairs / inadequate fire detection</p>	
Date/place of trial	N/A	
Sentence	N/A	

## LONDON BOROUGH OF WESTMINSTER

Date of offence /inspection	22 February 2011	<p>This prosecution relates to a residential brick built terraced premises consisting of two 6 floor 19<sup>th</sup> century houses. The premises are owned by a freeholder and managed by agents.</p> <p>Between 5<sup>th</sup> October 2010 and 2<sup>nd</sup> February 2011 an Environmental Health Officer at Westminster City Council had been in contact with the premises' managing agents regarding serious concerns about the state of the property. Of most concern to the officer were the fire hazards present at the premises. On 2<sup>nd</sup> February 2011, during an inspection of one of the flats in the building the council officer noted (1) poor fire safety measures at the property; (2) the high risk of fire; and (3) the need for fire safety measures to be extended to the entire premises. These concerns were sent by letter to the managing agents, who took no action.</p> <p>On 21<sup>st</sup> February 2011, between 0330 and 0345hrs, a very serious fire started in the second floor flat of the premises. Fire, police, and ambulance services attended. The fire ultimately required the attendance of 8 fire engines.</p> <p>Firefighters had to rescue several occupants of the building with an aerial ladder, including two persons whose only escape option was the roof of the building.</p> <p>A fire safety inspection of the premises found a number of deficiencies including: (1) The doors to the individual flats provided inadequate protection to the single escape route in the event of fire; (2) There was no fire alarm or detection system, the absence of which exposed all occupants to serious risk in the event of fire; (3) There was inadequate fire separation between the floors at the premises; (4) Individually and collectively, these findings were counter-indicative of the existence of a sufficient fire risk assessment. .</p> <p>The fire safety failings at the premises had placed occupants of the premises at risk of death or serious injury during the fire.</p>
Premises	33-34 Eccleston Square, London, SW1V 1PB	
Borough	Westminster	
Type of premises	Converted block of flats	
Offence	<p><b>Article 9</b> - failure to carry out a suitable and sufficient risk assessment</p> <p><b>ARTICLE 13(1)</b> - failure to equip the premises with fire detection and alarm</p> <p><b>ARTICLE 14(2)(b)</b> - escape route compromised by inadequate fire doors</p> <p><b>ARTICLE 15(1)</b> - failure to establish and give effect to emergency procedures to be followed in the event of fire</p>	
Date/place of trial	Guilty pleas at Southwark Crown Court 25/05/17	
Sentence	Freeholders fined £100,000 and £24,000 costs; Managing agent fined £150,000 fine and £25,500 costs	

## LONDON BOROUGH OF CROYDON

Date of offence /inspection	13 <sup>th</sup> June 2013	This prosecution followed a fire in a mental health facility that housed vulnerable residents, some with severe learning difficulties.
Premises	The Lanes Project, 1-5 Foxley Lane, Purley CR8 3EF	The premises at 1-5 Foxley Lane, Purley CR8 3EF consists of three converted houses that had been connected into one building. The premises operated as a rehabilitation community hospital, registered with Care Quality Commission.
Borough	Croydon	At approximately 16:45 on 12 <sup>th</sup> June 2013 there was a fire at the premises. The fire was started deliberately in a room on the second floor (a loft conversion). The fire damage was restricted to the bedroom of origin, with smoke damage to the remainder of the second floor.
Type of premises	Community hospital	
Offence	<p><b>Article 9</b> - failure to carry out a suitable and sufficient risk assessment</p> <p><b>ARTICLE 17</b>- failure to maintain the fire alarm in efficient working order and good repair.</p> <p><b>ARTICLE 21</b>-failure to ensure adequate staff training</p>	<p>The fire alarm did not activate and the premises had not been evacuated because the staff were unaware that there was a fire. A member of the public saw the fire and called 999. It was only when firefighters attempted to gain access to the premises that staff learned of the fire in the building.</p> <p>Four fire appliances attended the premises and successfully extinguished the fire.</p> <p>A fire safety inspection of the premises found a number of deficiencies including: (1) The fire risk assessment had not been reviewed; (2)The fire alarm had been silenced earlier on the day of the fire and not reset; (3) There was inadequate staff training.</p> <p>The fire safety failings at the premises had placed occupants of the premises at risk of death or serious injury during the fire.</p>
Date/place of trial	Guilty pleas at Croydon Crown Court 12/06/17	
Sentence	Defendant sentences to 18 weeks imprisonment, suspended for two years and ordered to pay costs of £22,844.	

## LONDON BOROUGH OF BARNET

Date of offence /inspection	16 <sup>th</sup> June 2013	<p>The premises are located at 35 Hoop Lane, London NW11 with an annex at 1 Wentworth Road. Hoop Lane and Wentworth Road back onto one another. Both the main building and the annex consist of 3 floors. There are 27 rooms in total at the premises.</p> <p>On 16th June 2013 a fire occurred at the premises in a room on the first floor. The fire was treated as arson.</p> <p>A subsequent inspection of the premises found a number of fire safety deficiencies including: (1) Inadequate maintenance of fire extinguishers; (2) Inadequate maintenance of the external fire escape stair; (3) Absence of illumination on the charging indicators for the external staircases; (4) Inadequate exit and escape signage; (5) Lack of self-closing devices on bedroom doors; (6) Absence of fire/smoke detection within the bedroom; (7) Absence of established procedures for evacuation in the event of fire.</p> <p>An enforcement notice was served on the responsible person. The required remedial action was not taken before expiry of the notice.</p>
Premises	35 Hoop Lane, London NW11	
Borough	Barnett	
Type of premises	Hotel	
Offence	<p><b>Article 9</b> - failure to carry out a suitable and sufficient risk assessment</p> <p><b>ARTICLE 13(1)</b> - failure to equip the premises with fire detection and alarm</p> <p><b>ARTICLE 14(2)(b)</b> - escape route compromised by inadequate fire doors</p> <p><b>ARTICLE 14(2)(b)</b>- failure to ensure adequate emergency lighting.</p> <p><b>ARTICLE 15(1)</b> -failure to establish and give effect to emergency procedures to be followed in the event of fire.</p> <p><b>ARTICLE 17</b>- failure to maintain the fire alarm in efficient working order and good repair.</p>	
Date/place of trial	Guilty pleas at Southwark Crown Court on 26 <sup>th</sup> May 2017.	
Sentence	Total fine of £20,000 and costs awarded of £15,000.	

## LONDON BOROUGH OF TOWER HAMLETS

Date of offence /inspection	21 January 2016	<p>The Premises are a traditional public house with a basement cellar and 2-storeys above. The upper floors had been converted to use as a hotel at the end of 2014 but this conversion work was not done in compliance with building regulations.</p> <p>Around Christmas 2014 the police licensing officer reported to LFEPA problems observed with the fire alarm at the Premises. An audit on 21 January 2015 revealed very serious fire safety deficiencies including a defective and inadequate alarm, deficient fire doors, poor fire/smoke protection to the escape route, smoking and use of inappropriate heaters, inadequate arrangements for emergencies and no Fire Risk Assessment. The Premises were judged so dangerous that an Article 31 Prohibition Notice was considered. However, by that afternoon the alarm had been got working and use of the unsafe parts of the building was ceased. An Enforcement Notice was served.</p> <p>Revisits during 2015 demonstrated some progress to satisfying the EN but it was not complied with in full – in particular the new alarm was a sub-standard alarm system that was not appropriate for a hotel.</p> <p>On 1 October 2015 significant ongoing-deficiencies were again observed. Following this a second Enforcement Notice was served on New Globe UK Ltd on 27 October 2015. The second EN required remedial work by 19 January 2016, particularly in relation to providing a suitable alarm system, improving fire separation, so as to reduce risk of fire spreading, and ensuring fire-fighting equipment was maintained.</p> <p>On 21 January 2016 LFEPA returned to check compliance. Little if anything of the second EN had been satisfied. The owner was given two weeks to resolve the outstanding matters but when officers returned no work had been done and the owner had given away possession of the premises and left.</p>
Premises	New Globe 359 Mile End Road, London, E3	
Borough	Tower Hamlets	
Type of premises	Hotel	
Offence	<p><b>Article 9(1)</b></p> <p><b>Articles 13(1)(a)</b> – no appropriate fire alarm</p> <p><b>Articles 14(2)(b)</b> – room door opening directly onto the single means of escape</p> <p><b>Articles 32(2)(d)</b> – fail to comply with EN</p>	
Date/place of trial	Sentenced 20 June 2017 at Southwark Crown Court	
Sentence	<p>6 months' custody suspended for 12 months</p> <p>200 hours of unpaid work</p> <p>Costs of £2,500</p>	

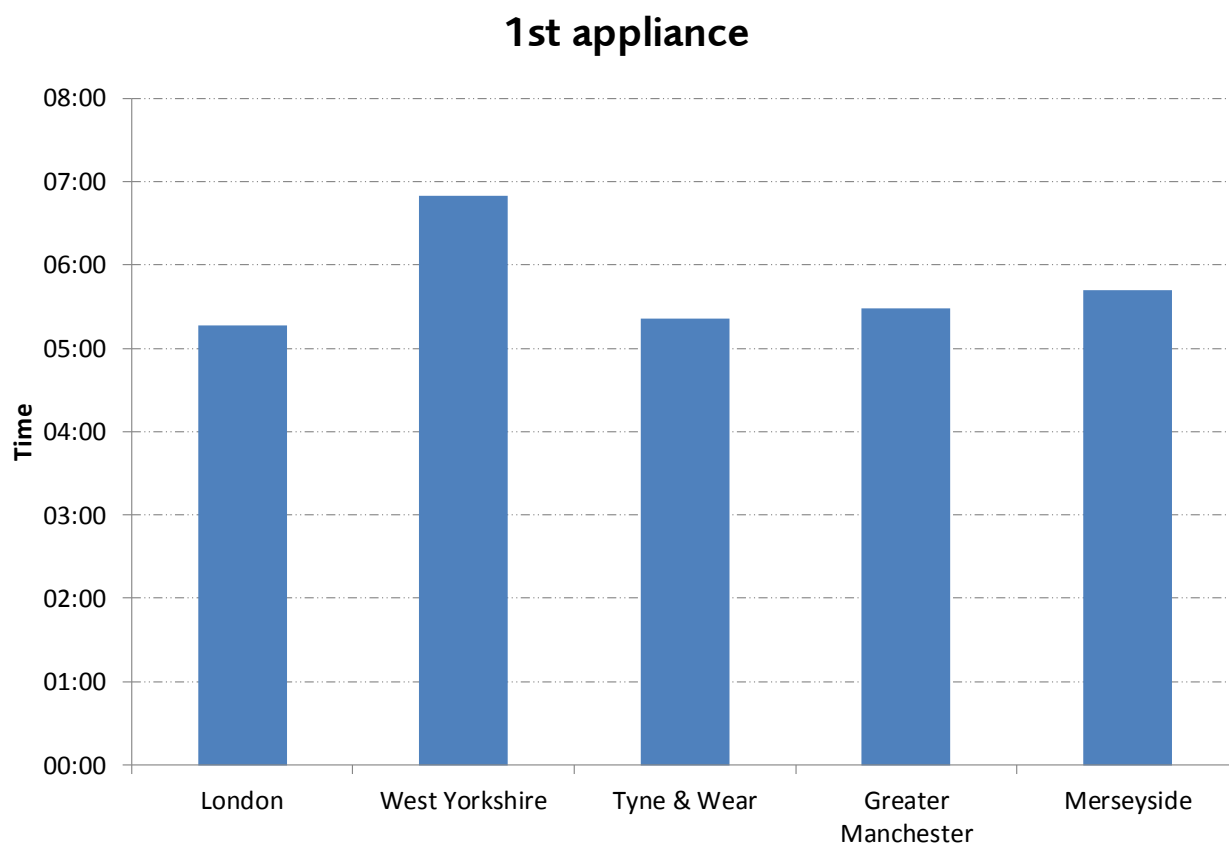


## April 2017 – September 2017– Metropolitan fire and rescue services comparison<sup>5</sup>

This appendix provides data about the first and second appliance performance of the metropolitan fire and rescue services (FRSs) and shows a comparison with performance in London.

### ATTENDANCE TIMES

Graph 1 : FIRST APPLIANCE ATTENDANCE TIMES



	London	South Yorkshire	West Yorkshire	Tyne & Wear	West Midlands	Greater Manchester	Merseyside
1st appliance	05:17	Data not available	06:50	05:22	Data not available	05:29	05:42

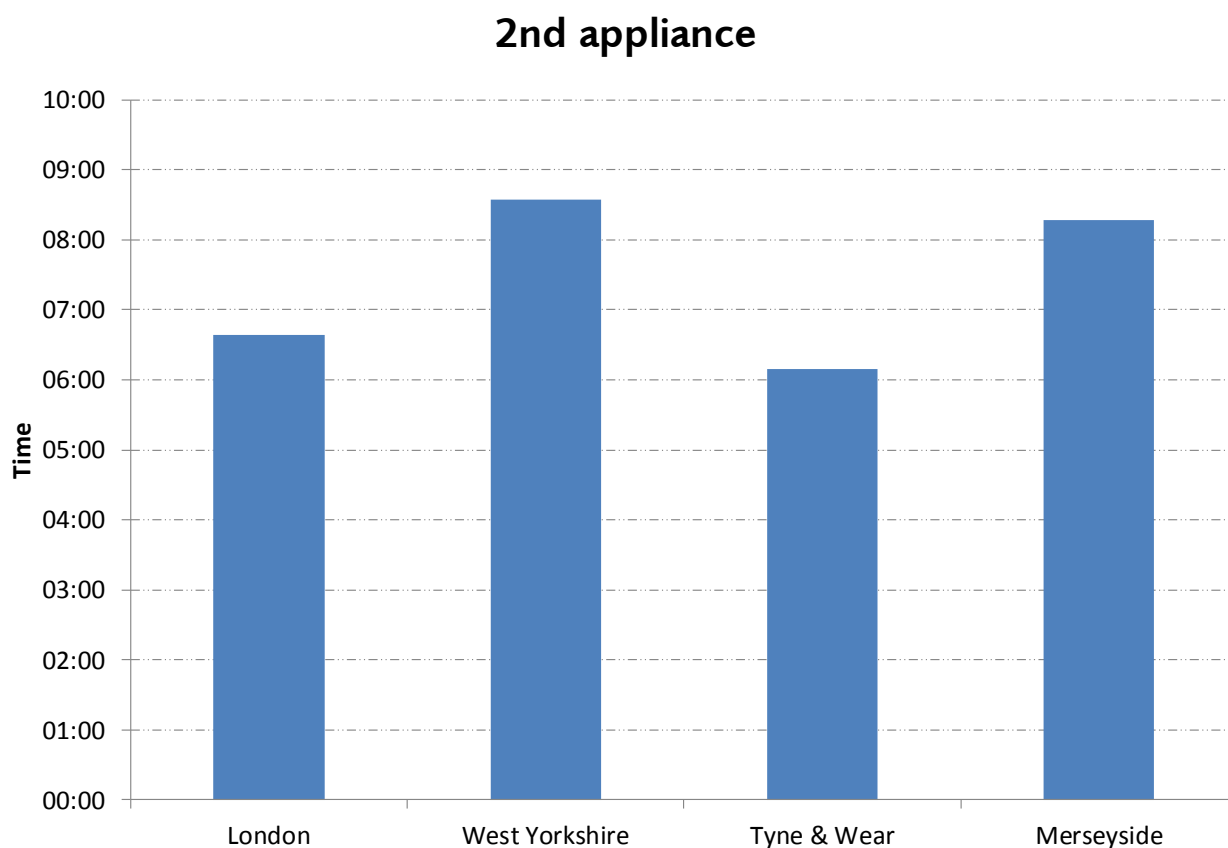
The above graph and table show the average first appliance times (from mobilisation to attendance at incident) for metropolitan fire services in the year to the end of September 2017.

Across the five metropolitan fire services (for which we have data), London has the fastest average first appliance times (05:17), the second fastest being Tyne & Wear (05:22).

<sup>5</sup> All data covers the period 01/04/17 to 30/09/17

## ATTENDANCE TIMES

Graph 2 : SECOND APPLIANCE ATTENDANCE TIMES



	London	South Yorkshire	West Yorkshire	Tyne & Wear	West Midlands	Greater Manchester	Merseyside
2nd appliance	06:39	Data not available	08:35	06:10	Data not available	Data not available	08:17

The above graph and table show the average second appliance times (from mobilisation to attendance at incident) for metropolitan fire services in the year to the end of September 2017.

Across the four metropolitan fire services (that we have data for), London has the second fastest average second appliance times (06:39), the fastest being Tyne & Wear (06:10).