

**CHESHIRE FIRE & RESCUE SERVICE**

**ITEM: 5**

**MEETING OF** : **PERFORMANCE & OVERVIEW COMMITTEE**  
**DATE** : **25 SEPTEMBER 2013**  
**REPORT OF** : **HEAD OF COMMUNITY FIRE PROTECTION**  
**AUTHOR** : **SM DUNCAN PALIN**

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**SUBJECT** : **TWELVE MONTH REVIEW OF THE UNWANTED FIRE SIGNALS POLICY**

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**Summary**

1. This paper summarises the first twelve-month's performance of the revised Unwanted Fire Signal (UwFS) Policy following its introduction on the 2<sup>nd</sup> July 2012.
2. During the twelve-month period, Cheshire Fire & Rescue Service:
  - (i) attended 2547 automatic fire alarms (AFA), delivering a 15% reduction compared to the same period in 2012.
  - (ii) made at least 463 fewer appliance movements as a result of the reduced number of AFA's attended.
  - (iii) identified that 98.7% of the AFA's attended were unwanted fire signals, and that,
  - (iv) UwFS accounted for 31.4% of all Cheshire Fire & Rescue Service (the Service) calls during 2013.
3. This paper also details the work completed by the Service to assist businesses, public sector organisations and other premises management in the reduction of UwFS and proposes amendments to the policy, which in light of lessons learnt, would deliver further reductions.

**Recommended That:**

- [1] The first twelve-months UwFS reduction performance is noted, and
- [2] Members consider the proposals contained in paragraphs 35 to 48 which officers intend to report to the Fire Authority with a view to amending the policy.

**Background**

4. The revised UWFS policy was introduced on the 2<sup>nd</sup> July 2012. The main features of the policy were:
  - a. The introduction of a call challenge procedure,
  - b. A change to the pre-determined attendance to Automatic Fire Alarms,

- c. The enhancement of the advice given in response to single UWFS, and,
  - d. The implementation of more robust ways of managing the Service's relationship with the parties responsible for premises with unacceptably high levels of UwFS's.
5. The objectives of the revised policy were:
- a. To secure a reduction in the number of false alarms generated by automatic fire detection and alarm systems, by encouraging improved maintenance of systems,
  - b. To reduce appliance movements, unnecessary costs and disruption to both the Service and business community, and
  - c. To reduce the risk to the public and Service personnel through unnecessary emergency responses,
6. In 2007 the original UwFS policy was introduced, this revised 2012 UwFS policy replaced it following extensive consultation and briefing sessions to both internal and external stakeholders.

**12 month performance review**

**Summary**

7. Table 1 and Figure 1 detail the reduction in UwFS during the first twelve-months of the policy; they show a 15% reduction has been achieved (compared to the same period in the previous year).  
During 2012/13 the Service attended 2547 AFA's which when compared to the total number of 8103 calls attended by the Service over the same period equates to 31.43% of all calls.

<b>Year</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Grand Total</b>	<b>Reduction</b>
2009-10	795	815	768	807	3185	
2010-11	872	936	688	663	3159	1%
2011-12	759	756	741	754	3010	5%
2012-13	715	651	584	597	2547	15%
<b>Grand Total</b>	<b>3141</b>	<b>3158</b>	<b>2781</b>	<b>2821</b>	<b>11901</b>	

Table 1: Number of UwFS over last 4 years including % reduction

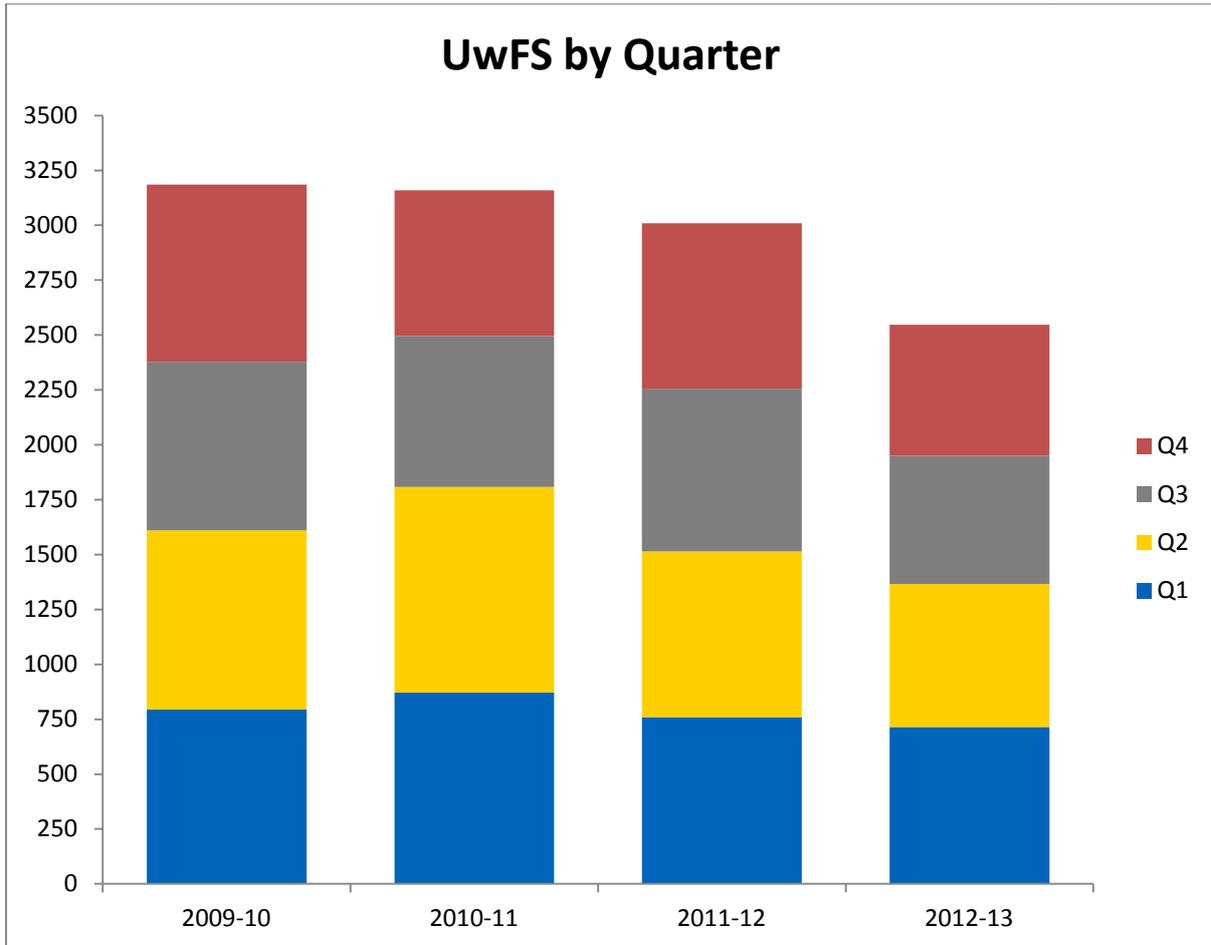


Figure 1: Number of UwFS over last 4 years shown in quarters

8. The data shows a trend for year on year reductions; a 15% reduction was achieved in the last 12 months since the new policy was introduced. Analysis of the 2013 Family Group 4 Fire & Rescue Service data shows that Cheshire achieved 3<sup>rd</sup> position in a table of 16 Fire & Rescue Service's for reductions in UwFS numbers, with the latest 12 month reductions ranging from 56.4%(Kent) (paragraph 31 provides details on how this has been achieved) to an increase of 13.9% in Cleveland, with an average reduction of 6.9% (compared to Cheshire's 15% reduction). This suggests that although Cheshire is performing well, further improvement can still be made.
9. Analysis of the 2547 UwFS reveals that 1487 (58%) were attendances at sleeping risk premises (including domestic dwellings). The UwFS policy excludes sleeping risk premises from call challenge, therefore this will always be a limiting factor in achieving the maximum UwFS reductions.

### **Causes of UwFS**

10. The cause of the UwFS's throughout 2013 are generally the same as those in previous years with the majority of causes being related to the human

habitation of buildings resulting in accidental or careless activation of the fire alarm. Faulty alarm, cooking fumes, carelessly set off, dust and failure to inform alarm receiving centre's (ARC) when testing alarms are the main five causes of UwFS. The term "faulty alarm" is generally recorded by the fire crews when there is no obvious reason for the alarm to activate outside of a fire condition. Most will be as a result of either poor maintenance or unfavorable conditions created by the occupiers of the building causing the detector to operate (for example, by the use of aerosol cleaning products). Appendix 6 details the complete list of causes of UwFS.

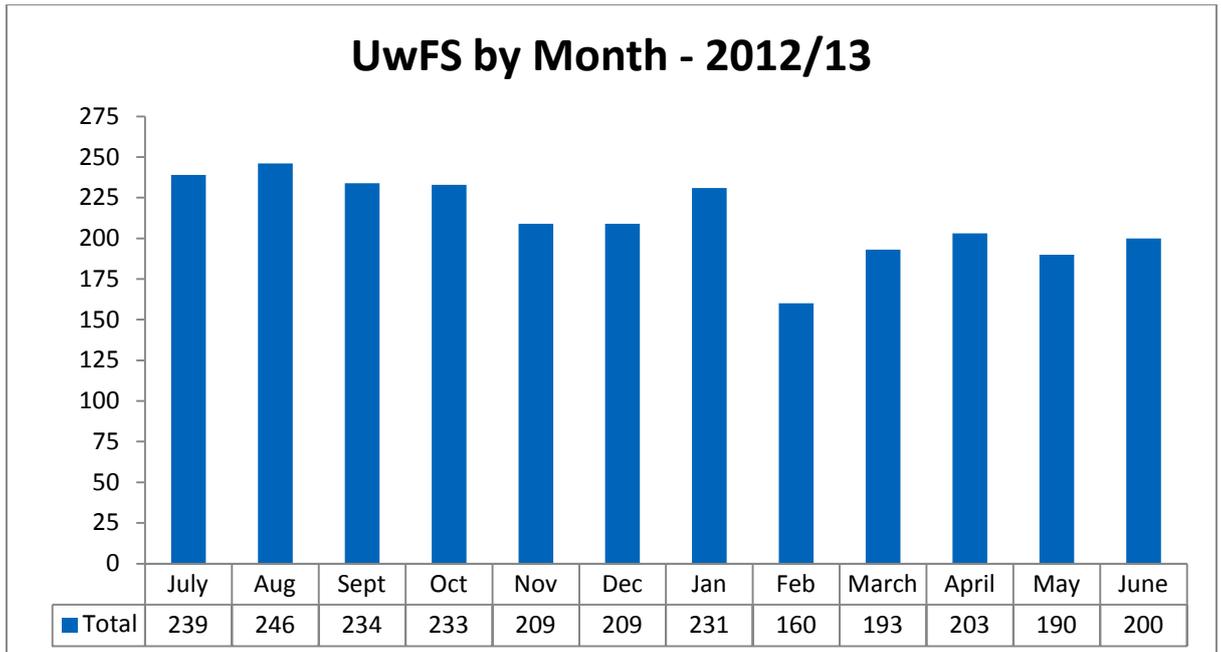


Figure 2: 2012/13 monthly breakdown of UwFS

- Figure 2 shows that apart from a slight peak during summer months and a slight drop during one month in winter, the 12 months are very similar in terms of UwFS activity across the year. The first six months of the policy are higher than the last six months; it should however, be noted that the new policy has been a significant change for businesses and ARC's and these stakeholders took sometime to adjust. Additional improvements have therefore been secured over the second six-months as the policy continued to embed.

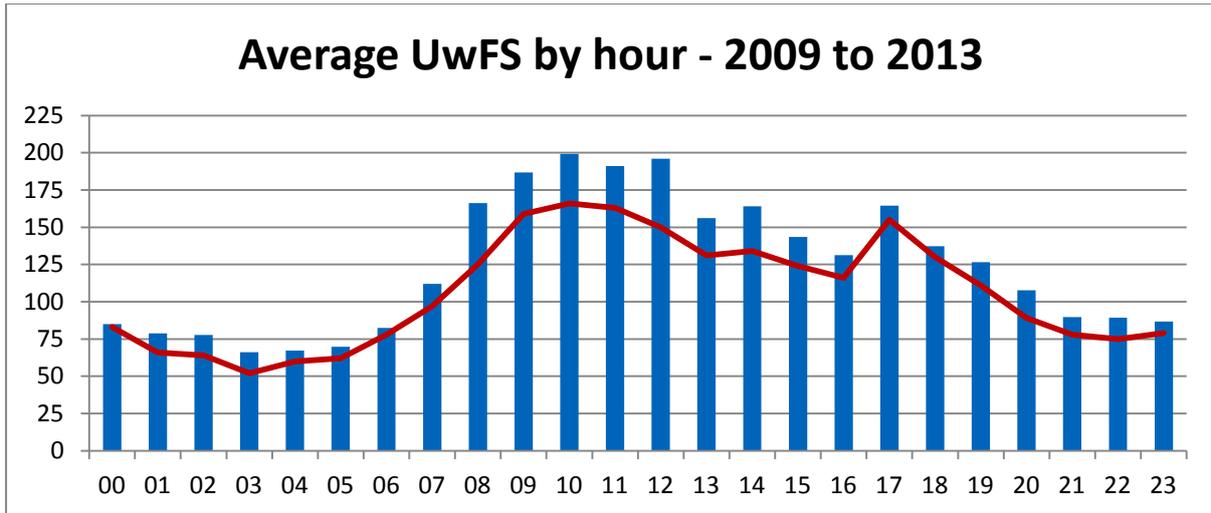


Figure 3: Last 4 years average hourly breakdown of UwFS (with separate line showing 2013 average)

12. Figure 3 above, shows that the majority of UwFS occur during daytime hours; however, figure 2 identifies that the time of year has no real bearing on the number of calls. The numbers of occupants within buildings will generally increase during daytime and with it the potential for human error to cause UwFS. Therefore any further reduction measures need to be focused on calls during periods of peak occupancy in order to reduce the overall total number of UwFS. Appendix 7 provides a temporal chart of UwFS activity across both hour and day of week.

### Types of building attended

13. Of the total 2547 UwFS in 2013, 1487 UwFS (58%) were at sleeping risk premises. Table 3 below details the most frequently attended sleeping and non-sleeping risks. Notably, within the sleeping accommodation, three of the premises types (sheltered housing, private house and private dwelling area of flats) do not fall within the remit of the Service's fire safety legislation and therefore the ability for CFP officers to enforce requirements and improvements in these types of buildings is not relevant, thereby constraining further reduction

Sleeping Accommodation	Number of UwFS
Self contained Sheltered Housing	413
House - single occupancy	327
Hospital	231
Flats up to 3 storeys	136
Nursing/Care	100

<b>Non-sleeping</b>	<b>Number of UwFS</b>
Infant/primary school	147
Purpose built office	133
Single shop	82
Factory	62
Warehouse	56

Table 3: Five most frequently attended UwFS at both sleeping and non sleeping risks in 2013.

### **Number of fires attended that originated as AFA's**

14. Of the 2547 AFA's attended, 29 resulted in fires. This equates to 98.7% of AFA's being UwFS; 21 of the fires required no firefighting intervention (mainly due to them being out on arrival), the remaining 8 required fire service intervention ranging from simple removal of a cooking appliance from heat to the use of hose reels and breathing apparatus. Nine of the 29 fires were in non-residential premises, 3 were in residential premises. See appendix 1 for details of the 2012/13 fires originating as AFA's.

### **UWFS reduction activities**

15. A number of UwFS reduction activities were undertaken as part of the policy change; all of these measures have contributed to the overall reduction in UwFS.

#### The introduction of an ARC call challenge procedure when an Automatic Fire Alarm is received by the Service's mobilising control Room

16. ARCs are private companies that pass alarm calls from customers' premises to the Service. Key to the reduction of UwFS is the adoption of initial 'call challenge' by the ARCs which cover the Service area.
17. The Service applies further call challenge to all automatic fire alarms with the exception of sleeping risks.
18. Approximately forty ARC's cover the geographical area of Cheshire, although the centre's themselves are based throughout the UK.
19. The success of the 'call challenge' approach has been dependent on the cooperation of the ARCs and their willingness to agree protocols for call challenge.
20. Memorandum of understanding were sent to all of the ARC's. Initial problems were encountered with the two largest ARC providers however, due to Community Fire Protection managers working to increase awareness levels of

ARC staff; the last eight months have seen significant improvements in compliance.

Change to the pre-determined attendance to Automatic Fire Alarms

21. The introduction of a revised pre-determined attendance (PDA), consisting of one pump to all AFA's, has resulted in a significant reduction in fire appliance movements.
22. Table 4, summarises the AFA pre-determined attendances both prior to the introduction of the 2012 revised policy and after its introduction. This highlights the reduction in appliance movements as a result of reducing the PDA to one appliance.

Property Type	PDA for AFA's	
	Old PDA	New PDA
Commercial Property	1 Appliances	1 Appliance
Domestic Property	2 Appliances	1 Appliance
Hospital	3 Appliances	1 Appliance
High Rise Building	2 Appliances, Aerial	3 Appliances
Heritage	4 Appliances	1 Appliance
Heritage Sites (Chester City Centre)	4 Appliances, Aerial, HVP + Support Pump	1 Appliance

Table 4: No of appliances sent to AFA's by premises type

23. Although it is very difficult to monitor the precise reduction in appliance movements, the data suggests the reduction to one pump PDA's and overall reduction in UwFS attended, has resulted in at least 463 less appliance movements during the twelve-month review period (and potentially significantly more).
24. The policy provides scope for the Service to temporarily increase the PDA to individual premises for specific reasons. The only premises that this has been applied to is Leighton Hospital in Crewe (which has been increased to three pumps) due to major building works affecting some parts of the building.
25. Following a number of high-rise fires throughout the UK, where firefighter safety was compromised, for the first twelve months of this policy all AFA's to high-rise premises have attracted a PDA of three pumps (see table 3 above). The number of high rise building UwFS over the 12 month review period was 11.

Enhancement of advice given to premises in response to UwFS,

26. A comprehensive education programme for stations (delivered jointly between station managers and CFP inspectors) has meant that operational crews are now more confident in advising building owners on how to manage their systems and reduce UwFS at the time of the call.

27. A large proportion of UwFS attendances originate from premises with only occasional activations. The CFP department has used a standard letter and leaflet to inform businesses about the benefits and operation of local procedures in the event of an AFA, this letter has been sent in response to every single activation in the last twelve months.

Premises with unacceptably high levels of UwFS.

28. Data shows that CFP officers have undertaken 1338 UwFS activities during the first 12 months (activities include telephone calls, visits, creating letters etc). These activities have lead to the premises moving onto a staged management process; this is essentially where CFP will closely monitor both further activations and the premises management measures to reduce UwFS. There are currently 19 premises at stage one (mandatory full fire safety audit and robust monitoring) and three premises in stage two (at Stage 2 a premises would not normally continue to receive a response but as all three are sleeping risk premises, they are excluded from this sanction).
29. Table 5 and Figure 4 below show that although the number of UwFS has reduced year on year, the time spent by CFP inspectors has actually increased. This increased time spent reducing UwFS has inevitably had a positive impact on the overall reduction of UwFS and therefore reduction in fire appliance movements and associated risk to road users. However, the more CFP time spent reducing UwFS, the less time there is for fire safety audits, consultations and other work to reduce the risk to the community from fires in non-domestic buildings.

Year	Total UwFS	CFP hours reducing UWFS	CFP time per UwFS based on yearly figures
2010/11	3159	1377	0.4 hours
2011/12	3010	1135	0.4 hours
2012/13	2547	1753	0.7 hours

Table 5: CFP hours spent reducing UwFS and average per UwFS

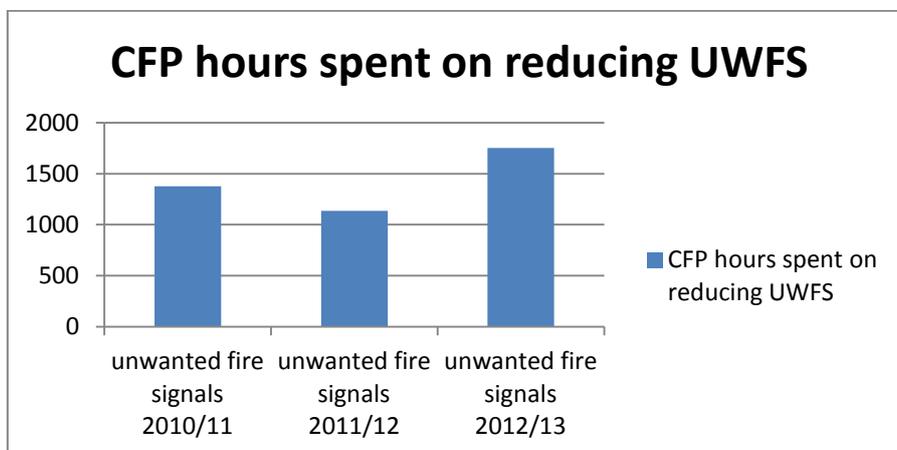


Figure 4: CFP hours spent reducing UwFS

## **Future options for reduction**

30. Within the region, the only Service to implement UwFS policy changes during the review period has been Merseyside. This is now the most 'stringent' policy within the region as it uses a non-attendance approach (unless the premises is a dwelling, in which case it receives a PDA of two pumps). There is no call challenge approach to their policy; premises are simply advised that they must ring 999 if they discover a fire. The policy has seen a reduction of 49.7% over the first 8 months of the policy. Appendix 2 provides further details of this policy.
31. Nationally there is a wide variance in approaches to UwFS; Kent FRS operate a 24 hours a day, 7 days a week non-attendance to AFA's, unless a fire is confirmed at the premises (with certain exemptions for sheltered accommodation). West Yorkshire FRS operate a similar policy to that of Kent FRS between 0800 – 1900 (but have excluded sleeping and other high risk premises). Durham & Darlington FRS, and Cambridgeshire FRS operate similar non-attendance approaches to low risk commercial premises 0900 – 1700, Monday to Friday. Devon & Somerset FRS have recently introduced a non-attendance to commercial premises between 0800 – 1800 hrs.
32. Work is currently underway through the northwest Chief Fire Officer Association (CFOA) group to look at a regional approach to UwFS reduction using the fire control project as the catalyst for change. Although in its early stages, the northwest CFOA Protection group has given the CFOA UwFS sub-group the remit of investigating a regional approach. Initial discussions however, have identified no real appetite for some FRS's to move from their current position. Appendix 2 provides a comparison of the UwFS policies across the region.
33. The Service continues to investigate ways to actively reduce the total number of UwFS whilst continuing to operate within the policy boundaries. Options for more significant reductions are detailed below taking into account lessons learnt over the past 12 months and from other FRS's nationally.
34. A number of changes are now proposed; split into Policy and Procedural elements:

### Policy Proposals

#### **Proposal 1 – removal of Gen 7 process**

35. The Gen 7 process is a procedure whereby upon attendance at each UwFS operational crews complete a hard copy form with relevant details about both the premises and cause of the UwFS, a copy is provided to both the occupier and one is retained by the operational crews and details transferred to an electronic database on return to station, this database is then accessed by CFP staff. The Gen 7 process has been in existence since 2007 and has provided a useful platform for the monitoring of UwFS however, the recently

developed Firecore database now provides a more streamlined approach to monitoring UwFS.

36. Although not a reduction measure, the removal of the Gen 7 process is a Business Process Improvement and will reduce the administration time for both operational fire crews and CFP staff and therefore increase time for other essential activities. The introduction of the Firecore database enables the accurate monitoring of each UwFS, its cause and history of occurrence and therefore the Gen 7 process is no longer required and it is recommended that it should be discontinued.

## **Proposal 2 – Non-attendance to commercial buildings during 0900-1700**

37. The data suggests that further reductions in UwFS would be achieved through the introduction of a non-attendance approach to commercial buildings during daytime hours, seven days a week. The proposed change in procedure will mean that the Service will not attend actuations of automatic fire detection systems to low risk properties, if they are not supported by a phone call to confirm a fire service attendance is required. During this time period most premises will have someone available to investigate the cause of the alarm, who can then confirm if a fire has occurred during the day time. During weekends there may be some commercial buildings which are unoccupied, but equally the absence of occupiers will reduce the risk of fire occurring. The Service will then be able to respond to a confirmed fire, not just an alarm sounding, and send the appropriate number of firefighters and fire appliances immediately, confident that there is a real incident to deal with. A comprehensive list of commercial properties which would be included in this proposal is contained within appendix 3 and those premises that would not be affected by the proposed changes are detailed in appendix 4.
38. Cheshire is unusual amongst other FRS's in that it has a large number of hazardous premises designated under the Control of Major Accident Hazard Regulations 1999 (COMAH); these sites contain large quantities of dangerous chemicals and therefore they present a risk not only to the site but also the surrounding homes and businesses should a fire occur. During 2013 the Service attended 12 UwFS at the COMAH sites across Cheshire, therefore due to the minimal impact of continuing to attend these AFA's during the daytime these would be excluded from the non-attendance approach.
39. Sleeping risks are by their nature higher risk than commercial non-sleeping risks; this is mainly due to the slower reaction times of the occupants and an increase in occupant numbers. Persons who are asleep will be reliant on automatic fire detection to warn them should a fire break out, therefore an emergency response will be sent without delay.
40. Tables 6 and 7 below show that this non-attendance to commercial premises proposal would see estimated further reductions of UwFS of between 550 calls (22%) and 795 calls (31%) based on 2013 figures (demonstrated with different time periods) and would free up (estimated) between 385 hours and

556 hours of CFP inspecting officers time, or up to nearly 14 weeks based on a 40 hour week. The table also gives a comparison for non-attendance to commercial premises over a 24 hour period, this would see an estimated reduction of 1060 calls (42% reduction) and could free up 742 hours or over 18 weeks of CFP inspecting officer's time.

41. These reductions would also free up a significant amount of operational crews time which could be used to undertake training, community risk reduction work or other community projects.
42. No changes would be made to the response to residential (sleeping risk) premises. See appendix 4 for a list of premises which would not be affected by the proposed changes.

Time Period	Potential reduction in calls per year	Potential further reductions of UwFS based on 2013 figure (2547)	Total number of fires in commercial buildings over the last 4 years
0800 - 2000 (12 hours)	735	29%	69
0900 - 1700 (8 hours)	550	22%	50
0700 - 1900 (12 hours)	740	29%	67
0800 - 2200 (14 hours)	795	31%	74
0800 - 1800 (10 hours)	658	26%	64
0000 - 0000 (24 hours)	1060	42%	91

Table 6: Options for reducing UwFS and potential reduction of UwFS

Time Period	Time period/ number of calls	Potential reduction in CFP hours based on 2013 figure of 0.7 hours per UwFS
0800 - 2000 (12 hours)	61.25	514.5
0900 - 1700 (8 hours)	68.75	385
0700 - 1900 (12 hours)	61.66	518
0800 - 2200 (14 hours)	56.79	556
0800 - 1800 (10 hours)	65.80	460
0000 - 0000 (24 hours)	44.17	742

Table 7: Options for reducing UwFS and potential reduction in CFP hours

43. Tables 6 and 7 show a number of options for various non-attendance time periods, the potential reduction in UwFS which could be achieved, the average hourly reduction, and the number of fires that have occurred in the previous four years within those periods and the potential reduction impact on CFP

Time of call	Category	Property type	Cause	Action
01:38:00	NonResidential	Warehouse	heating oil smoking	No firefighting
08:57:00	NonResidential	Warehouse	electrical wall heater	Removal of appliance
11:33:00	NonResidential	Veterinary surgery	tumble dryer fire	water back pack
18:16:00	NonResidential	Laboratory/research Establishment	overheated industrial oven	No firefighting
17:21:00	NonResidential	College/University	light fitting	No firefighting
17:22:00	NonResidential	Other entertainment venue	fire in dodgem	No firefighting
06:35:00	NonResidential	Factory	electrical fault	No firefighting
15:11:00	NonResidential	Secondary school	electrical wall heater	No firefighting
15:15:00	NonResidential	Factory	fire in spray booth	hose reel and BA

Table 8: 2012/13 fires that originated as AFA's and their time of occurrence.

44. Table 8 shows that none of the commercial fires that occurred outside of daytime hours required any form of intervention from the Service (appendix 5 details the UwFS which resulted in fires over the last 4 years in commercial buildings).
45. It is therefore recommended that during the hours of 0900 – 1700, seven days a week, there should be no automatic attendance to a commercial premises unless the caller is at the premises and reasonably believes a fire has broken out.

### Procedural Proposals

#### **Proposal 3 – PDA to remain the same**

46. The pre-determined attendance (PDA) is the number of fire engines which are mobilised to certain types of buildings. The current PDA is 1 pump to all AFA's, with the exception of high-rise residential premises which receive a 3 pump attendance; this high-rise PDA was initially a temporary measure. It is now however, proposed that these PDA's should remain at 3 pumps. In 2013 the number of UwFS to high rise buildings was 11 (of which Cheshire has 21 such buildings), therefore the impact of maintaining the PDA is minimal.
47. As several high rise blocks of flats are currently considering the installation of sprinkler systems (supported by Cheshire Fire Authority), the PDA to these buildings will be reviewed to ensure an appropriate emergency response is made in accordance with the lower risk associated with sprinklered buildings.

## **Proposal 4 – Amend CFP letters**

48. Letters are issued by CFP to premises following any UwFS occurrences and also to agree actions that require the premises to implement measures to prevent further UwFS activations. Although the current suite of five CFP UwFS letters have proved a successful tool in reducing UwFS, an initial review has identified scope to reduce the number and use of the letters in order to further reduce the CFP officer's time and streamline the Business Process management of UwFS.

### **Proposal Summary**

- 1. Discontinue the GEN 7 process**
- 2. Non-attendance to commercial buildings between 09:00 and 17:00**
- 3. AFA PDA's to remain the same**
- 4. CFP letters to be amended to reflect policy change**

### **Financial Implications**

49. There have been no additional costs as a result of the implementation of the UwFS policy. Non-cashable savings have been secured through reductions in salary payments arising from the reduced number of attendances to UwFS.
50. Section 18 of the Localism Act does give Fire and Rescue Services the scope to charge for UwFS; although charging policies have been adopted by several Service's, no commercial premises have ever actually been charged for an UwFS. Planned charges by Fire & Rescue Service's are equally as varied with ranges between £290 (London Fire Brigade) to estimated costs of £916 (Durham & Darlington FRS) as recommended in the '*2008 CLG - Fire and Rescue service partnership working toolkit for Local Area Agreements*'.
51. Based on the average of these two figures above (£603) with a reduction of 463 UWFS calls over 2012/13 there has been an estimated non-cashable saving of £558,378.  
It should be noted that this estimate cannot fully reflect the actual cost variables of staffing arrangements, direct payment for on call staff or the number of firefighters riding on on-call appliances. In addition it does not directly account for the number of fire appliances sent to each UwFS, diesel used to attend each UwFS, any overtime accrued by wholtime firefighters nor any administration time or reduction work by CFP staff. Therefore this figure should be used with caution.

### **Legal Implications**

52. The Fire and Rescue Services Act (2004) Section 7 states:
- (1) A fire and rescue authority must make provision for the purpose of:
    - (a) extinguishing fires in its area, and
    - (b) protecting life and property in the event of fires in its area.

- (2) In making provision under subsection(1) a fire and rescue authority must in particular:
- (c) make arrangements for dealing with calls for help and for summoning personnel
  - (d) make arrangements for ensuring that reasonable steps are taken to prevent or limit damage to property resulting from action taken for the purposes mentioned in subsection (1)
53. There is little case law relating to the activities of FRSs and so it is difficult to be certain about precisely what these provisions mean. For example, it is arguable that an AFA is not strictly a call for help, nor is there necessarily a fire (as the statistics show). However, notwithstanding this it is important that our approach is reasonable in all of the circumstances.
54. If the proposals are approved, the Authority would only be operating in a similar way to a number of other Authorities. The approach is not novel and has essentially been 'tried and tested' in other FRSs. However, this does not guarantee that there will be no challenge, nor will it provide protection against possible legal liability. There are, of course, also reputational issues that might arise.

### **Equality & Diversity Implications**

55. An Equality Impact Assessment (EIA) has previously been completed for the policy however, should the proposals within this policy be adopted then the EIA will be updated. The new proposals do not impact on any protected characteristics. The appropriate communication channels will be used to inform all affected premises owners/responsible persons of the new approach to UwFS. It is noted that in the last 12 months no equality issues have arisen.

### **Environmental Implications**

54. There are no environmental implications as a result of this twelve-month policy review. It is worthy of note that the reduced number of unnecessary appliance movements will have had a positive impact on the environment, mainly due to a decrease in emissions and fuel costs, contributing to an overall reduction in the Service's carbon footprint; therefore the adoption of proposals 2 and 3 will further reduce the Service's carbon footprint.

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**BACKGROUND PAPERS: None**

**APPENDIX 1 - AFA's that have resulted in fires (2/7/2012 – 2/7/2013)**

Details	Category	Property type	Cause	Action
23/07/2012 01:49	Dwelling	Self contained Sheltered Housing	Deliberate	No firefighting
06/08/2012 01:38	NonResidential	Warehouse	heating oil smoking	No firefighting
06/08/2012 08:57	NonResidential	Warehouse	electrical wall heater	Removal of appliance
17/08/2012 11:33	NonResidential	Veterinary surgery	tumble dryer fire	water back pack
24/09/2012 18:16	NonResidential	Laboratory/research Establishment	overheated industrial oven	No firefighting
14/10/2012 10:55	Dwelling	Self contained Sheltered Housing	cooking	No firefighting
17/10/2012 02:42	Dwelling	House - single occupancy	plastic kettle on hob	No firefighting
17/10/2012 05:08	Dwelling	Self contained Sheltered Housing	chip pan unattended	removal from heat
24/10/2012 19:53	OtherResidential	Student Hall of Residence	cooking	No firefighting
13/11/2012 10:14	Dwelling	Bungalow - single occupancy	cooking	No firefighting
15/11/2012 08:39	Dwelling	Bungalow - single occupancy	smoking materials	No firefighting
19/11/2012 15:57	Dwelling	Self contained Sheltered Housing	cooking	No firefighting
28/11/2012 17:21	NonResidential	College/University	light fitting	No firefighting
25/12/2012 19:17	Dwelling	Self contained Sheltered Housing	cooker fire	No firefighting
03/01/2013 01:02	Dwelling	Bungalow - single occupancy	plastic kettle on hob	No firefighting
20/01/2013 20:12	Dwelling	Self contained Sheltered Housing	cooking unattended	occupant rescued
23/01/2013 18:01	Dwelling	House - single occupancy	cooking unattended	No firefighting
27/01/2013 17:22	NonResidential	Other entertainment venue	fire in dodgem	No firefighting
15/02/2013 17:04	Dwelling	Self contained Sheltered Housing	chopping board on hob	No firefighting
13/03/2013 19:30	Dwelling	Self contained Sheltered Housing	cooking unattended	removal from heat
15/03/2013 02:24	Dwelling	Up to 3 storeys	cooking unattended	extinguisher
26/03/2013 06:35	NonResidential	Factory	electrical fault	No firefighting
22/04/2013 15:11	NonResidential	Secondary school	electrical wall heater	No firefighting
02/05/2013 20:30	Dwelling	Self contained Sheltered Housing	smoking materials	No firefighting
05/05/2013 13:02	Dwelling	Self contained Sheltered Housing	plastic kettle on hob	removal from heat
25/05/2013 15:20	Dwelling	Up to 3 storeys	tea cosy on hob	No firefighting
02/06/2013 14:53	Dwelling	Up to 2 storeys	cooking unattended	No firefighting
07/06/2013 16:19	Dwelling	Self contained Sheltered Housing	cloth on hob	No firefighting
28/06/2013 15:15	NonResidential	Factory	fire in spray booth	hose reel and BA

**APPENDIX 2 - UWFS Matrix comparing policies throughout the NW region (as of April 2013)**

FRS	Date of policy	Attendance to AFA's during daytime?	Attendance to AFA's during night?	Poor performance measures	Exemptions from policy?
Cheshire & Cumbria	June 2012	Call challenge, if unconfirmed only false alarm, 1 pump mobilised on blue lights. No call challenge for sleeping risk premises - 1 pump mobilised on blue lights.	Call challenge, if unconfirmed only false alarm, 1 pump mobilised on blue lights No call challenge for sleeping risk premises - 1 pump mobilised on blue lights.	Stage 1 >_3 UwFS in a rolling 48 day period or 2 UwFS in a rolling 28 day period. Stage 2 If following Stage 1, >_3 UwFS in a rolling 48 day period or 2 UwFS in a rolling 28 day period	<ul style="list-style-type: none"> <li>High rise – 2 pumps mobilised.</li> <li>Sleeping risk premises – 1 pump no call challenge</li> </ul>
Merseyside	November 2012	Call challenge issued by MACC. If a fire cannot be confirmed or reasonable suspicion of a fire then the FRS will not respond to any call. (07.30-19.30) For a transitional period 1 pump will be dispatched (when available) to 'Educate and Inform'.	Yes, full 2 pump attendance. However in Oct 2013 this will revert to same as daytime. Passer by hears AFA, but no physical sign of fire – 2 pumps on blue lights	N/A	<ul style="list-style-type: none"> <li>All dwellings receive automatic 2 pumps.</li> <li>All 'High Rise' dwellings receive full PDA (Four pumps)</li> <li>Also scope for "exceptional exemptions".</li> <li>Pre identified "double knock" activation premises receive automatic full PDA</li> </ul>
GMFRS	November 2007	Call challenge 999 calls <b>only</b> . <ul style="list-style-type: none"> <li>AFA Commercial 1P</li> <li>AFA Domestic 2P</li> <li>AFA Domestic High Rise 4 Pumps &amp; FDS</li> </ul> <p>Drive to Arrive determined by Pump Commander</p>	Call challenge 999 calls <b>only</b> . <ul style="list-style-type: none"> <li>AFA Commercial 1P</li> <li>AFA Domestic 2P</li> <li>AFA Domestic High Rise 4 Pumps &amp; FDS</li> </ul>	>5 UWFS in rolling 1 month >24 UWFS in rolling 12 months	High life risk receive full PDA: Hospital Care home EPH Prisons (inc YOI) Sheltered accom Police stations
Lancashire	April 2011	Calls received via 999 are call challenged – if unable to investigate 1 pump will be mobilised under blue lights.  Calls received via an ARC are NOT call challenged – if unconfirmed 1 pump will be mobilised under blue lights.	Policy applies 24/7  Policy applies 24/7	<ul style="list-style-type: none"> <li>2 or more UwFS in a 4 week period;</li> <li>3 or more UwFS in a 26 week period;</li> <li>if the cause of the UwFS has not been remedied within 7 days.</li> </ul>	<ul style="list-style-type: none"> <li>Domestic premises</li> <li>If caller indicates AFA was due to sprinkler activation</li> </ul>

**APPENDIX 3** – list of commercial properties which would be affected by the proposed changes

Assembly	MoD office within Building
Bank/Building Society	Multi-Storey
Bingo Hall	Museum
Bus/coach station/garage	Other
Call Centre	Other (including surgery)
Cathedral	Other cultural venue
Cats	Other entertainment venue
Chemicals	Other public buildings
Cinema	Other Restaurant/café - (licensed for sale of alcohol)
Club/night club	Other Restaurant/café - Not known if - licensed
College/University	Other Restaurant/café - not licensed
Community centre/Village or Parish Hall	Other retail
Concert Hall	Other retail warehouse
Converted office	Other transport building
Day care centre (drop in centre)	Petrol station
Dentist	Police station
Department Store	Pre School/nursery
DIY Warehouse	Printing
Doctors surgery	Pub/wine bar/bar
Electrical warehouse	Purpose built office
Engineering	Recycling
Estate Agent	Rugby Stadium
Exhibition Centre	Secondary school
Factory	Shopping Centre
Food and drink processing	Single shop
Furniture warehouse	Sports and Social club
Golf Clubhouse	Sports Hall
Gym	Sports pavilion/shower block/changing facility
Hazardous materials	Swimming Pool
Health Centre (not medical)	Takeaway, fast food
Indoor Market	Telephone exchange
Infant/primary school	Theatre
Laboratory/research Establishment	Town Hall
Large supermarket	Trains - other
Law Courts	Travel Agent
Leisure Centre	Underground
Library	Vehicle Repair
Local Government Office	Vehicle sales
Medical/health centre	Veterinary surgery
Mill	Warehouse
Mines and quarries - buildings above ground	Zoo

**APPENDIX 4** – list of list of premises which would not be affected by the proposed changes.

Self contained Sheltered Housing
House - single occupancy
Hospital
Up to 3 storeys
Nursing/Care
Bungalow - single occupancy
Retirement/Elderly
Hotel/motel
Student Hall of Residence
4 to 9 storeys
Up to 2 storeys
10 or more storeys
3 or more storeys
Children's
Hostel (e.g. for homeless people)
Nurses'/Doctors' accommodation
Youth hostel
Tenement Building
Stately Home
Boarding School accommodation
Other holiday residence (cottage, flat, chalet)
Prison
Caravan/mobile home (permanent dwelling)
Other Dwelling

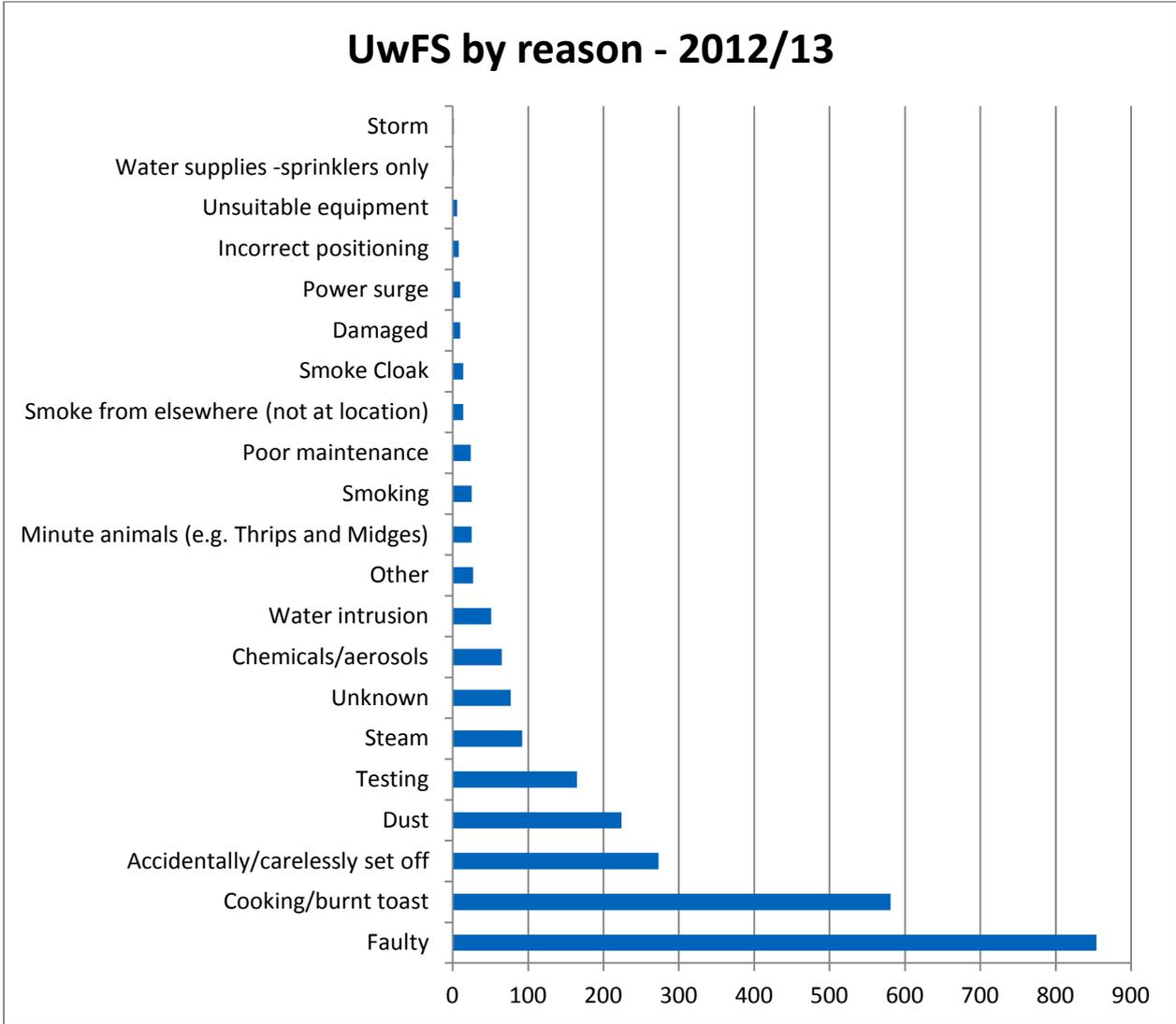
**APPENDIX 5:** table showing 2009 – 2013 commercial UwFS which resulted in fires  
(sorted by time of call)

Time of call	Category	Type of premises
00:48:03	NonResidential	Factory
00:56:39	NonResidential	Hospital
01:15:22	NonResidential	Purpose built office
01:38:40	NonResidential	Warehouse
01:55:27	NonResidential	College/University
04:16:50	NonResidential	Warehouse
04:50:13	NonResidential	Department Store
04:50:21	NonResidential	Hospital
06:01:08	NonResidential	Hospital
06:12:18	NonResidential	Factory
06:35:04	NonResidential	Factory
07:41:25	NonResidential	Other
08:26:49	NonResidential	Bank/Building Society
08:45:46	NonResidential	Single shop
08:46:00	NonResidential	Secondary school
08:49:44	NonResidential	Purpose built office
08:50:36	NonResidential	Other (including surgery)
08:57:09	NonResidential	Warehouse
08:57:51	NonResidential	Warehouse
09:09:54	NonResidential	Cinema
09:31:10	NonResidential	Leisure Centre
09:47:32	NonResidential	Gym
09:50:40	NonResidential	Single shop
09:58:26	NonResidential	Secondary school
09:58:51	NonResidential	Pre School/nursery
10:17:54	NonResidential	Single shop
10:36:55	NonResidential	Secondary school
10:39:26	NonResidential	Warehouse
10:40:28	NonResidential	Pre School/nursery
10:41:00	NonResidential	Laboratory/research Establishment
10:47:44	NonResidential	Laboratory/research Establishment
11:24:48	NonResidential	Infant/primary school
11:33:54	NonResidential	Veterinary surgery
11:39:25	NonResidential	Infant/primary school
11:39:32	NonResidential	Department Store
11:51:07	NonResidential	Secondary school
11:55:51	NonResidential	Other Restaurant/café - (licensed for sale of alcohol)
12:05:40	NonResidential	Warehouse
12:07:40	NonResidential	Hazardous materials
12:08:17	NonResidential	Purpose built office

12:08:34	NonResidential	Secondary school
12:19:50	NonResidential	Purpose built office
12:22:47	NonResidential	Secondary school
12:49:18	NonResidential	DIY Warehouse
12:50:40	NonResidential	Other (including surgery)
12:51:19	NonResidential	Other
13:14:06	NonResidential	Department Store
13:15:31	NonResidential	Hospital
13:15:35	NonResidential	Purpose built office
13:18:25	NonResidential	Single shop
13:22:54	NonResidential	Assembly
13:48:26	NonResidential	Single shop
13:53:51	NonResidential	Purpose built office
13:54:29	NonResidential	Hospital
13:56:30	NonResidential	Factory
14:00:05	NonResidential	Factory
14:05:20	NonResidential	Shopping Centre
14:08:31	NonResidential	Factory
14:30:08	NonResidential	College/University
14:35:08	NonResidential	Other
15:03:32	NonResidential	Single shop
15:09:00	NonResidential	Engineering
15:11:31	NonResidential	Secondary school
15:15:33	NonResidential	Factory
15:18:28	NonResidential	Library
15:35:00	NonResidential	Factory
16:15:53	NonResidential	Purpose built office
16:42:45	NonResidential	Other Restaurant/café - (licensed for sale of alcohol)
16:46:24	NonResidential	Hospital
17:02:27	NonResidential	Food and drink processing
17:07:23	NonResidential	Laboratory/research Establishment
17:07:41	NonResidential	Laboratory/research Establishment
17:17:29	NonResidential	Infant/primary school
17:21:06	NonResidential	College/University
17:22:25	NonResidential	Other entertainment venue
17:49:54	NonResidential	Factory
18:16:27	NonResidential	Laboratory/research Establishment
18:50:28	NonResidential	Leisure Centre
19:05:37	NonResidential	Call Centre
19:17:03	NonResidential	Hospital
19:18:53	NonResidential	Hospital
20:29:01	NonResidential	Hospital
20:31:48	NonResidential	Factory
20:55:14	NonResidential	Hospital

21:36:22	NonResidential	Other
21:47:47	NonResidential	Pub/wine bar/bar
22:10:58	NonResidential	Chemicals
22:11:25	NonResidential	Warehouse
22:31:08	NonResidential	Other retail
23:08:49	NonResidential	Hospital
23:18:49	NonResidential	Warehouse

**APPENDIX 6: 2012/13 causes of UwFS**



**APPENDIX 7:** Temporal chart for UwFS by average calls per hour and day of week

Hour	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00	0.4%	0.4%	0.3%	0.4%	0.6%	0.3%	0.4%	2.86%
01	0.4%	0.3%	0.3%	0.4%	0.5%	0.5%	0.4%	2.65%
02	0.4%	0.4%	0.4%	0.4%	0.4%	0.3%	0.4%	2.61%
03	0.3%	0.3%	0.3%	0.3%	0.4%	0.3%	0.3%	2.23%
04	0.3%	0.3%	0.4%	0.3%	0.3%	0.4%	0.4%	2.26%
05	0.3%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	2.34%
06	0.3%	0.5%	0.3%	0.5%	0.5%	0.4%	0.3%	2.77%
07	0.6%	0.6%	0.6%	0.7%	0.6%	0.4%	0.3%	3.76%
08	0.8%	1.0%	0.9%	1.0%	0.9%	0.5%	0.5%	5.59%
09	0.9%	1.0%	1.1%	0.9%	1.0%	0.8%	0.6%	6.28%
10	1.1%	1.1%	1.0%	1.1%	1.2%	0.6%	0.7%	6.70%
11	1.2%	1.0%	1.0%	1.0%	1.0%	0.6%	0.6%	6.42%
12	1.0%	1.1%	0.9%	0.9%	0.9%	1.0%	0.9%	6.59%
13	0.8%	0.8%	0.9%	0.7%	0.8%	0.7%	0.7%	5.25%
14	0.8%	1.0%	0.8%	0.8%	0.9%	0.6%	0.7%	5.51%
15	0.8%	0.8%	0.7%	0.7%	0.7%	0.5%	0.5%	4.82%
16	0.7%	0.8%	0.5%	0.7%	0.6%	0.6%	0.6%	4.41%
17	0.8%	0.8%	0.8%	0.9%	0.8%	0.6%	0.8%	5.53%
18	0.7%	0.6%	0.8%	0.8%	0.7%	0.5%	0.6%	4.61%
19	0.6%	0.6%	0.7%	0.6%	0.7%	0.6%	0.5%	4.25%
20	0.5%	0.5%	0.5%	0.6%	0.4%	0.4%	0.6%	3.62%
21	0.3%	0.5%	0.5%	0.4%	0.4%	0.4%	0.5%	3.02%
22	0.3%	0.5%	0.5%	0.4%	0.4%	0.5%	0.5%	3.00%
23	0.3%	0.5%	0.4%	0.5%	0.4%	0.4%	0.4%	2.92%
<b>Total</b>	<b>14.5%</b>	<b>15.3%</b>	<b>14.7%</b>	<b>15.3%</b>	<b>15.3%</b>	<b>12.5%</b>	<b>12.3%</b>	<b>100%</b>