



LFB in Lewisham

2012/13

LFB in the borough

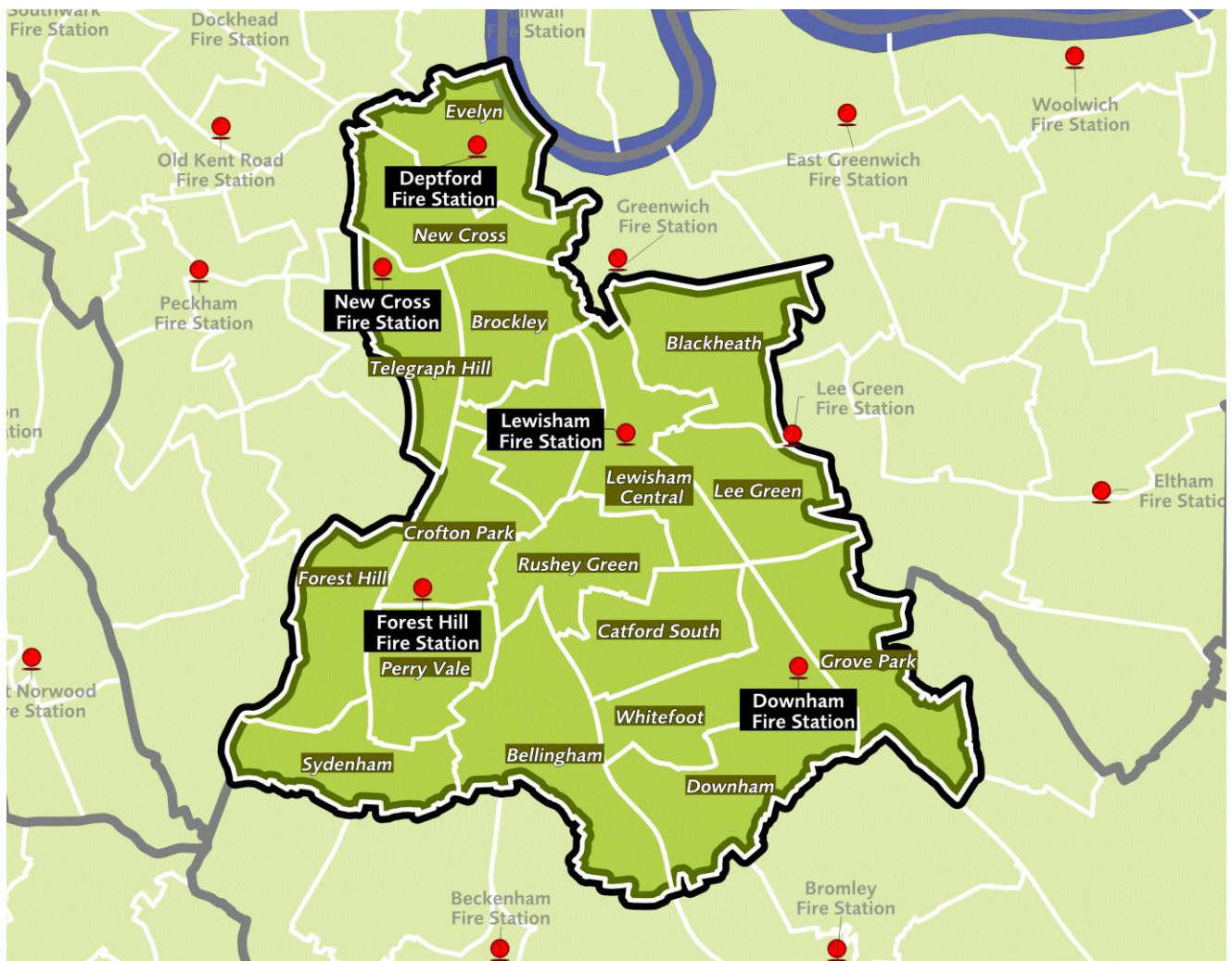
This document shows what the London Fire Brigade (LFB) are doing in the borough to keep people safe. The Brigade is organised to serve the whole of London and plans its resources on a London-wide basis. We send the nearest resources (vehicles and officers) to deal with emergency incidents in the borough;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

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



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Fire station profiles

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



Station name: Deptford

Address: 186 Evelyn Street, SE8 5DB

Appliances: Pump Ladder.

History: The 'Queen Anne' style Deptford Fire Station was built in 1903 and is grade II listed. It has two appliance bays on a site covering 770 m². On the flat roof at first floor level the firefighters have constructed a tubbed garden which has won a number of awards since its inception over eight years ago.



Station name: Downham

Address: 260 Reigate Road, BR1 5JN

Appliances: Pump Ladder.

History: Downham Fire Station was built in 1994. It has one appliance bay, on a site covering 2,217m².



Station name: Forest Hill

Address: 155 Stansted Road, SE23 1HP

Appliances: Pump Ladder, Pump, Aerial.

History: Forest Hill Fire Station was built in 1971 on the busy south circular road. The station has three appliance bays on a site covering 2,485m².

Fire station profiles



Station name: Lewisham

Address: 249/259 Lewisham High Street, SE13 6NH

Appliances: Pump Ladder, Fire Rescue Unit, Command Unit

History: Lewisham Fire Station was built in 1967 and comprises of five appliance bays on a site covering 2,160m². The site is shared with our Fire Safety Regulation team.



Station name: New Cross

Address: 266 Queen's Road, SE14 5JN

Appliances: Pump Ladder

History: Built in 1894 in the Gothic Revival style; New Cross Fire Station is considered the 'grand old lady' amongst fire stations. It sits in a conservation area and has three appliance bays on a site covering 1,772m². The site is shared with our Fire Safety Regulation team.

Nearby stations in adjoining boroughs



Station name: Greenwich

Address: 4 Blisset Street, SE10 8UP

Appliances: Pump Ladder, Aerial

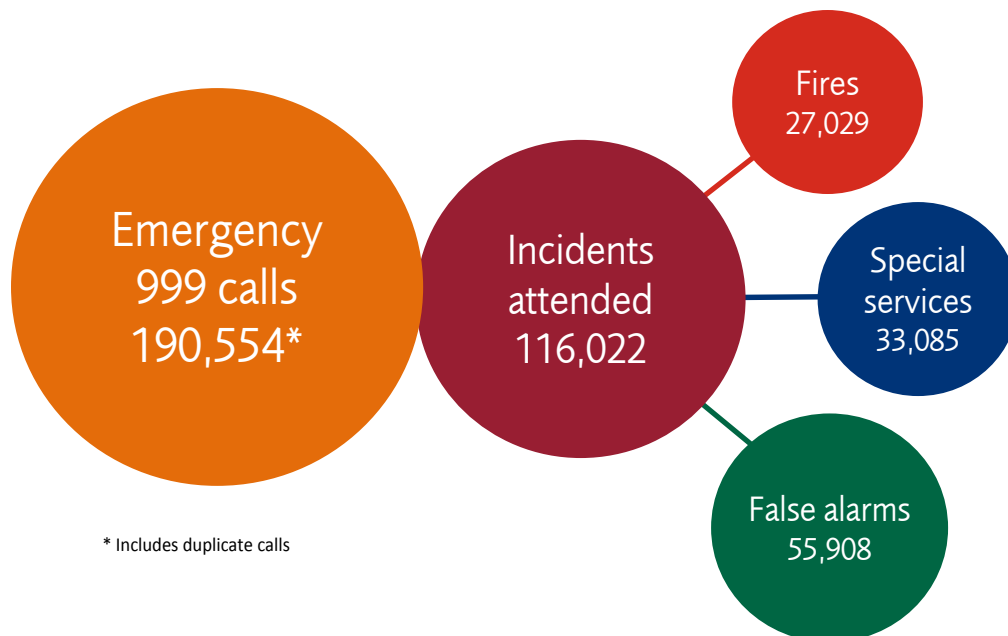
History: Greenwich Fire Station was built in 1960 and sits in a conservation area. The station has four appliance bays on a site covering 2,620m². The site is shared with Babcock our training provider.

Emergency calls and incidents – 2011/12

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

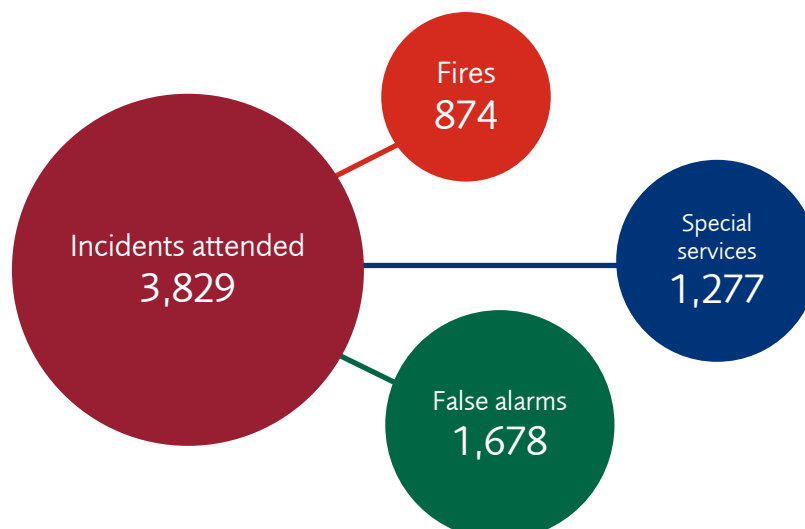
Calls and incidents attended across London

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



Incidents attended in the borough

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



Incidents in the borough – 2011/12

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

Incident Group	Incident Type	Sub type	2009/10	2010/11	2011/12	
Fire	Primary Fire	Dwelling	312	281	258	
		Other Building	80	78	100	
		Other Transport	1	0	0	
		Outdoor	21	22	33	
		Road Vehicle	104	99	71	
	Chimney Fire	Dwelling	1	0	3	
		Other Building	1	0	0	
	Late Call	Dwelling	2	0	0	
		Other Building	1	0	0	
		Outdoor	0	0	0	
		Road Vehicle	0	0	0	
	Secondary Fire	Dwelling	1	1	0	
		Other Building	3	2	1	
		Outdoor	373	438	407	
		Road Vehicle	0	4	1	
	Fire Total			900	925	874
	Special Service	Advice Only		21	14	18
Animal assistance incidents		24	19	22		
Assist other agencies		32	33	28		
Evacuation (no fire)		14	8	14		
Flooding		300	319	334		
Hazardous Materials incident		15	17	10		
Lift Release		417	226	190		
Making Safe (not RTC)		40	42	35		
Medical Incident		8	13	16		
No action (not false alarm)		64	74	82		
Effecting entry/exit		381	337	335		
Other rescue/release of persons		26	16	15		
Other Transport incident		7	4	9		
Removal of objects from people		12	7	7		
Rescue or evacuation from water		0	0	2		
RTC		113	105	111		
Spills and Leaks (not RTC)		45	54	42		
Stand By		1	0	0		
Suicide/attempts		6	5	5		
Water provision		3	0	1		
Flood call attended - Batch mobilised		3	1	1		
Special Service Total			1,532	1,294	1,277	
False Alarm	AFA		1,078	1,060	1,031	
	False alarm - Good intent		598	551	549	
	False alarm - Malicious		76	104	98	
False Alarm Total			1,752	1,715	1,678	
All incidents attended			4,184	3,934	3,829	

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

How the borough compares – 2011/12

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

Fires



Special services



False alarms



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

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

Performance indicators in 2011/12	Target	Actual
Fires in the home	287	258
Fires in non-domestic buildings	65	100
False alarms from automatic fire alarms in non domestic buildings	585	605
Shut in lift releases	210	190
Time spent by station based staff on community safety	10%	11%
Home fire safety visits carried out	2,400	2,591
Home fire safety visits to priority homes/people	65%	63%
1 st appliance – average arrival time to incidents in the borough	06:00	04:51
2 nd appliance – average arrival time to incidents in the borough	08:00	06:21

Community safety in the borough – 2011/12

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

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

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

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

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

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

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

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

Data about community safety in the borough		2010/11	2011/12
Primary schools visits	Total visits	37	62
	High / very high priority visits	28	52
Home fire safety visits (HSFV)	Volume	2,502	2,591
	In high priority areas	65%	63%

Enforcing fire safety in the borough – 2011/12

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

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

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

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

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

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

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

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

Data about enforcing fire safety in the borough		2010/11	2011/12
Fire safety inspections	Known premises	146	110
	Premises previously not visited	267	298
Post fire audits		41	62
Enforcement actions	Enforcement notices issued	15	20
	Prohibition notices issued	1	2

What we plan to do during 2012/13

Key tasks from the borough commanders' plan for Lewisham

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

- Community Safety – Reduce the number of dwelling fires in 2012/13 to less than 285 (stretch target 271).
- Community Safety – Our staff will carry out 3,015 home fire safety visits within the borough. We will continue to target these visits towards those at higher risk of experiencing a fire.
- Community Safety – Reduce the number of shut in lift incidents in 2012/13 to less than 190.
- Operations – Quality assure the standard of emergency service provision.
- Operational Readiness – Ensure every fire engine has the necessary equipment immediately available to deal with all reasonably foreseeable operational incidents that require an emergency fire service presence.
- Operational Contingency Planning – Enhance the safety and professionalism of operations through effective contingency planning.

Specifically in Lewisham the borough commander will deliver the following:

- We plan to accurately identify the whereabouts of people at risk from dwelling fires (all motives) so we can target resources at them and reduce the risk. We will do this by using our priority postcode data maps to plan home fire safety visits. We will build on the sheltered housing project put in place at the end of 2010/11 to target further toward priority people.
- Our staff will deliver 3,015 home fire safety visits (HFSVs) in the borough overall. We will continue to target these visits at Priority One

people or in a Priority One area, these are people who are potentially at greater risk from fire in their homes. We will achieve this by doing the following: we will plan our home fire safety visit activities in advance, using priority postcode and/or priority person data and will use a targeted (batch) calling methodology. Performance will be monitored on a weekly, quarterly and annual basis to ensure that we are on target.

- We will work collaboratively with the Area Community Safety Team. We will use borough staff to support all ad-hoc and pre-planned community safety events including Junior Citizens courses. We will continue to work closely with the team to provide home fire safety visits as part of the Sanctuary project in the borough.
- We will engage/participate in community safety schemes and events. Using existing strong links with all borough partners, we will actively promote local and Authority wide community safety campaigns. We will continue to be active partners in reducing anti-social behaviour, sitting as members of the Anti Social Behaviour Panel and Lewisham Community Police Consultative Group and mental health sub-group. We will participate in ad-hoc and pre-planned community events including Lewisham Peoples Day, providing staff as required.
- We plan to ensure that risk critical information relating to high risk premises is readily accessible, via the mobile data terminal (MDT) on fire appliances, to attending crews at operational incident. We will do this by completion of a review of all outside duties in accordance with the borough risk profile and identifying those premises where an unexpected risk to firefighters exists or is suspected. All contingency plans to be reviewed and updated where appropriate across the visit year and approved by station managers for suitability and sufficiency.

Our London- wide commitments in 2010/13

Commitments from our London Safety Plan

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

- We will deliver the World Extrication Challenge in October 2012, supported by a significant community safety input.
- We will continue to lobby for appropriate amendments to the building regulations, and respond as appropriate to the outcomes of the government review of building regulations. We will also continue to lobby for legislation on sprinklers and to lobby individual developers for inclusion of sprinklers in their developments, where the risk justifies their use.
- We will ensure that regulatory fire safety and fire engineering solutions are managed effectively within the Olympic and Paralympic infrastructure, and that we work with partners to deliver effective fire safety enforcement during the period of the Games.
- We will continue our work on emergency planning and our co-ordination role on pan London emergencies business continuity and resilience, particularly focusing on the London Local Authority Coordination Centre.
This will include:
 - Reviewing and testing the emergency plans required under the COMAH regulations
 - Delivery of all the tasks/activities as detailed in the agreed 2012/13 Local Authority Panel (LAP) plan
 - Preparations for the Games time FSR enforcement
- We will continue the LSP4 commitment to deliver rescue centres (now known as technical centres). In addition to the five technical rescue centres which went live in April 2012, we will create six technical hazmat centres, and five technical skills centres, by the end of March 2014. These centres will wherever practicable, co-locate a range of rescue equipment including pump ladders, pumps, fire rescue units (FRUs), and urban search and rescue (USAR) appliances. The project to create these centres will also result in an increase in FRU skills at those locations, as well as the roll out of revised training and strategic resource (SR) schedules across the Brigade.
- We will provide trained operational and support staff, specific venue plans and operational event plans for the Torch Relay, Olympic and Paralympic events as part of our role in providing a safe and secure Games. This will include the deployment of full time operational resources in the Olympic Park at the International Broadcast Centre, Olympic Village and main Games area. Operational resources for the Olympics will also be supported by a dedicated multi-agency command and communications structure established for the duration of the Games period, which will provide a coordinated response to operational incidents/events across London.
- We will provide nine new fire stations at Dagenham, Dockhead, Leytonstone, Mitcham, Old Kent Road, Orpington, Plaistow, Purley and Shadwell as part of our property Private Finance Initiative (PFI) project to start construction by September and to complete all stations in 2015/16.
- Continue to work towards achieving recruitment targets for women (18 per cent) and operational BME (25 per cent) joining the Brigade's operational workforce by 2013. As and when recruitment opportunities arise, our continual review of our recruitment strategy, along with our work with government and other partner agencies means we will continue to work towards the targets.

Partnerships in the borough

Partnership	Description
Safer Lewisham Partnership – Crime and Disorder Reduction Partnership (CDRP)	To direct all safety initiatives in the borough. The CDRP discusses and plans safety expenditure; to accept and agree the 3 year crime audit and to commission, accept and agree the 3 year Partnership strategy.
Lewisham Age Concern	Liaison and partnership working to identify at risk elderly people and delivering a targeted Home Fire Safety Visit (HFSV) programme, fitting of smoke alarms and provision of home fire safety checks. The Lewisham Handyperson Scheme Partnership requires the London Fire Brigade to provide smoke alarms and training for the Handyperson operatives who carry out home fire safety checks and fit smoke alarms as part of the service they provide to elderly residents.
Lewisham HandyPerson Scheme	We provide smoke detectors which are then fitted by the handyperson scheme operatives.
Integrated Emergency Management Group (IEMG)	Develop and agree a structured and immediate response to potential emergencies in the borough. They allow emergency response and other partners to participate in joint training with the Borough Local Authority and other agencies.
Crime Reduction Implementation Group	The work of this group is largely spread between the Safer Lewisham Partnership, anti social behaviour panel and the joint Borough tasking group chaired by the Police as well as the London Fire Brigade. This working group progress the decisions made at the anti-social behaviour panel and the Crime and Disorder Reduction Panel (CDRP). They make decisions and use initiatives in a cost effective but productive way to incorporate partners knowledge and resources. Membership of Joint Action Group (JAG).
Anti-Social Behaviour Panel	Work with other organisations and management structures to produce solutions in areas where anti social behaviour is a problem such as graffiti, arson and abandoned vehicles, and to deal with individuals under the anti-social behaviour order (ASBO) procedures. Identify and monitor the people in the borough with fire setting behaviours and refer to London Fire Brigade Juvenile Firesetters Intervention Scheme or Local Intervention Fire Education (LIFE) or other organisations diversion schemes. Work with neighbourhood groups suffering from anti social behaviour by addressing problems and individuals. Lewisham Local Authority Crime Reduction Team sponsor the panel and steer the group.
Sanctuary Partnership	The Sanctuary project has been designed to provide an enhanced security and a safe environment for persons that have been subject to domestic and homophobic violence. Co-ordinated by a REFUGE worker seconded to Lewisham Local Authority. London Fire Brigade is supplying fire proof letter boxes, smoke alarms and other fire safety material depending on the level of risk.

Produced by LFB Strategy and Performance Department | August 2012|
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