

Incident Activity

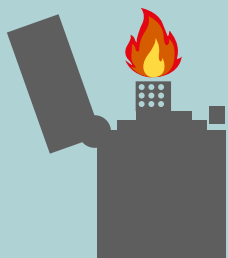
1,900 Incidents attended between April and June 2021

13% increase on last year
Fire incidents have risen by **14%**

Deliberate Fires

406 deliberate fires is the highest quarter 1 total in a decade.

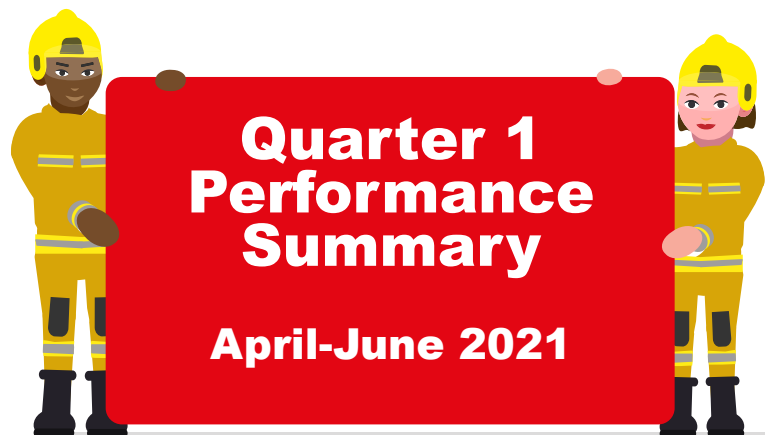
54% of these fires took place in April



Nottingham Road and Belper both recorded their highest quarterly total for deliberate fires.



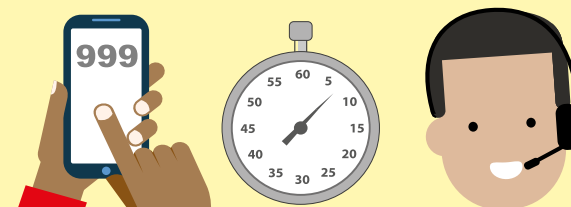
Derbyshire
Fire & Rescue Service
Making Derbyshire Safer Together



Immediate action was taken by crews, CSOs and partner agencies in response to these fires which led to a reduction in incident numbers.

Incident Response

10,000 Emergency calls were handled by Joint Control with an average call handling time of **90** seconds



First pumps arrived at **80%** of life-risk fires within **10** minutes of being mobilised

On-Call appliance availability was **82%**

while Wholetime pumps were available more than **99%** of the time



Accidental Dwelling Fires

112 accidental dwelling fires attended, a slight increase on the average for quarter 1



1 accidental fire fatality



8 people hospitalised with accidental fire injuries



Accidental Secondary Fires

these fell by **19%** but are still **38%** above the average

Customer Satisfaction

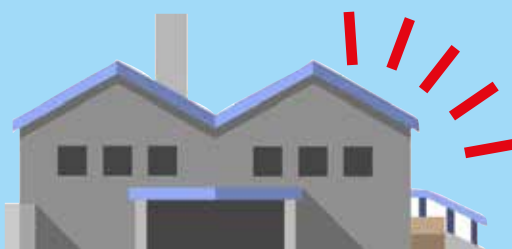
100% of respondents to our customer satisfaction surveys were satisfied with DFRS



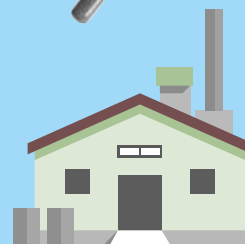
Protection

In Q1 we attended

39 fires in non-domestic properties, just less than the 5 year average.



We interacted with **3.1%** of our commercial premises including **309** fire safety audits and **586** SSRI lite visits



Prevention Activity

The Service has undertaken **5,400** direct engagement activities converting **1,600** into SWCs equating to a conversion rate of **29%**

In total **3,261** SWC have been conducted

As of 10 August we have visited **96%** of our very high risk properties

In Q1 we fitted **2,023** smoke alarms in people's homes

RTCs

2 people killed and a further

17 seriously injured in RTCs attended by DFRS

