

For Publication

Bedfordshire Fire and Rescue Authority  
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**REPORT AUTHOR:** CHIEF FIRE OFFICER

**SUBJECT:** PERFORMANCE REPORT QUARTER 1 (2021-22) (April 2021 to June 2021)

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Background Papers:

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Implications (tick ✓):

LEGAL		FINANCIAL	
HUMAN RESOURCES		EQUALITY IMPACT	
ENVIRONMENTAL		POLICY	
CORPORATE RISK	Known	OTHER (please specify)	
	New		

*Any implications affecting this report are noted at the end of the report.*

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## **PURPOSE:**

To present a summary of organisational performance at the end of the first quarter of the financial year.

## **RECOMMENDATIONS:**

That Members:

1. Consider the Service's performance against the delivery of the Authority's Community Risk Management Plan (CRMP) at the end of Quarter 1 and consider any issues arising.
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### 1. Background

- 1.1. Both operational and corporate performance is monitored and managed internally via the regular Corporate Management Team (CMT) meeting.
- 1.2. The Key Performance Indicators (KPI) and targets included within the report reflect those established as part of the Authority's 2021/22 planning cycle, and in support of the strategic aims set out in the Authority's Community Risk Management Plan 2019-2023 (CRMP):
  - Section 3-5: Prevention, Protection and Response (Service Delivery);
  - Section 6: Utilising and Maximising (Corporate Services);
  - Section 7: Empowering (Human Resources)
- 1.3. One of the strategic priorities set out in the CRMP is to enable better access to data and performance insight as doing so will help empower staff to greater ownership for delivering performance improvements at a local level. To support this strategic priority, the Service is undertaking a comprehensive review of how it captures and utilises the broad range of risk and performance data available.
- 1.4. This report contains a revised and expanded set of Service Delivery KPIs that are aligned to the service delivery aims of the CRMP, namely Prevention, Protection and Response. These KPIs are drawn from a greatly expanded set of over 220 KPIs

measuring both output and outcome performance across the Prevention, Protection and Response areas of the Service. They have been devised to give a Service level view of performance but also allow 'drill-down' to local levels and, where applicable, they are aligned to the measures used by the Home Office and Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) to benchmark performance between other fire and rescue services.

1.5. It is likely that this performance report will continue to evolve during the next year as work continues to expand the technical capabilities of the Business Information Team and increase the breadth and availability of risk and performance information.

## 2. Performance Reporting by Exception

2.1. The following sections of the report present an overview of performance in key areas of the Service, providing explanatory narrative on specific operational and corporate indicators where performance was notably strong or where additional work is required to secure improvement.

2.2. Service Delivery performance is presented from 3 perspectives:

- Comparison against the annual target levels;
- Comparison with performance at the same point last year;
- Comparison with the 5-year average.

2.3. The status of each measure is noted using the following key:

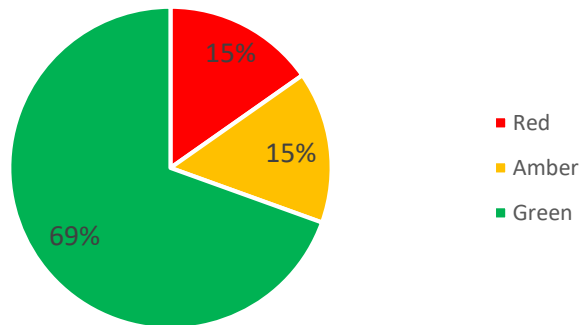
Colour Code	Exception Report	Status
GREEN	n/a	Met or surpassed target
AMBER	Required	Missed but within 10% of target
RED	Required	Missed target by greater than 10%

Note: It should be noted that all targets are represented as 100% of the target for that period and the actual as a percentage of that target.

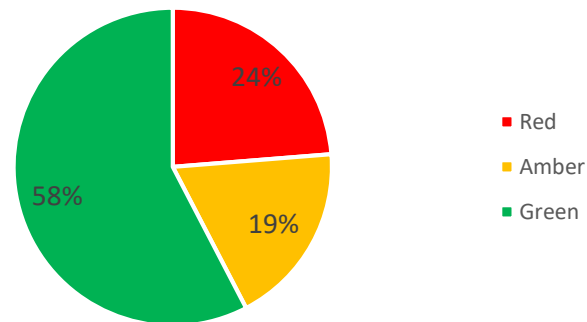
**If we miss the target, regardless of an up or down direction of travel, it is shown as a minus and if we surpass the target it is shown as a plus**

Management Summary

1. Breakdown of Performance Achievement Against Current Target



2. Breakdown of Performance Achievement Against Previous Year





## PREVENTION

Performance Indicator	Objective	2021/22 Q1 Actual	2021/22 Q1 Target	Actual v Target	2020/21 Q1 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
Total number of primary fires	Down	208	230.5	-9.76%	206	+0.97%	231.00	-9.96%
Number of (primary) fire fatalities	Down	1	1	0.00%	0	+100.0%	0.20	+400.00%
Number of (primary) fire injuries where victim went to hospital	Down	10	7.25	+37.93%	7	+42.86%	6.60	+51.52%
No. of Deliberate (Arson) Fires	Down	165	177.25	-6.91%	145	+13.79%	205.00	-19.51%
Total number of primary fires - dwellings - accidental	Down	63	82.5	-23.64%	82	-23.17%	84.40	-25.36%
Total number of primary fires - dwellings - deliberate	Down	7	7.5	-6.67%	9	-22.22%	9.00	-22.22%
Total number of primary fires - other buildings - deliberate	Down	13	11.25	+15.56%	12	+8.33%	12.80	+1.56%
Number of delivered Safe and Well visits	Up	2620	2500	+4.80%	312	+739.74%	772.00	+239.38%
Total number of secondary fires	Down	249	230.75	+7.91%	371	-32.88%	245.40	+1.47%

## **Prevention Commentary:**

### **Primary Fires**

The number of primary fires is 9.76 % better than target and 9.96% lower than the five-year average. Performance is very similar to the same quarter last year, but the good performance this year is mainly due to a significant reduction in the number of dwelling fires attended

### **Number of (primary) fire fatalities**

On 7 May 2021 BFRS responded to a fire in a bungalow property in Dunstable. Fire crews located a deceased male adult in the property. Preliminary fire investigation indicates that the fire was accidental and smoking related. A Coroner's Inquest has not yet been held. Following this fire targeted after incident prevention activity took place in the area. The case will be reviewed by the newly established fatal fire subgroup of the Adult Safeguarding Board.

### **Number of (primary) fire injuries where victim went to hospital**

This quarter there have been 10 fire injuries where the victim went to hospital. These injuries arose from six fires (all accidental) consisting of five dwelling fires and one outdoors involving a barbeque. Four of the fires (and six of the injuries) arose from cooking activity. Cooking activity continues to cause a proportion of dwelling fires and injuries and the Service regularly emphasises cooking safety during Safe and Well visits and media messaging.

### **Total number of primary fires - other buildings – deliberate**

The target for deliberate other building fires has been narrowly missed. However, quarterly targets are based upon a linear projection against the full year target. Historically deliberate fires in other buildings show a seasonal variation, with most fires occurring in Q1 (31% over the last five years). Taking this into account the Service may still be on track to achieve the full year target. In respect of these building fires, there are two repeat locations with 6 of the fires having occurred at Bedford Prison and 2 fires in derelict buildings on a site in Barton Le Clay. In respect of the latter the owner has been given arson prevention advice and the Arson Reduction officer (South) has asked Central Bedfordshire Council to prioritise his planning application to develop the site to deter any further anti-social behaviour and deliberate fire setting.

### Total number of secondary fires

The target set for Q1 is a linear projection (25%). Secondary fires show a seasonal variation, over the past five years on average 31% of secondary fires took place in Q1 (which would equate to 286 fires). Taking this into account the Service is on track to achieve the full year target.

		PROTECTION						
Performance Indicator	Objective	2021/22 Q1 Actual	2021/22 Q1 Target	Actual v Target	2020/21 Q1 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
% of Building Regulations consultations completed on time	Up	72%	95%	-24.21%	98%	-26.53%	94%	-23.40%
Total Fire Safety Audits/inspections completed	Up	839	600	+39.83%	344	+143.90%	439.8	+90.77%
Total number of primary fires in non-domestic buildings	Down	28	31	-9.68%	25	+12.00%	43	-34.27%
The number of automatic fire detector false alarms in non-domestic properties	Down	138	137.5	+0.36%	114	+21.05%	80.80	+70.79%

**Protection Commentary:**

**% of Building Regulations consultations completed on time**

Out of the 111 Building Consultations 80 were not responded to within the 15-day period providing a compliance level of 72%. There is an ongoing shortage of qualified Fire Safety Inspectors within the protection team as a result of high staff turnover due to a high number of retirements and leavers and the time it takes to develop new staff.

**Total number of primary fires in non-domestic buildings**

The target has been met for the number of primary fires in non-domestic buildings. The total for Q1 this year is higher than the previous year, however, national lockdown was in place in Q1 of the previous year with many premises closed. This is likely to have been a factor in the lower number of fires last year.





## RESPONSE

Performance Indicator	Objective	2021/22 Q1 Actual	2021/22 Q1 Target	Actual v Target	2020/21 Q1 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
Total Incidents	Down	1622	n/a	n/a	1615	+0.43%	1574.4	+3.02%
Total Fires	Down	463	n/a	n/a	585	-20.85%	588	-21.26%
Total Special Services	Down	549	n/a	n/a	379	+44.85%	370.2	+48.30%
Total False Alarms attended	Down	610	n/a	n/a	651	-6.30%	616.2	-1.01%
Average Call Handling Time (Bedfordshire incidents (Sec))	Down	138	n/a	n/a	125	+10.40%	196	-29.59%
Average response time to primary fires (Sec)	Down	589	600	-1.83%	560.73	+5.04%	587.73	+0.22%
Average response time to secondary fires (Sec)	Down	601	1200	-49.92%	640.70	-6.20%	597.15	+0.65%
Average response time to RTCs (Sec)	Down	631	780	-19.10%	654.39	-3.57%	644.01	-2.02%
RDS availability of 1st pump - primary available or alternate available	Up	61.67%	90%	-31.47%	84.40%	-26.93%	74.66%	-17.39%
% of time whole-time global crewing availability enabled 9 riders on 2 pump responses	Up	88.00%	90%	-2.22%	98.91%	-11.03%	98.24%	-10.43%

### Response Commentary:

- **Total Incidents-** Remain broadly comparable with the same period last year, there is not a significant variance from the 5 year average.
- **Total Special Services-** There has been an increase in these types of calls, this was expected as we have worked with partners to widen the types of call we respond to. These include, affecting entry, Missing Persons, Bariatric rescue, Co-responding and a Falls team.
- **Average Call Handling Time (Bedfordshire incidents (Sec)** we are optimistic of further improvements with the introduction our new mobilising system with up-to-date mapping, gazetteer and advanced mobile location which will only serve to reduce our response times.
- **RDS availability of 1st pump - primary available or alternate available –** This quarter last year we witnessed a high availability, this was due to people working from home more during the pandemic. This period has seen the opposite happen with more people returning to their place of work. Recruitment and retention continue to be a challenge in the On-Call, a new project will commence this year to look at new innovative ways of managing the On-Call workforce.
- **% of time whole-time global crewing availability enabled 9 riders on 2 pump responses-** The whole-time global crewing has been affected this quarter by several factors including, extra annual leave to be taken after a carry-over of annual leave, people shielding or isolating and providing EEAST with Ambulance drivers. We are recruiting Firefighters this year and will continue to monitor global figures.



## EMPOWERING - Human Resources

Performance Indicator	Objective	2021/22 Q1 Actual	2021/22 Q1 Target	Actual v Target	2020/21 Q1 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
The percentage of working time lost due to sickness (excludes RDS/On-Call)	Down	2.49%	4.4%	-43.41%	2.37%	+5.06%	3.73%	-33.19%
The percentage of the RDS/On-Call workforce with 4 or more incidences of sickness in a 12 month period	Down	0.00%	5%	-100.00%	3.42%	-100.00%	3.69%	-100.00%

### Empowering – Human Resources Commentary:

- **The percentage of working time lost due to sickness (excludes RDS/On-Call)**

Absence is extremely low in the first quarter which was still being influenced by the restrictions implemented to reduce the rate of infection from Covid and the furlough scheme.



## EMPOWERING - Organisational Development

Performance Indicator	Objective	2021/22 Q1 Actual	2021/22 Q1 Target	Actual v Target	2020/21 Q1 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
Percentage of station based operational BA wearers that have attended an assessed BA course within the last 2 years	Up	95%	98%	-3.06%	86%	+10.47%	96%	-1.45%
Percentage of EFAD qualified LGV drivers that have attended an EFAD course within the last 3 years	Up	97%	98%	-1.02%	92%	+5.43%	98%	-1.02%
Percentage of station based operational staff that have attended WFR course within the last 3 years	Up	94%	98%	-4.08%	93%	+1.08%	97%	-3.49%
Percentage of station based operational BA wearers that have attended Compartment Fire Behaviour course within the last 2 years	Up	93%	98%	-5.10%	86%	+8.14%	96%	-3.33%
Percentage of watches/sections at BFRS stations that have at least 60% of operational personnel qualified in Trauma Care	Up	72%	98%	-26.53%	84%	-14.29%	95%	-23.89%
Percentage of station based operational staff that have attended a Working at Height Operator or Supervisor Revalidation course within the last 3 years	Up	87%	98%	-11.22%	88%	-1.14%	96%	-9.38%
Percentage of Flexible Duty Officers that have attended an Incident Command Assessment within the required frequency for their role	Up	100%	98%	+2.04%	71%	+40.85%	93%	+7.99%

Percentage of Safety Critical Maintenance training programmes completed by Whole-time Operational Personnel via PDR Pro within the last 12 months	Up	94%	90%	+4.44%	93%	+1.08%	94%	0.00%
Percentage of Safety Critical Maintenance training programmes completed by RDS/ On-Call Operational Personnel via PDR Pro within the last 12 months	Up	89%	90%	-1.11%	87%	+2.30%	89%	0.00%
Percentage of Safety Critical Maintenance training programmes completed by Control Personnel/WM Control via PDR Pro within the last 12 months.	Up	95%	90%	+5.56%	68%	+39.71%	86%	+10.21%
Percentage of Safety Critical Maintenance training programmes completed by Senior Management roles (SC to SOC) via PDR Pro within the last 12 months.	Up	92%	92%	0.00%	93%	-1.08%	92%	0.00%
Percentage of Safety Critical Maintenance training programme completed by Watch Commander - Day Duty via PDR Pro within last 12 months	Up	92%	92%	0.00%	94%	-2.13%	95%	-2.65%

## **Empowering - Organisational Development Commentary:**

### **Commentary:**

The Service continues to manage the impact of Covid-19 and the delivery of Centrally Delivered Safety Critical Training whilst maintaining Covid safe protocols, which are required to protect our frontline response. Despite the various restrictions, training courses recorded on the Course Management System for 20/21 total 815, an increase on the previous year 19/20 of 800. Throughout Q1 the Service has supported all Government guidance on social distancing and restrictions were in place. Working with our local resilience partners the Service has sourced supplies of Lateral Flow Covid tests and we have utilised pre-course testing to improve staff safety and allow for an expansion of the course programme, however the requirement to reduce contact and interaction of sections required to safeguard frontline service still hampers the normal efficiency of training.

The Training and Development department has also had to absorb several instructional staff requiring to self-isolate across Q1, with vast majority of these cases linked to positive Covid case among dependents.

The Service continues to manage any potential impact on individuals' skill degradation through local intervention and monitoring to support extensions to the normal skill certifications for operational personnel.

The priority for Training and Development in 2021/22 is the focus on reaching the levels of training and assessments carried out in previous years.

### **T1 - Percentage of station based operational BA wearers that have attended an assessed BA course within the last 2 years.**

This target has been missed by 3% and this is due in part with the challenges of delivering training under established Covid safe protocols and issues relating to student missing their planned courses due to self-isolation.

### **T2 - Percentage of EFAD qualified fire-fighters that have attended EFAD Assessment course within the last three years**

During the third national lockdown the Driver Vehicle Standards Agency (DVSA) again placed strict restrictions on driver training due to the inherent inability to socially distance with a vehicle, these restrictions continued into Q1 of 2021. By utilising new methods of training delivering (virtual and practical) the performance of this measure has improved from the previous quarter.

**T3 - Percentage of station based operational staff that have attended a Water First Responder or Water Technician course within the last three years**

Performance against this target has improved from the previous quarter, however 2 water courses had to be cancelled in Q4 due to Covid-19 affecting crewing and this has held back further progress.

**T4 - Percentage of operational BA wearers (station based) that have attended Compartment Fire Behaviour course within the last two years**

Performance against this target has been missed by 5%, 1 Compartment Fire Behaviour course was cancelled in Q1 due to the late notice isolation of an operational crew due to attend.

**T5 - Percentage of station based operational Emergency Care for Fire and Rescue trained personnel that have attended a requalification course within the last three years.**

Emergency care courses resumed delivery in Q1 following suspension due to the national lockdown. Due to the practical nature of the course requiring close physical contact, courses have only been able to resume at 50% of the normal class size currently. Improvements are expected in future quarters as national restrictions relax.

**T6 - Percentage of station based operational Working at Height Operators that have attended a Working at Height recertification assessment within the last three years.**

Performance against this target has improved from the previous quarter, however 2 Working at Height courses had to be cancelled in Q1 due to Covid-19 affecting instructional staff.

**T8b - Percentage of Safety Critical Maintenance training programmes completed by On-Call Operational Personnel via PDR Pro within the last 12 months.**

Performance against this target has improved from the previous quarter. Historically a stretch target, the Training and Development team are currently reviewing training requirements across all duty systems to review safety requirement for all roles.



### EMPOWERING - Health & Safety

Performance Indicator	Objective	2021/22 Q1 Actual	2021/22 Q1 Target	Actual v Target	2020/21 Q1 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
Number of serious accidents (over 28 days) per 1000 employees	Down	1.89	0.945	+100.25%	0.00	n/a	0.39	+387.79%
Number of working days/shifts lost to accidents per 1000 employees (excluding RDS//On-Call employees)	Down	132.43	72.79	+81.94%	5.62	+2258.35%	45.44	+191.48%
Number of 24 hour cover periods lost to accidents per 1000 RDS/On-Call employees.	Down	944.21	175.91	+436.77%	1083.33	-12.84%	448.34	+110.60%



## **Empowering – Health and Safety Commentary:**

- **H1 Number of Serious Accidents**

The quarter 1 actual figure of 1.89 equates to one over 28 day injury in that period. This involved an On-Call firefighter who while taking part in confined ladder pitch training, injured his wrist resulting in a fracture.

- **H2 Number of working days/shifts lost to accidents per 1000 employees (excluding On Call (RDS) employees).**

The quarter 1 actual figure of 132.43 equates to 60 working days/shifts lost in that period. There were 7 workplace accidents in quarter 1 within this category. Only one of these accidents resulted in working days/shifts lost, a total of 4. The remaining 56 days are attributed to two workplace accidents that occurred in 2020/21 where sickness carried on into 2021/22. One resulted in 10 working days/shifts lost in this period (fall from vehicle) and the injured person has now returned to work. The remaining injury resulted in 46 days lost in this period and occurred whilst a firefighter was walking on the incident ground and felt a sudden pain in their left knee. The injured person has yet to return to work.

- **H3 Number of 24 hour cover periods lost to accidents per 1000 On Call (RDS) employees.**

The quarter 1 actual figure of 944.21 equates to 71.17 cover periods lost. There were 2 workplace accidents in quarter 1 within this category resulting in 15.69 cover periods lost. One of these accidents resulted in only 1 cover period lost, the remaining 14.69 were associated with the injury detailed in H1, where the injured person has yet to return to work. The remaining 55.48 cover periods are attributed to a single incident (burn injury sustained during hot fire training in October 2019). This injury has resulted in long term sickness since the event took place and the individual remains absent.



## UTILISING - Fleet

Performance Indicator	Objective	2021/22 Q1 Actual	2021/22 Q1 Target	Actual v Target	2020/21 Q1 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
Grade A Defect Response Time (within 1 hour)	Up	97.78%	90%	+8.64%	90.91%	+7.56%	92.00%	+6.28%
Grade A Defect Response Time (within 2 hours)	Up	97.78%	95%	+2.92%	100.00%	-2.22%	98.67%	-0.90%
The percentage of time when Rescue Pumping Appliances were unavailable for operational use due to an annual service, defect or other works. (Turnaround Time)	Down	2.23%	5%	-55.46%	1.30%	+71.86%	2.14%	+3.95%
The percentage of time when Aerial Appliances and SRU were unavailable for operational use due to an annual service defect or other works. (Turnaround Time)	Down	2.36%	5%	-52.76%	2.37%	-0.32%	2.81%	-15.84%
The percentage of time when other operational appliances were unavailable for operational use due to an annual service, defect or other works. (Turnaround Time)	Down	0.42%	3%	-86.10%	0.22%	+91.01%	0.42%	0.00%
The number of hours as a percentage the appliance is unavailable for operational response in the reporting period, other than for the time measured under the turn-a-round time. (Idle time)	Down	1.23%	2%	-38.39%	0.97%	+27.44%	1.09%	+13.35%
The total time expressed as a % when ALL Appliances were available for operational use after the turn-a-round time and idle time are removed from the total time in the reporting period	Up	97.56%	93%	+4.90%	98.44%	-0.90%	97.65%	-0.09%
Annual Services undertaken	Up	100.00%	97%	+3.09%	100.00%	0.00%	100.00%	0.00%

### **Utilising – Fleet Commentary:**

- Grade A Response Time (within 2 hours)

Actual v Target has been achieved, with a variance on the previous year of 2.22 %, and Actual v Target 5 -year average variance of 0.9%. The missed % is due to attendance response to an appliance on the 4<sup>th</sup> May 2021 which was delayed due to defects at other stations which were being attended to prior to the grade A being identified at Harrold.

- Rescue Pumping Appliances Unavailable for Operational Use

The Actual v Target has been achieved with a 97.78% result against a target of 95%. This however is 0.93% down on the previous year which result in a 71.77% variance to the previous year Q1. This slight drop in performance of 0.93% was a result of Covid – 19 and staff self-isolating, creating staff shortages and increased turnaround times.

- The % of time when Operational Appliances were unavailable for use.

The Actual vs Target has been achieved with a result of 0.42% against a target of 3%. The 5-year average has also improved. The actual performance of 0.42% is slightly down on the previous year's score of 0.22%, which gives a variance to the previous year Q1 of 91.01%, an actual drop of 0.2% again this was due to extended work times due to staffing impacts from Covid-19.

- The number of hours as a % the appliance is unavailable for Operational Response

The Actual vs Target has been achieved with a 1.23% against a target of 2%. This is a variance of 0.26% on the previous year Q1. This gives a variance in % of 27.13% on the previous year's Q1 performance. Slight drop due to staff self –isolating during Covid-19

- The total time expressed as a % when all appliances were available for operational use.

The Actual vs Target has been achieved with an achievement of 97.59% against a target of 93%, 4.93% better than target. This result was marginally below the previous year's Q1 result by 0.87% and 0.06% below the 5-year average, but with the current Covid-19 pandemic situation causing staff shortages an acceptable result.



## MAXIMIZING - Finance

Performance Indicator	Objective	2021/22 Q1 Actual	2021/22 Q1 Target	Actual v Target	2020/21 Q1 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
Percentage of routine financial reports distributed within 6 working days of period-end closure	Up	100.00%	90%	+11.11%	100.00%	0.00%	100.00%	0.00%
Percentage of uncontested invoices paid within 30 days	Up	91.64%	96%	-4.54%	91.02%	+0.68%	94.54%	-3.06%
Percentage of outstanding debt over 90 days old	Down	0.00%	1.5%	-100.00%	7.78%	-100.00%	7.35%	-100.00%

### Maximising – Finance Commentary:

- **Percentage of uncontested invoices paid within 30 days** Measure is amber due to the many invoices still being received without a valid purchase order in place, and delays in managers authorizing invoices for payments



## MAXIMIZING - Information and Communication Technology

Performance Indicator	Objective	2021/22 Q2 Actual	2021/22 Q1 Target	Actual v Target	2020/21 Q1 Actual	Actual vs Previous Year	5 year average	Actual v 5 year Average
The Number of Incidents on Mission Critical services resolved within 1 Hour	Up	100.00%	95%	+5.26%	100.00%	0.00%	100.00%	0.00%
The Number of Incidents on Business Critical services resolved within 2 Hours	Up	100.00%	97%	+3.09%	100.00%	0.00%	100.00%	0.00%
The Number of Incidents on Business Operational services resolved within 4 Hours	Up	100.00%	95%	+5.26%	100.00%	0.00%	98.00%	+2.04%
The Number of Incidents on Administration Services resolved within 8 Hour	Up	94.39%	93%	+1.49%	82.66%	+14.19%	91.73%	+2.90%
Core ICT services availability	Up	99.87%	98%	+1.91%	100.00%	-0.13%	100.00%	-0.13%
Business Applications Availability	Up	100.00%	98%	+2.04%	100.00%	0.00%	100.00%	0.00%

### Maximising ICT Commentary:

- Core ICT services availability All metrics on target

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