

# *ANNUAL REPORT 2009-10*



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Buckinghamshire & Milton Keynes Fire Authority

***MAKING YOU SAFER***

***PREVENTING PROTECTING RESPONDING***

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Available in audio, large print, Braille and other languages

Cover picture: Beaconsfield Fire Station's Scania P270 Rescue Pump  
at an emergency incident during the snowy weather in January 2010.

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## Foreword

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It comes as a surprise to many people when they discover that a fire and rescue service in an area with a growing population is doing less emergency work than it used to.

Over the years, our focus on trying to prevent emergency incidents from happening on the first place, and making sure that people have some level of protection in place in the event of something going wrong, has paid dividends.

One way of looking at it is to say that we are attending fewer fires and putting up more smoke alarms in people's homes. Smoke alarms don't stop fires, of course, but they do help minimise the likelihood of serious injury, or worse. It's the information our firefighters and community safety staff provide to householders when

they are fitting the smoke alarms, and when they meet people at fetes, open days and schools, that helps reduce the number of fires.

During the year, the government recognised our achievement in reducing the number of fires and injuries from fire, the work we have undertaken to try to reduce the number of deaths and injuries on our roads and the efficient way we work with the police, councils and other local organisations.

Our challenge now is to maintain the momentum and find new ways of making sure that the most vulnerable members of the community benefit from the work we do to make Buckinghamshire and Milton Keynes a safer place – and new ways of offering you the best possible value for money.



Mark Jones  
Chief Fire Officer and Chief Executive  
Buckinghamshire  
Fire & Rescue Service



Councillor David Rowlands  
Chairman  
Buckinghamshire & Milton Keynes  
Fire Authority

## About us

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Buckinghamshire Fire & Rescue Service serves an area covering 723 square miles and a population of around 730,000 in the South East of England. The area stretches from the outskirts of London to the South Midlands, and is shown in red on the map on the right.

It comprises the four districts of Buckinghamshire – Aylesbury Vale, Chiltern, South Bucks and Wycombe – and Milton Keynes, one of the fastest-growing places in England. Government plans for housing could see further growth, leading to an increased demand for fire services.

The area covered is diverse, including stretches of the M1, M25, M4 and M40 motorways and the River Thames. The two central airports of Heathrow and Luton are nearby.

Buckinghamshire's age profile is generally similar to the national picture, although Milton Keynes has a particularly young population. The ethnicity of the area is mostly white, with the proportion of black and minority ethnic people higher than the regional average. Although generally affluent, there are areas of deprivation throughout the area.

Our headquarters are situated in Aylesbury, where the majority of our 120 support staff are based. More than 550 firefighters operate from 20 strategically-placed fire stations.

We receive around 18,000 calls for assistance each year, of which about 8,000 are emergency incidents. Our emergency control centre employs 23 people who ensure 24-hour availability to



**Buckinghamshire Fire & Rescue Service's position within the South East region.**

receive these emergency calls and carry out a broad range of related duties.

Our three-year strategic Integrated Risk Management Plan (2009-2012) sets out our proposals for improvement, providing us with a clear direction and focus for making you safer. We've structured it on five people-focused priorities underpinned by a series of targets, set out on pages 19 to 25.

**In their homes**

**At work and in public places**

**In their communities**

**On the roads**

**In an emergency**

## How we make decisions

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### Members of the Fire Authority, Buckinghamshire County Council, 2009-10



**Douglas  
Anson MBE**



**Mary  
Baldwin**



**Mohammad  
Bhatti**



**Patricia  
Birchley**



**Michael  
Brand**



**Adrian  
Busby**



**Hedley  
Cadd**



**Peter  
Cartwright**



**Avril  
Davies**



**Dev  
Dhillon**



**Paul  
Rogerson**



**David  
Rowlands**



**David  
Schofield**



**Robert  
Woollard**

### Members of the Fire Authority, Milton Keynes Council, 2009-10



**Andy  
Dransfield**



**Reg  
Edwards**



**Catriona  
Morris**



**Sam  
Potts**



**Alan  
Richards**



**Cec  
Tallack**



**Barbara  
Wright**

Making the decisions on how we operate and our priorities for the year is done through the combined work of councillors and senior managers.

In 2009-10, Buckinghamshire & Milton Keynes Fire Authority had 21 members, pictured above, who were elected representatives of Buckinghamshire County Council (14 members) and Milton Keynes Council (seven members). The ratio is in proportion to the populations they represent.

Chief Fire Officer Damian Smith retired in June 2009 after a 30-year career in the fire service and nearly five years in the hot seat. Interim Chief Fire Officer Bill Feeley took over until the appointment in January 2010 of Mark Jones, former Deputy Chief Fire Officer with Essex Fire & Rescue Service. One of Mark's priorities was to assemble a Senior Management Team to

help him lead the organisation, and to manage and make decisions on corporate issues.

The political decision-making is made by Buckinghamshire & Milton Keynes Fire Authority, which makes the final decisions on strategic policy, strategies, plans and our budget. It also agrees the staffing, vehicle and other resources needed to deliver an efficient service.

Buckinghamshire & Milton Keynes Fire Authority is a publicly accountable body which manages Buckinghamshire Fire & Rescue Service on behalf of the communities it serves. The authority normally meets four times a year, with an annual meeting held in June.

Councillor David Rowlands has been Chairman of Buckinghamshire & Milton Keynes Fire Authority since 2004.

## An overview of the year

### 2008-09 and 2009-10 in statistics

2008-09		2009-10
17,243	999 calls received	17,289
7,958	Emergency incidents attended	7,346
2,918, of which 1,332 were deliberate)	Fires attended	2,787, of which 1,093 were deliberate)
545	Road traffic collisions attended	506
4,495, of which 3,473 were false alarms)	Other incidents attended	3,811, of which 3,035 were false alarms)
25	Lives saved from fires	34
170	Lives saved from road traffic collisions	401
9	Major incidents attended	12
4,525	Home safety checks completed	8,382
2,720	Smoke alarms fitted for vulnerable people	7,525
210	Arson investigations	100
224 (20,060 children)	School safety courses	490 (23,403 children)
309 visits (8,149 children)	Other youth initiatives, including firesetters and youth diversion courses	276 visits (4,912 children)
418 (19,377 children)	Visits to the Safety Centre, Milton Keynes	423 (18,559 children)
251	News releases issued	297
923,500	Pages viewed on website	1,155,000
£54.95	Band D council tax for the year	£57.69

## Joint working

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### Joint working in partnership

Community safety is a broad term incorporating many aspects of life that can affect people. Some are directly relevant to Buckinghamshire Fire & Rescue Service, which means we can influence them, whereas other aspects are those that we can provide support for others to achieve.

As a fire and rescue service we have a statutory responsibility given under the Crime & Disorder Act 1998, reviewed in 2002, to work with partner agencies as part of a Crime and Disorder Reduction Partnership. This partnership, now usually referred to as a Community Safety Partnership, aims to:

- Tackle crime, disorder and anti-social behaviour.
- Build public confidence.
- Promote safer homes and safer neighbourhoods.
- Tackle environmental issues such as fly-tipping, abandoned vehicles, litter and graffiti.

We also have responsibilities under the Fire and Rescue Services Act 2004:

*Section 6, part 2: "... a fire and rescue authority must ... make arrangements for –*

*(a) the provision of information, publicity and encouragement ... to prevent fires and death or injury by fire.*

*(b) the giving of advice, on request ..."*

Other agencies within the Community Safety Partnership can help us to achieve these targets by:

- Promoting our prevention services.
- Highlighting vulnerable people or premises to us.
- Referring people to us for further information and services.

Organisations and people who refer people to us include Thames Valley Police, councils, housing associations, health visitors and the Royal National Institute for Deaf People.

In Buckinghamshire and Milton Keynes we work with five Community Safety Partnerships – Aylesbury Vale, Chiltern, Milton Keynes, South Bucks and Wycombe – and within each of these partnerships we have local targets and priorities to address issues that directly affect those communities.



In Buckinghamshire, the partners work under the banner of Together We Can, and in Milton Keynes they work as SaferMK.



## A selection of services we provide

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We are constantly working with our partners throughout Buckinghamshire and Milton Keynes to enhance our effectiveness and to serve all our communities with a particular focus on our most vulnerable residents.

In order for us to meet our communities expectations and develop synergy, close working relationships are maintained between partners which enable us to identify our vulnerable communities and target those most at risk.

Our community engagement activities range from the delivery of training, road safety courses and restorative justice, to multi-agency home safety checks which incorporate referrals between partners and include the well-established 'Home Fire Risk Check'.

### **Local Strategic Partnerships (LSPs)**

LSPs exist in nearly all local authority areas in England. They bring together representatives from the local statutory, voluntary, community and private sectors to address local problems, allocate funding and discuss strategies and initiatives.

They aim to encourage joint working and community involvement, and prevent 'silo working' (different agencies with shared aims working in isolation) with the general aim of ensuring resources are better allocated at a local level.

Buckinghamshire Fire & Rescue Service is represented on all six Local Strategic Partnerships across Buckinghamshire and Milton Keynes.

### **Home Safety Check scheme**

The development of the Home Safety Check scheme, which started in January 2005, has resulted in favourable outcomes for vulnerable residents, including children, families, older people, people with disabilities and people with a drug or alcohol dependency.

The final piece of the jigsaw was put in place in September 2009 when the scheme was extended to cover Wycombe District.

Referrals are received from Royal National Institute for Deaf People, Thames Valley Police, the Pension Service, adult social care teams, housing associations and others.

### **Safe at Home project**

The Safe at Home project is the Milton Keynes version of the Buckinghamshire Home Safety Check Scheme. It is supported by Milton Keynes Council, Milton Keynes Primary Care Trust, Thames Valley Police and Age Concern MK (now called Age UK MK).

Our joint aim is the reduction in fire, crime and the fear of crime.

### **Handy Van**

Buckinghamshire Fire & Rescue Service, together with Age Concern MK (now called Age UK MK), provided two vehicles to be utilised for the Safe at Home scheme, to deliver Home Safety Checks to vulnerable groups within the county.

## i:on Bucks

In April 2009, the i:on Bucks team was established and is hosted at Buckinghamshire Fire & Rescue Service's Headquarters in Aylesbury. This joint venture enables a multi-agency approach to analysis on crime, disorder and perception. Analysts from Thames Valley Police, Buckinghamshire County Council and Buckinghamshire Fire & Rescue Service each bring together a specific area of speciality relevant to their host organisation.

The benefit of housing a multi-agency team of analysts in one place is that expertise is shared, different approaches to a problem are considered and duplication of prevention-centred analytical work across the partnership is eliminated.

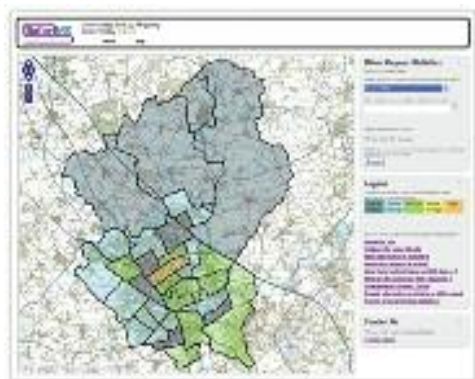


The team maintains the i:on bucks website at [www.ionbucks.info](http://www.ionbucks.info), which enables people who live in, work in and visit Buckinghamshire to find up-to-date information on crime in their local area. It includes interactive hotspot maps, charts and tables which display offence totals at postcode level, news and events relevant to neighbourhoods, and web links to useful crime prevention sites.

## SaferMK

An innovative online community safety mapping website was launched on 1 March 2010 by SaferMK, the group of local organisations and authorities who work with the community to reduce crime, anti-social behaviour and fear of crime in Milton Keynes. SaferMK's key partners are Milton Keynes Council, Thames Valley Police, Buckinghamshire Fire & Rescue Service, Milton Keynes Primary Care Trust and Thames Valley Probation Service.

Using data provided by Thames Valley Police, Milton Keynes Council and Buckinghamshire Fire & Rescue Service, the website provides a comprehensive statistical breakdown of crime and anti-social behaviour for every estate, town or village in Milton Keynes.



The website, at [www.safermk.com](http://www.safermk.com), allows the public to view 27 different categories of crime and anti-social behaviour data within their neighbourhood and estate. These include burglary, robbery, rowdy and inconsiderate behaviour and deliberate firesetting. There are already plans to expand the service by providing data from other partners such as the NHS.

### **Senior well-being fairs**

These events are organised by Health Improvement Teams and Primary Care Trusts across the county. We have a dedicated team who attend these events to promote Home Fire Risk Checks and the benefits of having a working smoke alarm.

### **Milton Keynes bonfire initiative**

This is an initiative that continues to be arranged alongside partner agencies on Bonfire Night on the Lakes Estate in Bletchley, where a bonfire, firework display, food and entertainment are provided to reduce the number of fires set around the estate.

### **Race Equality Councils**

We provide meeting space in fire stations for community cohesion events.

### **Keep Your Business in Business and Keep Your School in Business**

Buckinghamshire Fire & Rescue Service, along with the West Midlands Arson Task Force, produced working documents to help schools and businesses reduce the risk of fire through a risk assessment process.

### **Drinking water distribution in Milton Keynes**

We provide support to our partner agencies in the promotion of sensible drinking to counter anti-social behaviour, domestic and public place violence, hospital admissions, road traffic collisions and accidental fires. Bottles of water are

handed out to the late-night pub and club crowds in the city centre along with messages about the importance of rehydrating.

### **Rural safety**

The targeting of owners of farms, smallholdings and equine establishments with information designed to prevent and mitigate fires and accidents.

The initiative, launched at the 2009 Bucks County Show, brings together Buckinghamshire Fire & Rescue Service, a host of local organisations and a charity to promote safety within rural communities and enhance the services provided to them.



A pack was produced providing hints and tips on how to make agricultural, equine and farm-related property and buildings safe and secure. It includes leaflets and information from Thames Valley Horsewatch, Neighbourhood Watch, the RSPCA, Bucks Economic & Learning Partnership and Buckinghamshire Rural Affairs Group, as well as fire safety advice and home fire safety check leaflets. It also contains a form which people can fill in and request additional information relevant to their business or property.



**A firefighter carries out a boat safety check on the Grand Union Canal in Stoke Hammond as part of the activity planned around National Boat Safety Week.**

### **The Brill Initiative**

This was a specific community safety initiative due to Brill's remote location and its elderly and isolated population. A focused campaign was conducted that included leaflet distribution, home safety checks and our inclusion in local groups and meetings to promote safety awareness.

### **National Boat Safety Week**

Targeting risks on the River Thames and Grand Union Canal. Activities included boat safety checks and smoke alarm installation.

### **Royal Air Force home safety check initiatives**

Training was given to a large number of personnel at the RAF base in Naphill. We are currently engaging with RAF Halton to organise a similar initiative.

### **Fire suppression systems (domestic sprinklers)**

Buckinghamshire Fire & Rescue Service works in partnership with the adult social care and disabled care teams, councils and housing associations to generate referrals of vulnerable people for the fitting of domestic sprinklers following a risk assessment and or/home safety check.

### **Partnership working with the Royal National Institute for Deaf People**

In agreement with the RNID we provide and fit specialist smoke alarm systems which vibrate and flash to alert the householder.

### **Gypsy and traveller sites**

Home safety checks on Gypsy and traveller sites in Buckinghamshire and Milton Keynes, supported by our Gypsy and traveller liaison officer.



Pupils from The Cressex School are pictured taking part in a Sparx course at Princes Risborough Fire Station.

### Mainstream education

Our dedicated team have developed and continue to deliver a pre-school and Key Stage 1 to 4 education package, supported further with a Key Stage 4 Learn and Live programme which has been seen by 4,000 young children, and road safety programme aimed at new drivers and passengers.

### CCTV

We are involved with implementation of CCTV strategies in both Buckinghamshire and Milton Keynes.

### Alternative education projects

We continue our involvement in the Citischool, Skidz, Street Dreams, Equal Choices and Connexions, working with young people who are involved in the youth justice system, the majority of whom have been involved in fire-setting.

### Youth inclusion courses

Sparx and Emergency Services courses have been very successful in engaging with young people providing them with new skills. The courses aim to:

- Reduce the numbers of young people involved in fire related crime and anti-social behaviour.
- Improve academic and future development outcomes for young people.
- Deliver a programme of positive activities for young people.

Six Sparx courses have been completed, with a total of 90 participants, with complimentary behaviour changes amongst the positive outcomes. Four Emergency Service evening courses have also been completed, with a total of 81 participants.



The Cop Card scheme for children aged 10 and 11 featured a Fire Safety work book.

### **Firesetters intervention scheme**

This is aimed at all children and young people who:

- Have been involved in fire-setting behaviour.
- Are at risk of becoming involved in fire-setting behaviour.
- Are considered to have an unusual or unhealthy fascination with fire.
- Have any other specific issue related to fire or fire-setting, which may be helped through home visits

Currently, Buckinghamshire Fire and Rescue Service has a team of 32 trained advisors who work in both operational and support roles, visiting the children and young people who have been referred to us. The main content of the scheme is to

help the fire-setter consider the consequences of deliberately set fires, to the individual, their family and friends, the community and the fire service.

Other aspects which may be touched upon can include alternative coping mechanisms, anger management, and peer pressure/bullying if these areas are felt relevant.

### **Safe Drive Stay Alive**

Safe Drive Stay Alive is produced by a road safety partnership which includes Thames Valley Police, local councils and the Thames Valley emergency services. It is a hard-hitting road safety theatre presentation aimed at 16- to 18-year-olds with 14,000 attendees this year.

### **COP Cards**

Sticker-collecting scheme to engage, inspire and build relationships with young people aged 10 and 11.



The weekend Biker Drop-In sessions at Winslow Fire Station enabled important safety messages to be passed on to motorcyclists.

### **Skidz Aylesbury youth motor project**

Skidz aims to reduce vehicle crime through education and motor vehicle maintenance courses and works in partnership with a wide variety of organisations.

### **The Impact Roadshow**

In partnership with Thames Valley Police and the Youth Offending Teams across the county, we have introduced the Impact Roadshow, a vehicle crime awareness workshop developed by Avon & Somerset Police which aims to divert young people away from vehicle-related crime.

The workshop includes the opportunity for input from Buckinghamshire Fire & Rescue Service personnel and we usually end the workshop by giving the young people an idea of what it would be like to

be trapped in a car crash and cut free by us by staging a demonstration of a road traffic collision extrication.

### **Initiatives aimed at motorcyclists**

Together with the Buckinghamshire County Council and Milton Keynes Council road safety teams we support a number of initiatives to reduce motorcycle-related accidents. Examples include Biker Drop-In sessions at Winslow Fire Station, and “Be a Better Biker” training courses which have trained 60 people this year.

### **Motorway driving**

In conjunction with our partner agencies, we provide road traffic collision demonstrations, motorway quizzes and child safety seat information at motorway service stations and during other neighbourhood initiatives.



**Fire investigation dog Barney is pictured working with his handler at the scene of a fire.**

### **Environmental clean up and abandoned vehicle campaigns**

To remove refuse and vehicles from communities to reduce arson risk, whilst complimenting community pride and cohesion.

### **Fire investigation dog**

Assists fire investigations and enhances the educational messages about deliberate fire setting in Buckinghamshire and Milton Keynes and our neighbouring fire and rescue services.

### **Assistance in arson prosecutions**

Our Arson Intelligence Officer works with Thames Valley Police in prosecutions relating to arson crime.

### **Police Community Support Officer and Community Warden training**

Facilitated by partnership managers and our Arson Task Force, we carry out training to promote home safety checks and highlight arson risks.

### **Adult intervention scheme**

A structured programme devised by Buckinghamshire Fire & Rescue Service in collaboration with University of Roehampton, Hampshire Fire & Rescue Service and East Sussex Fire & Rescue Service which entails working with adults who have been involved in fire-setting or arson, covering the consequences to the victims, the community and the emergency services.

### **Restorative justice intervention schemes**

Developing links in line with the Communities and Local Government Children and Young Persons Strategy. Our personnel are trained to facilitate restorative justice conferences.

### **Domestic violence**

In conjunction with our partner agencies we have trained our fire crews and have systems developed to support vulnerable residents who may be identified during community engagement.

## Contracts

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We have a number of framework agreements in place for the supply of goods and services which improve efficiencies which allows us to continue delivering value for money for the tax payer.

We are members of two procurement groups:

- The South East Regional Procurement Group, which is attended by representatives from all nine of the fire and rescue authorities in the region.
- The Bucks Procurement Group, which is attended by representatives from the county, district and town councils within Buckinghamshire.

### **Firebuy**

Used for the purchasing of our fire appliances, respiratory protective equipment, Weber hydraulics and smoke alarms.

### **Yorkshire Purchasing Organisation**

Used for the purchasing of our firefighter tunics.

### **South East Regional Procurement Group**

Used for the purchasing of our uniforms.

## An improving service

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Key targets are largely met. The last two years has seen a step change in performance on key incidents. Deliberate fires are reducing along with malicious false alarms. Performance has been good on reducing deaths, injuries and the number of incidents. In 2008-09 there were no fatalities due to primary fires and the number of injuries arising from accidental fires in dwellings was only 0.56 per 100,000 people. There were 49.51 primary fires per 100,000 population. These figures compare favourably to neighbouring Cambridgeshire and have shown a positive downward trend since 2005. The majority of this year's targets are being achieved. The Authority has a strong focus on Neighbourhood Planning and uses District plans to set local performance targets.

Extract from “Buckinghamshire & Milton Keynes Fire Authority Organisational Assessment”, published by the Audit Commission in December 2009.

Our organisation has been going through a period of transition and has taken on a challenging service transformation programme. During 2009-10 our new Chief Fire Officer took up post and started to appoint a new senior management team and has taken forward a programme of Fire Authority member involvement and development. In spite of the challenges we continue to face, overall our performance for the year was good.

During 2009, an evaluation of public services known as Comprehensive Area Assessment was undertaken across England where local services were monitored by separate watchdogs – the Audit Commission, Care Quality Commission, Her Majesty's Inspectorates of Constabulary, Prisons and Probation, and Ofsted. Comprehensive Area Assessment brought the work of these watchdogs together.

The results for Buckinghamshire & Milton Keynes Fire Authority indicated that we were performing adequately, but also recognised the achievements we

continued to make in reducing the number of fires and injuries from fire and the work we continue to undertake with young people in helping the local councils and the police to reduce the number of deaths and injuries on our roads. It also recognised how we are working efficiently with other local organisations, such as Thames Valley Police and voluntary organisations, to improve services while keeping down costs and staying within budget.

By the end of March 2010, we had met all our targets that directed our delivery to achieve three of our objectives. There were two objectives we fell marginally short of achieving. Within the Thames Valley Safer Roads Partnership, we did not see the desired decrease we had set ourselves in the number of people killed or seriously injured on our roads and we did not reap the benefits of our newly-recruited Retained Duty System firefighters during the reporting year due to the rigorous training they have to undergo before undertaking operational duties.

## Our performance

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In April 2009, we published our three-year Integrated Risk Management Plan for 2009-12. It outlines how Buckinghamshire Fire & Rescue Service will live up to the pledge that it is making people safer and sets out to:

- Identify who or what is most at risk of fire and other emergencies.
- Determine where they are and how best to reach them.
- Identify the best way to reduce and manage the risk.
- Ensure resources are deployed in proportion to the magnitude of the risks.

The plan highlights measures designed to prevent emergency incidents from happening in the first place, protect the public from the effects of incidents should they occur and respond effectively when people call 999.

It looks in detail at risks and trends and identifies how and where we can make the biggest difference to people's safety.

Special emphasis is given to initiatives designed to help vulnerable members of the community, including elderly people and young drivers, and Buckinghamshire Fire & Rescue Service's work with other organisations to reduce fire-related crime and anti-social behaviour.

A 20-page summary was also produced to help make the Integrated Risk Management Plan even more accessible to a larger number of people.



Clockwise from the top left:  
The IRMP, a poster highlighting the targets and the summary.

The following five pages summarise our performance against the targets that we set under our five strategic objectives of making people safer:

**In their homes**

**At work and in public places**

**On the roads**

**In their communities**

**In an emergency**

We have summarised delivery against our targets together with other key achievements under each of our objectives

## Making people safer in their homes

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During 2009-10 we were called to 42 fewer accidental dwelling fires than originally predicted for the year. This has a positive impact on the number of people suffering from the effects of fire in terms of personal injury and loss. In terms of financial loss, this equates to an estimated economic saving to the communities we serve of £306,600 in terms of damage to dwellings in the past year alone.

We have a strong focus on our community safety work which continues to make people safer in their homes. Our home safety checks are provided to reduce home fires and the fear of crime. Working with our local partners we continue to achieve our targets in terms of the number of home safety checks we undertake. Partners use a 'signposting' system, available across both Buckinghamshire and Milton Keynes, where local people can use other agencies such as health care workers to refer a request for a check.

During 2009-10 we fitted 7,525 smoke alarms and continue to record an increasing number of fitted smoke alarms when attending domestic property fires – 72 per cent in 2009-10 compared to 58 per cent in the previous year.

We will continue our drive to engage with the public through community safety activities. Our staff are enthusiastic about this and work with town and parish councils and Neighbourhood Action Groups where they can.

We have lots of initiatives underway, such as Handy Vans, a road safety project, and a variety of fire safety courses for adults and children, and will carry out a free safety check of your home and fit free smoke detectors where necessary.

Ring 01296 744477 or send an email to [cs@bucksfire.gov.uk](mailto:cs@bucksfire.gov.uk) or to book an appointment.

If you are fitting your own smoke alarms:

- Fit one smoke detector to each floor at least 30 centimetres (12 inches) away from any wall or light fitting at ceiling level.
- Make sure your detector has the British Standard Kitemark on it.
- If you have only one smoke alarm, fit it in a place where it can be heard throughout your home – particularly when you are asleep!
- If you have a one-year smoke detector, test the battery once a week and change the battery annually.
- Buckinghamshire Fire & Rescue Service recommends 10-year tamper-free detectors fitted with push buttons.

## Making people safer at work and in public places

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Buckinghamshire Fire & Rescue Service continues to perform strongly in terms of reducing the risk of fire by targeting non-domestic properties with the highest risks. For 2009-10 our target was to reduce commercial property fires by five per cent based upon the average recorded during the previous three years. We recorded 15 per cent fewer property fires than estimated for the year. We had a good risk assessment process in place well before recent changes in legislation and now have risk assessments for a high number of buildings throughout the county.

Two major prosecutions of multi-national companies are evidence of how well we are undertaking our fire protection responsibilities in making people safer at work and in public places. We risk-assess and prioritise buildings, audit care homes and boarding schools, undertake thematic audits and maintain key information about sites, hold seminars for businesses identified as being at risk and have guidance manuals which are reviewed on an annual basis.

Buckinghamshire Fire & Rescue Service is using new technology to improve the way it mobilises fire appliances, enabling it to reach incidents faster. Since December 2009, fire appliances have been fitted with onboard computers to inform crews of risks as they attend incidents and to give them all of the information that they need to do their job.

False alarms caused by commercial automatic fire alarms cost us dearly in terms of time and money in mobilising our fire appliances and crews. Over the past 12 months we have continued in our drive to reduce the number of repeat calls to

the same location. We have been working very closely with the proprietors and emphasising the need to maintain their alarm systems in good working order to protect those people working in or visiting their premises. This also reduces unnecessary attendances by our fire crews. For 2009-10, this initiative has resulted in us attending 529 fewer repeat false alarms at the same premises with an overall reduction of 326 on the total number of automatic fire alarm incidents received.

Fire safety training is an essential requirement for every organisation in order to protect employees, visitors and residents and to ensure the integrity of the workplace. Our Industrial and Commercial Training Unit provides an extensive range of fire safety training courses that enable organisations both to fulfil their legal obligations and to protect their businesses and employees. Courses are provided for all businesses, local authorities and other non-commercial organisations.

Fire safety in your workplace belongs to you! Courses that are available through our Industrial and Commercial Training Unit include:

- Managing fire safety.
- Basic fire awareness.
- Fire warden and refresher courses.
- Fire safety instructors
- Hotel fire safety.
- Warehouse fire safety.
- Fire safety on construction sites.
- Initial and refresher breathing apparatus.

## Making people safer on our roads

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Buckinghamshire Fire & Rescue Service is contributing to reductions in deaths and injuries on local roads. However, in 2009-10, the number of road traffic collisions involving people over the age of 65 continued to cause concern. Considerable work is underway on road safety initiatives through Thames Valley partnerships. Through partnership working,

Buckinghamshire & Milton Keynes Fire Authority lobbied Buckinghamshire County Council to include road safety in the Local Area Agreement plans, as this work was known to be a community priority.

During recent years, just over half of all collisions in Buckinghamshire and Milton Keynes that led to death or serious injury were on rural roads, with 39 per cent on urban roads and 10 per cent on motorways. We are addressing this by focusing on high-risk road users such as young people, motorcyclists and those driving for work.



We are focusing attention on where we can have the most impact. For example, Learn & Live presentations are made to 16- and 17-year-olds at schools and colleges along with the Thames Valley-wide Safe Drive Stay Alive campaign. The number of road traffic collisions for most age groups has reduced in the county but it is still well above the average for England.

We recognise that it is important to reduce the number of casualties and fatalities that are occurring through road traffic collisions. We have joined with other partnerships and stakeholder groups to form the Thames Valley Safer Roads Partnership.

The partnership's strategy is to reduce the number of road traffic casualties through a measured criteria based upon the five Es:

- Educate the public about the importance of driving at appropriate speeds.
- Engineer out the problems.
- Encourage drivers to adopt safer driving practices.
- Enforce, including the use of camera technology, to achieve compliance with posted speed limits.
- Evaluate the measures annually.

As part of our proactive education we have developed two new reduction packages:

- Community safety officers targeting schools.
- A multi-agency road show.

## Making people safer in their communities

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During the year, we have fully delivered against all five targets that underpin our strategic objective in making people safer in their communities. For the last few years in Buckinghamshire and Milton Keynes, deliberate fires involving vehicles and dwellings have fallen. In 2009/10 we recorded a 40 per cent reduction in the number of deliberate dwelling fires and a 20 per cent decline in deliberate vehicle fires.

The introduction of local neighbourhood plans through our partnership officers, who are located at fire stations across Buckinghamshire and Milton Keynes, has created a better link between fire stations and local community safety partnerships. Our staff are now enthusiastically engaged with local communities and delivering community safety support.

At the start of 2009, Buckinghamshire Fire & Rescue Service began hosting the Bucks Crime and Disorder Act Partnership information hub. This is a team of analysts working with data provided by statutory and non-statutory partners involved in crime and disorder reduction. The information hub is located in Brigade Headquarters to give the fire service immediate access to tactical information, providing an opportunity to influence priorities.

The highly successful Sparx course is a strong example of partnership working which has produced good outcomes for young people, including improved school attendance. Sparx was devised by Buckinghamshire Fire & Rescue Service's youth inclusion officer and has been designed to help raise fire safety awareness within the community. Many of

the students who are invited to take part are following the ASDAN (Award Scheme Development and Accreditation Network) vocation course, which is run in many schools for young people who are not undertaking the whole national curriculum.

This is a six-week course designed for young people to engage with the fire service and to raise fire safety awareness, and involves pupils spending one day a week at a fire station. A total of 90 young people have successfully completed the course during 2009-10 and several schools are now booked in for new courses.

Community-building using the Arson Task Force has been successfully undertaken in Castlefield, High Wycombe, where Buckinghamshire Fire & Rescue Service has worked hard to play a role in strengthening the local community. We recognise that there is room to build upon these local successes and expand similar programmes to other communities throughout Buckinghamshire and Milton Keynes.

We continue to build links and develop relationships with local communities with a focus on minority groups. Efforts are being made to increase the awareness of employment opportunities within minority ethnic communities, by attending festivals, roadshows and through working with mosques and Radio Ramadan. We are also looking to do more with our advocate scheme to enable members of the community to provide home fire safety checks to their friends and neighbours who may otherwise have been reluctant to have such checks done.

## Making people safer in an emergency

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*The response was amazing, if it hadn't been the above address would be 'no more'. The site was difficult to approach as well as tricky to walk in. The crew were both cautious and very efficient, tidied up well and were very careful when entering the house. After the fire was out they took a lot of care to make sure that it didn't re-ignite, plus coming back to make doubly sure. My wife and myself will be eternally grateful to all of them.*

Extract from a letter we received from a resident following a house fire.

During 2009, Buckinghamshire Fire & Rescue Service was one of 30 fire and rescue services across the UK that commissioned market research through Opinion Research Services (ORS) to gauge the level of satisfaction in the service we provide to our communities.

For the second year running, Buckinghamshire Fire & Rescue Service has been ranked first in the survey which measures how well firefighters perform at emergency incidents in the home. It was conducted between April 2009 and March 2010 and used feedback from 176 people in Buckinghamshire and Milton Keynes who had called out Buckinghamshire Fire & Rescue Service and who later gave their views by filling in an "After the Incident" form.

The survey was split into three categories – "initial contact", "service at the scene" and "information and advice". Firefighters were ranked on speed of response, how

polite, helpful, efficient, reassuring, informative and sensitive they were, and whether they kept the effect of the incident to a minimum. Householders were also asked for their views on the quality of any safety advice they were given at the scene.

Buckinghamshire Fire & Rescue Service received an overall satisfaction score of 99 per cent, putting it in first place. It also scored 99 per cent in three sub-categories – politeness of firefighters, being kept informed during the incident and the effect of the incident being kept to a minimum.

From 2009, new standards for fire cover were established which allow for the first fire appliance to arrive within 10 minutes from being alerted following receipt of a 999 call on 75 per cent of occasions and within 20 minutes on 98 per cent of occasions. Over the past year, Buckinghamshire Fire & Rescue service has consistently responded in line with



**Our wholetime crews met response standards 98 per cent of the time.**

these standards. If staff are already at the station to crew the fire appliance and the appliance is operationally ready, then the fire appliance is deemed available to respond to emergencies.

For wholetime staff – that is those staff working at our full-time fire stations seven days a week, 24 hours a day – this was achieved 98 per cent of the time over the past year, which is marginally off the 99 per cent target we set for ourselves.

For retained duty firefighters – staff who have other occupations and are available on call for a certain number of hours per week and live close to their local fire

stations – availability is around 77 per cent, which has prevented us from meeting our target of 95 per cent. We continue to experience a consistent increase in the availability of retained duty staff, which supports the need to continue with the positive work that we have undertaken in this area.

It can take a considerable amount of time for newly-recruited retained duty staff have a positive impact on the availability of our retained fire appliances because of the time taken to complete training, but while we report here below-target performance, the improvement in availability is set to continue.

## Financial performance

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### Expenditure

In setting the budget of 2009-10, Buckinghamshire & Milton Keynes Fire Authority raised the amount required from the council tax payers of Buckinghamshire and Milton Keynes by 4.99 per cent.

The levy on council tax band D properties for 2009-10 was set at £57.69 for the year based on the number of band D properties, equating to 295,241. That, in turn, equates to an actual cost amounting to £37.83 for each individual living in Buckinghamshire and Milton Keynes, with the result that we have one of the lowest Fire Authority precepts in the country.

A precept is the amount of money collected by a local authority, from individuals, via their council tax, which goes towards the cost of funding the fire and rescue service.

Central Government places fire and rescue services of similar size and demographic proportions into family groups to enable fair comparisons to be made. The table below compares the cost per person within our family group.

Family group costs per 1,000 population 2009-10	Per 1,000 population	Cost per person £	Rank
Family group average	39,249	39.25	
Suffolk	31,484	31.48	1
Northamptonshire	34,255	34.26	2
Norfolk	34,783	34.78	3
Wiltshire	35,477	35.48	4
Cambridgeshire	36,510	36.51	5
Buckinghamshire & Milton Keynes	37,830	37.83	6
Oxfordshire	37,954	37.95	7
Dorset	38,739	38.74	8
Royal Berkshire	39,084	39.08	9
West Sussex	44,381	44.38	10
Bedfordshire & Luton	46,022	46.02	11
County Durham & Darlington	46,402	46.40	12
East Sussex	47,312	47.31	13

**Table source:** Net expenditure (excl capital charges) from CIPFA Fire & Rescue Service Statistics Publication 2009.

This table shows the costs of running our services against the budget for 2009-10 as a whole.

2008-09 actual £000s	Expenditure	2009-10 actual £000s	2009-10 budget £000s	2009-10 breakdown of expenditure
22,630	Employees	23,705	23,968	79%
1,121	Premises	1,304	1,261	4%
1,632	Transport	1,305	1,391	4%
4,081	Running costs	3,046	3,303	10%
1,606	Capital charges	995	774	3%
<b>31,070</b>	<b>Expenditure total</b>	<b>30,355</b>	<b>30,697</b>	

Service expenditure is analysed between the main operational divisions of service and central services. The percentage of spend by service area is:

- Firefighting and rescue operations – **85%**
- Community fire safety – **10%**
- Central services – **5%**

We generated a small surplus and this is explained on page 30 in the section headed Reserves.

The biggest area of spend in central services is on corporate and democratic core. These are the costs of running Buckinghamshire & Milton Keynes Fire Authority associated with being democratically accountable to the local population and having to fulfil certain statutory obligations, a proportion of senior management time, audit inspection, legal costs and a contribution towards the running costs of the South East Regional Management Board.

Within the service's areas, the split of net expenditure can be seen as follows:

<b>2008-09 net expenditure £000s</b>	<b>Community fire safety</b>	<b>% of net expenditure within service ares</b>	<b>2009-10 net expenditure £000s</b>
1,305	Statutory inspection and certification	42	1,279
1,813	Prevention and education	58	1,792
3,118	Total		3,071

<b>2008-09 net expenditure £000s</b>	<b>Firefighting and rescue operations</b>	<b>% of net expenditure within service ares</b>	<b>2009-10 net expenditure £000s</b>
23,923	Operational responses	94	23,450
1,264	Communications and mobilising	5	1,391
192	Securing water supplies	1	169
25,379	Total		25,010

<b>2008-09 net expenditure £000s</b>	<b>Central services</b>	<b>% of net expenditure within service ares</b>	<b>2009-10 net expenditure £000s</b>
1,103	Corporate and democratic core	99	1,309
70	Non distributed costs	1	16
1,173	Total		1,325

## Income

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Buckinghamshire Fire & Rescue Service is funded in four main ways;

- Precepts – an individual’s contribution in their council tax.
- Government grant funding – a central government grant settlement is paid to each fire authority. Each fire and rescue service has to negotiate its own grant according to size and demand on its services.
- Redistributed business rates – a tax charged to occupiers of non-domestic properties. It is collected centrally by local authorities and redistributed across the different services.
- Generated income – this is income that we have generated providing and charging for training courses to external bodies, recovery of costs from other partners for employees seconded within other organisations, charges to other authorities for services provided to them, rents for space provided on our premises and charges to staff for the provision of vehicles with associated running costs.

The table below provides a breakdown of the income we receive through these channels.

2008-09 actual £000s		2009-10 actual £000s	2009-10 budget £000s	2009-10 breakdown of income
-3,022	Income	-2,588	-2,477	8%
-15,974	Precepts	-16,868	-16,825	55%
-1,385	General government grants	-2,137	-2,137	7%
-9,952	Non domestic rates distribution	-9,258	-9,258	30%
<b>-30,333</b>	<b>Totals</b>	<b>-30,851</b>	<b>-30,697</b>	

## Reserves

Reserves are the profit achieved by an organisation where a certain amount of it is put back into the business, which can help the business in their rainy days.

We spent slightly less than we received last year, leading to a small surplus on our revenue account:

2008-09 £000s	Revenue Account surplus	2009-10 £000s
-30,333	Income	-30,851
31,070	Cost of services	30,355
736	Surplus for the year	-496

The surplus for the year was added on those accumulated from previous years to give a new working balance on the general reserve of £3.011m.

We handled significant amounts of cash during year as set out in this table:

2008-09 £000s	Cash flow	2009-10 £000s
328	Cash at 1 April 2009	345
30,492	Plus cash in	32,896
30,475	Less cash out	32,910
345	Cash at 31 March 2010	331

The Treasurer has confirmed to Buckinghamshire & Milton Keynes Fire Authority that reserves are adequate. There is a mixture of earmarked and general reserves.

The revenue reserves are as follows at 31 March 2010:

Balance at 31 March 2009 £000s	Reserve	Balance at 31 March 2010 £000s
2,515	General fund balance	3,011
50	Control room (unforeseen events)	150
785	Debt repayment	568
329	Invest to save	372
400	Transformation reserve	400
0	Transitional grant reserve	170
<b>4,079</b>		<b>4,671</b>

## Net assets

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Our net assets are detailed further in this table:

2008-09 £000s	Net Assets	2009-10 £000s
31,896	Land, building, plant and equipment	32,088
7,211	Investments	7,542
1,073	How much others owe us	1,059
345	How much cash we have	331
<b>New liabilities</b>		
3,279	What we owe (excluding Central Government for things such as tax etc)	2,817
275	Central Government	472
8,443	Leases and long term borrowing	10,337
28,528	Total assets less total liabilities	27,394

How much we owe to others excludes our pension liabilities. We are required by law to contribute to pension provision for all our staff (wholetime, retained and support staff). The long-term liability for the accrued benefits is £194,047,000 as at 31 March 2010.

## Capital projects

The aim of the capital programme is to continue to provide an efficient, effective and sustainable service to the public by:

- Relocating and renewing key installations such as fire stations to ensure that they are in the right places bearing in mind future community risks, and that our fire stations remain fit for purpose and compliant with all modern standards and building regulations.
- Replacing our fire appliance fleet and equipment as they age and become unfit for use.
- Investing in modern information and communication technology so that it is compatible with developments such as regional control centres and FireLink, the new national radio system for fire and rescue services which puts all emergency services on the same frequency and system.
- Continued investment in the latest operational equipment.

A total of £2,655 million was spent on capital schemes and equipment, as detailed in this table:

2008-09 actuals £000s	Capital expenditure	2009-10 actuals £000s
418	Maintaining our existing buildings	757
792	New buildings (purchase design and build)	0
513	New vehicles and equipment	1,001
161	ICT (hardware and software)	184
155	Operational equipment	713
<b>2,039</b>	<b>Totals</b>	<b>2,655</b>

How was it financed?		
669	Capital borrowing	1,540
17	Capital receipts	0
210	Capital grants	695
1,143	Revenue contributions	420
<b>2,039</b>	<b>Totals</b>	<b>2,655</b>

## Treasurer's statement

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As the statutory financial officer for Buckinghamshire & Milton Keynes Fire Authority, I can confirm that this year's Statement of Accounts has been prepared in accordance with proper practices as set out in the Chartered Institute of Public Finance and Accountancy/Local Authority (Scotland) Accounts Advisory Committee Code of Practice on Local Authority Accounting in the United Kingdom.

### Certificate of the Treasurer

I hereby certify that this Summary Statement of Accounts presents fairly the financial position of Buckinghamshire & Milton Keynes Fire Authority as at 31 March 2010 and its income and expenditure for the financial year 2009-10.

Buckinghamshire & Milton Keynes Fire Authority's accounts have been audited by the Audit Commission – the



Government's independent public spending watchdog. We have received an unqualified audit opinion as in the previous year.

You can download a full copy of the Statement of Accounts from our

website at [www.bucksfire.gov.uk](http://www.bucksfire.gov.uk) – click on the link to the “What we spend and how we spend it” link from the home page.

Hard copies are also available on request. Please use the email or postal addresses on page 2.

**David Skinner BA CPFA**  
**Acting Director and Treasurer**  
**Buckinghamshire & Milton Keynes**  
**Fire Authority**

## Our plans

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For 2010-11, we have reviewed the aspirations outlined in the 2009-12 Integrated Risk Management Plan and believe that no change is required. We will therefore continue to work towards making people in Buckinghamshire and Milton Keynes safer:

### In their homes

### At work and in public places

### On the roads

### In their communities

### In an emergency

To view the improvements we have achieved and our future plans, please visit Buckinghamshire Fire & Rescue Service website at [www.bucksfire.gov.uk](http://www.bucksfire.gov.uk) and follow the link from the home page to "Where to find information".

### Challenges ahead

In the year ahead, one of our major challenges will be doing more for less – continuing to provide a high level of service while making even more efficiency savings and minimising the impact of the recession on the people we serve and our staff.

The statistical information contained within the 2009-12 Integrated Risk Management Plan indicates that our progress has been steady over recent years. However, sustaining this rate of improvement is likely to be very challenging given the pressures on our budget.

We are planning a range of measures for improving the efficiency of our services, and these are outlined within the 2009-12 Integrated Risk Management Plan. These will help Buckinghamshire Fire & Rescue Service focus on achieving the aims it has set in partnership with local people and other local organisations such as local councils, local health services and the police. The plan is designed to ensure that everybody understands the direction that this organisation is taking.

You can find out more about what we've achieved in 2009-10 and review our performance against our national and local performance indicators on pages 37 and 38.

We hope you will embrace opportunities to work with us so that collectively we can make a difference.

## Further information

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### Statement of Responsibility

Buckinghamshire & Milton Keynes Fire Authority is responsible for the preparation of the Annual Report and for the information set out within it and the assumptions and estimates on which they are based.

The authority is also responsible for setting in place appropriate performance management and internal control systems from which the information and assessments in the performance plan have been derived.

The authority is satisfied that the information and assessments included in the plan are in all material respects accurate and complete and that the plan is realistic and achievable.

### Equal Opportunities Statement

Buckinghamshire and Milton Keynes contain a diverse mix of communities, religions and cultures. Buckinghamshire & Milton Keynes Fire Authority acknowledges the importance of providing

appropriate access to information and services for all its communities.

### Statement of Contracts

Buckinghamshire & Milton Keynes Fire Authority is required to state and certify that all individual contracts awarded during the past year involving a transfer of staff comply, where applicable, with the requirements in the Code of Practice on Workforce Matters in Local Authority Service Contracts. This authority certifies that no such contracts were awarded during 2009-10.

### Feedback

If you would like further information, or wish to comment on our plans, you can do so by:

**Email:** [enquiries@bucksfire.gov.uk](mailto:enquiries@bucksfire.gov.uk)

**Post:** Buckinghamshire Fire & Rescue Service, Brigade Headquarters, Stocklake, Aylesbury, HP20 1BD

**Fax:** 01296 744600

# Appendix 1

## 2009-10 IRMP action plan targets and end-of-year outturn

Making people safer	2009-10 actual	2009-10 target	Actual vs target
<b>In their homes</b>			
1.1 Accidental dwelling fires	375	417	-42
1.2 Accidental dwelling fire injuries	21	35	-14
1.3 Accidental dwelling fires where no smoke alarm fitted	29%	43%	-14%
1.4 Accidental dwelling fires confined to room of origin	90.7%	93%	-2.3%
<b>At work and in public places</b>			
2.1 Fires in non-domestic premises	285	334	-49
2.2 Automatic fire alarms in non-domestic premises	1,239	2,074	-835
2.3 Repeat calls to AFAs in non domestic premises	646	972	-326
2.4 Reduce economic losses from non-domestic fires	N/A	N/A	
<b>On the roads (figures to December 2009 only)</b>			
3.1a Road traffic collisions involving 0- to 16-year-olds	200	223	-23
3.1b RTCs involving 17- to 24-year-olds	475	543	-68
3.1c RTCs involving people over 65	151	144	7
3.2a No of people aged 0-16 killed/seriously injured in RTCs	20	31	-11
3.2b No of people 17-24 killed/seriously injured in RTCs	60	70	-10
3.2c No of people over 65 killed/seriously injured in RTCs	30	27	3
<b>In their communities</b>			
4.1 Deliberate vehicle fires	276	378	-102
4.2 Deliberate dwelling fires	51	72	-21
4.3 Rubbish fires in top 15 Index of Multiple Deprivation areas	62	138	-76
4.4 Malicious false alarms not attended	124	264	-140
4.5 Malicious false alarms attended	161	216	-55
4.6 Enhanced single assessment checks for flood risk	N/A	N/A	
<b>In an emergency</b>			
5.1 Zero staff deaths or serious injuries	0	0	0
5.2 Attendance within 10 minutes	74.2%	75%	-0.8%
5.2 Attendance within 20 minutes	98.3%	98%	0.3%
5.3 PDA within 20 minutes	86.2%	80%	6.2%
5.4 Wholetime appliance availability	98.2%	99%	-0.8%
5.5 Retained Duty System appliance availability	77.1%	95%	-17.9%
5.6 Appliance and staff resourcing levels	94.4%	99%	-4.6%
5.7 Maintain control room facilities (number of staff)	23	23	0
5.8 Maintain OASD score of 3	N/A	N/A	

## Appendix 2

### How do we compare – national and family group performance 2009-10

#### Notes:

**National average:** The national average was calculated upon the provisional 2009-10 data for 39 fire and rescue services, excluding metropolitan fire and rescue services. *Fire Statistics Monitor 2009-10, Department for Communities and Local Government, September 2010.*

**Family group:** The family group comprises Bedfordshire & Luton, Buckinghamshire & Milton Keynes, Cambridgeshire, Dorset, County Durham & Darlington, East Sussex, Norfolk, Northamptonshire, Oxfordshire, Royal Berkshire, Suffolk, West Sussex and Wiltshire.

**Primary fires:** All fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances.

**Secondary fires:** Fire incidents that did not occur at a primary fire location, were not a chimney fire in an occupied building, did not involve casualties (otherwise categorised as a primary fire) and were attended by four or fewer appliances.

	Bucks & MK	National average	Family group rank
<b>Total number of fires</b>	2,842	3,488	8/13
Fatalities in accidental dwelling fires	1	3	3/13
Non-fatal casualties in accidental dwelling fires	34	76	4/13
<b>Total number of primary fires</b>	1,550	1,580	10/13
Primary fires in dwellings	426	543	6/13
Accidental dwelling fires	375	476	6/13
Primary fires in other buildings	343	344	9/13
Primary fires in road vehicles	492	511	10/13
Deliberate primary fires	522	525	8/13
Deliberate road vehicle primary fires	254	273	10/13
Deliberate primary fires, locations other than vehicles	241	265	8/13
<b>Total number of secondary fires</b>	1,292	1,733	8/13
Deliberate secondary fires	640	1,202	5/13
<b>Total number of false alarms</b>	3,138	3,994	6/13
Malicious false alarms	161	162	11/13
Due to automatic fire detection equipment	1,769	2,620	5/13
False alarms with good intent	1,208	1,212	6/13

## Appendix 3

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### Fire station addresses and email addresses

Amersham Fire Station, Woodside Road,  
Amersham, Bucks, HP6 6AN  
ame-cmd@bucksfire.gov.uk

Aylesbury Fire Station, Stocklake,  
Aylesbury, Bucks, HP20 1BD  
ayl-adm@bucksfire.gov.uk

Beaconsfield Fire Station, Skelton Close,  
Beaconsfield, Bucks, HP9 1EA  
bea-cmd@bucksfire.gov.uk

Bletchley Fire Station, Sherwood Drive,  
Bletchley, Milton Keynes, MK3 6DT  
ble-cmd@bucksfire.gov.uk

Brill Fire Station, Temple Street, Brill,  
Bucks, HP18 9SU  
bri@bucksfire.gov.uk

Broughton Fire Station, Childs Way,  
Broughton, Milton Keynes, MK10 9AP  
bro-cmd@bucksfire.gov.uk

Buckingham Fire Station, Bourton Road,  
Buckingham, Bucks, MK18 1BE  
buc-cmd@bucksfire.gov.uk

Chesham Fire Station, Bellingdon Road,  
Chesham, Bucks, HP5 2NN  
che@bucksfire.gov.uk

Gerrards Cross Fire Station, Oxford Road,  
Tatling End, Gerrards Cross, Bucks,  
SL9 7AL  
gex-cmd@bucksfire.gov.uk

Great Holm Fire Station, Haddon,  
Great Holm, Milton Keynes, MK8 9HP  
gho-cmd@bucksfire.gov.uk

Great Missenden Fire Station, High Street,  
Great Missenden, Bucks, HP16 0PB  
gmi@bucksfire.gov.uk

Haddenham Fire Station, Stanbridge  
Road, Haddenham, Bucks, HP17 8JX  
had@bucksfire.gov.uk

High Wycombe Fire Station, St Mary  
Street, High Wycombe, Bucks, HP11 2HE  
hwy-cmd@bucksfire.gov.uk

Marlow Fire Station, Parkway, Marlow,  
Bucks, SL7 1RA  
mar@bucksfire.gov.uk

Newport Pagnell Fire Station, Wolverton  
Road, Newport Pagnell, MK16 8EL  
npa-cmd@bucksfire.gov.uk

Olney Fire Station, East Street, Olney,  
Bucks, MK46 4DH  
oln@bucksfire.gov.uk

Princes Risborough Fire Station, New  
Road, Princes Risborough, Bucks,  
HP27 0BS  
pri@bucksfire.gov.uk

Stokenchurch Fire Station, Oxford Road,  
Stokenchurch, Bucks, HP14 3RQ  
sto@bucksfire.gov.uk

Waddesdon Fire Station, High Street,  
Waddesdon, Bucks, HP18 0JB  
wad@bucksfire.gov.uk

Winslow Fire Station, High Street,  
Winslow, Bucks, MK18 3HD  
win@bucksfire.gov.uk



Buckinghamshire & Milton Keynes Fire Authority  
**MAKING YOU SAFER**  
PREVENTING PROTECTING RESPONDING  
[WWW.BUCKSFIRE.GOV.UK](http://WWW.BUCKSFIRE.GOV.UK)

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