

## **Corporate Performance Indicators including On Call System Performance – April to September 2022 (Quarter 2)**

### **Report of the Chief Fire Officer**

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### **1 Executive Summary**

This report presents a summary of the Service's performance from April to September 2022.

### **2 Recommendations**

The Committee is asked to note the report

### **3 Performance Review**

The Corporate Performance Indicators (CPIs) for 2022/23 (fiscal year) were agreed by the Strategy and Resources Committee at its meeting on 23 March 2022. These were:

- All fires (CPI 1)
- Accidental dwelling fires (CPI 2)
- Deliberate fires (CPI 3)
- Fire related deaths and serious injuries (CPI 4)
- Fires confined to room of origin (CPI 5)
- Injuries sustained to staff through operational activity (CPI 6)
- Response standard - monitored against 3 categories of Urban, Town & Fringe and Rural. (CPI 7)
- Fires in regulated buildings (CPI 8)
- Diversity, Establishment and Firefighter Competence (CPI 9)

## 4 Corporate Performance Indicators

The following section provides a breakdown of performance against each of the CPIs

**CPI.1 - All Fires – 2022/23 Target: 1190 (Tolerance = +/- 5%)**

**All Fires – 699**



Month	Lower	Upper	Monthly Totals	Cumulative
<b>April</b>	149	165	107	<b>107</b>
<b>May</b>	228	252	75	<b>182</b>
<b>June</b>	321	355	91	<b>273</b>
<b>July</b>	426	471	142	<b>415</b>
<b>August</b>	504	557	198	<b>613</b>
<b>September</b>	578	639	86	<b>699</b>

This CPI provides an overview of activity in relation to firefighting activity. The CPI is made up of primary fires such as building fires and vehicles, secondary fires inclusive of grassland and refuse and chimney fires that are categorised separately.

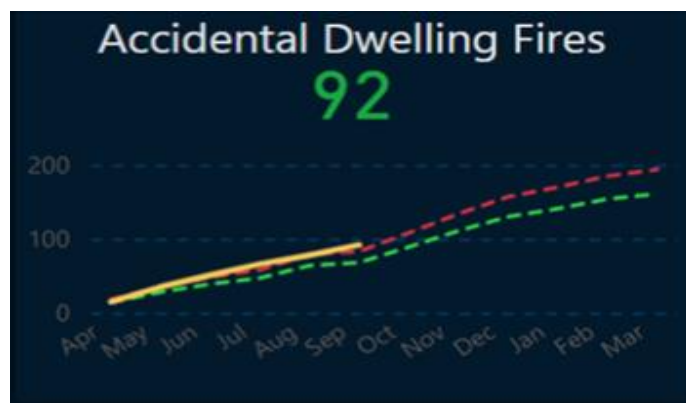
Analysis has shown that when the reporting period is broken down, performance was improving month on month however in the second quarter, with the UK seeing a significant and unprecedented increase in heat temperatures, the Service saw a large increase in numbers of accidental fires in the open in July and August. This brings the cumulative total to 699 which is above the upper tolerance for year to date so far.

Out of those incidents in Q2, 122 were grass fires which is a 72% increase from the same time last year. There was also a 22% increase in accidental dwelling fires and a 28% increase in deliberate fires; further information can be found within this report.

Monitoring of performance against this CPI will continue and Officers are confident that this CPI will come back within tolerance over the coming months following the trend for September when the weather stabilised.

**CPI. 2 - Accidental Dwelling Fires – 2022/23 Target: 222 (Tolerance = +/- 10%)**

**Accidental Dwelling Fires - 92**



Month	Lower	Upper	Monthly Totals	Cumulative
April	14	18	15	15
May	28	35	20	35
June	39	48	16	51
July	47	58	15	66
August	64	79	12	78
September	68	83	14	92

The second quarter fires show a 22% increase in the number of Accidental Dwelling Fires (ADFs) from the same quarter last year (32 in Q2 2021/22, 41 in Q2 2022/23). It is important to note that the reduction in the number of fires that was seen last year were unprecedented decreases, not seen in any of the previous 5 years. The figures for July and September are in line with previous years statistics. The cumulative total for ADFs for the reporting period is 92, which is a 18.4% increase on the same period last year (75).

The top two causes of these fires were faulty appliances / leads and misuse of equipment / appliances. Of positive note is that 88% of these fires were confined to room of origin and 93% had smoke alarms fitted in the property.

Officers recognise that the increase in the cost of living and the impact on vulnerable groups trying to heat their homes as we are approaching winter months may have an impact on this CPI, and CPI 5. As such, performance is being closely monitored.

**CPI.3 – Deliberate Fires – 2022/23 F/Y Target: 404 (Tolerance = +/- 7%)**  
**Deliberate Fires – 182**



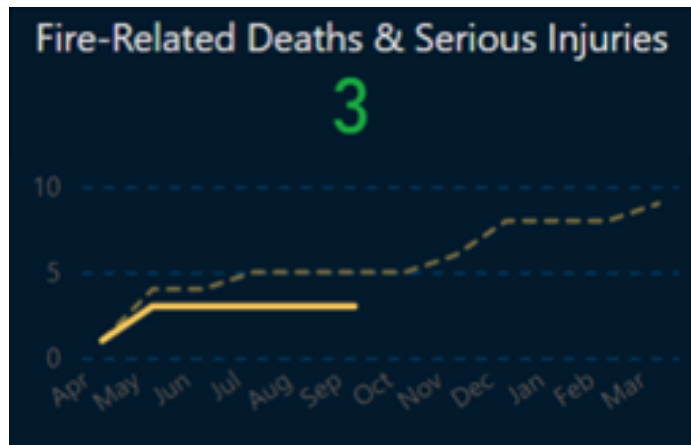
Month	Lower	Upper	Monthly Totals	Cumulative
April	40	46	37	37
May	68	78	24	61
June	97	111	17	78
July	132	152	39	117
August	147	169	42	159
September	166	190	23	182

The cumulative total for the reporting period was 103, a 28.1% increase on the same period last year. However, when included as the year-to-date figure there is only a 1.7% increase (3 incidents), and figures are well within tolerance.

August has seen a substantial increase in recorded deliberate fires. July and August suffered some of the hottest sustained temperatures on record causing the ground, crops, and vegetation to be extremely dry and susceptible to higher risk of catching fire. This is one possible reason for high numbers in July and August following on from periods of sustained reductions.

The Prevention Team continues to work with crews and partners to identify hot spots, and the Service's Arson Crime Officers enable close links with Police colleagues to be created with shared intelligence driving activity. There is no specific area profile where fires have occurred, and there is a continued decline in the number of gang related arson incidents involving vehicles.

## CPI.4 - Fire Related Deaths and Serious Injuries



Month	Deaths	Cumulative	Serious Injuries	Cumulative
April	0	0	1	1
May	0	0	2	3
June	0	0	0	3
July	0	0	0	3
August	0	0	0	3
September	0	0	0	3

As agreed at the Strategy and Resources Committee in March 2021, the statistics for this CPI have been separated to identify the number of serious injuries and the number of fire related deaths.

When analysing the incident types, 1 were recorded as deliberate and 2 as accidental. We are pleased to report no fire-related deaths or serious injuries this quarter.

## CPI.5 - Fires Confined to Room of Origin - Tolerance = +/- 2% Fires Confined to Room of Origin – cumulative 87%



Month	Lower %	Upper %	Monthly Totals	Cumulative
April	77	81		85%
May	81	85		84%
June	80	84		82%
July	80	83	12/15	81%
August	82	86	11/12	84%
September	83	87	13/14	87.9%

In March 2021, the proposal for the new CPIs Indicators was presented to the Strategy and Resources Committee, where it was agreed that the Service would continue to utilise this CPI as an internal performance measure.

This is due to the CPI enabling the Service to ascertain how its combined Prevention, Protection and Response capabilities have performed, whilst also allowing for trends to be identified such as building construction, human behaviours, incident types and firefighting tactics.

Performance for the reporting period sees the year-to-date average within the target tolerance. Year to date 12.1% of fires have not been confined to room of origin. Of the 5 fires not confined to room of origin this quarter, one was a houseboat, one was in a house under construction, and one started in a bin which spread to the external soffits & guttering.

It is worthy of note that this CPI is vulnerable to variance given the 2% tolerance set and factors such as weather, industrial and agricultural processes and human behaviour all having an influence.

### CPI.6 - Injuries Sustained to Staff Through Operational Activity

Corporate Performance Indicators	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Yes – Operational – Fire/RTC	0	1	3	0	2	1							7
Yes - Operational Training – Fire/RTC	0	0	1	0	0	3							4
Yes -Operational - not Fire/RTC	1	0	0	0	0	0							1
Yes - Operational Training - Not Fire/RTC	0	1	0	0	0	1							2

The figures provided in the table above show a total of 14 injuries to staff from operational activity during the reporting period, which is in line with the same period last year.

Out of the 7 injuries recorded during Q2, two were RIDDOR reportable as over 7-day absence events. These were a knee injury when stepping off a ladder which resulted in a fall, and a broken leg when a firefighter jumped off a fence.

This CPI remains susceptible to variation throughout the year. Every incident is used to inform how the Service’s current processes and working practices can be improved. It remains difficult to determine the trajectory at this stage of the reporting period.

**CPI.7 - Response Standard- Attendance on average of 85% of occasions**



The Response Standard is split into 3 distinct areas, with the aspirations set out below:

- Urban – first fire engine in 10 minutes
- Town and fringe – first fire engine in 15 minutes
- Rural – first fire engine in 20 minutes

At the end of September 2022, the average Response Standard was 92%, which compares to the average Response Standard of 94.22% achieved at the same period last year.

During Q1 there were 27 occasions where the response standard target was not achieved - 8 in April, 8 in May and 11 in June. 23 of these incidents were attended by wholetime crews and 4 by on-call crews. 21 incidents were classified as Urban, 3 incidents as Town & Fringe and 3 incidents as Rural.

During Q2 there were 48 occasions where the response standard was not achieved – 18 in July, 18 in August and 12 in September. There was a significant increase in the number of emergency calls attended due to the extreme hot weather conditions seen across the county and UK. During this period appliances were mobilised directly from incidents and outside of station areas due to the sheer volume of calls. This is reflected in the figure of 21 below, relating to distance travelled to incidents. The other high number of 12 (incident location differing from initial call location) was due to the callers being uncertain of exact locations at the time of call.

Reasons for not achieving the target Response Standards in Q2 were:

- Incident location different to mobilising information – 12 x incidents
- Difficult access – 6 x incidents
- Distance to incident – 21 x incidents
- Road closures – 3 x incidents
- Technical issue with MDT – 5 x incidents
- Human Error – 1 x incident

The purpose for monitoring performance across the 3 areas is to enable the Service to scrutinise and interrogate data, that will enhance performance through the identification of any trends and allowing for the reallocation of resources across Prevention, Protection and Response.

This approach formed a significant element within the consultation for the Community Risk Management Plan (CRMP) 2021-25 and is used as an internal performance measure.

It is pleasing to report that the combined response average requirement of 85% has been surpassed in all 3 areas, leading to strong performance over the reporting period.

### **CPI.8 - Fires in Regulated Buildings** **Fires in Regulated Buildings - 42**





Month	Total (Month)	Total (YTD)
April	12	12
May	3	15
June	12	27
July	6	33
Aug	6	39
Sept	4	43

This CPI was added for 2021/22 and enables the Service to scrutinise performance in connection with Protection activity. The breakdown of incident types can be found below:

- April 12 fires, 1 deliberate, 11 accidental
- May 3 fires, all recorded as accidental
- June 12 fires, all recorded as accidental
- July 6 fires, 2 deliberate, 4 accidental
- August 6 fires all recorded as accidental
- September 4 fires, 1 deliberate, 3 accidental

Q1 figures followed a steadier trajectory than last year, with the fire premises type, cause of fire and origin being within the current Risk Based Inspection Programme and in line with annual trends.

In Q2 fires were lower than Q1 and below average for the quarter. Electrical, cooking and overheating remain the top causes of fires in this area.

Officers will continue to monitor this CPI and comparisons in quarterly reporting will be made in future reports.

## CPI.9 - Establishment, Diversity and Firefighter Competence

### Headcount by sex and ethnicity as of 30 September 2022:

#### Gender (by post)

	On Call	Wholetime	Support Staff	Fire Control	Overall
Male	268 (↑ 5) 91.78%	180 (↑8) 92.78%	36 (↑1) 40%	4 (s) 19.05%	488 (↑14) 82.02%
Female	24 (↓1) 8.22%	14 (↓1) 4.22%	52 (↑1) 59%	17 (s) 80.95%	107 (↓1) 17.98%
<b>Total</b>	<b>292 (↑4)</b>	<b>194 (↑7)</b>	<b>88 (↑2)</b>	<b>21 (s)</b>	<b>595 (↑13)</b>

## Ethnicity (by post)

	On Call	<u>Wholetime</u>	Support Staff	Fire Control	Overall
<b>White British (inc. English / Welsh / Scottish)</b>	193 (↑3) 66.09%	148 (↑3) 76.29%	69 (↑1) 78.41%	15 (s) 71.43%	425 (↑7) 71.43%
<b>White Irish</b>	0 (s)	3 (↑ 1) 1.55 %	0 (s)	1 (s) 4.76%	3 (s) 0.50%
<b>White Gypsy/Romany</b>	0 (s)	1 (s) 0.51%	0 (s)	0 (s)	1 (s) 0.17%
<b>Any other white</b>	3 (s) 1.03%	2 (s) 1.03%	0 (s)	0 (s)	5 (s) 0.84%
<b>Asian/Asian British</b>	1 (s) 0.34%	0 (s)	2 (s) 2.27%	0 (s)	3 (s) 0.50%
<b>Black or Black British</b>	0 (s)	3 (s) 1.55%	0 (s)	0 (s)	3 (s) 0.50%
<b>Mixed / other background</b>	0 (s)	1 (s) 0.51%	0 (s)	0 (s)	1 (↓s) 0.17%
<b>Mixed / White Asian</b>	0 (s)	0 (s)	0 (s)	0 (s)	0 (s)
<b>Mixed White and Black Caribbean</b>	1 (↑1) 0.34%	0	0	0	1 (↑1) 0.17%
<b>Any other ethnic group</b>	0 (s)	0 (s)	0 (s)	0 (s)	0 (s)
<b>Other Asian/Asian unspecified</b>	0 (s)	0 (s)	1 (s) 1.14%	0 (s)	1 (s) 0.17%
<b>PNTS</b>	0 (s)	2 (s) 1.03%	1 (s) 1.14%	0 (s)	3 (s) 0.50%
<b>Not completed</b>	94 (s) 32.19%	34 (↑3) 17.52%	15 (s) 17.04%	5 (s) 23.81%	148 (↑4) 24.87%
<b>Total</b>	<b>292 (↑4)</b>	<b>194 (↑7)</b>	<b>88 (↑2)</b>	<b>21 (s)</b>	<b>595 (↑13)</b>

	On call	<u>Wholetime</u>	Support Staff	Fire Control
<b>Total Workforce</b>	<b>49.07%</b>	<b>32.60%</b>	<b>14.79%</b>	<b>3.53%</b>

There has been little movement in these categories since the last report. There has been one on-call recruits course that has started during this period and an overall increase in headcount due to retirements and leavers from the Service – whilst some of the headcount has stayed the same, the percentages have increased due to the overall numbers of employees decreasing.

## Competencies

The competency of operational staff remains a critical element in keeping our people and the communities of Shropshire safe. Analysis of core competencies have been carried out and cover the following areas:

Competence Area	Competent (%)	Awaiting Renewal (%)
Breathing Apparatus	94	6
SWAH & Confined Space	100	0
RTC	100	0
Emergency Response Driver Training (ERDT)	93	7
Incident Command (L1 XVR)	96	4
Incident Command (L1 Refresher)	85	15
Rope Rescue Operator	100	0
Water First Responder (W/T)	100	0
Water First Responder (On-Call)	100	0
Swiftwater Rescue Technician	100	0
Swiftwater Rescue Technician Boat Operator	100	0
First Responder Emergency Care (FREC)	94	6
FREC for On Call	65	35

When seeking to understand the data within the table above, further investigation into the reasons for individuals falling out of certification and competency were identified.

This included the fact that individuals may currently be away from the workplace due to long term absence or working modified duties, whilst completing a workup plan to return to full operational capability. Others have courses booked.

It is worthy of note that one individual may also be showing out of competence across a range of competence areas as the areas reported make up core and specialist aspects of the Firefighter role.

## 5 On Call Duty System Performance

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Average
Albrighton	80.59%	85.42%	73.51%	72.72%	58.87%	78.54%	74.94%
Baschurch	88.40%	86.66%	92.22%	90.83%	84.54%	90.80%	88.91%
Bishops Castle	97.85%	97.31%	92.64%	91.97%	90.05%	94.17%	94.00%
Bridgnorth	91.81%	93.58%	90.63%	93.01%	84.98%	96.94%	91.82%
Church Stretton	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cleobury Mortimer	98.37%	98.52%	95.73%	93.75%	93.41%	92.22%	95.33%
Clun	96.18%	92.04%	84.76%	94.52%	91.63%	88.99%	91.35%
Craven Arms	97.12%	99.36%	99.10%	96.84%	90.22%	96.88%	96.59%
Ellesmere	100.00%	100.00%	100.00%	100.00%	100.00%	99.97%	99.99%
Hodnet	98.30%	98.96%	99.55%	99.43%	99.60%	98.61%	99.07%
Ludlow	93.09%	94.83%	92.99%	85.92%	92.91%	97.78%	92.92%
Market Drayton	98.65%	99.13%	97.05%	95.36%	92.94%	98.96%	97.01%
Minsterley	94.65%	98.69%	97.88%	94.39%	96.98%	97.71%	96.72%
Much Wenlock	90.10%	84.24%	73.96%	88.84%	81.69%	74.83%	82.28%
Newport	93.23%	90.99%	85.87%	85.99%	83.90%	84.51%	87.42%
Oswestry	94.69%	98.82%	95.28%	94.35%	89.55%	93.72%	94.40%
Prees	84.69%	62.47%	48.75%	51.28%	67.27%	76.46%	65.15%
Shrewsbury	93.30%	80.21%	71.11%	65.49%	58.27%	55.97%	70.72%
Tweedale	85.07%	73.29%	64.79%	64.45%	27.55%	56.67%	61.97%
Wellington	88.16%	92.44%	88.78%	89.01%	87.67%	88.44%	89.08%
Wem	100.00%	99.66%	99.97%	100.00%	100.00%	95.38%	99.17%
Whitchurch	92.92%	97.11%	95.49%	88.54%	84.41%	90.63%	91.51%
Average	93.51%	91.99%	88.18%	88.03%	84.38%	88.55%	89.11%

With society having returned to business-as-usual following Covid-19, it is encouraging to see that on-call availability remains good, albeit with a reduction in overall availability on the same period last year. A recent recruitment campaign has been successful with several new staff awaiting competence sign off so they can join their stations.

On-call availability and sustainability remain a high priority for Officers, with work continuing with the on-call sustainability project and the recommendations arising from the work so far.

## 6 Financial Implications

There are no financial implications arising from this report.

## 7 Legal Comment

Section 21 of the Fire and Rescue Services Act 2004 provides the statutory authority for the Fire Service National Framework and requires fire and rescue authorities to have regard to the Framework in carrying out their functions. Members should have due regard to the Framework and, in particular, paragraph 2.8 in relation to the publication of performance information:

'Fire and rescue authorities must make their communities aware of how they can access comparable data and information on their performance'.

## **8 Equality Impact Assessment**

There are no equality or diversity implications arising from this report. An e-EQIA is not, therefore, required.

## **9 Appendices**

There are no appendices attached to this report.

## **10 Background Papers**

There are no background papers associated with this report.