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Shropshire and Wrekin Fire and Rescue Authority
Standards, Audit and Performance Committee
28 September 2023

Corporate Performance Indicators including On Call Duty System Performance – April to June 2023

Report of the Chief Fire Officer

For further information about this report please contact Simon Hardiman
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Collaboration on 01743 260186.

1 Executive Summary

This report presents a summary of the Service's performance from April to June 2023.

2 Recommendations

The Committee is asked to note the report.

3 Performance Review

The Corporate Performance Indicators (CPIs) for 2023/24 (fiscal year) were agreed by the Strategy and Resources Committee at its meeting on 22 March 2023. 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)

The new set of performance indicators agreed in 2021 provide the ability to monitor performance through the direction of travel and ensure that it is in line with the performance target through applying a tolerance as opposed to a numerical target as was the case from 2015-2021.

At the time of setting the CPIs, it was noted that they would present challenges for the Service. However, the year-end report for the period April 2022 to March 2023 showed that good progress was made against the tolerances for most CPIs – with clear rationale for areas where performance may have dipped.

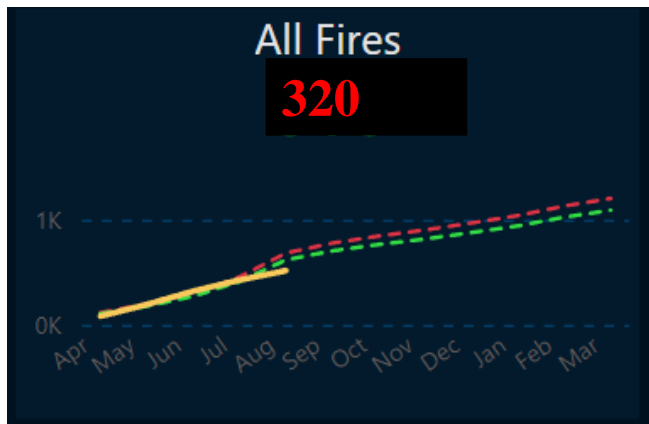
It should be noted that the reporting period is in relation to Quarter 1 (Q1), so should be viewed as indicative only when considering potential end of year performance.

4 Corporate Performance Indicators

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

CPI.1 - All Fires- Tolerance = +/- 5%

All Fires – **320**



CPI 1 – All Fires					
2023/24 F/Y Target: 1068 (+/- 5%)					
Month	Lower	Projection	Upper	Monthly Totals	Cumulative Total
April	105	110.5	116	82	82
May	178	187.3	197	111	193
June	271	285.2	300	127	320

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 is impacted by a high return in June, with April and May being within tolerance with 82 and 111 fires respectively, increasing to 127 for June, bringing the cumulative to 320 which is above the upper tolerance for year to date so far.

Out of those incidents, 63 were attributed to accidental dwelling fires and 104 were deemed to be deliberate in nature. Further information can be found within this report.

Monitoring of performance against this CPI will continue and Officers are confident that this CPI will continue to stay within tolerance over the coming months.

CPI. 2 - Accidental Dwelling Fires - Tolerance = +/- 10%
Accidental Dwelling Fires - 51

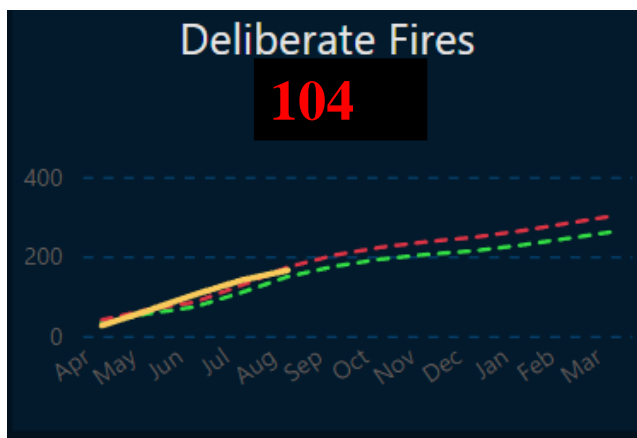


CPI 2 – Accidental Dwelling Fires					
2023/24 F/Y Target: 175 (+/- 10%)					
Month	Lower	Projection	Upper	Monthly Totals	Cumulative Total
April	14	15.5	17	11	11
May	32	35.5	39	21	32
June	46	51.1	57	19	51

The cumulative total for Accidental Dwelling Fires (ADFs) for the reporting period is 51, which is equal to the same period last year.

The causes of these fires were faulty appliances / leads, misuse of equipment / appliances and careless handling. Of positive note is that 87.5% of ADFs had smoke alarms in the property.

CPI.3 - Deliberate Fires- Tolerance = +/- 7%
Deliberate Fires - 104



CPI 3 – Deliberate Fires					
2023/24 F/Y Target: 268 (+/- 7%)					
Month	Lower	Projection	Upper	Monthly Totals	Cumulative Total
April	34	36.5	40	26	26
May	56	60.2	66	38	64
June	73	78.4	85	38	104

The cumulative total for the reporting period was 104, a 31.6% increase on the same period last year. Overall, for the first quarter, there are no distinct patterns identified, for June, 28 out of the 38 being in the Telford & Wrekin district, 6 in Shrewsbury, and 4 in the wider county.

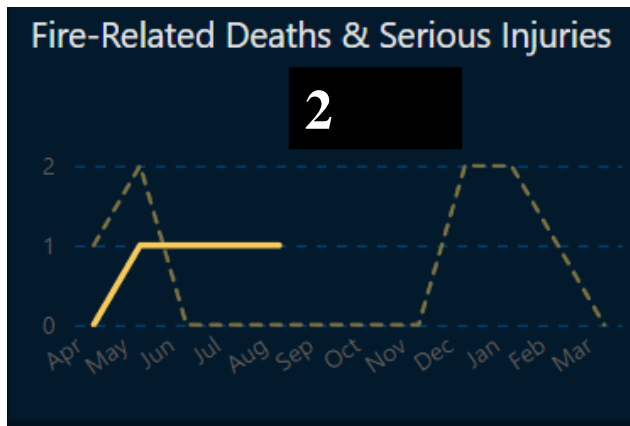
Within the Shropshire area there were no distinct patterns to the offences. None of the incidents are within the same neighbourhoods.

Telford and Wrekin saw small pockets of similar incident types in recognised crime hotspots / locations and identified areas of deprivation. However, none were sufficient to identify a long-term pattern to undertake single or multiagency tasking or targeting based on the low number of incidents in specific wards.

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.

Commented [LG1]: @Rabinder Dhami Would you be able to provide a commentary for this CPI.

CPI.4 - Fire Related Deaths and Serious Injuries

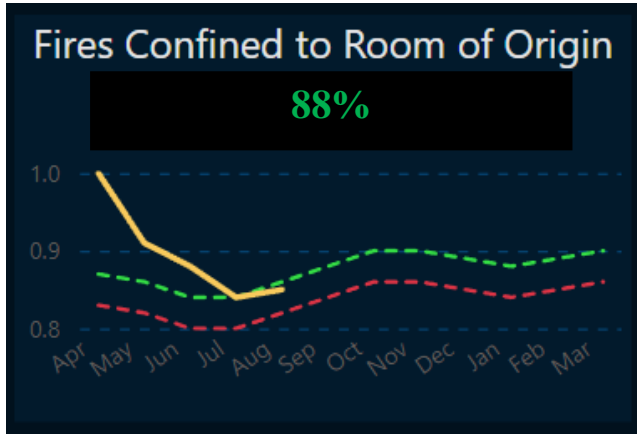


CPI 4 – Fire Related Deaths and Serious Injuries				
2023/24 F/Y Target: N/A (Figures and Narrative Only)				
Month	Deaths	Cumulative Total	Serious Injuries	Cumulative Total
April	0	0	0	0
May	0	0	1	1
June	0	0	1	2

As agreed at the Strategy and Resources Committee in March 2022, 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, both serious injuries were recorded as accidental.

CPI.5 - Fires Confined to Room of Origin- Tolerance = +/- 2%
Fires Confined to Room of Origin – 68 (cumulative 88%)



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 there have been 68 fires confirmed to room of origin, 11 not, which is just within tolerance levels.

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	0	1										1
Yes - Operational Training – Fire/RTC	0	0	0										0
Yes -Operational - not Fire/RTC	0	0	0										0
Yes - Operational Training - Not Fire/RTC	0	1	0										1

The figures provided in the table show a total of two injuries to staff from operational activity during the reporting period, which is a reduction on the same period last year.

Out of the 2 injuries recorded, both were RIDDOR reportable as over 7-day absence events.

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 June 2023, the average Response Standard was 92%, which compares to an average Response Standard of 92% achieved at the same period last year 2022/23.

During Q1 there were 19 occasions where the response standard target was not achieved - 4 in April, 7 in May and 8 in June. 15 of these incidents were attended by wholetime crews and 4 by on-call crews. 14 incidents were classified as Urban, 2 incidents as Town & Fringe and 3 incidents as Rural.

Reasons for not achieving the target Response Standards include:

- Incident location different to mobilising information
- Appliance mobilised out of area station area
- Distance travelled
- Road Closure
- Awaiting attendance of sufficient crew
- Difficult/narrow access issues

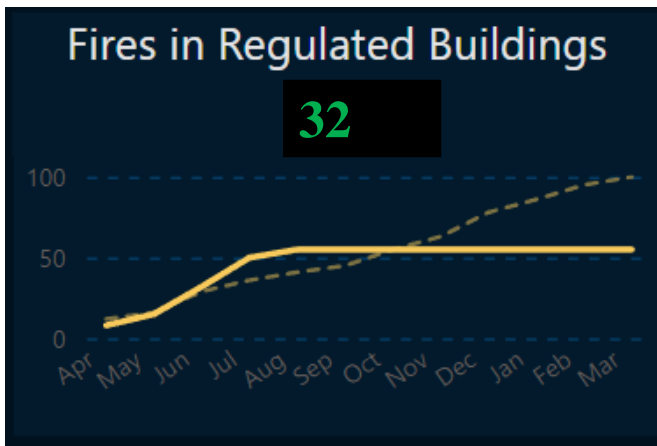
The purpose for monitoring performance across the three areas is to enable the Service to scrutinise and interrogate data, that will enhance performance through the identification of any trends and allowing for the reallocation of resources across Prevention, Protection and Response.

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 average 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 - 32



CPI 8- Fires in Regulated Buildings		
2023/24		
Month	Total (Month)	Total (YTD)
April	8	8
May	7	15
June	17	32

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 8 fires, 3 deliberate, 5 accidental
 May 7 fires, 1 deliberate, 6 accidental
 June 17 fires, all recorded as accidental

Q1 figures shows a 10% increase when compared to 2022/23, however the fire premises type, cause of fire and origin are within the current Risk Based Inspection Programme and are in line with annual trends. Electrical, cooking and overheating are the top three 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

Establishment and diversity figures are reported on a six-monthly basis, and will be presented at the next Standards, Audit and Performance Committee.

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:

Commented [LG2]: [@Mia Temple](#) could you provide a short commentary on the Q1 figures, as you'll remember we didn't have a full reporting period in the last Performance and Risk meeting

Commented [LG3]: [@Emily Geare](#) [@Niamh Brinkley](#) I have taken the below table from the report given in June. The reporting period was a short one though and only included april and may. Do the figures look vastly different when April, May and June 2023 is included?

Competence Area	Competent (%)	Awaiting Renewal (%)
Breathing Apparatus	94	6
SWAH/Confined Space	96	4
RTC	97	3
Emergency Response Driver Training (ERDT)	96	4
Incident Command (L1 XVR)	90	10
Incident Command (L1 Refresher)	79	21
Rope Rescue Operator	98	2
Water First Responder (W/T)	100	0
Water First Responder (On-Call)	100	0
Swiftwater Rescue Technician	100	0
Swiftwater Rescue Technician Boat Operator	97	3
First Responder Emergency Care (FREC)*	98	2

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	Average		Apr 2023	May 2023	Jun 2023	Average
Albrighton	80.59%	85.42%	73.51%	79.84%	Albrighton	72.15%	72.51%	64.97%	71.83%
Baschurch	88.44%	86.66%	92.67%	89.26%	Baschurch	96.42%	95.60%	92.88%	95.06%
Bishops Castle	97.85%	97.31%	92.64%	95.93%	Bishops Castle	97.78%	98.79%	98.13%	98.91%
Bridgnorth	96.39%	95.36%	92.33%	94.69%	Bridgnorth	98.02%	98.92%	96.88%	98.34%
Church Stretton	100.00%	100.00%	100.00%	100.00%	Church Stretton	100.00%	100.00%	100.00%	100.00%
Cleobury Mortimer	98.37%	98.52%	95.52%	97.47%	Cleobury Mortimer	94.69%	91.94%	95.42%	95.93%
Clun	96.18%	92.04%	84.76%	90.99%	Clun	85.73%	80.24%	92.78%	91.65%
Craven Arms	97.12%	99.36%	99.10%	98.53%	Craven Arms	99.83%	99.87%	99.86%	99.71%
Ellesmere	100.00%	100.00%	100.00%	100.00%	Ellesmere	100.00%	100.00%	100.00%	100.00%
Hodnet	98.30%	98.96%	99.55%	98.94%	Hodnet	97.81%	98.15%	97.53%	97.78%
Ludlow	93.09%	94.83%	92.99%	93.63%	Ludlow	89.76%	92.81%	85.03%	91.40%
Market Drayton	98.65%	99.13%	97.05%	98.27%	Market Drayton	92.12%	94.12%	92.60%	92.23%
Minsterley	94.65%	98.69%	97.88%	97.07%	Minsterley	96.53%	92.34%	93.40%	96.22%
Much Wenlock	90.10%	84.24%	73.96%	82.77%	Much Wenlock	91.01%	88.14%	79.31%	90.54%
Newport	93.23%	90.99%	85.87%	90.03%	Newport	93.26%	91.36%	79.34%	90.74%
Oswestry	97.01%	98.89%	95.83%	97.25%	Oswestry	98.58%	95.90%	93.19%	95.89%
Prees	84.69%	62.47%	48.75%	65.30%	Prees	83.75%	72.18%	68.44%	82.35%
Shrewsbury	93.30%	80.65%	70.87%	81.60%	Shrewsbury	48.96%	66.03%	63.72%	73.54%
Tweeddale	85.07%	73.29%	64.55%	74.30%	Tweeddale	54.65%	53.39%	56.81%	67.26%
Wellington	88.16%	92.44%	88.78%	89.79%	Wellington	95.56%	93.75%	86.32%	93.26%
Wem	100.00%	99.66%	99.97%	99.88%	Wem	98.02%	93.38%	93.02%	95.62%
Whitchurch	92.92%	97.11%	95.49%	95.17%	Whitchurch	97.78%	97.38%	98.06%	98.46%
Average	93.82%	92.09%	88.27%	91.40%	Average	90.11%	89.40%	87.62%	91.94%

It is encouraging to see that On Call availability remains high, with only a maintenance in overall availability on the same period last year.

That being said, 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 Conclusions

The Committee is asked to note the contents of the report.

7 Financial Implications

There are no financial implications arising from this report.

8 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’.

9 Equality Impact Assessment

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

10 Appendices

There are no appendices attached to this report.

11 Background Papers

There are no background papers associated with this report.