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Shropshire and Wrekin Fire and Rescue Authority  
Standards, Audit and Performance Committee  
5 December 2019

## Service Targets April to October 2019

### Report of the Chief Fire Officer

For further information about this report please contact Rod Hammerton, Chief Fire Officer, on 01743 260201 or Andy Johnson, Deputy Chief Fire Officer, on 01743 260196.

### 1 Purpose of Report

This report presents a summary of the Service's performance from April to October 2019.

### 2 Recommendations

The Committee is asked to note the report.

### 3 Performance Review

The Service has made a very good start with working towards this year's targets during the first seven months and is seeing an overall improvement over last year's excellent performance.

Six out of seven annual service delivery targets are likely to be met, however the '15 minute Response Standard' faces increasing challenges.

Concentrated efforts in ongoing fire prevention work, especially in more populated areas of Shropshire, are producing positive results.

Wholetime resources based in urban areas have helped reduce the number 'accidental dwelling fires' changing the geographical distribution of incidents across the county.

Consequently, although the number of urban fires is still higher than rural ones, there are now proportionately more outlying incidents, increasing the average travel time.

The targets have also been affected by the October downpours and subsequent flooding, resulting in nearly 20 times more emergency calls.

The comments within the appendix to this report explain how this impacted on the Service and the extraordinary measures put in place to ensure it continued to deliver a good service to the communities of Shropshire, despite these challenges.

Detailed performance data and summary comments on the performance against all of the performance measures are provided in the attached appendix.

## **4 Financial Implications**

There are no financial implications arising from this report.

## **5 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’.

## **6 Initial Impact Assessment**

This report contains merely statements of fact and historical data. An Initial Impact Assessment is not, therefore, required.

## **7 Equality Impact Assessment**

There are no equality or diversity implications arising from this report. An Equality Impact Assessment is not, therefore, required.

## **8 Appendix**

Service Targets Summary Performance April to October 2019

## **9 Background Papers**

There are no background papers associated with this report.

## Service Targets

### Summary Performance April to October 2019

Aims	Measure and Target	Performance to date April to June 2019	How likely is it that the annual target will be achieved?
1. To be there when you need us in an emergency with a professional and well equipped team	<p>1a. The first fire engine will arrive at an emergency incident with at least 4 firefighters within 15 minutes on 89% of occasions</p> <p><b>Comments</b>            Performance against this measure has dropped significantly since August, falling by 1.5% to the current figure of 85.3%. This was almost exclusively due to the severe weather the county experienced on the weekend of 26 October, when the Service received nearly 20 times the normal number of calls for assistance than would typically be expected.</p> <p>This required the Service to put its 'recall-to-duty' processes in place, bringing in off-duty personnel to provide additional support to Fire Control and the officer cadre. This also required Fire Control to implement its call-stacking processes, whereby officers are mobilized to areas impacted by the floods, so that they can do a local risk assessment of the incidents in that area and make appropriately risk assessed decisions about which incidents required full fire engine attendance and which required advice.</p> <p>Despite that extraordinary weekend, the Service was still able to attain a 77% success rate against the 15 minute standard through the month of October. Although this has made the achievement of the annual target even more challenging, our staff should be congratulated for the enormous efforts they all put in to making sure that the risk to life, across Shropshire, was reduced as far as possible.</p> <p>Members should also note that, during November, a boat crew from Shropshire, consisting of both on-duty and off-duty firefighters and officers, was also heavily involved in supporting South Yorkshire, during the severe flooding event that impacted on the communities in and around Doncaster; especially the village of Fishlake. Climate change, and its impacts on the Service into the future, will be a significant consideration within the Fire Authority's ongoing Integrated Risk Management Planning (IRMP) process.</p>	85.3%	Unlikely

Aims	Measure and Target	Performance to date April to June 2019	How likely is it that the annual target will be achieved?
2. To reduce the number of fires in our community	2a. All accidental fires will be reduced to not more than 433 fires during 2019/20	243	<b>Very likely</b>
	<p><b>Comments</b></p> <p>With 87 fewer accidental fires during the year to date, compared to the same period last year, performance against this target continues to be excellent and puts the Service on track to meet the annual target.</p> <p>As well as the success the Service is having in reducing accidental dwelling fires, as highlighted in the next section, this year has also seen a significant drop in the number of agricultural vehicles involved in fire; reducing from 20, during the same period last year, to only 9 this year. This comes on the back of the work we have undertaken through the NFU and through our attendance at the agricultural shows over the last 12 months.</p>	106	<b>Very likely</b>

Aims	Measure and Target	Performance to date April to June 2019	How likely is it that the annual target will be achieved?
2c. Deliberate fires will be reduced to not more than 547 fires during 2019/20	2c. Deliberate fires will be reduced to not more than 547 fires during 2019/20	267	<b>Very likely</b>
	<p><b>Comments</b></p> <p>The performance achieved for the first seven months of this year continues to keep track with the excellent performance from last year. This means the Service remains well on track to meet its annual target, with 52 fires less than was predicted for this period in the year.</p>		
3. To reduce the number of fire related deaths and serious injuries	3a. Fire related deaths and serious injuries in the community will be reduced to not more than 16 during 2019/20	4	<b>Very likely</b>
<p><b>Comments</b></p> <p>Over the last reporting period, the Service has been informed that one of the previous casualties that were believed to have suffered a serious injury from a fire, in fact had a minor injury that did not require any medical treatment. Sadly however, the Service has seen its second fire fatality, following a serious fire in Oswestry.</p> <p>The Service is looking to explore how these tragic events can further support our partnership working with the other agencies, including General Practitioners.</p> <p>Therefore, to date, the Service has now experienced two fire fatalities and two serious injuries during the current year. The Service therefore remains on track to meet this year's annual target.</p>	3b. Injuries sustained to staff through firefighting will be reduced to not more than 21 injuries during 2019/20	9	<b>Very likely</b>
	<p><b>Comments</b></p> <p>The Service experienced two additional injuries to staff during October, resulting in a total of nine injuries to date. The seven injuries reported in the previous report to members is the same figure achieved for the year to date. Only four of the nine injuries were sustained during operational incidents, with the other five occurring during training events. None of the injuries sustained have resulted in absence from work, or required reporting through the RIDDOR process.</p> <p>With such small numbers of injuries, it is difficult to identify any specific trends. However, every incident is used to inform on how our current practices and processes can be improved.</p>		

4. To deliver a fire and rescue service, which provides value for money for our community now and into the future	4a. Fire and heat damage emanating from accidental fires in domestic dwellings and regulated business will be confined to the room of origin on not less than 89.5% of occasions during 2019/20	85.2%	<b>Likely</b>
	<p><b>Comments</b></p> <p>The Service has seen an improvement in the number of fires contained to the room of origin, over the last reporting period, with overall performance having risen from 85.2% in August, to 87.2% in October; only 2.3% short of the annual target.</p> <p>With the county now being past the peak of the agricultural fires that we see each year, it is likely that the improvement we have seen since the summer, will continue, possibly resulting in the target ultimately being met.</p>		
	4b. To obtain an unqualified Value for Money (VFM) conclusion from External Audit	Achieved	<b>Already achieved</b>