

Corporate Performance Indicators including Retained Duty System Performance – April 2024 to March 2025 (Year End)

Report of the Chief Fire Officer

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1 Executive Summary

This report presents a summary of the Service's performance for the year
April 2024 to March 2025.

2 Recommendations

The Committee is asked to note the report.

3 Background

The Corporate Performance Indicators (CPIs) for 2024/25 (fiscal
year) were agreed by the Strategy and Resources Committee at its
meeting on 20 March 2024. 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 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.

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 2023 to March 2024 showed that good progress was made against the tolerances for most CPI's – with clear rationale for areas where performance may have dipped.

4 Corporate Performance Indicators

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

CPI.1 - All Fires – 2024/25 Target: 1060 (Tolerance = +/- 5%)

All Fires – 993



| Month | Monthly Totals | Cumulative |
|-----------|----------------|------------|
| April | 81 | 81 |
| May | 81 | 162 |
| June | 109 | 271 |
| July | 106 | 377 |
| August | 86 | 463 |
| September | 62 | 525 |
| October | 67 | 592 |
| November | 84 | 676 |
| December | 73 | 749 |
| January | 68 | 817 |
| February | 73 | 890 |
| March | 103 | 993 |

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 third quarter, there was an increase in secondary fires in 2024/25 compared to the same

period last year of 58 secondary fires. Following this spike monthly performance goes on to return to expected levels and the annual figure is within tolerance.

CPI. 2 - Accidental Dwelling Fires – 2024/25 Target: 202 (Tolerance = +/- 10%)

Accidental Dwelling Fires - 177



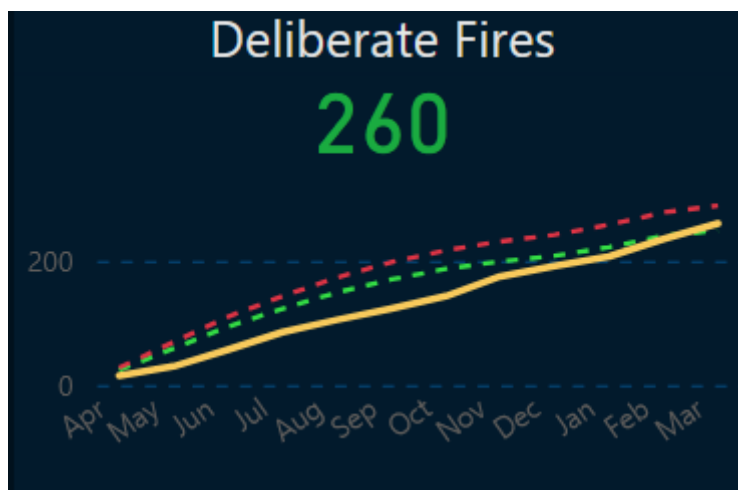
| Month | Lower | Upper | Monthly Totals | Cumulative |
|-----------|-------|-------|----------------|------------|
| April | 10 | 12 | 17 | 17 |
| May | 30 | 36 | 17 | 34 |
| June | 47 | 57 | 16 | 50 |
| July | 61 | 74 | 17 | 67 |
| August | 80 | 97 | 11 | 78 |
| September | 96 | 117 | 11 | 89 |
| October | 109 | 132 | 14 | 103 |
| November | 120 | 145 | 13 | 116 |
| December | 137 | 166 | 13 | 129 |
| January | 152 | 186 | 17 | 146 |
| February | 167 | 204 | 13 | 159 |
| March | 182 | 223 | 18 | 177 |

The cumulative total for Accidental Dwelling fires for the yearly reporting period is 177, which is a 14% decrease on last year (202).

The top two causes of these fires were faulty appliance/leads (22.7%) and misuse of equipment/appliances (25%). 84% of these fires were confined to room of origin, and 95.4% had smoke alarms fitted in the property.

CPI.3 - Deliberate Fires – 2024/25 F/Y Target: 267 (Tolerance = +/- 7%)

Deliberate Fires - **260**



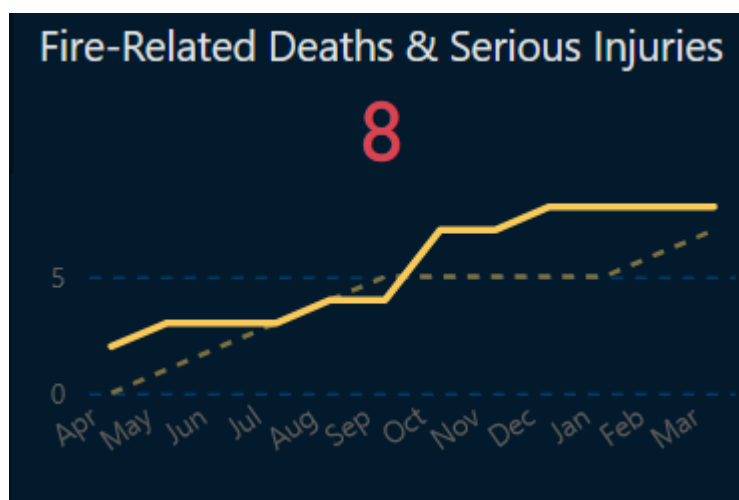
| Month | Lower | Upper | Monthly Totals | Cumulative |
|-----------|-------|-------|----------------|------------|
| April | 24 | 28 | 15 | 15 |
| May | 59 | 69 | 15 | 30 |
| June | 94 | 110 | 27 | 57 |
| July | 123 | 143 | 28 | 85 |
| August | 149 | 173 | 20 | 105 |
| September | 170 | 198 | 18 | 123 |
| October | 187 | 217 | 20 | 143 |
| November | 199 | 231 | 32 | 175 |
| December | 208 | 242 | 17 | 192 |
| January | 222 | 258 | 15 | 207 |
| February | 240 | 278 | 28 | 235 |
| March | 249 | 289 | 25 | 260 |

The cumulative total figures are well within tolerance with an overall annual reduction on last year of just over 2%.

November witnessed the most significant increase in deliberate fires, 182% increase compared to the previous year, equating to 20 extra incidents. Joint tactics have seen this trend reduce throughout 2024/25 and is partly responsible for the overall reduction. Recorded incidents were a wide spread of circumstances that did not flag any specific target issues to address.

The Prevention team continues to work with crews and partners to identify hot spots and the Service 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 as mentioned above there is a continued decline in the number of gang related arson incidents involving vehicles.

CPI.4 - Fire Related Deaths and Serious Injuries



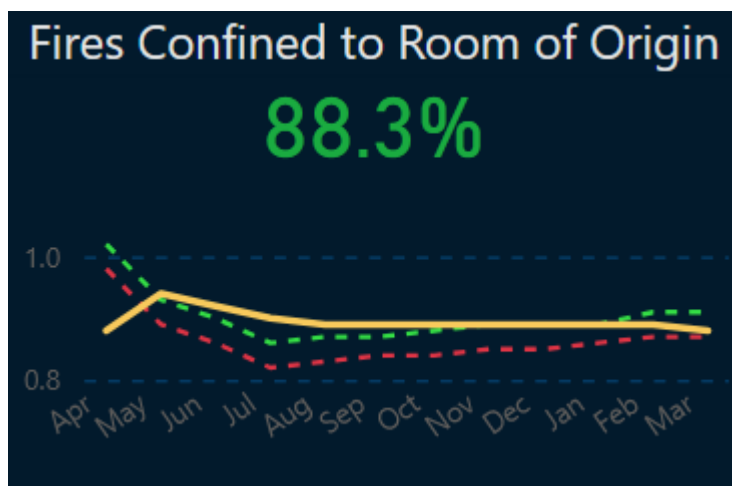
| Month | Deaths | Cumulative | Serious Injuries | Cumulative |
|-----------|--------|------------|------------------|------------|
| April | 0 | 0 | 2 | 2 |
| May | 0 | 0 | 1 | 3 |
| June | 0 | 0 | 0 | 3 |
| July | 0 | 0 | 0 | 3 |
| August | 0 | 0 | 1 | 4 |
| September | 0 | 0 | 0 | 4 |
| October | 0 | 0 | 3 | 7 |
| November | 0 | 0 | 0 | 7 |
| December | 0 | 0 | 1 | 8 |
| January | 0 | 0 | 0 | 8 |
| February | 0 | 0 | 0 | 8 |
| March | 0 | 0 | 0 | 8 |

As agreed at the Strategy and Resources Committee in March 2024, the statistics for this CPI have been separated to identify the number of serious injuries and the number of fire related deaths.

End of year statistics shows 0 fire related deaths in accidental dwelling fires and 8 serious injuries.

In the last quarter (January to March 2025) we have attended 0 fatalities and 0 serious injuries.

CPI.5 - Fires Confined to Room of Origin - Tolerance = +/- 2%
Fires Confined to Room of Origin – cumulative 88.3%



| Month | Lower % | Upper % | Cumulative |
|-----------|---------|---------|------------|
| April | 98 | 102 | 88% |
| May | 89 | 93 | 94% |
| June | 86 | 90 | 92% |
| July | 82 | 86 | 90% |
| August | 83 | 87 | 89% |
| September | 84 | 87 | 89% |
| October | 84 | 88 | 89% |
| November | 85 | 89 | 89% |
| December | 85 | 89 | 89% |
| January | 86 | 89 | 89% |
| February | 87 | 91 | 89% |
| March | 87 | 91 | 88% |

In March 2024, the proposal for this 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 in line with the desired tolerance. Year to date 11.7% of fires have not been confined to room of origin which is a 6% improvement on last year.

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.

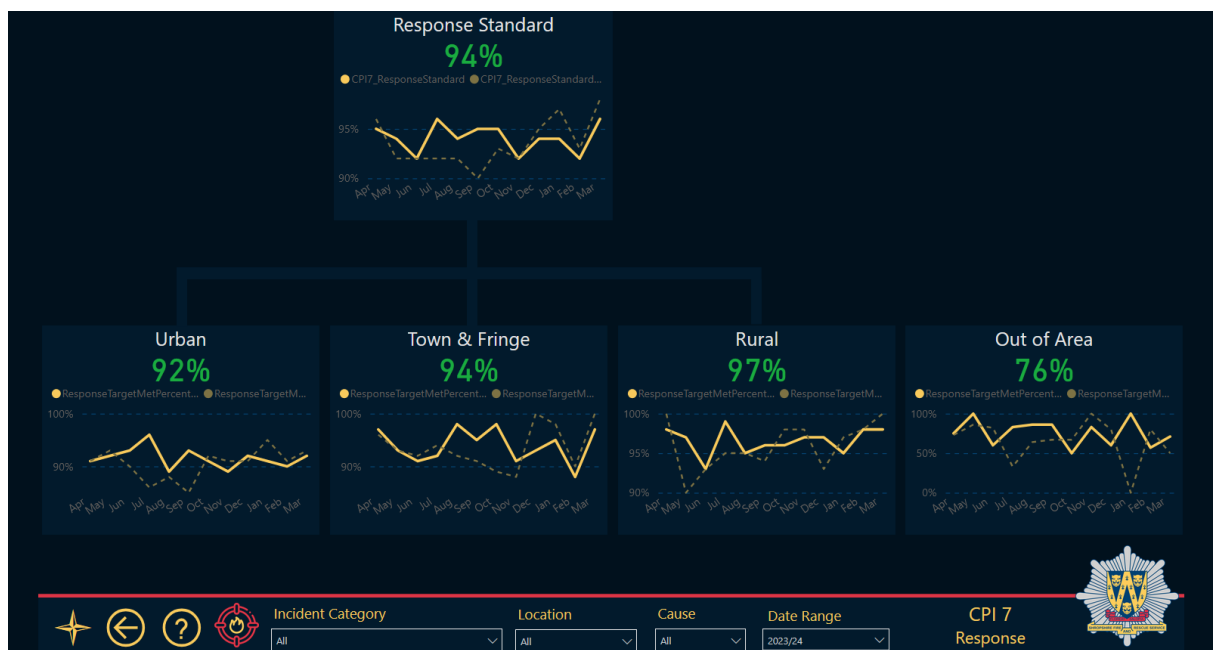
CPI.6 - Injuries Sustained to Staff Through Operational Activity

| MONTH | Total number of accidents | | | 2024-25 RIDDOR |
|--------------|---------------------------|-----------|-----------|-------------------|
| | 2022/23 | 2023/24 | 2024/25 | |
| April | 1 | 0 | 0 | 0 |
| May | 3 | 2 | 1 | 0 |
| June | 4 | 2 | 2 | 0 |
| July | 0 | 1 | 6 | 0 |
| August | 2 | 2 | 0 | 0 |
| September | 7 | 2 | 3 | 1 |
| October | 5 | 0 | 2 | 0 |
| November | 5 | 2 | 1 | 0 |
| December | 0 | 2 | 0 | 0 |
| January | 2 | 4 | 2 | 0 |
| February | 2 | 0 | 3 | 1 |
| March | 0 | 1 | 1 | 0 |
| TOTAL | 31 | 18 | 21 | 2 |

The figures provided in the table above show a total of 21 injuries to staff from operational activity during the reporting period, which is slightly above the figures for the previous year.

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 the year 2024/2025, the average Response Standard was 94%, which is largely in line with the standard achieved for the last year.

Reasons for not achieving the target Response Standards were:

- Incident location different to mobilising information.
- Difficult access
- Distance to incident
- Road closures
- Technical issue with MDT
- Human Error

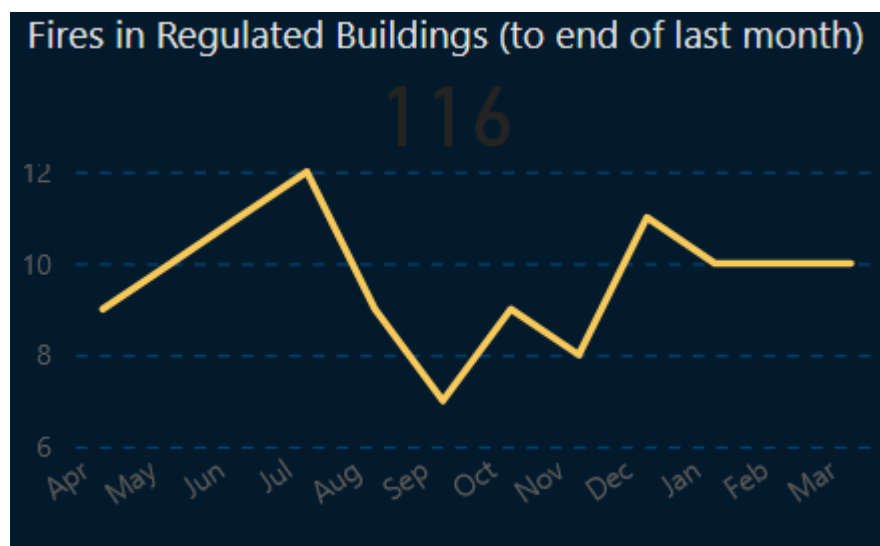
The purpose for monitoring performance across the 3 areas is to enable the Service to scrutinise and interrogate data, that will enhance performance through the identification of any trends and allowing for the reallocation of resources across Prevention, Protection and Response.

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 - 116



| CPI 8 - Fires in Regulated Buildings | | |
|--------------------------------------|---------------|-------------|
| 2024/25 | | |
| Month | Total (Month) | Total (YTD) |
| April | 9 | 9 |
| May | 10 | 19 |
| June | 11 | 30 |
| July | 12 | 42 |
| Aug | 9 | 51 |
| Sept | 7 | 58 |
| Oct | 9 | 67 |
| Nov | 8 | 75 |
| Dec | 11 | 86 |
| Jan | 10 | 96 |
| Feb | 10 | 106 |
| Mar | 10 | 116 |

This CPI enables the Service to scrutinise performance in connection with Protection activity. The incident types for the year 2024/2025 were predominantly accidental, with the fire premises type, cause of fire and origin being within the current Risk Based Inspection Programme.

There has been a 9% decrease of fires in regulated buildings when measured against the same reporting period last year. It is significant to note that 2023/24 saw a 25% increase in comparison. 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

| CPI 9a - Establishment | | | | |
|--|--------------------------|------------------------|---------------------------------|----|
| Reported annually: Percentage of posts filled versus maximum expected establishment. | | | | |
| Location | Max Establishment Number | Current Strength (FTE) | Percentage Establishment Filled | |
| On-call | 323 | 295 | 91.33 | ↑ |
| Wholetime | 180 | 185.95 | 103.3 | ↓ |
| Support Staff | 86.44 | 79.78 | 92.3 | ** |
| Fire Control | 17 | 21 | 123.5 | ↓ |
| Overall | 606.44 | 581.73 | 95.93 | ** |

Headcount by Sex and Ethnicity at 31/03/25:

| | On Call | Wholetime | Non-Uniformed | Fire Control | Total |
|--------------|------------------------|------------------------|-----------------------|---------------------|----------------------|
| Female | 31 (down 3) 10.83% | 18 (s) 9.42% | 50 (down 2) 59.52% | 18 (s) 94.74% | 117 20.17% |
| Male | 255 (down 2) 89.16% | 173 (down 2) 90.57% | 34 (down 1) 40.48% | 1 (down 1) 5.26% | 463 79.82% |
| Total | 286 (down 5) | 191 (down 2) | 84 (down 3) | 19 (down 1) | 580 (down 11) |

Ethnicity (by post)

| | On Call | Wholetime | Non-Uniformed | Fire Control | Total |
|---|-----------------------|-----------------------|---------------------|---------------------|-----------------------|
| Any Other Ethnic Group | 0 (s) | 0 (s) | 0 (s) | 0 (s) | 0 (s) |
| Any Other White | 5 (up 2) 1.74% | 2 (s) 1.05% | 2 (up 1) 2.38% | 0 (s) | 9 (up 3) 1.55% |
| Asian/Asian British | 1 (s) 0.35% | 0 (s) | 3 (s) 3.57% | 0 (s) | 4 (s) 1.21% |
| Black or Black British | 0 (s) | 3 (s) 1.57% | 0 (s) | 0 (s) | 3 (s) 0.52% |
| Mixed / Other Background | 0 (s) | 2 (up 1) 1.05% | 0 (s) | 0 (s) | 2 (up 1) 0.34% |
| Mixed White and Asian | 0 (s) | 0 (s) | 1 (s) 1.19% | 0 (s) | 1 (s) 0.17% |
| Mixed White and Black Caribbean | 1 (up 1) 0.35% | 2 (s) 1.05% | 0 (s) | 0 (s) | 3 (up 1) 0.52% |
| Not stated | 11 (down 51) 3.85% | 7 (down 15) 3.66% | 2 (down 6) 2.38% | 1 (s) 5.26% | 21 (down 72) 3.62% |
| Other Asian/Asian unspecified | 0 (s) | 0 (s) | 2 (up 1) 2.38% | 0 (s) | 2 (up 1) 0.34% |
| Prefer not to say | 2 (s) 0.70% | 5 (s) 2.62% | 2 (s) 2.38% | 1 (down 1) 5.26% | 10 (down 1) 1.72% |
| White British (inc English / Welsh/ Scottish) | 265 (up 42) 92.66% | 167 (up 12) 87.43% | 72 (up 1) 85.71% | 17 (s) 89.47% | 521 (up 55) 89.83% |
| White Gypsy/ Romany | 1 (up 1) 0.35% | 0 (s) | 0 (s) | 0 (s) | 1 0.17% |
| White Irish | 0 (s) | 3 (s) 1.57% | 0 (s) | 0 (s) | 3 (s) 0.52% |
| Total | 286 | 191 | 84 | 19 | 580 |

There has been little movement in these categories since the last report, there has been one on-call recruits course starting during this period. There has been a maintenance of the overall headcount due to retirements and leavers from the Service.

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 | 92 | 8 |
| SWAH/Confined Space | 95 | 5 |
| RTC | 96 | 4 |
| Emergency Response Driver Training (ERDT) | 96 | 4 |
| Incident Command (L1 XVR) | 94 | 6 |
| Incident Command (L1 Refresher) | 93 | 7 |
| Rope Rescue Operator | 99 | 1 |
| Water First Responder (W/I) * | 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) * | 100 | 0 |

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 Retained Duty System Performance

| StationName | Apr 2024 | May 2024 | Jun 2024 | Jul 2024 | Aug 2024 | Sep 2024 | Oct 2024 | Nov 2024 | Dec 2024 | Jan 2025 | Feb 2025 | Mar 2025 | Average |
|-------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|---------|
| Albrighton | 87.36% | 73.22% | 75.73% | 76.98% | 74.50% | 82.36% | 79.60% | 84.58% | 81.42% | 88.27% | 83.85% | 83.43% | 80.90% |
| Baschurch | 92.47% | 85.72% | 91.15% | 83.87% | 84.91% | 88.23% | 91.03% | 94.34% | 91.10% | 95.19% | 90.63% | 86.73% | 89.58% |
| Bishops Castle | 95.63% | 99.26% | 98.23% | 98.45% | 98.59% | 99.41% | 99.33% | 98.72% | 98.76% | 99.40% | 99.74% | 99.70% | 98.77% |
| Bridgnorth | 98.82% | 99.29% | 98.78% | 97.14% | 91.16% | 97.88% | 98.19% | 99.17% | 98.42% | 99.83% | 99.52% | 99.26% | 98.11% |
| Church Stretton | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Cleobury Mortimer | 97.01% | 96.98% | 91.77% | 93.11% | 92.07% | 93.68% | 96.51% | 96.11% | 96.20% | 95.36% | 92.04% | 87.84% | 94.07% |
| Clun | 88.19% | 84.14% | 76.28% | 76.11% | 86.90% | 86.53% | 91.87% | 75.10% | 88.00% | 93.99% | 93.30% | 87.97% | 85.68% |
| Craven Arms | 89.20% | 84.85% | 85.00% | 92.51% | 85.82% | 92.26% | 91.16% | 78.09% | 85.58% | 95.16% | 95.87% | 95.63% | 89.24% |
| Ellesmere | 100.00% | 100.00% | 91.81% | 96.74% | 99.23% | 99.27% | 99.83% | 99.86% | 99.03% | 99.50% | 98.33% | 99.76% | 98.62% |
| Hodnet | 99.03% | 96.98% | 91.35% | 90.15% | 88.81% | 92.71% | 89.65% | 91.88% | 96.17% | 98.92% | 97.40% | 95.36% | 94.01% |
| Ludlow | 94.10% | 94.05% | 88.96% | 97.68% | 90.99% | 87.36% | 93.99% | 92.33% | 96.81% | 97.45% | 96.76% | 94.29% | 93.74% |
| Market Drayton | 82.05% | 90.22% | 83.47% | 90.15% | 63.24% | 85.00% | 81.55% | 84.38% | 70.87% | 89.78% | 95.28% | 87.23% | 83.50% |
| Minsterley | 92.36% | 91.50% | 91.49% | 89.72% | 91.77% | 94.97% | 91.80% | 98.06% | 97.31% | 94.52% | 94.46% | 94.56% | 93.53% |
| Much Wenlock | 82.53% | 85.28% | 85.69% | 91.77% | 89.48% | 86.39% | 79.44% | 95.38% | 97.38% | 98.02% | 94.75% | 93.68% | 89.97% |
| Newport | 85.76% | 72.18% | 55.17% | 60.72% | 72.72% | 75.17% | 61.73% | 81.04% | 75.34% | 92.51% | 92.34% | 90.36% | 76.14% |
| Oswestry | 92.64% | 91.43% | 91.53% | 95.70% | 94.72% | 90.56% | 95.83% | 92.99% | 93.41% | 95.53% | 94.49% | 96.17% | 93.76% |
| Prees RDS | 81.46% | 72.08% | 58.13% | 31.49% | 43.01% | 66.98% | 67.04% | 55.00% | 78.73% | 76.48% | 72.32% | 75.67% | 64.80% |
| Shrewsbury RDS | 53.19% | 44.49% | 38.44% | 53.60% | 62.97% | 63.19% | 43.35% | 58.47% | 63.71% | 77.92% | 72.32% | 69.79% | 58.40% |
| Tweedale | 67.88% | 54.97% | 57.01% | 55.34% | 57.63% | 80.59% | 76.24% | 78.26% | 73.39% | 80.98% | 63.99% | 74.66% | 68.42% |
| Wellington RDS | 85.97% | 85.89% | 79.06% | 83.30% | 78.56% | 86.84% | 84.64% | 89.83% | 90.79% | 98.69% | 96.06% | 95.06% | 87.85% |
| Wern | 99.65% | 99.46% | 99.72% | 98.66% | 100.00% | 99.24% | 96.71% | 99.93% | 98.99% | 99.43% | 100.00% | 99.66% | 99.28% |
| Whitchurch | 95.17% | 93.65% | 94.41% | 87.74% | 83.80% | 90.35% | 93.28% | 93.65% | 98.12% | 99.46% | 96.13% | 93.95% | 93.28% |
| Average | 89.11% | 86.17% | 82.87% | 83.68% | 83.22% | 88.13% | 86.49% | 88.05% | 89.52% | 93.93% | 91.80% | 90.94% | 87.80% |

It is encouraging to see that on-call availability remains good compared to national figures, 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

There are no legal implications arising from this report.

8 Appendices

There are no appendices attached to this report.

9 Background Papers

There are no background papers associated with this report.