

Corporate Performance Indicators including Retained Duty System Performance- April to June 2021

Report of the Chief Fire Officer

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1 Purpose of Report

This report presents a summary of the Service's performance from April to June 2021

2 Recommendations

The Committee is asked to note the report.

3 Performance Review

The Corporate Performance Indicators (CPIs) for 2021/22 (fiscal year) were agreed at Strategy and Resources Committee at its meeting on 18 March 2021. 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 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.

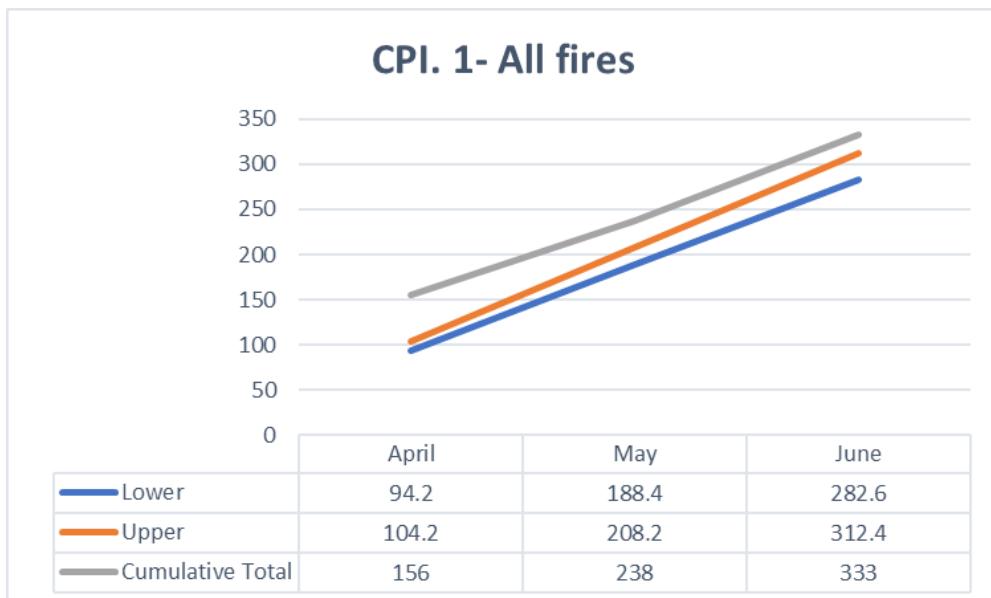
At the time of setting the CPIs, it was noted that they would present challenges for the Service. However, throughout the first quarter (April, May, June), it is clear that good progress is being made against all 5 of the indicators with a tolerance applied and the remaining 4 indicators have a narrative within this report, providing detail of activity.

It should be noted that the reporting period is in relation to Quarter 1, so it is premature to make predictions against yearly performance. The margins are small in terms of actual performance against the applied tolerances, with fire confined to room of origin being variable due to factors such as agricultural building fires that tend to occur during warm dry spells of weather.

4 Corporate Performance Indicators

The following section is produced to provide a breakdown of performance against each of the CPIs

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



This CPI is a new measure introduced to provide 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.

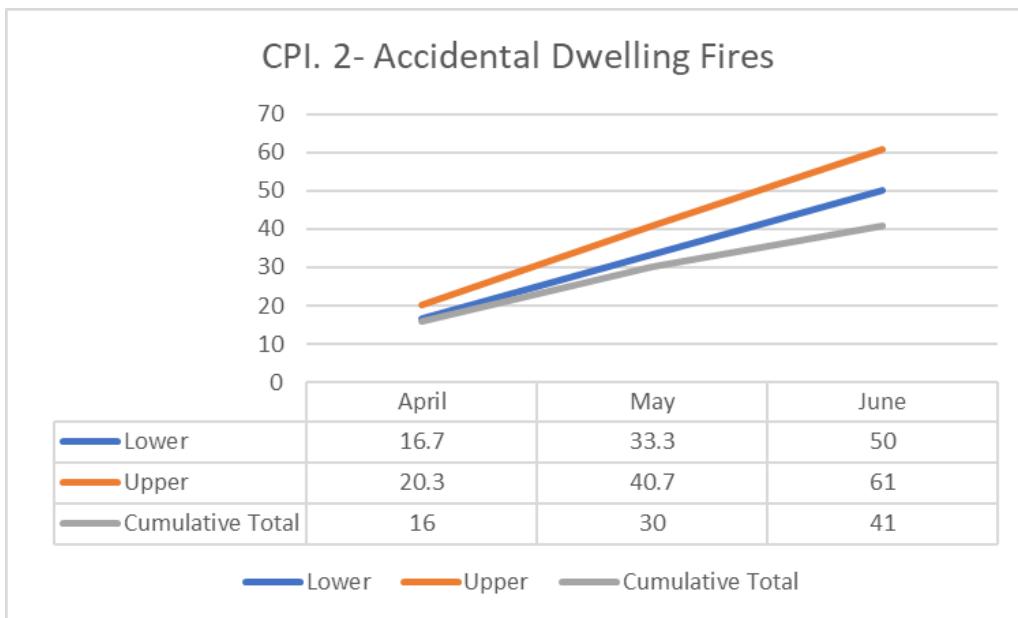
Performance throughout the reporting period has been above the upper tolerance figure of 312.4 with the end of the quarter cumulative total reaching 333 incidents.

Analysis has shown that when the reporting period is broken down, performance is improving month on month with April showing a 51.8 incident difference between actual performance and the upper tolerance, May being a 29.8 incident difference and June showing a difference of 20.6 between the upper tolerance and the year-to-date figure.

Out of the 333 incidents, 41 were attributed to accidental dwelling fires and 91 were deemed to be deliberate in nature. Further information on this can be found within this report.

Monitoring of performance against this CPI will continue and the Service are confident that this CPI will return to tolerance over the coming reporting periods.

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

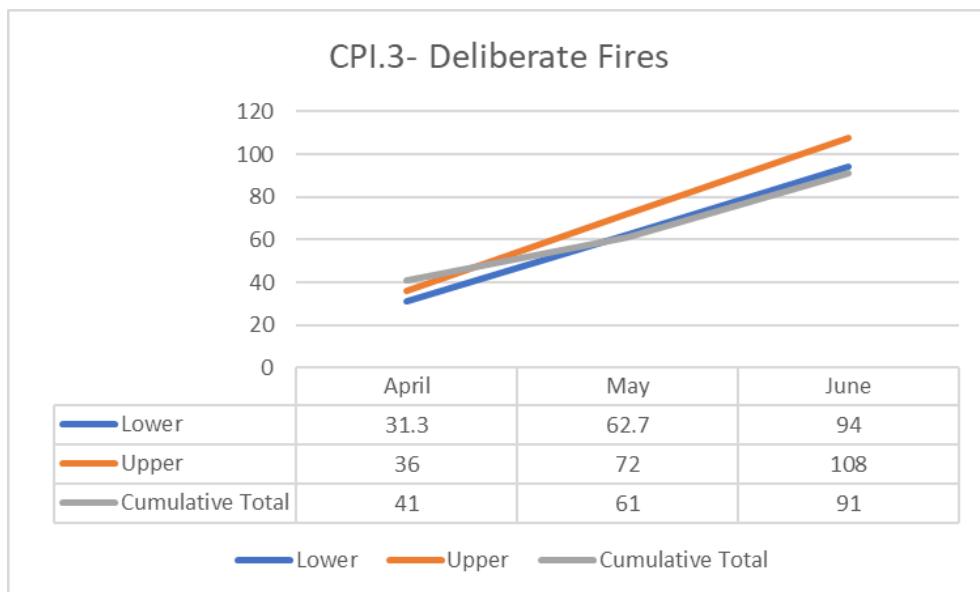


The cumulative total for Accidental Dwelling fires for the reporting period is 41, which is a reduction of 2 when compared to quarter 1 2020/21. The main causes of fires were faulty appliances / leads and misuse of equipment or appliance, which accounted for 21 of the 41 fires (51%).

When identifying trends, 28 out of the 41 fires started in the kitchen (68%) and 13 of the 41 incidents were out on arrival for the Service (31%). Further analysis identified that 30% of fires were in homes occupied by a single person living alone, with 46% of these being over the age of 80 years old.

When considering demand upon the Service, 25 of the 41 incidents recorded, occurred between midday and 8pm (61%), with 95% of incidents having smoke alarms installed.

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



The cumulative total for the reporting period was 91, which is a reduction of 31% compared with Quarter 1 2020/21. The main cause of fire remains the same as previous reports with loose refuse and small refuse / rubbish / recycling (excluding wheelie bins) remaining the main contributor.

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.

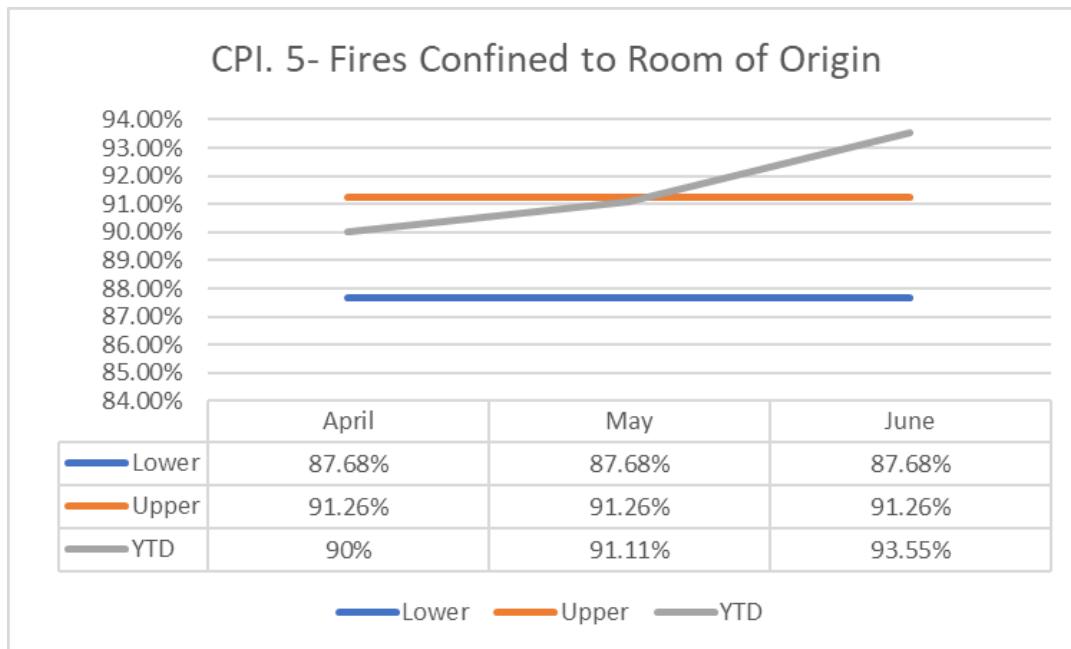
CPI.4- Fire Related Deaths and Serious Injuries

Month	Deaths	Cumulative Total	Serious Injuries	Cumulative Total
April	0	0	1	1
May	0	0	3	4
June	0	0	1	5

As agreed at 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.

It is pleasing that during the reporting period, there have been no fire related deaths, however, there are 5 cases of injury. When compared to the same period for 2020/21, this is an increase of 4. When analysing the incident types, 1 was recorded as deliberate and 3 as accidental. One of the incidents recorded as accidental involved 2 casualties who received treatment from Ambulance colleagues.

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



In March 2021, when the proposal for the new Corporate Performance Indicators was presented to Strategy and Resources Committee, 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 is positive, with the year to date average exceeding the upper tolerance of 91.26% with actual performance sitting at 93.55% for June 2021.

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

	April	May	June	Total
Operational- Fire/RTC	0	2	1	3
Operational Training- Fire/ RTC	0	0	0	0
Operational- not Fire/ RTC	0	0	0	0
Operational Training- not Fire/ RTC	2	0	1	3

The figures provided in the table above show a total of 6 injuries to staff through operational activity during the reporting period. If this trend were to continue, the Service would expect a figure of 24 injuries by the end of Quarter 4 2021/22, compared to an actual end of year of 13 for 2020/21.

Out of the 6 injuries recorded, 2 were RIDDOR reportable as both were over 7 days absence events. Both of which occurred in the training environment.

This CPI remains susceptible to variation throughout the year, and this was witnessed in 2016 when a vehicle accident occurred leading to 7 crew members receiving minor injuries. However, every incident is used to inform how the Service's current processes and working practices can be improved. For the reasons outlined, 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

Month	Urban % Achieved	Urban YTD Average	Town & Fringe % Achieved	Town & Fringe YTD Average	Rural % Achieved (EXCL O/B)	Rural YTD Average (EXCL O/B)
April	93.00%	93.00%	93.00%	93.00%	99.00%	99.00%
May	93.00%	93.00%	94.00%	93.50%	100%	99.50%
June	88.00%	91.33%	94.00%	93.66%	100%	99.67%

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**

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 allow 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

CPI 8 - Fires in Regulated Buildings		
2021/22 F/Y Target: N/A (Figures & Narrative Only)		
Month	Total (Month)	Total (YTD)
April	10	10
May	7	17
June	14	31

This CPI is an addition 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- 10 fire all recorded as accidental
- May- 7 fires all recorded as accidental
- June- 14 fires, 11 recorded as accidental and 3 as deliberate.

Trends in this reporting period have included agricultural buildings, linked with the warm weather and agricultural processes undertaken during this period of the year.

Outside of agriculture, there are a range of premises types suffering fire, with the highest contribution of cause of fire being electrical fires and those caused by cooking.

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

As this is a new CPI for 2021/22, there are no comparisons to be made, however analysis of previous records has been carried out and the figures presented are broadly in line with expectations across these 3 areas.

It was agreed at Strategy and Resources Committee in March 2021, that establishment and Diversity figures would be presented twice yearly and will therefore form part of the quarter 2 and quarter 4 reporting periods.

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
Specific Incident Management (RTC/SWAH/Confined Space)	87	13
Emergency Response Driver Training (ERDT)	94	6
Incident Command (L1 XVR)	90	10
Incident Command (L1 Refresher)	90	10
Rope Rescue Operator	100	0
Water First Responder (W/T)	100	0
Water First Responder (On-Call)	95	5
Swiftwater Rescue Technician	87	13
Swiftwater Rescue Technician Boat Operator	94	6
First Responder Emergency Care (FREC)	97	3

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.

It is also 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

	Apr 2021	May 2021	Jun 2021
Albrighton	79.10%	79.13%	71.39%
Baschurch	97.92%	96.54%	97.88%
Bishops Castle	99.93%	100.00%	98.78%
Bridgnorth	99.79%	99.56%	98.58%
Church Stretton	100.00%	100.00%	100.00%
Cleobury Mortimer	99.90%	99.63%	98.68%
Clun	95.03%	98.42%	92.33%
Craven Arms	100.00%	99.90%	100.00%
Ellesmere	100.00%	100.00%	100.00%
Hodnet	99.55%	99.29%	99.48%
Ludlow	98.61%	90.52%	95.07%
Market Drayton	98.09%	99.60%	98.51%
Minsterley	90.76%	90.39%	85.17%
Much Wenlock	96.98%	97.38%	93.47%
Newport	97.15%	95.19%	88.96%
Oswestry	99.65%	99.53%	97.22%
Prees	76.88%	80.04%	79.72%
Shrewsbury	93.16%	92.04%	88.06%
Tweedale	94.34%	93.45%	91.39%
Wellington	97.53%	97.41%	89.65%
Wem	96.35%	99.76%	99.41%
Whitchurch	99.97%	100.00%	99.83%
Average	95.94%	95.81%	93.80%

Throughout the pandemic, the Service witnessed high levels of availability and indications were that this was due to lockdown and individuals either working from home or being placed on the furlough scheme by their primary employer. To support this assumption, the average availability figures for the same reporting period in 2020/21 are shown in the table below.

	April	May	June
2020/21	99.82%	99.31%	99.02%
2021/22	95.94%	95.81%	93.8%

However, as the UK has experienced different variants of Covid-19, colleagues within Health have provided guidance to the Service in terms of close contact definitions and actions required to be taken to mitigate risk and spread.

This inevitably impacted upon availability when individuals were deemed as close contacts if they had been in a vehicle inclusive of a fire appliance with a Covid-19 positive case. The Service utilised business continuity arrangements to ensure fire cover was maintained and balanced the risk of individuals contracting Covid with the risk to communities from fire.

Over the reporting period, the Service has also witnessed an increase in overall sickness within the On Call section of the workforce and this is for a range of reasons not associated with Covid-19.

Throughout the last 12 months, a total of 40 individuals have left the On-call duty system, however recruitment has resulted in 30 new Firefighters joining the Service. These new additions are at different stages of their development and therefore not all are currently available for operational deployment.

To assist with this area of business, the On Call Sustainability project has been established and is now underway, identifying innovative way in which the Service can attract, recruit and retain on-call staff.

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 Initial Impact Assessment

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

9 Equality Impact Assessment

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

10 Appendices

There are no appendices associated with this report

11 Background Papers

There are no background papers associated with this report.