

## Service Targets April to June 2020

### 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 2020

### 2 Recommendations

The Standards, Audit and Performance Committee is asked to note the report.

### 3 Performance Review

The Service performance targets for 2020/21 (fiscal year) were agreed by the Strategy and Resources Committee in March 2020. These were:

- Accidental Primary Fires- No more than 433
- Accidental Dwelling Fires- No more than 186
- Deliberate Fires- No more than 520
- Fire Related Deaths and Serious Injuries- Less than 10
- Fires confined to room of origin- On 89.5% of occasions
- Response standard- On 89% of occasions
- Injuries sustained to staff through Operational activity- No more than 19

It was also agreed that the Service would separate recording of Fire related deaths and serious injuries, to enable more meaningful analysis and also to present a clear picture in terms of severity.

At the time of setting the current targets, 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 5 of the 7 targets, with good performance, leading to significant advances upon the target figures.

The two targets where the Service is undertaking further work to achieve are:

- Response Standard, which continues to provide intelligence to inform the IRMP 2021-25. Our current performance during the quarter sits at 86% against a target of 89%.
- Fires Confined to room of origin, with performance for the quarter at 87.72% against a target of 89.5%.

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 targets, 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.

The eighth measure, 'Value for Money', relates to the external audit assessment of the Authority. Performance against this will be confirmed when the Auditor's report is received later in the year.

Summary comments on the performance against each measure is 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 June 2020

## **9 Background Papers**

There are no background papers associated with this report.

## Service Targets Summary Performance April to June 2020

Aims	Measure and Target	Performance to date April to June 2020
1. To be there when you need us in an emergency with a professional and well equipped team	1a. The first fire engine will arrive at an emergency incident with at least 4 firefighters within 15 minutes on 89% of occasions	86%
	<p><b>Comments</b></p> <p>Performance for the 2019/20 fiscal year, for this indicator finished at 84.1%, which included 2 periods of flooding within the County culminating in major incident declarations and periods of high demand for our assistance and assets.</p> <p>It is pleasing to see an increase from 84.1% to 86% for the first quarter of 2020/21, however this target remains a challenge, with evidence to demonstrate that we have seen a 3% increase in incidents occurring in rural areas between 2015 and 2019. This will lead to increased travel time to reach the remote areas and therefore affect the response standard. The overall average response time now sits at 8 minutes 43 seconds as opposed to 8 minutes in 2015.</p> <p>When considering National data, the average response time in England for a primary fire sits at 8 minutes 45 seconds and 9 minutes 10 seconds for a secondary fire. Therefore, our average is in line with National statistics.</p> <p>Datasets also show a rise in incidents within Urban areas for the first time since 2015/16, with 63% (2,420) of incidents being within urban areas in 2019/20 as opposed to 62% in 2018/19 (2,332). This 1% equates to an increase of 88 incidents in urban areas during 2019/20. When considering reasons for increased response times in urban areas, contributing factors include increased levels of traffic and travel time.</p>	

Aims	Measure and Target	Performance to date April to June 2020
2. To reduce the number of fires in our community	2a. All accidental fires will be reduced to not more than 433 fires during 2020/21	102
	<p><b>Comments</b></p> <p>Performance against this indicator remains strong, with an actual figure of 102 against a quarterly target of 108. If this performance were to remain the same until the end of the year, the Service would be achieving an actual figure of 408 against a target of 433 (5.8% reduction on target)</p> <p>Of all accidental fires, 38.2% are categorised as ‘accidental dwelling fires’ and further detail can be found within section 2b below.</p> <p>The Service has been required to introduce new methods of sharing key prevention messages and fire safety campaigns due to the current situation with the Covid-19 pandemic. Previous engagement opportunities such as Crucial Crew have not been possible, so significant efforts have been made to build a social media library consisting of safety messages.</p> <p>The summer is likely to see a shift to more agricultural fires, both in properties and vehicles, especially as the harvest period progresses. Proactive prevention activity will respond accordingly, i.e. via our involvement with the National Farmers Union (NFU) and appropriate social media messaging.</p>	

Aims	Measure and Target	Performance to date April to June 2020
	2b. Accidental dwelling fires (ADF) to be reduced to not more than 186 during 2020/21	39
	<p><b>Comments</b></p> <p>The performance achieved for the first quarter is an improvement on last year, with 1 less incident over the same period, and is an excellent start against the challenging target set for this year. The actual figure of 39 against a quarterly target of 46 incidents, ensures the Service are in a strong position for the rest of the year. If this performance were to remain the same until the end of the year, the Service would be achieving an actual figure of 156 against a target of 186 incidents.</p> <p>The main causation factors continue to be faulty electrics/appliances and cooking, which remain in line with previous year's trends. Other causes identified over this quarter have included fire spread to dwellings from secondary fires. One reason for an increase in this type of incident is due to residents storing household waste in gardens as a result of household recycling centres being closed during April and May 2020 because of Covid-19.</p> <p>Previous years would see the Service attending Crucial Crew events throughout the County, however, due to Covid -19, these events along with others have been cancelled. This has meant that SFRS have identified alternative methods to engage with our communities whilst complying with government guidance and contact restrictions.</p> <p>The Prevention team have worked alongside the Communications team to establish a diary of social media releases targeting specific groups and utilising local and national safety messages.</p> <p>Prevention activity is a priority function that forms part of the restoration of services plan, currently being delivered through Covid working groups.</p>	

Aims	Measure and Target	Performance to date April to June 2020
	2c. Deliberate fires will be reduced to not more than 520 fires during 2020/21	117
<p><b>Comments</b></p> <p>The performance achieved for the first quarter is further improvement on excellent performance from last year and is an excellent start against this year's target.</p> <p>The actual performance of 117 is against a quarterly target of 130 (10% reduction on target) and if the Service were to maintain the same standard for the remaining 3 quarters of this fiscal year, actual performance would equate to 468 against a target of 520 incidents.</p> <p>The ignition of rubbish remains the greatest contributor to the number of deliberate fires across the County. This occurs across both Shrewsbury and Telford and can be heavily influenced by weather conditions, which have been experienced throughout May and June. It is therefore susceptible to variation</p> <p>Historical methods of engagement with our communities have not been viable during this quarter due to the Service ensuring compliance with government guidance around Covid-19. This has led to safety messages including information around deliberate fires and the consequences of arson, being factored into a social media prevention campaign covering local and national safety messages. Local radio and TV media have also been utilised to convey safety and prevention messages to our communities.</p> <p>The Service continue to work with West Mercia Police to identify fire crime and also mitigate the effects of arson and arson threats through a Fire Crime Officer. This includes carrying out safe and well and target hardening visits to homes that have been identified as being at high risk, due to domestic violence or possible links to other crimes such as County lines drug involvement. These visits include the fitting of lockable letterboxes, smoke detection and fire safety advice to the occupier.</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 less than 10 during 2020/21	1 Serious Injury 0 Fire Related Deaths
	<p><b>Comments</b></p> <p>The Service is well on track to meet this year’s annual target but has sadly seen one serious injury at one incident.</p> <p>It was agreed by the Strategy and Resources Committee in March 2020, that this indicator would be separated to record serious injuries and fire related deaths independently. With actual figures of 1 serious injury recorded and 0 fire related deaths against a quarterly target of 2.5, the Service would achieve an actual target of 4 serious injuries and 0 fire related deaths against a year-end target of 10.</p> <p>The Service continues to use Exeter Data, provided by Public Health England, in addition to developing and introducing new data streams, to identify and target our most vulnerable residents. The introduction of ‘Safe and Well’ visits in 2017 saw a shift from fire-focused safety checks, to a wider, more health driven approach. The visits now undertaken result in people and property being safer from the risk of fire, whilst also resulting in onward referrals to other partner agencies where relevant. Consequently, the risk factors are lowered in our target group across a range of risks; saving lives and improving lifestyles.</p> <p>As a consequence of Covid-19, the Service reduced the number of safe and well visits to mitigate any potential of transmission of the disease, only conducting high risk visits and essential smoke alarm refits. The rationale being, due to the fact that members of our community identified as being at high risk from fire are also the same individuals vulnerable to the effects of Covid-19.</p> <p>This approach has led to a reduced number of actual face to face visits over the reporting period, however, the prevention team have continued to engage with individuals via telephone and a series of targeted prevention messages via social media and radio interviews.</p> <p>Work is now underway to identify the most appropriate method of introducing a virtual safe and well using technology to reach our most vulnerable members of our communities with a focus on rural communities.</p>	



	3b. Injuries sustained to staff through firefighting will be reduced to not more than 19 injuries during 2020/21	4
<p><b>Comments</b></p> <p>The 4 injuries reported between April and June 2020 is 3 less for this reporting period when compared to last year (7). Assuming the rate of injuries sustained by staff remains consistent throughout the whole year, the Service is currently on track to achieve an actual figure of 16 against a yearly target of 19.</p> <p>When analysing the 4 recorded incidents, 3 occurred whilst attending operational incidents and 1 in the operational training environment. None of the accidents recorded have required reporting through the RIDDOR process.</p> <p>Due to the small number of accidents recorded, it is susceptible to variation as was witnessed in 2016, when a vehicle accident occurred leading to 7 staff receiving minor injuries. However, every accident is used to inform on how our current processes and practices can be improved.</p> <p>For the reasons outlined above and the infancy of reporting, this indicator is difficult to determine trajectory and will become more accurate as we move into quarter 3 in terms of projections for attainment against the end of year target.</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 2020/21	87.72%%
	<b>Comments</b>	
	<p>As agreed by the Strategy and Resources Committee in March 2020, this indicator has remained within the Service targets and will be used for internal quality assurance purposes. It provides analysis relating to a variety of occurrences such as effectiveness of firefighting actions, identifying trends in incident types and methods of construction that may or may not contribute to fire spread.</p> <p>This indicator has been missed marginally in quarter 1 with an actual figure of 87.72% against a target of 89.5%.</p> <p>This target is subject to significant variation through the year, especially as we move into the harvest season and the fact that SFRS have already attended several agricultural building fires during May and June due to the hot weather period.</p> <p>Out of the 57 incidents, relevant to this indicator, 50 of those have been confined to the room of origin. However, due to the small margin between actual performance and the target, SFRS remain confident that the 89.5% target can be achieved over the remaining 3 quarters.</p>	
	4b. To obtain an unqualified Value for Money (VFM) conclusion from External Audit	To be confirmed later in 2020
<b>Comments</b>		
At the time of writing, the Auditors are in the Service and the results will be presented to this Committee at a later date in 2020.		