

Service Targets April to June 2018

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 2018.

2 Recommendations

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

3 Performance Review

As noted by Members when this year's targets were set, meeting them is expected to be very challenging and it looks like the fine weather we have experienced over the last few weeks could possibly be adding to that challenge, with a 23% increase in the number of incidents the Service responded to in June alone.

Although the Service is already seeing improved performance, over last year's, on four of the seven operational indicators, it is currently not on track to meet five of the Service's annual targets. The two targets where the Service is currently on track to meet the annual targets, relate to the number of deliberate fires and the number of fire related deaths and serious injuries; although it is, of course, very early in the year to be overly confident in any prediction for the full year ahead.

The eighth measure, 'Value for Money' relates to the external audit assessment of the Authority. This is covered under item 8a on the agenda for this meeting and shows that the Service received an unqualified value for money conclusion and therefore this target has been achieved.

Summary comments on the performance against each measure is provided in the attached appendix and Members will also receive a presentation exploring the Response Standard.

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 2018

9 Background Papers

There are no background papers associated with this report.

Service Targets Summary Performance April to June 2018

Aims	Measure and Target	Performance to date April to June 2017	Predicted Pass: ✓ Fail: ✗
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	87%	✗
	<p>Comments</p> <p>Performance against this indicator is lower than the service has experienced at this time in previous years (91% achieved at this stage in the previous two years). Availability of the fire appliances has remained good through this period, so this does not appear to be the reason for such a reduction. Other reasons for this decrease are being explored, but it is worth noting that the total number of incidents the Service has responded to so far this year, is 10% more than last year, with June alone seeing a 23% increase over last year's totals.</p> <p>Whilst this increase has, to some extent, been due to incidents that are possibly weather related (e.g. more grass fires due to the heat), the increase in these particular sort of incidents does not stand out as being significantly more than other, non-weather related, types of incidents. Although we are seeing this general increase in numbers, it is pleasing to note that this increase is not being seen in the number of Accidental Dwelling Fires.</p> <p>One area that the Service is looking into is to see whether the location of where the increased number of incidents has occurred has significantly changed; perhaps more incidents are happening further away from the stations? This work is in its early stages and members will receive more information on this at the next meeting of this committee.</p> <p>Officers will deliver a presentation to Members on this measure.</p>		

2. To reduce the number of fires in our community	2a. All accidental fires will be reduced to not more than 462 fires during 2018/19	130	*
	<p>Comments</p> <p>Although there have been 7 fewer accidental fires over this quarter, compared to the same period last year, the current performance is approximately 14 fires over the level required to be on track to meet the annual target. Whilst this could be turned around in the remaining three quarters, it is certainly true to say that this year's target, which continues the 5% year on year planned reduction, is likely to be a significant challenge for the Service</p> <p>The Prevention Department are continuing to work with our partners to implement the new Prevention Strategy that was developed during the latter half of 2017.</p> <p>The largest single category percentage of all accidental fires is attributed to 'accidental dwelling fires' (44.6%). Over the period measured, the main causation factors were cooking, faulty electrics/appliances, negligent use of electrics/appliances and combustibles placed too close to heat sources. These factors are in line with previous data. Accidental vehicle fires comprise the next largest accidental fire category at 28% of the total. This type of fire can often be difficult to categorise as accidental, due to the nature and level of damage. Often, where an increase in accidental vehicle fires is seen, a corresponding decrease is noted in deliberate vehicle fires.</p> <p>Our key fire safety campaigning continues to be reactive to identified trends, whilst also adhering to the National Campaign Calendar. We are also investing in Level 5 Fire Investigation qualifications for all relevant Middle Managers, to ensure our approach to identifying the cause of all fires is as accurate as possible. With the summer arriving early and the holiday and harvest periods approaching, we may expect increased activity across some accidental fire categories. Proactive prevention activity will respond accordingly, i.e. via our involvement with the NFU and appropriate social media messaging.</p>		

	2b. Accidental dwelling fires (ADF) to be reduced to not more than 198 during 2018/19	58	✘
	<p>Comments</p> <p>Similar to the previous measure, although an improvement on the previous year's figures (7 fewer fires) the number of dwelling fires is also slightly higher than would be expected if the Service is going to meet the annual target for this measure (approximately 3 fires over the quarterly target).</p> <p>As noted above, the main 'ADF' causation factors over the period measured were cooking, faulty electrics/appliances, negligent use of electrics/appliances and combustibles placed too close to heat sources. Statistically, the kitchen is the most dangerous room in the house, with the highest number of accidental dwelling fires related to either cooking appliances (though not necessarily cooking related), or other white goods.</p> <p>All dwelling fire attendances trigger locally based community fire safety activity including post-fire leaflet dropping, 'level 2' neighbourhood door-to-door visits, by Fire Crews and Prevention Department staff, and full 'Safe and Well' visit generation to those identified as most vulnerable. Wholetime crews now also use the post-incident period to generate a proportion of their monthly targeted 'Safe and Well' visits, ensuring active engagement in their local area.</p> <p>The Prevention team seek out community engagement activities that allow timely safety messages to be delivered. For example, during the first quarter of 2018/19 these have included Easter Weekend 'Friends & Family' campaigns, Fire Focussed Home Safety Days in partnership with ASDA and a multi-agency event in Telford Town centre. The continued use of Exeter Data and the agreement of new data sets is improving further our ability to target our resources at the most vulnerable, who are often the demographic most susceptible to, and affected by, fires in the home.</p>		
	2c. Deliberate fires will be reduced to not more than 584 fires during 2018/19	107	✓
	<p>Comments</p> <p>The Service is currently on course to meet the annual target (approximately 39 fires below the quarterly target figure). This is significantly improved on the same period last year, where we responded to 152 deliberate fires.</p>		

	<p>Refuse, grass and car fires comprised the top three deliberate fire types during this reporting period, with the highest number of calls being received during the 3pm – Midnight period. The major urban areas within our Service area are, perhaps unsurprisingly, where the majority of deliberate fire activity occurs.</p> <p>Informed by our Fire Crime Officer, proactive prevention activity, campaigning and reactive work to reduce deliberate fires continues across the Service area. This includes the identification of potential arson targets, partnered risk reduction exercises and target hardening for at risk property and/or residents. Our involvement with programmes such as 'Crucial Crew' and our schools education initiatives, serve to address anti-social behaviour relating to fire before it occurs.</p> <p>The links between our Prevention and Protection teams offer further risk reduction opportunities through the visits undertaken by our Business Fire Safety Team (e.g. tackling the problem of poor waste storage). Our membership of other local multi-agency groups, for example Rogue Landlord groups, SOCJAG and MATES increase our prevention footprint via other important routes.</p>
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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 18 during 2018/19	0	✓
	<p>Comments</p> <p>The Service is well on track to meet this year's annual target, having had no serious injuries and no fire fatalities reported to date.</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' 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>On 1 April we changed our delivery model for Fire Station based community safety activity, moving fully to a system of Lone Workers and increasing local management of outreach workloads.</p>		

	Covering the whole Service area, this more efficient and cost effective model is allowing us to increase the number of visits to the vulnerable and improves our ability to drive down risk, reducing injuries and deaths from (but not restricted to) fire.		
	3b. Injuries sustained to staff through firefighting will be reduced to not more than 22 injuries during 2018/19	7	x
	Comments Assuming the rate of injuries sustained by staff remains consistent throughout the whole year, the Service is currently approximately 2 injuries over where it would wish to be after the first quarter. Only three of the seven injuries were sustained during operational incidents, with the other four occurring during training events. None of the injuries sustained have resulted in significant absence from work. 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.		

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 2018/19	87.7%	x
	Comments The Service is currently 1.8% below the 89.5% annual target. This measure can be subject to significant variation, between each month, but with 94% of incidents being successfully contained in the room of origin during June, the Service believes that it is likely to meet the target across the full year ahead.		
	4b. To obtain an unqualified Value for Money (VFM) conclusion from External Audit	See Agenda Item 8a	✓
	Comments The Service received an unqualified value for money conclusion and therefore this target has been achieved.		