

Service Targets April 2016 to March 2017

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 2016 to March 2017.

2 Recommendations

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

3 Performance Review

A summary of performance for the period April 2016 to March 2017 is provided at the attached appendix.

Five of the seven measures have achieved their end of year target. The two measures which failed to achieve were:

- Accidental dwelling fires to be reduced to not more than 224 during 2016/17; and
- Injuries sustained to staff through firefighting will be reduced to not more than 25 injuries during 2016/17.

For further details please see the appendix to this report.

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 / 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 2016 to March 2017

9 Background Papers

There are no background papers associated with this report.

Service Targets Summary Performance April 2016 to March 2017

Aims	Measure and Target	Performance to date April 2016 – March 2017	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	92%	✓
	<p>The performance achieved was in line with previous years. This would largely be as expected due to:</p> <ul style="list-style-type: none"> • there having been no changes to the distribution of our fire engines during the year; and • the distribution of the incidents we attend remains similar to previous years, with the majority in the more urban areas of Shrewsbury, Telford and the market towns in the county. <p>The other significant contributory factor here is the continued excellent performance from the Service's On-Call staff, with the 23 On-Call fire engines being available for an average of 98% across the whole year.</p> <p>The challenge into next year will be to maintain these excellent figures, especially in relation to On-Call availability. The Area Command team, supported by Human Resources, will continue with the successful On-Call recruitment campaigns around the county, especially trying to further improve our ability to attract those from under-represented groups.</p>		
2. To reduce the number of fires in our community	2a. All accidental fires will be reduced to not more than 519 fires during 2016/17	473	✓
	<p>The year has been a success with numbers down across all accidental fire categories. The Service has achieved this fall by:</p> <ul style="list-style-type: none"> • Conducting post fire investigations which have targeted premises with histories of fires. • General auditing programme which starts with operational crews carrying out short audits, or identifying issues, and ends with engagement or enforcement by the Protection Team inspecting officers. 		

	<ul style="list-style-type: none"> • Undertaking a specific farm safety campaign, information relating to which is available on our website and the information has already been used by organisations as far away as New Zealand. • Focusing on electrical fires, which should be further reduced in future by through post fire investigation. <p>Challenges in the coming year:</p> <ul style="list-style-type: none"> • The agricultural sector is a difficult one to deal with, as there is a different interpretation of risk applied by farm owners and, to some degree, an acceptance that barn fires are a part of farming. • Potential for cost cutting measures by businesses impacting on their safety measures, as financial conditions change due to Brexit uncertainty. <p>Shropshire Fire and Rescue Service (SFRS) are increasing education seminars and the provision of specialist Officers to advise and audit in these areas.</p>		
	2b. Accidental dwelling fires to be reduced to not more than 224 during 2016/17	225 (may rise to 230)	*
	<p>The Service has missed the annual target on this measure. Once all of the outstanding incident reports have been collated for the year, up to the end of March, there is the potential for the Service to miss this target by as much as 6 fires. Although failing against the current year target, this still leaves the Service on track to continue the steady reduction in accidental dwelling fires, with approximately 10% fewer fires attended in this last 12 months than in 2015/16. We therefore remain broadly on track to achieve the stretch target of 25% reduction in accidental dwelling fires over the five year period to 2020, as specified in the Service Plan 2015-20.</p> <p>The drop in fires can be attributed to:</p> <ul style="list-style-type: none"> • The use of NHS 'Exeter Data' which has assisted us to target the vulnerable elderly across the county. This has also been supported through increased links with Partners including Housing services and Social Services. • Our continuing Schools Education Programme targets schools based on local risk assessment. This, along with Crucial Crew, now means that a generation of parents have fire safety education knowledge from their own schooling, as well as that of their children. • This has led to better escape route planning and working smoke alarms in 92% of all properties affected by fires. This also supports the "Keep your friends and family safe" programme. • SFRS also links into the national CFWA Campaigns, benefiting from the publicity they attract. 		

	<ul style="list-style-type: none"> Where SFRS have carried out Home Fire Safety Visits, the impact from fire is less. The smoke alarms have provided the warning and the fire is usually 'out on arrival' when the first crew gets there, or is confined to the room where the fire started. The "get out stay out" message is also being adhered to, which is also linked to a drop in fire injuries. <p>Challenges in the coming year:</p> <ul style="list-style-type: none"> Changes to Care in the Community provision will develop into greater levels of home help, as opposed to institutional care. Increase in number of Houses in Multiple Occupation (HMO), both registered and unregistered. Changes to the benefits cap, which could have an impact on housing and affordability (also links to HMO). Shortage of properties leading to greater shared housing. <p>SFRS are developing a care support system for both unitary authorities and are also making sure that we work with our partners to identify and target areas of particular concern.</p>		
	2c. Deliberate fires will be reduced to not more than 659 fires during 2016/17	393	✓
	<p>This is a reduction of 8% on last year's total of 427 and is significantly ahead of the targeted five year reduction. Significant reductions have been experienced in outdoor fires, where we have seen a reduction of 22% since 2015/16.</p> <p>However, we have seen an increase in vehicle arson (up from 34 to 50) and deliberate dwelling fires (up from 9 to 21). Our joint working with the police has resulted in arrests for at least 10 of these incidents, resulting in several convictions.</p> <p>Our overall excellent performance in this area can be attributed to:</p> <ul style="list-style-type: none"> Excellent partnership working, with our collaboration with Team Shrewsbury and Telford's Neighbourhood Delivery Groups proving very effective. The strategic use of Shrewsbury youth workers in problem areas has provided support to SFRS. High risk target hardening continues to reduce risk to vulnerable people, with over 300 people now having been visited in Shropshire. This directly links to the Domestic Abuse Forum and other targeted partnerships. The figures of business related arson are low. However, one area of concern is Barn fire arson, so the Fire Crime Officer has now fostered good links with the NFU. 		

	<ul style="list-style-type: none">Approximately 30-50% of deliberate dwelling fires are carried out by the owner/occupier, with a number of these as a consequence of persons suffering with mental health issues. <p>Challenges in the coming year:</p> <ul style="list-style-type: none">The general business climate is currently good, however there is potential for Brexit to impact on this going forward, with the chance that we could see an increase in business fires if business performance was to decline.Changes to current levels of mental health care in the community provision may have an impact on future figures. We are linked in to the safeguarding boards which gives SFRS a respected voice and platform to raise concerns.“County Lines” crime and urban drug gangs locating to market town areas will bring increased potential for anti-social behavior, including arson. SFRS are closely linked to the Police to address this risk. <p>Our collaboration work, especially with our Police and health partners, will be key to monitoring these potential areas of concern and also tackling them if they were to arise.</p>			
3. To reduce the number of fire related deaths and serious injuries	<table><tr><td>3a. Fire related deaths and serious injuries in the community will be reduced to not more than 19 during 2016/17</td><td>4</td><td>✓</td></tr></table>	3a. Fire related deaths and serious injuries in the community will be reduced to not more than 19 during 2016/17	4	✓
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<p>This is broken down as two fire deaths and two serious injuries, all of which involved people over pensionable age. In addition to these four deaths and serious injuries, there were an additional 19 people who received precautionary check-ups at hospital. Over the last three years the Service has been involved in a data sharing partnership, with the local hospitals, which has resulted in it being able to more accurately report the levels of injuries resulting from the fires it attends. The benefits from this partnership will help to support the Service in developing its future targets.</p> <p>All of the work discussed against target (2.b.) above, is also relevant here.</p> <p>Of particular note is:</p> <ul style="list-style-type: none">Our outreach work and community fire safety activity, working proactively to local and national campaigns and reactively to all significant fires in the county.Increased use of new social, as well as traditional, media channelsEver increasing use of community and partnership links.Ongoing improved nature of modern fabrics and materials used in the construction of buildings and their contents.The 92% rate of alarms activating at all dwelling fires means more people are getting out the house more quickly.				

- The fire safety messages around “get out and stay out” and knowing your escape routes are contributing to the reduction in injuries.

Many of the challenges mentioned in previous targets are also relevant here, with particular note to:

- Care in the community and independent living and changes to care packages and levels of support available.
- An increasingly aging population and consequently increases in age related diseases (e.g. dementia).
- Changes to mental health and community care provision.
- The potential changes in perception of risk; especially with younger and more diverse communities becoming less risk averse and possibly deciding to tackle fires.
- Less home insurance resulting in people being more likely to try and fight a fire or rescue their possessions.

Again, collaboration with our partners and local communities is key to identifying any changes in current trends and dealing with them, should they arise.

3b. Injuries sustained to staff through firefighting will be reduced to not more than 25 injuries during 2016/17

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This is the second target against which the Service has failed to keep on track with its long-term ambition of driving 25% improvement across all measures by 2020. With such a low number of injuries to staff in any one year, this measure is very susceptible to an individual event impacting on our achievement of the target. This was certainly the case this year, with the vehicle accident in Newport (November 2016) resulting in 6 firefighters reporting injuries; luckily none of which were significant in nature.

Of the other 22 reported injuries during the year, six were RIDDOR reportable events. Of these, four involved absence from work for more than 7 days, but were of a relatively minor nature (involving some form of musculoskeletal injury), whereas the other two were of a more serious nature. Both involved broken bones in the foot and therefore resulted in longer periods away from work.

With such low numbers of injuries being sustained, there is relatively little opportunity to identify trends in these events, but one of the most common causes for ourselves and the other Fire Services in the region is that of ‘Slips, Trips and Falls’. This will be the main focus of our prevention work over the coming year, in collaboration with the four other regional Services.

<p>4. To deliver a fire and rescue service, which provides value for money for our community now and into the future</p>	<p>4a. To obtain an unqualified Value for Money (VFM) conclusion from External Audit</p>	<p>Unqualified conclusion obtained for the 2015/16 accounts in September 2016</p>	
	<p>The Value for Money target relates to an assessment by the Service's external audit on its financial accounts. The assessment for the 2016/17 year is currently in progress and will be reported to the committee in September 2017.</p>		