

## Service Targets April to August 2017

### Report of the Chief Fire Officer

For further information about this report please contact Rod Hammerton, Chief Fire Officer, on 01743 260201 or Andy Johnson, Deputy Chief Fire Officer, on 01743 260196.

#### 1 Purpose of Report

This report presents a summary of the Service's performance from April to August 2017.

#### 2 Recommendations

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

#### 3 Performance Review

Analysis of the available data for this reporting period indicates that six of the eight Service measures either have been, or are predicted to achieve the year-end target, with two others (Accidental Fires and Accidental Dwelling Fires) currently over target.

Summary comments on the performance against each measure are 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 August 2017

## **9 Background Papers**

There are no background papers associated with this report.

## Service Targets Summary Performance April to August 2017

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	90%	✓
	<p><b>Comments</b>                      Performance against this target continues to be good. This is likely to continue for the remainder of the year, with any potentially negative impacts most likely to come from any extreme weather events that may occur. Examples could include very hot or very wet periods resulting in a significant increase in the call rates.</p>		
2. To reduce the number of fires in our community	2a. All accidental fires will be reduced to not more than 490 fires during 2017/18	219	✗
	<p><b>Comments</b>                      The current performance is approximately 15 fires over the level required to be on track to meet the annual target. Whilst this could be turned around in the remaining seven months, 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. For this reason, the Prevention Department are undertaking a review of their current strategies, with the aim of making sure our efforts and resources are deployed as efficiently and effectively as possible.                      The main trends, in relation to causes of the fires to date, continue to be faults in appliances and cooking, which account for over half of the fires attended. This is in line with last year's trend, where electrical and appliance faults formed the most common cause by far and therefore our fire safety messages continue to focus on these areas.                      Although the summer was not as hot and dry as it could have been, the harvest season saw an increase in the number of agricultural vehicle and field fires.</p>		

	2b. Accidental dwelling fires to be reduced to not more than 221 during 2017/18	99	*
<p><b>Comments</b></p> <p>Similar to the previous measure, 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 7 fires over the quarterly target), although this is slightly improved on the previous quarter when we were 8 fires over the target. The strategy review, mentioned above, is particularly focussed on dwelling fires and is looking at ways for the Service to identify how we can encourage our partners to share their data on vulnerable persons with us, so that our community fire safety initiatives (especially our 'door knocking') can be specifically targeted at those most likely to have fires. This will help to inform where our local campaigns should be specifically targeted, in addition to the support we put into the national campaigns.</p>			
	2c. Deliberate fires will be reduced to not more than 622 fires during 2017/18	232	✓
<p><b>Comments</b></p> <p>The Service is currently on course to meet the annual target (approximately 27 fires below the quarterly target figure), but this is worse performance than the same time last year, where only 177 deliberate fires had been recorded over the same period, although the gap is now narrowing.</p> <p>Campaigns in this area include working with the multi-agency partners to identify empty properties across Telford, which tend to be easy targets for arsonists, especially where they are subject to increased fly-tipping. Street Champions are informed about these properties and are then encouraged to report when they see this happening, so that it can quickly be removed.</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 not more than 18 during 2017/18	3	✓
	<b>Comments</b> The Service is well on track to meet this year's annual target, with two serious injuries and one fire fatality reported to date. Both injuries were sustained as a consequence of accidental fires and involved burns to the arm or hand. The one was in a home setting and the other was industrial. The fatality was as a consequence of a road traffic collision.  With elderly people, especially those living alone, being the most vulnerable group in fire, the Service's use of the national 'Exeter data' to target this group is of great importance. The Service has now teamed up with its 'Better Care Fund' partners, to broaden the areas included in the visits that Firefighters do to vulnerable people's homes to other health and safety matters relevant to these people. These 'Safe and Well' visits ensure that people with particular needs are signposted to the, often life changing, services offered by other agencies.		
	3b. Injuries sustained to staff through firefighting will be reduced to not more than 24 injuries during 2017/18	6	✓
	<b>Comments</b> The Service is currently well on track to meet this target, with end of year predicted numbers currently sitting at 15 . Although the numbers of injuries sustained by staff is low, every incident is used to inform on how our current practices and processes can be improved. Slips, trips and falls, especially on the fireground, continue to be a major cause of concern for ourselves and other fire and rescue services across the region.		

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% of occasions during 2017/18	89.6%	✓
	<b>Comments</b> The Service continues to be on track to achieve annual target for this measure.		
	4b. To obtain an unqualified Value for Money (VFM) conclusion from External Audit	Unqualified Vfm conclusion	✓
	<b>Comments</b> The Service has received an unqualified value for money conclusion. The report relating to this is also on this committee's agenda.		