

Corporate Performance Indicators including On Call Duty System Performance – April to June 2024

Report of the Chief Fire Officer

For further information about this report please contact Sam Burton Deputy Chief Fire Officer, on 01743 260201 or Scott Hurford, Head of Transformation and Collaboration on 01743 260200.

1 Executive Summary

This report presents a summary of the Service's performance from April to June 2024.

2 Recommendations

The Committee is asked to note the report.

3 Performance Review

The Corporate Performance Indicators (CPIs) for 2024/25 (fiscal year) were agreed by the Strategy and Resources Committee at its meeting on 20 March 2024. 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 agreed in 2021 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, the year-end report for the period April 2023 to March 2024 showed that good progress was made against the tolerances for most CPIs – with clear rationale for areas where performance may have dipped.

It should be noted that the reporting period is in relation to Quarter 1 (Q1), so should be viewed as indicative only when considering potential end of year performance.

4 Corporate Performance Indicators

The following section provides a breakdown of performance against each of the CPIs.

CPI.1 - All Fires- Tolerance = +/- 5%
All Fires – 243



CPI 1 – All Fires				
2024/25 F/Y Target: 1047 (+/- 5%)				
Month	Lower	Upper	Monthly Totals	Cumulative Total
April	78	86	76	76
May	183	203	77	153
June	305	337	90	243

This CPI provides an overview of activity in relation to firefighting activity. The CPI is made up of primary fires such as building fires and vehicles, secondary

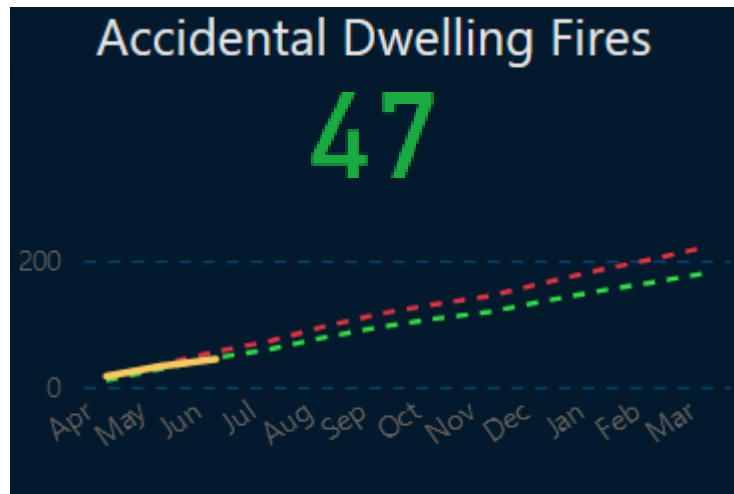
fires inclusive of grassland and refuse and chimney fires that are categorised separately.

Analysis has shown that when the reporting period is broken down, performance in April, May and June is within tolerance with 76, 77 and 90 fires respectively, bringing the cumulative to 243 which is below the expected tolerance for year to date so far.

Out of those incidents, 47 were attributed to accidental dwelling fires and 52 were deemed to be deliberate in nature. Further information can be found within this report.

Monitoring of performance against this CPI will continue and Officers are confident that this CPI will continue to stay within tolerance over the coming months.

CPI. 2 - Accidental Dwelling Fires - Tolerance = +/- 10%
Accidental Dwelling Fires - 47



CPI 2 – Accidental Dwelling Fires				
2024/25 F/Y Target: 201 (+/- 10%)				
Month	Lower	Upper	Monthly Totals	Cumulative Total
April	10	12	17	17
May	29	35	16	33
June	46	56	14	47

The cumulative total for Accidental Dwelling Fires (ADFs) for the reporting period is 47, which is 2 lower than the same period last year.

The causes of these fires were faulty appliances / leads, misuse of equipment / appliances and careless handling. Of positive note is that 86% of ADFs had smoke alarms in the property.

CPI.3 - Deliberate Fires- Tolerance = +/- 7%
Deliberate Fires - 52



CPI 3 – Deliberate Fires				
2024/25 F/Y Target: 201 (+/- 7%)				
Month	Lower	Upper	Monthly Totals	Cumulative Total
April	24	28	13	13
May	59	69	15	28
June	94	110	24	52

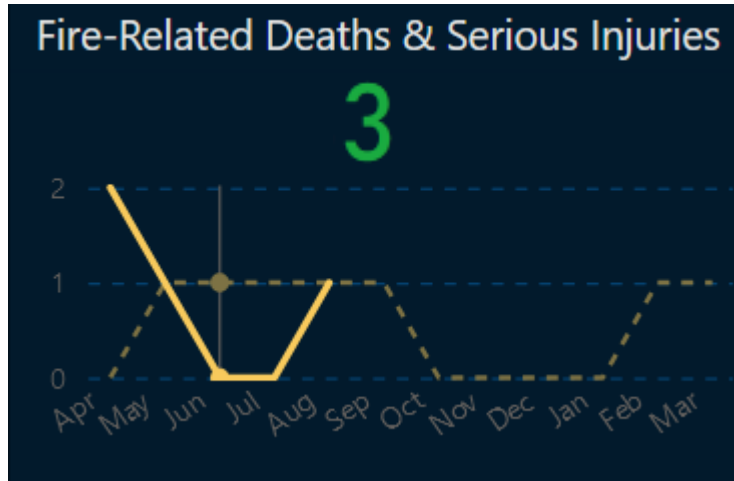
The cumulative total for the reporting period was 52, a 49% increase on the same period last year. Overall, for the first quarter, there are no distinct patterns identified, for June, 27 out of the 52 being in the Telford & Wrekin district, 8 in Shrewsbury, and 17 in the wider county.

Within the Shropshire area there were no distinct patterns to the offences. None of the incidents are within the same neighbourhoods.

Telford and Wrekin saw small pockets of similar incident types in recognised crime hotspots / locations and identified areas of deprivation. However, none were sufficient to identify a long-term pattern to undertake single or multiagency tasking or targeting based on the low number of incidents in specific wards.

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. There is no specific area profile where fires have occurred.

CPI.4 - Fire Related Deaths and Serious Injuries

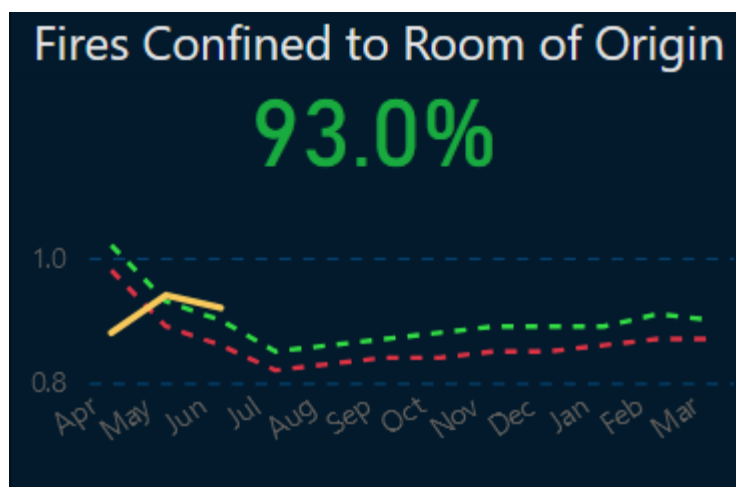


CPI 4 – Fire Related Deaths and Serious Injuries				
2024/25 F/Y Target: N/A (Figures and Narrative Only)				
Month	Deaths	Cumulative Total	Serious Injuries	Cumulative Total
April	0	0	2	2
May	0	0	1	3
June	0	0	0	3

As agreed at the Strategy and Resources Committee in March 2022, the statistics for this CPI have been separated to identify the number of serious injuries and the number of fire related deaths.

When analysing the incident types, all serious injuries were recorded as accidental.

CPI.5 - Fires Confined to Room of Origin- Tolerance = +/- 2%
Fires Confined to Room of Origin – 66 (cumulative 93%)



In March 2021, the proposal for the new CPIs Indicators was presented to the Strategy and Resources Committee, where 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 sees the year-to-date average within the target tolerance. Year to date there have been 66 fires confirmed to room of origin, 5 not, which is an improved performance compared to tolerance levels.

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

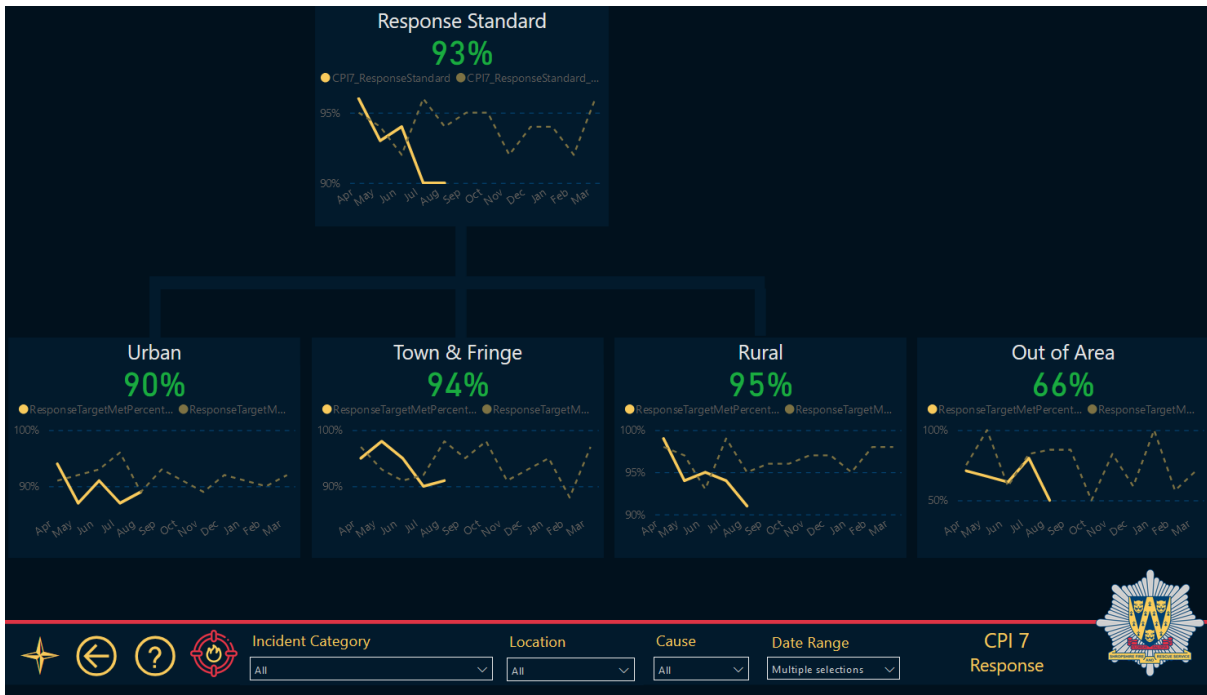
Corporate Performance Indicators	A p r	M a y	J u n	J u l	A u g	S e p	O c t	N o v	D e c	J a n	F e b	M a r	Total
Yes – Operational – Fire/RTC	0	0	2										2
Yes - Operational Training – Fire/RTC	0	0	0										0
Yes -Operational - not Fire/RTC	0	0	0										0
Yes - Operational Training - Not Fire/ RTC	0	1	0										1

The figures provided in the table show a total of three injuries to staff from operational activity during the reporting period, which is an increase of one on the same period last year.

Out of the 3 injuries recorded, all three were RIDDOR reportable as over 7-day absence events.

This CPI remains susceptible to variation throughout the year. Every incident is used to inform how the Service’s current processes and working practices can be improved. 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



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

At the end of June 2024, the average Response Standard was 93%, which compares to an average Response Standard of 94% achieved at the same period last year 2023/24.

During Q1 there were 26 occasions where the response standard target was not achieved - 8 in April, 11 in May and 7 in June. 16 of these incidents were attended by wholetime crews and 10 by on-call crews. 23 incidents were classified as Urban, 2 incidents as Town & Fringe and 1 incidents as Out of Area.

Reasons for not achieving the target Response Standards include:

- Incident location different to mobilising information
- Appliance mobilised out of area station area

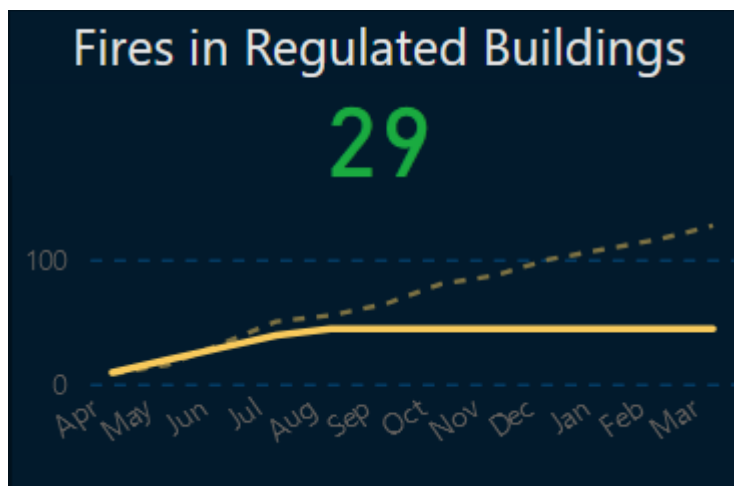
- Distance travelled
- Road Closure
- Awaiting attendance of sufficient crew
- Difficult/narrow access issues

The purpose for monitoring performance across the three areas is to enable the Service to scrutinise and interrogate data, that will enhance performance through the identification of any trends and allowing 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- Tolerance +/- 7%
Fires in Regulated Buildings - 29



CPI 8 – Fires in Regulated Buildings				
2024/25 F/Y Target: 127 (+/- 7%)				
Month	Lower	Upper	Monthly Totals	Cumulative Total
April	7	9	9	9
May	14	16	10	19
June	30	34	10	29

This CPI was added 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	9 fires, 2 deliberate, 7 accidental
May	10 fires, 1 deliberate, 9 accidental
June	10 fires, 2 deliberate, 8 accidental

Q1 figures shows a 9% decrease when compared to 2023/24, however the fire premises type, cause of fire and origin are within the current Risk Based Inspection Programme and are in line with annual trends. Electrical, cooking and overheating are the top three causes of fires in this area.

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

Establishment and diversity figures are reported on a six-monthly basis, and will be presented at the next Standards, Audit and Performance Committee.

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	93	7
SWAH/Confined Space	90	10
RTC	89	11
Emergency Response Driver Training (ERDT)	95	5
Incident Command (L1 XVR)	91	9
Incident Command (L1 Refresher)	88	12
Rope Rescue Operator	100	0
Water First Responder (W/T)	100	0
Water First Responder (On-Call)	100	0
Swiftwater Rescue Technician	100	0
Swiftwater Rescue Technician Boat Operator	100	0
First Responder Emergency Care (FREC) *	100	0

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. Others have courses booked.

It is 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 On Call Duty System Performance

	Apr 2023	May 2023	Jun 2023	Average		Apr 2024	May 2024	Jun 2024	Average
Albrighton	72.15%	72.51%	64.97%	77.83%	Albrighton	87.36%	73.39%	75.73%	78.83%
Baschurch	96.42%	95.60%	92.88%	95.06%	Baschurch	92.47%	85.72%	91.15%	89.78%
Bishops Castle	97.78%	98.79%	98.13%	98.91%	Bishops Castle	95.76%	99.26%	98.23%	97.75%
Bridgnorth	98.02%	98.92%	96.88%	98.34%	Bridgnorth	98.75%	99.29%	98.78%	98.94%
Church Stretton	100.00%	100.00%	100.00%	100.00%	Church Stretton	100.00%	100.00%	100.00%	100.00%
Cleobury Mortimer	94.69%	91.94%	95.42%	95.93%	Cleobury Mortime	97.01%	96.98%	91.77%	95.25%
Clun	85.73%	80.24%	92.78%	91.65%	Clun	88.33%	84.14%	79.38%	83.95%
Craven Arms	99.83%	99.87%	99.86%	99.71%	Craven Arms	89.20%	84.85%	85.45%	86.50%
Ellesmere	100.00%	100.00%	100.00%	100.00%	Ellesmere	100.00%	100.00%	91.81%	97.27%
Hodnet	97.81%	98.15%	97.53%	97.78%	Hodnet	99.03%	96.98%	91.35%	95.79%
Ludlow	89.76%	92.81%	85.03%	91.40%	Ludlow	94.31%	94.05%	89.31%	92.55%
Market Drayton	92.12%	94.12%	92.60%	92.23%	Market Drayton	82.50%	90.22%	83.61%	85.44%
Minsterley	96.53%	92.34%	93.40%	96.22%	Minsterley	92.36%	91.50%	91.49%	91.78%
Much Wenlock	91.01%	88.14%	79.31%	90.54%	Much Wenlock	82.53%	85.15%	85.56%	84.41%
Newport	93.26%	91.36%	79.34%	90.74%	Newport	85.83%	72.38%	54.97%	71.06%
Oswestry	98.58%	95.90%	93.19%	95.89%	Oswestry	92.64%	91.57%	91.53%	91.91%
Prees	83.75%	72.18%	68.44%	82.35%	Prees	81.60%	72.18%	59.93%	71.24%
Shrewsbury	48.96%	66.03%	63.72%	73.54%	Shrewsbury	53.54%	44.83%	38.44%	45.60%
Tweeddale	54.65%	53.39%	56.81%	67.26%	Tweeddale	68.02%	55.38%	57.22%	60.21%
Wellington	95.56%	93.75%	86.32%	93.26%	Wellington	85.97%	85.89%	79.06%	83.64%
Wem	98.02%	93.38%	93.02%	95.62%	Wem	99.65%	100.00%	99.72%	99.79%
Whitchurch	97.78%	97.38%	98.06%	98.46%	Whitchurch	95.17%	93.65%	94.41%	94.41%
Average	90.11%	89.40%	87.62%	91.94%	Average	89.18%	86.24%	83.13%	86.19%

It is encouraging to see that On Call availability remains high, with only a maintenance in overall availability on the same period last year.

That being said, On Call availability and sustainability remain a high priority for Officers, with work continuing with the on-call sustainability project and the recommendations arising from the work so far.

6 Conclusions

The Committee is asked to note the contents of the report.

7 Financial Implications

There are no financial implications arising from this report.

8 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’.

9 Equality Impact Assessment

There are no equality or diversity implications arising from this report. An e-EQIA is not, therefore, required.

10 Appendices

There are no appendices attached to this report.

11 Background Papers

There are no background papers associated with this report.