

Corporate Performance Indicators including On Call Duty System Performance – April 2022 to March 2023 (Year End)

Report of the Chief Fire Officer

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1 Executive Summary

This report presents a summary of the Service's performance for the year April 2022 to March 2023.

2 Recommendations

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

3 Performance Review

The Corporate Performance Indicators (CPIs) for 2022/23 (fiscal year) were agreed by the Strategy and Resources Committee at its meeting on 18 March 2021. 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 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.

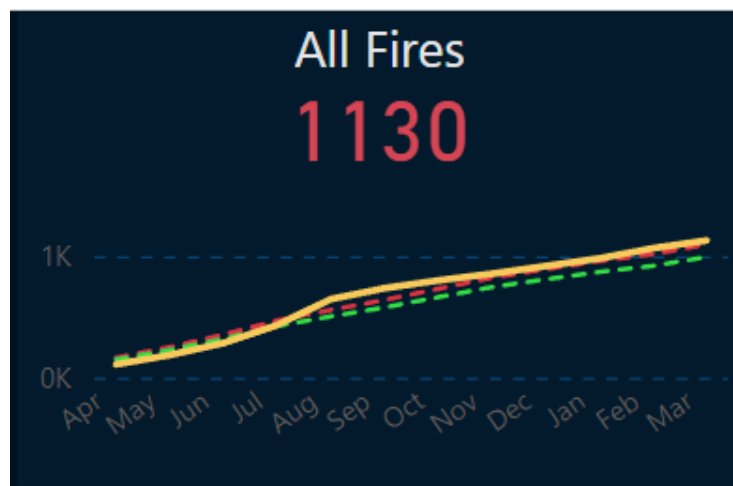
At the time of setting the CPIs, it was noted that they would present challenges for the Service. However, the year-end report for the period April 2021 to March 2022 showed that good progress was made against the tolerances for most CPIs – with clear rationale for areas where performance may have dipped.

4 Corporate Performance Indicators

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

CPI.1 - All Fires – 2022/23 Target: 1190 (Tolerance = +/- 5%)

All Fires – 1130



Month	Monthly Totals	Cumulative
April	110	110
May	77	187
June	98	285
July	148	433
August	214	647
September	90	737
October	64	801
November	55	856
December	63	919
January	69	988
February	78	1066
March	64	1130

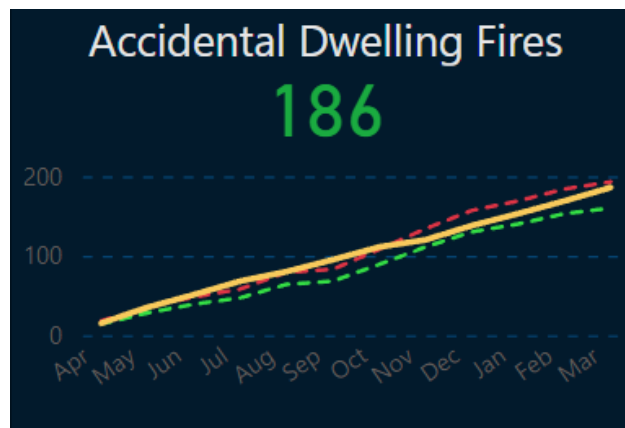
This CPI provides an overview of activity in relation to firefighting activity. The CPI is made up of primary fires such as building fires and vehicles, secondary fires, inclusive of grassland and refuse and chimney fires, are categorised separately.

Analysis has shown that when the reporting period is broken down, performance was improving month on month however in the second quarter, with the UK seeing a significant an unprecedented increase in heat temperatures, the Service saw a large increase in numbers of accidental fires in the open in July and August. This spike has meant that the cumulative total remained above tolerance, albeit the monthly totals for each month have been consistent with previous years, which has reduced the impact.

Monitoring of performance against this CPI will continue and Officers are confident that this CPI will come back within tolerance over the coming months following the trend for Q3.

CPI. 2 - Accidental Dwelling Fires – 2022/23 Target: 222 (Tolerance = +/- 10%)

Accidental Dwelling Fires - 186



Month	Lower	Upper	Monthly Totals	Cumulative
April	14	18	15	15
May	28	35	20	35
June	39	48	16	51
July	47	58	15	66
August	64	79	12	78
September	68	83	14	92
October	89	108	16	111
November	111	134	9	120
December	130	157	17	137
January	140	169	15	152
February	153	184	16	168
March	160	193	18	186

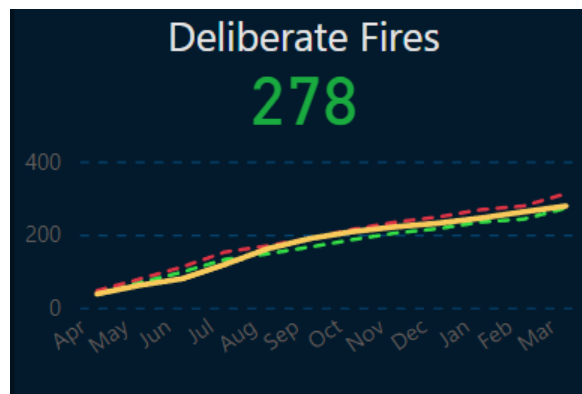
The fourth quarter fires showed a 45% decrease in the number of Accidental Dwelling Fires from the same quarter last year (33 in Q4 2021/22 and 48 in Q4 2022/23). It is important to note that the reduction in the number of fires that were seen last year were unprecedented decreases not seen in any of the previous 5 years. The cumulative total for Accidental Dwelling Fires for the yearly reporting period is 186, which is a 5.6% decrease on last year (176).

The top two causes of these fires were faulty appliances / leads (21%) and misuse of equipment / appliances (23%). 85% of these fires were confined to room of origin, and 89% had smoke alarms fitted in the property.

Officers recognise that the increase in the cost of living and the impact on vulnerable groups trying to heat their homes during winter months may have had an impact on this CPI, and CPI 5. As such, performance is still being closely monitored.

CPI.3 - Deliberate Fires – 2022/23 F/Y Target: 404 (Tolerance = +/- 7%)

Deliberate Fires - 278



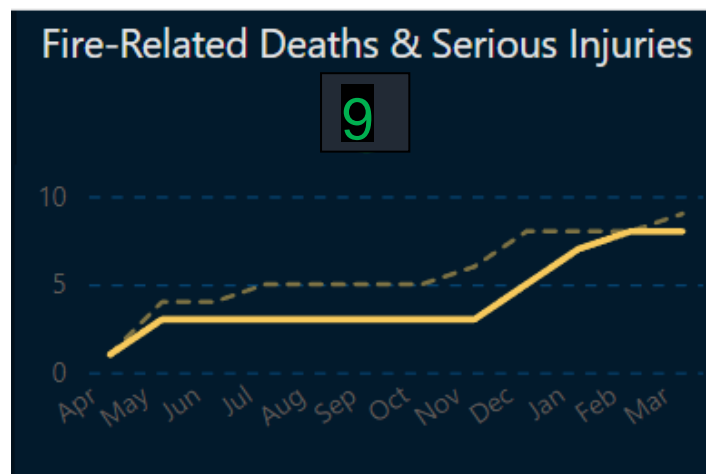
Month	Lower	Upper	Monthly Totals	Cumulative
April	40	46	43	43
May	68	78	30	73
June	97	111	31	104
July	132	152	38	142
August	147	169	16	158
September	166	190	20	178
October	182	208	22	200
November	203	233	19	219
December	220	252	13	231
January	234	268	14	246
February	242	278	17	263
March	272	312	15	278

The cumulative total for the fourth quarter reporting period was 47, a 22% decrease on the same period last year and the figures are well within tolerance with an overall annual reduction on last year of just under 5%.

In November / December 2021, the Service saw an increase in vehicle arson, predominantly by organised crime gang rivalry which featured heavily in the media. Joint tactics have seen this trend reduce throughout 2022 and is partly responsible for the overall reduction. Recorded incidents were caused by a wide spread of circumstances that did not flag any specific target issues to address.

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, and as mentioned above there is a continued decline in the number of gang related arson incidents involving vehicles.

CPI.4 - Fire Related Deaths and Serious Injuries



Month	Deaths	Cumulative	Serious Injuries	Cumulative
April	0	0	1	1
May	1	1	1	2
June	0	0	0	2
July	0	0	0	2
August	0	0	0	2
September	0	0	0	2
October	0	0	0	2
November	0	0	0	2
December	2	3	0	2
January	2	5	0	2
February	1	6	0	2
March	1	7	0	2

As agreed at the Strategy and Resources Committee in March 2021, the statistics for this CPI have been separated to identify the number of serious injuries and the number of fire related deaths.

End of year statistics shows 6 fire related deaths in accidental dwelling fires, 1 accidental fire related death in a vehicle and 2 serious injuries. This is the highest number of fatalities since 2020 when the Service saw the multiple fatalities in two house fires one in Sutton Hill and one in Leegomery (Telford).

In the last quarter (January to March 2023), the Service attended 4 fatalities and no serious injuries.

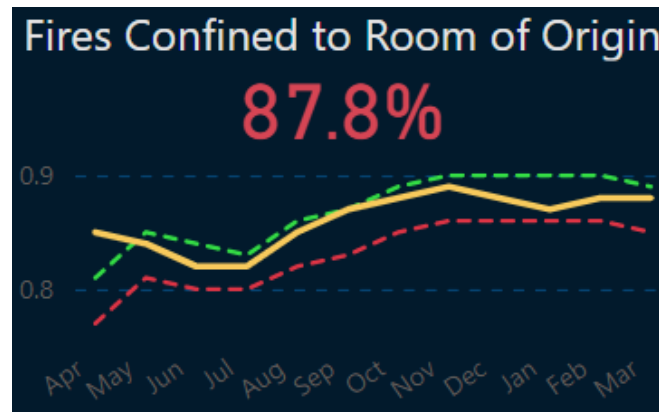
The fire deaths have shown several similarities - mainly that illness and mobility have been an important factor. Other common themes in the findings were:

- All were known to their GP.
- Some were known to Adult Social Care.
- Some had received a checklist from partners / home visit but declined a visit.
- 3 out of 5 fires were suspected to be started by a cigarette.
- 3 out of 5 incidents the person lived alone.
- 2 incidents were where a mother and son lived together.
- 5 out of 6 fatalities the fire was not confined to room of origin.
- 4 out of 6 fatalities over the age of 72
- 2 out of the 6 fatalities aged 52 and 54.
- Apart from the Hollinswood fire, the fires where the fatalities have occurred were not in socially deprived areas.

Officers have been proactive in reviewing each case and are progressing the following:

- An approach to Adult Social Care at both Telford & Wrekin and Shropshire Councils to request that they reconsider their approach and include the Safe and Well as part of their commissioning and make mandatory.
- An approach to GP surgeries to work in partnership with the Service.
- Work has commenced with Caxton Surgery Oswestry.
- Approach has been made to Market Drayton Medical Practice Board.
- Staff to be trained to have greater awareness of emollient creams and air flow mattresses.
- To have some advice and guidance around emollient creams and air flow mattresses to leave with the occupier after a Safe and Well visit.
- To continue to work alongside Care Organisations that provide care at home and encourage more care organisations to work in partnership with the Service.

CPI.5 - Fires Confined to Room of Origin - Tolerance = +/- 2%
Fires Confined to Room of Origin – cumulative 88%



Month	Lower %	Upper %	Cumulative
April	77	81	85%
May	81	85	84%
June	80	84	82%
July	80	83	81%
August	82	86	84%
September	83	87	87%
October	86	90	87%
November	91	95	88%
December	92	96	88%
January	86	90	87%
February	86	90	88%
March	85	89	88%

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 back in line with the desired tolerance. Year to date 14.5% of fires have not been confined to room of origin which is a 4.9% increase on last year.

Whilst there are no specific trends on this CPI, of note is that in the case of 5 of the accidental dwelling fatalities, 4 of the fires were not confined to room of origin.

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

MONTH	Total number of accidents			2022-23 RIDDOR
	2020-21	2021/22	2022/23	
April	1	4	1	
May	1	2	3	
June	5	3	4	
July	2	4	0	
August	1	1	2	2
September	2	1	7	1
October	1	1	5	
November	0	3	5	1
December	4	1	0	
January	3	3	2	
February	1	2	2	
March	3	1	0	
TOTAL	24	26	31	4

The figures provided in the table above show a total of 31 injuries to staff from operational activity during the reporting period, which is slightly above the figures for the previous two years.

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 the year 2022/2023, the average Response Standard was 94%, which is largely in line with the standard achieved for the last year.

Reasons for not achieving the target Response Standards were:

- Incident location different to mobilising information.
- Difficult access
- Distance to incident
- Road closures
- Technical issue with MDT
- Human Error

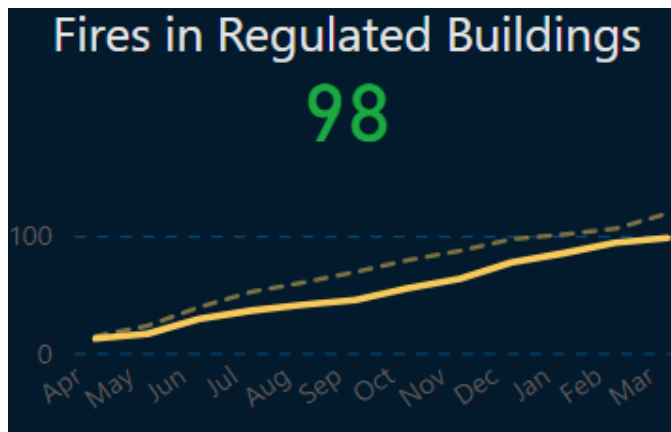
The purpose for monitoring performance across the 3 areas is to enable the Service to scrutinise and interrogate data, that will enhance performance through the identification of any trends and allowing for the reallocation of resources across Prevention, Protection and Response.

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 response average requirement of 85% has been surpassed in all 3 areas, leading to strong performance over the reporting period.

CPI.8 - Fires in Regulated Buildings

Fires in Regulated Buildings - 98



CPI 8 - Fires in Regulated Buildings		
2022/23		
Month	Total (Month)	Total (YTD)
April	12	12
May	4	16
June	13	29
July	6	35
August	5	40
September	4	44
October	10	54
November	7	61
December	11	72
January	13	85
February	9	94
March	4	98

This CPI was added for 2021/22 and enables the Service to scrutinise performance in connection with Protection activity. The incident types for the year 2022/2023 were predominantly accidental, with the fire premises type, cause of fire and origin being within the current Risk Based Inspection Programme and in line with annual trends.

It is positive to see that with the changes made to the Risk Based Inspection Programme there has been a 19% decrease fires in regulated buildings when measured against the same reporting period last year.

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

CPI 9a - Establishment				
Reported annually: Percentage of posts filled versus maximum expected establishment.				
Location	Max Establishment Number	Current Strength	Percentage Establishment Filled	
On-call	323	294	91	↓
Wholetime	181	184.95	102.2	↓
Support Staff	81.76	82.42	100.8	↑
Fire Control	17	20	117.6	↓
Overall	600.76	581.37	96.7	↑

Headcount by Sex and Ethnicity at 31/03/23:

Sex (By post)

	On Call	Wholetime	Support Staff	Fire Control	Overall
Female	27 (down 1) 9.38%	15 (up 1) 8.06%	51 (s) 57.30%	16 (down 2) 80%	109 (down 2) 18.70%
Male	261 (down 6) 90.62%	171 (down 3) 91.93%	38 (up 4) 42.70%	4 (s) 20%	474 (down 5) 81.30%
Total	288 (down 7)	186 (down 2)	89 (up 4)	20 (down 2)	583 (down 7)

Ethnicity (by post)

	On Call	Wholetime	Support Staff	Fire Control	Overall
Any other ethnic group	0 (s)	0 (s)	0 (s)	0 (s)	0 (s)
Any other white	3 (s) 1.04%	2 (s) 1.08%	0 (s)	0 (s)	5 (s) 0.86%
Asian / Asian British	1 (s) 0.34%	0 (s)	2 (s) 2.24%	0 (s)	3 (s) 0.51%
Black or Black British	0 (s)	3 (s) 1.61%	0 (s)	0 (s)	3 (s) 0.51%
Mixed / other background	0 (s)	1 (s) 0.53%	0 (s)	0 (s)	1 (s) 0.18%
Mixed / White Asian	1 (up 1) 0.34%	0 (s)	0 (s)	0 (s)	1 (up 1) 0.18%
Mixed White and Black Caribbean	0 (down 1)	0	0	0	0 (down 1)
Not completed	91 (down 4) 31.60%	32 (down 1) 17.20%	16 (up 1) 17.98%	4 (s) 20%	143 (down 4) 24.53%
Other Asian / Asian unspecified	0 (s)	0 (s)	1 (s) 1.12%	0 (s)	1 (s) 0.18%
Prefer Not To Say	0 (s)	2 (s) 1.08%	1 (s) 1.12%	0 (s)	3 (s) 0.51%
White British (inc. English / Welsh / Scottish)	192 (down 2) 66.67%	142 (down 1) 76.34%	69 (up 3) 77.53%	16 (down 1) 80%	419 (down 2) 71.87%
White Gypsy/Romany	0 (s)	0 (down 1)	0 (s)	0 (s)	0 (down 1)
White Irish	0 (s)	4 (up 1) 2.16%	0 (s)	0 (down 1)	4 (s) 0.69%
Total	288 (down 7)	186 (down 2)	89 (up 4)	20 (down 2)	583 (down 7)

There has been little movement in these categories since the last report, there has been one On Call recruits course starting during this period. There has been a decrease in the overall headcount due to retirements and leavers from the Service.

Whilst some of the headcount has stayed the same the percentages have increased due to the overall numbers of employees decreasing.

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	87	13
SWAH & Confined Space	94	6
RTC	92	8
Emergency Response Driver Training (ERDT)	94	6
Incident Command (L1 XVR)	92	8
Incident Command (L1 Refresher)	82	18
Rope Rescue Operator	95	5
Water First Responder (W/T)	98	2
Water First Responder (On-Call)	90	10
Swiftwater Rescue Technician	100	0
Swiftwater Rescue Technician Boat Operator	97	3
First Responder Emergency Care (FREC)	96	4
FREC for On Call	65	35

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

Availability % by Station and Month	North		Shrewsbury		South		Telford		Wellington		West		
	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Average
Albrighton	80.59%	85.42%	73.51%	72.72%	58.87%	78.54%	80.28%	74.76%	85.08%	84.21%	75.74%	75.10%	77.07%
Baschurch	88.40%	86.66%	92.22%	90.83%	84.54%	90.80%	91.77%	95.76%	93.62%	94.93%	94.46%	96.30%	91.69%
Bishops Castle	97.85%	97.31%	92.64%	91.97%	90.05%	94.17%	90.63%	89.24%	92.44%	95.70%	92.04%	97.24%	93.44%
Bridgnorth	91.81%	93.58%	90.63%	93.01%	84.98%	96.94%	92.10%	96.56%	97.14%	98.56%	97.51%	99.50%	94.36%
Church Stretton	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cleobury Mortimer	98.37%	98.52%	95.73%	93.75%	93.41%	92.22%	94.12%	95.35%	96.98%	98.72%	98.33%	95.77%	95.94%
Clun	96.18%	92.04%	84.76%	94.52%	91.63%	88.99%	87.40%	88.13%	86.56%	90.93%	85.42%	90.79%	89.78%
Craven Arms	97.12%	99.36%	99.10%	96.84%	90.22%	96.88%	99.16%	99.27%	97.98%	98.99%	99.93%	98.15%	97.75%
Ellesmere	100.00%	100.00%	100.00%	100.00%	100.00%	99.97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Hodnet	98.30%	98.96%	99.55%	99.43%	99.60%	98.61%	98.96%	99.72%	99.73%	98.86%	100.00%	99.50%	99.27%
Ludlow	93.09%	94.83%	92.99%	85.92%	92.91%	97.78%	84.21%	83.19%	71.88%	92.10%	80.58%	81.82%	87.61%
Market Drayton	98.65%	99.13%	97.05%	95.36%	92.94%	98.96%	92.81%	95.03%	98.05%	98.66%	95.54%	95.19%	96.45%
Minsterley	94.65%	98.69%	97.88%	94.39%	96.98%	97.71%	97.48%	92.92%	95.43%	97.75%	94.87%	98.29%	96.42%
Much Wenlock	90.10%	84.24%	73.96%	88.84%	81.69%	74.83%	76.31%	78.13%	77.82%	90.39%	93.60%	94.35%	83.69%
Newport	93.23%	90.99%	85.87%	85.99%	83.90%	84.51%	71.37%	61.15%	70.13%	92.07%	88.73%	88.54%	83.04%
Oswestry	97.01%	98.89%	95.83%	96.61%	95.67%	95.03%	96.61%	99.79%	96.40%	98.49%	95.46%	96.20%	96.83%
Prees	84.69%	62.47%	48.75%	51.28%	67.27%	76.46%	89.08%	75.10%	75.84%	81.85%	77.83%	88.84%	73.29%
Shrewsbury	93.30%	80.21%	71.11%	65.49%	58.27%	55.97%	56.38%	56.77%	27.82%	49.19%	56.92%	32.76%	58.68%
Tweedale	85.07%	73.29%	64.79%	64.45%	27.55%	56.67%	53.60%	71.53%	75.00%	75.24%	74.22%	62.87%	65.36%
Wellington	88.16%	92.44%	88.78%	89.01%	87.67%	88.44%	87.03%	86.08%	86.59%	95.70%	94.23%	95.53%	89.97%
Wem	100.00%	99.66%	99.97%	100.00%	100.00%	95.38%	88.98%	87.85%	95.19%	98.39%	100.00%	98.69%	97.01%
Whitchurch	92.92%	97.11%	95.49%	88.54%	84.41%	90.63%	92.51%	95.17%	95.19%	98.79%	97.99%	97.18%	93.83%
Average	93.61%	91.99%	88.21%	88.13%	84.66%	88.61%	87.31%	87.34%	87.04%	92.25%	90.61%	90.12%	89.16%

It is encouraging to see that on-call availability remains good compared to national figures, albeit with a reduction in overall availability on the same period last year. A recent recruitment campaign has been successful with several new staff awaiting competence sign off so they can join their stations.

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 Financial Implications

There are no financial implications arising from this report.

7 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'.

8 Initial Impact Assessment

This report contains merely statements of fact and historical data. An Initial Impact Assessment is not, therefore, required.

9 Equality Impact Assessment

There are no equality or diversity implications arising from this report. An Equality Impact Assessment is not, therefore, required.

10 Appendix

There are no appendices associated with this report.

11 Background Papers

There are no background papers associated with this report.