

Corporate Performance Indicators including On Call System Performance – April to September 2023 (Quarter 2)

Report of the Chief Fire Officer

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1 Executive Summary

This report presents a summary of the Service's performance from April to September 2023.

2 Recommendations

The Committee is asked to note the report

3 Performance Review

The Corporate Performance Indicators (CPIs) for 2023/24 (fiscal year) were agreed by the Strategy and Resources Committee at its meeting on 22 March 2023. These were:

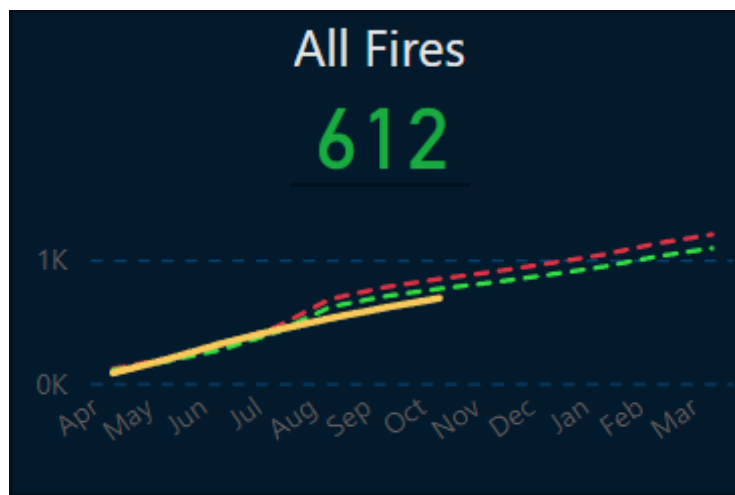
- All fires (CPI 1)
- Accidental dwelling fires (CPI 2)
- Deliberate fires (CPI 3)
- Fire related deaths and serious injuries (CPI 4)
- Fires confined to room of origin (CPI 5)
- Injuries sustained to staff through operational activity (CPI 6)
- Response standard - monitored against 3 categories of Urban, Town & Fringe and Rural. (CPI 7)
- Fires in regulated buildings (CPI 8)
- Diversity, Establishment and Firefighter Competence (CPI 9)

4 Corporate Performance Indicators

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

CPI.1 - All Fires – 2023/24 Target: 1068 (Tolerance = +/- 5%)

All Fires – 612



Month	Lower	Projection	Upper	Monthly Totals	Cumulative
April	105	110.5	116	82	82
May	178	187.3	197	111	193
June	271	285.2	300	128	321
July	412	433.7	455	109	430
August	618	650.5	683	96	526
September	704	741.1	778	86	612

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.

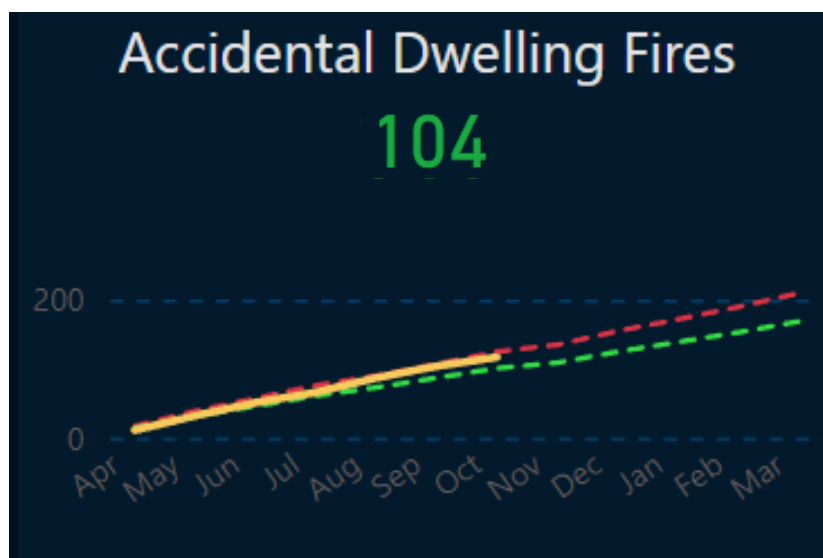
Analysis has shown that when the reporting period is broken down, performance is within tolerance in July, August and September. This is due to a significant decrease in the number of secondary fires attended by the Service. The success of this has been due to extra patrolling, schools and social media Prevention activity. A contributing factor to the reduction is the high temperatures seen last year were only seen during this quarter for limited days.

Overall reduction of fires year to date is 128 fires which equated to a reduction of 17.2%. Further information can be found within this report.

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

CPI. 2 - Accidental Dwelling Fires – 2023/24 Target: 175 (Tolerance = +/- 10%)

Accidental Dwelling Fires – 104



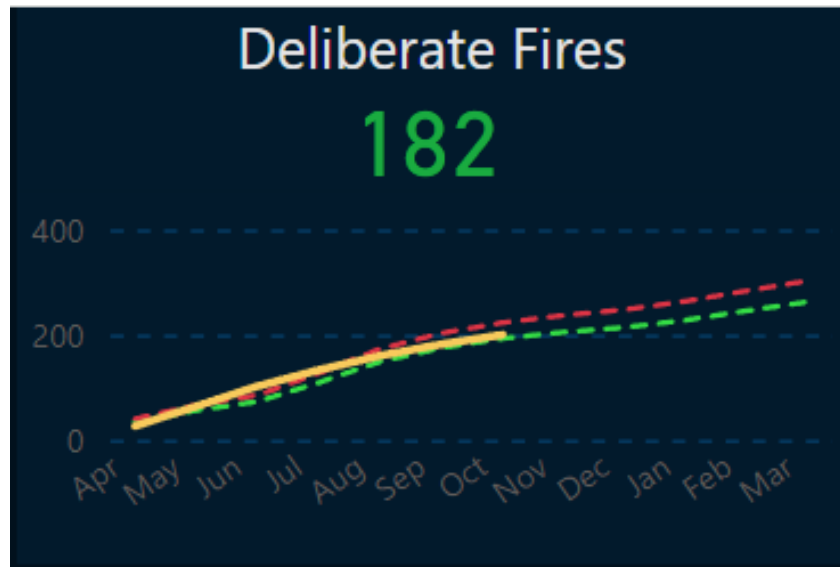
Month	Lower	Projection	Upper	Monthly Totals	Cumulative
April	14	15.5	17	11	11
May	32	35.5	39	21	32
June	46	51.1	57	19	51
July	61	64.2	76	15	66
August	73	76.8	90	21	87
September	87	91.6	107	17	104

The second quarter shows a 23% increase in the number of Accidental Dwelling Fires (ADFs) from the same quarter last year (43 in Q2 2022/23, 53 in Q2 2023/24). The most significant difference in the number of fires is seen in August 2023, when fires have increased from 13 fires to 21 fires this August. The figures for July and September are in line with previous years statistics. The cumulative total for ADFs for the reporting period is 104, which is a 10.6% increase on the same period last year (94).

The top two causes of these fires were faulty appliances / leads and misuse of equipment / appliances. Of positive note is that 86.5% of these fires were confined to room of origin and 88.4% 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 as we are approaching winter months may have an impact on both this CPI and CPI 5. As such, performance is being closely monitored.

CPI.3 – Deliberate Fires – 2023/24 F/Y Target: 268 (Tolerance = +/- 7%)
Deliberate Fires – 182



Month	Lower	Projection	Upper	Monthly Totals	Cumulative
April	34	36.6	40	26	26
May	56	60.2	66	38	64
June	73	78.5	85	38	102
July	109	117.2	127	31	133
August	149	160.2	173	27	160
September	175	188.2	203	22	182

The cumulative total for the reporting period was 80, a 27.2% decrease on the same period last year. However, when included as the year-to-date figure there is only a 3.7% decrease (7 incidents), and figures are well within tolerance.

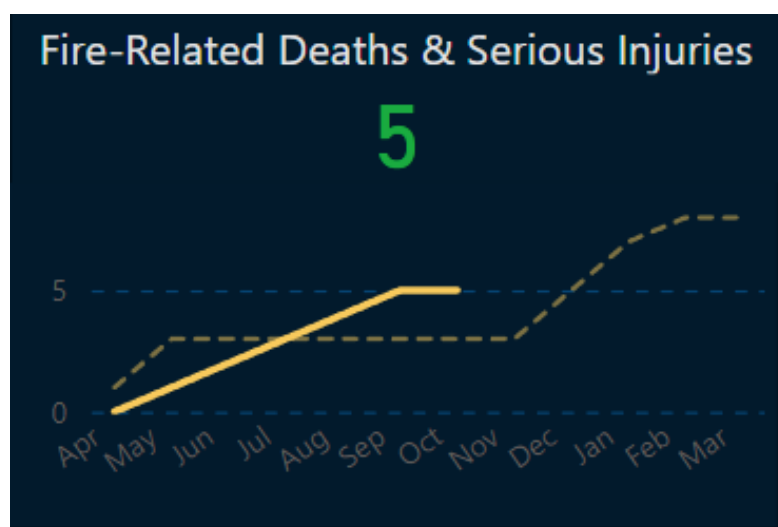
The summer holiday period did not see any large spikes in Fires in Open grassland type incidents. There were only 12 incidents and none in the hotspot locations within Telford around the skate parks identified above.

The Harlescott and surrounding areas in Shrewsbury are suffering the most deliberate fires with a mixture of wooded areas and recreational areas as well as rubbish being dumped.

The biggest impact on incidents this quarter has been the rise in Fly Tipping/household rubbish type incidents (7) and Arson to vehicles (15).

The Prevention Team continues to work with crews and partners to identify hot spots, and the Service's Arson Crime Officers enables close links with Police colleagues to be created with shared intelligence driving activity. There is no specific area profile where fires have occurred, and there is a continued decline in the number of gang related arson incidents involving vehicles.

CPI.4 - Fire Related Deaths and Serious Injuries

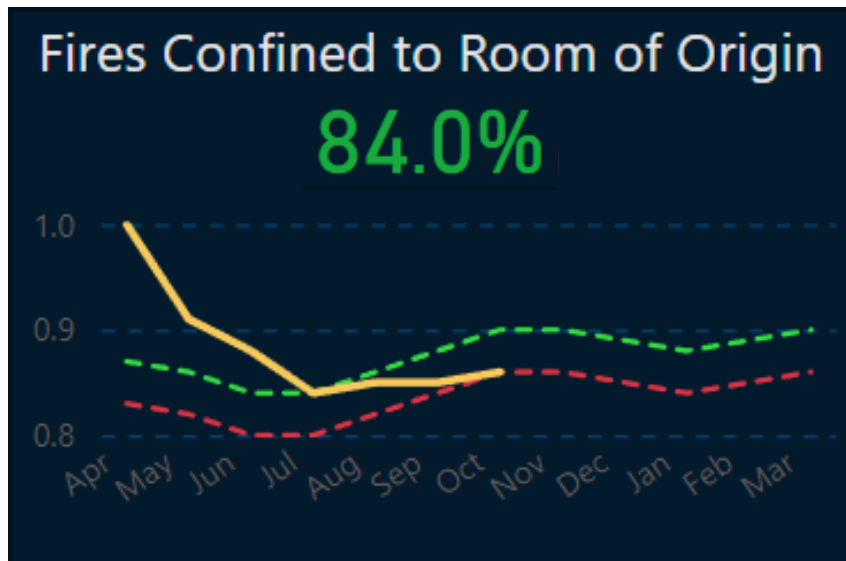


Month	Deaths	Cumulative	Serious Injuries	Cumulative
April	0	0	0	0
May	0	0	1	1
June	0	0	1	2
July	0	0	1	3
August	0	0	1	4
September	0	0	1	5

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, 1 incident is recorded as deliberate and 4 as accidental.

CPI.5 - Fires Confined to Room of Origin - Tolerance = +/- 2%
Fires Confined to Room of Origin – cumulative 84%



Month	Lower %	Projected	Upper %	Monthly Totals	Cumulative
April	83	84.7	87	16/16	100%
May	82	83.7	86	22/27	88.4%
June	80	81.6	84	30/36	86.1%
July	80	81.6	84	22/31	81.8%
August	82	83.7	86	23/26	83.1%
September	84	85.7	88	23/26	84%

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. In the year to date 16% of fires have not been confined to room of origin. Of the 15 fires not confined to room of origin this quarter, one was an unoccupied bungalow, one was arson for which the perpetrator has been arrested, two were chip pan related and a further two attributed to discarded cigarettes.

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	1	0	2	0							3
Yes - Operational Training – Fire/RTC	0	0	0	0	0	0							0
Yes -Operational - not Fire/RTC	0	0	0	1	0	2							3
Yes - Operational Training - Not Fire/RTC	0	1	0	0	0	0							1

The figures provided in the table above show a total of 7 injuries to staff from operational activity during the reporting period, which is in line with the same period last year.

Out of the 5 injuries recorded during Q2, two were RIDDOR reportable as over 7-day absence events. These were two incidents involving sprained/ twisted ankles whilst carrying out BA training and at an operational incident.

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 September 2023, the average Response Standard was 94%, which compares to the average Response Standard of 94% achieved in the same period last year.

During Q1 there were 19 occasions where the response standard target was not achieved - 4 in April, 7 in May and 8 in June. 14 incidents were classified as Urban, 2 incidents as Town & Fringe and 3 incidents as Rural.

During Q2 there were 11 occasions where the response standard was not achieved – 2 in July, 4 in August and 5 in September.

Reasons for not achieving the target Response Standards in Q2 were:

- Distance to incident – 3 x incidents
- Technical issue with MDT – 1 x incidents
- Decision making (human) – 1 x incident
- No commentary- 6 x incidents

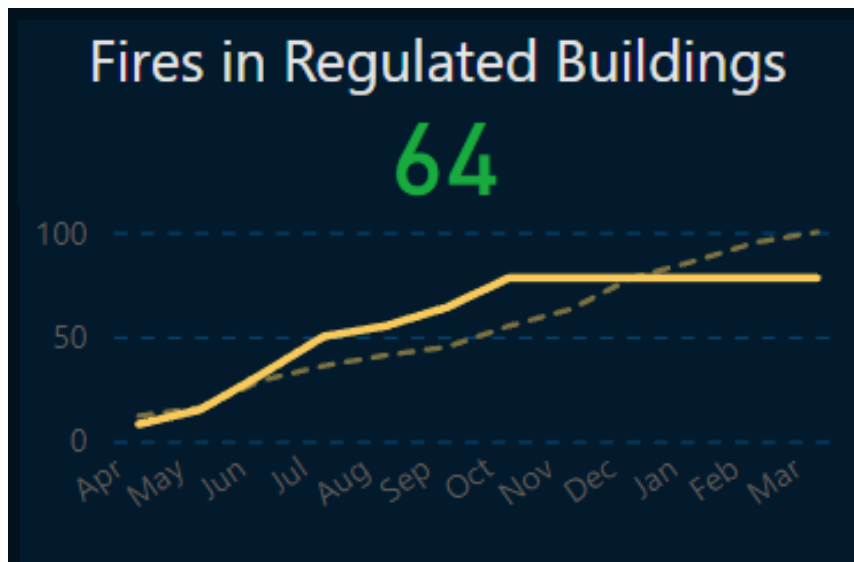
The purpose for monitoring performance across the three areas is to enable the Service to scrutinise and interrogate data, that will enhance performance through the identification of any trends and allow for the reallocation of resources across Prevention, Protection and Response.

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 – 64 (49 non agricultural buildings)



Month	Total (Month)	Total (YTD)
April	8	8
May	7	15
June	17	32
July	18	50
August	5	55
September	9	64

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 8 fires, 3 deliberate, 5 accidental
- May 7 fires, 1 deliberate, 6 accidental
- June 17 fires, all recorded as accidental
- July 18 fires, 2 deliberate, 16 accidental
- August 5 fires all recorded as accidental
- September 9 fires all recorded as accidental

In Q2, 9 out of 32 incidents were reported as agricultural which do not come under The Regulatory Reform (Fire Safety) Order 2005 therefore the total this quarter should be seen as 23. This is an increase of seven compared to the same Quarter in the previous 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

Headcount by sex and ethnicity as of 30 September 2023:

Gender (by post)

	On Call	Wholetime	Support Staff	Fire Control	Overall
Female	29 (up 1) 10.21%	15 (s) 8.06%	52 (up 1) 59.09%	19 (s) 95%	115 (up 2) 19.90%
Male	255(down 3) 89.79%	171 (s) 91.94%	36 (down 3) 40.91%	1 (down 2) 5%	463 (down 8) 80.10%
Total	284 (down 2)	186 (s)	88 (down 2)	20 (down 2)	578 (down 6)

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) 1.06%	2 (s) 1.08%	0 (s)	0 (s)	5 (s) 0.87%
Asian/Asian British	1 (s) 0.35%	0 (s)	3 (up 1) 3.41%	0 (s)	4 (s) 0.69%
Black or Black British	0 (s)	3 (s) 1.61%	0 (s)	0 (s)	3 (s) 0.52%
Mixed / other background	0 (s)	1 (s) 0.54%	0 (s)	0 (s)	1 (s) 0.17%
Mixed / White Asian	0 (s)	0 (s)	1 (s) 1.14%	0 (s)	1 (s) 0.17%
Mixed White and Black Caribbean	0 (s)	0	0	0	0 (s)
Not completed	80 (down 2) 28.17%	29 (s) 15.59%	10 (down 1) 11.36%	2 (s) 10%	121 (down 3) 20.93%
Other Asian /Asian unspecified	0 (s)	0 (s)	0 (s)	0 (s)	0 (s)
PNTS	2 (s) 0.70%	2 (s) 1.08%	1 (s) 1.14%	1 (s) 5%	6 (s) 1.04%
White British (inc. English / Welsh / Scottish)	198(s) 69.72%	145(s) 77.96%	73 (s) 82.95%	17(down 2) 85%	433 (down 3) 74.91%
White Gypsy/Romany	0 (s)	0 (s)	0 (s)	0 (s)	0 (s)
White Irish	0 (s)	4 (s) 2.15%	0 (s)	0 (s)	4 (s) 0.69%
Total	284 (down 2)	186 (s)	88 (down 2)	20 (down 2)	578 (down 6)

	Fire Control	On call	Support Staff	Wholetime
Total Workforce	3.46%	49.13%	15.22%	32.18%

There has been little movement in these categories since the last report. There has been one on-call recruits course that has started during this period and an overall increase in 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	92	8
SWAH & Confined Space	88	12
RTC	99	1
Emergency Response Driver Training (ERDT)	95	5
Incident Command (L1 XVR)	95	5
Incident Command (L1 Refresher)	88	12
Rope Rescue Operator	100	0
Water First Responder (W/T)	94	6
Water First Responder (On-Call)	100	0
Swiftwater Rescue Technician	94	6
Swiftwater Rescue Technician Boat Operator	100	0
First Responder Emergency Care (FREC)	99	1

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	Jul 2023	Aug 2023	Sep 2023	Average
Albrighton	72.15%	72.51%	64.97%	62.47%	63.44%	71.35%	67.41%
Baschurch	96.42%	95.60%	92.88%	86.46%	91.33%	91.49%	92.44%
Bishops Castle	97.78%	98.79%	98.13%	99.26%	98.08%	99.51%	98.53%
Bridgnorth	98.02%	98.92%	96.88%	96.44%	97.88%	98.33%	97.62%
Church Stretton	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cleobury Mortimer	94.69%	91.94%	95.42%	94.69%	91.23%	96.84%	94.32%
Clun	85.73%	80.24%	92.78%	84.24%	89.05%	67.71%	84.65%
Craven Arms	99.83%	99.87%	99.86%	99.23%	98.76%	96.77%	99.17%
Ellesmere	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Hodnet	97.81%	98.15%	97.53%	92.14%	96.81%	95.56%	96.50%
Ludlow	89.76%	92.81%	85.03%	87.06%	82.86%	83.16%	86.53%
Market Drayton	92.12%	94.12%	92.60%	84.54%	74.09%	90.76%	88.69%
Minsterley	96.53%	92.34%	93.40%	94.96%	95.33%	88.99%	93.56%
Much Wenlock	91.01%	88.14%	79.31%	92.07%	85.05%	83.85%	85.53%
Newport	93.26%	91.36%	79.34%	87.70%	85.62%	74.06%	84.38%
Oswestry	98.58%	95.90%	93.19%	96.24%	85.92%	93.92%	93.85%
Prees	83.75%	72.18%	68.44%	69.25%	79.13%	67.95%	72.73%
Shrewsbury	48.96%	66.03%	63.72%	57.33%	62.10%	59.93%	60.25%
Tweedale	54.65%	53.39%	56.81%	38.88%	44.79%	48.13%	50.49%
Wellington	95.56%	93.75%	86.32%	91.57%	85.82%	86.22%	89.36%
Wem	98.02%	93.38%	93.02%	90.89%	92.24%	88.75%	92.76%
Whitchurch	97.78%	97.38%	98.06%	97.92%	96.94%	96.25%	97.48%
Average	90.11%	89.40%	87.62%	86.51%	86.20%	85.43%	87.56%

It is encouraging to see that on-call availability remains good, 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 Equality Impact Assessment

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

9 Appendices

There are no appendices attached to this report.

10 Background Papers

There are no background papers associated with this report.