

Corporate Performance Indicators including Retained Duty System Performance – April to September 2021

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 to September 2021

2 Recommendations

The Committee is asked to note the report.

3 Performance Review

The Corporate Performance Indicators (CPIs) for 2021/22 (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 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.

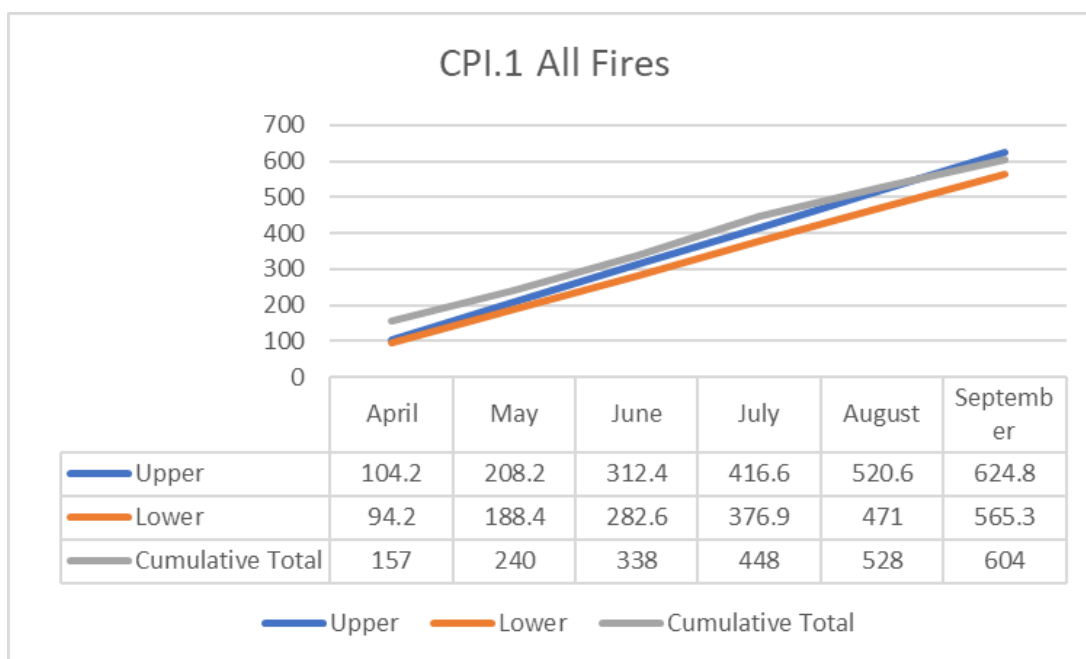
At the time of setting the CPIs, it was noted that they would present challenges for the Service. However, throughout the first 6 months (April, May, June, July, August, September), it is clear that good progress is being made against all 5 of the indicators with a tolerance applied and the remaining 4 indicators have a narrative within this report, providing detail of activity.

It should be noted that the reporting period is in relation to Quarter 1 (Q1) and Quarter 2 (Q2), so should be viewed as indicative only when considering end of year performance. The margins are small in terms of actual performance against the applied tolerances, with fire confined to room of origin being variable due to factors such as agricultural building fires that tend to occur during warm dry spells of weather.

4 Corporate Performance Indicators

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

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



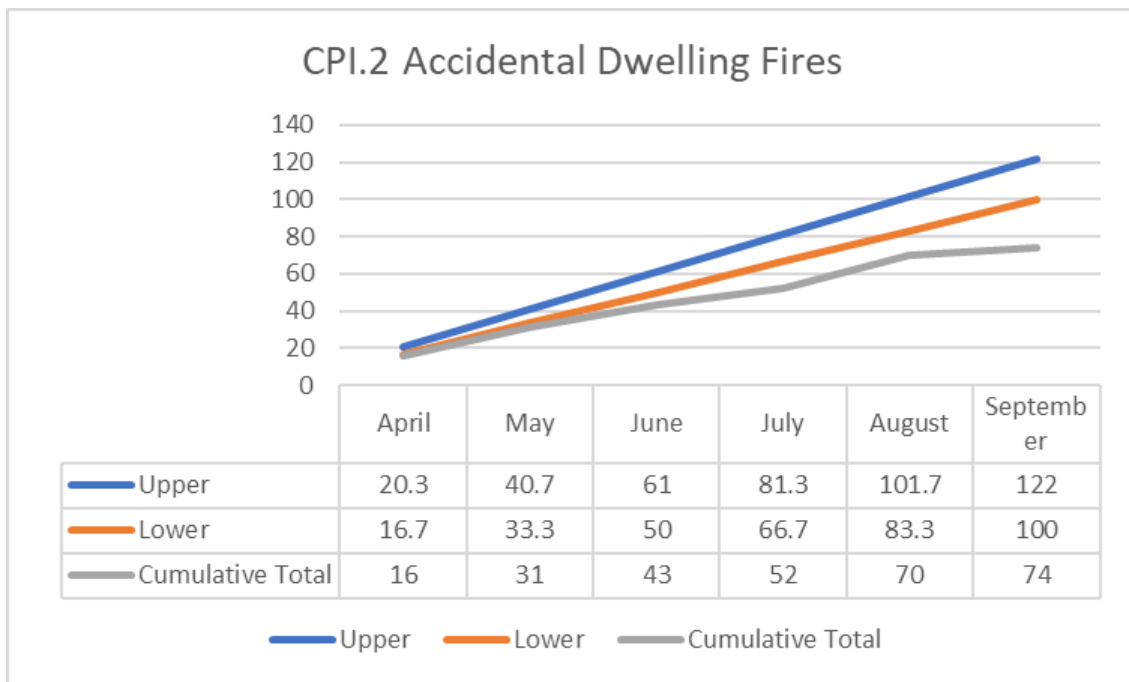
This CPI is a new measure introduced to provide an overview of activity in relation to firefighting activity. The CPI is made up of primary fires such as building fires and vehicles, secondary fires inclusive of grassland and refuse and chimney fires that are categorised separately.

Analysis has shown that when the reporting period is broken down, performance is improving month on month with April showing a 51.8 incident difference between actual performance and the upper tolerance; May being a 29.8 incident difference and June showing a difference of 20.6 between the upper tolerance and the year-to-date figure. This trajectory has continued in Q2 with the cumulative total now in a good position between the two tolerances.

Out of the 604 incidents, 45 were attributed to accidental dwelling fires and 111 were deemed to be deliberate in nature. Further information can be found within this report.

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

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



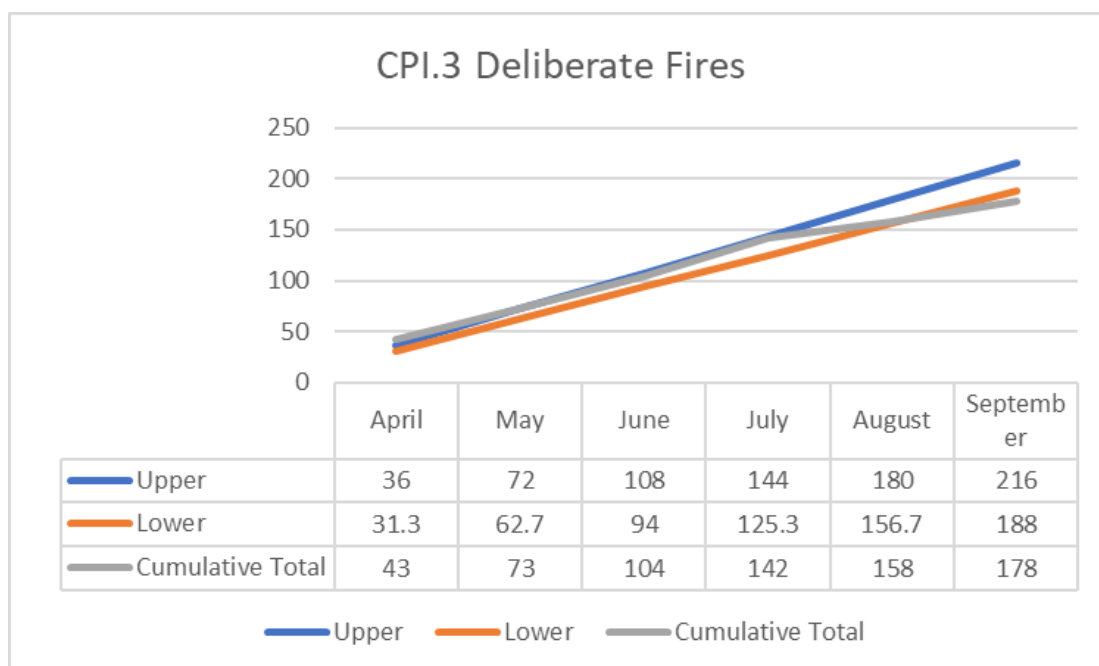
The cumulative total for Accidental Dwelling fires for the reporting period is 74, which is less than anticipated. There were only 4 accident dwelling fires in September, which is the lowest figure since recording and reporting has begun.

The causes of these fires were cooking, electrical faults and negligent use of equipment. Two of the incidents involved individuals over the age of 65. There are no identified trends in this reporting period, other than the general observation that the fires are either cooking or electrical related, located in the kitchen area.

Overall, for the second quarter of this financial year, there have been 31 accidental dwelling fires compared to 52 fires in the same quarter last year – a reduction of 40.3%.

When considering demand upon the Service, all 4 September fires were roughly between 7pm and 10pm, which shows no fires occurred during the day. It should be noted that all educational establishments reopened in September, which meant that children and young people in education were no longer at home during the day. A greater number of people have also now resumed office working, which has also resulted in less people in the home during the day.

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



The cumulative total for the reporting period was 178. Overall, for the second quarter, there have been 74 deliberate fires compared to 72 fires in the same quarter last year – an increase of 2.77%. The main cause of fire remains the same as previous reports with loose refuse and small refuse / rubbish / recycling (excluding wheelie bins) remaining the main contributor.

The Prevention Team continues to work with crews and partners to identify hot spots and the Service Arson Crime Officers enable close links with Police colleagues to be created with shared intelligence driving activity. There is no specific pattern or area profile where fires have occurred.

CPI.4 - Fire Related Deaths and Serious Injuries

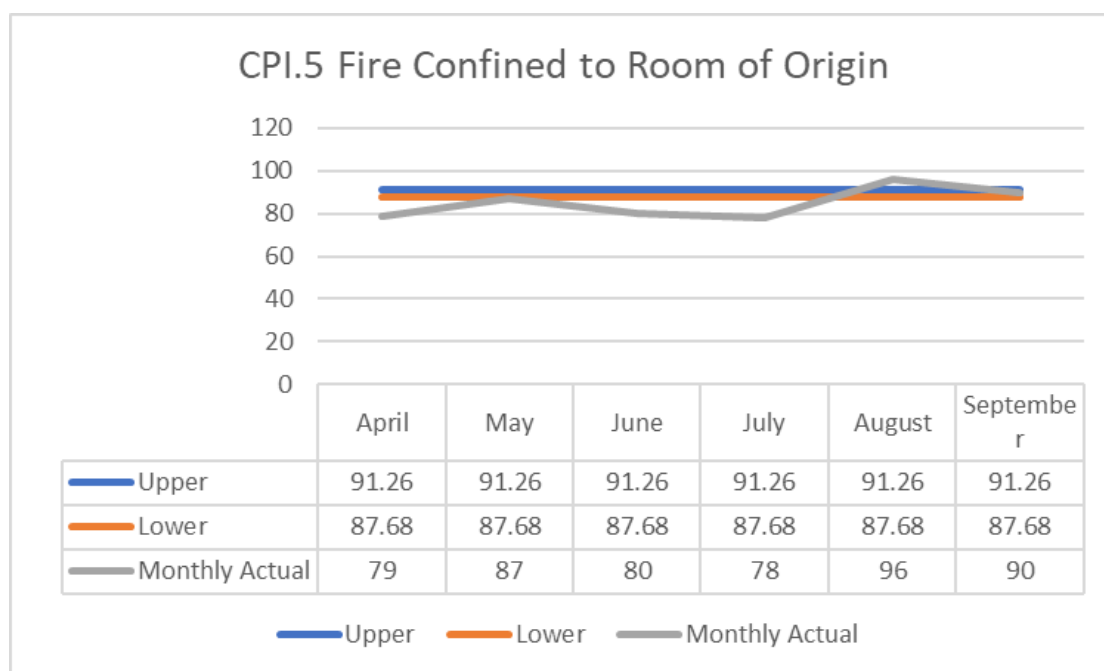
Month	Deaths	Cumulative Total	Serious Injuries	Cumulative Total
April	0	0	1	1
May	0	0	3	4
June	0	0	1	5
July	0	0	1	6
Aug	1	1	1	7
Sept	0	1	0	7

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.

Unfortunately, during the Q2 reporting period there has been one fire related death, confirmed as an accidental death in a barn fire (commercial premises), and two cases of injury.

When compared to the same period for 2020/21, this is a slight increase overall. When analysing the incident types, 2 were recorded as deliberate and 5 as accidental (1x injury & 1x death were the same incident). One of the incidents in May recorded as accidental involved 2 casualties who received treatment from Ambulance colleagues.

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



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 slightly below the lower target tolerance of 87.68% with actual performance sitting at 85%. However it should be noted the direction of travel is positive, with a monthly figure of 90% for September 2021.

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.

Of the 20 incidents in the year to date, where fire was not confined to room of origin, it should be noted that none of the spread came from a full room inside a house – most were spread from the roof, garages/outbuildings, carports, sheds, barns and similar.

CPI.6 - Injuries Sustained to Staff Through Operational Activity

Corporate Performance Indicators	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Yes – Operational – Fire/RTC	0	2	1	2	0	1							6
Yes - Operational Training – Fire/RTC	0	0	0	0	0	0							0
Yes -Operational - not Fire/RTC	0	0	0	0	0	0							0
Yes - Operational Training - Not Fire/RTC	2	0	1	0	0	0							3

The figures provided in the table above show a total of 9 injuries to staff from operational activity during the reporting period.

Out of the 9 injuries recorded, 3 were RIDDOR reportable as they were over 7-day absence events. Of these 3, 2 occurred in the training environment, the other at an incident.

This CPI remains susceptible to variation throughout the year, and this was witnessed in 2016 when a vehicle accident occurred leading to 7 crew members receiving minor injuries. However, every incident is used to inform how the Service’s current processes and working practices can be improved. For the reasons outlined, 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

Month	Urban % Achieved	Urban YTD Average	Town & Fringe % Achieved	Town & Fringe YTD Average	Rural % Achieved (EXCL O/B)	Rural YTD Average (EXCL O/B)
April	93.00%	93.00%	93.00%	93.00%	99.00%	99.00%
May	93.00%	93.00%	94.00%	93.50%	100%	99.50%
June	88.00%	91.33%	94.00%	93.66%	100%	99.67%
July	91.00%	91.25%	94.00%	93.75%	91.00%	97.50%
Aug	94.00%	91.80%	96.00%	94.20%	97.00%	97.40%
Sept	93.00%	92.00%	95.00%	94.33%	97.00%	97.33%

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

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

CPI.8 - Fires in Regulated Buildings

CPI 8 - Fires in Regulated Buildings		
2021/22 F/Y Target: N/A (Figures & narrative only)		
Month	Total (Month)	Total (YTD)
April	10	10
May	7	17
June	14	31
July	11	42
August	6	48
Sept	8	56

This CPI is an addition 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	10 fires all recorded as accidental
May	7 fires all recorded as accidental
June	14 fires, 11 recorded as accidental and 3 as deliberate
July	11 fires, recorded as 10 accidental and 1 deliberate
August	6 fires, recorded as 5 accidental and 1 deliberate
September	8 fires, recorded as 6 accidental (3 electrical, continuing trend) and 2 deliberate (1x school, 1x shop)

September figures continue a reduction in rates and bring the Service level with figures for the 2020/21 reporting period. This follows a steadier trajectory than last year, where a dip and spike were experienced when both entering and leaving lockdown. The fire premises type, cause of fire and origin are within the current Risk Based Inspection Programme, and areas audited. Advice on electrical safety is a key part of a suitable fire risk assessment.

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

As this is a new CPI for 2021/22, there are no comparisons to be made, however analysis of previous records has been carried out and the figures presented are broadly in line with expectations across these 3 areas.

It was agreed by the Strategy and Resources Committee in March 2021, that Establishment and Diversity figures would be presented twice yearly and therefore form part of this report and further reporting will be presented in Quarter 4.

Diversity:

Sex (by post)

	On Call	Wholetime	Support Staff	Fire Control	Overall
Male	282	177	38	5	505
	92.16%	92.19%	42.22%	25%	82.65%
Female	24	15	52	15	106
	7.84%	7.81%	57.77%	75%	17.35%
Total	306	192	90	20	611

Ethnicity (by post)

	On Call	Wholetime	Support Staff	Fire Control	Overall
Any other ethnic group	0	0	0	0	0
Asian / Asian British	1	0	2	0	3
	0.33%		2.22%		0.49%
Any other white	3	2	0	0	6
	0.98%	1.04%			0.98%
Black or Black British	1	3	0	0	4
	0.33%	1.56%			0.65%
Mixed / other background	0	2	0	0	2
		1.04%			0.33%
Mixed / White Asian	0	0	0	0	0
Other Asian / Asian unspecified	0	0	1	0	1
			1.11%		0.16%
Unknown	98	31	15	6	148
	32.02%	16.14%	16.66%	30%	24.22%
White British (inc. English / Welsh / Scottish)	203	151	71	13	442
	66.33%	78.64%	78.88%	65%	72.34%
White Irish	0	2	0	1	4
		1.04%		5%	0.65%
White Gypsy / Romany	0	1	0	0	1
		0.52%			0.16%
Total	306	192	90	20	611

Overall workforce figures show that of 611 members of staff, 505 (82.65%) are male and 106 (17.35%) are female. Of those, 442 (72.34%) are white British, with 148 (24.22%) stating unknown as their ethnicity.

Continuing to monitor these figures will demonstrate any direction of travel in terms of workforce diversity, which in turn will enable us to continue to target positive action initiatives accordingly.

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	94	6
Specific Incident Management (RTC/SWAH/Confined Space)	81	19
Emergency Response Driver Training (ERDT)	94	6
Incident Command (L1 XVR)	87	13
Incident Command (L1 Refresher)	88	12
Rope Rescue Operator	100	0
Water First Responder (W/T)	100	0
Water First Responder (On-Call)	88	12
Swiftwater Rescue Technician	100	0
Swiftwater Rescue Technician Boat Operator	94	6
First Responder Emergency Care (FREC)	98	2

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.

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 Retained Duty System Performance

Availability % by Station and Month								
	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Average
Albrighton	79.10%	79.13%	71.39%	68.01%	60.79%	72.88%	75.07%	72.34%
Baschurch	97.92%	96.54%	97.88%	92.37%	87.10%	94.58%	96.20%	94.66%
Bishops Castle	99.93%	100.00%	98.78%	94.79%	99.60%	99.41%	99.36%	98.84%
Bridgnorth	99.79%	99.56%	98.58%	97.08%	96.47%	97.57%	96.34%	97.91%
Church Stretton	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cleobury Mortimer	99.90%	99.63%	98.68%	99.09%	98.92%	98.23%	98.35%	98.97%
Clun	95.03%	98.42%	92.33%	95.53%	92.81%	90.59%	91.60%	93.76%
Craven Arms	100.00%	99.90%	100.00%	98.72%	99.36%	99.20%	99.66%	99.55%
Ellesmere	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Hodnet	99.55%	99.29%	99.48%	99.93%	97.85%	99.27%	100.00%	99.34%
Ludlow	98.61%	90.52%	95.07%	89.15%	85.11%	89.38%	94.66%	91.79%
Market Drayton	98.09%	99.60%	98.51%	95.46%	98.79%	97.33%	99.46%	98.18%
Minsterley	90.76%	90.39%	85.17%	77.72%	81.52%	63.09%	94.99%	83.38%
Much Wenlock	96.98%	97.38%	93.47%	89.35%	69.46%	83.65%	94.83%	89.30%
Newport	97.15%	95.19%	88.96%	64.58%	64.89%	71.60%	85.69%	81.15%
Oswestry	99.65%	99.53%	97.22%	95.30%	95.87%	94.83%	92.84%	96.46%
Prees	76.88%	80.04%	79.72%	57.39%	55.31%	65.24%	72.98%	69.65%
Shrewsbury	93.16%	92.04%	88.06%	87.47%	88.64%	87.57%	89.85%	89.54%
Tweedale	94.34%	93.45%	91.39%	84.14%	66.90%	84.83%	78.53%	84.80%
Wellington	97.53%	97.41%	89.65%	82.73%	79.44%	79.51%	89.62%	87.98%
Wem	96.35%	99.76%	99.41%	98.05%	98.96%	99.27%	100.00%	98.83%
Whitchurch	99.97%	100.00%	99.83%	98.66%	98.56%	95.45%	98.56%	98.72%
Average	95.94%	95.81%	93.80%	89.34%	87.11%	89.25%	93.12%	92.05%

Throughout the pandemic, the Service witnessed high levels of availability and indications were that this was due to lockdown and individuals either working from home or being placed on the furlough scheme by their primary employer. One reason for the dip during July / August / September this year was the summer holiday period, recognising that individuals needed breaks. To support this assumption, the average availability figures for the same reporting period in 2020/21 are shown in the table below.

	Apr	May	Jun	Jul	Aug	Sept	Oct
2020/21	99.82%	99.31%	99.02%	98.49%	95.61%	96.51%	96.49%
2021/22	95.94%	95.81%	93.80%	89.34%	87.11%	89.25%	93.12%

However, as the UK has experienced different variants of Covid-19, colleagues within the Health sector have provided guidance to the Service in terms of close contact definitions and actions required to be taken to mitigate risk and spread. The service currently follows government guidelines on this subject. This inevitably impacted upon availability when individuals were deemed as close contacts if they had been in a vehicle inclusive of a fire appliance with a Covid-19 positive case.

The Service utilised business continuity arrangements to ensure fire cover was maintained and balanced the risk of individuals contracting Covid with the risk to communities from fire. In recent months, On Call appliances have been able to crew with up to their full capacity of 8 / 9 riders.

Over the reporting period, the Service also witnessed an increase in overall sickness in the On Call section of the workforce, for a range of reasons not associated with Covid-19.

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.