

## **Corporate Performance Indicators including On Call Duty System Performance – April 2021 to March 2022**

### **Report of the Chief Fire Officer**

For further information about this report please contact Rod Hammerton, Chief Fire Officer, on 01743 260201 or Jan Morrise, Head of Transformation and Collaboration, on 01743 260186.

### **1 Executive Summary**

This report presents a summary of Shropshire Fire and Rescue Service's (the Service) performance from April 2021 to March 2022

### **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 9 months (April, May, June, July, August, September, October, November, December), 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), Quarter 2 (Q2), and Quarter 3 (Q3) 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% - 1040**  
**(2021 – 1157, 2020 – 1183)**



CPI 1 - All Fires					
2021/22 F/Y Target: 1190 (+/- 5%)					
Month	Lower	Projection	Upper	Monthly Totals	Cumulative Total
April	94.2	99.2	104.2	157	157
May	188.4	198.3	208.2	83	240
June	282.6	297.5	312.4	98	338
July	376.9	396.7	416.6	110	448
Aug	471	495.8	520.6	82	530
Sept	565.3	595	624.8	77	607
Oct	659.5	694.2	728.9	88	695
Nov	753.6	793.3	833	87	782
Dec	847.9	892.5	937.1	67	849
Jan	942.1	991.7	1041.3	62	911
Feb	1036.3	1090.8	1145.3	51	962
Mar	1130	1190	1250	78	1040

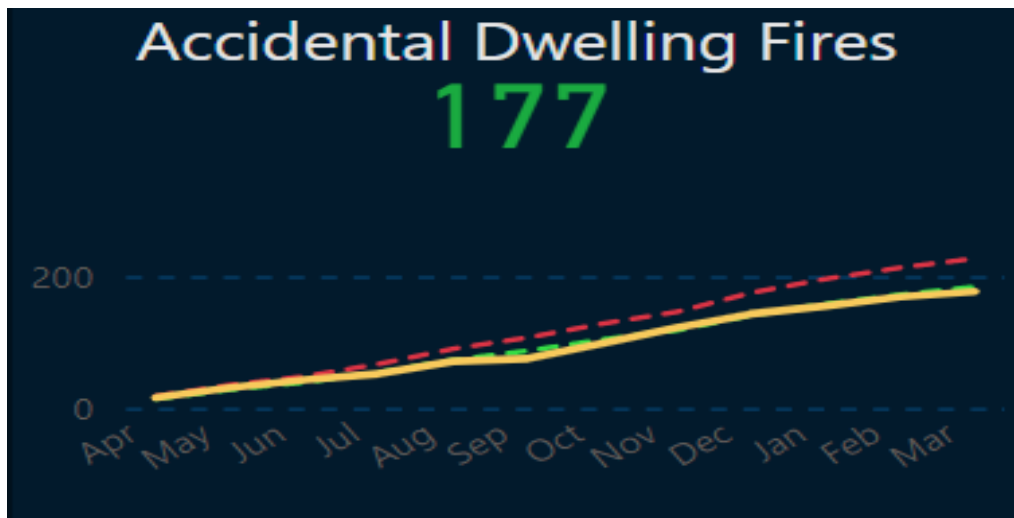
This CPI is a new measure introduced to provide an overview of activity in relation to firefighting activity. The CPI is made up of primary fires such as building fires and vehicles, secondary fires inclusive of grassland and refuse and chimney fires that are categorised separately.

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 throughout Quarters 2, 3 and 4 with the cumulative total at year end below the lower tolerance.

Of the incidents, 177 were attributed to accidental dwelling fires and 290 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 or below tolerance over the coming fiscal year.

**CPI 2 - Accidental Dwelling Fires - Tolerance = +/- 10% - 177  
(2021 – 204, 2022 – 212)**



CPI 2 - Accidental Dwelling Fires					
2021/22 F/Y Target: 222 (+/- 10%)					
Month	Lower	Projection	Upper	Monthly Totals	Cumulative Total
April	16.7	18.5	20.3	16	16
May	33.3	37	40.7	15	31
June	50	55.5	61	12	43
July	66.7	74	81.3	9	52
Aug	83.3	92.5	101.7	19	71
Sept	100	111	122	4	75
Oct	116.7	129.5	142.3	23	98
Nov	133.3	148	162.7	24	122
Dec	150	166.5	183	21	143
Jan	166.7	185	203.3	12	155
Feb	183.3	203.5	223.7	14	169
Mar	200	222	244	8	177

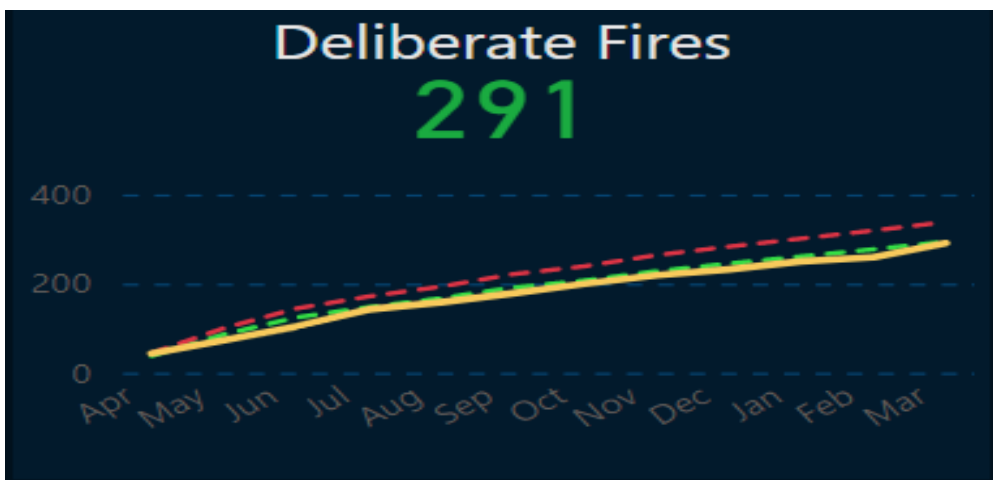
The cumulative total for Accidental Dwelling Fires (ADFs) for the reporting period is 177, which is less than anticipated. There were only 4 ADFs in September, which is the lowest figure since recording and reporting has begun, however remaining months figures were in line with expectations.

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

Overall, for the final quarter of this financial year, there have been 34 accidental dwelling fires compared to 47 fires in the same quarter last year – a decrease of 27.6%. Overall, for the year to date, there is a 12.8% reduction on last year's figures, with figures slightly below expected tolerances.

76.5% of accidental dwelling fires occurred between midday and 8pm. 19 out of 34 fires required no firefighting action (55.8%) and 30 out of the 34 were confined to the room of origin (88.2%), with the same amount having smoke alarms fitted.

**CPI.3 - Deliberate Fires- Tolerance = +/- 7% - 291  
(2021 – 316, 2020 – 426)**



CPI 3 - Deliberate Fires					
2021/22 F/Y Target: 404 (+/- 7%)					
Month	Lower	Projection	Upper	Monthly Totals	Cumulative Total
April	31.3	33.7	36	43	43
May	62.7	67.3	72	30	73
June	94	101	108	31	104
July	125.3	134.7	144	38	142
Aug	156.7	168.4	180	18	158
Sept	188	202	216	20	178
Oct	219.3	235.7	252	22	200
Nov	250.7	269.4	288	19	219
Dec	282	303	324	14	233
Jan	313.3	336.7	360	18	251
Feb	344.7	370.4	396	8	259
Mar	376	404	432	32	291

The cumulative total for the reporting period was 291, a 7.9% reduction on last year. Overall, for the final quarter, there have been 57 deliberate fires compared to 52 fires in the same quarter last year – an increase of 8.7%. Overall figures are below the lower tolerance limit.

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's 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

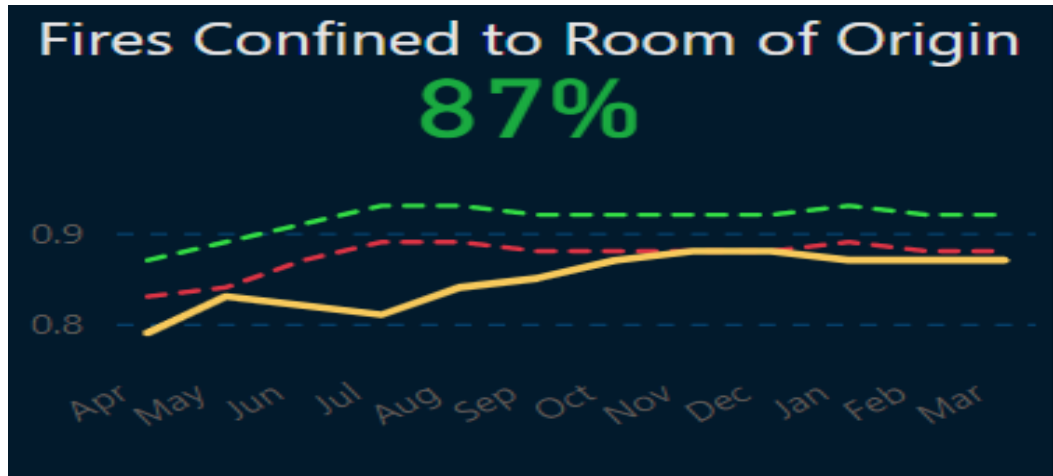
<b>CPI 4 - Fire Related Deaths &amp; Serious Injuries</b>				
2021/22 F/Y Target: N/A (Figures & Narrative Only)				
Month	Deaths	Cumulative Total	Serious Injuries	Cumulative Total
April	0	0	1	1
May	0	0	3	4
June	0	0	1	5
July	0	0	1	6
Aug	0	0	0	6
Sept	0	0	0	6
Oct	0	0	0	6
Nov	1	1	0	6
Dec	0	1	2	8
Jan	0	1	1	9
Feb	0	1	0	9
Mar	0	1	1	10

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.

When analysing the incident types, 3 were recorded as deliberate and 7 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% - 161**  
(2021 – 90%, 2020 – 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 end of year figure slightly below the lower target tolerance, however the direction of travel is positive. Year to date there have been 161 out of 177 fires confined to room of origin (87%), against a target lower tolerance of 88% and an upper tolerance of 92%.

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			2021-22 RIDDOR
	2019/20	2020-21	2021/22	
April	2	1	4	
May	3	1	2	
June	5	5	3	2
July	3	2	4	1
August	0	1	1	
September	1	2	1	
October	5	1	1	
November	0	0	3	1
December	0	4	1	
January	6	3	3	1
February	1	1	2	1
March	2	3	1	
<b>TOTAL</b>	<b>28</b>	<b>24</b>	<b>26</b>	<b>6</b>

The figures provided in the table above show a total of 26 injuries to staff from operational activity during the reporting period. This remains in line with previous years.

Out of those reported injuries, 6 were RIDDOR reportable as they were over 7-day absence events. Of these, 3 occurred in the training environment, the others during operational incidents.

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



The Response Standard is split into 3 distinct areas, with the aspirations set out below:

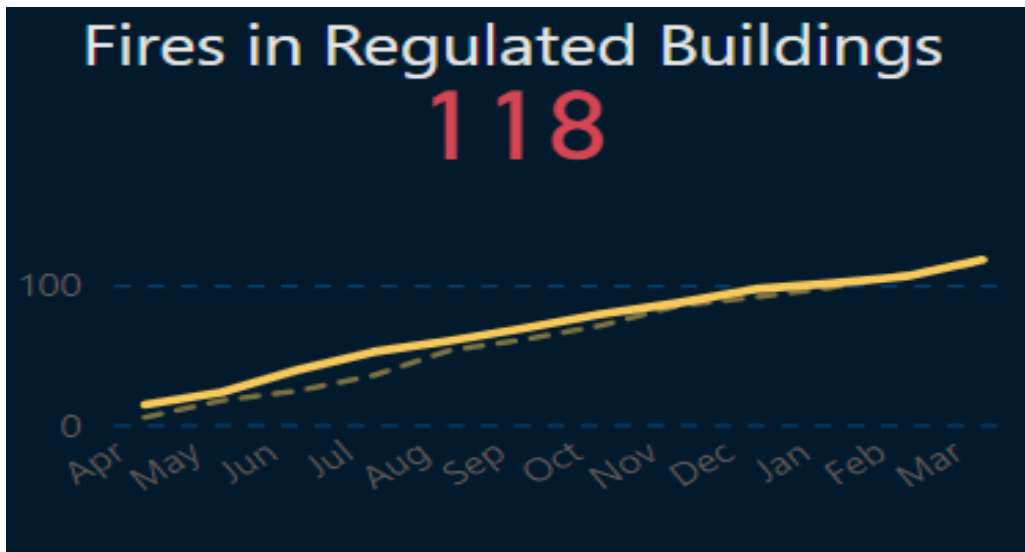
- Urban – first fire engine in 10 minutes
- Town and fringe – first fire engine in 15 minutes
- Rural – first fire engine in 20 minutes

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 – 118**  
 (2021 – 116, 2020 – 121)



CPI 8 - Fires in Regulated Buildings		
2021/22 F/Y Target: N/A (Figures & Narrative Only)		
Month	Total (Month)	Total (YTD)
April	14	14
May	9	23
June	16	39
July	13	52
Aug	8	60
Sept	9	69
Oct	10	79
Nov	8	87
Dec	10	97
Jan	4	101
Feb	5	106
Mar	9	115

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 accidental
- May 7 fires, all accidental
- June 14 fires, 11 accidental, 3 deliberate
- July 11 fires, 10 accidental, 1 deliberate

- August 6 fires, 5 accidental, 1 deliberate
- September 8 fires, 6 accidental, 2 deliberate
- October 10 fires, 9 accidental, 1 deliberate
- November 8 fires, 7 accidental, 1 deliberate
- December 9 fires, 8 accidental, 1 deliberate
- January 4 fires, all accidental
- February 5 fires, all accidental
- March 9 fires, 8 accidental, 1 deliberate

Q4 figures continue a reduction in rates and bring the Service in line with similar 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.

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:**

Overall workforce figures show that of 593 members of staff, 492 (82.97%) are male and 108 (18.21%) are female. Of those, 430 (72.51%) are white British, with 144 (24.37%) either preferring not to say or 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.

## Sex (by post)

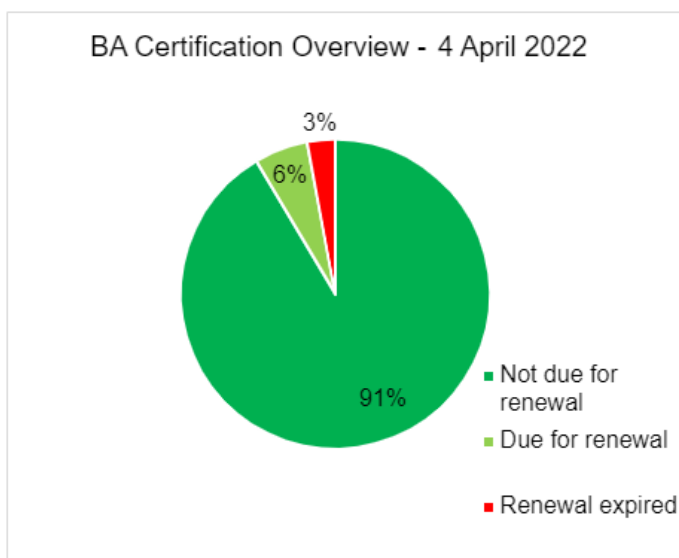
	On Call	<del>Wholetime</del>	Support Staff	Fire Control	Overall
Male	270 (↓ 3) 91.84%	174 (↓2) 92.01%	37 (↓ 1) 42.05%	4 (↓1) 18.18%	492 (↓7) 82.97%
Female	24 (s) 8.16%	15 (s) 7.94%	51 (↓ 1) 57.95%	18 (↑2) 81.82%	108 (↑ 1) 18.21%
<b>Total</b>	<b>294 (↓3)</b>	<b>189 (↓2)</b>	<b>88 (↓2)</b>	<b>22 (↑1)</b>	<b>593 (↓6)</b>

## Ethnicity (by post)

	On Call	<del>Wholetime</del>	Support Staff	Fire Control	Overall
White British (inc. English / Welsh / Scottish)	196 (↓ 1) 66.67%	148 (↓3) 78.31%	70 (↓ 1) 79.54%	16 (↑2) 76.19%	430 (↓3) 72.51%
White Irish	0	2 (s) 1.06%	0	1 (s) 4.76%	3 (s) 0.51%
White Gypsy/Romany	0	1 (s) 0.53%	0	0	1 (s) 0.17%
Any other white	3 (s) 1.02%	2 (↑1) 1.06 %	0	0	5 (↑1) 0.84%
Asian/Asian British	1 (s) 0.34%	0 (s)	2 (s) 2.27%	0	3 (s) 0.51%
Black or Black British	1 (s) 0.34%	3 (s) 1.59 %	0	0	4 (s) 0.67%
Mixed / other background	0	2 (s) 1.06%	0	0	2 (s) 0.3%
Mixed / White Asian	0	0	0	0	0 (s)
Any other ethnic group	0	0	0	0	0 (s)
Other Asian/Asian unspecified	0	0	1 (s) 1.14%	0	1 (s) 0.17%
PNTS	0	1 (s) 0.53%	1 (s) 1.14%	0	2 (s) 0.34%
Not completed	93 (↓2) 31.63%	30 (s) 15.87%	14 (↓1) 15.91%	5 (↓1) 23.81%	142 (↓4) 23.95%
<b>Total</b>	<b>294</b>	<b>189</b>	<b>88</b>	<b>21</b>	<b>593</b>

## Competencies

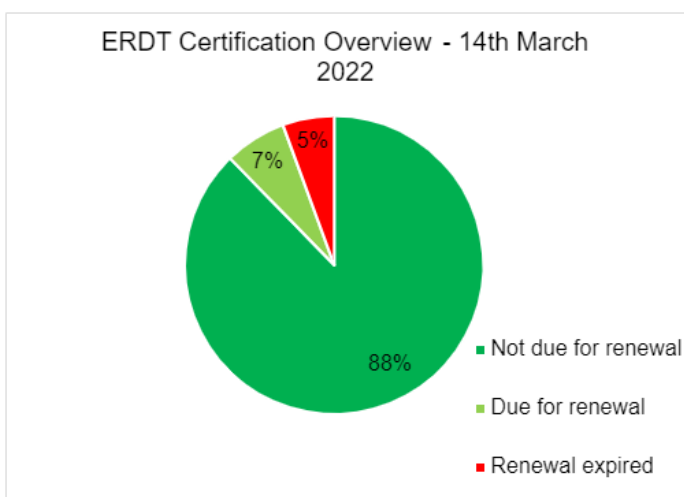
The competency of operational staff remains a critical element in keeping our people and the communities of Shropshire safe. Analysis of core competencies have been carried out and cover the following areas: Breathing Apparatus, SIM, ERDT, Incident Command, Rope, RTC, Water & FREC.



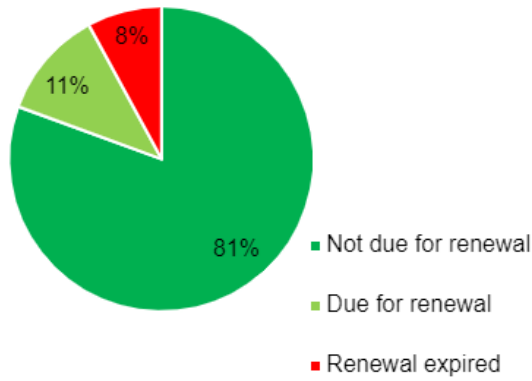
SIM:

Count	Month	May	Jun	Jul	Aug	Oct	Nov	Dec	Grand Total	
Grade	Apr									
Competent		5	6	19	30	4	14	4	14	96
SBRD		1	1	1	4	1		2	2	12
<b>Grand Total</b>		<b>6</b>	<b>7</b>	<b>20</b>	<b>34</b>	<b>5</b>	<b>14</b>	<b>6</b>	<b>16</b>	<b>108</b>

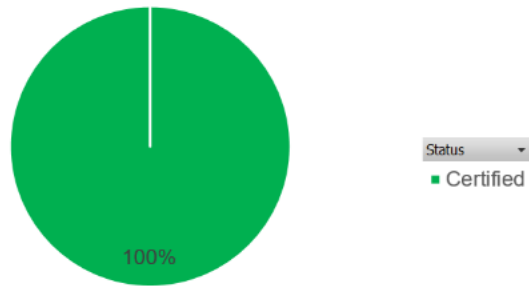
%	Month	May	Jun	Jul	Aug	Oct	Nov	Dec	Grand Total	
Grade	Apr									
Competent		83%	86%	95%	88%	80%	100%	67%	88%	89%
SBRD		17%	14%	5%	12%	20%	0%	33%	13%	11%
<b>Grand Total</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



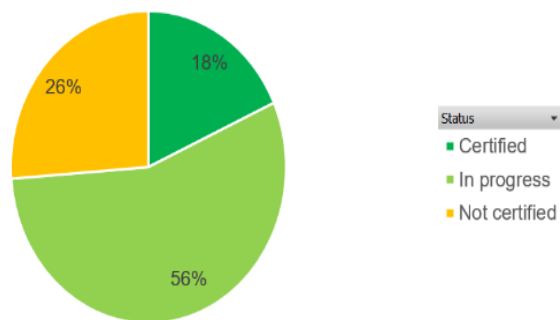
L1 XVR Certification Overview - 4th April 2022

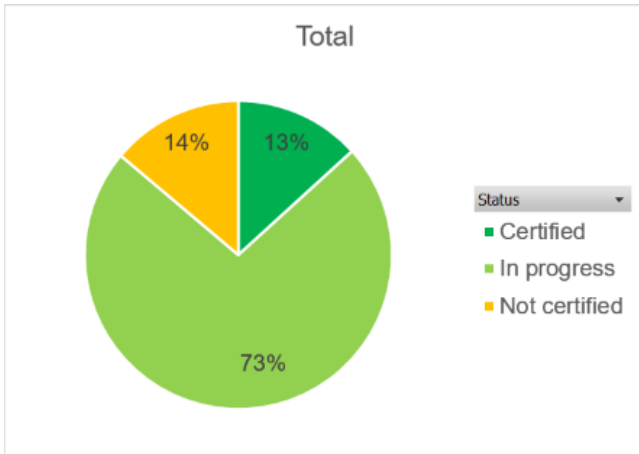


Rope Rescue Operator Certification - Status

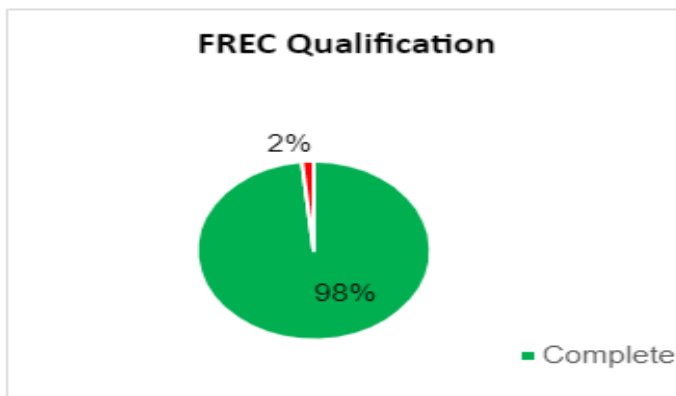
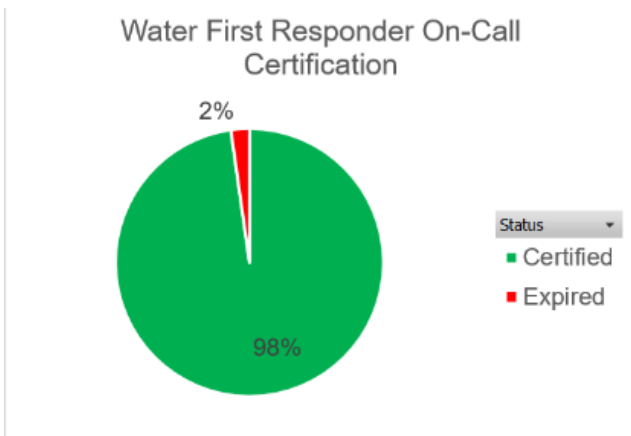
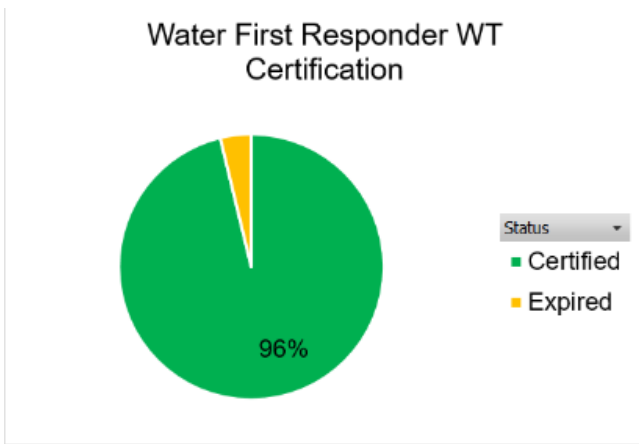


SWAH Certification Status





RTC



When seeking to understand the data within the charts 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

Station and Month										
	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Average
Albrighton	79.10%	79.13%	71.39%	68.01%	60.79%	72.88%	75.07%	73.92%	70.77%	72.34%
Baschurch	97.92%	96.54%	97.88%	92.37%	87.10%	94.58%	96.20%	91.42%	94.49%	94.28%
Bishops Castle	99.93%	100.00%	98.78%	94.79%	99.60%	99.41%	99.36%	97.92%	95.87%	98.41%
Bridgnorth	99.79%	99.56%	98.58%	97.08%	96.47%	97.57%	96.34%	97.88%	99.16%	98.05%
Church Stretton	100.00%	100.00%	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%	98.92%	99.23%	99.00%
Ciun	95.03%	98.42%	92.33%	95.53%	92.81%	90.59%	91.60%	88.40%	87.97%	92.52%
Craven Arms	100.00%	99.90%	100.00%	98.72%	99.36%	99.20%	99.66%	100.00%	99.80%	99.63%
Ellesmere	100.00%	100.00%	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%	100.00%	98.79%	99.35%
Ludlow	98.61%	90.52%	95.07%	89.15%	85.11%	89.38%	94.66%	89.90%	91.73%	91.57%
Market Drayton	98.09%	99.60%	98.51%	95.46%	98.79%	97.33%	99.46%	92.22%	96.40%	97.32%
Minsterley	90.76%	90.39%	85.17%	77.72%	81.52%	63.09%	94.99%	89.20%	88.68%	84.61%
Much Wenlock	96.98%	97.38%	93.47%	89.35%	69.46%	83.65%	94.83%	95.76%	93.62%	90.50%
Newport	97.15%	95.19%	88.96%	64.58%	64.89%	71.60%	85.69%	85.10%	76.41%	81.06%
Oswestry	99.65%	99.53%	97.22%	95.30%	95.87%	94.83%	92.84%	90.73%	95.80%	95.75%
Prees	76.88%	80.04%	79.72%	57.39%	55.31%	65.24%	72.98%	84.51%	79.60%	72.41%
Shrewsbury	93.16%	92.04%	88.06%	87.47%	88.64%	87.57%	89.85%	84.97%	86.06%	88.64%
Tweedale	94.34%	93.45%	91.39%	84.14%	66.90%	84.83%	78.53%	80.63%	85.85%	84.45%
Wellington	97.53%	97.41%	89.65%	82.73%	79.44%	79.51%	89.62%	89.97%	84.31%	87.80%
Wem	96.35%	99.76%	99.41%	98.05%	98.96%	99.27%	100.00%	100.00%	100.00%	99.09%
Whitchurch	99.97%	100.00%	99.83%	98.66%	98.56%	95.45%	98.56%	95.56%	94.29%	97.87%
Average	95.94%	95.81%	93.80%	89.34%	87.11%	89.25%	93.12%	92.14%	91.76%	92.03%

Please note that the data for January to March 2022 was omitted from this table due to technical issues, it can however, be found in the Appendix to the report.

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 summer reporting period in 2020/21 are shown in the table below.

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



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. Since restrictions lifted, 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 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.



**Appendix** to report on  
Corporate Performance Indicators including On Call Duty  
System Performance – April 2021 to March 2022  
Shropshire and Wrekin Fire and Rescue Authority  
Standards, Audit and Performance Committee  
30 September 2022

Station and Month	Jan 2022	Feb 2022	Mar 2022 (blank)	Average
Albrighton	77.28%	74.44%	80.91%	77.55%
Baschurch	99.09%	96.95%	94.02%	96.69%
Bishops Castle	97.72%	93.15%	92.67%	94.51%
Bridgnorth	98.69%	94.90%	98.08%	97.23%
Church Stretton	100.00%	100.00%	100.00%	100.00%
Cleobury Mortimer	99.46%	99.48%	98.79%	99.24%
Clun	96.54%	93.38%	94.69%	94.87%
Craven Arms	99.76%	99.22%	99.16%	99.38%
Ellesmere	100.00%	100.00%	100.00%	100.00%
Hodnet	99.23%	99.96%	99.87%	99.69%
Ludlow	95.70%	94.75%	98.22%	96.22%
Market Drayton	96.77%	96.99%	96.14%	96.63%
Minsterley	91.23%	92.78%	92.88%	92.30%
Much Wenlock	85.52%	96.61%	90.59%	90.91%
Newport	81.96%	86.76%	89.62%	86.11%
Oswestry	96.24%	94.75%	97.95%	96.31%
Prees	76.68%	85.53%	86.86%	83.02%
Shrewsbury	78.53%	92.82%	94.15%	88.50%
Tweedale	84.95%	86.38%	80.58%	83.97%
Wellington	91.43%	92.78%	90.42%	91.55%
Wem	96.81%	94.49%	97.72%	96.34%
Whitchurch	91.80%	94.27%	92.17%	92.75%
(blank)				
<b>Average</b>	<b>92.52%</b>	<b>93.66%</b>	<b>93.89%</b>	<b>93.35%</b>