

Service Targets April to September 2020

Report of the Chief Fire Officer

For further information about this report please contact Rod Hammerton, Chief Fire Officer, on 01743 260201 or Simon Hardiman, Temporary Assistant Chief Fire Officer, on 01743 260196.

1 Purpose of Report

This report presents a summary of the Service's performance from April to September 2020

2 Recommendations

The Standards, Audit and Performance Committee is asked to note the report.

3 Performance Review

The Service performance targets for 2020/21 (fiscal year) were agreed at the Strategy and Resources Committee in March 2020. These were:

- Accidental Primary Fires - No more than 433
- Accidental Dwelling Fires - No more than 186
- Deliberate Fires - No more than 520
- Fire Related Deaths and Serious Injuries - Less than 10
- Fires confined to room of origin - On 89.5% of occasions
- Response standard - On 89% of occasions
- Injuries sustained to staff through Operational activity - No more than 19

It was also agreed that the Service would separate recording of fire related deaths and serious injuries, to enable more meaningful analysis and also to present a clear picture in terms of severity.

At the time of setting the current targets, it was noted that they would present challenges for the Service. During the first quarter (Q1) of the reporting period (April- June 2020), good progress was being made against 5 of the 7 targets, leading to significant advances upon the target figures.

When analysing the data up to the time of producing this report (1 September 2020), it is clear that further progress has been made and achievement can be seen against 6 of the 7 targets. Improvement upon Q1 has been made in relation to Fires Confined to Room of Origin, with performance rising from 87.72% for Q1 to 90.8% for this reporting period.

The target where the Service is undertaking further work to achieve:

- Response Standard which continues to provide intelligence to inform the IRMP 2021-25. Current performance during the reporting period sits at 84.8%% against a target of 89%.

The eighth measure, 'Value for Money', relates to the external audit assessment of the Authority. This is covered separately on the agenda.

Summary comments on the performance against each measure is provided in the attached appendix.

4 Financial Implications

There are no financial implications arising from this report.

5 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'.

6 Initial Impact Assessment

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

7 Equality Impact Assessment

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

8 Appendix

Service Targets: Summary Performance April to September 2020

9 Background Papers

There are no background papers associated with this report.

**Service Targets
 Summary Performance April to September 2020**

Aims	Measure and Target	Performance to date April to September 2020
<p>1. To be there when you need us in an emergency with a professional and well-equipped team</p>	<p>1a. The first fire engine will arrive at an emergency incident with at least 4 firefighters within 15 minutes on 89% of occasions</p> <p>Comments Performance for the 2019/20 fiscal year, for this indicator finished at 84.1%, which included 2 periods of flooding within the County culminating in major incident declarations and periods of high demand for our assistance and assets.</p> <p>Monthly performance against this target: April: 85% May: 85% June: 88% July: 86% August: 80%</p> <p>Further work has been undertaken to enable the Service to understand the apparent reduction in performance in August. This work identified that a recent upgrade of the Command and Control system within Fire Control, caused technical issues with automatic status updates. A further technical issue has been identified through the provider of mobile GPS equipment and work has been undertaken throughout August to rectify the issue and this would have impacted upon the data transfer from appliances to the Command and Control system, leading to a delay in response times showing on the system. In reality, the number of failures was lower, and crews would have utilised verbal updates via radio as opposed to the mobile data terminal (MDT).</p> <p>Current data is comparable with the figures for 2019/20 and it is clear that this target remains a challenge. Evidence is available to demonstrate that we have seen a 3% increase in incidents occurring in rural areas</p>	<p style="text-align: center;">84.8%</p>

	<p>between 2015 and 2019. This will lead to increased travel time to reach the remote areas and therefore affect the response standard. The overall average response time now sits at 8 minutes 43 seconds as opposed to 8 minutes in 2015.</p> <p>When considering National data, the average response time in England for a primary fire sits at 8 minutes 45 seconds and 9 minutes 10 seconds for a secondary fire. Therefore, our average is in line with National statistics.</p> <p>Datasets also show a rise in incidents within Urban areas for the first time since 2015/16, with 63% (2,420) of incidents being within urban areas in 2019/20 as opposed to 62% in 2018/19 (2,332). This 1% equates to an increase of 88 incidents in urban areas during 2019/20. When considering reasons for increased response times in urban areas, contributing factors include increased levels of traffic and travel time.</p>	
<p>2. To reduce the number of fires in our community</p>	<p>2a. All accidental fires will be reduced to not more than 433 fires during 2020/21</p>	<p>165</p>
	<p>Comments</p> <p>Performance against this indicator remains strong, with an actual figure of 165 against a target of 181 for the reporting period. If this performance were to remain the same until the end of the year, the Service would be achieving an actual figure of 396 against a target of 433 (8.6% reduction on target)</p> <p>Of all accidental fires, 43% are categorised as ‘accidental dwelling fires’ and further detail can be found within section 2b below.</p> <p>The Service has been required to introduce new methods of sharing key prevention messages and fire safety campaigns due to the current situation with the Covid-19 pandemic. Previous engagement opportunities such as Crucial Crew have not been possible, so significant efforts have been made to build a social media library consisting of safety messages.</p> <p>The summer period has witnessed a shift to more agricultural fires, both in properties and vehicles. Proactive prevention activity will respond accordingly, i.e. via appropriate social media messaging.</p>	

	<p>2b. Accidental dwelling fires (ADF) to be reduced to not more than 186 during 2020/21</p>	<p>71</p>
	<p>Comments</p> <p>The performance achieved for the reporting period is an improvement on last year, with a reduction of 28 over the same period, and is an excellent result against the challenging target set for this year. The actual figure of 71 against a target of 78 incidents, ensures the Service are in a strong position for the rest of the year. If this performance were to remain the same until the end of the year, the Service would be achieving an actual figure of 170 against a target of 186 incidents.</p> <p>The main causation factors continue to be faulty electrics/appliances and leads, which remain in line with previous year's trends and also misuse of equipment and appliances including cooking.</p> <p>Previous years would see the Service attending Crucial Crew events throughout the County, however, due to Covid-19, these events along with others have been cancelled. This has meant that SFRS have identified alternative methods to engage with our communities whilst complying with government guidance and contact restrictions.</p> <p>The Prevention team have worked alongside the Communications team to establish a diary of social media releases targeting specific groups and utilising local and national safety messages.</p> <p>The Prevention team are co-ordinating safe and well telephone calls to individuals identified as vulnerable from fire. This is as an alternative approach to face to face visits, due to the fact that those vulnerable from fire are amongst members of the community identified at being at higher risk from Covid-19.</p> <p>Prevention activity is a priority function that forms part of the restoration of services plan, currently being delivered through Covid-19 working groups and is taking account of national guidance being produced by the National fire Chiefs Council (NFCC).</p>	

	<p>2c. Deliberate fires will be reduced to not more than 520 fires during 2020/21</p>	155
	<p>Comments The performance achieved for the reporting period is further improvement on excellent performance from last year and excellent progress against this year's target.</p> <p>The actual performance of 155 is against a reporting period target of 217 (28.6% reduction on target) and if the Service were to maintain the same standard for the remainder of this fiscal year, actual performance would equate to 372 against a target of 520 incidents.</p> <p>The most frequent causes of deliberate fires are: Loose refuse (Including in gardens) accounts for 55 out of 155 Small refuse/ rubbish and recycling containers excluding wheelie bins accounts for 18 out of 155.</p> <p>Out of the incidents to date, 42 have occurred in the Tweedale Station area, 33 within Wellington, 24 within Shrewsbury and 19 in Telford Central area.</p> <p>Historical methods of engagement with our communities have not been viable during this period due to the Service ensuring compliance with government guidance around Covid-19. This has led to safety messages including information around deliberate fires and the consequences of arson, being factored into a social media prevention campaign covering local and national safety messages. Local radio and TV media has also been utilised to convey safety and prevention messages to our communities.</p> <p>The Service continue to work with West Mercia Police to identify fire crime and also mitigate the effects of arson and arson threats through a Fire Crime Officer. This includes carrying out safe and well and target hardening visits to homes that have been identified as being at high risk, due to domestic violence or possible links to other</p>	

	crimes such as County lines drug involvement. These visits include the fitting of lockable letterboxes, smoke detection and fire safety advice to the occupier.	
3. To reduce the number of fire related deaths and serious injuries	3a. Fire related deaths and serious injuries in the community will be reduced to less than 10 during 2020/21	1 Serious Injury 0 Fire Related Deaths
	<p>Comments</p> <p>The Service is well on track to meet this year’s annual target but has sadly seen one serious injury at one incident.</p> <p>It was agreed at Standards, Audit and Performance in March 2020, that this indicator would be separated to record serious injuries and fire related deaths independently. With actual figures of 1 serious injury recorded and 0 fire related deaths against a reporting period target of 4.2, the Service would achieve an actual target of 2 serious injuries and 0 fire related deaths against a year-end target of 10.</p> <p>The Service continues to use Exeter Data, provided by Public Health England, in addition to developing and introducing new data streams, to identify and target our most vulnerable residents. The introduction of ‘Safe and Well’ visits in 2017 saw a shift from fire-focused safety checks, to a wider, more health driven approach. The visits now undertaken result in people and property being safer from the risk of fire, whilst also resulting in onward referrals to other partner agencies where relevant. Consequently, the risk factors are lowered in our target group across a range of risks; saving lives and improving lifestyles.</p> <p>As a consequence of Covid-19, the Service reduced the number of safe and well visits to mitigate any potential of transmission of the disease, only conducting high risk visits and essential smoke alarm refits. The rational being, due to the fact that members of our community identified as being at high risk from fire are also the same individuals vulnerable to the effects of Covid-19. During this period a total of 455 essential smoke alarm refits have been conducted.</p> <p>This approach has led to a reduced number of actual face to face visits over the reporting period, however, the prevention team have continued to engage with individuals via Safe and Well telephone calls resulting in a total</p>	

	<p>of 161 safe and well calls being made. A series of targeted prevention messages via social media and radio interviews have also been utilised to raise awareness.</p> <p>Work is now underway to identify the most appropriate method of introducing a virtual safe and well using technology to reach our most vulnerable members of our communities with a focus on rural communities.</p>	
	<p>3b. Injuries sustained to staff through firefighting will be reduced to not more than 19 injuries during 2020/21</p>	<p>6</p>
	<p>Comments The 6 injuries reported between April and September 2020 is 1 less for this reporting period when compared to last year (7). Assuming the rate of injuries sustained by staff remains consistent throughout the whole year, the Service is currently on track to achieve an actual figure of 14.4 against a yearly target of 19.</p> <p>When analysing the 6 recorded incidents, 4 occurred whilst attending operational incidents and 2 in the operational training environment. None of the accidents recorded have required reporting through the RIDDOR process.</p> <p>Due to the small number of accidents recorded, it is susceptible to variation as was witnessed in 2016, when a vehicle accident occurred leading to 7 staff receiving minor injuries. However, every accident is used to inform on how our current processes and practices can be improved.</p> <p>For the reasons outlined above, this indicator is difficult to determine trajectory and will become more accurate as we move through the year in terms of projections for attainment against the end of year target.</p>	
<p>4. To deliver a fire and rescue service, which provides value for money for our community now and into the future</p>	<p>4a. Fire and heat damage emanating from accidental fires in domestic dwellings and regulated business will be confined to the room of origin on not less than 89.5% of occasions during 2020/21</p>	<p>90.8%</p>
	<p>Comments As agreed at Standards, Audit and Performance in March 2020, this indicator has remained within the Service targets and will be used for internal quality assurance purposes. It provides analysis relating to a variety of occurrences such as effectiveness of firefighting actions, identifying trends in incident types and methods of construction that may or may not contribute to fire spread.</p>	

	<p>This indicator was missed marginally in quarter 1 with an actual figure of 87.72% against a target of 89.5%, however as we have progressed through the reporting period, performance against this target has improved, with a current figure of 90.8% being achieved.</p> <p>This target is subject to significant variation through the year, and the fact that SFRS have already attended several agricultural building fires throughout the summer period, due to the hot weather. Out of the 75 incidents, relevant to this indicator, 66 of those have been confined to the room of origin. However, due to the marginal performance above the target, the Service will continue to monitor closely throughout the remainder of the year.</p>	
	<p>4b. To obtain an unqualified Value for Money (VFM) conclusion from External Audit</p>	<p>See Agenda</p>
	<p>Comments</p>	