

Corporate Performance Indicators including On Call Duty System Performance – April to June 2022

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
June 2022.

2 Recommendations

The Committee is asked to note 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
23 March 2022. 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 in 2021 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.

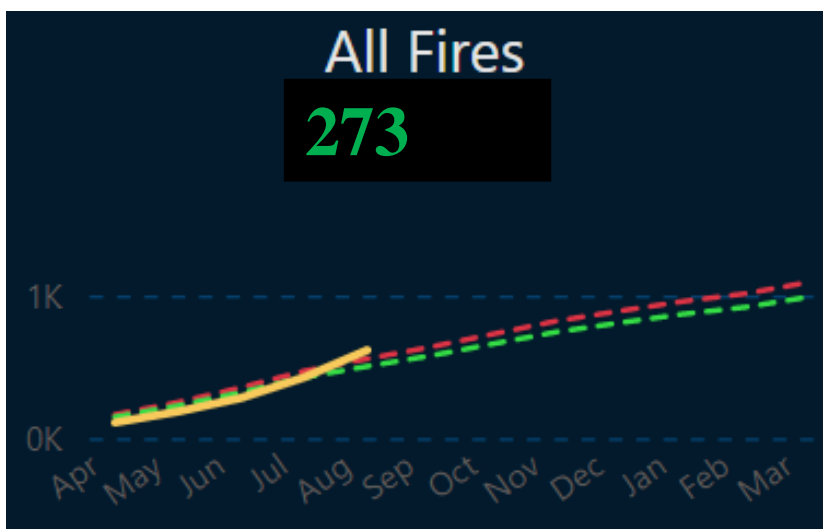
At the time of setting the CPIs, it was noted that they would present challenges for the Service. However, the year-end report for the period April 2021 to March 2022 showed that good progress was made against the tolerances for most CPIs – with clear rationale for areas where performance may have dipped.

It should be noted that the reporting period is in relation to Quarter 1 (Q1), so should be viewed as indicative only when considering potential end of year performance.

4 Corporate Performance Indicators

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

CPI.1 - All Fires- Tolerance = +/- 5%
All Fires – 273



CPI 1 - All Fires					
2022/23 F/Y Target: 1190 (+/- 5%)					
Month	Lower	Projection	Upper	Monthly Totals	Cumulative Total
April	94.2	99.2	104.2	107	107
May	188.4	198.3	208.2	75	182
June	282.6	297.5	312.4	91	273

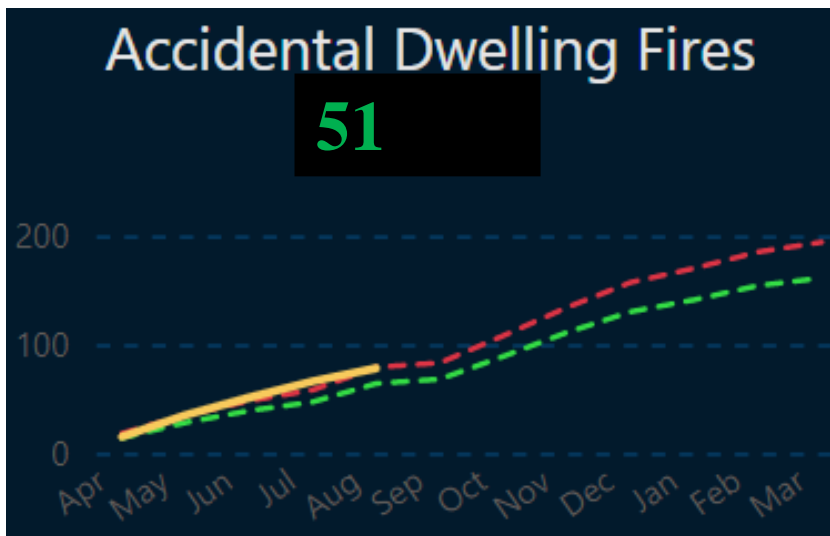
This CPI provides an overview of activity in relation to firefighting activity. The CPI is made up of primary fires such as building fires and vehicles, secondary fires inclusive of grassland and refuse and chimney fires that are categorised separately.

Analysis has shown that when the reporting period is broken down, performance is improving month on month with April being slightly over tolerance with 107 fires, reducing to 75 for May and 91 for June, bringing the cumulative to 273 which is under the lower tolerance for year to date so far.

Out of those incidents, 51 were attributed to accidental dwelling fires and 76 were deemed to be deliberate in nature. Further information can be found within this report.

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

CPI. 2 - Accidental Dwelling Fires - Tolerance = +/- 10%
Accidental Dwelling Fires - 51

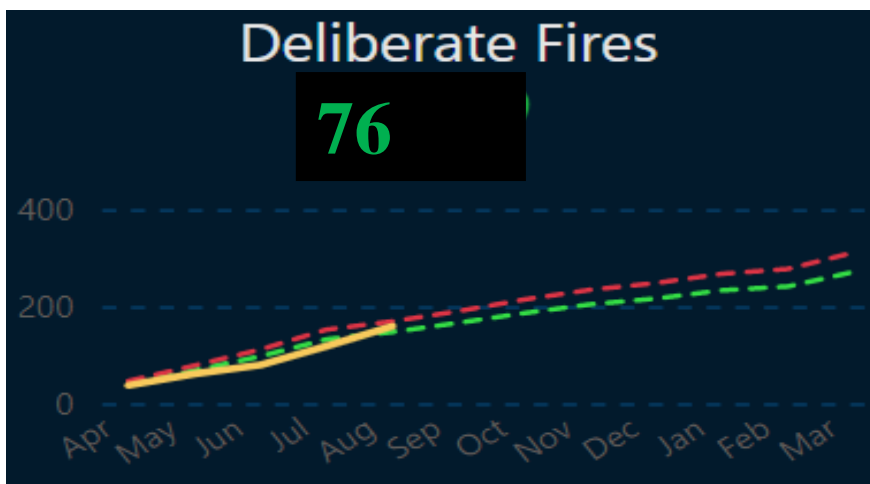


CPI 2 - Accidental Dwelling Fires					
2022/23 F/Y Target: 222 (+/- 10%)					
Month	Lower	Projection	Upper	Monthly Totals	Cumulative Total
April	16.7	18.5	20.3	15	15
May	33.3	37	40.7	20	35
June	50	55.5	61	16	51

The cumulative total for Accidental Dwelling fires for the reporting period is 51, which is a 18.6% increase on the same period last year (43). However, the CPI is still in the lower part of the tolerance bracket.

The causes of these fires were faulty appliance/leads, misuse of equipment/appliances and careless handling. Of positive note is that 86% of ADFs had smoke alarms in the property.

CPI.3 - Deliberate Fires- Tolerance = +/- 7%
Deliberate Fires - 76

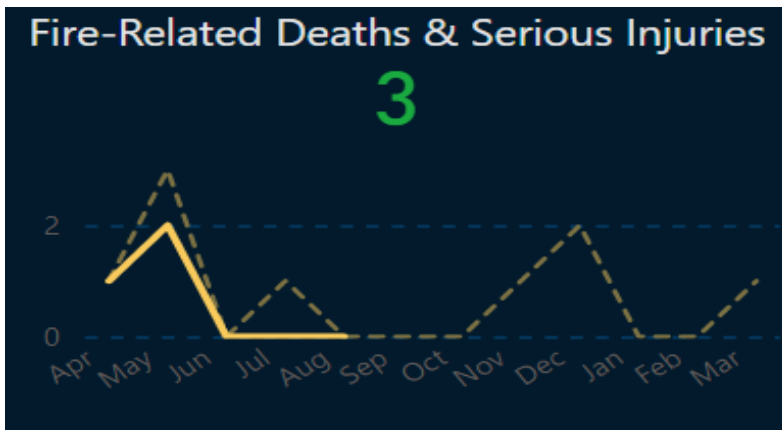


CPI 3 - Deliberate Fires					
2022/23 F/Y Target: 404 (+/- 7%)					
Month	Lower	Projection	Upper	Monthly Totals	Cumulative Total
April	31.3	33.7	36	35	35
May	62.7	67.3	72	24	59
June	94	101	108	17	76

The cumulative total for the reporting period was 76, a 26.9% reduction on the same period last year. Overall, for the first quarter, there are no distinct patterns identified, with 46 out of the 76 being in the Telford & Wrekin district, 10 in Shrewsbury, 11 in the South of the county, 4 in the North and 5 in the West.

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 area profile where fires have occurred, and there has been a decline in the number of gang related arson incidents involving vehicles.

CPI.4 - Fire Related Deaths and Serious Injuries

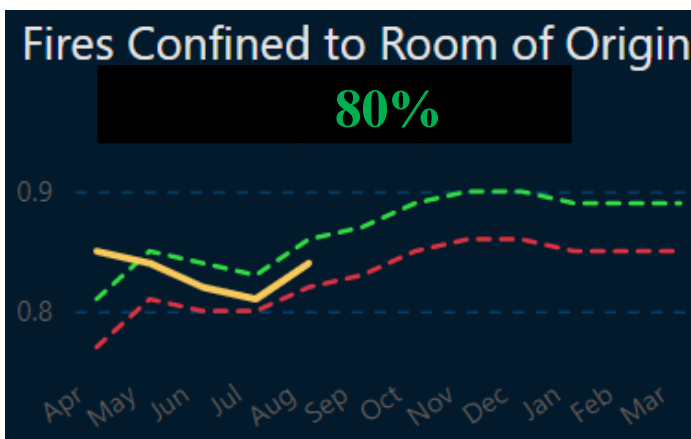


CPI 4 - Fire Related Deaths & Serious Injuries				
2021/22 F/Y Target: N/A (Figures & Narrative Only)				
Month	Deaths	Cumulative Total	Serious Injuries	Cumulative Total
April	0	0	1	1
May	0	0	2	3
June	0	0	0	3

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, 1 were recorded as deliberate and 2 as accidental.

CPI.5 - Fires Confined to Room of Origin- Tolerance = +/- 2% Fires Confined to Room of Origin – 64 (cumulative 80%)



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. Year to date there have been 64 fires confirmed to room of origin, 14 not, which is just within tolerance levels.

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	1	3										4
Yes - Operational Training – Fire/RTC	0	0	1										1
Yes -Operational - not Fire/RTC	1	0	0										1
Yes - Operational Training - Not Fire/RTC	0	1	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 7 injuries recorded, none were RIDDOR reportable as over 7-day absence events.

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 June 2022, the average Response Standard was 93.33%, which compares to an average Response Standard of 93.33% achieved at the same period last year 2021/22.

During Q1 there were 27 occasions where the response standard target was not achieved - 8 in April, 8 in May and 11 in June. 23 of these incidents were attended by wholetime crews and 4 by on-call crews. 21 incidents were classified as Urban, 3 incidents as Town & Fringe and 3 incidents as Rural.

Reasons for not achieving the target Response Standards were:

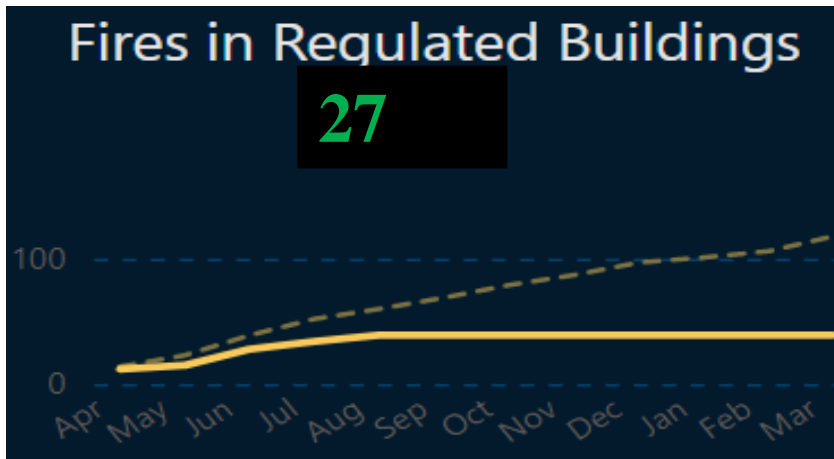
- Incident location different to mobilising information – 10 x incidents
- Appliance mobilised out of area station area – 5 x incidents
- Distance travelled – 5 x incidents
- Road Closure – 4 x incidents
- Awaiting attendance of sufficient crew – 2 x incidents
- Difficult/narrow access issues – 1 x incident

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
Fires in Regulated Buildings - 27



CPI 8 - Fires in Regulated Buildings		
2022/23		
Month	Total (Month)	Total (YTD)
April	12	12
May	3	15
June	12	27

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 12 fires, 1 deliberate, 11 accidental
- May 3 fires all recorded as accidental
- June 12 fires, all recorded as accidental

Q1 figures follow a steadier trajectory than last year, however the fire premises type, cause of fire and origin are within the current Risk Based Inspection Programme and are in line with annual trends. Electrical, cooking and overheating are the top 3 causes of fires in this area.

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

Establishment and diversity figures are reported 6 monthly, and will be presented at the next Standards, Audit and Performance Committee.

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	96	4
Specific Incident Management (RTC/SWAH/Confined Space)	100	0
Emergency Response Driver Training (ERDT)	95	5
Incident Command (L1 XVR)	91	9
Incident Command (L1 Refresher)	81	19
Rope Rescue Operator	100	0
Water First Responder (W/T)	96	4
Water First Responder (On-Call)	100	0
Swiftwater Rescue Technician	98	2
Swiftwater Rescue Technician Boat Operator	97	3
First Responder Emergency Care (FREC)	81	19
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

	Apr 2021	May 2021	Jun 2021		Apr 2022	May 2022	Jun 2022	Average
Albrighton	79.10%	79.13%	71.39%	Albrighton	80.59%	85.42%	73.51%	79.84%
Baschurch	97.92%	96.54%	97.88%	Baschurch	88.44%	86.66%	92.67%	89.26%
Bishops Castle	99.93%	100.00%	98.78%	Bishops Castle	97.85%	97.31%	92.64%	95.93%
Bridgnorth	99.79%	99.56%	98.58%	Bridgnorth	96.39%	95.36%	92.33%	94.69%
Church Stretton	100.00%	100.00%	100.00%	Church Stretton	100.00%	100.00%	100.00%	100.00%
Cleobury Mortimer	99.90%	99.63%	98.68%	Cleobury Mortimer	98.37%	98.52%	95.52%	97.47%
Clun	95.03%	98.42%	92.33%	Clun	96.18%	92.04%	84.76%	90.99%
Craven Arms	100.00%	99.90%	100.00%	Craven Arms	97.12%	99.36%	99.10%	98.53%
Ellesmere	100.00%	100.00%	100.00%	Ellesmere	100.00%	100.00%	100.00%	100.00%
Hodnet	99.55%	99.29%	99.48%	Hodnet	98.30%	98.96%	99.55%	98.94%
Ludlow	98.61%	90.52%	95.07%	Ludlow	93.09%	94.83%	92.99%	93.63%
Market Drayton	98.09%	99.60%	98.51%	Market Drayton	98.65%	99.13%	97.05%	98.27%
Minsterley	90.76%	90.39%	85.17%	Minsterley	94.65%	98.69%	97.88%	97.07%
Much Wenlock	96.98%	97.38%	93.47%	Much Wenlock	90.10%	84.24%	73.96%	82.77%
Newport	97.15%	95.19%	88.96%	Newport	93.23%	90.99%	85.87%	90.03%
Oswestry	99.65%	99.53%	97.22%	Oswestry	97.01%	98.89%	95.83%	97.25%
Prees	76.88%	80.04%	79.72%	Prees	84.69%	62.47%	48.75%	65.30%
Shrewsbury	93.16%	92.04%	88.06%	Shrewsbury	93.30%	80.65%	70.87%	81.60%
Tweeddale	94.34%	93.45%	91.39%	Tweeddale	85.07%	73.29%	64.55%	74.30%
Wellington	97.53%	97.41%	89.65%	Wellington	88.16%	92.44%	88.78%	89.79%
Wem	96.35%	99.76%	99.41%	Wem	100.00%	99.66%	99.97%	99.88%
Whitchurch	99.97%	100.00%	99.83%	Whitchurch	92.92%	97.11%	95.49%	95.17%
Average	95.94%	95.81%	93.80%	Average	93.82%	92.09%	88.27%	91.40%

With society having returned to business-as-usual following Covid-19, it is encouraging to see that On Call availability remains high, with only a slight reduction in overall availability on the same period last year.

That being said, 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 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.