

Summary of Annual Performance against Service Targets

Report of the Chief Fire Officer

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1 Purpose of Report

This report summarises performance against the Service Targets over the last year, the learning that has come from trying to meet them and the influence this performance data will have on the developing new performance standards for 2021/22.

2 Recommendations

The Committee is asked to note the contents of this report.

3 Background

In 2015, the Fire Authority agreed its strategic objectives and a number of service delivery targets as part of a 5-year plan. Performance against the targets is reported to, and managed through, the Service Management Team (SMT) monthly meetings. This approach will shortly be replaced by quarterly Performance and Risk Board meetings, simplifying SMT and allowing time for more detailed consideration of the underlying data.

Most of the 5-year Service Delivery targets were set based on the aim of improving performance by 25% over the period; the only exception to this being that of meeting the response standard on at least 89% of occasions. It was recognised at the time that these were stretching targets, particularly against a backdrop of diminishing budgets and social change.

In 2017/18 the Service introduced an additional measure of how often fires were contained to the room of origin. This was a way of measuring the overall quality, and level of integration, of the Service's protection, prevention and response functions. Based upon the first full year's monitoring against this new target and wishing to drive improvements in this overarching measure of performance, the Fire Authority agreed to raise this from the original 89% target, to 89.5% for the remaining two years of the plan.

This report summarises how the Service performed against those targets over the last year and is the final summary report relating to the Integrated Risk Management Plan (IRMP) 2015/20 (extended to 2021 to enable IRMP alignment across the Fire Alliance).

In March 2021, the Fire Authority approved a proposal by ACFO Simon Hardiman to change the performance indicators. Consequently, moving forwards, performance will be measured against a refreshed set of 9 Corporate Performance Indicators (CPIs), and reviewed by the Performance and Risk Board. The new CPIs are summarised below:

- CPI 1 - All Fires
- CPI 2 - Accidental Dwelling Fires
- CPI 3 - Deliberate Fires
- CPI 4 - Fire related deaths and serious injuries
- CPI 5 - Fires Confined to Room of Origin
- CPI 6 - Injuries sustained to staff through operational activity
- CPI 7 - Response standards for 'Urban', 'Town & Fringe' and 'Rural'
- CPI 8 - Fires in Regulated Buildings
- CPI 9a - Establishment (reported annually)
- CPI 9b - Diversity (reported annually)
- CPI 9c - Firefighter Competence

2020/21 has been a difficult period for both the UK and for Shropshire Fire and Rescue Service. Set against the backdrop of a Covid-19 pandemic covering the full reporting period, the ambitious performance targets set out in 2015 (extended for an additional 12-months) provided a significant challenge.

Although targets were not met in some areas, the restrictions placed on some of the Service's critical proactive and reactive prevention, protection and response activities will undoubtedly have had an adverse impact on results that might otherwise have been favourable.

As the Service reviews 2020/21, it also looks forwards to an easing of restrictions and a more favourable environment in which to progress its aims and objectives.

4 Response

2020/21 Target	Actual Performance 2020/21
89%	85.64%

The response target for 2020/21 has not been achieved.

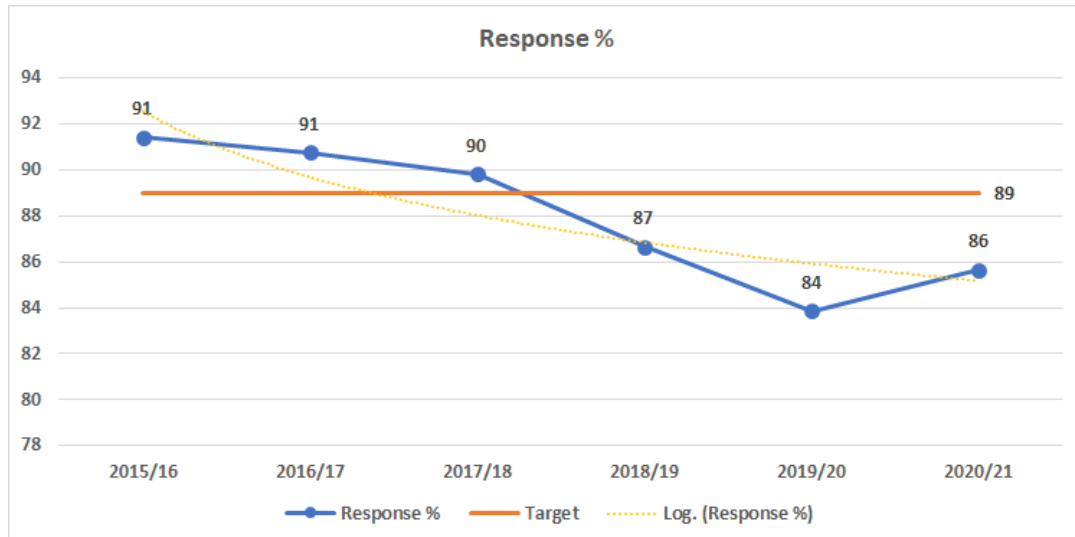


Fig 1 – Response performance 85.64% (86% rounded).

Fig 1 gives statistics with the underlying response times measured to include three timed elements between the receipt of the initial 999 call at Control, and the Service's arrival on scene:

- 999 Call handling times.
- Response time for travel into the station for On Call personnel, plus the time to turnout from the station for Wholetime and On Call crews.
- Travel time from the station to the incident.

However, the metrics outlined for Fig 1 deviate from the methodology used when reporting response statistics to HMICFRS. Instead, these are calculated from the 'time mobilised' (assigned to incident) to account for the variables that affect call handling lengths.

The HMICFRS approach has been applied to the response proposals introduced as part of the Community Risk Management Plan (CRMP) 2021-25. Excluding call handling is acknowledged to (a) reduce pressure on Control staff to mobilise at the earliest moment, potentially inappropriately and without having first gathered all salient information, and (b) permit the time for thorough information gathering to take place, thus enabling the most appropriate mobilising decisions to be made.

With the above in mind, the 2020/21 statistics can be reassessed, using data that excludes call handling. Fig 2 below shows the outcome of this change:

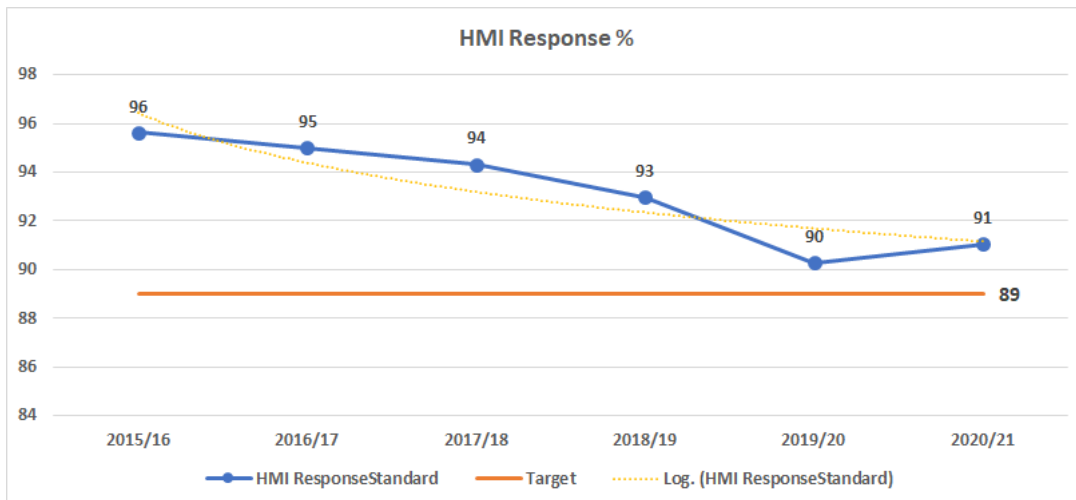


Fig 2 - Response performance 91% (91.04%).

NB – reported results in Fig 1 & Fig 2 capture attendance at ‘all incidents’, including ‘over the border’ mobilisations (see Fig 3). If we were to consider responses using the HMICFRS methodology and only within the Service area, our performance would rise further to 92%.

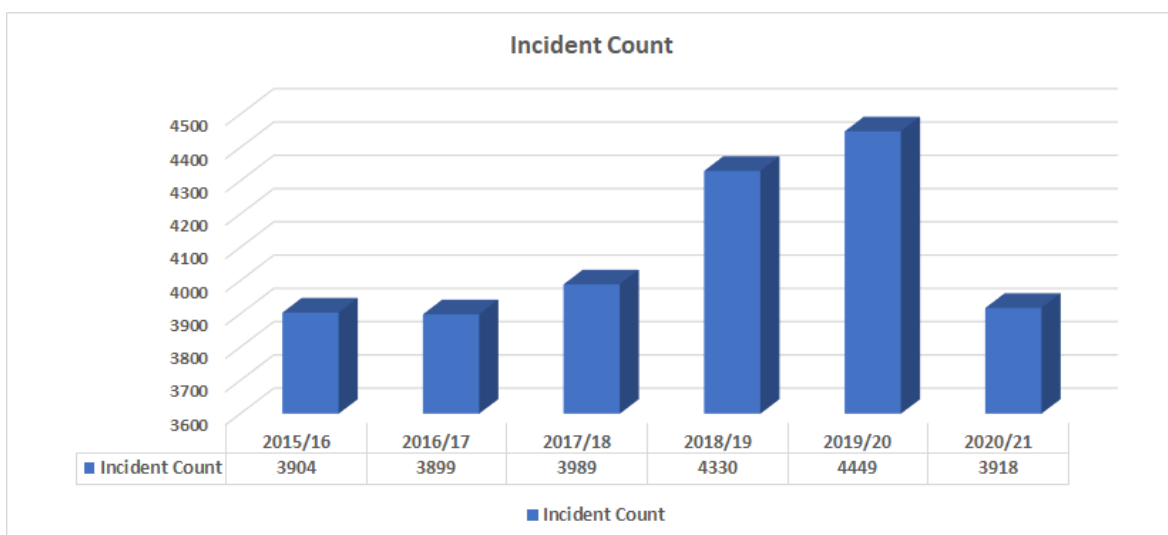


Fig 3 - Total number of incidents attended by SFRS between 2015/16 and 2020/21.

The total number of incidents attended in 2020/21 (Fig 3) is similar to the totals seen in 2015/16 and 2016/17. It is likely that the drop in volume versus 2019/20 is partly due to the repeated pandemic lockdown periods, associated business closures and reduced population movement. As the general trend since 2016/17 had been upwards, the next 12-month period will demonstrate if the 2020/21 figures are an anomaly, or a more general return to lower incident numbers driven by factors such as effective prevention and protection activity.

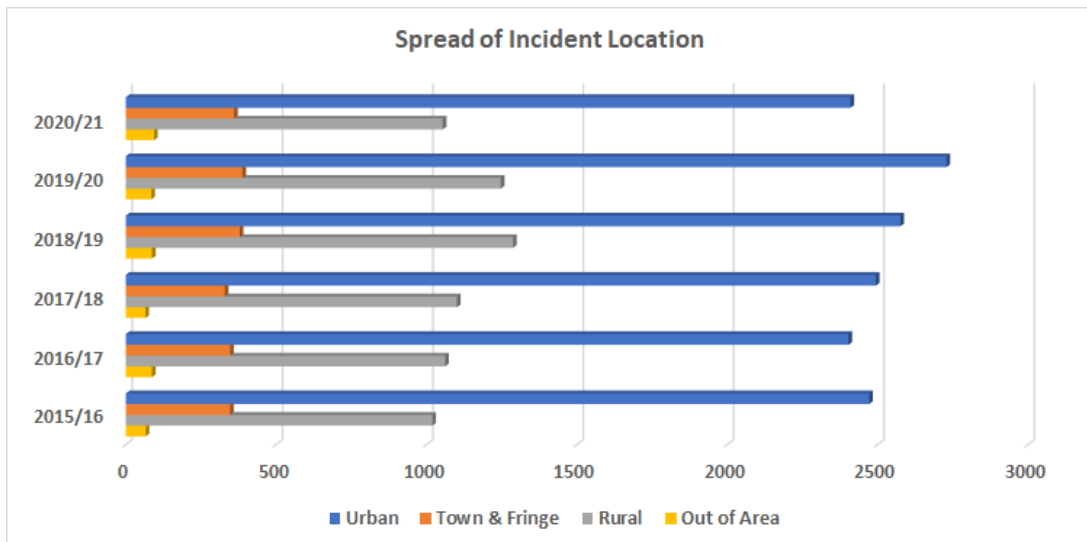


Fig 4 – Number of incidents occurring in different parts of the County.

Proportionally, the 2020/21 statistics for incident location (Fig 4) also broadly reflects those seen during the first two years of the IRMP period. This is interesting when considering the pandemic effect, as a shift relating to residential areas might have been expected due to a decrease in business activity, associated increases in home working and lockdown furlough.

However, what the Fig 4 statistics do not show is the breakdown of incident *type*, and it is this level of granularity that would potentially show the results of behavioural change. Reporting against the new CPIs will provide a level of detail sufficient to more easily understand our trend data and enabling us to proactively respond in the most appropriate ways.

Future annual reports will also see a change in categorisation of response statistics, moving from a single percentage measure, to separate measures for 'Urban', 'Town and Fringe' and 'Rural' areas. These are aligned to Office of National Statistics categories that more appropriately reflect the risks across the Service area and provide a clearer response model to the Communities we serve.

As illustrated in figure 4, the number of incidents occurring in different parts of the county varies from year to year. Increase / decrease in the number of rural incidents will (by their location and associated travel distances) significantly affect the 'average attendance time'. Similarly, a higher proportion of Urban incidents will create a general attendance time improvement. These swings are believed to be the primary cause of performance change against this standard.

A lesser factor relates to the fact that ALL incident types are included in this measure and therefore the way that our fire engines respond to different types of incidents can impact on their response time.

An example of this is the Service's response to Automatic Fire Alarms (AFAs), received from businesses and domestic properties. The Service is committed to attending all notifications of AFAs. However, policy dictates that, in considering the most appropriate response to each incident (i.e., the appropriate weight and speed of response), account should be taken of the information received within the control room during that call for assistance.

Unfortunately, the current method of collating data does not enable the Service to easily distinguish between the incidents that warranted a primary response and those that were for details only.

AFA response is just one example of where the Service's response is varied, based on this type of risk assessed approach. However, with AFAs accounting for approximately a quarter of all incidents, a relatively small change in the ratio of these two types of responses will inevitably have an impact on the average response time overall. Additional data development work is needed to improve the Service's current understanding of how this factor may have impacted on the Response Standard results achieved over the last few years.

Finally, over the last 10 years both Unitary Authorities have experienced significant population growth and corresponding housing and other building development across their entire area; not just confined to the most urban areas.

5 Accidental Primary Fires.

2020/21 Target	Actual Performance 2020/21
433	472

Primary fires are generally more serious fires that harm people or cause damage to property. Primary fires are defined as fires that cause damage and meet at least one of the following conditions:

- Any fire that occurred in a (non-derelict) building, vehicle or (some) outdoor structures.
- Any fire involving fatalities, casualties or rescues.
- Any fire attended by five or more pumping appliances.

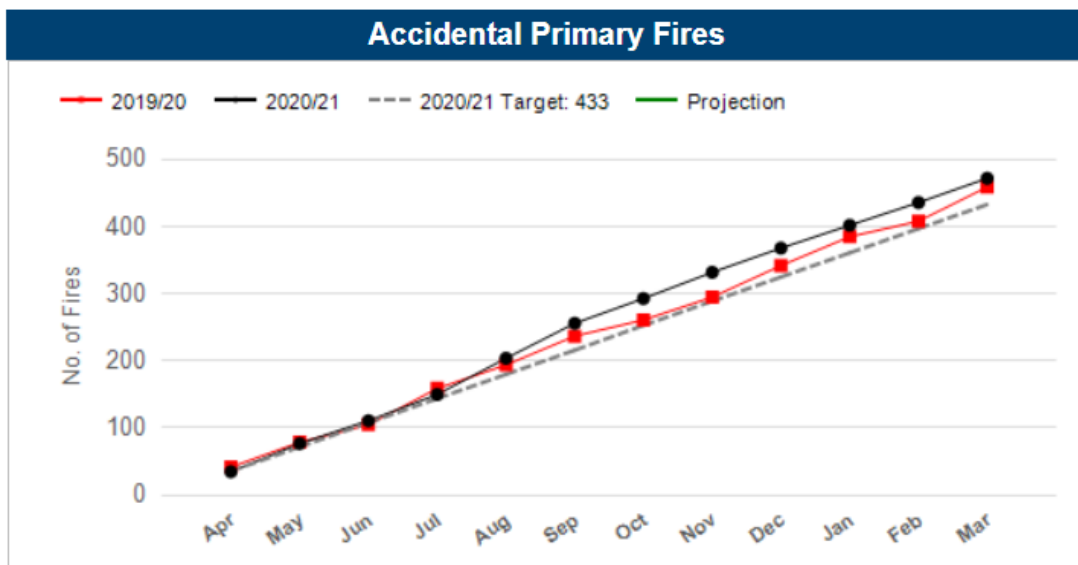
Primary fires are split into four sub-categories:

- Dwelling fires are fires in properties that are a place of residence i.e., places occupied by households such as houses and flats, excluding hotels/hostels and residential institutions. Dwellings also includes non-permanent structures used solely as a dwelling, such as houseboats and caravans.

- Other buildings fires are fires in other residential or non-residential buildings. Other (institutional) residential buildings include properties such as hostels/hotels/B&Bs, nursing/care homes, student halls of residence etc. Non-residential buildings include properties such as offices, shops, factories, warehouses, restaurants, public buildings, religious buildings etc.
- Road vehicle fires are fires in vehicles used for transportation on public roads, such as cars, vans, buses/coaches, motorcycles, lorries/HGVs etc. 'road vehicles' does not include aircraft, boats or trains, which are categorised in 'other outdoors'.
- Other outdoors fires are fires in either primary outdoor locations, or fires in non-primary outdoor locations that have casualties or five or more pumping appliances attending. Outdoor primary locations include aircraft, boats, trains and outdoor structures such as post or telephone boxes, bridges, tunnels etc.

The accidental primary fires target for 2020/21 has not been achieved.

The total number of accidental primary fires has also risen marginally, with a 2.83% increase versus the 2019/20 total figure of 459.



The increase since 2019/20 is mainly due to an uplift in 'Other' accidental outdoor fires. The underlying data suggests a trend for using garden sheds, garages and outdoor buildings for leisure and relaxation instead of traditional storage. This is an area for further consideration and potential targeting of prevention activity, particularly considering the increase in home-based workers.

With an increased number of companies marketing wooden constructed garden outbuildings as potential office space, a potential increased risk in the domestic home environment is present. As few such buildings will require planning permission or building regulations approval, standards of construction, safety and long-term use/conversion may prove problematic.

The Service does not currently extend its Safe and Well visit content to the outdoor areas of the home, therefore this may need to be considered in the future.

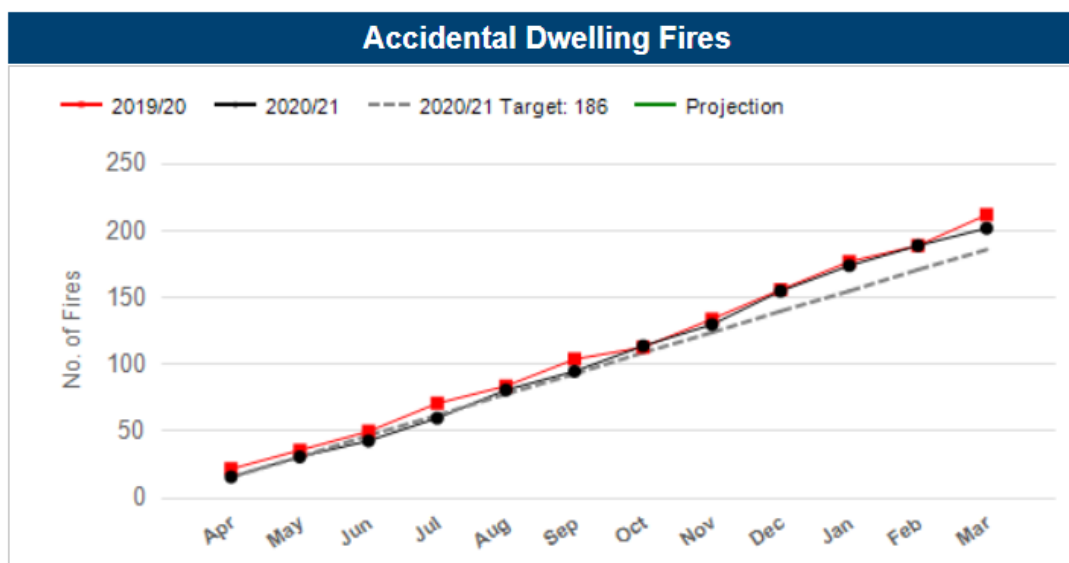
The total of 472 accidental primary fires was made up of the following incident types:

- Dwelling fires - 202
- Vehicle Fires - 109
- Other residential property fires - 39
- Commercial property fires - 102
- 'Other' fires - 20

6 Accidental Dwelling Fires (ADF).

2020/21 Target	Actual Performance 2020/21
186	202

Dwelling fires are fires in properties that are a place of residence, e.g. places occupied by households such as houses and flats, excluding hotels/hostels and residential institutions. Dwellings also includes non-permanent structures used solely as a dwelling, such as houseboats and caravans.



The accidental dwelling fire target has not been met this year. It is important to note however that the number of accidental dwelling fires recorded in 2020/21 is a historical low, with a reduction of 4.7% seen versus 2019/20.

The public have spent more time in their home environment during 2020/21 than ever before. This has resulted in an increase in domestic risk, with more cooking in the home, greater use of electrical equipment for increased periods and requiring regular charging.

The Prevention team have increased their focus on social media messaging, complimented by traditional media, to communicate safety messages efficiently and to the widest audience. Partner agencies were also made aware of the additional risks posed in the home environment and have contributed to promoting the importance of being fire safety vigilant and having working smoke alarms.

A combination of initiatives has contributed to the reduction of domestic dwelling fires in a year of significantly increased risk. Although this year's target has not been met it is important to note that over the last 6 years a reduction from 254 fires in 2015/16, to 202 fires during 2020-2021 equates to a 20.47% reduction over the 6-year period.

In the Telford area there has been a slight increase in the number of fires attended by Telford Central (15 in 2019/20 versus 22 in 2020/21) and a decrease at Tweedale Station (from 34 in 2019/20 to 27 in 2020/21). Fires have remained consistent with previous years in the Wellington area. Shrewsbury has seen a slight increase from 34 fires in 2019/20 to 37 in 2020/21.

In the North of the County 27 fires were recorded, of which 9 were in Market Drayton (an increase of one fire from last year) and 8 in Whitchurch (consistent with last year total).

In the South of the County 33 fires were recorded: 9 in Ludlow (+2 versus 2019/20), 7 in Cleobury Mortimer (+4) and 4 in Much Wenlock (+3). The most significant decrease was seen in Bridgnorth with 5 fires this year versus 17 last year.

In the West of the County a reduction to 21 fires was seen, against a total of 30 in 2019/20. All stations have recorded a marginal decrease except for Church Stretton (+1 over last year). There has been a 25% decrease in fires in the Oswestry area, with a total of 12 fires recorded. This is the second consecutive year that there has been a reduction in Oswestry.

With the greater proportion of prevention work taking place via digital media and online platforms for the last 12 months, it is envisaged that lifting of Government restrictions will soon enable the resumption of more targeted, face-to-face activity. This will help to underpin the risk areas identified in this report and within the wider Prevention Strategy.

The Prevention Strategy 2021 –2023 has four strands which have been developed into four Tactical plans:

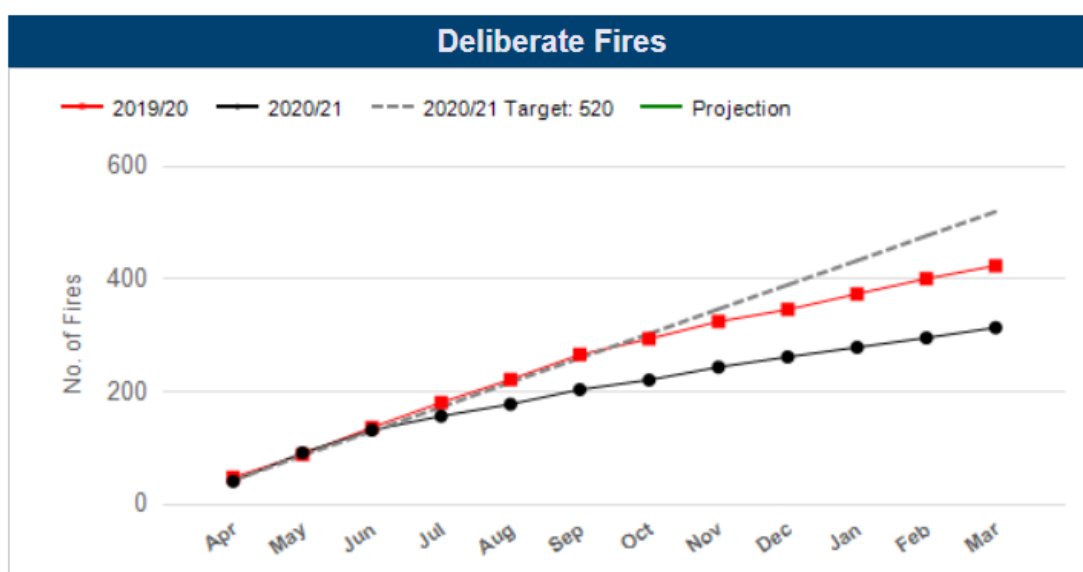
- Safe and Well
- Road and Water Safety
- Arson and Fire Crime
- Children and Young People.

These four strands will continue to direct and focus prevention work to reach the most vulnerable individuals, groups and communities, as well as ensure the education of the next generation of young people of the importance of fire, road and water safety.

7 Deliberate Fires.

2020/21 Target	Projected Performance 2020/21
520	314

The deliberate fire target has been met this year with a reduction of 26% versus 2019/20.



This major reduction has been partly influenced by government restrictions on gathering outdoors during the Covid-19 pandemic. Social Media messaging and other Prevention-driven publicity around the dangers of setting fires at a time when resources are limited has also contributed to this reduction.

Closer partnership working with the Police has enabled a proactive approach to deal with domestic violence and vulnerable persons. Prevention Officers are available to give advice within 24 hours of receiving partner requests and provide a prompt service in providing smoke alarms and letterbox safety devices.

This year has seen a significant decrease in the number of fires, but it is important that this does not result in complacency, particularly as we emerge from the Covid-19 pandemic and see a relaxation of government restrictions on social gatherings. A renewed focus on prevention activity within identified high-risk areas will be critical to our ongoing success.

8 Fire related deaths and serious injuries.

2020/21 Target	Actual Performance 2020/21
10	2*

Below is the definition used by Home Office for the recording of fire related deaths and serious injuries:

Fatalities and Casualties

Fire-related fatalities are, in general, those that would not have otherwise occurred had there not been a fire. i.e., 'no fire = no death'. This includes any fatal casualty which is the direct or indirect result of injuries caused by a fire incident. Even if the fatal casualty dies subsequently, any fatality whose cause is attributed to a fire is included, sometimes following road traffic collisions. For the purpose of publications, published figures include the number of fatal casualties which were either recorded as 'fire related' or 'don't know', grouped together as fire-related deaths; thus, excluding only those that were recorded as 'not fire-related'. Non-fatal casualties have, since the introduction of the Incident Reporting System (IRS), been split into four sub-categories, defined as:

- Hospital severe – at least an overnight stay in hospital as an in-patient.
- Hospital slight – attending hospital as an outpatient (not a precautionary check).
- First Aid given – first aid given at scene (by anyone), including after a precautionary check.
- Precautionary check – to attend hospital or to see a doctor was recommended (by anyone).

The categories above do not reflect the level of information provided via our existing local NHS data sharing agreement.

We are currently reliant on Incident Recording System (IRS) inputs to establish the number of casualties and severity of injury. These inputs populate the Prevention and SMT dashboard statistics, which are then cross checked with a local NHS contact. The NHS contact can confirm only if the person was admitted, had an overnight stay, and/or if they died because of their injuries. The latter also needs to be confirmed with the coroner following post-mortem examination (if relevant).

The above information is only available within the County boundary, so the condition of any patients transferred elsewhere is very difficult to establish. Some additional work is required to ensure Prevention / SMT dashboards are aligned to provide consistent reporting, and a review of data sharing agreements may provide an opportunity to improve reporting in this area. Nevertheless, we are confident that our reported figures for the 2020/21 period are accurate.

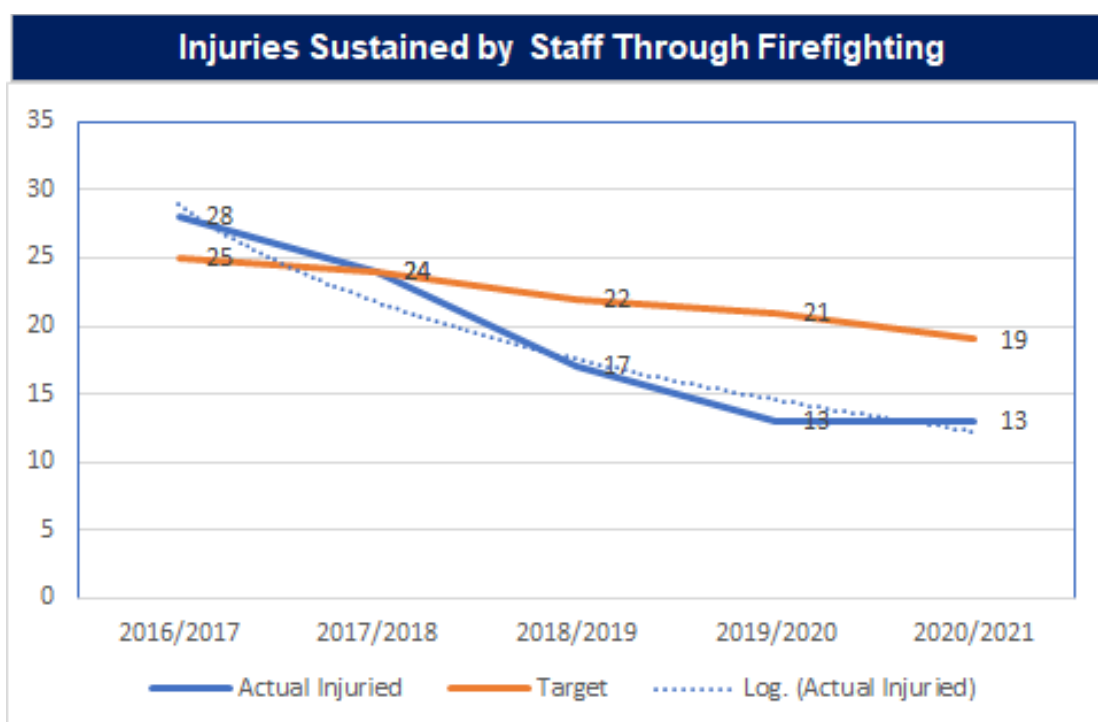
The available statistics for 2020/21 show that the Service is well under the target figure of 10, with only 2 serious injuries reported and zero fire deaths.

The serious injury statistics figures break down as: 1 injury (smoke inhalation) for accidental dwelling fires and 1 injury (smoke inhalation) for deliberate fires making the total number of injuries to 2 and no fire deaths.

9 Injuries sustained by staff through firefighting.

2020/21 Target	Actual Performance 2020/21
19	13

The Service has performed well against this target in the last 12 months, following the trend of relatively low numbers of injuries occurring for the past five years.

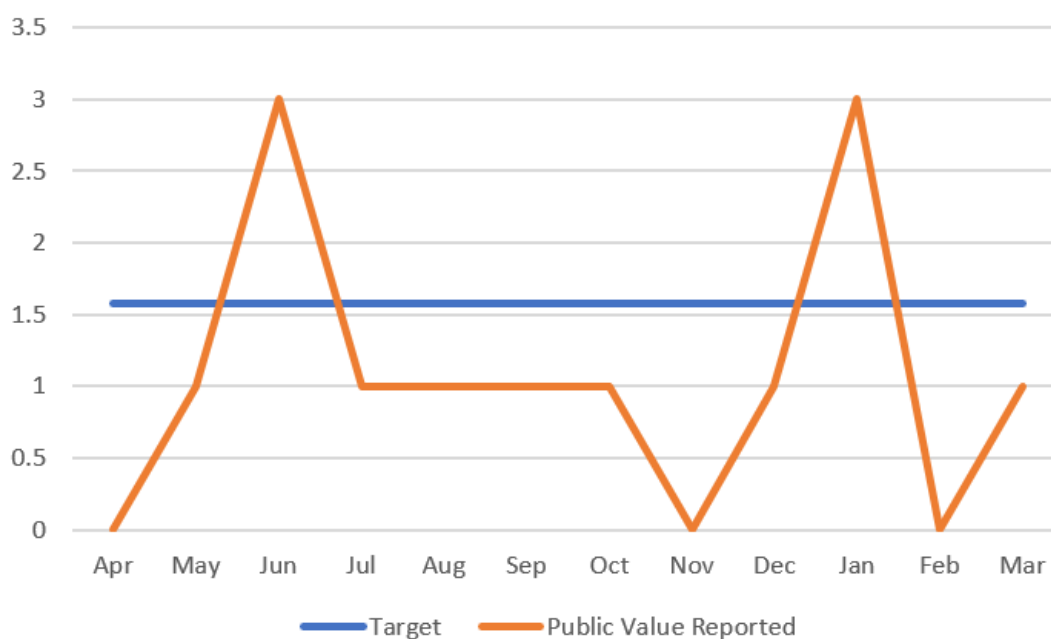


Annual number of injuries sustained to staff through firefighting activities.

In general, performance relating to specific types of accidents remains positive, i.e., figures for Manual Handling, Slip, Trip and Falls etc are low.

The common causes across all the accidents to occur (24), continue to relate to slips, trips and falls (5), either during training events or at actual incidents. This also continues to be the most common cause of accidents across all fire services in the West Midlands Region. Consequently, the Region has agreed to work together in the creation a poster campaign to highlight these incidents.

Injuries Sustained



Monthly performance against target.

When analysing the monthly data, none of the occurrences involved more than one person and were made up of the following types:

- Operational, Fire / RTC - 6 injuries
- Operational, training Fire / RTC - 5 injuries
- Operational, not Fire / RTC - 0 injury
- Operational, training not Fire / RTC - 2 injuries

Achievement of the target set for 2020/21 may have been influenced by the reduction in operational and training activities undertaken across the Service due to the COVID-19 pandemic, and this is mirrored across the Region. However, the Service should aim to maintain the excellent performance achieved this year.

The Service continues to actively encourage the reporting, monitoring and thorough investigation of all accidents and near misses. Best practice continues to be actively shared with neighbouring Services through a well-established regional audit programme and network of Health and Safety Professionals.

In addition, best practice developed through local and regional learning is shared across the fire sector, particularly following incidents of national significance. This is achieved through well-established National Fire Chiefs Council (NFCC) Health and Safety Groups, National Operational Learning structures and via the Joint Operational Learning (JOL) processes in place across all three emergency services.

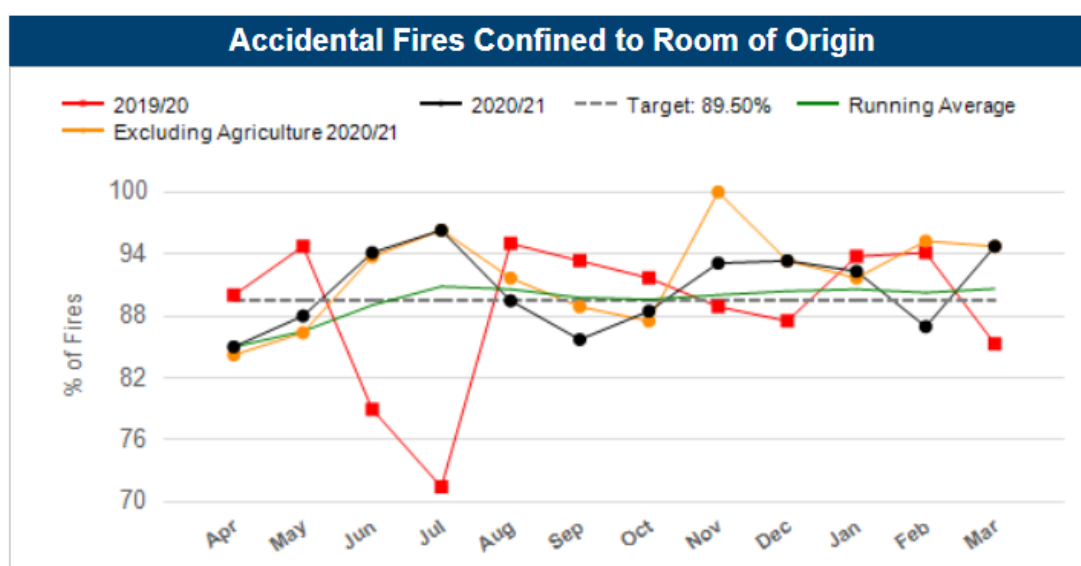
More detailed information in relation to the Services accident statistics is available via the Health and Safety dashboard through the Portal or via the Health and Safety Officer.

10 Fires Confined to the Room of Origin

2020/21 Target	Actual Performance 2020/21
89.5%	90.63%

This measure captures the “Percentage of indoor fires which spread beyond room of origin (Fire and heat damage caused by accidental fires in domestic dwellings and regulated business)”.

Included within this figure are domestic and commercial properties (excluding permanent agricultural buildings – e.g., barns).



The SMT Dashboard stats for 2020/21 (above) show that an average of 90.63% of accidental fires were contained to their room of origin, versus a target figure of 89.5%. Therefore, the target has been achieved for the reporting period.

Accidental Dwelling Fires:

There were 202 accidental domestic dwelling fires during the period 1 April 2020 –31st March 2021. Out of 202 fires 183 were confined to room of origin. Of the 19 incidents that were not confined to room of origin, 2 were caravans, 2 were in bungalows, 1 was in a sheltered self-contained flat, and 14 were in domestic 2/3 storey houses.

The causes of fires do vary, however 8 out of the 19 fires detailed above were due to faulty leads to equipment or appliances. This equates to 90.6% of those fires confined to room of origin.

This level of causal understanding helps to direct our prevention activity and support our ongoing results in this area.

11 Wholetime and On Call (Retained Duty System) Performance Monitoring

The information below provides an annual summary of the performance and management of availability across Wholetime and On-Call Retained Duty Systems in Shropshire.

Availability

The year 2020/21 has seen wholetime appliances achieve **99.8%** availability.

The year 2020/21 has seen on call appliances achieve **97.98%** availability (up 1% for the same period 2019/20). This is a fantastic achievement in a year that has seen staff absence (including periods of self-isolation) increase due to the Covid-19 pandemic.

The Group Support Team (GST) have provided a total of **4970** hours support across On-Call stations between April 2020 and March 2021 (This is a slight increase for the same period last year where 4954 hours were given).

Prees and Minsterley fire stations have required significant GST support accounting for 56% of all GST cover provided.

To continually improve on the overall level of performance, the Service remains focused on those fire appliances / stations that currently fall below the Service average. The Service is undertaking an on-call sustainability review which is tasked with maintaining this high level of availability.

Background Station Specific Performance

The below table shows a comparison between 2019/20 and 2020/21 availability and GST hours:

Station	Availability		GST assistance (Hrs)	
	2019/20	2020/21	2019/20	2020/21
Albrighton	87.26%	91.61%	527.75	303.00
Baschurch	98.23%	99.24%	28.5	14.25
Bishops Castle	99.38%	99.87%	47.75	10.75
Bridgnorth	98.76%	99.93%	101.5	20.00
Church Stretton	100%	100%	0	0.00
Cleobury Mortin	96.61%	99.69%	422.5	52.00
Clun	96.81%	97.57%	58.5	135.75
Craven Arms	99.91%	99.98%	12.5	27.50
Ellesmere	99.97%	100%	0	0.00
Hodnet	99.67%	99.97%	13.25	0.00
Ludlow	97.18%	97.83%	91.5	169.75
Market Drayton	98.66%	98.92%	689.75	457.50
Minsterley	93.42%	96.28%	1507.25	1176.75
Much Wenlock	92.63%	97.74%	553	376.25
Newport	95.17%	97.63%	27	72.25
Oswestry	99.70%	99.97%	210	86.00
Prees	84.67%	84.21%	380.75	1624.25
Shrewsbury	99.73%	98.89%	0	0.00
Tweedale	97.71%	97.60%	67	30.25
Wellington	98.89%	99.19%	156	250.75
Wem	99.67%	99.56%	25.75	142.50
Whitchurch	99.58%	99.88%	33.75	20.00
Total	96.98%	97.98%	4954	4969.50
	Improvement			
	Reduction			

Prees Fire Station

Station profile	Availability information	Actions Taken
13 units available 4.5 units filled, 5 personnel Vacancies for 8.5 units.	Annual availability 19/20 – 84.67% Annual availability 20/21 – 84.21 % <u>Main challenges</u> Larger number of personnel retired at the same time. General recruitment issues due to size and geography.	3 x recruits on the current recruit course 2 x registered interest and at interview

Recruitment Campaign

Recruitment remains the single most constant challenge for station management teams, Human Resources and the Group Support Team. Recruitment processes are continual in order to maintain establishment levels. The [national website](#) is now live, and the Service's own recruitment process is managed through a cross departmental Task and Finish Group.

All aspects of the Service's recruitment campaign include the use of social media networking as a method of attraction. This form of advertising will continue to impact positively on the Service's desire to achieve 100% availability. All On Call stations are encouraged to utilise a social media platform, such as Twitter or Facebook, to encourage recruitment. New Twitter signage has been procured for appliances and stations, encouraging followers and potential applicants. In addition, new pop-up signage has been purchased to encourage "walk in" enquiries when On Call stations are staffed by the Group Support Team, or during drill nights.

The On Call Sustainability project is well underway with staff survey results now being followed by costings and proposals. Employer / family surveys are also planned, and these will further help shape the areas of focus for the sustainability project.

We will also review the positive impacts arising from the pandemic in respect of on-call availability. As businesses review their staffing models, we may find that people begin to work from home more frequently; this will provide a potential pool for recruitment that would not have been previously available.

Discussions have commenced with Shropshire Council regarding staff relocating away from the Shirehall and their possible availability as on call firefighters.

National On-Call Week

The National Fire Chiefs Council's on-call firefighter recruitment campaign took place from 1 - 7 March 2021.

The campaign aims to highlight the opportunities to become a professional firefighter which are open to people from all walks of life.

A national website for on-call firefighter recruitment means that people can enquire about opportunities in their area at any time of the year. The website is packed with real-life stories from on-call firefighters and gives an insight into what the role entails and what recruits can expect.

As a consequence of the campaign and our local campaigning around its themes, an increase in interest levels was noted:

Visits to the Service's on-call webpage: 153 (versus 65 the week prior to the campaign). Expressions of Interest received by HR: 15 (compared to 6, 5 and 7 in the preceding 3 weeks)

Demographics of interested parties:

- 13 Male.
- 2 Female.
- 2 BME (1 Asian - Pakistan, 1 European – both male).

Social media

Facebook – top performing post: Launch video reached audience of 9.2k

12 Conclusions

Overall, the service performance for 2020/21 has been positive. Whilst performance figures have dipped slightly in some areas, the Service is still seeing an improvement in direction of travel since reporting began. Following the reinstatement of the Prevention, Protection and other work, which was temporarily suspended due to the pandemic, we will continue to measure performance against output to ensure we have a good understanding of the impact of Covid against overall performance.

In recent years, the Service has seen a rise in the proportion of incidents occurring away from the urban areas. This trend has stopped in this year's data with a greater proportion of urban incidents. This could be evidence of the impact a reduction in fire prevention has had in the previously heavily resourced urban areas. With Prevention activities returning to full capacity the impact on urban areas will be carefully monitored.

The Group Support Team who help to maintain appliance availability have become vital and will continue to do so. This activity will support the Service's On Call Sustainability Project which is key to maintaining the high availability delivering innovative ways of working.

Whilst sickness levels were lower than normal during the pandemic in 20/21 the impact of self-isolation for crews was significant especially when Public Health England changed their guidance relating to close contacts on a fire engine. This meant that the availability percentages were achieved despite an increase in those unavailable to crew appliances.

An increase in accidental primary fires sits naturally with people working from home or residing at home during extended periods of furlough / lockdown. In the initial lockdown, waste management facilities closed leaving many people having cleaned out or renovated gardens, sheds, buildings to dispose or store quantities of rubbish. This also coincided with good weather and living to the maximum of your residential footprint.

Conversely accidental dwelling fires dropped as people were furloughed or working at home and became alert to smells of burning, overheating before fires commenced. With schools closed many properties had higher levels of occupancy so the opportunity for fires to start and grow appear to have been reduced. It is quite possible that many smaller fires were simply put out by occupants and SFRS were not notified due to a lack of damage and any insurance requirement to.

The Service will bring a closure performance report to the Committee based on the previous IRMP, giving an overview of the data covering the last 6 years.

As noted in Section 3, new Corporate Performance Measures are being introduced for 2021/22. In some areas these move away from single figure targets, towards performance 'tolerances' that are derived from historical data and provide the ability to monitor performance through the direction of travel.

13 Capacity

There are no capacity impacts arising from this report.

14 Fire Alliance / Collaboration / Partnership Working

Information relating to how the Service has worked in collaboration with other organisations, to achieve the Service's targets, has been provided within this report where relevant.

15 Financial Implications

There are no financial implications arising from this report.

16 Legal Comment

There are no legal implications arising from this report.

17 Community Safety

There are no community safety impacts arising from this report.

18 Environmental

There are no environmental impacts arising from this report.

19 Equality Impact Assessment

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

20 Health and Safety

There are no health and safety impacts arising from this report.

21 Human Rights (including Data Protection)

There are no human rights impacts arising from this report.

22 ICT

There are no ICT impacts arising from this report.

23 Public Value / Service Delivery

There are no public value or service delivery impacts arising from this report.

24 Reputation

There are no reputational impacts arising from this report.

25 Security

There are no security impacts arising from this report.

26 Training

There are no training impacts arising from this report.

27 Appendices

There are no appendices attached to this report.

28 Background Papers

[Corporate Performance Indicators 2021/22](#)