

## Corporate Performance Indicators including On Call Duty System Performance – April to December 2022 (Quarter 3)

### 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 December 2022.

### 2 Recommendations

The Committee is asked to note the report

### 3 Background

The Corporate Performance Indicators (CPIs) for 2022/23 (fiscal year) were  
agreed by the Strategy and Resources Committee at its meeting on  
18 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 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.

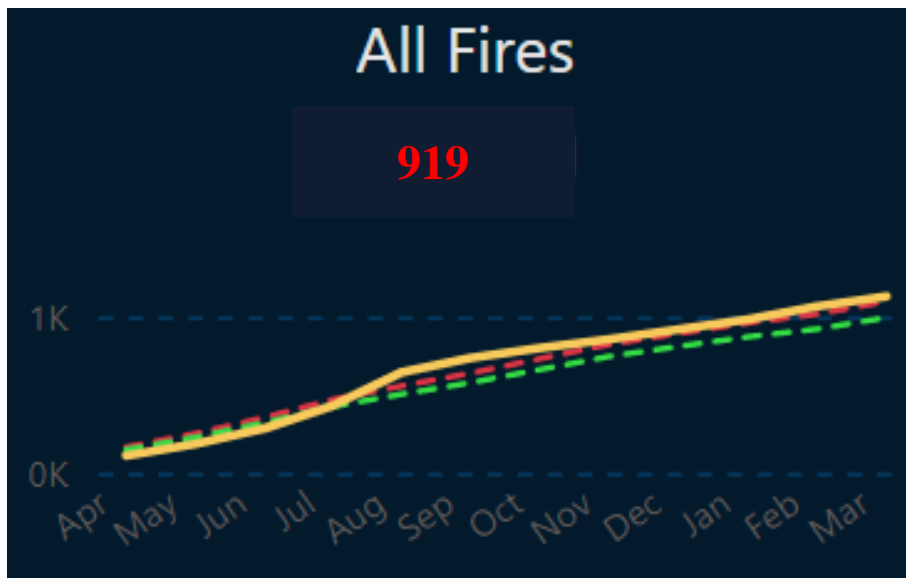
At the time of setting the CPIs, it was noted that they would present challenges for the Service. However, the year-end report for the period April 2021 to March 2022 showed that good progress was made against the tolerances for most CPI's – with clear rationale for areas where performance may have dipped.

It should be noted that the reporting period is in relation to Quarters 1, 2 and 3 (Q1/Q2/Q3), 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 – 2022/23 Target: 1190 (Tolerance = +/- 5%)**  
**All Fires – 919**



| Month     | Monthly Totals | Cumulative |
|-----------|----------------|------------|
| April     | 110            | 110        |
| May       | 77             | 187        |
| June      | 98             | 285        |
| July      | 148            | 433        |
| August    | 214            | 647        |
| September | 90             | 737        |
| October   | 64             | 801        |
| November  | 55             | 856        |
| December  | 63             | 919        |

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.

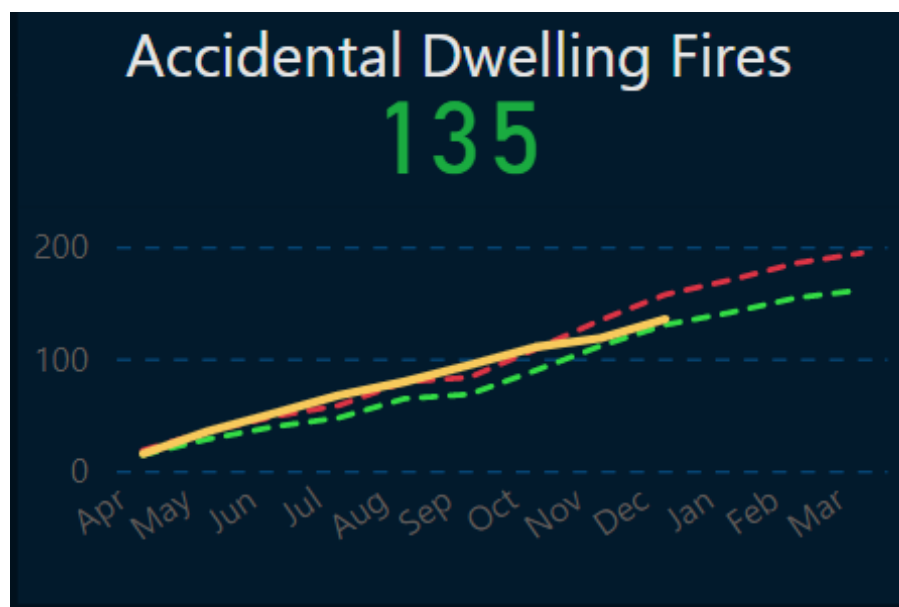
Analysis has shown that when the reporting period is broken down, performance was improving month on month however in the second quarter, with the UK seeing a significant and unprecedented increase in heat temperatures, the Service saw a large increase in numbers of accidental fires in the open in July and August. This spike has meant that the cumulative total remains above tolerance at 919 so far, albeit the monthly totals for each month in Q3 have been below tolerance which has reduced the impact.

Out of those incidents in Q3, 103 were primary fires (a decrease of 45 from the same quarter last year) 56 were secondary fires (a decrease of 16 from the previous year Q3) and 12 were chimney fires (again, a decrease of 10 from the previous year's Q3). Overall, there was a decrease in all fires of 29% from the same period last year.

Monitoring of performance against this CPI will continue and Officers are confident that this CPI will come back within tolerance over the coming months following the trend for Q3.

**CPI. 2 - Accidental Dwelling Fires – 2022/23 Target: 222 (Tolerance = +/- 10%)**

**Accidental Dwelling Fires - 135**



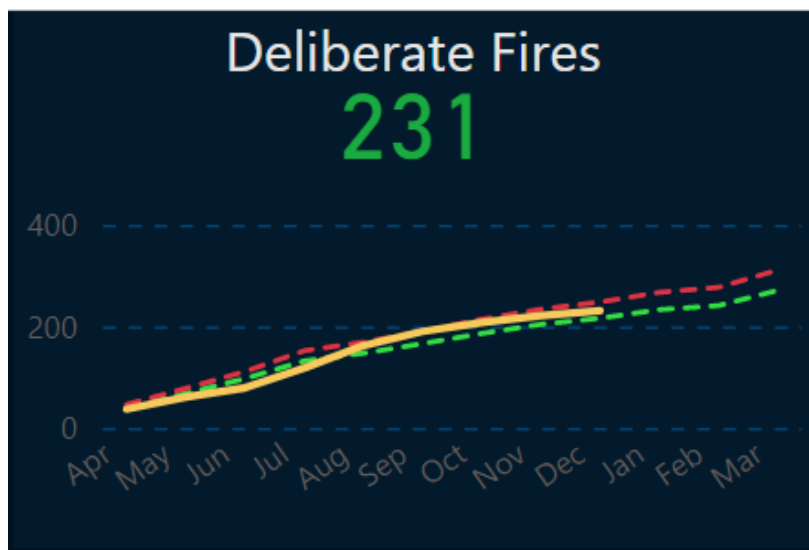
| Month     | Lower | Upper | Monthly Totals | Cumulative |
|-----------|-------|-------|----------------|------------|
| April     | 14    | 18    | 15             | 15         |
| May       | 28    | 35    | 20             | 35         |
| June      | 39    | 48    | 16             | 51         |
| July      | 47    | 58    | 15             | 66         |
| August    | 64    | 79    | 12             | 78         |
| September | 68    | 83    | 14             | 92         |
| October   | 89    | 108   | 16             | 111        |
| November  | 111   | 134   | 9              | 120        |
| December  | 130   | 157   | 15             | 135        |

The third quarter fires show a 44% decrease in the number of Accidental Dwelling fires from the same quarter last year (68 in Q3 2021/22 and 38 in Q3 2022/23). It is important to note that the reduction in the number of fires that was seen last year were unprecedented decreases not seen in any of the previous 5 years. The cumulative total for Accidental Dwelling fires for the reporting period is 135, which is a 9% decrease on the same period last year (143).

The top two causes of these fires were faulty appliance/leads and misuse of equipment/appliances. Of positive note is that 87% of these fires were confined to room of origin, however only 85% had smoke alarms fitted in the property which is 7% lower than last quarter.

Officers recognise that the increase in the cost of living and the impact on vulnerable groups trying to heat their homes during winter months may have had an impact on this CPI, and CPI 5. As such, performance is closely monitored.

**CPI.3 - Deliberate Fires – 2022/23 F/Y Target: 404 (Tolerance = +/- 7%)  
Deliberate Fires - 231**



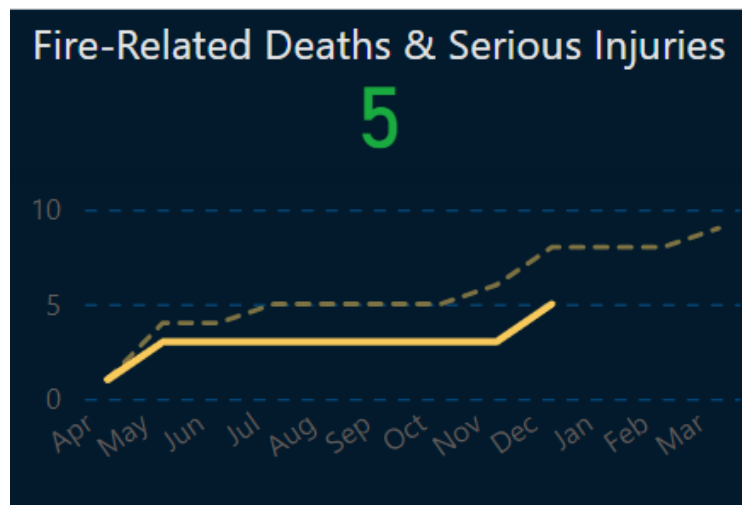
| Month     | Lower | Upper | Monthly Totals | Cumulative |
|-----------|-------|-------|----------------|------------|
| April     | 40    | 46    | 43             | 43         |
| May       | 68    | 78    | 30             | 73         |
| June      | 97    | 111   | 31             | 104        |
| July      | 132   | 152   | 38             | 142        |
| August    | 147   | 169   | 16             | 158        |
| September | 166   | 190   | 20             | 178        |
| October   | 182   | 208   | 22             | 200        |
| November  | 203   | 233   | 19             | 219        |
| December  | 220   | 252   | 13             | 231        |

The cumulative total for the reporting period was 54, a 39% decrease on the same period last year and the figures are well within tolerance.

In November/December 2021, the Service saw an increase in vehicle arson, predominantly by OCG rivalry which featured heavily in the media. Joint tactics have seen this trend reduce throughout 2022 and is partly responsible for the reduction this quarter. Hallowe'en and bonfire night had a very low deliberate incident rate, with only two deliberate bonfire related incidents during a two week period. Other recorded incidents were a wide spread of circumstances that did not flag any specific target issues to address.

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 area profile where fires have occurred, and as mentioned above there is a continued decline in the number of gang related arson incidents involving vehicles.

#### CPI.4 - Fire Related Deaths and Serious Injuries

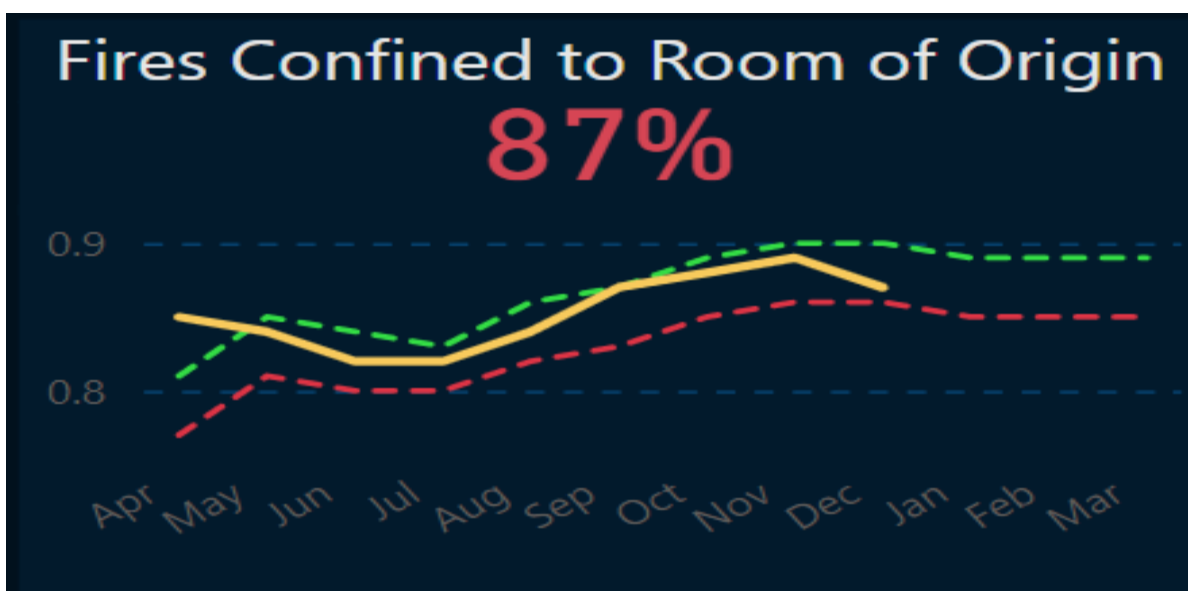


| Month     | Deaths | Cumulative | Serious Injuries | Cumulative |
|-----------|--------|------------|------------------|------------|
| April     | 0      | 0          | 1                | 1          |
| May       | 0      | 0          | 2                | 3          |
| June      | 0      | 0          | 0                | 3          |
| July      | 0      | 0          | 0                | 3          |
| August    | 0      | 0          | 0                | 3          |
| September | 0      | 0          | 0                | 3          |
| October   | 0      | 0          | 0                | 3          |
| November  | 0      | 0          | 0                | 3          |
| December  | 2      | 2          | 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 for serious injuries, one was recorded as deliberate and two as accidental. Unfortunately, there were two fire related deaths in December following a fire in Oswestry. The cause is yet to be confirmed but is believed to have started in the bedroom.

**CPI.5 - Fires Confined to Room of Origin - Tolerance = +/- 2%**  
**Fires Confined to Room of Origin – cumulative 88%**



| Month     | Lower % | Upper % | Cumulative |
|-----------|---------|---------|------------|
| April     | 77      | 81      | 85%        |
| May       | 81      | 85      | 84%        |
| June      | 80      | 84      | 82%        |
| July      | 80      | 83      | 81%        |
| August    | 82      | 86      | 84%        |
| September | 83      | 87      | 87%        |
| October   | 86      | 90      | 87%        |
| November  | 91      | 95      | 88%        |
| December  | 92      | 96      | 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 year-to-date average now below the desired tolerance. Year to date 12% of fires have not been confined to room of origin. Of the four fires not confined to room of origin this quarter, two were caravan incidents, one was the fatal fire in Oswestry and the fourth was a fire in Craven Arms with no injuries reported.

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 |           |           | 2022-23 RIDDOR |
|--------------|---------------------------|-----------|-----------|----------------|
|              | 2020-21                   | 2021/22   | 2022/23   |                |
| April        | 1                         | 4         | 1         |                |
| May          | 1                         | 2         | 3         |                |
| June         | 5                         | 3         | 4         |                |
| July         | 2                         | 4         | 0         |                |
| August       | 1                         | 1         | 2         | 2              |
| September    | 2                         | 1         | 7         | 1              |
| October      | 1                         | 1         | 5         |                |
| November     | 0                         | 3         | 4         | 1              |
| December     | 4                         | 1         | 0         |                |
| January      | 3                         | 3         |           |                |
| February     | 1                         | 2         |           |                |
| March        | 3                         | 1         |           |                |
| <b>TOTAL</b> | <b>24</b>                 | <b>26</b> | <b>26</b> |                |

The figures provided in the table above show a total of 26 injuries to staff from operational activity during the reporting period, which is in line with the same period last year.

Out of the nine injuries recorded during Q2, one was RIDDOR reportable as over 7-day absence events. This was a neck injury caused by a firefighter losing their footing whilst descending a ladder, falling on the firefighter who was footing the ladder.

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 December 2022, the average Response Standard was 93%, which is slightly less than the average Response Standard achieved for the same period last year.



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.

During Q2, there were 48 occasions where the response standard was not achieved – 18 in July 18 in August and 12 in September. There was a significant increase in the number of emergency calls attended due to the extreme hot weather conditions seen across the county and UK. During this period appliances were mobilised directly from incidents and outside of station areas due to the sheer volume of calls. This is reflected in the figure of 21 below, relating to distance travelled to incidents. The other high number of 12 (incident location differing from initial call location) was due to the callers being uncertain of exact locations at the time of call.

Reasons for not achieving the target Response Standards in Q2 were:

- Incident location different to mobilising information – 12 x incidents
- Difficult access – 6 x incidents
- Distance to incident – 21 x incidents
- Road closures – 3 x incidents
- Technical issue with MDT – 5 x incidents
- Human Error – 1 x incident

During Q3 there were 9 occasions where the response standard target was not achieved, down from 48 in the previous quarter. This low number may be due to an ongoing issue with IRS. There were no patterns for the 9 recorded occasions in Q3.

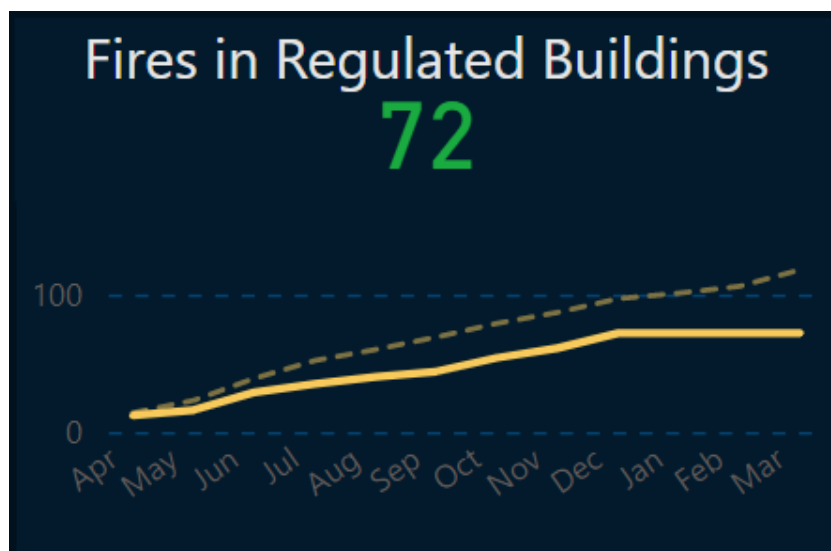
The purpose for monitoring performance across the 3 areas is to enable the Service to scrutinise and interrogate data, that will enhance performance through the identification of any trends and allowing for the reallocation of resources across Prevention, Protection and Response.

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 response average requirement 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 - 72



| CPI 8 - Fires in Regulated Buildings |               |             |
|--------------------------------------|---------------|-------------|
| 2022/23                              |               |             |
| Month                                | Total (Month) | Total (YTD) |
| April                                | 12            | 12          |
| May                                  | 4             | 16          |
| June                                 | 13            | 29          |
| July                                 | 6             | 35          |
| Aug                                  | 5             | 40          |
| Sept                                 | 4             | 44          |
| Oct                                  | 10            | 54          |
| Nov                                  | 7             | 61          |
| Dec                                  | 11            | 72          |
| Jan                                  |               |             |
| Feb                                  |               |             |
| Mar                                  |               |             |

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
- July 6 fires, 2 deliberate, 4 accidental
- August 6 fires all recorded as accidental
- September 4 fires, 1 deliberate, 3 accidental
- October 10 fires, 4 deliberate, 6 accidental
- November 7 fires, 0 deliberate, 7 accidental
- December 11 fires, 2 deliberate, 9 accidental.

Q1 figures followed a steadier trajectory than last year, with the fire premises type, cause of fire and origin being within the current Risk Based Inspection Programme and in line with annual trends.

In Q2 fires were lower than Q1 and below average for the quarter. Electrical, cooking and overheating remain the top causes of fires in this area.

In Q3 there was a spike of deliberate fires in October due to four incidents at a mental health premises which has led to enforcement action. If these four incidents are excluded from the numbers, the Service is at low levels for deliberate fires. Total fires are within normal levels.

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**

There are no figures for establishment this quarter as these are reported six-monthly.

#### **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:

| <b>Competence Area</b>                     | <b>Competent (%)</b> | <b>Awaiting Renewal (%)</b> |
|--|----------------------|-----------------------------|
| Breathing Apparatus                        | 94                   | 6                           |
| SWAH & Confined Space                      | 100                  | 0                           |
| RTC  | 100                  | 0                           |
| Emergency Response Driver Training (ERDT)  | 93                   | 7                           |
| Incident Command (L1 XVR)                  | 96                   | 4                           |
| Incident Command (L1 Refresher)            | 85                   | 15                          |
| Rope Rescue Operator                       | 100                  | 0                           |
| Water First Responder (W/T)                | 100                  | 0                           |
| Water First Responder (On-Call)            | 100                  | 0                           |
| Swiftwater Rescue Technician               | 100                  | 0                           |
| Swiftwater Rescue Technician Boat Operator | 100                  | 0                           |
| First Responder Emergency Care (FREC)      | 94                   | 6                           |
| 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 Retained Duty System Performance

|                   | Apr 2022 | May 2022 | Jun 2022 | Jul 2022 | Aug 2022 | Sep 2022 | Oct 2022 | Nov 2022 | Dec 2022 | Average |
|-------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|---------|
| Albrighton        | 80.59%   | 85.42%   | 73.51%   | 72.72%   | 58.87%   | 78.54%   | 80.28%   | 74.76%   | 85.08%   | 76.64%  |
| Baschurch         | 88.40%   | 86.66%   | 92.22%   | 90.83%   | 84.54%   | 90.80%   | 91.77%   | 95.76%   | 93.62%   | 90.51%  |
| Bishops Castle    | 97.85%   | 97.31%   | 92.64%   | 91.97%   | 90.05%   | 94.17%   | 90.63%   | 89.24%   | 92.44%   | 92.92%  |
| Bridgnorth        | 91.81%   | 93.58%   | 90.63%   | 93.01%   | 84.98%   | 96.94%   | 92.10%   | 96.56%   | 97.14%   | 92.97%  |
| Church Stretton   | 100.00%  | 100.00%  | 100.00%  | 100.00%  | 100.00%  | 100.00%  | 100.00%  | 100.00%  | 100.00%  | 100.00% |
| Cleobury Mortimer | 98.37%   | 98.52%   | 95.73%   | 93.75%   | 93.41%   | 92.22%   | 94.12%   | 95.35%   | 96.98%   | 95.38%  |
| Ciun              | 96.18%   | 92.04%   | 84.76%   | 94.52%   | 91.63%   | 88.99%   | 87.40%   | 88.13%   | 86.56%   | 90.02%  |
| Craven Arms       | 97.12%   | 99.36%   | 99.10%   | 96.84%   | 90.22%   | 96.88%   | 99.16%   | 99.27%   | 97.98%   | 97.33%  |
| Ellesmere         | 100.00%  | 100.00%  | 100.00%  | 100.00%  | 100.00%  | 99.97%   | 100.00%  | 100.00%  | 100.00%  | 100.00% |
| Hodnet            | 98.30%   | 98.96%   | 99.55%   | 99.43%   | 99.60%   | 98.61%   | 98.96%   | 99.72%   | 99.73%   | 99.21%  |
| Ludlow            | 93.09%   | 94.83%   | 92.99%   | 85.92%   | 92.91%   | 97.78%   | 84.21%   | 83.19%   | 71.88%   | 88.53%  |
| Market Drayton    | 98.65%   | 99.13%   | 97.05%   | 95.36%   | 92.94%   | 98.96%   | 92.81%   | 95.03%   | 98.05%   | 96.44%  |
| Minsterley        | 94.65%   | 98.69%   | 97.88%   | 94.39%   | 96.98%   | 97.71%   | 97.48%   | 92.92%   | 95.43%   | 96.24%  |
| Much Wenlock      | 90.10%   | 84.24%   | 73.96%   | 88.84%   | 81.69%   | 74.83%   | 76.31%   | 78.13%   | 77.82%   | 80.66%  |
| Newport           | 93.23%   | 90.99%   | 85.87%   | 85.99%   | 83.90%   | 84.51%   | 71.37%   | 61.15%   | 70.13%   | 80.79%  |
| Oswestry          | 97.01%   | 98.89%   | 95.83%   | 96.61%   | 95.67%   | 95.03%   | 96.61%   | 99.79%   | 96.40%   | 96.87%  |
| Prees             | 84.69%   | 62.47%   | 48.75%   | 51.28%   | 67.27%   | 76.46%   | 89.08%   | 75.10%   | 75.84%   | 70.10%  |
| Shrewsbury        | 93.30%   | 80.21%   | 71.11%   | 65.49%   | 58.27%   | 55.97%   | 56.38%   | 56.77%   | 27.82%   | 62.81%  |
| Tweedale          | 85.07%   | 73.29%   | 64.79%   | 64.45%   | 27.55%   | 56.67%   | 53.60%   | 71.53%   | 75.00%   | 63.55%  |
| Wellington        | 88.16%   | 92.44%   | 88.78%   | 89.01%   | 87.67%   | 88.44%   | 87.03%   | 86.08%   | 86.59%   | 88.24%  |
| Wem               | 100.00%  | 99.66%   | 99.97%   | 100.00%  | 100.00%  | 95.38%   | 88.98%   | 87.85%   | 95.19%   | 96.34%  |
| Whitchurch        | 92.92%   | 97.11%   | 95.49%   | 88.54%   | 84.41%   | 90.63%   | 92.51%   | 95.17%   | 95.19%   | 92.44%  |
| Average           | 93.61%   | 91.99%   | 88.21%   | 88.13%   | 84.66%   | 88.61%   | 87.31%   | 87.34%   | 87.04%   | 88.55%  |

With society having returned to business-as-usual following Covid-19, it is encouraging to see that on-call availability remains good, albeit with a reduction in overall availability on the same period last year. A recent recruitment campaign has been successful with several new staff awaiting competence sign off so they can join their stations.

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 Financial Implications

There are no financial implications arising from this report.

## **7 Legal Comment**

Section 21 of the Fire and Rescue Services Act 2004 provides the statutory authority for the Fire Service National Framework and requires fire and rescue authorities to have regard to the Framework in carrying out their functions. Members should have due regard to the Framework and, in particular, paragraph 2.8 in relation to the publication of performance information:

‘Fire and rescue authorities must make their communities aware of how they can access comparable data and information on their performance’.

## **8 Equality Impact Assessment**

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

## **9 Appendices**

There are no appendices attached to this report.

## **10 Background Papers**

There are no background papers associated with this report.