

Corporate Performance Indicators including On Call System Performance – April to December 2024 (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 2024.

2 Recommendations

The Committee is asked to note the report

3 Performance Review

The Corporate Performance Indicators (CPIs) for 2024/25 (fiscal year) were agreed by the Strategy and Resources Committee at its meeting on 20 March 2024. 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)

4 Corporate Performance Indicators

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

CPI.1 - All Fires – 2024/25 Target: 1047 (Tolerance = +/- 5%)

All Fires – 746



Month	Lower	Upper	Monthly Totals	Cumulative
April	78	86	81	81
May	186	206	81	162
June	310	343	109	271
July	414	457	106	377
August	509	562	86	463
September	594	655	62	525
October	671	740	66	591
November	727	802	84	675
December	798	881	71	746

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 within tolerance in October, November and December. This is

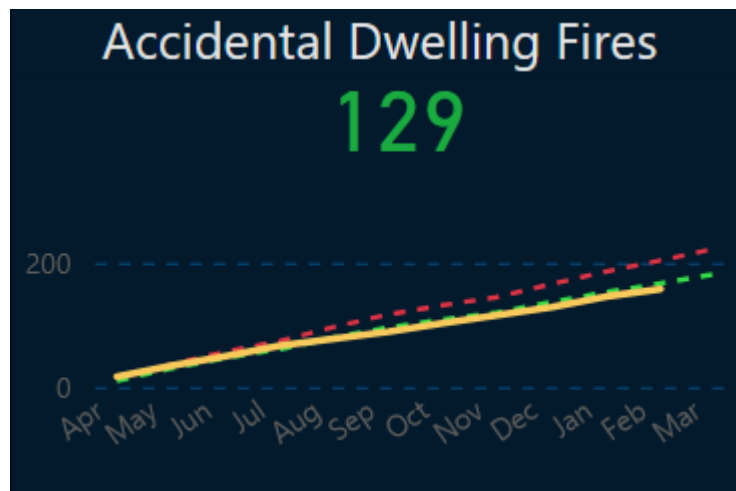
due to a significant decrease in the number of primary and chimney fires attended by the Service. The success of this has been due to extra patrolling, schools and social media Prevention activity.

Overall reduction of fires year to date is 93 fires which equated to a reduction of 11.1%. Further information can be found within this report.

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

CPI. 2 - Accidental Dwelling Fires – 2024/25 Target: 201 (Tolerance = +/- 10%)

Accidental Dwelling Fires – 129



Month	Lower	Upper	Monthly Totals	Cumulative
April	10	12	17	17
May	30	36	17	34
June	47	57	16	50
July	61	74	17	67
August	80	97	11	78
September	96	117	11	89
October	109	132	14	103
November	120	145	13	116
December	137	166	13	129

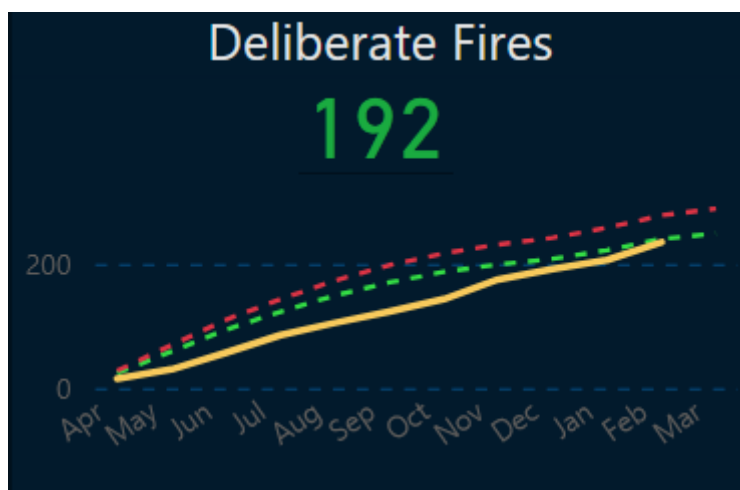
The third quarter fires show a 11.2% decrease in the number of Accidental Dwelling Fires (ADFs) from the same quarter last year (45 in Q3 2023/24, 40 in Q3 2024/25). The most significant difference in the number of fires is seen in December 2024 when fires have decreased from 19 fires last year to 13 fires for the same month. The figures for October and December are in line

with previous years statistics. The cumulative total for ADFs for the reporting period is 129, which is a 14.6% decrease on the same period last year (151).

The top two causes of these fires were faulty appliances / leads and misuse of equipment / appliances. Of positive note is that 89.7% of these fires were confined to room of origin and 94.8% had smoke alarms fitted in the property.

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

CPI.3 – Deliberate Fires – 2023/24 F/Y Target: 266 (Tolerance = +/- 7%)
Deliberate Fires – 192



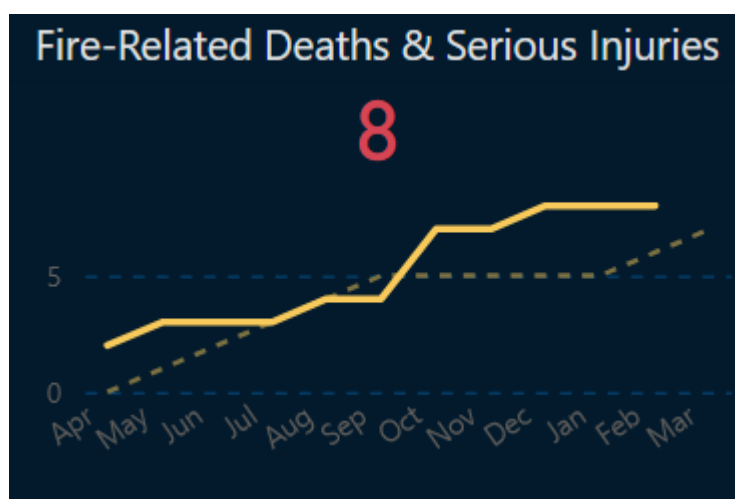
Month	Lower	Upper	Monthly Totals	Cumulative
April	24	28	15	15
May	59	69	15	30
June	94	110	27	57
July	123	143	28	85
August	149	173	20	105
September	170	198	18	123
October	187	217	20	143
November	199	231	32	175
December	208	242	17	192

The cumulative total for the reporting period was 192, a 71.7% increase on the same period last year (111). However, when included as the year-to-date figure there is a 14.7% decrease (33 incidents), and figures are well within tolerance.

In quarter 3 there is an increase in the number of deliberate fires with significant increases seen in months November and December. During October and December, although there are only small increases, the figures were impacted by 2 separate patterns of arson in Market Drayton.

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 there is a continued decline in the number of gang related arson incidents involving vehicles.

CPI.4 - Fire Related Deaths and Serious Injuries



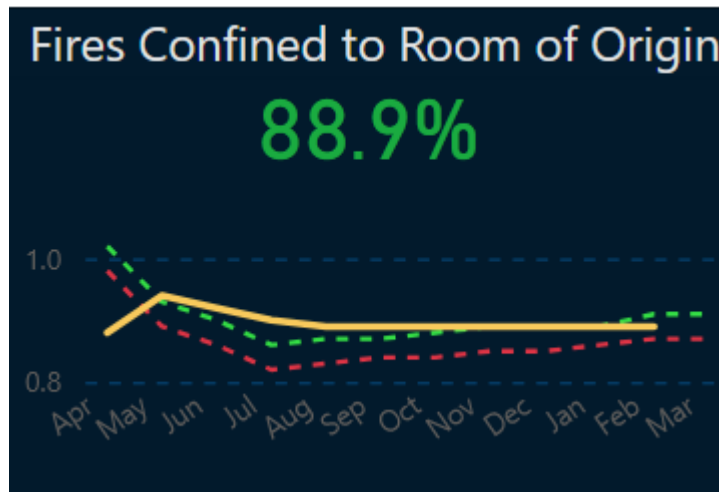
Month	Deaths	Cumulative	Serious Injuries	Cumulative
April	0	0	2	2
May	0	0	1	3
June	0	0	0	3
July	0	0	0	3
August	0	0	1	4
September	0	0	0	4
October	0	0	3	7
November	0	0	0	7
December	0	0	1	8

As agreed at the Strategy and Resources Committee in March 2023, the statistics for this CPI have been separated to identify the number of serious injuries and the number of fire related deaths.

There have been no deaths in this quarter but unfortunately there has been 4 serious injuries, 3 in October and 1 in December. There has been a total of 8 injuries year to date which compared to the same period last year is an increase of 3 injuries.

When analysing the incident types, all four are recorded as accidental.

CPI.5 - Fires Confined to Room of Origin - Tolerance = +/- 2%
Fires Confined to Room of Origin – cumulative 88.9%



Month	Cumulative
April	87.5%
May	94.0%
June	93.1%
July	91.0%
August	89.7%
September	89.5%
October	88.8%
November	89.4%
December	88.9%

This CPI enables 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 11.1% of fires have not been confined to room of origin. Of the 4 domestic fires not confined to room of origin this quarter, one was caused by combustibles within a wheelie bin, three were related to overheating of electrical appliances.

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			2024-25 RIDDOR
	2022/23	2023/24	2024/25	
April	1	0	0	0
May	3	2	1	0
June	4	2	2	0
July	0	1	6	0
August	2	2	0	0
September	7	2	3	1
October	5	0	2	0
November	5	2	1	0
December	0	2	0	0
January	2	4		
February	2	0		
March	0	1		
TOTAL	31	18	15	1

The figures provided in the table above show a total of 15 injuries to staff from operational activity during the reporting period, which is in line with the same period last year.

Out of the 3 injuries recorded during Q3, none were RIDDOR reportable due to being below 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 December 2024, the average Response Standard was 93%, which compares to the average Response Standard of 94% achieved at the same period last year.

During Q3 there were 20 occasions where the response standard target was not achieved, 5 in October, 7 in November and 8 in December. There is no overall pattern, half were due to access issues or travel distance.

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

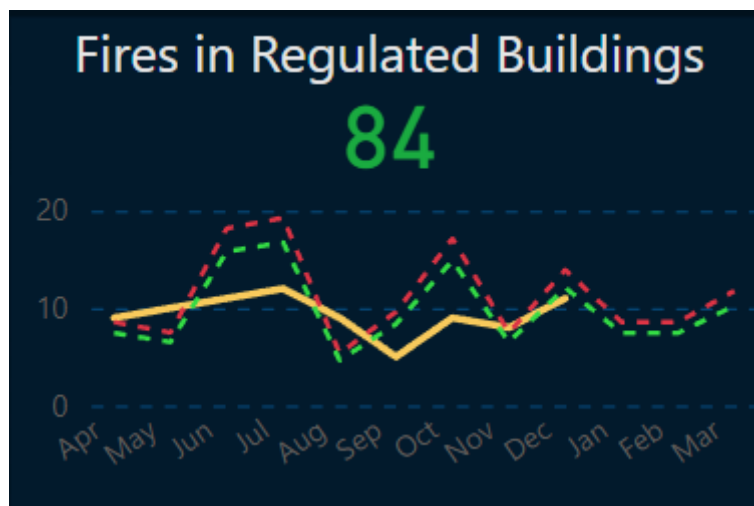
- Distance to incident – 6 x incidents
- Restricted access due to weather- 4 x incidents
- Technical issue with MDT or mobilising –3 x incidents
- Decision making (human)– 2 x incident
- No commentary- 4 x incidents

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 – 84**



CPI 8 - Fires in Regulated Buildings

2024/25				
Month	Deliberate	Accidental	Total (Month)	Total (YTD)
April	2	7	9	9
May	1	9	10	19
June	3	8	11	30
July	0	12	12	42
Aug	1	8	9	51
Sept	0	5	5	56
Oct	2	7	9	65
Nov	1	7	8	73
Dec	3	8	11	84

This CPI enables the Service to scrutinise performance in connection with Protection activity. The breakdown of incident types can be found below:

- April 9 fires, 2 deliberate, 7 accidental
- May 10 fires, 1 deliberate, 9 accidental
- June 11 fires, 3 deliberate, 8 accidental
- July 12 fires, all recorded as accidental
- August 9 fires, 1 deliberate, 8 accidental
- September 5 fires all recorded as accidental
- October 9 fires, 2 deliberate, 7 accidental
- November 8 fires, 1 deliberate, 7 accidental
- December 11 fires, 3 deliberate, 8 accidental

In Q3 3 out of 22 incidents were reported as agricultural and 2 are attributed to being chimney fires which do not come under The Regulatory Reform (Fire Safety) Order 2005 therefore the total this quarter should be seen as 17. Which is down by 10 compared to the same Quarter in the previous year.

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

Headcount by sex and ethnicity as of 31 December 2024:

Sex (By post)

	On Call	Wholetime	Non-Uniformed	Fire Control	Total
Female	33 (up 4) 11.61%	18 (up 1) 9.27%	52 (down 2) 58.42%	18 (down 1) 95%	121 (up 2) 20.64%
Male	251 (down 3) 88.38%	176 (down 3) 90.72%	37 (up 1) 41.57%	1 (s) 5.3%	465 79.35%
Total	284 (up 1)	194 (down 2)	89 (down 1)	19 (down 1)	586 (down 3)

Ethnicity (By post)

	On Call	Wholetime	Non-Uniformed	Fire Control	Total
Any Other Ethnic Group	0 (s)	0 (s)	0 (s)	0 (s)	0
Any Other White	3 (s) 1.06%	2 (s) 1.03%	1 (s) 1.12%	0 (s)	6 1.02%
Asian/Asian British	1 (s) 0.35%	0 (s)	3 (s) 3.4%	0 (s)	4 0.68%
Black or Black British	0 (s)	3 (s) 1.54%	0 (s)	0 (s)	3 0.51%
Mixed / Other Background	0 (s)	1 (s) 0.52%	0 (s)	0 (s)	1 0.17%
Mixed White and Asian	0 (s)	0 (s)	1 (s) 1.12%	0 (s)	1 0.17%
Mixed White and Black Caribbean	0 (s)	1 (up 1) 0.52%	0 (s)	0 (s)	1 0.17%
Not stated	77 (up 6) 27.11%	26 (s) 13.40%	11 (s) 12.4%	1 (s) 5.3%	115 19.62%
Other Asian/Asian unspecified	0 (s)	0 (s)	1 (s) 1.12%	0 (s)	1 0.17%
Prefer not to say	2 (s) 0.70%	4 (s) 2.06%	0 (s)	1 (down 1) 5.3%	7 1.19%
White British (inc English / Welsh/ Scottish)	200 (down 5) 70.42%	154 (down 3) 79.38%	23 (down 1) 25.84%	17 (s) 89.5%	394 67.23%
White Gypsy/Romany	1 (s) 0.35%	0 (s)	0 (s)	0 (s)	1 0.17%
White Irish	0 (s)	4 (up 1) 2.06%	0 (s)	0 (s)	4 0.68%
Total	284	194	89	19	586

	Fire Control	On call	Support Staff	Wholetime
Total Workforce	3.24%	48.46%	15.19%	33.10%

There has been little movement in these categories since the last report. There has been two on-call recruits course that has started during this period and an overall increase in headcount due to retirements and leavers from the Service – whilst some of the headcount has stayed the same, the percentages have increased due to the overall numbers of employees decreasing.

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	94	6
SWAH/Confined Space	95	5
RTC	96	4
Emergency Response Driver Training (ERDT)	94	6
Incident Command (L1 XVR)	92	8
Incident Command (L1 Refresher)	92	8
Rope Rescue Operator	97	3
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) *	100	0

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

StationName	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Average
Albrighton	87.36%	73.22%	75.73%	76.98%	74.50%	82.36%	79.60%	84.58%	81.42%	88.27%	83.85%	80.67%
Baschurch	92.47%	85.72%	91.15%	83.87%	84.91%	88.23%	91.03%	94.34%	91.10%	95.19%	90.63%	89.85%
Bishops Castle	95.63%	99.26%	98.23%	98.45%	98.59%	99.41%	99.33%	98.72%	98.76%	99.40%	99.74%	98.68%
Bridgnorth	98.82%	99.29%	98.78%	97.14%	91.16%	97.88%	98.19%	99.17%	98.42%	99.83%	99.52%	98.00%
Church Stretton	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cleobury Mortimer	97.01%	96.98%	91.77%	93.11%	92.07%	93.68%	96.51%	96.11%	96.20%	95.36%	92.04%	94.65%
Clun	88.19%	84.14%	76.28%	76.11%	86.90%	86.53%	91.87%	75.10%	88.00%	93.99%	93.30%	85.47%
Craven Arms	89.20%	84.85%	85.00%	92.51%	85.82%	92.26%	91.16%	78.09%	85.58%	95.16%	95.87%	88.65%
Ellesmere	100.00%	100.00%	91.81%	96.74%	99.23%	99.27%	99.83%	99.86%	99.03%	99.50%	98.33%	98.52%
Hodnet	99.03%	96.98%	91.35%	90.15%	88.81%	92.71%	89.65%	91.88%	96.17%	98.92%	97.40%	93.88%
Ludlow	94.10%	94.05%	88.96%	97.68%	90.99%	87.36%	93.99%	92.33%	96.81%	97.45%	96.76%	93.69%
Market Drayton	82.05%	90.22%	83.47%	90.15%	63.24%	85.00%	81.55%	84.38%	70.87%	89.78%	95.28%	83.16%
Minsterley	92.36%	91.50%	91.49%	89.72%	91.77%	94.97%	91.80%	98.06%	97.31%	94.52%	94.46%	93.43%
Much Wenlock	82.53%	85.28%	85.69%	91.77%	89.48%	86.39%	79.44%	95.38%	97.38%	98.02%	94.75%	89.63%
Newport	85.76%	72.18%	55.17%	60.72%	72.72%	75.17%	61.73%	81.04%	75.34%	92.51%	92.34%	74.82%
Oswestry	92.64%	91.43%	91.53%	95.70%	94.72%	90.56%	95.83%	92.99%	93.41%	95.53%	94.49%	93.54%
Prees RDS	81.46%	72.08%	58.13%	31.49%	43.01%	66.98%	67.04%	55.00%	78.73%	76.48%	72.32%	63.79%
Shrewsbury RDS	53.19%	44.49%	38.44%	53.60%	62.97%	63.19%	43.35%	58.47%	63.71%	77.92%	72.32%	57.34%
Tweedale	67.88%	54.97%	57.01%	55.34%	57.63%	80.59%	76.24%	78.26%	73.39%	80.98%	63.99%	67.84%
Wellington RDS	85.97%	85.89%	79.06%	83.30%	78.56%	86.84%	84.64%	89.83%	90.79%	98.69%	96.06%	87.18%
Wem	99.65%	99.46%	99.72%	98.66%	100.00%	99.24%	96.71%	99.93%	98.99%	99.43%	100.00%	99.24%
Whitchurch	95.17%	93.65%	94.41%	87.74%	83.80%	90.35%	93.28%	93.65%	98.12%	99.46%	96.13%	93.22%
Average	89.11%	86.17%	82.87%	83.68%	83.22%	88.13%	86.49%	88.05%	89.52%	93.93%	91.80%	87.51%

It is encouraging to see that on-call availability remains good, albeit with a reduction in overall availability on the same period last year. 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.