

Corporate Performance Indicators including On Call Duty System Performance – April to December 2023 (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 2023.

2 Recommendations

The Committee is asked to note the report.

3 Background

The Corporate Performance Indicators (CPIs) for 2023/24 (fiscal year) were agreed by the Strategy and Resources Committee at its meeting on 22 March 2023. 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, this continues the approach taken in 2022.

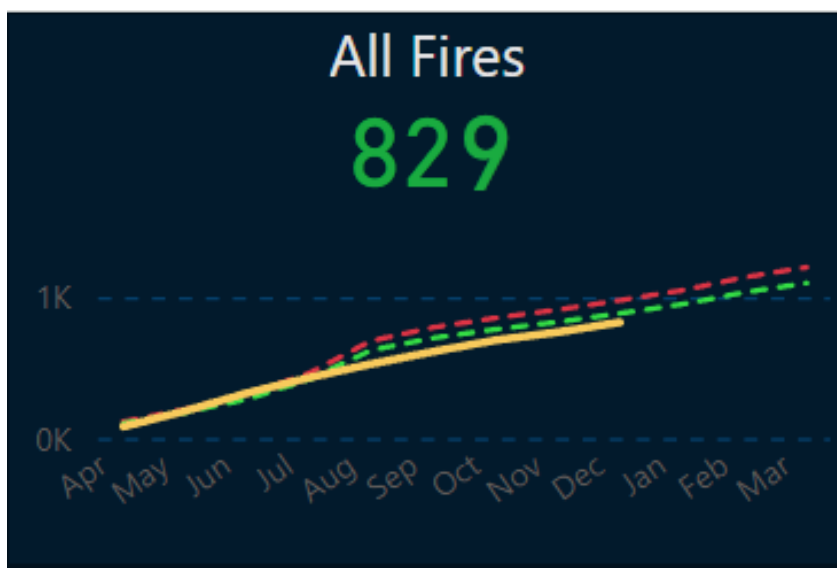
At the time of setting the CPIs, it was noted that they would present challenges for the Service. However, the year-end report for the period April 2022 to March 2023 showed that good progress was made against the tolerances for most CPI's – with clear rationale for areas where performance may have dipped.

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: 932 (Tolerance = +/- 5%)
All Fires – 829



Month	Monthly Totals	Cumulative
April	82	82
May	111	193
June	128	321
July	109	430
August	98	528
September	89	617
October	80	697
November	57	754
December	75	829

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.

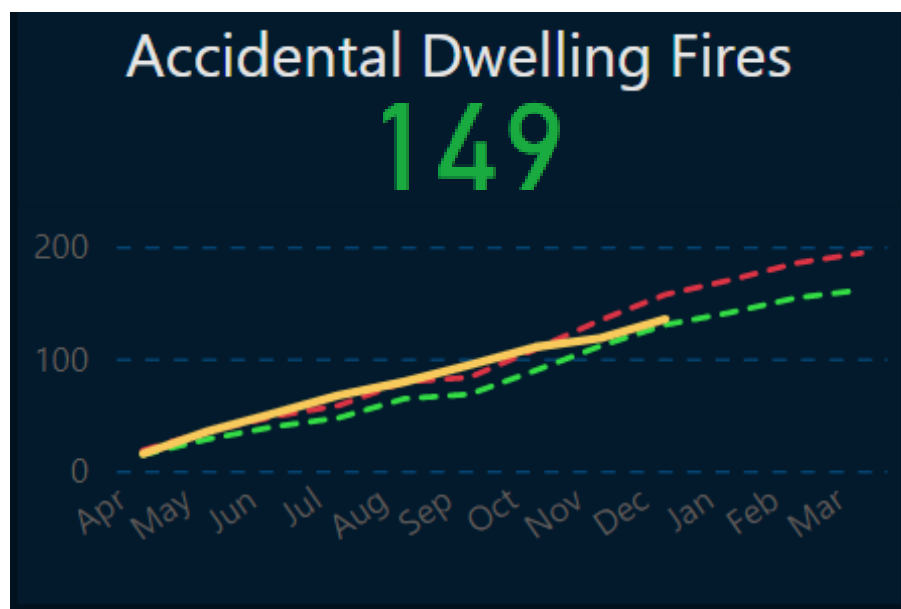
Analysis has shown that when the reporting period is broken down, performance was improving month on month however in the first quarter, with the UK seeing a significant an unprecedented increase in heat temperatures, the Service saw a large increase in numbers of accidental fires in the open in June. Despite this spike the cumulative total remains below tolerance at 829 so far, the monthly totals for the remaining months in Q2 and Q3 have been below tolerance which has reduced the impact.

Out of those incidents in Q3, 138 were primary fires (an increase of 27 from the same quarter last year) 57 were secondary fires (equal to the previous year Q3) and 17 were chimney fires (again, an increase of 2 from the previous year's Q3). Overall, there was an increase in all fires of 14% from the same period last year.

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

CPI. 2 - Accidental Dwelling Fires – 2022/23 Target: 140 (Tolerance = +/- 10%)

Accidental Dwelling Fires – 149



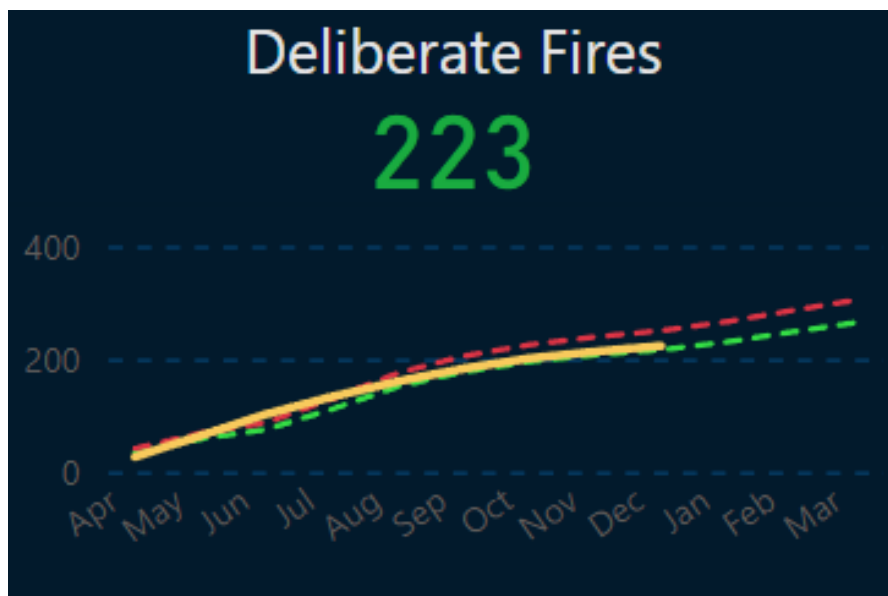
Month	Lower	Upper	Monthly Totals	Cumulative
April	11	14	17	17
May	32	39	15	32
June	46	57	19	51
July	62	77	15	66
August	74	91	21	87
September	88	108	18	105
October	102	126	14	119
November	110	136	11	130
December	126	156	19	149

The third quarter fires show a 3% increase in the number of Accidental Dwelling fires from the same quarter last year (43 in Q3 2022/23 and 44 in Q3 2023/24). The cumulative total for Accidental Dwelling fires for the reporting period is 149, which is a 6% increase on the same period last year (140).

The top two causes of these fires were faulty appliance/leads and misuse of equipment/appliances. Of positive note is that 93% of these fires were confined to room of origin, 97.6% also 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 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 Target: 232 (Tolerance = +/- 7%)
Deliberate Fires - 223



Month	Lower	Upper	Monthly Totals	Cumulative
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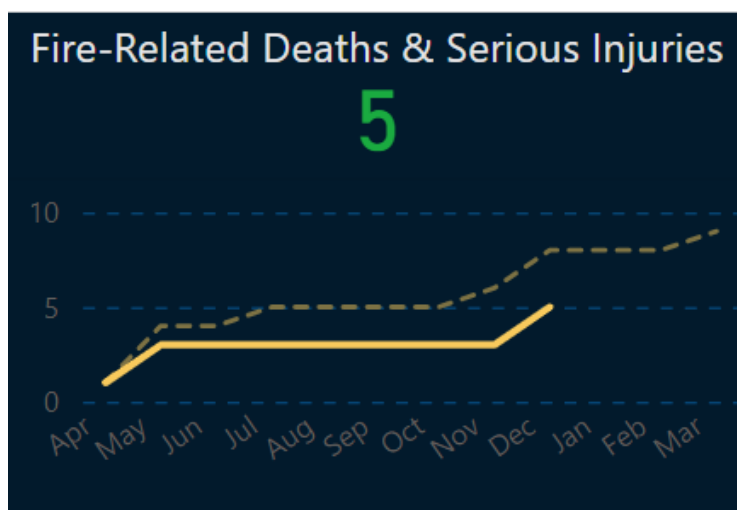
April	35	41	26	26
May	58	68	38	64
June	75	87	38	102
July	111	129	31	133
August	151	175	27	160
September	177	205	23	183
October	195	225	18	201
November	207	239	12	213
December	216	250	10	223

The cumulative total for the reporting period was 40, a 5% decrease on the same period last year and the figures are well within tolerance.

In November/December 2022, the Service saw a decrease in vehicle arson, joint tactics have seen this trend continue to remain low throughout 2023 and is partly responsible for the reduction this quarter. Halloween and bonfire night had a very low deliberate incident rate, with only three deliberate bonfire related incidents during the week long period. Other recorded incidents were due to 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



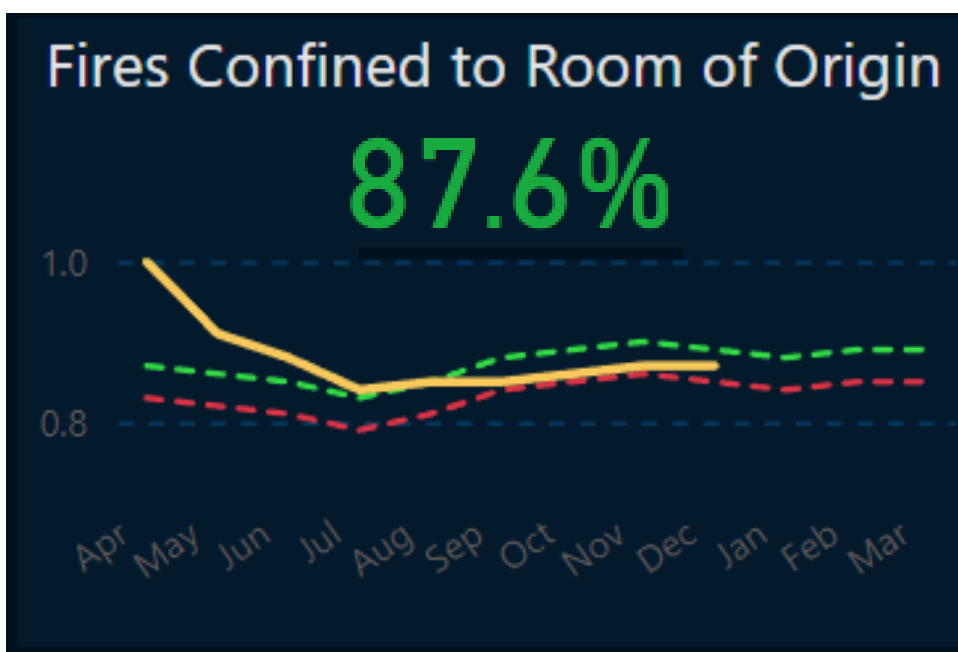
Month	Deaths	Cumulative	Serious Injuries	Cumulative
April	0	0	0	0

May	0	0	1	1
June	0	0	1	2
July	0	0	1	3
August	0	0	1	4
September	0	0	1	5
October	0	0	0	5
November	0	0	0	5
December	0	0	0	5

As agreed at the Strategy and Resources Committee in March 2022, 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 5 serious injuries and no deaths for the year to date. No serious injuries/ deaths are reported for Q3.

CPI.5 - Fires Confined to Room of Origin - Tolerance = +/- 2%
Fires Confined to Room of Origin – cumulative 87%



Month	Lower %	Upper %	Cumulative
April	83	87	100%
May	82	86	91%
June	81	85	88%
July	79	83	84%
August	81	85	85%
September	84	88	85%
October	85	89	86%
November	86	90	87%
December	85	89	87%

In March 2022, 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 13% of fires have not been confined to room of origin. Of the three fires not confined to room of origin this quarter, one was a fire involving a chip pan, one was bedroom fire caused by candle, and one was a log burner on external decking.

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			2023-24 RIDDOR
	2021/22	2022/23	2023/24	
April	4	1	0	0
May	2	3	2	2
June	3	4	2	1
July	4	0	1	0
August	1	2	2	1
September	1	7	2	1
October	1	5	0	0
November	3	5	2	0
December	1	0	2	2
January	3	2		
February	2	2		
March	1	0		
TOTAL	26	31	13	7

The figures provided in the table above show a total of 13 injuries to staff from operational activity during the reporting period, a reduction of 14 on the same period last year.

Out of the four injuries recorded during Q3, two were RIDDOR reportable as over 7-day absence events. Both were recorded as twisted ankles caused by a slip in ankle deep mud and an on-station ankle twist whilst responding to an incident.

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 2023, the average Response Standard was 94%, which is equal to the average Response Standard achieved for the same period last year.

During Q3 there were 12 occasions where the response standard target was not achieved, up from 11 in the previous quarter. This low number may be due to an ongoing issue with IRS. Commentary recorded against these incidents details issues with the MDT or booking in attendance.

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 – 100



CPI 8 - Fires in Regulated Buildings				
2023/24				
Month	Deliberate	Accidental	Total (Month)	Total (YTD)
April	3	5	8	8
May	1	6	7	15
June	0	17	17	32
July	2	16	18	50
Aug	0	5	5	55
Sept	1	8	9	64
Oct	2	14	16	80
Nov	0	7	7	87
Dec	0	13	13	100
Jan				
Feb				
Mar				

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

Total fires have seen an increase from 79 in 2022/23 to 100 for the year to date. 2022/23 saw an unprecedented decrease on previous years

performance. The performance for 2023/24 is more reflective of the mean, officers will continue to closely monitor performance against this CPI.

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:

Competence Area	Competent (%)	Awaiting Renewal (%)
Breathing Apparatus	94	6
SWAH/Confined Space	88	12
RTC	93	7
Emergency Response Driver Training (ERDT)	95	5
Incident Command (L1 XVR)	90	10
Incident Command (L1 Refresher)	92	8
Rope Rescue Operator	99	1
Water First Responder (W/T)	98	2
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 Retained Duty System Performance

	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Average
Albrighton	72.15%	72.51%	64.97%	62.47%	63.44%	71.35%	79.17%	82.50%	84.51%	71.80%
Baschurch	96.42%	95.60%	92.88%	86.46%	91.33%	91.49%	95.16%	95.21%	96.03%	93.35%
Bishops Castle	97.78%	98.79%	98.13%	99.26%	98.08%	99.51%	98.62%	99.13%	97.72%	98.51%
Bridgnorth	98.02%	98.92%	96.88%	96.44%	97.88%	98.33%	99.50%	99.44%	99.53%	98.18%
Church Stretton	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cleobury Mortimer	94.69%	91.94%	95.42%	94.69%	91.23%	96.84%	94.49%	95.97%	96.77%	94.75%
Clun	85.73%	80.24%	92.78%	84.24%	89.05%	67.71%	86.02%	86.98%	73.56%	83.91%
Craven Arms	99.83%	99.87%	99.86%	99.23%	98.76%	96.77%	87.23%	97.95%	94.56%	97.39%
Ellesmere	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Hodnet	97.81%	98.15%	97.53%	92.14%	96.81%	95.56%	97.31%	97.43%	99.09%	96.94%
Ludlow	89.76%	92.81%	85.03%	87.06%	82.86%	83.16%	79.00%	91.53%	92.10%	86.84%
Market Drayton	92.12%	94.12%	92.60%	84.54%	74.09%	90.76%	89.01%	96.42%	91.06%	89.73%
Minsterley	96.53%	92.34%	93.40%	94.96%	95.33%	88.99%	94.09%	94.55%	94.62%	93.82%
Much Wenlock	91.01%	88.14%	79.31%	92.07%	85.05%	83.85%	89.99%	90.97%	93.41%	87.31%
Newport	93.26%	91.36%	79.34%	87.70%	85.62%	74.06%	50.07%	78.61%	62.84%	78.22%
Oswestry	98.58%	95.90%	93.19%	96.24%	85.92%	93.92%	96.47%	90.73%	83.43%	92.76%
Prees	83.75%	72.18%	68.44%	69.25%	79.13%	67.95%	78.76%	83.33%	80.91%	75.22%
Shrewsbury	48.96%	66.03%	63.72%	57.33%	62.10%	59.93%	64.75%	67.05%	68.15%	62.17%
Tweedale	54.65%	53.39%	56.81%	38.88%	44.79%	48.13%	53.83%	52.81%	58.84%	51.89%
Wellington	95.56%	93.75%	86.32%	91.57%	85.82%	86.22%	89.52%	87.74%	92.64%	89.54%
Wem	98.02%	93.38%	93.02%	90.89%	92.24%	88.75%	95.73%	98.16%	98.92%	94.21%
Whitchurch	97.78%	97.38%	98.06%	97.92%	96.94%	96.25%	99.06%	97.33%	96.91%	97.57%
Average	90.11%	89.40%	87.62%	86.51%	86.20%	85.43%	87.17%	90.18%	88.89%	87.91%

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 Appendices

There are no appendices attached to this report.

9 Background Papers

There are no background papers associated with this report.