

Service Targets April to June 2019

Report of the Chief Fire Officer

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1 Purpose of Report

This report presents a summary of the Service's performance from April to June 2019.

2 Recommendations

The Committee is asked to note the report.

3 Performance Review

As noted by Members when this year's targets were set, meeting them is expected to be very challenging, but the Service has made a fairly good start with working towards them during the first quarter

The Service is generally seeing improved performance over last year's performance, resulting in it predicting that it is currently on track to meet five of the seven Service Delivery annual targets set.

The two targets where the Service is currently predicting it may not meet the annual targets relate to the Response Time indicator and the number of injuries sustained by staff. In the case of the former, there are some known errors within the data collected for this first quarter, which are currently having a significant negative impact on the reported success. This is explained further in the appendix to this report. In relation to the injuries sustained by staff, with such low levels experienced across the whole year, it really is too early to have any confidence in the annual predictions made at this stage.

The eighth measure, 'Value for Money', relates to the external audit assessment of the Authority. This is covered separately on the agenda under item 8a.

Summary comments on the performance against each measure are provided in the attached appendix. Members will receive a presentation, exploring the Service's performance against the Response Standard, at their next meeting. This will provide more detail on the data quality issues experienced during April and May 2019.

4 Financial Implications

There are no financial implications arising from this report.

5 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'.

6 Initial Impact Assessment

This report contains merely statements of fact and historical data. An Initial Impact Assessment is not, therefore, required.

7 Equality Impact Assessment

There are no equality or diversity implications arising from this report. An Equality Impact Assessment is not, therefore, required.

8 Appendix

Service Targets
Summary Performance April to June 2019

9 Background Papers

There are no background papers associated with this report.

Service Targets

Summary Performance April to June 2019

Aims	Measure and Target	Performance to date April to June 2019	Predicted Pass: ✓ Fail: ✗
1. To be there when you need us in an emergency with a professional and well equipped team	1a. The first fire engine will arrive at an emergency incident with at least 4 firefighters within 15 minutes on 89% of occasions	83%	✗
	<p>Comments</p> <p>The reported figure contains known errors, which are explained below. The level of impact these errors have had on the performance shown is being analysed and the data will be corrected prior to the next report. Initial work indicates that the actual performance is likely to be approximately 5% higher than that currently stated above.</p> <p>Performance for the 2018/19 fiscal year, for this this indicator, finished at 86%. This included a significant decline in February and March 2019, which has continued through to April and May for the current fiscal year.</p> <p>Business Intelligence have looked at a breakdown of individual station performance, incident types and the monthly totals. This analysis identified Shrewsbury station as being a key contributor to the reduction in performance, with them accounting for 42% of failures in April and 45% of failures in May 2019. This led to a reduction in overall performance, bringing it down to 80% in both months. Further analysis identified that the issue was due to the testing of the new Mobile Data Terminals (MDT), fitted to one of the appliances at Shrewsbury, as part of the pilot implementation of this updated technology prior to full roll-out across the whole Service. The technical issues experienced during the trial did not impact on the actual response times to incidents, but they did result in the data on the actual attendance times for this appliance being overwritten by the timings of subsequent messages back to Fire Control, therefore producing false failures in the performance dashboard. These errors started partway through January 2019, tying in with the timing of the trial, and have since been remedied, resulting in the Service being able to implement the new MDTs across the county without further errors being encountered.</p>		

Aims	Measure and Target	Performance to date April to June 2019	Predicted Pass: ✓ Fail: ✗
	Having subsequently rectified these issues, the June performance was 88%, with Shrewsbury accounting for only 12% of the overall failures recorded. This is believed to be a more accurate reflection of current performance against this indicator, but this will not be validated until the next report to the committee. Similar work will be undertaken on the last quarter of the 2018/19 year, which is also likely to improve the figures previously reported for the whole year.		

2. To reduce the number of fires in our community	2a. All accidental fires will be reduced to not more than 433 fires during 2019/20	87	✓
	<p>Comments</p> <p>With 45 fewer accidental fires over this quarter, compared to the same period last year, this is an excellent start to the year and puts the Service on track to meet the annual target.</p> <p>Most accidental fires are categorised as ‘accidental dwelling fires’ (45.8%). Accidental vehicle fires comprise the next largest accidental fire category at 25.3% of the total, with two-thirds of these relating to cars, rather than any other type of vehicle. This type of fire can often be difficult to categorise as accidental, due to the nature and level of damage.</p> <p>Our key fire safety campaigning continues to be reactive to identified trends, whilst also adhering to the National Campaign Calendar. We are also investing in Level 5 Fire Investigation qualifications for all relevant Middle Managers, to ensure our approach to identifying the cause of all fires is as accurate as possible. The summer is likely to see a shift to more agricultural fires, both in properties and vehicles, especially as the harvest period progresses. Proactive prevention activity will respond accordingly, i.e. via our involvement with the National Farmers Union and appropriate social media messaging.</p>		

	2b. Accidental dwelling fires (ADF) to be reduced to not more than 186 during 2019/20	40	✓
	<p>Comments</p> <p>The performance achieved for the first quarter is significantly improved on last year, with 19 fewer fires over the same period, and is an excellent start against the challenging target set for this year.</p> <p>The main causation factors continue to be faulty electrics/appliances and cooking, which remain in line with previous year's trends.</p> <p>The county is currently in the Crucial Crew season, with SFRS having already attended two weeks at Nesscliffe, one week at Bridgnorth and presently in Telford as part of a three week program there. There are two further weeks planned at Shawbury and Oswestry later on in the year.</p> <p>Crucial crew is a well established program that educates in the region of 6000 young people from year-6 each year. The event is held outdoors and is supported by approximately 10 to 14 organisations depending on the organising committee, all giving useful information that will support young people in raising their awareness of potential dangers, especially as they approach their teenage years.</p> <p>Two years ago SFRS attended an incident in Brookside where an accidental fire had occurred in the family home. The household consisted of a mother and daughter. It just so happened that the mother had gone to crucial crew when she was at school and was able to support herself and her child in getting out of the house safely and calling for help. The mother later confided in SFRS that she could not believe how she was able to bring into practice what she had learnt so many years ago at Crucial Crew and how this potentially saved both their lives. This is clearly evidence that investment in our young people can really make a difference in affecting the safety of families in the future.</p> <p>It is important to note that this initiative is on top of the education program delivered in schools and the Youth Quiz which targets high risk schools.</p>		

	2c. Deliberate fires will be reduced to not more than 547 fires during 2019/20	105	✓
	<p>Comments</p> <p>The performance achieved for the first quarter is further improvement on excellent performance from last year, with 2 fewer deliberate fires over the same period, and is an excellent start against this year's target.</p> <p>The Crucial Crew initiative (outlined above) is one area of prevention that sits in both accidental and deliberate. The messages delivered to the young people encompass the importance of general fire safety in the home as well as the consequences of arson and how this can affect resources and endanger people's lives.</p> <p>Working in partnership with West Mercia Police has enabled us to be proactive, in carrying out a safe and well visit in homes that have been identified as being high risk, due to domestic violence or possibly other related crimes, mainly victims of county lines drug involvement. From April 2019 to June 2019 SFRS have supplied 29 lockable letterboxes as part of their home visit program. This initiative is supporting people to remain safe from fire in their homes, however it is important to note that this is an area of work that has seen an increase over the last few years. Approximately 5 years ago SFRS were fitting approx. 30 lockable letterboxes per annum as oppose to now fitting a similar amount in one quarter.</p> <p>There have been 13 deliberate vehicle fires from April to June 2019. Derek Taylor, our Fire Crime Officer, has been working closely with the Police to provide advice, support and home visit re-assurance where appropriate.</p>		

3. To reduce the number of fire related deaths and serious injuries	3a. Fire related deaths and serious injuries in the community will be reduced to not more than 16 during 2019/20	3	✓
	Comments <p>The Service is well on track to meet this year's annual target, but has sadly seen one fire fatality plus a serious injury at one incident and another serious injury at a second incident.</p> <p>The Service continues to use Exeter Data, provided by Public Health England, in addition to developing and introducing new data streams, to identify and target our most vulnerable residents. The introduction of 'Safe and Well' visits in 2017 saw a shift from fire-focused safety checks, to a wider, more health driven approach. The visits now undertaken result in people and property being safer from the risk of fire, whilst also resulting in onward referrals to other partner agencies where relevant. Consequently, the risk factors are lowered in our target group across a range of risks; saving lives and improving lifestyles</p> <p>Between April and June 2019 a total of 645 successful Safe and well visits have been carried out which has resulted in 102 referrals made to the two local authorities to provide individuals with further support and assistance.</p>		
	3b. Injuries sustained to staff through firefighting will be reduced to not more than 21 injuries during 2019/20	7	✗
	Comments <p>The seven injuries reported between April and June is the same figure achieved for this reporting period last year. Assuming the rate of injuries sustained by staff remains consistent throughout the whole year, the Service is currently approximately 2 injuries over where it would wish to be after the first quarter. However, if the profile of accidents is similar to last year there is a chance that the target could be attained – however, with such small numbers this is unlikely to become clear until at least the third quarter. Only three of the seven injuries were sustained during operational incidents, with the other four occurring during training events. None of the injuries sustained have resulted in absence from work, or required reporting through the RIDDOR process.</p>		

	With such small numbers of injuries, it is difficult to identify any specific trends. However, every incident is used to inform on how our current practices and processes can be improved.
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4. To deliver a fire and rescue service, which provides value for money for our community now and into the future	4a. Fire and heat damage emanating from accidental fires in domestic dwellings and regulated business will be confined to the room of origin on not less than 89.5% of occasions during 2019/20	91.1%	✓
	Comments Out of the 56 incidents, relevant to this indicator, and 51 of those being confined to the room of origin, the Service is currently on track to meet the target. However, this measure can be subject to significant variation through the year, especially as we move into and through the harvest season.		
	4b. To obtain an unqualified Value for Money (VFM) conclusion from External Audit	See Agenda Item 8a	?
	Comments At the time of writing, the Auditors are in the Service and the results will be presented to this committee at the same meeting that this report is presented at.		