

Corporate Performance Indicators including Retained Duty System Performance – April to December 2021

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 September 2021

2 Recommendations

The Committee is asked to note the report.

3 Performance Review

The Corporate Performance Indicators (CPIs) for 2021/22 (fiscal year) were agreed by the Strategy and Resources Committee at its meeting on 18 March 2021. 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 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.

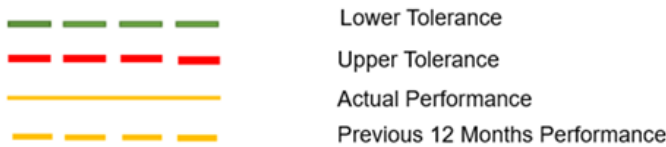
At the time of setting the CPIs, it was noted that they would present challenges for the Service. However, throughout the first 9 months (April, May, June, July, August, September, October, November, December), it is clear that good progress is being made against all 5 of the indicators with a tolerance applied and the remaining 4 indicators have a narrative within this report, providing detail of activity.

It should be noted that the reporting period is in relation to Quarter 1 (Q1), Quarter 2 (Q2), and Quarter 3 (Q3) so should be viewed as indicative only when considering end of year performance. The margins are small in terms of actual performance against the applied tolerances, with fire confined to room of origin being variable due to factors such as agricultural building fires that tend to occur during warm dry spells of weather.

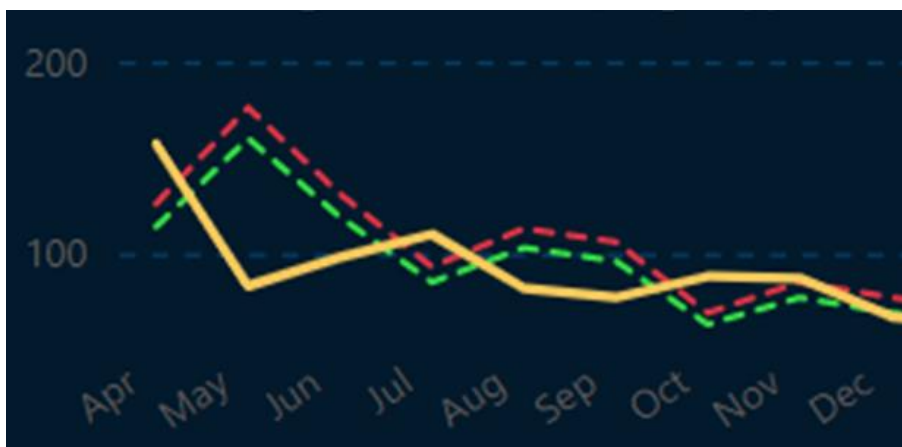
4 Corporate Performance Indicators

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

Key for following charts



CPI.1 - All Fires - Tolerance = +/- 5%
All Fires – 849



CPI 1 - All Fires					
2021/22 F/Y Target: 1190 (+/- 5%)					
Month	Lower	Projection	Upper	Monthly Totals	Cumulative Total
April	94.2	99.2	104.2	157	157
May	188.4	198.3	208.2	83	240
June	282.6	297.5	312.4	98	338
July	376.9	396.7	416.6	110	448
Aug	471	495.8	520.6	82	530
Sept	565.3	595	624.8	77	607
Oct	659.5	694.2	728.9	88	695
Nov	753.6	793.3	833	87	782
Dec	847.9	892.5	937.1	67	849
Jan	942.1	991.7	1041.3		
Feb	1036.3	1090.8	1145.3		
Mar	1130	1190	1250		

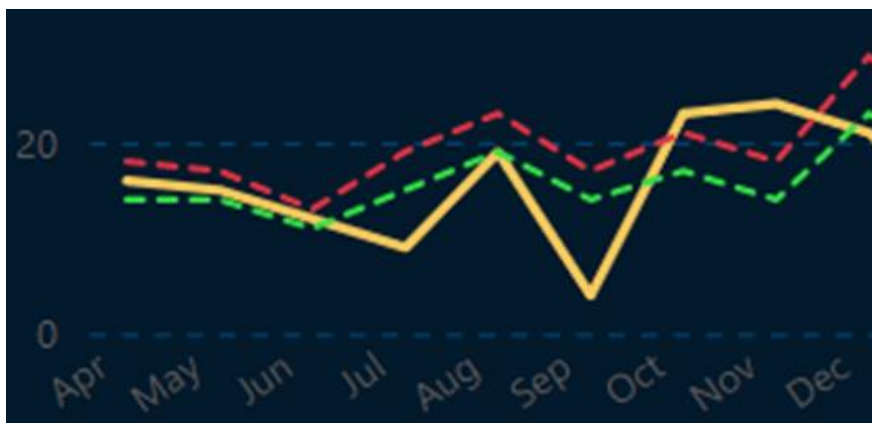
This CPI is a new measure introduced to provide an overview of activity in relation to firefighting activity. The CPI is made up of primary fires such as building fires and vehicles, secondary fires inclusive of grassland and refuse and chimney fires that are categorised separately.

Analysis has shown that when the reporting period is broken down, performance is improving month on month with April showing a 51.8 incident difference between actual performance and the upper tolerance; May being a 29.8 incident difference and June showing a difference of 20.6 between the upper tolerance and the year-to-date figure. This trajectory continued in Q2 & Q3 with the cumulative total now in a good position between the two tolerances.

Out of the 849 incidents, 113 were attributed to accidental dwelling fires and 166 were deemed to be deliberate in nature. Further information can be found within this report.

Monitoring of performance against this CPI will continue and the Service are confident that this CPI will continue to stay within tolerance over the coming reporting periods.

CPI. 2 - Accidental Dwelling Fires - Tolerance = +/- 10%
Accidental Dwelling Fires – 143



CPI 2 - Accidental Dwelling Fires					
2021/22 F/Y Target: 222 (+/- 10%)					
Month	Lower	Projection	Upper	Monthly Totals	Cumulative Total
April	16.7	18.5	20.3	16	16
May	33.3	37	40.7	15	31
June	50	55.5	61	12	43
July	66.7	74	81.3	9	52
Aug	83.3	92.5	101.7	19	71
Sept	100	111	122	4	75
Oct	116.7	129.5	142.3	23	98
Nov	133.3	148	162.7	24	122
Dec	150	166.5	183	21	143
Jan	166.7	185	203.3		
Feb	183.3	203.5	223.7		
Mar	200	222	244		

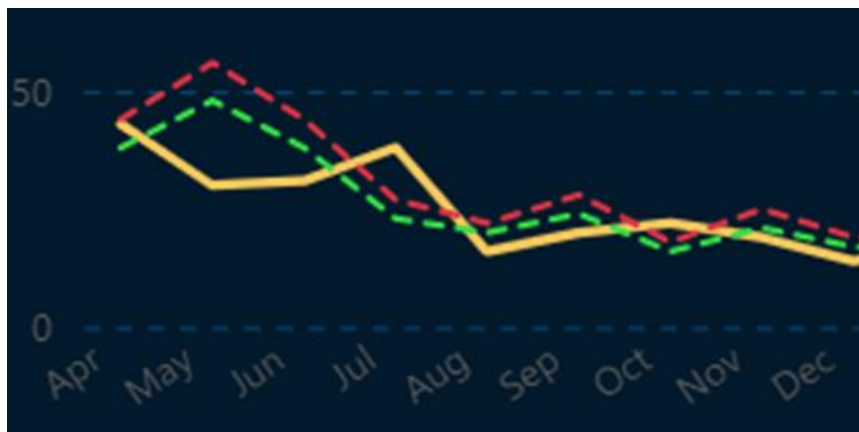
The cumulative total for Accidental Dwelling fires for the reporting period is 143, which is less than anticipated. There were only 4 accident dwelling fires in September, which is the lowest figure since recording and reporting has begun, however for the three months September to December figures were in line with expectations.

The causes of these fires were cooking, electrical faults and negligent use of equipment. There are no identified trends in this reporting period, other than then general observation that the fires are either cooking or electrical related, located in the kitchen area.

Overall, for the third quarter of this financial year, there have been 68 accidental dwelling fires compared to 60 fires in the same quarter last year – an increase of 13.3%. However overall, for the year to date there is an 8.39% reduction on last year's figures.

58.8% of accidental dwelling fires occurred between midday and 8pm. 34 out of 68 fires required no firefighting action (50%) and 64 out of the 68 were confined to the room of origin.

CPI.3 - Deliberate Fires- Tolerance = +/- 7%
Deliberate Fires – 233



CPI 3 - Deliberate Fires					
2021/22 F/Y Target: 404 (+/- 7%)					
Month	Lower	Projection	Upper	Monthly Totals	Cumulative Total
April	31.3	33.7	36	43	43
May	62.7	67.3	72	30	73
June	94	101	108	31	104
July	125.3	134.7	144	38	142
Aug	156.7	168.4	180	16	158
Sept	188	202	216	20	178
Oct	219.3	235.7	252	22	200
Nov	250.7	269.4	288	19	219
Dec	282	303	324	14	233
Jan	313.3	336.7	360		
Feb	344.7	370.4	396		

The cumulative total for the reporting period was 233, an 11% reduction on the same period last year. Overall, for the third quarter, there have been 55 deliberate fires compared to 58 fires in the same quarter last year – a reduction of 5%. The main cause of fire remains the same as previous reports with loose refuse and small refuse / rubbish / recycling (excluding wheelie bins) remaining the main contributor.

The Prevention Team continues to work with crews and partners to identify hot spots and the Service Arson Crime Officers enable close links with Police colleagues to be created with shared intelligence driving activity. There is no specific pattern or area profile where fires have occurred.

CPI.4 - Fire Related Deaths and Serious Injuries

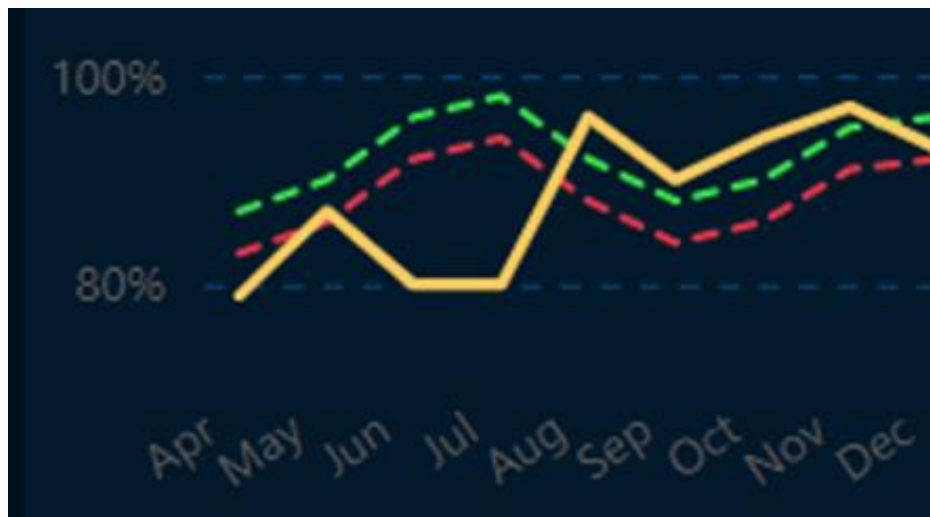
Fire-Related Deaths & Serious Injuries (to date)		Deaths		Serious Injuries		
8		1		7		
IncidentDate	IncidentNumber	IncidentCategoryL2	IncidentCategoryL3	IncidentCategoryL4	IncidentCategoryL5	Count of Victim
12/30/2021	100027	Primary Fires	Building Fires	Domestic Building Fires	Dwelling Fires	2
11/12/2021	98703	Primary Fires	Building Fires	Domestic Building Fires	Dwelling Fires	1
7/20/2021	95488	Primary Fires	Building Fires	Domestic Building Fires	Private Garages etc	1
5/10/2021	93576	Primary Fires	Building Fires	Domestic Building Fires	Dwelling Fires	1
5/8/2021	93509	Primary Fires	Building Fires	Domestic Building Fires	Dwelling Fires	2
4/27/2021	93256	Primary Fires	Building Fires	Domestic Building Fires	Dwelling Fires	1
Total						8

Month	Deaths	Cumulative Total	Serious Injuries	Cumulative Total
April	0	0	1	1
May	0	0	3	4
June	0	0	1	5
July	0	0	1	6
Aug	1	1	1	7
Sept	0	1	0	7
Oct	0	1	0	7
Nov	0	1	0	7
Dec	0	1	0	7

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, 2 were recorded as deliberate and 5 as accidental (1x injury & 1x death were the same incident). One of the incidents in May recorded as accidental involved 2 casualties who received treatment from Ambulance colleagues.

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



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 figure of 87% against a lower tolerance of 87.68% and upper tolerance of 91.26%. Performance against this indicator has improved over the reporting period and this can be evidenced within the graph above which shows notable improved performance between July 2021 to November 2021.

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

Corporate Performance Indicators	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Yes – Operational – Fire/RTC	0	2	1	2	0	1	1	1	0				8
Yes - Operational Training – Fire/RTC	0	0	0	0	0	0	0	0	1				1
Yes -Operational - not Fire/RTC	0	0	0	0	0	0	0	0	0				0
Yes - Operational Training - Not Fire/RTC	2	0	1	0	0	0	0	1	0				4

The figures provided in the table above show a total of 9 injuries to staff from operational activity during the reporting period.

Out of the 9 injuries recorded, 3 were RIDDOR reportable as they were over 7-day absence events. Of these 3, 2 occurred in the training environment, the other at an incident.

This CPI remains susceptible to variation throughout the year, and this was witnessed in 2016 when a vehicle accident occurred leading to 7 crew members receiving minor injuries. However, every incident is used to inform how the Service’s current processes and working practices can be improved. For the reasons outlined, 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



MonthNameShort	CPI7_ResponseStandard	CPI7_ResponseStandard_Previous
Apr	95%	96%
May	96%	96%
Jun	94%	96%
Jul	92%	96%
Aug	96%	94%
Sep	95%	95%
Oct	97%	98%
Nov	92%	95%
Dec	96%	92%

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

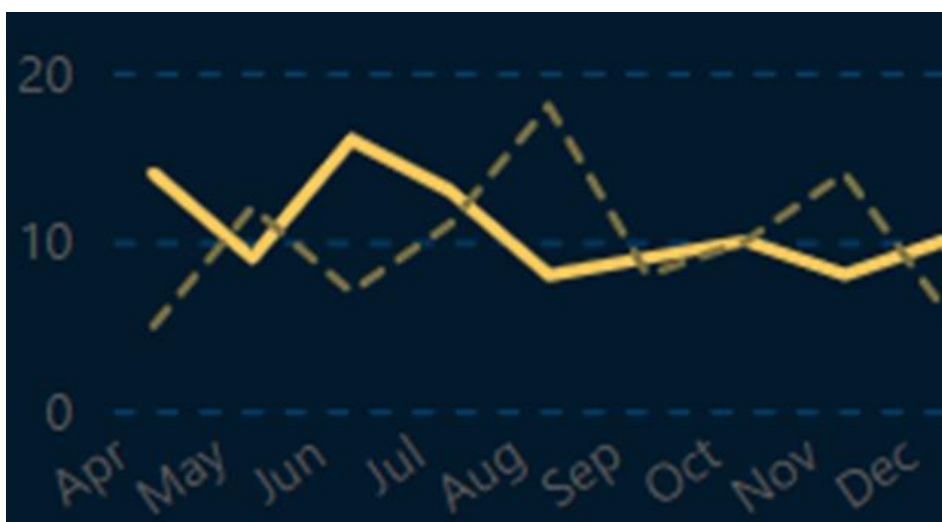
The purpose for monitoring performance across the 3 areas is to enable the Service to scrutinise and interrogate data, that will enhance performance through the identification of any trends and allowing for the reallocation of resources across Prevention, Protection and Response.

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 average 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 - 97



MonthNameShort	CPI8_FiresInRegulatedBuildings	CPI8_FiresInRegulatedBuildings_Previous
Apr	14	5
May	9	12
Jun	16	7
Jul	13	11
Aug	8	18
Sep	9	8
Oct	10	10
Nov	8	14
Dec	10	6

This CPI is an addition 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 10 fires all recorded as accidental

May 7 fires all recorded as accidental

June 14 fires, 11 recorded as accidental and 3 as deliberate

July 11 fires, recorded as 10 accidental and 1 deliberate

August	6 fires, recorded as 5 accidental and 1 deliberate
September	8 fires, recorded as 6 accidental (3 electrical, continuing trend) and 2 deliberate (1x school, 1x shop)
October	10 fires, recorded as 9 accidental, 1 deliberate
November	8 fires, recorded as 7 accidental, 1 deliberate
December	9 fires, recorded as 8 accidental, 1 deliberate

Q3 figures continue a reduction in rates and bring the Service level with figures for the 2020/21 reporting period. This follows a steadier trajectory than last year, where a dip and spike were experienced when both entering and leaving lockdown. The fire premises type, cause of fire and origin are within the current Risk Based Inspection Programme, and areas audited. Advice on electrical safety is a key part of a suitable fire risk assessment.

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

As this is a new CPI for 2021/22, there are no comparisons to be made, however analysis of previous records has been carried out and the figures presented are broadly in line with expectations across these 3 areas.

It was agreed by the Strategy and Resources Committee in March 2021, that Establishment and Diversity figures would be presented twice yearly and therefore form part of this report and further reporting will be presented in Quarter 4.

Diversity:

Sex (by post)

	On Call	Wholetime	Support Staff	Fire Control	Overall
Male	273	176	38	5	492
	91.92%	91.15%	42.22%	23.8%	82.14%
Female	24	15	52	16	107
	8.08%	7.85%	57.77%	76.2%	17.86%
Total	297	191	90	21	599

Ethnicity (by post)

	On Call	Wholetime	Support Staff	Fire Control	Overall
Any other ethnic group	0	0	0	0	0
Asian / Asian British	1	0	2	0	3
	0.34%		2.22%		0.50%
Any other white	3	1	0	0	4
	1.01%	0.52%			0.67%
Black or Black British	1	3	0	0	4
	0.34%	1.57%			0.67%
Mixed / other background	0	2	0	0	2
		1.04%			0.34%
Mixed / White Asian	0	0	0	0	0
Other Asian / Asian unspecified	0	0	1	0	1
			1.11%		0.17%
Unknown	95	30	15	6	146
	31.99%	15.71%	16.67%	28.57%	24.37%
White British (inc. English / Welsh / Scottish)	197	151	71	14	433
	66.33%	79.05%	78.89%	66.67%	72.29%
White Irish	0	2	0	1	3
		1.04%		4.76%	0.50%
White Gypsy / Romany	0	1	0	0	1
		0.52%			0.17%
Prefer Not to Say	0	1	1	0	2
		0.52%	1.11%		0.34%
Total	297	191	90	21	599

Overall workforce figures show that of 599 members of staff, 492 (82.14%) are male and 107 (17.86%) are female. Of those, 433 (72.29%) are white British, with 146 (24.37%) stating unknown as their ethnicity.

Continuing to monitor these figures will demonstrate any direction of travel in terms of workforce diversity, which in turn will enable us to continue to target positive action initiatives accordingly.

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	95	5
Specific Incident Management (RTC/SWAH/Confined Space)	88	13
Emergency Response Driver Training (ERDT)	87	13
Incident Command (L1 XVR)	75	25
Incident Command (L1 Refresher)	82	18
Rope Rescue Operator	100	0
Water First Responder (W/T)	97	3
Water First Responder (On Call)	98	2
Swiftwater Rescue Technician	97	3
Swiftwater Rescue Technician Boat Operator	97	3
First Responder Emergency Care (FREC)	98	2

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

Station and Month										
	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Average
Albrighton	79.10%	79.13%	71.39%	68.01%	60.79%	72.88%	75.07%	73.92%	70.77%	72.34%
Baschurch	97.92%	96.54%	97.88%	92.37%	87.10%	94.58%	96.20%	91.42%	94.49%	94.28%
Bishops Castle	99.93%	100.00%	98.78%	94.79%	99.60%	99.41%	99.36%	97.92%	95.87%	98.41%
Bridgnorth	99.79%	99.56%	98.58%	97.08%	96.47%	97.57%	96.34%	97.88%	99.16%	98.05%
Church Stretton	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cleobury Mortimer	99.90%	99.63%	98.68%	99.09%	98.92%	98.23%	98.35%	98.92%	99.23%	99.00%
Ciun	95.03%	98.42%	92.33%	95.53%	92.81%	90.59%	91.60%	88.40%	87.97%	92.52%
Craven Arms	100.00%	99.90%	100.00%	98.72%	99.36%	99.20%	99.66%	100.00%	99.80%	99.63%
Ellesmere	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Hodnet	99.55%	99.29%	99.48%	99.09%	98.85%	99.27%	100.00%	100.00%	99.23%	99.35%
Ludlow	98.61%	90.52%	95.07%	89.15%	85.11%	89.38%	94.66%	89.90%	91.73%	91.57%
Market Drayton	98.09%	99.60%	98.51%	95.46%	98.79%	97.33%	99.46%	92.22%	96.40%	97.32%
Minsterley	90.76%	90.39%	85.17%	77.72%	81.52%	63.09%	94.99%	89.20%	88.68%	84.61%
Much Wenlock	96.98%	97.38%	93.47%	98.35%	69.46%	83.65%	94.83%	95.76%	93.62%	90.50%
Newport	97.15%	95.19%	88.96%	64.58%	64.89%	71.60%	85.69%	85.10%	76.41%	81.06%
Oswestry	99.65%	99.53%	97.22%	95.30%	95.87%	94.83%	92.84%	90.73%	95.80%	95.75%
Prees	76.88%	80.04%	79.72%	57.39%	55.31%	65.24%	72.98%	84.51%	79.60%	72.41%
Shrewsbury	93.16%	92.04%	88.06%	87.47%	88.64%	87.57%	89.85%	84.97%	86.06%	88.64%
Tweedale	94.34%	93.45%	91.39%	84.14%	66.90%	84.83%	78.53%	80.63%	85.85%	84.45%
Wellington	97.53%	97.41%	89.65%	82.73%	79.44%	79.51%	89.62%	89.97%	84.31%	87.80%
Wem	96.35%	99.76%	99.41%	98.05%	98.96%	99.27%	100.00%	100.00%	100.00%	99.09%
Whitchurch	99.97%	100.00%	99.83%	98.66%	98.56%	95.45%	98.56%	95.56%	94.29%	97.87%
Average	95.94%	95.81%	93.80%	89.34%	87.11%	89.25%	93.12%	92.14%	91.76%	92.03%

Throughout the pandemic, the Service witnessed high levels of availability and indications were that this was due to lockdown and individuals either working from home or being placed on the furlough scheme by their primary employer. One reason for the dip during July / August / September this year was the summer holiday period, recognising that individuals needed breaks. To support this assumption, the average availability figures for the same reporting period in 2020/21 are shown in the table below.

	2020/21	2021/22
April	99.82%	95.94%
May	99.31%	95.81%
June	99.02%	93.80%
July	98.49%	89.34%
August	95.61%	87.11%
September	96.51%	89.25%
October	96.49%	93.12%
November	98.3%	92.14%
December	97.72%	91.76%

However, as the UK has experienced different variants of Covid-19, colleagues within the health sector provided guidance to the Service in terms of close contact definitions and actions required to be taken to mitigate risk and spread. The service followed government guidelines on this subject. This inevitably impacted upon availability when individuals were deemed as close contacts if they had been in a vehicle inclusive of a fire appliance with a Covid-19 positive case.

The Service utilised business continuity arrangements to ensure fire cover was maintained and balanced the risk of individuals contracting Covid with the risk to communities from fire. In recent months, On Call appliances have been able to crew with up to their full capacity of 8 / 9 riders.

Over the reporting period, the Service also witnessed an increase in overall sickness in the On Call section of the workforce, for a range of reasons not associated with Covid-19.

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 Initial Impact Assessment

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

9 Equality Impact Assessment

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

10 Appendices

There are no appendices associated with this report

11 Background Papers

There are no background papers associated with this report.