

## Retained Duty System Performance Monitoring July 2011 to September 2011

### Report of the Chief Fire Officer

For further information about this report please contact Paul Raymond, Chief Fire Officer, on 01743 260203 or John Harrison, Shropshire Rural Performance Group, Group Commander, on 01743 260283.

### 1 Purpose of Report

This report provides information regarding the ongoing performance and management of the Retained Duty System (RDS) in Shropshire.

### 2 Recommendations

The Committee is asked to note the report.

### 3 Background

At its meeting on 25 April 2007 the Fire Authority resolved to:

Task the Audit and Performance Management Committee with the continued monitoring of retained performance, particularly with regard to appliance availability, recruitment, retention and community fire safety work.

The Service has experienced some difficulties in providing reliable appliance availability data for the month of September, particularly in relation to providing a degree of assurance from Command and Control data. For this reason in section 4 data for September has been omitted.

## 4 Appliance Availability

Table A, Table B, Graph A and Graph B detail retained appliance availability.

The **average** appliance availability during the last quarter was 97.47%\* with a minimum crew of 4, and 98.56%\* with a minimum crew of 3, slightly down on the previous quarter.

The average appliance availability over the year 2010/11 for a minimum crew of 4 was 98.49%, which was down on the previous year figures of 99.81%.

**Table A**

### 2010/11 RDS Appliance Availability

Year 2010/11	Average % Availability (Crew of 3)	Average % Availability (Crew of 4) Target 99.5%
Quarter 1 April - June	99.38	98.61
Quarter 2 July - September	99.15	98.03
Quarter 3 October - December	99.49	98.95
Quarter 4 January - March	99.42	98.38

### 2011/12 RDS Appliance Availability

Year 2011/12	Average % Availability (Crew of 3)	Average % Availability (Crew of 4) Target 99.5%
Quarter 1 April - June	99.03	97.77
Quarter 2 July – September*	98.56*	97.47*

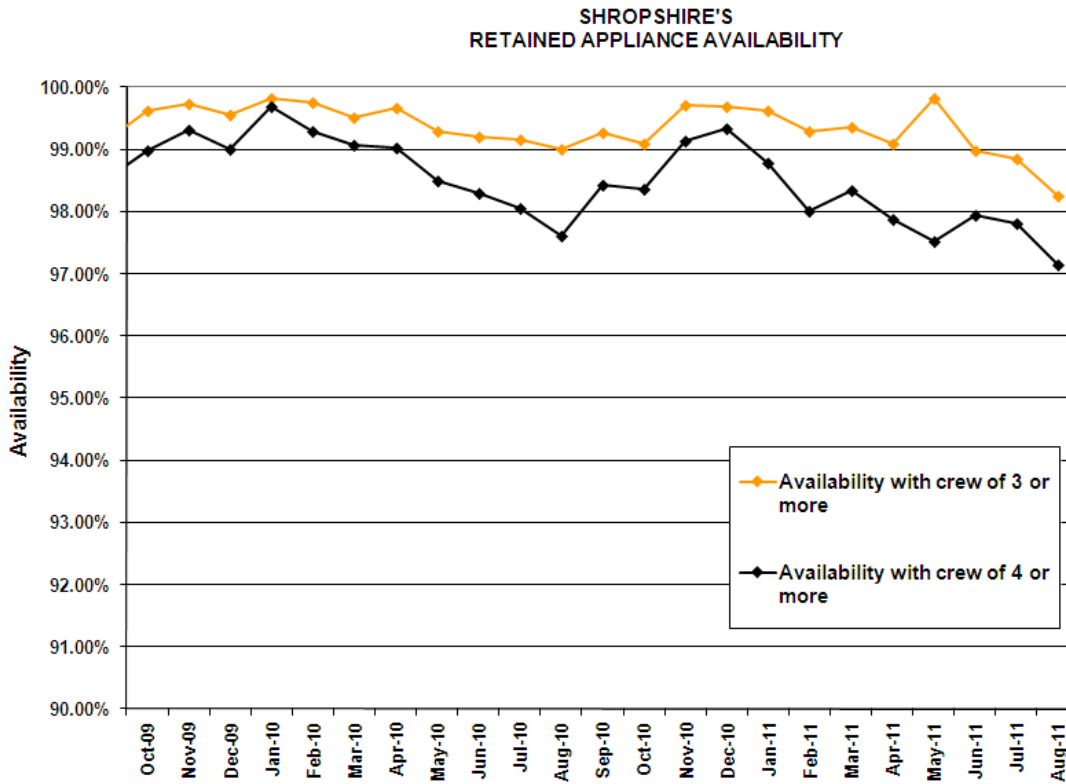
\*Average of July & August; Data not available for September 2011.

**Table B**

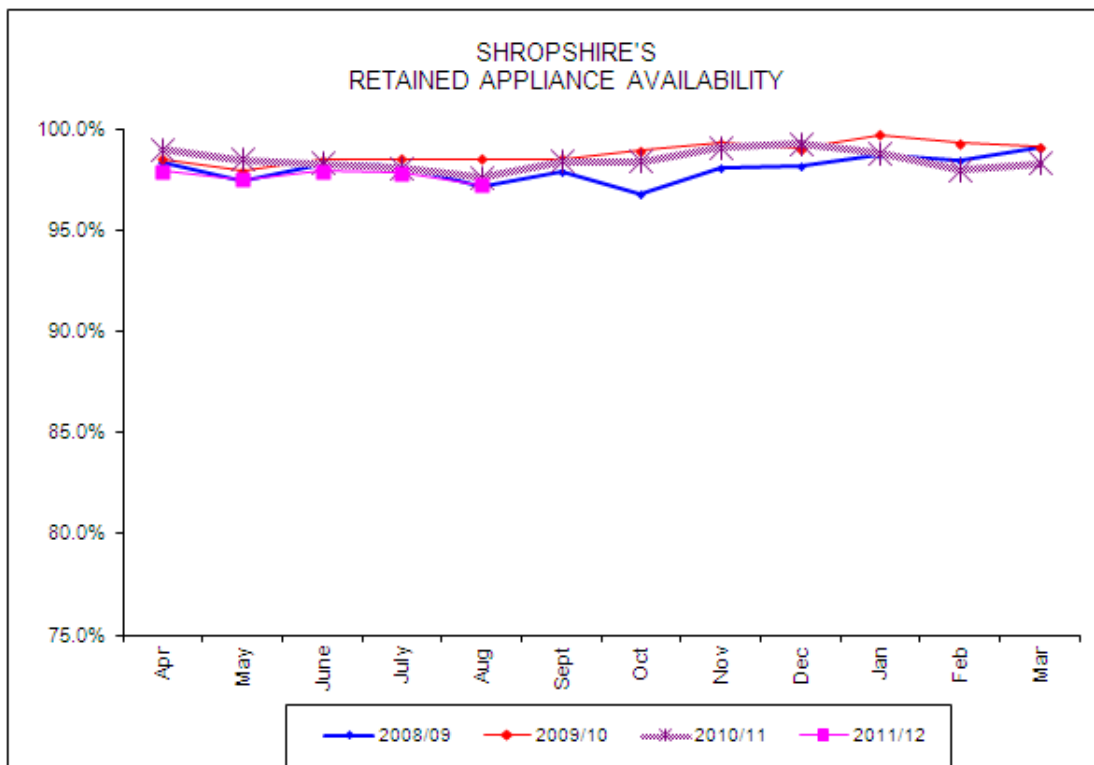
**RDS Availability Comparison from 2007/8 – 2011/12**

	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Annual
crew of 4 or more 2011/12	97.87%	97.52%	97.94%	97.80%	97.47%	Data not available							
crew of 3 or more 2011/12	99.09%	99.83%	98.99%	98.86%	98.56%	Data not available							
crew of 4 or more 2010/11	99.02%	98.50%	98.30%	98.05%	97.62%	98.43%	98.37%	99.14%	99.33%	98.78%	98.00%	98.35%	<b>98.49%</b>
crew of 3 or more 2010/11	99.66%	99.29%	99.20%	99.17%	99.01%	99.28%	99.09%	99.71%	99.68%	99.62%	99.29%	99.35%	<b>99.36%</b>
crew of 4 or more 2009/10	98.49%	97.90%	98.44%	98.52%	98.52%	98.52%	98.99%	99.32%	99.01%	99.69	99.29	99.06	<b>98.81%</b>
crew of 3 or more 2009/10	99.39%	98.95%	99.42%	99.39%	99.25%	99.14%	99.62%	99.73%	99.56%	99.82	99.75	99.51	<b>99.46%</b>
crew of 4 or more 2008/09	98.32%	97.39%	98.29%	98.20%	97.14%	97.87%	96.79%	98.08%	98.12%	98.70%	98.41%	99.08%	<b>98.03%</b>
crew of 3 or more 2008/09	99.10%	98.68%	99.10%	99.07%	98.59%	99.22%	98.33%	99.22%	99.18%	99.17%	99.49%	99.51%	<b>99.05%</b>
crew of 4 or more 2007/08	97.07%	97.29%	97.44%	97.29%	96.08%	97.07%	97.86%	98.12%	98.20%	98.81%	98.71%	98.79%	<b>97.73%</b>
crew of 3 or more 2007/08	98.10%	98.79%	98.84%	98.68%	97.87%	98.43%	98.79%	98.97%	98.95%	99.20%	99.19%	99.18%	<b>98.75%</b>

**Graph A Retained Appliance Availability**



**Graph B Retained Appliance Availability (April 2008 – August 2011)**



Graph B shows retained appliance availability year on year.

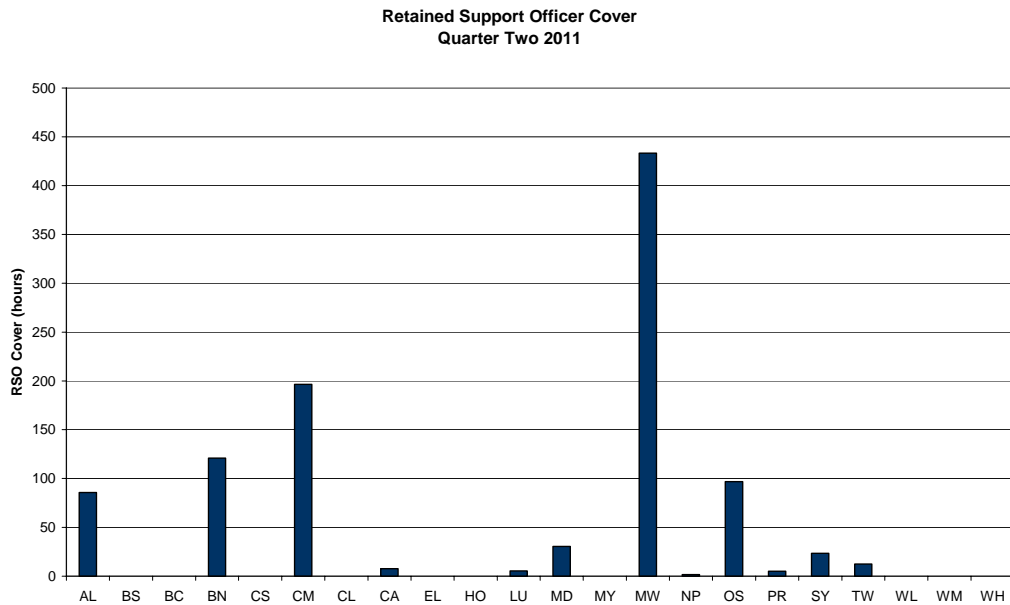
**TABLE C(i) – Retained Support Officer Fire Cover to RDS Stations during 2010/11**

STATIONS	APR	MAY	JUN	Q1	JUL	AUG	SEP	Q2	OCT	NOV	DEC	Q3	JAN	FEB	MAR	Q4	TOTAL
ALBRIGHTON	3.5	28.25	9.5	41.25	18.75	10.75	15	44.5	8.25	24	2.25	34.5	0	22.75	36	58.75	179
BASCHURCH	0	0	0	0	0	0	0	0	0	0	0	0	0	6.5	0	6.5	6.5
BISHOPS CASTLE	0	0	0	0	0	0	0	0	18.75	6	12	36.75	0	0	8	8	44.75
BRIDGNORTH	2.5	23.5	20	46	8.5	25.25	1.5	35.25	2	15	10.5	27.5	23.5	70.75	85	179.25	288
CHURCH STRETTON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CLEOBURY MORTIMER	0	4	16.5	20.5	20.5	13.5	26	60	1	21.75	4	26.75	62.5	84.5	55.25	202.25	309.5
CLUN	0	0	0	0	0	0	0	0	6.5	6	3	15.5	0	0	0	0	15.5
CRAVEN ARMS	0.5	40	9.5	50	0	5	4	9	37.75	0	0	37.75	4.5	4	9.75	18.25	115
ELLESMERE	0	0	2.25	2.25	0	0	0	0	0	0	0	0	0	0	0	0	2.25
HODNET	0	0	0	0	3	0	0	3	0	0	0	0	0	0	0.75	0.75	3.75
LUDLOW	0	2.5	3	5.5	0	48.75	9.5	58.25	0.5	1	7	8.5	2	0	0	2	74.25
MARKET DRAYTON	0	0	0	0	0	0	5	5	3.75	5	15	23.75	0	5	0	5	33.75
MINSTERLEY	4	6	24	34	15.75	9.5	0	25.25	10.5	0	2.5	13	0	0	0	0	72.25
MUCH WENLOCK	132.3	73.25	38.5	244.05	50.25	87	12	149.25	145.75	89.75	97.25	332.75	144.5	156	99.75	400.25	1126.3
NEWPORT	5.25	3.75	10	19	0.25	0	0	0.25	0	0	0	0	0	1.75	0	1.75	21
OSWESTRY	5.5	17	50.25	72.75	83.75	115	56.5	255.25	20.75	35	48	103.75	37.25	28.5	50.75	116.5	548.25
PREES	1	5.25	4.25	10.5	5.75	14.75	19.25	39.75	10.75	0	12	22.75	8.5	0	8.25	16.75	89.75
SHREWSBURY	0	0	0	0	1.5	0	4	5.5	0	0	0	0	0	0	3	3	8.5
TWEEDALE	5	2.5	0	7.5	0	2.75	0	2.75	4	6.5	0	10.5	0	17.75	1.5	19.25	40
WELLINGTON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WEM	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WHITCHURCH	0.25	0	6.75	7	0	0	0	0	0	0	0	0	0	0	0	0	7
<b>TOTAL HOURS/MONTH</b>	<b>159.8</b>	<b>206</b>	<b>194.5</b>	<b>560.3</b>	<b>208</b>	<b>332.25</b>	<b>152.75</b>	<b>693</b>	<b>270.25</b>	<b>210</b>	<b>213.5</b>	<b>693.75</b>	<b>282.75</b>	<b>397.5</b>	<b>358</b>	<b>1038.25</b>	<b>2985.3</b>

**TABLE C(ii) – Retained Support Officer Fire Cover to RDS Stations during 2011/12**

STATIONS	APR	MAY	JUN	Q1	JUL	AUG	SEP	Q2	OCT	NOV	DEC	Q3	JAN	FEB	MAR	Q4	TOTAL
ALBRIGHTON	31.75	26.25	27.75	85.75	60	22.5	119	201.5									
BASCHURCH	0	0	0	0	0	0	0	0									
BISHOPS CASTLE	0	0	0	0	0	0	0	0									
BRIDGNORTH	64.75	1	55.25	121	5	40.5	8.5	54									
CHURCH STRETTON	0	0	0	0	0	0	0	0									
CLEOBURY MORTIMER	65.5	62	69	196.5	0	17.5	84.25	101.75									
CLUN	0	0	0	0	1	0	0	1									
CRAVEN ARMS	1	2.25	4.5	7.75	13	0	6	19									
ELLESMERE	0	0	0	0	0	0	0	0									
HODNET	0	0	0	0	0	0	0	0									
LUDLOW	3.5	2	0	5.5	25.75	25.75	64.75	116.25									
MARKET DRAYTON	10.5	14	6	30.5	6	1.5	9	16.5									
MINSTERLEY	0	0	0	0	0	38	4	42									
MUCH WENLOCK	64	207.5	161.75	433.25	211.75	85	5.5	302.25									
NEWPORT	0	0	1.5	1.5	7.5	0	4.25	11.75									
OSWESTRY	38	21.5	37.25	96.75	59.75	71.5	40	171.25									
PREES	0	0	5	5	0	0	9.5	9.5									
SHREWSBURY	7.5	9	6.75	23.25	0	0	2.5	2.5									
TWEEDALE	2.5	0.5	9.5	12.5	2	9.75	2	13.75									
WELLINGTON	0	0	0	0	0	0	0	0									
WEM	0	0	0	0	0	0	0	0									
WHITCHURCH	0	0	0	0	0	0	0	0									
<b>TOTAL HOURS/MONTH</b>	<b>289</b>	<b>346</b>	<b>384.25</b>	<b>1019.25</b>	<b>391.75</b>	<b>312</b>	<b>359.25</b>	<b>1063</b>									

## Graph C Retained Support Officer Cover (July – September 2011)



Graph C highlights the retained stations that have required RSO day cover during the last quarter (July – September 2011).

## 5 Recruitment

There were seven new trainees on the July recruit course. In addition one wholetime firefighter took up wholetime/retained duties at Much Wenlock Fire Station. Officers continue to target Much Wenlock, Cleobury Mortimer, Bridgnorth Albrighton and Shrewsbury RDS to improve availability. Success in these areas includes:

### Cleobury Mortimer

2 personnel providing day cover are currently off on long-term sick leave or modified duties. A recruitment campaign is planned during the next quarter.

### Bridgnorth

3 recruits will be starting on the November 2011 course.

### Ludlow

5 potentially suitable applicants have been attracted by a recent recruitment campaign, all of whom were invited for tests on 10 October.

### Much Wenlock

2 transferees in August 2011 have made an immediate impact during this quarter.

### Albrighton

There were 2 recruits on the March and July recruits courses.

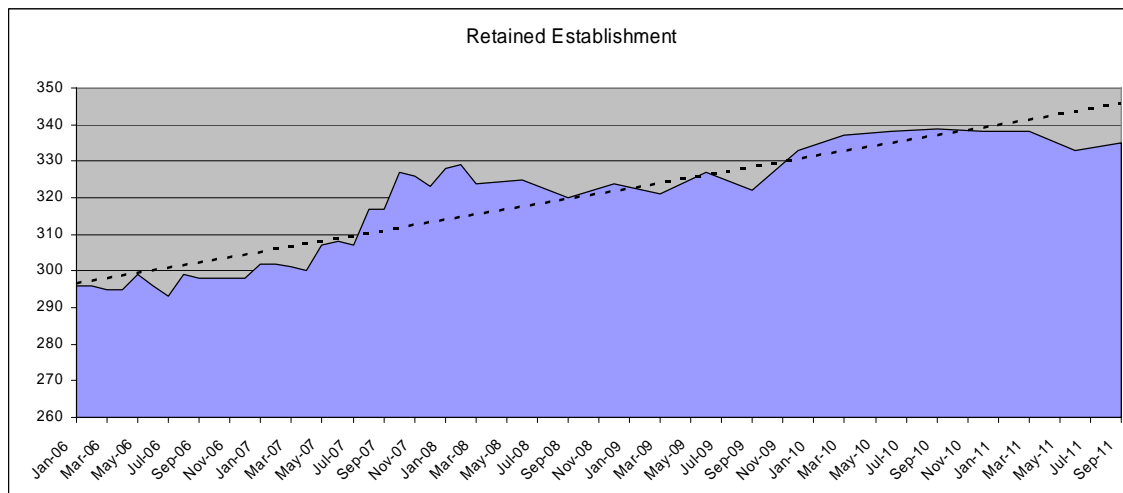
Two long-term sickness absences and the loss of two members of staff continue to affect availability at Oswestry. Recruitment to cover recent leavers at Oswestry includes a recruit on the July training course and a recruit on the November 2011 course.

Table D below shows the station establishment figures at 30 September 2011.

**Table D Current Station Establishment (30th September 2011)**

Station	Station Establishment (Units) Guide*	Current Establishment (Units)	Current Establishment (People)	Establishment Deficit (Units) +/-
Albrighton	13	12.75	14	-0.25
Baschurch	13	14	15	1
Bishop's Castle	13	13.75	14	0.75
Bridgnorth	17	13.75	15	-3.25
Church Stretton	13	13.75	14	0.75
Cleobury Mortimer	13	10.5	11	-2.5
Clun	13	11.75	13	-1.25
Craven Arms	15	14.75	15	-0.25
Ellesmere	13	11.5	14	-1.5
Hodnet	13	10.5	13	-2.5
Ludlow	17	12.5	16	-4.5
Market Drayton	17	16.25	17	-1
Minsterley	13	9.25	11	-3.75
Much Wenlock	13	8.75	10	-4.25
Newport	17	17.25	21	0.25
Oswestry	18	17.25	19	-1.5
Prees	15	14	16	-1
Shrewsbury	17	13.5	16	-3.5
Tweedale	17	17.25	21	0.25
Wellington	13	12.5	16	-0.5
Wem	13	14	15	1
Whitchurch	17	17.75	19	0.75
<b>Totals</b>	<b>323</b>	<b>296.25</b>	<b>335</b>	<b>-26.50</b>

**Graph D Station Current Establishment**



Graph D shows improvements in recruitment and establishment levels as a result of the continuous focus on recruitment strategies and initiatives.



**Table E Number of Trainees on Training Courses between 2005 and September 2011**

Course Date	Number of Trainees
March 2005	8
June 2005	6
August 2005	5
January 2006	4
May 2006	6
September 2006	6
January 2007	9
May 2007	10
September 2007	10
November 2007	10
January 2008	5
April 2008	7
September 2008	7
December 2008	10
April 2009	8
August 2009	5
November 2009	10
February 2010	7
May 2010	7
August 2010	6
November 2010	7
March 2011	9
July 2011	7

## 6 Retention

Table F below provides a summary of reasons why retained staff left the Service since April 2005 until September 2011.

**Table F Retained Leavers and Summary of Reasons**

	2005/6		2006/7		2007/8		2008/9		2009/10		2010/11		2011/12	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Dismissal on disciplinary grounds	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Medical discharge/long-term illness/injury	1	0	1	0	0	0	0	0	1	0	0	0	1	0
Resignation to take other employment	2	0	4	1	0	0	1	0	0	0	0	0	0	0
Personal/work commitments	2	0	4	0	6	1	19	0	10	0	11	0	8	1
Moving away from area	2	0	3	0	2	0	1	0	6	0	6	0	0	0
Retirement	3	0	2	0	2	0	2	0	1	0	3	0	1	0
Other reasons not disclosed	8	0	0	0	0	0	3	0	0	0	3	0	0	0
Sub Total	19	0	14	1	10	1	26	0	19	0	23	0	0	0
<b>Final Total</b>	<b>19</b>		<b>15</b>		<b>11</b>		<b>19</b>		<b>23</b>		<b>26</b>		<b>11</b>	

## **6 Financial Implications**

There are no direct financial implications arising from this report.

## **7 Legal Comment**

There are no direct legal implications arising from this report.

## **8 Equality Impact Assessment**

Officers have considered the Service's Brigade Order on Equality Impact Assessments (Personnel 5 Part 2) and have decided that there are no discriminatory practices or differential impacts upon specific groups arising from this report. An Initial Equality Impact Assessment has not, therefore, been completed.

## **9 Appendices**

There are no appendices attached to this report.

## **10 Background Papers**

There are no background papers associated with this report.