

Retained Duty System Performance Monitoring January to March 2012

Report of the Chief Fire Officer

For further information about this report please contact Paul Raymond, Chief Fire Officer, on 01743 260203 or Mark Donnelly, Group Commander, Shropshire Rural Performance Group, 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 contents of 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 and the retention of staff.

The Service has experienced some difficulties in providing reliable appliance availability data for the month of September 2011, 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 97.61%* with a minimum crew of 4, and 98.27%* with a minimum crew of 3; both slightly down on the previous quarter. The average appliance availability over the year 2011/12 for a minimum crew of 4 was 97.83%, which was down on the previous year figures of 98.49%.

Table A
2010/11 and 2011/12 RDS Appliance Availability

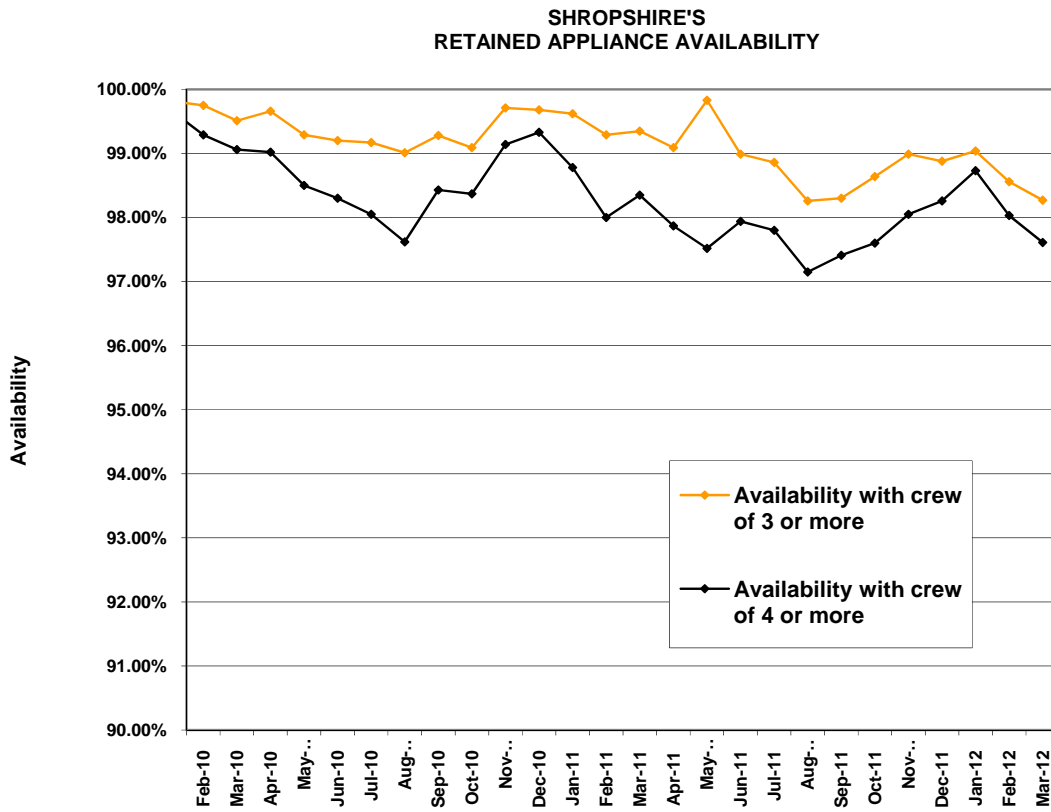
| Year 2010/11 | Average % Availability (Crew of 3) | Average % Availability (Crew of 4) Target 99.5% |
|------------------------------|------------------------------------|--|
| Quarter 1 April - June | 99.38 | 98.61 |
| Quarter 2 July - September | 99.15 | 98.03 |
| Quarter 3 October - December | 99.49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

| 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* | 98.57 | 97.56 |
| Quarter 3 October – December | 98.83 | 97.97 |
| Quarter 4 January - March | 98.27 | 97.61 |

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% | 97.56% | 97.60% | 98.05% | 98.26% | 98.73% | 98.03% | 97.61% | 97.83% |
| crew of 3 or more 2011/12 | 99.09% | 99.83% | 98.99% | 98.86% | 98.56% | 98.30% | 98.64% | 98.99% | 98.88% | 99.04% | 98.56% | 98.27% | 98.81% |
| 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% | 98.49% |
| 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% | 99.36% |
| 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 | 98.81% |
| 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 | 99.46% |
| 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% | 98.03% |
| 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% | 99.05% |
| 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% | 97.73% |
| 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% | 98.75% |

Graph A
Retained Appliance Availability



Graph B
Retained Appliance Availability Year on Year (April 2008 – March 2012)

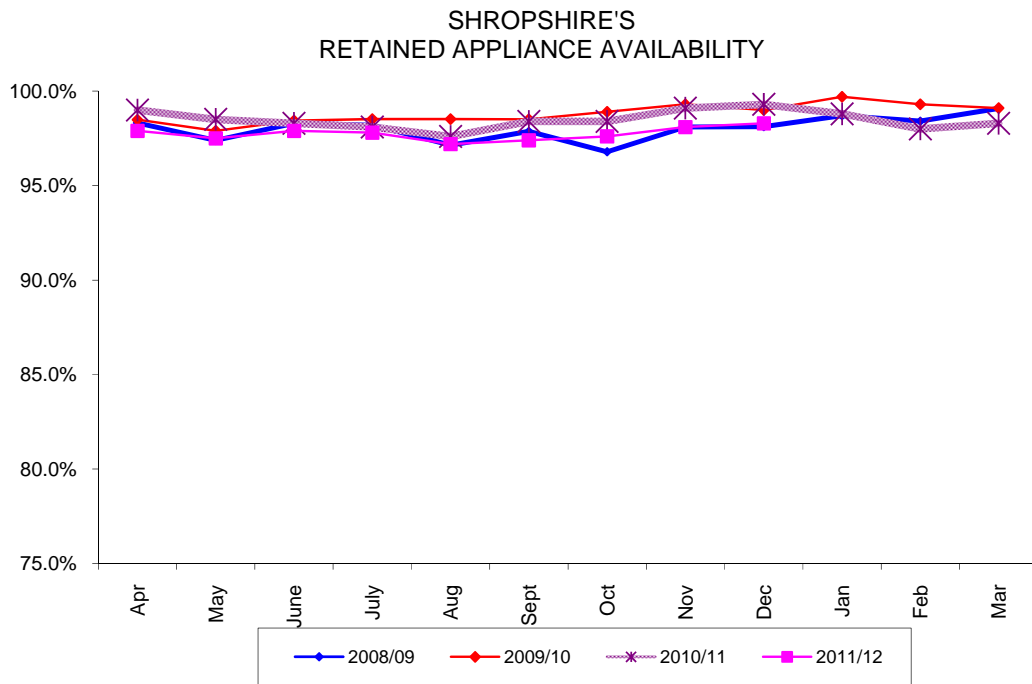
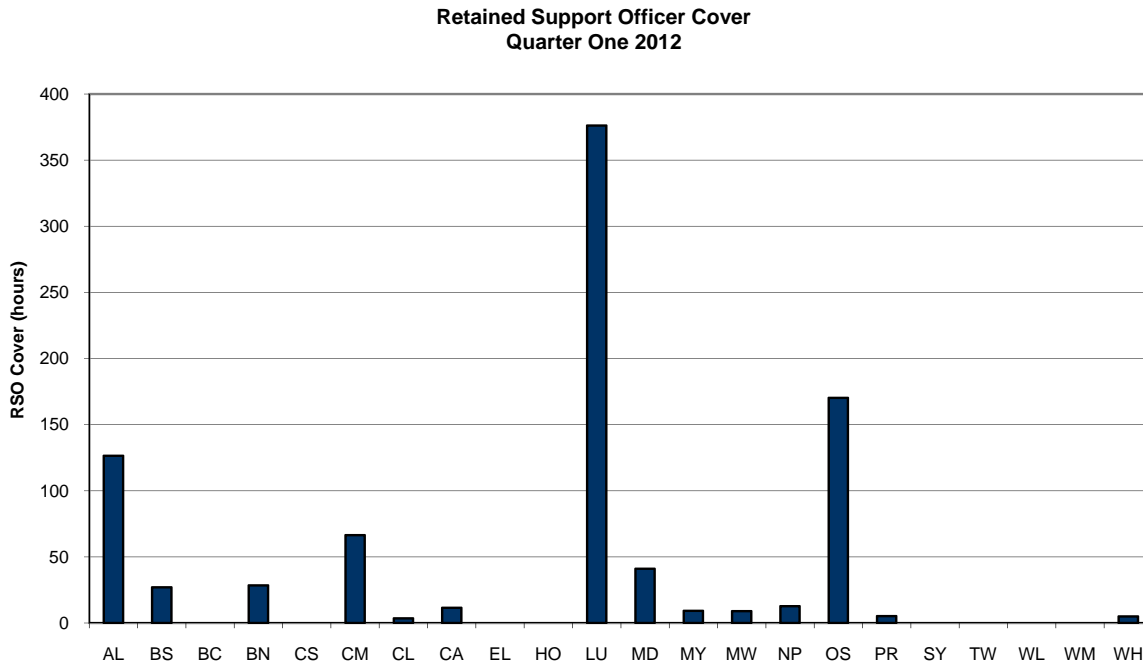


Table C – Retained Support Officer Fire Cover to RDS Stations during 2011/12

| 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 | 67.75 | 91.25 | 45.25 | 204.25 | 89 | 16 | 21.5 | 126.5 | 618 |
| BASCHURCH | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7.25 | 7.25 | 2.25 | 17.25 | 7.5 | 27 | 34.25 |
| BISHOPS CASTLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| BRIDGNORTH | 64.75 | 1 | 55.25 | 121 | 5 | 40.5 | 8.5 | 54 | 38 | 12 | 0 | 50 | 19.5 | 7.5 | 1.5 | 28.5 | 253.50 |
| CHURCH STRETTON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CLEOBURY MORTIMER | 65.5 | 62 | 69 | 196.5 | 0 | 17.5 | 84.25 | 101.75 | 144.25 | 139.5 | 41.25 | 325 | 38.5 | 8.25 | 19.75 | 66.5 | 689.75 |
| CLUN | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 6.5 | 0 | 0 | 6.5 | 0 | 3.5 | 0 | 3.5 | 11 |
| CRAVEN ARMS | 1 | 2.25 | 4.5 | 7.75 | 13 | 0 | 6 | 19 | 0 | 0 | 0 | 0 | 6 | 0 | 5.5 | 11.5 | 38.25 |
| ELLESMERE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 5 |
| HODNET | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LUDLOW | 3.5 | 2 | 0 | 5.5 | 25.75 | 25.75 | 64.75 | 116.25 | 27 | 34.5 | 112.25 | 173.75 | 92 | 110.75 | 173.5 | 376.25 | 671.75 |
| MARKET DRAYTON | 10.5 | 14 | 6 | 30.5 | 6 | 1.5 | 9 | 16.5 | 0 | 11 | 12 | 23 | 5 | 36 | 0 | 41 | 111 |
| MINSTERLEY | 0 | 0 | 0 | 0 | 0 | 38 | 4 | 42 | 33.75 | 21.5 | 7.5 | 62.75 | 4.5 | 0 | 4.75 | 9.25 | 114 |
| MUCH WENLOCK | 64 | 207.5 | 161.75 | 433.25 | 211.75 | 85 | 5.5 | 302.25 | 13.75 | 20.5 | 16.25 | 50.5 | 1.5 | 1 | 6.5 | 9 | 795 |
| NEWPORT | 0 | 0 | 1.5 | 1.5 | 7.5 | 0 | 4.25 | 11.75 | 30.25 | 8 | 0 | 38.25 | 1.75 | 5 | 6 | 12.75 | 64.25 |
| OSWESTRY | 38 | 21.5 | 37.25 | 96.75 | 59.75 | 71.5 | 40 | 171.25 | 36.5 | 58.25 | 28 | 122.75 | 55.75 | 59 | 55.5 | 170.25 | 461 |
| PREES | 0 | 0 | 5 | 5 | 0 | 0 | 9.5 | 9.5 | 0 | 7 | 0 | 7 | 0 | 0 | 5.25 | 5.25 | 26.75 |
| SHREWSBURY | 7.5 | 9 | 6.75 | 23.25 | 0 | 0 | 2.5 | 2.5 | 4 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 29.75 |
| TWEEDALE | 2.5 | 0.5 | 9.5 | 12.5 | 2 | 9.75 | 2 | 13.75 | 3 | | 0 | 3 | 0 | 0 | 0 | 0 | 29.25 |
| 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 4 | 5 | 5 |
| TOTAL HOURS/MONTH | 289 | 346 | 384.25 | 1019.25 | 391.75 | 312 | 359.25 | 1063 | 404.75 | 403.5 | 274.75 | 1083 | 316.75 | 264.25 | 311.25 | 892.25 | 4057.50 |

Graph C Retained Support Officer Cover (January – March 2012)



Graph C highlights the retained stations that have required Retained Support Officer (RSO) day cover during the last quarter (January to March 2012). The use of RSOs reflects the need to cover absences at stations with staffing issues. The majority of the absences are due to sickness and vacancies (see table D below showing Retained establishment). There are also isolated issues, related to for example capability, for some absences.

5 Recruitment

Table D below shows the station establishment figures as at 31 March 2012. Based on these figures the Service continues to recruit staff to fill vacancies and maintain availability. The numbers recruited each year fluctuates depending upon the demand for staff from stations, based on the units required. Table E shows the numbers recruited per year since 2005.

The recruitment is focussed on certain stations where the recruitment and retention of staff is more difficult for a variety of reasons such as low numbers of people available for day time cover. It also must include the Public Value objective of reducing RDS staff by 20 posts over 4 years.

Much Wenlock, Cleobury Mortimer, Albrighton, Ludlow, Minsterley, Ellesmere and Oswestry RDS stations are currently being targeted to improve availability.

A major recruitment drive has been initiated in all these areas in conjunction with the Service’s Press Officer and Fire Authority Members. The recruitment drive will use local media including local radio.

Table D Current Station Establishment (31 March 2012)

| Station | Station Establishment Guide (Units) | Current Establishment (Units) | Current Establishment (People) | Establishment Deficit +/- (Units) |
|-------------------|-------------------------------------|-------------------------------|--------------------------------|-----------------------------------|
| Albrighton | 14 | 11 | 12 | -3.00 |
| Baschurch | 14 | 12.75 | 14 | 1.25 |
| Bishops Castle | 14 | 12.25 | 14 | 1.75 |
| Bridgnorth | 18 | 15.5 | 18 | -2.50 |
| Church Stretton | 15 | 12.75 | 13 | -2.25 |
| Cleobury Mortimer | 14 | 10.25 | 11 | -3.75 |
| Clun | 14 | 11.5 | 13 | -2.50 |
| Craven Arms | 15 | 15.5 | 17 | 1.50 |
| Ellesmere | 14 | 10.75 | 13 | -2.25 |
| Hodnet | 14 | 10.75 | 12 | -2.25 |
| Ludlow | 18 | 11.75 | 14 | -6.25 |
| Market Drayton | 18 | 13.75 | 16 | -4.25 |
| Minsterley | 15 | 9.75 | 12 | -5.25 |
| Much Wenlock | 14 | 8.75 | 10 | -5.25 |
| Newport | 18 | 11.75 | 15 | -6.25 |
| Oswestry | 18 | 15.5 | 18 | -2.50 |
| Prees | 15 | 13.5 | 16 | -1.50 |
| Shrewsbury | 18 | 13.25 | 15 | -4.75 |
| Tweedale | 18 | 17.25 | 21 | 0.25 |
| Wellington | 14 | 12.25 | 16 | -1.75 |
| Wem | 14 | 13.75 | 15 | -0.25 |
| Whitchurch | 18 | 16.25 | 19 | -1.75 |
| Totals | 344 | 280.5 | 324 | -53.50 |

Graph D Station Current Establishment

Graph D shows improvements in recruitment and establishment levels as a result of our continued focus on recruitment.

Retained Establishment Feb 2006 to March 2012

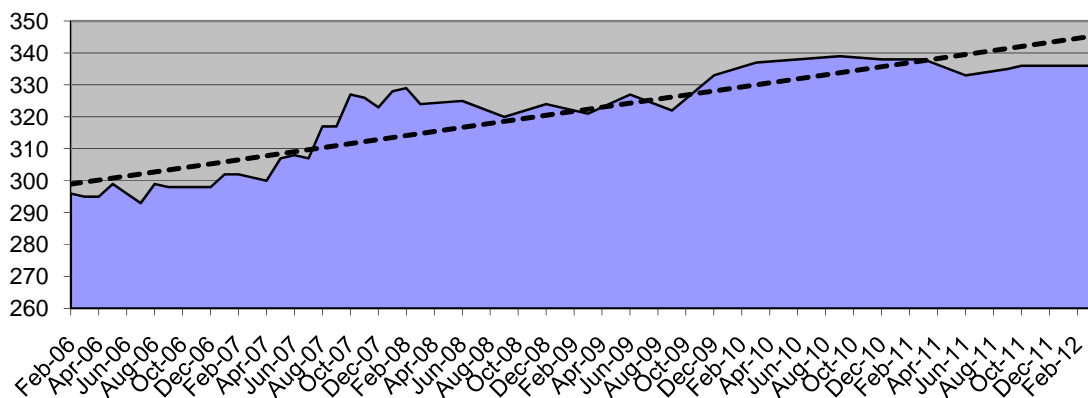


Table E Number of Trainees on Training Courses from 2005 – November 2011

| Year | Number of Trainees |
|------|--------------------|
| 2005 | 19 |
| 2006 | 16 |
| 2007 | 39 |
| 2008 | 29 |
| 2009 | 23 |
| 2010 | 27 |
| 2011 | 22 |
| 2012 | 5 |

6 Retention

Table F on the following page provides a summary of reasons why retained staff left the Service between April 2005 and March 2012. The majority of staff have left for personal reasons or work commitments.

Table F Retained Leavers and Summary of Reasons

| | 2005/06 | | 2006/07 | | 2007/08 | | 2008/09 | | 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 | 13 | 1 |
| Moving away from area | 2 | 0 | 3 | 0 | 2 | 0 | 1 | 0 | 6 | 0 | 6 | 0 | 2 | 0 |
| Retirement | 3 | 0 | 2 | 0 | 2 | 0 | 2 | 0 | 1 | 0 | 3 | 0 | 3 | 0 |
| Other reasons not disclosed | 8 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 3 | 0 | 4 | 0 |
| Sub Total | 19 | 0 | 14 | 1 | 10 | 1 | 26 | 0 | 19 | 0 | 23 | 0 | 23 | 1 |
| Final Total | 19 | | 15 | | 11 | | 19 | | 23 | | 26 | | 24 | |

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 Appendix

There are no appendices attached to this report.

10 Background Papers

There are no background papers associated with this report.