

Retained Duty System Performance Monitoring April 2011 to June 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 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, retention and community fire safety work.

This report provides the necessary retained performance information to enable the Committee to carry out that monitoring function.

4 Appliance Availability

Table A, Table B, Graph A and Graph B details retained appliance availability. The average appliance availability during the last quarter was 97.77% with a minimum crew of 4, and 99.03% with a minimum crew of 3; these were 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
2011/12 RDS Appliance Availability**

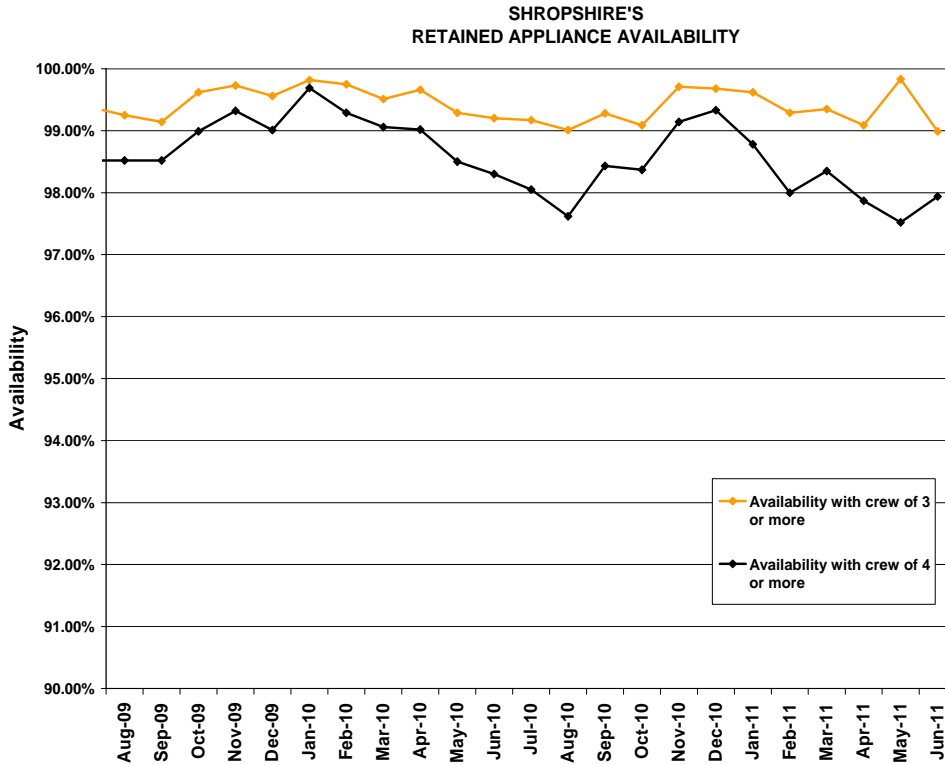
| Year 2010/11 | Average % Availability (Crew of 3) | Average % Availability (Crew of 4) Target 99.5% |
|------------------------------|------------------------------------|--|
| Quarter 1 April - June | 99.38 | 98.61 |
| Quarter 2 July - September | 99.15 | 98.03 |
| Quarter 3 October - December | 99.49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

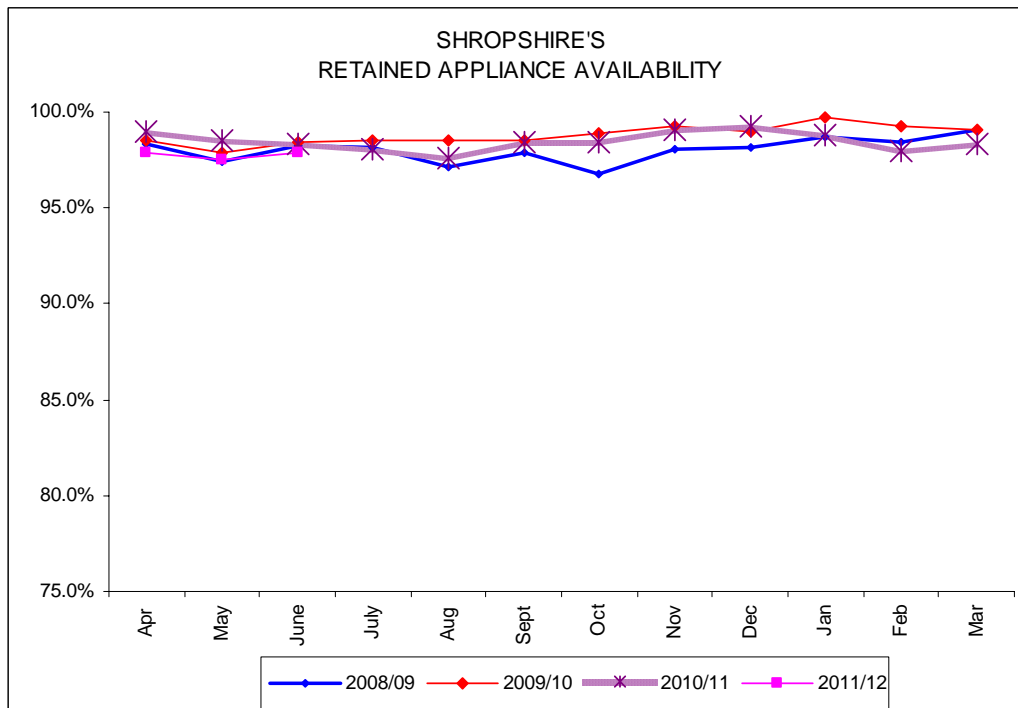
Table B RDS Availability Comparison from 2007/8 – 2011/12

| | 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% | | | | | | | | | | |
| crew of 3 or more 2011/12 | 99.09% | 99.83% | 98.99% | | | | | | | | | | |
| 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 (April 2008 – June 2011)



Graph B shows retained appliance availability year on year.

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

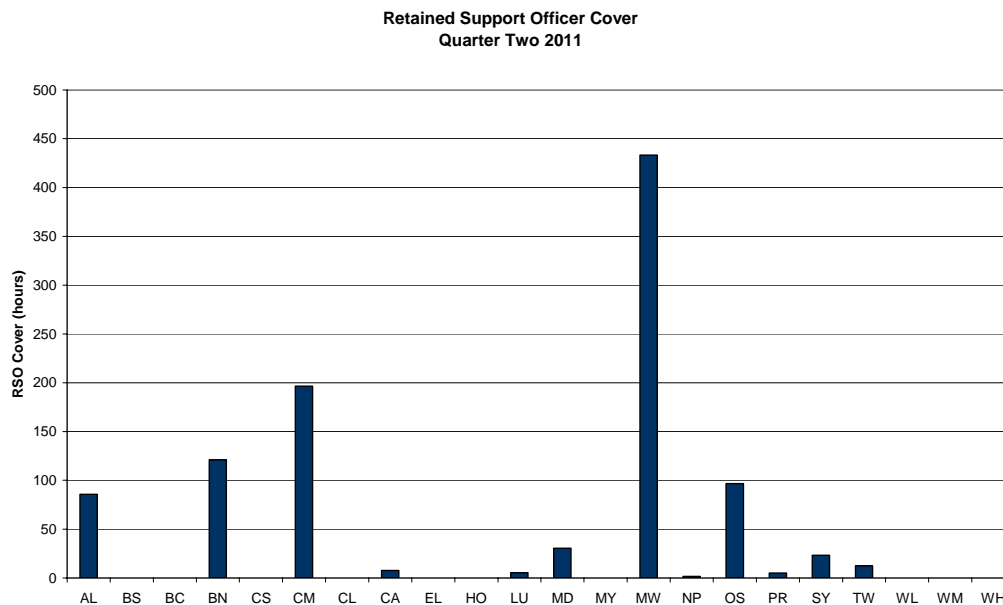
| STATIONS | APR | MAY | JUN | Q1 | JUL | AUG | SEP | Q2 | OCT | NOV | DEC | Q3 | JAN | FEB | MAR | Q4 | TOTAL |
|--------------------------|--------------|------------|--------------|--------------|------------|---------------|---------------|------------|---------------|------------|--------------|---------------|---------------|--------------|------------|----------------|---------------|
| 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 |
| TOTAL HOURS/MONTH | 159.8 | 206 | 194.5 | 560.3 | 208 | 332.25 | 152.75 | 693 | 270.25 | 210 | 213.5 | 693.75 | 282.75 | 397.5 | 358 | 1038.25 | 2985.3 |

2010/11 saw an increase of 4% over the previous year in the number of hours that the RSO's gave fire cover on Stations

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 | | | | | | | | | | | | | |
| BASCHURCH | 0 | 0 | 0 | 0 | | | | | | | | | | | | | |
| BISHOPS CASTLE | 0 | 0 | 0 | 0 | | | | | | | | | | | | | |
| BRIDGNORTH | 64.75 | 1 | 55.25 | 121 | | | | | | | | | | | | | |
| CHURCH STRETTON | 0 | 0 | 0 | 0 | | | | | | | | | | | | | |
| CLEOBURY MORTIMER | 65.5 | 62 | 69 | 196.5 | | | | | | | | | | | | | |
| CLUN | 0 | 0 | 0 | 0 | | | | | | | | | | | | | |
| CRAVEN ARMS | 1 | 2.25 | 4.5 | 7.75 | | | | | | | | | | | | | |
| ELLESMERE | 0 | 0 | 0 | 0 | | | | | | | | | | | | | |
| HODNET | 0 | 0 | 0 | 0 | | | | | | | | | | | | | |
| LUDLOW | 3.5 | 2 | 0 | 5.5 | | | | | | | | | | | | | |
| MARKET DRAYTON | 10.5 | 14 | 6 | 30.5 | | | | | | | | | | | | | |
| MINSTERLEY | 0 | 0 | 0 | 0 | | | | | | | | | | | | | |
| MUCH WENLOCK | 64 | 207.5 | 161.75 | 433.25 | | | | | | | | | | | | | |
| NEWPORT | 0 | 0 | 1.5 | 1.5 | | | | | | | | | | | | | |
| OSWESTRY | 38 | 21.5 | 37.25 | 96.75 | | | | | | | | | | | | | |
| PREES | 0 | 0 | 5 | 5 | | | | | | | | | | | | | |
| SHREWSBURY | 7.5 | 9 | 6.75 | 23.25 | | | | | | | | | | | | | |
| TWEEDALE | 2.5 | 0.5 | 9.5 | 12.5 | | | | | | | | | | | | | |
| WELLINGTON | 0 | 0 | 0 | 0 | | | | | | | | | | | | | |
| WEM | 0 | 0 | 0 | 0 | | | | | | | | | | | | | |
| WHITCHURCH | 0 | 0 | 0 | 0 | | | | | | | | | | | | | |
| TOTAL HOURS/MONTH | 289 | 346 | 384.25 | 1019.25 | | | | | | | | | | | | | |

Graph C Retained Support Officer Cover (April – June 2011)



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

5 Recruitment

Retained recruitment levels continue to increase across the County. There were a further seven trainees on the July training course. *Note: figures in this report exclude those seven, Table D below shows the station establishment figures as at 30th June 2011.*

*Establishment figures have recently been reviewed in light of the Authority's decision to remove 5 RDS posts per year over the next 4 years. *Note: due to the gap between current establishment in units and Total establishment as shown below in Table D, this reduction was achieved in the financial year 2011/12 and the RDS budget reduced accordingly.*

The Service continues to target Much Wenlock, Cleobury Mortimer, Bridgnorth and Albrighton to improve staff numbers.

Success in these areas includes;

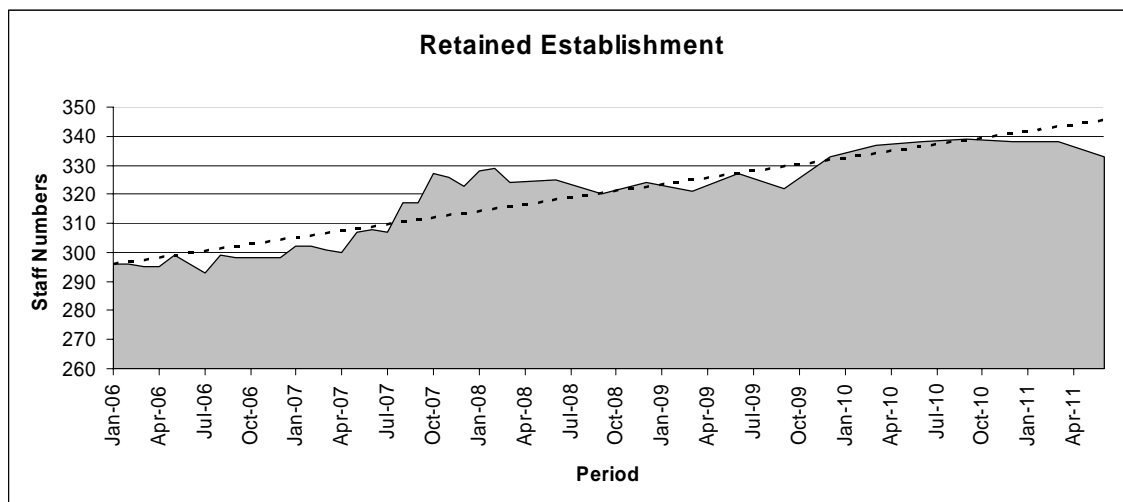
- Much Wenlock** – 2 transferees identified representing an increase of 1.75 units from August 2011.
- Cleobury Mortimer** – 1 recruit on the March 2011 training course.
- Bridgnorth** – 1 recruit identified for the November 2011 course.
- Albrighton** – 2 recruits on the March and July Recruits course.

Long and short term sickness absence continues to affect availability at Oswestry which also continues to be closely monitored. Recruitment to cover recent leavers at Oswestry includes a recruit on the July training course and a second potential recruit identified for the November 2011 course.

Table D Current Station Establishment (30 June 2011)

| Station | Station Establishment (Units) Guide* | Current Establishment (Units) | Current Establishment (People) | Establishment Deficit (Units) +/- |
|-------------------|--------------------------------------|-------------------------------|--------------------------------|-----------------------------------|
| Albrighton | 13 | 13.5 | 14 | 0.50 |
| Baschurch | 13 | 13.5 | 15 | 0.50 |
| Bishops Castle | 13 | 13.75 | 14 | 0.75 |
| Bridgnorth | 17 | 13.75 | 15 | -3.25 |
| Church Stretton | 13 | 13.75 | 14 | -0.25 |
| Cleobury Mortimer | 13 | 10.5 | 11 | -2.50 |
| Clun | 13 | 11.75 | 13 | -1.25 |
| Craven Arms | 15 | 14.75 | 15 | -0.25 |
| Ellesmere | 13 | 11.5 | 14 | -1.50 |
| Hodnet | 13 | 10.5 | 13 | -2.50 |
| Ludlow | 17 | 13.5 | 16 | -3.50 |
| Market Drayton | 17 | 16.25 | 17 | -0.75 |
| Minsterley | 13 | 9.25 | 11 | -4.75 |
| Much Wenlock | 13 | 7 | 8 | -6.00 |
| Newport | 17 | 17.25 | 21 | 0.25 |
| Oswestry | 18 | 17.25 | 19 | -0.75 |
| Prees | 15 | 14 | 16 | -1.00 |
| Shrewsbury | 17 | 13.5 | 16 | -3.50 |
| Tweedale | 17 | 17.25 | 21 | 0.25 |
| Wellington | 13 | 12.5 | 16 | -0.50 |
| Wem | 13 | 14 | 15 | 1.00 |
| Whitchurch | 17 | 17.5 | 19 | 0.50 |
| Totals | 323* | 296.5 | 333 | -26.50 |

Graph D Station Current Establishment



Graph D shows improvements in recruitment and establishment levels as a result of our continuous focus on recruitment strategies and initiatives. *Note the July 2011 recruit course has 7 new trainees. This along with the recruitment of one WT member to fulfil RDS duties at Much Wenlock moves the total establishment to 341 RDS members from August 2011.*

Table E Number of Trainees on Training Courses between 2005 – June 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 |
| <i>July 2011</i> | <i>7</i> |

6 Retention

Table F below provides a summary of reasons why retained staff left the Service since April 2005 until June 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 | 0 | 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 | 4 | 0 |
| 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 |
| Final Total | 19 | | 15 | | 11 | | 19 | | 23 | | 26 | | 5 | |

7 Community Fire Safety (CFS)

Table G below shows the number of RDS Home Safety Visits and Smoke Detectors fitted from 2005/6 up until end of March 2011.

| Year | Home Safety Visits | Detectors Fitted |
|---------|--------------------|------------------|
| 2005/06 | 13,000 | 4,233 |
| 2006/07 | 28,389 | 12,025 |
| 2007/08 | 14,887 | 6,271 |
| 2008/09 | 15537 | 7625 |
| 2009/10 | 8747 | 5011 |
| 2010/11 | 3556 | 2760 |
| 2011/12 | * | * |

Due to changes in reporting methods figures not provided for this period.

8 Financial Implications

There are no direct financial implications arising from this report.

9 Legal Comment

There are no direct legal implications arising from this report.

10 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.

11 Appendix

There are no appendices attached to this report.

12 Background Papers

There are no background papers associated with this report.