



DEVON & SOMERSET FIRE & RESCUE AUTHORITY

**S.J. Sharman
CLERK TO THE AUTHORITY**

**To: The Chair and Members of the
Community Safety Committee**

(see below)

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COMMUNITY SAFETY COMMITTEE
(Devon & Somerset Fire & Rescue Authority)

Friday, 10th November, 2023

A meeting of the Community Safety Committee will be held on the above date,
**commencing at 10.00 am in Committee Room A, Somerset House, Devon &
Somerset Fire & Rescue Service Headquarters, Exeter** to consider the following
matters.

S.J. Sharman
Clerk to the Authority

A G E N D A

***PLEASE REFER TO THE NOTES AT THE END OF THE AGENDA LISTING
SHEETS***

1 Apologies

2 Minutes (Pages 1 - 6)

of the previous meeting held on 8 September 2023 attached.

3 Items Requiring Urgent Attention

Items which, in the opinion of the Chair, should be considered at the meeting as
matters of urgency.

PART 1 - OPEN COMMITTEE

4 Review of Key Performance Indicators (Pages 7 - 22)

Report of the Assistant Chief Fire Officer – Service Delivery (CSC/23/12) attached.

5 Strategic Priority 1 and 2 Performance Measures: Quarter 2 2023-24 (Pages 23 - 40)

Report of the Assistant Chief Fire Officer – Service Delivery (CSC/23/13) attached.

6 His Majesty's Inspectorate of Constabulary & Fire & Rescue Services (HMICFRS) Areas for Improvement Action Plan Update (Pages 41 - 44)

Report of the Chief Fire Officer (CSC/23/14) attached.

MEMBERS ARE REQUESTED TO SIGN THE ATTENDANCE REGISTER

Membership:-

Councillors Chesterton (Vice-Chair), Brazil, Radford, Hendy (Chair), Kerley, Patel and Power

NOTES

1. **Access to Information**

Any person wishing to inspect any minutes, reports or lists of background papers relating to any item on this agenda should contact the person listed in the “Please ask for” section at the top of this agenda.

2. **Reporting of Meetings**

Any person attending a meeting may report (film, photograph or make an audio recording) on any part of the meeting which is open to the public – unless there is good reason not to do so, as directed by the Chair - and use any communication method, including the internet and social media (Facebook, Twitter etc.), to publish, post or otherwise share the report. The Authority accepts no liability for the content or accuracy of any such report, which should not be construed as representing the official, Authority record of the meeting. Similarly, any views expressed in such reports should not be interpreted as representing the views of the Authority.

Flash photography is not permitted and any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chair or the Democratic Services Officer in attendance so that all those present may be made aware that is happening.

3. **Declarations of Interests at meetings (Authority Members only)**

If you are present at a meeting and you are aware that you have either a disclosable pecuniary interest, personal interest or non-registerable interest in any matter being considered or to be considered at the meeting then, unless you have a current and relevant dispensation in relation to the matter, you must:

- (i) disclose at that meeting, by no later than commencement of consideration of the item in which you have the interest or, if later, the time at which the interest becomes apparent to you, the existence of and – for anything other than a “sensitive” interest – the nature of that interest; and then
- (ii) withdraw from the room or chamber during consideration of the item in which you have the relevant interest.

If the interest is sensitive (as agreed with the Monitoring Officer), you need not disclose the nature of the interest but merely that you have an interest of a sensitive nature. You must still follow (i) and (ii) above.

Where a dispensation has been granted to you either by the Authority or its Monitoring Officer in relation to any relevant interest, then you must act in accordance with any terms and conditions associated with that dispensation.

Where you declare at a meeting a disclosable pecuniary or personal interest that you have not previously included in your Register of Interests then you must, within 28 days of the date of the meeting at which the declaration was made, ensure that your Register is updated to include details of the interest so declared.

	NOTES (Continued)
4.	<p><u>Part 2 Reports</u></p> <p>Members are reminded that any Part 2 reports as circulated with the agenda for this meeting contain exempt information and should therefore be treated accordingly. They should not be disclosed or passed on to any other person(s). Members are also reminded of the need to dispose of such reports carefully and are therefore invited to return them to the Committee Secretary at the conclusion of the meeting for disposal.</p>
5.	<p><u>Substitute Members (Committee Meetings only)</u></p> <p>Members are reminded that, in accordance with Standing Orders, the Clerk (or his representative) must be advised of any substitution prior to the start of the meeting. Members are also reminded that substitutions are not permitted for full Authority meetings.</p>
6.	<p><u>Other Attendance at Committees)</u></p> <p>Any Authority Member wishing to attend, in accordance with Standing Orders, a meeting of a Committee of which they are not a Member should contact the Democratic Services Officer (see "please ask for" on the front page of this agenda) in advance of the meeting.</p>

COMMUNITY SAFETY COMMITTEE

(Devon & Somerset Fire & Rescue Authority)

8 September 2023

Present:

Councillors Hendy (Chair), Brazil, Coles (vice Power) and Kerley

Apologies:

Councillors Chesterton and Radford

* **CSC/23/1 Minutes**

RESOLVED that the Minutes of the meeting held on 28 April 2023 be signed as a correct record.

* **CSC/23/2 Strategic Priority 1 and 2 Performance Measures: Quarter 1 2023-24**

The Committee received for information a report of the Director of Service Delivery (CSC/23/8) on performance by the Service in Quarter 1 of the 2023-24 financial year against those Key Performance Indicators (KPIs) associated with the following two Strategic Priorities:

Strategic Priority 1: “Our targeted prevention and protection activities will reduce the risks in our communities, improving health, safety and wellbeing and supporting the local economy”; and

Strategic Priority 2: “Our operational resources will provide an effective emergency response to meet the local and national risks identified in our Community Risk Management Plan”.

The performance status of the Service KPIs was based on the following criteria:

Succeeding	The KPI was achieving its target
Near Target	The KPI is less than 10% away from achieving its target
Needs Improvement	The KPI is at least 10% away from achieving its target

Performance in Quarter 1 of 2023-24 was as summarised below:

	Succeeding	Near target	Needs improvement
Priority 1	13	5	1
Priority 2	7	6	1

The KPIs with a status of “needs improvement” were:

- KPI 1.2.2.2 – Number of non-domestic fire fatalities; and

- KPI 2.1.4.2 – Percentage of operational risk information in date - level 4 tactical plans.

The report identified the main factors behind the ability to deliver the expected level of performance together with actions intended to secure improvement in both areas. Exception reports were also included within the appendix to report CSC/23/8.

In debating the report, the following points were raised:

- KPI 1.2.2.2. - fire fatality non-domestic – this involved a fire in outbuildings so it was classed as non-domestic but it was an unusual situation;
- KPI 2.1.4.2. – it was noted that this was a legacy situation arising from the Covid. Pandemic but that good progress was being made to bring this back on target;
- The Assistant Chief Fire Officer – Service Delivery – would be submitting details of revised KPIs that had been discussed recently by the Executive Board to the Committee for consideration.

The Committee enquired as to whether there was a full list of KPIs available. The Assistant Chief Fire Officer – Service Delivery - stated there were additional KPIs not listed in this report. As indicated above, a full list of the revised KPIs would be submitted to the Committee at the next meeting.

Reference was made to the targets for Emergency Response (ERS) times and whether issues such as rurality had been factored in. The Assistant Chief Fire Officer – Service Delivery - responded that there used to be national standards for response times which changed in 2005 when such matters were devolved locally for consideration in accordance with risk factors. The University of Exeter had undertaken research on behalf of Devon & Somerset Fire & Rescue Service some years back which indicated that a 10-minute response for urban areas and 15 minutes for rural areas was appropriate. This was being reviewed, however, and the Committee would be apprised of the revised measures being considered. The Committee welcomed the work being undertaken on a review of the ERS. The Assistant Chief Fire Officer – Service Delivery - stated that he hoped to elicit more root level data to inform the response as a result of the work being undertaken that would then be utilised to improve performance. The Committee asked if there could be a comparison with similar rural fire and rescue services when considering response standards. The Assistant Chief Fire Officer – Service Delivery - advised that this work had been undertaken and would be shared with the Committee in due course.

RESOLVED

- (a). That the work on Emergency Response Standards be considered at a future meeting of the Committee;
- (b). That a report on the revised Key Performance Indicators be submitted to the next meeting of the Committee; and
- (c). Subject to (a). and (b). above, the report be noted.

*

CSC/23/3

Planning and the Role of the Fire & Rescue Service

The Committee received for information a report of the Assistant Chief Fire Officer - Service Delivery (CSC/23/9) on the work that was being undertaken within the Service on Planning and the Role of the Fire & Rescue Service.

The Area Manager – Prevention and Protection - advised the Committee that the Service was not a statutory consultee for planning applications but did provide advice as and when requested. The Service's main concerns on planning applications were access and water supplies on new development. There were mitigations that could be considered though as, in areas where access may be difficult, measures such as the use of domestic sprinklers could be installed in new properties.

The Chair drew attention to the point that developers may agree to install fire safety measures on initial planning applications but may change their agreement at a later stage which could cause fire safety issues. The Area Manager – Protection and Prevention – advised the Committee that the Service was consulted on Building Regulations with 15 days to respond and officers suitably qualified as fire engineers were able to respond and advise on matters pertaining to fire safety. Approximately 1300 consultations were received each year by the Service on Building Regulations applications. Once a property was signed off for Building Regulations and completed, responsibility for fire safety passed to the Service. Any subsequent issues could be pursued under the Fire Safety (Regulatory Reform Order) 2005.

The Committee referred to the large-scale domestic developments being built as extensions to large urban areas in Devon and Somerset together with major commercial developments and he asked how the Service was going to cope with this. The Area Manager – Protection and Prevention – replied that engagement was being undertaken by Assistant Chief Fire Officer Nicky Bottomley to look at new developments and where they were located so opportunities were not missed for new fire stations and associated funding where needed. The Committee welcomed feedback to constituent authorities from the Service on the planning process in place. The Area Manager – Protection and Prevention – responded that local engagement was found to be of assistance in many cases.

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CSC/23/4

Partnerships

The Committee received for information a report of the Assistant Chief Fire Officer - Service Delivery (CSC/23/10) setting out how the Service's Protection and Prevention teams worked with partner agencies to target individuals in high risk groups with fire safety checks.

It was noted that the groups at highest risk of having a fire included households with factors such as age, limited mobility, living alone, disability, now working smoke alarm and alcohol/drugs (amongst others).

The Committee sought clarification on how the Service was able to increase the number of referrals so that more basic fire safety checks could be undertaken. The Area Manager – Prevention and Protection - stated that the Service was not short of referrals from partners and had to prioritise the most vulnerable people for fire safety visits. Those classed as being of medium risk could undertake an online fire safety assessment. It was added that the Service also accessed those communities who may not necessarily engage with the Service such as those whose first language was not English.

The Committee sought an assurance that partners were assisting the Service as much as possible given the capacity issues identified. The Area Manager – Protection and Prevention – responded that the Service did as much as possible to educate and train other partners to assist in the fire safety process without a need for a referral to reduce the workload as much as possible.

In response to a question, it was noted that the Service undertook 18,000 home fire safety visits a year currently based on capacity to deliver. More work was required, however, to understand demand in areas such as an increasing, ageing population which may lead to an increase in the number of high risk individuals.

* **CSC/23/5** **His Majesty's Inspectorate of Constabulary & Fire & Rescue Services (HMICFRS) Areas for Improvement Action Plan Update**

The Committee received for information a report of the Chief Fire Officer (CSC/23/11) on progress against action plans to address Areas for Improvement within the remit of this Committee and stemming from His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) 2022 inspection report of the Devon & Somerset Fire & Rescue Service (the Service).

Action plans had been developed to address the following two Areas for Improvement which were specifically related to the remit of this Committee:

- HMI-1.2-202203 - The Service should evaluate its prevention activity so it understands what works; and
- HMI-1.2-202204 - Safeguarding training should be provided to all staff.

It was noted that the action under HMI-1.2-202203 - The Service should evaluate its prevention activity so it understands what works – was no longer required. This was due to the point that the Service should evaluate its prevention activity so that it understood what worked but there was no requirement to align to ISO accreditation.

The Committee enquired as to the position overall on the 14 areas for improvement. The Committee was advised that there was good progress being made. The next inspection was now scheduled for April 2024 with HMICFRS requesting documentation to support any evidence in March 2024.

***DENOTES DELEGATED MATTER WITH POWER TO ACT**

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REPORT REFERENCE NO.	CSC/23/12
MEETING	COMMUNITY SAFETY COMMITTEE
DATE OF MEETING	10 NOVEMBER 2023
SUBJECT OF REPORT	REVISED KEY PERFORMANCE INDICATORS
LEAD OFFICER	ASSISTANT CHIEF FIRE OFFICER – SERVICE DELIVERY
RECOMMENDATIONS	<i>That the report be noted.</i>
EXECUTIVE SUMMARY	<p>Periodically, our Key Performance Indicators (KPIs) need to be reviewed to ensure that they are providing the organisation with an appropriate level of oversight and that they continue to align with our Service Priorities and Objectives.</p> <p>During August 2023, following extensive review, the Executive Board agreed a revised suite of KPIs.</p> <p>This report provides an overview of the KPIs relevant to the Community Safety Committee. The intention is to enable the Committee to identify those metrics that will support them to appropriately scrutinise performance.</p> <p>The KPIs will support us to deliver against two of our four strategic priorities:</p> <p>Priority 1 – “Our targeted prevention and protection activities will reduce the risks in our communities, improving health, safety and wellbeing and supporting the local economy.”</p> <p>Priority 2 – “Our operational resources will provide an effective emergency response to meet the local and national risks identified in our Community Risk Management Plan.”</p>
RESOURCE IMPLICATIONS	As indicated in the paper.
EQUALITY RISKS AND BENEFITS ANALYSIS	An initial assessment has not identified any equality issues emanating from this report.
APPENDICES	A. Community Safety Committee: Key Performance Indicator Review
BACKGROUND PAPERS	None.

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DEVON &
SOMERSET
FIRE & RESCUE SERVICE

Community Safety Committee

Key Performance Indicator Review

During August 2023, following extensive review, the Executive Board agreed a revised suite of KPIs. This report provides an overview of the KPIs relevant to the Community Safety Committee. The intention is to enable the Committee to identify those metrics that will support them to appropriately scrutinise whether the Service is meeting objectives pertinent to community safety and operational response.

Alice Murray, Strategic Analyst

Devon & Somerset
Fire & Rescue Service

Contents

Introduction	4
Proposed KPIs	5
Priority one: our targeted prevention and protection activities reduce the risks in our communities, improving health, safety and wellbeing, and supporting the local economy..	5
Objective one: we will work proactively to prevent emergencies, protect people and premises from fire, and find and support vulnerable people and at-risk places.....	5
Objective 2. We will communicate and engage with the public and will value feedback from those who have used our services.	9
Priority two: Our operational resources provide an effective emergency response, to meet the local and national risks identified in our Community Risk Management Plan.	9
Objective three: We will respond effectively to emergencies, and efficiently manage the demands upon our services.	9
Appendix A: Data Tables	11
Appendix B: Glossary.....	14

Introduction

To make sure that we are delivering the best possible service to the communities of Devon and Somerset and its visitors, we need to regularly monitor our performance.

Periodically, our key performance indicators (KPIs) need to be reviewed to ensure that they are providing the organisation with an appropriate level of oversight and that they continue to align with our Service Priorities and Objectives.

During August, following extensive review, the Executive Board agreed a revised suite of KPIs.

This report provides an overview of the KPIs relevant to the Community Safety Committee. The intention is to enable the Committee to identify those metrics that will support them to appropriately scrutinise performance.

The KPIs will support us to deliver against two of our four strategic priorities:

Priority 1 – “Our targeted prevention and protection activities will reduce the risks in our communities, improving health, safety and wellbeing and supporting the local economy.”

Priority 2 – “Our operational resources will provide an effective emergency response to meet the local and national risks identified in our Community Risk Management Plan.”

Proposed KPIs

This section provides a breakdown of the Executive Board KPIs by priority and objective. A description of the KPIs implementation status is also provided:

- 1) Continuation = KPI is carried forward and reported consistently with previous years
- 2) Amendment = KPI has been revised, e.g., changed from a rate to a number or using a different data source
- 3) New = KPI is a new introduction to strategic reporting
- 4) Removed = KPI is no longer deemed appropriate for strategic reporting or is no longer valid

Priority one: our targeted prevention and protection activities reduce the risks in our communities, improving health, safety and wellbeing, and supporting the local economy.

Objective one: we will work proactively to prevent emergencies, protect people and premises from fire, and find and support vulnerable people and at-risk places.

KPI no.	KPI name	KPI status
1.1.01.	Number of fire related deaths in dwellings	Continuation.
1.1.02.	Number of dwelling fire injuries requiring hospital treatment	Amendment: <ul style="list-style-type: none"> • Change from rate to number. Rate may still be utilised for benchmarking. • Include all injuries, whether reported as fire-related or not, to align with national reporting. • Assessment: rolling 12-month vs five-year average.
1.1.03.	Number of primary dwelling fires attended	Amendment: <ul style="list-style-type: none"> • Change from rate to number. Rate may still be utilised for benchmarking. • Assessment: rolling 12-month vs five-year average.
1.1.04.	Number of home fire safety visits completed	Continuation.

KPI no.	KPI name	KPI status
1.1.05.	Proportion of targeted home fire safety visits to high-risk households	Continuation.
1.1.06.	Proportion of dwelling fires resulting in hot strike activity	New: <ul style="list-style-type: none"> • Issue raised through HMICFRS inspection. • Monitor for one year and then reassess inclusion. • Assessment: proportion (%) in period vs set target.
1.1.07.	Number of fire-related deaths in non-domestic premises	Continuation.
1.1.08.	Number of non-domestic fire injuries requiring hospital treatment	Amendment: <ul style="list-style-type: none"> • Change from rate to number. Rate may still be utilised for benchmarking. • Include all injuries, whether reported as fire-related or not, to align with national reporting. • Assessment: rolling 12-month vs five-year average.
1.1.09.	Number of primary non-domestic fires attended	Amendment: <ul style="list-style-type: none"> • Change from rate to number. Rate may still be utilised for benchmarking. • Assessment: rolling 12-month vs five-year average with monthly monitoring using statistical process control.
1.1.10.	Number of fire safety checks completed	Continuation
1.1.11.	Number of fire safety audits completed	Continuation

KPI no.	KPI name	KPI status
1.1.12.	Proportion of building regulation and licencing jobs completed in target time	Continuation
1.1.13.	Number of fire-related deaths in vehicles and outdoor locations	Continuation
1.1.14.	Number of vehicle and outdoor fire injuries requiring hospital treatment	Amendment: <ul style="list-style-type: none"> • Change from rate to number. Rate may still be utilised for benchmarking. • Include all injuries, whether reported as fire-related or not, to align with national reporting. • Assessment: rolling 12-month vs five-year average.
1.1.15.	Number of primary fires in vehicles and outdoor locations	Amendment: <ul style="list-style-type: none"> • Change from rate to number. Rate may still be utilised for benchmarking. • Assessment: rolling 12-month vs five-year average with monthly monitoring using statistical process control.
1.1.16	Number of secondary fires	Amendment: <ul style="list-style-type: none"> • Change from rate to number. Rate may still be utilised for benchmarking. • Assessment: rolling 12-month vs five-year average with monthly monitoring using statistical process control.
1.1.17	Number of deliberate fires	Amendment: <ul style="list-style-type: none"> • Change from rate to number. Rate may still be utilised for benchmarking. • Assessment: rolling 12-month vs five-year average with monthly monitoring using statistical process control.

KPI no.	KPI name	KPI status
1.1.18.	Number of RTCs attended by the fire service	Amendment: <ul style="list-style-type: none"> • Change from rate to number. Rate may still be utilised for benchmarking. • Assessment: rolling 12-month vs five-year average with monthly monitoring using statistical process control.
1.1.19.	Number of persons killed or seriously injured in RTCs attended by the fire service	Amendment: <ul style="list-style-type: none"> • Change from rate to number. Rate may still be utilised for benchmarking. • Assessment: rolling 12-month vs five-year average with monthly monitoring using statistical process control.
1.1.20.	Number of false alarms due to apparatus in dwellings	Amendment: <ul style="list-style-type: none"> • Change from rate to number. Rate may still be utilised for benchmarking. • Assessment: rolling 12-month vs five-year average with monthly monitoring using statistical process control.
1.1.21.	Number of false alarms due to apparatus in non-domestic premises	Amendment: <ul style="list-style-type: none"> • Change from rate to number. Rate may still be utilised for benchmarking. • Assessment: rolling 12-month vs five-year average with monthly monitoring using statistical process control.
1.1.22.	Proportion of level three risk information in date for revalidation	Continuation.
1.1.23.	Proportion of level four risk information in date for revalidation	Continuation.

Objective 2. We will communicate and engage with the public and will value feedback from those who have used our services.

KPI no.	KPI name	KPI status
1.2.01.	Public survey: proportion of respondents that have trust in the fire service	New: Monitor annually.
1.2.02.	Public survey: proportion of respondents that feel the fire service provides value for money	New: Monitor annually.

Priority two: Our operational resources provide an effective emergency response, to meet the local and national risks identified in our Community Risk Management Plan.

Objective three: We will respond effectively to emergencies, and efficiently manage the demands upon our services.

KPI no.	KPI name	KPI status
2.3.01 .	Fire engine availability: priority appliances	Amendment: <ul style="list-style-type: none"> Change data source from Gartan to Vision. This will align with HMICFRS reporting.
2.3.02 .	Fire engine availability: standard appliances	Amendment: <ul style="list-style-type: none"> Change data source from Gartan to Vision. This will align with HMICFRS reporting. Change to exclude risk dependant appliances which will be reported in a separate KPI.
2.3.03	Fire engine availability: risk dependant appliances	New: <ul style="list-style-type: none"> Previously included within standard appliances due to having same target availability.

KPI no.	KPI name	KPI status
2.3.04	Proportion of dwelling fires attended within 10 minutes of emergency call answer	Continuation.
2.3.05	Proportion of Road Traffic Collisions attended within 15 minutes of emergency call answer	Continuation.
2.3.06	Proportion of calls handled within target time	Continuation.
NA	Average (median) turnout time for wholetime duty system crews	Removed: deemed to be a tactical indicator that should be monitored at local level.
NA	Average (median) turnout time for on-call duty system crews	Removed: deemed to be a tactical indicator that should be monitored at local level.
NA	Availability of national resilience assets	Removed: this is monitored nationally.
NA	Proportion of national resilience personnel in date with competency.	Removed: this is monitored nationally.
NA	Number of local exercises completed	Removed: deemed to be a tactical indicator that should be monitored at local level.
NA	Number of cross-border exercises completed	Removed: deemed to be a tactical indicator that should be monitored at local level.

Appendix A: Data Tables

KPI number and name	Data	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
1.1.01. Number of fire-related deaths in dwellings	12-month actual	4	8	10	6	6	4
	5-year avg.	6	6	7	7	7	6
1.1.02. Number of dwelling fire injuries requiring hospital treatment	12-month actual	88	87	71	76	84	73
	5-year avg.	75	80	78	80	81	79
1.1.03. Number of primary dwelling fires attended	12-month actual	926	933	866	865	879	869
	5-year avg.	988	979	958	930	894	888
1.1.04. Number of home fire safety visits completed	Financial year		16,696	8,525	14,781	20,139	10,498
	Target		19,000	19,000	18,000	18,000	9,000
1.1.05. Proportion of targeted home fire safety visits to high risk households	Financial year		47.1%	47.9%	54.4%	57.7%	62.1%
	Target		60.0%	60.0%	60.0%	60.0%	60.0%
1.1.06. Proportion dwelling fires resulting in hotstrike activity	Financial year	Unavailable					
	Target						
1.1.07. Number of fire-related deaths in non-domestic premises	12-month actual	3	0	1	0	0	1
	5-year avg.	1	1	1	1	1	1
1.1.08. Number of non-domestic fire injuries requiring hospital treatment	12-month actual	8	6	8	4	12	14
	5-year avg.	14	12	10	9	8	7
1.1.09. Number of primary non-domestic fires attended	12-month actual	473	489	385	459	438	422
	5-year avg.	493	482	461	452	449	445
1.1.10. Number of fire safety checks completed	Financial year		4,338	1,449	3,287	3,647	1,196
	Target		3,700	3,700	2,000	3,000	1,500

KPI number and name	Data	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
1.1.11. Number of fire safety audits completed	Financial year		902	318	549	824	416
	Target				600	720	240
1.1.12. Proportion of building regulation and licencing jobs completed in target time	Financial year	94.1%	97.5%	99.5%	99.1%	98.2%	98.7%
	Target	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
1.1.13. Number of fire-related deaths in vehicles and outdoor locations	12-month actual	4	0	1	2	0	1
	5-year avg.	2	2	2	2	1	1
1.1.14. Number of vehicle and outdoor fire injuries requiring hospital treatment	12-month actual	27	15	14	15	12	16
	5-year avg.	19	18	17	18	17	17
1.1.15. Number of primary fires in vehicles and outdoor locations	12-month actual	902	827	691	694	775	707
	5-year avg.	822	822	805	778	778	756
1.1.16. Number of secondary fires attended	12-month actual	2,349	1,933	1,834	1,707	2,219	1,623
	5-year avg.	1,958	1,961	1,974	1,934	2,008	1,920
1.1.17. Number of deliberate fires attended	12-month actual	1,634	1,434	1,221	1,228	1,424	1,147
	5-year avg.	1,431	1,447	1,443	1,391	1,388	1,336
1.1.18. Number of RTCs attended by the fire service	12-month actual	888	928	618	797	826	833
	5-year avg.	1,248	1,148	943	871	811	799
1.1.19. Number of persons killed or seriously injured in RTCs attended by the fire service	12-month actual	454	501	298	494	530	571
	5-year avg.	593	569	491	477	455	462
1.1.20. Number of false alarms due to apparatus in dwellings	12-month actual	2,167	2,292	2,184	2,393	2,815	2,986
	5-year avg.	2,016	2,135	2,200	2,265	2,370	2,452
1.1.21. Number of false alarms due to apparatus in non-domestic premises	12-month actual	1,808	1,981	1,899	2,207	2,139	2,332
	5-year avg.	1,744	1,803	1,865	1,948	2,007	2,077

KPI number and name	Data	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
1.1.22. Proportion of level three risk information in date for revalidation	Financial year	94.2%	95.1%	90.4%	96.7%	86.5%	90.8%
	Target	94.0%	94.0%	94.0%	94.0%	94.0%	94.0%
1.1.23. Proportion of level four risk information in date for revalidation	Financial year		100.0%	100.0%	100.0%	63.0%	97.1%
	Target		98.0%	98.0%	98.0%	98.0%	98.0%
1.2.01. Public survey: proportion of respondents that have trust in the fire service	Financial year	Unavailable					
	Target						
1.2.02. Public survey: proportion of respondents that feel the fire service provides value for money	Financial year	Unavailable					
	Target						
2.1.01. Fire engine availability: priority appliances	Financial year	97.2%	96.8%	98.2%	94.9%	93.0%	97.4%
	Target	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%
2.1.02. Fire engine availability: standard appliances	Financial year	71.9%	76.7%	84.8%	79.9%	79.9%	79.4%
	Target	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%
2.1.03. Fire engine availability: risk dependant appliances	Financial year			60.9%	55.2%	60.9%	61.2%
	Target			85.0%	85.0%	85.0%	85.0%
2.1.04. Proportion of dwelling fires attended within 10 minutes of emergency call answer	Financial year	72.6%	71.2%	71.3%	71.4%	69.0%	69.3%
	Target	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%
2.1.05. Proportion of Road Traffic Collisions attended within 15 minutes of emergency call answer	Financial year	76.1%	76.6%	75.6%	76.3%	72.1%	73.7%
	Target	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%
2.1.06 Proportion of calls handled within target time	Financial year	76.1%	76.6%	75.6%	76.3%	72.1%	73.7%
	Target	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%

1

¹ Availability data currently from Gartan, this will change to Vision once data is available.

Appendix B: Glossary

Most terms and definitions can be found within the Home Office Fire Statistics Definitions document: <https://www.gov.uk/government/publications/fire-statistics-guidance/fire-statistics-definitions>

Some other terms are listed below:

Operational risk information: this information is focused on location specific risks posed to firefighters.

Site specific risk information (SSRI): this information is captured for locations that are particularly complex and pose greater levels of risk to our fire-fighters. Visits are made to these locations, hazards identified and plans made on how to respond if an incident occurs.

Risk prioritised pump: these are fire engines in areas that present higher levels risk or demand which are essential to enabling us to effectively manage risk levels. There is an expectation that each of these appliances will be available to respond a minimum of 98% of the time.

Standard pump: these fire engines that aim to be available 24-hours a day, located in areas of lower risk or lesser demand. They are key to ensuring that we are keeping our communities safe. These are all crewed by on-call or volunteer firefighters and there is an expectation that each fire engine will be available at least 85% of the time.

Risk dependent pump: these fire engines that are required to be available during set periods of the day when risk or demand is deemed greatest, generally during nighttime hours. These are all crewed by on-call firefighters and there is an expectation that each fire engine will be available at least 85% of the required time. The appliances may also be crewed on a voluntary bases during other periods, but these are not included in availability statistics.

Home fire safety visits: these are visits that are carried out at people's homes by our home safety technicians and wholetime firefighters.

Fire safety checks: FSCs are delivered by our operational crews and provide a basic assessment of fire safety standards within businesses. Where potential issues are identified premises will be referred for a fire safety audit that is conducted by one of our professional fire safety officers.

REPORT REFERENCE NO.	CSC/23/13												
MEETING	COMMUNITY SAFETY COMMITTEE												
DATE OF MEETING	10 NOVEMBER 2023												
SUBJECT OF REPORT	STRATEGIC PRIORITY 1 AND 2 PERFORMANCE MEASURES: QUARTER 2 – 2023-24												
LEAD OFFICER	ACFO GERALD TAYLOR, DIRECTOR OF SERVICE DELIVERY												
RECOMMENDATIONS	<p>(a). <i>That the Committee requests reports on areas of performance in relation to agreed strategic objectives; and</i></p> <p>(b). <i>That, subject to (a) above, the report be noted and</i></p>												
EXECUTIVE SUMMARY	<p>Appendix 1 of this report presents the Quarter 2 of 2023-24 Key Performance Indicator (KPI) report for Strategic Priorities 1 and 2.</p> <p>Unless otherwise stated, the performance status of our KPIs is based on the following criteria:</p> <p><u>Succeeding</u>: the KPI is achieving its target.</p> <p><u>Near target</u>: the KPI is less than 10% away from achieving its target.</p> <p><u>Needs improvement</u>: the KPI is at least 10% away from achieving its target.</p> <p>Performance overview: top level</p> <p>Table 1: performance status overview 2023/24 - Quarter 2</p> <table><tr><td></td><td>Succeeding</td><td>Near target</td><td>Needs improvement</td></tr><tr><td>Priority 1</td><td>11</td><td>5</td><td>3</td></tr><tr><td>Priority 2</td><td>6</td><td>8</td><td>0</td></tr></table> <p>The KPIs with a status of “needs improvement” are:</p> <ul style="list-style-type: none">• KPI 1.1.2.2 – Number of dwelling fire fatalities (exception report, page 7)• KPI 1.2.4.1 – Number of fire safety checks completed (exception report, page 9)• KPI 1.2.4.1 – Number of non-domestic false alarms due to apparatus per 10,000 rateable premises (exception report, page 11)		Succeeding	Near target	Needs improvement	Priority 1	11	5	3	Priority 2	6	8	0
	Succeeding	Near target	Needs improvement										
Priority 1	11	5	3										
Priority 2	6	8	0										

	All have been subject to review, with exception reports included as appropriate. Where required, action plans have been developed to bring performance back on track.
RESOURCE IMPLICATIONS	Existing budget and staffing is sufficient to deliver the required improvements
EQUALITY RISKS AND BENEFITS ANALYSIS	N/A
APPENDICES	A. Community Safety Committee 2023-24 quarter two performance report
BACKGROUND PAPERS	DSFRA/21/9 Strategic Policy Objectives 2021-22



Community Safety Committee

2023/24 quarter two performance report

This report provides an overview of performance against the priorities and objectives that fall within the remit of the Community Safety Committee.

Alice Murray, Strategic Analyst

Devon & Somerset
Fire & Rescue Service

Contents

Introduction	4
Performance overview: top level	4
Performance overview: priority one	5
Objective 1.1: we will work with partners to target our prevention activities where they have the greatest impact on the safety and wellbeing of our communities.	5
Objective 1.2: we will protect people in the built environment through a proportionate, risk-based approach to the regulation of fire safety legislation.	6
Exception report: number of dwelling fire fatalities	7
Exception report: number of fire safety checks (FSCs) completed.....	9
Exception report: number of non-domestic false alarms due to apparatus per 10,000 rateable premises.....	11
Objective 2.1: we will maintain accurate, timely and relevant risk information, enabling our operational crews to understand and be prepared to respond to the demand and risks present in their local communities.	13
Objective 2.2: We will monitor changes in risk to ensure that our resources are most available in the locations necessary to mitigate them.....	13
Objective 2.4: we will support the effective delivery of our frontline services by seeking improvements to our operational resourcing, mobilising and communications functions.	14
Objective 2.8: we will be prepared to respond to major incidents and support partner agencies.	14
Glossary.....	16

Introduction

To make sure that we are delivering the best possible service to the communities of Devon and Somerset and its visitors, we need to regularly monitor our performance. This report looks at Key Performance Indicators (KPIs) from the Services' Performance Management Framework that require the scrutiny of the Community Safety Committee.

The KPIs will support us to deliver against two of our four strategic priorities:

Priority 1 – “Our targeted prevention and protection activities will reduce the risks in our communities, improving health, safety and wellbeing and supporting the local economy.”

Priority 2 – “Our operational resources will provide an effective emergency response to meet the local and national risks identified in our Community Risk Management Plan.”

The performance status of our KPIs is based on the following criteria:

Succeeding	The KPI (key performance indicator) is achieving its target.
Near target	The KPI is less than 10% away from achieving its target.
Needs improvement	The KPI is at least 10% away from achieving its target.

When a KPI has a status of “needs improvement”, an exception report will be provided which will contain further analysis and identify whether an additional action needs to be taken to drive improvement. Updates on progress against actions will be provided in future reports until they are closed.

KPIs that are “near target” will be monitored by the lead manager to assess whether performance is likely to improve where appropriate implement tactical changes to influence the direction of travel. No further information will be provided within this report.

Performance overview: top level

Table 1: performance status overview 2023/24 Q2

	Succeeding	Near target	Needs improvement
Priority 1	11	5	3
Priority 2	6	8	0

The three KPIs with a status of “needs improvement” are:

- KPI 1.1.2.2 – Number of dwelling fire fatalities (exception report, page 7)
- KPI 1.2.4.1 – Number of fire safety checks completed (exception report, page 9)
- KPI 1.2.4.1 – Number of non-domestic false alarms due to apparatus per 10,000 rateable premises (exception report, page 11)

Performance overview: priority one

Objective 1.1: we will work with partners to target our prevention activities where they have the greatest impact on the safety and wellbeing of our communities.

Table 2: KPIs that require improvement.

KPI Ref	Description	Current	Target	% Diff.	Aim
1.1.2.2	Number of dwelling fire fatalities in reporting quarter	1	0	NA	Lower is better
	Number of dwelling fire fatalities in last 12 months vs five-year average	4	6	-33.3%	Lower is better
	Dwelling fires fatality performance status	Requires improvement: in exception due to fire-related death in reporting quarter			

Table 3: KPIs that are near to achieving target¹

KPI Ref	Description	Current	Target	% Diff.	Aim
1.1.3.2	Rate of dwelling fire hospitalisations per 100,000 population	4.32	4.21	2.7%	Lower is better
1.1.11.2	Rate of secondary fires per 100,000 population	91.77	90.81	1.1%	Lower is better
1.1.14.2	Rate of people killed or seriously injured in road traffic collisions per 100,000 population	25.73	25.66	0.3%	Lower is better

Table 4: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
1.1.1.2	Rate of dwelling fires attended per 100,000 population	49.93	52.02	-4.0%	Lower is better
1.1.4.1	Number of home fire safety visits completed	10,498	9,000	16.6%	Higher is better
1.1.6.1	Percentage of targeted home safety visits meeting two or more risk criteria	62.1%	60.0%	2.1%	Higher is better
1.1.8.2	Rate of other primary fires per 100,000 population (excludes dwellings and non-domestic premises)	43.83	46.23	-5.2%	Lower is better
1.1.10.2	Rate of other primary fire hospitalisations per 100,000 population (excludes dwellings and non-domestic premises)	0.52	0.53	-3.0%	Lower is better
1.1.12.2	Rate of deliberate fires per 100,000 population	74.65	80.50	-7.3%	Lower is better

¹ The actual and target figures within this document are rounded to two decimal places for KPIs that are calculated as a rate. The percentage change is calculated using a higher degree of accuracy, this means that for smaller figures the percentage change may not be derived from the rounded figures presented in this report.

KPI Ref	Description	Current	Target	% Diff.	Aim
1.1.13.2	Rate of road traffic collisions per 100,000 population	44.40	46.66	-4.8%	Lower is better
1.1.9.2	Number of other fire fatalities in reporting quarter	0	0	NA	Lower is better
	Number of other fire fatalities in last 12 months vs five-year average	1	1	NA	Lower is better
	Other fires fatality performance status	Succeeding: both reporting quarter and 12-month performance on target			

Objective 1.2: we will protect people in the built environment through a proportionate, risk-based approach to the regulation of fire safety legislation.

Table 5: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.	Aim
1.2.4.1	Number of fire safety checks completed	1,196	1,500	-20.3%	Higher is better
1.2.5.4	Rate of non-domestic false alarms per 10,000 rateable premises (hereditaments)	276.89	248.27	11.5%	Lower is better

Table 6: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
1.2.1.2	Rate of non-domestic premises fires per 10,000 rateable premises (hereditaments)	58.61	57.54	1.8%	Lower is better
1.2.6.1	Percentage of statutory consultations completed to required timescales	98.7%	100.0%	-1.3%	Higher is better

Table 7: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
1.2.2.2	Number of non-domestic fire fatalities in reporting quarter	0	0	NA	Lower is better
	Number of non-domestic fire fatalities in last 12 months vs five-year average	1	1	0.0%	Lower is better
	Non-domestic fires fatality performance status	Succeeding: both reporting quarter and rolling 12-month figures are within target			
1.2.3.2	Rate of non-domestic premises fire hospitalisations per 10,000 rateable premises (hereditaments)	0.94	1.14	-18.1%	Lower is better
1.2.4.2	Number of fire safety audits completed (short and full)	416	240	73.3%	Higher is better

Exception report: number of dwelling fire fatalities

This KPI reports on the number of fire-related fatalities in dwellings located within the Devon and Somerset Fire and Rescue Service area.

Analysis

The KPI is in exception due to a fire-fatality being recorded within the reporting quarter. Performance for the 12-month period remains below the five-year average.

Table 8: performance status – number of dwelling fire fatalities

KPI Ref	Description	Current	Target	% Diff.	Aim
1.1.2.2	Number of dwelling fire fatalities in reporting quarter	1	0	NA	Lower is better
	Number of dwelling fire fatalities in last 12 months vs five-year average	4	6	-33.3%	Lower is better
	Dwelling fires fatality performance status	Requires improvement: in exception due to fire-related death in reporting quarter			

Details of the incident are outlined below.

Incident date and time: 18/09/2023 02:37

Location: Plymouth, Devon

Property type: Purpose built flat in high-rise premises

Victim age and sex: 73 years, female

First response time: 9 mins 20 secs (time of emergency call to time of arrival on scene)

Details:

Fire control received a call from an alarm monitoring company to a fire alarm sounding at the property. Two fire engines from Greenbank and an aerial ladder platform from Crownhill were mobilised to the incident as the initial response. On arrival, the Incident Commander confirmed a fire within flat on the ninth floor and requested the full pre-determined attendance for a high-rise fire at the address.

Two breathing apparatus wearers were committed to the flat where they located a female occupant in the bedroom. They rescued the female to the lobby area and carried out first aid until the arrival of the ambulance service.

The fire had been extinguished by the sprinkler system that was present in the property. This had operated as intended and had prevented further escalation of the fire, restricting it to the room of origin. Had the sprinkler system not been in place and functional, there is potential that the fire may have developed further, potentially putting more people at risk.

It is believed that the fire began when smoking materials came into contact with clothing and/or bedding. The victim had mobility issues and would have been unable to escape from the fire.

The victim had received a home fire safety visit in June 2017 during which advice was provided and a hard of hearing alarm, fire-retardant bedding and extension leads were offered but declined. At a subsequent visit during August 2018, the victim accepted fire-retardant bedding. During November 2022, another referral was received, initial contact to arrange a home fire safety visit was attempted however this was not successful and a visit was not booked.

Actions

A fatal fire review has been conducted. This involved looking into all aspect of the incident and our interaction with the victim. As a result, learnings have been taken away and monthly Quality Assurance continue to take place within the Home Safety Team to ensure the correct action has been taken on cases, alongside refresher training. In addition, procurement is ongoing for a new IT system which will help to better prioritise cases, and additional resource is being considered within the Home Safety area.

Exception report: number of fire safety checks (FSCs) completed

This KPI reports on the number of FSCs completed. FSCs provide a basic assessment of compliance with fire safety regulations in business premises and are primarily delivered by wholetime crews. If significant issues are identified, an FSC may be escalated to a full fire safety audit (FSA) which is delivered by specialist Fire Safety Officers.

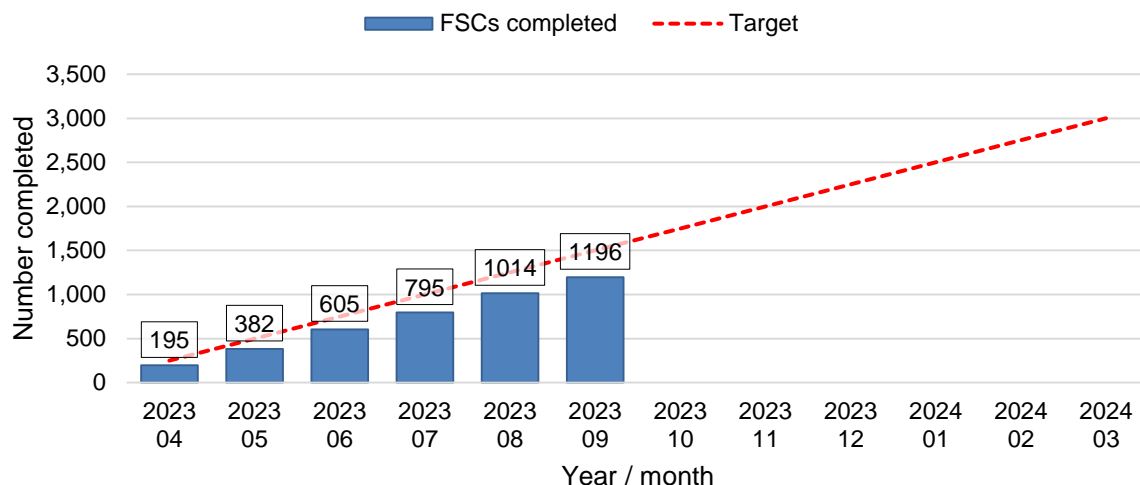
Analysis

The KPI is in exception due to the number of FSCs completed being more than 10% below target.

Table 9: performance status – number of fire safety checks completed against target

KPI Ref	Description	Current	Target	% Diff.	Aim
1.2.4.1	Number of fire safety checks completed	1,196	1,500	-20.3%	Higher is better

Table 10: performance status – cumulative count of fire safety checks completed against target by month



Following investigation (based on April to August performance), it has been identified that the deficit is due to two main factors:

- During the 2022/23 financial year, delivery of fire safety checks was supplemented by non-station-based personnel (trainee Fire Safety Inspection Officers). As these personnel have become competent to deliver more complex activity, their time has been utilised to deliver FSAs rather than FSCs.

April to August 2022/23 634 jobs, 1658 hours

April to August 2023/24 143 jobs (-491 jobs), 381 hours (-1277 hours)

- Stations have also completed fewer FSCs compared to the same period last year.

April to August 2022/23 982 jobs, 995 hours

April to August 2023/24 864 jobs (-118 jobs), 856 hours (-139 hours)

Actions

The reason for the drop in delivery of fire safety checks by operational personnel is being explored to identify where improvements may be made.

Previously, Fire Risk Event Data was used to identify premises that required an FSC. As the premises within the FRED data was exhausted, a process of self-referral was introduced. This methodology is being reviewed and may be amended if it is found that it is not effective.

Exception report: number of non-domestic false alarms due to apparatus per 10,000 rateable premises

This KPI reports on the number of false alarms due to fire or smoke detections apparatus in non-domestic premises located within the Devon and Somerset Fire and Rescue Service area. False alarms can occur for a number of reasons but are most commonly related to system faults, dust or insects entering the equipment or human error.

Analysis

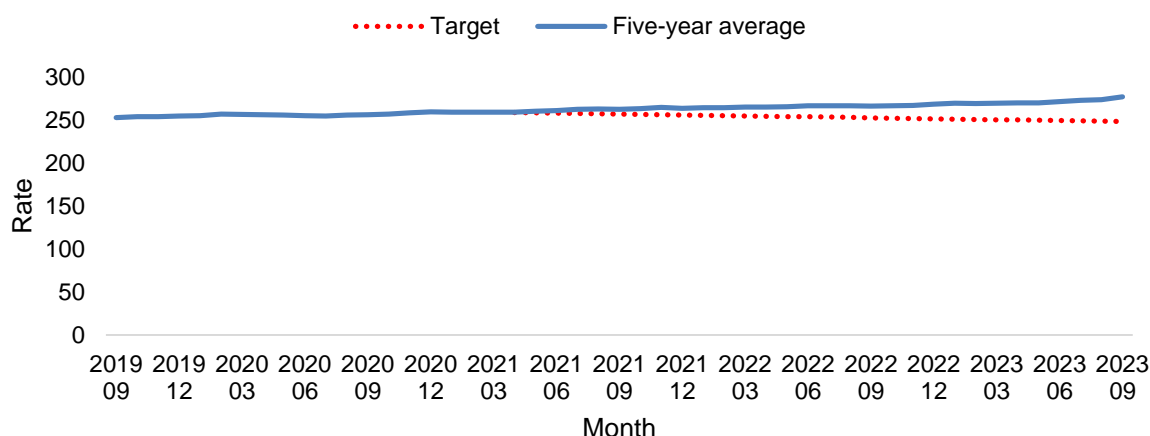
The KPI is in exception due to the rate of incidents being more than 10% above target.

Table 11: Performance status – rate of non-domestic false alarms due to apparatus per 10,000 rateable premises

KPI Ref	Description	Current	Target	% Diff.	Aim
1.2.5.4	Rate of non-domestic false alarms per 10,000 rateable premises (hereditaments)	276.89	248.27	11.5%	Lower is better

There has been an upward trend in number of false alarms in non-domestic premises over the past five-years. While the duration of these incidents is generally short, there is still a cost implication to the service, particularly where on-call resources are utilised. Additionally, wholtime crews can be drawn away from delivery of essential community safety activities and attendance at genuine emergencies.

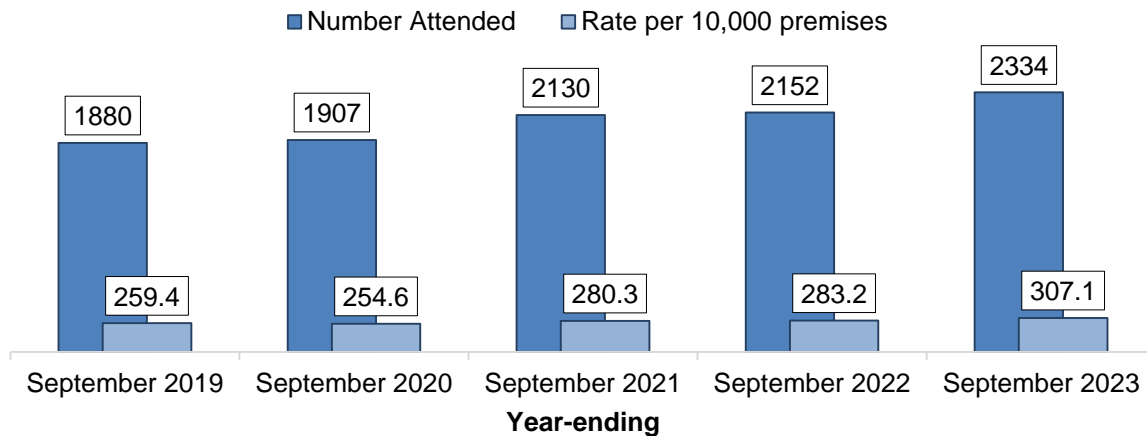
Table 12: performance status – number of false alarms due to apparatus in non-domestic premises per 10,000 rateable premises, 12-month average of rolling five-year period.



The increase is most evident during the past three years; however, it is likely that the COVID-19 pandemic influenced a decrease in the number of incidents during the first lockdown (26th March 2020 to 15th June 2020 - the date at which non-essential shops were allowed to reopen).

Table 13 shows the annual number and rate of false alarm incidents that were attended for years ending September. There has been an 18% increase in incidents between September 2019 and September 2023.

Table 13: Number and rate of false alarms due to apparatus in non-domestic premises by year-ending September



The cause of the increase is being investigated however it has been identified that processes that were in place to engage with premises that had repeat false alarms had not been followed. This was partially due to a breakdown in the provision of data to support the identification of these premises.

While this may have had some impact, it is likely that there are other factors at play. Nationally, when considering all false alarms due to apparatus², the pattern³ in attendances at these incidents has been similar to that of DSFRS. This supports the notion that failure to follow policy is not the sole cause of the increase.

Actions

Work is being undertaken to review our approach to repeat actuations with a focus on educating responsible parties. There is also potential to charge for attendances at premises that have repeat false alarms. Data provision to support call reduction work has been improved which will support more effective engagement.

Additionally, work is ongoing to review our attendance policy with a view to extending the non-attendance periods at non-residential premises.

² Including those in both non-domestic and residential premises

³ Based on financial years 2018/19 to 2022/23.

Objective 2.1: we will maintain accurate, timely and relevant risk information, enabling our operational crews to understand and be prepared to respond to the demand and risks present in their local communities.

Table 14: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.	Aim
--	No KPIs are currently near to achieving target.	--	--	--	--

Table 15: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
M2.1.4.1	Percentage of operational risk information in date - level 3 SSRI	88.7%	94.0%	-5.3%	Higher is better
M2.1.4.2	Percentage of operational risk information in date - level 4 tactical plans	97.1%	98.0%	-0.9%	Higher is better

Table 16: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
M2.1.1.1	Number of local exercises completed	72	36	100.0%	Higher is better
M2.1.1.2	Number of crossborder exercises completed	16	12	33.3%	Higher is better
M2.1.1.3	Number of national exercises completed	15	1	1400.0%	Higher is better

Objective 2.2: We will monitor changes in risk to ensure that our resources are most available in the locations necessary to mitigate them

Table 17: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.	Aim
--	No KPIs are currently achieving target.	--	--	--	--

Table 15: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
M2.2.3.1	Percentage of dwelling fires attended within 10 minutes of call answer	69.3%	75.0%	-5.7%	Higher is better
M2.2.3.2	Percentage of road traffic collisions attended within 15 minutes of call answer	73.7%	75.0%	-1.3%	Higher is better

Table 18: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
--	No KPIs are currently achieving target.	--	--	--	--

Objective 2.4: we will support the effective delivery of our frontline services by seeking improvements to our operational resourcing, mobilising and communications functions.

Table 19: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.	Aim
--	No KPIs are currently requiring improvement.	--	--	--	--

Table 20: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
M2.4.1.1	Risk prioritised pump availability (percentage)	97.4%	98.0%	-0.6%	Higher is better
M2.4.1.2	Standard pump availability (percentage)	77.8%	85.0%	-7.2%	Higher is better
M2.4.3.1	Percentage of calls handled within target time (call answer to resource mobilisation)	87.4%	90.0%	-2.6%	Higher is better
M2.4.3.3	Average turnout time for emergency incidents - on-call duty system (median)	315	300	5.0%	Lower is better

Table 21: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
M2.4.3.2	Average turnout time for emergency incidents - wholetime duty system (median)	83	90	-7.8%	Lower is better

Objective 2.8: we will be prepared to respond to major incidents and support partner agencies.

Table 22: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.	Aim
--	No KPIs are currently requiring improvement.	--	--	--	--

Table 23: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
--	No KPIs are currently near to achieving target.	--	--	--	--

Table 24: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
2.8.1.1	Availability of national resilience assets (percentage)	100.0%	100.0%	0.0%	Higher is better
2.8.1.2	National resilience competencies in date	100.0%	100.0%	0.0%	Higher is better

Glossary

Most terms and definitions can be found within the Home Office Fire Statistics Definitions document: <https://www.gov.uk/government/publications/fire-statistics-guidance/fire-statistics-definitions>

Some other terms are listed below:

Operational risk information: this information is focused on location specific risks posed to firefighters.

Site specific risk information (SSRI): this information is captured for locations that are particularly complex and pose greater levels of risk to our fire-fighters. Visits are made to these locations, hazards identified and plans made on how to respond if an incident occurs.

Risk prioritised pump: there are 33 priority fire engines in areas that present higher levels risk or demand which are essential to enabling us to effectively manage risk levels. There is an expectation that each of these appliances will be available to respond a minimum of 98% of the time.

Standard pump: there are 89 fire engines located in areas of lower risk or lesser demand, but which are still key to ensuring that we are keeping our communities safe. These are all crewed by on-call or volunteer firefighters and there is an expectation that each fire engine will be available at least 85% of the time.

Home fire safety visits: these are visits that are carried out at people's homes by our home safety technicians and wholetime firefighters.

Fire safety checks: FSCs are delivered by our operational crews and provide a basic assessment of fire safety standards within businesses. Where potential issues are identified premises will be referred for a fire safety audit that is conducted by one of our professional fire safety officers.

REPORT REFERENCE NO.	CSC/23/14
MEETING	COMMUNITY SAFETY COMMITTEE
DATE OF MEETING	10 NOVEMBER 2023
SUBJECT OF REPORT	HIS MAJESTY'S INSPECTORATE OF CONSTABULARY & FIRE & RESCUE SERVICES (HMICFRS) AREAS FOR IMPROVEMENT ACTION PLAN UPDATE
LEAD OFFICER	Chief Fire Officer
RECOMMENDATIONS	<i>That the Committee reviews progress in delivery of the action plan.</i>
EXECUTIVE SUMMARY	<p>On Wednesday 27th July 2022 HMICFRS published the DSFRS 2022 inspection report. The inspection report identified one Cause of Concern and 14 Areas for Improvement (AFIs). Of these AFIs, two have been linked to the Community Safety Committee.</p> <p>The paper appended to this report outlines the progress that has been made against the HMICFRS Areas for Improvement action plan since the last update in September 2023. The key highlights are that:</p> <ul style="list-style-type: none"> • One area for improvement (HMI-1.2-202204 – Safeguarding Training) is currently marked as 'In Progress – Off Track'. This is due to the following factors: <ul style="list-style-type: none"> - The initial training and competency framework have been completed and are awaiting upload via the ICT team and the Academy.
RESOURCE IMPLICATIONS	Considered within the Action Plan where appropriate.
EQUALITY RISKS AND BENEFITS ANALYSIS	Considered within the Action Plan where appropriate.
APPENDICES	A. HMI Community Safety Committee Update
BACKGROUND PAPERS	None

HMICFRS ACTION PLAN – COMMUNITY SAFETY COMMITTEE UPDATE**1. INTRODUCTION**

- 1.1. On Wednesday 27th July 2022 HMICFRS published the DSFRS 2022 inspection report. The inspection report identified one Cause of Concern and 14 Areas for Improvement (AFIs).
- 1.2. This report provides an update on the Areas For Improvement action plan that has been produced following the inspection, which concluded in October 2021.

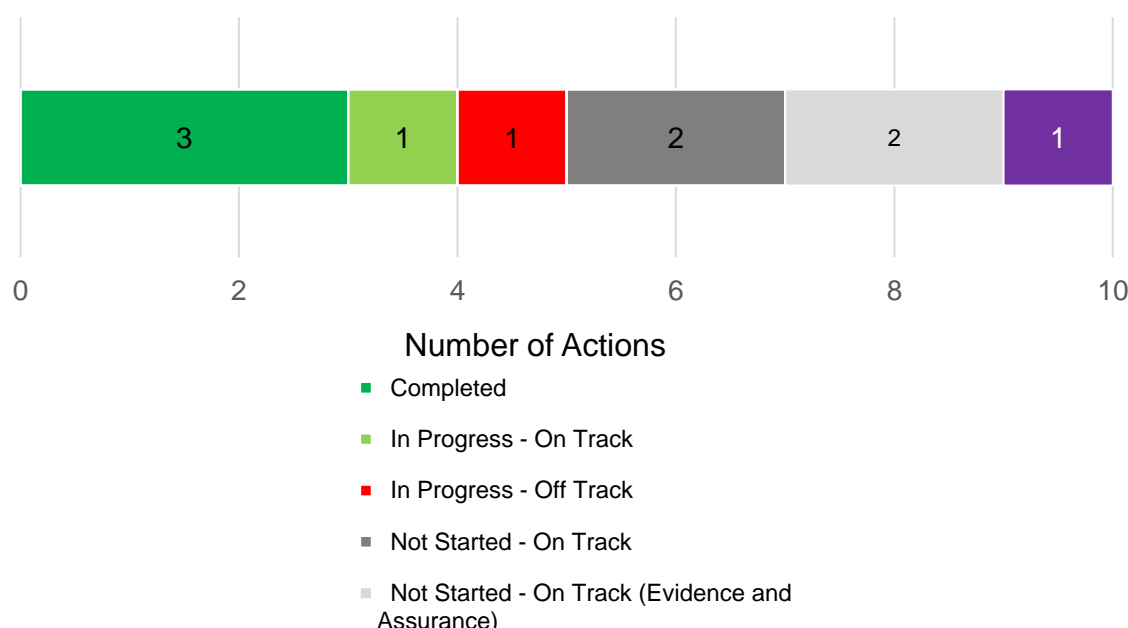
2. AREAS FOR IMPROVEMENT ACTION PLAN COMPLETION STATUS

- 2.1. Table 1 lists the Areas For Improvement linked to the Community Safety Committee and their individual implementation status.

Table 1:

Reference	Description	Target Completion	Status
HMI-1.2-202203	The service should evaluate its prevention activity so it understands what works.	29/02/2024	In Progress (On Track)
HMI-1.2-202204	Safeguarding training should be provided to all staff.	30/04/2024	In Progress (Off Track)

- 2.2. Figure 1 below outlines the completion status of all actions designed to address the Areas For Improvement linked to the Community Safety Committee, as outlined above.

Figure 1: Community Safety Committee Action Status - November 2023

2.3. Table 2 below outlines the completion status of these actions in table view.

Table 2: Summary of progress against the individual actions						
Areas For Improvement (Community Safety Committee)						
Not started (on track)	Not started (off track)	In progress (on track)	In progress (off track)	Completed	Closed	No Longer Required
4 (→ at 4)	0 (→ at 0)	1 (↓ from 3)	1 (↑ from 0)	3 (↑ from 2)	0 (→ at 0)	1 (→ at 1)

* Please note that 2 of the actions which have not yet started are the evidence and assurance required once all other actions have been completed.

3. **AREAS FOR IMPROVEMENT WHICH ARE 'OFF-TRACK'**

3.1. Table 3 below outlines the areas for improvement which are currently marked as 'In Progress – Off Track'.

Table 3:

Area for Improvement	Status
HMI-1.2-202204 – Safeguarding Training	In Progress – Off Track
Factors impacting delivery	
The initial training and competency framework have been completed and are awaiting upload via the ICT team and the Academy.	

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