



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, 31st January, 2025

A meeting of the Community Safety Committee will be held on the above date, **commencing at 2.00 pm in Committee Room B, Somerset House, Devon & Somerset Fire & Rescue Service Headquarters, Exeter** to consider the following matters.

S.J. Sharman
Clerk to the Authority

AGENDA

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

1 Apologies

2 Minutes (Pages 1 - 4)

of the previous meeting held on 13 December 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 His Majesty's Inspectorate of Constabulary & Fire & Rescue Services (HMICFRS) Areas for Improvement Action Plan Update (Pages 5 - 6)

Report of the Chief Fire Officer (CSC/25/1) attached.

5 Strategic Priority 1 and 2 Performance Measures (Pages 7 - 24)

Report of the Director of Service Delivery (CSC/25/2) attached.

6 Emergency Response Standards (Pages 25 - 36)

Report of the Director of Service Delivery (CSC/25/3) attached.

7 Home Fire Safety Visits Update (Pages 37 - 40)

Report of the Director of Service Delivery (CSC/25/4) attached.

MEMBERS ARE REQUESTED TO SIGN THE ATTENDANCE REGISTER

Membership:-

Councillors Hendy (Chair), Fellows, Best, Brazil, Chesterton, Kerley and Radford

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)

13 December 2024

Present:

Councillors Hendy (Chair), Brazil, Fellows, Chesterton, Kerley and Radford

Apologies:

Councillor Best

* **CSC/24/7** **Minutes**

RESOLVED that the Minutes of the meeting held on the 4 September 2024 be signed as a correct record.

* **CSC/24/8** **Strategic Priority 1 and 2 Performance Measures**

Prior to consideration of the performance report as below, the Director of Service Delivery advised the Committee of a recent fire death which had taken place on Friday 29th November 2024. Area Manager Mike Porter provided a succinct overview of the incident which had taken place, advising that this matter was subject to investigation and thus could not be reported upon in depth at this point. Further information would be provided to the Committee as part of the next performance report for quarter 3 of 2024-25.

The Committee considered a report of the Director of Service Delivery (CSC/24/15) to which was appended a performance monitoring report for the second quarter of the current (2024-25) financial year against those Key Performance Indicators (KPIs) falling within the remit of this Committee for scrutiny purposes and aligned to Authority-approved Strategic Priorities 1 and 2.

In summary, the report noted the KPI performance as:

	Succeeding (ü)	Near target (•)	Requires improvement (ü)
Priority 1	15 (+1)	4 (-)	1 (-1)
Priority 2	1 (-)	5 (-)	2 (-)

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

- KPI 1.8. Number of persons requiring hospital treatment due to a non-domestic premises fire;
- KPI 2.2. Percentage of level four operational risk sites in date for revalidation; and

- KPI 2.8. Percentage availability of risk dependant pumping appliances.

The report provided a detailed exception report for the three KPIs requiring improvement, explaining the reasons for the exceptions and measures to remediate the performance as follows:

- In terms of KPI 1.8, the number of persons requiring hospital treatment due to a non-domestic premises fire, against a target of 9, was 14. The report noted a 25% increase above the five-year average, however, with performance remained the same as the previous year and the monitoring of this measure would be continued.
- In terms of KPI 2.2, percentage of level four operational risk sites in date for revalidation, the Service had achieved a performance of 85.7% against the target of 96%. As considered at the previous Committee, the measure had been in exception due to all plans having been set with the same revalidation date. The Committee was advised that the reporting had subsequently been updated and as at the 31 October 2024, all level four risk sites were in date for revalidation.
- KPI 2.8, relating to percentage availability of risk dependant pumping appliances reported an actual of 56.8% against a target of 85%. The reported noted the measure had consistently been in exception. Further narrative was provided to the Committee within report CSC/24/26.

The Committee queried KPI 1.18, number of false alarms due to apparatus attended in dwellings. The Director of Service Delivery advised that some of the premises reported would be considered sheltered, self-contained accommodation and therefore, the Service would expect to see multiple alarms within these areas resulting in an increased figure. The Service would continue to take proactive action to review the measure.

In response to a question raised by the Clerk to the Authority in respect of future areas for scrutiny of performance, the Committee requested that a report detailing the position in respect of Emergency Response Standards be submitted to the next meeting.

RESOLVED

- (a). That a report on Emergency Response Standards be submitted to the next meeting; and
- (b). That, subject to (a) above, the report be noted.

* **CSC/24/9** **Risk Dependant Availability Performance and Impact Report**

The Committee received for information a report of the Director of Service Delivery (CSC/24/16) outlining the Service's performance on risk dependant availability from October 2023 to September 2024.

The Committee noted the eleven Risk Dependant Availability (RDA) appliances had been second pumps introduced between October 2020 and May 2022, they had been introduced and identified based on area risk, demand, and availability. The appliances were required to be available during night time hours whereby life-risk in dwelling fires is deemed to be greatest, the reporting therefore reflected these hours.

There was a variance of performance across the appliances with higher performance at Okehampton, Honiton and Tiverton, and lower performance at Ilfracombe, Williton and Dartmouth. Due to the assessed prevalent risks in the areas of the lower performing stations, these had not been considered areas of concerns.

The Service's future fire cover review would provide a holistic analysis of the provision of operational resources and would be used to determine future resourcing needs, noting of the 112 Service appliances 99 were on-call. The Committee noted the significant amount of work undertaken on the fire cover review, and that an update would be provided to the Fire & Rescue Authority informally at Members' Forum in January 2025.

The Committee had queried whether a correlation had been identified between operational use and availability. The Service was of the view that the on-call stations were reflective of the demographic of the communities they were located in and, that this could inhibit the ability to recruit as a result.

* **CSC/24/10** **Prevention Road Safety Activity**

The Committee received for information a report of the Director of Service Delivery (CSC/24/17) detailing the Service's Community Risk Road Safety Team activity both locally, regionally and nationally. The Service's Road Safety and Community Risk Manager presented the report to the Committee.

The Service recognised the changes in public behaviour, attitudes and vehicle technology which had impacted national response to Road Traffic Collisions (RTCs).

The Service attended in the region of 850 road traffic collisions (RTCs) per year, which represented only a small proportion of collisions which had taken place as a significant additional number of incidents did not require Service response. Of these attended incidents, the Service attended on average 50 fatalities a year, noting a higher proportion in Devon compared to Somerset. The Service had cited the higher number of rural roads had presented the higher risk. Attention was drawn to paragraph 2.5 of the report which highlighted the false assumption that many RTCs in the Service area were due to the influx of tourism, whereas data would suggest this was not the case.

The Committee made enquiries into the availability of national funding, having noted the funding received through the Vision Zero South West (VZSW) partnership of £150,000. The Service advised that nationally, though the drive to support had been present, monetary funding was not yet available, however, the Service was optimistic that the lobbying activity of VZSW at governmental level may spark change.

The Committee noted the impact of reduced budgets for highways within local government and the potential this could have on road safety. There was a need to focus on 'safe systems' which would require a more holistic overview of incidents with a view to including a review of the road networks, vehicle technology and human behaviour. This would allow the Service to better understand areas of correlation with incidents.

The Committee further noted concerns surrounding RTCs occurring as result of drivers under the influence of alcohol and drugs. Alcohol tended to be an issue with higher age groups whereas drugs was a matter generally relating to younger people and was an area which the Police were addressing. For the Service, alcohol, drugs, inappropriate speed and tiredness remained key areas of concern.

The Service invited the Committee to attend a scheduled Learn2Live event, recognising the profound impact the events had on attendees. The events took place in Devon and Somerset, the dates of which would be shared by the Clerk in due course.

The Committee acknowledged and congratulated the work of the team for their deserved success and recognition through national awards.

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

The meeting started at 10.00 am and finished at 10.59 am

Agenda Item 4

REPORT REFERENCE NO.	CSC/25/01
MEETING	COMMUNITY SAFETY COMMITTEE
DATE OF MEETING	31 JANUARY 2024
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 27 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, three 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 2024. The key highlights are that:</p> <ul style="list-style-type: none"> • HMI-1.2-202203 (Prevention Activity) has now been marked as completed (closure subject to review and approval by Professional Standards Board and the Executive Board in February 2025).
RESOURCE IMPLICATIONS	Considered within the Action Plan where appropriate.
EQUALITY RISKS AND BENEFITS ANALYSIS	Considered within the Action Plan where appropriate.
APPENDICES	None
BACKGROUND PAPERS	None

1. INTRODUCTION

- 1.1. On Wednesday 27 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 was 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 31/10/2024	Completed
HMI-1.2-202204	Safeguarding training should be provided to all staff.	30/04/2024 30/06/2024	Closed
HMI-1.3-202205	The service should make sure it has an effective quality assurance process, so staff carry out audits and fire safety checks to an appropriate standard.	30/09/2023 30/11/2023 31/08/2024	Closed

2.2 HMI-1.2-202203 (Prevention Activity) has now been marked as completed. The closure of this Area for Improvement is subject to review and approval by Professional Standards Board and the Executive Board in February 2025.

Agenda Item 5

REPORT REFERENCE NO.	CSC/25/2												
MEETING	COMMUNITY SAFETY COMMITTEE												
DATE OF MEETING	31 JANUARY 2025												
SUBJECT OF REPORT	COMMUNITY SAFETY COMMITTEE PERFORMANCE REPORT PRIORITY ONE AND TWO: 2024/25 QUARTER THREE												
LEAD OFFICER	Deputy Chief Fire Officer, Director of Service Delivery												
RECOMMENDATIONS	<p><i>(a). That the Committee requests reports on areas of performance in relation to agreed strategic objectives; and</i></p> <p><i>(b). That, subject to (a) above, the report be noted</i></p>												
EXECUTIVE SUMMARY	<p>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.</p> <p>This report covers the period up to the end of quarter three of the 2024/25 financial year and focuses on a selection of key performance indicators (KPIs), aligned to Service Priorities One and Two.</p> <p>Performance summary</p> <p>Table 1: KPI performance status overview 2024/25 Q2 with change from previous report:</p> <table border="1"> <thead> <tr> <th></th> <th>Succeeding (✓)</th> <th>Near target (•)</th> <th>Requires improvement (✗)</th> </tr> </thead> <tbody> <tr> <td>Priority 1</td> <td>15 (-)</td> <td>5 (-)</td> <td>1 (-)</td> </tr> <tr> <td>Priority 2</td> <td>2 (-)</td> <td>5 (-)</td> <td>1 (-1)</td> </tr> </tbody> </table> <p>Q3 2024/25 saw <u>two indicators in exception</u>, these were:</p> <ul style="list-style-type: none"> • KPI 1.1. Number of fire-related deaths in dwellings • KPI 2.8. Percentage availability of risk dependant pumping appliances <p>All have been subject to review, with exception reports included as indicated. Where required, action plans have been developed to bring performance back on track.</p>		Succeeding (✓)	Near target (•)	Requires improvement (✗)	Priority 1	15 (-)	5 (-)	1 (-)	Priority 2	2 (-)	5 (-)	1 (-1)
	Succeeding (✓)	Near target (•)	Requires improvement (✗)										
Priority 1	15 (-)	5 (-)	1 (-)										
Priority 2	2 (-)	5 (-)	1 (-1)										

RESOURCE IMPLICATIONS	Existing budget and staffing are sufficient to deliver required improvements.
EQUALITY RISKS AND BENEFITS ANALYSIS (ERBA)	N/A
APPENDICES	A - Community Safety Committee Performance Report – Q3 2024/25
LIST OF BACKGROUND PAPERS	DSFRA/21/9 Strategic Policy Objectives 2021-22



Community Safety Committee Performance Report – Quarter 3 2024/25

April 2024 to December 2024 Performance

This report summarises performance of the Devon and Somerset Fire and Rescue Service corporate key performance indicators (KPIs) for corporate priorities one and two.

Where a KPI is assessed as requiring improvement, an exception report is provided. These provide additional information relating to the indicator and details of any actions that have been put in place to improve performance.

Alice Murray, Strategic Analyst

January 2025

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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.

Our Key Performance Indicators are aligned to our **corporate objectives** and support us to deliver our **strategic priorities**. This report focuses on priority one and two:



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



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

Our assessment method varies based on the type and nature of the data that a KPI uses.

If a KPI has a status of “requires improvement”, an exception report will be provided which will contain further analysis and identify whether any 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 and where appropriate implement tactical changes to influence the direction of travel. No further information will be provided within this report.

Performance summary

Table 1: performance status overview 2024/25 Q2 with change from previous report

	Succeeding (✓)	Near target (•)	Requires improvement (✘)
Priority 1	15 (-)	5 (-)	1 (-)
Priority 2	2 (-)	5 (-)	1 (-1)

KPIs requiring improvement	Exception report
KPI 1.1. Number of fire-related deaths in dwellings	Page 7
KPI 2.8. Percentage availability of risk dependant pumping appliances	Page 13

Priority one performance



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

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

Key:	✓ Succeeding	• Near target	✗ Requires improvement
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Table 2: KPIs requiring improvement - priority one, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
1.1. Number of fire-related deaths in dwellings	Q3 '24 ✗	1	0	NA	↓
	Rolling-12 ✓	1	5	-80.0%	
	Exception				

Table 3: KPIs near target – priority one, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
1.4. Number of home fire safety visits completed	YTD •	12,656	13,500	-6.3%	↑
1.14. Number of persons requiring hospital treatment due to a vehicle or outdoor location fire	Rolling-12 •	15	14	7.1%	↓
1.18. Number of false alarms due to apparatus attended in dwellings	Rolling-12 •	3,345	3,340	0.1%	↓

Table 4: KPIs succeeding - priority one, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
1.2. Number of persons requiring hospital treatment due to a dwelling fire	Rolling-12 ✓	44	71	-38.0%	↓
1.3. Number of primary dwelling fires	Rolling-12 ✓	811	864	-6.1%	↓

Fire Authority Performance Report: April 2024 to December 2024

KPI	Period	Actual	Target	% Diff.	Aim
1.5. Number of targeted home fire safety visits completed to households with more than one high risk factor	YTD ✓	62.1%	60.0%	2.1 pp	↑
1.13. Number of fire-related deaths in vehicles or outdoor locations	Q3 '24 ✓	0	0	0.0%	↓
	Rolling-12 ✓	0	1	-100.0%	
	On target				
1.15. Number of primary vehicle or outdoor location fires	Rolling-12 ✓	697	720	-3.2%	↓
1.16. Number of secondary fires	Rolling-12 ✓	1,401	1,763	-20.5%	↓
1.17. Number of deliberate fires	Rolling-12 ✓	1,097	1,232	-11.0%	↓
1.20. Number of road traffic collisions attend by the fire service	Rolling-12 ✓	735	757	-2.9%	↓
1.21. Number of persons killed or seriously injured at road traffic collisions attended by the fire service	Rolling-12 ✓	442	442	0.0%	↓

Exception report: KPI1.1 number of fire-related deaths in dwellings

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.

KPI	Period	Actual	Target	% Diff.	Aim
1.1. Number of fire-related deaths in dwellings	Q3 '24 ✘	1	0	NA	↓
	Rolling-12 ✔	1	5	-80.0%	
	Exception				

Details

On the 29 November 2024 at 08:43:30, fire control received a call alerting them to a “Fire Domestic Persons Report” in the Gittisham area, near Honiton.

Three fire appliances were mobilised, one each from Honiton, Sidmouth and Ottery St Mary along with a Flexi-Duty Officer. The first appliance arrived at 08:58:19, 14 minutes 49 seconds after the emergency call was received.

On arrival, the Incident Commander (IC) confirmed that one person was unaccounted for and that the fire was confined to the first-floor bedroom. A crew with breathing apparatus was committed to the property and located an unresponsive male on the bed.

Sadly, despite the best efforts of the crews and paramedics, CPR was unsuccessful and the victim was pronounced deceased at the scene.

The fire in the bedroom was extinguished, with the rest of the property unaffected.

Following investigation, it is believed that the fire started accidentally when a lit cigarette was dropped onto the bed, resulting in a slow, smouldering fire that was confined to the bed. The victim did not react to the fire due to existing risk factors, in addition to the premises having no smoke detection.

The victim had been referred for a Home Fire Safety Visit by the South West Ambulance Service Foundation Trust (SWAST) on the 26/10/2023, with a visit booked with the occupant for the 08/11/2023. A visit was attempted on 08/11/2023

but the technician was unable to make any contact and a 'calling card' was left for the occupant asking them to contact us. The case was then closed on our system. A second referral was received from SWAST on 19/11/2024 and a call attempt was made to the occupant on the same day. Unfortunately, we were unable to make contact, so a text message was sent asking the occupant to contact us.

Following the incident, a fire protection officer attended the address to confirm how the premises was being used and whether they needed to comply with the fire safety order 2005. As a result, a temporary prohibition notice was served prohibiting sleeping at the address. Subsequently, a joint visit was conducted with East Devon District Council Housing team and the Fire Service protection team, and it was decided that the housing act was the lead regulator, with the housing team taking the lead role in investigating, supported by the fire service.

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

Key:	✓ Succeeding	• Near target	✘ Requires improvement
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Table 7: KPIs requiring improvement – priority one, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
No KPIs currently require improvement					

Table 8: KPIs near target – priority one, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
1.9. Number of primary non-domestic premises fires	Rolling-12 •	448	432	3.7%	↓
1.12. Percentage of building regulation and licensing jobs completed on time	YTD •	95.7%	100.0%	-4.3 pp	↑

Table 9: KPIs succeeding – priority one, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
1.7. Number of fire-related deaths in non-domestic premises	Q3 '24 ✓	0	0	0.0%	↓
	Rolling-12 ✓	0	0	0.0%	
	On target				
1.9. Number of primary non-domestic premises fires	Rolling-12 ✓	430	433	-0.7%	↓
1.10. Number of fire safety checks completed	YTD ✓	2,054	1,875	9.5%	↑
1.11. Number of fire safety audits completed	YTD ✓	591	525	12.6%	↑
1.19. Number of false alarms due to apparatus attended in non-domestic premises	Rolling-12 ✓	2,542	2,554	-0.4%	↓

Priority two performance



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

Objective one: 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.

Key:	✓ Succeeding	• Near target	✗ Requires improvement
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Table 10: KPIs requiring improvement – priority two, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
No KPIs currently require improvement					

Table 11: KPIs near target – priority two, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
No KPIs currently near target					

Table 12: KPIs succeeding – priority two, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
2.1. Percentage of level three operational risk sites in date for revalidation	YTD ✓	98.7%	92.0%	6.7 pp	↑
2.2. Percentage of level four operational risk sites in date for revalidation	YTD ✓	100.0%	96.0%	4 pp	↑

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

Key:	✓ Succeeding	• Near target	✘ Requires improvement
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Table 13: KPIs requiring improvement – priority two, objective two.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
Currently, no KPIs assessed as requiring improvement.					

Table 14: KPIs near target – priority two, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
2.3. Percentage of dwelling fire incidents attended within 10 minutes of call answer	YTD •	71.7%	75.0%	-3.3 pp	↑
2.4. Percentage of road traffic collision incidents attended within 15 minutes of call answer	YTD •	69.5%	75.0%	-5.5 pp	↑

Table 15: KPIs succeeding – priority two, objective two.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
Currently, no KPIs assessed as succeeding.					

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

Key:	✓ Succeeding	• Near target	✘ Requires improvement
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Table 16: KPIs requiring improvement – priority two, objective four.

KPI	Period	Actual	Target	% Diff.	Aim
2.7. Percentage availability of risk dependant pumping appliances	YTD ✘	57.5%	85.0%	-27.5 pp	↑

Table 17: KPIs near target – priority two, objective four.

KPI	Period	Actual	Target	% Diff.	Aim
2.5. Percentage availability of priority pumping appliances	YTD •	90.8%	98.0%	-7.2 pp	↑
2.6. Percentage availability of standard pumping appliances	YTD •	77.2%	85.0%	-7.8 pp	↑
2.8. Percentage of emergency calls handled within target time	YTD •	87.1%	90.0%	-2.9 pp	↑

Table 18: KPIs succeeding – priority two, objective four.

KPI	Period	Actual	Target	% Diff.	Aim
No KPIs currently succeeding					

Exception report: KPI 2.8. Percentage availability of risk dependant pumping appliances

This KPI reports on the proportion of time that risk dependant availability (RDA) appliances (fire engines) were available to respond as a percentage of the total required time. All RDA appliances are crewed by on-call personnel on two pump stations, where one appliance will always aim to be available. RDA appliances are required to be available to respond during periods when risk is deemed highest.

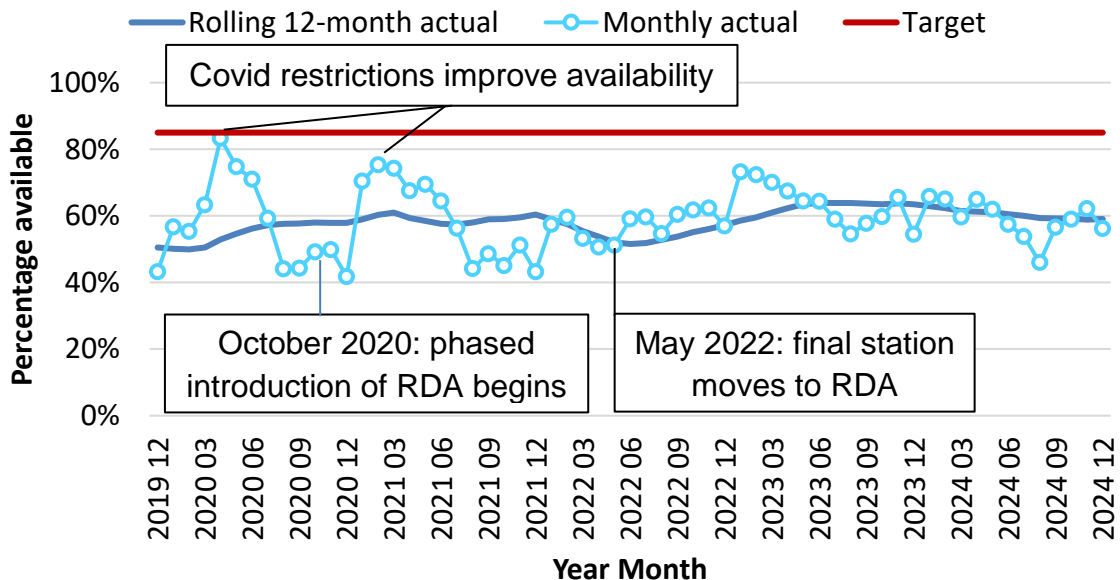
Analysis

The KPI is in exception as availability is more than 10 percentage points (pp) below target. The expectation is that RDA appliances should be available for at least 85.0% of the required hours, the same proportion as a standard on-call appliance (which is required to be available 24 hours a day, 7 days a week).

Table 19: performance status – percentage of level four operational risk sites in date for revalidation, as at 31 December 2024

KPI	Period	Actual	Target	% Diff.	Aim
2.7. Percentage availability of risk dependant pumping appliances	YTD x	57.5%	85.0%	-27.5 pp	↑

Table 20: risk dependant availability by month and rolling 12-month average, December 2019 to December 2024



The indicator has consistently been in exception, and it is likely that this will continue. Peaks in availability during 2020 and 2021 were a result of periods of COVID-19 lockdown, during which on-call availability increased significantly.

Table 21: risk dependant availability performance during Q2 2024/25 by station and comparison against previous quarter and previous year.

Appliance	2024/25 Q3	vs 2024/25 Q2	vs 2023/24 Q3
P2: Ilfracombe	46.6% (Exception)	21.2% (25.4%)	27.0% (19.6%)
P2: Okehampton	91.4% (Succeeding)	13.8% (77.7%)	-5.3% (96.7%)
P2: Brixham	42.6% (Exception)	6.4% (36.2%)	17.5% (25.1%)
P2: Dartmouth	7.3% (Exception)	4.3% (3.0%)	7.2% (0.1%)
P2: Teignmouth	72.0% (Exception)	-0.9% (72.9%)	-8.0% (80.0%)
P2: Honiton	90.7% (Succeeding)	1.8% (88.9%)	7.0% (83.7%)
P2: Sidmouth	81.0% (Near target)	0.6% (80.4%)	1.0% (80.0%)
P2: Tiverton	83.3% (Near target)	1.1% (82.2%)	-6.0% (89.3%)
P2: Tavistock	69.8% (Exception)	28.0% (41.7%)	0.2% (69.6%)
P2: Williton	59.0% (Exception)	2.1% (56.9%)	-9.6% (68.6%)
P2: Wells	6.4% (Exception)	-1.5% (7.9%)	-39.6% (46.0%)
Overall	59.1% (Exception)	7.0% (52.1%)	-0.8% (59.9%)

As shown in table 21, all but two appliances saw an improvement in availability compared to Q2 2024/25. There has been a slight decline in overall performance compared to Q3 2023/24.

During 2024/25 Q3, only Okehampton and Honiton achieved the 85.0% target, Sidmouth and Tiverton were near target and the seven remaining appliances were in exception.

Generally, RDA crews will be mobilised in support of the first appliance, simultaneous attendance at different incidents is unusual. The speed of first attendance is the most critical element of response, however, any delay in additional resources is less than ideal.

Workforce planning on on-call stations can be particularly challenging and this can be a more significant problem on quieter two pump stations, such as those where RDA is in operation.

Not only is recruitment a challenge but maintaining sufficient personnel with the skills such as driving and incident command can be difficult. For a crew to mobilise, there must be a competent driver and incident commander, therefore if personnel with these skills leave the Service or move to another location it can have a significant impact on performance.

Appendix A: 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 34 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.

Agenda Item 6

REPORT REFERENCE NO.	CSC/25/3
MEETING	COMMUNITY SAFETY COMMITTEE
DATE OF MEETING	31 JANUARY 2025
SUBJECT OF REPORT	EMERGENCY RESPONSE STANDARDS PERFORMANCE REVIEW: 2024/25 QUARTER THREE
LEAD OFFICER	Deputy Chief Fire Officer, Director of Service Delivery
RECOMMENDATIONS	<i>That the report be noted.</i>
EXECUTIVE SUMMARY	<p>This report provides an in-depth review of Devon and Somerset Fire and Rescue Service's (the Service) performance against its Emergency Response Standards (ERS) for dwelling fires and road traffic collisions (RTCs).</p> <p>The report focuses on performance for the 2024/25 financial year to date but will draw on data from 2020/21 onwards to illustrate trends and identify themes.</p> <p>There are a number of factors that influence ERS performance, some of which are outside the Service's control but there are areas in which improvements may be made. The report provides analysis of overall performance and that of the components that comprise ERS: call handling, turnout and travel times.</p>
RESOURCE IMPLICATIONS	Existing budget and staffing are sufficient to deliver required improvements.
EQUALITY RISKS AND BENEFITS ANALYSIS (ERBA)	N/A
APPENDICES	A - Emergency Response Standards Performance Review
LIST OF BACKGROUND PAPERS	Community Safety Committee Performance Report – Quarter 3 2024/25

Emergency Response Standards Performance Review

This report provides an in-depth review of Devon and Somerset Fire and Rescue Service's (the Service) performance against its Emergency Response Standards for dwelling fires and road traffic collisions (RTCs). The report focuses on performance for the 2024/25 financial year to date but will draw on data from 2020/21 onwards to illustrate trends and identify themes.

1. **BACKGROUND**

- 1.1. During 2008/09 the Service piloted new ERS for dwelling fires and RTCs. The ERS were developed through a joint research project between DSFRS and Dorset Fire and Rescue Service, in conjunction with Professor Roger Maull of Exeter University.
- 1.2. The focus of the research was twofold:
 - to identify the factors that increase the likelihood of an event occurring and locations of greatest risk to support targeted delivery of prevention activity
 - to identify the optimum resourcing requirements and time frames to minimise life risk and impact of dwelling fires and RTCs should they occur.
- 1.3. Following a public consultation the new Emergency Response Standards were fully implemented in 2009/10.

2. **ERS DEFINITIONS**

- 2.1. The ERS definitions set out the minimum resourcing requirements for dwelling fires and RTCs. Where additional resources are required to manage an incident, this will be done through make-ups following mobilisation of the initial response.
- 2.2. The requirements vary depending on the nature of the incident, with additional resources required if the risk associated with the incident, both to firefighters and the public, is deemed greater.
- 2.3. The response time is measured from the point that the emergency call is answered in Control to the point at which the required resources arrive on scene at the incident.

2.4. Table one sets out the ERS requirements. For dwelling fires, it states that one appliance is required to meet the equipment needs of the incident. In reality, two appliances will be mobilised inside the 10-minute zone and three outside to ensure sufficient crew.

2.5 Table one: ERS requirements for dwelling fires and RTCs

	Crew	Resources	Response time aim
<i>Dwelling fires:</i>			
Inside 10-minute response	9	One appliance	First in 10 mins Full in 13 mins
Outside 10-minute response	12	One appliance	No response time
<i>RTCs:</i>			
Single carriageway	8	Two appliances with defined equipment	First in 15 mins Full in 18 mins
Multi carriageway	10	Three appliances with defined equipment	First in 15 mins Full in 18 mins

3. **PERFORMANCE**

3.1. The corporate key performance indicators (KPI) for ERS are focused on the arrival duration of the first appliance. This is because the time of first response has the greatest bearing on survivability.

3.2. Table 2: ERS KPI definition and targets

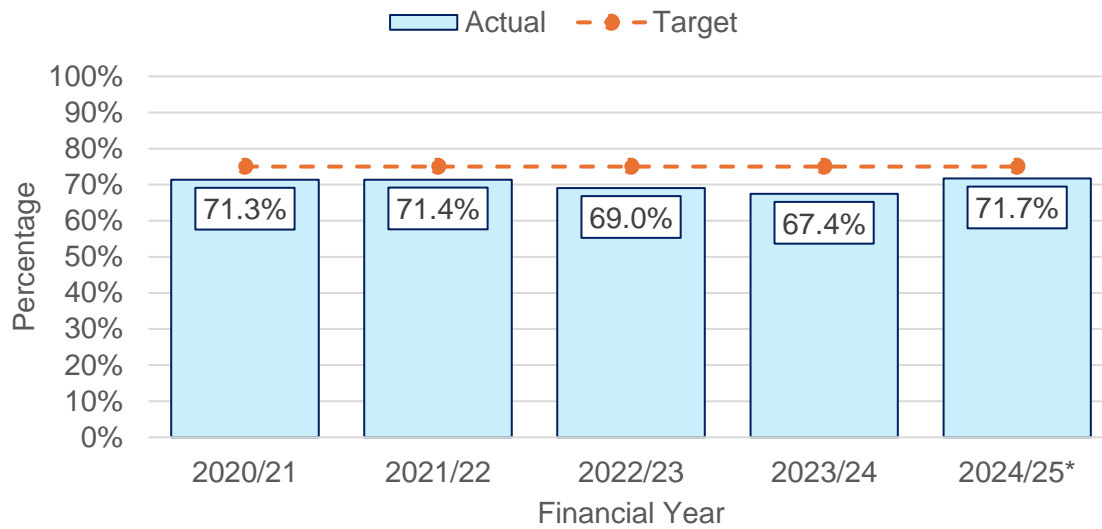
ERS	KPI	Target
Dwelling fires	First response to arrive on scene within 10 minutes of emergency call answer (excludes late fire calls)	75.0%
RTCs	First response to arrive on scene within 15 minutes of emergency call answer	75.0%

3.3. **Dwelling fire performance**

3.3.1. Dwelling fire ERS performance for 2024/25 year-to-date stands at 71.7%, 3.3 pp below the 75.0% target.

3.3.2. As shown in table 3, while performance is below target, there has been a marked improvement of 4.3 pp compared to previous year.

3.3.3. Table 3: dwelling fire ERS performance 2020/21 to 2024/25*



*YTD April to December

3.3.4. Overall performance includes all qualifying dwelling fire ERS incidents, irrespective of location. This means that on average, around one-sixth of incidents are unlikely to be achievable. Therefore, the maximum achievable ERS percentage stands at around 83.0%.

3.3.5. Table 4: percentage of dwelling fire ERS incidents within 10-minute response zone.

Incidents in response zone (%)					
Period -->	2020/21	2021/22	2022/23	2023/24	2024/25*
Dwelling fire	81.2%	82.7%	82.7%	82.6%	85.8%

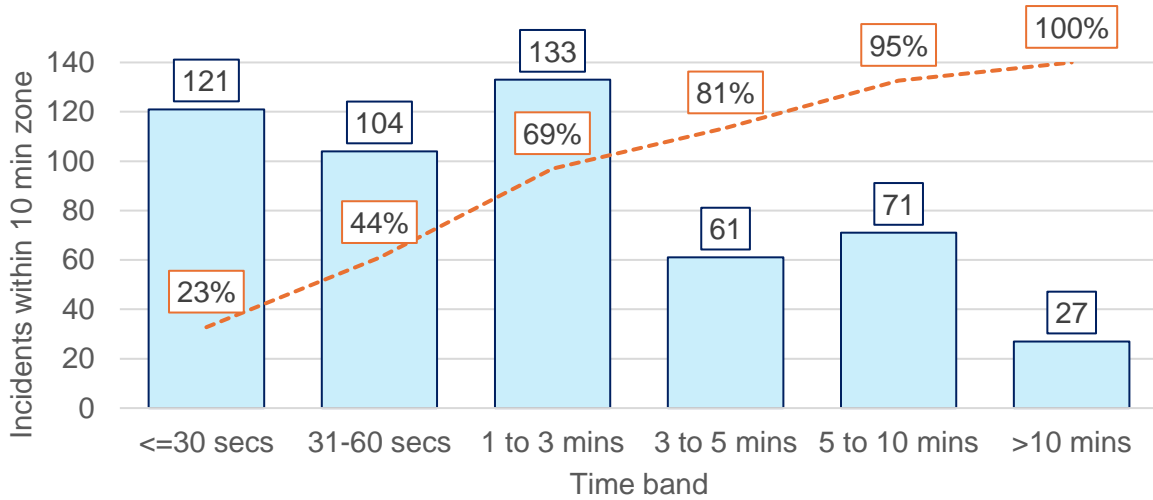
3.3.6. During 2024/25 to date, a higher proportion of incidents have been located within a 10-minute response zone of our stations. It is likely that this has had a positive effect on performance.

3.3.7. The Service monitors all incidents and in particular those where we did not achieve the ERS. However, to improve overall performance, we need to focus on those incidents that are potentially achievable i.e., those within the 10-minute response zone.

3.3.8. Table 5 is a Pareto chart showing incidents within the 10-minute response zone where the dwelling fire ERS was not met, by the failure duration (i.e., the length of time the target was exceeded by).

3.3.9. Almost a quarter of the incidents failed to meet the standard by 30 seconds or less, with almost half missing the target by less than one minute.

3.3.10. Table 5: ERS dwelling fire incidents within the 10-minute response zone by failure time band.

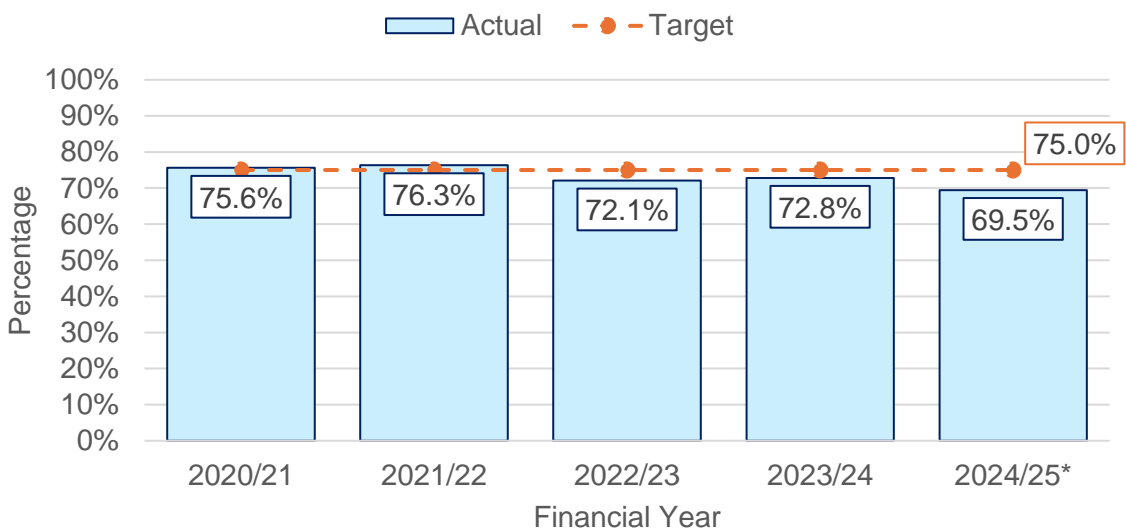


3.4. RTC Performance

3.4.1. RTC ERS performance for 2024/25 year-to-date stands at 69.5%, 5.5 pp below the 75.0% target.

3.4.2. As shown in table 6, while performance is well below target, there has also been a marked decrease of 3.3 pp compared to previous year. With 2024/25 to-date the lower than each of the previous four years.

3.4.3. Table 6: RTC ERS performance 2020/21 to 2024/25*



3.4.4. As with dwelling fires ERS, overall performance includes all qualifying ERS incidents, irrespective of location. This means that on average, around 18% of incidents are unlikely to be achievable due to their location being outside a 15-minute response zone of a station. Therefore, the maximum achievable ERS percentage stands at around 82.0%.

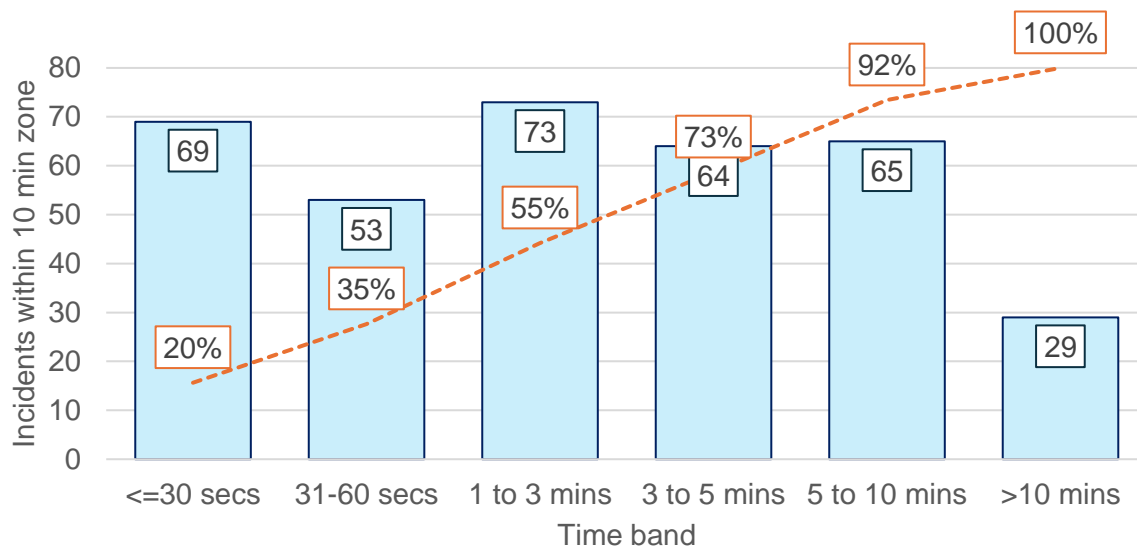
3.4.5. Table 7: Percentage of RTC ERS incidents within 15-minute response zone.

Incidents in response zone (%)					
Period -->	2020/21	2021/22	2022/23	2023/24	2024/25*
RTC	83.3%	83.3%	81.7%	81.6%	80.2%

3.4.6. Table 8 is a Pareto chart showing incidents within the 15-minute response zone where the RTC ERS was not met, by the failure duration (i.e., the length of time the target was exceeded by).

3.4.7. Around a fifth of the incidents located within a 15-minute response zone that failed to meet the ERS standard did so by 30 seconds or less, with a further 15% missing the target by 60 seconds or less.

3.4.8. Table 8: ERS dwelling fire incidents within the 15-minute response zone by failure time band.



3.4.9. While most incidents happen within a response zone, we have little control over where they will occur. Therefore, fluctuations from the norm such as those identified in both ERS categories during 2024/25 to date can have a significant effect on performance.

3.5. Influencing factors

3.5.1. Identifying where small improvements can be made can have a significant impact on overall performance. The following sections look at the three components of response: call handling, turnout and travel.

3.5.2. Understanding the relative impact of performance of each component and the factors that affect that performance, helps us to identify where improvements can be made.

3.5.3. **Call handling time**

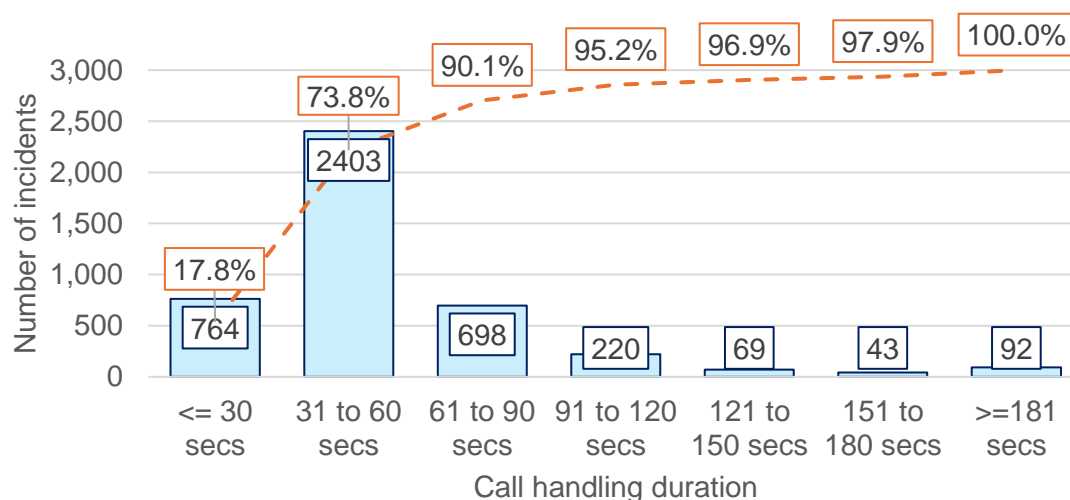
3.5.4. Call handling time is measured from the point that the emergency call is answered to the point at which the initial response is alerted to attend.

3.5.5. The target call handling time for dwelling fires is 90 seconds and RTCs is 120 seconds as it is often more challenging to obtain an accurate location. Call handlers ask a series of questions to quickly and effectively identify the nature and location of an incident.

3.5.6. Call handling time can be impeded if the caller is unable to identify their location. While this is less common in incidents like dwelling fires that are happening in an addressable location, callers may be confused or not local to the area.

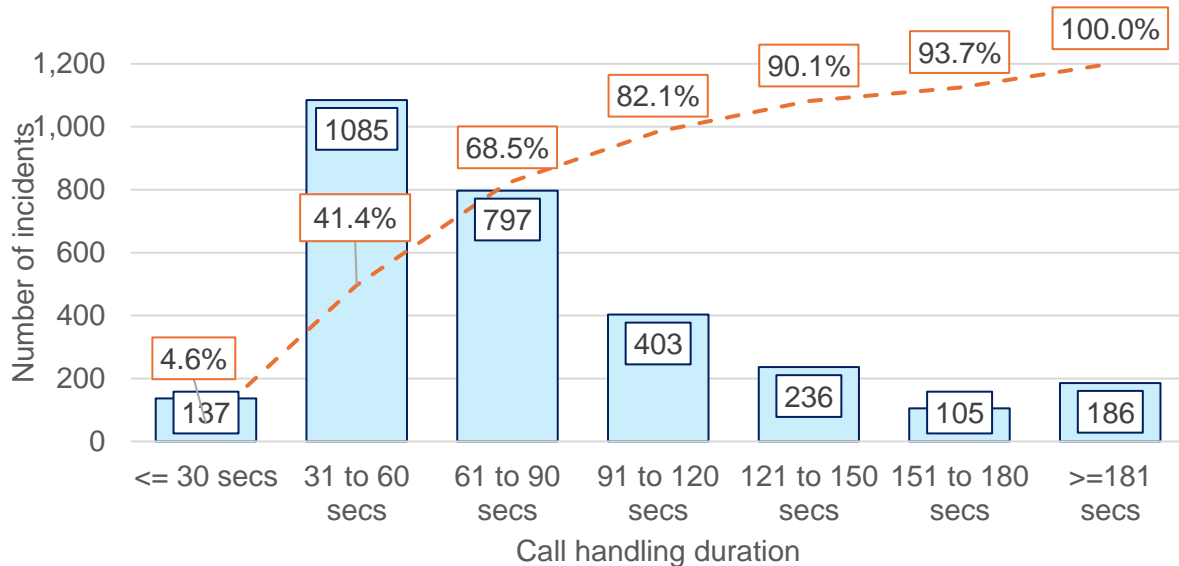
3.5.7. Table 9 is a Pareto chart showing call handling times for all dwelling fire ERS incidents between April 2020 and December 2024. An average of 90% of dwelling fire ERS calls were handled in 90 seconds or less. With almost three-quarters of calls handled in 60 seconds or less. Table 6 provides a breakdown of call handling times by financial year and time band.

3.5.8. Table 9: call handling times for dwelling fire ERS incidents April 2020 to December 2024.



3.5.9. Table 8 is a Pareto chart showing call handling times for all RTC ERS incidents between April 2020 and December 2024. An average of 69% of RTC ERS calls were handled in 120 seconds or less. With around 41% handled in 60 seconds or less.

3.5.10. Table 10: call handling times for RTC ERS incidents April 2020 to December 2024



3.5.11. Call handling has been a factor in around 9.0% of dwelling fire ERS failures and 12.3% of RTC ERS failures in the past five years. However, as shown in table 11, the percentage of incidents affected has been increasing slightly year-on-year. It has been identified that this is likely due to increased levels of call challenge that have been implemented across all incident categories.

3.5.12. Table 11: proportion of dwelling fire ERS failures with extended call handling time as a contributing factor

	2020/21	2021/22	2022/23	2023/24	2024/25*	Total
Dwelling fires	7.2%	8.5%	9.2%	10.1%	10.8%	9.0%
RTCs	6.9%	12.0%	12.7%	13.1%	19.7%	12.3%

3.5.13. Other than increased call challenge, the most common cause of delays in call handling time is difficulty obtaining the location of the incident from the caller. This can be particularly challenging for RTCs as they are not generally at addressable locations.

- 3.5.14. Obtaining an accurate location is key to getting the right resources to the right location as quickly as possible and while speed is important, accuracy is essential. Quality control processes are in place with recorded calls dip tested and assessed by managers.
- 3.5.15. Call handling times should continue to be monitored. However, it should also be noted that call handling impacts far fewer incidents than extended turnout and travel times.

3.6. Turnout times

- 3.6.1. Turnout time is the duration from the point at which a crew is alerted to an incident, to the point at which the appliance books mobile. The target turnout time for wholetime (WDS) crews is 90 seconds and for on-call crews is 300 seconds.
- 3.6.2. As shown in table 12, over the five-year period, turnout time was a contributory factor in a third of dwelling fire ERS failures and one-fifth of RTC ERS failures. However, 2023/24 and 2024/25 have seen a slightly higher proportion of incidents affected.
- 3.6.3. Table 12: proportion of ERS failures with extended turnout time as a contributing factor by financial year

	2020/21	2021/22	2022/23	2023/24	2024/25*	Total
Dwelling fires	32.0%	31.2%	32.5%	35.7%	35.9%	33.3%
RTCs	29.9%	29.4%	31.3%	27.1%	35.7%	30.7%

- 3.6.4. This increase is reflective of a rise in the average (median) turnout time of on-call crews. Although, WDS times have remained largely consistent.
- 3.6.5. Table 13: median turnout time for on-call crews, all incidents by financial year

	2020/21	2021/22	2022/23	2023/24	2024/25*
On-call	284	296	301	316	325
WDS	90	84	81	84	81

- 3.6.6. The cause of the increase in on-call turnout times requires further investigation, however, it is possible that the introduction of P4A has influenced this.
- 3.6.7. Prior to P4A, any crew members that were available would respond to station when alerted. With the pump mobilising when as soon as a competent crew was present (driver, OIC and sufficient firefighters).

- 3.6.8. P4A sees a predetermined crew respond to station. This means that the response may be slightly delayed if personnel take longer to turn-in to station.
- 3.6.9. Turnout times can be delayed by a number of factors including equipment and communication failures, but most commonly delays are related to traffic congestion.

3.7. Travel time

3.7.1. As mentioned previously, incident location is largely outside our control and has a significant impact on travel time and ERS performance. However, there are a number of other causes of delays in travel time with the most common issues being congestion, road works and difficulty locating the incident.

3.7.2. Table 14: percentage of incidents failing to meet ERS affected by extended travel time.

	2020/21	2021/22	2022/23	2023/24	2024/25	Total
Dwelling	60.9%	60.2%	58.3%	54.3%	53.3%	57.7%
RTCs	55.7%	51.9%	51.1%	52.5%	44.9%	51.0%

3.7.3. Table 15: percentage of incidents failing to meet ERS affected by extended travel time, inside response zones.

	2020/21	2021/22	2022/23	2023/24	2024/25	Total
Dwelling	54.2%	51.9%	51.6%	46.1%	45.9%	50.0%
RTCs	52.4%	49.6%	50.3%	51.1%	40.9%	48.8%

3.7.4. As demonstrated in tables 15, around half of incidents that failed to meet the ERS standards were affected by delays in travel.

3.7.5. Unavailability of appliances also has an impact on ERS performance. Table 16 shows the proportion of ERS failures inside response zones that were likely¹ to be a result of appliance unavailability.

3.7.6. Table 16: percentage of ERS failures within response zones, affected by unavailability of home appliance.

	2020/21	2021/22	2022/23	2023/24	2024/25	Total
Dwelling	17.3%	16.9%	29.8%	22.1%	24.4%	22.4%
RTCs	27.4%	23.5%	40.2%	47.7%	38.4%	36.1%

¹ These have been identified as incidents that were not attended by the home appliance. Only incidents within response zones have been included as these would most likely see the fastest response from the home station.

3.7.7. It is notable that 2022/23 onwards see a higher proportion of incidents impacted by unavailability. This is reflective of a decline in availability levels.

3.7.8. Table 17: appliance availability levels by financial year.

	2020/21	2021/22	2022/23	2023/24	2024/25
RDA	60.9%	55.4%	61.0%	61.5%	57.5%
Standard	81.9%	79.0%	80.5%	79.1%	77.2%
Priority	95.9%	90.8%	93.3%	92.6%	90.8%

3.7.9 The increase in affected incidents doesn't directly correspond with overall availability levels. However, it is likely that it is linked to unavailability of specific appliances i.e., if busier appliances are unavailable. (whether due to being off the run or engaged at another incident).

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Agenda Item 7

REPORT REFERENCE NO.	CSC/25/4
MEETING	COMMUNITY SAFETY COMMITTEE
DATE OF MEETING	31 JANUARY 2025
SUBJECT OF REPORT	HOME FIRE SAFETY VISITS UPDATE
LEAD OFFICER	Deputy Chief Fire Officer, Director of Service Delivery
RECOMMENDATIONS	<i>That the report be noted.</i>
EXECUTIVE SUMMARY	This paper provides an update on the current backlog of home fire safety visits since the last update in September 2024
RESOURCE IMPLICATIONS	As referred to in section 4.0 of this report.
EQUALITY RISKS AND BENEFITS ANALYSIS (ERBA)	None.
APPENDICES	None.
LIST OF BACKGROUND PAPERS	None.

1. INTRODUCTION

- 1.1 The Devon & Somerset Fire & Rescue Service (“the Service”) prevention activity is designed to help mitigate risk to communities and to operational crews by reducing the number of emergency incidents and the severity of these incidents through various interventions.
- 1.2 One such intervention is the Home Fire Safety Visit programme (HFSV). This is where the Service is invited into people’s homes to help identify fire risk and educate the occupant on actions they can take to reduce the risk of a fire or actions to take if a fire occurs. The Service also supply equipment such as smoke detection.
- 1.3 In December 2023, the Executive Board (EB) was updated on the backlog of Home Fire Safety Visits, which at the time, was circa 7000. As an immediate action, this was escalated to the Corporate Risk Register. Additional resources were requested (equating to c. £0.090m) utilising departmental underspend together with a recommendation to temporarily ‘pause’ incoming referrals to allow the backlog to be addressed effectively.
- 1.4 The Community Safety Committee was updated in April 2024 that the number of cases awaiting a HFSV as of 18th March 2024 was 2935, and subsequently in September 2024 to advise that plans were in place to reopen referrals to partners.
- 1.5 This report outlines the current status of outstanding HFSVs and provides an update on actions taken since the last update in September 2024.

2. BACKGROUND

- 2.1 In September 2024, the Community Safety Committee were updated that the Business Analyst within Prevention had further identified an additional 8640 unbooked visits requiring action. Of those unbooked visits, 3097 were issued to Wholtime crews with the remainder staying within Community Safety Prevention for action.
- 2.2 The welcome addition of temporary funding from EB had allowed recruitment activity to commence. An additional four full time equivalent (FTE) Home Fire Safety administrators were recruited on fixed term contracts for a period of 12 months from September 2024. These contracts have subsequently been extended to two years.
- 2.3 Throughout the temporary pause on incoming referrals, the Home Safety and Partnerships teams continued to work closely with partners and triage any high risk cases. The number of cases triaged from the implementation of the temporary pause (12th January) to 2nd September was 5837. Of these, 2697 had a HFSV undertaken.

2.4 The Service commissioned the Devon Audit Partnership to undertake an audit into Home Fire Safety activity. The findings recognised the efforts of the Community Safety Prevention team in tackling the outstanding backlog of cases and made recommendations to consider permanent staffing, and to continue to look at better IT solutions and systems.

2.5 As of Monday ,13th January 2025, the current number of outstanding HFSVs is 667

3. CAPACITY

3.1 As indicated in paragraph 2.2 above, the team has seen huge benefits from having a robust resource of capacity to meet the referral demand. Referral numbers remain high and there are no indications to show that this will decrease.

3.2 The backlog of unbooked visits has continued to track down, however, ongoing demand for other administrative tasks such as handling of inbound telephone calls, monitoring of inboxes, booking and rescheduling visits and handling of specialist referrals (such as those from South West Ambulance Service Trust) remains high.

4. REOPENING REFERRALS

4.1 Referrals to Partners reopened on 12th September 2024 with the support of the Service's Internal Communications team

4.2 Referrals to the public reopened on 2nd December 2024. To ensure that activity is carefully managed, this was not widely advertised outside of the Service, however, web pages have been updated to reflect this.

5. IT CONSIDERATIONS

5.1 Progress has been made with colleagues in the Digital, Data and Technology (DDaT) team which has led to improvements with the performance of the Home Safety app, particularly around receiving referrals from partners, which has led to less duplication of work for the admin team and created some small efficiencies.

5.2 An update on the implementation of a new system, Community Fire & Rescue Management Information System (CFRMIS), is not available as yet as the implementation is still in progress.

6. LESSONS LEARNED

6.1 The key learning points during the period of pause were:

6.2 Capacity within the Home Safety team was previously not adequate to process the referrals received within Devon and Somerset.

6.3 There was a period of high turnover of staff, and it proved difficult to recruit into the team on a temporary basis.

6.4 Additional Home Fire Safety staff have proved integral to ensuring technician diaries remain booked and cases are triaged and worked within expected timescales.

7. CONCLUSION

7.1 The temporary pause on referrals has had a positive impact on the backlog of unbooked Home Fire Safety visits, however, the key to continued success is ensuring that the Service has a robust and adequately resourced Home Safety team in place to ensure an efficient and effective flow of work.

7.2 Consideration should be given to making the current fixed term positions permanent, to help retain competent and well-trained staff and to prevent staff turnover. This will be subject to identification of funding within the revenue budget in future years.

7.3 Consideration should also be given to the implementation of an ICT solution that is fit for purpose for the organisation in future.

7.4 The Community Safety Prevention team will remain in Business Continuity, however, 'business as usual' will resume once satisfaction in the clarity and accuracy of data and delivery in ICT systems is achieved.

DCFO GERALD TAYLOR
Director of Service Delivery