Community Safety Committee

2023/24 quarter one performance report

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

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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. 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 Q1

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

The KPIs with a status of "needs improvement" are:

- KPI 1.2.2.2 – Number of non-domestic fire fatalities (exception report, page 8)
- KPI 2.1.4.2 – Percentage of operational risk information in date - level 4 tactical plans (exception report, page 10)

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.
--	No KPIs are currently requiring improvement	--	--	--

Table 3: KPIs that are near to achieving target[1]

KPI Ref	Description	Current	Target	% Diff.	Aim
1.1.3.2	Rate of dwelling fire hospitalisations per 100,000 population	4.30	4.22	2.0%	Lower is better
1.1.11.2	Rate of secondary fires per 100,000 population	96.98	91.04	6.5%	Lower is better

Table 4: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
1.1.2.2	Number of dwelling fire fatalities in reporting quarter	0	0	NA	Lower is better
	Number of dwelling fire fatalities in last 12 months vs five-year average	5	6	-16.7%	Lower is better
	Dwelling fires fatality performance status	Succeeding: both reporting quarter and 12-month performance on target			
1.1.1.2	Rate of dwelling fires attended per 100,000 population	50.25	52.28	-3.9%	Lower is better
1.1.4.1	Number of home fire safety visits completed	5,187	4,500	15.3%	Higher is better
1.1.6.1	Percentage of targeted home safety visits meeting two or more risk criteria	62.6%	60.0%	2.6%	Higher is better
1.1.8.2	Rate of other primary fires per 100,000 population (excludes dwellings and non-domestic premises)	44.74	46.37	-3.5%	Lower is better
1.1.9.2	Rate of other primary fire fatalities per 100,000 population (excludes dwellings and non-domestic premises)	0.08	0.10	-18.4%	Lower is better

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[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
1.1.12.2	Rate of deliberate fires per 100,000 population	77.41	80.68	-4.0%	Lower is better
1.1.13.2	Rate of road traffic collisions per 100,000 population	44.74	47.58	-6.0%	Lower is better
1.1.14.2	Rate of people killed or seriously injured in road traffic collisions per 100,000 population	25.57	25.90	-1.3%	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	0	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 7: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.	Aim
1.2.2.2	Number of non-domestic fire fatalities in reporting quarter	1	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	Requires improvement: in exception due to fire-related death in reporting quarter			

Table 8: 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)	59.34	58.24	1.9%	Lower is better
1.2.5.4	Rate of non-domestic false alarms per 10,000 rateable premises (hereditaments)	271.39	249.42	8.8%	Lower is better
1.2.6.1	Percentage of statutory consultations completed to required timescales	98.0%	100.0%	-2.0%	Higher is better

Table 9: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
1.2.2.2	Rate of non-domestic premises fire fatalities per 10,000 rateable premises (hereditaments)	0.14	0.14	-1.2%	Lower is better
1.2.3.2	Rate of non-domestic premises fire hospitalisations per 10,000 rateable premises (hereditaments)	0.94	1.17	-19.6%	Lower is better
1.2.4.2	Number of fire safety audits completed (short and full)	156	120	30.0%	Higher is better

Exception report: number of non-domestic fire fatalities

This KPI reports on the number of fire-related fatalities in non-domestic premises.

Analysis

The KPI is in exception due to a fire-fatality being recorded within the reporting quarter.

Table 10: performance status – number of non-domestic fire fatalities

KPI Ref	Description	Current	Target	% Diff.	Aim
1.2.2.2	Number of non-domestic fire fatalities in reporting quarter	1	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	Requires improvement: in exception due to fire-related death in reporting quarter			

This is the first fire-related fatality in a non-domestic premises since April 2020. Details of the incident are outlined below.

Incident date and time: 21/04/2023 21:00:46

Location: Bampton, Devon

Victim age and sex: 73-year-old male

Incident details: just after 21:00 on the 21 April 2023, two fire appliances were mobilised to a "Fire Building Other Persons Reported" incident at Bampton in Devon. Bampton Fire Crew were first in attendance, arriving 10 minutes and 26 seconds after the emergency call was received, with a crew from Tiverton arriving 3 minutes 47 seconds later.

On arrival, crews were met with a well-developed fire located in outbuildings in the garden of a domestic property. A third appliance, from Tiverton, was mobilised to support the incident.

The victim was discovered with severe burns.

Evidence at the scene indicated that it was likely that the fire was started by the victim.

The fire service had no previous contact with the victim and there is no indication that he was known to partner agencies.

Actions

- Following a fatal fire review, it was determined that in this instance there were no indications available to the Service that the victim may have been at risk.

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 10: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.	Aim
2.1.4.2	Percentage of operational risk information in date - level 4 tactical plans	32.1%	98.0%	-65.9%	Higher is better

Table 11: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
2.1.4.1	Percentage of operational risk information in date - level 3 SSRI	85.8%	94.0%	-8.2%	Higher is better

Table 12: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
2.1.1.1	Number of local exercises completed	41	9	355.6%	Higher is better
2.1.1.2	Number of crossborder exercises completed	8	3	166.7%	Higher is better
2.1.1.3	Number of national exercises completed	6	1	500.0%	Higher is better

Exception report: percentage of operational risk information in date - level 4 tactical plans

This KPI reports on the percentage of premises with a level 4 tactical plan that are in date for revalidation.

A site or premises ranked as level 4 requires the completion of a Tactical Plan. This may be in addition to an SSRI, but an SSRI is not a pre-requisite for the production of a Tactical Plan. A Tactical Plan is a detailed document with information relevant to Level 2 and 3 Incident Commanders about the response to an incident at a specific site should it be likely to be complex or protracted.

Analysis

The KPI is in exception as of 30th June 2023, with just 32.1% of level 4 sites in date for revalidation, 65.9% below the 98.0% target.

Table 13: performance status - percentage of operational risk information in date - level 4 tactical plans

KPI Ref	Description	Current	Target	% Diff.	Aim
2.1.4.2	Percentage of operational risk information in date - level 4 tactical plans	32.1%	98.0%	-65.9%	Higher is better

Performance remains well below target, with quarter one of 2023/24 seeing a significant deterioration.

The issue was caused by multiple plans having similar review dates, which led to demand outstripping capacity.

Actions

- An action plan has been implemented. All plans will be in date by 1st September 2023.
- Plan review dates are now based on risk to prevent a surge in demand next year. This has allowed high risk plans to be reviewed annually and low risk over a longer period (the maximum being three years).

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 14: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.	Aim
2.2.3.2	Percentage of road traffic collisions attended within 15 minutes of call answer	75.0%	75.0%	0.0%	Higher is better

Table 15: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
2.2.3.1	Percentage of dwelling fires attended within 10 minutes of call answer	70.7%	75.0%	-4.3%	Higher is better

Table 16: 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 17: KPIs that are requiring improvement

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

Table 18: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
2.4.1.1	Risk prioritised pump availability (percentage)	93.0%	98.0%	-5.0%	Higher is better
2.4.1.2	Standard pump availability (percentage)	76.7%	85.0%	-8.3%	Higher is better
2.4.3.1	Percentage of calls handled within target time (call answer to resource mobilisation)	88.5%	90.0%	-1.5%	Higher is better
2.4.3.3	Average turnout time for emergency incidents - on-call duty system (median)	316	300	5.3%	Lower is better

Table 19: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
2.4.3.2	Average turnout time for emergency incidents - wholetime duty system (median)	84	90	-6.7%	Lower is better

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

Table 20: KPIs that are requiring improvement

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

Table 21: KPIs that are near to achieving target

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

Table 22: 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 <u>or</u> 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.