



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.

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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.

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- 4) Removed = KPI is no longer deemed appropriate for strategic reporting or is no longer valid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	Unavailable					
1.2.02. Public survey: proportion of respondents that feel the fire service provides value for money	Financial year	Unavailable					
	Target	Unavailable					
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%

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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.