



DEVON &
SOMERSET
FIRE & RESCUE SERVICE

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.

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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 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.

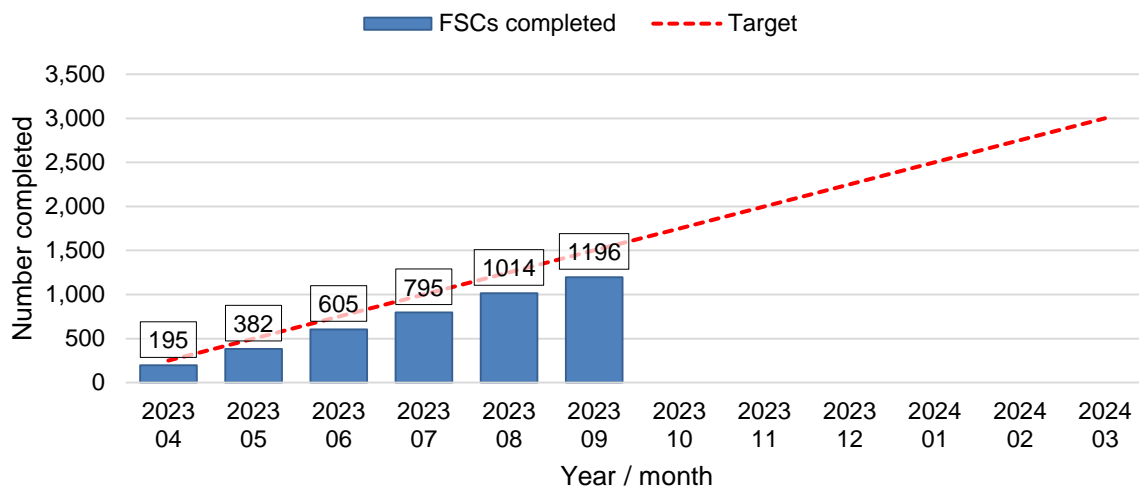
Analysis

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:

- 1) 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)

- 2) 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

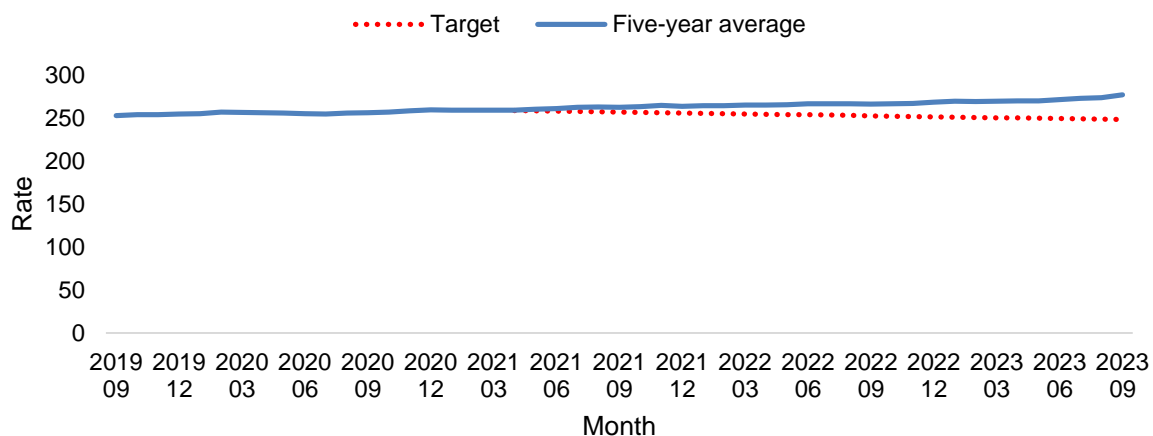
The KPI is in exception due to the rate of incidents being more than 10% above target.

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, wholetime crews can be drawn away from delivery of essential community safety activities and attendance at genuine emergencies.

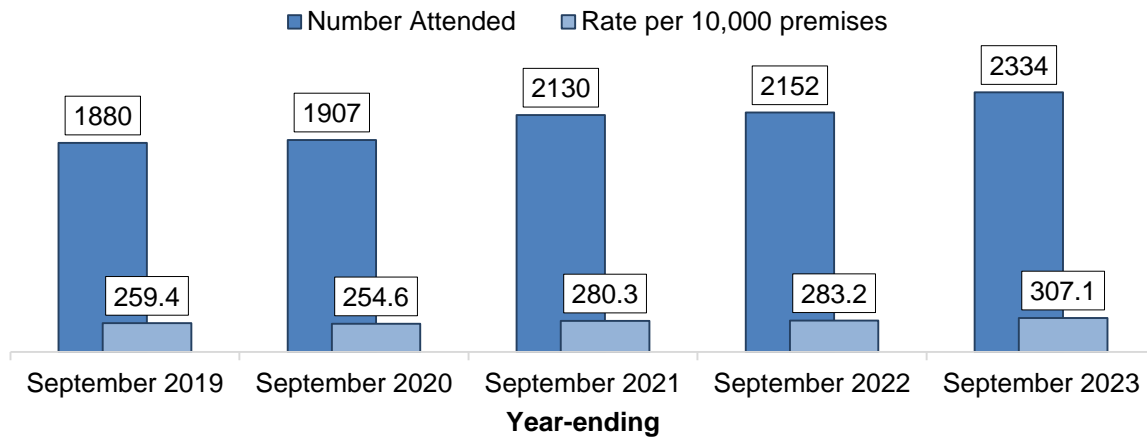
Table 12: performance status – number of false alarms due to apparatus in non-domestic premises per 10,000 rateable premises, 12-month average of rolling five-year period.



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.