Community Safety Committee

2023/24 quarter three 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 Q3

	Succeeding	Near target	Needs improvement
Priority 1	10	5	4
Priority 2	6	7	1

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

- KPI 1.1.2.2 Fire-related deaths in dwellings (page 7)
- KPI 1.1.9.2 Fire-related deaths in other locations (page 9)
- KPI 1.2.4.1 Fire safety checks completed (page 10)
- KPI 1.2.5.4 Non-domestic false alarms due to apparatus (page 12)
- KPI 2.1.4.2 Level 4 operational risk sites in date for revalidation (page 17)

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	3	6	-50.0%	Lower is better
	Dwelling fires fatality performance status	Requires improvement: in exception due to fire-related death in reporting quarter			
1.1.9.2	Number of other fire fatalities in reporting quarter	1	0	NA	Lower is better
	Number of other fire fatalities in last 12 months vs five-year average	2	1	100.0%	Lower is better
	Other fires fatality performance status	Requires improvement: in exception due to fire-related death in reporting quarter			

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	4.28	4.20	2.0%	Lower is better
1.1.11.2	Rate of secondary fires per 100,000 population	90.86	90.71	0.2%	Lower is better
1.1.14.2	Rate of people killed or seriously injured in road traffic collisions per 100,000 population	25.53	25.40	0.5%	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	49.35	51.74	-4.6%	Lower is better
1.1.4.1	Number of home fire safety visits completed	15,081	13,500	11.7%	Higher is better
1.1.6.1	Percentage of targeted home safety visits meeting two or more risk criteria	62.3%	60.0%	2.3%	Higher 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
1.1.8.2	Rate of other primary fires per 100,000 population (excludes dwellings and non-domestic premises)	43.35	46.12	-6.0%	Lower is better
1.1.10.2	Rate of other primary fire hospitalisations per 100,000 population (excludes dwellings and non-domestic premises)	0.46	0.53	-12.9%	Lower is better
1.1.12.2	Rate of deliberate fires per 100,000 population	73.50	80.39	-8.6%	Lower is better
1.1.13.2	Rate of road traffic collisions per 100,000 population	44.17	45.62	-3.2%	Lower is better

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	1,793	2,250	-20.3%	Higher is better
1.2.5.4	Rate of non-domestic false alarms per 10,000 rateable premises (hereditaments)	280.47	247.06	13.5%	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)	58.46	56.97	2.6%	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)	1.01	1.12	-10.1%	Lower is better
1.2.4.2	Number of fire safety audits completed (short and full)	646	425	52.0%	Higher is better

Exception report: number of fire-related fatalities 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.

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	3	6	-50.0%	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: 6th November 2023, 7:15am

Location: Alhampton, Shepton Mallet

Property type: Single occupancy terraced house

Victim age and sex: 87-year-old, male

First response time: 27 mins (time of emergency call to time of arrival on scene)

Details: Fire Control received a call from a member of the public reporting smoke issuing from the roof and windows of the property. During the call it was reported that an attempt had been made to gain entry to the premises by a neighbour who was met with a well-developed fire and could see someone inside.

An ambulance crew was first on scene an confirmed the presence of a person inside the property. Fire crew from Shepton Mallet arrived on scene at 7:42am. The Officer in Charge confirmed the property to be well alight and requested additional resources.

A BA crew was committed to the ground floor of the property and confirmation was provided of a deceased person within.

The fire was extinguished externally using hose reel jets.

Actions

A fatal fire review has been conducted. This involved looking into all aspects of the incident and our interaction with the victim.

Fire investigation was undertaken and identified significant levels of hoarding and the use of multiple extension leads and halogen lamps / heaters. There was no central heating, hot water or electrically wired lighting in the premises. It is believed that the fire started accidentally.

The victim was referred for a Home Fire Safety Visit by his GP Practice on the 17/05/2023. The visit was attempted on the 07/06/2023 but the victim refused access to the property and the despite the best efforts of the Home Safety Technician and GP a visit could not be completed.

Information gathered from partner agencies suggested that it would have been highly unlikely that the victim would have allowed access to the property at any point.

Exception report: number of fire-related fatalities in other locations

This KPI reports on the number of fire-related fatalities in locations other than dwellings and non-domestic premises, 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 9: performance status – number of other fire-related fatalities

KPI Ref	Description	Current	Target	% Diff.	Target
1.1.9.2	Number of other fire fatalities in reporting quarter	1	0	NA	Lower is better
	Number of other fire fatalities in last 12 months vs five-year average	2	1	100.0%	Lower is better
	Other 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: 9th October 2023, 1:35am

Location: Paignton

Property type: Car

Victim age and sex: 40, male

First response time: 6 mins (time of emergency call to time of arrival on scene)

Details: Fire Control received a call from ambulance service to a small vehicle fire, persons reported. Crews arrived on scene at 1:41am and were met by a vehicle fire resulting from a collision between a car and a stationary van which was unoccupied.

It is believed that the victim was clear of the vehicle following the collision but then intentionally returned to the vehicle when it caught fire.

While the intent of the collision cannot be confirmed, fire investigation has determined that the fire began accidentally as a result and was most likely caused by an electrical short circuit from the battery igniting fuel vapours.

Actions

A fatal fire review has been conducted. This involved looking into all aspects of the incident and our interaction with the victim. Due to the nature of the incident, it was determined that there was nothing that the Service could have reasonably done to prevent this incident or change the outcome.

Exception report: number of fire safety checks completed

This KPI reports on the number of Fire Safety Checks (FSC) 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 remains in exception due to the number of FSCs completed being more than 10% below target.

Table 10: 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	1,793	2,250	-20.3%	Higher is better

Table 11: performance status – cumulative count of fire safety checks completed against target by month

Following investigation, 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.
2) Stations have also completed fewer FSCs compared to the same period last year.

Actions

To support our crews to deliver the required volume of Fire Safety Checks, whilst ensuring that they are targeted appropriately, we have extended our use of Fire Risk Event Data

(FRED) to include down to the 70th percentile (previously the 80th). While lowering this threshold provides additional premises, further cleansing is required to remove buildings that we do not regulate, such as small business working from home e.g., driving instructors.

Work to identify additional premises for watches has been completed by the data team and has surfaced some 2,000 premises. This includes premises that have scored as unsatisfactory in a previous fire safety check.

Additionally, wholetime watches the ability to self-generate a Fire Safety Check on suitable premises. Submitted via the MORI app to the admin teams for due diligence checks and where suitable re-allocation back to the requesting watch for completion. We will continue to communicate to watches to ensure the process is fully embedded.

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 12: 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)	280.47	247.06	13.5%	Lower is better

There has been an upward trend in number of false alarms in non-domestic premises over the past five-years, with the KPI being in exception since August 2023. 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 13: 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.
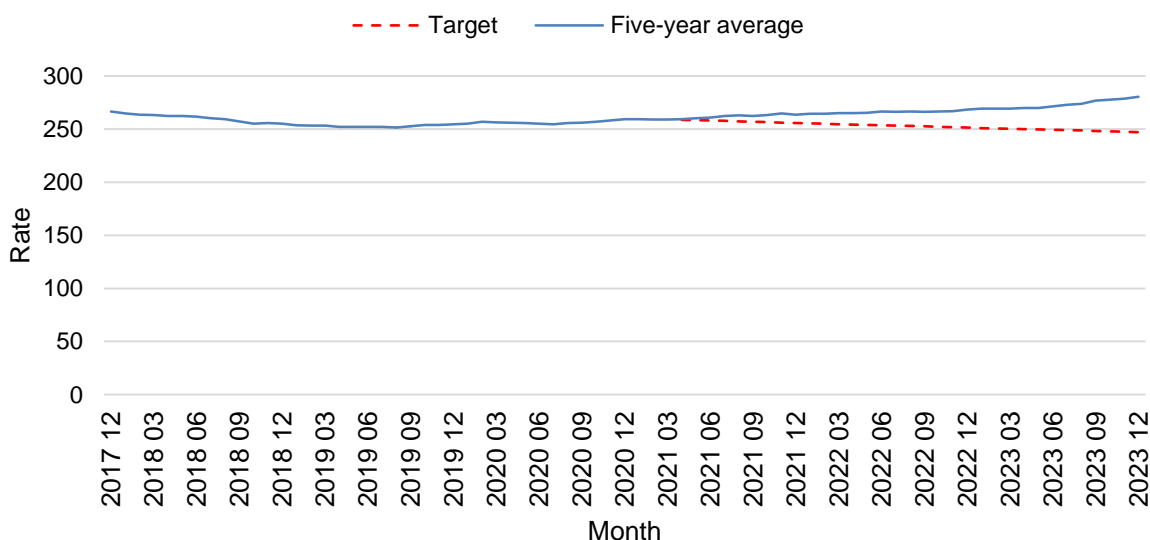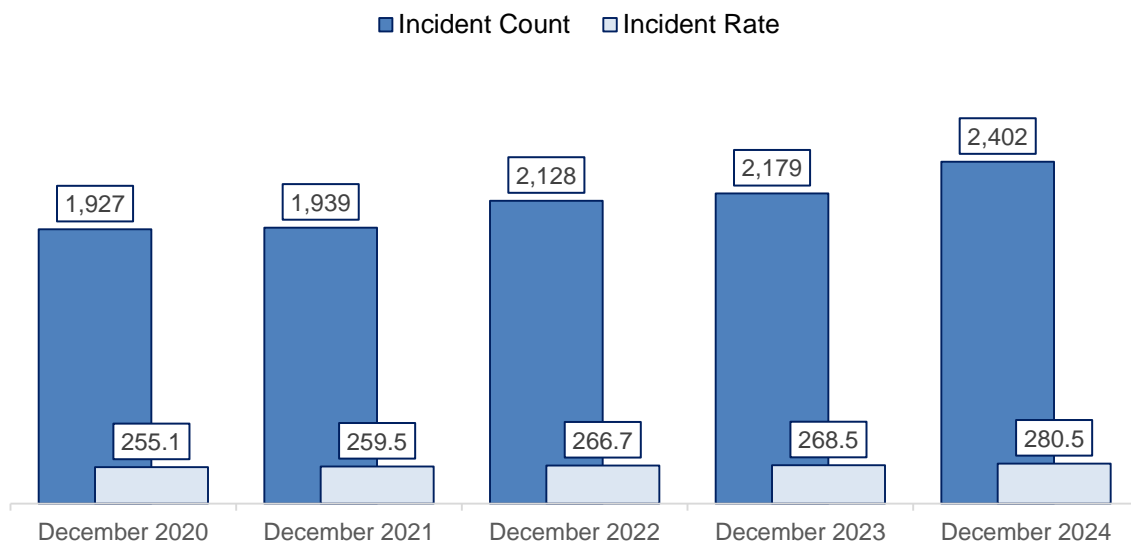

The increase is most evident during the past three years; however, it is likely that the COVID-19 pandemic influenced a decrease in the number of incidents during the first

lockdown (26th March 2020 to 15th June 2020 - the date at which non-essential shops were allowed to reopen).

Table 14 shows the annual number and rate of false alarm incidents that were attended for years ending December. There has been an 25% increase in incidents between December 2019 and December 2023.

Table 14: Number and rate of false alarms due to apparatus in non-domestic premises by year-ending September

Incident Count   Incident Rate

	December 2020	December 2021	December 2022	December 2023	December 2024
Incident Count	1,927	1,939	2,128	2,179	2,402
Incident Rate	255.1	259.5	266.7	268.5	280.5

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 apparatus[2], the pattern[3] 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.

Work to review our attendance policy with a view to extending the non-attendance periods at non-residential premises is continuing.

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[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 15: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.	Aim
M2.1.4.2	Percentage of operational risk information in date - level 4 tactical plans	79.4%	98.0%	-18.6%	Higher is better

Table 16: 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	91.4%	94.0%	-2.6%	Higher is better

Table 17: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.	Aim
M2.1.1.1	Number of local exercises completed	95	36	163.9%	Higher is better
M2.1.1.2	Number of crossborder exercises completed	21	12	75.0%	Higher is better
M2.1.1.3	Number of national exercises completed	12	1	1100.0%	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 18: KPIs that are requiring improvement

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

Table 19: 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	67.3%	75.0%	-7.7%	Higher is better
M2.2.3.2	Percentage of road traffic collisions attended within 15 minutes of call answer	73.8%	75.0%	-1.2%	Higher is better

Table 20: 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 21: KPIs that are requiring improvement

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

Table 22: 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)	87.0%	90.0%	-3.0%	Higher is better
M2.4.3.3	Average turnout time for emergency incidents - on-call duty system (median)	316	300	5.3%	Lower is better

Table 23: 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)	84	90	-6.7%	Lower is better

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

Table 24: KPIs that are requiring improvement

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

Table 25: KPIs that are near to achieving target

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

Table 26: 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

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 that is classified 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 due to the percentage of sites that are in date for revalidation being more than 10% below target. As at 31st December 2023, seven of 34 level four risk sites were overdue revalidation.

Table 27: Performance status – percentage of operational risk information in date - level 4 tactical plans

KPI Ref	Description	Current	Target	% Diff.	Aim
M2.1.4.2	Percentage of operational risk information in date - level 4 tactical plans	79.4%	98.0%	-18.6%	Higher is better

Action

A plan is in place to ensure the overdue sites are revalidated.

As at the 15th January 2024, the number of sites overdue revalidation had reduced to four with KPI performance standing at 88.2%.

Of the four sites that remain overdue, it is anticipated that two will be in date by 19th January 2024 and the other two will be in date by the 26th January 2024.

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.