



**DEVON &  
SOMERSET**  
FIRE & RESCUE SERVICE

**APPENDIX A TO REPORT CSC/24/4**

# Community Safety Committee Performance Report

## **April 2023 to March 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.

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09/04/2024



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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 2023/24 Q4 with change from previous report

	Succeeding (✓)	Near target (•)	Requires improvement (✘)
Priority 1	13 (+3)	4 (-1)	2 (-2)
Priority 2	6 (-)	8 (+1)	0 (-1)

KPIs requiring improvement		Exception report
1.2.4.1.	Number of fire safety checks completed	Page 9
1.2.5.	Rate of false alarms due to apparatus in non-domestic premises	Page 11

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

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

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
1.1.14.2	Rate of people killed or seriously injured in road traffic collisions per 100,000 population	25.21	25.19	0.1%	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	2	1	100.0%	Lower is better
	Other fires fatality performance status	Near target: no deaths in reporting quarter however 12-month figure is above average			

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

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
1.1.1.2	Rate of dwelling fires attended per 100,000 population	49.20	51.46	-4.4%	Lower is better
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	2	6	-66.7%	Lower is better
	Dwelling fires fatality performance status	Succeeding: both reporting quarter and 12-month performance on target			
1.1.3.2	Rate of dwelling fire hospitalisations per 100,000 population	4.09	4.19	-2.4%	Lower is better
1.1.4.1	Number of home fire safety visits completed	18,886	18,000	4.9%	Higher is better
1.1.6.1	Percentage of targeted home safety visits meeting two or more risk criteria	62.8%	60.0%	2.8%	Higher is better
1.1.8.2	Rate of other primary fires per 100,000 population (excludes dwellings and non-domestic premises)	42.87	46.03	-6.9%	Lower is better
1.1.10.2	Rate of other primary fire hospitalisations per 100,000 population (excludes dwellings and non-domestic premises)	0.43	0.52	-18.6%	Lower is better
1.1.11.2	Rate of secondary fires per 100,000 population	88.75	90.62	-2.1%	Lower is better
1.1.12.2	Rate of deliberate fires per 100,000 population	71.50	80.29	-10.9%	Lower is better
1.1.13.2	Rate of road traffic collisions per 100,000 population	43.72	44.72	-2.2%	Lower is better

**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 9: KPIs requiring improvement – priority one, objective two.*

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
1.2.4.1	Number of fire safety checks completed	2,591	3,000	-13.6%	Higher is better
1.2.5.4	Rate of non-domestic false alarms per 10,000 rateable premises (hereditaments)	283.38	246.03	15.2%	Lower is better

*Table 10: KPIs near target – priority one, objective two.*

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
1.2.1.2	Rate of non-domestic premises fires per 10,000 rateable premises (hereditaments)	58.43	56.97	2.6%	Lower is better
1.2.6.1	Percentage of statutory consultations completed to required timescales	98.8%	100.0%	-1.2%	Higher is better

*Table 11: KPIs succeeding – priority one, objective two.*

KPI Ref	KPI 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 12-month performance on 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)	648	425	52.5%	Higher is better



## Exception report: KPI 1.2.4.1. 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.

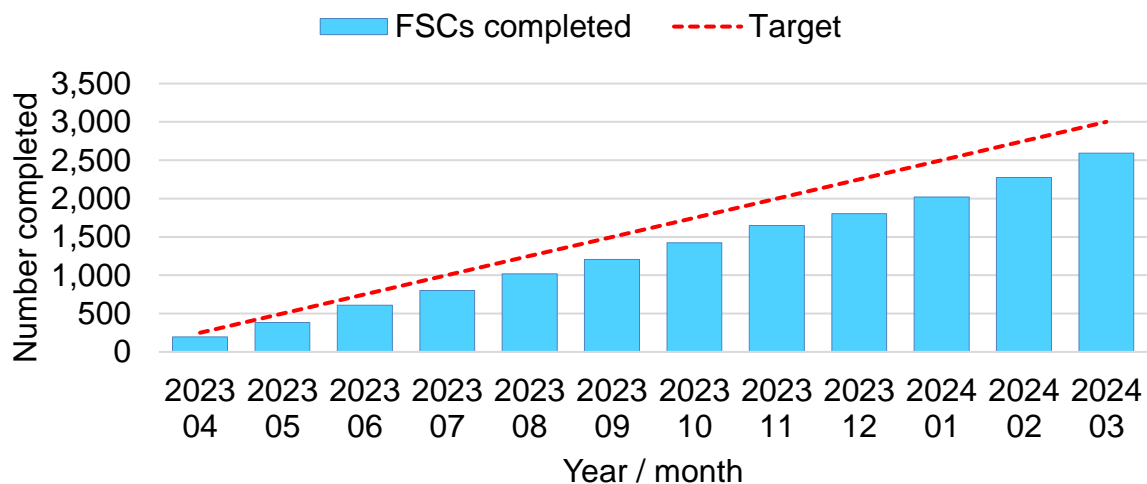
### Analysis

The KPI remains in exception due to the number of FSCs completed being more than 10% below target.

Table 12: KPI 1.2.4.1. number of fire safety checks completed, 2023/24 Q4 performance.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
1.2.4.1	Number of fire safety checks completed	2,591	3,000	-13.6%	Higher is better

Table 13: performance status – cumulative count of fire safety checks completed against target by month.



While the indicator remains in exception, the deficit has reduced from 17.3% (as at 31 December 2023) to 13.6% (as at 31 March 2024).

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.

Delivery of FSCs undertaken by watches is also below target levels. A number of process issues have been identified and steps are being taken to address these.

- Tablet devices provided to record FSC activity are not always being used, with some watches recording information on paper forms and then entering data when back at station. This increases the time taken for the activity and reduces productivity.
- Lists of properties to visit have not been consistently provided to stations.
- Self-generation of visits by watches has not been as successful as anticipated.

*Table 14: 1.2.4.1. number of fire safety checks completed, 2023/24 Q4 actions*

Action Reference	Action description	Lead officer
2324.Q3.1.2.4.1.A	Continue to communicate to watches to ensure self-generation process is fully embedded.	Area Manager Prevention and Protection
2324.Q3.1.2.4.1.B	Provide additional training to crews on how to operate and maintain tablet devices to ensure that they are working efficiently.	Area Manager Prevention and Protection
2324.Q3.1.2.4.1.C	Ensure processes are in place within admin teams to continue provision of lists of premises in line with the Risk Based Inspection Programme.	Area Manager Prevention and Protection
2324.Q3.1.2.4.1.D	Review delivery requirements for the 2024/25 year to determine appropriate targets for the new financial year.	Area Manager Prevention and Protection

## Exception report: KPI 1.2.5. Rate of false alarms due to apparatus in non-domestic 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

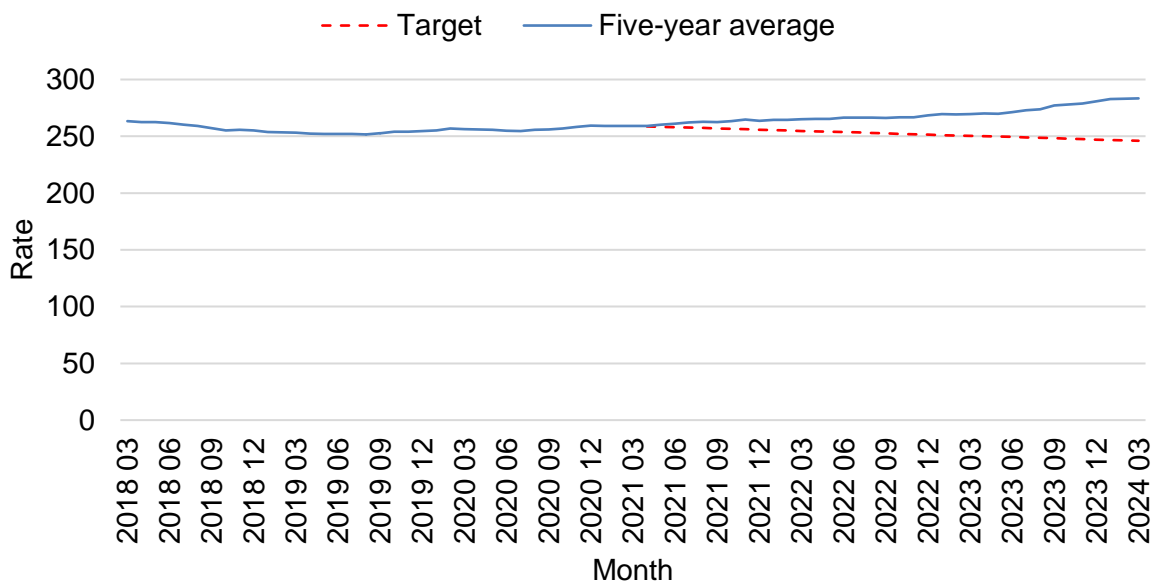
The KPI is in exception due to the rate of incidents being more than 10% above target.

Table 15: KPI 1.2.5. Rate of false alarms due to apparatus in non-domestic premises, 2023/24 Q4 performance

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
1.2.5	Rate of non-domestic false alarms per 10,000 rateable premises (hereditaments)	283.38	246.03	15.2%	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.

Table 16: KPI 1.2.5. Rate of false alarms due to apparatus in non-domestic premises, 2023/24, 12-month average of rolling five-year period.

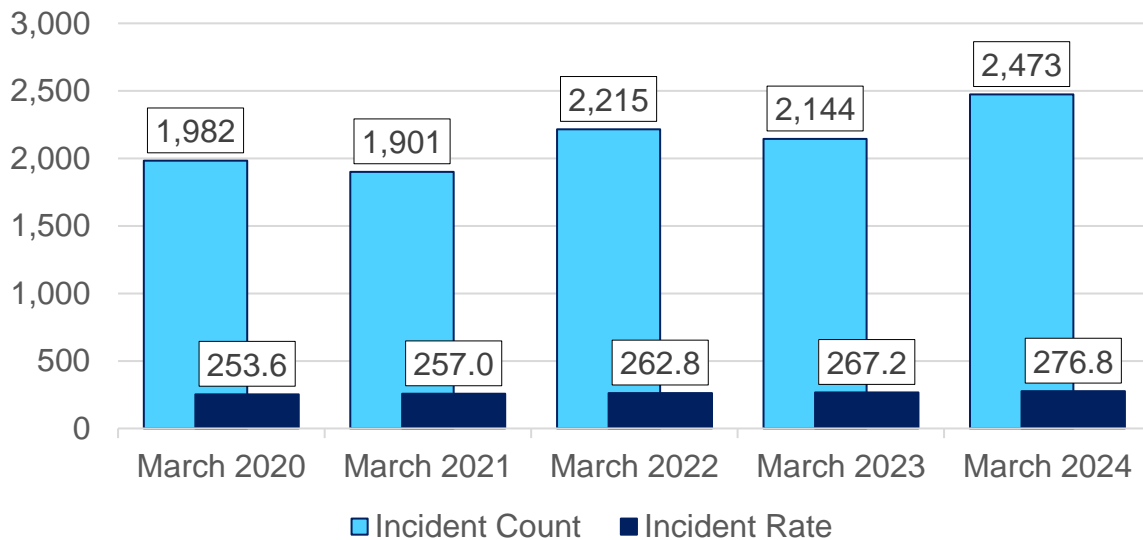


While the duration of these incidents is generally short, there is still a cost implication to the service, particularly where on-call resources are utilised. Additionally, wholtime crews can be drawn away from delivery of essential community safety activities and attendance at genuine emergencies.

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 17 shows the annual number and rate of false alarm incidents that were attended for years ending March. There has been an 20% increase in incidents between March 2020 and March 2024.

Table 17: Number and rate of false alarms due to apparatus in non-domestic premises by year-ending March



The cause of the increase is being investigated. Earlier in the year, it was 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, the pattern 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. Where appropriate, the Service may charge for

attendance 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.

*Table 18: KPI 1.2.5. Rate of false alarms due to apparatus in non-domestic premises, 2023/24 Q3 actions*

Action Reference	Action description	Lead officer
2324.Q4.1.2.5.A	Complete review of AFA attendance policy	Area Manager Prevention and Protection
2324.Q4.1.2.5.B	Complete review of process for premises having repeat false alarms due to apparatus	Area Manager Prevention and Protection

## 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 19: KPIs requiring improvement – priority two, objective one.

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

Table 20: KPIs near target – priority two, objective one.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
2.1.4.1	Percentage of operational risk information in date - level 3 SSRI	91.7%	94.0%	-2.3%	Higher is better
2.1.4.2	Percentage of operational risk information in date - level 4 tactical plans	89.2%	98.0%	-8.8%	Higher is better

Table 21: KPIs succeeding – priority two, objective one.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
2.1.1.1	Number of local exercises completed	121	36	236.1%	Higher is better
2.1.1.2	Number of cross-border exercises completed	22	12	83.3%	Higher is better
2.1.1.3	Number of national exercises completed	12	1	1100.0%	Higher is better

**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 22: KPIs requiring improvement – priority two, objective two.

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

Table 23: KPIs near target – priority two, objective two.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
2.2.3.1	Percentage of dwelling fires attended within 10 minutes of call answer	67.5%	75.0%	-7.5%	Higher is better
2.2.3.2	Percentage of road traffic collisions attended within 15 minutes of call answer	72.8%	75.0%	-2.2%	Higher is better

Table 24: 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 25: KPIs requiring improvement – priority two, objective four.

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

Table 26: KPIs near target – priority two, objective four.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
2.4.1.1	Risk prioritised pump availability (percentage)	96.2%	98.0%	-1.8%	Higher is better
2.4.1.2	Standard pump availability (percentage)	77.9%	85.0%	-7.1%	Higher is better
2.4.3.1	Percentage of calls handled within target time (call answer to resource mobilisation)	87.0%	90.0%	-3.0%	Lower 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 27: KPIs succeeding – priority two, objective four.

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

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

Table 28: KPIs requiring improvement – priority two, objective eight.

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

Table 29: KPIs near target – priority two, objective eight.

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

Table 30: KPIs succeeding – priority two, objective eight.

KPI Ref	KPI 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



## 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 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.