

REPORT REFERENCE NO.	DSFRA/24/24																				
MEETING	DEVON & SOMERSET FIRE & RESCUE AUTHORITY (Ordinary Meeting)																				
DATE OF MEETING	10 JUNE 2024																				
SUBJECT OF REPORT	DEVON & SOMERSET FIRE & RESCUE AUTHORITY PERFORMANCE REPORT 2023-24 & QUARTER 4																				
LEAD OFFICER	Assistant Director, Corporate Services																				
RECOMMENDATIONS	<p>(a). That the Authority considers the areas of performance in exception in relation to agreed strategic objectives and requests its committees to investigate further as appropriate; and</p> <p>(b). That, subject to (a) above, the report be noted</p>																				
EXECUTIVE SUMMARY	<p>To make sure that the Service is delivering as best as possible to the communities of Devon and Somerset and its visitors, performance is monitored regularly.</p> <p>This report covers the period up to the end of quarter four of the 2023/24 financial year (April 2023 to March 2024) and focuses on a selection of key performance indicators (KPIs), aligned to our four service priorities.</p> <p>Performance summary</p> <p>Table 1: KPI performance status overview 2023/24 Quarter 4 with change from previous report</p> <table border="1"> <thead> <tr> <th></th> <th>Succeeding (ü)</th> <th>Near target (ÿ)</th> <th>Requires improvement (û)</th> </tr> </thead> <tbody> <tr> <td>Priority 1</td> <td>13 (+3)</td> <td>4 (-1)</td> <td>2 (-2)</td> </tr> <tr> <td>Priority 2</td> <td>6 (-)</td> <td>8 (+1)</td> <td>0 (-1)</td> </tr> <tr> <td>Priority 3</td> <td>6 (+4)</td> <td>7 (-3)</td> <td>1 (-1)</td> </tr> <tr> <td>Priority 4</td> <td>6 (-)</td> <td>0 (-)</td> <td>0 (-)</td> </tr> </tbody> </table> <p>Key points from Committee reviews were:</p> <p><i>Priority one and two performance is scrutinised at the Community Safety Committee. Two exceptions were discussed in detail:</i></p> <p><u>Exception 1: KPI 1.2.4.1 Number of fire safety checks completed:</u></p> <p>The Committee queried the setting of the target for Fire Safety Checks and the rationale for this. Officers responded that target figures were based upon the risk-based inspection programme</p>		Succeeding (ü)	Near target (ÿ)	Requires improvement (û)	Priority 1	13 (+3)	4 (-1)	2 (-2)	Priority 2	6 (-)	8 (+1)	0 (-1)	Priority 3	6 (+4)	7 (-3)	1 (-1)	Priority 4	6 (-)	0 (-)	0 (-)
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and the Services capacity to deliver, the Service strived to set an achievable target for each year.

The Service had recognised the work undertaken to embed regional fire safety teams had subsequently reduced local capacity, thus impacting the ability to deliver. The Committee requested the setting of realistic and achievable targets in the future.

The Committee queried the increase in Fire Safety Audits in light of the reduction in FSCs. The Director of Service Delivery advised that this had been due to the further training of Protection staff to the requisite level which had meant that more audits (which provide a more comprehensive assessment of fire safety standards) could be undertaken.

A number of additional actions were identified in the performance report that will improve efficiency.

Exception 2: KPI 1.2.5. Rate of false alarms due to apparatus in non-domestic premises

In respect of the rate of false alarms in non-domestic premises, an increase of 15.2% had been noted. The Service would be undertaking work to reduce the number of unwanted fire signals ("UWFS"), a report on which would be presented to the Committee in due course.

The Committee asked if there was any challenge made for premises where there were frequent unwanted fire calls due to malfunctioning equipment. The Service confirmed that information was fed into the National Fire Chiefs Council (NFCC) which maintained a database through which challenges were made to manufacturers directly. This work was led by the London Fire Brigade.

The Committee commented that the Service may have experienced an increase in activity due to economic factors and associated ageing fire prevention systems. It was noted that that an additional factor was that some premises owners allowed the Service to respond to unwanted fire calls to inform their fire risk assessments and would pay the associated call out charge, therefore resulting in a continued high number of UWFS.

The Committee noted that the Community Risk Management Plan informed the risk-based inspection programme. The Chief Fire Officer advised that a report would be presented to the Committee at a future meeting detailing the Service's response to UWFS.

The Committee requested a further report detailing recognised repeat offenders, in particular those that have reached stage four within the Service's trigger points.

A review of the Unwanted Fire Signals policy is underway.

	<p><i>Priority three performance is scrutinised at the People Committee. Currently, one KPI is in exception:</i></p> <p><u>Exception 3: KPI 3.1.7. Average number of persons absent due to stress related illness per month</u></p> <p>This indicator is currently reported as at the quarter three position.</p> <p>It was noted at People Committee that the changeover to the new People Services system had resulted in issues with reporting on the position on sickness absence and associated trends at the year end. This would be reported in depth at the next meeting together with national comparisons available from the Cleveland report. It was noted that the Service continued to promote the support available to staff absent due to mental health issues.</p> <p><i>Priority four performance is scrutinised at the Resources Committee. Currently, there are no KPIs in exception.</i></p> <p>There are no additional comments from the Resources Committee. All targets have been met successfully.</p>
RESOURCE IMPLICATIONS	Existing budget and staffing are sufficient to deliver required improvements.
EQUALITY RISKS AND BENEFITS ANALYSIS (ERBA)	N/A
APPENDICES	A. Fire Authority Performance Report: 2023/24 Quarter Four
LIST OF BACKGROUND PAPERS	<p>Community Safety Committee: Strategic Priority 1 and 2 Performance Measures: Quarter 4 2023/24</p> <p>People Committee: Performance Monitoring Report 2023-24: Quarter 4</p> <p>Resources Committee: Financial Performance Report 2023-24: Quarter 4</p> <p>Fire Authority Performance Report: 2023/24 Quarter Three</p>