Community Safety Committee Performance Report – Q1 2024/25

April 2024 to June 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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August 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 2024/25 Q1 with change from previous report

	Succeeding (✓)	Near target (•)	Requires improvement (✗)
Priority 1	14 (-)	4 (-)	2 (-)
Priority 2	1 (-)	5 (-)	2 (-)

KPIs requiring improvement	Exception report
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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

Table 2: KPIs requiring improvement - priority one, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
1.4. Number of home fire safety visits completed	YTD ✗	3,947	*4,500*	-12.3%	↑

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

KPI	Period	Actual	*Target*	% Diff.	Aim
1.18. Number of false alarms due to apparatus attended in dwellings	Rolling-12 •	3,325	*3,254*	2.2%	↓
1.19. Number of false alarms due to apparatus attended in non-domestic premises	Rolling-12 •	2,501	*2,500*	0.1%	↓

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

KPI	Period	Actual	Target	% Diff.	Aim
1.1. Number of fire-related deaths in dwellings	Q1 '24 ✓	0	*0*	0.0%	↓
	Rolling-12 ✓	2	7	-67.7%	
On target					
1.2. Number of persons requiring hospital treatment due to a dwelling fire	Rolling-12 ✓	53	*74*	-27.6%	↓

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KPI	Period	Actual	Target	% Diff.	Aim
1.3. Number of primary dwelling fires	Rolling-12 ✓	804	867	-7.3%	↓
1.5. Number of targeted home fire safety visits completed to households with more than one high risk factor	YTD ✓	65.4%	60.0%	5.4 pp	↑
1.13. Number of fire-related deaths in vehicles or outdoor locations	Q1 '24 ✓	0	0	0.0%	↓
	Rolling-12 ✓	1	1	0.0%	
On target					
1.14. Number of persons requiring hospital treatment due to a vehicle or outdoor location fire	Rolling-12 ✓	13	14	-4.4%	↓
1.15. Number of primary vehicle or outdoor location fires	Rolling-12 ✓	690	740	-6.8%	↓
1.16. Number of secondary fires	Rolling-12 ✓	1,298	1,809	-28.2%	↓
1.17. Number of deliberate fires	Rolling-12 ✓ ✓	1,015	1,259	-19.4%	↓
1.22. Number of road traffic collisions attend by the fire service	Rolling-12 ✓	766	780	-1.8%	↓
1.23. Number of persons killed or seriously injured at road traffic collisions attended by the fire service	Rolling-12 ✓	425	452	-6.0%	↓

Exception report: KPI 1.4. number of home fire safety visits completed

This KPI reports on the number of Home Fire Safety Visits (HFSVs) completed. HFSVs are provided to households within our communities that are identified as being more likely to have a fire in the home or to sustain serious injury or death in the event of a fire. HFSVs are delivered by specialist Home Fire Safety Technicians and wholetime operational crews.

Analysis

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

Table 5: KPI 1.4. number of home fire safety visits completed, 2024/25 Q1 performance.
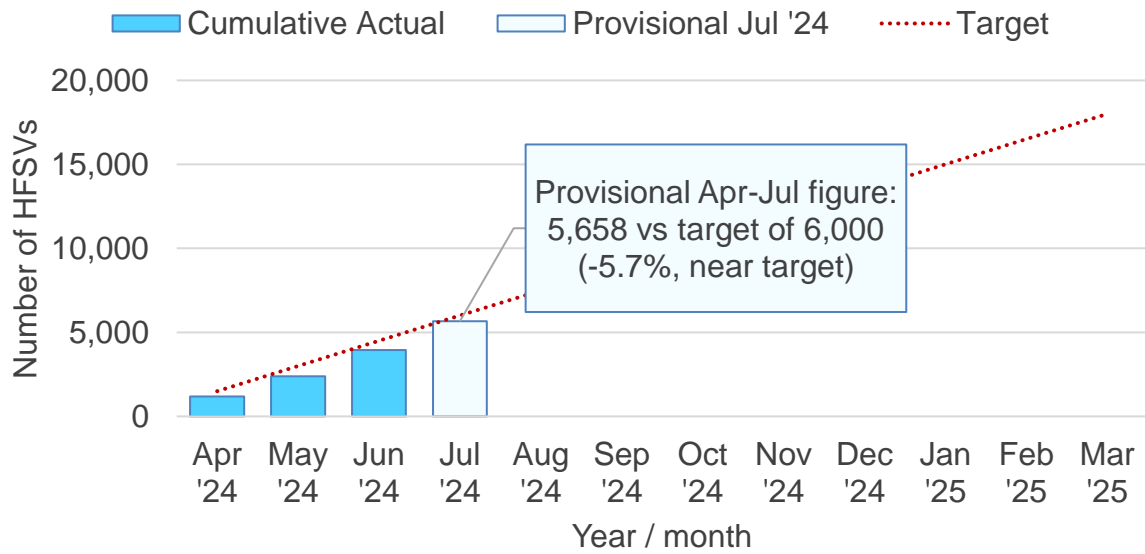
KPI	Period	Actual	Target	% Diff.	Aim
1.4. Number of home fire safety visits completed	YTD ✖	3,947	*4,500*	-12.3%	↑

A reduction in the number of Home Safety administrators due to staff turnover and ongoing recruitment challenges led to a reduced capacity which impacted the ability to book in technician visits. However, initial indications from early August show that a recent increase in staff due to successful recruitment has promoted an uplift in booked visits.

Progress has been made in reducing the HFSV backlog, currently there are fewer than 1,000 un-booked visits (down from around 7,000). Challenges remain with some of the oldest referrals being processed where contact details can be harder to obtain, and ultimately take longer resolve.

A Person Centred HFSV as recommended by the NFCC can, on some occasions, mean that visits take longer as they are more resource intensive and focus on giving better outcomes for higher risk individuals.

Table 6: KPI 14. cumulative number of HFSVs completed, 2024/25 Q1 performance with provisional position as at July 2024.

Legend: Cumulative Actual — Provisional Jul '24 — Target

Callout: Provisional Apr-Jul figure: 5,658 vs target of 6,000 (-5.7%, near target)

Y-axis: Number of HFSVs (0, 5,000, 10,000, 15,000, 20,000)

X-axis: Year / month — Apr '24, May '24, Jun '24, Jul '24, Aug '24, Sep '24, Oct '24, Nov '24, Dec '24, Jan '25, Feb '25, Mar '25

While the KPI is in exception for Q1, provisional figures for July indicate that there has been a significant increase in delivery. If this continues, the deficit could be resolved by the end of Q2 2024.

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

Table 7: KPIs requiring improvement – priority one, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
1.10. Number of fire safety checks completed	YTD ✗	554	625	-11.4%	↑

Table 8: KPIs near target – priority one, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
1.8. Number of persons requiring hospital treatment due to a non-domestic premises fire	Rolling-12 •	10	9	19.0%	↓
1.12. Percentage of building regulation and licensing jobs completed on time	YTD •	92.8%	100.0%	-7.2 pp	↑

Table 9: KPIs succeeding – priority one, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
1.7. Number of fire-related deaths in non-domestic premises	Q1 '24 ✓	0	0	0.0%	↓
	Rolling-12 ✓	0	1	-100.0%	
	On target				
1.9. Number of primary non-domestic premises fires	Rolling-12 ✓	428	436	-1.8%	↓
1.11. Number of fire safety audits completed	YTD ✓	194	175	10.9%	↑

Exception report: KPI 1.10. number of fire safety checks completed

This KPI reports 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: KPI 1.10. number of fire safety checks completed, 2024/25 Q1 performance.

KPI	Period	Actual	Target	% Diff.	Aim
1.10. Number of fire safety checks completed	YTD ✖	554	*625*	-11.4%	⬆

The number of FSCs completed has been affected by a change to the structure of administrative services that support the Service Delivery directorate. During the transition, it has become apparent that FSCs were not being allocated to two of the six groups.

Processes have been reviewed and a Protection Lead Administrator has recently been appointed. The purpose of the role is to centralise Protection Admin across the Service; this will include liaising and issuing of FSC's across the Service, improving efficiency and consistency and in-turn supporting increased output.

Provisional figures for July indicate an increase in FSCs completed; if this continues, the KPI will be on target by the end of Q2 2024.

Table 11: Cumulative count of fire safety checks completed against target by month.
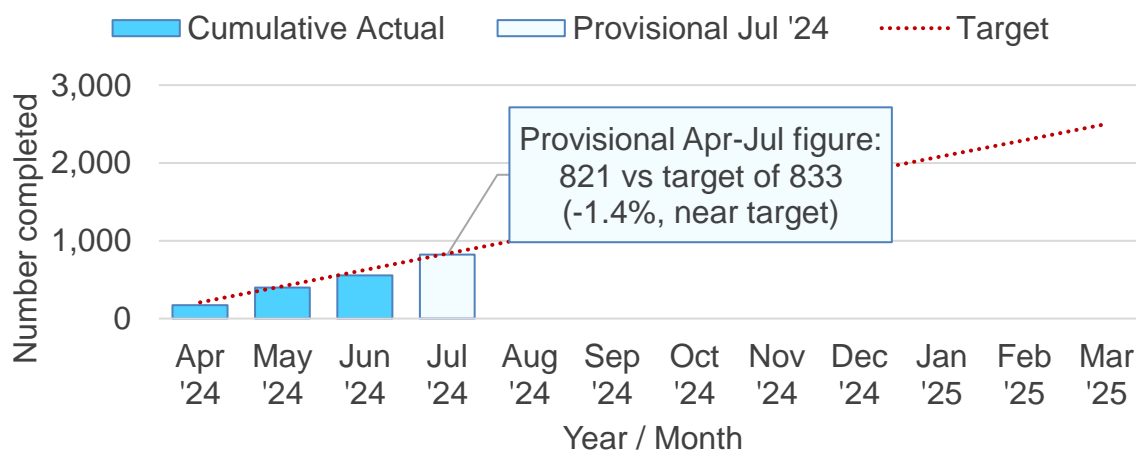
Table 12: 1.10. number of fire safety checks completed, 2024/25 Q1 actions

Action description	Lead officer
Continue to communicate to watches to ensure self-generation process is fully embedded. *Update Q1 2024/25: completed*	Area Manager Prevention and Protection
Ensure processes are in place within admin teams to continue provision of lists of premises in line with the Risk Based Inspection Programme (RBIP). *Update Q1 2024/25: Protection Lead Administrator who has recently been appointed is currently developing interim updated RBIP list for our Fire Safety Managers and will be feeding back to them in September. A new RBIP is being developed for 2025 in conjunction with the DDaT team which will incorporate medium rise buildings.*	Area Manager Prevention and Protection
Review delivery requirements for the 2024/25 year to determine appropriate targets for the new financial year. *Update Q1 2024/25: Completed. A target of 2,500 Fire Safety Checks. Additionally, the update of the RBIP will ensure that FSCs and FSAs continue to be targeted at the highest risk premises.*	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

Table 13: KPIs requiring improvement – priority two, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
2.2. Percentage of level four operational risk sites in date for revalidation	YTD ✖	82.4%	*96.0%*	-13.6 pp	↑

Table 14: KPIs near target – priority two, objective one.

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

Table 15: KPIs succeeding – priority two, objective one.

KPI	Period	Actual	Target	% Diff.	Aim
2.1. Percentage of level three operational risk sites in date for revalidation	YTD ✓	98.7%	*92.0%*	6.7 pp	↑

Exception report: 2.2. Percentage of level four operational risk sites in date for revalidation

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 to produce 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 30th June 2024, six of 34 level four risk sites were overdue revalidation.

Table 16: performance status – percentage of level four operational risk sites in date for revalidation, as at 30th June 2024

KPI	Period	Actual	Target	% Diff.	Aim
2.2. Percentage of level four operational risk sites in date for revalidation	As at end Q1 '24 ✖	82.4%	*96.0%*	-13.6 pp	↑

Several level four tactical plans required revalidation by the same date, this led to the indicator going into exception.

Work is underway to review our approach with a view to consolidating and simplifying plans to ensure that crews can access key information quickly and easily. This will reduce the number of distinct plans on large sites, such as Devonport Dockyard, improving efficiency for Operational Risk Technicians producing the plans and crews looking to access the information.

Action Reference	Action description	Lead officer
2024.2.2.A	Complete review and consolidation of level four tactical plans.	Area Manager Prevention and Protection

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

Table 17: KPIs requiring improvement – priority two, objective two.

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

Table 18: KPIs near target – priority two, objective two.

KPI	Period	Actual	Target	% Diff.	Aim
2.4. Percentage of dwelling fire incidents attended within 10 minutes of call answer	YTD •	71.0%	*75.0%*	-4 pp	↑
2.5. Percentage of road traffic collision incidents attended within 15 minutes of call answer	YTD •	71.9%	*75.0%*	-3.1 pp	↑

Table 18: 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

Table 19: KPIs requiring improvement – priority two, objective four.

KPI	Period	Actual	Target	% Diff.	Aim
2.8. Percentage availability of risk dependant pumping appliances	YTD ✗	61.5%	*85.0%*	-23.5 pp	↑

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

KPI	Period	Actual	Target	% Diff.	Aim
2.6. Percentage availability of priority pumping appliances	YTD ●	92.9%	*98.0%*	-5.1 pp	↑
2.7. Percentage availability of standard pumping appliances	YTD ●	78.8%	*85.0%*	-6.2 pp	↑
2.9. Percentage of emergency calls handled within target time	YTD ●	87.4%	*90.0%*	-2.6 pp	↑

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

KPI	Period	Actual	Target	% Diff.	Aim
No KPIs currently succeeding					

Exception report: 2.8. Percentage availability of risk dependant pumping appliances

This KPI reports on the proportion of time that risk dependant availability (RDA) appliances (fire engines) were available to respond as a percentage of the total required time. All RDA appliances are crewed by on-call personnel on two pump stations, where one appliance will always aim to be available. RDA appliances are required to be available to respond during periods when risk is deemed highest.

Analysis

The KPI is in exception as availability is more than 10 percentage points (pp) below target. The expectation is that RDA appliances should be available for at least 85.0% of the required hours, the same proportion as a standard on-call appliance (which is required to be available 24 hours a day, 7 days a week).

Table 22: performance status – percentage of level four operational risk sites in date for revalidation, as at 30th June 2024

KPI	Period	Actual	Target	% Diff.	Aim
2.8. Percentage availability of risk dependant pumping appliances	YTD ✖	61.5%	*85.0%*	-23.5 pp	↑

Table 22: risk dependant availability by month and rolling 12-month average, April 2019 to June 2024
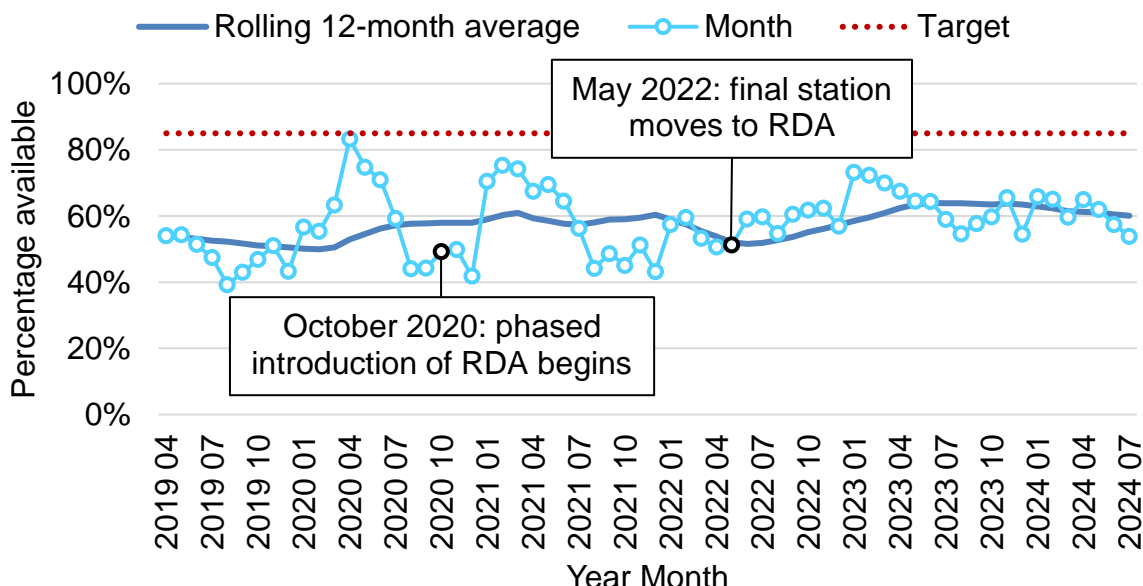
The indicator has consistently been in exception, and it is likely that this will continue. Peaks in availability during 2020 and 2021 were a result of periods of COVID-19 lockdown, during which on-call availability increased significantly.

Table 23: risk dependant availability during Q1 2024 by station and performance status.

Status	Risk dependant stations
Succeeding	KV13 Okehampton (85.8%), KV40 Honiton (90.6%), KV44 Tiverton (87.3%)
Near target	KV30 Teignmouth (82.2%), KV43 Sidmouth (80.4%)
Exception	KV02 Ilfracombe (31.2%), KV21 Brixham (62.4%), KV24 Dartmouth (2.8%), KV57 Tavistock (67.9%), KV71 Williton (68.2%), KV83 Wells (17.3%)

Of the 11 RDA appliances, three achieved the 85.0% target during Q1 2024, two were near target and six were in exception.

Generally, RDA crews will be mobilised in support of the first appliance, simultaneous attendance at different incidents is unusual. The speed of first attendance is the most critical element of response, however, any delay in additional resources is less than ideal.

- During Q1 2024, there were a total of 63 incidents in RDA station grounds during the hours when RDA cover is required.
- Thirty incidents saw two or more appliances mobilised and 22 saw two or more arrive on scene.
- Twelve of the 22 incidents were attended by the local RDA appliance, 10 were attended by the next closest resource.
- Four of the 10 incidents not attended by the RDA crew appear to have been located so the fastest response was from a neighbouring station, therefore the RDA crew were not mobilised despite being available.
- Therefore, six incidents were affected by RDA appliances being unavailable.

Many of the appliances struggled to maintain availability prior to the move to RDA and while the reduced requirement for cover has supported a slight improvement since its introduction, in many instances the underlying issues remain.

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.