



Community Safety Committee Target Setting Report

This report outlines the agreed key performance indicators (KPIs) for the Community Safety Committee and the targets set for the 2024/25 financial year.

A rationale is provided for each KPI that describes why the target has been proposed and the thresholds for measurement.

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Contents

Introduction	3
Key Performance Indicator Specifications and Targets 2024/25	4
Appendix A: glossary.....	33

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.

Targets are set in conjunction with the lead officer for the business area, strategic analysts and the Director of Service Delivery.

Key Performance Indicator Specifications and Targets 2024/25



Priority one: our targeted prevention and protection activities reduce the risks in our communities, improving health, safety and wellbeing and support the local economy.

KPI 1.1. Number of fire-related deaths due to dwelling fires

Description: the number of [fire-related deaths](#) due [dwelling](#) fires attended within Devon and Somerset Fire and Rescue Service area.

Purpose: supports evaluation of the effectiveness of prevention and response activity.

Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
8	10	6	6	2	5	↓	7	↓

Proposed target: zero deaths in the reporting month or quarter and for the 12-month actual to be on or below the five-year average.

Rationale: any fire-related death is a failure and therefore should be reported as an exception and reviewed accordingly. It is also important to monitor the overall level

Exception (✖)	One or more deaths in the reporting month / quarter
Near target (◐)	Zero deaths in the reporting month / quarter, 12-month actual is above five-year average
Succeeding (✓)	Zero deaths in the reporting month / quarter and 12-month actual is on or below five-year average

Reporting frequency: ELT monthly, Fire Authority quarterly

Data source: Incident Recording System

KPI 1.2. Number of persons requiring hospital treatment due to injury resulting from dwelling fires

Description: the number of people [injured](#) in [dwelling](#) fires within the Devon and Somerset Fire and Rescue Service area that required treatment at hospital.

Purpose: supports evaluation of the effectiveness of prevention and response activity.

Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
87	71	76	84	55	72	↓	75	↓

Proposed target: 12-month actual to be on or below the five-year average.

Rationale: the number of injuries resulting in hospital treatment is relatively low but also highly variable, ranging from 55 to 87 over the past five years. Monitoring the rolling 12-month position against the five-year average will provide assurance that levels are reasonable with an aspiration of continuing the long-term downward trend.

Benchmarked performance against England has seen DSFSR slightly above the national rate since 2017/18, however the 2023/24 has seen fewer hospitalisations in DSFRS and the rate likely to be much closer to the national average, if not below.

Exception (✖)	12-month actual is above the rolling five-year average by 10% or more
Near target (◦)	12-month actual is above the rolling five-year average by less than 10%
Succeeding (✓)	12-month actual is on or below the rolling five-year average

Reporting frequency: ELT monthly, Fire Authority quarterly

Data source: Incident Recording System

KPI 1.3. Number of primary dwelling fires

Description: the number of [primary dwelling](#) fires attended within the Devon and Somerset Fire and Rescue Service area.

Purpose: supports evaluation of the effectiveness of prevention and response activity.

Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
933	866	865	879	840	861	↓	877	↓

Proposed target: 12-month actual to be on or below the five-year average, monthly performance to be monitored using statistical process control.

Rationale: the number of dwelling fires has reduced by almost seen a reduction of around 30% since 2009/10, both nationally and within DSFRS. Monitoring the rolling 12-month position against the five-year average will provide assurance that levels are reasonable with an aspiration of continuing the long-term downward trend.

Monitoring monthly figures using statistical process control will support timely, tactical intervention should an exceptional circumstance emerge.

Benchmarked performance against England has seen DSFRS performance broadly in line with the national average.

Exception (✘)	12-month actual is above the rolling five-year average by 5% or more
Near target (◦)	12-month actual is above the rolling five-year average by less than 10%
Succeeding (✓)	12-month actual is on or below the rolling five-year average

Reporting frequency: ELT monthly, Fire Authority quarterly

Data source: Incident Recording System

KPI 1.4. Number of home fire safety visits complete

Description: the number of home fire safety visits completed where all elements of the Home Office criteria have been met. These are:

- Identifying and advising of the potential fire risks within the home;
- Advising householder what to do in order to reduce or prevent these risks; and
- Putting together an escape plan in case a fire does break out and ensuring the householder has working smoke alarms. The HFSC can include installing a smoke alarm(s) where appropriate.

Purpose: to provide assurance that the service is delivering required levels of home fire safety visits to reduce risk within the community.

Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
16,692	8,521	14,775	20,125	18,886	17,929	↑	15,800	↑

Proposed target: to deliver 18,000 HFSVs.

Rationale: this is continuation of the target level set in the previous financial year. Work is ongoing to embed the NFCC community risk model for dwelling fires and the Person Centred Framework, both of which will enhance the current approach. This work is likely to have some impact on delivery, but it is believed that the target of 18,000 remains achievable.

Benchmarked performance for the 2022/23 financial year against English saw DSFSR performance assessed as significantly above average (over +1 standard deviation above mean rate per 1,000 population). If delivery levels within other Authorities remain relatively consistent, it would be reasonable to anticipate that DSFRS will remain above average for the 2023/24 financial year (awaiting data).

Exception	(*)	Actual is below target by 10% or more
Near target	(•)	Actual is target by less than 10%
Succeeding	(✓)	Actual is on or above target

Reporting frequency: ELT monthly, Fire Authority quarterly

Data source: HFSV and DHSV Recording Tool

KPI 1.5. Proportion of targeted home fire safety visits completed at households with two or more high risk factors

Description: proportion of targeted home fire safety visits completed at households with two or more high risk factors as a percentage of all targeted visits meeting the Home Office criteria.

Purpose: research has shown that the likelihood of dying in a house fire increases significantly if more than one risk factor is present. This indicator provides assurance that the service has appropriate systems in place to focus activity on those at greatest risk of a fire in the home.

Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
47.1%	47.9%	54.4%	57.7%	62.8%	58.3%	↑	54.0%	↑

Proposed target: to deliver at least 60% of visits to households exhibiting two or more high risk factors.

Rationale: this is continuation of the target level set in the previous financial year. Work is ongoing to embed the NFCC community risk model for dwelling fires and the Person Centred Framework, both of which will enhance the current approach to targeting and delivery.

Exception (✘)	Actual is five or more percentage points below target
Near target (◦)	Actual is less than five percentage points below target
Succeeding (✓)	Actual is on or above target

Reporting frequency: ELT monthly, Fire Authority quarterly

Data source: HFSV and DHSV Recording Tool

KPI 1.7. Number of fire-related deaths due to non-domestic premises fires								
Description: the number of fire-related deaths due non-domestic premises fires attended within Devon and Somerset Fire and Rescue Service area.								
Purpose: supports evaluation of the effectiveness of protection and response activity.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
0	1	0	0	1	1	↑	1	↑
Proposed target: zero deaths in the reporting month or quarter and for the 12-month actual to be on or below the five-year average.								
Rationale: any fire-related death is a failure and therefore should be reported as an exception and reviewed accordingly. It is also important to monitor the overall level								
Exception (✘)		One or more deaths in the reporting month / quarter						
Near target (◦)		Zero deaths in the reporting month / quarter, 12-month actual is above five-year average						
Succeeding (✓)		Zero deaths in the reporting month / quarter and 12-month actual is on or below five-year average						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: Incident Recording System								

KPI 1.8. Number of persons requiring hospital treatment due to injury resulting from non-domestic premises fires								
Description: the number of people injured in non-domestic premises fires within the DSFRS service area that required treatment at hospital.								
Purpose: supports evaluation of the effectiveness of protection and response activity.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
6	8	4	12	12	9	↑	9	↑
Proposed target: 12-month actual to be on or below the five-year average.								
Rationale: the number of injuries resulting in hospital treatment is relatively low but also highly variable, ranging from 4 to 12 over the past five years. Monitoring the rolling 12-month position against the five-year average will provide assurance that levels are reasonable with an aspiration of achieving a long-term downward trend.								
Benchmarked performance against England has been variable which is likely due to the relatively low number of injuries seen both within DSFSR and nationally. However, performance levels are generally close to the national average.								
Exception (✘)		12-month actual is above the rolling five-year average by 25% or more						
Near target (◦)		12-month actual is above the rolling five-year average by less than 25%						
Succeeding (✓)		12-month actual is on or below the rolling five-year average						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: Incident Recording System								

KPI 1.9. Number of primary non-domestic premises fires								
Description: the number of primary non-domestic premises fires attended within the Devon and Somerset Fire and Rescue Service area.								
Purpose: supports evaluation of the effectiveness of protection and response activity.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
489	385	459	438	435	440	➔	442	↓
<p>Proposed target: 12-month actual to be on or below the five-year average, monthly performance to be monitored using statistical process control.</p> <p>Rationale: the number of non-domestic premises fires has reduced by over seen a reduction of around 30% since 2009/10, both nationally and within DSFRS. Monitoring the rolling 12-month position against the five-year average will provide assurance that levels are reasonable with an aspiration of achieving a long-term downward trend.</p> <p>Monitoring monthly figures using statistical process control will support timely, tactical intervention should an exceptional circumstance emerge.</p> <p>Benchmarked performance against England has seen DSFSR performance broadly in line with the national average.</p>								
Exception (✘)		12-month actual is above the rolling five-year average by 5% or more						
Near target (◦)		12-month actual is above the rolling five-year average by less than 10%						
Succeeding (✓)		12-month actual is on or below the rolling five-year average						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: Incident Recording System								

KPI 1.10. Number of fire safety checks completed

Description: the number of fire safety checks completed at [non-domestic premises](#) within the Devon and Somerset Fire and Rescue Service area.

Purpose: to provide assurance that the service is delivering required levels of fire safety checks to reduce risk within the community.

Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
4,337	1,449	3,287	3,652	2,591	3176.7	↓	3064	↓

Proposed target: The target has been reduced from previous year (3,000) to 2,500.

Rationale: Currently, the Service does not have a Fire Safety Trainer to deliver the Fire Safety Foundation Course which means fewer people can be trained to complete FSCs. A recruitment process was completed, but unfortunately the post could not be filled. A second recruitment drive resulted in zero applicants, alternative options to address this are being considered.

Fortunately, checks at higher-risk premises within the current Risk Based Inspection Programme have largely been completed, therefore there is minimal risk in reducing the number of checks for the 2024/25 financial year. This will be reviewed following the update of the RBIP which will be used to inform 2025/26 delivery requirements.

Exception (✘)	Actual is below target by 10% or greater
Near target (◦)	Actual is below target by less than 10%
Succeeding (✓)	Actual is on or above target

Reporting frequency: ELT monthly, Fire Authority quarterly

Data source: CFRMIS

KPI 1.11. Number of fire safety audits completed

Description: the number of fire safety audits completed at [non-domestic premises](#) within the Devon and Somerset Fire and Rescue Service area.

Purpose: to provide assurance that the service is delivering required levels of fire safety audits to reduce risk within the community.

Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
902	318	548	824	857	743.0	↑	690	↑

Proposed target: the target of 700 FSAs has been continued for the 2024/25 financial year.

Rationale: the target has been continued from previous year, despite being exceeded during 2023/24. This is to allow for existing Fire Inspection Officer vacancies within the team to be filled, thus increasing capacity.

The target of 700 FSAs is deemed achievable based on the capacity within the team to address both the Risk Based Inspection Programme and other statutory requirements such as Building Regulation Consultations and Licensing Applications.

Once back up to the full strength of staff, there is an expectation that 2025/26 will see an increase in the FSA target.

Exception (✘) Actual is below target by 10% or greater

Near target (◦) Actual is below target by less than 10%

Succeeding (✓) Actual is on or above target

Reporting frequency: ELT monthly, Fire Authority quarterly

Data source: CFRMIS

KPI 1.12. Proportion of building regulation and licencing consultations completed within target time

Description: the proportion of building regulation and licencing consultations completed within target time within the Devon and Somerset Fire and Rescue Service area.

Building regulation consultations: 15 working days

Licencing regulation consultations: 28 calendar days

Purpose: to provide assurance that the service is adhering to legislative requirements.

Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
97.5%	99.5%	99.1%	98.2%	98.7%	98.7%	↓	98.6%	↑

Proposed target: maintain current target of 100%.

Rationale: all consultations should be responded to within the legislative timeframes.

Exception (✘) Actual is below target by five percentage points or greater

Near target (◦) Actual is below target by less than five percentage points

Succeeding (✓) Actual is on or above target

Reporting frequency: ELT monthly, Fire Authority quarterly

Data source: Incident Recording System

KPI 1.13. Number of fire-related deaths due to vehicle and outdoor location fires								
Description: the number of fire-related deaths due to vehicle and outdoor locations fires attended within Devon and Somerset Fire and Rescue Service area.								
Purpose: supports evaluation of the effectiveness of prevention and response activity.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
0	1	2	0	2	2	➔	1	⬆
Proposed target: zero deaths in the reporting month or quarter and for the 12-month actual to be on or below the five-year average.								
Rationale: any fire-related death is a failure and therefore should be reported as an exception and reviewed accordingly. It is also important to monitor the overall level								
Exception (✘)		One or more deaths in the reporting month / quarter						
Near target (◐)		Zero deaths in the reporting month / quarter, 12-month actual is above five-year average						
Succeeding (✔)		Zero deaths in the reporting month / quarter and 12-month actual is on or below five-year average						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: Incident Recording System								

KPI 1.14. Number of persons requiring hospital treatment due to injury resulting from vehicle and outdoor location fires

Description: the number of people injured in vehicle and outdoor fires within the DSFRS service area that required treatment at hospital.

Purpose: supports evaluation of the effectiveness of prevention and response activity.

Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
15	14	15	12	14	14	↓	14	↓

Proposed target: 12-month actual to be on or below the five-year average.

Rationale: the number of injuries resulting in hospital treatment is relatively low. Monitoring the rolling 12-month position against the five-year average will provide assurance that levels are reasonable with an aspiration of achieving a long-term downward trend.

Benchmarked performance against England has been variable which is likely due to the relatively low number of injuries seen both within DSFSR and nationally. However, performance levels are generally close to the national average.

Exception (✘)	12-month actual is above the rolling five-year average by 25% or more
Near target (◦)	12-month actual is above the rolling five-year average by less than 25%
Succeeding (✓)	12-month actual is on or below the rolling five-year average

Reporting frequency: ELT monthly, Fire Authority quarterly

Data source: Incident Recording System

KPI 1.15. Number of primary vehicle and outdoor fires								
Description: the number of primary vehicle and outdoor fires attended within the Devon and Somerset Fire and Rescue Service area.								
Purpose: supports evaluation of the effectiveness of prevention and response activity.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
827	691	694	775	717	729	↓	741	↑
<p>Proposed target: 12-month actual to be on or below the five-year average, monthly performance to be monitored using statistical process control.</p> <p>Rationale: the number of fires has reduced by around seen a reduction of around 30% since 2009/10, both nationally and within DSFRS. Monitoring the rolling 12-month position against the five-year average will provide assurance that levels are reasonable with an aspiration of achieving a long-term downward trend.</p> <p>Monitoring monthly figures using statistical process control will support timely, tactical intervention should an exceptional circumstance emerge.</p> <p>Benchmarked performance against England has seen DSFSR performance broadly in line with the national average.</p>								
Exception (✖)		12-month actual is above the rolling five-year average by 5% or more						
Near target (◦)		12-month actual is above the rolling five-year average by less than 10%						
Succeeding (✓)		12-month actual is on or below the rolling five-year average						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: Incident Recording System								

KPI 1.16. Number of secondary fires								
Description: the number of secondary fires attended within the Devon and Somerset Fire and Rescue Service area.								
Purpose: supports evaluation of the effectiveness of prevention and response activity.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
1,933	1,834	1,707	2,219	1,531	1,819	↓	1,845	↓
<p>Proposed target: 12-month actual to be on or below the five-year average, monthly performance to be monitored using statistical process control.</p> <p>Rationale: within DSFRS the number of secondary fires has seen around a 50% reduction since 2009/10 and reduced significantly at national level. Over the past five years there has been a slight downward trend, however this indicator is heavily influenced by weather conditions and there was a spike during 2022/23 due to the very dry, hot summer.</p> <p>Monitoring the rolling 12-month position against the five-year average will provide assurance that levels are reasonable with a view to maintaining the long-term downward trend.</p> <p>Monitoring monthly figures using statistical process control will support timely, tactical intervention should an exceptional circumstance emerge.</p> <p>Benchmarked performance against England has seen DSFSR rates around 40% lower than the national average.</p>								
Exception (✘)		12-month actual is above the rolling five-year average by 5% or more						
Near target (◦)		12-month actual is above the rolling five-year average by less than 10%						
Succeeding (✓)		12-month actual is on or below the rolling five-year average						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: Incident Recording System								

KPI 1.17. Number of deliberate fires								
Description: the number of deliberate fires attended within the Devon and Somerset Fire and Rescue Service area.								
Purpose: supports evaluation of the effectiveness of prevention and response activity.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
1,434	1,221	1,228	1,424	1,102	1,252	↓	1,282	↓
<p>Proposed target: 12-month actual to be on or below the five-year average, monthly performance to be monitored using statistical process control.</p> <p>Rationale: within DSFRS the number of deliberate fires has seen around a 50% reduction since 2009/10 and reduced significantly at national level. Over the past five years there has been a slight downward trend, however this indicator is heavily influenced by weather conditions and there was a spike during 2022/23 due to the very dry, hot summer.</p> <p>Monitoring the rolling 12-month position against the five-year average will provide assurance that levels are reasonable with a view to maintaining the long-term downward trend.</p> <p>Monitoring monthly figures using statistical process control will support timely, tactical intervention should an exceptional circumstance emerge.</p> <p>Benchmarked performance against England has seen DSFSR rates around 40% lower than the national average.</p>								
Exception (✖)		12-month actual is above the rolling five-year average by 5% or more						
Near target (◦)		12-month actual is above the rolling five-year average by less than 10%						
Succeeding (✓)		12-month actual is on or below the rolling five-year average						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: Incident Recording System								

KPI 1.18. Number of false alarms due to apparatus in dwellings								
Description: the number of false alarms due to apparatus in dwellings attended within the Devon and Somerset Fire and Rescue Service area.								
Purpose: supports evaluation of the effectiveness of prevention and response activity.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
2292	2184	2393	2815	3211	2806	↑	2579	↑
<p>Proposed target:</p> <p>2024/25 - 3,383, based on reducing average annual increase (3yr) by 50%. 2025/26 - 3,469, based on reducing average annual increase (3yr) by 75%. 2026/27 - year-on-year reduction</p> <p>Rationale: within DSFRS the total number of false alarms due to apparatus has increased by around 50% since 2009/10, compared to a reduction of around 14% at national level. Over the past five years there has been an upward trend both within DSFRS and nationally, particularly in dwellings.</p> <p>A project is in progress that is looking to reduce the number of unwanted fire signals that are attended. Achieving a reduction in 2024/25 may not be realistic, as the project will take time, as will any changes that are identified as a result. Aiming to see a reduction over a slightly longer duration is more achievable.</p> <p>Monitoring monthly figures using statistical process control will support timely, tactical intervention should an exceptional circumstance emerge.</p> <p>Benchmarked performance against England has seen DSFSR rates to be lower than the national average, however the difference is reducing.</p>								
Exception (✘)		12-month actual is above target by more than 10%						
Near target (◦)		12-month actual is above the rolling five-year target by less than 10%						
Succeeding (✓)		12-month actual is on or below target						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: Incident Recording System								

KPI 1.19. Number of false alarms due to apparatus in non-domestic premises								
Description: the number of false alarms due to apparatus in non-domestic premises attended within the Devon and Somerset Fire and Rescue Service area.								
Purpose: supports evaluation of the effectiveness of prevention and response activity.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
1,981	1,899	2,207	2,139	2,473	2,273	↑	2,140	↑
<p>Proposed target:</p> <p>2024/25 - 2,580, based on reducing average annual increase (3yr) by 50%. 2025/26 - 2,629, based on reducing average annual increase (3yr) by 75%. 2026/27 - year-on-year reduction</p> <p>Rationale: within DSFRS the total number of false alarms due to apparatus has increased by around 50% since 2009/10, compared to a reduction of around 14% at national level. Over the past five years there has been an upward trend both within DSFRS and nationally, particularly in dwellings.</p> <p>A project is in progress that is looking to reduce the number of unwanted fire signals that are attended. Achieving a reduction in 2024/25 may not be realistic, as the project will take time, as will any changes that are identified as a result. Aiming to see a reduction over a slightly longer duration is more achievable.</p> <p>Monitoring monthly figures using statistical process control will support timely, tactical intervention should an exceptional circumstance emerge.</p> <p>Benchmarked performance against England has seen DSFSR rates to be lower than the national average, however the difference is reducing.</p>								
Exception (✘)		12-month actual is above the rolling five-year average by 5% or more						
Near target (◦)		12-month actual is above the rolling five-year average by less than 10%						
Succeeding (✓)		12-month actual is on or below the rolling five-year average						
Reporting frequency: ELT monthly, Fire Authority quarterly								

Data source: Incident Recording System

KPI 1.20. Number of persons killed or seriously injured in road traffic collisions attended by the fire service								
Description: the number of persons killed or seriously injured in road traffic collisions attended by the fire service within the Devon and Somerset Fire and Rescue Service area.								
Purpose: supports evaluation of the effectiveness of prevention and response activity.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
501	298	494	531	444	490	↓	454	↑
<p>Proposed target: 12-month actual to be on or below the five-year average, monthly performance to be monitored using statistical process control.</p> <p>Rationale: within DSFRS the number of persons killed or seriously injured in road traffic collisions has seen a reduction of around 32% since 2009/10. Over the past five years there has been a slight upward trend, however this is skewed by 2020/21, when the COVID-19 pandemic restrictions led to a dramatic reduction in vehicle use and related KSIs.</p> <p>Monitoring the rolling 12-month position against the five-year average will provide assurance that levels are reasonable with a view to maintaining the long-term downward trend.</p> <p>Monitoring monthly figures using statistical process control will support timely, tactical intervention should an exceptional circumstance emerge.</p> <p>Benchmarking data is not available.</p>								
Exception (✖)		12-month actual is above the rolling five-year average by 5% or more						
Near target (◦)		12-month actual is above the rolling five-year average by less than 10%						
Succeeding (✓)		12-month actual is on or below the rolling five-year average						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: Incident Recording System								

KPI 1.21. Number of road traffic collisions attended by the fire service								
Description: the number road traffic collisions attended by the fire service within the Devon and Somerset Fire and Rescue Service area.								
Purpose: supports evaluation of the effectiveness of prevention and response activity.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
928	618	797	826	778	800	↓	790	↓
<p>Proposed target: 12-month actual to be on or below the five-year average, monthly performance to be monitored using statistical process control.</p> <p>Rationale: within DSFRS the number of road traffic collisions has seen a reduction of around 32% since 2009/10. Over the past five years there has been a slight upward trend, however this is skewed by 2020/21, when the COVID-19 pandemic restrictions led to a dramatic reduction in vehicle use and related KSIs. Monitoring the rolling 12-month position against the five-year average will provide assurance that levels are reasonable with a view to maintaining the long-term downward trend.</p> <p>Monitoring monthly figures using statistical process control will support timely, tactical intervention should an exceptional circumstance emerge.</p> <p>Benchmarking data is not available.</p>								
Exception (✖)		12-month actual is above the rolling five-year average by 5% or more						
Near target (◐)		12-month actual is above the rolling five-year average by less than 10%						
Succeeding (✓)		12-month actual is on or below the rolling five-year average						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: Incident Recording System								



Our operational resources provide an effective emergency response service to meet the local and national risks identified in our Community Risk Management Plan.

KPI 2.1. Proportion of level three operational risk information in date for re-validation

Description: the proportion of level three operational risk information in date for re-validation as a percentage of all level three premises.

Purpose: to provide assurance that key risk information is accurate and up-to-date.

Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
95.1%	91.4%	96.7%	86.5%	93.7%	92.3%		92.7%	

Proposed target: at least 94% of premises to be in date for revalidation.

Rationale: some leeway required due to number of sites and access for revalidation purposes. Performance in 2023/24 was near target and has been achieved in previous years suggesting that it is not too stretching.

Exception	(✘)	12-month actual is 5 percentage points or more below target
Near target	(◐)	12-month actual is less than 5 percentage points below target
Succeeding	(✔)	12-month actual is on or above target

Reporting frequency: ELT monthly, Fire Authority quarterly

Data source: currently SDDASH, moving to MORI?

KPI 2.2. Proportion of level four operational risk information in date for re-validation

Description: the proportion of level four operational risk information in date for re-validation as a percentage of all level three premises.

Purpose: to provide assurance that key risk information is accurate and up-to-date.

Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
NA	NA	NA	63.0%	89.2%	76.1%	↑	NA	

Proposed target: at least 94% of premises to be in date for revalidation.

Rationale: some leeway required due to number of sites and access for revalidation purposes. Performance in 2023/24 was near target and has been achieved in previous years suggesting that it is not too stretching.

Exception (✘) 12-month actual is 5 percentage points or more below target

Near target (◦) 12-month actual is less than 5 percentage points below target

Succeeding (✓) 12-month actual is on or above target

Reporting frequency: ELT monthly, Fire Authority quarterly

Data source: currently SDDASH, moving to MORI?

KPI 2.3. Appliance availability – priority pumps								
Description: the proportion of time available (minutes) that priority pumping appliances were available as a percentage of total required time (minutes).								
Purpose: to provide assurance that priority appliances are available to respond to emergency incidents.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
96.8%	98.2%	94.9%	93.0%	96.2%	94.7%	↑	95.5	↓
Proposed target: appliances to be available for at least 98% of possible hours.								
Rationale: some leeway required to account for reasonable time lost to appliance or equipment faults, debriefs etc.								
Exception (✘)		12-month actual is 10 percentage points or more below target						
Near target (◦)		12-month actual is less than 10 percentage points below target						
Succeeding (✓)		12-month actual is on or above target						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: currently Gartan, moving to Vision MIS								

KPI 2.4. Appliance availability – standard pumps								
Description: the proportion of time available (minutes) that standard pumping appliances were available as a percentage of total required time (minutes).								
Purpose: to provide assurance that standard appliances are available to respond to emergency incidents.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
76.7%	84.8%	79.9%	79.9%	79.6%	79.8%	➔	79.7%	➔
Proposed target: appliances to be available for at least 85% of possible hours.								
Rationale: some leeway required to account for reasonable time lost to appliance or equipment faults, debriefs, crewing issues (e.g., recruitment, sickness absence) etc.								
Exception (✘)		12-month actual is 10 percentage points or more below target						
Near target (◦)		12-month actual is less than 10 percentage points below target						
Succeeding (✓)		12-month actual is on or above target						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: currently Gartan, moving to Vision MIS								

KPI 2.5. Appliance availability – risk dependant pumps								
Description: the proportion of time available (minutes) that risk dependant pumping appliances were available as a percentage of total required time (minutes).								
Purpose: to provide assurance that standard appliances are available to respond to emergency incidents.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
50.5%	60.9%	55.2%	60.9%	61.4%	59.2%	↑	60.3%	↑
Proposed target: appliances to be available for at least 85% of possible hours.								
Rationale: some leeway required to account for reasonable time lost to appliance or equipment faults, debriefs, crewing issues (e.g., recruitment, sickness absence) etc. While performance is currently well below target, there is an expectation that appliances should be available for the same proportion of hours as a standard appliance (note that RDA appliances are only measured against the hours that they are required to provide response i.e., 1800 to 0800).								
Exception (✘)		12-month actual is 10 percentage points or more below target						
Near target (◦)		12-month actual is less than 10 percentage points below target						
Succeeding (✓)		12-month actual is on or above target						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: currently Gartan, moving to Vision MIS								

KPI 2.6. Emergency response standards – dwelling fires								
Description: the proportion of dwelling fires attended within 10 minutes of emergency call answer as a percentage of all eligible dwelling fire incidents.								
Purpose: to provide assurance we have appropriate resourcing available to respond efficiently to dwelling fires.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
71.2%	71.3%	71.4%	69.0%	67.5%	69.3%	↓	68.4%	↓
Proposed target: continuation of existing target of 75%.								
Rationale: the geography of the service area and the nature of on-call availability means that we know that we will not be able to attend all dwelling fires within 10 minutes. Around 80% of dwellings are located within a 10-minute response zone of a station, with a large proportion of these falling within wholetime areas. The ERS standards are due to be reviewed, and the approach and targets may change as a result. Therefore, it is deemed reasonable to maintain the existing target for the time being.								
Exception (✘)		12-month actual is 10 percentage points or more below target						
Near target (◦)		12-month actual is less than 10 percentage points below target						
Succeeding (✓)		12-month actual is on or above target						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: Vision MIS								

KPI 2.7. Emergency response standards – RTCs								
Description: the proportion of RTCs attended within 15 minutes of emergency call answer as a percentage of all eligible dwelling fire incidents.								
Purpose: to provide assurance we have appropriate resourcing available to respond efficiently to RTCs.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
76.6%	75.6%	76.3%	72.1%	72.8%	73.7%	↓	73.3%	↓
<p>Proposed target: continuation of existing target of 75%.</p> <p>Rationale: the geography of the service area and the nature of on-call availability means that we know that we will not be able to attend all RTCs within 15 minutes. Around 80% of dwellings are located within a 10-minute response zone of a station, with a large proportion of these falling within wholetime areas.</p> <p>The ERS standards are due to be reviewed, and the approach and targets may change as a result. Therefore, it is deemed reasonable to maintain the existing target for the time being</p>								
Exception (✘)		12-month actual is 10 percentage points or more below target						
Near target (◦)		12-month actual is less than 10 percentage points below target						
Succeeding (✓)		12-month actual is on or above target						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: Vision MIS								

KPI 2.8. Proportion of emergency calls handled in target time								
Description: the proportion of emergency calls handled within target time.								
Purpose: to provide assurance we are mobilising resources in a timely manner.								
Year					Trends			
2019/20	2020/21	2021/22	2022/23	2023/24	Three-year		Five-year	
					Avg.	Trend	Avg.	Trend
88.3%	89.1%	88.6%	89.7%	87.0%	90.0%	↓	90.0%	↓
Proposed target: continuation of existing target of 90%.								
Rationale: some leeway required to account for complex calls that need a greater amount of time to establish an accurate location for mobilisation.								
Exception (✘)		12-month actual is 10 percentage points or more below target						
Near target (◦)		12-month actual is less than 10 percentage points below target						
Succeeding (✓)		12-month actual is on or above target						
Reporting frequency: ELT monthly, Fire Authority quarterly								
Data source: Vision MIS								

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.