

REPORT REFERENCE NO.	DSFRA/24/34
MEETING	DEVON & SOMERSET FIRE & RESCUE AUTHORITY
DATE OF MEETING	31 OCTOBER 2024
SUBJECT OF REPORT	FIRE AUTHORITY PERFORMANCE REPORT: 2024/25 QUARTER 1
LEAD OFFICER	ACFO TAYLOR, DIRECTOR OF SERVICE DELIVERY
RECOMMENDATIONS	<p><i>(a). That the Committee requests reports on areas of performance in relation to agreed strategic objectives; and</i></p> <p><i>(b). That, subject to (a) above, the report be noted</i></p>
EXECUTIVE SUMMARY	<p>To make sure that the Service is delivering the best possible outcomes to the communities of Devon and Somerset and its visitors, it needs to regularly monitor our performance.</p> <p>This report covers the period up to the end of quarter one of the 2024/25 financial year and focuses on a selection of key performance indicators (KPIs), aligned to our four service priorities.</p>
RESOURCE IMPLICATIONS	Existing budget and staffing are sufficient to deliver required improvements.
EQUALITY RISKS AND BENEFITS ANALYSIS	N/A
APPENDICES	A. Fire Authority Performance Report: 2024/25 Quarter One
BACKGROUND PAPERS	<p>Community Safety Committee: Strategic Priority 1 and 2 Performance Measures: Quarter 1 2024/25</p> <p>People Committee: Performance Monitoring Report 2024/25: Quarter 1</p> <p>Resources Committee: Financial Performance Report 2024/25: Quarter 1</p> <p>Fire Authority Performance Report: 2023/24 Quarter Four</p>

1. **INTRODUCTION**

1.1.. To make sure that the Service is delivering the best possible service to the communities of Devon and Somerset, and its visitors, it needs to regularly monitor its performance.

1.2.. This report covers the period up to the end of Quarter One of the 2024/25 financial year and focuses on a selection of key performance indicators (KPIs), aligned to the Service's four priorities.

2. **PERFORMANCE SUMMARY**

2.1. Table 1: KPI performance status overview 2024/25 Quarter 1

	Succeeding (✓)	Near target (•)	Requires improvement (✗)
Priority 1	14	4	2
Priority 2	1	5	2
Priority 3	15	5	0
Priority 4	5	0	0

3. **KEY POINTS FROM SUB-COMMITTEE REVIEWS**

3.1. Priority one and two performance is scrutinised at the Community Safety Committee. The four exceptions were discussed in detail:

Exception 1: KPI 1.4. Number of home fire safety visits completed

3.2. Officers identified that the target had not been met due to resourcing levels within the Administrative Team impacting the ability to assign visits. The resourcing issues had been resolved and performance is expected to move out of exception during Quarter 2.

Exception 2: KPI 1.10. Number of fire safety checks completed

3.3. The target for checks reported had not been met due to an administration review which resulted in two of the geographical operational groups, Taunton and Bridgwater, not being issued Fire Safety Checks. In response to a query from the Committee, the Service advised the monitoring of the KPI on a monthly basis had allowed for the identifications of the lower level of checks in the two groups. This had since been resolved and the Committee noted the figures were now progressing towards target.

Exception 3: KPI 2.2. Percentage of level four operational risk sites in date for revalidation

- 3.4. The Service noted disappointment in having not met the target for revalidation of level four operational risk sites. A legacy issue remained outstanding from the COVID-19 pandemic as visits could not be completed during lockdown which had led to a number of locations having their revalidation dates reset to the same day, and not staggered. These therefore all became due for visit on the same date. The Service also reported a change of leadership in the function and expressed confidence in achieving the target.

Exception 4: KPI 2.8. Percentage availability of risk dependant pumping appliances

- 3.5. The indicator was in exception due to an actual figure of 61.5% being recorded against a target of 85%. The Committee queried if any instances had occurred whereby a risk dependant pump had been requested and was subsequently not available. ACFO Taylor would provide a response to the Committee after the meeting.
- 3.6. The Committee challenged the setting of the target for KPI 2.8. If not achievable, the Service advised that at a local level improvement targets could be considered, however the Service level target would remain the same. The Service would be undertaking a Fire Cover Review which would include an evaluation of the assets responding to risk, this would inform the target, and figures presented.
- 3.7. Priority three performance is scrutinised at the People Committee. Currently, There are no exceptions arising from Priority Three.
- 3.8. Priority four performance is scrutinised at the Resources Committee. There are no exceptions arising from Priority Four.

ACFO GERALD TAYLOR
Director of Service Delivery