

COMMUNITY SAFETY COMMITTEE
(Devon & Somerset Fire & Rescue Authority)

31 January 2025

Present:

Councillors Hendy (Chair), Fellows, Best, Kerley and Coles

In attendance (via Teams):

Councillors Clayton and Randall Johnson

Apologies:

Councillors Chesterton and Radford

* **CSC/24/11** **Minutes**

RESOLVED that the Minutes of the meeting held on the 13 December 2024 be signed as a correct record

* **CSC/24/12** **His Majesty's Inspectorate of Constabulary & Fire & Rescue Services (HMICFRS) Areas for Improvement Action Plan Update**

The Committee received for information a report of the Chief Fire Officer (CSC/25/1) on the Service's Areas for Improvement (AFIs) Action Plan.

In summary, the areas for improvement action plan completion status had been:

Reference	Description	Target Completion	Status
HMI-1.2-202203	The service should evaluate its prevention activity so it understands what works.	29/02/2024 31/10/2024	Completed
HMI-1.2-202204	Safeguarding training should be provided to all staff.	30/04/2024 30/06/2024	Closed
HMI-1.3-202205	The service should make sure it has an effective quality assurance process, so staff carry out audits and fire safety checks to an appropriate standard.	30/09/2023 30/11/2023 31/08/2024	Closed

The Committee's attention was drawn to area HMI-1.2-220203, referring to prevention activity which was as annotated as 'completed'. It was noted that this was subject to final review and approval by the Executive Board in February 2025.

In response to a query raised by the Committee, the Service advised that, though allocated across Committees overall, oversight of all AFIs had been provided to the Authority through both formal reports and informal briefings.

The Committee challenged the February 2025 date, as the next Committee would not be until April 2025, however, this had been unavoidable due to the Service’s governance process for AFIs. To mitigate this delay, the Service would share information with Members via the designated Members’ Teams Channel.

The Committee acknowledged the good progress made.

* **CSC/24/13** **Strategic Priority 1 and 2 Performance Measures**

The Committee considered a report of the Director of Service Delivery (CSC/25/2) to which was appended a performance monitoring report for the third quarter of the current (2024-25) financial year against those Key Performance Indicators (KPIs) falling within the remit of this Committee for scrutiny purposes and aligned to Authority-approved Strategic Priorities 1 and 2.

In summary, the report noted the KPI performance as:

	Succeeding (✓)	Near target (•)	Requires improvement (✗)
Priority 1	15 (-)	5 (-)	1 (-)
Priority 2	2 (-)	5 (-)	1 (-1)

The KPIs with a status of “needs improvement” were:

- KPI 1.1. Number of fire-related deaths in dwellings; and
- KPI 2.8. Percentage availability of risk dependant pumping appliances.

The report provided a detailed exception report for the three KPIs requiring improvement, explaining the reasons for the exceptions and measures to remediate the performance as follows:

- In terms of KPI 1.1 relating to the number of fire-related deaths in dwellings, the report highlighted a target of ‘0’ with the actual reported as ‘1’. There had been a fire death on 29 November 2024 which had been reported to the Committees at the previous meeting. As an update to this measure, the Director of Service Delivery advised the Committee of two further fire deaths. Further information would be provided to the Committee as part of the next performance report; and

- KPI 2.8, relating to percentage availability of risk dependant pumping appliances reported an actual of 57.5% against a target of 85%. The Committee referred to the detailed report on this KPI at the preceding meeting which had provided a greater insight into the measure.

The Committee queried the target for KPI 1.12, relating to the percentage of building regulation and licensing jobs completed on time. The Service would provide further information on the target of 100% as part of the net performance report. This would be provided in the next report.

In response to a question raised by the Clerk to the Authority on future areas for scrutiny of performance, the Committee requested that a report detailing Pump Availability be submitted to the next meeting.

RESOLVED

- (a). That a report on Pump Availability be submitted to the next meeting; and
- (b). That, subject to (a) above, the report be noted.

* **CSC/24/14 Emergency Response Standards**

The Committee received for information a report of the Deputy Chief Fire Officer (CSC/25/3) on the Service's Emergency Response Standards (ERS) for quarter three. The report provided an in-depth review of the Services performance against its ERS for dwelling fires and road traffic collisions (RTCs) for the 2024/25 financial year.

The Committee noted the Service's ERC performance for 2024/25 (year to date April to December 2024) was 71.7% against the target of 75%. The influencing factors had been identified as call handling time, turnout times and travel time.

The Committee noted the increase in call handling time had been in response to the Service undertaking improved quality assurance of the calls. This activity had aided in improved incident location accuracy. In further support of this activity, the Director of Service Delivery reminded the Committee of the Control partnership. This partnership allowed for calls to be answered by partnership Control centres in situations of high demand or reduced availability.

The Committee queried the response time targets and the impact the road networks of Devon and Somerset had on this. The Service advised the target had been created based on past survivability research from the University of Exeter. The existing performance metric did not provide an indication of how appliances performed when on scene.

The Committee considered the targets to be unachievable and requested a review of response times based on improved technology provisions and accessible data. This would include improved data on appliance turn outs which would be obtained through future installation of appliance telematics. The Director of Service Delivery advised the Committee that a review of the targets would be presented to the Authority at a future date as part of the Service's Fire Cover Review.

The Committee acknowledged the work undertaken to compile the report and thanked the Service for its presentation.

* **CSC/24/15** **Home Fire Safety Visits Update**

The Committee received for information a report of the Deputy Chief Fire Officer (CSC/25/4) on the Service's Home Fire Safety Visits (HFSVs). The report provided an update on the backlog of Home Fire Safety Visits since the last update to the Committee in September 2024.

As of the 31 January 2025, the current number of outstanding HFSVs was reported at 520, this figure was within the Service's expected level.

In response to a query, the Service advised that the timeframe for the implementation of the new Community Fire and Rescue Management Information System (CFRMIS) would be soon. This, following an assessment of Wholetime activity, would allow the Prevention Team to review future staffing resources required within the Home Fire Safety Team.

The Committee thanked the Service for the positive update and thanked the Home Fire Safety Team for their continued hard work and dedication.

***DENOTES DELEGATED MATTER WITH POWER TO ACT**