

Appendix A to Report CSC/24/15



Community Safety Committee Performance Report – Q2 2024/25

April 2024 to September 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.

Alice Murray, Strategic Analyst

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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 Q2 with change from previous report

	Succeeding (✓)	Near target (•)	Requires improvement (✘)
Priority 1	15 (+1)	4 (-)	1 (-1)
Priority 2	1 (-)	5 (-)	2 (-)

KPIs requiring improvement	Exception report
KPI 1.8. Number of persons requiring hospital treatment due to a non-domestic premises fire	Page 8
KPI 2.2. Percentage of level four operational risk sites in date for revalidation	Page 11
KPI 2.8. Percentage availability of risk dependant pumping appliances	Page 14

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

KPI	Period	Actual	Target	% Diff.	Aim
1.8. Number of persons requiring hospital treatment due to a non-domestic premises fire	Rolling-12 ✗	14	9	55.6%	↓

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

KPI	Period	Actual	Target	% Diff.	Aim
1.4. Number of home fire safety visits completed	YTD •	8,893	9,000	-1.2%	↑
1.18. Number of false alarms due to apparatus attended in dwellings	Rolling-12	3,329	3,297	1.0%	↓

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

KPI	Period	Actual	Target	% Diff.	Aim
1.1. Number of fire-related deaths in dwellings	Q2 '24 ✓	0	0	0.0%	↓
	Rolling-12 ✓	1	7	-83.9%	
	On target				
1.2. Number of persons requiring hospital treatment due to a dwelling fire	Rolling-12 ✓	54	73	-25.8%	↓
1.3. Number of primary dwelling fires	Rolling-12 ✓	824	866	-4.8%	↓

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KPI	Period	Actual	Target	% Diff.	Aim
1.5. Number of targeted home fire safety visits completed to households with more than one high risk factor	YTD ✓	62.1%	60.0%	2.1 pp	↑
1.13. Number of fire-related deaths in vehicles or outdoor locations	Q2 '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 ✓	14	14	0.0%	↓
1.15. Number of primary vehicle or outdoor location fires	Rolling-12 ✓	684	721	-5.1%	↓
1.16. Number of secondary fires	Rolling-12 ✓	1,332	1,759	-24.3%	↓
1.17. Number of deliberate fires	Rolling-12 ✓	1,028	1,228	-16.3%	↓
1.19. Number of false alarms due to apparatus attended in non-domestic premises	Rolling-12 ✓	2,445	2,527	-3.2%	↓
1.21. Number of road traffic collisions attend by the fire service	Rolling-12 ✓	759	773	-1.8%	↓
1.22. Number of persons killed or seriously injured at road traffic collisions attended by the fire service	Rolling-12 ✓	409	452	-9.5%	↓

Exception report: 1.8. Number of persons requiring hospital treatment due to a non-domestic premises fire

This KPI reports on the number of persons that were injured and required hospital treatment as a result of a fire in a non-domestic premises. All injuries are reported irrespective of whether they are deemed to be fire related.

Analysis

The KPI is in exception due to the number of persons injured being more than 25% above the five-year average.

Table 5: KPI 1.8. Number of persons requiring hospital treatment due to a non-domestic premises fire.

KPI	Period	Actual	Target	% Diff.	Aim
1.8. Number of persons requiring hospital treatment due to a non-domestic premises fire	Rolling-12 ✘	14	9	55.6%	↓

Thankfully, the number of injuries sustained in non-domestic premises fires is very low. However, where there is an increase of more than 25% compared to the five-year average, further investigation is warranted.

Of the 14 injuries:

- all bar two were sustained at distinct incidents; six were deliberate and seven were accidental.
- Of the six deliberate incidents, three were set in prison with all victims were rescued by a third party.
- Only one of the 14 victims was rescued by fire service personnel.
- The recorded nature of injury comprised:
 - overcome by gas, smoke or toxic fumes – six victims
 - burns – five victims
 - breathing difficulties – two victims
 - other physical injury – one victim.
- Two of the injuries sustained were recorded as severe, this means that the victim required treatment at hospital as an inpatient. The remaining victims were recorded as sustaining slight injuries, this means that hospital treatment was required as an outpatient.

While the indicator is in exception, performance is the same as previous year and there are no concerning patterns emerging at this time. No further action is recommended beyond continuing to monitor performance over the coming months.

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

KPI	Period	Actual	Target	% Diff.	Aim
No KPIs currently require improvement					

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

KPI	Period	Actual	Target	% Diff.	Aim
1.9. Number of primary non-domestic premises fires	Rolling-12 •	448	432	3.7%	↓
1.12. Percentage of building regulation and licensing jobs completed on time	YTD •	95.7%	100.0%	-4.3 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	Q2 '24 ✓	0	0	0.0%	↓
	Rolling-12 ✓	0	1	-100.0%	
	On target				
1.10. Number of fire safety checks completed	YTD ✓	1,289	1,250	3.1%	↑
1.11. Number of fire safety audits completed	YTD ✓	410	350	17.1%	↑

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
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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 ✗	85.7%	96.0%	-10.3 pp	↑

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

KPI	Period	Actual	Target	% Diff.	Aim
No KPIs 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 the 30 September 2024, five 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 the 30 September 2024

KPI	Period	Actual	Target	% Diff.	Aim
2.2. Percentage of level four operational risk sites in date for revalidation	As at end Q2 '24 ✘	85.7%	96.0%	-10.3 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.

As at the 31 October 2024, all level four risk sites were in date for revalidation.

Action Reference	Action description	Lead officer
2024.2.2.A	Complete review and consolidation of level four tactical plans. <i>Work is ongoing</i>	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
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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 •	73.4%	75.0%	-1.6 pp	↑
2.5. Percentage of road traffic collision incidents attended within 15 minutes of call answer	YTD •	70.2%	75.0%	-4.8 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
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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 ✘	56.8%	85.0%	-28.2 pp	↑

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

KPI	Period	Actual	Target	% Diff.	Aim
2.5. Percentage availability of priority pumping appliances	YTD •	91.5%	98.0%	-6.5 pp	↑
2.6. Percentage availability of standard pumping appliances	YTD •	77.2%	85.0%	-7.8 pp	↑
2.9. Percentage of emergency calls handled within target time	YTD •	87.3%	90.0%	-2.7 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.

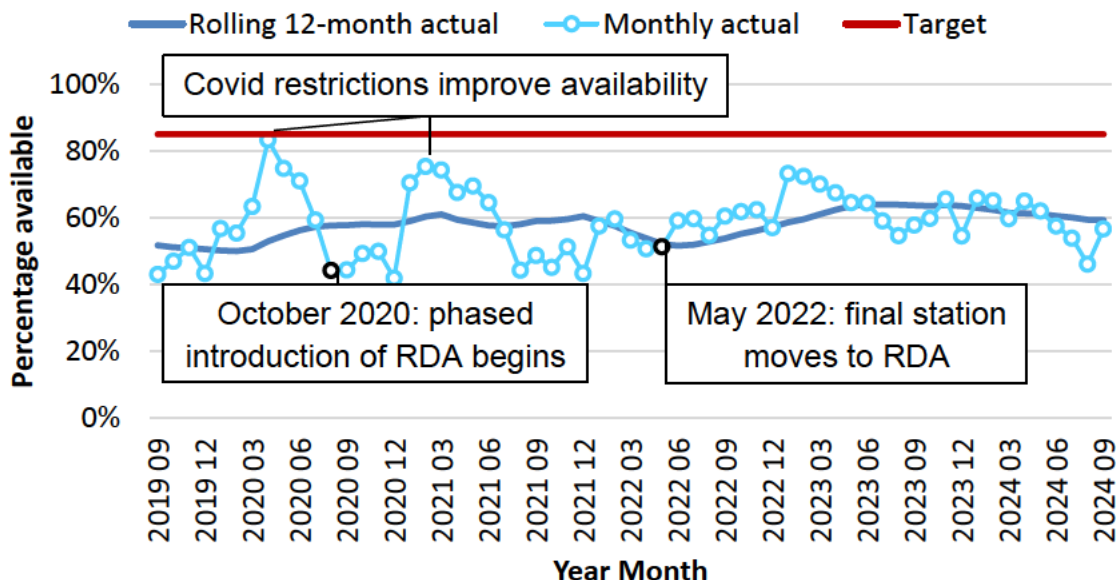
Analysis

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 September 2024

KPI	Period	Actual	Target	% Diff.	Aim
2.8. Percentage availability of risk dependant pumping appliances	YTD ✘	56.8%	85.0%	-28.2 pp	↑

Table 22: risk dependant availability by month and rolling 12-month average, September 2019 to September 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.

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Table 23: risk dependant availability performance during Q2 2024/25 by station and comparison against previous quarter and previous year.

Appliance	2024/25 Q2	vs 2024/25 Q1	vs 2023/24 Q1
1* : Ilfracombe	25.4% (Exception)	-5.8 pp (31.2%)	9.4 pp (16.0%)
1* : Okehampton	77.7% (Near target)	-8.1 pp (85.8%)	-16.2 pp (93.9%)
1* : Brixham	36.2% (Exception)	-26.2 pp (62.4%)	0.2 pp (35.9%)
1* : Dartmouth	3.0% (Exception)	0.1 pp (2.8%)	2.8 pp (0.2%)
1* : Teignmouth	72.9% (Exception)	-9.3 pp (82.2%)	2.0 pp (70.9%)
1* : Honiton	88.9% (Succeeding)	-1.7 pp (90.6%)	0.7 pp (88.2%)
1* : Sidmouth	80.4% (Near target)	0.0 pp (80.4%)	13.2 pp (67.1%)
1* : Tiverton	82.2% (Near target)	-5.0 pp (87.3%)	-12.2 pp (94.4%)
1* : Tavistock	41.7% (Exception)	-26.2 pp (67.9%)	-32.3 pp (74.0%)
1* : Williton	56.9% (Exception)	-11.3 pp (68.2%)	-4.8 pp (61.7%)
1* : Wells	7.9% (Exception)	-9.4 pp (17.3%)	-17.8 pp (25.7%)
Overall	52.1% (Exception)	-9.4 pp (61.5%)	-5.0 pp (57.1%)

As shown in table 23, of the 11 RDA appliances, only Honiton achieved the 85.0% target during Q2 2024, three appliances were near target and seven were in exception.

There has been a general worsening in performance compared to quarter one, however, this is not unexpected over the summer period due to increased leave. However, there has also been a decline in overall performance of 5.0% compared to Q1 of 2023/24.

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.

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Workforce planning on on-call stations can be particularly challenging and this can be a more significant problem on quieter two pump stations, such as those where RDA is in operation.

Not only is recruitment a challenge but maintaining sufficient personnel with the skills such as driving and incident command can be difficult. For a crew to mobilise, there must be a competent driver and incident commander, therefore if personnel with these skills leave the Service or move to another location it can have a significant impact on performance.

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.