



Performance Report

Audit and Performance Review
Committee: Quarter 3 - 2016



About this report

In this performance report for Devon & Somerset Fire & Rescue Service we examine the dataset for the full year January 2016 - December 2016.

The report will focus on performance against the three service priorities; Public Safety, Staff Safety and Efficiency and Effectiveness.

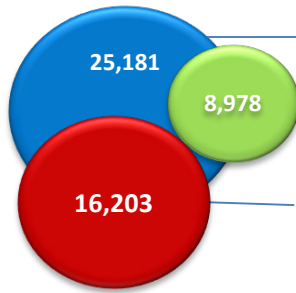
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Executive Summary

Priority: Public Safety - Response

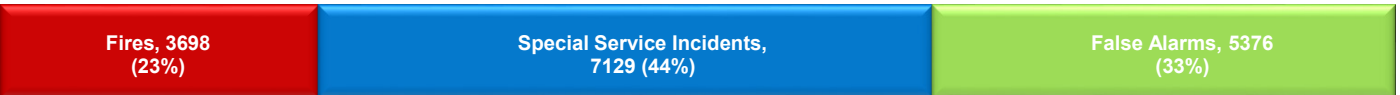


Emergency Calls Handled - in the 12 month period from Jan-16 to Dec-16 Devon and Somerset Fire and Rescue Service handled 25,181 emergency calls in the DSFRS area

Emergency Calls Not Attended - of these calls 8,978 (36%) did not result in attendance at an incident. For example, a call may be challenged if it is thought to be malicious or a response may be stood down as it is no longer deemed necessary.

Emergency Calls Attended - of these calls 16,203 (64%) resulted in attendance at an incident.

The information below gives some context around emergency response activities.



Incidents Attended - Fires



- Primary, 2341 (14%)
- Chimney, 356 (3%)
- Secondary, 1001 (6%)

Fire incidents are broken down into three high level categories:

Primary fires include all fires in non-derelict buildings (excluding where confined to a chimney), outdoor structures, non-abandoned vehicles or any fire involving death, injury, rescue or more than five appliances.

Secondary fires include the majority of outdoor fires such as grassland or refuse (unless involving death, injury or rescue), derelict buildings and abandoned vehicles.

Chimney fires include all fires in chimneys that did not extend beyond the chimney itself.

Incidents Attended - Special Service



- RTC, 1291 (8%)
- Medical Emergency, 2580 (16%)
- Other, 3258 (20%)

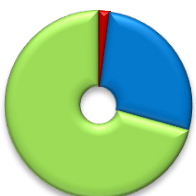
Special service incidents are broken down into three high level categories:

Road Traffic Collisions (RTCs) include all collisions attended by DSFRS which did not result in a fire. DSFRS does not attend all RTC incidents and figures only represent those which were attended by the Service.

Medical emergencies include **Co-responder incidents** for which DSFRS provide first response on behalf of the South West Ambulance Service Trust (SWAST). There are 19 co-responder stations in DSFRS which use specialist vehicles and equipment. NB due to the Control Room changes in April 2016 these incidents are recorded differently

Other incidents include flooding, rescue from height / confined space, animal rescue

Incidents Attended - False Alarms



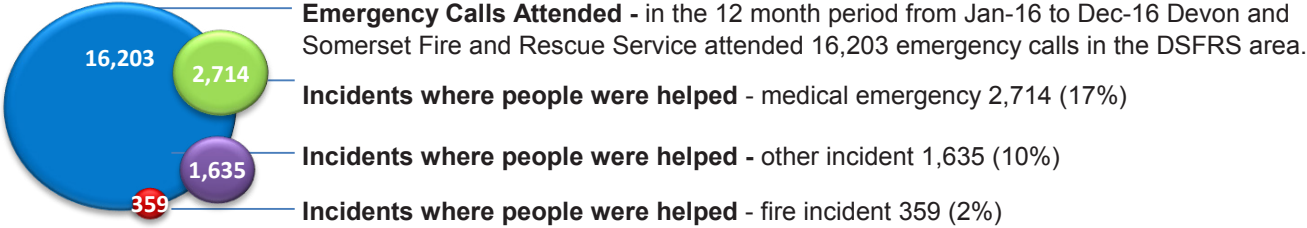
- Malicious, 107 (1%)
- Good Intent, 1468 (9%)
- Apparatus, 3801 (23%)

False alarm incidents are broken down into three high level categories:

Malicious False Alarms (MFAs) are calls made with the intention of getting the Service to respond to a non-existent incident.

False Alarm Good Intent (FAGIs) are calls made in the belief that the Service would attend an emergency incident. For example, smoke in the distance may be a bonfire that is under control.

Automatic Fire Alarm (AFAs) are calls initiated by fire alarm or fire-fighting equipment operating, this includes accidental initiation of alarm equipment.



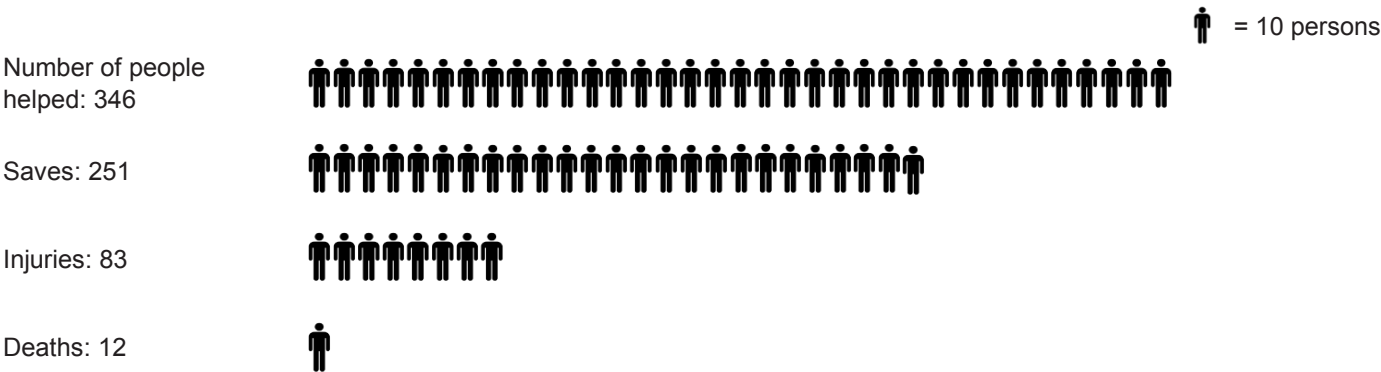
The information below gives some context around the number of people the Service directly helps at emergencies by incident type.

Fire Related Saves, Injuries and Deaths

How often does the Service have to help people at fire incidents?



What happened to those who needed help at the 359 fire incidents?



What is the Service doing to reduce fire incidents, injuries and deaths?

Prevention Activities

In quarter 3 2016 the Service conducted more than 2700 targeted Home Safety Visits (this figure includes ‘Level 2 Home Fire Safety Visits’, ‘Replacement Alarm Visits’, ‘Level 1 Home Fire Safety Visits’ and ‘Level 1 Home Fire Safety Checks’, but excludes ‘Home Safety Follow-up Visits’) to those identified as having the most to benefit from our expert guidance and support. We work closely with our colleagues in other agencies and third sector organisations to build partnerships that enable us to ensure that our resources are used to provide maximum benefit to the community.

We engage with our communities in a variety of ways including educating children and young people through schools talks and structured programmes such as Fire Cadets, Phoenix and FireSetters. In addition to the Home Safety Visit activities between October 2015 and December 2016 the Service undertook over 1300 preventative activities to improve public safety (this figure comprises all Prevention Activities except those relating to Home Safety Visits).

Protection Activities

DSFRS has a statutory obligation to ensure that non-domestic premises and public events are compliant with fire safety regulations. Between October 2016 and December 2016 the Service conducted over 450 fire safety checks, over 130 fire safety audits and over 1200 other protection activities to ensure public safety.

The communities we serve and our role within them

Devon & Somerset Fire & Rescue Service is the largest non-metropolitan fire and rescue service in England. We provide prevention, protection and response services across the counties of Devon and Somerset (including Torbay and Plymouth), an area of over 10,000 sq km.

We have 85 fire stations, the second largest number in England and 1,983 staff who work to protect the 1.7 million people who live in our service area. This alongside the additional 400,000 people who visit this wonderful part of the country every year.



Making our communities safer is not just about responding to emergencies. The Service undertakes a variety of proactive activities to reduce the risk to our communities in order to prevent them from being in a situation where they require an emergency response.

Our community safety prevention activities are designed to educate the public to make them safer. There are a range of initiatives delivered by the Service and are targeted towards those in our community who will benefit most from our support. These include Home Safety Visits, Road Traffic Collision (RTC) programmes such as The Honest Truth and Schools Visits.

Understanding our communities is key to enabling our prevention activities to be targeted effectively and the Service works with partner agencies and third sector organisations to ensure that our resources are directed to the places where they are needed most.

Our community safety protection activities are designed to ensure that businesses and events comply with the legislation outlined in the Regulators Code (2015). This includes fire safety checks and audits of commercial premises, building regulation consultations and enforcement activities.

Understanding this report

In this performance report for Devon & Somerset Fire & Rescue Service we examine the dataset for the most recent 12 months.

The report is structured around the three service priorities; Public Safety, Staff Safety and Efficiency and Effectiveness and will primarily focus on corporate performance measures 1 to 8 and Sickness.

However, additional information has been incorporated to give context around the activities undertaken by the Service. This information can be found in the Executive Summary and as supplementary data within the statistics sections of the report.

The key messages identified within the report will be delivered through the commentary sections of the report.

What will the report show?

The Service is changing the way that it monitors and manages performance to use a more rounded analysis of data to trigger steps to investigate and prevent escalation of emerging risks.

In previous reports the focus has been solely on performance against previous year and trend analysis. While this is interesting and can provide some useful data what we really need to know is whether the changes we are seeing are 'normal'.

In order to understand this we can apply analytical techniques to calculate thresholds which allow us to understand if performance is within normal levels, requires monitoring or requires immediate investigation.

In this report we combine the three methods of analysis to build a rounded picture of performance. Notable performance will be presented in the Executive Summary, with data tables available in the Corporate and Non-Corporate Performance Measure section of the report. An example can be seen below.

Measure 3: fires where people live

Measure breakdown	3 month (vs previous)	12 month (vs previous)	Trend (years)			Against Expected															
			1	3	5	Jul-14						June-15									
All fires	258 (-4%)	1000 (-2%)	↑	↓	↓	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■

- 1 Latest 3 months of reporting period (e.g. Apr-15 to Jun-15) and percentage change compared to previous 3 months (e.g. Jan-15 to Mar-15).
- 2 Latest 12 months of reporting period (e.g. Jul-14 to Jun-15) and percentage change compared to previous 12 months (e.g. Jul-13 to Jun-14).
- 3 Trends covering all months for 1 year (12 months), 3 years (36 months) and 5 years (60 months).
- 4 Performance against calculated threshold by month i.e. Green = Normal, Yellow = Monitor, Red = Action

In some instances you will also see the term Critical to Quality, this is where the Service will need to take action at a point before the triggers highlighted above in point number four. For example, any death will require further investigation from the Service so section four will turn amber if a death is recorded and red if figures reach action levels according to the calculated threshold.

DSFRS performance against the 8 primary measures and sickness for Q3 2016/17 is variable showing a combination of both falling and improving performance over the short term (3 monthly measure).

Unfortunately there were a number of fire related deaths in the quarter which shows a fall in performance against the previous quarter, however the trend against the 12 month measure is improving.

Similarly the occurrence of fires where people live has increased and the long term trend is also up. The Service has recently supported the roll out of a revised Home Fire Safety Visit process to promote an exponential increase in the number of visits made with specific targeting of those households most at risk. Evaluation of the pilot process carried out indicates that this will help to address this performance issue.

On a positive note the number of injuries due to fires has decreased overall and long term trends are also down, indicating that when fires do occur people are heeding our advice and not placing themselves at risk.

Emergency response standards continue to be variable which is reflective of the normal issues affecting a predominantly rural and on call service. Ongoing performance management of availability will support improvement in this area.

Finally it is pleasing to report that sickness rates have dropped in this quarter with longer term trends also showing an improvement.

Notable Incidents in Q3 2016/17

Friday 28th October 2016 – Fire at Cathedral Yard, Exeter

The incident in Cathedral Yard has been described as the largest fire in Exeter since the Second World War. The fire started in the building at 18 Cathedral Yard in the early hours of Friday 28 October. The Service received the first 999 call at 5.11am. The incident was declared a Major Incident at 5.42am.

At the height of the incident, there were around 150 firefighters actively involved in the firefighting operation. There were around 100 firefighters at the scene for the first three days of the incident around the clock.

Four days into the Cathedral Yard incident the Service was under pressure to allow the reopening of local businesses that had been closed due to the risk of the Royal Clarence collapsing. The East Devon Business Safety Team attended the site from Monday 31st October and worked constantly through to Thursday 4th November with businesses to get them open to the public again. This brought many challenges such as having fire exits opening into cordoned off areas under the control of different authorities and the provision of adequate protection from falling debris should the Royal Clarence collapse.

Marks and Spencer were able to open on the Monday, Tesco opened on the Wednesday and House of Fraser on the Thursday. The Business Safety Team also called in on the smaller businesses in the vicinity to ensure that fire safety measures had not been compromised and that they were safe to reopen. Further damage was identified in one small shop that abuts the Art Gallery where the fire originated.

No one was injured as a result of the incident.

The incident related data that are used in this section of the report are sourced from the Incident Recording System (IRS). The data was sourced on the 17/01/2017.

Measure 1: Deaths as a result of fires where people live

A fire related death is recorded if the cause of death is directly as a result of fire, even if death occurs after the incident. This is a critical to quality measure and will show as amber or red in the "Against Expected" section if a death has occurred.

Measure Breakdown	3 month (previous)	12 month (previous)	Trend (years)			Against Expected																
			1	3	5	Jan-16 Dec-16																
Deaths - All Fires	4 (1)	8 (12)	↓	↑	↑	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Deaths - Accidental Fires	4 (1)	7 (10)	↓	↑	↑	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Deaths - Deliberate Fires	0 (0)	1 (2)	↓	↓	↓	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█

Measure 2: Injuries as a result of fires where people live

A fire injury is recorded if the cause of injury is directly as a result of fire and required hospital treatment. This includes where an injury has occurred as a result of attempts to escape such as falls resulting in injury.

Measure Breakdown	3 month (previous)	12 month (previous)	Trend (years)			Against Expected																
			1	3	5	Jan-16 Dec-16																
Injuries - All Fires	13 (15)	55 (91)	↓	↓	↓	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Injuries - Accidental Fires	12 (10)	47 (82)	↓	↓	↓	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Injuries - Deliberate Fires	1 (5)	8 (9)	↓	↓	↓	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█

Measure 3: Fires where people live

All primary fire incidents occurring at domestic premises (does not include sheltered accommodation, hotels etc).

Measure Breakdown	3 month (previous)	12 month (previous)	Trend (years)			Against Expected																
			1	3	5	Jan-16 Dec-16																
All Fires	272 (241)	1002 (983)	↑	↑	↑	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Accidental Fires	249 (228)	926 (923)	↑	↑	↑	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Deliberate Fires	23 (13)	76 (60)	↑	↑	↑	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█

Measure 4: Fire related deaths where people work, visit and in vehicles

A fire related death is recorded if the cause of death is directly as a result of fire, even if death occurs after the incident. This is a critical to quality measure and will show as amber or red in the "Against Expected" section if a death has occurred.

Measure Breakdown	3 month (previous)	12 month (previous)	Trend (years)			Against Expected																
			1	3	5	Jan-16 Dec-16																
Deaths - All Fires	1 (2)	4 (0)	↑	↑	↑	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Deaths - Accidental Fires	1 (2)	3 (0)	↑	↑	↑	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Deaths - Deliberate Fires	0 (0)	1 (0)	↑	↓	↓	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█

Measure 5: Fire related injures where people work, visit and in vehicles

A fire injury is recorded if the cause of injury is directly as a result of fire and required hospital treatment. This includes where an injury has occurred as a result of attempts to escape such as falls resulting in injury.

Measure Breakdown	3 month (previous)	12 month (previous)	Trend (years)			Against Expected																
			1	3	5	Jan-16 Dec-16																
Injuries - All Fires	1 (8)	28 (33)	↓	↓	↓	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Injuries - Accidental Fires	1 (7)	24 (26)	↓	↓	↓	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Injuries - Deliberate Fires	0 (1)	4 (7)	↓	↓	↓	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█

Measure 6: Fires where people work, visit and in vehicles

All primary fire incidents in non-domestic premises such as hotels, shops, schools, outdoor structures and in vehicles (including where a fire has occurred as a result of a collision).

Measure Breakdown	3 month (vs previous)	12 month (vs previous)	Trend (years)			Against Expected																
			1	3	5	Jan-16 Dec-16																
All Fires	331 (387)	1339 (1225)	↑	↑	↓	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Accidental Fires	226 (274)	954 (954)	●	↓	↓	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Deliberate Fires	105 (113)	385 (271)	↑	↑	↑	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█

Measure 2: Injuries as a result of fires where people live

There have been 55 injuries at fires where people live in the 12 month reporting period from Jan-16 to Dec-16 compared to 91 in the previous 12 month period.

In the current quarter there have been 3 months within normal range, 0 within monitor range, 0 within action range.

Trends: long-term (60 months) - DOWN; medium-term (36 months) - DOWN; short-term (12 months) - DOWN

Measure 5: Fire related injuries where people work, visit and in vehicles

There have been 28 injuries at fires where people work and visit and in vehicles in the 12 month reporting period from Jan-16 to Dec-16 compared to 33 injuries in the previous 12 month period.

In the current quarter there have been 3 months within normal range, 0 within monitor range, 0 within action range.

Trends: long-term (60 months) - DOWN; medium-term (36 months) - DOWN; short-term (12 months) - DOWN

Measure 6: Fires where people work, visit and in vehicles

There have been 1339 fires where people work and visit and in vehicles in the 12 month reporting period from Jan-16 to Dec-16 compared to 1225 fires in the previous 12 month period.

In the current quarter there have been 3 months within normal range, 0 within monitor range, 0 within action range.

Trends: long-term (60 months) - DOWN; medium-term (36 months) - UP; short-term (12 months) - UP

Measure 4: Fire related deaths where people work, visit and in vehicles

There have been 4 fire-related deaths where people work and visit and in vehicles in the 12 month reporting period from Jan-16 to Dec-16 compared to 0 in the previous 12 month period.

In the current quarter there have been 2 months within normal range, 0 within monitor range, 1 within action range.

Trends: long-term (60 months) - UP; medium-term (36 months) - UP; short-term (12 months) - UP

Measure 1: Deaths as a result of fires where people live

There have been 8 fire-related deaths where people live in the 12 month reporting period from Jan-16 to Dec-16 compared to 12 deaths in the previous 12 month period.

In the current quarter there have been 1 month within normal range, 1 within monitor range, 1 within action range.

Trends: long-term (60 months) - UP; medium-term (36 months) - UP; short-term (12 months) - DOWN

Measure 3: Fire where people live

There have been 1002 fires where people live in the 12 month reporting period from Jan-16 to Dec-16 compared to 983 in the previous 12 month period.

In the current quarter there have been 2 months within normal range, 1 within monitor range, 0 within action range.

Trends: long-term (60 months) - UP; medium-term (36 months) - UP; short-term (12 months) - UP

How is DSFRS improving performance?

Reducing fires in the home and related injuries and deaths

Related headlines:

- Measure 1: deaths as a result of fires where people live
- Measure 3: fires where people live
- Measure 2: injuries as a result of fires where people live

What we are doing to improve performance:

Home Safety Visits

The Executive Board has signed off the business case for a new approach to Home Fire Safety delivery which has been running as a pilot in East and North Devon where it has significantly increased visits and resulted in better quality referrals and improved outcomes. The new approach is underpinned by data prepared by DSFRS Business Intelligence Team to aid targeting of households that are most at risk from fire.

Arrangements are in place with Livewell South West a healthcare provider for Plymouth, Tavistock and South Hams aimed at generating high numbers of quality referrals. Those under Livewell's care will now be offered a Home Fire Safety Visit (HFSV) as part of changes to Livewell policy.

In West Devon the Family Intensive Interventions Project provides family support teams to work with vulnerable families. HFSVs will be offered as part of families' individual care plans.

A partnership has been formed with Virgin Care who have taken over much of community care within the South West. Virgin Care employees have the ability to forward concerns to DSFRS for Home Safety Referrals.

Partnership Working

DSFRS continues its search for best quality partners, those which have useful lists of people and those that have good links to the people on the ground.

Across the Authority partnership working is a key part of the prevention activity undertaken. The partnership register continues to grow with new groups now on board. The data sharing message is being taken to strategic partnerships, which in turn is opening up opportunities for sharing resources with other services.

The revised approach to Home Safety Visits has a benefit of producing increased capacity, allowing local groups to focus more on partnership development.

Hoarders represent a very high risk group. Decluttering partnerships are now enabling DSFRS to refer directly to them and in severe cases financial help may be offered to effect positive behavioural change. The reporting of hoarding has been standardised through the Response and Resilience process.

Devon & Cornwall Police are working on aligning strategies with DSFRS in order to achieve greater efficiencies. Work is being undertaken on developing a suicide reduction strategy which links with existing work streams and feeds into future opportunities for collaboration with the Police, Health and HM Coroner.

A link with police control has been established and they have been informed of people assessed as vulnerable to fire risk.

East Devon Community Safety Team has looked at the risk elements presented by thatch fire scenarios and shared their findings with the Master Thatcher's Guild and attended the AGM of the National Association of Chimney Sweeps to discuss home safety legislation and governance.

East Devon are developing their interaction with vulnerable people at incidents, identifying people at any type of incident, not just after a fire. This will enable vulnerable people to be referred for HFSVs irrespective of the initial reason for the interaction and will help make those most at risk safer in their homes.

South Devon Group have become an active member of the Torbay Modern Slavery Group which is collaborative approach to tackling the issues of modern slavery.

Exeter University was targeted in induction week for a visit to advice students about basic cooking practises that can prevent incidents occurring.

Reducing fires in the home and related injuries and deaths continued...

Partnership Working (cont)

East Somerset Group have aligned their structure with the Police and Council districts so that the boundaries now match; the same team work with the Police and Council officer, the LRM's are taking ownership of the areas they are assigned to and relationships with other agencies have improved.

Following announcement that the Police need to share assets; East Somerset are set to share physical space with the Police. The occupation of the same building should also improve collaboration and sharing of intelligence.

Other Prevention Work

A review and progression of the risk reduction work within Clovelly took place on Wednesday 7th December 2016. DSFRS staff met with the Clovelly Estates HR Manager and the Estates Maintenance Manager. There is a concern that a fire in any one of the properties might spread rapidly unchecked through common roof voids spanning many properties. There is the potential for a fire to break through a roof and enter the adjoining property through a window or its eaves. The cobbled street is narrow in places which could allow radiated heat to ignite from one side of the street to the other.

Work has been carried out with South West Water and Clovelly Estates to improve the mains water supply; this has yielded much greater water flow and pressure for firefighting purposes.

Protection, prevention and education work has been carried out in Clovelly valley to reduce the risk from fire. North Devon Group has commissioned the building of a sledge/trailer which will be permanently located at the start of Clovelly valley; buying time to get other resources required into action.

Reducing fires where people work, visit and in vehicles and related injuries and deaths

Related headlines:

- Measure 4: deaths as a result of fires where people work, visit and in vehicles
- Measure 6: fires where people work, visit and in vehicles
- Measure 4: injuries as a result of fires where people work, visit and in vehicles

What we are doing to improve performance:

Partnerships

The Service is developing a partnership with DCC Waste Management aimed at planning for prevention of fire and dealing with fires at recycling centres.

The Primary Authority Scheme is where an Authority takes responsibility for regulatory advice where a business' footprint is within more than one Authority area. The scheme is progressing well with the DSFRS partner and there is potential for development of another partnership with a social housing provider, providing accommodation in Cornwall, Devon, Somerset and Dorset.

Inspection Programmes

A Fire Officer has been seconded into the Service Headquarters Business Safety Team (BST) to review and monitor the standard of delivery of business safety activities across Devon and Somerset, to identify good practice and resolve issues with inconsistencies.

The existing inspection strategy is under review to take account of a new dataset/intelligence to focus on the highest risk businesses in regards to life impact and business impact. Work is ongoing for planning a programme targeting premises most likely to have fires in the next 12 months.

Local Initiatives

Torbay Council has been successful in a funding bid to undertake another campaign in connection with Immigration risk and asked us to partner them from a fire safety perspective. In conjunction with Torbay Council, South Devon Group has developed dual warranted officers (fire and building).

The West Devon BST worked closely with Mount Gould Trust and their landlords to successfully overcome complications that had arisen during construction, to achieve the requisite fire safety standards whilst enabling the hospital to remain operational.

West Devon have undertaken talks and engagement activity with students at City College Plymouth including Fire Safety talks, input into sensory impairment events and Fire Safety events for new students.

Other (including enforcement)

The Legal action team continue to bring cases to court. In December 2016 a successful prosecution was brought of a Holiday Park amounting to £55,000.

In West Devon there is one ongoing prosecution being undertaken by the BST the with a court date booked at Plymouth Magistrates Court on the 18th April 2017. This relates to alleged significant failures of fire safety that put sleeping guests at risk of death or serious injury from fire.

Following a fire related death in a premises where people work a full and joint investigation was carried out to identify the cause and preventative measures are due to be put in place. The death was caused by smoking whilst using oxygen. There were no significant fire safety concerns however the Care Quality Commission is taking action to introduce more stringent control measures.

Priority: Public Safety - Emergency Response Standards (ERS)

Measure 7: ERS for attendance at fires where people live

(a) First attendance - first appliance to attend within 10 minutes from time of call

This measure is recorded by the following criteria:

- (i) ALL fires where people live attended
- (ii) Includes those fires where only 1 appliance was required (e.g. fires out on arrival)

Measure Breakdown	3 month (vs previous)	12 month (vs previous)	Trend (years)			Against Expected																	
			1	3	5	Jan-16											Dec-16						
All Eligible Incidents	64% (71%)	69% (71%)	↓	↓	↓	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Incidents Inside 10min Zone*																							

* Due to the transition to the new IT system in Fire Control this information is currently unavailable for analysis.

(b) Full attendance - First appliance to attend within 10 minutes and 9 Personnel in 13 minutes

This measure is recorded by the following criteria:

- (i) ALL fires where people live attended inside the 10 minute area only
- (ii) Excludes those fires where only 1 appliance was required (e.g. fires out on arrival)
- (iii) Standard measured from time of call to 1st appliance arrival time within 10 minutes AND 9 personnel (irrespective of number of appliances) within 13 minutes

Measure Breakdown	3 month (vs previous)	12 month (vs previous)	Trend (years)			Against Expected																	
			1	3	5	Jan-16											Dec-16						
Incidents Inside 10min Zone*																							

* Due to the transition to the new IT system in Fire Control this information is currently unavailable for analysis.

Measure 8: ERS for attendance at Road Traffic Collisions (RTCs)

(a) First attendance - first appliance to attend within 15 minutes

This measure is recorded according to the following criteria:

- (i) ALL RTCs attended with the exception of late calls and turnbacks
- (i) 15 minutes measured from time of call to time of first attendance

Measure Breakdown	3 month (vs previous)	12 month (vs previous)	Trend (years)			Against Expected																	
			1	3	5	Jan-16											Dec-16						
All Eligible Incidents	72% (76%)	74% (76%)	↓	↓	↓	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█

Key Messages

Measure 7: The Service has achieved first response to fire incidents where people live within 10 mins for 69.1% of eligible incidents during the 12 month reporting period from Jan-16 to Dec-16, a -2.1%pt change compared to the previous 12 month period (71.1% achieved).

In the current quarter there have been 2 months within normal range, 1 within monitor range, 0 within action range.

Trends: long-term (60 months) - DOWN; medium-term (36 months) - DOWN; short-term (12 months) - DOWN

Measure 8: The Service has achieved first response to RTC incidents within 15 mins for 74.5% of eligible incidents during the 12 month reporting period from Jan-16 to Dec-16, a -1.5%pt change compared to the previous 12 month period (76% achieved).

In the current quarter there have been 1 months within normal range, 2 within monitor range, 0 within action range.

Trends: long-term (60 months) - DOWN; medium-term (36 months) - DOWN; short-term (12 months) - DOWN

Achieving our emergency response standards (ERS)

Related headlines:

- Measure 7: ERS for attendance at fires where people live
- Measure 8: ERS for attendance at Road Traffic Collisions (RTCs)

What we are doing to improve performance:

The Service is investigating the drop in the ERS performance and we are aware that the majority of the times the standard has not been met has been where incidents were located outside of the expected response zones. Therefore the standard in these locations would be impossible to achieve. This is being reviewed and it should be noted that the new performance measures will address this issue.

Sickness Absence

Priority: Staff Safety - Sickness

Rate of shifts lost due to sickness per full time equivalent (fte) role

This measure calculates sickness for all staff with the exception of retained personnel.

Measure Breakdown	3 month (vs previous)	12 month (vs previous)	Trend (years)			Against Expected																					
			1	3	5	Jan-16											Dec-16										
All Sickness	2.34 (+27%)	8.88 (-5%)	↓	●	↑	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■

Sickness Rate by Absence Length - Calendar Days

Measure Breakdown - Length of Sickness	3 month (vs previous)	12 month (vs previous)	Trend (years)			Against Expected																						
			1	3	5	Jan-16											Dec-16											
Short-term <8 Days	0.66 (+28%)	2.39 (+5%)	↑	↑	↑	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
Certified 8-28	0.49 (+28%)	1.68 (+18%)	↑	↑	↑	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Long-term >28Days	1.19 (+26%)	4.81 (-15%)	↓	↓	↑	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■

Sickness Rate by Post Type

Measure Breakdown - Post Type	3 month (vs previous)	12 month (vs previous)	Trend (years)			Against Expected																						
			1	3	5	Jan-16											Dec-16											
Uniformed Station Based	2.01 (+35%)	6.98 (-23%)	↓	↓	↑	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Uniformed Non-Station Based	1.86 (-21%)	10.66 (+3%)	↑	↑	↑	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Control	2.32 (-25%)	14.11 (+26%)	↑	↓	●	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Non-Uniformed	3.21 (+77%)	8.57 (-3%)	↓	↑	↑	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■

As agreed with the Committee the statistics for sickness has been provided here however the analysis has been presented and reviewed at the Human Resources and Development Committee