



# Performance Report

Audit and Performance Review

Committee: Quarter 4 2016/17



## 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.

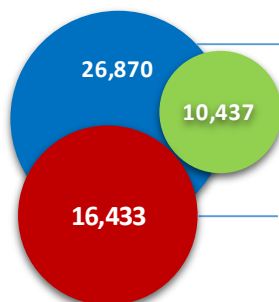
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## Executive Summary

### Priority: Public Safety - Response



**Emergency Calls Handled** - in the 12 month period from Apr-16 to Mar-17 Devon and Somerset Fire and Rescue Service handled 26,870 emergency calls.

**Emergency Calls Not Attended** - of these calls 10,437 (39%) did not result in DSFRS 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 16,433 (61%) resulted in attendance at an incident.

The information below gives some context around emergency response activities.

**Fires, 4202**  
(25%)

**Special Service Incidents,**  
6877 (42%)

**False Alarms, 5354**  
(33%)

### Incidents Attended - Fires



- Primary, 2325 (14%)
- Chimney, 431 (2%)
- Secondary, 1446 (9%)

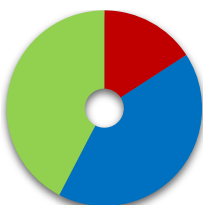
**Fire incidents are broken down into three high level categories:**

**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, 1090 (7%)
- Medical Emergency, 2873 (17%)
- Other, 2914 (18%)

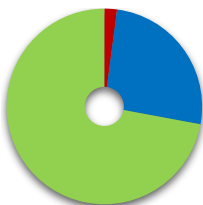
**Special service incidents are broken down into three high level categories:**

**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



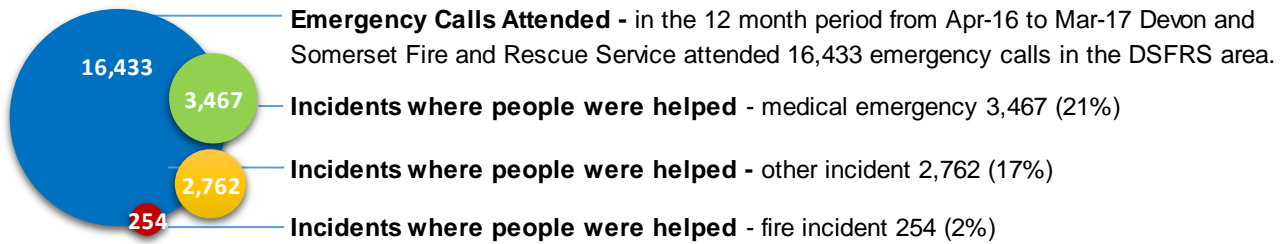
- Malicious, 112 (1%)
- Good Intent, 1383 (8%)
- Apparatus, 3859 (24%)

**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.



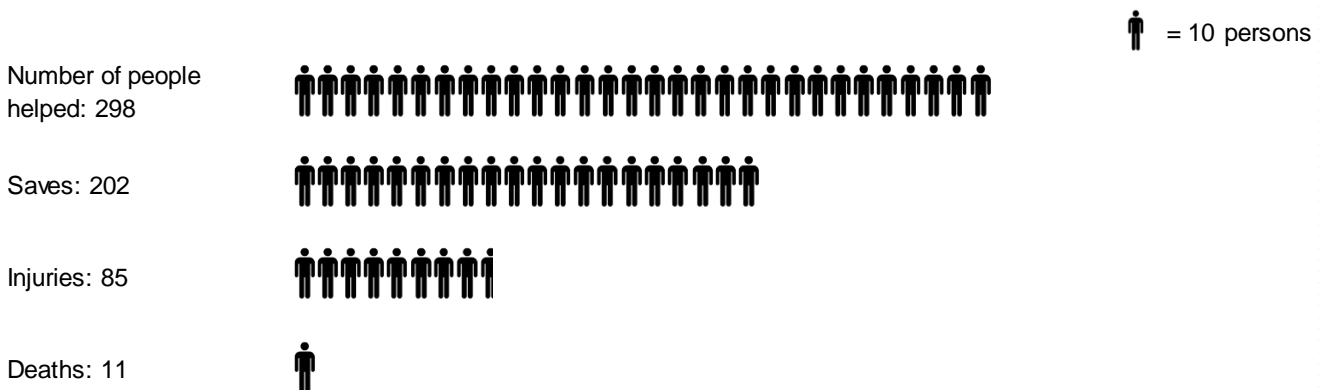
The information below gives some context around the number of people the Service directly helps at emergencies by incident type.

## 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 254 fire incidents?



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

#### Prevention Activities

In 2016/17 the Service conducted 11,249 targeted Home Safety Visits (this figure includes 'Level 2 Home Fire Safety Visits', 'Replacement Alarm Visits', 'At Property Level 1 Home Fire Safety Checks' and 'Not At Property 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 April 2016 and March 2017 the Service undertook 4,696 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 April 2016 and March 2017 the Service conducted 2518 fire safety checks, 595 fire safety audits and 5995 other protection activities to ensure public safety.

## Executive Summary

### Looking Forward...

The Quarter 4 2016/17 Performance Report is also the year-end report and provides an opportunity to review the performance of the Service over the past 12 months. Overall it is pleasing to note that performance against 7 of the 8 primary measures has either improved or at least held steady, this implies that the activity being undertaken is having a positive effect be that prevention, protection or response. However, there is more we can do.

#### Fire Deaths

It is positive that we have seen a reduction in deaths where people live during 2016/17 compared to previous year. It is also notable that there have been no fire-related deaths where people live during quarter 4 (January 2017 to March 2017).

The Service proactively identifies and engages with members of the community that benefit most from additional support to stay safe from fire in the home. We work to build partnerships with agencies that are in direct contact with the people that we want to focus our resources towards. This includes social care providers, housing associations and charities as well as other government agencies and emergency services.

Unfortunately we have not seen the same positive performance in fire-related deaths where people work visit and in vehicles where we have sadly attended five fatal incidents. Of these, three occurred in vehicles, one outdoors and one in a commercial premises.

The Community Safety Strategy is in development and will support the review of the Service's Integrated Risk Management Plan.

#### Fire Injuries

There has been an overall reduction in the number of injuries sustained by the public at fire incidents during 2016/17 compared to previous year. However, there has been an increase in Q4 2016/17 compared to previous quarter for injuries from fires where people live. Performance will continue to be monitored.

Work is ongoing to understand how we can continue to improve the delivery and content of the prevention activities that we provide and will be a key component of the new Community Safety Strategy.

#### Fires

There has been an overall increase in primary fires of 4.8% compared to previous year. However in Q4 2016/17 we have seen an improvement against previous quarter, which is positive and it is hoped that this will continue.

#### Emergency Response Standards

Over the last 12 months there has been a lot of focus on improving availability of resources. There have been a number of initiatives and pilots undertaken and an Operational Resource Centre (ORC) has been implemented. The ORC uses a risk based approach to ensure that available resources are used most effectively to manage availability of appliances.

#### Improving Data Quality - Incident Data Capture

The ICT department has started development of the Single Operational Reporting Tool (SORT); a single, streamlined process to capture incident related data.

It will incorporate the national requirements of the Home Office's Incident Recording System (IRS) along with other data relating to incidents in one place. ICT is working with Service Delivery and other key stakeholders to develop input screens that adapt according to the information that has been entered so that only relevant information is requested.

SORT will be accessible on a variety of Service devices and allow collection of data for the event that is more relevant, accurate, comprehensive and timely.

The approach supports the Service goals of efficiency and effectiveness and the data can be used to inform activities which support increased community wellbeing through targeted input by DSFRS and our partners.

## 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.

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 30/06/2017.

### Measure 1: Fire-related deaths 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	Apr-16 Mar-17											
Deaths - All Fires	0 (4)	6 (8)	↓	↓	↓	A	G	G	G	A	G	R	A	G	G	G	G
Deaths - Accidental Fires	0 (4)	5 (6)	↓	↓	↓	G	G	G	G	A	G	R	A	G	G	G	G
Deaths - Deliberate Fires	0 (0)	1 (2)	↓	↓	↓	R	G	G	G	G	G	G	G	G	G	G	G

### 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	Apr-16 Mar-17											
Injuries - All Fires	24 (14)	64 (83)	↓	↑	↑	G	G	G	G	G	G	G	G	G	A	A	G
Injuries - Accidental Fires	21 (13)	53 (76)	↓	↑	↑	G	G	G	G	G	G	G	G	G	A	A	G
Injuries - Deliberate Fires	3 (1)	11 (7)	↑	↑	↑	G	G	G	G	R	G	G	G	G	G	G	G

### 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	Apr-16 Mar-17											
All Fires	252 (271)	1004 (966)	↑	↑	↓	G	G	G	G	G	G	G	A	G	A	G	G
Accidental Fires	231 (248)	923 (907)	↑	↑	↓	G	G	G	A	G	G	G	A	G	A	G	G
Deliberate Fires	21 (23)	81 (59)	↑	↑	↑	G	G	A	G	G	G	G	R	G	G	G	G

### 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	Apr-16 Mar-17											
Deaths - All Fires	1 (1)	5 (0)	↑	↑	↑	G	G	R	G	G	R	G	R	G	G	G	R
Deaths - Accidental Fires	1 (1)	4 (0)	↑	↑	↑	G	G	G	G	G	R	G	R	G	G	G	R
Deaths - Deliberate Fires	0 (0)	1 (0)	↑	↓	↓	G	G	R	G	G	G	G	G	G	G	G	G

### Measure 5: Injuries as a result of fires 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	Apr-16 Mar-17											
Injuries - All Fires	1 (1)	21 (36)	↓	↓	↓	G	G	R	A	G	G	G	G	G	G	G	G
Injuries - Accidental Fires	1 (1)	19 (29)	↓	↓	↓	G	G	R	A	G	G	G	G	G	G	G	G
Injuries - Deliberate Fires	0 (0)	2 (7)	↓	↓	↓	G	G	G	G	G	G	G	G	G	G	G	G

### 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	Apr-16 Mar-17											
All Fires	271 (326)	1321 (1251)	↑	↓	↓	G	G	G	R	G	G	G	G	G	G	G	G
Accidental Fires	189 (228)	937 (961)	↓	↓	↓	G	G	G	A	A	G	G	G	G	G	G	G
Deliberate Fires	82 (98)	384 (290)	↑	↓	↓	G	G	A	R	A	G	G	G	G	A	G	G



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

There have been 6 fire-related deaths where people live in the 12 month reporting period from Apr-16 to Mar-17 compared to 8 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 injures where people work, visit and in vehicles**

There have been 21 injuries at fires where people work and visit and in vehicles in the 12 month reporting period from Apr-16 to Mar-17 compared to the previous 12 month period (36 injuries).

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 1321 fires where people work and visit and in vehicles in the 12 month reporting period from Apr-16 to Mar-17 compared to the previous 12 month period (1251 fires).

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) - UP

**Measure 2: Fire related injures where people live**

There have been 64 injuries at fires where people live in the 12 month reporting period from Apr-16 to Mar-17 compared to the previous 12 month period (83 injuries).

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) - UP; medium-term (36 months) - UP; short-term (12 months) - DOWN

**Measure 3: Fires where people live**

There have been 1004 fires where people live in the 12 month reporting period from Apr-16 to Mar-17 compared to the previous 12 month period (966 fires).

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) - UP; short-term (12 months) - UP

**Measure 4: Deaths as a result of fires where people work, visit and in vehicles**

There have been 5 fire-related deaths where people work and visit and in vehicles in the 12 month reporting period from Apr-16 to Mar-17 compared to the previous 12 month period (0 deaths).




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

## 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 2: Injuries as a result of fires where people live
-  Measure 3: Fires where people live

#### What we are doing to improve performance:

##### Community Safety Strategy

A review of the Community Safety Strategy is currently being undertaken. The review team has revisited the requirements of legislation around community safety and are currently collating data about potential risk in our community. This will be plotted into a risk matrix against the expectations and needs of key stakeholders. Doing this will allow DSFRS to use a community risk based approach to deciding how we target our resources towards community safety, enabling us to have maximum impact in supporting the community.

**The Integrated Care in Exeter Project (ICE)** continues to expand in the wider Exeter area. ICE is a multi-agency project designed to ensure those at risk receive the right interventions and support at the right time. This will reduce system costs and improve the outcomes and experience for citizens by fundamentally changing the way agencies respond to and influence the presentation of demand across the system by “Helping citizens to live their lives well, and in a way that matters to them”.

##### Home fire safety visits (HFSV)

A business case has been taken to and agreed by the Senior Leadership team following the Home Safety Pilot. This new approach will allow for a continued increase in the number of visits carried out and the quality of those visits. This approach is underpinned with data provided by DSFRS Business Intelligence team to allow targeting of those households most at risk from fire. Recruitment is being progressed seeking a Home Safety Manager and admin assistant to take the project forward across the service.

In North Devon the Community Safety team have started an initiative with a partner care agency that send carers into homes. Due to a low uptake of HFSVs a pilot is taking place to use a letter with joint logos that will be sent or hand delivered by the carer explaining the HFSV. There is a tear off slip that can be handed back to the carer. This gives the occupier a chance to digest the information, make an informed choice and have the confidence that it is a genuine service and not a scam.

##### Safeguarding Referrals

Any fire related concerns are immediately reported via our Safeguarding referral process and followed up with urgent Home Safety visits and immediate multi-agency involvement where appropriate. All actions are securely and comprehensively logged, cases are monitored until all fire safety risks have been adequately addressed. On-going referral process training has resulted in increased awareness and an increase in the number of referrals.

##### Partnership Working:

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 with sharing resources with other services.

Appropriate partnerships identified via our safeguarding referral process are highlighted for future targeting and are developed by the Partnerships Officer.

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

### **Hoarding**

An end-to-end Internal Hoarding Process for tackling hoarding has been developed by our Partnership Officer, including the involvement of other appropriate agencies. There is clear evidence of success (clutter rating reduced significantly) in a number of cases.

Development of the Torbay Hoarding Protocol is underway to create a Devon and later Service-wide policy. A working group has been established via the Devon Safeguarding Adults Board to assist the development of an over-arching policy.

### **Safeguarding**

The Safeguarding Team works closely with locally identified Safeguarding champions in Group Support Teams to appropriately address all safeguarding and welfare concerns in a timely and effective manner. All interventions and interactions are carefully documented via a secure online reporting system, with timelines to clarify actions and to allow interrogation for quality assurance purposes. Operational Assurance provides prompts and information following incidents where a referral may have been missed.

The Vulnerable Persons' Catalogue is a newly introduced reporting system that allows the safeguarding team to monitor referrals by area in terms of local risk factors so that these can be addressed appropriately.

### **Juvenile FireSetters**

Where juvenile fire-setting is identified, an online referral to our FireSetters Intervention programme is recommended. Referrals are allocated to specially trained Advisers who work to reduce the risk of future fire-setting.




### **Other Local Initiatives:**

The North Devon Prevention Team have been targeting national campaigns such as "National No Smoking day" and "Arson Awareness Week" giving leaflets and advice. This was followed up with a radio interview on "The Voice" FM which has led to the local hospital radio asking for a regular slot for Fire safety advice.

South Devon Group continues to play a lead role in the Torbay Strategic Partnership and Community Safety Partnership. The Group is also working with local NHS partners to share data for more targeted prevention activity amongst risk groups.

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

##### Related headlines:

-  Measure 5: Fire related injuries where people work, visit and in vehicles
-  Measure 6: Fires where people work, visit and in vehicles
-  Measure 4: Deaths 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.

## 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	Apr-16												Mar-17
All Eligible Incidents	70% (64%)	68% (72%)	↓	↓	↓	G	G	G	G	G	G	G	G	G	A	G	A	G
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	12 month	Trend (years)			Against Expected	
	(vs previous)	(vs previous)	1	3	5	Apr-16	Mar-17
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	12 month	Trend (years)			Against Expected												
	(vs previous)	(vs previous)	1	3	5	Apr-16												Mar-17
All Eligible Incidents	77% (73%)	75% (76%)	↓	↓	↓	G	G	G	G	G	G	G	G	G	A	G	G	G



### Key Messages

#### Measure 7: ERS for attendance at fires where people live

The Service has achieved first response to fire incidents where people live within 10 mins for 68.4% of eligible incidents during the 12 month reporting period from Apr-16 to Mar-17, a -3.4%pt change compared to the previous 12 month period (71.8% 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: ERS for attendance at Road Traffic Collisions (RTCs)

The Service has achieved first response to RTC incidents within 15 mins for 75% of eligible incidents during the 12 month reporting period from Apr-16 to Mar-17, a -0.9%pt change compared to the previous 12 month period (75.9% achieved).

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

**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. Analysis has shown that where incidents were attended within calculated response zones (based on average turnout and travel time) dwelling fire ERS was achieved on 83.6% of occasions and RTC ERS was achieved on 91.8% of occasions. Further analysis is being carried out and it should be noted that the new performance measures will address this issue.

The service has adopted a number of initiatives to improve availability of on-call crews and support DSFRS meeting its response targets. The Community Firefighter initiative has been rolled out service wide following a successful pilot in Somerset. Community Firefighters provide extra resource for stations where required as well as undertaking prevention activities. The use of newly created crewing coordinators/availability resource managers ensures that resources can be directed where they are most needed.

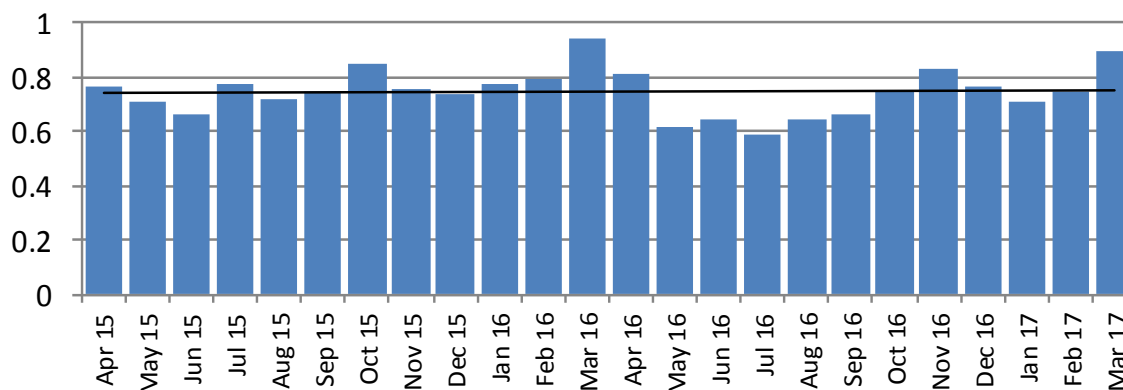
The on-call availability pilot, reflecting a new system for paying Firefighters with the focus on providing greater reliability of cover for stations, continues to be monitored at the stations it is being piloted at.

## Sickness

### Priority: Staff Safety - Sickness Rates

Measure Breakdown	Actual Apr-16 to Mar-17	Previous Apr-15 to Mar-16	% Variance
Sickness Rates (All Staff)	8.66	9.23	-6.20%

### Average sick days taken per person, per month



Sickness Rates by Post Type Apr-16 to Mar-17	Wholetime Station Based Staff			Wholetime Non-Station Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
<b>Overall Sickness Rate</b>	7.35	7.94	-7.4%	10.01	11.18	-10.4%
# Days / Shifts Lost	2739.5	3118.5	-12.2%	1912	2210	-13.5%
<b>Sickness Rate - Long Term*</b>	3.86	4.52	-14.6%	8.17	8.43	-3.1%
# Days / Shifts Lost - Long Term	1438.5	1776.5	-19.0%	1560	1667	-6.4%
<b>Sickness Rate - Short Term Cert**</b>	1.11	1.08	2.7%	0.8	1.53	-47.7%
# Days / Shifts Lost - ST Cert.	414	425	-2.6%	153	303	-49.5%
<b>Sickness Rate - Short Term***</b>	2.38	2.33	2.0%	1.04	1.21	-14.1%
# Days / Shifts Lost - ST	887	917	-3.3%	199	240	-17.1%

Sickness Rates by Post Type Apr-16 to Mar-17	Control			Support Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
<b>Overall Sickness Rate</b>	10.1	14.1	-28.3%	9.41	8.52	10.5%
# Days / Shifts Lost	367.96	568	-35.2%	2223.58	2079.96	6.9%
<b>Sickness Rate - Long Term</b>	4.78	7.47	-36.1%	5.31	4.59	15.7%
# Days / Shifts Lost - Long Term	173.96	301	-42.2%	1254.4	1120.95	11.9%
<b>Sickness Rate - Short Term Cert.</b>	1.13	2.66	-57.6%	1.72	1.57	10.0%
# Days / Shifts Lost - ST Cert.	41	107	-61.7%	406.69	382.3	6.4%
<b>Sickness Rate - Short Term</b>	4.2	3.97	5.8%	2.38	2.36	0.8%
# Days / Shifts Lost - ST	153	160	-4.4%	562.49	576.71	-2.5%

\* Long Term Sickness: >28 Calendar Days

\*\* Short-Term Certified Sickness: 8 to 28 Calendar Days

\*\*\* Short Term Sickness: <8 Calendar Days