



# Performance Report

Audit and Performance Review

Committee: Quarter 1 2017/18





## About this Report

In this report for Devon & Somerset Fire & Rescue Service we examine the dataset for the full year from July 2016 to June 2017.

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

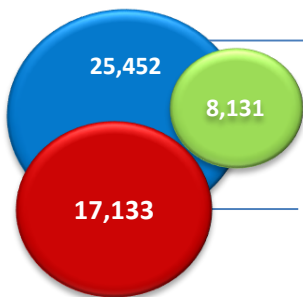
### Contents

The report comprises:

Contents.....	<b>2</b>
Executive summary.....	<b>3-5</b>
About DSFRS.....	<b>6</b>
About this report.....	<b>7</b>
Measures 1 to 6 Statistics.....	<b>8</b>
Measures 1 to 6 Commentary.....	<b>9-13</b>
Measures 7 and 8 Statistics.....	<b>14</b>
Measures 7 and 8 Commentary.....	<b>15-16</b>
Sickness Statistics.....	<b>17</b>

# Executive Summary

## Priority: Public Safety - Response

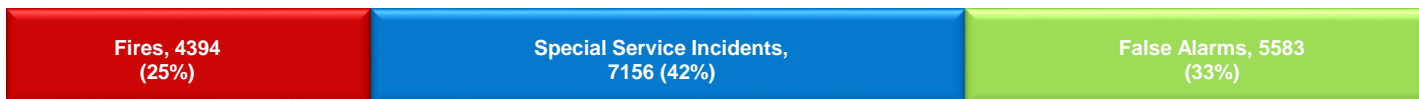


**Emergency Calls Handled** - in the 12 month period from Jul-16 to Jun-17 DSFRS handled 32,022 emergency calls, 25,452 of these were new incidents.

**Emergency Calls Not Attended** - of the 25,452 unique calls 8,131 (32%) 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 17,321 resulted in a resource attending the incident. DSFRS was responsible for operational management at 17,133 of the incidents.

The information below gives some context around emergency response activities.



### Incidents Attended - Fires



- Primary, 2368 (14%)
- Chimney, 420 (2%)
- Secondary, 1606 (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, 1023 (6%)
- Medical Emergency, 2925 (17%)
- Other, 3208 (19%)

**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



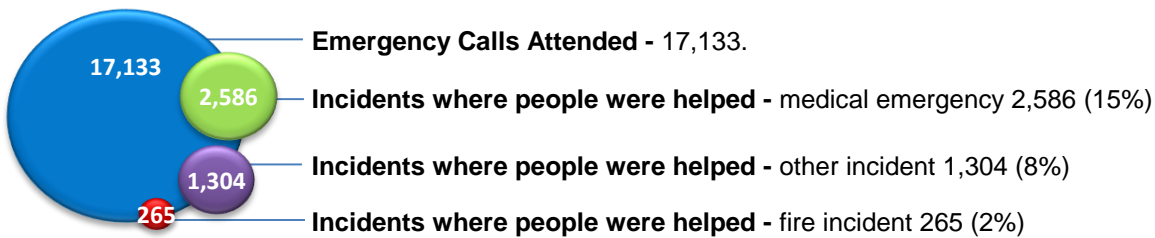
- Malicious, 118 (1%)
- Good Intent, 1502 (8%)
- Apparatus, 3963 (24%)

**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.



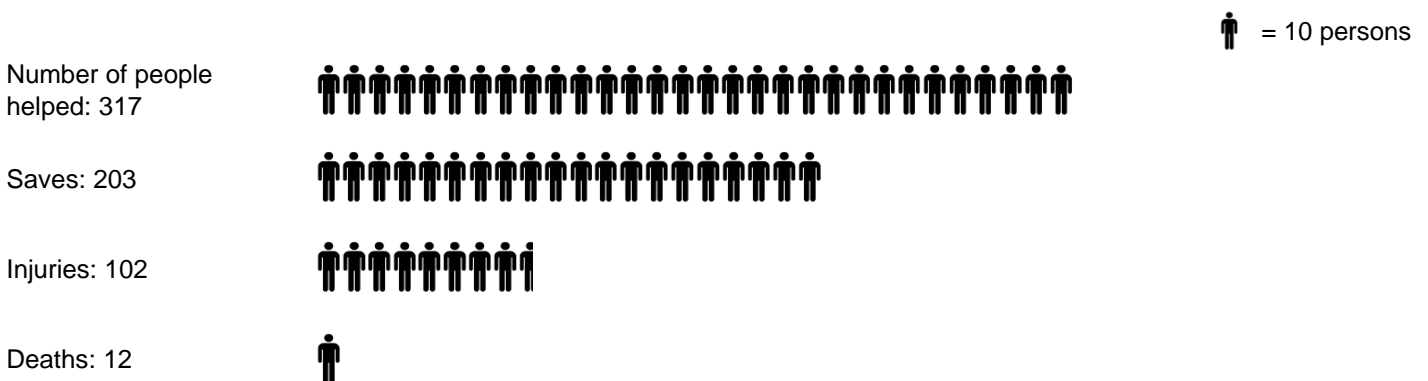
The information below gives some context around the number of people the Service directly helps at emergencies by incident type.

### 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 265 fire incidents?



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

##### Prevention Activities

In the 12 months from July 2016 and June 2017 the Service conducted 11,319 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 July 2016 and June 2017 the Service undertook 4,631 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 July 2016 and June 2017 the Service conducted 2,255 fire safety checks, 557 fire safety audits and 5,746 other protection activities to ensure public safety.

### Looking Forward...

This Quarter 1 2017/18 Performance Report shows that all of the current corporate measures require some level of action to be taken to improve performance. Although most of the measures are in the monitoring or amber status of our rating system it is notable that both Measure 2 – Fire related injuries where people live and Measure 4 - Fire related deaths where people work, visit and in vehicles have reached the trigger point of action to be taken and have a red status. Our reaction to these matters are detailed in the relevant sections of the report.

Overall numbers of fire related deaths and injuries continue to be relatively small particularly when seen as a ratio against the actual number of incidents attended. However, the tragic events of the Grenfell Tower fire in London have demonstrated that no fire and rescue service in the United Kingdom can afford to become complacent with regards to prevention, protection and response activity.

These activities are driven by our Integrated Risk Management Plan and the first six months of 2017 have seen a huge amount of work carried out in analysing the risk faced by the communities of Devon and Somerset not just from fire but across a range of issues. We will be bringing forward a new Integrated Risk Management Plan which will set out our ideas for mitigating these risks and making best use of our resources later in 2017.

In line with improving our performance and better understanding the impact of our activity in reducing risk we are continuing to work on the new set of Performance Measures that were agreed by the Fire and Rescue Authority in April of this year. These new measures are outcome focused which enable us to target our work where we can make the most difference to society. We hope to bring these measure on line later this year and run a new performance report alongside this existing document as we move forward.

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 2,300 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 12 month reporting period.

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 the 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	1	2	3			4					
	3 month (vs previous)	12 month (vs previous)	1	3	5	Against Expected					
						Jul-14					Jun-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 1, 3 and 5 years.
- 4 Performance against calculated threshold by month i.e. Green = Normal, Yellow = Monitor, Red = Action

In some instances you will also see 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 4. For example, any death will require further investigation from the Service so section 4 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 15/07/2017.

### 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	Jul-16						Jun-17					
Deaths - All Fires	2 (0)	7 (5)	↑	↑	●	G	A	G	R	A	G	G	G	G	A	A	G
Deaths - Accidental Fires	2 (0)	7 (4)	↑	↑	↑	G	A	G	R	A	G	G	G	G	A	A	G
Deaths - Deliberate Fires	0 (0)	0 (1)	↓	↓	↓	G	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	Jul-16						Jun-17					
Injuries - All Fires	28 (24)	82 (73)	↑	↑	↑	G	G	G	G	G	G	A	A	G	A	A	A
Injuries - Accidental Fires	26 (21)	71 (69)	↑	↑	↑	G	G	G	G	G	G	A	G	G	A	G	A
Injuries - Deliberate Fires	2 (3)	11 (4)	↑	●	●	G	R	G	G	G	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	Jul-16						Jun-17					
All Fires	262 (253)	1028 (948)	↑	↑	↑	G	G	G	G	A	G	A	G	G	G	G	A
Accidental Fires	237 (232)	946 (884)	↑	↑	↑	A	G	G	G	A	G	A	G	G	G	G	A
Deliberate Fires	25 (21)	82 (64)	↑	↑	↑	G	G	G	G	G	R	G	G	G	G	A	A

### 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	Jul-16						Jun-17					
Deaths - All Fires	1 (1)	5 (1)	↑	↑	↑	G	G	R	G	R	G	G	G	R	R	G	G
Deaths - Accidental Fires	1 (1)	5 (0)	↑	↑	↑	G	G	R	G	R	G	G	G	R	R	G	G
Deaths - Deliberate Fires	0 (0)	0 (1)	↓	↓	↓	G	G	G	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	Jul-16						Jun-17					
Injuries - All Fires	10 (1)	20 (42)	↓	↑	↑	A	G	G	G	G	G	G	G	G	G	G	A
Injuries - Accidental Fires	9 (1)	18 (36)	↓	↑	↑	A	G	G	G	G	G	G	G	G	G	G	R
Injuries - Deliberate Fires	1 (0)	2 (6)	↓	↓	↓	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	Jul-16						Jun-17					
All Fires	348 (274)	1340 (1256)	↑	↑	↑	R	G	G	G	G	G	G	G	G	G	G	G
Accidental Fires	261 (191)	958 (949)	↑	↑	↑	A	A	G	G	G	G	G	G	G	G	G	G
Deliberate Fires	87 (83)	382 (307)	↑	↑	↑	R	A	G	G	G	G	A	G	G	G	G	G

### Key Messages

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

There have been 7 fire-related deaths where people live in the 12 month reporting period from Jul-16 to Jun-17 compared to 5 in the previous 12 month period.

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

#### Measure 3: Fires where people live

There have been 1028 fires where people live in the 12 month reporting period from Jul-16 to Jun-17 compared to the previous 12 month period (948 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) - UP; medium-term (36 months) - UP; short-term (12 months) - UP

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

There have been 20 injuries at fires where people work and visit and in vehicles in the 12 month reporting period from Jul-16 to Jun-17 compared to the previous 12 month period (42 injuries).

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) - DOWN

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

There have been 1340 fires where people work and visit and in vehicles in the 12 month reporting period from Jul-16 to Jun-17 compared to the previous 12 month period (1256 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) - UP; medium-term (36 months) - UP; short-term (12 months) - UP

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

There have been 82 injuries at fires where people live in the 12 month reporting period from Jul-16 to Jun-17 compared to the previous 12 month period (73 injuries).

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

Trends: long-term (60 months) - UP; 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 Jul-16 to Jun-17 compared to the previous 12 month period (1 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

## 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:

#### Partnerships:

Work continues proactively across the Service to strengthen existing partnership relations and seek other opportunities to form new links. In East Somerset, quality assurance and random sampling is being used to monitor the quality of the home safety visits generated by partner referrals.

Across the Service all the groups are engaged with organisations locally to help identify vulnerable people within their communities, which complements groups' use of the 'Exeter' data to allow them to deliver home fire safety advice to those most at risk.

Further planned prevention activity is 'trigger point' training for Royal Mail staff, to help identify vulnerable people within the community and to provide a consistent recording mechanism.

#### Home Safety Visits:

The roll out of the new approach to Home Fire Safety delivery is progressing rapidly with vans liveried and equipped and new mascots being used Service-wide.

Cooking fires are currently a focus for groups following analysis and media work in relation to these types of fire. In response to this, following training, the East Somerset Local Risk Manager is providing input on dementia awareness to stations within the group.

In West Devon, advocates have been focussing on kitchen-related fires with further input given to occupants and stations providing risk advice for kitchen fires. Advocates have also been asked to check tumble dryer serial numbers against the national recall list that has identified specific units at risk.

#### Local Initiatives:

To support the identification of vulnerable people within Devon and Somerset, the groups have been working closely with communities and organisations.

West Devon group works with the patient discharge unit at Derriford Hospital and runs sessions at doctors surgeries across West and South Devon – this enables them to engage with those most likely to need the support DSFRS can provide.

East Somerset group continues to work with Mendip District Council to facilitate a drop-in centre where a member of the group support team provides community safety and business safety advice.

Following two injuries in Ilfracombe in June, North Devon group have adopted a new strategy to better target 'after the fire' incidents and use the visual effect of a fire appliance or advocate/technician's vehicle set up in the vicinity. This has already been trialled in Barnstaple to great effect.

In West Devon the focus has been on action days in specific areas to maximise use of resources in the most efficient way. Also in West Devon, advocates have been focussing on kitchen-related fires with further input given to occupants and stations providing risk advice for kitchen fires. Advocates have also been asked to check tumble dryer serial numbers against the national recall list that has identified specific units at risk

### How is DSFRS improving performance?

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

##### **Safeguarding:**

The Safeguarding Team continues to work with partners to improve the effectiveness of referral pathways into other organisations such as the Police and Social Services.

The Team represents DSFRS on the tri-service frequent caller group, the main aims of which are to identify and reduce the number of inappropriate calls to our emergency number.




It also continues to work closely with identified partners to improve the support offered to people who display hoarding behaviours and in addition are engaging at a strategic partnership level via the Local Safeguarding Adults Board to develop a Devon-wide Multi Agency protocol.

##### **Other Prevention:**

In Community Safety, the Suicide Reduction Strategy is progressing and will link with the collaborative approach being led by the senior coroner.

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

### What we are doing to improve performance:

#### Partnerships:

Groups continue to work with partner organisations to deliver business safety messages. This not only includes councils and other licencing authorities but covers a diverse range of areas including farms and houses in multiple occupation. Data sets, incidents, partnerships and local intelligence continue to support the identification of areas of focus.

The Business Safety Team in North Devon are working with North Devon and Torrridge councils to carry out inspections of houses of multiple occupation.

West Somerset have seen an increase in deliberate fires in agricultural premises. They are working with the police to identify potential locations of risk. They will be issuing a joint statement regarding the security of barns.

South Devon have run two successful multi-agency exercises at the hospital and marina in Torquay. Five more are planned across the group area in identified areas of risk.

#### High-rise:

Following the Grenfell Tower fire, business as usual has been severely impacted throughout the Service with buildings of concern being targeted for both prevention and protection activities. Groups have reported that this remains the main focus of their priorities and this work is outside of their business plans.

Groups have reported an unprecedented amount of requests for talks to reassure residents of multi-level domestic premises and they have dealt with calls from the general public and building managers.

Having completed the majority of their work on the Devonport tower blocks, West Devon are now putting final effort into reaching those not yet contacted. They are also looking to roll this activity out to the wider Plymouth area. Work is also continuing with Plymouth University and Derriford hospital regarding cladding. This has put considerable pressure on the Group Support Team and support from other groups has helped to ease the pressure. Extra resource is being recruited to help deal with the extra workload.

#### Inspection Programmes:

Targeted programmes of inspection have continued at varying levels due to the prioritisation of the high-rise work. Targeting is supported by datasets, sharing of intelligence, partnerships and local knowledge. Trends identified at local, regional and national levels also support targeting.

#### Local Initiatives:

Following two injuries in May due to fires in caravans, North Devon group have designed an information sheet/poster for caravan sites that they can send to all clients when they book pitches. Copies of the posters will also be available at all caravan sites in north Devon.

North Devon have also engaged with local business owners and have been particularly successful in Ilfracombe. They continue with road traffic collision reduction work and following a trend of accidents involving school children and parking issues around schools, the group are rolling out a targeted campaign along with the police and PCSO teams, building on the work done using the Zoo Song.

### How is DSFRS improving performance?

East Somerset have continued with their program of compliance events to educate businesses in their community, in particular with residential care, charity shops, town councils and future work with boarding schools.

Following an increase in accidents involving tractors and farm machinery, North Devon group arranged to offer road safety advice at the North Devon Show this year along with home fire safety advice.

Other (including enforcement):

There have been a number of successful prosecutions:

East Somerset Business Safety Team saw the successful prosecution of a care home group for breaches of the Regulatory Reform (Fire Safety) Order, along with the conviction of a Responsible Person in another particularly serious case.

South Devon have prosecuted a pub landlord and have led a multi-agency response to concerns raised at a hotel.

West Somerset carried out a successful prohibition of a building in Glastonbury, which may result in a custodial sentence.

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	Jul-16					Jun-17							
All Eligible Incidents	68% (70%)	68% (71%)	↓	↓	↓	G	G	G	G	G	A	G	A	G	G	G	G	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 (vs previous)	12 month (vs previous)	Trend (years)			Against Expected												
			1	3	5	Jul-16					Jun-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 (vs previous)	12 month (vs previous)	Trend (years)			Against Expected												
			1	3	5	Jul-16					Jun-17							
All Eligible Incidents	75% (77%)	74% (75%)	↓	↓	↓	G	G	A	G	A	A	G	G	G	G	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 Jul-16 to Jun-17, a -3%pt change compared to the previous 12 month period (71.4% 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

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

The Service has achieved first response to RTC incidents within 15 mins for 74.4% of eligible incidents during the 12 month reporting period from Jul-16 to Jun-17, a -1.1%pt change compared to the previous 12 month period (75.5% 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:

Across the organisation retained recruitment is in progress with the majority of stations actively recruiting. There has been a very successful process at Nether Stowey by local leafletting which is now being rolled out across other stations.

In South Devon, the Newton Abbot team have been trialling improved station turnout procedures. This has led to an improvement of 8% and 9% for both its pumps over the last quarter. The Group are preparing a document to share Service-wide on how this was achieved.

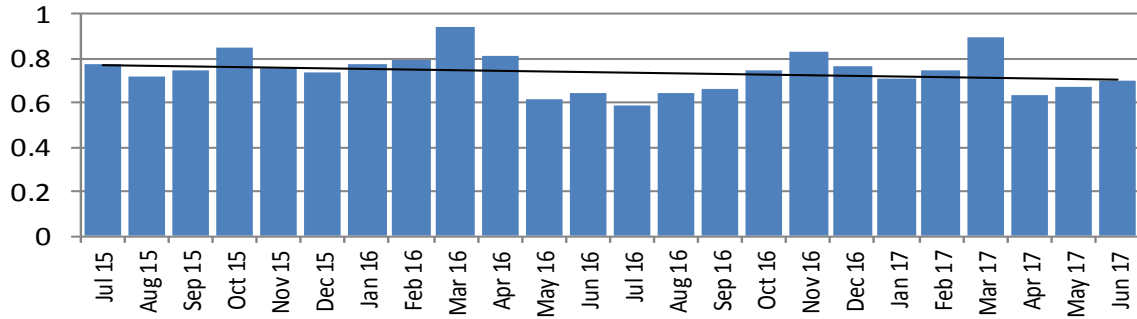
Bovey Tracey has worked with Service Headquarters to use social media for a targeted recruitment campaign. Early results suggest that this has led to 19 applicants. The trial has been extended to Totnes and Ashburton. The Group are now looking at how to improve inclusivity in their recruitment campaigns, including activity at Totnes Pride.

## Sickness

### Priority: Staff Safety - Sickness Rates

Measure Breakdown	Actual Apr-17 to Jun-17	Previous Apr-16 to Jun-16	% Variance
Sickness Rates (All Staff)	2.00	2.07	-3.40%

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



Sickness Rates by Post Type Jul-16 to Jun-17	Wholetime Station Based Staff			Wholetime Non-Station Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
<b>Overall Sickness Rate</b>	1.6	2.07	-22.7%	2.38	2.88	-17.4%
# Days / Shifts Lost	575.5	790	-27.2%	464	554	-16.2%
<b>Sickness Rate - Long Term*</b>	0.9	1.34	-32.8%	2.01	2.34	13.8%
# Days / Shifts Lost - Long Term	324.5	509	-36.2%	393	450	-12.7%
<b>Sickness Rate - Short Term Cert**</b>	0.23	0.18	26.1%	0.1	0.34	71.6%
# Days / Shifts Lost - ST Cert.	82	69	18.8%	19	66	-71.2%
<b>Sickness Rate - Short Term***</b>	0.47	0.56	-15.4%	0.27	0.2	35.0%
# Days / Shifts Lost - ST	169	212	-20.3%	52	38	36.8%

Sickness Rates by Post Type Jul-16 to Jun-17	Control			Support Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
<b>Overall Sickness Rate</b>	2.59	2.67	-3.1%	2.21	1.33	66.0%
# Days / Shifts Lost	87.02	100	-13.0%	520.75	316.28	64.6%
<b>Sickness Rate - Long Term</b>	1.35	1.28	5.6%	1.53	0.47	226.5%
# Days / Shifts Lost - Long Term	45.52	48	-5.2%	360.69	111.4	223.8%
<b>Sickness Rate - Short Term Cert.</b>	0.73	0.24	203.2%	0.25	0.26	-5.4%
# Days / Shifts Lost - ST Cert.	24.5	9	172.2%	59	62.9	-6.2%
<b>Sickness Rate - Short Term</b>	0.51	1.15	-56.0%	0.43	0.6	-28.3%
# Days / Shifts Lost - ST	17	43	-60.5%	101.06	141.98	-28.8%

\* Long Term Sickness: >28 Calendar Days

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

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