



DEVON &
SOMERSET
FIRE & RESCUE SERVICE

Draft Performance Report

Audit and Performance Review Committee

This report has been provided to Audit and Performance Review Committee to demonstrate the format in which the new Corporate Performance Measures will be reported in future.

The report content is draft and any values held within it should not be used beyond the report itself.

Business Intelligence Hub

Devon & Somerset
Fire & Rescue Service

16/08/2017

Forward

Contents

The following pages set out Devon and Somerset Fire and Rescue Service's Key Performance Indicators (KPI) and how we are performing.

The report is in three sections:

1) **Introduction** including:

- a) content of the report;
- b) information about Devon & Somerset Fire & Rescue Service with a summary of calls and incidents attended;
- c) a summary of KPI performance setting out how many measures are reported and of those how many of those are:
 - i) Positive Exceptions – measures exceeding required performance;
 - ii) Negative Exceptions – measures not meeting required performance;
 - iii) Meeting Required Level – measures that are meeting required performance.

2) **Exception Reports**

The exception reports of the KPIs. These are in two parts; those measures that are notably exceeding their targets and those that are not on target and requiring focussed action to bring them back on target. Each individual measure is shown graphically, has an analysis of the data with further context information and the actions being taken to improve performance.

3) **Performance Summary - Measures Meeting Required Levels**

Contains performance summaries of the remaining measures e.g. those measures that are on track to meet the targets.

Who are we?



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).

We have 85 fire stations, the second largest number in England and over 1,900 committed and dedicated staff who work tirelessly to protect the 1.7 million people who live in our counties. This alongside the estimated additional 400,000 people who visit this wonderful part of the country every year.

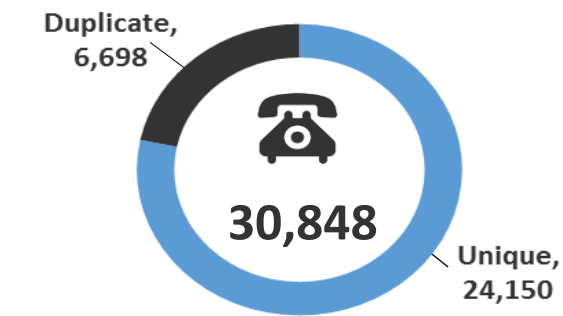
You can be reassured that if you need us we will rescue you from a burning building, pull you out of fast flowing water, rescue you from height or collapsed structures, extract you from Road Traffic Collisions. We will aim to secure your properties from damage of flood or fires, provide specialist animal rescue keeping both you and the animal safe. You might not expect us to, but we will be the first to respond to medical trauma on behalf of the South West Ambulance Services Trust through our network of co-responders.

It's not all about emergency response. Our committed staff work to provide community safety advice, education and intervention to keep you safe. When you visit a restaurant, hotel or even go to work, it's our fire officers that ensure that the responsible person in that building is adhering to the fire safety legislation. In your home, if we are worried that you might be at risk of a fire or other incident we will come and visit you and talk through our safety advice, install smoke alarms and provide you with guidance about how to keep safe.

All this costs just 22 pence a day (based on a Council Tax Band D property).

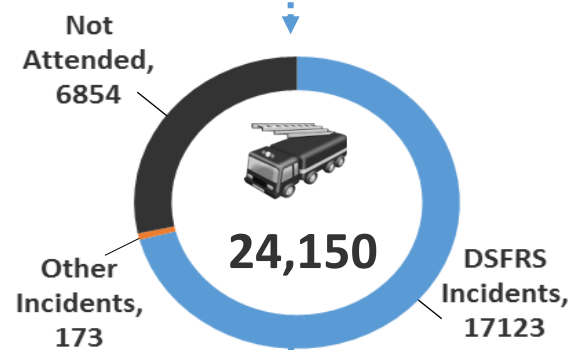
Now you know we do so much more than putting out fires.

Emergency Call Summary - July 2016 to June 2017



DSFRS were involved in 30,848 calls as part of the Networked Fire Services Partnership, a collaboration between Devon & Somerset, Hampshire and Dorset & Wiltshire FRS.

The Services in the NFSP work in networked Control rooms that enable each Service to provide back up if required to support resilience across the three Services.



The fire service attended 72% of the unique emergency calls received but made the decision that attendance was not required on 28% of occasions.

There are a number of reasons why an incident may not require a physical response, including:

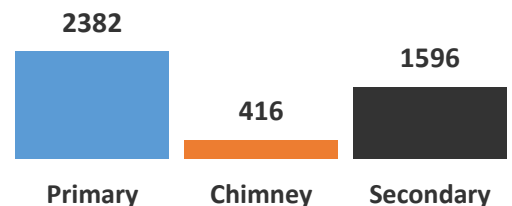
- Fire Control identify a call as being a hoax;
- An issue can be resolved by advice being given;
- Policy states that we do not attend an incident type;
- Information is received that an incident has been resolved prior to the fire service arriving.



Primary Fires - generally larger more complex incidents, those with casualties or fatalities or those occurring in dwellings.

Chimney Fires - fires restricted to the confines of the chimney.

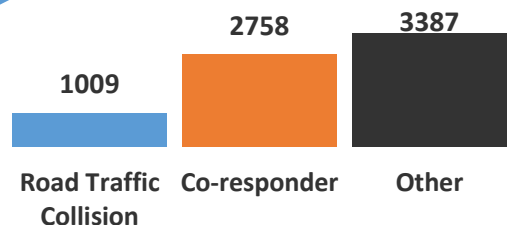
Secondary Fires - minor fires, no casualties.



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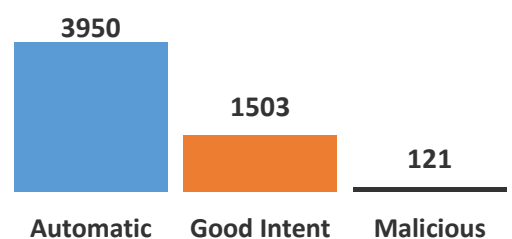
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Automatic Fire Alarm (AFAs) - calls initiated by fire alarm or fire-fighting equipment operating.

False Alarm Good Intent - calls made in the belief that the Service would attend an emergency incident.

Malicious False Alarm - calls made with the intention of getting the Service to respond to a non-existent incident.






Community Safety Summary - July 2016 to June 2017

To be developed

Summary of KPI Performance

For this reporting quarter, [insert quarter and reporting year], we are able to report [insert the number of KPIs being reported] of the Key Performance Indicators (KPIs). A breakdown of overall performance can be seen in the table below:

Measure Status	Number of Measures	Page Number
 Negative Exceptions – measures not meeting required performance	2	7
 Positive Exceptions – measures exceeding required performance	0	N/A
 Meeting Required Level – measures that are meeting required performance	1	11

The table below shows those indicators that are considered exceptions.

They are classified as such due to performance being either notably better than target, so performance is positive (+) or where performance is not on target and requires action to be put in place to bring performance back on track, so performance is negative (-). For each measures there is an exception report, which details the reasons for the exception, analysis of the data and issues, and where required actions being taken to improve performance.

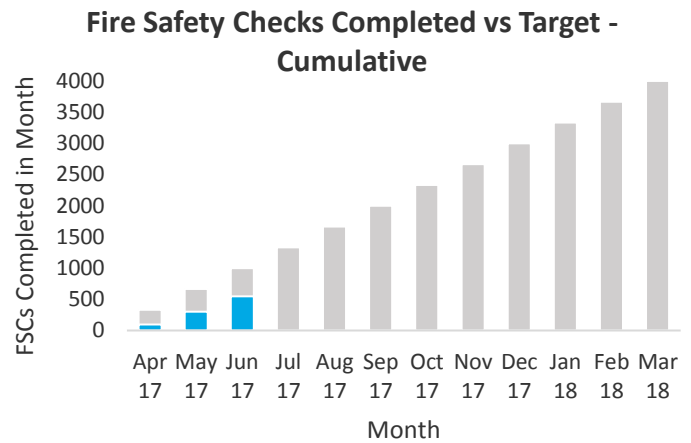
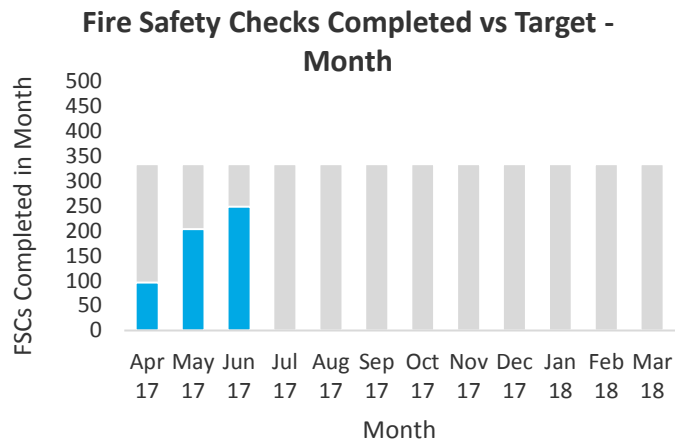
KPI Number	Description	Status Positive (+) or Negative (-)	Page Number
3b(i)	Fire safety checks completed	-	7
5b	False alarm incidents attended	-	9
8	Call handling	✓	11

KPI Exception - Negative: KPI 3b(i)

This indicator measures the number of Fire safety Checks (FSC) that have been completed against the target number required. Only FSCs that have been fully completed and have had information entered onto the recording system will be included in this measure.

Target - to achieve >95% of the target number of FSCs

Measure	Q1 2017/18 (Actual)	Q1 2017/18 (Target)	Q1 % Achieved	Year to date (Actual)	Year to Date (Target)	Year to Date % Achieved
Number Completed	547	999	54.8%	547	999	54.8%



■ Target ■ FSCs Completed

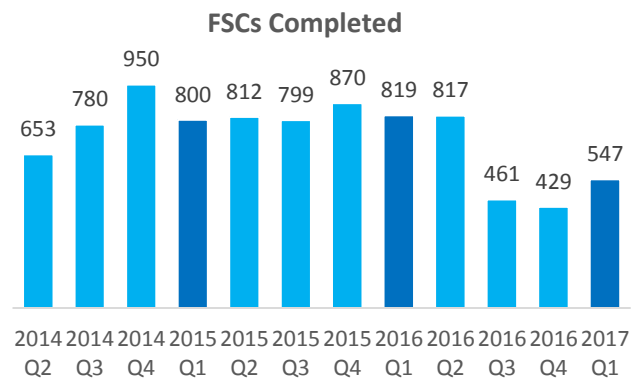
Why is this an exception?

The number of Fire Safety Checks completed is well below the target figure for Q1 2017/18, with 49.8% of the target number of checks being completed. This is 45.2% below the target of >95%.

Analysis

There has been a steep drop in the number of FSCs completed in the last 3 quarters (see chart right).

More in depth analysis is being undertaken to understand this change in output. It is notable that the drop in the number of FSCs completed has been seen in more than one group.



Number Fire Safety Checks Completed

Actions being taken to improve performance

Work is ongoing to understand where capacity and processes can be improved to facilitate increased delivery of targeted Fire Safety Checks.

Following the Grenfell Fire on the 14th of June personnel delivering Business Safety activities were redirected to respond to the requirements that emerged as a result of the incident.

While the number of FSCs that have been completed is below target there has been an improvement in the information available to personnel to focus these checks on high-risk premises. Fire Risk Event Data (FRED) is a product that has been developed by Experian in partnership with fire and rescue services. FRED contains likelihood and severity of a commercial premises having an accidental fire. The risk is banded to aid prioritisation of delivery of protection activity.

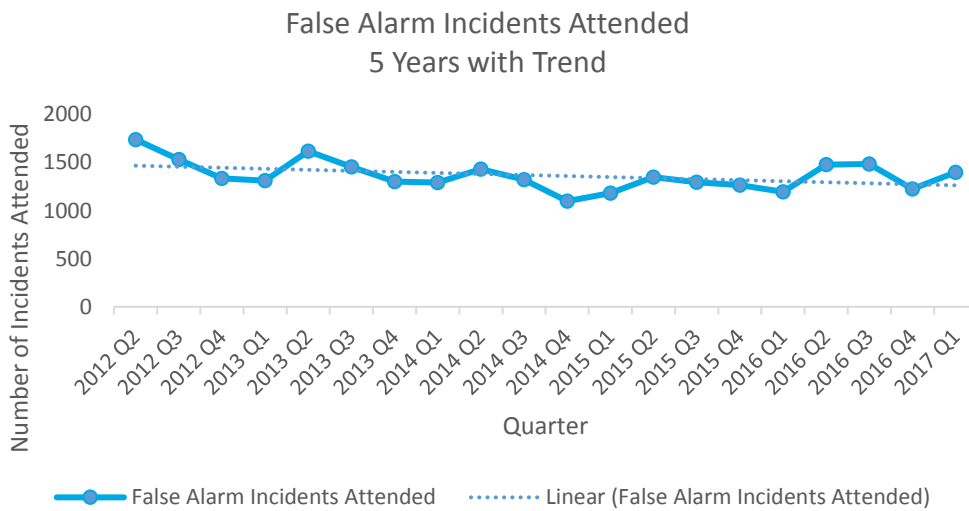
Fire Safety Checks to Fire Safety Audits stands at a favourable 25:100 (FSCs:FSAs), indicating that the Service is effectively targeting its checks at premises that will require more in depth Fire Safety Audits.

KPI Exception - Negative: KPI 5b

This indicator measures the number of number of false alarms caused by automatic fire detection or good intent that DSFRS attended or were attended by another FRS within the area on our behalf.

Target - to achieve a downward trend

Measure	Q1 2017/18	Q1 2016/17	Q1 % Achieved	Year Jul-16 to Jun17	Year Jul-15 to Jun16	Year to Date % Achieved
Incidents Attended	1061	939	13.0%	5585	5098	9.6%

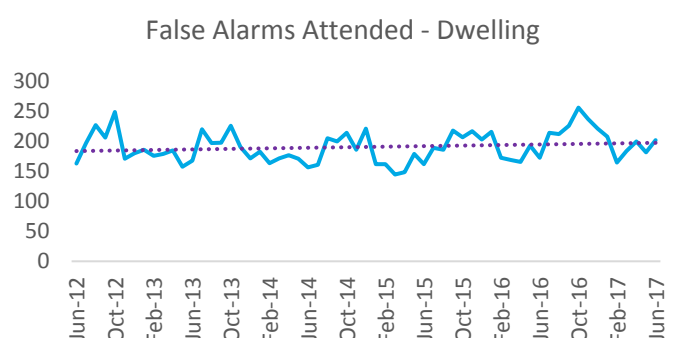
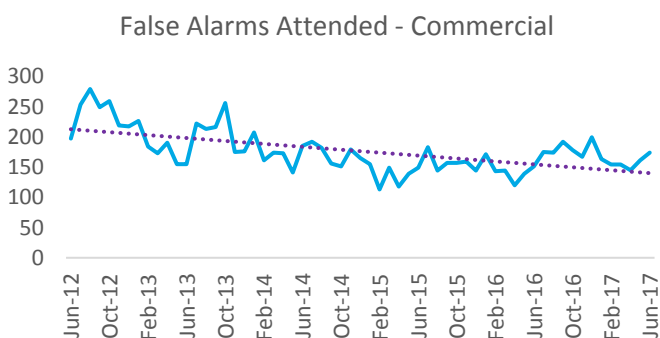


Why is this an exception?

The number of False Alarm incidents attended is showing an increase in both the quarterly comparison and the rolling year comparison although the 5 year data shows a downward trend.

Analysis

There has been a notable reduction in the number of commercial false alarm incidents that have been attended by the Service. This links directly to the introduction of a call reduction policy. False alarm incidents in dwellings have seen a very slight increase over the 5 year period.



Fire-related false alarm incidents attended

Actions being taken to improve performance

Call reduction policy is continuing to be developed. Management processes are set to improve as data capture of information relating to these incidents becomes integrated into the new SORT application.

This will enable more efficient notification of repeat offenders for false alarm attendances due to automatic fire detection equipment operating and enable intervention to be taken where appropriate.