



DEVON &
SOMERSET
FIRE & RESCUE SERVICE

Quarter 3 Performance Report

Audit and Performance Review Committee

Business Intelligence Hub

Devon & Somerset
Fire & Rescue Service

11/04/2018

Contents

Page	Description
3	Contents
4	Introduction
5	Executive Summary
6	Measure Status
7 to 14	Measures 1-3: Performance against measures relating to fires in the home, exception reports and commentary on associated activities.
15 to 20	Measures 4-6 Details: Performance against measures relating to fires where people work, visit and in vehicles, exception reports and commentary on associated activities.
21 to 22	Measures 7-8 Details: Performance against measures relating to emergency response standards (ERS) to fires in the home and road traffic collisions (RTCs), exception reports and commentary on associated activities.
23	Sickness Absence Performance

Introduction

Devon & Somerset Fire & Rescue Service (DSFRS) is the largest non-metropolitan fire and rescue service in England. DSFRS provide prevention, protection and response services across the counties of Devon and Somerset (including Torbay and Plymouth).

There are 85 fire stations in the service area, the second largest number in England, and over 1,900 dedicated staff who work to protect the 1.7 million people who live in the area. This alongside the estimated 400,000 people who visit the counties throughout the year.

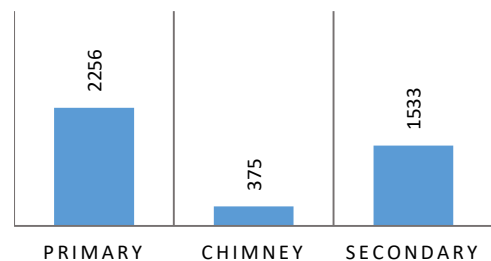
The fire and rescue service does not just rescue people from burning buildings and put out fires. In the 12 month period from January to December 2017 the Service attended 18,702 incidents, a breakdown can be seen below:

FIRES, 4164

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.

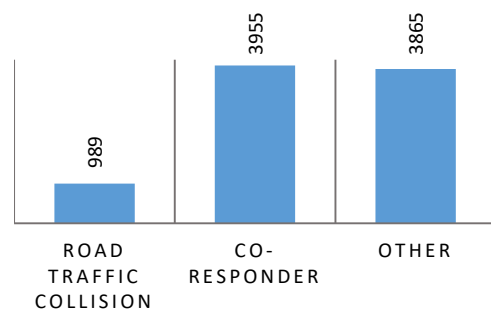


SPECIAL SERVICE, 8809

Road Traffic Collisions (RTCs) attended by DSFRS - not fires.

Medical emergencies include Co-responder incidents for which DSFRS provide first response on behalf of the South West Ambulance Service Trust (SWAST).

Other incidents include flooding, rescue from height, animal rescue

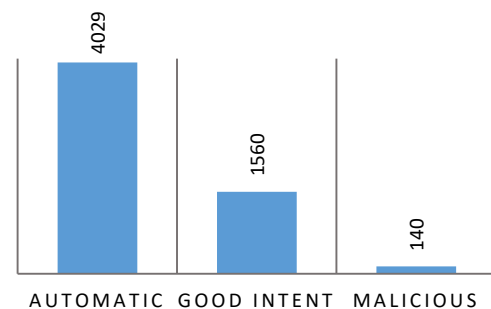


FALSE ALARMS, 5729

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.



As well as providing a response to ongoing emergencies the Service is committed to providing community safety advice, education and intervention to keep its community and its visitors safe and prevent emergencies from happening. This can be by ensuring that the responsible person in a business premises is adhering to fire safety legislation, or through community safety activities such as home safety visits, RTC education and youth intervention programmes.

Executive Summary

The Quarter 3 2017/18 Performance Report (Apr-17 to Dec-17) sees five of the eight corporate measures showing positive performance and three showing negative performance. This is a declining picture compared to the previous report with two measures moving status from monitor to exception.

Positive performance

Fire-related deaths remain very low for 2017/18 with only three deaths recorded year to date and no deaths in Quarter 3.

Emergency response standards are showing improvement compared to previous year for both the reporting quarter and year to date performance. Long-term trends are also positive. Ensuring that our operational resources are available to respond when needed is a priority for the Service and has been a key area of focus over the last 12 months. The implementation of the Operational Resource Centre has provided consistent allocation of resources enabling us to make sure that we are managing risk effectively. Improving performance against ERS may suggest that the processes in place to match our resources to risk are having a positive effect.

Fires where people work, visit and in vehicles are showing improvement compared to previous year for both the reporting quarter and year to date. Deliberate fires are showing an upward three year trend however this is largely due to a below average number of fires in the 12 month period from January 2015 to December 2015.

Negative Performance

Fire-related injuries have increased compared to previous year for both the reporting quarter and year to date. It is notable that the relatively low numbers of injuries mean that small changes in the numbers recorded can show dramatic percentage variance. Analysis shows that while there has been an increase in the number of injuries recorded the numbers are within normal levels for the data. Further analysis can be found within the body of the report looking at potential causes of the increase.

Fires where people live have increased compared to previous year for both the reporting quarter and year to date. The increases are not dramatic but combined with a negative rolling three year trend this has been assessed to be an exception. Further analysis can be found within the body of the report looking at potential causes of the increase.

Measure Status

The performance status of reportable measures is established through analysis of performance vs previous year and medium / long term trends. Where a measure is reported as an exception an exception report will be included in the document. This report will provide additional information and analysis relating to the measure and will identify whether further action should be considered at this point.

Statuses: ✓ = Good Performance ! = Monitor Performance ✗ = Negative Exception

KPI No.	Description	Status	Page
1	Fire-related deaths where people live	✓	7
2	Fire-related injuries where people live	✗	7
3	Fires where people live	✗	7
4	Fire-related deaths where people work, visit and in vehicles	✓	15
5	Fire-related injuries where people work, visit and in vehicles	✗	15
6	Fires where people work, visit and in vehicles	✓	15
7	Emergency Response Standard - first appliance to fires where people live in 10 minutes	✓	21
8	Emergency Response Standard - first appliance to Road Traffic Collisions in 15 minutes	✓	21

Measures 1-3 Details

Measure 1: Fire-related deaths where people live

Status

	Q3 17/18	Q3 16/17	Var.	YTD 2017	YTD 2016	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	0	3	-100.0%	3	5	-40.0%		
Accidental	0	3	-100.0%	3	4	-25.0%		
Deliberate	0	0	0.0%	0	1	-100.0%		

There have been no fire related deaths where people live in Quarter 3 2017/18.

If a death occurs in the reporting quarter this measure will become a negative exception and further information will be provided. Trends and performance will be monitored to establish whether there are any developing performance issues.

It is important to note that fortunately the number of deaths from fire is very low and small changes in the number can lead to extreme changes in percentages.

Measure 2: Injuries at fires where people live

Status

	Q3 17/18	Q3 16/17	Var.	YTD 2017	YTD 2016	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	19	13	46.2%	60	38	57.9%		
Accidental	17	12	41.7%	53	30	76.7%		
Deliberate	2	1	100.0%	7	8	-12.5%		

This measure is highlighted as an exception due to the quarter on quarter increase, year to date increase and the upward trend in the rolling five year data.

There has been positive performance in elements of the three year trend however the overall picture suggests that this is an area requiring investigation.

An exception report can be found on page 8 of this report.

Measure 3: Fires where people live

Status

	Q3 17/18	Q3 16/17	Var.	YTD 2017	YTD 2016	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	274	273	0.4%	777	754	3.1%		
Accidental	255	250	2.0%	715	694	3.0%		
Deliberate	19	23	-17.4%	62	60	3.3%		

This measure is in exception due to the quarter on quarter increase, year to date increase and the upward trend in the rolling three year data. The overall picture suggests that this is an area requiring investigation.

An exception report can be found on page 10 of this report.

Measure 2 Exception Report

Measure 2: Injuries at fires where people live

Negative exception ✘

	Q3 17/18	Q3 16/17	Var.		YTD 2017	YTD 2016	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	19	13	46.2%	✘	60	38	57.9%	✘	↓	↑
Accidental	17	12	41.7%	✘	53	30	76.7%	✘	↓	↑
Deliberate	2	1	100.0%	✘	7	8	-12.5%	✓	↑	↓

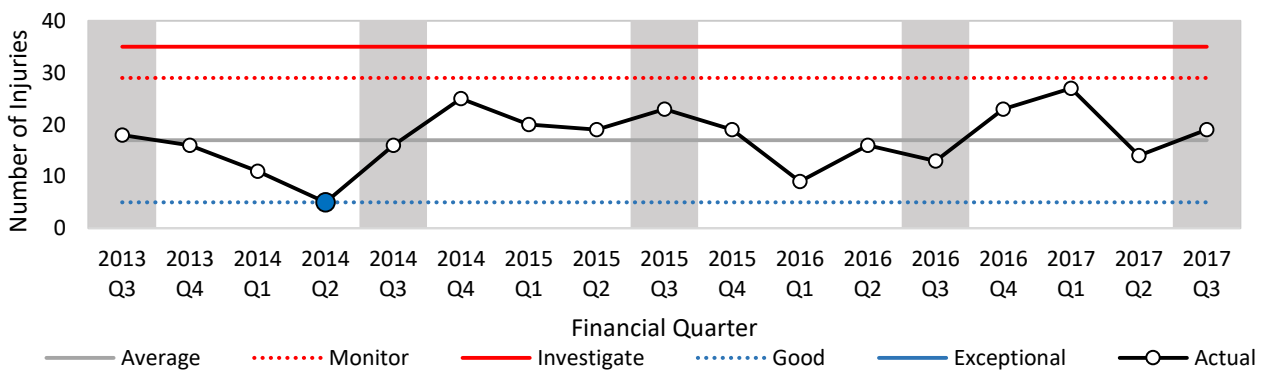
Why is this an exception?

This measure is in exception due to increases in quarterly and year to date figures compared to the same period last year and the rolling five year data showing an upward trend.

Analysis

The number of injuries has increased compared to previous year, however, the control chart below indicates that the data is within normal levels of variation for the reporting quarter with quarters two and three of 2017/18 both close to the five year average.

Number of injuries at fires where people live by financial quarter

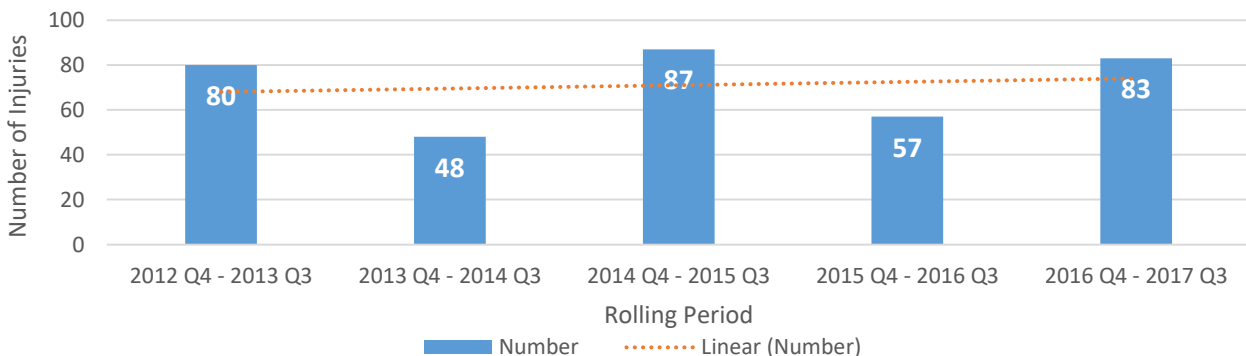


*Control charts enable us to monitor whether the data that we are seeing is in control or "normal". Points above the monitor line indicate there may be an emerging issue. Points above the investigate line indicate special cause variation and will require further investigation.

The rolling five year data does show a slight upward trend. The numbers are not consistently increasing year on year and the upward trend is largely due to the very low number of injuries recorded between 2013 Q4 - 2014 Q3.

In 2013/14 greater quality assurance of data around recording of injuries was introduced. There is good degree of confidence that the information recorded is fair and accurate.

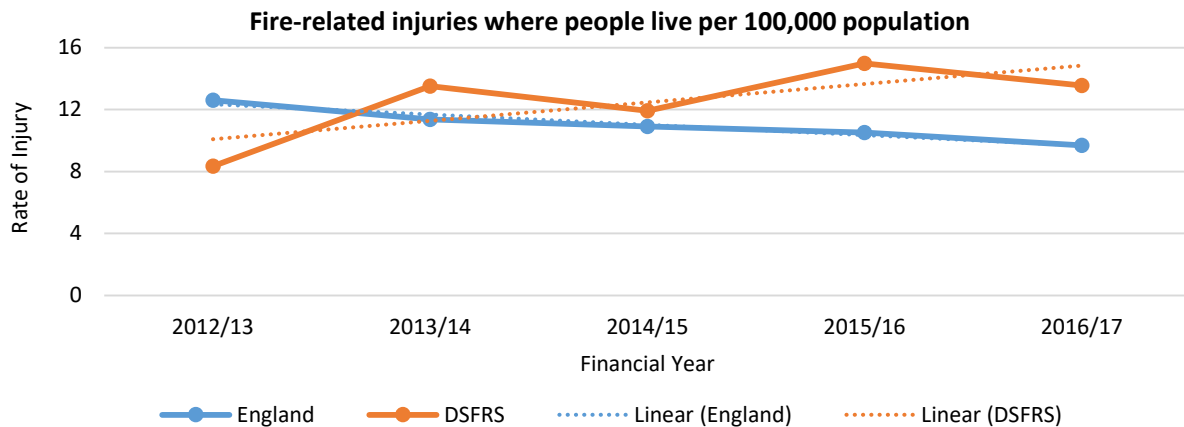
Rolling 5 Year Trend - Fire-related injuries where people live



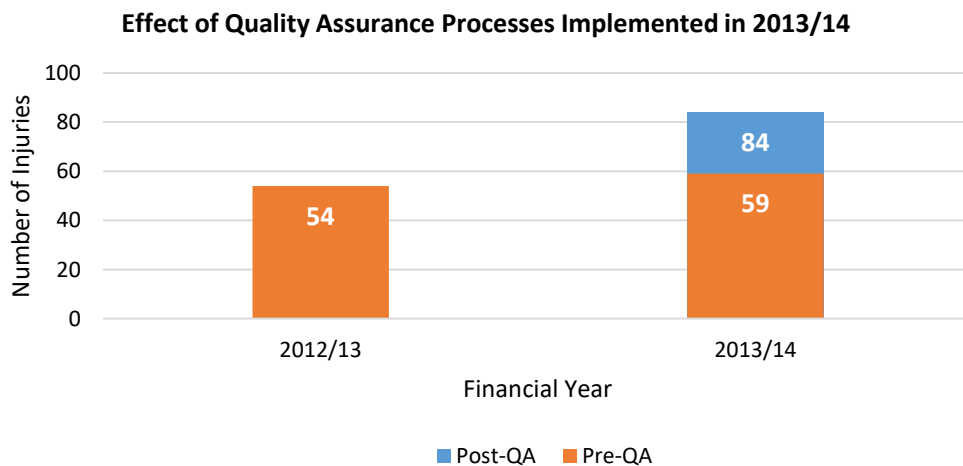
Measure 2 Exception Report

Direct comparison data is currently unavailable for benchmarking at a national level. The chart below shows the rate of all fire-related injuries where people live, including injuries where only first aid or a precautionary check were required which are excluded from measure two.

However, this data can still provide an insight into whether DSFRS performance is representative of the national picture. The DSFRS data is more variable than the national and the five year trend is also counter to that being seen nationally.



This may be due to stringent quality assurance implemented by DSFRS in 2013/14 following identification that injuries were being underreported in IRS. This accounted for a significant step change in the number of injuries recorded in 2012/13 to 2013/14. The chart below shows the impact of the quality assurance.



Actions required

Due to performance being within normal levels no further action is required at this time other than continued monitoring of performance.

Targeted prevention activities are in progress with new campaigns planned for delivery in the coming months. Further information on ongoing and future activities can be found in the measure 1-3 commentary section of the report.

Measure 3 Exception Report

Measure 3: Fires where people live

Negative exception ✘

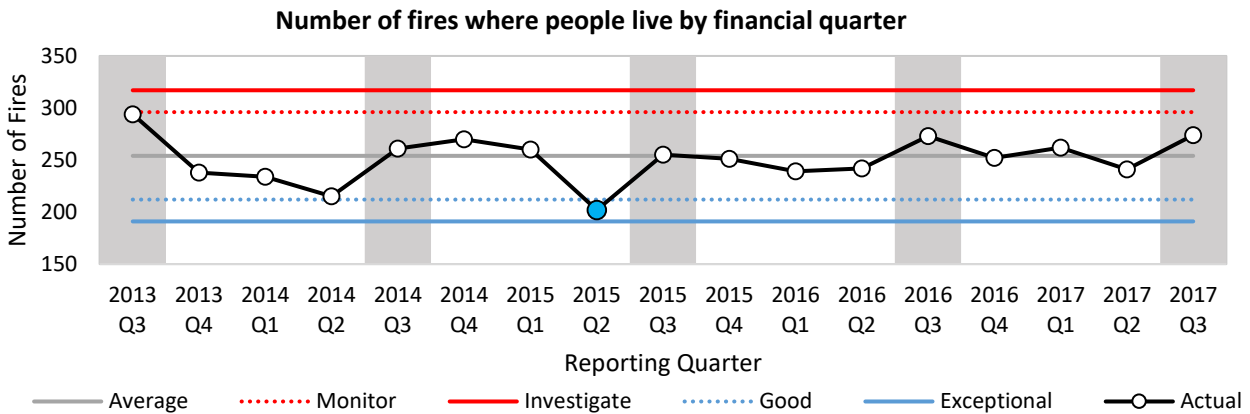
	Q3 17/18	Q3 16/17	Var.		YTD 2017	YTD 2016	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	274	273	0.4%	⚠	777	754	3.1%	⚠	↑	↓
Accidental	255	250	2.0%	⚠	715	694	3.0%	⚠	↑	↓
Deliberate	19	23	-17.4%	✅	62	60	3.3%	⚠	↑	↔

Why is this an exception?

This measure is in exception due to increases in quarterly and year to date figures compared to the same period last year and the rolling three year data showing an upward trend.

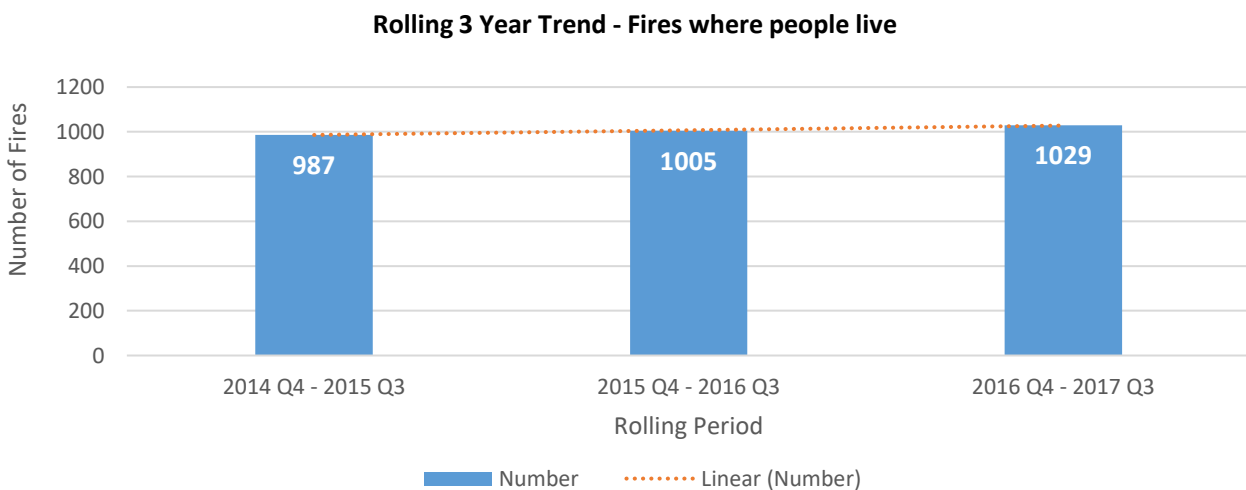
Analysis

The number of fires has increased compared to previous year, however, the control chart below indicates that the data is within normal levels of variation for the reporting quarter. It is worth noting that quarter three consistently has above average numbers of fires.



*Control charts enable us to monitor whether the data that we are seeing is in control or "normal". Points above the monitor line indicate there may be an emerging issue. Points above the investigate line indicate special cause variation and will require further investigation.

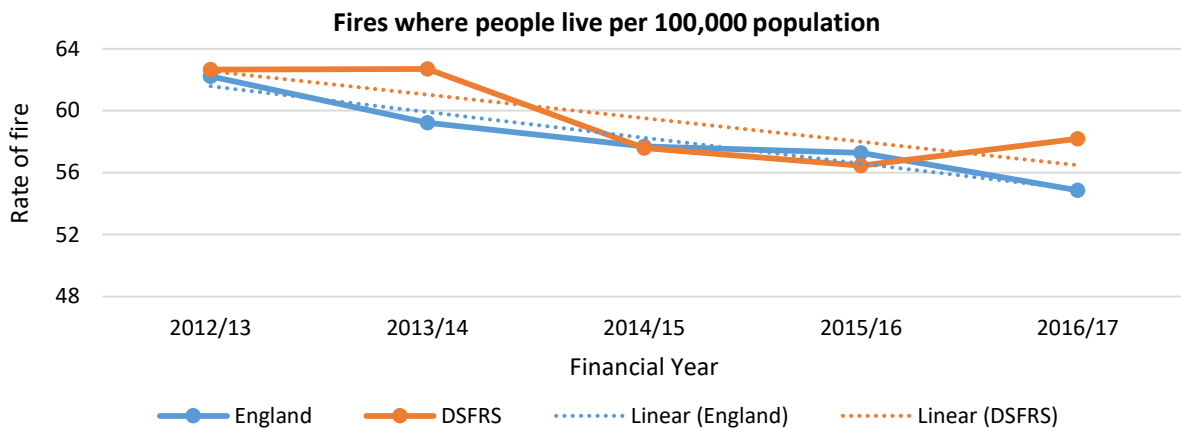
The rolling three year data shows a slight upward trend. The numbers are consistently increasing year on year. There has been a 4.6% increase from the rolling year 2014 Q4 - 2015 Q3 to the rolling year 2016 Q4 - 2017 Q3.



Measure 3 Exception Report

Benchmarking data provides context to enable better understanding of whether performance is in line with comparable organisations. The chart below shows the rate of fires where people live per 100,000 population for DSFRS compared with that of England as a whole.

While DSFRS performance is more variable it is showing a five year trend that is reflective of the national picture.



Actions required

Due to performance being within normal levels no further action is required at this time other than continued monitoring of performance.

Targeted prevention activities are in progress with new campaigns planned for delivery in the coming months. Further information on ongoing and future activities can be found in the measure 1-3 commentary section of the report.

Measures 1-3 Commentary

Community Safety Prevention Activities

In the 12 months from 01 January 2017 to 31 December 2017 the Service conducted 16,594 targeted Home Safety Visits* to households identified as needing 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 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, from 01 January 2017 to 31 December 2017, the Service undertook 6,573 preventative activities to improve public safety.

Central Operations Update

Safeguarding

The Safeguarding Team continues to provide support, feed-back and guidance to Home Safety Technicians and Group Support Teams to ensure that individuals identified through the safeguarding referral process as being at increased risk of sustaining a serious injury from fire are helped most effectively. This includes additional advice on engaging in multi-agency activities such as joint visits with care agencies to formulate care plans that include appropriate fire risk management.

The Team continues to develop, co-ordinate and monitor the work of the Firesetter Advisers in order to ensure that interventions are timely, appropriate and effective. Engaging with the Police and other partner agencies to address young people's serious fire-setting through the provision of targeted education is having a positive effect on behaviours. For example, a recent series of interventions with a young girl involved in lighting fires in the home was successful in furthering her understanding of the danger of playing with fire, while at the same time ensuring that the parents took responsibility for keeping lighters out of her reach.

Home Fire Safety Prevention

In this 3rd quarter of the year cooking fires continue to be a focus across all Groups; a Community Safety-led working group has been set up to investigate and to look to create a Service-wide campaign with the aim of reducing fires that start in the kitchen and associated injuries. Engagement has been undertaken with staff and partner agencies with a view to launching a campaign in April 2018.

The roll out of the new approach to home safety is ongoing with full deployment planned to be completed early in the 2018/19 financial year. The development of the technology required to undertake the role is nearing completion. All Home Safety Technicians are now in place and following participation in a number of development days and they are now delivering Level 2 Home Fire Safety Visits across the service area.

Area Operations Update

West Devon: work is continuing at Devonport Towers with Home Fire Safety being provided to residents which is being very well received. A meeting was held with the Chief Executive of Plymouth City Council who has been very positive about the work being done with other agencies.

** (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')*

Measures 1-3 Commentary

Commitment to engagement with the Phoenix programme has been reaffirmed with five courses planned. Phoenix courses provide a unique opportunity for young people, particularly those “at risk”, to work with DSFRS and take part in a variety of physical and mental challenges that support development of life-long skills. The Group are working with nominations from Devon and Cornwall Police and local councils.

South Devon: the prevention team continue to nurture quality partnerships so that activities can be targeted at the most vulnerable members of society. An example of this is work that is ongoing with the Police in Paignton who are sharing information on vulnerable adults that have been a victim of crime so that the Service can provide them with Home Safety Visits.

The South Devon Prevention and Business Safety team recently undertook an action day in Newton Abbot following intelligence from the Police that there is an increased level of anti-social behaviour. The Group are working with the Police and local authority to see if a Phoenix course can be provided to target individuals involved in anti-social behaviour.

East Devon: have focused during the last few months on developing partner relationships to reinvigorate engagement and optimise effectiveness. This has resulted in further support to get our prevention services back on their radar, particularly where significant staff changes have taken place.

In East Devon three new partnerships have been created and are now working with us, most notably Cornerstone Housing, which identifies a large proportion of residents falling into vulnerable groups.

West Somerset: the newest One Team has been established to cover all of the West Somerset District Council area. A member of our Group Support Team acts as the contact point for DSFRS and ensures we are active in this multi-agency approach.

The Group Support Team in West Somerset has provided refresher training for all of the Village Agents to further improve their knowledge of our services and enhance this referral pathway.

Compass have recently (in partnership with MIND) launched the Somerset Mental Wellbeing Service (SMWS). West Somerset are in discussions with SMWS to see how best we can offer our home fire safety services to their clients.

West Somerset Group have advertised for Advocates through 2017 and are part-way through recruitment and training processes, working towards having at least one Advocate working around each fire station in the group area.

East Somerset: have recently established a partnership agreement with Careline Telecare which is returning a good level of referrals of vulnerable people, who are now receiving home safety advice and specialist smoke detection equipment.

The Group have been targeting vulnerable people through high intensity activity taking place at sheltered housing schemes across the group. Thirteen sheltered housing schemes have been visited out of a total of 41 identified schemes, the remaining schemes are all being engaged and visits programmed.

In East Somerset schools education talks this year across South Somerset and Mendip have numbered 209 of which 47 were undertaken in Q3. Further school talks at Key Stages 1 and 2 are booked for the remainder of the financial year.

North Devon: are trialling a letter for partners to improve the number of referrals, if this is successful it will be rolled out further.

Measures 1-3 Commentary

The Group are working in collaboration with 'Drink Wise Age Well'; identification of vulnerable groups and individuals is working well, and referrals have increased from this partnership.

North Devon Group are providing input into the "Out of the Blue" project for 12 to 14 year olds where DSFRS provide fire safety in the home advice as well as RTC awareness.

The North Devon Community Safety team have accessed flu clinics and have gained 120 referrals from high risk groups.

To date 65 schools have received fire safety education talks and by March 2018 every school and all required key stages will be complete.

Performance Overview Measures 4 - 6

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

Status 

	Q3 17/18	Q3 16/17	Var.		YTD 2017	YTD 2016	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	0	1	-100.0%		1	3	-66.7%			
Accidental	0	1	-100.0%		1	2	-50.0%			
Deliberate	0	0	0.0%		0	1	-100.0%			

In Q3 there have been no fire related deaths where people work, visit or in vehicles.

If a death occurs in the reporting quarter this measure will become a negative exception and further information will be provided. Trends and performance will be monitored to establish whether there are any developing performance issues. It is important to note that fortunately the number of deaths from fire is very low and small changes in the number can lead to extreme changes in percentages.

Measure 5: Injuries at fires where people work, visit and in vehicles

Status 

	Q3 17/18	Q3 16/17	Var.		YTD 2017	YTD 2016	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	7	1	600.0%		25	15	66.7%			
Accidental	2	1	100.0%		15	13	15.4%			
Deliberate	5	0	NA	NA	10	2	400.0%			

This measure is highlighted as an exception due to the quarter on quarter increase and year to date increase in injuries in all elements of the measure.

The three and five year rolling trend is positive for all but deliberate fires.

An exception report can be found on page 16 of this report.

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

Status 

	Q3 17/18	Q3 16/17	Var.		YTD 2017	YTD 2016	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	277	329	-15.8%		965	1061	-9.0%			
Accidental	193	230	-16.1%		697	755	-7.7%			
Deliberate	84	99	-15.2%		268	306	-12.4%			

This measure is showing a positive status in performance. Numbers of fires have decreased in the corresponding quarters and in the year to date.

Rolling three year trend shows an improvement in performance in accidental fires, rolling five year trend shows an improvement in performance in totals and accidental fires. Deliberate fires show an decrease in the three and five year trends.

Measure 5 Exception Report

Measure 5: Injuries at fires where people work, visit and in vehicles

Negative exception ✘

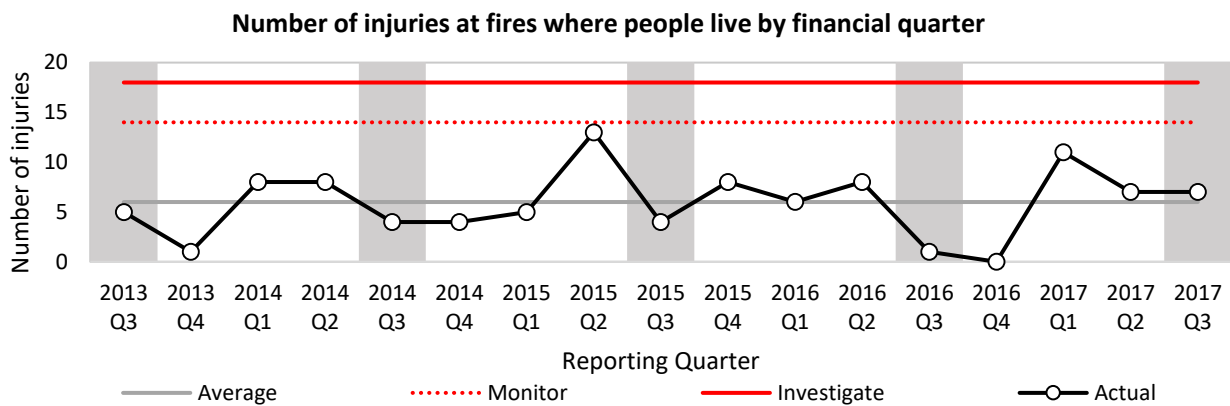
	Q3 17/18	Q3 16/17	Var.		YTD 2017	YTD 2016	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	7	1	600.0%	✘	25	15	66.7%	✘	↓	↓
Accidental	2	1	100.0%	✘	15	13	15.4%	✘	↓	↓
Deliberate	5	0	NA	NA	10	2	400.0%	✘	↑	↑

Why is this an exception?

This measure is in exception due to increases in quarterly and year to date figures compared to the same period last year.

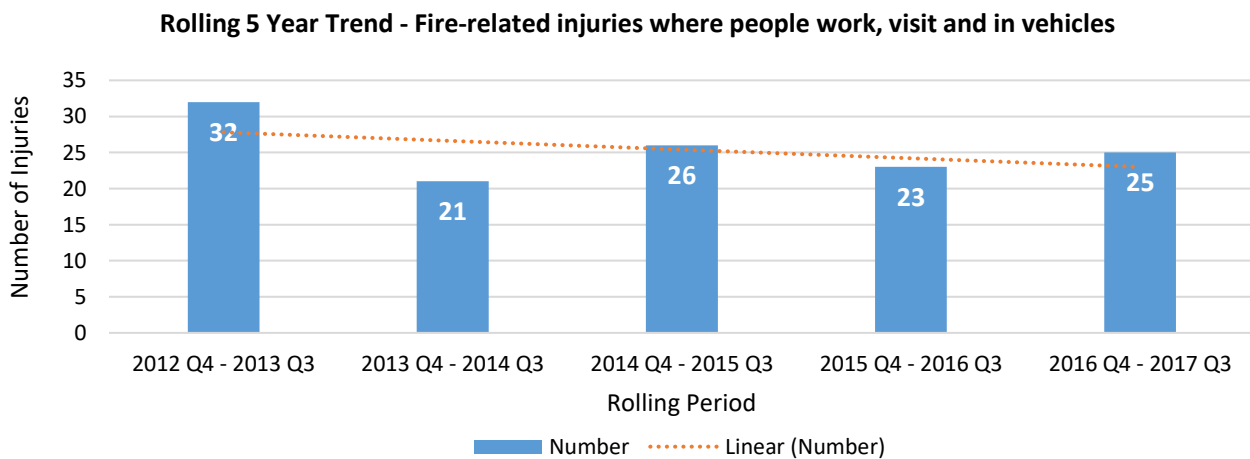
Analysis

The number of injuries has increased compared to previous year, however, the control chart below indicates that the data is within normal levels of variation for the reporting quarter.



*Control charts enable us to monitor whether the data that we are seeing is in control or "normal". Points above the monitor line indicate there may be an emerging issue. Points above the investigate line indicate special cause variation and will require further investigation.

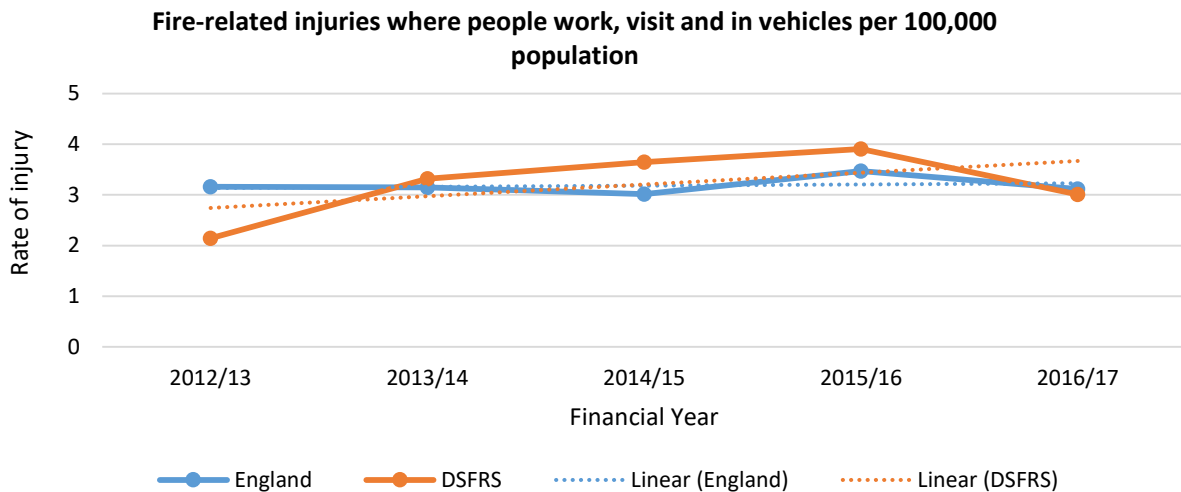
The rolling three and five year data are showing a slight downward trend. The numbers are variable and not showing a consistent year on year reduction. The five year downward trend is the result of a relatively high number of recorded injuries in the 12 months from 2012 Q4 - 2013 Q3.



Measure 5 Exception Report

Direct comparison data is currently unavailable for benchmarking at a national level. The chart below shows the rate of all fire-related injuries where people work, visit and in vehicles per 100,000 population. This includes injuries where only first aid or a precautionary check were required which are excluded from measure five.

However, this data can still provide an insight into whether DSFRS performance is representative of the national picture. The DSFRS data has returned to below the national rate in 2016/17.



Actions required

Due to performance being within normal levels no further action is required at this time other than continued monitoring of performance. It is also important to note that the number of injuries of this type are very low and therefore percentage change against previous year can look dramatic.

Targeted business safety activities are in progress. Further information on ongoing and future activities can be found in the measure 4-6 commentary section of the report.

Measures 4-6 Commentary

Protection Activities

DSFRS has a statutory obligation to ensure that non-domestic premises and public events are compliant with fire safety regulations. From 01 January 2017 to 31 December 2017 the Service conducted 3,470 fire safety checks, 747 fire safety audits and 8,185 other protection activities to ensure public safety.

Update on Actions Following the Grenfell Tragedy

Following the tragic events at Grenfell Tower, the Service conducted inspections at the 141 high rise premises identified through Site Specific Risk Information (SSRI). This pre-empted requirements set by The National Fire Chiefs Council (NFCC) and The Ministry for Housing, Communities and Local Government (MHCLG).

In addition to the high rise inspections MHCLG requirements led to identification of a further 1,400 educational and health care premises for inspection. The inspections are being completed by the Service's Business Safety teams and have been incorporated into their current inspection programmes. Business Safety leads have been tasked with identifying any additional private health care or educational establishments that are not detailed within the corporate gazetteer.

It is anticipated that the inspection process should be completed by June 2019. A summary of the fire safety inspections carried out by the Business Safety teams as part of the initiative following the Grenfell Tower tragedy can be seen below:

- **141** fire safety checks have been completed in premises identified as high rise buildings;
- of these, **6** resulted in Fire Safety Audits (meaning that there were fire safety concerns identified which required more in-depth attention of the Business Safety team);
- **71** did have cladding however only **three** have been reported as Aluminium Composite Cladding (ACM).
- Steady progress is being made on inspections of NHS and Educational premises, where we have completed **569** of the 1,400 checks;
- of these, **11** resulted in Fire Safety Audits;
- **197** of them have been found to have some level of cladding but none have had ACM cladding.

Area Operations Activities

West Devon: are continuing to increase use of advocates to complete checks and visits. The Group Support Team (GST) has undertaken 100 inspections for health care, with advocates completing 52 in same period.

West Devon are leading the 'Stonehouse project' which intends to reduce deliberate fire setting. This is led by DSFRS with commitment from Plymouth County Council, Devon & Cornwall Police, Plymouth Community Homes and other charitable organisations (such as Power to Change).

West Devon are establishing mutual partnership with homecare and adult services for business safety visits, arrangements with Doctors surgeries in Kingsbridge and Derriford hospital

South Devon: Business Safety Team have worked closely with housing teams in the local authorities to target Houses in Multiple Occupancy (HiMOs) along with targeted joint agency visits including with the Police where there are concerns over illegal activity and risk in communal areas of HiMOs.

Measures 4-6 Commentary

The Group have worked with Police and the local authority where properties are vacant and where boarding up is compromised to ensure premises are secured quickly and local Police teams are aware to prevent deliberate fires.

The South Devon team were involved in an action day this quarter in Newton Abbot targeting retail premises with sleeping accommodation above.

The Group continue to hold multi agency exercises to ensure we are prepared should an incident occur. This includes multi agency tabletop exercise (a discussion-based session where team members meet in an informal setting to discuss their roles during an emergency and their responses to a particular emergency situation), a ship exercise with the Navy in Dartmouth and continued Joint Emergency Services Interoperability Programme (JESIP) training for our officers.

East Devon: have been involved in a number of significant and high profile Building Regulation Consultations throughout the year which have continued into this quarter. These construction projects have included a number of significant student accommodation blocks and the Ikea Exeter store which have involved complex fire engineered safety strategies.

The Group's partnership working has grown to include working with those responsible for maintaining fire safety in the communal areas of the respective councils own social housing stock. This partnership work has led to direct and indirect intervention in a number of blocks of flats improving the means of escape for a significant number of East Devon residents.

The East Devon Business Safety Team has supported Exeter City Council in the preparation of their 'Clear and Safe' policy in their social housing blocks. The support of DSFRS at Councillor meetings was greatly appreciated in winning the support of local councillors for a change of policy. The policy is due to be implemented with a transition period to allow residents to adjust to the culture change and to allow the council to improve storage facilities etc.

The Team were invited to the inaugural meeting of the South West branch of SafetyNet, a best practice forum run by the Housing Quality Network which provides high quality advice and supports best practice amongst housing associations, councils and other housing providers. The topic of the first meeting centred on fire risk assessment, competence, and fire strategies.

West Somerset: Business Safety Team continues to work in line with Service expectations which is now showing greater numbers of inspection activity leading to formal enforcement action and consideration for prosecution where necessary.

One notable inspection initiative currently in progress is targeting two areas of Bridgwater with a history of low compliance in an area of deprivation. Operational crews are supported by a Business Safety Officer, either accompanying to develop staff or located in close proximity to enable a rapid response to fire safety contraventions.

East Somerset: are developing a partnership agreement with the local policing team in Mendip with regard to undertaking referral activity which will be underpinned by trigger point awareness training, providing the police with the knowledge to identify households that may be of increased risk of having a fire in the home.

The Business Safety team are currently establishing a licencing partnership agreement with Avon & Somerset Police which covers the Mendip and South Somerset areas.

Measures 4-6 Commentary

The East Somerset group has now completed more than 413 Fire Safety Checks since April 2017 resulting in over 70 audits.

The targeting work has been extremely successful in identifying high risk premises which have resulted in four prohibitions, one enforcement notice, and five action plans.

North Devon: two more business safety advocates have gone through their initial course and are now delivering Fire Safety Checks to underpin the work carried out by Business Safety Officers.

Staff in North Devon are carrying out joint inspections with local housing officers. The work is taking place in the Ilfracombe area, with discussions in progress around selective licensing and increasing joint inspection to all Houses in Multiple Occupancy (HiMOs) and flats. It is intended that the work will be undertaken through a five year programme and will improve housing and fire safety standards.

Performance Overview - Measures 7 & 8

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

	Q3 17/18	Q3 16/17	% pt. var.		YTD 2017	YTD 2016	% pt. var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	66.7%	64.1%	2.6%	✓	68.5%	67.5%	1.0%	✓	↓	↑

This measure is showing positive performance. Improvements in response standards are shown in the corresponding quarter, the year to date figures and in the five year rolling trend.

The negative three year trend does not effect the overall status of this measure but should be monitored.

Measure 8: ERS for Road Traffic Collisions ✓

	Q3 17/18	Q3 16/17	% pt. var.		YTD 2017	YTD 2016	% pt. var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	78.0%	72.7%	5.3%	✓	77.4%	74.3%	3.1%	✓	↑	↑

This measure is showing positive performance. Improvements in achievement of the response standard are shown in all elements.

Emergency Response Standards

Area Operations Activities

West Devon: are continuing to use Group Support Team staff for dual roles; this has seen increase in availability so will become business as usual. There has also been a visible increase in the morale in those taking part giving them a new challenge and sense of purpose in their roles.

The Group have been involved in the Training for Competence pilot, which is about to roll out across the service. The aim is to enable on-call staff to maintain operational licence more easily. The Group are providing modular reviews and key training for firefighters as well as Incident command support for those wishing to take part in that area of development.

West Devon continue to recruit, receiving a good response in the South Hams area. Local Risk Managers are working hard with working with main employers and using social media to generate interest in joining the Service as on-call firefighters.

East Somerset: stations are actively planning crewing availability, and identifying skills development opportunities for staff through driving and incident command; to support appliance availability. Crewing Coordinators continue to work with Community Firefighters to ensure appliance availability at stations identified as most critical for reducing risk. The Group are actively engaged in recruitment and Crew Manager and Watch Manager promotions across the group to ensure sufficient crewing is maintained.

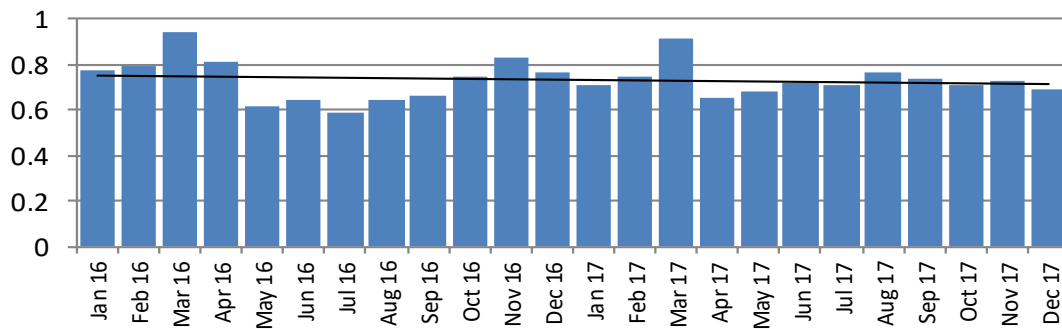
North Devon: are working to ensure new firefighters are progressed through their development training as quickly as possible and hold two training sessions per month in two locations in order to facilitate stage reviews and training, in addition to the work carried out on stations. This also extends to pre Incident Command System (ICS) training to increase our ICS trained personnel.

Performance Overview - Sickness

Priority: Staff Safety - Sickness Rates

Measure Breakdown	Actual Apr-17 to Dec-17	Previous Apr-16 to Dec-16	% Variance
Sickness Rates (All Staff)	6.40	6.31	1.50%

Average sick days taken per person, per month



Sickness Rates by Post Type Apr-17 to Dec-17	Wholetime Station Based Staff			Wholetime Non-Station Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
Overall Sickness Rate	6.24	5.60	11.5%	4.68	7.41	-36.9%
Days / Shifts Lost	2233.50	2105.00	6.1%	977.00	1408.00	-30.6%
Sickness Rate - Long Term*	3.58	2.96	20.8%	3.81	6.24	-38.9%
Days / Shifts Lost - Long Term	1280.50	1114.00	14.9%	797.00	1185.00	-32.7%
Sickness Rate - Short Term Cert**	0.98	0.90	9.1%	0.53	0.44	21.6%
Days / Shifts Lost - ST Cert.	351.00	338.00	3.8%	111.00	83.00	33.7%
Sickness Rate - Short Term***	1.68	1.74	-3.1%	0.77	0.74	4.5%
Days / Shifts Lost - ST	602.00	653.00	-7.8%	161.00	140.00	15.0%

Sickness Rates by Post Type Apr-17 to Dec-17	Control			Support Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
Overall Sickness Rate	10.28	8.18	25.8%	7.21	6.27	15.0%
Days / Shifts Lost	362.52	301.56	20.2%	1721.48	1480.74	16.3%
Sickness Rate - Long Term	6.88	4.11	67.4%	4.94	3.60	36.9%
Days / Shifts Lost - Long Term	242.52	151.56	60.0%	1179.03	851.40	38.5%
Sickness Rate - Short Term Cert.	2.16	0.79	174.1%	0.72	0.89	-19.3%
Days / Shifts Lost - ST Cert.	76.00	29.00	162.1%	171.00	209.64	-18.4%
Sickness Rate - Short Term	1.25	3.28	-62.0%	1.56	1.78	-12.5%
Days / Shifts Lost - ST	44.00	121.00	-63.6%	371.45	419.70	-11.5%

* Long Term Sickness: >28 Calendar Days

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

*** Short Term Sickness: <8 Calendar Days