



DEVON &  
SOMERSET  
FIRE & RESCUE SERVICE

# Quarter 4 2017/18 Performance Report

Audit and Performance Review Committee

Reporting period April 2017 to March 2018

Strategic Analysis Team

Devon & Somerset  
Fire & Rescue Service

10/07/2018



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## 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.

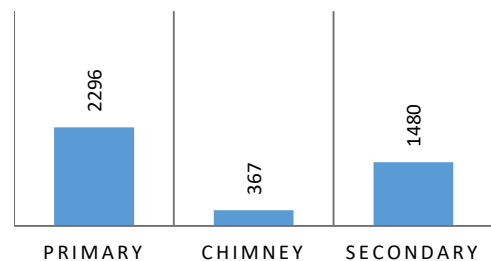
The fire and rescue service does not just rescue people from burning buildings and put out fires. In the 12 month period from April 2017 to March 2018 there were 19,799 incidents attended within the Devon and Somerset service area, a breakdown of the incidents can be seen below:

### FIRES, 4143

**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.

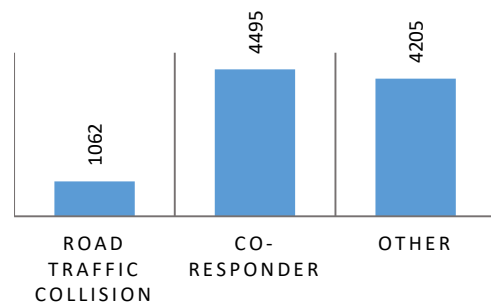


### SPECIAL SERVICE, 9762

**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

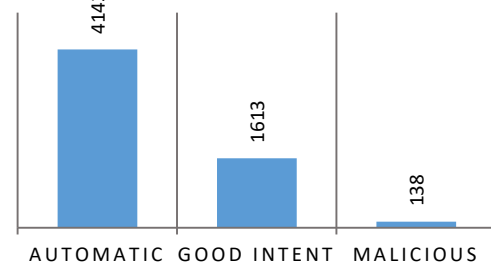


### FALSE ALARMS, 5894

**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 emergencies the Service is committed to providing community safety advice, education and intervention to keep its community and its visitors safe and prevent incidents 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

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The Quarter 4 2017/18 Performance Report (Apr-17 to Mar-18) sees four of the eight corporate measures showing positive performance, three showing negative performance and one requiring monitoring.

### Positive performance

There have been no **fire-related deaths where people work and visit or in vehicles** this quarter with the end of year figure remaining at one death, two less than previous year.

**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 April 2015 to March 2016.

**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.

### Monitoring Performance

**Fire-related injuries where people live** have seen a reduction compared to previous quarter however the annual figure has increased by 24% to 76 from 61 in 2016/17. Both medium and long-term trends are positive and performance remains within normal levels.

### Negative Performance

There has been one **fire-related death where people live** this quarter, taking the total number to five, the same as previous year. The three and five-year trends are all down. When a fire unfortunately results in the death of an individual the corporate measure immediately moves into negative exception.

**Fire-related injuries where people work** 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.

**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	✓	16
5	Fire-related injuries where people work, visit and in vehicles	✘	16
6	Fires where people work, visit and in vehicles	✓	16
7	Emergency Response Standard - first appliance to fires where people live in 10 minutes	✓	24
8	Emergency Response Standard - first appliance to Road Traffic Collisions in 15 minutes	✓	24

## Measures 1-3 Details

### Measure 1: Fire-related deaths where people live

Status ✘

	Q4 17/18	Q4 16/17	Var.		YTD 17/18	YTD 16/17	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	1	0	NA	<span style="color: red;">✘</span>	5	5	0.0%	<span style="color: orange;">⚠</span>	↓	↓
Accidental	1	0	NA	<span style="color: red;">✘</span>	5	4	25.0%	<span style="color: red;">✘</span>	↓	↓
Deliberate	0	0	0.0%	<span style="color: green;">✔</span>	0	1	-100.0%	<span style="color: green;">✔</span>	↓	↓

This measure is in exception due to a fire-related death in quarter 4 2017/18. Where a fire-related death unfortunately occurs the measure automatically becomes an exception.

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.

An exception report can be found on pages 8 and 9.

### Measure 2: Injuries at fires where people live

Status !

	Q4 17/18	Q4 16/17	Var.		YTD 17/18	YTD 16/17	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	18	23	-21.7%	<span style="color: green;">✔</span>	76	61	24.6%	<span style="color: red;">✘</span>	↓	↓
Accidental	17	20	-15.0%	<span style="color: green;">✔</span>	68	50	36.0%	<span style="color: red;">✘</span>	↓	↓
Deliberate	1	3	-66.7%	<span style="color: green;">✔</span>	8	11	-27.3%	<span style="color: green;">✔</span>	↑	↓

This measure has been assessed to be within monitor status. Performance in quarter 4 2017/18 is positive as are the rolling three and five-year trends, however, the year to date picture shows an overall increase compared to previous year.

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

### Measure 3: Fires where people live

Status ✘

	Q4 17/18	Q4 16/17	Var.		YTD 17/18	YTD 16/17	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	282	252	11.9%	<span style="color: red;">✘</span>	1059	1006	5.3%	<span style="color: orange;">⚠</span>	↑	↑
Accidental	264	231	14.3%	<span style="color: red;">✘</span>	979	925	5.8%	<span style="color: orange;">⚠</span>	↑	↔
Deliberate	18	21	-14.3%	<span style="color: green;">✔</span>	80	81	-1.2%	<span style="color: green;">✔</span>	↑	↑

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 pages 10 and 11.

## Measures 1-3 Details

### Measure 1: Fire-related deaths where people live

Status ✘

	Q4 17/18	Q4 16/17	Var.		YTD 17/18	YTD 16/17	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	1	0	NA	✘	5	5	0.0%	⚠	↓	↓
Accidental	1	0	NA	✘	5	4	25.0%	✘	↓	↓
Deliberate	0	0	0.0%	✓	0	1	-100.0%	✓	↓	↓

#### Why is this an exception?

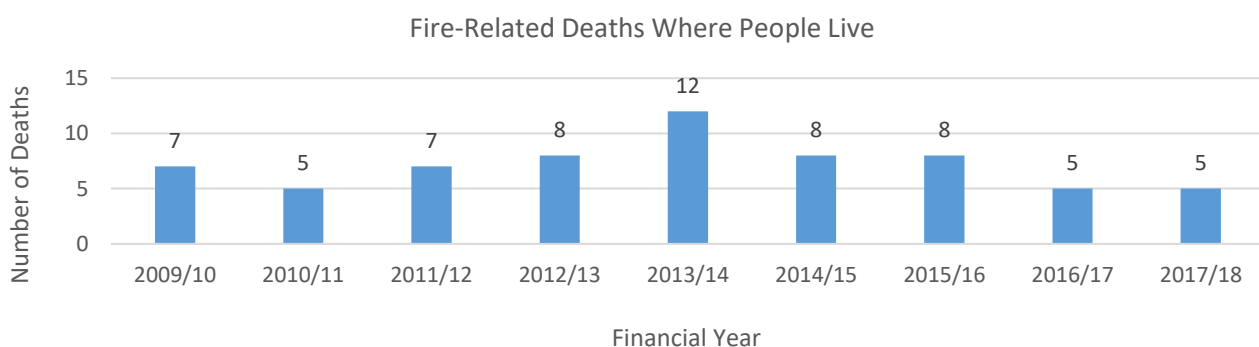
This measure is in exception due to a fire-related death in the reporting quarter.

Annual performance against previous year has remained constant with five fire-related deaths in 2016/17 and 2017/18. Rolling three and five-year trends are all positive.

#### Analysis

The victim was a 71-year-old man, living alone in a single occupancy household. The accidental fire started in the living room where a candle ignited waste / recycling materials. The Service attended the incident as a late fire call, meaning the fire was already out when the call was received. There was a smoke alarm present on the same floor as the fire, the alarm operated but did not raise the alarm. This is likely due to the victim being asleep at the time of the incident. The fire did not spread beyond the room of origin. There is no record of the Service conducting any engagement at the premises prior to the incident.

The Service is committed to understanding what contributes to an individual or household being at higher risk of sustaining a fatal fire in the home. The Service has led on the South West Fatal Fire review which identifies common behavioural and physical attributes present in fire deaths where people live. The work identified seven key factors: living alone, smoking, limited mobility, alcohol, prescription and/or illegal drug use, poor housekeeping and mental health problems. This insight enables further refinement of prevention targeting to focus on those households at the most significant risk of having a fatal fire, optimising efficiency of delivery.



2016/17 and 2017/18 have seen the lowest number of fire deaths since 2010/11. Of the victims 72% were resident in lone person households. At the time of the last census in 2011 30% (219,991) of households in the DSFRS service area had only one resident, with 48% of these occupied by persons aged 65 or over, 7% higher than the national average.

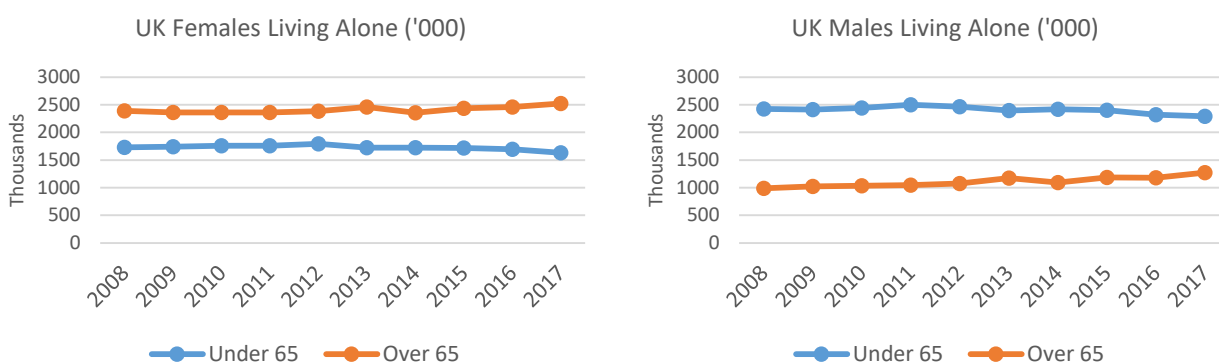


## Measures 1-3 Details

Age is a common factor in accidental fire-related deaths both at DSFRS and regionally, in the last five years over 43% of DSFRS victims were aged 75 and over.

Age / Year	2013/14	2014/15	2015/16	2016/17	2017/18	Total	Percentage
0-16	1	0	0	0	0	1	3.13%
16-24	2	0	0	0	0	2	6.25%
25-44	2	2	2	0	1	7	21.88%
45-64	0	2	1	1	0	4	12.50%
65-74	1	1	1	0	1	4	12.50%
75 and over	5	2	2	2	3	14	43.75%

It is interesting to note that of the 14 victims aged under 75 years 11 were male, and six of these were residing in one person households. This reflects the profile of persons living alone, with a higher proportion of males under 65 years of age living alone than females.



Fire start location is another area that warrants further investigation, with 52% (16 of 31) of accidental fatal fires over the last 5 years starting in the living room, of these incidents 81% (13 of 16) saw the victim(s) in the room of origin at the start of the fire. This is significantly higher than any other location. Fires starting in the bedroom contributed 16% of fatal incidents and fires starting in the kitchen 15% of incidents. The victim(s) were less likely to be in the room of origin at the start of the fire.

The most prevalent ignition source continues to be smoking materials, with 35% (11 of the 31) accidental fatal fires starting in this way.

### Actions Required

1. It is recommended that the seven key risk factors identified within the South West Fatal Fire review are incorporated into the new Home Fire Safety Visit screening process and visit. This will ensure that resources are directed to the households that are most at risk of having a fatal fire in the home.

Capturing pertinent information during the visit will enable more rounded evaluation of the visits that are generated to establish whether we are successfully identifying households that demonstrate the key risk factors.

## Measure 3 Exception Report

### Measure 3: Fires where people live

Negative exception ✘

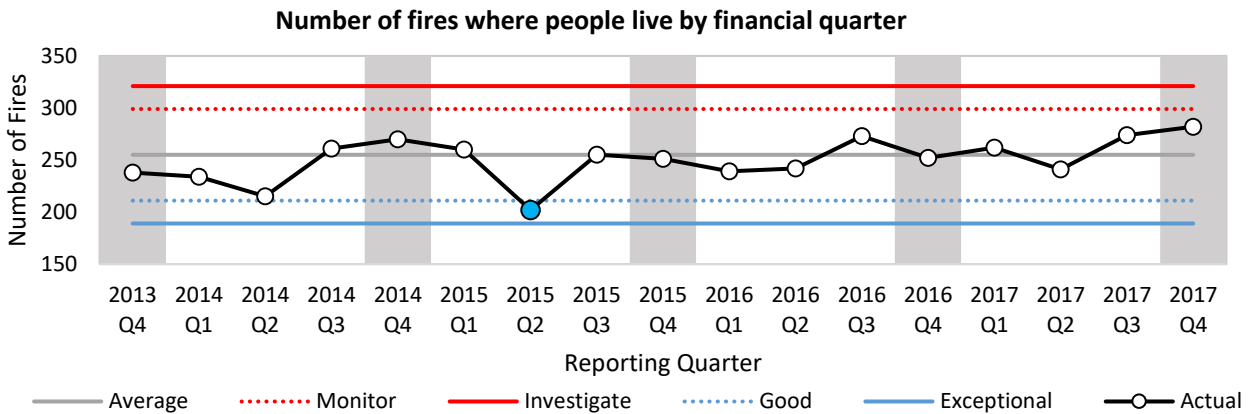
	Q4 17/18	Q4 16/17	Var.		YTD 2017	YTD 2016	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	282	252	11.9%	✘	1059	1006	5.3%	!	↑	↑
Accidental	264	231	14.3%	✘	979	925	5.8%	!	↑	↔
Deliberate	18	21	-14.3%	✓	80	81	-1.2%	✓	↑	↑

### 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 and five-year data showing an upward trend.

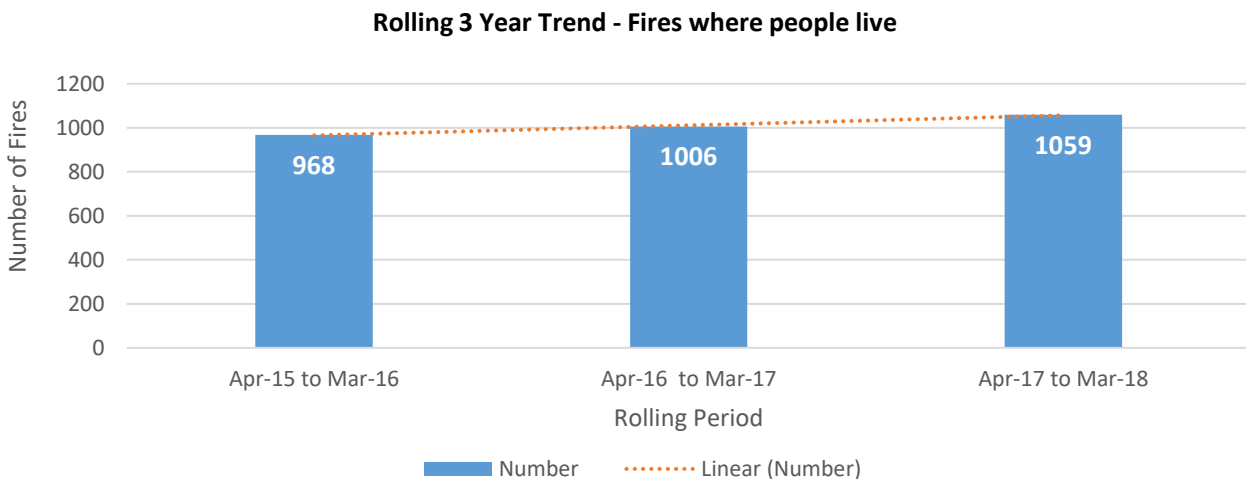
### Analysis

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.

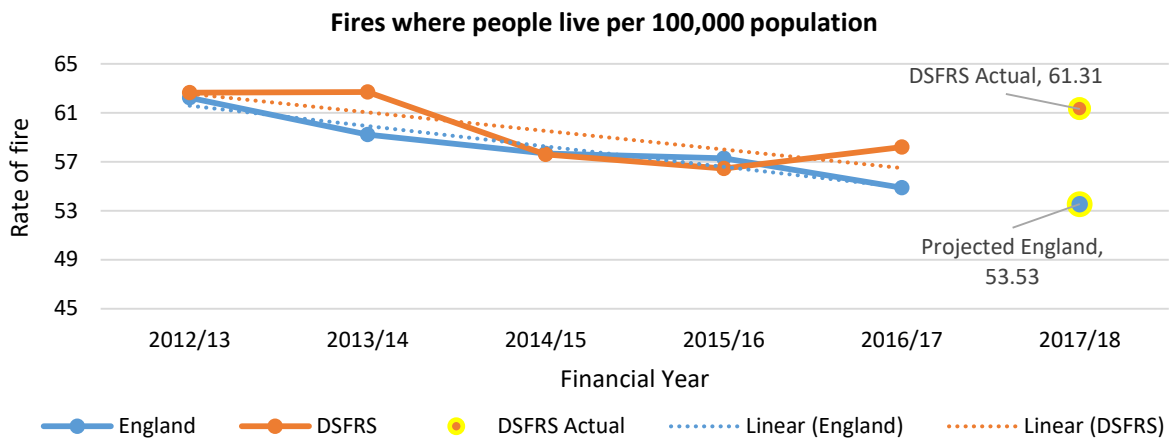
The rolling three year data shows a slight upward trend. The numbers are consistently increasing year on year. There has been a 9.4% increase from the rolling year Apr-15 to Mar-16 to the rolling year Apr-17- Mar-18.



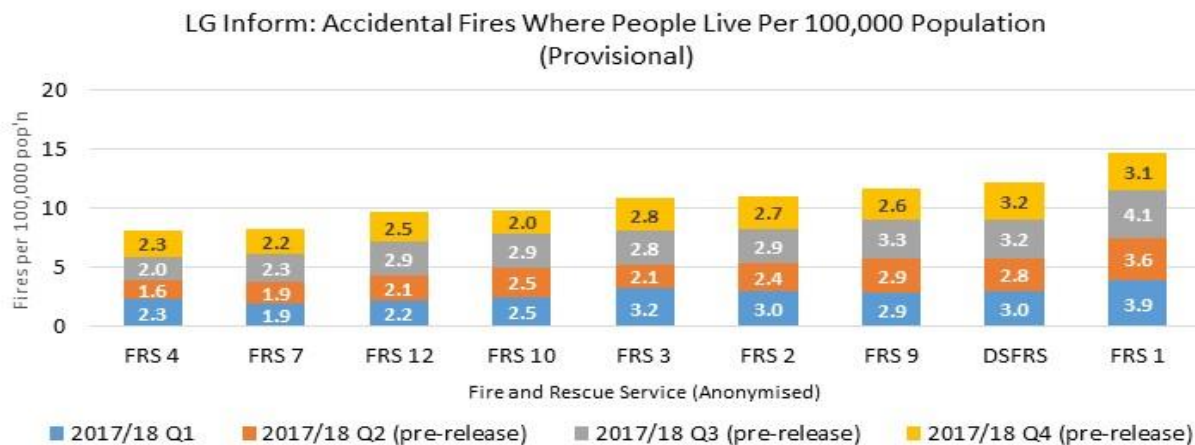
## Measure 3 Exception Report

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. It is anticipated that when the national statistics for 2017/18 are released that DSFRS performance will diverge from the national. This is due the increase in fires where people live compared to previous year and the year-on-year decreases that have been present in the national data.



Local benchmarking provided through LG Inform also indicates that DSFRS are seeing an above average number of fires for the 2017/18 period and provides further confidence that the Service will see declining performance compared to the national picture when 2017/18 statistics are published.



### Actions required

1. Performance is within normal levels for the Service, however, it is recommended that further analysis is undertaken to establish any emerging trends that may be contributing the above average number of fires.
2. Where intelligence suggests that there are areas of concern or common factors appearing this should be investigated in conjunction with the Community Safety Prevention team and integrated into prevention strategy.

## Measures 1-3 Commentary

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### Community Safety Prevention Activities

In the 12 months from 01 April 2017 to 31 March 2018 the Service conducted 10,899 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 April 2017 to 31 March 2018, the Service undertook 5,483 preventative activities to improve public safety.

### Central Operations Update

The delivery of the new Home Safety Management Tool is scheduled for August 2018. This is the final element of a two year trial that will see the Community Safety department managing the entire Home Safety Visit (HSV) process from referral through to booking and delivery of the visit by a Home Safety Technician. The existing trial has been a great success and seen a significant rise in the number of HSV's being delivered by the Service.

In Q3 and Q4 we have managed an initiative with the DSFRS approved electrical contractor to provide an electrical safety check on properties where our Advocates and Technicians have identified an electrical hazard that had the potential to cause harm to the customer. In one case, a single parent with 11 children was referred by a Home Safety Technician after a Home Safety Visit. Due to the level of risk, remedial work was immediately carried out, supported financially by a local partner to make the installation safe and ensure the safety of the family involved.

The Community Safety Team are focusing our resources to ensure that the most vulnerable members of society are receiving our services in the first instance and to achieve this there have been adjustments made to our screening process for a Home Safety Visit. These adjustments incorporate the risk factors identified within the South West Fatal Fire Review as well as partnership referrals.

### Area Operations Update

#### **East Devon**

Partnerships: The Partnership Officer for East Devon Group attended a Memory Café conference for vulnerable adults with dementia and memory loss issues. Attendance at the conference has given us access to Memory Cafés in most towns throughout our Group area. This has created an increase in Level 1 and 2 Home Safety Visits from vulnerable members of our communities, generating over 50 referrals in the short initial period with an expectation of many more to come. The approach has been shared amongst colleagues in other Groups.

Working closely with front line crews at Danes Castle has proven successful. The crews attended a kitchen fire where the occupant, a single parent, was a tenant of Cornerstone Housing Company. Engagement with the individual and company by the crew and the Housing Officer has led to them now becoming a partner with potential to reach many of their vulnerable tenants.

Home Safety: The Prevention Team have continued to support a targeted approach to Home Safety, ensuring that we support events and pro-active engagements identified within our Group Plan.

*\* (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

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Other Prevention: Schools Fire Education; East Devon Group Education Advocates finished the financial year engaging face-to-face with 12,444 school aged children. This covered children from pre-school to young adults in further education. We were also able to evaluate all of our activities using the electronic SMART system, allowing us to develop an evidenced based feedback system. Work has already begun on booking schools in for the academic year 2018/19.

### **West Somerset**

Partnerships: West Somerset Group has recognised that carers providing services at home for the elderly, disabled and/or vulnerable are vital partners in identifying citizens who are likely to be at increased risk of an accidental fire in their home. The Group are making contact with organisations (in the commercial and charity sectors) that provide care services at home to offer awareness training of the risk factors to look out for. The largest of these potential partners is Somerset Care, training for their large staff cohort is arranged to take place through the summer.

Home Safety: The Home Safety Technicians are now working in Somerset West Group and the numbers of Home Fire Safety Visits have increased accordingly.

Advocates and wholetime watches have been concentrating on generating home visits through use of Exeter data and local knowledge.

### **North Devon**

Partnerships: North Devon Partnerships are delivering a huge number of referrals, with guidance from our Community Champion, certificates are being awarded to Home life carers, NHS and Devon carers for the number of quality referrals they are generating. North Devon are working closely with the NHS and vulnerable people being discharged from all areas of the hospital are now being referred for a HSV. The team are also generating referrals from doctor's surgeries across the area.

Training given to one partner, North Devon Hospice, has encouraged them to change their policy on 'waking staff' who are now given personal CO alarms by their employer to ensure their safety whilst they are carrying out their caring duties.

North Devon Prevention team are working closely with One Ilfracombe. A "spring into action" event saw over 1000 residents of Ilfracombe attend, receiving a large amount of home safety advice and generating a number of HSV referrals.

The 'Out of the blue project' run by DSFRS staff, Police, Royal National Lifeboat Institute and the Environment Agency in the Bideford and Ilfracombe area, under the 'One' Banner, teaches young people basic first aid skills, develop team work skills as well as building confidence and aspirations. They have recently been funded by Bideford Town council and the Bridge trust to £6000 to keep this running and hopefully extend this good work to the Torrington area, without this funding the project would have ceased due to the reduction in the prevention budget.

*'The continuing Out of the Blue programme is a testament to joint working within the community. The outcomes we have achieved with this project include better attendance rates for the student who have taken part in the course from Ilfracombe Academy, better attitude to learning scores and better relationships between the young people in Ilfracombe and the uniformed services.'* One Ilfracombe Partnership report 17/18.

The Health and Social Care team Torrington are working with elderly people who have fallen and injured themselves, the Community Champion intervened to save a life from Carbon Monoxide poisoning by gathering information and informing control who mobilised two pumps to the address, where two faulty gas appliances were found to be leaking.

## Measures 1-3 Commentary

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Working in partnership with 'Drink Wise Age Well' a number of high risk vulnerable people have been referred and have had products offered to them to reduce the risk of fires in their homes.

Other Prevention: North Devon's professional schools talk advocate has completed all key stage talks across every school within North Devon.

### East Somerset

Partnerships: Somerset East is continuing to work with established partners, Careline Sompar and a number of local mental health organisations that are all providing a high number of good quality targeted referrals.

Partnerships with local housing providers Yarlington and Aster have also been beneficial in providing referrals and supporting community action events.

Development and support of additional effective partnerships to assist in the targeting of the most vulnerable members of our community will be our main focus for quarters 2-4, along with the development of a partnership lead within the team.

East Somerset now has a regular dedicated attendance at all One Team multi-agency forums at both operational and tactical levels, as well as within District Council forums.

Home Safety: quarter 4 activity has focused on reducing the increased number of outstanding Home Safety Visits on our waiting list. This increase was caused by an influx of referrals generated as a result of successful partnerships and an unforeseen reduction in qualified staff available to carry out the visits. This work is now largely complete.

Somerset East have been targeting vulnerable people through activity focused on sheltered housing schemes across the group. This work is based on risk profile provided by NHS Exeter Data. Twenty-two sheltered housing schemes have been visited out of an identified total of 43. The emphasis of these visits is on: fire prevention, smoke detection, escape planning, consequences of distractions. Organisationally, cooking & kitchen related incidents remain an ongoing problem. The group continues to focus on education and intervention activity in this area to directly address the issue. A '**Look While you Cook**' message is emphasised during all targeted activity.

Somerset East had a very strong presence at this year's **Bath & West** show, England's only four-day Royal Show. The team carried out demonstrations and gave talks in the main arena twice a day emphasising the '**Look While you Cook**' message.

Other Prevention: Three new advocates have started with the team, delivering Home Safety, Schools Education and one on Partnerships due to her established background in Adult Social Services. Also a good example of targeted recruitment.

A Schools education programme is underway with a target to deliver 120 talks to Key Stage 2 classes in local authority schools situated in the South Somerset and Mendip.

### West Devon

Partnerships: The Group continues to work with Partners to generate high volumes of partnership referrals. Drop in mornings have been established at Derriford Hospital, Kingsbridge Hospital, Plympton Medical Centre and Plymstock Surgery.

## Measures 1-3 Commentary

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Other Prevention: The Group support the following events; Armed Forces Day, Plymouth Respect Festival, Plymouth Pride, Station Open Days, Blue Light Days for adults with learning disabilities, 999 Emergency Services Days.

The Group is scheduled to take part in three Junior Life Skills events in 2018. Junior Life Skills is a multi-agency event aimed at keeping young people safe. Over the course of the three events around 3,600 young people will be engaged with

### **South Devon**

Partnerships: The Group have been prioritising prevention activity to address local risk demographics. With 25% of the population at or above retirement age and high numbers of cooking related incidents linked to this section of the community this is an area of concern,.

South Devon Group have established partnerships relating to home health care, Age UK and dementia. The Group also continue to support existing partnerships including Mental Health Awareness Week and Deaf Awareness Week.

Home Safety: South Devon continue to deliver high numbers of HSV's as a group priority to reduce waiting times of clients and ensure the Service is meeting the needs of the community efficiently and effectively.

The Group has also been targeting safety at community and family festivals.

Other Prevention: National campaigns with ASDA around kitchen safety.

Targeting areas with less access to fire cover to nurture partnerships and prioritise Exeter data to further reduce risk.

## Performance Overview Measures 4 - 6

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

Status 

	Q4 17/18	Q4 16/17	Var.		YTD 2017	YTD 2016	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	0	0	0	0	1	3	-66.7%			
Accidental	0	0	0	0	1	2	-50.0%			
Deliberate	0	0	0.0%		0	1	-100.0%			

In Q4 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 

	Q4 17/18	Q4 16/17	Var.		YTD 2017	YTD 2016	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	7	0	NA		32	15	113.3%			
Accidental	6	0	NA		21	13	61.5%			
Deliberate	1	0	NA		11	2	450.0%			

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 rolling 3 year trend is also negative overall. The five year rolling trend is positive for all but deliberate fires.

An exception report can be found on pages 17 and 18.

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

Status 

	Q4 17/18	Q4 16/17	Var.		YTD 2017	YTD 2016	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	265	274	-3.3%		1230	1335	-7.9%			
Accidental	192	191	0.5%		889	946	-6.0%			
Deliberate	73	83	-12.0%		341	389	-12.3%			

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 ✘

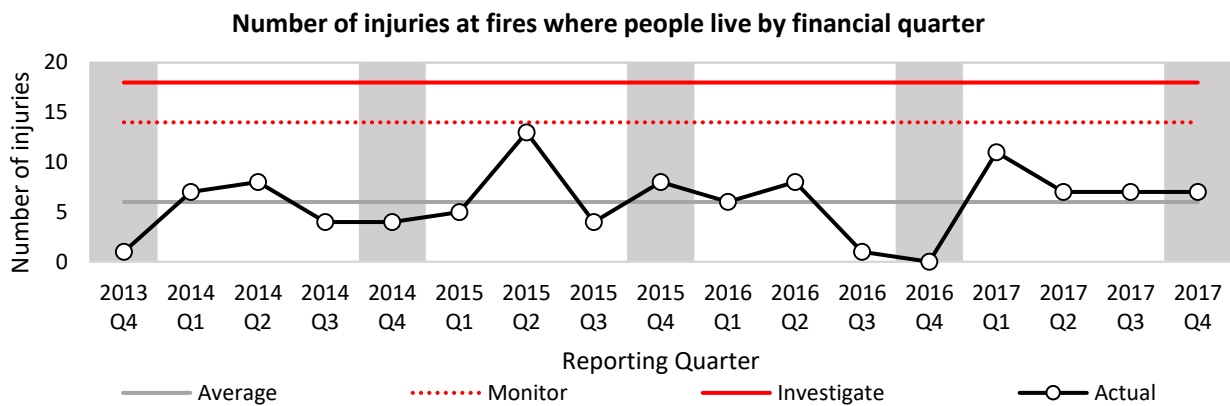
	Q4 17/18	Q4 16/17	Var.		YTD 2017	YTD 2016	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	7	0	NA	NA	32	15	113.3%	✘	↑	↓
Accidental	6	0	NA	NA	21	13	61.5%	✘	↓	↓
Deliberate	1	0	NA	NA	11	2	450.0%	✘	↑	↑

### 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

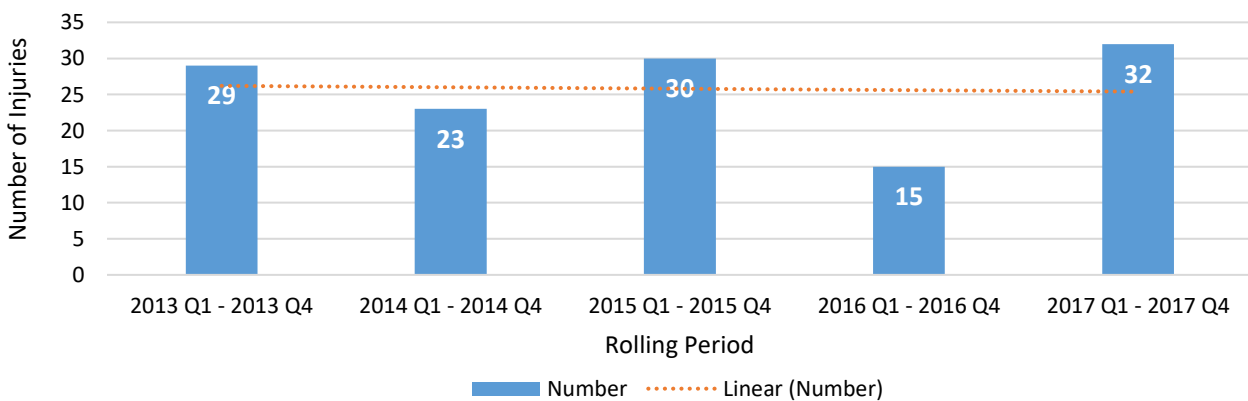
The number of injuries has increased compared to previous year, however, the control chart below indicates that the data is within normal levels of variation for the reporting quarter.



\*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 year data are show a very slight downward trend. The numbers are variable and not showing a consistent year on year reduction. However, 2017/18 has seen the highest number of injuries in the five year period.

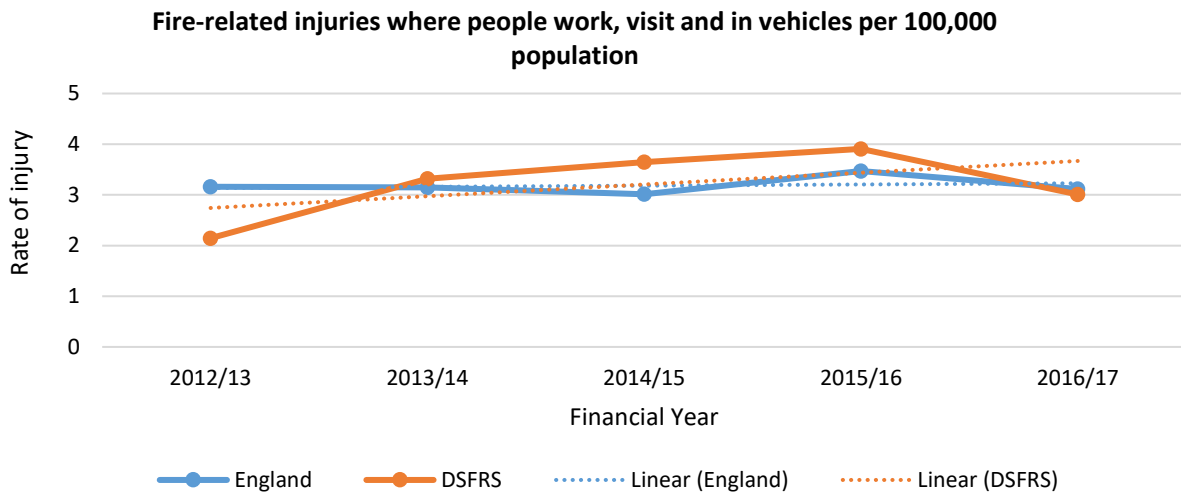
### Rolling 5 Year Trend - Fire-related injuries where people work, visit and in vehicles



## 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. It is 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

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### Community Safety Protection Activities

DSFRS has a statutory obligation to ensure that non-domestic premises and public events are compliant with fire safety regulations. From 1 April 2017 to 31 March 2018 the Service conducted 3,752 fire safety checks, 686 fire safety audits and 7,406 other protection activities to ensure public safety.

### Central Operations Update

Primary Authority Scheme: the scheme has been reinforced due to the maturing of relationship with Bourne Leisure and creation of four new partnerships and a further two in the pipeline. Advice given to Bourne Leisure was adopted as national standard by National Fire Chiefs Council (NFCC) and Welsh Fire and Rescue Services. The Service's Primary Authority manager has won a national award for Regulatory Excellence, from the Department for Business, Energy and Industrial Strategy for this work.

The Service has taken account of the impact of the Enterprise Act and provided training and guidance to Service.

Legal actions and court cases have resulted in 100% success rate, confirming robust and well led decision making processes are in place.

Training and development of personnel is a key area of focus to ensure that the Service has sufficient capacity and resilience to deliver business safety activities. In 2017/18 15 operational staff have been trained to a national standard for regulatory fire safety inspections of buildings, including 9 new recruits. Two further training courses have been scheduled to develop a further 18 recruits and 9 operational staff. The Service is also seeking to establish a 'business engagement team' using the staff trained.

Team members have worked on the apprenticeship trailblazer for Business Safety Officers and fire engineering. Completion of this work will allow the Service to access the apprenticeship levy to fund training for our staff.

Process development: in 2017/18 the Service introduced a new risk based inspection targeting programme from Experian known as Fire Risk Event Data (FRED), the data supports effective use of resources, directing focus at the premises that are most likely to have a fire.

The Service has developed detailed advice on heritage risks and updated website information. The DSFRS lead for heritage has linked with the NFCC Council on heritage matters to create a regional support group and has been highly commended by the NFCC lead for Heritage for their efforts.

The Service has also commenced an email engagement initiative to support Business Safety messages, with businesses signing-up to receive regular updates and safety advice.

The introduction of Short Audit inspection process to promote consistency and competency (a key theme of the initial findings of the Dame Judith Hackett review) has been progressed.

The Service has introduced a process to provide wireless interlinked smoke detectors (at no cost to DSFRS) to businesses and Houses in Multiple Occupancy where the alternative would have been to prohibit or restrict the use of the premises. This promotes and supports business and prevents removing residents from their homes while still allowing legal actions to be taken if appropriate.

## Measures 4-6 Commentary

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The Service works closely with the Heart of the Southwest Better Business for All programme to share good regulatory practice and develop a one stop shop for businesses seeking advice on regulatory matters.

DSFRS has worked closely with the National Fire Chiefs council in the development of advice and guidance for short term lets and have published a DSFRS leaflet on short term holiday lets.

### Area Operations Update

#### **Somerset East**

Targeted inspection programme across East Somerset utilising various data sets and intelligence continues. The primary source of data and intelligence used to shape the inspection program is FRED information. This has greatly assisted the work when targeting risky premises. The information has highlighted a number of sleeping risks and licenced premises that the Group has focused on visiting during the last quarter. Many of those identified have resulted in enforcement or further action.

Good progress has been made with post-Grenfell cladding checks and the Group are now in the final stages of completion. The team will continue to work in this area. From the 230+ premises **identified** there are currently 31 left to complete.

The Group has supported a number of Business Safety engagement activities through Bath & West Show, Cornish Mutual and a Business Safety engagement event engaging with Holiday lettings providers held within the East Somerset Group attended by the head of Business Safety

Somerset East Group has supported a number of public events through Safety Advisory Groups including 1980's band Ah-ha headlining at Yeovil Town FC; and also a number of small music festivals that have been held across Somerset East.

Somerset East continues to be busy with legal action enforcement work. This is due to the effective targeting of premises to inspect through good use of the FRED database, post fire inspections and referrals from partner agencies. The most high profile of these is a 32 bedroom hotel, identified through FRED which has resulted in a Prohibition Notice being issued and potential for legal action against the responsible person.

#### **Somerset West**

Inspection Activity: Level 1 authorised inspectors are now carrying out Fire Safety Checks on premises which present a risk to life, particularly to the lower socio economic demographic(s).

An initiative introduced to Bridgwater in Q3 2017/18 focused Fire Safety Check delivery on commercial premises with sleeping accommodation above or adjacent is being expanded with Level 1 authorised inspectors targeting these locations. The objective of the initiative is to promote a greater understanding of the Fire Safety Order and to improve the safety of those in the community that, due to their circumstances, may be less likely to raise concerns or complaints.

Further to this initiative, greater partnership activity is being developed across the Local Authority spectrum (Housing Standards, Environmental Health and Licensing as just three examples).

Inter-agency liaison with our Police partners is also being developed to establish and deliver on coordinated / integrated inspection activity to achieve our mutual goals.

## Measures 4-6 Commentary

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Post Grenfell Inspections: One business safety advisor has been tasked with carrying out the initial inspection activity for all West Somerset premises forming the Post Grenfell Inspection list. To date Bridgwater, Burnham and Cheddar premises have been completed with a few exceptions and the focus is moving towards Taunton.

Level 2 Authorised Inspectors within this Business Safety Team, provide ongoing support for Level 1 authorised inspectors and in addition are carrying out inspection activity to the higher risk premises within FRED data.

Regular case reviews are now undertaken with support from the Service Headquarter Quarters Business Safety Team to ensure that actions taken are in line with Service expectations, ultimately improving consistency in the enforcement process.

Musgrove Park Hospital (MPH): a firm link is now in place with MPH, with DSFRS staff attending regular hospital fire safety meetings. One outcome is that agreement to mutually investigate all unwanted fire signals (UFS) has been reached, with MPH being fully aware that where necessary DSFRS will seek to recover the costs of UFS.

Hinkley Point C (HPC): two DSFRS Officers are seconded to the HPC project, West Somerset Business Safety Team ensures regular liaison with an aspiration to identify emerging risks at an early stage to enable any additional inspection initiatives to be 'built into' the business as usual work streams as these are likely to be medium to long-term projects.

### **East Devon**

Partnerships: the Group are continuing to work in partnership with Exeter City Council, East Devon Council and Mid Devon District Council's Environmental Health Private Sector Housing and Licensing teams. The partnership 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 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.

Local Initiatives: East Devon Group Support has continued to support East Devon District Council with a sterile policy in the council's social housing with joint inspection visits. This work has expanded to include inspections of blocks of flats managed and owned by Private Sector parties to identify non-compliant fire doors and other means of escape issues.

The 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 'Clear and Safe' policy is due to be implemented imminently with a transition period to allow residents to adjust to the culture change and to allow the council to improve storage facilities etc.

The Business Safety Team has attended a number of seminars aimed at providing Private Sector Landlords advice on what fire precautions are necessary in HiMO accommodation.

Inspection Programmes: An inspection programme, based on the FRED data has continued throughout the quarter. The information provided has led to more efficient targeting of higher risk premises and many of those visited has resulted in further action or enforcement.

The group has continued to complete fire safety checks since the previous quarter resulting in a number of Fire Safety Audits.

## Measures 4-6 Commentary

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Through targeted inspections, response to complaints from members of the public and concerns raised by other Regulatory bodies Prohibition Notice and Enforcement Notices have been served.

Building Regulation Consultation: East Devon Group has continued to be involved in a number of significant and high profile Building Regulation Consultations throughout the quarter. These construction projects have included a number of significant student accommodation blocks which have involved complex fire engineered safety strategies. The group has continued, with support from DSFRS Fire Engineers, to strive for effective and manageable fire safety within the built environment whilst also ensuring adequate measures are in place for firefighters.

Grenfell: Work on inspecting all high rise premises in the group has concluded and further publically owned premises have been identified for inspection. Information on cladding systems installed across health care and educational premises is still being collated through telephone enquiries and site visits.

### North Devon

Inspection Programmes: three trained protection advocates are working on a part-time basis to complete checks on selected premises from the FRED data and local knowledge. Fire Safety Audits from two full time practitioners. The targeting work has been very successful and has led to one prohibition, one enforcement and 18 action plans.

The protection team are working closely with North Devon District council to assist them in visiting Houses in Multiple Occupancy within the Ilfracombe area, and after consultation with the Council Housing Officer lead this is soon to be extended to all HIMOs within Ilfracombe.

The North group are working closely with the councils own housing stock managers to ensure that premises are safe for the different type of residents.

The Police and Fire community safety officers (PFCSO's) are working with the local advocate to offer advice to shop owners on fire risks with storage of waste outside the premises.

### West Devon

Inspections: the Group have been targeting delivery of fire safety checks based upon FRED data. The focus for operational crews is to carry out fire safety checks at non-sleeping risk premises and to visit: retail, industrial, institutional and licensed premises.

Post Grenfell and High Rise Inspections: West Devon Group were tasked with prioritising inspections to specific building types as a result of the tragic events in London. To date, 385 inspections have been completed.

The main inspection focus for Group Support Team personnel will be residential care premises and other commercial premises with sleeping accommodation.

Compliance Events and Partnerships: West Devon continue to engage with numerous business groups to support increased awareness and standards in fire safety. An example being delivery of bespoke training to 'Best Bar None' accredited licenced premises in the Plymouth area. Developing relationships with businesses through compliance events and engagement activities is key to fostering positive partnerships that will improve fire safety standards.

The Group are a statutory attendee on the Safety Advisory Group for Plymouth Argyle FC and are providing building regulation advice during the refurbishment of the Grandstand and associated buildings.

## Measures 4-6 Commentary

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In addition to this representatives sit on Event Safety Advisory Groups covering Plymouth, West Devon Borough Council and South Hams. These groups enable relevant information on large events to be shared between agencies to ensure that proceedings run safely and are compliant with regulations.

### **South Devon**

Partnerships: South Devon Group are represented at Safety Advisory Groups & Event Safety meetings. All large outdoor events and festivals are visited prior to commencement to offer advice and ensure fire safety compliance.

The Group attended a compliance event at Teignbridge Council offering advice to property landlords in relation to fire safety matters.

Joint inspections with Local Authorities and Police ongoing.

Inspection Programmes: a targeted inspection programme continues across South Devon through information from FRED data sets, wholetime inspections and local intelligence.

Joint working and targeted enforcement continues with Housing Officers in Torbay and the Police. The information received and intelligence highlighted a number of sleeping risks, including Air b 'n b properties and licenced premises that the group has focused on visiting during the last quarter. Many of those identified have resulted in enforcement or further action.

Widespread publicity on prosecutions within the area has resulted in businesses requesting support to comply with Regulatory Reform (Fire Safety) Order 2005 (RRO) prior to inspections.

Legal Action and Enforcement: ongoing investigations and evidence gathering into serious breaches of the RRO in continuing. Successful prosecutions within South Devon have helped to fund a trial into digitisation of existing Fire Safety files.

## Performance Overview - Measures 7 & 8

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

	Q4 17/18	Q4 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 ✓

	Q4 17/18	Q4 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

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### **Area Operations Activities**

#### **East Somerset**

Stations pre-planning crewing availability and identifying development opportunities for staff through appliance driving and incident command training to support appliance availability

Crewing Coordinators continue to work with Community Firefighters to supplement crewing of on-call appliances using the Resource Asset Management tool to prioritise allocation of resources according to risk.

Somerset East are actively engaged in recruitment across the group to ensure sufficient crewing is maintained; supporting availability, public and staff safety.

#### **North Devon**

The Group are working hard to improve the availability of resources with Local Risk Managers engaging employers and media in the area to promote the benefits to businesses of releasing staff to become on-call employees.

Eight North Devon probationary staff have successfully completed this phase of their development and are now fully qualified on call Firefighters. An additional six new firefighters have passed the On-Call training courses.

Group Support Team staff are working flexibly from various locations within the Group to keep appliances on the run and improve availability.

#### **East Devon**

Stations with both wholetime and on-call personnel have been operating a minimum crewing model in order to supplement on-call availability to bring appliances at their station back on the run and support crewing of special appliances.

East Devon Group have formalised a programme to give additional support to Firefighters throughout their development, with facilitated practical sessions and stage reviews.

A local program has been introduced that will prepare individuals on station who have been nominated for their initial Incident Command System Level 1 course. This is improving pass rates in initial courses and requalification courses and subsequently having a direct impact on improving appliance availability.

#### **South Devon**

A trial is ongoing at Newton Abbot to evaluate whether 'Fire' signs in vehicles support on-call personnel to respond more efficiently to incidents. Data is being captured to establish whether the trial has a positive effect on turnout times for the station.

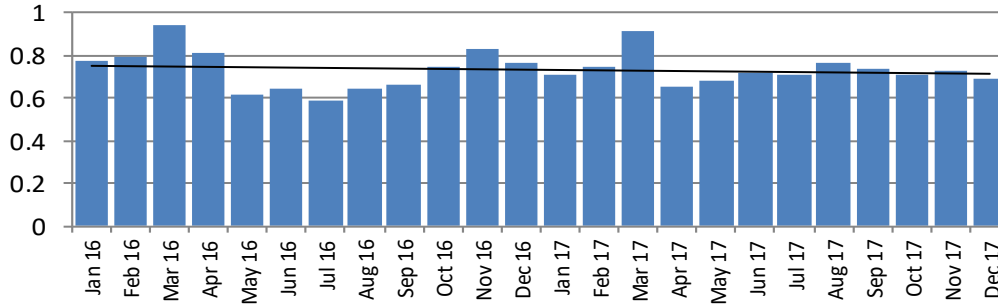
Some wholetime staff are providing ad hoc cover to the on-call stations in the community where they live to maintain the availability of appliances, this is paid for in accordance with on-call rates of pay.

## Performance Overview - Sickness

### Priority: Staff Safety - Sickness Rates

Measure Breakdown	Actual Apr-17 to Mar-18	Previous Apr-16 to Mar-17	% Variance
Sickness Rates (All Staff)	8.51	8.68	-1.90%

### 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.
<b>Overall Sickness Rate</b>	8.95	7.39	21.2%	6.33	9.95	-36.4%
Days / Shifts Lost	3190.50	2751.50	16.0%	1337.50	1900.00	-29.6%
<b>Sickness Rate - Long Term*</b>	5.11	3.89	31.3%	4.07	8.17	-50.2%
Days / Shifts Lost - Long Term	1821.50	1450.50	25.6%	860.00	1560.00	-44.9%
<b>Sickness Rate - Short Term Cert**</b>	1.48	1.11	33.6%	0.96	0.80	19.3%
Days / Shifts Lost - ST Cert.	529.00	414.00	27.8%	202.00	153.00	32.0%
<b>Sickness Rate - Short Term***</b>	2.36	2.38	-1.0%	1.30	1.04	25.1%
Days / Shifts Lost - ST	840.00	887.00	-5.3%	275.50	199.00	38.4%

Sickness Rates by Post Type Apr-17 to Dec-17	Control			Support Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
<b>Overall Sickness Rate</b>	10.80	10.10	6.9%	9.42	9.41	0.1%
Days / Shifts Lost	384.52	167.96	4.5%	2286.62	2223.58	2.8%
<b>Sickness Rate - Long Term</b>	6.95	4.78	45.6%	5.84	5.31	10.1%
Days / Shifts Lost - Long Term	247.52	173.96	42.3%	1418.43	1254.40	13.1%
<b>Sickness Rate - Short Term Cert.</b>	2.30	1.13	104.6%	1.24	1.72	-27.9%
Days / Shifts Lost - ST Cert.	82.00	41.00	100.0%	301.20	406.69	-25.9%
<b>Sickness Rate - Short Term</b>	1.55	4.20	-63.2%	2.34	2.38	-1.9%
Days / Shifts Lost - ST	55.00	153.00	-64.1%	566.99	562.49	0.8%

\* Long Term Sickness: >28 Calendar Days

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

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