



DEVON &  
SOMERSET  
FIRE & RESCUE SERVICE

# April to September 2019/20 Performance Report

Audit and Performance Review Committee

Strategic Analysis Team

Devon & Somerset  
Fire & Rescue Service

23/10/2019



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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.

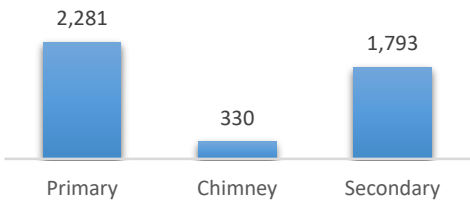
The fire and rescue service does not just rescue people from burning buildings and put out fires. In the 12 month period from October 2018 to September 2019 there were over 15,600 incidents attended in the Devon and Somerset service area, a breakdown of the incidents<sup>1</sup> can be seen below:

FIRES: 4,404

**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.

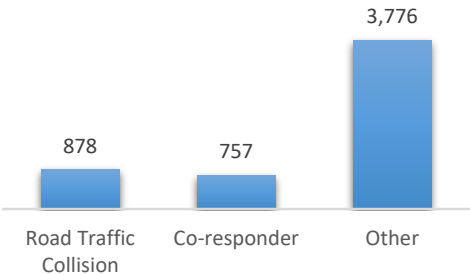


SPECIAL SERVICE: 5,411

**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

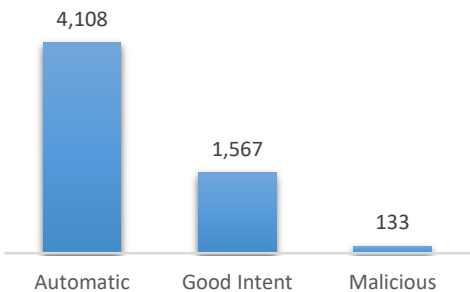


FALSE ALARMS: 5,808

**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 DSFRS 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.

<sup>1</sup> At the point of extraction 60 incidents were incomplete on the Incident Recording System and are therefore not included in the incident breakdown as full details are not available.

## Executive Summary

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The April to September 2019/20 Performance Report sees four of the eight corporate measures showing positive performance, two showing negative performance and two requiring monitoring.

### Positive performance

There have been 440 **fires where people live** during quarter 1 (Q1) and quarter 2 (Q2) 2019/20, a reduction of just under one per cent compared to previous year (443). During the 12 month period to the end of September 2019 there were 923 fires, a reduction of just under eight per cent compared to previous year (1,000 fires). Rolling three and five-year trends are positive, with the exception of deliberate fires which are showing an upward trend over 5 years, although numbers remain low.

There have been 13 **fire-related injuries where people work, visit and in vehicles** during Q1 and Q2 2019, a reduction of just under 19 per cent compared to previous year (16 injuries). This is despite a slight increase injuries caused from accidental fires (one incident). During the 12 month period covering the year-ending September 2019 there were 21 injuries, a decrease of 30 per cent compared to previous year (30).

During Q1 and Q2 2019/20 the Service met its **emergency response standards for fires where people live** for 75 per cent of incidents, an increase of two percentage points compared to previous year. For incidents within the 10 minute station response zones attainment of the standard rose to 87 per cent, an increase of just under four percentage points compared to previous year. During the 12 month period to the end of September 2019 the Service met the standard on 74 per cent of occasions, an increase of three percentage points compared to previous year. For incidents within the 10 minute response zone the standard was achieved on 85 per cent of occasions.

During Q1 and Q2 2019/20 the Service met its **emergency response standards for road traffic collisions** for 79 per cent of incidents, an increase of three percentage points compared to previous year. For incidents within the 15 minute station response zones attainment of the standard rose to 86 per cent, consistent with previous year. During the 12 month period to the end of September 2019 the Service met the standard on 78 per cent of occasions, an increase of three percentage points compared to previous year. For incidents within the 15 minute response zone the standard was achieved on 86 per cent of occasions.

### Monitoring Performance

There have been 34 **fire-related injuries where people live** during Q1 and Q2 2019, a reduction of just over eight per cent compared to previous year (37 injuries). However, for the 12 month period covering the year-ending September 2019 there were 82 injuries, an increase of just under 11 per cent compared to previous year (74 injuries).

There have been 768 **fires where people work, visit and in vehicles** during Q1 and Q2 2019, a reduction of just over two per cent compared to previous year (784 fires). However, the 12 month period to the end of September 2019 saw 1,358 fires, an increase of just over three per cent compared to previous year (1,326 fires); the increase is attributed to a rise in primary vehicle fires.

### Negative Performance

**Fire-related deaths where people live** is in negative exception due to one possible fire-related death during Q1 and Q2 2019/20. The Service is awaiting confirmation on the cause of death from the Coroner.

**Fire-related deaths where people work, visit and in vehicles** is in exception due to one possible fire-related death during Q1 and Q2 2019/20. The Service is awaiting confirmation on the cause of death from the Coroner.

## Measure Status

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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	✗	11
5	Fire-related injuries where people work, visit and in vehicles	✓	11
6	Fires where people work, visit and in vehicles	!	11
7	Emergency Response Standard - first appliance in attendance at fires where people live within 10 minutes of emergency call answer	✓	17
8	Emergency Response Standard - first appliance in attendance at Road Traffic Collisions within 15 minutes of emergency call answer	✓	17

## Performance Measures 1-3

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

Status ✖

	Q1 & Q2 19/20	Q1 & Q2 18/19	Var.		Year-end 30/09/19	Year-end 30/09/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	1	3	-66.7%	✓	2	5	-60.0%	✓	↓	↓
Accidental	1	3	-66.7%	✓	1	5	-80.0%	✓	↓	↓
Deliberate	0	0	0.0%	✓	1	0	NA	✗	↑	↓

This is a critical to quality measure and is given a status of "negative exception" should any fire-related death be recorded during the reporting quarters.

It is notable that there has been a reduction compared to previous year both for Q1 and Q2 2019 and the year-ending September 2019 (12 month period).

### Measure 2: Fire-related injuries where people live

Status !

	Q1 & Q2 19/20	Q1 & Q2 18/19	Var.		Year-end 30/09/19	Year-end 30/09/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	34	37	-8.1%	✓	82	74	10.8%	✗	↑	↑
Accidental	25	31	-19.4%	✓	70	65	7.7%	!	↑	↑
Deliberate	9	6	50.0%	✗	12	9	33.3%	✗	↑	↑

This measure has received a status of "monitor performance".

There has been a reduction in injuries requiring hospitalisation of just over eight per cent (three fewer injuries) during Q1 and Q2 2019 compared to previous year. However, for the 12 month period covering the year-ending September 2019 there has been an increase of just over 10 per cent (eight additional injuries) compared to previous year.

The three and five-year data is showing upward trends for all elements of the measure.

### Measure 3: Fires where people live

Status ✓

	Q1 & Q2 19/20	Q1 & Q2 18/19	Var.		Year-end 30/09/19	Year-end 30/09/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	440	443	-0.7%	✓	923	1000	-7.7%	✓	↓	↓
Accidental	384	404	-5.0%	✓	834	924	-9.7%	✓	↓	↓
Deliberate	56	39	43.6%	✗	89	76	17.1%	✗	↔	↑

This measure has received a status of "good performance".

There has been a reduction in dwelling fires of just under one per cent during Q1 and Q2 2019, compared to previous year. This is despite a 44 per cent increase in deliberate dwelling fires (17 incidents).

During the 12 month period covering the year-ending September 2019 there has been an decrease in dwelling fires of just under eight per cent (77 incidents) compared to previous year.

Trends for total dwelling fires and accidental dwelling fires are all positive, however the five-year trend for deliberate dwelling fires is showing a slight increase.

## Exception report: fire-related deaths where people live

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

Status ✖

	Q1 & Q2 19/20	Q1 & Q2 18/19	Var.		Year-end 30/09/19	Year-end 30/09/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	1	3	-66.7%	✓	2	5	-60.0%	✓	↓	↓
Accidental	1	3	-66.7%	✓	1	5	-80.0%	✓	↓	↓
Deliberate	0	0	0.0%	✓	1	0	NA	✗	↑	↓

### Why is this an exception?

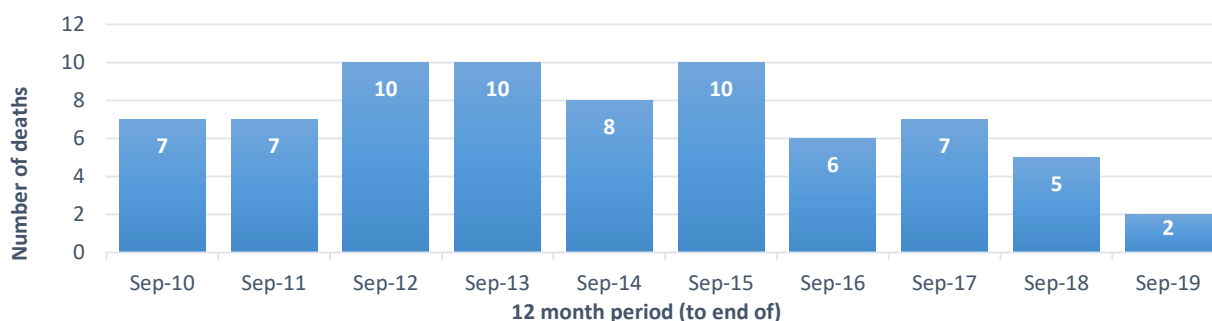
This is a critical to quality measure and is given a status of "negative exception" should any fire-related death be recorded during the reporting quarters.

It is notable that there has been a reduction compared to previous year both for Q1 and Q2 2019 and the year-ending September 2019 (12 month period).

### Analysis

There has been one potential fire-related death where people live during the first six months of the 2019/20 financial year. During the 12 month period to the end of September 2019 there were a total of two fire-related deaths, the lowest number in the last ten years.

Chart 1: Number of fire-related<sup>1</sup> deaths where people live



The two deaths reported during the year-ending September 2019 resulted from separate incidents:

#### 1) 6th June 2019, Teignmouth, Devon (awaiting confirmation of cause of death)

On the 6th June 2019 at 14:15, DSFRS were called to gain entry to a house where there were concerns about the safety of the occupant who had not been seen for two days. On arrival, the crews discovered an 81-year-old male, deceased in the kitchen. The hob was on and there was a small fire in a pan involving food. The victim was deceased prior the arrival of the fire service. The outcome of the Coroner's inquest is yet to be received, if it is deemed not be fire-related, this death will not be included within this measure.

#### 2) 18th November 2018, Taunton, Somerset (awaiting confirmation of cause of death)

On the 18th November 2018 at 15:57, DSFRS attended a fire in a house in Taunton following a call from Avon & Somerset Police. The first appliance arrived just over five minutes after the call was received, the second appliance was in attendance in just over six minutes. The fire was found to have been started deliberately by the occupant with multiple seats of fire identified. The crews discovered a 57-year-old male who had sustained intentional non-fire related injuries prior to the escalation of the fire. It is thought that the victim was already deceased before the arrival of the fire service. While the outcome of the Coroner's inquest is yet to be received it is anticipated that the cause of death will not be fire-related, if so this death will not be included within this measure.

### Action required

No further action is required at this time.



## Measures 1-3 Commentary

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### Community Safety Prevention Activities

In the 12 months from 1st October 2018 to 30th September 2019 the Service conducted over 9,500 targeted Home Safety Visits (HSV) to households identified as needing our expert guidance and support.

The Service works closely with colleagues in other agencies and third sector organisations to build partnerships that enable it to ensure that resources provide maximum benefit to the community.

Engagement with local communities is conducted 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 1st April 2018 to 31st March 2019, the Service undertook over 3,000 preventative activities to improve public safety.

#### Activity update: Partnerships

Effective partnerships are key to generating high quality referrals for HSV. The Service's Partners refer vulnerable clients that are assessed as being at heightened risk from fire. During the reporting period, the Service formed 57 new partnerships.

The Service works with its Partners to provide them with the knowledge and understanding to enable them to identify at risk households. The top referring partners, where at least 50 per cent of the referrals lead to a HSV, are: Devon Carers - 86 referrals (Greater Devon), South Somerset Careline - 82 referrals (Somerset), LEAP - 92 referrals (Devon), and Livewell South West - 109 referrals (Plymouth and West Devon).

#### Activity update: Home Safety

The Home Safety app is now embedded and has led to an increase in the number of HSV being provided to clients.

Through joint funding with Historic England and NFU Mutual the Service is targeting thatched roof properties and working with the Communications Team to use social media for an ongoing campaign.

The Service's screening process has been amended and thatch property owners now qualify automatically for a home safety visit. This key decision was made as the Service's Integrated Risk Management Plan has identified the financial burden that fires in these houses place on the organisation as well as the socio-economic cost to communities during and after an incident.

Warm packs comprising thermal clothing have been purchased and are on every Home Safety Technician van. Aimed at vulnerable people suffering from fuel poverty, in addition to signposting them to energy support agencies

Where issues are identified at operational incidents personnel generate Home Safety Visit and safeguarding referrals through the SORT incident recording app.

#### Activity update: Safeguarding

The safeguarding team received 250 referrals from 1<sup>st</sup> April 2019 to 30<sup>th</sup> September 2019.

Training has been provided for all new technicians to ensure the appropriate level of safeguarding awareness and to make sure referrals are received that enable the correct level of support to be provided for adults and children at risk. The team continue to liaise closely with the technicians, with around half (125) of referrals received generated by Home Safety Technicians.

Information on fire risks are shared with partner agencies or referred into Adult Social Care or Mental Health Teams.

## Measures 1-3 Commentary

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A number of multi-agency meetings have been initiated by the safeguarding team to ensure adults at risk are safeguarded and risks reduced through a multi-agency approach.

### **Activity update: FireSetters**

Between the 1<sup>st</sup> April 2019 and the 30th September 2019, 45 referrals were received through the Firesetter programme. These came from a range of partner agencies including the Police, Youth Offending Teams and Social Services.

A number of Key Stage 3 (Heat of the Moment) sessions have been delivered to groups where fire-setting behaviours have been identified. Generally these are referrals from the police and they have provided positive feedback on the success of these sessions.

### **Activity update: Cadets**

Fire Cadets is a programme open to young people between the ages of 13 to 17. The programme runs over a full school year; the Cadets are also expected and encouraged to take part in social actions within their communities. Every week during the school term Cadets attend one of the four Fire Cadet Stations for two hours to take part in firefighter activities.

These Stations are:

Wincanton  
Frome  
Plymouth  
Tiverton

The Service have completed delivery of 21 two-hour cadet drill nights (42 hours per unit) for each of the four cadet units, attended by a total 38 cadets. Of these, 36 have worked hard to complete their BTEC qualification, which is currently being assessed by the Cadet Vocational Qualification Office prior to submission to Pearson for marking. During September the Service ran a Children and Young Persons Advocate recruitment campaign and are currently processing applicants through our stringent pre-security checks as part of our Safer Recruitment. Pending instructor recruitment the Service is planning to have an additional Fire Cadet Unit at Bovey Tracey this Autumn. Operational crews support national and local safety campaigns; this engagement also provides an opportunity to recruit new staff and to promote inclusion and diversity within the workforce.

## Performance Measures 4-6

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

Status ✗

	Q1 & Q2 19/20	Q1 & Q2 18/19	Var.		Year-end 30/09/19	Year-end 30/09/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	1	4	-75.0%	✓	4	4	0.0%	⚠	↑	↑
Accidental	1	4	-75.0%	✓	3	4	-25.0%	✓	↔	↑
Deliberate	0	0	0.0%	✓	1	0	NA	✗	↔	↓

This is a critical to quality measure and is given a status of "negative exception" should any fire-related death be recorded during the reporting quarters.

It is notable that there has been a reduction compared to previous year during Q1 and Q2 2019 and the year-ending September 2019 (12 month period) sees the same number of deaths as previous year.

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

Status ✓

	Q1 & Q2 19/20	Q1 & Q2 18/19	Var.		Year-end 30/09/19	Year-end 30/09/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	13	16	-18.8%	✓	21	30	-30.0%	✓	↑	↓
Accidental	11	10	10.0%	✗	17	18	-5.6%	✓	↑	↓
Deliberate	2	6	-66.7%	✓	4	12	-66.7%	✓	↓	↑

This measure has received a status of "good performance".

There has been a reduction in injuries of just under 19 per cent during Q1 and Q2 2019, compared to previous year. This is despite a slight increase injuries caused from accidental fires (one incident).

During the 12 month period covering the year-ending September 2019 there has been a decrease in fires where people work, visit and in vehicles of 30 per cent compared to previous year.

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

Status !

	Q1 & Q2 19/20	Q1 & Q2 18/19	Var.		Year-end 30/09/19	Year-end 30/09/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	768	784	-2.0%	✓	1358	1326	2.4%	⚠	↑	↑
Accidental	578	585	-1.2%	✓	993	970	2.4%	⚠	↑	↓
Deliberate	190	199	-4.5%	✓	365	356	2.5%	⚠	↔	↑

This measure has received a status of "monitor performance".

There has been a reduction in fires where people work, visit and in vehicles of two per cent during Q1 and Q2 2019, compared to previous year. However, during the 12 month period covering the year-ending September 2019 there has been an increase of just over two per cent compared to previous year.

Trends are showing a mixed picture across the components of the measure, however the total number of fires where people work, visit and in vehicles is presenting an increase both for the three and five-year periods.

## Exception report: fire-related deaths where people work, visit and in vehicles

### Measure 1: Fire-related deaths where people work, visit and in vehicles

Status ✖

	Q1 & Q2 19/20	Q1 & Q2 18/19	Var.		Year-end 30/09/19	Year-end 30/09/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	1	4	-75.0%	✓	4	4	0.0%	⚠	↑	↑
Accidental	1	4	-75.0%	✓	3	4	-25.0%	✓	↔	↑
Deliberate	0	0	0.0%	✓	1	0	NA	✗	↔	↓

### Why is this an exception?

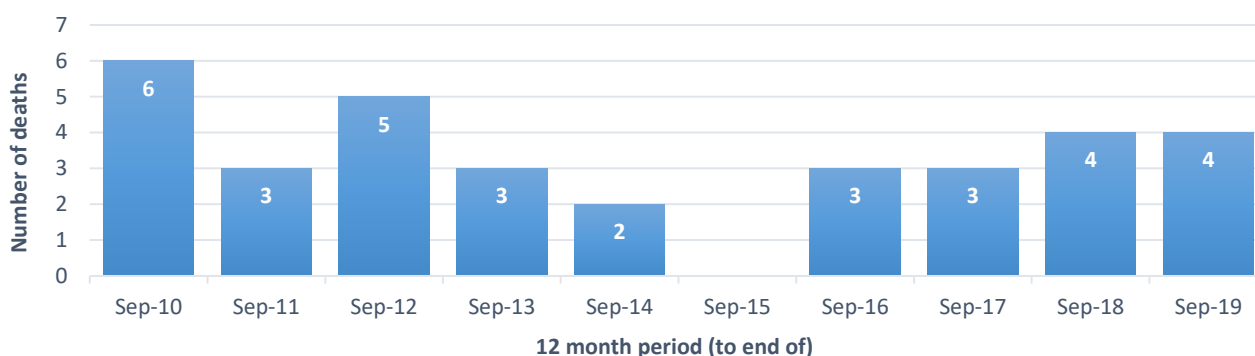
This is a critical to quality measure and is given a status of "negative exception" should any fire-related death be recorded during the reporting quarters.

Fortunately the numbers of fire-related deaths is very low, this means that trends and percentage change must be used with caution.

### Analysis

There has been one fire-related death where people live during the first six months of the 2019/20 financial year. During the 12 month period to the end of September 2019 there were a total of four fire-related deaths.

Chart 2: Number of fire-related<sup>1</sup> deaths where people work visit and in vehicles



The four deaths reported during the year-ending September 2019 resulted from separate incidents:

#### Incident details: 10th July 2019, Holsworthy, Devon

On the 10th July 2019 at 12:52, DSFRS were called to a small fire in the open. The first appliance arrived at the fire in just under nine minutes from the time the initial call was received. On arrival at the fire the Officer in Charge requested additional appliances due to the size and nature of the incident. The fire had spread from an out of control bonfire to a hayfield. An 81-year-old male was discovered with severe burns, despite efforts to resuscitate the man was pronounced dead at the scene.

#### Incident details - 21st March 2019, Bideford, Devon

On the 21st March 2019 at 07:26, DSFRS were called to a barn fire. The victim was a 74-year-old male who was pronounced dead at the scene by paramedics. The fire is estimated to have been discovered between 5-30 minutes after it started, with the call being placed to the fire service within 5 minutes of discovery at 07:26. Due to the extent of the fire, further information is unavailable at this time.

## Exception report: fire-related deaths where people work visit and in vehicles

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### **Incident details: 18th February 2019, Taunton, Somerset**

On the 18th February 2019 at 14:09, DSFRS were called to a fire in a private garage (not attached to a dwelling). The victim was a 71-year-old male who died as a result of a combination of burns and being overcome by gas/smoke. The fire was started intentionally through deliberate ignition of own property, with the purpose of suicide. Due to the extent of the fire, the source of ignition could not be determined.

### **Incident details - 1st October 2018, Exeter, Devon**

On the 1st October 2018 at 05:01, DSFRS were called to a fire in a private garage (not attached to a dwelling). The victim was a 31-year-old male, thought to be sleeping in the garage, who died as a result of a combination of burns and being overcome by gas/smoke. The fire started accidentally as a result of combustible articles being placed too close to a heat source. The fire is estimated to have been discovered between 30-120 minutes after it started.

### **Action required**

No further action is required at this time.

## 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 1st October 2018 to 30th September 2019 the Service conducted just under 4,000 fire safety checks and nearly 900 fire safety audits. In addition to this the Service has completed 2,200 building regulation consultations, just under 600 licencing consultations, 400 compliance visits and 4,000 other protection related activities.

#### Activity Update: Recruitment

The 1st May 2019 saw a change to the way that Community Safety Protection is managed and delivered through the introduction of a Capability Team (responsible for strategy and policy) and a Delivery Team (responsible for delivering protection activity across the Service). This new way of working means that the Service will have a consistent, risk-based approach to protection activity.

Funding has been provided to the Protection Delivery Team to recruit more Fire Safety Officers on a combination of substantive and fixed term contracts. This has enabled the recruitment of an additional nine Fire Safety Officers, equating to 6.5 full time posts, starting from September 2019 onwards. Three Green Book Staff (non-uniformed) from support departments have also been recruited on a fixed term basis, qualifying them to undertake Fire Safety Checks.

#### Activity Update: Systems

The upgrade of the Community Fire Risk Management Information System is being supported by the team, the changes to the system will facilitate the continued roll out of the 'National Short Audit' process. This will provide a more balanced approach, reducing the burden on compliant businesses and increasing the efficiency of fire safety officers.

As key stakeholders and future product owners, the Protection team continue to support the design and build of the Management of Risk Information (MORI) Protection App that is being developed as part of the Safer Together Programme. In addition to mobile working, this will deliver real-time risk critical information to operational response crews when fire safety deficiencies have been identified during inspections.

The Service continues to Chair the Southwest National Fire Chiefs Council (NFCC) Protection Group sharing learning with partner Fire and Rescue Services (FRS) at a local and national level. The Service is represented at a national level on a number of working groups associated with the 'Hackett Report' outcomes including Fire Engineering Apprentices and Technical Standards, High Risk Accommodation Group.

An Event Safety Advisory Groups (ESAG) and Safety Advisory Group (SAG) Calendar including an automatic data sharing process with Risk, Emergency Planning and National Inter-agency Liaison Officers (NILO) has been introduced. This will ensure risk critical information about large venues and events is shared in a timely and accurate manner.

The Protection Delivery Team have been working on the introduction of a fire safety helpdesk for internal and external stakeholders that will be available between 9am and 5pm. This will replace the existing approach of having a fire safety contact point in each of the six Groups. The new service will be rolled out during November 2019 on a recorded line with a secure task allocation process for improved customer experience and compliance with General Data Protection Regulation (GDPR) requirements. This will also release additional capacity within admin support teams to assist with other priorities.

## Measures 4-6 Commentary

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### Activity Update: Groups

Following a successful trial within the Yeovil Response Group, fire safety compliance workshops targeted at premises providing and managing sleeping accommodation at boarding schools will be rolled out across the Service.

Within Barnstaple Response Group, Fire Safety Officers continue to carry out joint inspections at Licenced 'Houses in Multiple Occupation' targeting properties within areas of significant deprivation.

Within the Exeter Response Group, the team have been continuing to work with the District Councils' Housing and Licencing Department with a focus on to supporting landlord compliance. Related housing inspections have led to DSFRS evidence supporting a successful prosecution for serious fire safety failings.

### Activity Update: Enforcement

The Service has successfully concluded three prosecutions by issuance of a 'simple caution' and through guilty pleas to offences charged against the 'responsible person' under the Fire Safety Order 2005. There are currently six active investigations underway that are at various stages of the legal process.

The team continue to engage with the call for evidence initiative / Building a Safer Future (Post Grenfell) and have contributed to reviews of:

- Regulatory Reform (Fire Safety) Order 2005,
- NFCC Competency framework,
- Review of LACORS fire safety guidance,
- Building Regulations,
- Do you have paying guests,
- Sprinkler Review of High Rise Homes,
- Freedom of Information requests for information.

### Activity Update: Partnerships

Developing and maintaining successful partnerships with businesses and partner agencies is essential to support improved understanding of regulatory requirements and ensure that the places where people work and visit are compliant and aware of fire safety.

Liaison with hospitals, universities, housing providers, the Care Quality Commission and Environmental Health is a key delivery activity. The Service also works closely with council's Building Control Departments, communicating regularly regarding building developments to ensure compliance with fire safety regulations.

In order to ensure a consistent approach Protection Delivery Staff have been working with Local Authority Housing Teams to introduce a common 'Memorandum of Understanding' on the enforcement of fire safety in blocks of flats and Houses in Multiple Occupation. The Service works with these partners to deliver joint inspections of premises.

Ongoing support is provided to eight Primary Authority Partners, reviewing their fire safety policies and procedures to ensure compliance.

The Service continues to support the Best Bar None scheme which was recognised in the Service's "Celebrating Our Success" annual awards as winners of the "Making a difference" category.

## Measures 4-6 Commentary

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The Service has attended Safety Advisory Groups (SAG) at Plymouth Argyle Football Club, Plymouth Albion RFC, Torquay United Football Club and Newton Abbot Racecourse. The SAG meetings enable the Service to support local authorities to discharge responsibilities under the Safety at Sports Grounds Act, providing technical support and guidance.

### **Activity update: Inspection Programmes**








Fire Risk Event Data is the Service's primary tool in addition to 'Post Fire' and 'Local Intelligence' for the targeting of Fire Safety Checks and Audits. It is a database of premises that have been identified as most likely to have a fire within the next 12 months and is now centrally managed and allocated to operational crews and fire safety officers. This has released capacity and led to an increase in the output of Fire Safety Checks and Fire Safety Audits, bringing delivery in line with expected performance, further improvements are anticipated for Q3 and Q4 2019/20.

The Service contributes to the NFCC High Rise Coordination Group, responding to ongoing requests for informative updates such as interim measures survey updating NFCC on buildings of interest.



## Performance Measures 7 & 8

### Measure 7: Emergency Response Standard - first appliance in attendance at fires where people live within 10 minutes of emergency call answer Status

	Q1 & Q2 19/20	Q1 & Q2 18/19	Var.		Year-end 30/09/19	Year-end 30/09/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	74.8%	72.8%	2.0%		73.6%	70.8%	2.8%			
Inside 10 min zone <sup>1</sup>	87.0%	83.3%	3.8%		85.4%	84.3%	1.1%			N/A

<sup>1</sup>Response zone: 10 mins - estimated call handling (90 secs) - estimated turnout (wholetime: 90 secs, on-call: 270 secs)








This measure has received a status of "good performance".

Q1 and Q2 2019/20 have seen an increase in the total proportion of incidents meeting the response standard of just under two per cent compared to previous year. Within the 10 minute station response zones there has been a greater increase of just under four per cent.

Figures for the year-ending September 2019 are also positive, with an increase of just under three per cent for total dwelling fire incidents attended and just over one percent for those within the 10 minute station response zones.

During the year-ending September 2019 over 85 per cent of dwelling fires occurred within the 10 minute station response zones.

### Measure 8: Emergency Response Standard - first appliance in attendance at Road Traffic Collisions within 15 minutes of emergency call answer Status

	Q1 & Q2 19/20	Q1 & Q2 18/19	Var.		Year-end 30/09/19	Year-end 30/09/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	79.1%	75.9%	3.2%		78.0%	75.0%	3.0%			
Inside 15 min zone <sup>2</sup>	85.6%	85.5%	0.1%		85.7%	84.6%	1.1%			N/A

<sup>2</sup>Response zone: 15 mins - estimated call handling (90 secs) - estimated turnout (wholetime: 90 secs, on-call: 270 secs)

This measure has received a status of "good performance".

Q1 and Q2 2019/20 have seen an increase in the total proportion of incidents meeting the response standard of just over three per cent compared to previous year. Within the 15 minute station response zones performance has remained consistent with previous year.

Figures for the year-ending September 2019 are also positive, with an increase of three per cent for total RTCs attended and just over one percent for those within the 15 minute station response zones.

During the year-ending September 2019 just under 83 per cent of RTCs occurred within the 15 minute station response zones.

## Measures 7-8 Commentary

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### Activity Update: Groups

Groups are managing crewing shortages to provide the best possible response to the community. However, challenges such as long-term sickness and vacancies put a severe strain on Group's resources. The Groups continue to work hard to recruit, retain and manage On-Call crews.

The challenges of recruitment, retention and availability are compounded by the highly affluent nature of some of the local populations and the prohibitively expensive housing associated with this. There are plans to take advantage of the desirability of the area and advertise nationally for both firefighters and Station Commanders.

Flexible crewing is proving successful in improving availability and in some areas Groups are exploring utilising this approach at further locations. Flexible crewing and a standardised crewing model based on applying for availability is being considered by Representative Bodies. If accepted this will have a positive effect on maintaining availability across the Groups.

Working with the On-Call Development Manager, several stations have tested the updated Gartan screen, showing several hours rather than the 'live' version, allowing more effective management of availability.

Some On-Call stations are given additional time on drill nights to effectively forecast and plan availability for the week, reducing Operational Resource Centre (ORC) involvement. Additionally, Wholtime crews are proactive in providing cover to On-Call stations when they have a crew in excess of five. This is seen as a real positive, improving availability prior to ORC involvement.

Firefighter development hubs have been set up at various locations to ensure new firefighters are able to progress locally and help with appliance availability sooner. Groups are delivering pre Incident Command System (ICS) evenings, with 12 potential Incident Commanders currently undertaking additional training and development. This training will increase the number of personnel that have these essential skills, improving appliance availability.

"Have a go" days are planned to take place across the Service area. These sessions enable members of the public to handle the equipment under controlled conditions and have the opportunity to talk to personnel about working for the Service.

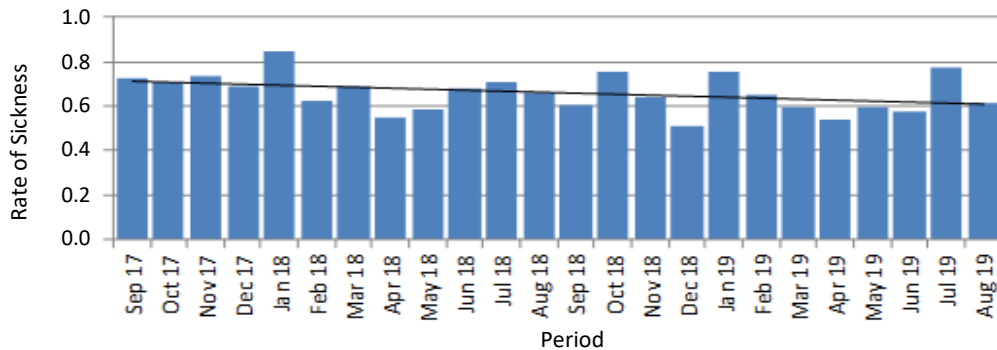
The Groups are engaged in recruitment across the group to ensure sufficient crewing is maintained; supporting availability, public and staff safety. This is being targeted to ensure that the best possible candidates are recruited to provide cover at the times when it is most needed and a workforce that is reflective of the community, by engaging more with females and those from minority groups.

## Performance Overview - Sickness (April 2019 to August 2019)

### Priority: Staff Safety - Sickness Rates

Measure Breakdown	Actual Apr-19 to Aug-19	Previous Apr-18 to Aug-18	% Variance
Sickness Rates (All Staff)	3.09	3.17	-2.5%

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



Sickness Rates by Post Type Apr-19 to Aug-19	Wholetime Station Based Staff			Wholetime Non-Station Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
<b>Overall Sickness Rate</b>	3.83	3.76	1.8%	2.74	1.71	60.4%
Days / Shifts Lost	1420.5	1373.0	3.5%	509.0	328.0	55.2%
<b>Sickness Rate - Long Term*</b>	2.62	2.51	4.4%	1.83	1.06	72.3%
Days / Shifts Lost - Long Term	971.5	915.0	6.2%	340.0	204.0	66.7%
<b>Sickness Rate - Short Term Cert**</b>	0.48	0.53	-9.2%	0.61	0.29	110.5%
Days / Shifts Lost - ST Cert.	179.0	194.0	-7.7%	114.0	56.0	103.6%
<b>Sickness Rate - Short Term***</b>	0.73	0.72	0.6%	0.30	0.35	-16.4%
Days / Shifts Lost - ST	270.0	264.0	2.3%	55.0	68.0	-19.1%

Sickness Rates by Post Type Apr-19 to Aug-19	Control			Support Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
<b>Overall Sickness Rate</b>	3.39	3.94	-14.1%	2.30	3.32	-30.8%
Days / Shifts Lost	115.0	134.7	-14.6%	629.3	835.5	-24.7%
<b>Sickness Rate - Long Term</b>	2.12	1.78	19.4%	1.41	2.17	-35.2%
Days / Shifts Lost - Long Term	72.0	60.7	18.7%	385.8	546.7	-29.4%
<b>Sickness Rate - Short Term Cert.</b>	0.65	1.35	-51.9%	0.23	0.52	-55.8%
Days / Shifts Lost - ST Cert.	22.0	46.0	-52.2%	63.5	130.5	-51.4%
<b>Sickness Rate - Short Term</b>	0.62	0.82	-24.5%	0.66	0.63	4.4%
Days / Shifts Lost - ST	21.0	28.0	-25.0%	180.1	156.4	13.7%

\* Long Term Sickness: >28 Calendar Days

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

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