DEVON & SOMERSET FIRE & RESCUE SERVICE

April to September 2020/21 Performance Report

Audit and Performance Review Committee

Strategic Analysis Team

Devon & Somerset Fire & Rescue Service

04/11/2020

Contents

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 2,000 dedicated staff who work to protect the 1.8 million people who live in the area. This alongside the estimated 400,000 people who visit the counties throughout the year.

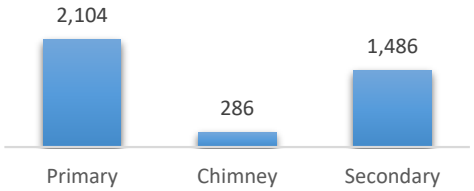
The fire and rescue service does not just rescue people from burning buildings and put out fires. In the 12 month period from October 2018 to September 2019 there just under 15,000 incidents attended in the Devon and Somerset service area, a breakdown of the incidents[1] can be seen below:

Fires: 3,876

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.

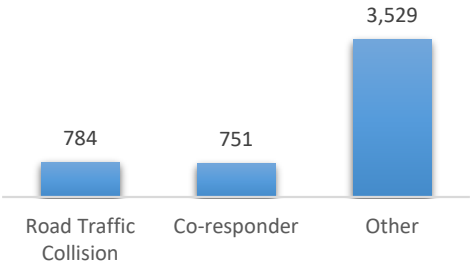


Special Service: 5,064

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

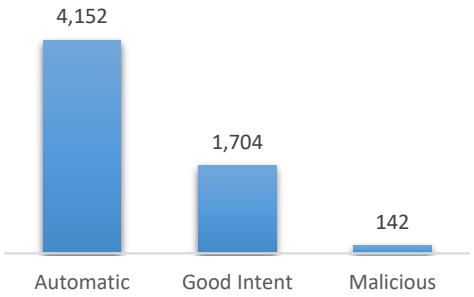


False Alarms: 5,998

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.

Executive Summary

The April to September 2020/21 Performance Report sees four of the eight corporate measures showing positive performance and four showing negative performance

Positive performance

There have been 434 **fires where people live** during quarter one (Q1) and quarter two (Q2), a reduction of just under three percent compared to previous year (446). During the 12 month period to the end of September 2020 there were 921 fires, a reduction of just under one per cent compared to previous year (929 fires). Rolling three and five-year trends are positive, with the exception of deliberate fires which are showing an upward trend over both 3 years and 5 years, although numbers remain low.

There have been seven **fire-related injuries where people work, visit and in vehicles** during Q1 and Q2 2020/21, a reduction of fifty per cent compared to the same period the previous year (14 injuries). During the 12 month period covering the year-ending September 2020 there were nine injuries, a decrease of 59 percent compared to previous year (22).

There have been 639 **fires where people work, visit and in vehicles** during Q1 and Q2 2020/21, a reduction of just over seventeen percent compared to previous year (772 fires). The 12 month period to the end of September 2020 shows a similar pattern. Fires have reduced to 1,183 fires from 1,363 the previous year. This equates to a thirteen percent reduction year on year.

During Q1 and Q2 2020/21 the Service met its **emergency response standards for road traffic collisions.** The performance for the first two quarters was 77.8 percent of incidents, an increase of almost 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 2020 the Service met the standard on 75.8 percent of occasions, a decrease of under two percentage points compared to previous year.

Negative Performance

Fire-related deaths where people live is in negative exception due to one possible fire-related death during Q1 and Q2 2020/21. The Service is awaiting confirmation on the cause of death from the Coroner.

There have been 36 **fire-related injuries where people live** during Q1 and Q2 2020/21, an increase of just under six percent compared to previous year (34 injuries). For the 12 month period covering the year-ending September 2020 there were 86 injuries, an increase of just under five percent compared to previous year (82 injuries).

Fire-related deaths where people work, visit and in vehicles is in exception due to two possible fire-related death during the first two quarters of 2020/21. The Service is awaiting confirmation on the causes of death from the Coroner.

During Q1 and Q2 2020/21 the Service failed to meet its **emergency response standards for fires where people live.** The performance for the first two quarters was 72 percent of incidents, a decrease of just over three percentage points compared to previous year. During the 12 month period to the end of September 2020 the Service met the standard on 70 percent of occasions, a decrease of just under four percentage points compared to previous year. For incidents within the 10 minute response zone the standard was achieved on 83 per cent of occasions.

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	Summary	Exception Report
1	Fire-related deaths where people live	✗	Page 7	Page 8-12
2	Fire-related injuries where people live	✗	Page 7	Page 13-14
3	Fires where people live	✓	Page 7	NA
4	Fire-related deaths where people work, visit and in vehicles	✗	Page 15	Page 16
5	Fire-related injuries where people work, visit and in vehicles	✓	Page 15	NA
6	Fires where people work, visit and in vehicles	✓	Page 15	NA
7	Emergency Response Standard - first appliance in attendance at fires where people live within 10 minutes of emergency call answer	✗	Page 17	Page 18-19
8	Emergency Response Standard - first appliance in attendance at Road Traffic Collisions within 15 minutes of emergency call answer	✓	Page17	NA

Performance Measures 1-3

Measure 1: Fire-related deaths where people live

Status ✘

	Q1 & Q2 20/21	Q1 & Q2 19/20	Var.		Year-end 30/09/20	Year-end 30/09/19	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	1	1	0.0%	!	7	2	250.0%	✘	⇧	⇩
Accidental	1	1	0.0%	!	7	1	600.0%	✘	⇧	⇩
Deliberate	0	0	0.0%	✓	0	1	-100.0%	✓	⇔	⇩

This is a critical to quality measure, if there is a death within the reporting quarters then the measure is automatically raised as a negative exception.

During the first six months of the 2020/21 financial year one fire related death was been recorded, the same figure as previous year. The year-ending 30th September 2020 saw a total of seven fire related deaths. Rolling five year trends are all positive, while the three year trends are negative.

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

Measure 2: Fire-related injuries where people live

Status ✘

	Q1 & Q2 20/21	Q1 & Q2 19/20	Var.		Year-end 30/09/20	Year-end 30/09/19	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	36	34	5.9%	!	86	82	4.9%	!	⇧	⇧
Accidental	34	25	36.0%	✘	77	70	10.0%	✘	⇧	⇧
Deliberate	2	9	-77.8%	✓	9	12	-25.0%	✓	⇔	⇧

This measure has been assigned a negative exception status, with performance showing a slight decline compared with previous year, both for the reporting quarters and for the year-ending 30th September 2020. In addition both the three and five year trends are indicating an upward direction of travel.

An exception report can be found on page 13 of this document.

Measure 3: Fires where people live

Status ✓

	Q1 & Q2 20/21	Q1 & Q2 19/20	Var.		Year-end 30/09/20	Year-end 30/09/19	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	434	446	-2.7%	✓	921	929	-0.9%	✓	⇩	⇩
Accidental	393	391	0.5%	!	836	841	-0.6%	✓	⇩	⇩
Deliberate	41	55	-25.5%	✓	85	88	-3.4%	✓	⇧	⇧

This measure has been assigned a positive status, with fewer fires overall compared to previous year for both the reporting quarters and the year ending the 30th September 2020.

Both the three and five year trends are positive for total incidents and for accidental fires. While there is an upward trend indicated in for deliberate dwelling fires these account around 10% of incidents of this type.

Exception report: fire-related deaths where people live

Measure 1: Fire-related deaths where people live

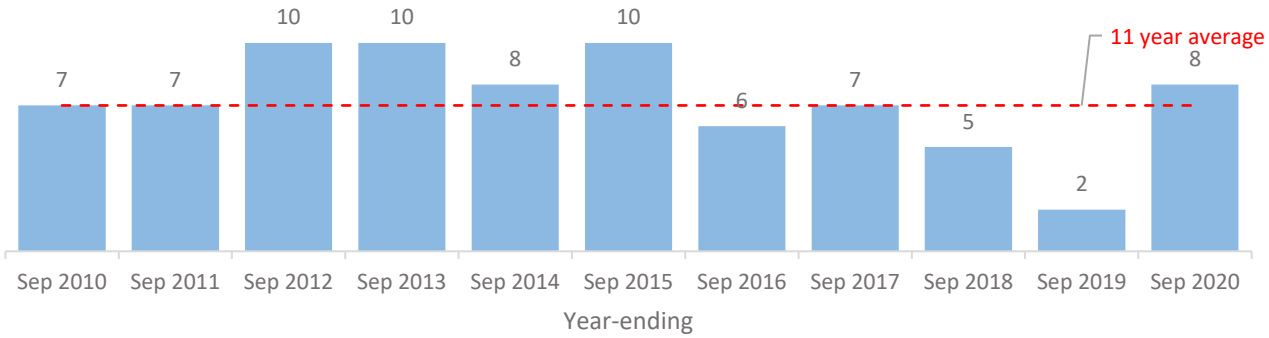
Status ✘

	Q1 & Q2 20/21	Q1 & Q2 19/20	Var.		Year-end 30/09/20	Year-end 30/09/19	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	1	1	0.0%	!	7	2	250.0%	✘	⇧	⇩
Accidental	1	1	0.0%	!	7	1	600.0%	✘	⇧	⇩
Deliberate	0	0	0.0%	✓	0	1	-100.0%	✓	⇔	⇩

Analysis

There has been one fire-related death where people live during the first six months of the 2020/21 financial year. During the 12 month period to the end of September 2020 there were a total of seven fire-related deaths where people live, the equal highest number in the last five years and in line with the 11 year average.

Chart 1: Number of fire-related [1] deaths where people live



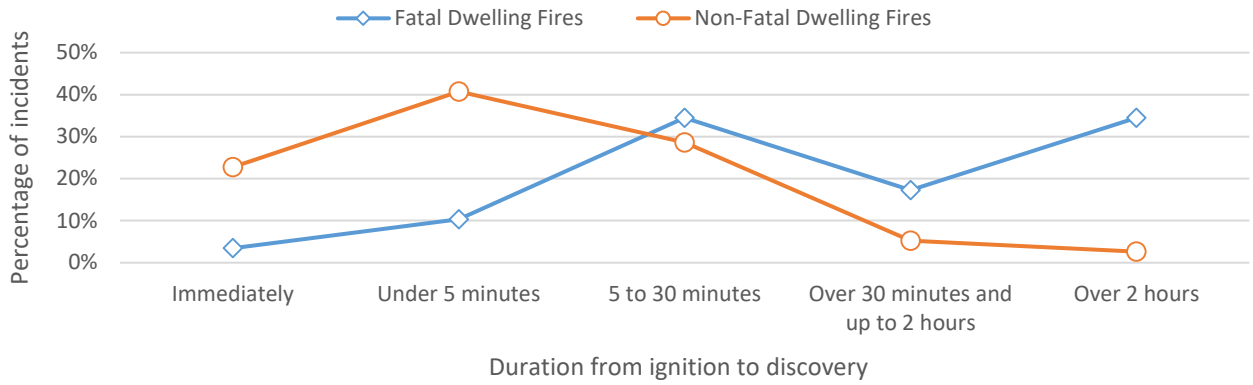
As the number of dwelling fire deaths is thankfully small, it is necessary to analyse a broader range of data than just a single year. The following analysis is based on five years of data from the 1st October 2015 to the 31st September 2020.

During the five year period 37 fire-related deaths where people live were recorded. Of these, 30 were in lone person households, 19 of which were over pensionable age and 11 under pensionable age. This means that people who are over pensionable age and living alone are over three-times more likely than average to die in a fire in the home and people under pensionable age that are living alone are more than twice as likely.

Age and associated issues are key factors affecting the likelihood of dying in a fire in the home. Thirty-four of the 37 victims have an age recorded. Of these, 14 were over 80 years old; this equates to a yearly rate of approximately three deaths per 100,000 population compared to an average of less than one death per 100,000 population across all ages.

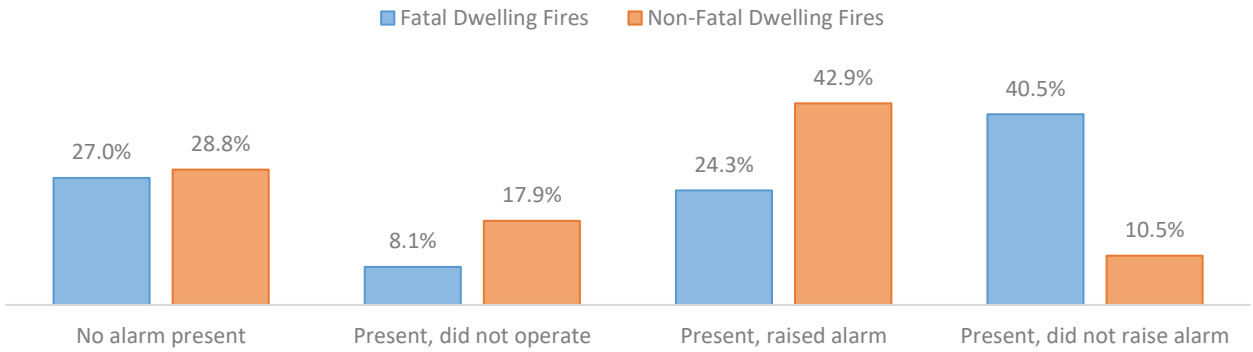
The data indicates a distinct difference in the duration from ignition to discovery between fatal fires and dwelling fires as a whole, with fatal fire incidents more often seeing a delay between the fire starting and being found *(see chart 2)* .

Chart 2: Duration from ignition to discovery, fatal dwelling fires vs total dwelling fires



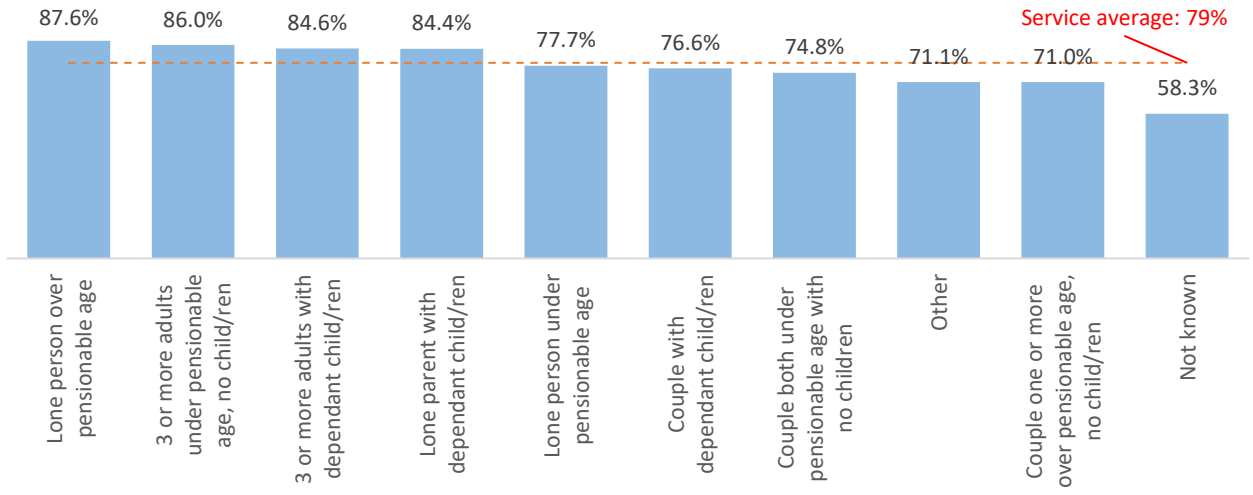
Low numbers notwithstanding, it appears that while a greater proportion of fatal incidents had an alarm present, they failed to raise the alarm more often than for non-fatal incidents. It is likely that this is related to the fact that most victims lived alone and therefore there wasn't anyone else present to react to the alarm.

Chart 3: Dwelling fire incidents by smoke alarm operation type, split by fatal and non-fatal outcome



The 2018/19 Annual Household Survey identified that 91% of the households surveyed reported having a working smoke alarm. However, this is not reflected in the households within the Service area that are having dwelling fires. During the year-ending September 2020 only 79% of dwelling fire incidents reported that a smoke alarm was present and an additional three percent had an alarm that was defective. Data also indicates that there is a notable variation in the presence of a smoke alarm by the type of household occupancy. The greatest level of smoke alarm ownership was within households classed as "Lone Person Over Pensionable Age", which saw 88% of households with a smoke alarm.

Chart 4: smoke alarm ownership at dwelling fire incidents by household occupancy



Exception report: fire-related deaths where people live

The Service already has processes in place to focus the delivery of home fire safety advice to those that are most at risk. This is done through a combination of partnership referrals and through self and third party referral, at which point screening is undertaken to identify whether a household is "at risk".

During the 2019/20 financial year the Service delivered over 16,500 home fire safety visits across the service area and provided additional fire safety equipment to almost 10,000 households. In addition to providing invaluable advice our technicians fitted 7,500 smoke alarms, 1,000 sensory alarms, 2,700 Carbon Monoxide alarms and provided 4,000 other fire safety items such as fire retardant bedding to help make people safer in their homes.

The first three months of 2020/21 saw a dramatic reduction in the delivery of Home Fire Safety visits as the Service and its communities responded to the effects of COVID-19. During this period only the most essential visits were undertaken, with a total of 168 Home Safety Visits delivered. This was to ensure the safety of both our staff and our communities. The Homes Safety team continued to provide support and advice on the phone throughout the period. As measures eased the level of activity has gradually increased, however there is a significant backlog of visits in the system. The long-term effect of this remains to be seen.

Action required
Following a break in the process of reviewing fatal fires due to staffing changes and the onset of COVID-19 it is recommended that the reviews are reinstated and learning shared across the organisation.

A process of continual learning and development of knowledge of community risk within the service area needs to be embedded. This will inform strategy, underpin the Integrated Risk Management Plan and ensure high quality, accurate information is available across the organisation to focus community risk reduction activity.

Summary: fire related deaths where people live

Detail of fire-related deaths where people live; October 2019 to September 2020

1) 5th May 2020: Beaconfield Road, Plymouth, Devon

On the 08/05/2020 at 10:53am we received a call regarding a fire in a two storey, single occupancy house on Beaconfield Road in Plymouth. The first fire engine arrived on scene 4 minutes 31 seconds after the emergency call was answered. On arrival smoke was issuing from the property and there were reports that two adults were still inside, one of whom was elderly and bedridden. One of the occupants escaped the property and required hospital treatment. Despite the best effort of the crews an 84 year old male was pronounced dead at the scene. Following investigation it was established that the fire started in the bedroom of the victim and was a result of discarded smoking materials igniting bedding. This was the first incident that the service had attended at the property. The service had previously we carried out a HSV and fitted four smoke detectors and two fire retardant bedding sets.

Following the fire, a fatal fire review was carried out on the 28th of July during which a number of actions were identified including the need to accelerate the procurement of portable misting systems. Eight systems have since been purchased along with installation and maintenance training for technicians.
Community safety have identified the first vulnerable person they think will benefit from having a misting system installed and they are in the process of liaising with the care company responsible for the individual.

An evaluation and review process will be designed to gather information and learning from the installations to allow the service to evaluate the effectiveness and efficiency of this type of intervention.

2) 21st February 2020: Rackenford, Tiverton, Devon

On the 21/02/2020 at 12:26pm we received a call regarding a fire in a detached property near Rackenford, Tiverton. The first fire engine arrived on scene 10 minutes and 7 seconds after the emergency call was received. The caller informed Control that there was black smoke issuing from the property, the smoke alarm was sounding and that they believed there to be one person still within the property. Crews were deployed into the building but unfortunately the occupant, a 70 year old female, was deceased. Following fire investigation it was determined that the ignition source was faulty cabling on an electric blanket that ignited bedding. The service had not had any prior involvement at this property

3) 3rd February 2020: Sampford Peverell, Devon

On the 03/02/2020 at 10:38pm we received a call regarding a fire in a single occupancy house in Sampford Peverell, near Tiverton. The first fire engine arrived on scene 13 minutes and 56 seconds after the emergency call was received. Sadly, the 82 year old male occupant was pronounced dead on the scene having succumbed to a combination of burns and being overcome by gas/smoke. The fire is thought to have started accidentally within a bedsitting room when heating equipment ignited bedding. The service previously had visited the premises for a Home Safety Visit on 14/02/19, carried out a joint visit with care agency on 03/05/19 and 10/05/19, 12/09/19 and 23/10/19. During these visits the following equipment was fitted: Fire retardant bedding set, two carbon monoxide alarms, two smoke alarms, hard of hearing set and four-way extension lead. The service had also attended four operational incidents at the property.

Exception report: fire-related deaths where people live

4) 9th December 2019: Ilfracombe, Devon

On the 09/12/2019 at 12:50pm we received a call regarding a fire in a bungalow in Ilfracombe. The first fire engine arrived on scene 7 minutes and 57 seconds after the emergency call was answered and reported that the fire was out on arrival. Regrettably, the 79-year-old female occupant died prior to the arrival of the fire service from a combination of burns and becoming overcome by gas/smoke. It is thought that the fire started accidentally as a result of a flame being discarded in a waste paper bin which ignited and spread to a chair. Previously the local crew at Ilfracombe carried out some community engagement in 2008, followed by a HSV due a safeguarding referral from SWAST in 2017, two smoke detectors were fitted. A further HSV as a result of a referral from Exmoor Community Care was booked for 03/12/19. However due to the occupier being unwell and at the request of her daughter. The visit was rearranged for the following week, but due to the fire at the premises this visit never took place.

5) 2nd December 2019: Bideford, Devon

On the 02/12/2019 at 5:49am we received a call regarding a fire in a single occupancy dwelling in the Bideford area. The first fire engine arrived on scene 13 minutes 58 seconds after the emergency call was answered. On arrival flames were issuing from the property. A female occupant was outside the property but her husband was still inside. While firefighters in BA were deployed into the property the fire spread meant that they had to make a tactical withdrawal as the risk posed to their safety became to great. Sadly, a 66-year-old male died at the scene, cause of death is yet to be confirmed. It is thought that the fire started in the living room, further details are not available at this time.

6) 8th November 2019: Highbridge, Somerset

On the 08/11/2019 at 11:13am we received a call regarding a fire in a flat in Highbridge, Somerset. The first fire engine arrived on scene 9 minute and 47 seconds after the emergency call was answered. The fire had started accidentally, spreading from a log burner situated in an enclosed yard to external fittings and then into the flat itself. Sadly, a 52-year-old male died after becoming overcome by gas, smoke or toxic fumes resulting from the fire.

7) 19th October 2019: Brixham, Devon

On the 19/10/2019 at 3:50am we received a call regarding a fire in a flat in Brixham, Devon. The first fire engine arrived on scene 11 minutes 40 seconds after the emergency call was answered. It is believed that the fire had started accidentally in a bedsitting room when plastic came into contact with a cooker. Unfortunately, a 62-year-old female died from a combination of burns and becoming overcome be gas/smoke.

Exception report: fire-related injuries where people live

Measure 2: Fire-related injuries where people live

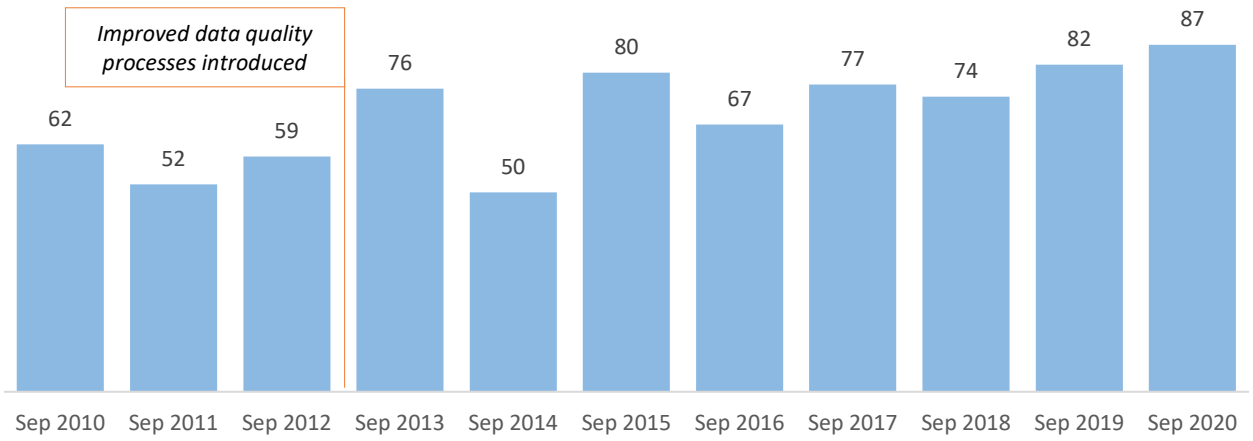
Status ✘

	Q1 & Q2 20/21	Q1 & Q2 19/20	Var.		Year-end 30/09/20	Year-end 30/09/19	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	36	34	5.9%	!	86	82	4.9%	!	⇧	⇧
Accidental	34	25	36.0%	✘	77	70	10.0%	✘	⇧	⇧
Deliberate	2	9	-77.8%	✓	9	12	-25.0%	✓	⇔	⇧

Analysis

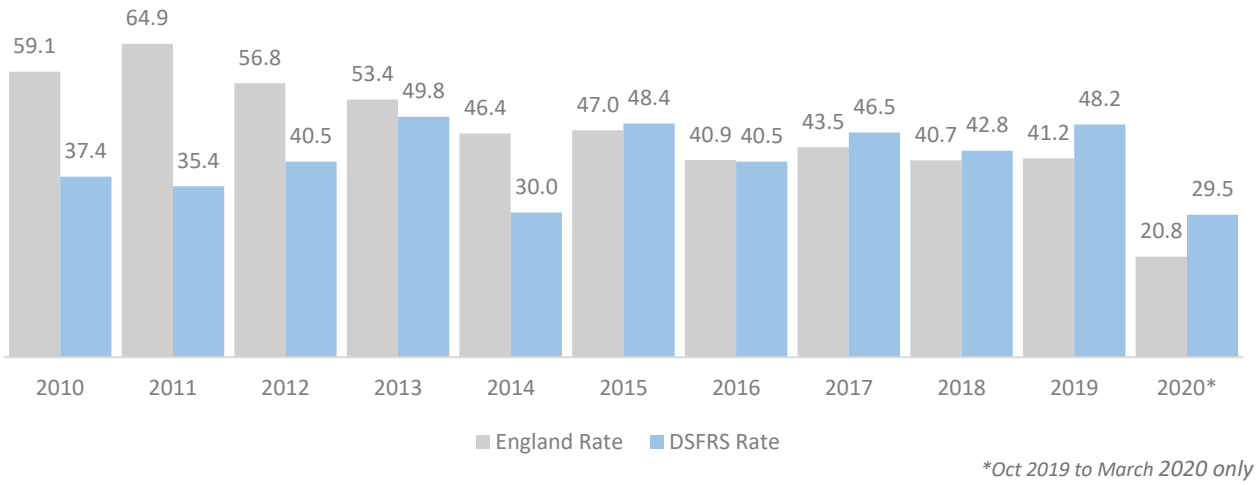
During the year-ending September 2020 there were 87 fire-related injuries where people live that resulted in attendance at hospital. While that is only five more than previous year, it is the highest reported figure in the last eleven years. Both three and five-year trends are also showing an upward trajectory.

Chart 5: Number of fire-related injuries where people live



For the past four years DSFRS has recorded a higher rate of injuries than the national average. During the 2019/20 financial year, DSFRS had the eighth highest rate of hospitalisation across the 44 English fire and rescue services and the second highest of those classed as predominantly rural.

Chart 6: Number of hospitalisations resulting from fires where people live per 1,000,000 population



**Oct 2019 to March 2020 only*

Exception report: fire-related injuries where people live

The characteristics of persons that injured and require hospital treatment are generally similar to those that are more likely to die in a fire. Age is a key factor, with people aged between 80 and 89 twice as likely to require hospital treatment and those over 90 three times as likely.

However, persons aged between 30 and 49 also appear to have a slightly elevated risk of sustaining an injury of this type. It may be that individuals within this age bracket are more inclined to attempt to fight the fire themselves.

Chart 7: relative likelihood of hospitalisation by age band

Age Band	Population	% Population	Injuries	% Injuries	Relative Likelihood Index	Relactive Likelihood of Injury
0 to 9	185,865	11%	16	5.86%	**56**	**Low**
10 to 19	189,212	11%	15	5.49%	**51**	**Low**
20 to 29	195,437	11%	30	10.99%	**99**	**Low**
30 to 39	191,675	11%	33	12.09%	**111**	**Above Average**
40 to 49	201,347	11%	36	13.19%	**115**	**Above Average**
50 to 59	254,252	14%	34	12.45%	**86**	**Low**
60 to 69	228,849	13%	32	11.72%	**90**	**Low**
70 to 79	198,513	11%	34	12.45%	**111**	**Above Average**
80 to 89	94,648	5%	32	11.72%	**218**	**High**
90+	23,166	1%	11	4.03%	**307**	**Very High**

**Data based on 273 of 346 records, 73 records did not have the age of the victim recorded*

Living alone also appears to be a factor, with 48% of incidents resulting in injuries happening in lone occupant households which comprise 30% of total occupancy types in the DSFRS area.

Action required

A process of continual learning and development of knowledge of community risk within the service area needs to be embedded. This will inform strategy, underpin the Integrated Risk Management Plan and ensure high quality, accurate information is available across the organisation to focus community risk reduction activity.

Performance Measures 4-6

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

Status ✘

	Q1 & Q2 20/21	Q1 & Q2 19/20	Var.		Year-end 30/09/20	Year-end 30/09/19	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	2	1	100.0%	⊗	2	4	-50.0%	✓	⇩	⇩
Accidental	1	1	0.0%	!	1	3	-66.7%	✓	⇩	⇩
Deliberate	1	0	NA	⊗	1	1	0.0%	!	⇧	⇧

This is a critical to quality measure, if there is a death within the reporting quarters then the measure is automatically raised as an exception.

During the first six months of the 2020/21 financial year two fire related deaths have been recorded, the one more than previous year. The year-ending 30th September 2020 saw a total of two fire related deaths, two fewer than previous year. Rolling three and five year trends are positive overall and for accidental fires, while deliberate fires deaths are showing a slight upward trend.

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

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

Status ✓

	Q1 & Q2 20/21	Q1 & Q2 19/20	Var.		Year-end 30/09/20	Year-end 30/09/19	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	7	14	-50.0%	✓	9	22	-59.1%	✓	⇩	⇩
Accidental	6	12	-50.0%	✓	6	18	-66.7%	✓	⇩	⇩
Deliberate	1	2	-50.0%	✓	3	4	-25.0%	✓	⇩	⇩

This measure has been assigned a positive status, with fewer fire injuries overall compared to previous year for both the reporting quarters and the year ending the 30th September 2020.

Both the three and five year trends are positive across all components of the measure.

It is likely that the reduction in injuries relates to the decrease in incidents of this type that has been seen as a result of COVID-19.

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

Status ✓

	Q1 & Q2 20/21	Q1 & Q2 19/20	Var.		Year-end 30/09/20	Year-end 30/09/19	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	639	772	-17.2%	✓	1183	1363	-13.2%	✓	⇩	⇩
Accidental	486	581	-16.4%	✓	864	996	-13.3%	✓	⇩	⇩
Deliberate	153	191	-19.9%	✓	319	367	-13.1%	✓	⇩	⇩

This measure has been assigned a positive status, with fewer injuries than previous year for both the reporting quarter and the year-ending September 2020.

Both the three and five year trends are positive across all components of the measure.

It is likely that the reduction in injuries relates to the decrease in incidents of this type that has been seen as a result of COVID-19.

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

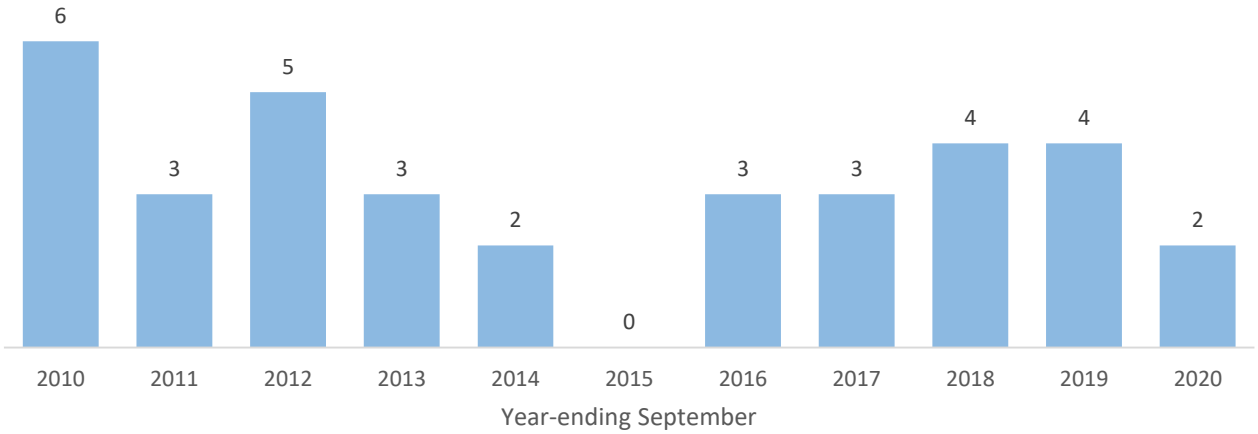
Measure 4: Fire-related deaths where people work, visit and in vehicles *Status*

	Q1 & Q2 20/21	Q1 & Q2 19/20	Var.		Year-end 30/09/20	Year-end 30/09/19	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	2	1	100.0%	⊗	2	4	-50.0%	✓	⇩	⇩
Accidental	1	1	0.0%	!	1	3	-66.7%	✓	⇩	⇩
Deliberate	1	0	NA	⊗	1	1	0.0%	!	⇧	⇧

Analysis

This is a critical to quality measure and is automatically reported as an exception if a death occurs during the reporting quarters (in this case Q1 and Q2 2020). There have been two fire-related deaths where people work, visit and in vehicles during the first six months of the 2020/21 financial year, this is the same for the year-ending September 2020.

Chart 8: Number of fire-related [1] deaths where people work, visit and in vehicles



The two fire related deaths in this category occurred at separate incidents:

1) 4th April 2020: Wellington, Somerset - Accidental Barn Fire

On the 4th April 2020 at 3:03pm we received a call to a large fire in a barn near Wellington. It is believed that the barn ignited when a bonfire became out of control and spread to the building. Sadly, due to the extent of the fire and the instability of the structure, crews were not able to enter the building. Sadly, a 74-year-old male died at the scene, further information on cause of death is not available at this time.

2) 14th May 2020: Glastonbury, Somerset - Suicide

On the 14th May 2020 at 17:59pm we received a call to a vehicle fire in Glastonbury. A 48-year-old male was removed from the vehicle but despite efforts to revive him he died due to a combination of burns and being overcome by gas / smoke. It is believed that the fire was started deliberately by the victim by igniting petrol.

Action required

A process of continual learning and development of knowledge of community risk within the service area needs to be embedded. This will inform strategy, underpin the Integrated Risk Management Plan and ensure high quality, accurate information is available across the organisation to focus community risk reduction activity.

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 20/21	Target	Var.	Year-end 30/09/20	Target	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	71.6%	75.0%	-3.4% ⊗	69.6%	75.0%	-5.4% ⊗	⇩	⇩
Inside 10 min zone[1]	84.3%	NA		82.9%	NA			

[1]*Response zone: 10 mins - estimated call handling (90 secs) - estimated turnout (wholetime: 90 secs, on-call: 270 secs)*

This measure has been assessed as being in exception due to being in excess of five per cent below the target of 75% for the year-ending September 2020. Additionally both the rolling three year and five year trends are negative.

An Exception report can be found on page 18 of this document.

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

	Q1 & Q2 20/21	Target	Var.	Year-end 30/09/20	Target	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	77.8%	75.0%	2.8% ✓	75.8%	75.0%	0.8% ✓	⇧	⇧
Inside 15 min zone[2]	85.8%	NA		84.7%	NA			

[2]*Response zone: 15 mins - estimated call handling (90 secs) - estimated turnout (wholetime: 90 secs, on-call: 270 secs)*

This measure has been assessed as showing good performance due to being above target for both the reporting quarters and the year-ending September 2020. The three and five year trends are also showing a positive direction of travel.

Exception report: Emergency Response Standard - Dwelling Fires

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

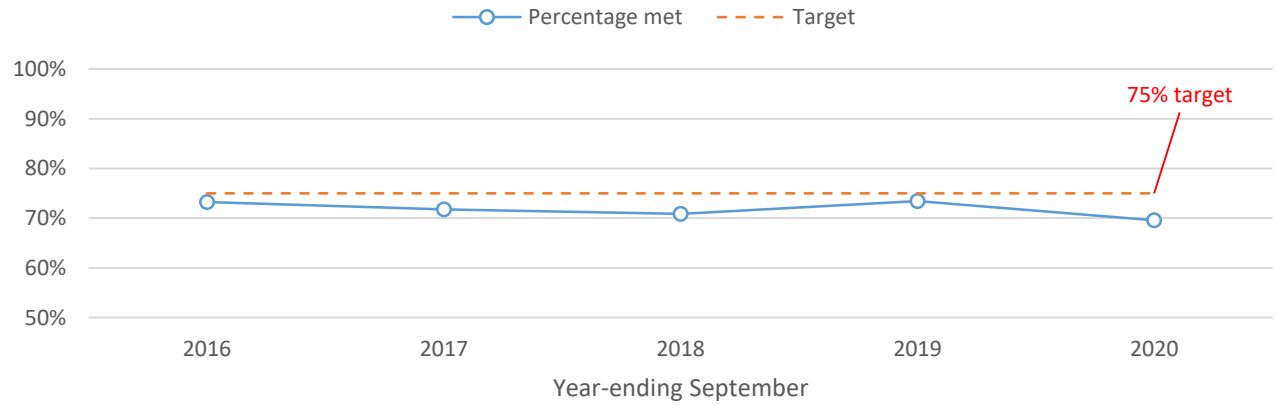
Status ✘

	Q1 & Q2 20/21	Target	Var.	Year-end 30/09/20	Target	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	71.6%	75.0%	-3.4% ⊗	69.6%	75.0%	-5.4% ⊗	⇩	⇩
Inside 10 min zone[1]	84.3%	NA		82.9%	NA			

Analysis

This measure is seeing below target performance for both the reporting quarters and the year-ending September 2020. Additionally, both the three and five year data are showing a slight downward trend.

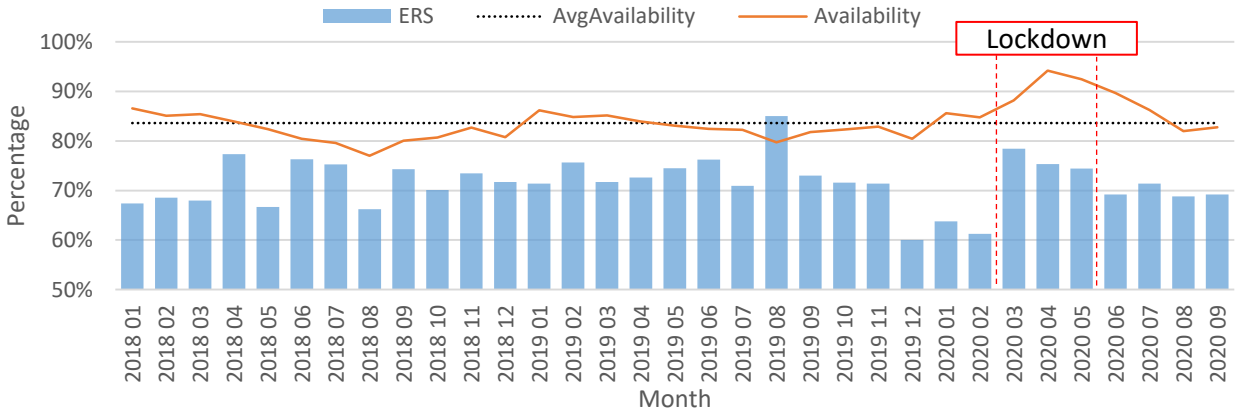
Chart 9: Dwelling fire ERS performance vs target



Around 82% of dwelling fires occur within a modelled 10 minute response zone of a fire station. When considering these incidents, the ERS is achieved on more than 80% of occasions (year-ending September 2020 = 83%). To close the gap and achieve drive performance towards the target level it is necessary to focus on understanding why almost 20% of these incidents, which are estimated to be within a reasonably achievable range of the station, are not being met.

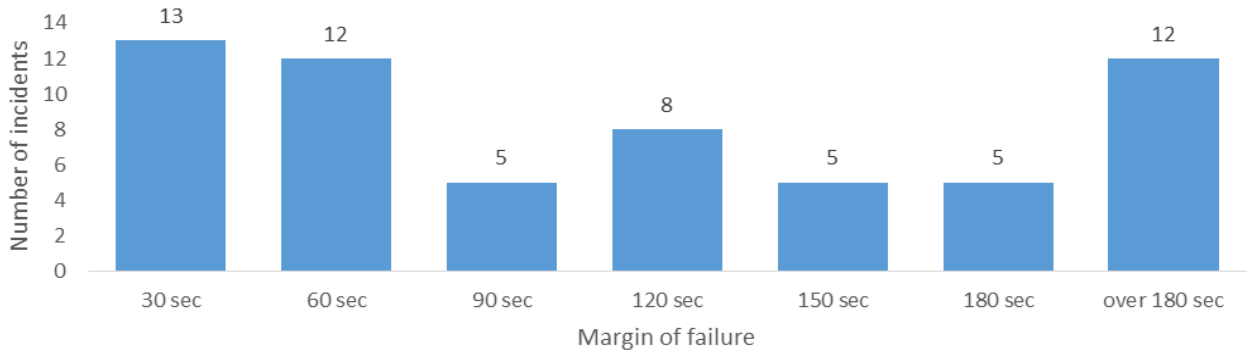
Improved availability can play a part in this, however not to as great an extent as may be thought. During the first period of COVID-19 Lockdown the Service experienced its best ever levels of availability. However, this was not reflected in a comparable improvement in dwelling fire ERS performance. It is likely that this is because the locations where dwelling fires are most likely to occur generally have excellent availability anyway.

Chart 10: ERS Performance vs Availability,



Exception report: Emergency Response Standard - Dwelling Fires

Chart 11: Dwelling fire ERS failure margin for **incidents inside the 10 minute response zone**
April 2020 to September 2020



Twenty-two percent (13) of the incidents within the response zones that missed the target did so by less than 30 seconds, an additional 20% (12) missed by less than 60 seconds. A further 20% missed the target by 180 seconds or more.

Processes have recently been implemented to improve the Service's understanding of the factors that effect response times and to identify changes that will enable marginal gains to be achieved. It is hoped that this will support an improvement in the Service's attainment of the Emergency Response Standard.

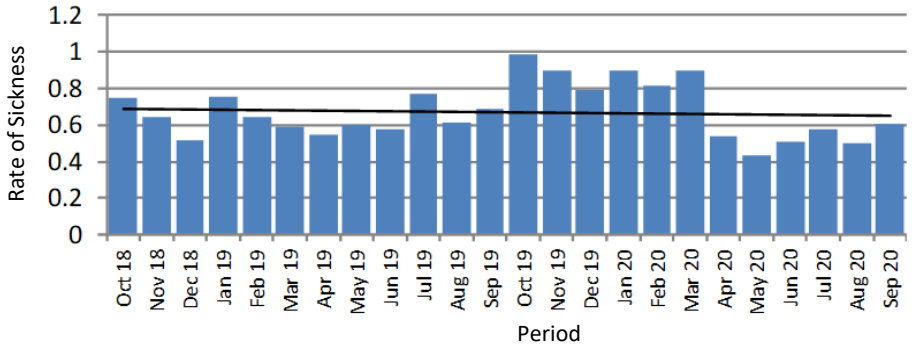
Action required
Performance to continue to be monitored, with learning points and best practice to be shared across the organisation.

Performance Overview - Sickness (April 2019 to August 2019)

Priority: Staff Safety - Sickness Rates

Measure Breakdown	Actual Oct-19 to Sep-20	Previous Oct-18 to Sep-19	% Variance
Sickness Rates (All Staff)	3.16	3.78	-16.3%

Average sick days taken per person, per month



Sickness Rates by Post Type Oct-19 to Sep-20	Wholetime Station Based Staff			Wholetime Non-Station Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
Overall Sickness Rate	3.79	4.74	-20.0%	2.30	3.50	-34.2%
Days / Shifts Lost	1344.5	1752.5	-23.3%	434.0	651.0	-33.3%
Sickness Rate - Long Term*	2.89	3.21	-10.1%	1.76	2.36	-25.7%
Days / Shifts Lost - Long Term	1024.5	1187.5	-13.7%	331.0	440.0	-24.8%
Sickness Rate - Short Term Cert**	0.32	0.56	-43.9%	0.41	0.72	-42.5%
Days / Shifts Lost - ST Cert.	112.0	208.0	-46.2%	78.0	134.0	-41.8%
Sickness Rate - Short Term***	0.59	0.97	-39.3%	0.24	0.41	-42.3%
Days / Shifts Lost - ST	208.0	357.0	-41.7%	45.0	77.0	-41.6%

Sickness Rates by Post Type Oct-19 to Sep-20	Control			Support Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
Overall Sickness Rate	2.55	3.39	-24.8%	2.97	2.73	8.8%
Days / Shifts Lost	89.5	115.0	-22.2%	911.2	753.0	21.0%
Sickness Rate - Long Term	1.00	2.12	-53.0%	2.22	1.65	34.1%
Days / Shifts Lost - Long Term	35.0	72.0	-51.4%	681.1	456.8	49.1%
Sickness Rate - Short Term Cert.	0.67	0.65	3.2%	0.29	0.30	-2.9%
Days / Shifts Lost - ST Cert.	23.5	22.0	6.8%	88.0	81.5	7.9%
Sickness Rate - Short Term	0.88	0.62	42.6%	0.46	0.78	-40.5%
Days / Shifts Lost - ST	31.0	21.0	47.6%	142.1	214.7	-33.8%

* Long Term Sickness: >28 Calendar Days

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

*** Short Term Sickness: <8 Calendar Days