



DEVON &
SOMERSET
FIRE & RESCUE SERVICE

APPENDIX A TO REPORT CSC/22/6

Community Safety Committee

2021/22 quarter three performance report

This report provides an overview of performance against the priorities and objectives that fall within the remit of this Committee.

Alice Murray, Strategic Analyst

Devon & Somerset
Fire & Rescue Service

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Introduction

To make sure that we are delivering the best possible service to the communities of Devon and Somerset and its visitors, we need to regularly monitor our performance. This report looks at Key Performance Indicators (KPIs) from the Services' Performance Management Framework that require the scrutiny of the Community Safety Committee.

The KPIs will support us to deliver against two of our four strategic priorities:

Priority 1 – “Our targeted prevention and protection activities will reduce the risks in our communities, improving health, safety and wellbeing and supporting the local economy.”

Priority 2 – “Our operational resources will provide an effective emergency response to meet the local and national risks identified in our Community Risk Management Plan”

The performance status of our KPIs is based on the following criteria:

Succeeding	The KPI is achieving its target.
Near target	The KPI is less than 10% away from achieving its target.
Needs improvement	The KPI is at least 10% away from achieving its target.

When a KPI has a status of “needs improvement”, an exception report will be provided which will contain further analysis and identify whether an additional action needs to be taken to drive improvement. Updates on progress against actions will be provided in future reports until they are closed.

KPIs that are “near target” will be monitored by the lead manager to assess whether performance is likely to improve where appropriate implement tactical changes to influence the direction of travel. No further information will be provided within this report.

Performance overview: top level

Table 1: performance status overview 2021/22 Q3

	Succeeding	Near target	Needs improvement
Priority 1	11	7	1
Priority 2	8	5	0

There is currently one KPI requiring improvement.

- KPI 1.1.4.1 - Number of Home Safety Visits completed (exception report, page 6)

Performance overview: priority one

Objective 1.1: we will work with partners to target our prevention activities where they have the greatest impact on the safety and wellbeing of our communities.

Table 2: KPIs that require improvement

KPI Ref	Description	Current	Target	% Diff.
1.1.4.1	Number of home fire safety visits completed	9,236	13,500	-31.6%

Table 3: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.
1.1.2.2	Rate of dwelling fire fatalities per 100,000 population	0.35	0.32	9.3%
1.1.3.2	Rate of dwelling fire hospitalisations per 100,000 population	4.54	4.28	6.0%
1.1.6.1	Percentage of targeted home safety visits meeting two or more risk criteria	51.5%	60.0%	-8.5%
1.1.10.2	Rate of other primary fire hospitalisations per 100,000 population (excludes dwellings and non-domestic premises)	0.64	0.58	9.0%

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Table 4: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.
1.1.1.2	Rate of dwelling fires attended per 100,000 population	53.18	54.20	-1.9%
1.1.8.2	Rate of other primary fires per 100,000 population (excludes dwellings and non-domestic premises)	45.80	47.26	-3.1%
1.1.9.2	Rate of other primary fire fatalities per 100,000 population (excludes dwellings and non-domestic premises)	0.10	0.11	-4.2%
1.1.11.2	Rate of secondary fires per 100,000 population	91.51	91.90	-0.4%

¹ The actual and target figures within this document are rounded to two decimal places for KPIs that are calculated as a rate. The percentage change is calculated using a higher degree of accuracy, this means that for smaller figures the percentage change may not be derived from the rounded figures presented in this report.

KPI Ref	Description	Current	Target	% Diff.
1.1.12.2	Rate of deliberate fires per 100,000 population	78.98	81.87	-3.5%
1.1.13.2	Rate of road traffic collisions per 100,000 population	49.53	52.52	-5.7%
1.1.14.2	Rate of people killed or seriously injured in road traffic collisions per 100,000 population	27.02	27.77	-2.7%

Exception report: number of home safety visits completed

This measure calculates the number Home Safety Visits (HSVs) that have been completed which have met the Home Office requirements of:

- identifying and advising of the potential fire risks within the home
- advising householders what to do to reduce or prevent these risks
- putting together an escape plan in case a fire does break out, and
- ensuring the householder has working smoke alarms.

Analysis

Based on our existing capacity of our home safety technicians and the introduction of doorstep home safety visits, delivered by our wholetime crews, we aim to complete 18,000 home safety visits during the 2021/22 financial year. Our current performance levels are well below the year-to-date target of 13,500 visits.

Table 5: cumulative number of HSVs completed against target, 2021/22



There are two main factors that have affected our ability to deliver the expected level of productivity.

1. COVID-19: understandably, there is still some reluctance from the public to allow our technicians and crews into their homes.
2. The introduction of doorstep home safety visits has taken time to implement. All wholetime watches have now received their training and early indications suggest that this will significantly increase the number of households that we are reaching.

Actions

1. Ensure that performance expectations are clearly communicated to frontline personnel.
2. Review processes and systems relating to the delivery of home safety activities to maximise efficiency and effectiveness.

Objective 1.2: we will protect people in the built environment through a proportionate, risk-based approach to the regulation of fire safety legislation.

Table 6: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.
--	No KPIs are currently requiring improvement	--	--	--

Table 7: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.
1.2.4.2	Number of fire safety audits completed (short and full)	411	446	-7.8%
1.2.5.4	Rate of non-domestic false alarms per 10,000 rateable premises (hereditaments)	263.7	256.0	3.0%
1.2.6.1	Percentage of statutory consultations completed to required timescales	99%	100%	-1.0%

Table 8: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.
1.2.1.2	Rate of non-domestic premises fires per 10,000 rateable premises (hereditaments)	62.31	62.56	-0.4%
1.2.2.2	Rate of non-domestic premises fire fatalities per 10,000 rateable premises (hereditaments)	0.11	0.14	-20.3%
1.2.3.2	Rate of non-domestic premises fire hospitalisations per 10,000 rateable premises (hereditaments)	1.22	1.38	-11.9%
1.2.4.1	Number of fire safety checks completed	2,233	1,503	48.6%

Objective 2.1: we will maintain accurate, timely and relevant risk information, enabling our operational crews to understand and be prepared to respond to the demand and risks present in their local communities.

Table 10: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.
--	No KPIs are currently requiring improvement	--	--	--

Table 11: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.
--	No KPIs are currently near to achieving target.	--	--	--

Table 12: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.
M2.1.1.1	Number of local exercises completed	49	36	36.1%
M2.1.1.2	Number of crossborder exercises completed	12	12	0.0%
M2.1.1.3	Number of national exercises completed	2	1	100.0%
M2.1.4.1	Percentage of operational risk information in date - level 3 SSRI	95.4%	94.0%	1.4%
M2.1.4.2	Percentage of operational risk information in date - level 4 tactical plans	100.0%	98.0%	2.0%
M2.2.3.2	Percentage of road traffic collisions attended within 15 minutes of call answer	78.7%	75.0%	3.7%

Objective 2.2: We will monitor changes in risk to ensure that our resources are most available in the locations necessary to mitigate them.

Table 13: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.
--	No KPIs are currently requiring improvement.	--	--	--

Table 14: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.
M2.2.3.1	Percentage of dwelling fires attended within 10 minutes of call answer	72.9%	75.0%	-2.1%

Table 15: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.
M2.2.3.2	Percentage of road traffic collisions attended within 15 minutes of call answer	78.7%	75.0%	3.7%

Objective 2.4: we will support the effective delivery of our frontline services by seeking improvements to our operational resourcing, mobilising and communications functions.

Table 16: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.
--	No KPIs are currently requiring improvement.	--	--	--

Table 17: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.
M2.4.1.1	Risk prioritised pump availability (percentage)	94.8%	98.0%	-3.2%
M2.4.1.2	Standard pump availability (percentage)	78.6%	85.0%	-6.4%
M2.4.3.1	Percentage of calls handled within target time (call answer to resource mobilisation)	83.9%	90.0%	-6.1%

Table 18: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.
--	No KPIs are currently achieving target.	--	--	--

Objective 2.8: we will be prepared to respond to major incidents and support partner agencies.

Table 19: KPIs that are requiring improvement

KPI Ref	Description	Current	Target	% Diff.
--	No KPIs are currently requiring improvement.	--	--	--

Table 20: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.
--	No KPIs are currently near to achieving target.	--	--	--

Table 21: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.
M2.8.1.1	Availability of national resilience assets (percentage)	100%	100%	0.0%
M2.8.1.2	National resilience competencies in date	100%	100%	0.0%

Glossary

Most terms and definitions can be found within the Home Office Fire Statistics Definitions document: <https://www.gov.uk/government/publications/fire-statistics-guidance/fire-statistics-definitions>

Some other terms are listed below:

Operational risk information: this information is focused on location specific risks posed to firefighters.

Site specific risk information (SSRI): this information is captured for locations that are particularly complex and pose greater levels of risk to our fire-fighters. Visits are made to these locations, hazards identified and plans made on how to respond if an incident occurs.

Risk prioritised pump: there are 56 priority fire engines in our highest risk areas that are essential to enabling us to effectively manage risk levels. There is an expectation that each of these appliances will be available to respond a minimum of 98% of the time.

Standard pump: there are 56 appliances located in less risky areas, but which are still key to ensuring that we are keeping our communities safe. These are all on-call or volunteer appliances and there is an expectation that each appliance will be available at least 85% of the time.

Home fire safety visits: these are visits that are carried out at people's homes by our home safety technicians and wholetime firefighters.

Fire safety checks: FSCs are delivered by our operational crews and provide a basic assessment of fire safety standards within businesses. Where potential issues are identified premises will be referred for a fire safety audit that is conducted by one of our professional fire safety officers.