



DEVON &
SOMERSET
FIRE & RESCUE SERVICE

Community Safety Committee

2021/22 quarter four performance report

This report provides an overview of performance against the priorities and objectives that fall within the remit of the Community Safety and Corporate Planning Committee.

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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 Q4

	Succeeding	Near target	Needs improvement
Priority 1	9	8	2
Priority 2	10	4	0

The two KPIs with a status of “needs improvement” are:

- KPI 1.1.2.1 - Number of dwelling fire fatalities
- KPI 1.1.4.1 - Number of Home Safety Visits completed (exception report, page 7)

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.
1.1.2.1	Number of dwelling fire fatalities in reporting quarter	2	0	NA
	Number of dwelling fire fatalities in last 12 months vs five-year average	6	7	-14.3%
	Dwelling fires fatality performance status	Needs improvement: fatalities reported in quarter		

KPI Ref	Description	Current	Target	% Diff.
1.1.4.1	Number of home fire safety visits completed	14,781	18,000	-17.9%

Table 3: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.
1.1.3.2	Rate of dwelling fire hospitalisations per 100,000 population	4.44	4.27	4.0%
1.1.6.1	Percentage of targeted home safety visits meeting two or more risk criteria	54.4%	60.0%	-5.6%
1.1.10.2	Rate of other primary fire hospitalisations per 100,000 population (excludes dwellings and non-domestic premises)	0.64	0.59	8.7%
1.1.11.2	Rate of secondary fires per 100,000 population	91.94	91.85	0.1%

¹

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	52.84	53.65	-1.5%

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.
1.1.8.2	Rate of other primary fires per 100,000 population (excludes dwellings and non-domestic premises)	45.61	46.98	-2.9%
1.1.12.2	Rate of deliberate fires per 100,000 population	78.60	81.38	-3.4%
1.1.13.2	Rate of road traffic collisions per 100,000 population	49.14	52.17	-5.8%
1.1.14.2	Rate of people killed or seriously injured in road traffic collisions per 100,000 population	26.99	27.06	-0.3%

KPI Ref	Description	Current	Target	% Diff.
1.1.9.1	Number of other fire fatalities in reporting quarter	0	0	NA
	Number of other fire fatalities in last 12 months vs five-year average	2	2	0.0%
	Other fires fatality performance status	Succeeding: both quarter and 12-month average on target		

Exception report: number of dwelling fire fatalities

This KPI reports on the number of fire-related fatalities in dwelling fires.

If there is a fire-related fatality within the reporting quarter, the KPI will immediately be reported as “Needs Improvement” and require an exception report.

If there is not a fire-related fatality in the quarter, a performance status will be provided that incorporates the 12-month figure vs the five-year average.

Analysis

The KPI is currently in exception due to two fire-related fatalities being recorded within the reporting quarter.

Date and location: 19/03/2022, Brixham

Victim: Female, 100 years old

Property type: Terraced House – single occupancy

Emergency Response Standard: Met

Incident details: On the 19th of March 2022 at 12:38pm, three crews from Brixham and Paignton stations were mobilised to a “Fire Domestic Persons Reported” incident. Brixham were first on scene, arriving at the incident 9 minutes 5 seconds after the call was received (meeting the Emergency Response Standard for dwelling fires).

On arrival, crews reported that smoke was issuing from the property, they had also been alerted that the elderly female occupant was inside and was reliant on a walking frame.

Firefighters in breathing apparatus entered the property and located the 100-year-old female occupant in the hallway and rescued her from the property. The victim was unconscious; first aid was administered while awaiting the arrival of the ambulance service. Despite the efforts of the crews, the victim was pronounced dead at the scene.

Following fire investigation, it was established that the fire started accidentally as a result of either a fault within the double square adaptor or the electric blanket. Both of these items have been sent for forensic testing and we are awaiting the results.

Date and location: 26/03/2022, Plymouth

Victim: Male, 25 years old

Property type: Caravan/mobile home (permanent dwelling)

Emergency Response Standard: Met

Incident details: On the 26th of March 2022 at 1:07pm, four appliances from Camels Head, Crownhill and Greenbank (two appliances) were mobilised to a “Fire Domestic Persons Reported” incident. Crownhill were first on scene, arriving at the incident 3 minutes 16

seconds after the call was received, having been assigned to the incident whilst returning from another shout in the Plymouth area.

On arrival, crews were met by a caravan that was well alight. Unfortunately, the occupant of the caravan, a 25-year-old male, was pronounced dead at the scene.

Due to the extent of damage an exact cause of the fire could not be determined, however, evidence examined by the Fire Investigator indicated that it most likely started accidentally.

Actions

- All incidents where there is a fire-related fatality are reviewed by the Community Safety department, Strategic Analysts and Communications and Engagement department.
- Where learning points or potential trends are identified, actions are put into place to support improved outcomes for communities.

Exception report: number of home safety visits completed

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

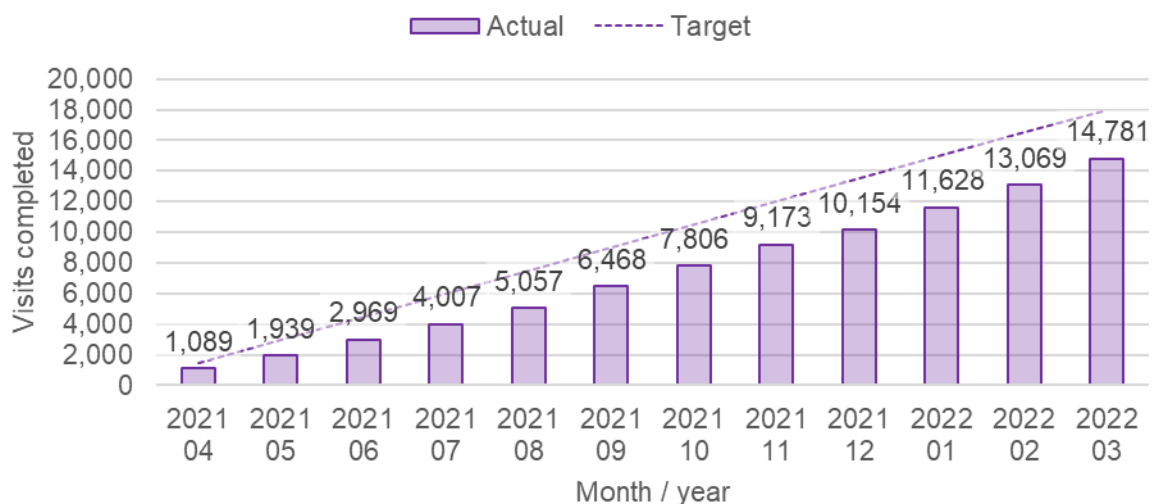
- identifying and advising of the potential fire risks within the home
- advising householders what to do to reduce or prevent these risks
- putting together an escape plan in case a fire does break out, and
- ensuring the householder has working smoke alarms.

Analysis

During 2021/21 we completed 14,781 Home Fire Safety Visits, 17.1% below our target of 18,000. The target was based on the capacity of our home safety technicians and the introduction of doorstep home safety visits, delivered by our wholetime crews.

During Q4 2021/22, the service delivered an average of 1,542 HFSVs per month, compared to an average of 1,128 during the preceding nine months.

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: during 2021/22 there has continued to be some reluctance from the public to allow our technicians 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. Continue the 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.
1.2.1.2	Rate of non-domestic premises fires per 10,000 rateable premises (hereditaments)	61.60	61.50	0.1%
1.2.4.2	Number of fire safety audits completed (short and full)	549	600	-8.5%
1.2.5.4	Rate of non-domestic false alarms per 10,000 rateable premises (hereditaments)	265.04	254.66	4.1%
1.2.6.1	Percentage of statutory consultations completed to required timescales	99.1%	100.0%	-0.9%

Table 8: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.
1.2.3.2	Rate of non-domestic premises fire hospitalisations per 10,000 rateable premises (hereditaments)	1.12	1.25	-10.2%
1.2.4.1	Number of fire safety checks completed	3273	2000	63.7%

KPI Ref	Description	Current	Target	% Diff.
1.2.2.1	Number of non-domestic fire fatalities in reporting quarter	0	0	NA
	Number of non-domestic fire fatalities in last 12 months vs five-year average	0	1	-100.0%
	Non-domestic fires fatality performance status	Succeeding: both quarter and 12-month average on target		

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	54	36	50.0%
M2.1.1.2	Number of crossborder exercises completed	14	12	16.7%
M2.1.1.3	Number of national exercises completed	5	1	400.0%
M2.1.4.1	Percentage of operational risk information in date - level 3 SSRI	96.7%	94.0%	2.7%
M2.1.4.2	Percentage of operational risk information in date - level 4 tactical plans	100.0%	98.0%	2.0%

²

² M2.1.4.2: whilst reported performance levels indicate that this KPI is succeeding, significant issues have been identified within the data. It is highly likely that this KPI is currently over reporting and performance is likely to be worse than indicated. A more accurate picture will be available within the 2022/23 Q1 Performance Report.

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 near to achieving target.	--	--	--

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	71.4%	75.0%	-4.8%

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	76.4%	75.0%	1.4%

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)	96.7%	98.0%	-1.3%
M2.4.1.2	Standard pump availability (percentage)	80.8%	85.0%	-4.2%
M2.4.3.1	Percentage of calls handled within target time (call answer to resource mobilisation)	89.3%	90.0%	-0.7%

Table 18: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.
M2.4.3.2	Average turnout time for emergency incidents - wholetime duty system (median)	81	90	-10.0%
M2.4.3.3	Average turnout time for emergency incidents - on-call duty system (median)	288	300	-4.0%

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:

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.