



DEVON &  
SOMERSET  
FIRE & RESCUE SERVICE

# Community Safety Committee

## 2022/23 quarter one 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 2022/23 Q1

	Succeeding	Near target	Needs improvement
Priority 1	10	8	1
Priority 2	7	6	1

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

- KPI 1.1.2.2 – Dwelling fire fatalities (exception report, page 7)
- KPI 2.1.4.2 – Percentage of operational risk information in date - level 4 tactical plans (exception report, page 10)

## 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.
1.1.2.2	Number of dwelling fire fatalities in reporting quarter	1	0	NA
	Number of dwelling fire fatalities in last 12 months vs five-year average	5	6	-16.7%
	Dwelling fires fatality performance status	Needs improvement: fatality reported in quarter		

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	4.30	4.26	1.0%
1.1.4.1	Number of home fire safety visits completed	4,357	4,500	-3.2%
1.1.10.2	Rate of other primary fire hospitalisations per 100,000 population (excludes dwellings and non-domestic premises)	62.5%	57.4%	8.8%
1.1.11.2	Rate of secondary fires per 100,000 population	92.11	91.65	0.5%

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KPI Ref	Description	Current	Target	% Diff.
1.1.9.2	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	1	100.0%
	Other fires fatality performance status	Near target: zero fatalities in quarter but 12-month average above target		

<sup>1</sup> 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.

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	52.48	53.37	-1.7%
1.1.6.1	Percentage of targeted home safety visits meeting two or more risk criteria	60.2%	60.0%	0.2%
1.1.8.2	Rate of other primary fires per 100,000 population (excludes dwellings and non-domestic premises)	45.21	46.85	-3.5%
1.1.12.2	Rate of deliberate fires per 100,000 population	78.21	81.22	-3.7%
1.1.13.2	Rate of road traffic collisions per 100,000 population	48.44	51.28	-5.5%
1.1.14.2	Rate of people killed or seriously injured in road traffic collisions per 100,000 population	26.53	26.84	-1.2%

## 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 one potentially fire-related fatality being recorded within the reporting quarter.

**Date and location: 09/04/2022, Plymouth**

**Victim: Female, 78 years old**

**Property type: Single occupancy dwelling**

**Emergency Response Standard: Met**

**Incident details:** On the 9<sup>th</sup> of April 2022 at 8:17pm, three appliances from Greenbank (two appliances) and Plymstock stations were mobilised to a “Fire Domestic” incident. Greenbank were first on scene, arriving at the incident 8 minutes 16 seconds after the call was received (meeting the Emergency Response Standard for dwelling fires).

On arrival, crews found that a very small fire that is believed to have started [accidentally] had burnt itself out and no firefighting action was required. Sadly, a [insert age]-year-old woman was found dead at the scene.

The post-mortem results are yet to be received and it is possible that the cause of death was unrelated to the fire. If this is the case, the record will be removed from the statistics in future reports.

### Action

No further action required until the post-mortem results are delivered.

If it is identified that the death was fire related, a Fatal Fire Review will be conducted to identify any learning points.

If it is identified that the death was unrelated to the fire, the record will be removed from these statistics.

## 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)	61.74	60.80	1.5%
1.2.5.4	Rate of non-domestic false alarms per 10,000 rateable premises (hereditaments)	266.53	253.73	5.0%
1.2.6.1	Percentage of statutory consultations completed to required timescales	99.5%	100.0%	-0.5%

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	1.27	-11.3%
1.2.4.1	Number of fire safety checks completed	826	750	10.1%
1.2.4.2	Number of fire safety audits completed (short and full)	126	120	5.0%

KPI Ref	Description	Current	Target	% Diff.
1.2.2.2	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.
M2.1.4.2	Percentage of operational risk information in date - level 4 tactical plans	36.0%	98.0%	-62.0%

Table 11: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.
M2.1.1.3	Number of national exercises completed	0	1	-100.0%
M2.1.4.1	Percentage of operational risk information in date - level 3 SSRI	93.1%	94.0%	-0.9%

Table 12: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.
M2.1.1.1	Number of local exercises completed	16	9	77.8%
M2.1.1.2	Number of crossborder exercises completed	5	3	66.7%

## Exception report: percentage of operational risk information in date - level 4 tactical plans

This KPI reports on the percentage of premises with a level 4 tactical plan that are in date for revalidation.

A site or premises ranked as level 4 requires the completion of a Tactical Plan. This may be in addition to an SSRI, but an SSRI is not a pre-requisite for the production of a Tactical Plan. A Tactical Plan is a detailed document with information relevant to Level 2 and 3 Incident Commanders about the response to an incident at a specific site should it be likely to be complex or protracted.

### Analysis

The KPI is in exception as of 30<sup>th</sup> June 2022, with just 36.0% of level 4 sites in date for revalidation, 62.0% below the 98.0% target.

Performance throughout 2022/23 to date has been below target, this is largely due to ongoing capacity issues due to staff shortages of Risk Inspection Officers and Risk Information Technicians.

It is also acknowledged that previous processes were not efficient or resilient, leading to a significant backlog of work. This is now being addressed, with new processes being embedded that will support increased output and improved resilience.

It is anticipated that performance will gradually improve over coming months and that once the backlog is resolved a high level of performance can be maintained.

### Actions

- Following review, processes have been refined including:
  - the introduction of three specialist officers on 21-hour contracts to conduct development and review of tactical plans at complex sites e.g. large hospitals, prisons etc.
  - the introduction of reviews of tactical plans by Response Groups
  - utilisation of specialisms already within the organisation in the development of tactical plans e.g. Capability Leads.

**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	68.5%	75.0%	-8.7%

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	76.0%	75.0%	1.0%

**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: <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.