Community Safety Committee

2022/23 quarter two 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 (key performance indicator) 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 Q2

	Succeeding	Near target	Needs improvement
Priority 1	13	7	2
Priority 2	7	6	1

The three KPIs with a status of "needs improvement" are:

- KPI 1.1.2.2 – Number of dwelling fire fatalities (exception report, page 7)
- KPI 1.10.1.2 – Rate of other primary fire hospitalisations per 100,000 population (exception report, page 9)
- KPI 2.1.4.2 – Percentage of operational risk information in date - level 4 tactical plans (exception report, page 13)

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	2	0	NA
	Number of dwelling fire fatalities in last 12 months vs five-year average	6	6	0.0%
	Dwelling fires fatality performance status	Needs improvement: fatality reported in quarter		
1.1.10.2	Rate of other primary fire hospitalisations per 100,000 population (excludes dwellings and non-domestic premises)	0.64	0.57	12.4%

Table 3: KPIs that are near to achieving target[1]

KPI Ref	Description	Current	Target	% Diff.
1.1.2.2	Rate of dwelling fire fatalities per 100,000 population	0.37	0.34	8.8%
1.1.3.2	Rate of dwelling fire hospitalisations per 100,000 population	4.39	4.25	3.2%
1.1.6.1	Percentage of targeted home safety visits meeting two or more risk criteria	57%	60%	-3.5%
1.1.11.2	Rate of secondary fires per 100,000 population	98.42	91.43	7.6%

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[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.

Table 4: KPIs that are achieving target

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	0	1	-100.0%
	Other fires fatality performance status	Succeeding: both quarter and 12-month average on target		
1.1.1.2	Rate of dwelling fires attended per 100,000 population	51.85	53.12	-2.4%
1.1.4.1	Number of home fire safety visits completed	9,678	9,000	7.5%
1.1.8.2	Rate of other primary fires per 100,000 population (excludes dwellings and non-domestic premises)	45.85	46.70	-1.8%
1.1.9.2	Rate of other primary fire fatalities per 100,000 population (excludes dwellings and non-domestic premises)	0.08	0.10	-21.3%
1.1.12.2	Rate of deliberate fires per 100,000 population	80.02	81.05	-1.3%
1.1.13.2	Rate of road traffic collisions per 100,000 population	47.15	50.33	-6.3%
1.1.14.2	Rate of people killed or seriously injured in road traffic collisions per 100,000 population	25.68	26.59	-3.4%

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

Table 5: performance status - number of dwelling fire fatalities

KPI Ref	Description	Current	Target	% Diff.
1.1.2.2	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	6	0.0%
	Dwelling fires fatality performance status	Needs improvement: fatality reported in quarter		

A summary providing some detail on each incident is provided below:

Date and location: 03/08/2022, Exmouth

Victim: Female, 54 years old

Property type: Converted Flat/Maisonette

Emergency Response Standard: Met

Incident details: On the 3rd of August 2022 at 12:26am, a call was received by fire Control who mobilised resources to a "Fire Domestic, Persons Reported" incident in Exmouth. Two fire engines from Exmouth and one fire engine from Middlemoor (Exeter) attended; Exmouth's wholetime crew were first on scene, arriving at the incident 7 minutes 22 seconds after the call was received.

On arrival, crews found that a member of the public had rescued the victim from the property. Sadly, despite crews administering CPR to the victim, a 54-year-old female was pronounced dead at the scene.

The fire is believed to have started accidentally in the kitchen when cooking that had been left unattended ignited.

Date and location: 14/09/2022, Brompton Regis

Victim: Male, 54 years old

Property type: House – single occupancy

Emergency Response Standard: Not met[2]

Incident details: On the 14th of September 2022 at 6:10pm, the Fire Control received a call from the Police to attend an attempted suicide incident in Brompton Regis. A fire engine from Dulverton was mobilised in line with the pre-determined attendance (PDA) requirement.

Around a minute after Dulverton mobilised, information was received that there had been an explosion and property was now on fire. Additional fire engines from Wiveliscombe and Williton were mobilised to meet the updated PDA requirements.

Dulverton were first in attendance, arriving 30 minutes 48 seconds after the initial call was received by Fire Control. Under normal circumstances the journey would take less than 15 minutes, however, their response was delayed by a road closure, increasing their travel time by around 7 to 8 minutes.

On arrival, the fire was well developed, largely due to the presence of a significant amount of accelerant (petrol) which had been distributed around a bedroom in the property by the victim of the fire.

While it is believed that the victim intended to set fire to the property, it is thought that the ignition occurred accidentally when electrical item(s) ignited vapours from the petrol.

The severity of the fire meant that it was not possible to carry out a rescue.

Action(s)

- When a death is confirmed by the Coroner as being fire-related, a Fatal Fire Review is conducted by the Community Safety department and other stakeholders to identify any learning points.

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[2] As the initial call did not have a "domestic fire" incident type, this incident is not included within the Emergency Response Standard KPI.

Exception report: rate of hospitalisations in other primary fires per 100,000 population

This KPI reports on the number of people that sustained an injury that required treatment in hospital, either as an inpatient or outpatient, as a result of a fire in a location other than a dwelling or non-domestic premises. The KPI is presented as a rate per 100,000 resident population. This allows us to monitor trends more effectively, as changes to population levels are incorporated into the calculation. It also means that we can benchmark our performance against the other fire and rescue services.

Analysis

This KPI is in exception due to being 12.4% above target (actual = 0.64 hospitalisations per 100,000 population, target = 0.57).

Table 6: performance status - rate of hospitalisations in other primary fires per 100,000 population

KPI Ref	Description	Current	Target	% Diff.
1.1.10.2	Rate of other primary fire hospitalisations per 100,000 population (excludes dwellings and non-domestic premises)	0.64	0.57	12.4%

Our aim is to reduce dwelling the average annual rate of other fire hospitalisations (based on a five-year rolling average) by 15% over the three-year period from April 2021 to March 2024.

In the past 12 months (October 2021 to September 2022), 6 people have required hospital treatment. The preceding five-year average is 11 hospitalisations per year. The rate is prone to significant fluctuation as the numbers in question are very low.

While the rolling five-year average is above target, it is largely due to relatively high numbers during the 12-month period from October 2018 to September 2019.

Figure 1: rate of hospitalisations as a result of other primary fires per 100,000 population based on rolling five-year average, with number of hospitalisations per year
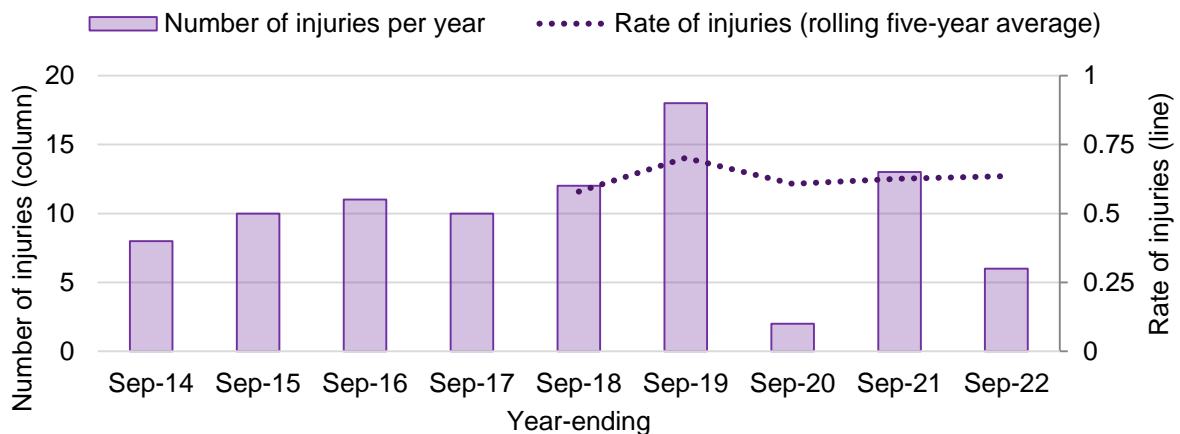
Action

It is recommended that the method for assessment of performance is reviewed.

Based on the evidence above and improved confidence in the stability of incident levels in the aftermath of the Covid pandemic, we are now in a position where we can set a reasonable expectation of where injury levels should be.

A more effective option is to monitor whether the rate of injuries is within expected ranges based on historic performance. Should performance exceed the upper limit, an exception report should be provided.

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 7: KPIs that are requiring improvement

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

Table 8: 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)	61.80	60.10	2.8%
1.2.5.4	Rate of non-domestic false alarms per 10,000 rateable premises (hereditaments)	266.24	252.59	5.4%
1.2.6.1	Percentage of statutory consultations completed to required timescales	100%	100%	-0.5%

Table 9: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.
	Number of non-domestic fire fatalities in reporting quarter	0	0	NA
1.2.2.2	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		
1.2.2.2	Rate of non-domestic premises fire fatalities per 10,000 rateable premises (hereditaments)	0.11	0.13	-17.8%
1.2.3.2	Rate of non-domestic premises fire hospitalisations per 10,000 rateable premises (hereditaments)	1.06	1.24	-14.0%
1.2.4.1	Number of fire safety checks completed	1,958	1,500	30.5%
1.2.4.2	Number of fire safety audits completed (short and full)	414	240	72.5%

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	51.9%	98.0%	-46.1%

Table 7: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.
M2.1.4.1	Percentage of operational risk information in date - level 3 SSRI	88.5%	94.0%	-5.5%

Table 8: KPIs that are achieving target

KPI Ref	Description	Current	Target	% Diff.
M2.1.1.1	Number of local exercises completed	86	36	138.9%
M2.1.1.2	Number of crossborder exercises completed	20	12	66.7%
M2.1.1.3	Number of national exercises completed	5	1	400.0%

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 30th September 2022, with just 48.1% (13 of 27) of level 4 sites in date for revalidation, 49.9% below the 98.0% target.

Table 9: performance status - percentage of operational risk information in date - level 4 tactical plans

KPI Ref	Description	Current	Target	% Diff.
M2.1.4.2	Percentage of operational risk information in date - level 4 tactical plans	51.9%	98.0%	-46.1%

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. While there has been a slight improvement compared to the quarter one position (36.0% in date), the percentage has not changed since August.

As mentioned in the quarter one report, it is 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 are supporting increased output and improved resilience. However, capacity is still limited and the review and development of a tactical plan can take 1-2 months for one person working full time.

It is anticipated that performance will continue to improve over coming months, five reviews are currently in progress and nearing completion. Once the backlog is resolved it is expected that an elevated level of performance can be maintained.

Actions

- The issue of level four tactical plans that are overdue review has been added to the Corporate Risk Register.
- Consideration is being given to initiating business continuity arrangements within the Operational Risk team.
- Dedicated personnel to continue to work through the backlog, updating plans systematically.

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 14: KPIs that are requiring improvement

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

Table 15: 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	70.6%	75.0%	-4.4%
M2.2.3.2	Percentage of road traffic collisions attended within 15 minutes of call answer	72.8%	75.0%	-2.2%

Table 16: KPIs that are achieving target

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

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 17: KPIs that are requiring improvement

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

Table 18: KPIs that are near to achieving target

KPI Ref	Description	Current	Target	% Diff.
M2.4.1.1	Risk prioritised pump availability (percentage)	92.2%	98.0%	-5.8%
M2.4.1.2	Standard pump availability (percentage)	75.3%	85.0%	-9.7%
M2.4.3.1	Percentage of calls handled within target time (call answer to resource mobilisation)	89.6%	90.0%	-0.4%

Table 19: 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)	80	90	-11.1%
M2.4.3.3	Average turnout time for emergency incidents - on-call duty system (median)	291	300	-3.0%

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

Table 2010: KPIs that are requiring improvement

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

Table 21: KPIs that are near to achieving target

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

Table 22: 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.