



**Safest People, Safest Places**

## **Performance Committee**

**3 September 2020**

### **Performance Report – Quarter One 2020/21**

#### **Report of Area Manager, Community Risk Management**

##### **Purpose of Report**

1. This report presents a summary of organisational performance at the end of the first quarter of the 2020/21 financial year.

##### **Background**

2. Both operational and corporate performance is monitored and managed internally via the monthly Performance & Programme Board (PPB) and Service Leadership Team (SLT) forums. Members of the Combined Fire Authority (CFA) consider performance on a quarterly basis at meetings of the Performance Committee and the full CFA.
3. A comprehensive suite of performance indicators (PIs) are employed to measure both operational and corporate performance. Targets are set on an annual basis against SMART criteria and take account of longer-term trends and the potential for spikes in performance.
4. This robust approach to performance management enables action to be taken at an early stage if performance is not meeting expectations and provides assurance that resources are being directed towards the areas of greatest risk.
5. In addition to setting a target level for relevant PIs, the Service also employs a system of tolerance limit triggers that allow under or over performance to be highlighted to the PPB when the PI goes beyond set tolerances, which vary depending on the indicator. Each PI has a total of four tolerance limit triggers; two each for both under and over performance.
6. Performance is presented from two perspectives: by comparison against the annual target levels, and by comparison with performance at the same point last year.

## Overview of performance across all indicator categories

7. At the end of quarter one 2020/21, across both operational and corporate areas of the Service, 69% of the strategic PIs met or exceeded their target level, while 70% of the strategic PIs either maintained or improved when compared to performance last year.

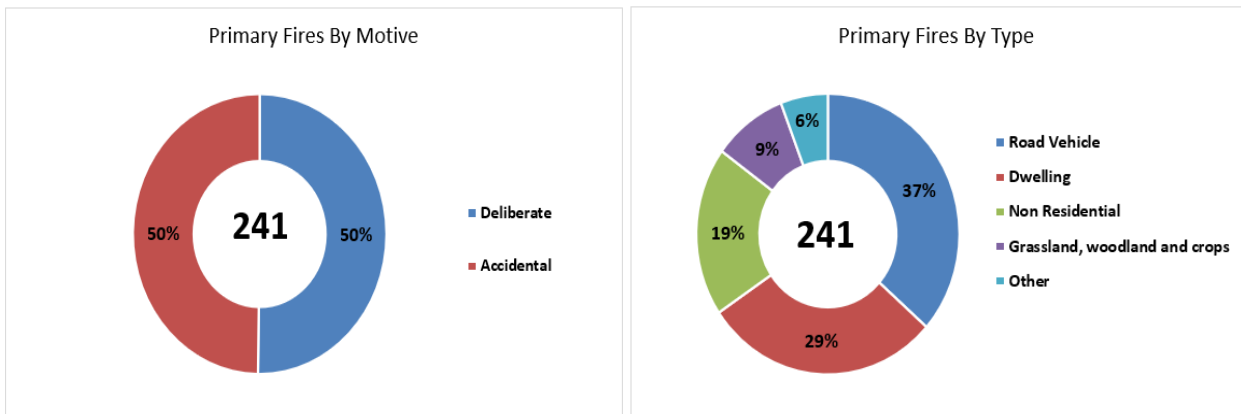
### Performance reporting by exception

8. The following sections of the report present details of specific operational and corporate indicators where performance was notably strong or where additional work is required to secure improvement. An explanatory narrative is provided for each PI group along with information about how performance compares to the annual target and the previous year.

### Prevention

Performance Indicator	Objective	Q1 2020/21 Actual	Q1 Target	Actual vs Target	2019/20 Q1 Actual	Actual vs Previous Year
PI 01 - Deaths Arising from Accidental Fires in Dwellings	Down	0	0	0%	0	0%
PI 02 – Primary Fires	Down	241	263	8.4%	251	4%
PI 03 – Number of Accidental Dwelling Fires	Down	58	65	10.8%	60	3.3%
PI 04 - Injuries Arising from Accidental Dwelling Fires	Down	8	8	0%	5	-60%
PI 05 - Total Secondary Fires	Down	858	719	-19.4%	861	0.3%
PI 07 – Number of Safe & Wellbeing Visits	Up	581	600	-3.1%	5217	-88.7%
PI 42 - Proportion of Safe & Wellbeing Visits to High Risk People/Properties	Up	69.6%	80%	-13%	82.7%	-15.8%

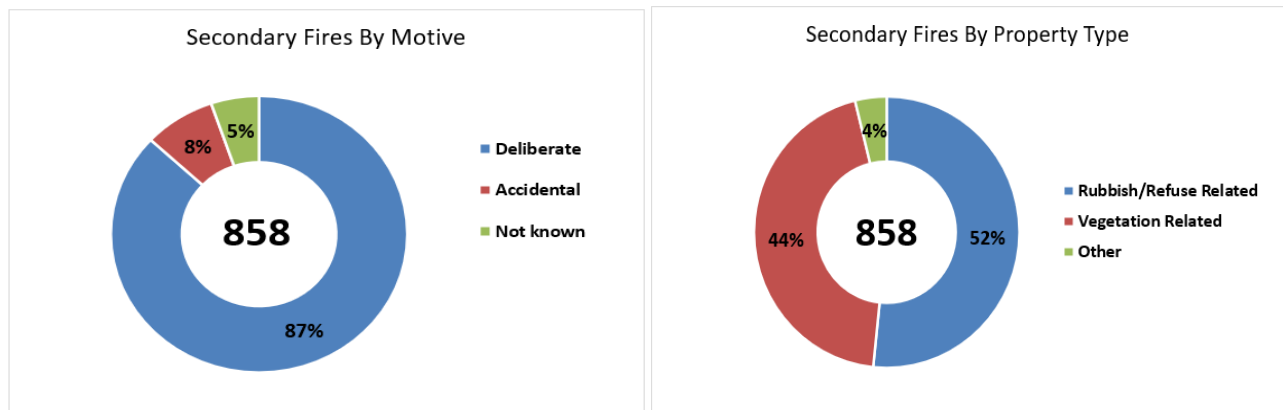
**PI01** – There have been no deaths from accidental dwelling fires (ADFs) in quarter one of 2020/21, however the Service are still waiting for two potential fire fatalities to be heard at the Coroner’s Court from the incidents in Kelloe in December 2019 and Easington in March 2020. Community Risk Management and Emergency Response managers continue to scrutinise fatal and serious injury incident data. This data is then used alongside local risk profile information to target the delivery of prevention advice. Human factors such as distraction and falling asleep continue to be key factors in fatalities and serious injuries and these areas are emphasised during SWVs.



**PI02** - The number of primary fires are currently below the target and have shown reductions consistently across the last three months. Approximately 37% of these fires are linked to motor vehicles with 29% being in dwellings. A slight increase in fires in garden sheds has been noted and also a reduction in fires in the workplace which is linked to reduced business activity during COVID-19. The majority of fires occur in the late afternoon into the evening. Key areas are Central Ward and Chilton.

**PI03** - The number of accidental dwelling fires over this period is slightly better than the previous year over the same period. Fires in the kitchen are the main location for these fires. There have been a number of fires with lone persons over pensionable age and linked to distraction. No significant geographical areas are highlighted by exception. There has been a slight drop in the number of fires where single parents with dependant children are present. CRM will refresh advice for crews to deliver SWVs around safe escape behaviours. We will increase our safety messages around kitchen safety and escape behaviours in forms of media which specifically target elderly people as well as increasing social media posts with these messages.

**PI04** – There have been 8 injuries resulting from accidental dwelling fires this period. This is up slightly on last year where there were 5. The majority of the injuries were caused by minor burns or minor smoke inhalation. Several of the minor injuries were caused by occupants attempting to fight the fire. Incident data shows us that distraction involving cooking appliances has accounted for the majority of ADFs. CRM will refresh advice for crews to deliver SWVs around safe escape behaviours. We will also step up social media posts around kitchen safety and escape behaviours.



**PI05** - The number of secondary fires is in line with the same period last year however is higher than the predicted target. There has been notable reduction of fires in the Eden Hill, Middridge, Easington Colliery and Dawdon areas. However, increases in Haswell and Wingate areas. The majority for fires has been deliberate and common types include loose

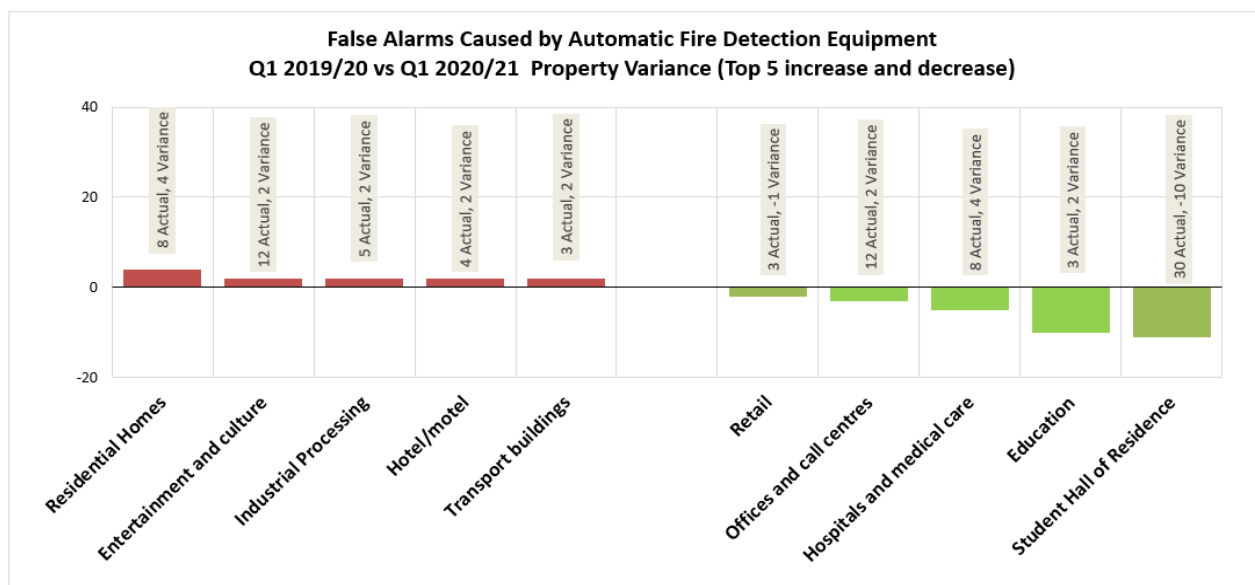
refuse, fencing and scrubland. Fires predominantly occur late afternoon into the evening. Crews have been conducting environmental audits to assist with the location and removal of fly tipping in partnership with the local authority.

**PI07** – As lockdown restriction due to Covid-19 commenced in March with the understanding that the pandemic would have considerable impact across the year, the targets for 2020/21 were adjusted to make them realistic under the circumstances while remaining challenging to maintain delivery and reduce risk. Community Risk Officers continued to deliver physical visits to support the most vulnerable people but all other physical Safe and Wellbeing Visits to homes were stopped in line with national guidance, however crews commenced telephone Safe and Wellbeing risk assessment towards the end of this quarter. Crews have also been conducting visits where there has been a significant risk of arson and have been installing fire bags and additional alarms where required. Lower risk community members have also been able to receive smoke alarms via delivery to provide safety equipment within national guidance.

### Protection

Performance Indicator	Objective	Q1 2020/21 Actual	Q1 Target	Actual vs Target	2019/20 Q1 Actual	Actual vs Previous Year
PI 10a - Primary Fires in Non-Domestic Premises	Down	16	27	40.7%	28	42.9%
PI 14 - False Alarms Caused by Automatic Fire Detection Equipment	Down	129	169	23.7%	154	16.2%
PI 17 – Number of Fire Safety Audits	Up	358	276	29%	505	-29.1%

**PI14** – The number of occurrences of false alarms caused by automatic detection apparatus are below the expected target. Main areas linked to this are reduced businesses operating during the COVID-19 lockdown and the revised unwanted fire signal policy. There are no significant locations by exception.

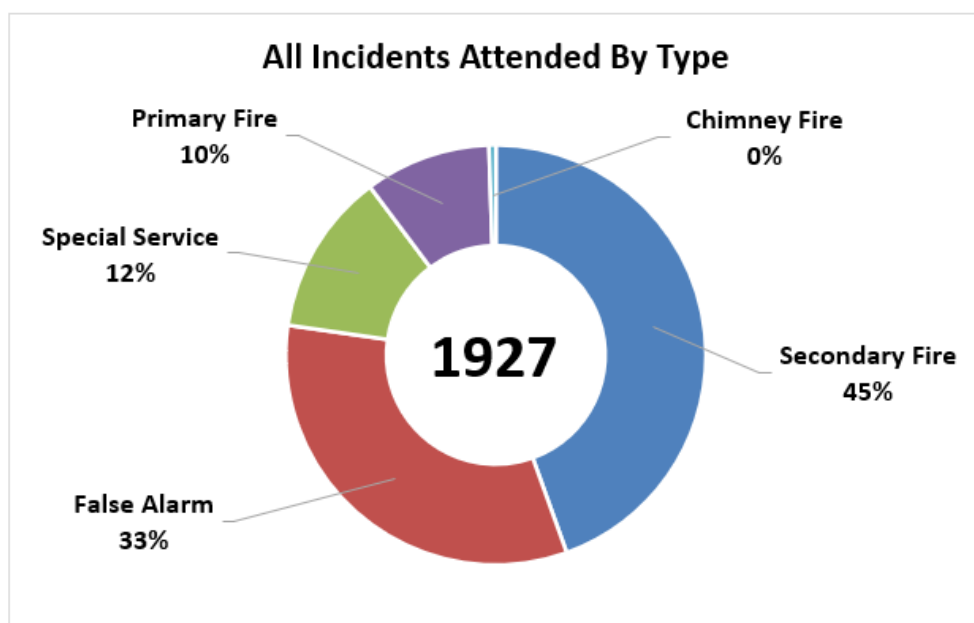


**PI17** – As with PI07, the targets for PI17 fire safety audits have also been adjusted for 2020/21 to reflect the impact of the Covid-19 pandemic. During this quarter physical inspections were stopped in line with national guidance. However, the central business fire safety team have been conducting ‘desktop audits’ over the telephone on key premises such as care homes and schools which has provided assurance that necessary adjustments have been made in their risk assessments to reflect the potential of reduced staff who were isolating or shielding, to ensure the safety of elderly residents and students. Due to the reduced time taken for desktop audits compared to physical inspections, the target for Q1 has been exceeded, however it is anticipated that this rate of delivery will slow when physical inspections recommence.

**Response**

Performance Indicator	Objective	Q1 2020/21 Actual	Q1 Target	Actual vs Target	2019/20 Q1 Actual	Actual vs Previous Year
Total Emergency Calls Received (including EMR)		4337			4130	-5%
Total Incidents (excluding EMR)		1927			1960	1.7%
Total Fires		1109			1127	1.6%
Total False Alarms		631			572	-10.3%
Total Special Services (excluding EMR)		187			261	28.4%
Total Road Traffic Collisions		31			70	55.7%
Total Emergency Medical Response (EMR)		0			14	100%
PI 06 – Number of Response Standards Met	Up	5	6	-16.7%	5	0%

**Total incidents (excluding EMR)**



**PI06** – There have been 5 out of 6 response standards met during this period which is in line with the same period last year however improvement has been noted each month of

this reporting year. The response standard missed is linked to attendance at non-domestic property fires. These have been reached within the 11-minute response standard but have missed attendance within the 8-minute response standard. On analysis, those incidents which did not achieve the 8-minute non-domestic property response standard have been located beyond the predicted 8-minute response isochrone and thus appliances would require more than 8 minutes to reach their locations.

**Total False Alarms** – Total false alarms have seen an increase of 10% when compared to the same period last year. The main impact upon this has been the ‘lockdown’ restrictions in response to the COVID 19 pandemic and the closure of local waste disposal and recycling centres across both Durham and Darlington. This has led to an increase of calls categorised as controlled burning, where residents have taken to burning waste in gardens. These are consequently recorded as false alarm good intent following assessment by fire crews.

### Workforce

Performance Indicator	Objective	Q1 2020/21 Actual	Q1 Target	Actual vs Target	2019/20 Q1 Actual	Actual vs Previous Year
PI 40 - All Staff Sickness	Down	1.45	1.5	3.3%	1.54	5.8%
PI 69 – Number of Accidents to Personnel	Down	2	4	50%	4	50%

### Commentary:

**PI40** – Overall, the number of shifts lost this year has decreased by approximately 5% from the reported figure at the same time last year. All management indicators are showing improvement on last year. Whilst it is pleasing to report that WT, FDO/DD and Control have seen a reduction in shifts lost, there have been small increases in Non-uniformed and RDS.

The indicators include any COVID-19 related absence where an employee has either had symptoms themselves or have tested positive for the virus. This absence has been included as the employee has been unwell and unable to attend work due to their illness. All other C-19 related absence has been removed. This includes shifts lost for shielding employees and those self-isolating due to other household members having symptoms or as they have been contacted by test and trace.

Over the reporting period, 1083.7 shifts have been lost to C-19 in all staff categories. Only 11 % of these have been included in the above performance indicator. Short term absence has reduced overall by 40% compared with the same reporting quarter last year,

**PI69** – It is really pleasing to be able to report for the second month in a row that there have been zero accidents to personnel reported. For the first quarterly reporting period, we have had two accidents to personnel reported. These were both minor burns occurring at the Service Training Centre. Both accidents have been fully investigated. Improvement actions focused on increasing student awareness of the safety requirements around all live fire training.

## Finance & Governance

Performance Indicator	Objective	Q1 2020/21 Actual	Q1 Target	Actual vs Target	2019/20 Q1 Actual	Actual vs Previous Year
PI 34 - % of Invoices paid within 30 days	Up	99.7%	95%	4.9%	94.4%	5.6%

### Recommendations

9. Members are requested to:
  - a. **Note** the content of the report;
  - b. **Comment** on the reported performance.