



Safest People, Safest Places

Performance Committee

24 October 2020

Performance Report – Quarter Two 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 second quarter of the 2020/21 financial year.

Background

2. Both operational and corporate performance is monitored and managed internally via the monthly Performance and 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. An overview across both operational and corporate key PIs at the end of quarter two for 2020/21 shows 76% of the strategic PIs met or exceeded their target level, while 67% of the strategic PIs either maintained or improved when compared to performance last year.

Performance reporting by exception

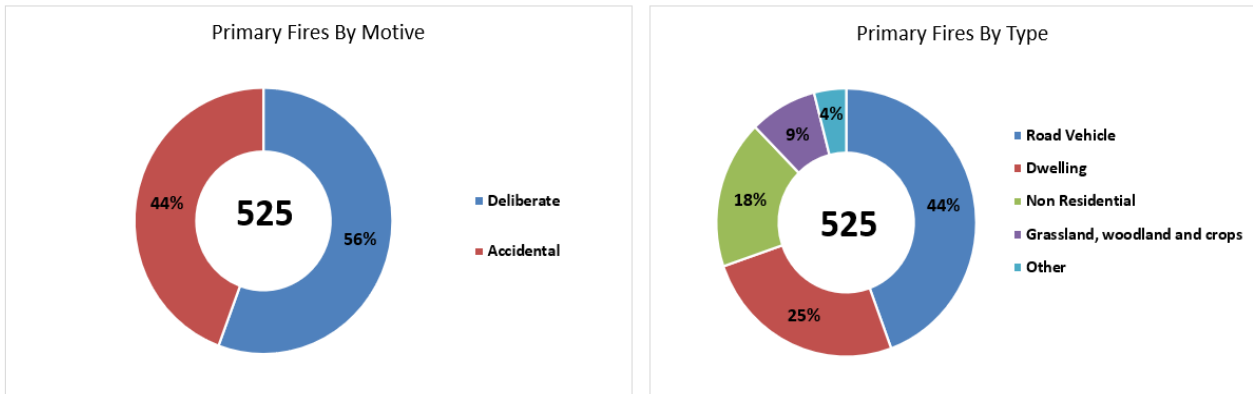
8. The following sections of the report present details of specific operational and corporate indicators where performance was notably strong or where additional work is required to secure improvement. An explanatory narrative is provided for each PI group along with information about how performance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

Prevention

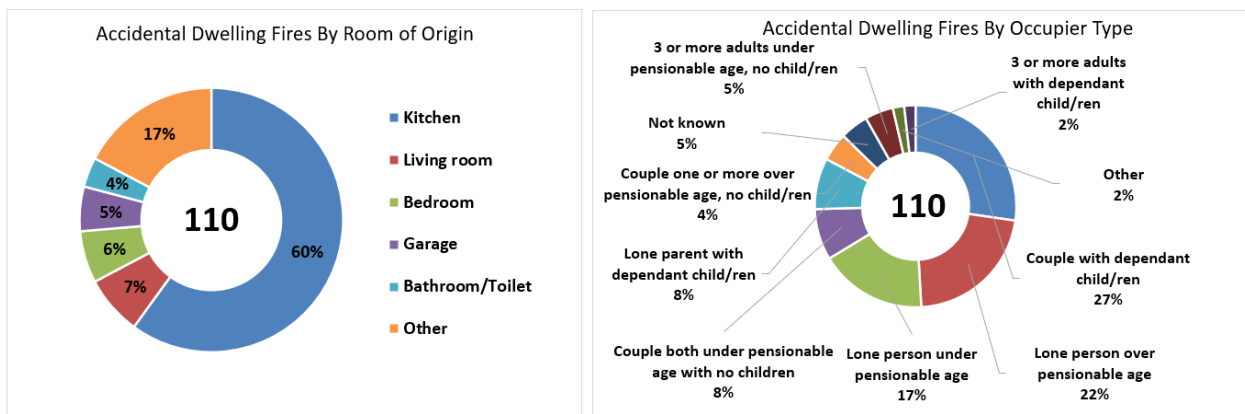
Performance Indicator	Objective	Q2 2020/21 Actual	Q2 Target	Actual vs Target	2019/20 Q2 Actual	Actual vs Previous Year
PI 01 - Deaths Arising from Accidental Fires in Dwellings	Down	0	0	0%	0	0%
PI 02 – Primary Fires	Down	525	527	0.4%	526	0.2%
PI 03 – Number of Accidental Dwelling Fires	Down	110	120	8.3%	124	11.3%
PI 04 - Injuries Arising from Accidental Dwelling Fires	Down	10	9	-11.1%	10	0%
PI 05 - Total Secondary Fires	Down	1435	1376	-4.3%	1448	0.9%
PI 07 – Number of Safe & Wellbeing Visits	Up	2088	2003	4.2%	10363	-79.9%
PI 42 - Proportion of Safe & Wellbeing Visits to High-Risk People/Properties	Up	52.8%	80%	-34%	82.1%	-35.7%

PI01 – There have been no deaths arising from accidental dwelling fires. This performance indicator, and several others that relate to prevention and protection activities, are being included into the revised Community Risk Profile to enable a clear understanding of where the Service wide risks lie.

PI02 - The performance of primary fires is consistent with the previous year and target performance. Analysis of this indicator identifies 56% of primary fires were caused by a deliberate ignition with 47% of the deliberate fires occurring across two station areas, these being Peterlee and Wheatley Hill, 73% of the deliberate fires in these two station areas involve vehicles. The Service Arson Reduction Team (ART) have allocated resource within their team specifically to Peterlee and Wheatley Hill station areas. Most vehicle fires are believed to be linked to Organised Crime Groups which are managed by the Police. Academic research is being commissioned to audit data sets within the Service and study the culture associated with deliberate fire across the north east. This will provide independent recommendations and form the basis of a multi-agency arson reduction strategy.



PI03 – There has been a reduction in the number of accidental dwelling fires, this is below the target performance and the performance at the same period last year. Communications continue to focus on home safety in relation to more people staying at home during the COVID-19 pandemic and highlights the causes of fire being focussed on distraction whilst cooking. Operational crews have received additional training and resources to focus home safety information on kitchen safety (e.g. best practice visits with CROs, home safety script/prompt and a kitchen safety spreadsheet).

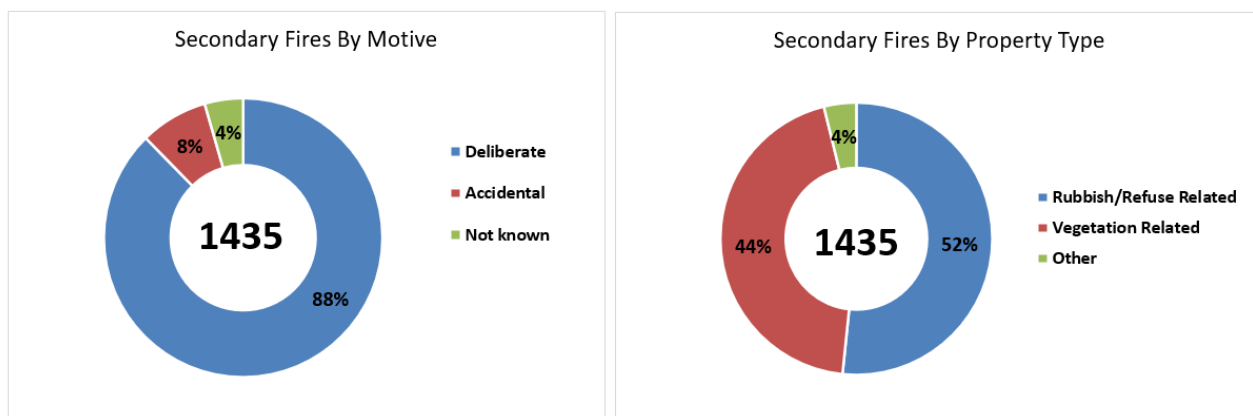


PI04 – This indicator is consistent with the same performance last year and slightly above this year's target performance. 71% of victims suffering injuries arising from dwelling fires had mobility issues (bed/chair ridden or other mobility issue). The script/prompt provided to operational personnel for delivering home safety advice includes information regarding mobility and how this can be considered in escape plans; this links to the lifestyle element which would allow us to assist with a referral to partners.

PI05 - This indicator is slightly above target. All crews have been encouraged to notify the local authority following environmental audits of waste material using the 'do it online' reporting tool. Loose refuse (incl. in gardens) accounts for over 50% of all secondary fires. The highest volume of these being in the Easington area. As with initiatives for reducing primary fires the focus has been on increasing partnership work with local councils, community wardens, Fly Tipping Task Force (FTTF) and housing associations. There has been an increase of operational crews carrying out environmental visual audits which also increases visibility in hotspot areas.

'Blue light routes' are being introduced, meaning that following an incident an appliance will drive through an identified hotspot area to increase visibility while returning to home station. The Fire Stopper programme is being promoted and 'hot strike' leaflet drops are conducted in the immediate location following an incident. Main areas of concern are Peterlee and East Coastal enclave,

Darlington and High Handenhold. In partnership with Believe Housing association, the ART purchased 100 Bin-Pin wheelie bin locks to secure bins to premises in the Shotton and Easington areas. However, Covid restrictions have prevented Believe Housing taking full advantage and as such, the ART is to reallocate some of this resource to Darlington 'Back Lanes' project to reduce fly tipping locally and improve waste security in the targeted 5 streets of the project. The ART have been working closely with FTTF which have 34 fly tipping investigations ongoing, (these have been hampered by Covid restrictions in relation to interviews). CCTV cameras have been located around the DCC area, 18 are in situ. These cameras now have low light infrared capability to catch tipping in the dark. New hard drives and lenses have been purchased to improve their capability. Dome cameras are in trial to be fitted to back lanes mounted on lampposts etc, (5 are on test in back lanes in the Bishop Auckland area). Six CCTV cameras have also been purchased in Darlington and are being used for various tasks including fly tipping.



PI07 – The number of safe and wellbeing visits (SWV) delivered in this period has been influenced by the limitations of activities during the Covid pandemic. The delivery of SWV by crews has varied between telephone visits and physical visits with appropriate controls in place but currently only telephone SWV are being provided by crews. An information sharing request has been submitted to the local authority who hold contact information on vulnerable people to enable further telephone safe and wellbeing calls to be made by crews. Community Risk Officers continue to physically deliver SWV in the home to the most vulnerable individuals.

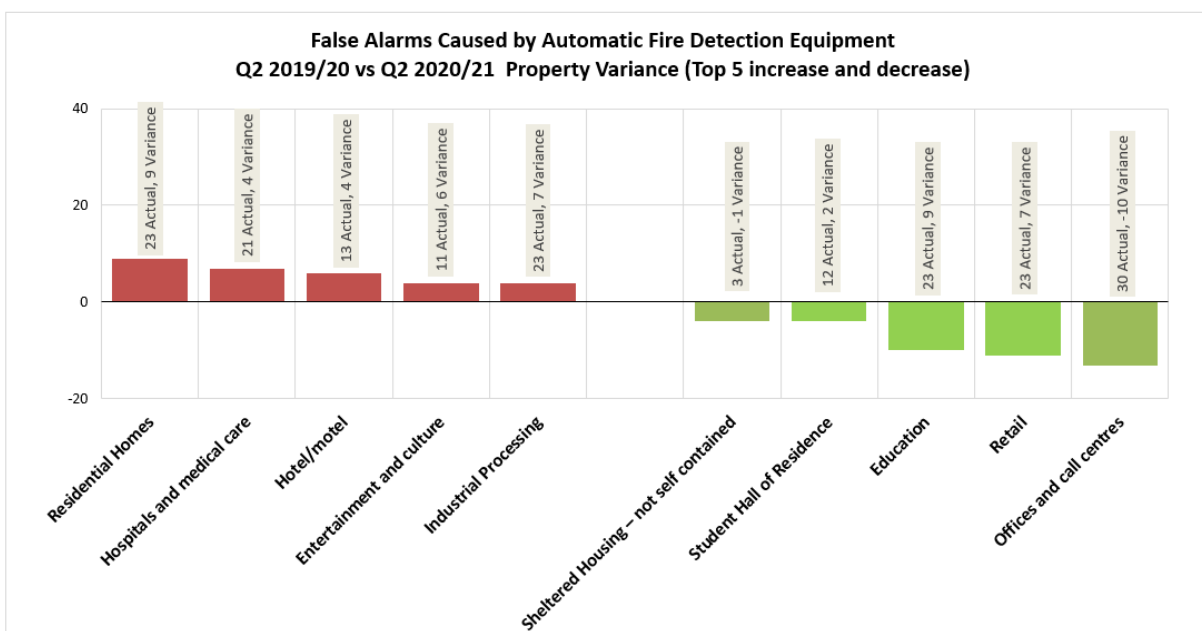
Protection

Performance Indicator	Objective	Q2 2020/21 Actual	Q2 Target	Actual vs Target	2019/20 Q2 Actual	Actual vs Previous Year
PI 10a - Primary Fires in Non-Domestic Premises	Down	42	54	22.2%	61	31.1%
PI 14 - False Alarms Caused by Automatic Fire Detection Equipment	Down	345	361	4.4%	356	3.4%
PI 17 – Number of Fire Safety Audits	Up	482	552	-12.7%	1062	-54.6%

PI10a – In addition to our risk-based inspection programme, all non-domestic properties experiencing a fire, or an automatic fire alarm receive a visit by a Business Fire Safety Officer to provide support and prevention advice. Although we have no regulatory powers in Crown premises, a good practice example saw a large reduction in cell fires within Frankland prison and HMYOI

Deerbolt following recent 'good will' interventions. Additionally, primary fires in non-domestic properties have reduced, attributed partially to less businesses operating due to Covid restrictions and also to the continued work of the Business Fire Safety Team and Operational Crews in providing advice and enforcement in business premises. A large amount of telephone audits were conducted during the pandemic by the Central Fire Safety Team to care homes which saw the number of incidents more than half.

PI14 – The number of False Alarms is still better than the predicted target although we have had an issue with a premise in Ferryhill who have now agreed to replace half of the detector heads in the premises over the coming months and complete the upgrade when money allows. 8 cost recovery letters were sent out in September and 24 in total were sent this quarter. 3 appeals were made, one of these resulted in a partial reduction of 3 charges to 2 for a premise, this decision was made following their request to invest the money in their system.

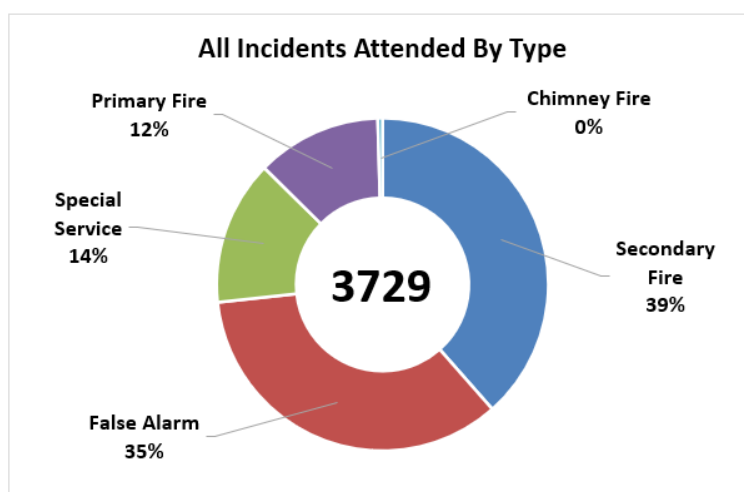


PI17 – The Central Fire Safety Team have completed the majority of the Fire Safety Audits as they did desktop audits during the period of lockdown. Since 1 September, physical audits by the Operational Crews recommenced but a slow lead in for this has been seen due to the need to book appointments in advance due to Covid risk assessments. The Central Fire Safety Team have been offering support to the crews to ensure the targets are met in the coming months. Monthly meetings have been organised by each Fire Safety Officer with the watches they have responsibility for. The figures compared to last year are artificially low due to recalculated targets following the lockdown when crews could not do audits.

Response

Performance Indicator	Objective	Q2 2020/21 Actual	Q2 Target	Actual vs Target	2019/20 Q2 Actual	Actual vs Previous Year
Total Emergency Calls Received (including EMR)		8476			8097	-4.7%
Total Incidents (excluding EMR)		3729			3762	0.9%
Total Fires		1977			1993	0.8%
Total False Alarms		1298			1224	-6%
Total Special Services (excluding EMR)		454			545	16.7%
Total Road Traffic Collisions		98			142	31%
Total Emergency Medical Response (EMR)		0			18	100%
PI 06 – Number of Response Standards Met	Up	5	6	-16.7%	4	25%

Total incidents (excluding EMR)



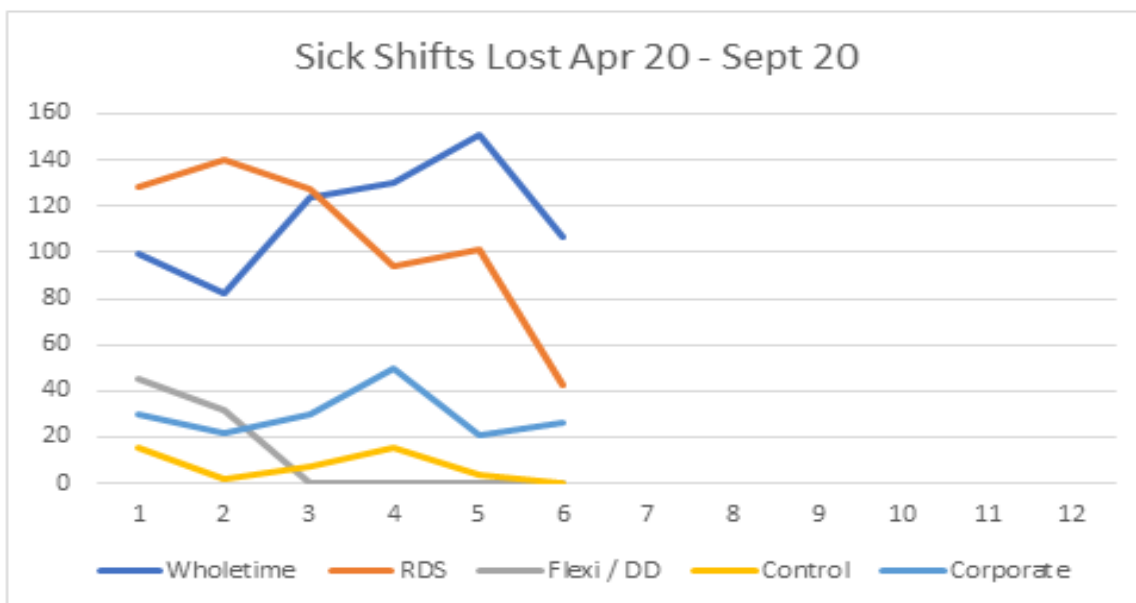
PI06 – Five of the six response standards have been met for this reporting period with the response to non-domestic premises within eight minutes not being achieved. Non-domestic property fires continue to be the most challenging response standard to meet. On analysis, those incidents outside of the non-domestic property response tolerance have been located beyond the predicted 8-minute response isochrone and thus appliances would require more than 8 minutes to reach their locations. Divisional teams are raising awareness in the monthly performance meetings and review all response time failures to identify learning. Scrutiny recently identified a pattern of response time failures occurring while responding to road traffic collisions caused by inaccurate locations provided by the original caller. As a result, attending resources are now recording attendance on arrival at the location mobilised too. Direction of travel throughout this year is showing a general improvement in response times.

Workforce

Performance Indicator	Objective	Q2 2020/21 Actual	Q2 Target	Actual vs Target	2019/20 Q2 Actual	Actual vs Previous Year
PI 40 - All Staff Sickness	Down	2.76	3	8%	3.47	20.5%
PI 69 – Number of Accidents to Personnel	Down	3	7	57.1%	8	62.5%

PI40 – Overall, the number of shifts lost this year has decreased by approximately 2% from the reported figure at the same time last year. All indicators are showing improvement on last year. Whilst it is pleasing to report that Wholetime (WT), Flexible Duty Officer (FDO) / Day Duty (DD) and Control have seen a reduction in shifts lost, there have been slight increases in Non-uniformed and Retained Duty System (RDS) absence. Predominantly this has been due to long term absence. Short term absence not related to C-19 across all categories of staff has remained low.

A further 447 shifts were lost due to C-19 related absence this quarter, these in the main have been due to shielding (June & July) and self-isolation due to a household member. Year to date this figure is 1494 shifts lost. Self-isolation due to symptoms and test and trace related absence started to rise throughout September in line with the local rise in C-19 cases and subsequent regional lockdown. At the end of the reporting quarter positive test results were still low however, this is likely to change in the next reporting quarter.



PI69 – There was one personal accident in July but none during the months of August and September. This keeps the year to date total at three in the first six months of the reporting year against a target of seven and a previous year's comparison of eight. This continues to be the best reporting year on record for CDDFRS for personal accidents.

Finance & Governance

Performance Indicator	Objective	Q2 2020/21 Actual	Q2 Target	Actual vs Target	2019/20 Q2 Actual	Actual vs Previous Year
PI 34 - % of Invoices paid within 30 days	Up	98.8%	95%	3%	100%	-2%

Recommendations

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

AM Keith Wanley, Ext. 5630