



Safest People, Safest Places

Performance Committee

1 March 2021

Performance Report – Quarter Three 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 third 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 three for 2020/21 shows 65% 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

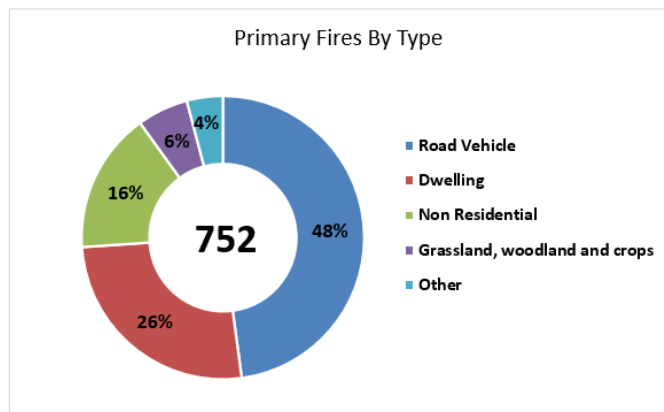
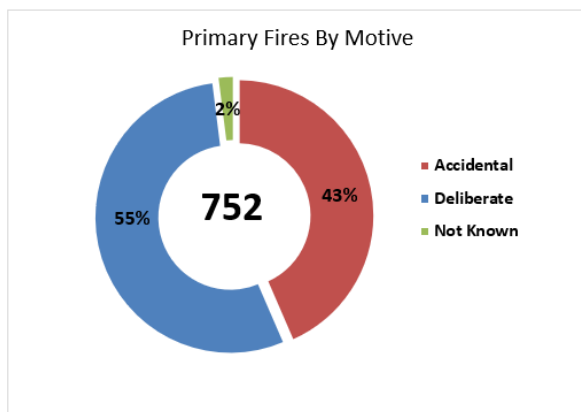
8. The following sections of the report present details of specific operational and corporate indicators where performance was notably strong or where additional work is required to secure improvement. An explanatory narrative is provided for each PI group along with information about how performance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

Prevention

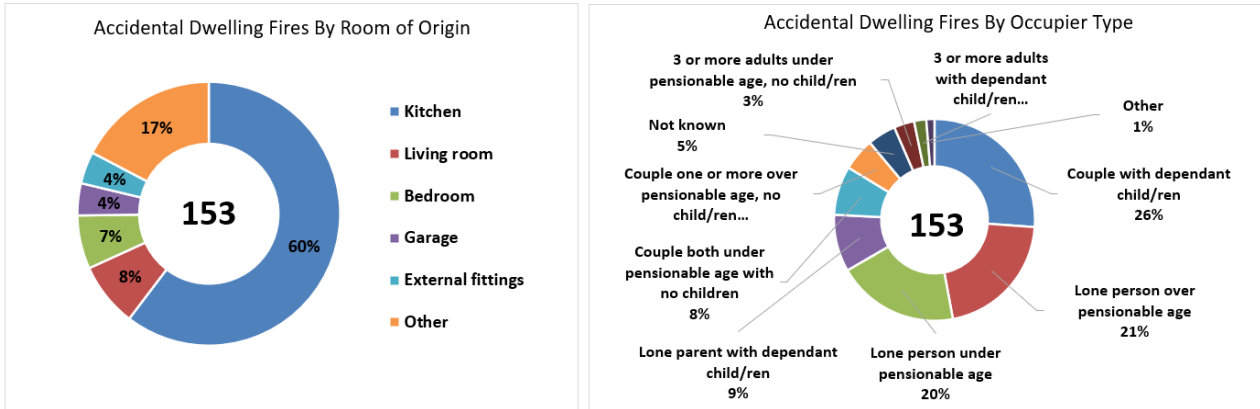
Performance Indicator	Objective	Q3 2020/21 Actual	Q3 Target	Actual vs Target	2019/20 Q3 Actual	Actual vs Previous Year
PI 01 - Deaths Arising from Accidental Fires in Dwellings	Down	0	0	0%	0	0%
PI 02 – Primary Fires	Down	752	758	0.8%	762	1.3%
PI 03 – Number of Accidental Dwelling Fires	Down	153	175	12.6%	182	15.9%
PI 04 - Injuries Arising from Accidental Dwelling Fires	Down	14	13	-7.7%	16	12.5%
PI 05 - Total Secondary Fires	Down	1875	1791	-4.7%	1832	-2.3%
PI 07 – Number of Safe & Wellbeing Visits	Up	3719	5015	-25.8%	15034	-75.3%
PI 42 - Proportion of Safe & Wellbeing Visits to High-Risk People/Properties	Up	52.6%	80%	-34.3%	81.7%	-35.7%

PI01 – No deaths to report to the end of Q3.

PI02 - Car fires still account for the majority of primary fires and work is underway with the multi-agency Arson Suppression Group (ASG) to try to understand and address the incidence of car fires. Intelligence suggests that many car fires are still connected to the activity of Organised Crime Groups (OCGs), predominantly in the East Coast area. In addition to arson attacks committed by OCGs, there is evidence that some fires are from copy-cat or learned behaviours, with arson used as a means of settling disputes between individuals known to each other.

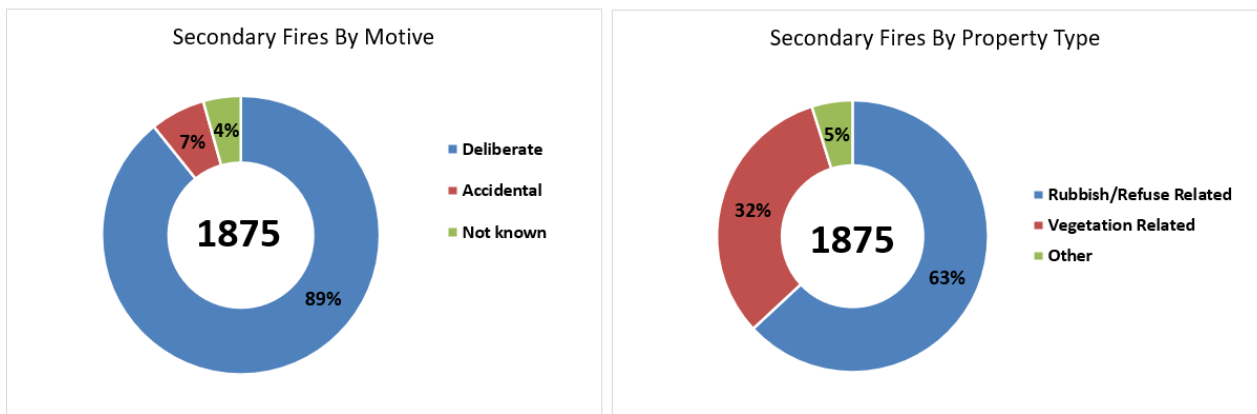


PI03 – Although accidental dwelling fires (ADFs) are performing better than the predicted target and compared to performance last year, kitchen fires in the home are a concern. This may be due to families at home during lockdown being distracted during the preparation of meals by children and young people whilst trying to also home school and work from home.



PI04 – Injuries from ADFs to the end of Q3 are slightly above the predicted target but below the performance at the same reporting period last year. 85% of the injuries caused by ADFs occurred from fires in kitchens, and only 15% of the injuries occurring from fires that occurred in living rooms. The human factors that influence injuries from ADFs include distraction, falling asleep and excessive and dangerous storage of materials. In response to the majority of injuries being received from fires that start in kitchens, the Service supported the NFCC campaign on cooking during July 2020 and home fire safety in September 2020. The support of these campaigns included the delivery of key messages through the Service social media channels and the focus on cooking fires during the delivery of telephone safe and wellbeing visits.

PI05 – This indicator is slightly over target, with loose refuse recognised as the common issue across the Service and particularly in the East Coast area and Darlington. The Service continues to work with partner agencies through the fly tipping task force other local schemes to report and remove waste.



PI07 – The number of safe and wellbeing visits (SWV) has been significantly impacted by the societal impact of the COVID-19 pandemic. Crews have replaced physical visits with telephone visits, but

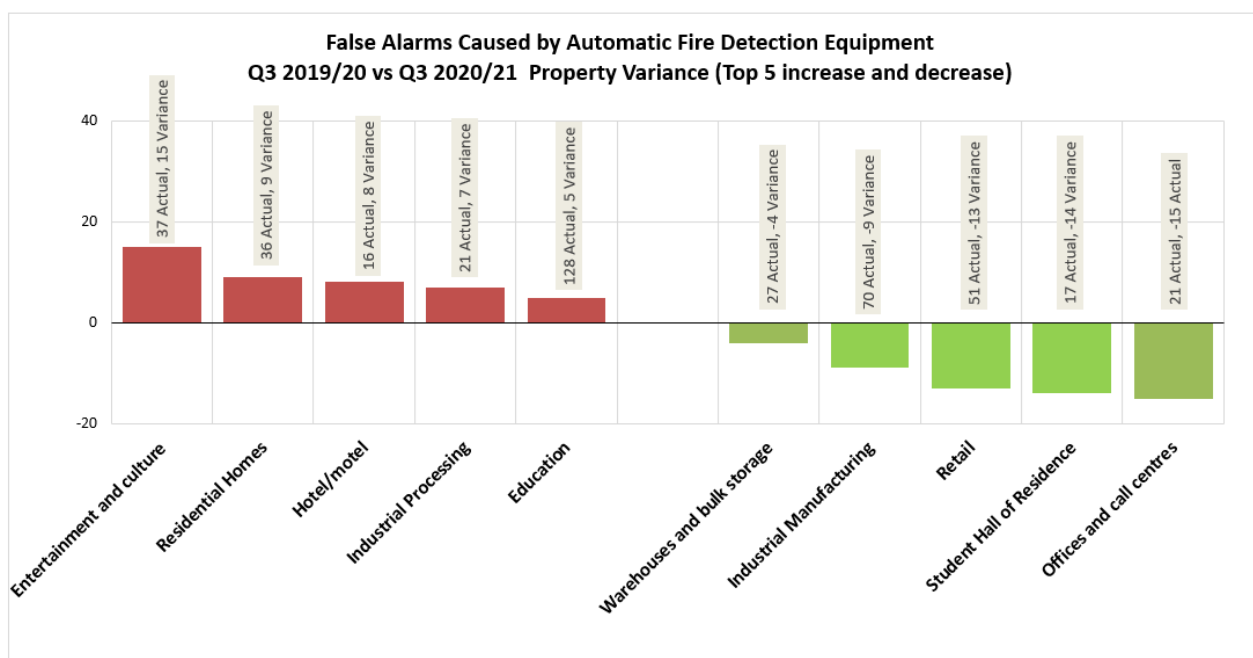
the availability of contact numbers and other factors has limited the delivery of SWV advice. Community Risk Officers have continued to deliver the visits to the highest risk individuals. Social media and other initiatives have been used to encourage individuals to contact the Service for telephone SWV advice.

Protection

Performance Indicator	Objective	Q3 2020/21 Actual	Q3 Target	Actual vs Target	2019/20 Q3 Actual	Actual vs Previous Year
PI 10a - Primary Fires in Non-Domestic Premises	Down	58	82	29.3%	85	31.8%
PI 14 - False Alarms Caused by Automatic Fire Detection Equipment	Down	526	511	-2.9%	547	3.8%
PI 17 – Number of Fire Safety Audits	Up	850	912	-6.8%	1543	-44.9%

PI10a – This indicator continues to perform well even though the number of audits delivered are reduced, this is partially due to some business not being open but this is also due to the Business Fire Safety team continuing to proactively engage with the business community to offer advice and deliver audits using a risk-based approach.

PI14 – The Service continues to engage with businesses to reduce Unwanted Fire Signals (UwFS). All UwFS are investigated and letters sent where they are chargeable under the policy, however there are some circumstances where they are not, for example due to power surges or from testing the system. There have been a number due to testing during Q3 where the system has not been disconnected from the alarm receiving centre which resulted in the Service being called. A new letter is to be prepared to send to premises which have an UwFS due to testing to try and minimise this happening in the future as the Localism Act does not allow us to charge for this type of actuation.

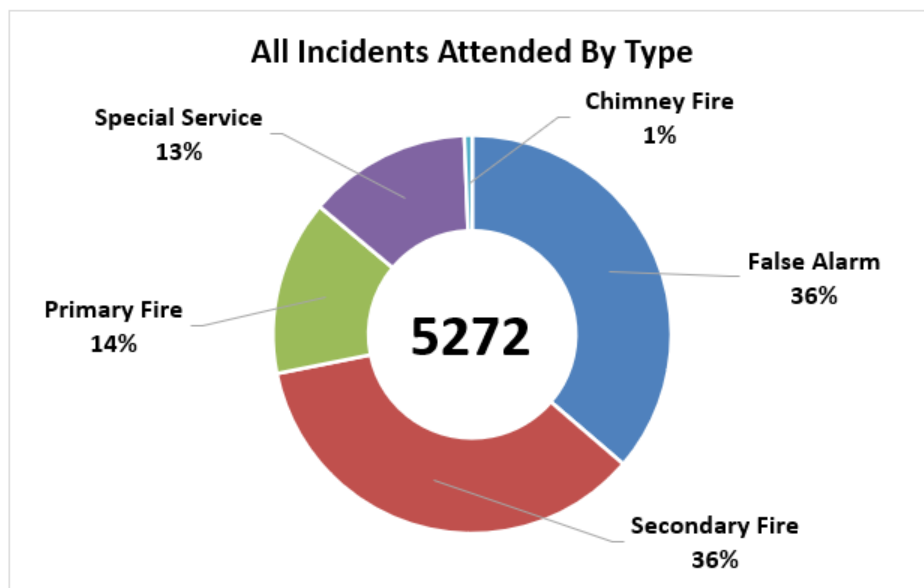


PI17 – The central team are continuing to carry out both physical and desk top audits and supporting local partners by conducting Covid compliance checks during the inspections where needed. At this time Emergency Response crews are not delivering fire safety audits.

Response

Performance Indicator	Objective	Q3 2020/21 Actual	Q3 Target	Actual vs Target	2019/20 Q3 Actual	Actual vs Previous Year
Total Emergency Calls Received (including EMR)	N/A	12007	N/A	N/A	11476	-4.6%
Total Incidents (excluding EMR)	N/A	5272	N/A	N/A	5295	0.4%
Total Fires	N/A	2660	N/A	N/A	2630	-1.1%
Total False Alarms	N/A	1914	N/A	N/A	1842	-3.9%
Total Special Services (excluding EMR)	N/A	698	N/A	N/A	821	15%
Total Road Traffic Collisions	N/A	157	N/A	N/A	230	31.7%
Total Emergency Medical Response (EMR)	N/A	2	N/A	N/A	23	91.3%
PI 06 – Number of Response Standards Met	Up	5	6	-16.7%	4	25%

Total incidents (excluding EMR)

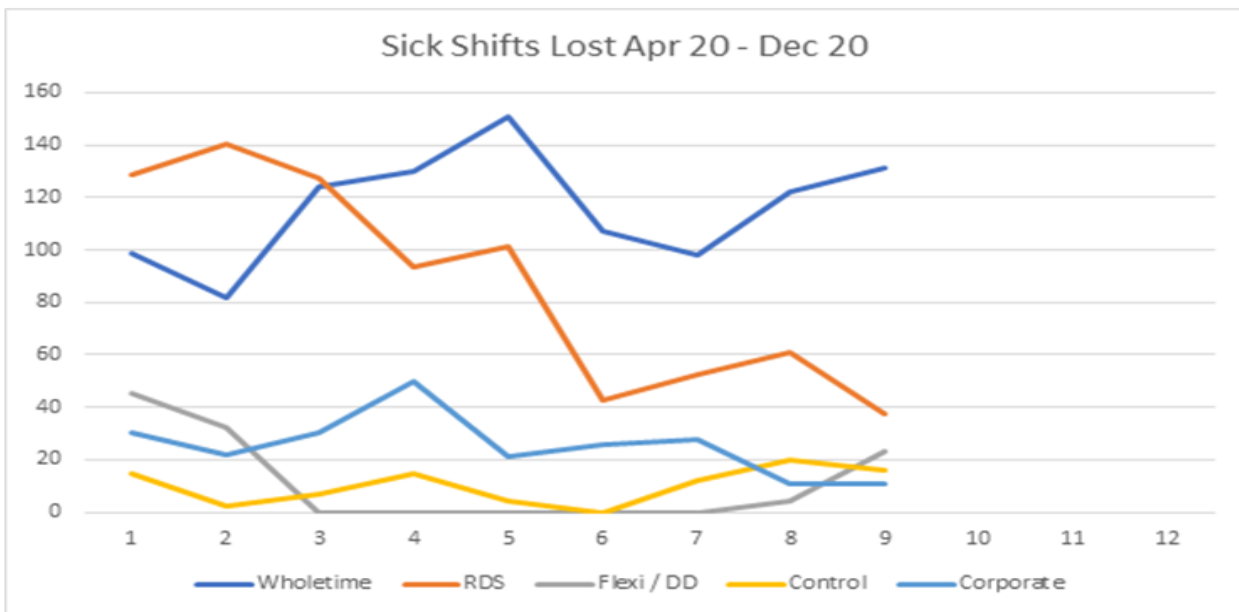


PI06 – Improved performance on same period from the previous year. Divisional managers continue to monitor and investigate response standards through monthly performance meetings with watch and crew managers. Emergency Response (ER) have an ongoing project to review Response Standards in line with the ER Strategy and reporting to PPB.

Workforce

Performance Indicator	Objective	Q3 2020/21 Actual	Q3 Target	Actual vs Target	2019/20 Q3 Actual	Actual vs Previous Year
PI 40 - All Staff Sickness	Down	4.49	4.5	0.2%	5.99	25.04%
PI 69 – Number of Accidents to Personnel	Down	5	11	54.5%	13	61.5%

PI40 – Overall there has been a 29% reduction in shifts lost compared to the same time last year. However, all staff areas have had an increase in COVID related absences in the third quarter primarily through self-isolation due to positive test results and test and trace. Short term absences unrelated to COVID remains low across all categories. People Business Partners will be in post early Q4 which will support the work already done to improve sickness recording and support the management of absences across the service. HR review all long-term absences ongoing and are in frequent discussions with relevant managers what support mechanisms are available including occupational health referrals, Employee Assistance Programme support etc. The Attendance Management Learn Pro module went live in the reporting period to assist with staff and line management awareness and understanding.



PI69 – There have been only two accidents to personnel this quarter keeping our year-to-date figure at five. This is an all-time low since reporting started and shows a good H&S culture.

Finance & Governance

Performance Indicator	Objective	Q3 2020/21 Actual	Q3 Target	Actual vs Target	2019/20 Q3 Actual	Actual vs Previous Year
PI 34 - % of Invoices paid within 30 days	Up	99.1%	95%	4.3%	98.6%	0.5%

Recommendations

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

AM Keith Wanley, Ext. 5630