



Safest People, Safest Places

Performance Committee

31 August 2021

Performance Report – Quarter One 2021/22

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 2021/22 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 one for 2021/22 shows 67% of the strategic PIs met or exceeded their target level, while 53% 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.
9. It is worth noting that when comparing performance to the previous year, many indicators were affected by the Covid-19 pandemic and the restrictions that were in place to manage the spread of the virus. In many cases this resulted in lower than average figures during 2020-21 which can make comparison against current performance unhelpful, for example PI17 (number of fire safety audits) and figures within the Response and Special Service/Road Traffic Collisions section were significantly impacted by the Covid-19 pandemic therefore additional narrative added to provide context over the previous five years.

Prevention

Performance Indicator	Objective	Q1 2021/22 Actual	Q1 Target	Actual vs Target	Q1 2020/21 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	238	239	0.4%	249	1.2%
PI 03 – Number of Accidental Dwelling Fires	Down	47	55	14.5%	58	19%
PI 04 - Injuries Arising from Accidental Dwelling Fires	Down	3	10	70%	8	62.5%
PI 05 - Total Secondary Fires	Down	1162	777	-49.5%	859	-35.3%
PI 07 – Number of Safe & Wellbeing Visits	Up	4325	4330	-0.1%	603	617%
PI 42 - Proportion of Safe & Wellbeing Visits to High-Risk People/Properties	Up	59.8%	80%	-25.2%	76.3%	-21.6%

PI01 – Nil

PI02 - The actual number of primary fires is slightly below target and the performance for the same reporting period for the last year. Locations of primary fires are monitored by divisional teams and interventions applied. 38% (90 primary fires) were vehicle fires in this reporting period, with crews liaising with Police partners to share intelligence on the cause and findings from any associated investigations. 23% of the primary fires occurred in the Peterlee station area and 12% in Darlington area, with crews working closely with police with the service social media channels highlighting the cause and locations of deliberate primary fires.

See Appendix A, chart 1 for primary fires by motive and chart 2 for primary fires by type.

PI03 – There has been a significant reduction in the number of accidental dwelling fires against the target performance and the performance from the previous year, with the most fires, 7 (15%) occurring in the Bishop Auckland and High Handenhold station areas. Current statistics show that

53% of accidental dwelling fires (ADFs) start in the kitchen, there is high ratio involving people who live alone or are lone parents. Crews continue to focus on kitchen safety advice during safe and wellbeing visits (SWV) and are fitting additional smoke alarms outside the kitchen where required.

See Appendix A, chart 3 for number of accidental dwelling fires by room of origin and chart 4 for number of accidental dwelling fires by occupier type.

PI04 – The low number of injuries and low number of ADFs is a positive indication that our long term strategy to reduce risk in the home is being effective.

PI05 – Each year the Service plans and prepares interventions to limit secondary fires over the Easter period which is known to have higher rates of fires, however the table below shows that secondary fires in Q1 have been steadily increasing since 2018, and in April 2021 it was exceptionally dry resulting in a greater increase than anticipated. A breakdown for this reporting period shows there were 260 (22%) in Peterlee, 198 (17%) in Darlington and 138 (12%) in High Handenhold. 89% of the total secondary fires occurred at nonaddressable locations. Examples of interventions taken to limit secondary fires include conducting hot strikes distributing Fire Stopper leaflets following deliberate fires, multi-agency walkabouts to identify rubbish for removal and securing empty properties, there has also been a new initiative introduced using bicycles to engage with youths in remote locations which commenced during July 2021. Also during Q1, there were 20 online presentations/talks to over 4800 school children across County Durham and Darlington between year 5 and year 10, these presentation covered topics including arson reduction interventions, consequences of fires, fire investigation and the effects of fire.

(Q1 only)	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Secondary Fires	584	1102	780	861	859	1162

See Appendix A, chart 5 for secondary fires by motive and chart 6 for secondary fires by property type.

PI07 and PI42

There has been a progressive increase in the delivery of safe and wellbeing visits as our communities emerge from some of the restrictive behaviours from the pandemic, with only a divergence of 0.1% between actual and target performance. Homeowners have engaged more with operational crews who continue to use profiling and risk modelling tools to target both the higher risk individuals and locations to deliver safe and wellbeing visits.

The target of delivering 80% of safe and wellbeing visits to the higher risk individuals and locations was influenced by the reduced engagement of some communities, but communications to reinforce trust in the safety of staff, and the assurance provided by crews by the compliance with covid safety measures, has seen a recent increase in this indicator.

Operational crews continue to focus on safety advice related to kitchen and cooking related fires, and advice on the risks of smoking where this applies to homeowners. Further iPads are being sourced to improve the capacity for crews to deliver more safe and wellbeing visits.

Protection

Performance Indicator	Objective	Q1 2021/22 Actual	Q1 Target	Actual vs Target	Q1 2020/21 Actual	Actual vs Previous Year
PI 10a - Primary Fires in Non-Domestic Premises	Down	18	24	25%	16	-12.5%
PI10b – Primary Fire in Non-Domestic Premises (enforced under the FSO by CDDFRS)	Down	10	15	33.3%	14	28.5%
PI 14 - False Alarms Caused by Automatic Fire Detection Equipment	Down	167	131	-27.5%	129	-29.5%
PI 17 – Number of Fire Safety Audits	Up	443	531	-16.6%	358	23.7%

PI10b – PI 10b shows the fires that occurred in premises where the Fire Safety Order applies and therefore premises where we can use our enforcement powers to improve safety. Examples of significant fires which were followed up by Business Fire Safety (BFS) officers included a fire in a scrap yard in the Darlington area which was caused by a battery in processed material which spread to scrap material, these are now kept 6m away from the processed material due to our intervention. An incident at a major recycling plant in the Seaham area involved a jammed recycling machine, additional maintenance has now been put in place to prevent further issues. BFS follow up on all fires in non-domestic premises where the Fire Safety Order applies to ensure appropriate action is taken to prevent reoccurrence.

PI14 – There has been an increase on the number of automatic fire alarm (AFA) call outs from the same period last year. These appear to be attributed to other residential, offices, public admin and retail premises. BFS will look at some additional communications work to target and educate owners of these premises. 67 of the calls met the criteria for an unwanted fire signal (UwFS), 18 of these were a third or subsequent UwFS and resulted in a cost recovery charge being sent, none of these charges have been appealed.

See Appendix A, chart 7 for false alarms caused by automatic fire detection equipment

PI17 – Emergency Response crews did not recommence audits until mid-April and then appointments needed to be arranged with premises for their visits, this resulted in a slower start than predicted in the target. However, work is underway to make up the gap and ensure the target is reached. Also, when reflecting back over the previous 5 years, we have seen an improvement in the identification of premises which present a risk, this has resulted in an increased percentage of audits with an unsatisfactory outcome and increased enforcement action taken to address the risk. Recognising that 2020-21 had lower than normal output due to C-19 restrictions, the table below show these figures for the previous 5 years and for Q1 of 2021-22:

	Total Enforcement Action Taken	% Of Unsatisfactory Audits
2021-2022 (Q1 only)	5	30.6%
2020-2021	7	11.5%
2019-2020	14	20.7%
2018-2019	4	13.6%
2017-2018	4	15.1%
2016-2017	6	20.7%

Response

Performance Indicator	Objective	Q1 2021/22 Actual	Q1 Target	Actual vs Target	Q1 2020/21 Actual	Actual vs Previous Year
Total Emergency Calls Received (including EMR)	Down	5226	N/A	N/A	4337	-20.5%
Total Incidents (excluding EMR)	Down	2341	N/A	N/A	1933	-21.1%
Total Fires	Down	1411	N/A	N/A	1110	-27.1%
Total False Alarms	Down	625	N/A	N/A	633	1.3%
Total Special Services (excluding EMR)	Down	303	N/A	N/A	190	-59.5%
Total Road Traffic Collisions	Down	66	N/A	N/A	31	-112.9%
Total Emergency Medical Response (EMR)	Up	4	N/A	N/A	0	400%
PI 06 – Number of Response Standards Met	Up	6	6	0%	5	20%

See Appendix A, chart 8 for total incidents (excluding EMR)

Special Services and Road Traffic Collisions (RTCs) - As noted at the start of this report, many indicators were affected by the Covid-19 pandemic and the restrictions that were in place to manage the spread of the virus. In many cases this resulted in lower than average figures during 2020-21 which can make comparison against current performance unhelpful. To help put the figures above into context, when comparing against the previous year, total special services and total RTCs have increased by 59.5% and 112.9% respectively. The table below shows the Q1 performance for the previous five years. Due to the large reduction in traffic during the first period of Covid-19 lockdown, RTCs significantly reduced during 2020, however the table below also shows that Q1 of 2021-22 is more comparable with previous years.

(Q1 only)	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Special Service	262	316	332	275	190	303
RTC's	87	84	79	68	31	66

PI06 – All 6 response standards met. Emergency Response continue to monitor and discuss all response time failures at monthly watch performance meetings which highlight to crews their key areas of activity and how they influence wider service performance. A recent focus on response times emphasised the need to 'book in' on arrival at locations as early as possible which has assisted in achieving all response standards for this reporting period.

Workforce

Performance Indicator	Objective	Q1 2021/22 Actual	Q1 Target	Actual vs Target	Q1 2020/21 Actual	Actual vs Previous Year
PI 40 - All Staff Sickness	Down	2.04	1.5	-36%	0.71	-187.3
PI 69 – Number of Accidents to Personnel	Down	3	3	0%	2	-50%

PI40 – Overall, there has been a 41.1% increase on shift lost in comparison with quarter 1 last year. The key difference being the change in Covid-19 reporting status whereby in 2020 the majority of absence was classed as nonreportable (Self Isolation due to others or shielding). We have seen a rise in cases over quarter 1 across the Service, perhaps due to increased testing capabilities, where employees have tested positive and so these absences have counted towards our targets.

Absences within the WT and RDS categories has increased and primarily linked to longer term absence. Absence levels within control are improving with relatively few shifts lost over May and June coupled with absences relating to covid-19 decreasing from the start of the quarter. Generally, sickness is low amongst corporate staff and has reduced over the reporting period.

HR are regularly reviewing all long-term absences and are in frequent discussions with relevant managers what support mechanisms are available including occupational health referrals, Employee Assistance Programme (EAP) support etc. The closer, weekly, sickness monitoring which is now in place is assisting with the monitoring and recording helping to predict long term absences and identify trends which can be acted on quicker. People Business Partners are in post to assist managers with issues around sickness and support staff in their return to work. We will continue to record and monitor Covid-19 related absence to ensure we are keeping our workforce safe. A more detail report on sickness absence will be provided to the HR Committee on 16 September 2021 with further detail provided to Members at a future Authority meeting.

See Appendix A, chart 9 for all staff sickness.

PI69 – There has been three accidents to personnel this quarter with one occurring in every month. The indicator remains on target, although performance is one more than the same quarter last year which was the lowest on record. One of the incidents was an injury to a firefighter at a fire incident which was RIDDOR reportable. The other two were minor incidents with no associated absence.

Finance & Governance

Performance Indicator	Objective	Q1 2021/22 Actual	Q1 Target	Actual vs Target	Q1 2020/21 Actual	Actual vs Previous Year
PI 34 - % of Invoices paid within 30 days	Up	95.3%	95%	0.3%	99.7%	-4.4%

Recommendations

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

AM Keith Wanley, Ext. 5630

Appendix A

Chart 1 - Primary Fires by Motive

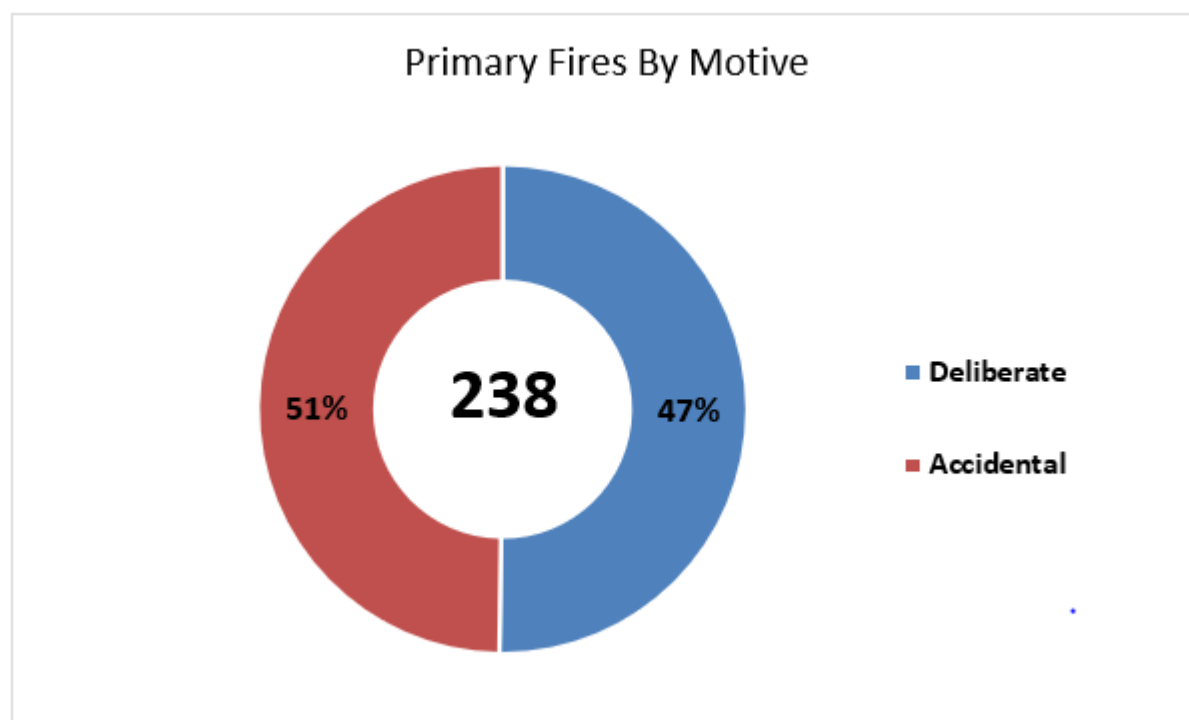


Chart 2 – Primary Fires by Type

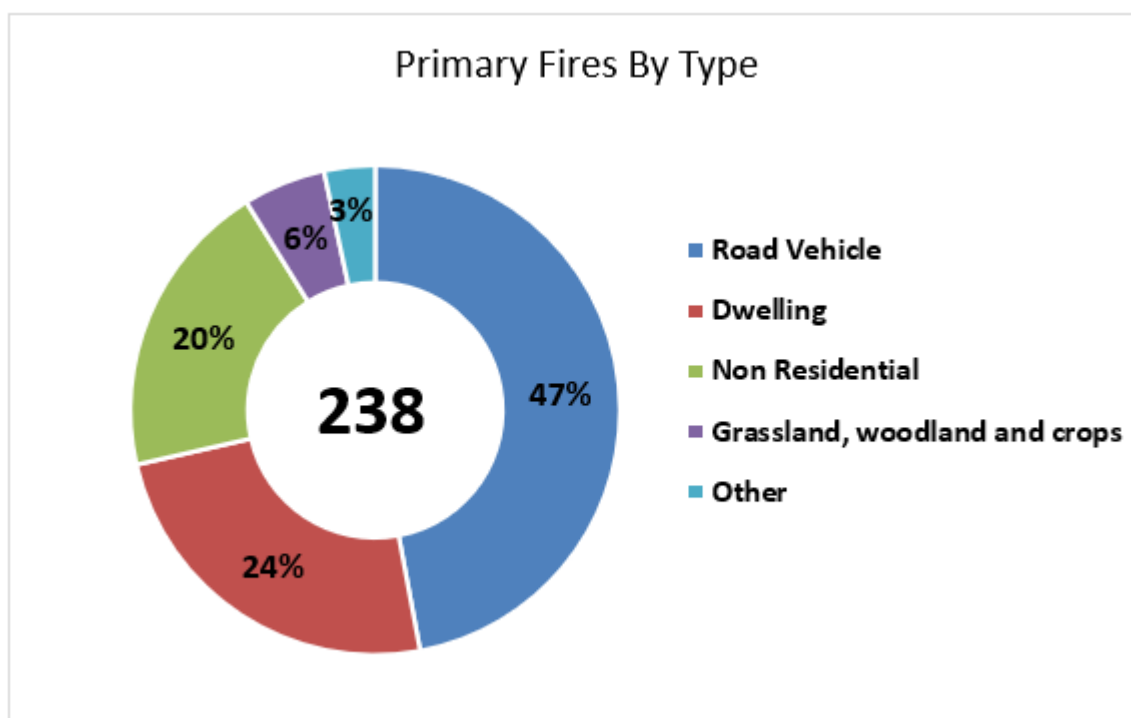


Chart 3 - Number of Accidental Dwelling Fires by Room of Origin

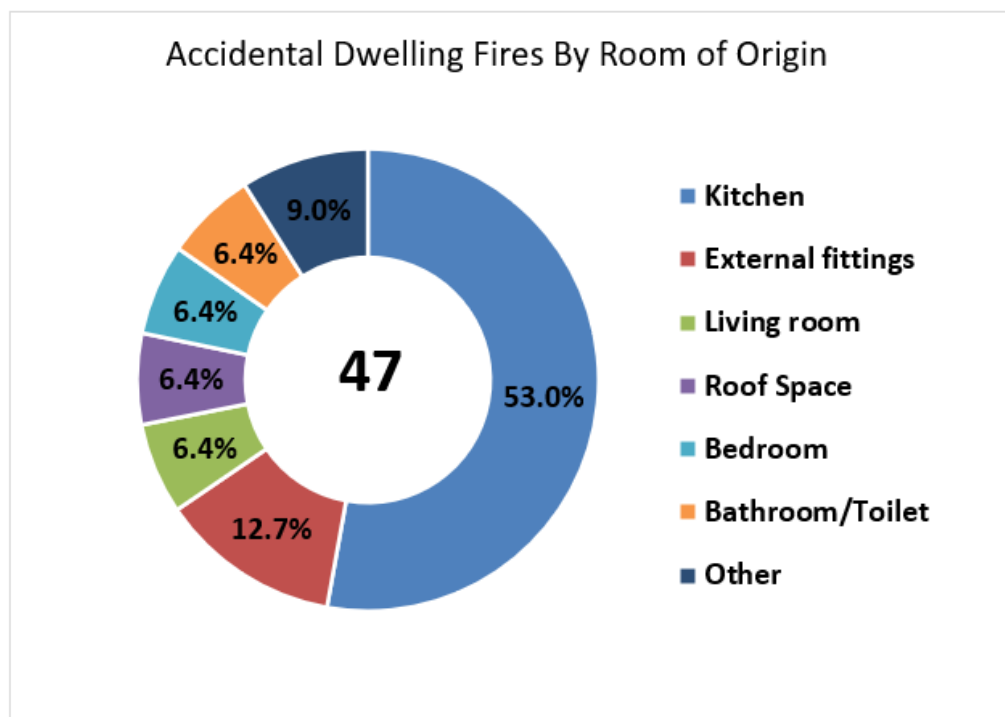


Chart 4 - Number of Accidental Dwelling Fires by Occupier Type

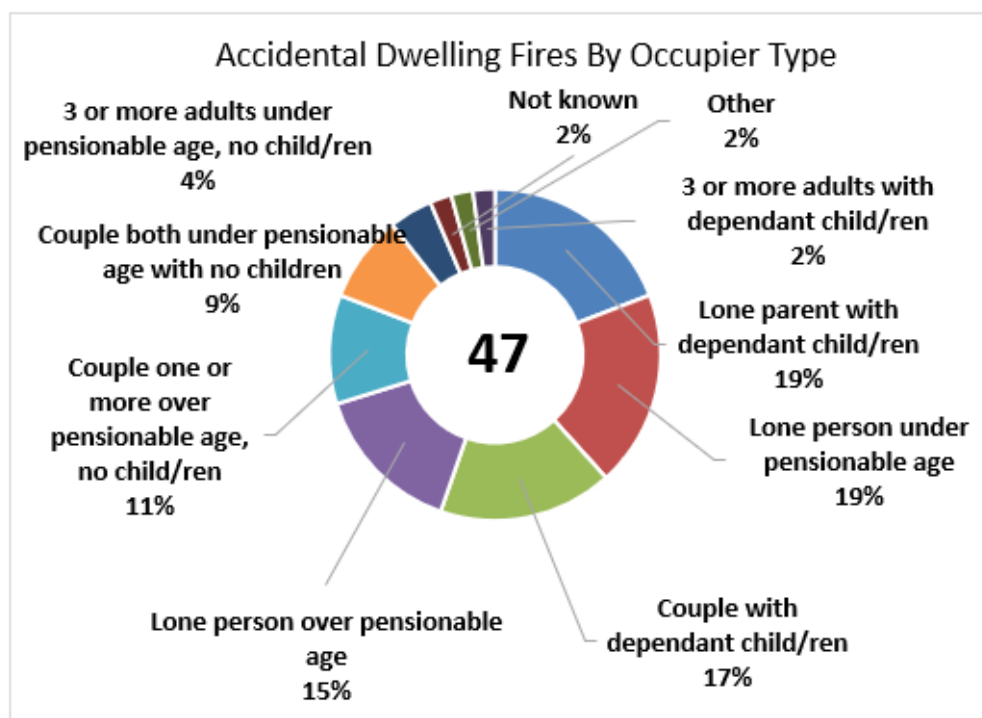


Chart 5 – Secondary Fires by Motive

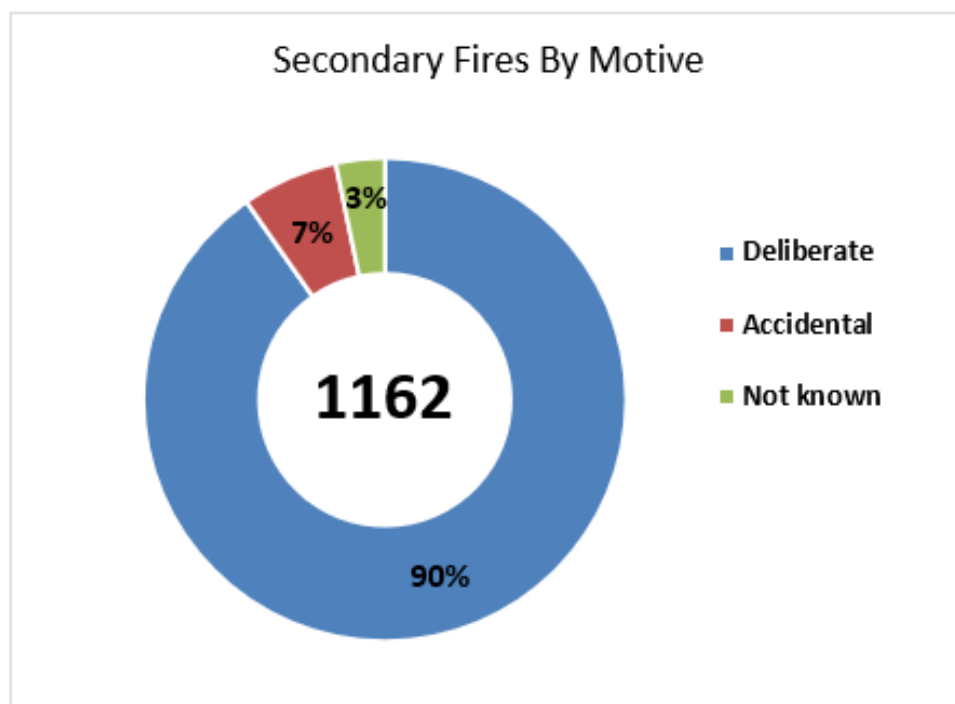


Chart 6 – Secondary Fires by Property Type

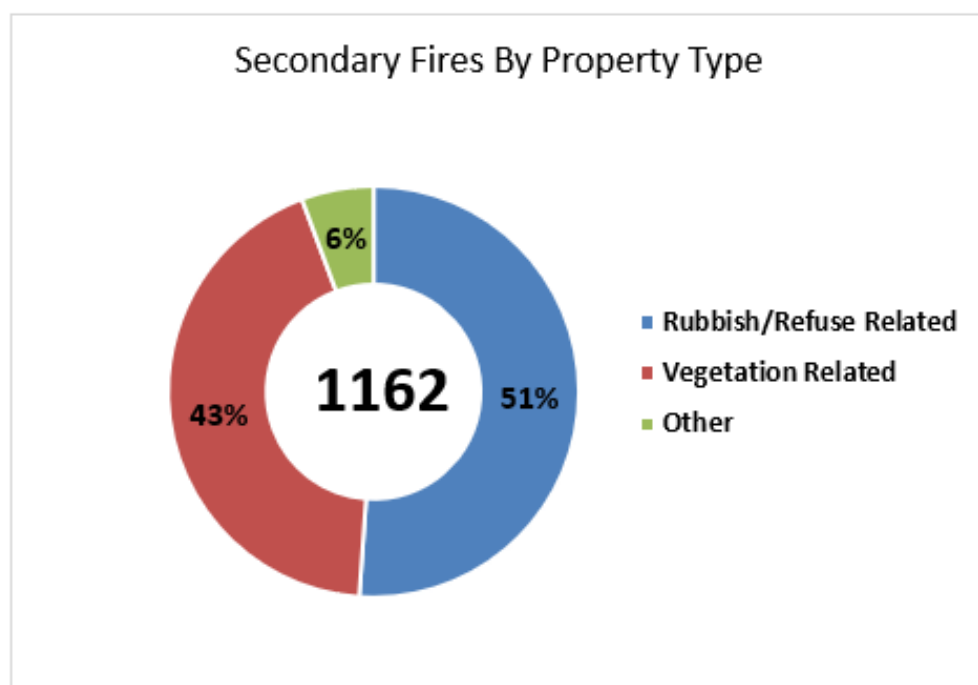


Chart 7 - False Alarms Caused by Automatic Fire Detection Equipment

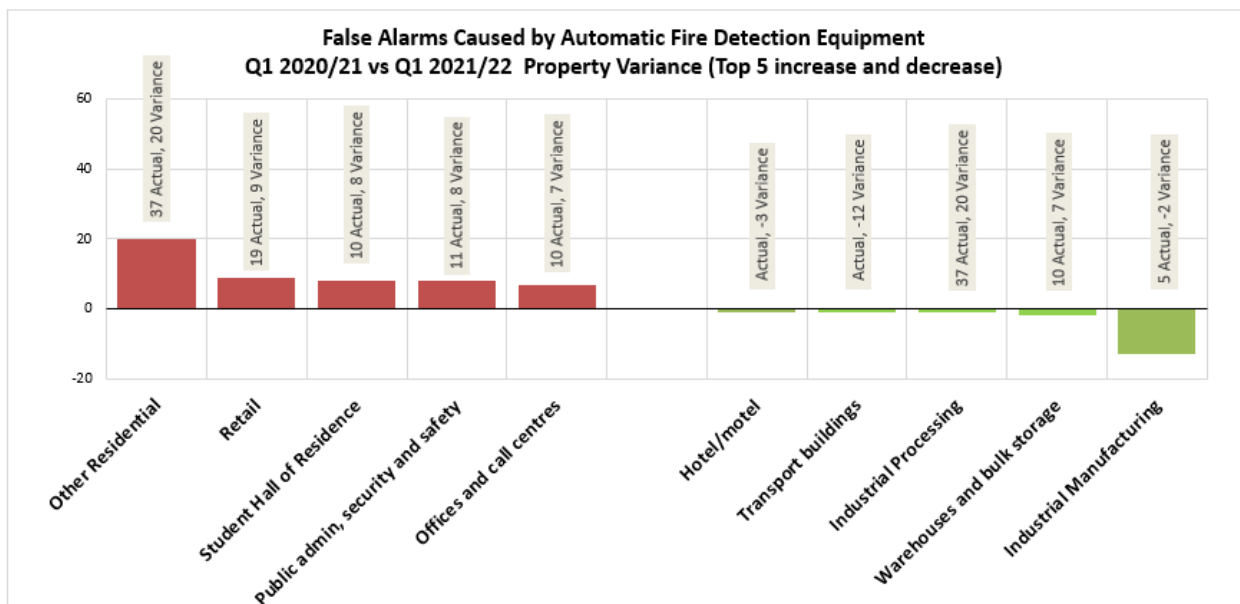


Chart 8 - Total Incidents (excluding EMR)

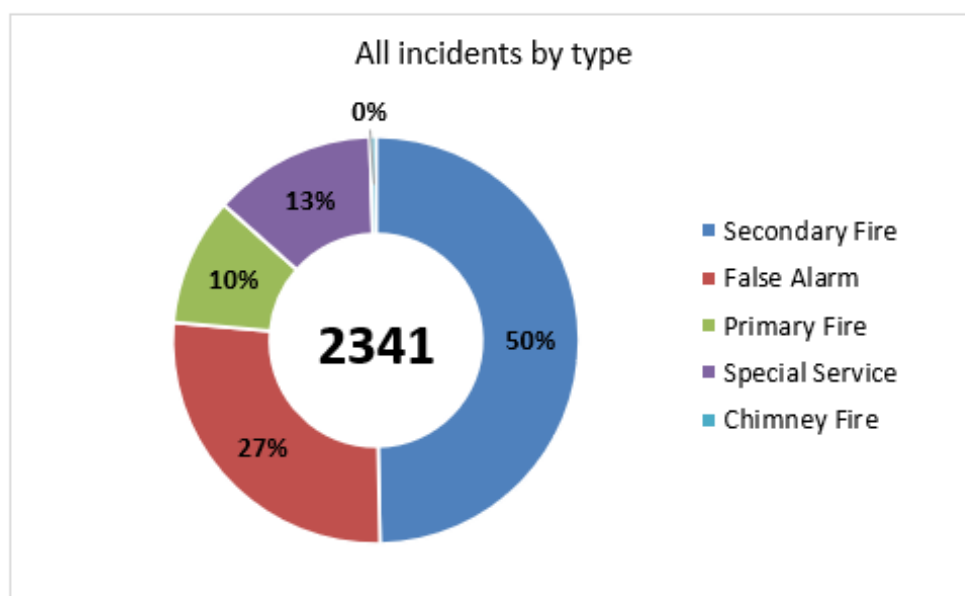


Chart 9 - All Staff Sickiness

