



Safest People, Safest Places

Performance Committee

9 December 2021

Performance Report – Quarter Two 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 second 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 two for 2021/22 shows 50% of the strategic PIs met or exceeded their target level, while 48% 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 some cases this resulted in lower than average figures during 2020-21 which can make comparison against current performance unhelpful, this is particularly noticeable in the 'Response' data which compared number of incident types attended this year to the previous year.

Prevention

Performance Indicator	Objective	Q2 2021/22 Actual	Q2 Target	Actual vs Target	Q2 2020/21 Actual	Actual vs Previous Year
PI 01 - Deaths Arising from Accidental Fires in Dwellings	Down	1	0	-100%	0	-100%
PI 02 – Primary Fires	Down	495	509	2.8%	524	5.5%
PI 03 – Number of Accidental Dwelling Fires	Down	92	113	18.6%	109	15.6%
PI 04 - Injuries Arising from Accidental Dwelling Fires	Down	7	11	36.4%	10	30.0%
PI 05 - Total Secondary Fires	Down	1690	1298	-30.2%	1441	-17.3%
PI 07 – Number of Safe & Wellbeing Visits	Up	9469	9033	4.8%	2062	359.2%
PI 42 - Proportion of Safe & Wellbeing Visits to High-Risk People/Properties	Up	62.6%	80%	-21.8%	61.0%	2.6%

PI01 – This incident occurred during Q1 2021-22 and confirmation has been received from the coroner's office that the death of an elderly male in the Seaham area was the result of a fire caused by smoking materials.

PI02 – The number of primary fires is slightly lower than the same reporting period (Jul/Aug/Sept) for not just last year but the previous five years. Incident locations are monitored by divisional teams and interventions applied at local level by CDDFRS staff and partners i.e., information sharing with Police.

47.9% of primary fires during this period were road vehicles, and 23.4% dwellings. Station personnel, managements teams, central teams, and the service communication team work closely with partners, sharing information, highlighting cause and locations, and messaging through the service social media channels.

Peterlee Station area continues to have the greatest number of incidents; resources and partnership work have been focused on addressing issues in this area.

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

PI03 – There has been a consistent reduction in the number of accidental dwelling fires for the last three years, compared against the performance for the corresponding period (Jul/Aug/Sept).

The incidents are spread across the service area with Durham and Newton Aycliffe having the greatest number during this reporting period. Kitchen fires consistently prove to be the major cause of fires with over 55% of all accidental dwelling fires reporting the room of origin as the kitchen.

Between 1600-2100hrs is the period we have the greatest number of incidents, which links with kitchen fire data as this is when a high percentage of our communities will be coming home from work/school etc. and cooking evening meals. Crews continue to focus on providing kitchen safety advice to promote safer behaviours in the home to reduce fires during Safe & Wellbeing visits.

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 proving to be effective.

PI05 – Station plans have been developed to incorporate a 'menu' of actions to reduce secondary fires. Crews will be provided standard deviation data comparing 5 year averages to daily and weekly demand, used to focus attentions and actions to drive reduction of these incident types. Current YTD performance is slightly above previous years in Bishop Auckland, Consett, Darlington, Newton Aycliffe, Peterlee, Seaham, Spennymoor and Wheatley Hill, however, all of these increases are due to the disproportionate number of incidents attended in April 2021 following lifting of lockdown restrictions, clocks going forward and warm dry weather conditions. We are improving the functionality of analytical tools available to our operational personnel.

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

PI07 – 5000+ SWVs were delivered during this reporting period which aligns to the service annual target of delivering a minimum of 18000 visits.

An additional iPad for use during a SWV is going to be trialled at Darlington Station to consider if this improves efficiency which will be reported on at the end of Q3.

PI42 – This indicator is showing an unusually low percentage and so work has commenced to investigate the cause of this and retrospectively check all SWV's completed this year in relation to this PI. High risk areas are identified as Lower Super Output Areas (LSOAs) and form part of the targeted approach to delivery of SWV's to high-risk vulnerable people and properties. Errors in recording have been identified and approximately 2000 SWV's are being investigated to ensure recording is accurate. The outcome of this work will provide a change to current performance against this PI and updated figures will be reported in Q3.

Protection

Performance Indicator	Objective	Q2 2021/22 Actual	Q2 Target	Actual vs Target	Q2 2020/21 Actual	Actual vs Previous Year
PI 10a - Primary Fires in Non-Domestic Premises	Down	41	48	14.6%	42	2.4%
PI 14 - False Alarms Caused by Automatic Fire Detection Equipment	Down	388	328	-18.3%	345	-12.5%
PI 17 – Number of Fire Safety Audits	Up	1031	1062	-2.9%	484	113.0%

PI10a – Performance in this indicator continues to be good which indicates that our Business Fire Safety risk-based inspection programme is being effective. One cell fire in a prison occurred this month which is enforced by the Crown FS Inspectorate as well as a fire within a grain silo which would not be encompassed under the Fire Safety Order.

PI14 – There were 34 chargeable UwFS in September of which 6 triggered a third occasion and resulted in a charge.

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

PI17 – Following a slow restart of the full inspection programme in April, performance in this area is improving with the gap between performance and target closing. Continued support from the central BFS team will be given to the Ops Crews to ensure this target is met.

Response

Performance Indicator	Objective	Q2 2021/22 Actual	Q2 Target	Actual vs Target	Q2 2020/21 Actual	Actual vs Previous Year
Total Emergency Calls Received (including EMR)	N/A	9245	N/A	N/A	8477	-9.1%
Total Incidents (excluding EMR)	N/A	4141	N/A	N/A	3744	-10.6%
Total Fires	N/A	2196	N/A	N/A	1982	-10.8%
Total False Alarms	N/A	1295	N/A	N/A	1300	0.4%
Total Special Services (excluding EMR)	N/A	650	N/A	N/A	462	-40.7%
Total Road Traffic Collisions	N/A	141	N/A	N/A	99	-42.4%
Total Emergency Medical Response (EMR)	N/A	5	N/A	N/A	0	-100%
PI 06 – Number of Response Standards Met	Up	6	6	0%	5	20%

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

PI06 – All 6 response standards met. ER continue to monitor and discuss all response time failures at monthly watch performance meetings.

Workforce

Performance Indicator	Objective	Q2 2021/22 Actual	Q2 Target	Actual vs Target	Q2 2020/21 Actual	Actual vs Previous Year
PI 40 - All Staff Sickness	Down	4.62	3	-54.0%	2.76	-67.4
PI 69 – Number of Accidents to Personnel	Down	8	6	-33.3%	3	-166.7%

PI40 – PI 40 – All staff (inc RDS) YTD 4.62

Overall, there has been a 93.53% increase on shifts lost in comparison with quarter 2 of 2020-21. C-19 symptomatic and confirmed positive cases have contributed significantly (almost 15%) to this however long-term absence remains the key issue. Long term sickness accounts for approximately 70% of the Service's total absence during this period. Across all our employees, musculoskeletal (MSK) absence equates to almost 39% of the total absences with mental health at just under 20%.

Absences within the wholetime (WT) and Retained Duty System (RDS) categories has increased this quarter primarily linked to longer term and C-19 related absence. Absence levels within Control are improving with relatively few shifts lost over the latter months of the period. Sickness amongst Corporate staff has risen this quarter and is above target.

HR review all long-term absences and are in frequent discussions with relevant managers what support mechanisms are available including occupational health referrals, 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.

A number of ill health retirements are being progressed with a view to reduce the absence particularly in WT and RDS. People Business Partners are assisting managers with issues around sickness and support staff in their return to work. As well as this, there have been further changes to the testing protocols, offer of flu vaccines for under 50s and a push to encourage all staff to record if they have been vaccinated for C-19.

See Appendix A, chart 9 for all staff sickness.

PI69 – There have been five personal accidents reported during this quarterly reporting period. Two firefighters received minor blistering/burns whilst attending an initial breathing apparatus course at the service training centre, one firefighter was knocked down two stair treads by their BA partner whilst taking part in breathing apparatus training resulting in bruising, one firefighter sustained cuts and bruises after coming into contact with hose when training with the High Volume Pump training and one firefighter suffered smoke inhalation whilst attending an operational incident in Durham city centre. This final accident was RIDDOR reportable. This quarter’s performance has put the Service at a total of eight accidents year to date, which is two above the set target and is five above last year’s performance. All incidents are investigated and the actions identified are discussed with the relevant Sections with the aim to prevent reoccurrence of these incidents.

Finance & Governance

Performance Indicator	Objective	Q2 2021/22 Actual	Q2 Target	Actual vs Target	Q2 2020/21 Actual	Actual vs Previous Year
PI 34 - % of Invoices paid within 30 days	Up	99.2%	95%	4.4%	98.8%	0.4%

PI34 - Only 3 invoices paid late which were connected to a prior issue in SharePoint where a batch hadn't saved properly and were missed. Issue is being monitored and will be passed to IT if any further similar issues occur. Overall performance is improving which is down to putting in steps to reduce past issues re-occurring

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

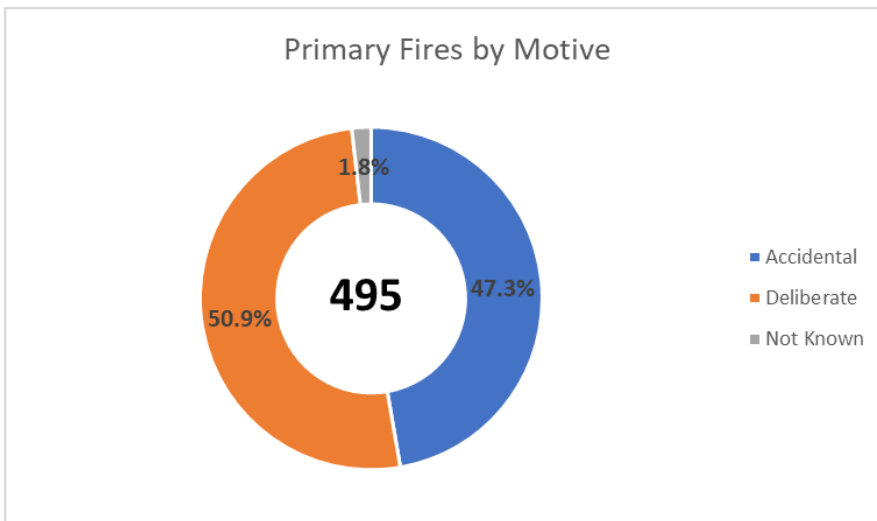


Chart 2 – Primary Fires by Type

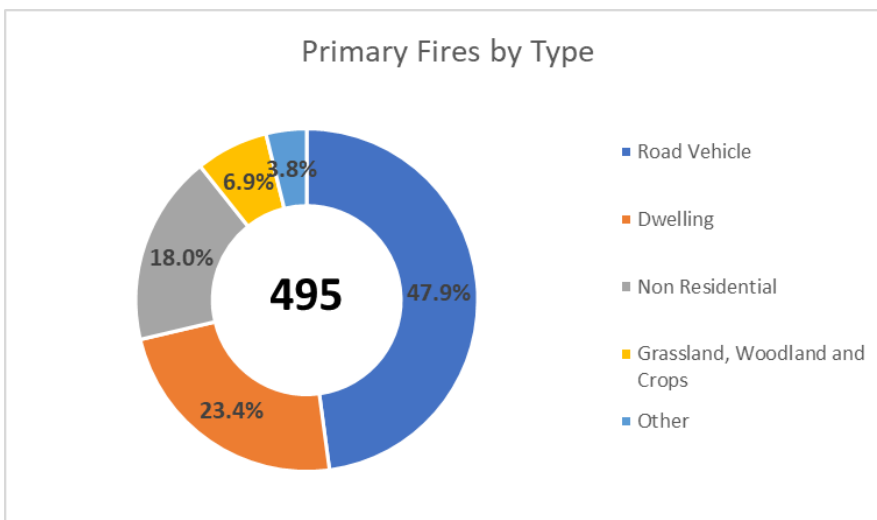


Chart 3 - Number of Accidental Dwelling Fires by Room of Origin

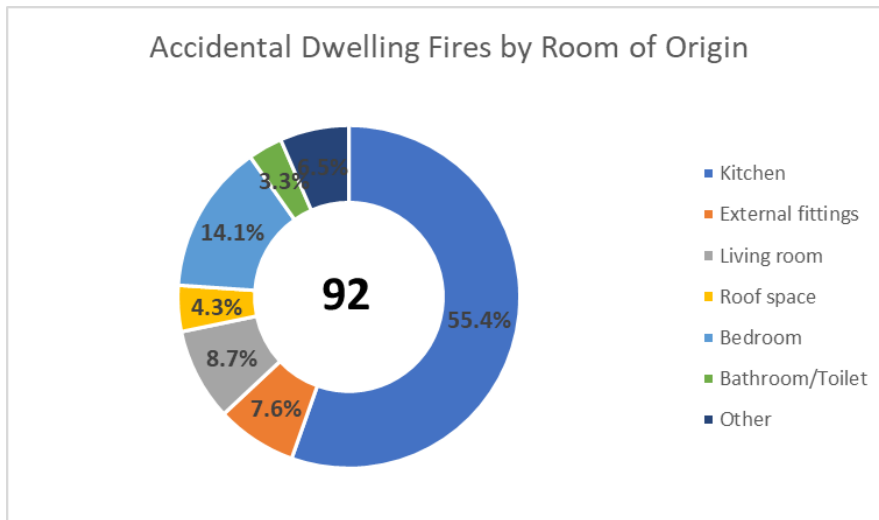


Chart 4 - Number of Accidental Dwelling Fires by Occupier Type

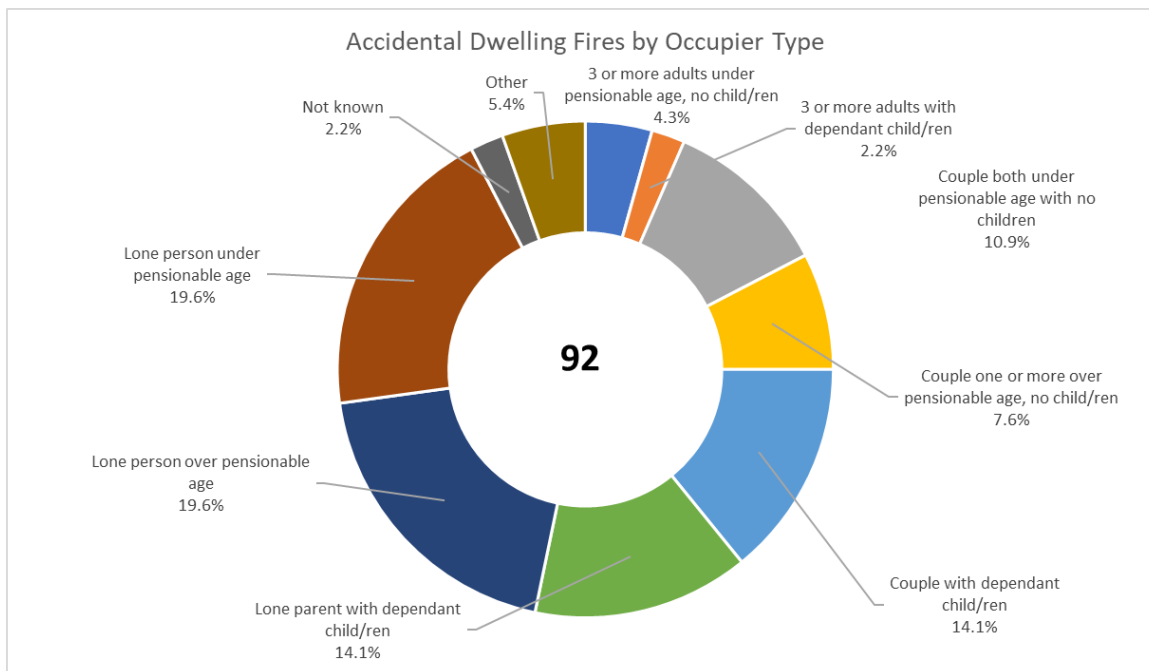


Chart 5 – Secondary Fires by Motive

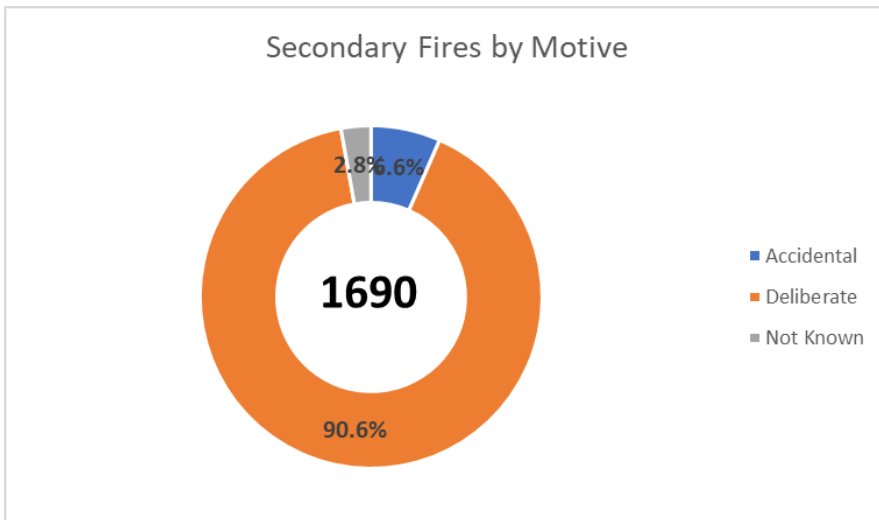


Chart 6 – Secondary Fires by Property Type

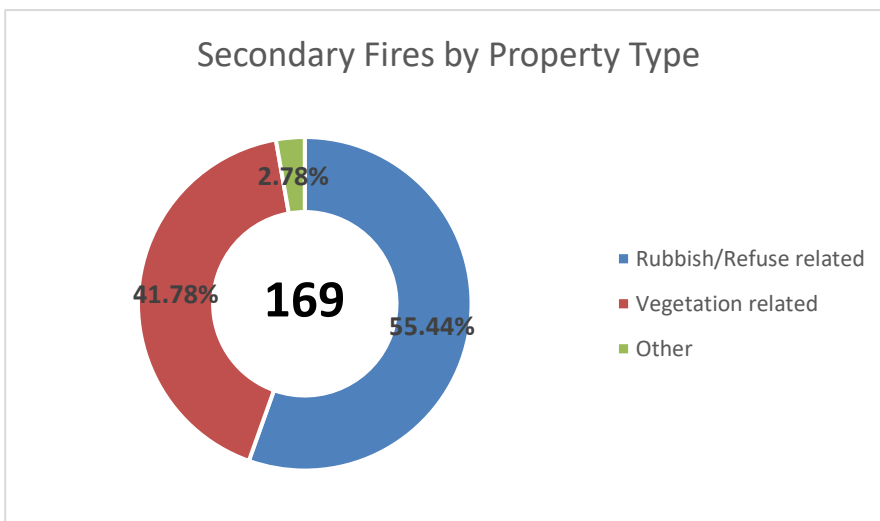


Chart 7 - False Alarms Caused by Automatic Fire Detection Equipment

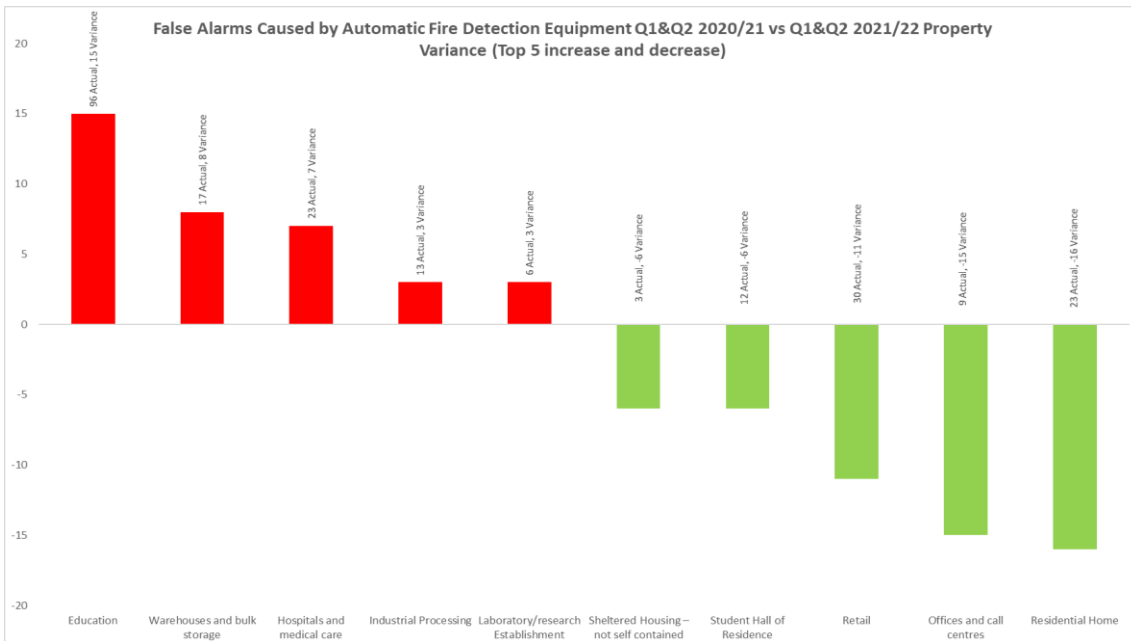


Chart 8 - Total Incidents (excluding EMR)

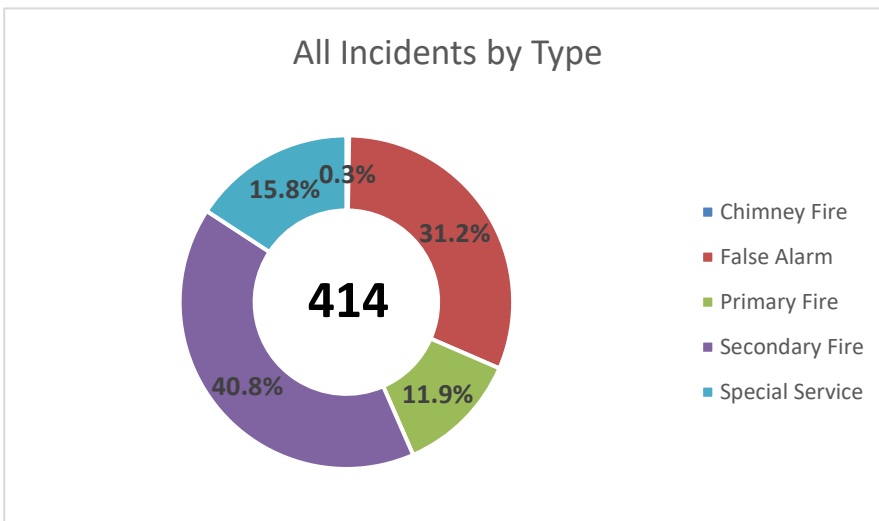


Chart 9 - All Staff Sick

