



Safest People, Safest Places

Performance Committee

8 September 2022

Performance Report – Quarter One 2022/23

Report of Director Community Risk Management

Purpose of report

1. This report presents a summary of organisational performance at the end of the first quarter of the 2022/23 financial year.

Background

2. Both operational and corporate performance is monitored and managed internally via the monthly Performance Board and Service Leadership Team 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 Performance Board 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 2022/23 shows 53% of the strategic PIs met or exceeded their target level, while 51% 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 2021-22 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 | Q1 2022/23 Actual | Q1 Target | Actual vs Target | Q1 2021/22 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 | 275 | 227 | -21.1% | 238 | -15.5% |
| PI 03 – Number of Accidental Dwelling Fires | Down | 54 | 47 | -14.9% | 47 | -14.9% |
| PI 04 - Injuries Arising from Accidental Dwelling Fires | Down | 4 | 4 | 0% | 3 | -33.3% |
| PI 05 - Total Secondary Fires | Down | 1325 | 938 | -41.3% | 1162 | -14.0% |
| PI 07 – Number of Home Fire Safety Visits | Up | 4811 | 4542 | 5.9% | 3991 | 20.5% |
| PI 42 - Proportion of Home Fire Safety Visits to High-Risk People/ Properties | Up | 71.8% | 80% | -10.2% | 80.3% | -10.5% |

PI01 – There were no deaths from dwelling fires for this quarter

PI02 – Performance in quarter 1 is over target by 21.1% and 15.5% worse than the previous year. There were 146 deliberate primary fires which is 53% of all primary fires. Of these deliberate fires 45% are vehicles fires with many of these linked to crime.

Principal areas of focus for this indicator are Peterlee and Darlington where respectively 57 and 37 fires occurred. Crews actively use analysis tools to identify high demand areas and conduct high profile activities including utilising FireStoppers branding to raise awareness.

There has been several higher profile unoccupied building fires and the Service are working with Durham County Council and Durham Constabulary to address the security of unoccupied buildings across Durham County. Work continues through the multi-agency Arson Suppression Group to identify ways to reduce the deliberate fire incidents.

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

PI03 – Accidental Dwelling Fires (ADFs) are up by seven incidents compared to the first quarter of the previous year which was the lowest on record for the Service. 45% of all ADFs started in the kitchen and this continues to be an area of focus for our targeted Home Fire Safety Visits (HFSVs). Lone occupiers and lone parent account for 49% of all incidents. The 'Eyes Wide Open' programme is engaging with agencies who interact with these occupier groups to try and increase referrals for HFSVs.

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 – There were four injuries from ADFs in the first quarter which is in line with the target, although this is an increase of one for the same period last year. Two of these were smoke inhalation. The other two were a male and female at the same incident, who suffered burns and cuts when escaping through a first floor window on to a flat roof, from where they were rescued by fire service crews.

PI05 – The first quarter has seen a significant increase in secondary fires with numbers 41.3% over the target and 14% more than the previous year. 93% of the secondary fires are deliberate. This quarter there has been an increase of vegetation related incidents such as grassland, woodland and crops. These grassland, woodland and crops incidents are harder to prevent as the ignition source can generally not be removed unlike rubbish / refuse.

Crews actively use analysis tools to identify high demand areas and conduct high profile activities to conduct target hardening activities and raise awareness. The Community Safety and Arson Team engage with multi-agency partners through the Anti-Social Behaviour Strategic Group to try and tackle this type of behaviour linked to deliberate fires. Specific work is also ongoing with the Horden Together Project to address this problem area for secondary fires.

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

PI07 – There were 4,811 HFSVs completed in quarter 1, which is 5.9% above the target and 20.5% more than the same period last year. This high number of visits is above the fire sector average and should continue to make the residents of County Durham and Darlington safer from fire.

PI42 – The indicator is currently performing at 71.8% which is below the target of 80%. The Community Safety and Arson Team are working with Emergency Response to ensure this increases towards its 80% target through targeting the most vulnerable in our communities. Achievement of this target will be supported by the work with partners through the 'Eyes Wide Open' programme.

Protection

| Performance Indicator | Objective | Q1 2022/23 Actual | Q1 Target | Actual vs Target | Q1 2021/22 Actual | Actual vs Previous Year |
|---|-----------|-------------------|-----------|------------------|-------------------|-------------------------|
| PI 10a - Primary Fires in Non-Domestic Premises | Down | 35 | 24 | -45.8% | 18 | -94.4% |
| PI 14 - False Alarms Caused by Automatic Fire Detection Equipment | Down | 217 | 145 | -49.7% | 167 | -29.9% |
| PI 17 – Number of Fire Safety Audits | Up | 484 | 531 | -8.9% | 455 | 6.4% |

PI10a – There have been 35 incidents this quarter which is 11 over the target and 17 more incidents than the previous year. 18 of these incidents were deliberate compared to only seven deliberate incidents the previous year. 10 of these were deliberate incidents in prisons, although only one of these 10 incidents required any firefighting action. Business Fire Safety and the Divisional Managers are meeting with the prisons to identify ways to reduce these call outs. The Business Fire Safety Team conduct post fire reviews of these incidents and combined with our high levels of fire safety audits this should aim to get his indicator back on track.

PI14 – There have been 217 incidents this quarter which is 49.7% over the target and 29.9% more incidents than the previous year. Indeed, this is the highest quarter one performance since 2009/10. In particular increases in callouts compared to the same period last year have been observed in office and call centres, purpose-built flats, residential care homes and educational premises. Educational premises, residential care homes and student halls of residence account for over 45% of incidents with over 50% of incidents at these premises being due to a faulty system.

The central team have plans to increase engagement and a mail shot for educational premises and residential care homes. With the new higher education term due to shortly begin they will engage face to face with students to try and reduce incidences at student halls of residence. The Service continues to invoice premises when they incur three chargeable callouts in a rolling 12-month period, with 26 invoices created this quarter.

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

PI17 – 484 Fire Safety Audits have been delivered this year which is slightly under the target of 531 although more than the previous year performance of 455. Positively 35% of audits have been unsatisfactory showing that the Service is targeting the correct premises. The central team are still going through a transition period with many staff attending development courses following the retirement and resignation of staff last year. Building and license regulation consultations have increased this year, reducing the ability of the Level 4 staff to deliver the same number of audits as in previous years. Emergency Response crews continue to deliver high numbers of audits which continues to be significantly higher performance than the average across all fire and rescue services.

Response

| Performance Indicator | Objective | Q1 2022/23 Actual | Q1 Target | Actual vs Target | Q1 2021/22 Actual | Actual vs Previous Year |
|--|-----------|-------------------------|--------------|------------------------|-------------------------|-------------------------------|
| Total Emergency Calls Received (including EMR) | N/A | 5315 | N/A | N/A | 5226 | -1.7% |
| Total Incidents (excluding EMR) | N/A | 2657 | N/A | N/A | 2340 | -13.5% |
| Total Fires | N/A | 1616 | N/A | N/A | 1411 | -14.5% |
| Total False Alarms | N/A | 744 | N/A | N/A | 626 | -18.8% |
| Total Special Services (excluding EMR) | N/A | 307 | N/A | N/A | 303 | -1.3% |
| Total Road Traffic Collisions | N/A | 72 | N/A | N/A | 66 | -9.1% |
| PI 06 – Number of Response Standards Met | Up | 3 | 3 | 0% | N/A | N/A |

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

PI06 – The Service introduced revised response targets on 1 April 2022 and performance in quarter one indicates the agreed values are challenging but currently being met. Incidents which do not meet the response standards are reviewed to identify further improvements in our ability to respond quickly to incidents.

- Response to accidental dwelling fires has been achieved within 8 minutes on 70% of occasions, achieving the target of 70%.
- Response to non-domestic property fires has been achieved within 9 minutes on 78.3% of occasions showing high performance against the 70% target.
- Response to Road Traffic Collisions has been achieved within 10 minutes on 72.1% of occasions showing high performance against the 70% target.

Workforce

| Performance Indicator | Objective | Q1 2022/23 Actual | Q1 Target | Actual vs Target | Q1 2021/22 Actual | Actual vs Previous Year |
|--|-----------|-------------------------|--------------|------------------------|-------------------------|-------------------------------|
| PI 40 - All Staff Sickness | Down | 2.19 | 1.5 | -46.0% | 2.04 | -7.4% |
| PI 69 – Number of Accidents to Personnel | Down | 2 | 3 | 33.3% | 3 | 33.3% |

PI40 – This PI is over target, heavily influenced by long term sickness and Covid short term absence, although both these causes have reduced compared to last year. The HR team continue to work with managers to ensure correct processes are followed. This indicator is scrutinised in detail by the HR Committee.

PI69 – There were three personal accidents in the first reporting quarter. All three resulted in periods of sickness absence but only one required a RIDDOR report, due to an over seven day absence. All accidents occurred at operational incidents with two occurring at the same building fire, a disused premises (Lee House, Peterlee), whilst the other was a derelict building fire at Consett. All three accidents involved twists or strains with two ankle injuries and one shoulder/ neck injury. The two accidents at Lee House occurred whilst staff were carrying equipment inside the building (multiple floors) whilst the Consett incident occurred whilst walking across rough terrain.

Recommendations

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

AM Keith Caruthers, Ext. 5564

Appendix A

Chart 1 - Primary Fires by Motive

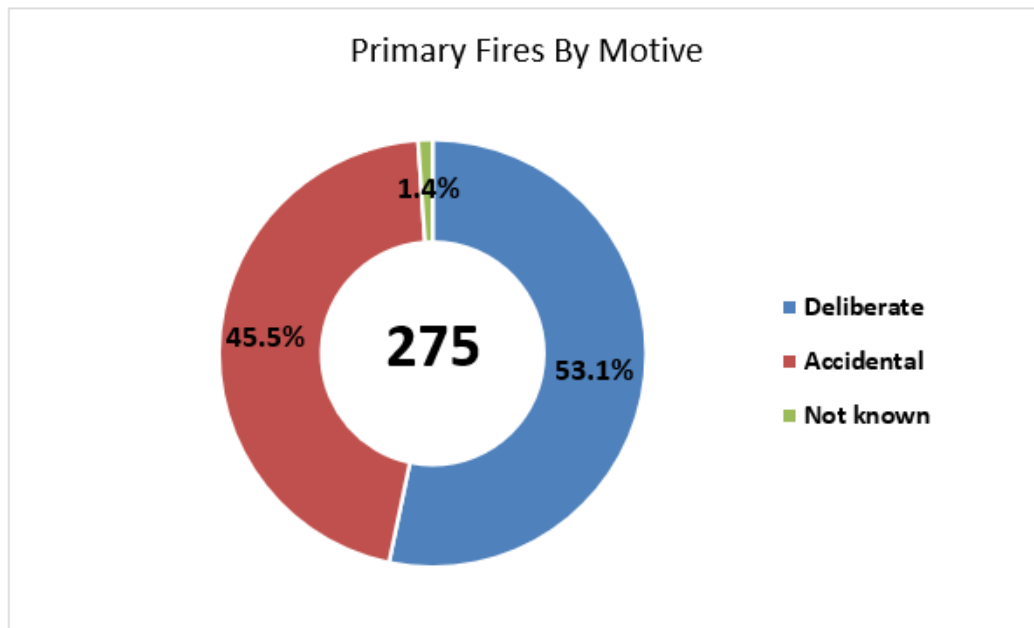


Chart 2 – Primary Fires by Type

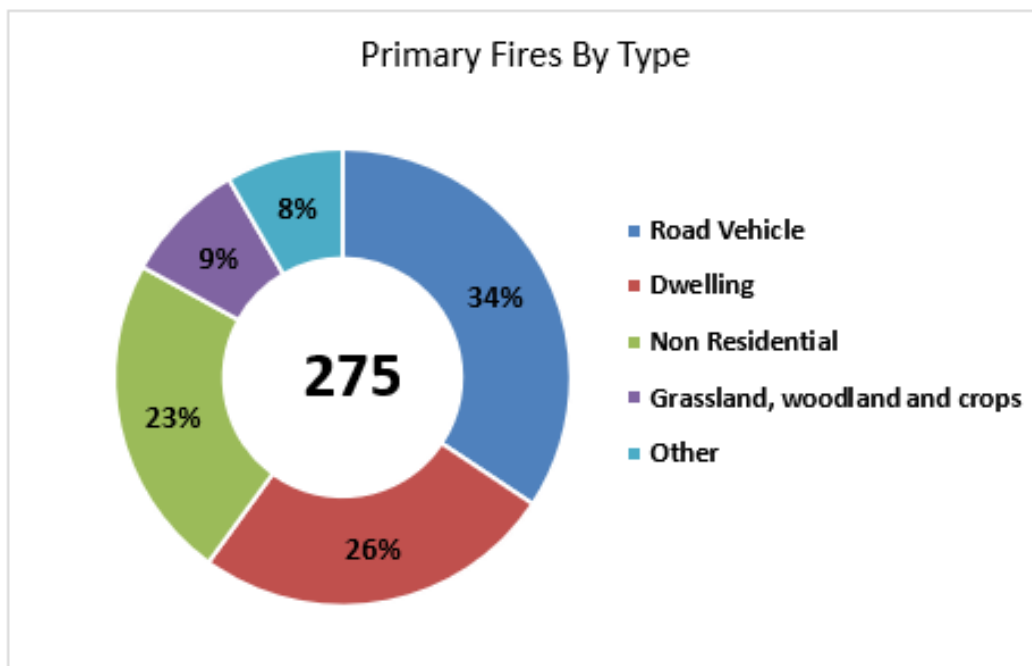


Chart 3 - Number of Accidental Dwelling Fires by Room of Origin

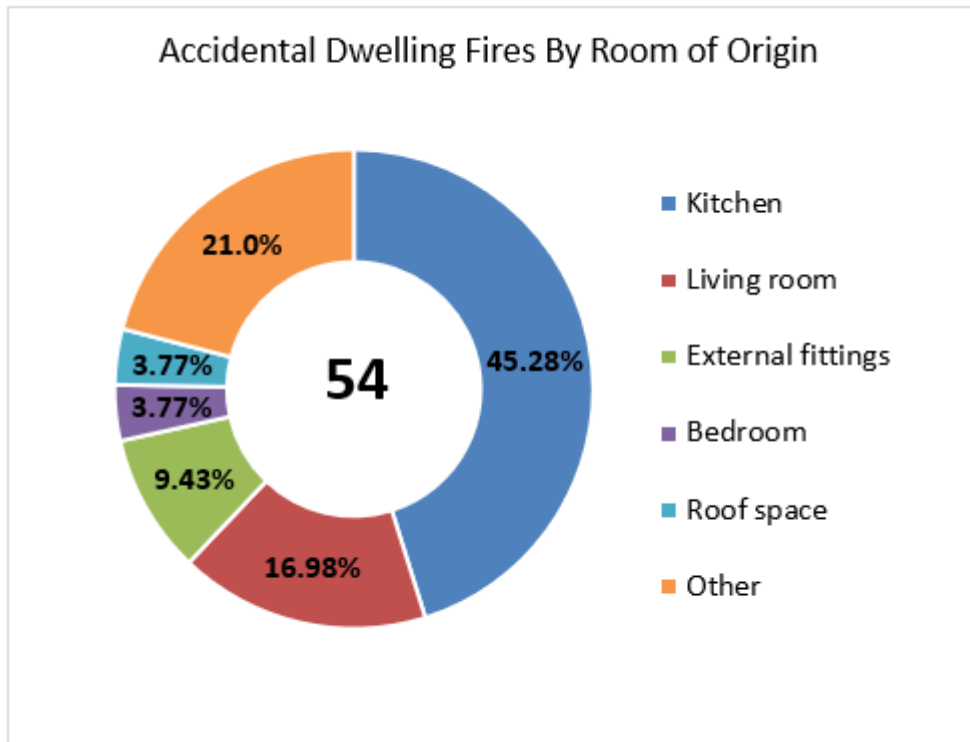


Chart 4 - Number of Accidental Dwelling Fires by Occupier Type

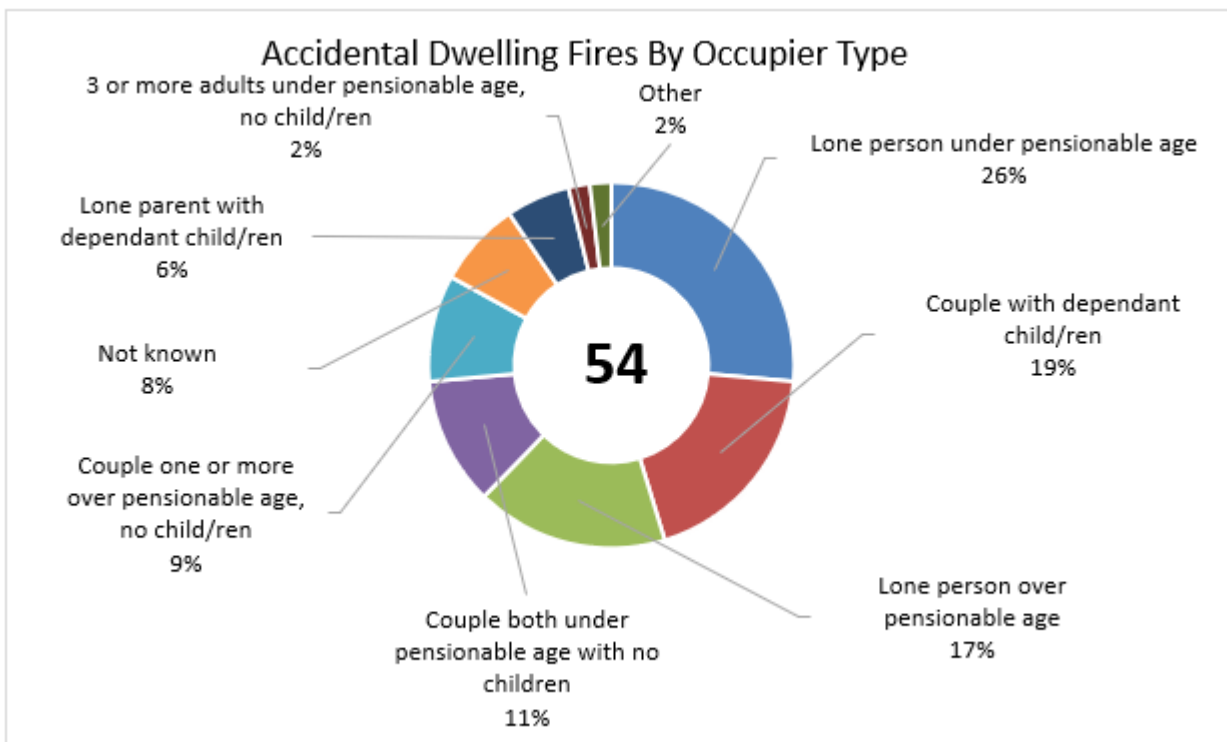


Chart 5 – Secondary Fires by Motive

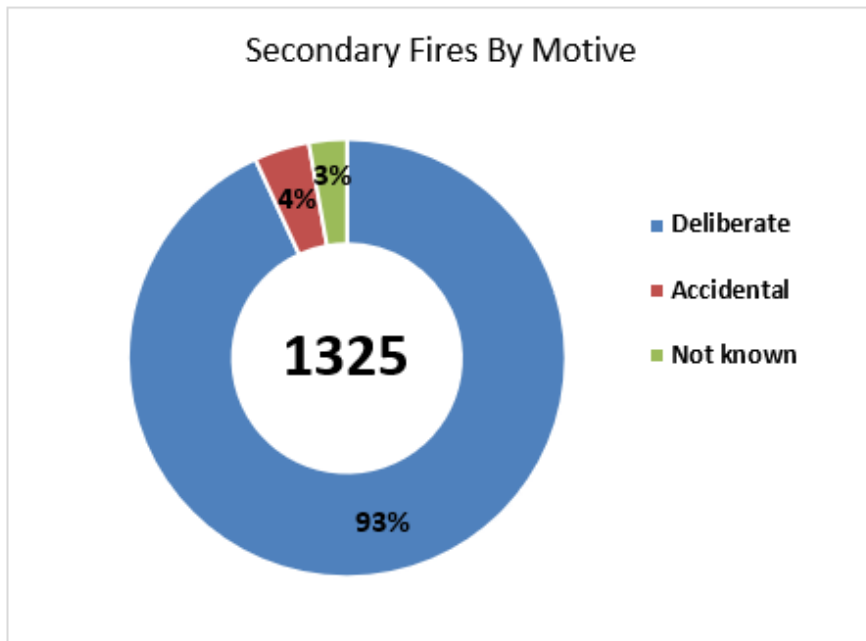


Chart 6 – Secondary Fires by Property Type

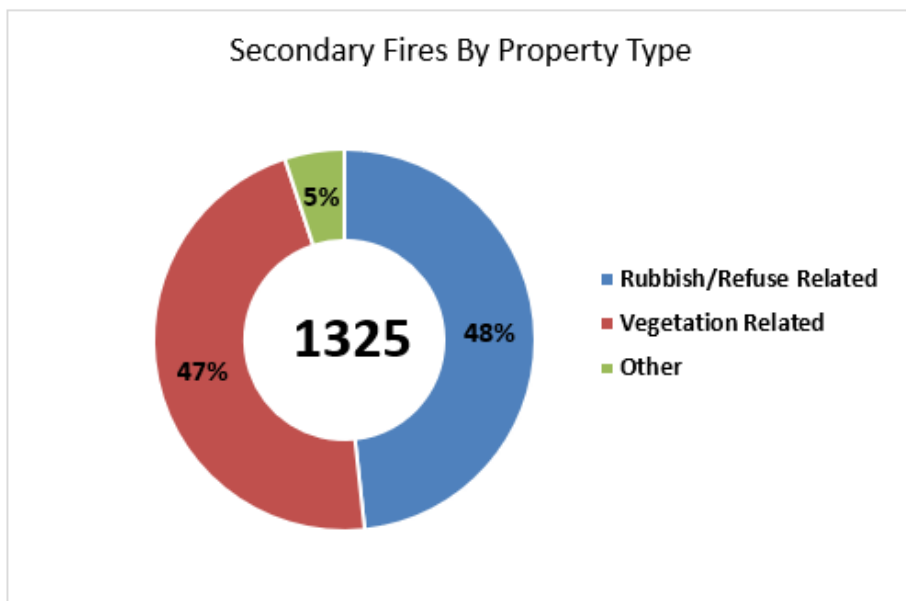


Chart 7 - False Alarms Caused by Automatic Fire Detection Equipment

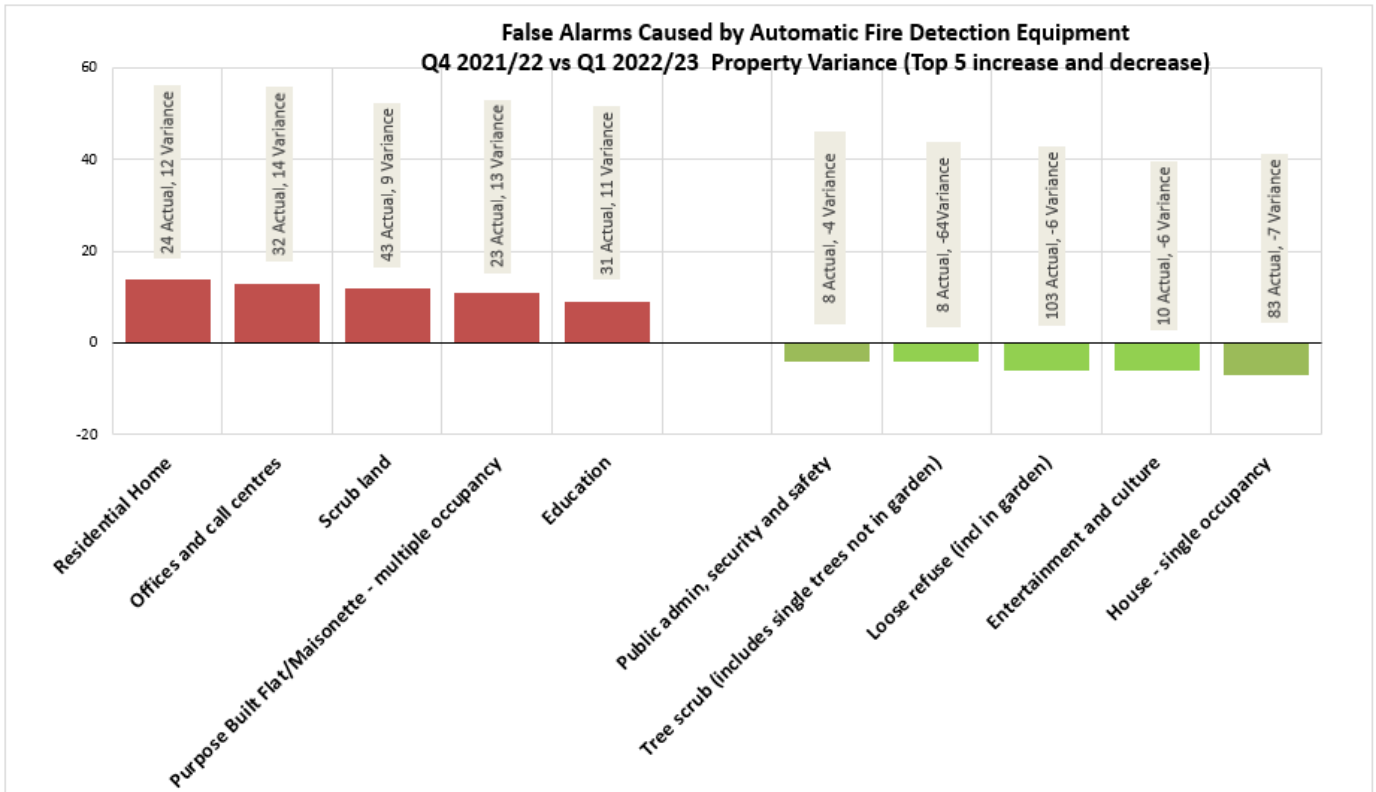


Chart 8 - Total Incidents (excluding EMR)

