



## **Safest People, Safest Places**

### **Performance Committee**

**6 December 2022**

### **Performance Report – Quarter Two 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 second 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 (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 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 two for 2022/23 shows 43% 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. 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	Q2 2022/23 Actual	Q2 Target	Actual vs Target	Q2 2021/22 Actual	Actual vs Previous Year
PI 01 - Deaths Arising from Accidental Fires in Dwellings	Down	0	0	0%	1	100%
PI 03 – Number of Accidental Dwelling Fires	Down	102	96	-6.3%	92	-10.9%
PI 04 - Injuries Arising from Accidental Dwelling Fires	Down	4	7	42.9%	7	42.9%
PI 05 - Total Secondary Fires	Down	2765	1488	-85.8%	1690	-63.6%
PI 07 – Number of Home Fire Safety Visits	Up	9520	9084	4.8%	9186	3.6%

**PI01** – There have been no deaths arising from accidental fires in dwellings.

**PI03** – Accidental Dwelling Fires (ADFs) are six over the target of 96. Incidents have increased by ten compared to the same period in the previous year, which was the lowest on record for the Service. 44% 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 1 for number of ADFs by room of origin and chart 2 for number of ADFs by occupier type.

**PI04** – Year to date there have been four injuries arising from ADFs, although positively there have been no injuries in quarter two.

**PI05** – The weather over quarter two, with two heatwaves, has had a negative effect on the number of secondary fires across the Service area. Incident numbers are 85.8% over the target and 63.6% more than the previous year. 93% of the secondary fires were recorded as deliberate. Peak times of the day for secondary fires are 17:00 to 21:00 hours. The Community Safety and Arson Reduction

Team will be delivering school presentations to raise awareness and working with named young people via the CURVE Project to address fire setting behaviours. The Service is developing a model including a plan on a page to improve the consistency of deliberate fire reduction activities across all stations.

See Appendix A, chart 3 for secondary fires by motive and chart 4 for secondary fires by property type.

**PI07** – The Service has completed 9,520 HFSVs, which is 4.8% above the target and 3.6% 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.

## Protection

Performance Indicator	Objective	Q2 2022/23 Actual	Q2 Target	Actual vs Target	Q2 2021/22 Actual	Actual vs Previous Year
PI 10a - Primary Fires in Non-Domestic Premises	Down	65	48	-35.4%	41	-58.5%
PI 14 - False Alarms Caused by Automatic Fire Detection Equipment	Down	450	343	-31.2%	388	-16.0%
PI 17 – Number of Fire Safety Audits	Up	948	1062	-10.7%	1044	-9.2%

**PI10a** – There have been 65 primary fires in non-domestic premises which is 17 over the target and 24 more incidents compared to the same period in the previous year.

30 of these incidents were deliberate fires, compared to only ten deliberate fires the previous year. 12 of these were deliberate incidents in prisons, although only one of these 12 deliberate prison fire incidents required any firefighting action. Business Fire Safety and the Divisional Managers have met with prison managers to try and 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 aims to improve the performance of this indicator.

**PI14** – There have been 450 incidents which is 31.2% over the target and 16% more incidents than the same period in the previous year. Performance has improved compared to quarter one although further focus continues to be applied in this area. Educational premises continue to account for the largest proportion, 20.7% of all incidents, with residential homes responsible for 12.7% of all incidents. The Business Fire Safety Team are closely monitoring the performance of educational establishments and residential homes following a mailshot to all these premises. The central team have engaged with students of halls of residence to coincide with the new university year.

The Service continues to invoice premises when they incur three chargeable callouts in a rolling 12-month period, with 60 invoices totalling £39,591 sent this year to date.

**PI17** – 948 Fire Safety Audits have been delivered this year which is under the target of 1,062 and the previous year performance of 1,044. 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 unexpected resignations of several staff at the start of this reporting year. Public complaints regarding fire safety issues, building and license regulation consultations have all 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 – more than three times higher per 100 known premises.

## Response

Performance Indicator	Objective	Q2 2022/23 Actual	Q2 Target	Actual vs Target	Q2 2021/22 Actual	Actual vs Previous Year
Total Emergency Calls Received	N/A	12081	N/A	N/A	9245	-30.7%
Total Incidents	N/A	5571	N/A	N/A	4141	-34.5%
Total Road Traffic Collisions	N/A	156	N/A	N/A	141	-10.6%
PI 02 – Total Primary Fires	Down	581	482	-20.5%	495	-17.4%
PI 06a Dwelling Fires Attended within 8 Minutes	Up	71.3%	70%	1.8%	N/A	N/A
PI 06b Non Domestic Fires Attended within 9 Minutes	Up	67.5%	70%	-3.6%	N/A	N/A
PI 06c Road Traffic Collisions Attended within 10 Minutes	Up	65.3%	70%	-6.7%	N/A	N/A

See Appendix A, chart 5 for total incidents

**PI02** – Performance is over target by 20.5% and 17.4% worse than the previous year. There were 298 deliberate primary fires which is 51.3% of all primary fires. Of these deliberate fires 142 (47.7%) are vehicles fires with many of these linked to crime. The principal area of focus for deliberate fires is Peterlee where a high proportion, 29.5% of all deliberate fires occurred. Crews actively use analysis tools to identify high demand areas and conduct high profile activities including utilising FireStoppers branding to raise awareness. The two heatwaves have also contributed to this indicator with a 100% increase in grassland, woodland and crop primary fires compared to the same period last year.

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 County Durham. Work continues through the multi-agency Arson Suppression Group to identify ways to reduce the deliberate fire incidents.

See Appendix A, chart 6 for primary fires by motive and chart 7 for primary fires by type

**PI06a** – Year to date response time performance when attending ADF's in 8 minutes on 70% of occasions is good. Divisional Managers are working with Watch Managers through the monthly performance reporting process to scrutinise and improve performance. Emergency Response are working with Information Services and the IRS manager to improve notification of response time failures (RTF) to Watch Managers and to identify and share any learning. A 'Crews News' will be produced to share best practice, aiming at improving response times.

**PI06b** – This performance target has been achieved for the first 4 months of this reporting year however three failures in August and three failures in September have resulted in the overall percentage of attendances within 9 minutes falling to 67.5%. Following analysis of existing data there are two main reasons for RTF. 'On Call' appliance turn out times of up to 5 minutes plus the travel time exceeds 9 minutes or extended travel distances of over 9 minutes are incurred due to the distance of the incident from the fire station.

**PI06c** – Inaccurate incident addresses provided by the original caller are a significant influencing factor to our challenges in reducing road traffic collision response times. Scrutiny over this quarter, led to clarity for Incident Commanders to book in attendance at the original location mobilised to and then instigate searching methods if the incident location transpires to be different. Please see PI06b for further actions taken to drive improvements to all RTF's.

### Workforce

Performance Indicator	Objective	Q2 2022/23 Actual	Q2 Target	Actual vs Target	Q2 2021/22 Actual	Actual vs Previous Year
PI 40 – All Staff Sickness	Down	4.74	3	-58.0%	4.62	-2.6%
PI 69 – Number of Accidents to Personnel	Down	3	6	50.0%	8	62.5%

**PI40** – This PI is over target, heavily influenced by long term sickness and Covid short term absence in all categories of staff. The Human Resources (HR) Team continues to work with managers to ensure correct processes are followed. This indicator is scrutinised in detail by the HR Committee.

**PI69** – There has been one accident in quarter two bringing the total to three for the year to date performance. This accident occurred at an operational incident in August whilst assisting a member of the public with limited mobility. Although statistics show good performance, the Health and Safety Team are continuously working to promote a positive Health and Safety culture across the organisation.

### Recommendations

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

Director Community Risk Management Keith Carruthers, Ext. 5564

**Appendix A**

Chart 1 - Number of Accidental Dwelling Fires by Room of Origin

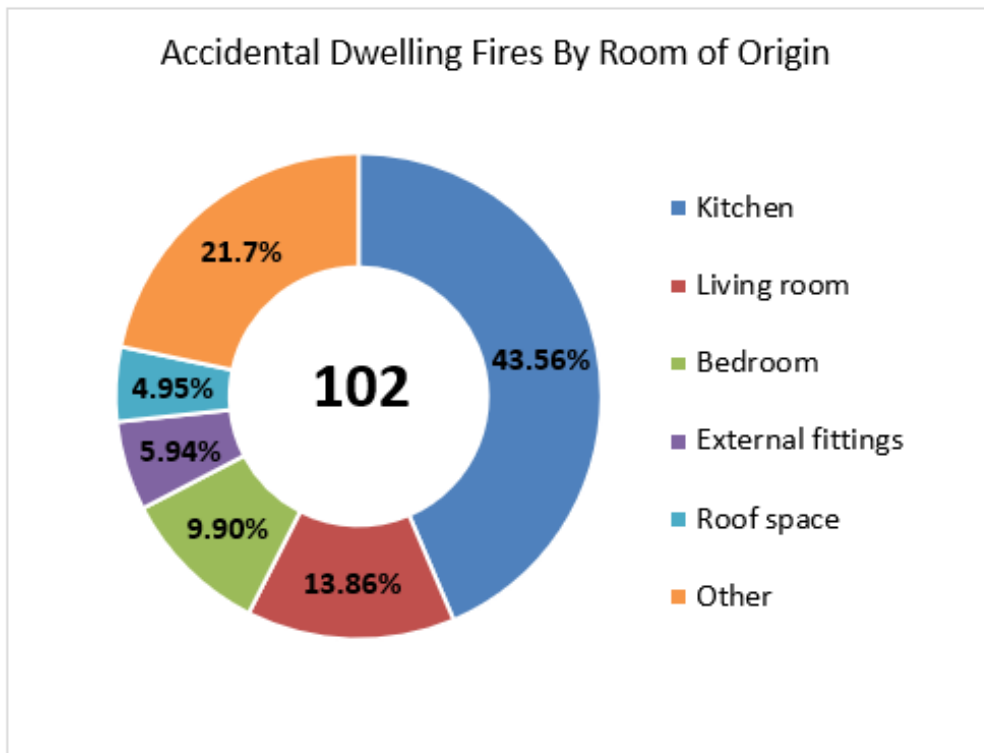


Chart 2 - Number of Accidental Dwelling Fires by Occupier Type

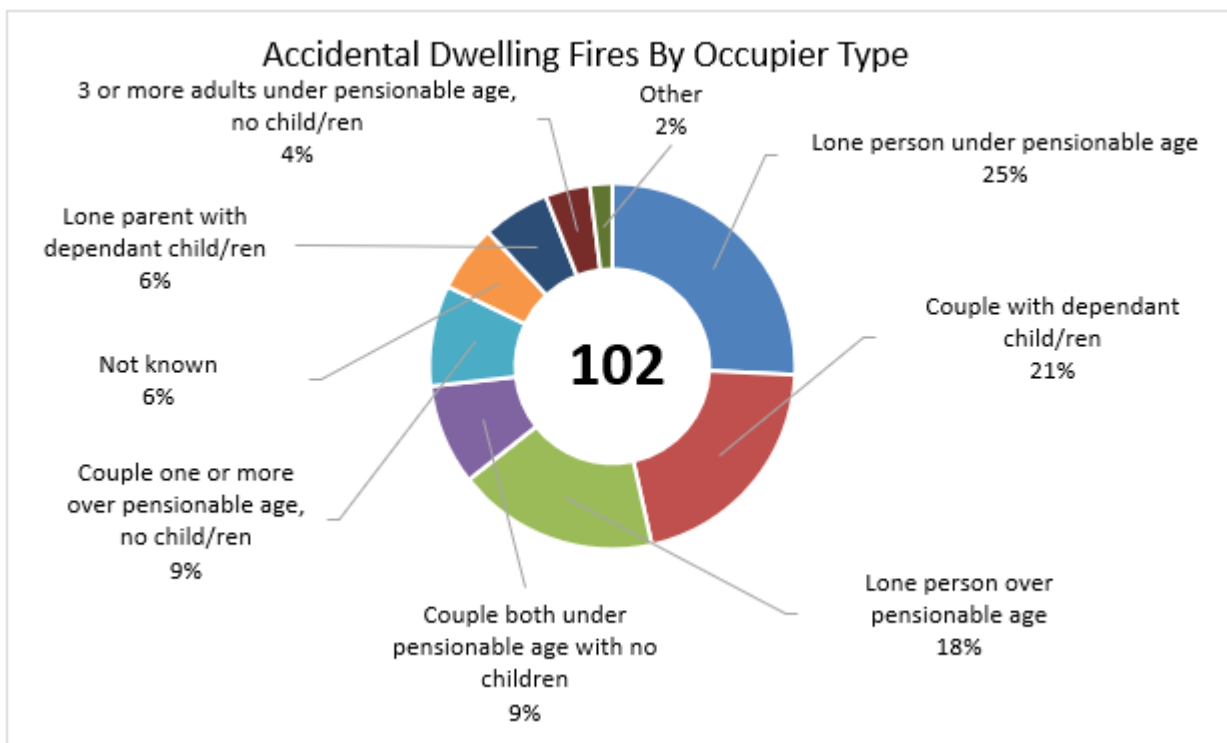


Chart 3 – Secondary Fires by Motive

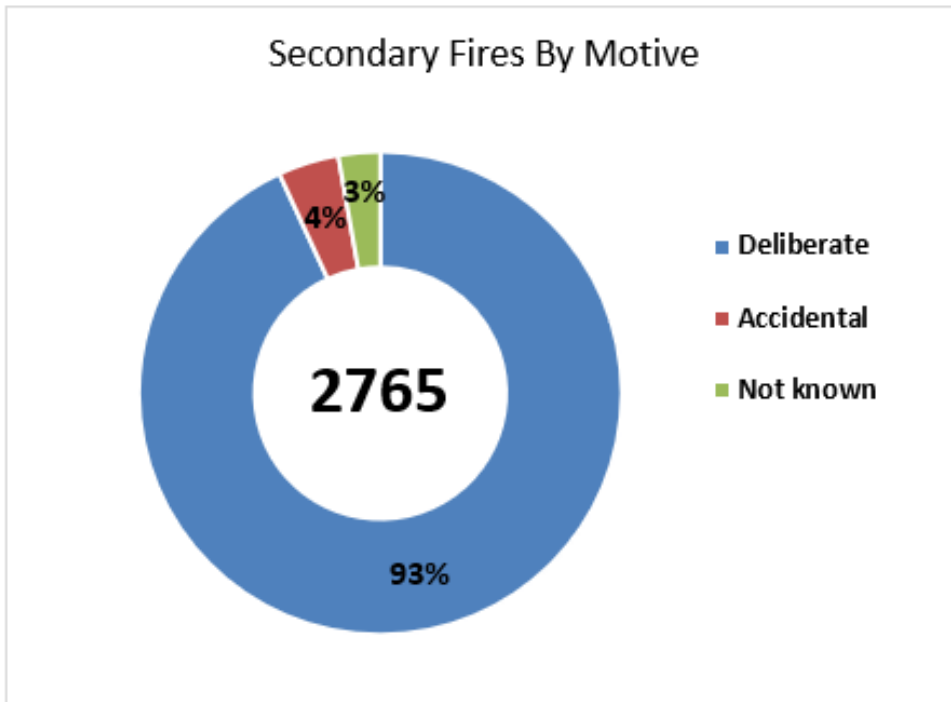


Chart 4 – Secondary Fires by Property Type

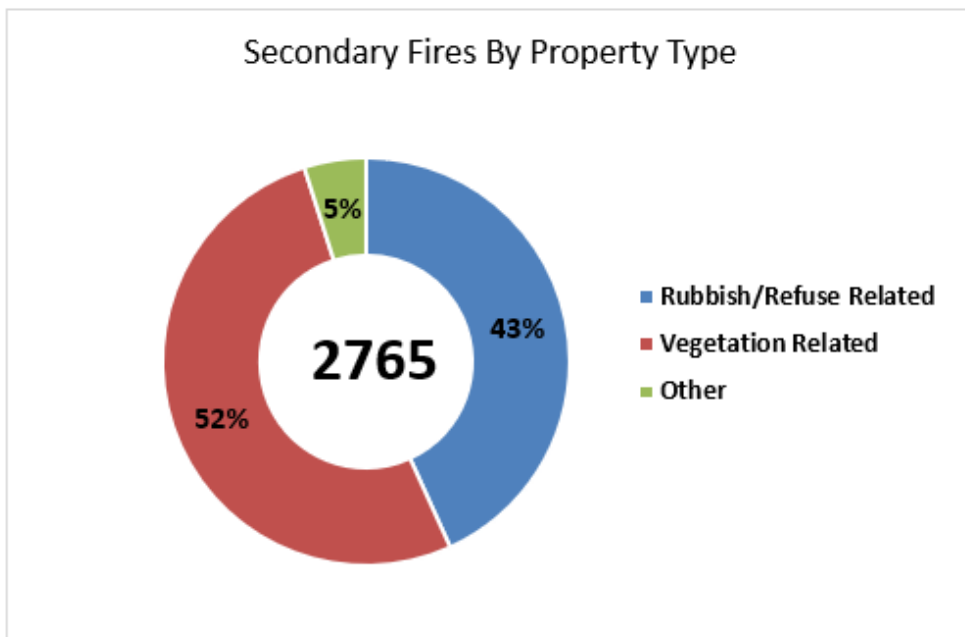


Chart 5 - Total Incidents

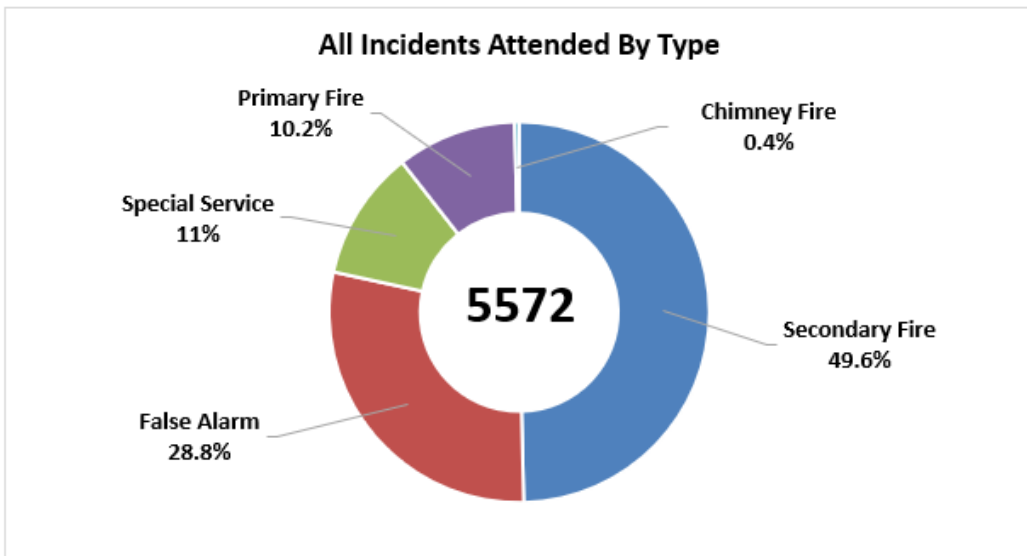


Chart 6 - Primary Fires by Motive

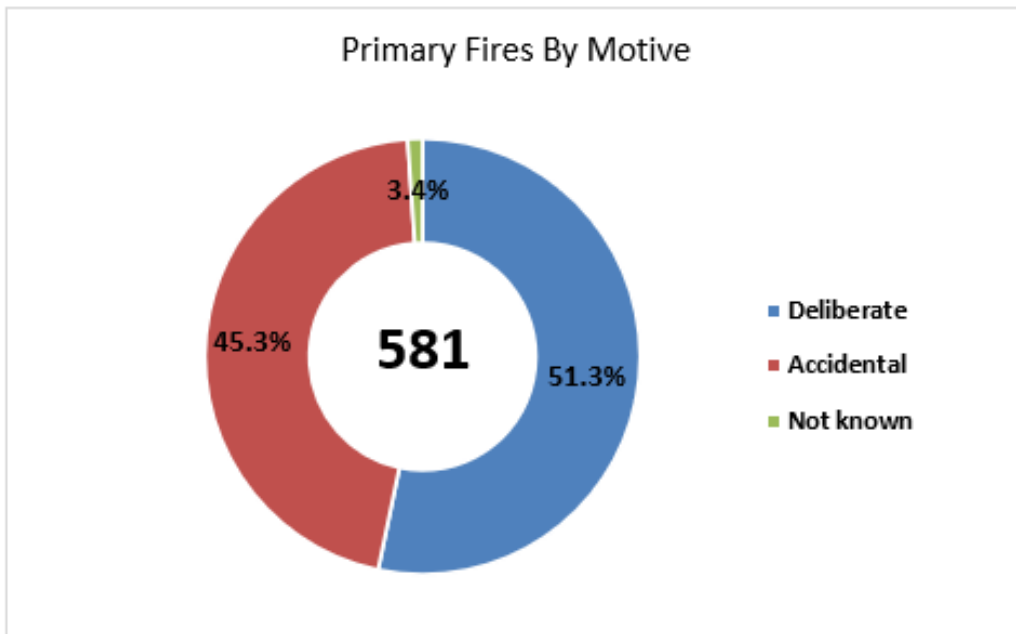






Chart 7 – Primary Fires by Type

