County Durham and Darlington
Fire and Rescue Authority

Safest People, Safest Places

Performance Committee

10 March 2022

Performance Report – Quarter Three 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 third 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 three for 2021/22 shows 60.6% of the strategic PIs met or exceeded their target level, while 52.5% 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	Q3 2021/22 Actual	Q3 Target	Actual vs Target	Q3 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	729	735	0.8%	752	3.1%
PI 03 – Number of Accidental Dwelling Fires	Down	145	162	10.5%	153	5.2%
PI 04 - Injuries Arising from Accidental Dwelling Fires	Down	13	14	7.1%	14	7.1%
PI 05 - Total Secondary Fires	Down	2272	1668	-36.2%	1875	-20.7%
PI 07 – Number of Safe & Wellbeing Visits	Up	13823	13637	1.4%	3643	279%
PI 42 - Proportion of Safe & Wellbeing Visits to High-Risk People/Properties	Up	84.3%	80%	5.3%	61.7%	36.6%

PI01 – Accidental death of a 71yr old male, recently discharged from lengthy stay in hospital into a warden assisted residential home. Cause of the fire was accidental ignition of a chair from smoking materials.

PI02 – Emergency Response (ER) crews continue to focus attentions to hotspot areas using station plans and analytical reports to highlight deviations or increases to five-year averages and utilise the menu of actions to implement interventions. Firestoppers continues to provide a brand for crews to utilise and members of the public to anonymously report deliberate fire setters. Station 'Plans on a Page' have been introduced to provide greater understanding to our Service approach both internally and externally. Version 1.2 of station plans is being developed ahead of the new reporting year and will feature improved performance reporting tools and access to an improved suite of PowerBi reports covering the full range of performance indicators reported against. These aim to improve functionality by simplifying and standardising our approach, providing user friendly tools in one location. These tools will be supported by our Watch Manager Handbook designed to provide detailed role specific guidance to Watch Managers.

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

PI03 – The number of Accidental Dwelling Fires (ADFs) continues to reduce and reflects the number and quality of Safe & Wellbeing Visits (SWVs) delivered. YTD the Service has delivered almost 14,000 SWV's targeting places and people most vulnerable in the community and is on target to achieve the annual target of 18,000 despite the challenges presented by COVID-19. Work is underway to introduce a new risk based, person centred pathway and the Station Plans are driving work to develop relationships with vulnerable groups to generate greater numbers of referrals from these groups to improve the targeted approach and drive ADFs down further.

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

PI04 – Injuries from ADFs to the end of Q3 are slightly lower than Service target and for the same reporting periods for previous years. This will be in part to an overall reduction in ADFs and a focus on kitchen safety during SWVs which has historically accounted for a high percentage of injuries. When the building layout permits the Service are offering an additional smoke alarm to increase the likelihood of early detection. A high % of those suffering injures or going to hospital for a precautionary check have had mobility issues, often bedridden. Increased work with partners as part of the 'Eyes Wide Open' delivery will increase awareness of fire risks and hazards especially for those most vulnerable and those that are at greatest risk be referred to the Service for additional support and additional specialist equipment such as fire retardant bedding, throws etc. The Service also supported the NFCC home fire safety campaigns through social media channels.

PI05 – Covid-19 restrictions and a wet Q3 may have had some impact. The Arson Reduction Team (ART) have been active in 45 schools across the Service area with 10,700 students receiving presentations on deliberate secondary fires and peer pressure mitigation.

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

PI07 – YTD the Service has delivered almost 14,000 SWVs targeting places and people most vulnerable in the community and is on target to achieve the annual target of 18,000 despite the challenges presented by COVID-19. Work is underway to introduce a new risk based, person centred pathway and the Station Plans are driving work to develop relationships with vulnerable groups to generate greater numbers of referrals from these groups to improve the targeted approach and drive ADFs down further. The number of ADFs continues to reduce as a result and reflects the number and quality of SWVs delivered.

PI42 – Target exceeded, and this PI is monitored through monthly ER performance meetings. As reported in PI07 Number of Safe & Wellbeing Visits - work is underway to introduce a new risk based, person centred pathway and the station plans are driving work to develop relationships with vulnerable groups to generate greater numbers of referrals from these groups to improve the targeted approach and drive ADFs down further. The number of ADFs continues to reduce as a result and reflects the effective targeting of vulnerable people and properties.

Protection

Performance Indicator	Objective	Q3 2021/22 Actual	Q3 Target	Actual vs Target	Q3 2020/21 Actual	Actual vs Previous Year
PI 10a - Primary Fires in Non-Domestic Premises	Down	65	72	9.7%	58	-12.1%
PI 14 - False Alarms Caused by Automatic Fire Detection Equipment	Down	586	490	-19.6%	526	-11.4%
PI 17 – Number of Fire Safety Audits	Up	1543	1593	-3.1%	849	81.7%

PI10a – No fires were reported within HM Prisons or secure establishments this reporting period. Our risk-based inspection programme (RBIP) of other premises which are regulated by the Fire Service under the Fire Safety Order continues to have a positive impact.

PI14 – Performance in this area was discussed in PPB due to a rise in activations having been identified within 'Residential Home' premises; this took performance over the Unwanted Fire Signals (UwFS) target. Further scrutiny is being conducted to ensure correct recording and classification within IRS reports.

Other areas which are being explored to potentially reduce UwFS are:

- A review of categories of non-attendance to premises during day-time hours

- Additional call challenging criteria

- Advice to businesses' regarding disconnection from Alarm Receiving Centres (ARCs) at appropriate times and use of 'double knock' systems

- A focus on UwFS advice within the next business liaison forum

There is no change to the charging letters process where we will continue to send letters to premises with reoccurring UwFS.

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

PI17 – In order to support ER crews, each Business Fire Safety Officer (BFSO) ensures there is a list of premises to audit available at all times. Within this jobs que, there are also a number of data gathering visits included in order to assist with keeping the database up to date and ensure future premises are identified and added into the RBIP.

Regular quality assurance is conducted by BFSOs and reports are provided to Division Managers to support performance management and planning discussions with Watch Managers.

Response

Performance Indicator	Objective	Q3 2021/22 Actual	Q3 Target	Actual vs Target	Q3 2020/21 Actual	Actual vs Previous Year
Total Emergency Calls Received (including EMR)	N/A	13430	N/A	N/A	12008	-11.8%
Total Incidents (excluding EMR)	N/A	6022	N/A	N/A	5299	-13.6%
Total Fires	N/A	3024	N/A	N/A	2667	-13.4%
Total False Alarms	N/A	1935	N/A	N/A	1917	-0.9%
Total Special Services (excluding EMR)	N/A	1062	N/A	N/A	715	-48.5%
Total Road Traffic Collisions	N/A	237	N/A	N/A	158	-50%
Total Emergency Medical Response (EMR)	N/A	5	N/A	N/A	2	-150%
PI 06 – Number of Response Standards Met	Up	5	6	-16.7%	5	0%

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

PI06 – Performance remains the same to previous month, with five response standards achieved and one which was not but it did remain within tolerance levels, this standard was PI08d – non-domestic property fires attended in 11 mins 90 % of the time. All failures are discussed during monthly ER performance meetings, the majority of failures are due to extended travel distances to premises outside the 11 mins travel distance or attendances to premises for On Call appliances outside 6 minutes, i.e. 5 minute response time + more than 6 minutes travel time is greater than 11 mins.

Workforce

Performance Indicator	Objective	Q3 2021/22 Actual	Q3 Target	Actual vs Target	Q3 2020/21 Actual	Actual vs Previous Year
PI 40 - All Staff Sickness	Down	8.28	4.5	-84%	4.36	-89.9%
PI 69 – Number of Accidents to Personnel	Down	11	9	-22.2%	5	-120%

PI40 – Overall, there has been an 84.4% increase on shifts lost in comparison with quarter 3 of 2020-21. C-19 symptomatic and confirmed positive cases have contributed significantly (almost 23%) to this however long-term absence remains a key issue. Long term sickness still accounts for approximately 66% of the Service's total absence during this period. Across all our employees, musculoskeletal (MSK) absence equates to almost 36% of the total absences with mental health at just under 17%.

Absences within the wholetime (WT) and Retained Duty System (RDS) categories have remained at a static high this quarter still primarily linked to longer term and C-19 related absence. Absence levels within Control have increased again in this period due to the rise in Covid cases, however, is

anticipated to reduce again in the next. Sickness amongst Corporate staff has risen significantly in this quarter and remains above target.

The POD Team continue to liaise with line managers to support personnel to return to work as soon as possible through regular welfare visits, Occupational Health (OH) advice, additional support such as physiotherapy or counselling and encouraging discussions around the potential of modified duties once a return-to-work date is in sight. Currently support is predominantly being given to long term absence cases. The Service continues to undertake Lateral Flow Testing at home and staff are asked to test themselves daily prior to attending the workplace and log their results and their vaccination status on our system.

See Appendix A, chart 9 for all staff sickness.

PI69 – There were three accidents to personnel in this quarter. This has kept the Service above the target set and is above last year's performance. Two of these events were RIDDOR reportable events as the injury sustained resulted in absences from work for more than 7 days.

Finance & Governance

Performance Indicator	Objective	Q3 2021/22 Actual	Q3 Target	Actual vs Target	Q3 2020/21 Actual	Actual vs Previous Year
PI 34 - % of Invoices paid within 30 days	Up	99%	95%	4.2%	99.1%	-0.1%

PI34 – A range of processes have been investigated and improved throughout the year resulting in the majority of invoices being authorised and paid on time.

Recommendations

10.   Members are requested to:

      a.   **note** the content of the report;

      b.   **comment** on the reported performance.

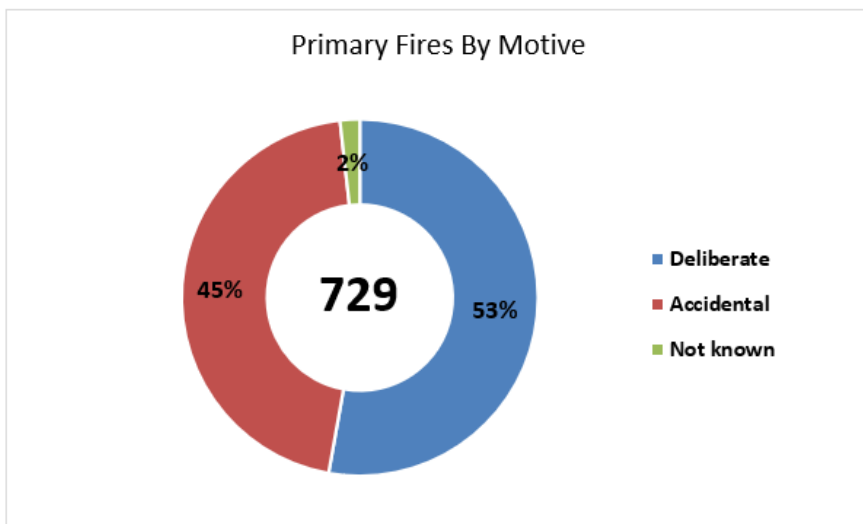AM Keith Wanley, Ext. 5630

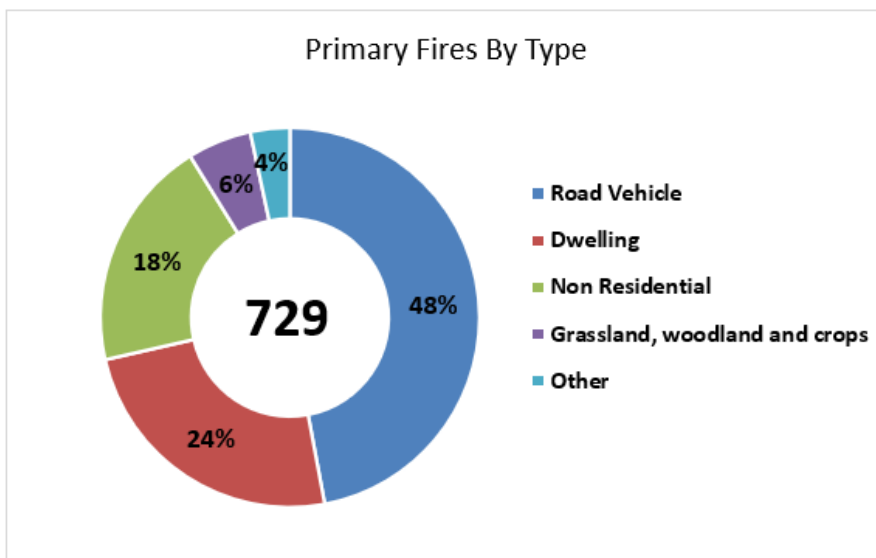Chart 1 - Primary Fires by Motive

Chart 2 – Primary Fires by Type

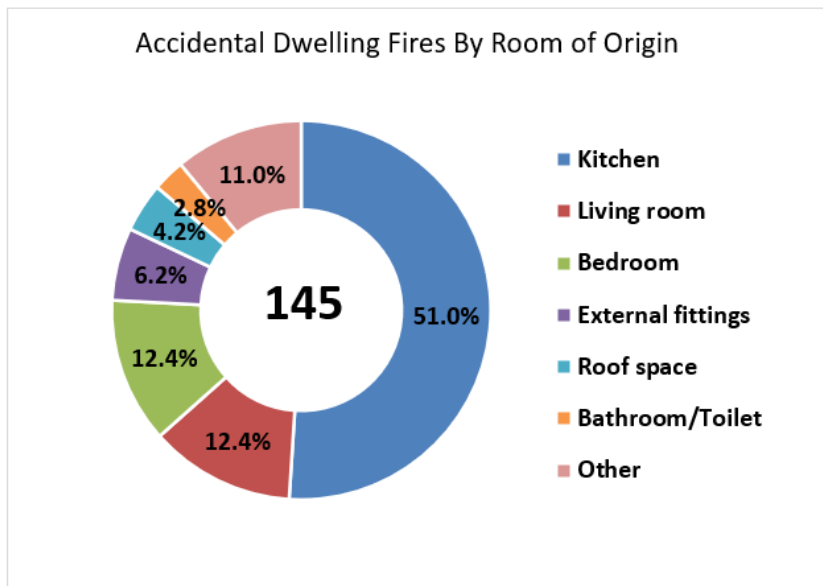Chart 3 - Number of Accidental Dwelling Fires by Room of Origin

Accidental Dwelling Fires By Room of Origin

- Kitchen 51.0%
- Living room 12.4%
- Bedroom 12.4%
- External fittings 6.2%
- Roof space 4.2%
- Bathroom/Toilet 2.8%
- Other 11.0%

Center: 145

Chart 4 - Number of Accidental Dwelling Fires by Occupier Type

Accidental Dwelling Fires By Occupier Type

Center: 145

- 3 or more adults under pensionable age, no child/ren 4%
- Other 4%
- Not known 2%
- 3 or more adults with dependant child/ren 2%
- Couple one or more over pensionable age, no child/ren 6%
- Lone person under pensionable age 21%
- Couple both under pensionable age with no children 10%
- Lone person over pensionable age 19%
- Couple with dependant child/ren 15%
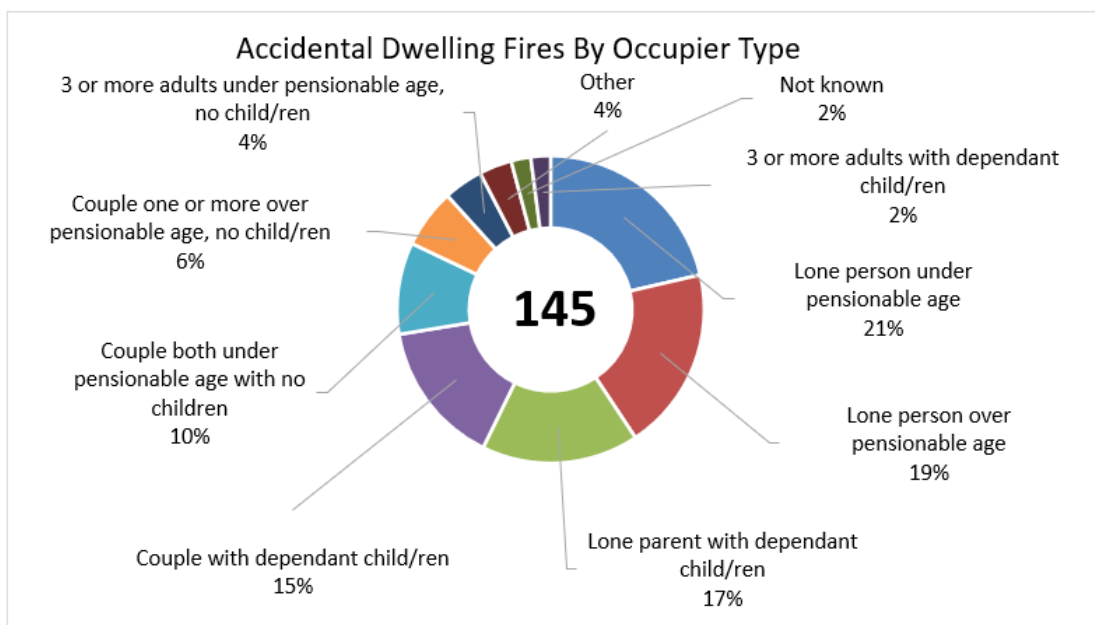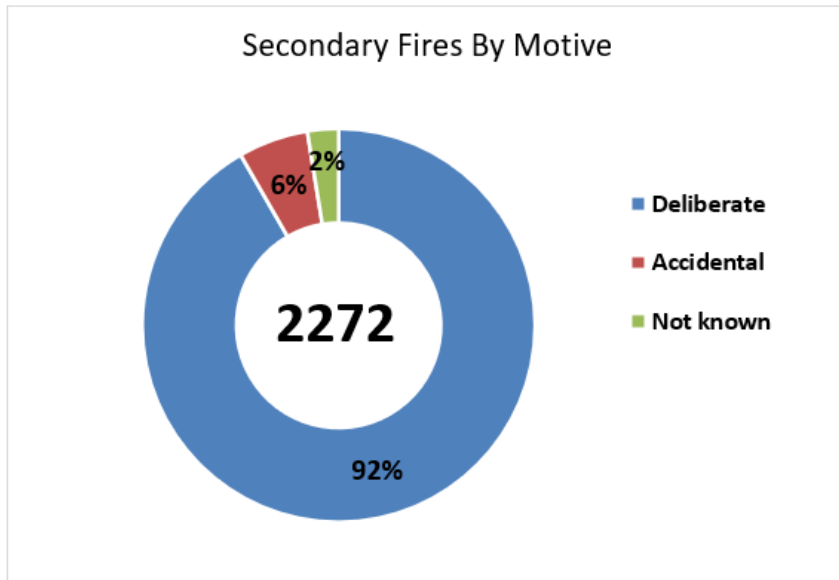- Lone parent with dependant child/ren 17%

Chart 5 – Secondary Fires by Motive

Chart 6 – Secondary Fires by Property Type
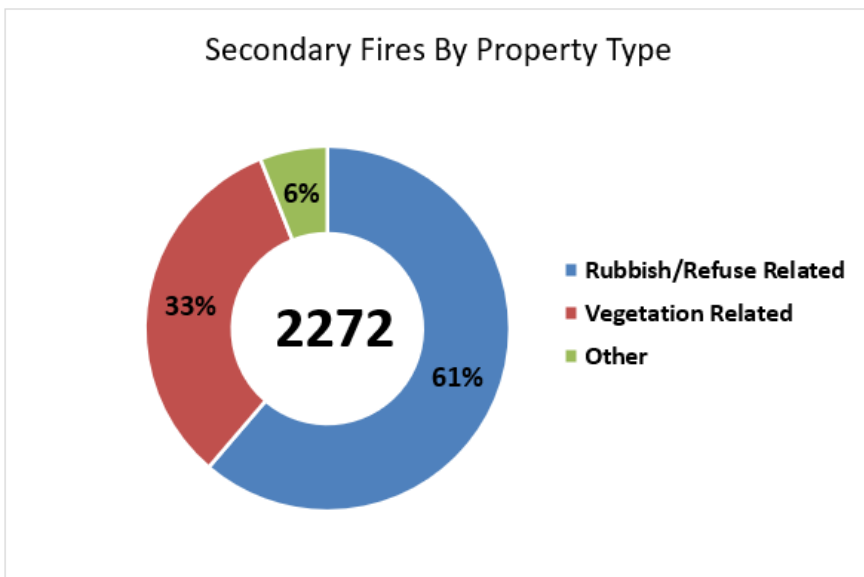
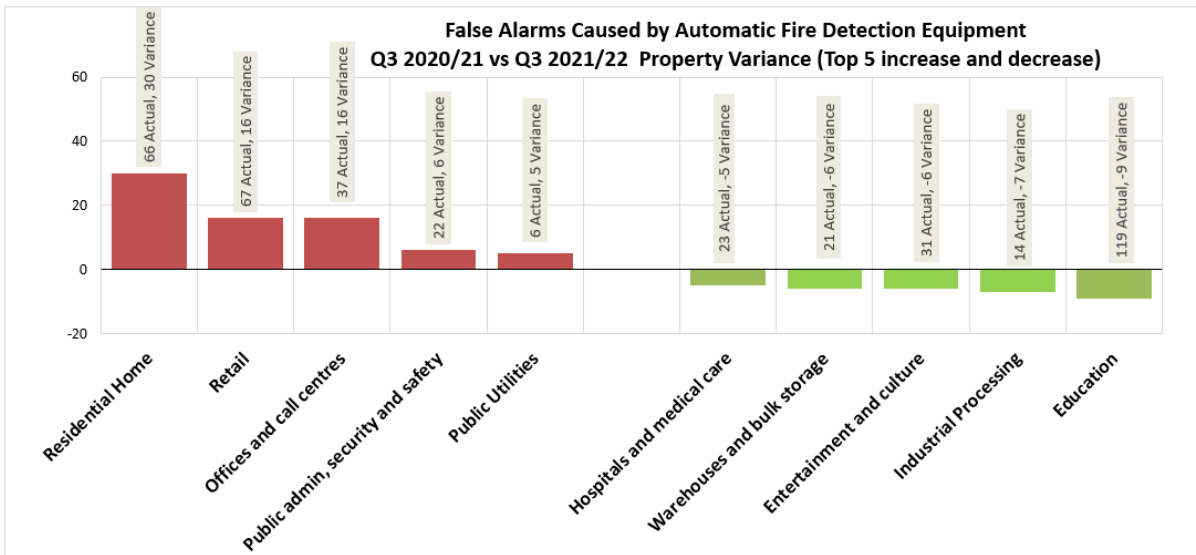Chart 7 - False Alarms Caused by Automatic Fire Detection Equipment

False Alarms Caused by Automatic Fire Detection Equipment
Q3 2020/21 vs Q3 2021/22 Property Variance (Top 5 increase and decrease)

- Residential Home — 66 Actual, 30 Variance
- Retail — 67 Actual, 16 Variance
- Offices and call centres — 37 Actual, 16 Variance
- Public admin, security and safety — 22 Actual, 6 Variance
- Public Utilities — 6 Actual, 5 Variance
- Hospitals and medical care — 23 Actual, -5 Variance
- Warehouses and bulk storage — 21 Actual, -6 Variance
- Entertainment and culture — 31 Actual, -6 Variance
- Industrial Processing — 14 Actual, -7 Variance
- Education — 119 Actual, -9 Variance

Chart 8 - Total Incidents (excluding EMR)

All Incidents Attended By Type

6022

- Chimney Fire 0.4%
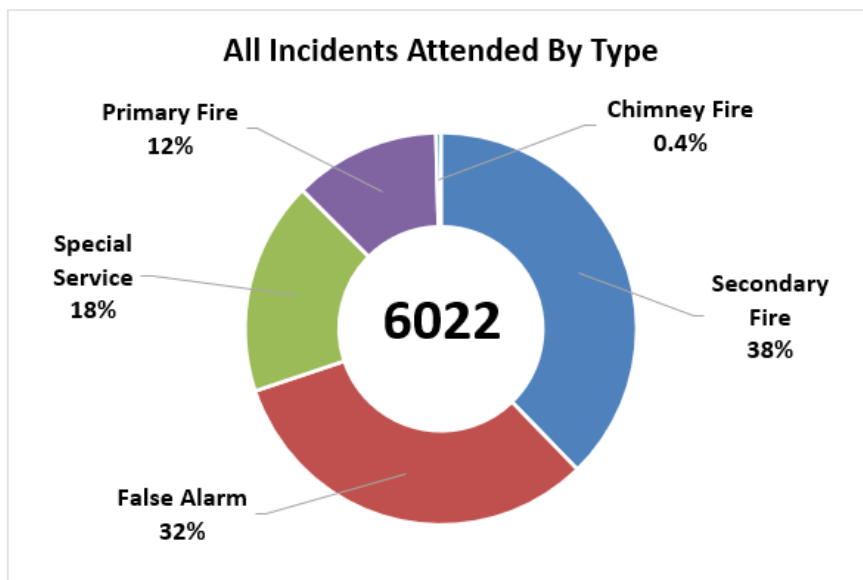- Secondary Fire 38%
- False Alarm 32%
- Special Service 18%
- Primary Fire 12%

Chart 9 - All Staff Sickness

Sick Shifts Lost Apr 21 - March 22