

Local Government Act 1972

A Meeting of the Combined Fire Authority for County Durham and Darlington Performance Committee will be held in the County Durham and Darlington Fire and Rescue Service Headquarters on Thursday 20 June 2024 at 1.30 pm to consider the following business:-

PART A

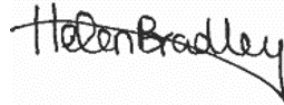
1. Apologies for absence
2. Minutes of the previous meeting (Pages 3 - 4)
3. Performance Report Quarter 4 2023/2024 - Report of Deputy Chief Fire Officer (Pages 5 - 14)
4. Letters of Appreciation - Report of Deputy Chief Fire Officer (Pages 15 - 18)
5. HMICFRS Action Plan Update - Report of Deputy Chief Fire Officer (Pages 19 - 22)
6. Targets 2024/25 - Presentation by Director of Emergency Response (Pages 23 - 36)
7. Such other business as, in the opinion of the Chairman of the meeting is of sufficient urgency to warrant consideration.
8. Any resolution relating to the exclusion of the public during the discussion of items containing exempt information.

Part B

Items during which it is considered the meeting will not be open to the public (consideration of exempt or confidential information)

9. Formal Complaints - Report of Deputy Chief Fire Officer (Pages 37 - 38)
10. Such other business as, in the opinion of the Chairman of the meeting is of sufficient urgency to warrant consideration.

PURSUANT to the provisions of the above named Act, **I HEREBY SUMMON YOU** to attend the said meeting



Helen Bradley
Clerk to the Combined Fire Authority
for County Durham and Darlington

County Hall
Durham
DH1 5UL

**TO: The Members of the Combined Fire Authority for County Durham
and Darlington Performance Committee**

Durham County Councillors:

Councillors J Blakey, C Marshall, R Manchester, S Quinn and K Rooney

Darlington Borough Councillors:

Councillors G Lee

Minutes of the Performance Committee meeting held at CDDFRFS HQ on Thursday 7 March 2024 at 09:30 hours

Present Cllr J Blakey in the Chair

Durham County Council Cllr S Quinn, R Manchester and C Marshall

Darlington Borough Council

Officers K Carruthers, DCFO
J Parry Group Manager Emergency Response (for item 8 only)

Part A

1 Apologies

Apologies were received from Cllr G Lee.

It was noted that the meeting would not be quorate but as there were no decisions to be made it would go ahead.

2 Minutes of the previous meeting

The minutes of the previous meeting that was held on 7 December 2023 were agreed as a true record.

4 Performance Report Quarter 3 2023-24

K Carruthers introduced the report which provided members with a summary of the organisational performance at the end of the third quarter 2023/24 financial year. The indicators were discussed in turn.

Cllr Quinn queried areas of secondary fires. K Carruthers noted that there was still a high number in the Peterlee area and also other pockets across the Service area and work was being undertaken in these areas.

Cllr Quinn queried the work that was undertaken on premises where false alarms were not attended. K Carruthers noted that these premises were inspected as part of the risk based inspection programme.

Cllr Quinn queried the age group of RTC fatalities, K Carruthers noted that there was a wide age range and work was ongoing with partner agencies.

The committee **noted** the report.

4 Letters of Appreciation

The committee considered the letters of appreciation received by the service for the period 1 October 2023 to 31 December 2023. In total 15 letters had been received for the reporting period.

The committee **noted** the report.

Part B

7 Formal Complaints

Three formal complaints had been received by the service for the period 1 October 2023 to 31 December 2023. No complaints had been forwarded to the Local Government Ombudsman.

The committee **noted** the report.

8 Update on Engagement with Prisons Presentation

J Parry joined the meeting and gave a presentation on the work currently being undertaken with HMP Deerbolt.

S Quinn asked if the presentation could be made to the full CFA.

The report was **noted**.



Safest People, Safest Places

Performance Committee

20 June 2024

Performance Report – Quarter Four 2023/24

Report of Deputy Chief Fire Officer

Purpose of report

1. This report presents a summary of organisational performance at the end of the fourth quarter of the 2023/24 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) is 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 four for 2022/23 shows 54% of the strategic PIs met or exceeded their target level, while 70% 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.

Prevention

Performance Indicator	Objective	Q4 2023/24 Actual	Q4 Target	Actual vs Target	Q4 2022/23 Actual	Actual vs Previous Year
PI 01 – Deaths Arising from Accidental Fires in Dwellings	Down	7	0	n/a	1	-600%
PI 03 – Number of Accidental Dwelling Fires	Down	199	200	0.5%	199	0%
PI 04 – Injuries Arising from Accidental Dwelling Fires	Down	17	14	-21.4%	10	-70.0%
PI 05 – Total Secondary Fires	Down	2218	2701	17.9%	3722	40.4%
PI 07 – Number of Home Fire Safety Visits	Up	18413	18000	2.3%	18387	0.1%
PI 42 – Proportion of Home Fire Safety Visits to High-Risk People/Properties	Up	98.2%	80%	22.8%	83.5%	17.7%

PI01 – There were three fire fatalities in quarter four, taking the annual total to seven. On 15 January a 93-year-old female passed away at an incident in Tow Law. On 27 February at Castledene Holiday Park, a 63-year-old male died in a caravan fire. On 7 March an 81-year-old male died in a fire in Darlington. All three fatalities lived alone. A presentation of the circumstances of the Tow Law fire has been delivered to CFA. Presentations of the circumstances of remaining two fires will be delivered to CFA in June 2024.

Internal learning reviews to identify improvements have been hosted for all fatalities with most resulting in partnership engagement. As a result, extensive partnership work is ongoing to promote referrals and improve targeting of the most vulnerable in our communities. The Safe Durham Partnership Board have signed up to the Safer Homes Protocol which focuses on delivery of the Eyes Wide Open training to partner's frontline staff to increase fire safety awareness and promote referrals.

PI03 – This year there has been 199 Accidental Dwelling Fires (ADFs) against a target of 200 resulting in the indicator performing at 0.5% better than its target. This performance is exactly the same performance in comparison to 2022/23 and is the lowest number of ADFs on record for the Service.

Kitchen fires continue to be an area of focus for our targeted Home Fire Safety Visits (HFSVs) as 50% of incidents are recorded as starting in this room. Lone occupiers and lone parent account for 52% of all incidents and 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 – Despite the continued positive performance for ADFs, there were three injuries in quarter four resulting in the indicator performing three over its target of 14 and seven more injuries in comparison to 2022/23.

All injuries were slight, with two of those injured being male and one female. One of the injuries were sustained when the occupier, a 55-year-old male, attempted to fight a chip pan fire with water, sustaining burns to himself. The other two injuries were smoke inhalation and also occurred at kitchen fires. A 19-year-old male had left a pan on the hob and went to bed, whilst an 81-year-old female had switched on the incorrect ring on a hob setting fire to a plastic tray.

The ongoing work described in PI03, PI07 and PI42 should contribute to improvements in this indicator.

PI05 – The positive performance seen previously has continued into quarter four with end of year performance at 2,218 incidents which is 17.9% better than the target of 2,701 and improved performance by 40.4% compared to the previous year. Rubbish/ refuse is still the top fuel source, with 92% of all secondary fires deliberately set. Emergency Response crews and the Community Safety and Arson Reduction Team continue to work with partners to reduce these incidents. During the year Emergency Response crews have delivered 9,419 deliberate fire reduction activities.

Durham and Darlington are part of the Government Anti-Social Behaviour Trailblazer and funding has been received to increase high visibility patrols in hotspot areas. The Service is using this funding for the Targeted Response Vehicle (TRV) to patrol hotspot areas for deliberate secondary fires.

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

PI07 – At the end of quarter four 18,413 HFSVs have been delivered which is above the target of 18,000. 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 target continues to be surpassed, above the Community Risk Management Plan target of 80% and above the previous year's performance. The 'Eyes Wide Open' programme and national risk methodology will support us to continue targeting the most vulnerable in our communities.

Protection

Performance Indicator	Objective	Q4 2023/24 Actual	Q4 Target	Actual vs Target	Q4 2022/23 Actual	Actual vs Previous Year
PI 10a – Primary Fires in Non-Domestic Premises	Down	104	100	-4.0%	133	21.9%
PI 14 – False Alarms Caused by Automatic Fire Detection Equipment	Down	706	716	-1.4%	807	14.3%
PI 17 – Number of Fire Safety Audits	Up	1716	2028	-15.4%	1946	11.8%

PI10a – Positive performance in quarter four has resulted in this indicator only being four over its target of 100, compared to 25% over at the end of quarter three and a 21.9% improvement compared to the previous year’s performance. There were only two fires in prisons during quarter 4, which is a significant improvement compared to 24 fires during the previous three quarters of the year. Noticeably only one of the fires in this quarter was at HMP Deerbolt, and hopefully this is a reflection on the ongoing partnership working between the Service and the prison.

The Business Fire Safety Team conduct post fire reviews of incidents in premises enforced under the Fire Safety Order by the Service and combined with our high levels of fire safety audits aims to improve the performance of this indicator.

PI14 – The new approach to mobilisations from automatic fire alarms commenced on 2 October 2023 and is having a positive effect on mobilisations to false alarms at non-residential premises with the end of year target being met by ten incidents. During the last six months of the year (October 2023 – April 2024) there has been a 61% reduction in false alarm incidents at education premises compared to the first six months of the year (April – September 2023) – 34 false alarms compared to 87. Significantly compared to the previous year, performance is improved by 14.3% (101 incidents).

There have been 706 incidents in total for the year with the four main premises types being education (20.9%), retail (13.2%), industrial manufacturing (12.5%) and residential homes (10.8%). Of all the incidents 28.8% were caused by human intervention and 27.3% caused by system faults.

PI17 – Performance of this indicator is 15.4% under its target of 2,028. The main reason for this performance was an issue with the Service’s reporting system that was only identified in March 2024, meaning that there was insufficient time to rectify the underperformance. The system was double counting some audits resulting in the belief that performance was on target. Reduced capacity in the central fire safety team has also contributed to some of this performance. The reporting system has now been corrected and will be closely monitored during 2024/25.

Positively 44% of audits have been unsatisfactory showing that the Service is targeting the correct premises and making a real difference to improving fire safety across County Durham and the Borough of Darlington.

Response

Performance Indicator	Objective	Q4 2023/24 Actual	Q4 Target	Actual vs Target	Q4 2022/23 Actual	Actual vs Previous Year
Total Emergency Calls Received	N/A	15756	N/A	N/A	19369	18.7%
Total Incidents	N/A	6950	N/A	N/A	8833	21.3%
Total Road Traffic Collisions	N/A	332	N/A	N/A	297	-11.8%
PI 02 – Total Primary Fires	Down	963	947	-1.7%	1007	4.4%
PI 06a – Dwelling Fires Attended within 8 Minutes	Up	69.1%	70%	-1.3%	68.7%	0.6%
PI 06b – Non-Domestic Fires Attended within 9 Minutes	Up	67.9%	70%	-3.0%	63.3%	7.3%
PI 06c – Road Traffic Collisions Attended within 10 Minutes	Up	69.8%	70%	-0.3%	69.3%	0.7%

See Appendix A, chart 5 for total incidents.

PI02 – There has been 963 primary fires in total which is 1.7% over the target of 947, although a 4.4% improvement compared to the previous year's performance. 50% of primary fires are vehicle fires with the majority being set deliberately. Peterlee station area is still the highest across the Service area for vehicle fires. This type of incident is difficult to prevent, though the Community Safety and Arson Reduction Team continue to work with Police colleagues to target offenders.

56% of all primary fires are set deliberately and the Service continue to work with Firestoppers to raise awareness and try and gather intelligence on the perpetrators. As many of these incidents are linked to crime, work continues through the multi-agency Arson Suppression Group to identify ways to reduce deliberate fire incidents.

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

PI06a, PI06b and PI06c

All three response standards have improved compared to the previous year's performance, although have failed to meet their 70% targets.

PI06a, response time performance when attending ADF's within 8 minutes on 70% of occasions is 69.1%, only 0.9 under its target.

PI06b, response time performance when attending non-domestic fires within 9 minutes on 70% of occasions is 67.9%, only 2.1 under its target.

PI06c, response time performance when attending road traffic collisions attended within 10 minutes on 70% of occasions is 69.8%, only 0.2 under its target.

Each failure for any response standard is individually reviewed and analysis shows that extended travel distances are the main reasons for failing response times. Divisional Managers continue to work with Watch Managers through the monthly performance reporting process to scrutinise and improve performance.

Workforce

Performance Indicator	Objective	Q4 2023/23 Actual	Q4 Target	Actual vs Target	Q4 2022/23 Actual	Actual vs Previous Year
PI 40 – All Staff Sickness	Down	9.48	7	-35.4%	9.63	1.6%
PI 69 – Number of Accidents to Personnel	Down	7	12	41.7%	9	22.2%

PI40 – This indicator continues to perform over target, although it has improved compared to the same period in the previous year.

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 – This indicator continues its robust year to date performance, although there have been four injuries during quarter four. Overall year to date performance is seven accidents compared to its target of 12. This performance is 22.2% better than performance in the previous year.

Two of the four injuries in quarter four occurred during training and two at incidents. A fractured finger sustained whilst completing swift water rescue training was RIDDOR reportable as it resulted in over seven day's absence. The other accident during training was a firefighter twisting their ankle descending stairs during BA training at the Service Training Centre. The two accidents at incidents were minor with one a firefighter sustaining a slight knee injury whilst managing a hose reel at a house fire and the second, a firefighter twisting their knee whilst dismantling an appliance. All injuries have been investigated to identify any learning points.

Recommendations

9. Members are requested to:
 - a. **Note** the content of the report;
 - b. **Comment** on the reported performance.

Keith Carruthers, Deputy Chief Fire Officer, Ext. 5564

Appendix A

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

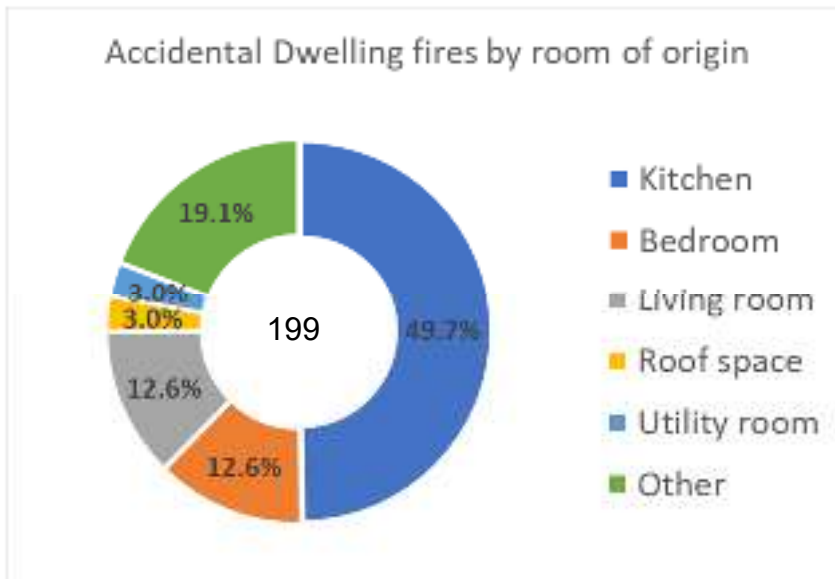


Chart 2 - Number of Accidental Dwelling Fires by Occupier Type

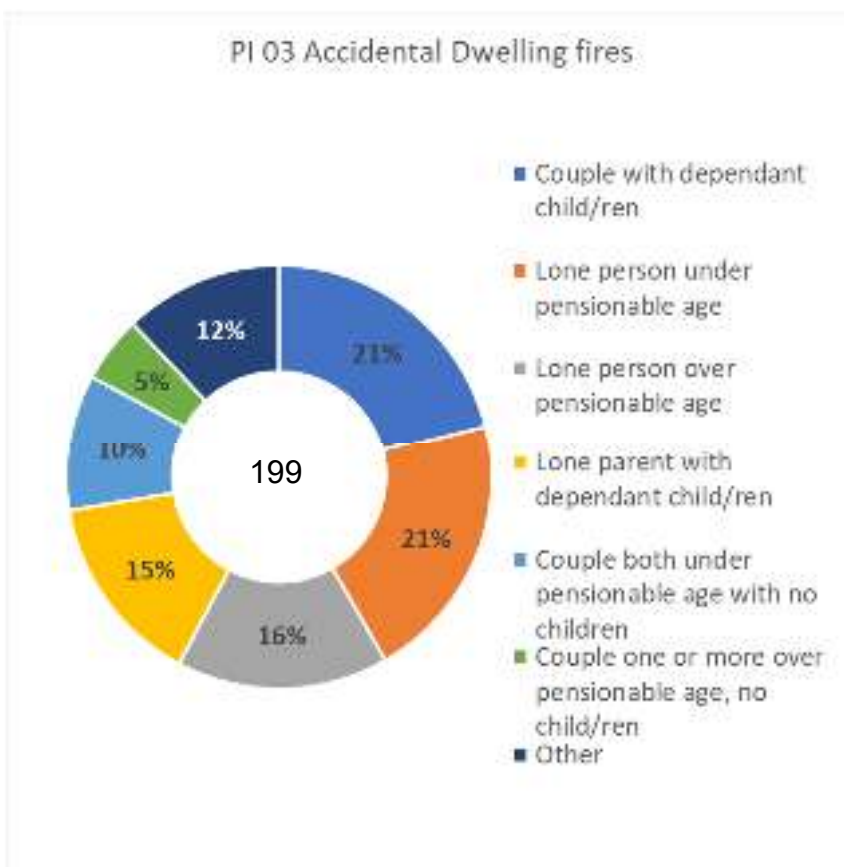


Chart 3 – Secondary Fires by Motive

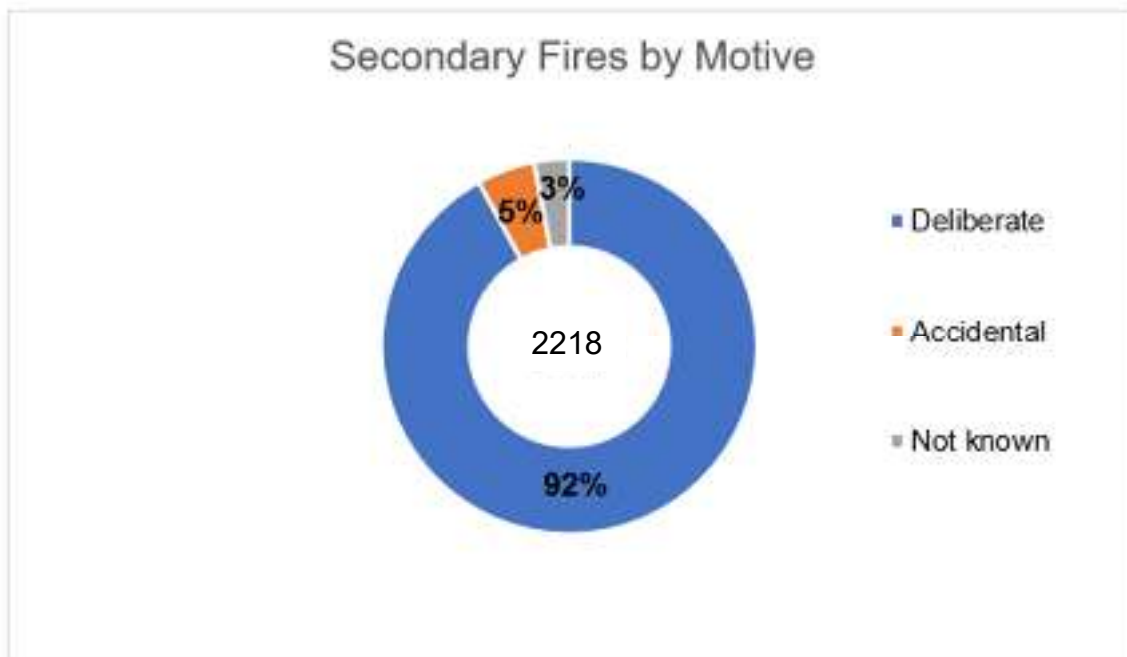


Chart 4 – Secondary Fires by Property Type

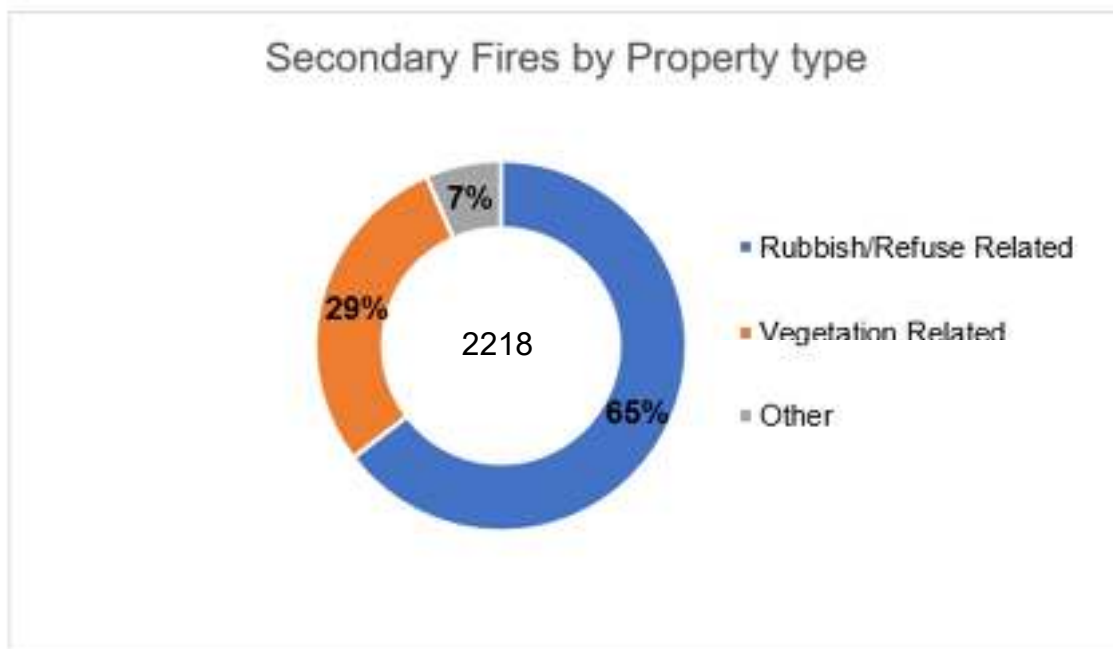


Chart 5 - Total Incidents

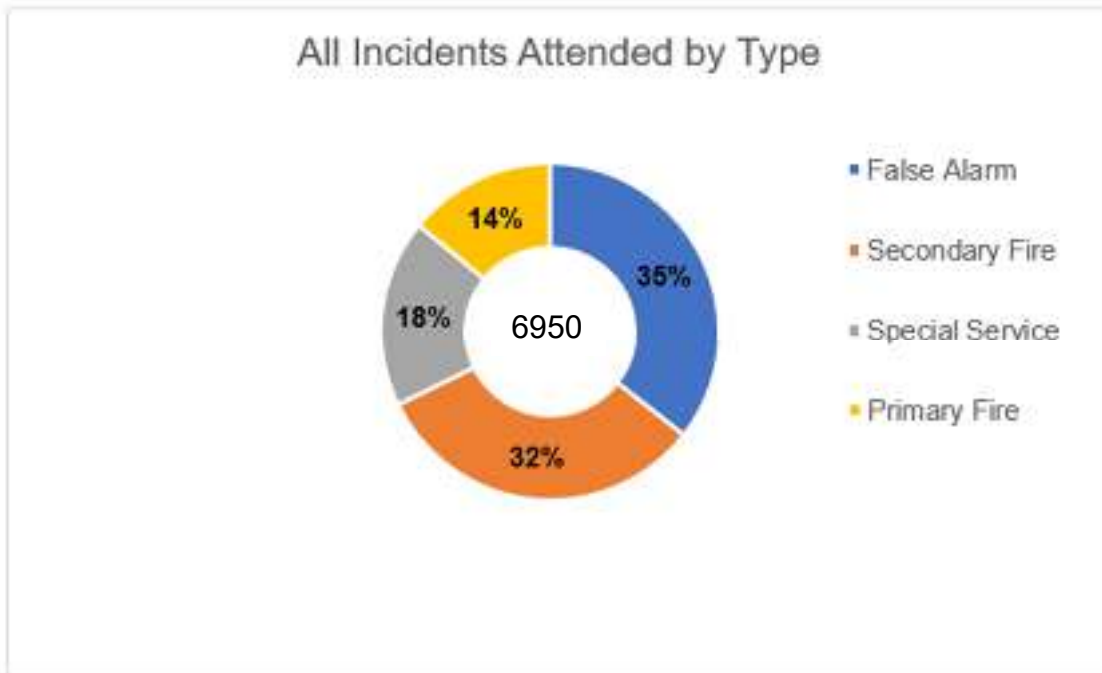


Chart 6 - Primary Fires by Motive

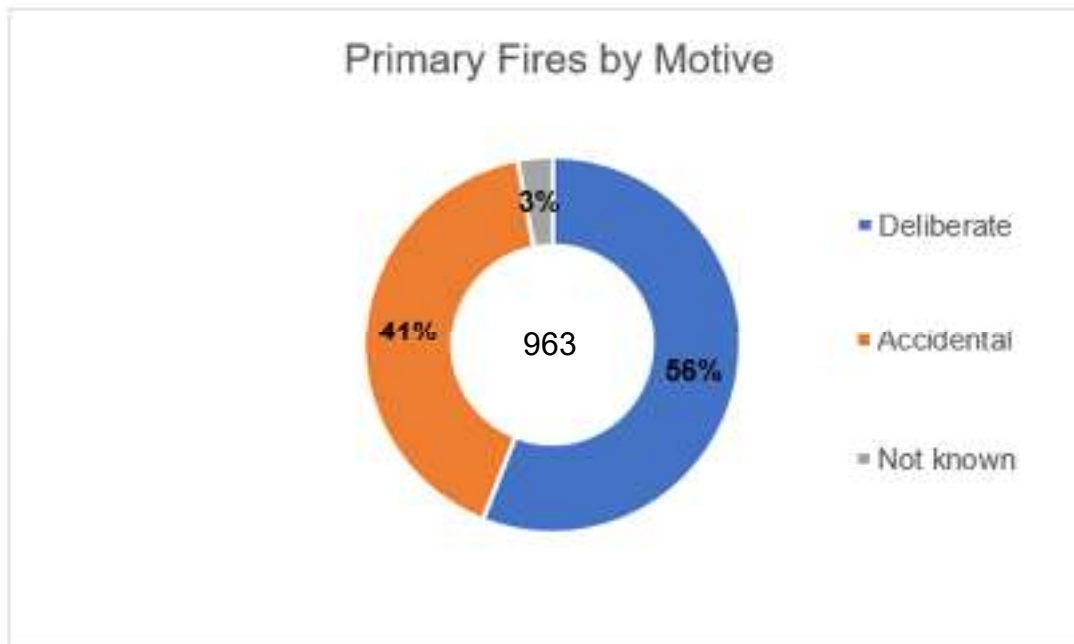
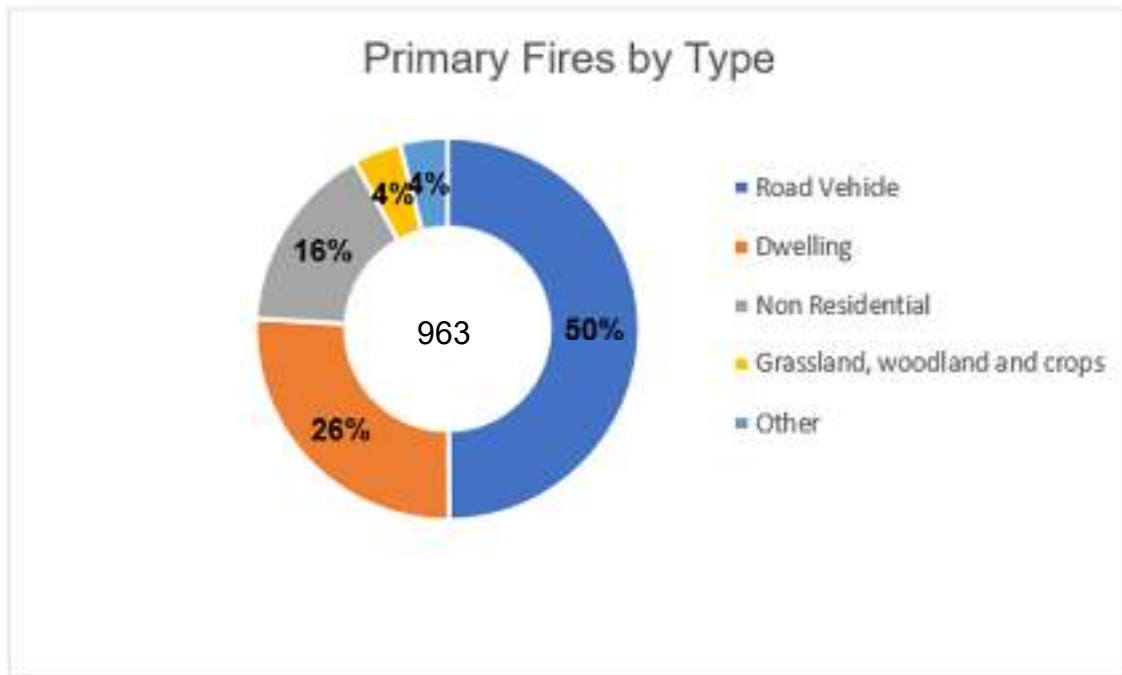


Chart 7 – Primary Fires by Type



County Durham and Darlington
Fire and Rescue Authority



Safest People, Safest Places

Performance Committee

20 June 2024

Letters of Appreciation

Report of the Deputy Chief Fire Officer

Purpose of Report

1. The purpose of this report is to provide details of Letters of Appreciation received by the Service for the period 1 January 2024 to 31 March 2024.

Letters of Appreciation Received

2. Four letters were received in the reporting period.
3. A summary of the Letters of Appreciation received for the period is attached to this report at Appendix A.

Recommendations

4. Members are requested to note the report.

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County Durham and Darlington
Fire and Rescue Service

County Durham and Darlington FRS

Letters of Appreciation 1 January 2024 – 31 March 2024

No	Date	Watch/Personnel involved	Brief Details
1	5.2.2024	Stanhope RDS / Control	<p>An email was received from a Wolsingham resident noting 'I'd like to bring to your attention the fantastic work and professionalism of one of your crews, when I had cause to call Durham and Darlington Fire and Rescue Service earlier today.</p> <p>Whilst out walking my two Cocker spaniels, one fell off a dry stone wall in Wolsingham trapping her head, thus slowly choking between two un-accessible tree branches as I tried to support her weight. Unable to free her I called DDFRS who resorted to taking down the wall and cutting her free from the tree, there is no doubt that they saved her life.</p> <p>I would greatly appreciate it if you could pass on the thanks of my wife and I to the control room operator and the four firefighters who attended, their speed of response, professionalism and skill makes them a credit to you and the brigade, and a team you should be extremely proud of.</p> <p>As this was a retained crew, who left their busy day jobs to come to our aid only adds to my appreciation. The fact the firefighter who attended is a builder by trade clearly assisted as he preceded to re-build the wall the team had knocked down, showing the myriad of skills retained crews bring to the organisation.</p> <p>I have donated a small sum to the Firefighters charity as a small token of thanks, and as thanks for the work your crews do on a daily basis.</p> <p>I will forever be grateful, thank you once again'.</p>

2	9/2/2024	Peterlee White Watch	A Thank you message was received thanking Peterlee White Watch after they hosted a group of students (and staff) on a station visit recently.
3	22/3/2024	Fire & Rescue Service	A thank you message was received from Karbon Homes thanking the service for the support they got at a recent event at Dipton Jubilee Centre.
4	29/3/2024	Spennymoor Green Watch	<p>An email was received from an RDS Firefighter, Spennymoor Station.</p> <p>I just wanted to send you a quick email to commend the crew on Spennymoor Green watch.</p> <p>In the early hours of the 19th of January this year my father had a heart attack in front of me and unfortunately passed away. In-between CPR and talking to a 999 operator I ran over the road to the station and alerted the crew to the situation, they attended with a Defib and medical equipment and fought valiantly to save him.</p> <p>I just wanted to say that their professionalism was second to none, from the way in which they tried to save my dad to the way they took care of myself and family.</p> <p>Lastly, I just want to add Crew Manager Jonny Sloan has also checked on the welfare of me and my family throughout my compassionate and sick leave which has meant a lot to my family at this time.</p>

County Durham and Darlington
Fire and Rescue Authority



Safest People, Safest Places

Combined Fire Authority

20 June 2024

His Majesty's Inspectorate of Constabulary and Fire and Rescue Services Action Plan Update

Report of the Deputy Chief Fire Officer

Purpose of Report

1. The purpose of this report is to provide members with an update on the current position of the Action Plan resulting from County Durham and Darlington Fire and Rescue Service (CDDFRS) inspection by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS).

Background

2. The HMICFRS round two inspection of CDDFRS was completed on 8 June 2022 with the final report published on 19 January 2023.
3. The inspection assessed how effectively and efficiently CDDFRS prevents, protects the public against and responds to fires and other emergencies. It also assessed how well it looks after the people who work for the Service.
4. An action plan to address all improvement areas identified in the report was developed. The action plan highlights all the areas formally highlighted in the report as needing improvement and also any text in the report which identifies where the Service is not as good as it could be.
5. In total there were 19 actions across the three pillars of Effectiveness, Efficiency and People. At Performance Committee for quarter two, the Service reported that 11 actions had been completed, with 8 ongoing.

Progress against the Action Plan

6. Progress against the plan is reported to the Performance Board and to the Service Leadership Team.
7. All actions have now been completed. Appendix 1 is the full action plan with updates recorded against all actions. Updates since quarter two's report have been provided for actions 2, 9, 11, 12, 13, 14, 15 and 16.

Recommendations

8. Members are requested to:
 - a. **note** the contents of this report;
 - b. **receive** further reports as appropriate.

Appendix A

Act ion No.	HMI No.	AFI	Issue to be addressed	Action	SLT Lead	Lead Officer	Target date	Complete	Update comments
1	1.1	Yes	The service should ensure its firefighters have good access to relevant site-specific risk information.	Implement a quality assurance process for site-specific risk information to ensure the accuracy of the information.	DER	GM ER R&I	Dec-23	Yes	Following the inspection report, an assurance check was made of the Service's current risk information. The quality assurance process has been reviewed to ensure it is more robust to maintain this high level of assurance.
2	1.1	No	Risk information is shared across departments, but this should be more structured and staff should be aware of this structured process. Similar commentary in section 1.2 related to Prevention risk information.	Ensure the Service has a structured approach to sharing risk information between Prevention, Protection and Response that is understood by staff in these departments.	DER	GM ER R&I	Mar-24	Yes	A new automated process has been created within the Home Fire Safety Visit form that will display any recorded operational risk information for dwellings on the Mobile Data Terminals (MDTs).
3	1.1	No	It wasn't clear how the service ensures the information [urgent risk information] is read and understood by staff on annual leave or returning from absence. The service should consider improving the way it records this.	Implement a process for the signing off of urgent risk information to give assurance to the Service that all staff have read and understood this information	DCRM	SM Assurance	Sep-23	Yes	A new process utilising Fire Watch has been ben trialled and it meets the Service's needs. Monthly monitoring of staff who have not signed off risk critical information is reported to managers and the Operational Assurance Group.
4	1.2	Yes	The service should implement a formal process that routinely checks the quality of home fire safety visits so that it can assure itself staff complete them to a consistent standard.	Implement a formal process to check the quality of home fire safety visits completed by all staff to assure the service that they are completed to a consistent standard.	DCRM	GM CRM	Jun-23	Yes	A formal process has been implemented to check the quality of home fire safety visits completed by all staff. The Community Safety Officers (CSOs) assure the operational crews with the Community Safety Team Leader assuring the CSOs.
5	1.2	No	We also found that the specialist prevention staff receive regular continuous professional development, but this isn't recorded.	Ensure continuous professional development for the Community Safety and Arson Reduction Team is recorded.	DCRM	GM CRM	Apr-23	Yes	Continuous professional development of the Community Safety and Arson Reduction Team is now recorded in Fire Watch.
6	1.2	No	Some staff we spoke to hadn't been provided with the appropriate training in how to carry out school visits.	Ensure staff who are required to carry out school visits receive training to support this delivery.	DCRM	GM CRM	Oct-23	Yes	All campaigns are now supported by Teams meetings for watches with the Young Person Education Coordinator. Additionally one of these sessions is recorded and placed on the Campaigns SharePoint page so individuals or watches can refresh themselves in their own time.
7	1.3	Yes	The service should regularly monitor and check compliance of prohibition notices that have been served.	Design a process to ensure all premises with prohibition notices are regularly monitored and checked to ensure compliance.	DCRM	GM CRM	Apr-23	Yes	All current prohibited premises that had not been visited in the last 12 months have now received a re-visit. A new risk based approach has been developed to monitor compliance of all premises with prohibition notices in the future.
8	1.3	Yes	The service should ensure that protection staff have and maintain the capacity and skill to use the full range of available enforcement powers, including the ability to prosecute where necessary.	Provide assurance to SLT that protection staff have the capacity and skills to use the full range of enforcement powers including the ability to prosecute.	DCRM	GM CRM	Sep-23	Yes	The current prosecution is progressing with the defendant pleading guilty. All the central Business Fire Safety Team have conducted Legal Training with our legal advisor, resulting in increased warranted officers to ensure the capacity and skills to use the full range of enforcement powers including the ability to prosecute.
9	1.3	No	The service should assure itself that this current approach [RBIP] is working, and that specialist fire safety staff are focusing on its highest-risk premises.	Review the RBIP to ensure the central fire safety team are focusing on the highest risk premises.	DCRM	GM CRM	Mar-24	Yes	The project has concluded with a new Risk Based Intervention Policy produced, which includes the Service's Risk Based Inspection Programme (RBIP). This has taken cognisance of national reserach to focus the RBIP on the highest risk premises.
10	1.3	No	Specialist fire safety staff haven't received quality assurance reviews.	Implement a formal process to quality assure the central fire safety team.	DCRM	GM CRM	Sep-23	Yes	A formal process has been implemented to check the quality of fire safety audits of the central team. The team members are assured by the Station Managers, whilst the Station Managers are assured by the Fire Safety Manager.
11	1.3	No	Some enforcement guidance documents are out of date.	Review all enforcement guidance documents to ensure they are up to date.	DCRM	GM CRM	Mar-24	Yes	All enforcement guidance documents have been reviewed and they are now up to date.
12	1.3	No	The service should consider the use of alteration notices where necessary, as several prohibition notices currently in force were served over ten years ago.	Consider the use of alteration notices for premises which have had prohibition notices in force for many years.	DCRM	GM CRM	Mar-24	Yes	All premises with prohibition notices (PN) have been considered for alteration notices and deemed not appropriate. When a PN is issued, it generates its separate inspection frequency, and the Business Fire Safety Manager believes this is a suitable monitoring process. We have engaged with regional fire safety managers who agree with this current approach.
13	1.4	No	On-call availability can still be improved	Demonstrate an improvement from the current availability of 68% for on-call first pumps by 31/03/2024.	DER	GM ER Delivery	Mar-24	Yes	Overall RDS availability for on-call first pumps was 72.25% for 2023/24. This is an increase of 2.92% compared to 69.33% in 2022/23. Several actions have been implemented by the RDS Project Team such as the use of day duty staff and FDO's to supplement appliance availability.
14	1.4	No	The service should test its ability to provide fire survival guidance to many callers simultaneously.	Conduct an exercise to test Control's ability to provide fire survival guidance to many callers simultaneously.	DER	FCM	Jan-24	Yes	A Tall Buildings tactical exercise was run in December 2023 which successfully tested Control ability to provide fire survival guidance to many callers simultaneously.
15	3.3	No	36 percent (31 out of 85) of respondents to our staff survey said they didn't feel confident in the systems to provide feedback at all levels in the service.	Use the next staff survey to identify if staff confidence in this area has improved.	DPOD	PODM	Mar-24	Yes	Overall, a really positive set of results were achieved through the survey. Although there was no specific measure for confidence in reporting, there were a range of questions asked around governance which received high positive responses, with staff believing the service is taking proactive steps to address any issues.
16	3.3	No	We spoke to some staff who still didn't feel comfortable in raising workforce concerns more formally.	Use the next staff survey to identify if staff confidence in this area has improved.	DPOD	PODM	Mar-24	Yes	Overall, a really positive set of results were achieved through the survey. Although there was no specific measure for confidence in reporting, there were a range of questions asked around governance which received high positive responses, with staff believing the service is taking proactive steps to address any issues. Updates on Employee Relations are delivered to the Human Resources Committee to continue to give Members oversight.
17	3.3	No	Equality impact assessments (EIAs) - more could be done to improve organisational learning, as we found that the information and findings in the impact assessments that may affect staff with protected characteristics weren't shared across the service.	Present the findings of EIAs to the Equality, Diversity and Inclusion Group who will monitor any actions and decide if any further communication of the findings is required.	DER	PODM	Jun-23	Yes	When a EqIA is completed any negative impacts are now logged with recommendations / actions recorded. The Equality Diversity Inclusion Group (EDIG) are provided with an update of actions recorded and progress made against these actions via a standing item on the EDIG agenda.
18	3.4	No	The service recognises that the promotion process could be further improved. We spoke to staff who didn't understand why the initial application form and assessment development centre's scores, which include an interview and presentation, don't count towards the final stage of the promotion process.	Consider these staff comments and ensure the outcome of any review is communicated to staff.	DPOD	PODM	Jun-23	Yes	The Evidence for Promotion (EFP) forms have been amended to include the Assessment Development Centre (ADC) scoring and remove the 4C questions. All staff will complete the full ADC, the competency element has been removed from the promotion process. This was communicated via the leadership forums in March 2023.
19	3.4	No	We found some temporary promotions had been in place for a long time. The service should make sure it effectively manages their duration.	Ensure the Workforce Planning Group considers the length of temporary promotions and effectively manages their duration.	DPOD	PODM	Jun-23	Yes	This is reviewed monthly at the Workforce Planning Group and reported to SLT by exception. There are a number of long standing temporary roles in the RDS which are being resolved.

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2024/25 Target Setting Methodology



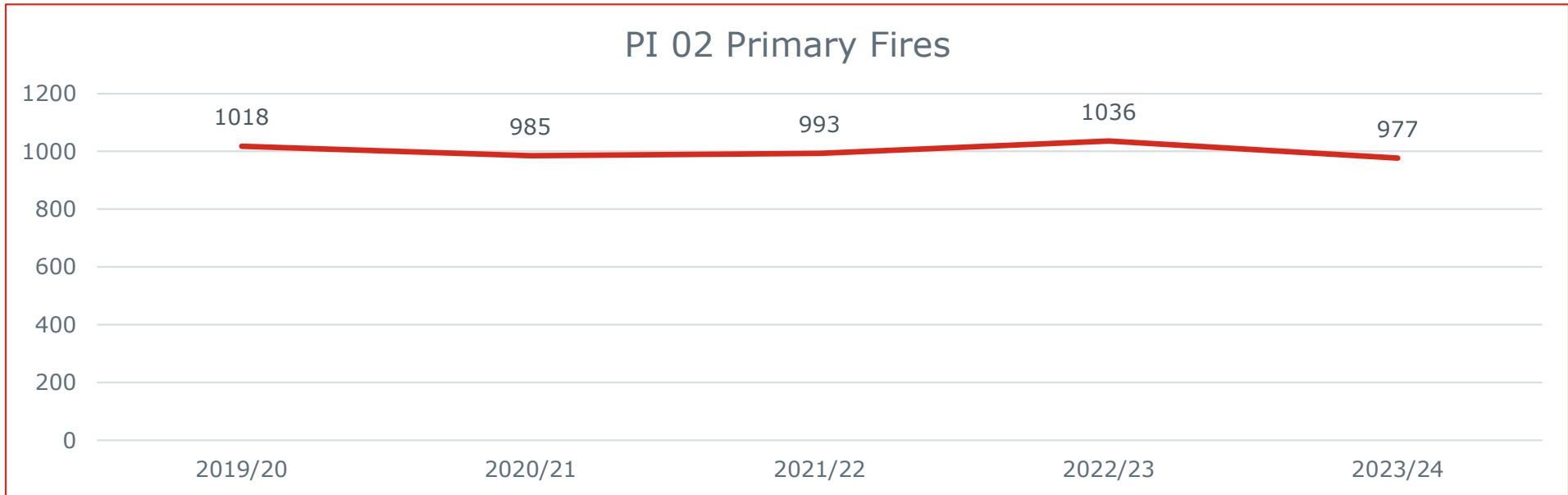
INTRODUCTION AND AREAS TO BE COVERED

This presentation will explain the target setting methodology used by CDDFRS for the following Performance Indicators:

- PI 02 Primary Fires
- PI 03 Accidental Dwelling Fires
- PI 04 Injuries Arising from Accidental Fires in Dwellings
- PI 05 Total Secondary Fires
- PI 07 Number of HFSV
- PI 09a Deliberate Primary Fires
- PI 09b Deliberate Secondary Fires
- PI 09c Deliberate Fire Reduction Activities
- PI 14 False Alarms Caused by Automatic Fire Detection Apparatus
- PI 17 Number of FSA



PI 02 PRIMARY FIRES

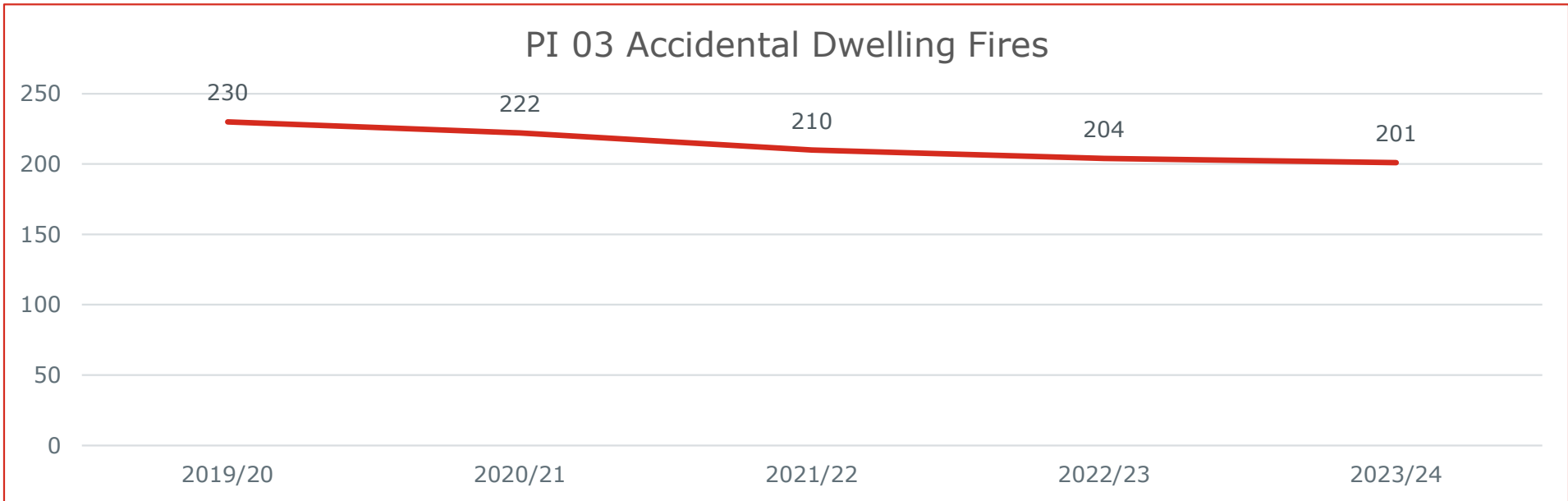


- Primary fires have remained relatively consistent over the last 5 years.
- The 5-year average is 1002.
- The Performance Board have set the target setting methodology as '5-year average minus 5%'
- The target for primary fires for 2024/25 is **952**.
- The overall target is spread across the stations by taking the previous 3 years incident data and applying a weighting and allocating the 952 out accordingly, displayed below.

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15
61	79	62	206	39	108	16	31	66	19	41	88	4	23	108



PI 03 ACCIDENTAL DWELLING FIRES (ADF)

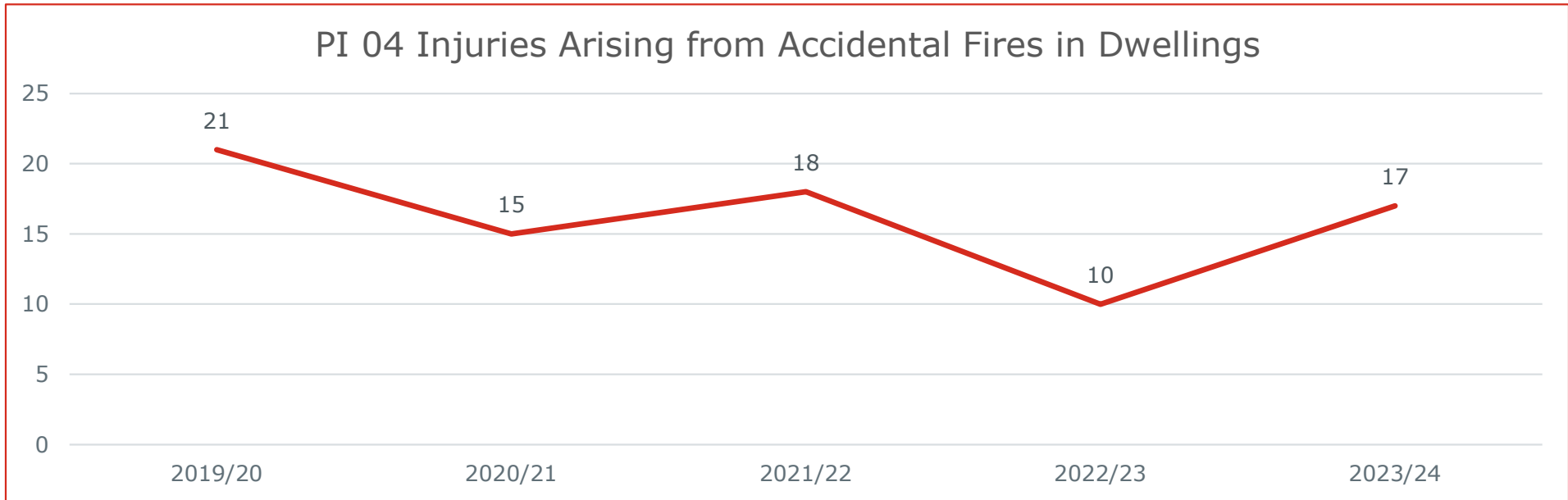


- Accidental Dwelling Fires have reduced over recent years with a plateau noted for last year.
- The 5-year average is 213.
- The Performance Board have set the target setting methodology as ‘5-year average minus 5%’
- The target for primary fires for 2024/25 is **203**
- The overall target is spread across the stations by taking the previous 3 years incident data and applying a weighting and allocating the 952 out accordingly, displayed below.

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15
18	23	13	27	5	26	3	8	14	2	10	20	1	3	29



PI 04 INJURIES ARISING FROM ADF

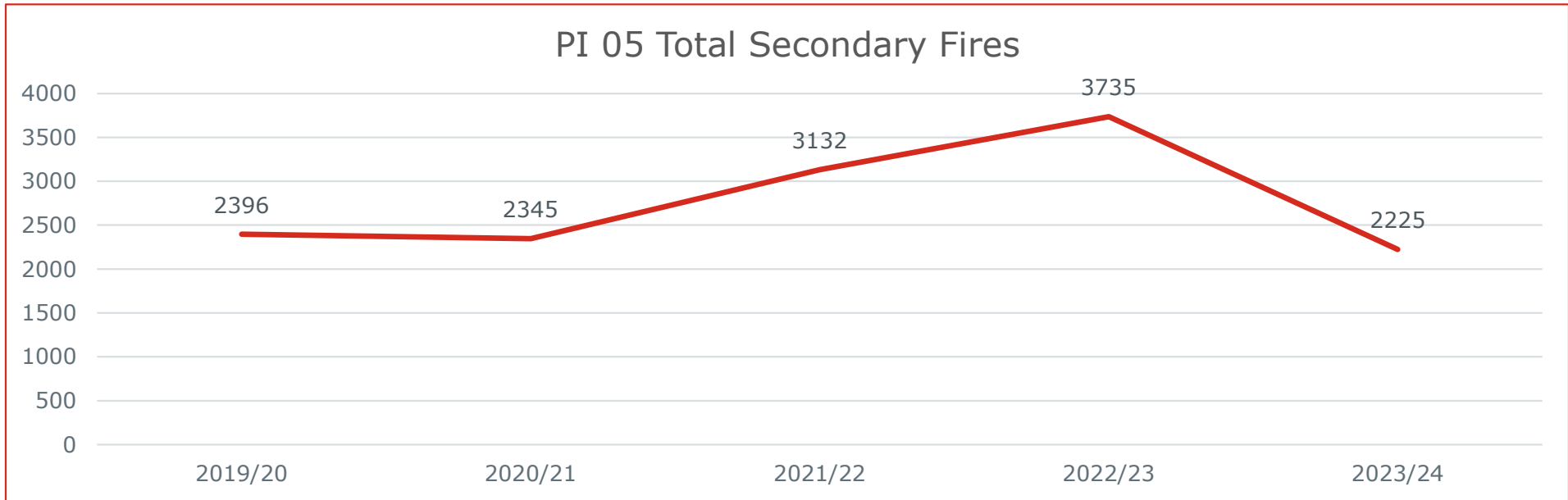


- Injuries from ADF have reduced over recent years with an increase noted for last year.
- The 5-year average is 16.
- The Performance Board have set the target setting methodology as '5-year average minus 5%'
- The target for primary fires for 2024/25 is **15**
- The overall target is spread across the stations by taking the previous 3 years incident data and applying a weighting and allocating the 952 out accordingly, displayed below.

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15
1	4	1	1	0	2	0	0	1	0	0	1	0	1	3



PI 05 TOTAL SECONDARY FIRES



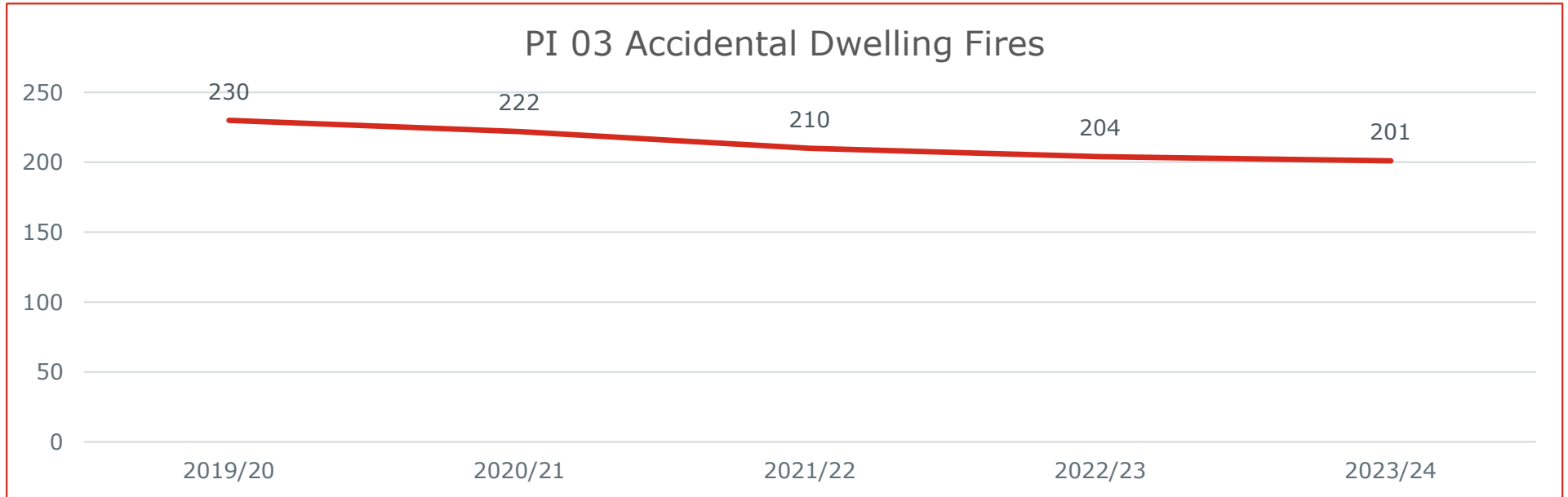
- Secondary fires were increasing over recent years with a significant decrease noted for last year.
- The 5-year average is 2767.
- The Performance Board have set the target setting methodology as '5-year average minus 5%'
- The target for primary fires for 2024/25 is **2628**.
- The overall target is spread across the stations by taking the previous 3 years incident data and applying a weighting and allocating the 952 out accordingly, displayed below.

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15
181	315	189	521	139	239	8	93	162	23	108	253	3	8	386



PI 07 NUMBER OF HFSV

- The decision was made to continue with an annual target of 18,000 HFSV.
- This was due to the trajectory of accidental dwelling fires.

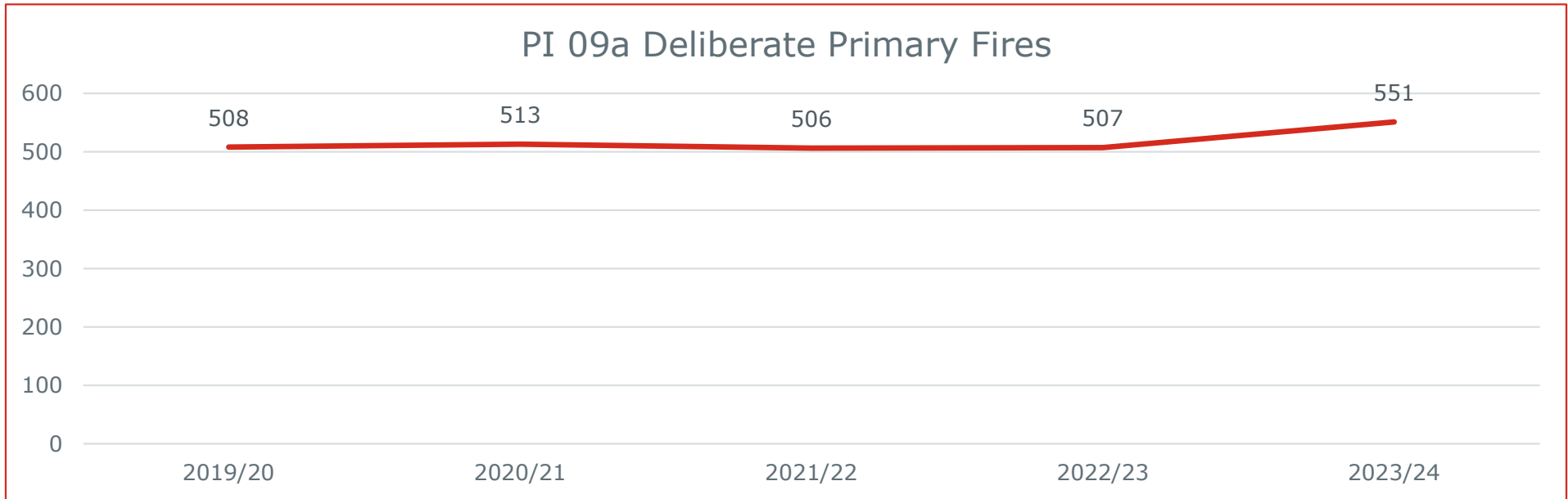


- The 18,000 will be split between Emergency Response (17,000) and Community Safety (1,000).
- The overall target for Emergency Response is spread across the stations by taking the previous 3 years incident data of accidental dwelling fires and applying a weighting and allocating the 17,000 out accordingly, displayed below.

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15
1535	1898	1047	2247	670	2191	307	628	1033	167	907	1703	84	265	2317



PI 09a DELIBERATE PRIMARY FIRES



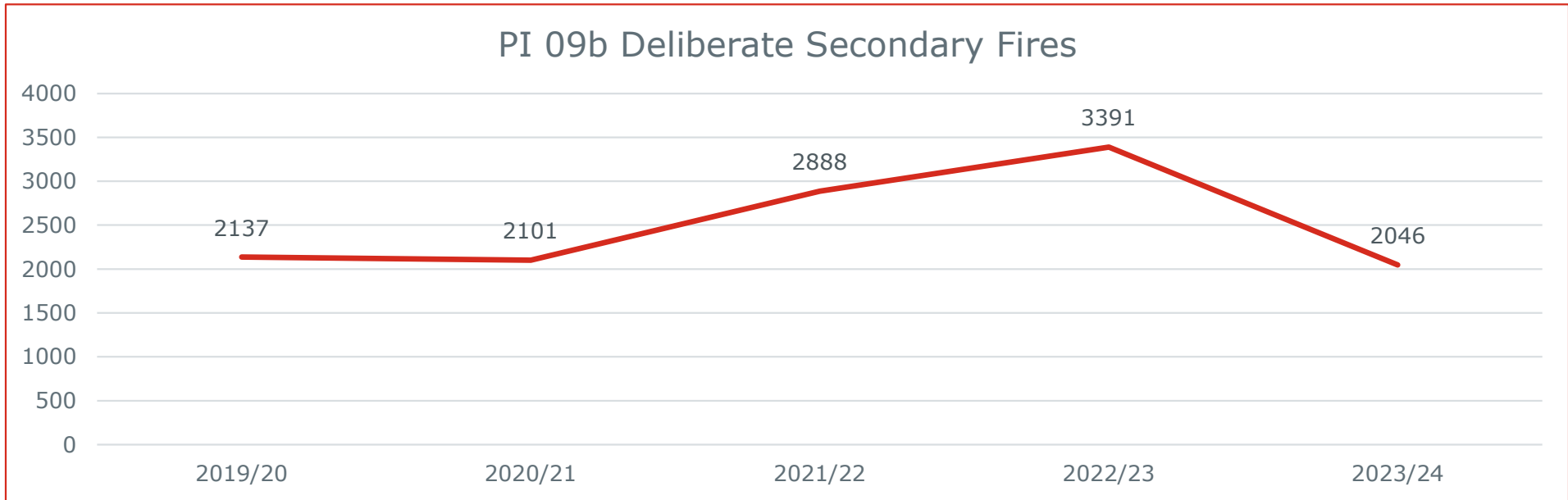
22	37	30	146	27	46	2	15	35	7	17	49	0	11	47
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- Deliberate primary fires have remained stable with an increase noted for last year.
- The 5-year average is 517.
- The Performance Board have set the target setting methodology as '5-year average minus 5%'
- The target for primary fires for 2024/25 is **491**.
- The overall target is spread across the stations by taking the previous 3 years incident data and applying a weighting and allocating the 952 out accordingly, displayed below.

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15
22	37	30	146	27	46	2	15	35	7	17	49	0	11	47



PI 09b DELIBERATE SECONDARY FIRES



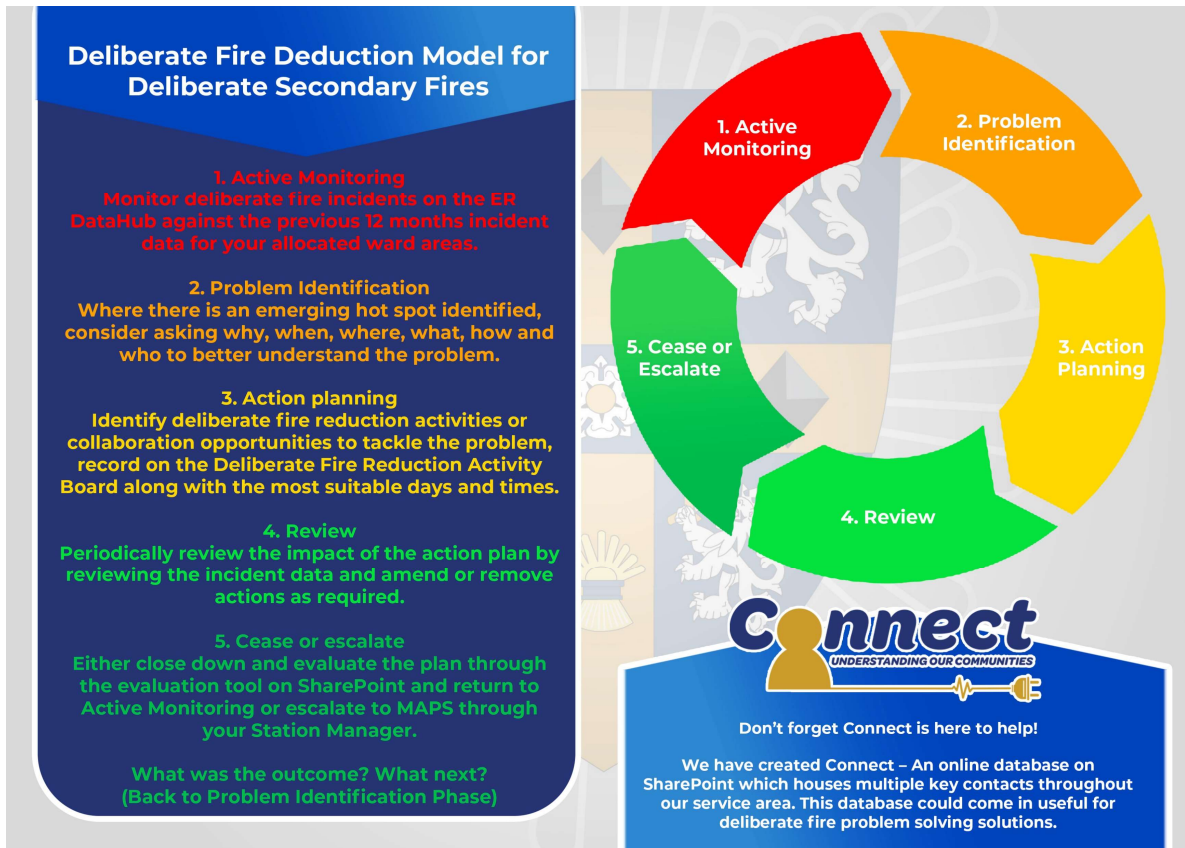
- Deliberate secondary fires have increased year on year with a decrease noted for last year.
- The 5-year average is 517.
- The Performance Board have set the target setting methodology as '5-year average minus 5%'
- The target for primary fires for 2024/25 is **2387**.
- The overall target is spread across the stations by taking the previous 3 years incident data and applying a weighting and allocating the 952 out accordingly, displayed below.

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15
153	275	171	498	132	212	5	84	148	19	97	235	1	5	350



PI 09c DELIBERATE FIRE REDUCTION ACTIVITIES

- Deliberate fire reduction activities were introduced last year to empower watches to be able to apply the most appropriate solutions to each deliberate fire problem.
- Contains a total of 19 different activities that can be applied.
- Works in conjunction with the Deliberate Fire Reduction Model for Deliberate Secondary Fires.

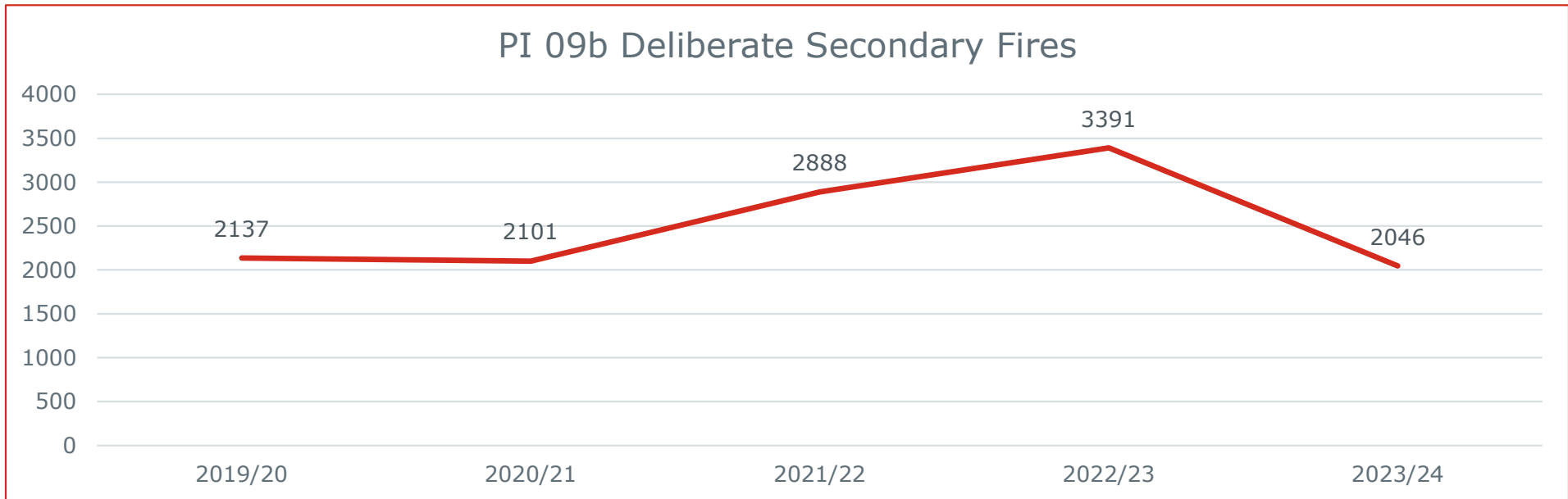


Primary School - Bonfire/Firework Safety
Primary Sch - Bonfire/Firework (Virtual)
Primary Sch – Arson Reduction Education
Primary Sch – Arson Reduction (Virtual)
Secondary School-Bonfire/Firework Safety
Secondary Sch-Bonfire/Firework (Virtual)
Secondary Sch– Arson Reduction Education
Secondary Sch– Arson Reduction (Virtual)
Attending MAPs
Environmental Visual Audits
Fly tipping referrals
Blue routes
Dark Nights Initiative
Op Mathis
Empty Building Risk Assessments
Intelligence Reporting
Seasonal Campaigns (Arson)
Abandoned vehicle referrals (Op Valdis)
Other Arson Reduction Visit / Talk



PI 09c DELIBERATE FIRE REDUCTION ACTIVITES

- The decision was made to reduce the annual target of 7,000 deliberate fire reduction activities.
- This was due to the trajectory of deliberate secondary fires.

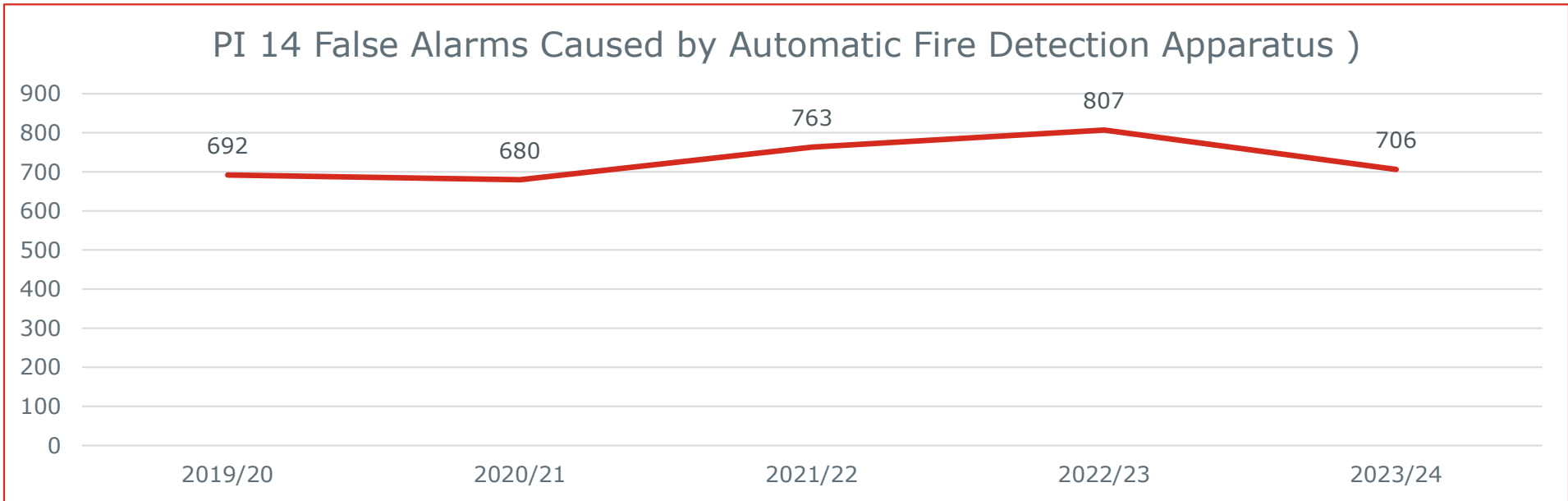


- The overall target is spread across the stations by taking the previous 3 years incident data of deliberate secondary fires and applying a weighting and allocating the 7,000 out accordingly, displayed below.
- Each station target is also profiled across the months, based on the previous 3 years data.

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15
632	782	431	925	276	902	126	259	425	69	374	701	34	109	954



PI 14 FALSE ALARMS CAUSED BY AFA



- False alarms caused by automatic fire detection has been gradually increasing each with a noted reduction for last year.
- The 5-year average is 730.
- The Performance Board have set the target setting methodology as '5-year average minus 5%'
- The target for primary fires for 2024/25 is **693**.
- The overall target is spread across the stations by taking the previous 3 years incident data and applying a weighting and allocating the 952 out accordingly, displayed below.

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15
67	53	33	58	7	147	6	9	29	15	50	61	2	17	140



PI 17 NUMBER OF FIRE SAFETY AUDITS

- The decision was made to continue with an annual target of 1,728 FSA.
- This target is linked to the risk-based inspection programme to inspect all premises over the required inspection frequencies.
- This target is only applicable to wholetime watches.
- This is the only target which is allocated across the Service based on stations resources.
- The target setting methodology is:
 - 18 FSA per specialist vehicle (SRU and TRV)
 - 36 FSA per fire appliance
- The target for each station is below:

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15
144	144	144	288	0	216	0	0	144	0	144	216	0	0	288



Any questions



By virtue of paragraph(s) 1 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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