



## **Safest People, Safest Places**

### **Performance Committee**

**9 March 2023**

### **Performance Report – Quarter Three 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 third 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) 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 three for 2022/23 shows 41% of the strategic PIs met or exceeded their target level, while 58% 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	Q3 2022/23 Actual	Q3 Target	Actual vs Target	Q3 2021/22 Actual	Actual vs Previous Year
PI 01 – Deaths Arising from Accidental Fires in Dwellings	Down	1	0	100%	1	0%
PI 03 – Number of Accidental Dwelling Fires	Down	156	140	-11.4%	145	-7.6%
PI 04 – Injuries Arising from Accidental Dwelling Fires	Down	5	12	58.3%	13	61.5%
PI 05 – Total Secondary Fires	Down	3220	1944	-65.6%	2272	-41.7%
PI 07 – Number of Home Fire Safety Visits	Up	14262	12805	11.4%	13765	3.6%
PI 42 – Proportion of Home Fire Safety Visits to High-Risk People/Properties	Up	71.9%	80%	-10.1%	84.2%	-14.6%

**PI01** – In December an elderly lady passed away following a dwelling fire in Newton Aycliffe, resulting in the indicator being over target. An internal learning review has occurred. A date for the Coroner's hearing is yet to be set.

**PI03** – Quarter 3 has seen 53 Accidental Dwelling Fires (ADFs) against a target of 44 resulting in the indicator performing at 11% over its target – 156 compared to its target of 140. Kitchen fires continue to be an area of focus for our targeted Home Fire Safety Visits (HFSVs) as 43% of incidents are recorded as starting in this room. Lone occupiers and lone parent account for 51% 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** – Year to date this indicator is showing positive performance with only five injuries arising from ADFs against a target of 12 and previous year's performance of 13. There has only been one injury arising from an ADF during quarter 3.

**PI05** – Generally, the trajectory appears to be on a downward curve towards the 2020/21 statistics. As previously highlighted the two heatwaves this year have had a negative effect on the number of secondary fires across the Service area. Incident numbers are 65.6% over target. 90% of all 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 have been delivering Phoenix Fire Champions in schools and working with named young people via the CURVE Project to address fire setting behaviours. The Service has developed 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 14,262 HFSVs, which is 11.4% 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.

**PI42** – The indicator is currently performing at 71.9% which is below the target of 80%. The Community Safety and Arson Reduction 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	Q3 2022/23 Actual	Q3 Target	Actual vs Target	Q3 2021/22 Actual	Actual vs Previous Year
PI 10a - Primary Fires in Non-Domestic Premises	Down	92	72	-27.8%	65	-41.5%
PI 14 - False Alarms Caused by Automatic Fire Detection Equipment	Down	649	526	-23.4%	586	-10.8%
PI 17 – Number of Fire Safety Audits	Up	1362	1593	-14.5%	1541	-11.6%

**PI10a** – There have been 92 primary fires in non-domestic premises which is 20 over the target and 27 more incidents compared to the same period in the previous year. 37 of these incidents were deliberate fires, compared to only 19 deliberate fires the previous year. 18 of these were deliberate incidents in prisons. Prisons as Crown Premises do not come under the Regulatory Reform (Fire Safety) Order 2005 legislation that the Service enforce. Primary Fires in Non-Domestic Premises

that the Service do enforce are only 5% over target. 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** – Performance of this indicator has improved over quarter 3. There have been 649 incidents which is 23.42% over the target compared to 31.2% over at the end of quarter 2. The focus on educational premises during quarter 3 has reduced their proportion of all incidents in quarter 3 to 13% compared to 20.7% for the first six months of the year. Residential homes continue to account for 12.7% and the central Fire Safety Team will continue to engage with these premises.

The Service continues to invoice premises when they incur three chargeable callouts in a rolling 12-month period. To date the Service has recovered just under £39,000 through this approach.

**PI17** – 1,362 Fire Safety Audits have been delivered this year which is under the target of 1,593 and the previous year performance of 1,541. Positively 33.4% 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. Looking forward to quarter 4, should see newly qualified staff who will be able to improve performance. 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	Q3 2022/23 Actual	Q3 Target	Actual vs Target	Q3 2021/22 Actual	Actual vs Previous Year
Total Emergency Calls Received	N/A	15840	N/A	N/A	13340	-17.9%
Total Incidents	N/A	7278	N/A	N/A	6022	-20.9%
Total Road Traffic Collisions	N/A	241	N/A	N/A	237	-1.7%
PI 02 – Total Primary Fires	Down	808	698	-15.8%	729	-10.8%
PI 06a Dwelling Fires Attended within 8 Minutes	Up	70.34%	70%	0.1%	N/A	N/A
PI 06b Non Domestic Fires Attended within 9 Minutes	Up	67.27%	70%	-3.9%	N/A	N/A
PI 06c Road Traffic Collisions Attended within 10 Minutes	Up	67.67%	70%	-3.3%	N/A	N/A

See Appendix A, chart 5 for total incidents

**PI02** – Performance has improved over quarter 3, with overall performance over target by 15.8% compared to 20.5% at the end of quarter 2. There were 401 deliberate primary fires which is 49.6% of all primary fires. Of these deliberate fires 211 (52.6%) are vehicles fires with many of these linked to crime. The principal area of focus for deliberate fires is Peterlee where a high proportion, 31.7% of all deliberate fires occurred. The two heatwaves have contributed to this indicator being over target. Crews actively use analysis tools to identify high demand areas and conduct high profile activities including utilising FireStoppers branding to raise awareness.

Due to several high-profile unoccupied building fires during the year, the Service is continuing to work 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 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 70.34%, although performance for quarter 3 was only 66.7%. Divisional Managers are working with Watch Managers through the monthly performance reporting process to scrutinise and improve performance. Analysis has shown that appliances on standby duties within another station's area and extended travel distances are the main reasons for failing response times. Emergency Response is working with Information Services and the IRS manager to improve notification of response time failures to Watch Managers and to identify and share any learning.

**PI06b** – This indicator has stayed static during quarter 3 at the 67% mark slightly below the 70% target. HM Prison Deerbolt continues to cause issues at Barnard Castle where additionally response times are being affected by temporary road works on the Startforth side of the bridge which is affecting crews responding to the station and then subsequently the response to the prison.

**PI06c** – Current performance is 67.67% against a target of 70%. Performance has improved during quarter 3, up from 65.3% at the end of quarter 2. Inaccurate incident addresses provided by the original caller are a significant influencing factor to our challenges in reducing road traffic collision response times. Additionally, road traffic collisions in our rural areas covered by on-call firefighters with turn out times of up to 5 minutes plus often extended travel distances will cause failures to meet the response time. As detailed above, Divisional Managers are working with Watch Managers to increase understanding of the new targets.

**Workforce**

Performance Indicator	Objective	Q3 2022/23 Actual	Q3 Target	Actual vs Target	Q3 2021/22 Actual	Actual vs Previous Year
PI 40 - All Staff Sickness	Down	7.06	4.5	-56.9%	8.28	-14.7%
PI 69 – Number of Accidents to Personnel	Down	6	9	33.3%	11	45.5%

**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** – Performance is positive with only six accidents compared to a target of nine. There has been three personal accidents during quarter 3. Two at operational incidents and one at the Training Centre. Although all injuries were of a minor nature, all three triggered the requirement as reportable under RIDDOR, due to over seven day absence from work. All accidents have been investigated accordingly. 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

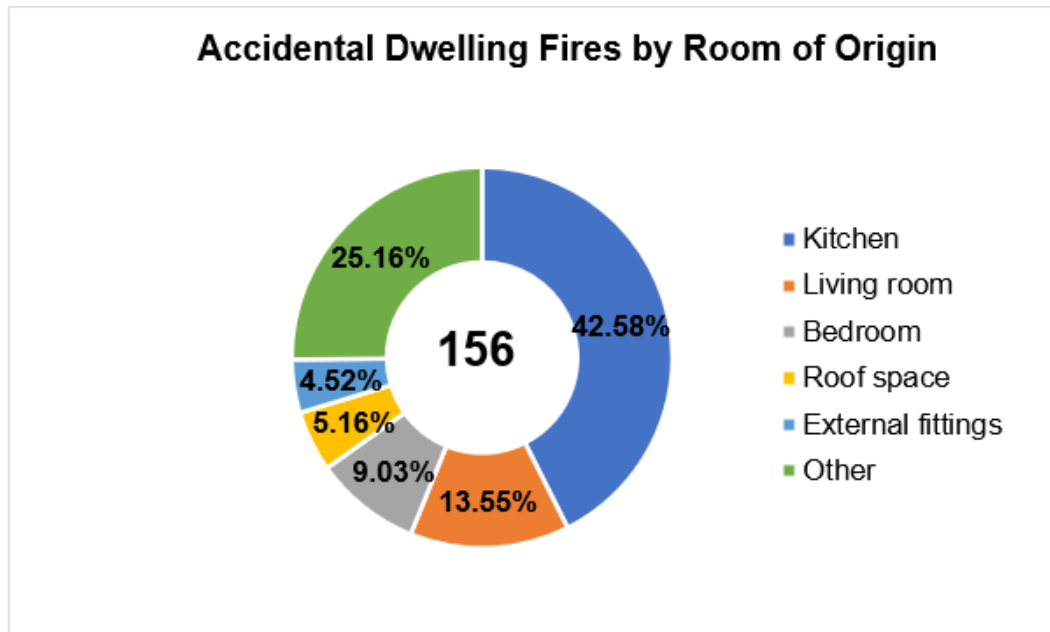


Chart 2 - Number of Accidental Dwelling Fires by Occupier Type

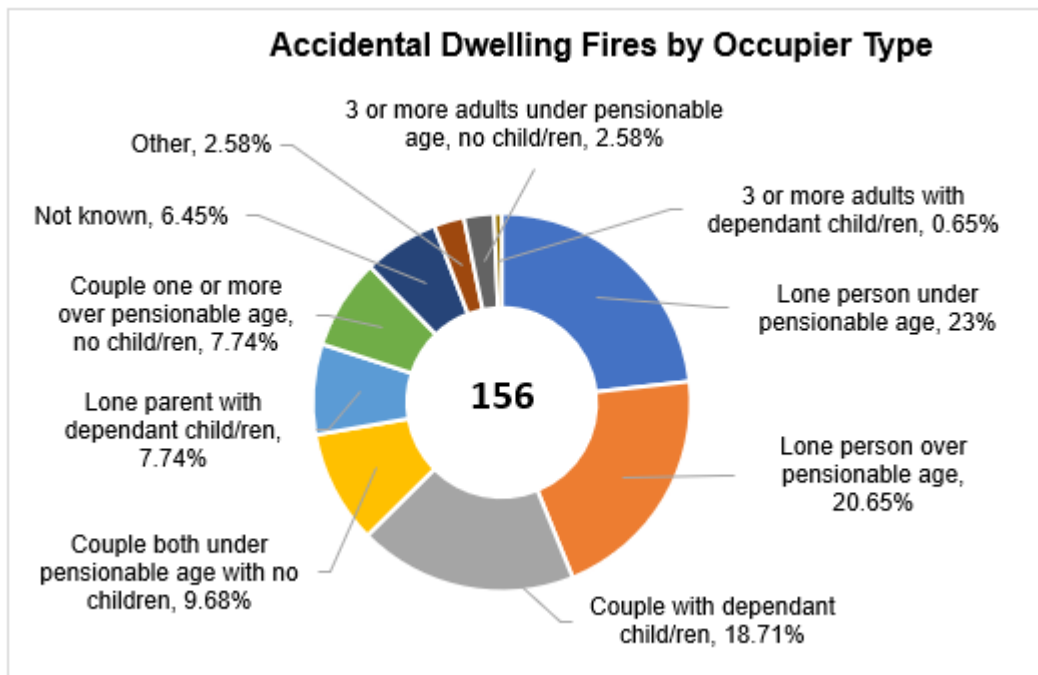


Chart 3 – Secondary Fires by Motive

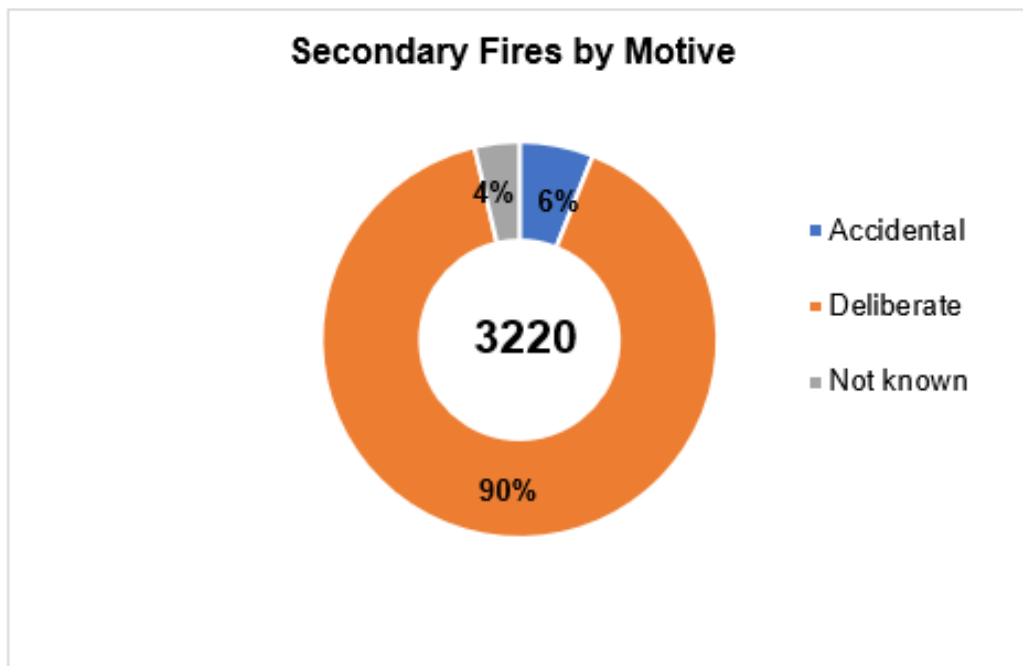


Chart 4 – Secondary Fires by Property Type

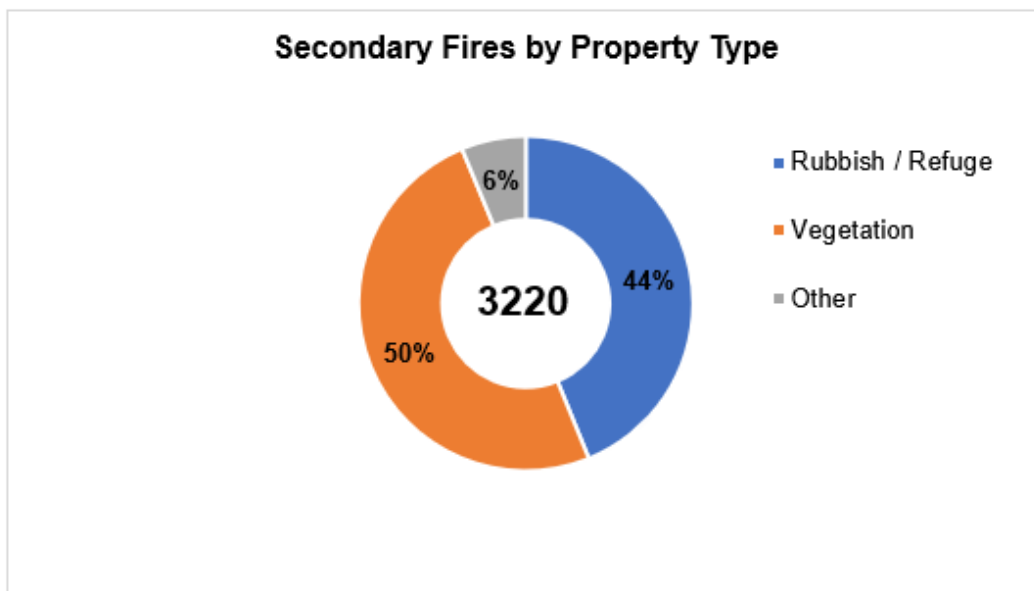




Chart 5 - Total Incidents

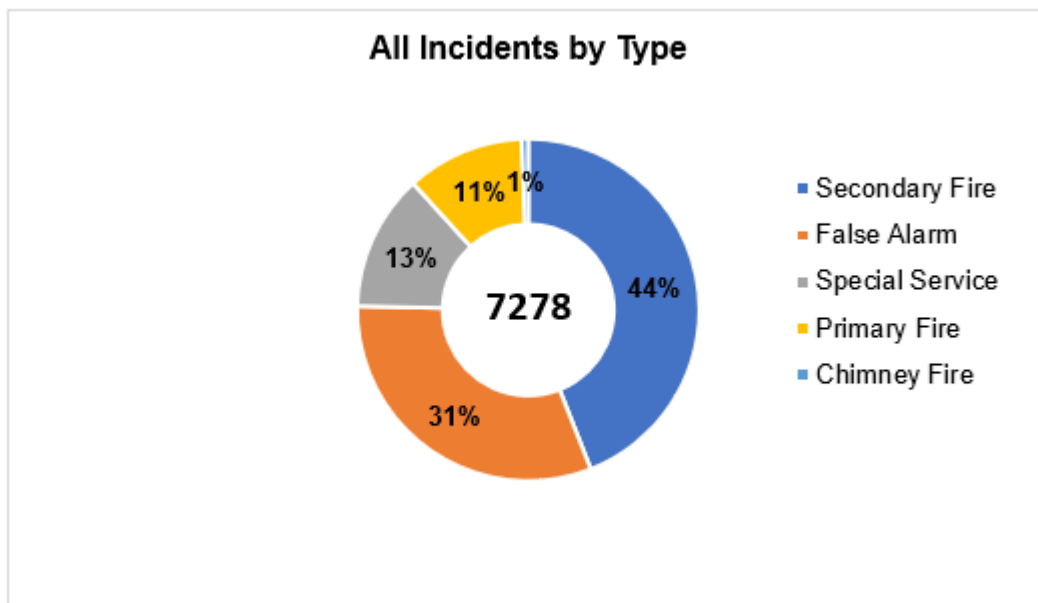


Chart 6 - Primary Fires by Motive

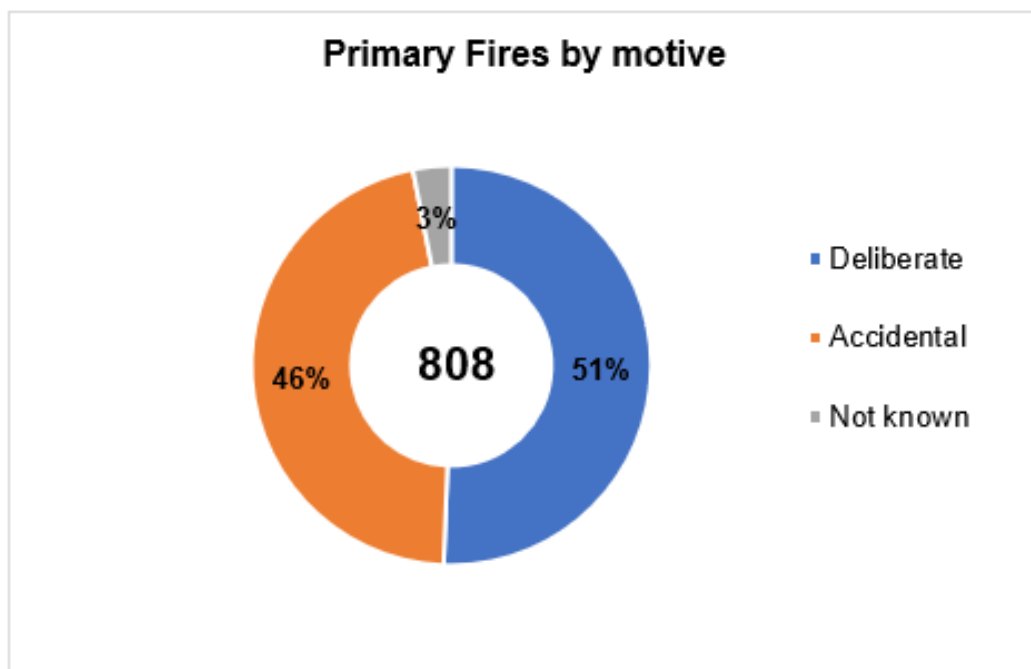


Chart 7 – Primary Fires by Type

