



Safest People, Safest Places

Performance Committee

30 June 2023

Performance Report – Quarter Four 2022/23

Report of Director of Community Risk Management

Purpose of report

1. This report presents a summary of organisational performance at the end of the fourth 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 four for 2022/23 shows 43% of the strategic PIs met or exceeded their target level, while 61% 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	Q4 2022/23 Actual	Q4 Target	Actual vs Target	Q4 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	204	192	-6.3%	208	1.9%
PI 04 - Injuries Arising from Accidental Dwelling Fires	Down	9	14	35.7%	16	43.8%
PI 05 - Total Secondary Fires	Down	3730	2538	-47.0%	3110	-19.9%
PI 07 – Number of Home Fire Safety Visits	Up	18390	17243	6.7%	18844	-2.4%
PI 42 - Proportion of Home Fire Safety Visits to High-Risk People/Properties	Up	83.6%	80%	4.5%	85.2%	-1.9%

PI01 – In 2022/23 we had one fatality, an elderly female in poor health and living in extreme hoarding conditions, passed away following a dwelling fire in Newton Aycliffe. Female deaths account for 37% of the 70 fire fatalities recorded since 2002. Deaths as a result of a fire in a hoarding environment are termed as 'Human Behaviour' and are often associated to some form of mental health issue. 29 of the 70 fatal fires, (41%), since 2002 are attributed to 'Human Behaviour'. 38% of fatal fire victims are recorded as having a known mental health issue. However, 45% are not recorded as the evidence was declined or not available, this does not indicate the absence of a mental health issue, but that the information was not available or withheld by the family of the deceased.

PI03 – This year there has been 204 Accidental Dwelling Fires (ADFs) against a target of 192 resulting in the indicator performing at 6.3% over its target, although this is improved performance in comparison to 2021/22 and is the lowest number of ADFs on record.

Kitchen fires continue to be an area of focus for our targeted Home Fire Safety Visits (HFSVs) as 45% of incidents are recorded as starting in this room. Lone occupiers and lone parent account for

49% 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 – This indicator shows really positive performance with only nine injuries compared to a target of 14. Additionally, this is 43.8% improved performance compared to 2021/22. There were four injuries in quarter four which were all in February. Three of these were due to breathing difficulties from smoke inhalation and the other was minor burns.

PI05 – The indicator is 47% over its target with 3,730 incidents against a target of 2,538. However, quarter four has displayed a downward curve compared to the 2020/21 statistics. March 2023 stands out as the wettest March in 40 years, which was reflected in the dramatic 64% drop for this month. 90% of all secondary fires were recorded as deliberate. Peak times of the day for secondary fires are 17:00 to 21:00 hours.

Overall, Peterlee and Darlington are the highest output station areas, with repeated anti-social behaviour (ASB) and secondary fires. During quarter four, there has been an increase in secondary fires within the Brandon area which has had an impact on Durham's reported fires. Secondary fires are still a question of accessibility to flammable materials, (including bins, containers and grass / scrub land). Research started in February with Northumbria University and Seaham High School to understand the motivational factors that lead to Young People setting fires.

The Community Safety and Arson Reduction (CS&AR) Team have been delivering Phoenix Fire Champions in schools and working with named young people via the CURVE Project to address fire setting behaviours.

A PCC funded project was finalised between the Woodland Pupil Referral Unit (PRU), (DCC), and Darlington Young Offenders Team, (DBC), to run a 10-week program of Developing Resilience in young people. This will be presented by the CS&AR Team and assisted by a volunteer firefighter. The project went live the week commencing 17 April 2023.

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

PI07 – The Service has completed 18,390 HFSVs, which is 6.6% above the target. 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 – 83.6% of all HFSVs delivered in 2022/23 were to high-risk properties or residents. 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 2022/23 Actual	Q4 Target	Actual vs Target	Q4 2021/22 Actual	Actual vs Previous Year
PI 10a - Primary Fires in Non-Domestic Premises	Down	135	95	-42.1%	93	-45.2%
PI 14 - False Alarms Caused by Automatic Fire Detection Equipment	Down	806	677	-19.1%	763	-5.6%
PI 17 – Number of Fire Safety Audits	Up	1928	2124	-9.2%	2103	-8.3%

PI10a – There has been 135 primary fires in non-domestic premises which is 40 over the target and 42 more incidents compared to 2021/22. 41.4% of these incidents were deliberate fires, compared to 34.4% in the previous year. This year there has been 29 incidents in prisons compared to only 9 in 2021/22, with 90% of incidents deliberately set. Prisons as Crown Premises do not come under the Regulatory Reform (Fire Safety) Order 2005 legislation that the Service enforce. The Divisional Management Team have met with the Governor of Deerbolt which is the worst offending prison and a series of actions have been agreed to assist in the reduction of deliberate primary fires at Deerbolt. These include:

- Exploring the opportunity to 'second' a member of staff to Deerbolt one day per week for four weeks to deliver some training and education.
- The delivery of level 1 fire investigation to some of Deerbolt's staff
- The internal fire report to be sent to the Divisional Manager (DM) following each fire to increase understanding of each incident.
- The commencement of regular debrief with the inclusion of fire crews.
- The revision of the Memorandum of Understanding (MoU).
- The agreement to conduct regular familiarisation visits with the crews.
- The agreement to conduct an annual exercise.

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 continued to improve over quarter four. There has been 806 incidents over the year, which is 19.1% over the target and 5.6% worse than last year's performance.

Scrutiny of data identifies the main premises types are education premises (18.9%), retail (13.1%), residential homes (12.1%) and industrial (11.3%). The central Fire Safety Team will continue to engage with these premises. 31.6% of all false alarms are caused by human intervention.

A project has identified an improved approach for the Service's response to automatic fire alarms which is on the agenda for this meeting.

The Service continues to invoice premises for cost recovery when they incur three chargeable callouts in a rolling 12-month period. This year, the Service has invoiced businesses £46,814 through this approach.

PI17 – 1,928 Fire Safety Audits have been delivered this year which is under the target of 2,124. Positively 33.5% of audits have been unsatisfactory showing that the Service is targeting the correct premises. The central team have been going through a transition period during 2022/23, with many staff attending development courses following unexpected resignations of several staff at the start of this reporting year. Looking forward to 2023/24, 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 qualified 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	Q4 2022/23 Actual	Q4 Target	Actual vs Target	Q4 2021/22 Actual	Actual vs Previous Year
Total Emergency Calls Received	N/A	19369	N/A	N/A	18009	-7.6%
Total Incidents	N/A	8833	N/A	N/A	8079	-9.3%
Total Road Traffic Collisions	N/A	299	N/A	N/A	317	5.7%
PI 02 – Total Primary Fires	Down	1003	920	-9.0%	974	-3.0%
PI 06a Dwelling Fires Attended within 8 Minutes	Up	68.7%	70%	-1.8%	N/A	N/A
PI 06b Non Domestic Fires Attended within 9 Minutes	Up	63.3%	70%	-9.5%	N/A	N/A
PI 06c Road Traffic Collisions Attended within 10 Minutes	Up	69.3%	70%	-1.0%	N/A	N/A

See Appendix A, chart 5 for total incidents.

PI02 – Primary fires are continuing with the steady downward trend seen through quarter three. Overall performance for the year is 9% over target with 1,003 incidents against a target of 920.

Attacks on cars within the Peterlee station area are still an issue with car fires in this area three times higher than the next highest, 150 cars compared to 51 cars at Durham. Primary fires in baled materials / farms are an issue, particularly when the rain fall since mid-August 2022 has been high throughout winter. This may suggest trespass into agricultural areas from near-by conurbations. CS&AR Team are developing a project with Firestoppers / Crimestoppers and the Durham Police FarmWatch team to create a risk assessment process to understand when crops, grassland and baled materials are at greater risk, (based on local ASB intelligence and projected weather etc).

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

PI06a – Response time performance when attending ADF's in 8 minutes on 70% of occasions is 68.7%. Performance in quarter four was only 63.2% which has resulted in the response standard just failing to meet its target. Divisional Managers are working with Watch Managers through the monthly performance reporting process to scrutinise and improve performance. Analysis has shown that extended travel distances are the main reasons for failing response times. Emergency Response has worked with Information Services to improve notification of response time failures to Watch Managers which should enable Emergency Response Managers to identify and share any learning.

PI06b – Response time performance when attending non-domestic fires in 9 minutes on 70% of occasions is 63.3%. This indicator has continued to perform poorly in quarter four, mainly driven by incidents at HM Prison Deerbolt. The travel time from Barnard Castle to Deerbolt is 5 minutes without traffic and the response time for Barnard Castle is around 5 minutes putting it just out of reach of achieving the standard unless the on-call staff are on station, e.g. drill night or there is a standby appliance in attendance. There has been 21 incidents at HM Prison Deerbolt in this year, which is a substantial spike compared to a standard year. The Divisional Management Team have met with the Governor of Deerbolt where a series of actions have been agreed to assist in the reduction of deliberate primary fires at Deerbolt as detailed in PI10a.

PI06c – Response time performance when attending road traffic collisions attended within 10 minutes on 70% of occasions is 69.3%. Performance during quarter four was 75.4%, which has increased the performance from 67.7% reported at the end of quarter three, although it has just failed to reach 70% overall. 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 response standards.

Workforce

Performance Indicator	Objective	Q4 2022/23 Actual	Q4 Target	Actual vs Target	Q4 2021/22 Actual	Actual vs Previous Year
PI 40 - All Staff Sickness	Down	9.63	6	-60.5%	12.03	20.8%
PI 69 – Number of Accidents to Personnel	Down	8	12	33.3%	13	38.5%

PI40 – Although this PI is over target, heavily influenced by long term sickness and Covid short term absence in all categories of staff, performance compared to the previous year has improved by 20.8%. 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 only been eight accidents to personnel this reporting year which is a significant decrease (38.5%) from last year and is 35% under the target of 12. Additionally, this is 65% reduction in accidents to personnel since 2018/19.

Over the last year, the Health and Safety team have increased visibility and focused on staff engagement promoting a positive health and safety culture across the service.

Recommendations

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

Keith Carruthers, Director Community Risk Management, Ext. 5564

Appendix A

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

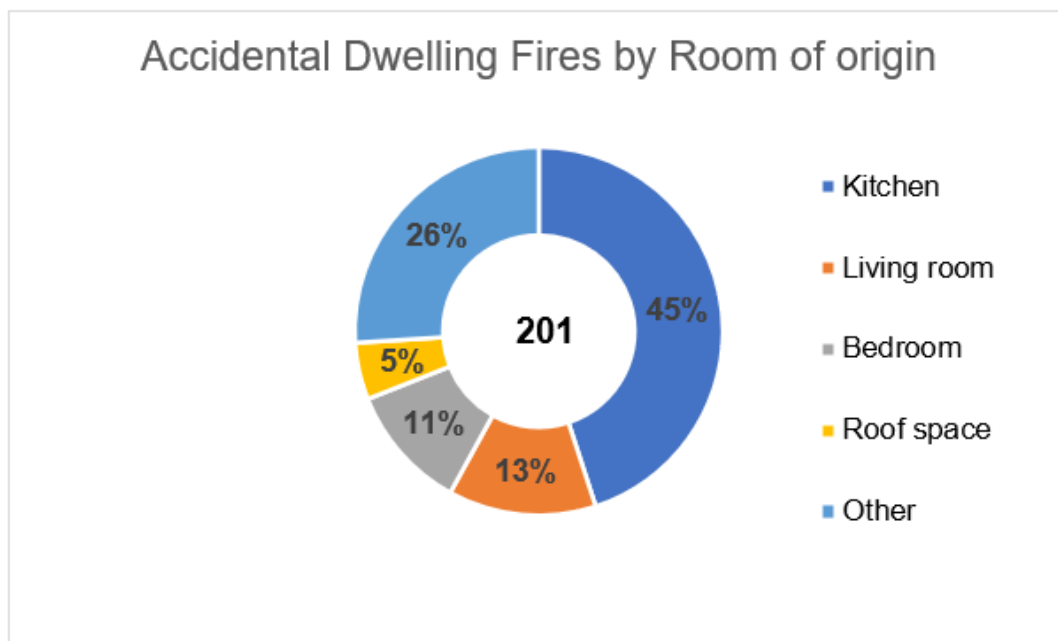


Chart 2 - Number of Accidental Dwelling Fires by Occupier Type

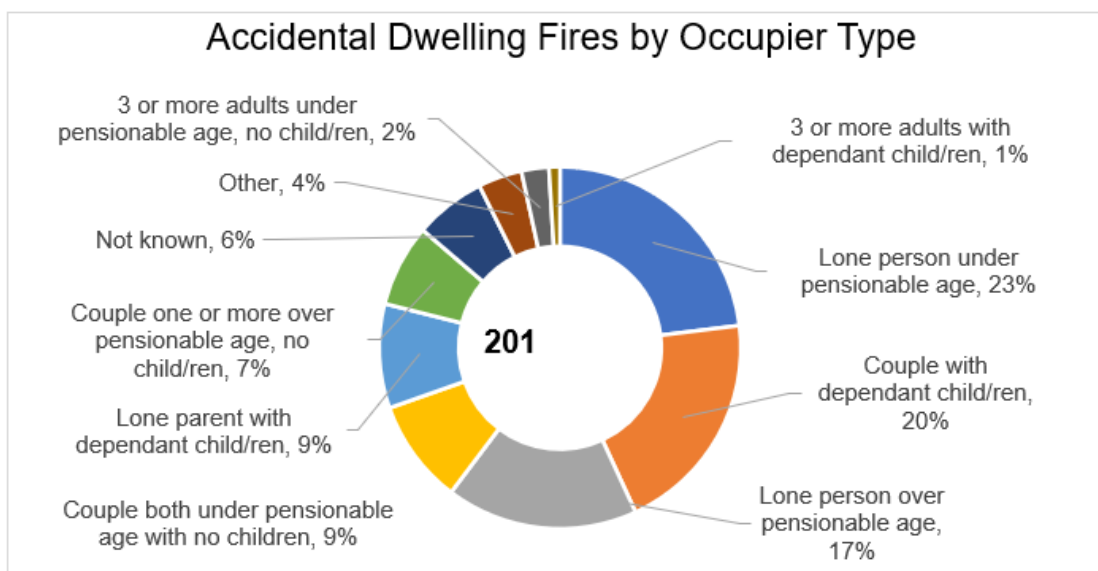


Chart 3 – Secondary Fires by Motive

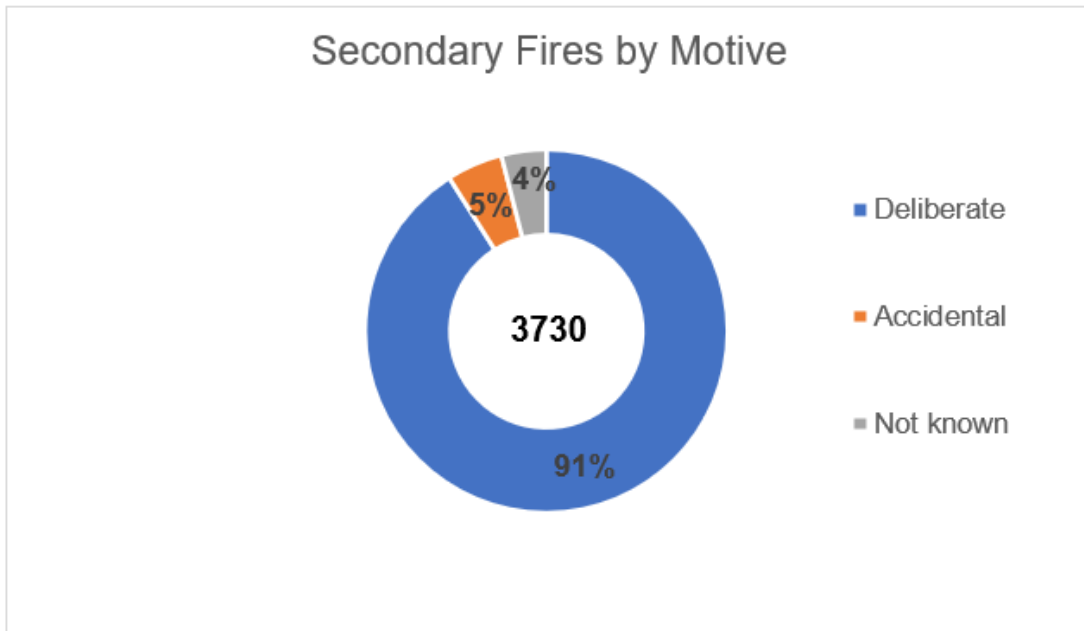


Chart 4 – Secondary Fires by Property Type

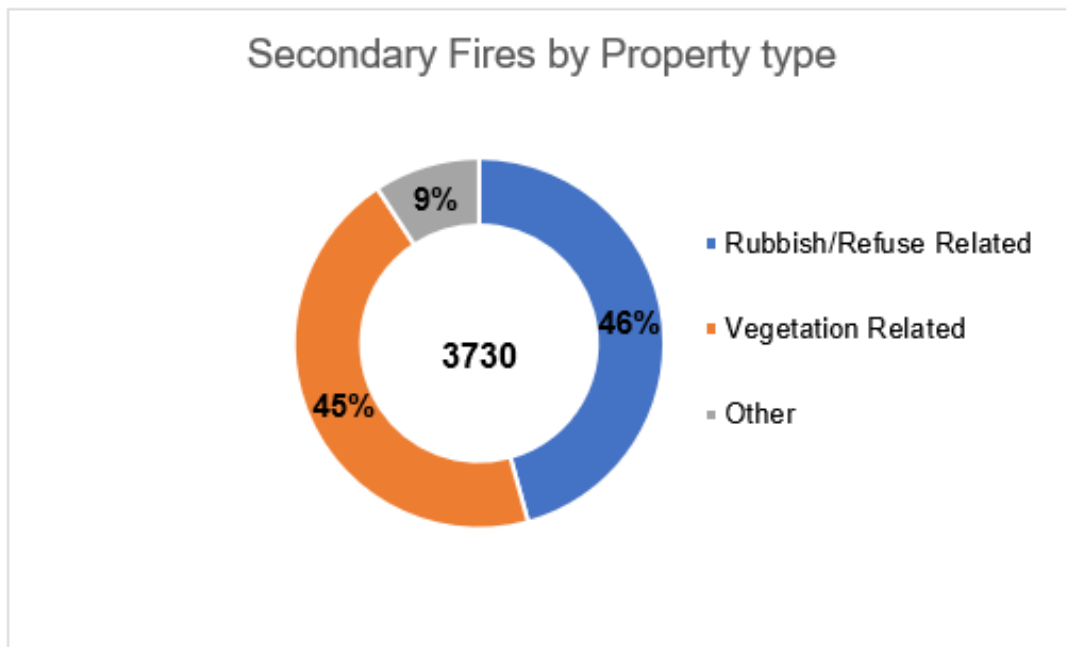


Chart 5 - Total Incidents

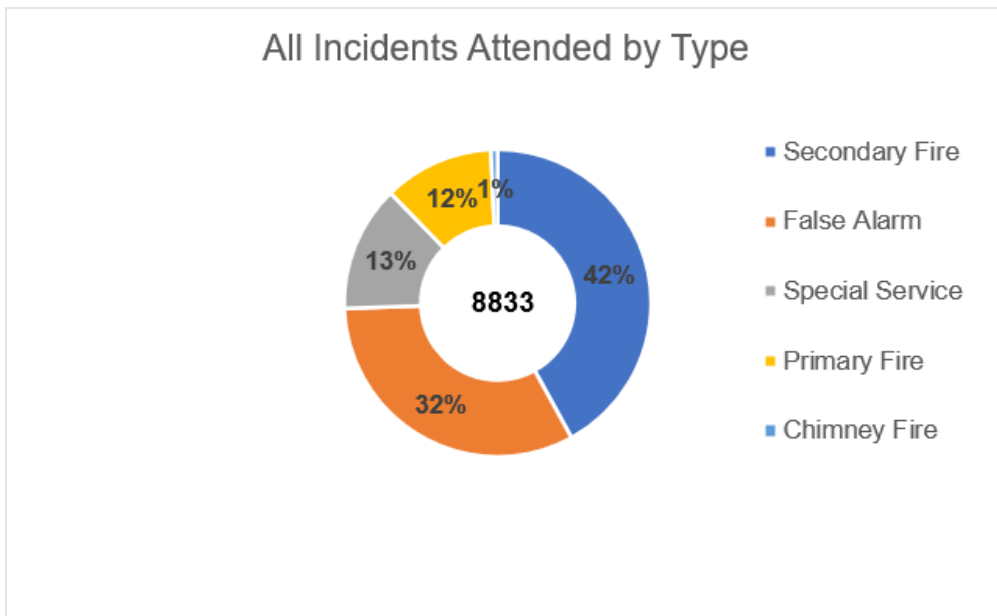


Chart 6 - Primary Fires by Motive

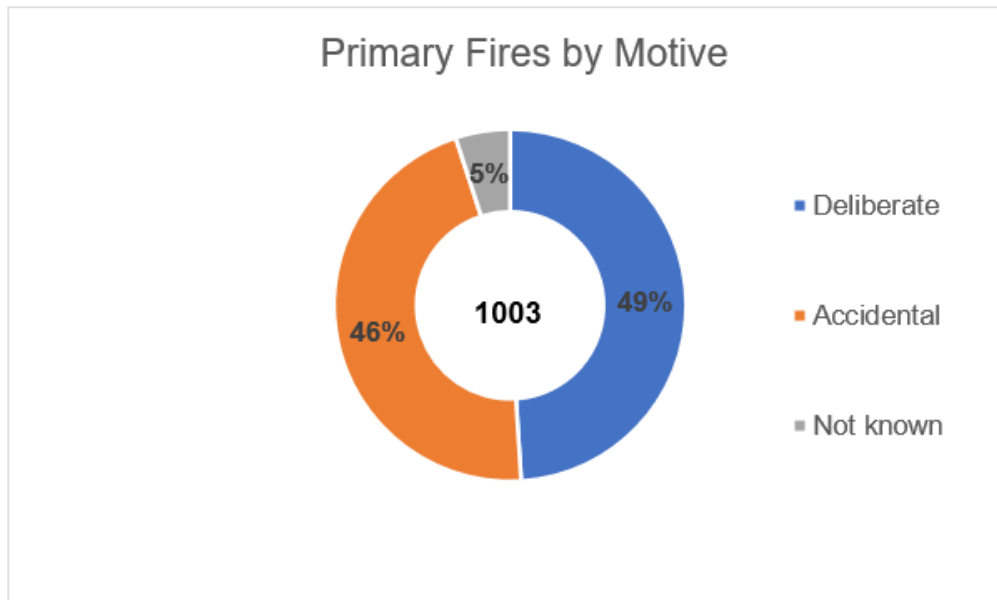


Chart 7 – Primary Fires by Type

