



Safest People, Safest Places

Performance Committee

7 December 2023

Performance Report – Quarter Two 2023/24

Report of Director of Community Risk Management

Purpose of report

1. This report presents a summary of organisational performance at the end of the second 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 two for 2023/24 shows 58% 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	Q2 2023/24 Actual	Q2 Target	Actual vs Target	Q2 2022/23 Actual	Actual vs Previous Year
PI 01 – Deaths Arising from Accidental Fires in Dwellings	Down	2	0	-100%	0	-100%
PI 03 – Number of Accidental Dwelling Fires	Down	107	98	-9.2%	101	-5.9%
PI 04 – Injuries Arising from Accidental Dwelling Fires	Down	5	7	28.6%	4	-25.0%
PI 05 – Total Secondary Fires	Down	1413	1616	12.6%	2760	48.8%
PI 07 – Number of Home Fire Safety Visits	Up	9652	9000	7.2%	9417	2.5%
PI 42 – Proportion of Home Fire Safety Visits to High-Risk People/Properties	Up	98%	80%	22.5%	83.2%	17.8%

PI01 – There were two fire deaths in quarter one at a house fire in Darlington. There have been no deaths arising from accidental fires in quarter two.

PI03 – There have been 107 accidental dwelling fires (ADFs) compared to a target of 98 and a previous year's performance of 101. Kitchen fires continue to be an area of focus for our targeted Home Fire Safety Visits (HFSVs) as half of all 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 – Positively there was only one injury in quarter two bringing the total injuries to five compared to the target of seven. Last year at the same time there had only been four injuries in ADFs. The one injury in quarter two occurred in July when a male suffered slight burns whilst removing a chip pan from the kitchen to outside.

PI05 – There have been 1,413 incidents which is 12.6% better than the target and improved performance by 48.8% compared to the previous year. Rubbish/ refuse is still the top fuel source, with 90% of all secondary fires deliberately set. The Community Safety and Arson Reduction Team have conducted several in person interventions with a young person who is an active arsonist in the

Bowburn area and attended Partner meetings with CAHMS and the Police to address specific young people referred to the Service due to their involvement in setting deliberate fires.

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. Tri-Service Community Safety Responders are expected to be recruited in quarter three through this funding and they will receive training from the Police, Local Authorities and the Service so they are able to use the full range of powers and engagement of all three organisations.

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 two 9,652 HFSVs have been delivered which is above the target and above the previous year’s performance. 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 – This indicator is currently performing at 98% which is well 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	Q2 2023/24 Actual	Q2 Target	Actual vs Target	Q2 2022/23 Actual	Actual vs Previous Year
PI 10a – Primary Fires in Non-Domestic Premises	Down	58	48	-20.8%	63	7.9%
PI 14 – False Alarms Caused by Automatic Fire Detection Equipment	Down	417	371	-12.4%	449	7.1%
PI 17 – Number of Fire Safety Audits	Up	1019	1014	0.5%	942	8.2%

PI10a – Quarter two has seen a spike of incidents resulting in a total of 58 incidents compared to a target of 48, although performance is 7.9% improved compared to the same period in the previous year. This spike has been caused by fires in prisons and the Service continues to work with these establishments with the aim to reduce fires in these premises.

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 – Performance of this indicator has improved during quarter two, with performance 12.4% over target compared to over target by 17.8% in quarter one. It is showing a 7.1% improvement compared to the previous year’s performance. There has been 417 incidents in total with the three main premises types are education (20.9%), retail (13.2%) and industrial manufacturing (12.5%).

Of all the incidents 28.8% were caused by human intervention and 27.3% were caused by system faults.

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, which should be evident when quarter three performance is reported.

PI17 – Performance of this indicator is on track with 1,019 completed audits against a target of 1,014. This is an improvement of 8.2% on the previous year's performance. This improved performance is supported by increased capacity in the central team following completion of qualifications, alongside continued high performance by the Emergency Response crews. Positively 35% of audits have been unsatisfactory showing that the Service is targeting the correct premises.

Response

Performance Indicator	Objective	Q2 2023/24 Actual	Q2 Target	Actual vs Target	Q2 2022/23 Actual	Actual vs Previous Year
Total Emergency Calls Received	N/A	8890	N/A	N/A	12081	26.4%
Total Incidents	N/A	3988	N/A	N/A	5567	28.4%
Total Road Traffic Collisions	N/A	172	N/A	N/A	155	-11.0%
PI 02 – Total Primary Fires	Down	543	503	-8.0%	569	4.6%
PI 06a – Dwelling Fires Attended within 8 Minutes	Up	64.7%	70%	-7.6%	71.3%	-9.3%
PI 06b – Non Domestic Fires Attended within 9 Minutes	Up	72.1%	70%	3.0%	67.5%	6.8%
PI 06c – Road Traffic Collisions Attended within 10 Minutes	Up	72.9%	70%	4.1%	65.3%	11.6%

See Appendix A, chart 5 for total incidents.

PI02 – There has been 543 primary fires in total which is 8% over the target of 503, although a 4.6% improvement compared to the previous year's performance. 49% 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.

52% 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 – Response time performance when attending ADF's in 8 minutes on 70% of occasions is 64.7%, which has decreased slightly from 65.5% in quarter one. Divisional Managers are working with Watch Managers through the monthly performance reporting process to scrutinise and improve performance. Analysis shows that extended travel distances are the main reasons for failing response times.

PI06b – Response time performance when attending non-domestic fires in 9 minutes on 70% of occasions is 72.1%. This is a positive increase from the 64.1% that was reported in quarter one. The Divisional teams will continue to scrutinise all incident that fail the response time by to identify further opportunities to improve performance.

PI06c – Response time performance when attending road traffic collisions attended within 10 minutes on 70% of occasions continues to perform strongly achieving its target with the standard met on 72.9% of occasions. This is improved performance compared quarter one and to the same quarter in the previous year.

Workforce

Performance Indicator	Objective	Q2 2023/24 Actual	Q2 Target	Actual vs Target	Q2 2022/23 Actual	Actual vs Previous Year
PI 40 – All Staff Sickness	Down	4.58	3.5	-30.9%	4.74	3.4%
PI 69 – Number of Accidents to Personnel	Down	2	6	66.7%	3	33.3%

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 strong performance with only one accident in this quarter two, resulting in a total of two accidents compared to its target of six. The accident which occurred in quarter two was a minor finger injury whilst restowing the lecture room seating at the Training Centre.

Recommendations

9. 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

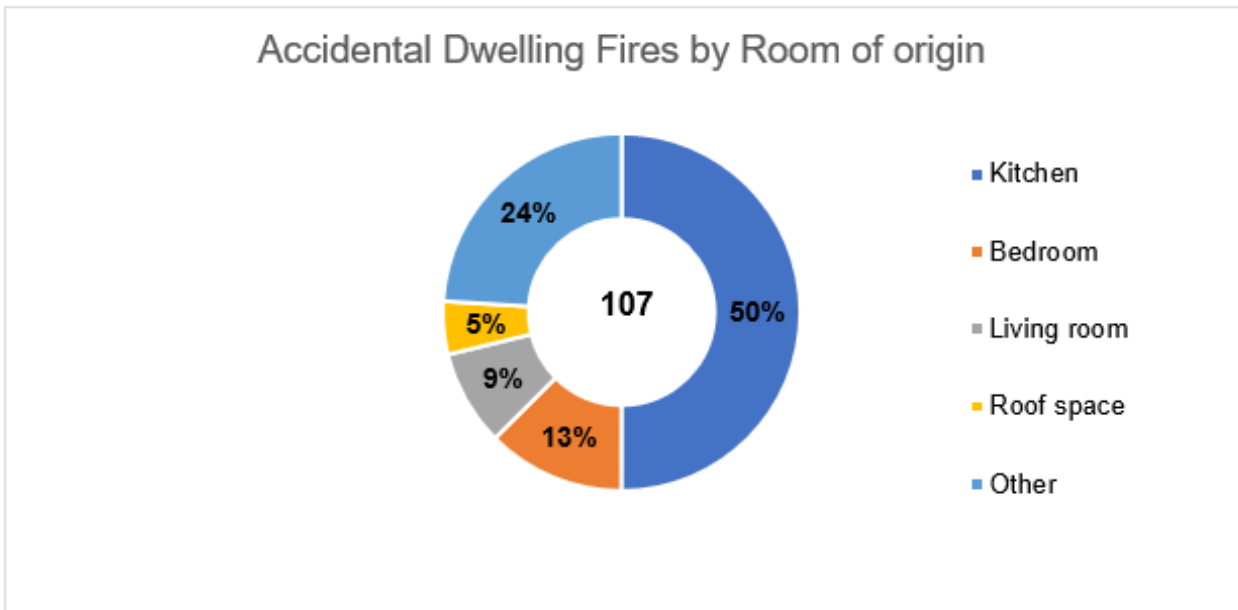


Chart 2 - Number of Accidental Dwelling Fires by Occupier Type

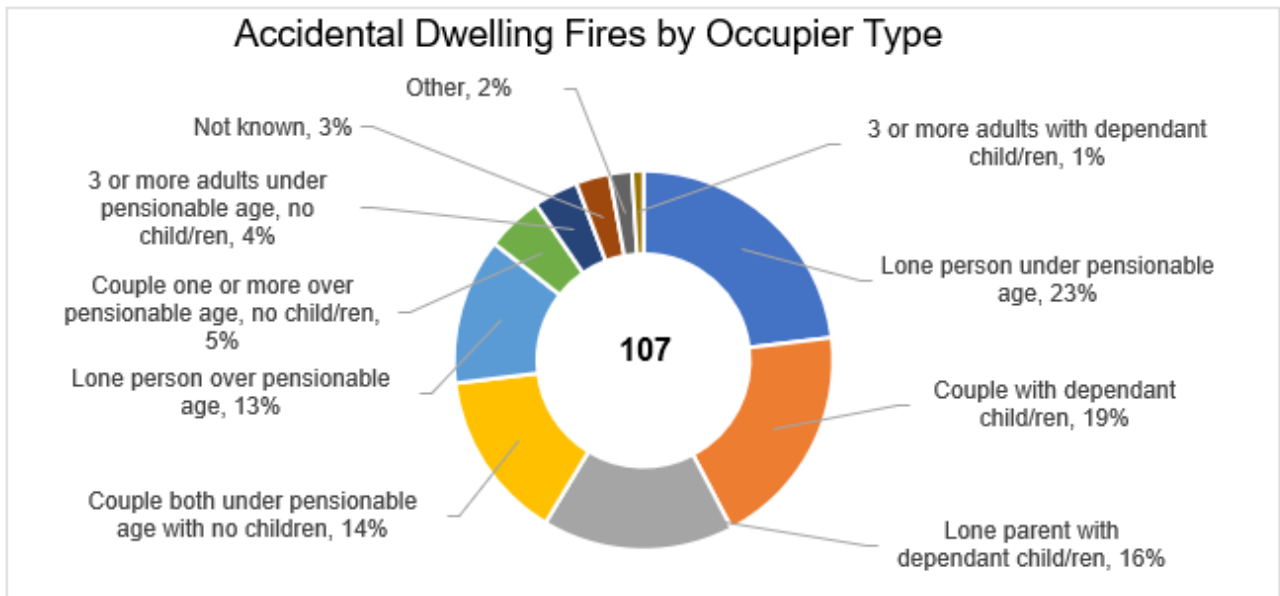


Chart 3 – Secondary Fires by Motive

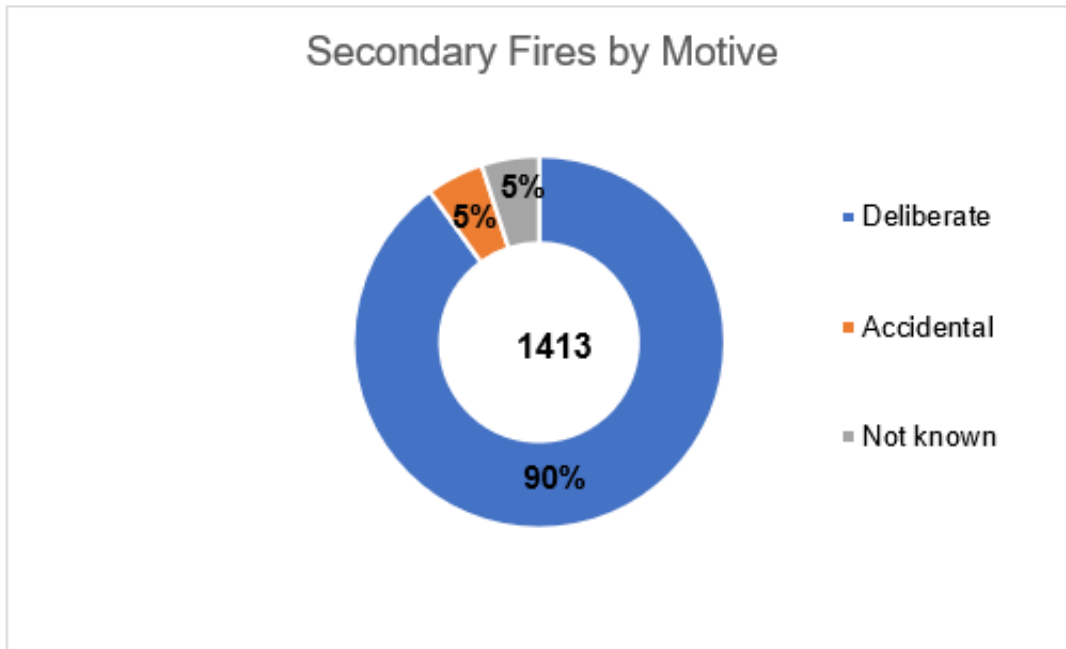


Chart 4 – Secondary Fires by Property Type

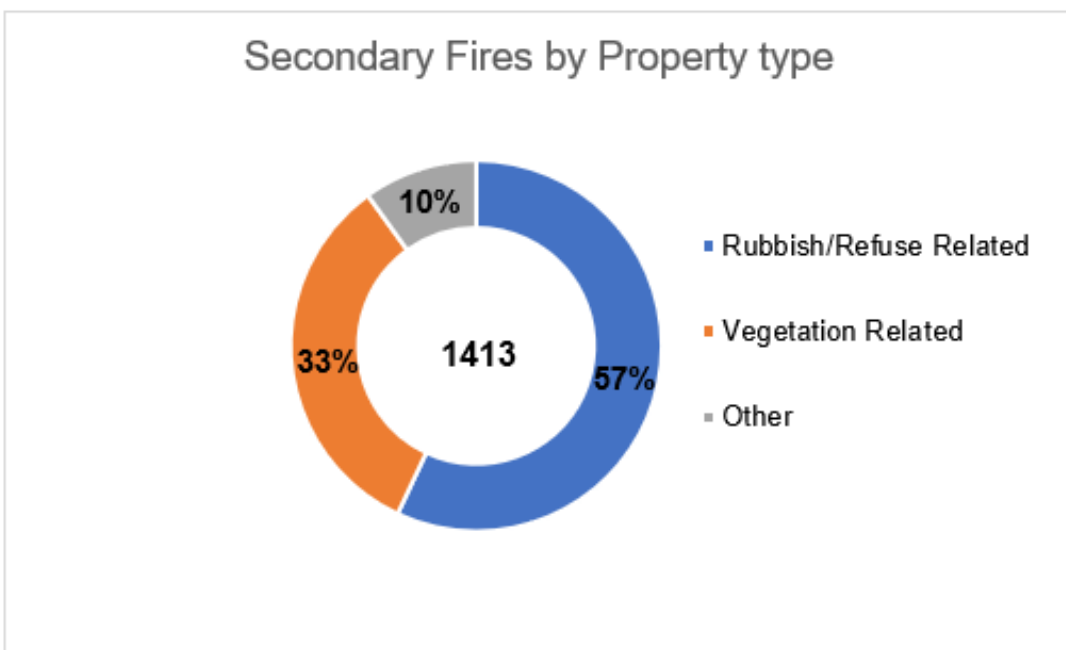


Chart 5 - Total Incidents

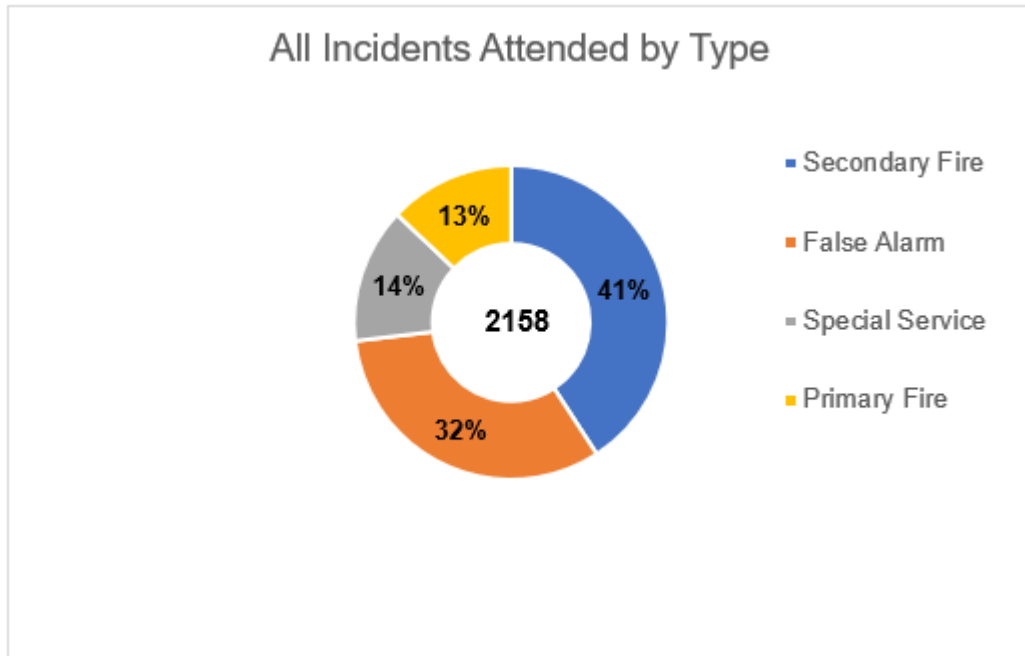


Chart 6 - Primary Fires by Motive

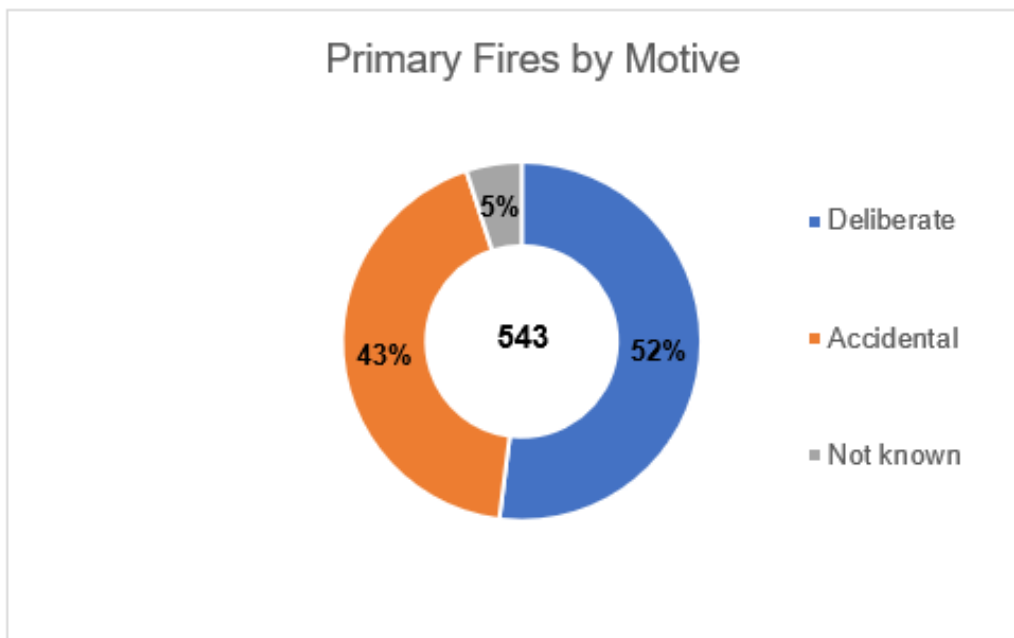


Chart 7 – Primary Fires by Type

