



Safest People, Safest Places

Performance Committee

7 March 2024

Performance Report – Quarter Three 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 third 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 55% of the strategic PIs met or exceeded their target level, while 66% 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	Q3 2023/24 Actual	Q3 Target	Actual vs Target	Q3 2022/23 Actual	Actual vs Previous Year
PI 01 – Deaths Arising from Accidental Fires in Dwellings	Down	4	0	-100%	1	-300%
PI 03 – Number of Accidental Dwelling Fires	Down	148	142	-4.2%	154	3.9%
PI 04 – Injuries Arising from Accidental Dwelling Fires	Down	11	13	15.4%	5	-120%
PI 05 – Total Secondary Fires	Down	1815	2141	15.2%	3214	43.5%
PI 07 – Number of Home Fire Safety Visits	Up	13993	13500	3.7%	14077	-0.6%
PI 42 – Proportion of Home Fire Safety Visits to High-Risk People/Properties	Up	94%	80%	17.5%	76.1%	23.5%

PI01 – There were two fire deaths in quarter three. A 46 year old female in Tantobie and a 93 year old female in Tow Law. Presentations of the circumstances of both fires have been delivered to CFA. This brings the total number of fatalities arising from accidental dwelling fires (ADFs) to four. Work is ongoing with partners to promote referrals and improve targeting to the most vulnerable in our communities.

PI03 – There have been 148 ADFs which is slightly over the of 142 although a slight improvement compared to the previous year’s performance of 154. Kitchen fires continue to be an area of focus for our targeted Home Fire Safety Visits (HFSVs) as 49% 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 – There has been six injuries in quarter three bringing the year to date total to 11, which is two under the target of 13. Compared to the previous year’s performance there has been six more injuries. Three of the six injuries in the quarter were as a result of electrical faults. Our ongoing targeting of HFSVs to vulnerable residents will support this indicator and during quarter three, the Service have been working with Public Health around ‘winter wellness’ to promote referrals for HFSVs.

PI05 – The positive performance seen previously has continued into quarter three. There have been 1,815 incidents which is 15.2% better than the target of 2,141 and improved performance by 43.5% compared to the previous year. Rubbish/ refuse is still the top fuel source, with 91% of all secondary fires deliberately set. The Community Safety and Arson Reduction Team continue to work with partners to reduce these incidents.

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 three 13,993 HFSVs have been delivered which is above the target of 13,500. 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 94% 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	Q3 2023/24 Actual	Q3 Target	Actual vs Target	Q3 2022/23 Actual	Actual vs Previous Year
PI 10a – Primary Fires in Non-Domestic Premises	Down	90	72	-25%	91	1.1%
PI 14 – False Alarms Caused by Automatic Fire Detection Equipment	Down	577	567	-1.8%	648	11.0%
PI 17 – Number of Fire Safety Audits	Up	1520	1521	-0.1%	1355	12.2%

PI10a – Poor performance has continued in to quarter two resulting in a total of 90 incidents compared to a target of 72, although performance is 1.1% improved compared to the same period in the previous year. This poor performance has been influenced by 24 fires in prisons, with 23 of these being set deliberately. The Service do not have legislative responsibility for prisons although we continue 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 – 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.

Year to date performance is now only ten over target compared to 46 over target at the end quarter two. It is showing an 11.0% improvement compared to the previous year's performance. During quarter three between the hours of 08:00 to 18:00 hours the Control Room received 221 automatic fire alarm calls from non-residential premises and attended only 16.

There have been 577 incidents in total with the three main premises types being education (18.2%), retail (13.2%) and residential homes (12.1%). Of all the incidents 31.2% were caused by human intervention and 27.7% caused by system faults.

PI17 – Performance of this indicator is on track with 1,520 completed audits which is one under the quarter three target of 1,521. This is an improvement of 12.2% 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 38% of audits have been unsatisfactory showing that the Service is targeting the correct premises.

Response

Performance Indicator	Objective	Q3 2023/24 Actual	Q3 Target	Actual vs Target	Q3 2022/23 Actual	Actual vs Previous Year
Total Emergency Calls Received	N/A	12325	N/A	N/A	15840	22.2%
Total Incidents	N/A	5511	N/A	N/A	7273	24.2%
Total Road Traffic Collisions	N/A	262	N/A	N/A	240	-9.2%
PI 02 – Total Primary Fires	Down	755	732	-3.1%	794	4.9%
PI 06a – Dwelling Fires Attended within 8 Minutes	Up	66.9%	70%	-4.4%	71.3%	-6.2%
PI 06b – Non Domestic Fires Attended within 9 Minutes	Up	63.6%	70%	-9.1%	67.5%	-5.8%
PI 06c – Road Traffic Collisions Attended within 10 Minutes	Up	70.9%	70%	1.3%	65.3%	8.6%

See Appendix A, chart 5 for total incidents.

PI02 – There has been 755 primary fires in total which is 3.1% over the target of 732. This is an improvement from the end of quarter two when performance was 8% over target. Compared to the previous year's performance there has been a 4.9% improvement.

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.

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.

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 66.9%, which is a slight improvement from the 64.7% reported at the end of quarter two. Divisional Managers are working with Watch Managers through the monthly performance reporting process to scrutinise and improve performance. Each failure for this response standard is reviewed and 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 63.6%. This standard has been affected by several incidents to Deerbolt prison. 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 70.9% of occasions.

Workforce

Performance Indicator	Objective	Q3 2023/24 Actual	Q3 Target	Actual vs Target	Q3 2022/23 Actual	Actual vs Previous Year
PI 40 – All Staff Sickness	Down	7.04	5.2	-35.4%	7.06	0.3%
PI 69 – Number of Accidents to Personnel	Down	3	9	66.7%	7	-57.1%

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 performance with only one accident in this quarter three, resulting in a total of three accidents compared to its target of nine. The accident which occurred in quarter three was in December, when a tall firefighter hit his head on a newly installed magnetic lock at the top of a door frame. The lock has been relocated.

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

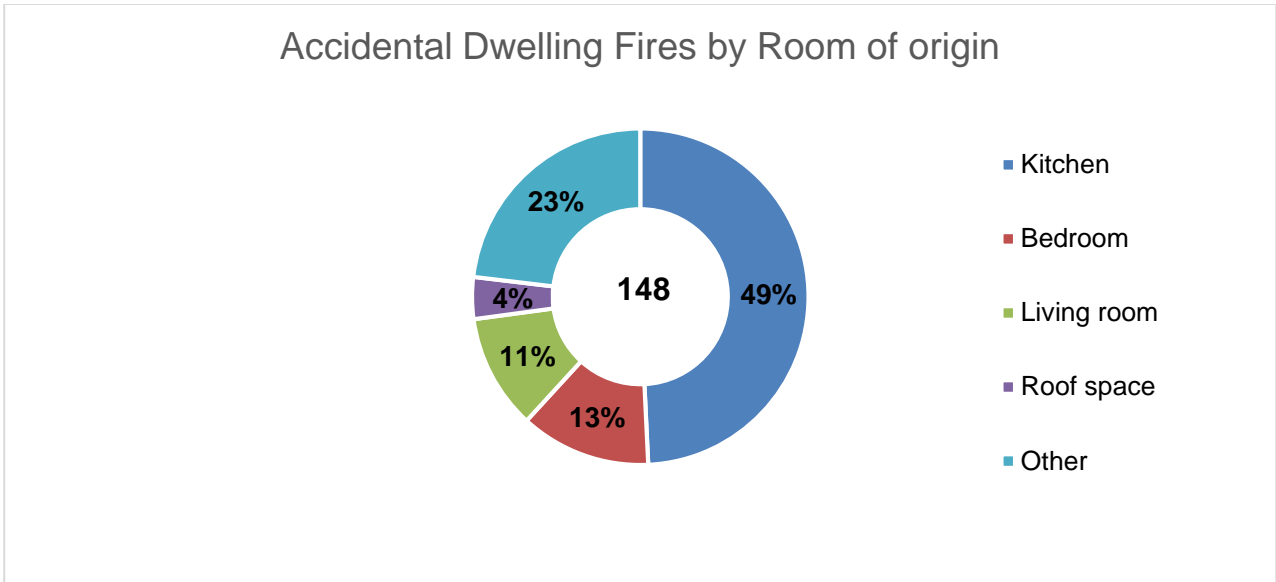


Chart 2 - Number of Accidental Dwelling Fires by Occupier Type

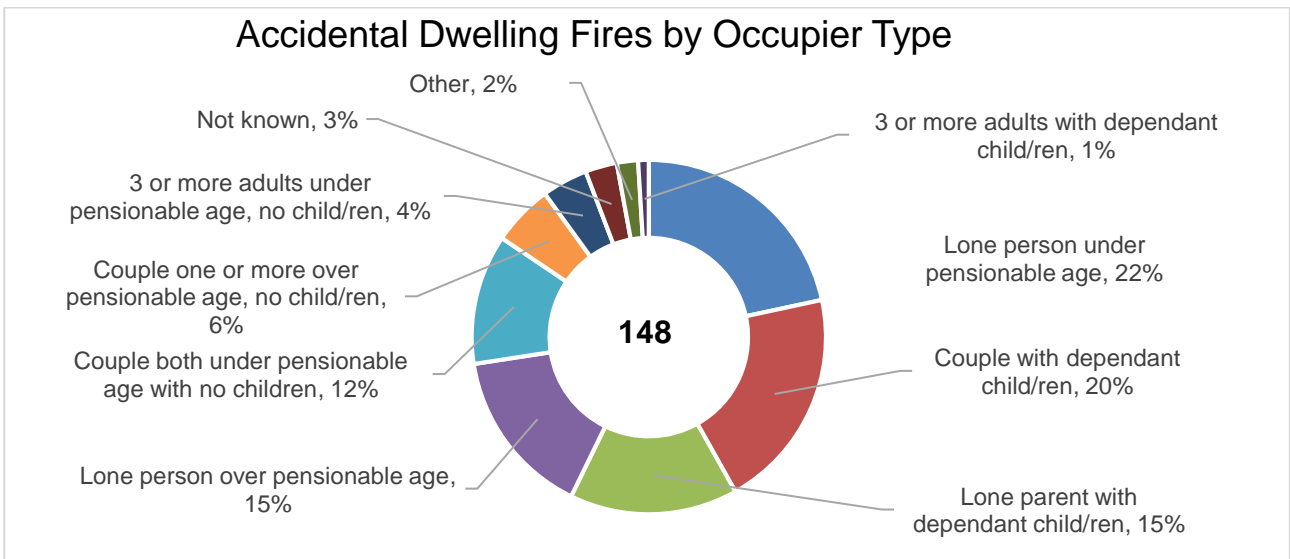


Chart 3 – Secondary Fires by Motive

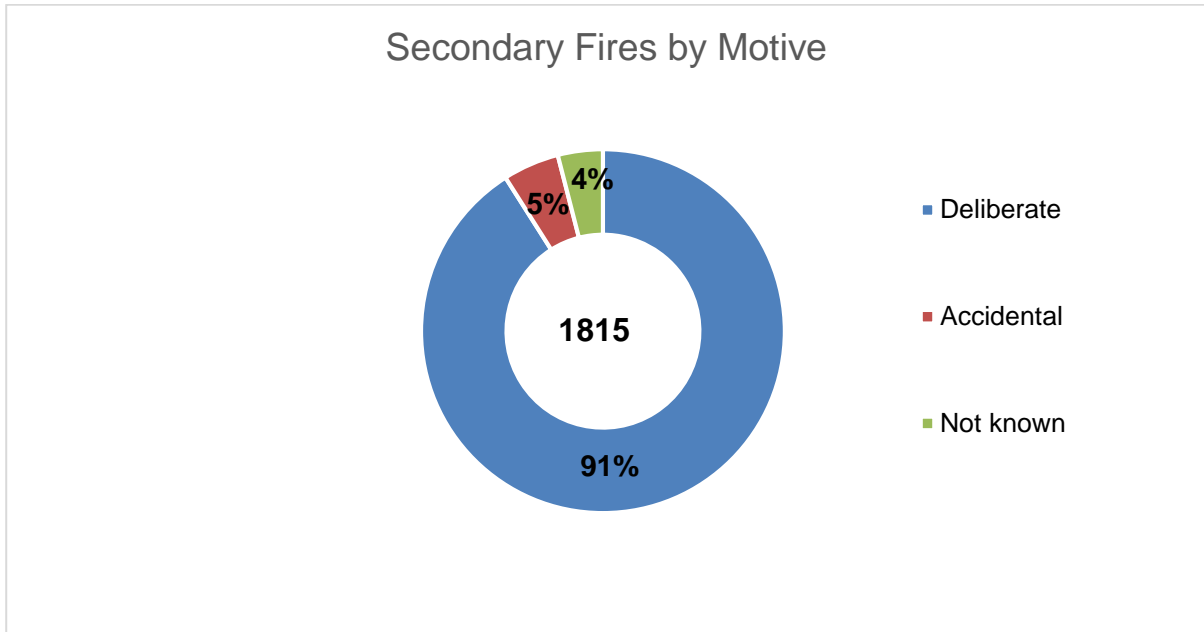


Chart 4 – Secondary Fires by Property Type

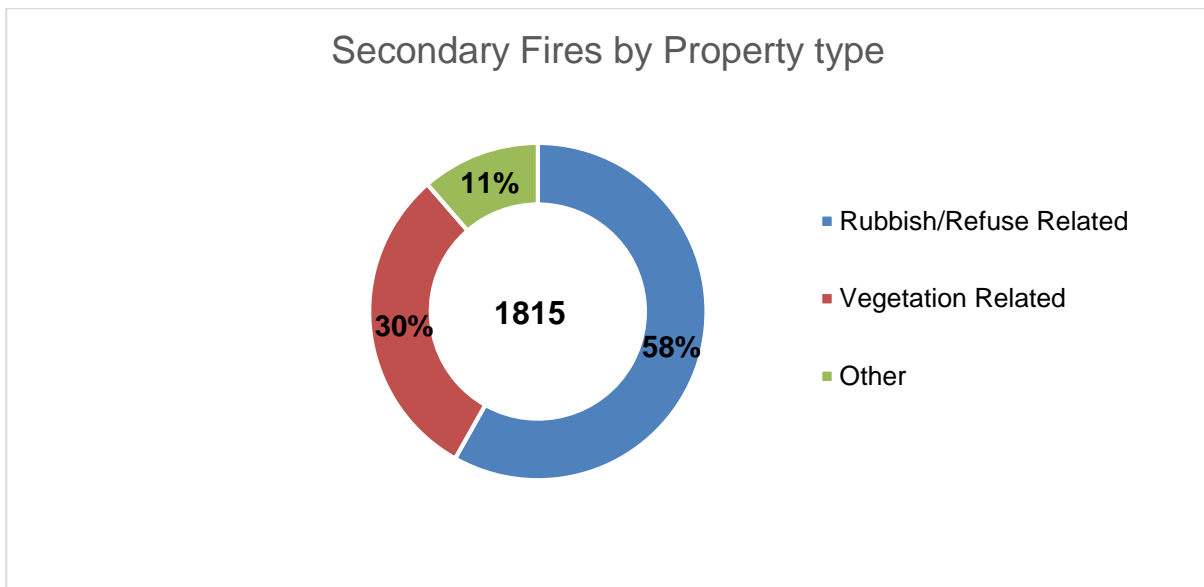


Chart 5 - Total Incidents

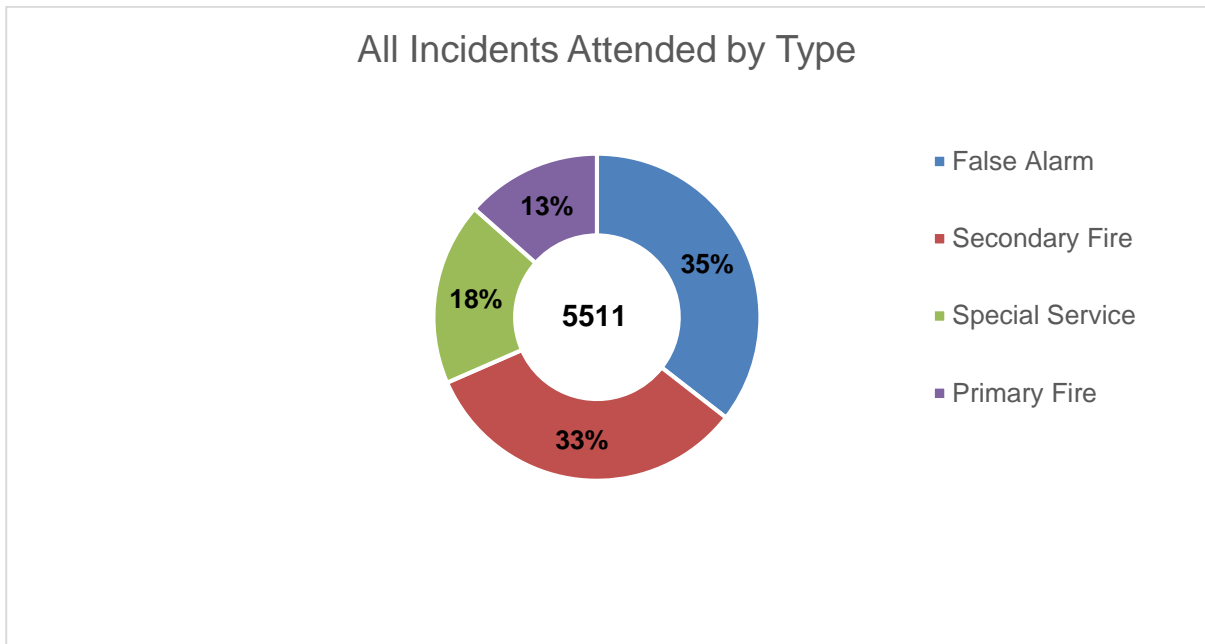


Chart 6 - Primary Fires by Motive

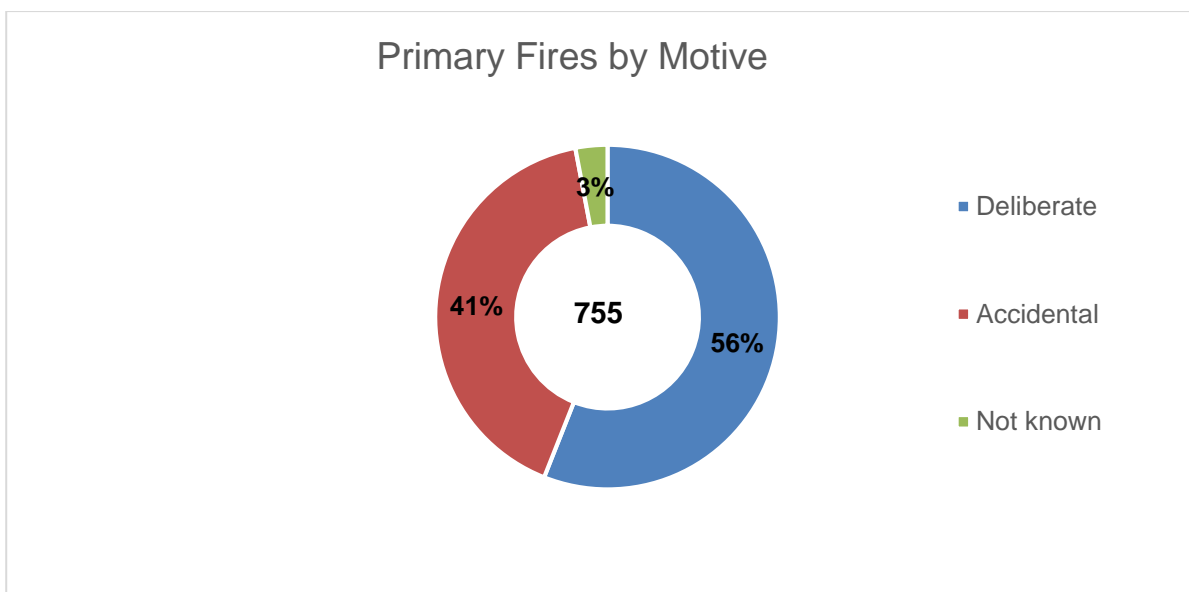


Chart 7 – Primary Fires by Type

