



Dorset Fire Authority

MEETING	Dorset Fire Authority
DATE OF MEETING	16 June 2015
OFFICER	Chief Fire Officer
SUBJECT OF THE REPORT	Quarterly Performance Monitoring Report
EXECUTIVE SUMMARY	<p>This report identifies specific areas in the quarterly monitoring of the Authority's Community Safety Plan 2014-19 where performance issues have been identified, or good practice has been exhibited, and covers the fourth quarter from 1 January to 31 March 2015.</p> <p>Where performance shows a declining trend, a narrative is contained within the corresponding section of the report.</p> <p>Longer term trends measured from 2010 onwards remain, in most instances, to show improvements.</p>
RISK ASSESSMENT	<p>Members should make use of performance information to assist them in the strategic decision-making of the Authority. Performance management is a contributor to service improvement and to effective prioritisation of resources. Member engagement in this process will assist in mitigating a key risk to the Authority's governance arrangements.</p>
COMMUNITY IMPACT ASSESSMENT	<p>There are no community or staff impacts arising from this report. Community Impact Assessment not required as this is reporting on pre-existing policies and procedures.</p> <p><i>Note: If the matrix indicates negative impacts on the community or staff, an equality impact assessment (EIA) will need to be completed.</i></p>
BUDGET IMPLICATIONS	None.
RECOMMENDATIONS	It is recommended that Members consider and comment upon the content of this report.
BACKGROUND PAPERS	None
APPENDICES	A: Quarterly Monitoring against Corporate Performance Indicators (fourth quarter from 1 January to 31 March 2015)
REPORT ORIGINATOR AND CONTACT	Ben Ansell, Assistant Chief Fire Officer (Service Delivery) Tel: (01305) 252790

1. Introduction

- 1.1 This is the fourth quarterly report in 2014/15 on the Authority's performance against the Community Safety Plan 2014-19. The performance report for this quarter highlights the most significant indicators, indicating improvements or areas where more work is required, and where substantial improvements have been made. The report will also give a summary of end of year performance against annual targets and against the five strategic aims detailed in the Community Safety Plan 2014-19.
- 1.2 Appendix A provides a detailed analysis of the Authority's quarterly performance against corporate performance indicators for the fourth quarter from 1 January to 31 March 2015. The relevant Appendix page number for each indicator is given throughout this report.
- 1.3 Members have sought assurance on performance over longer time periods, recognising that five year data is most valuable to identify trends, but year to date and quarterly performance continue to be supplied in all instances. Trend lines in a chart indicate the general direction of data. Dependent upon the data being presented, a best-fit straight line (linear) has been used to display simple data sets that contain data values that increase or decrease at a steady rate. If the data is less consistent, then a curved line (polynomial) is applied to display fluctuating data values.
- 1.4 Appendix A, which contains detailed analysis, is further broken down against both strategic aims and a set of clearly defined associated priorities. These priorities allow us to target our limited resources where they will do the most good.

2. Strategic Aim 1: Prevention

Reducing risk by educating our communities to prevent fires and other incidents occurring.

2.1 Deaths and Injuries

- 2.1.1 The national indicator set reporting fire related fatalities and injuries replaced the indicators for numbers of deaths and injuries in accidental dwelling fires in 2009/10, and subsequently incorporates a greater breadth of incidents. It is pleasing to note that there were no confirmed fire related deaths during the fourth quarter of 2014/15 (Indicators PRE 1 and 1A, page 2, Appendix A).
- 2.1.2 As previously reported, an incident in East Dorset in December 2014 is subject to a Coroner's investigation and may result in a fire death being recorded.
- 2.1.3 The second measure in this national indicator is the number of fire related injuries (PRE 2, page 3, Appendix A). This includes all fire related injuries (accidental or deliberate) at any location where hospital treatment has been required. The fourth quarter of 2014/15 saw ten injuries recorded, an increase of five over the same quarter last year (eight of these occurred in accidental dwelling fires (PRE 2A, page 3, Appendix A), an increase of six over the same quarter last year). Community Safety Task Team staff and wholetime fire crews continue to stress the need for householders to leave the property and then call the Fire Service should a fire occur.

2.1.4 Figure 1 below shows fire related injuries over a longer period. In addition to the overall downward trend, the numbers remain relatively low and in a majority of cases the injuries are of a minor nature.

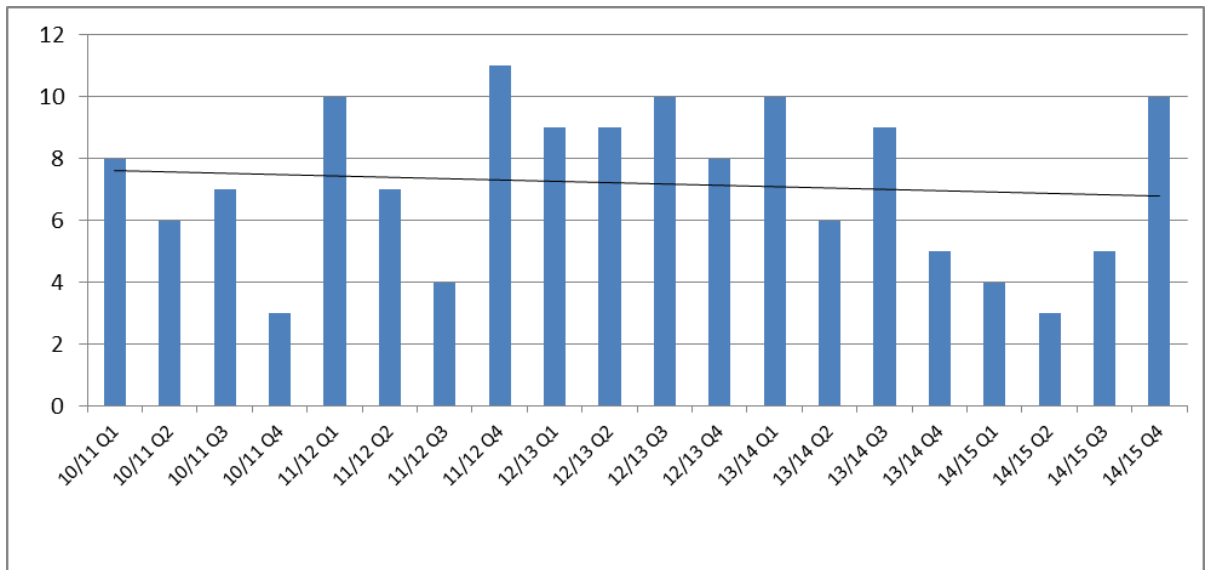


Figure 1: Fire injuries: April 2010 - March 2015

- 2.1.5 The Service's Indicators PRE 9 (page 8, Appendix A), the 'number of people killed or seriously injured in road traffic collisions', and PRE 10 (page 8, Appendix A) 'number of children who are killed or seriously injured in road traffic collisions' are based on Dorset Police statistics over a calendar year. These take some time to be confirmed and then released, and those shown in the monitoring report are for the fourth quarter from 1 October - 31 December 2014.
- 2.1.6 Unfortunately, there have been four fatalities on Dorset's roads in the fourth quarter (three less than the same period in 2013). However, the number of fatalities during the year has decreased from 28 in 2013 to 19 in 2014. Casualties with serious injuries remained constant for the fourth quarter (at 102). Also, the number of road traffic collisions attended by the Service remained constant at 117 in both October to December 2013 and in the same period in 2014.
- 2.1.7 There have been no child fatalities on Dorset's roads in the fourth quarter. Also, the number of children seriously injured has decreased from nine (in the fourth quarter of 2013) to four.
- 2.1.8 During the fourth quarter, DFRS crews rescued four people from fire related incidents, 15 from road traffic collisions and a further one from water related incidents such as flooding. The total number of rescues for the year (2014/15) were 24 (from fire related incidents), 67 (from road traffic collisions) and six (from water related incidents such as flooding). These actions have undoubtedly saved a number of lives.

2.2 Accidental Dwelling Fires

2.2.1 The number of accidental dwelling fires (Indicator PRE 3, page 4, Appendix A) attended in the fourth quarter of 2014/15 was 110, an increase of seven (6.8%) over the same quarter last year. However, the overall reduction in accidental dwelling fires throughout the year has meant that the year-end target has been met (417 fires against a target of 447). This represents a major achievement for the Service, as this challenging target has now been achieved for two years in a row.

2.2.2 An exception report of causes, locations, trends and actions taken for the first six months of 2014/15 was taken to the Audit and Scrutiny Committee on 6 January 2015.

2.2.3 Figure 2 (below) shows the longer term trend in accidental dwelling fires. We continue to gather more sophisticated data on the social profiles of those experiencing accidental dwelling fires.

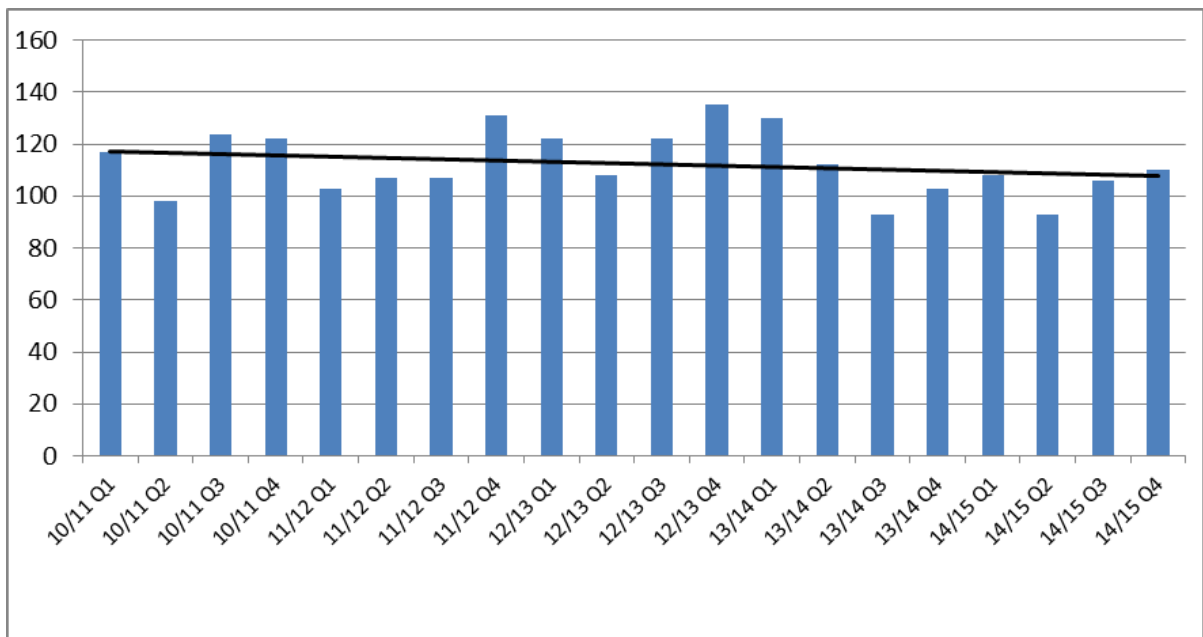


Figure 2: Accidental Dwelling Fires: April 2010 - March 2015

2.2.4 An overview of the breakdown of data for this quarter shows that 55% of fires took place in the conurbation area. The greatest source of ignition continues to be cooking with 41% of fires starting this way.

2.2.5 The social make up of people experiencing accidental dwelling fires shows us that those living on their own, of any age, have 45% of the fires.

2.2.6 In the fourth quarter we have received 137 enquiries from the media for information about incidents and events, the majority coming from newspapers. The messages around home safety checks, detector testing and safe driving continue to feature in these press releases. Our Facebook and Twitter followers continue to grow with 4,404 Facebook followers and 11,649 twitter followers. Our messages in the social media arena have focused on Fire Service events and open days, recruitment, fire safety and road safety.

- 2.2.7 We have now received revenue and benefit data from North and East Dorset Districts and Christchurch Borough. 30,000 records were received in the first tranche, with a data quality rating of 98%. This has meant we have been able to load this vital data into Pinpoint for station staff and home safety advisers to continue to target home safety checks. The outstanding 600 records are currently being cleansed by the Community Engagement Risk Information Officer prior to integration into the Pinpoint system.
- 2.2.8 In the fourth quarter of 2014/15, 2,966 home safety checks were undertaken in very high to medium risk homes (PRE 4, page 4, Appendix A). In the first quarter of 2011/12, the Service introduced the concept of 'Home Safety Information Packs' (HSIPs) which are given to members of the public who are either lower risk and able to help themselves, or where the Service has repeatedly tried, but an occupant is not willing to allow us to undertake a full home safety check. 878 packs were delivered in the fourth quarter of 2014/15.
- 2.2.9 More home safety checks have been completed this year than last year (11,350 against 10,739). Indeed the 2014/15 total is the highest since we began recording home safety checks in April 2006. However, this year's overall target of 12,000 has not been met.
- 2.2.10 Home safety checks undertaken by home safety advisers continue to remain more specialist as these are almost exclusively to high risk occupants and they invariably take longer, but these high quality visits greatly assist in reducing risk and preventing fire related deaths.
- 2.3 Total Number of Fires Attended**
- 2.3.1 Five indicators (PRE 5-8 and PRO 9, pages 5 to 7, Appendix A) detail the calls the Service attended in the fourth quarter of 2014/15.
- 2.3.2 The total number of deliberate primary fires (PRE 5, page 5, Appendix A) shows a decrease when compared to the same quarter last year (including fires in vehicles) down from 44 to 37 and met the year-end target by a significant margin (155 fires against a target of 254). The number of deliberate secondary fires (PRE 6, page 6, Appendix A), has increased from 41 to 54. However, it is pleasing to note that both of these indicators have met their respective year-end targets.
- 2.3.3 The overall success in this area continues to influence the longer term pattern, which continues to show a downward trend (figure 3 below).

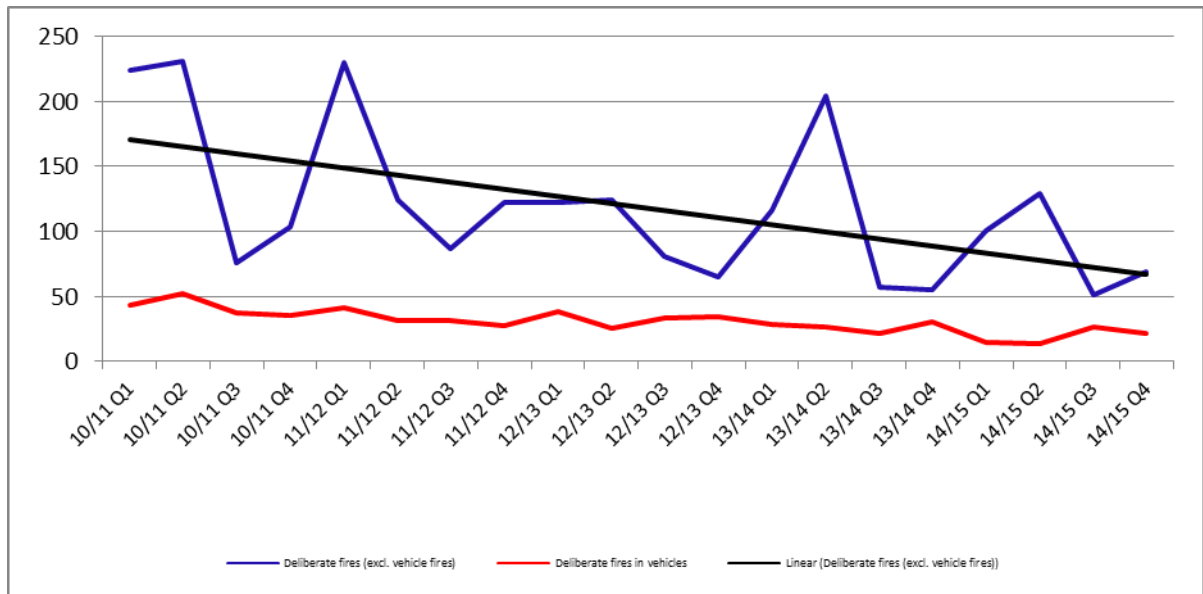


Figure 3: Deliberate fires: April 2009 - March 2014

- 2.3.4 There has been a small increase in the number of primary fires (Indicator PRE 7, page 6, Appendix A) attended in the fourth quarter of 2014/15 compared to 2013/14, up from 233 to 243. Overall, these fluctuations have led to the total number of fires (PRE 8, page 7, Appendix A) increasing when compared to the same quarter last year (up from 384 to 437). However, despite these increases in the fourth quarter, the year-end target has been achieved by a significant margin (1,761 fires against an annual target of 2,107).
- 2.3.5 Fire safety activities have continued with audits on targeted sleeping risk premises and non-residential accommodation, concentrating on businesses premises that have not been audited before. Post-fire audits also continue.
- 2.3.6 Our approach to business education continued with two well attended seminars for residential and nursing home managers, allowing them to understand the requirements needed to comply with the Fire Safety Order (2005). As part of the Chief Fire Officers' Association National Fire Sprinkler Week a high profile event was held in Christchurch, clearly demonstrating the benefits of fire sprinkler systems. This event culminated in the deliberate ignition of a derelict bungalow to show the way an unchecked fire develops, in stark contrast with the sprinkler controlled fires previously demonstrated. The press were invited to this event and the Bournemouth Echo published a full page report summarising the event along with a video on their website.
- 2.3.7 The fourth quarter 2014/15 registered an increase of 13 fires in non-domestic premises over the same quarter last year (from 38 to 51, PRO 9, page 7, Appendix A). Whilst there have been some fluctuations during the year, this indicator has met the end of year target (203 fires against an annual target of 208). This overall outcome is particularly pleasing when viewed against a challenging economic climate over a sustained period of time.
- 2.3.8 Accidental fires (44) in non-domestic properties significantly outnumbered deliberate (seven) over the fourth quarter. An exception report on causes and trends on the first six months of 2014/15 was presented to the Audit and Scrutiny Committee meeting on 6 January 2015.

2.3.9 Figure 4 below shows the continuing downward five-year trend in non-domestic fires broken down by deliberate and accidental causes.

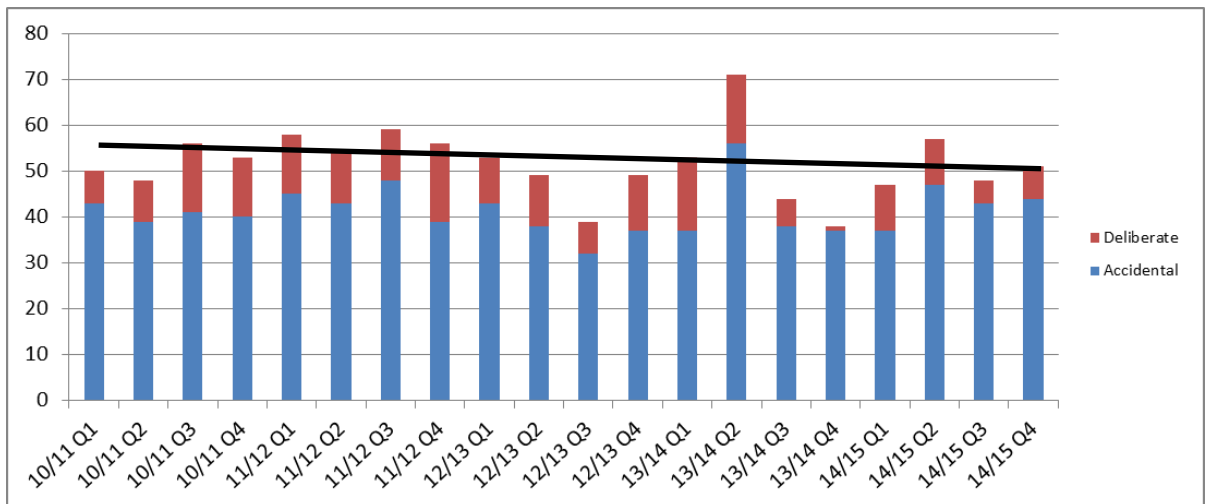


Figure 4: Number of fires in non-domestic properties: April 2010 - March 2015

3. Strategic Aim 2: Protection

Ensuring that buildings are well regulated and can offer a safe means of escape in the case of fire.

3.1 Fire Safety Regulation

3.1.1 Where there have been serious fire safety concerns in commercial premises, Fire Safety Officers have issued Article 30 Enforcement Notices (informing the occupiers what works need to be undertaken) or Article 31 Prohibition Notices (restricting the use of parts of the building). During the fourth quarter of 2014/15, the Service has issued two Enforcement Notices and one Prohibition/Restriction Notice.

3.1.2 The two Enforcement Notices this quarter are as follows:

- ◆ A hair dressing business in Bournemouth with sleeping accommodation above - Enforcement Notice issued with regard to compartmentation and means of escape.
- ◆ A House of Multiple Occupation on Portland - Enforcement Notice issued for lack of a protected escape and lack of smoke detection.

3.1.3 A Restriction Notice was issued to a business in Bridport that had carried out illegal building works and installed a mezzanine sales area. Whilst a Restriction Notice was issued, this was only to half the mezzanine area due to travel distances, which allowed the business to continue trading safely using the remaining sales area.

3.2 Fire Calls Received by the Service

- 3.2.1 Indicator PRO 10 (page 11, Appendix A) shows both the number of calls to malicious false alarms not attended, and also those that were attended by the Service in the last quarter. The percentage of calls not attended is also shown against the year-end target.
- 3.2.2 In the fourth quarter 2014/15, Fire Control robustly challenged the caller and did not despatch appliances to 14 out of a total of 33 malicious calls (42.4% of calls not attended). Whilst this registers a 10.1% decrease on malicious calls not attended by the Service compared to the same quarter last year, it is pleasing to note that there has been a significant decrease in overall malicious calls (from 61 to 33) when compared to the same quarter last year. However, the overall year-end target has not been met (42.2% against a target of 53.5%). Positive steps continue to be taken by our Fire Control staff to rule out operational responses to these nuisance calls whenever possible.
- 3.2.3 The number of false alarms from automatic fire detection equipment in non-domestic premises (PRO 11, page 12, Appendix A) shows an increase (up from 161 to 179) in the fourth quarter of 2014/15. As previously reported, information was taken from the Fire Control mobilising system to determine the type of premises involved. This is now being undertaken by DFRS commanders at the incident, who are best placed to determine the detail and record on the 'Incident Recording System' the correct information. A top 20 list of offenders is regularly scrutinised with individual high offenders targeted. There were two highest offenders in the fourth quarter accounting for six calls each. Fire safety teams use enforcement where appropriate (eg maintenance of alarm equipment in commercial buildings) and give technical advice in other instances (eg flats that do not come within the scope of fire safety legislation). This indicator has met the year-end target (820 calls against a target of 890).

4. Strategic Aim 3: Response

Ensuring that our response delivers a swift and professional service in an emergency.

4.1 Dorset Emergency Response Standards

- 4.1.1 The 'Dorset Emergency Response Standards' introduced by the Fire Authority on 1 April 2009 are life-focused indicators setting challenging targets for a wider variety of incidents, including road traffic collisions for the first time. The response times commence when the caller is connected to Fire Control and are part of a focused approach to Integrated Risk Management Planning (IRMP), where prevention and protection measures are considered for those at risk communities some distance from an operational response.
- 4.1.2 The first two indicators measure the percentage of properties with a 'sleeping risk' (dwellings, hotels, prisons, caravan parks etc) where the first appliance attended a fire within 10 minutes from time of call (RES 1, page 13, Appendix A), and the second appliance in 13 minutes on 80% of occasions (RES 2, page 13, Appendix A). In the fourth quarter, the first indicator registered an increase over the same quarter last year, up from 83.8% to 87.7%. The second appliance also registered an increase in performance over the same quarter last year, up from 82.3% to 83.5%.

- 4.1.3 For the first appliance (RES 1), the standard was not achieved on 15 (out of 122) occasions. Of these 15, nine were located outside of our 10 minute response time boundaries. This leaves six incidents (4.9% of total RES 1) during the quarter where the standard was not made for an incident within the 10 minute response time boundaries. Each case has been investigated to establish the facts with a view to improving performance wherever possible.
- 4.1.4 For the second appliance (RES 2), the standard was not achieved on 16 (out of 97) occasions. Of these 16, eight were located outside of our 13 minute response time boundaries. This leaves eight incidents (8.2% of total RES 2) during the quarter where the standard was not made for an incident within the 13 minute response time boundaries. Again, each case has been investigated to establish the facts with a view to improving performance wherever possible.
- 4.1.5 Initial information shows that, of the 15 incidents for RES 1 and 16 incidents for RES 2, there were seven common incidents (both RES 1 and RES 2 not met at the same incident). The first appliance indicator (RES 1) has met the end of year target (82.3%), however, the second appliance performance (RES 2) has not (76.0%).
- 4.1.6 A further two indicators measure response to buildings other than those with a sleeping risk (offices, shops, etc) where the first appliance has to attend within 10 minutes (RES 3, page 14, Appendix A), and the second appliance in 15 minutes (RES 4, page 14, Appendix A) on 80% of occasions. For the fourth quarter of 2014/15, the first was achieved on 70.3% of occasions, a decrease over the same quarter last year. The second was achieved on 65.5% of occasions in the fourth quarter, again reflecting a decrease on the same quarter last year.
- 4.1.7 This dip in performance in the fourth quarter, has contributed to both the first appliance indicator (RES 3, 72.2%) and the second appliance indicator (RES 4, 75.4%) not meeting the end of year target.
- 4.1.8 The Service target for attending road traffic collisions (80% within 15 minutes of call, RES 5, page 15, Appendix A) was achieved on 88.2% of occasions in the fourth quarter, which reflects an increase over the same quarter last year. The year-end target was also met (87.5%). This continued high level performance is particularly pleasing given that the total number of incidents attended by DFRS has increased from 91 in the fourth quarter 2013/14 to 102 in this quarter.
- 4.1.9 A six-monthly exception report on the Dorset Emergency Response Standards was taken to the Audit and Scrutiny Committee on 6 January 2015 detailing performance and measures being taken to achieve our targets.
- 4.1.10 The strategic target to support the Ambulance Service achieve their response times at our co-responder stations (Lyme Regis and Beaminster) continues to measure what is under the direct control of DFRS. The specific target is to achieve a mobilisation from the fire station within five minutes of the crew being alerted on 80% of occasions (RES 9, Appendix A, page 16). This was achieved on 89.6% of occasions in the fourth quarter (86 out of 96 calls), and is directly assisting members of our communities who are in need.

5. **Strategic Aim 4: People**

Ensuring a safe and competent workforce who are well managed and effective.

5.1 **Sickness Absence**

- 5.1.1 Two indicators measure sickness absence. PEO 4 (page 16, Appendix A) reports proportion of days/shifts lost due to sickness of wholetime uniformed staff only (including Fire Control), and indicator PEO 5 (page 17, Appendix A) reports proportion of days/shifts lost due to sickness of all staff (excluding retained duty system (RDS) staff).
- 5.1.2 For the fourth quarter of 2014/15, an average of 2.37 shifts was lost due to sickness of wholetime uniformed staff (including Fire Control). This is a worsening over the same quarter in 2013/14 with 0.17 more days/shifts being lost. The year-end target of seven days/shifts per person has also been exceeded (10.4).
- 5.1.3 The figure for all staff (PEO 5, Appendix A, page 17) for the fourth quarter 2014/15 was 2.29 shifts lost. This is a decrease on the fourth quarter 2013/14 with 0.34 fewer days/shifts being lost. However, the year-end target of seven days/shifts per person has been exceeded (10.05).
- 5.1.4 A high proportion of shifts lost across all staff groups is due to long-term absence and is exacerbated by a small number of individuals being absent throughout the fourth quarter. 2014/15. At the time of writing, there are seven cases of long-term absence (excluding RDS absence), all being closely case managed.
- 5.1.5 The Service continues to manage these absences through the Sickness Improvement Plan. This has recently been revised and now consists of 35 areas with detailed 'Key Improvements' in each. The resulting reports are monitored by the Strategic Management Team. The Audit and Scrutiny Committee received a full and detailed report on 13 March 2015, which gave an update on the progress of actions from the Sickness Improvement Plan. The Committee also received a presentation from the Therapy and Rehabilitation provider in which she outlined the Service's approach to local provision of treatment designed to achieve a high success rate of getting staff back to work.

5.1.6 Figure 5 below, shows the longer term trend in both sickness indicators.

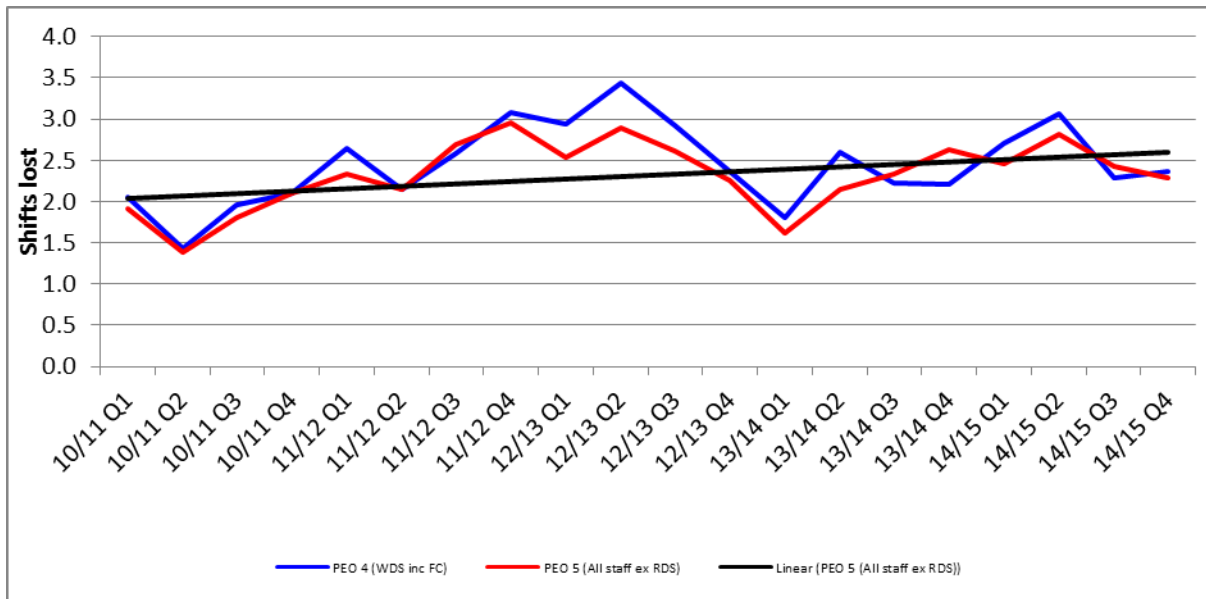


Figure 5: Sickness Absence: April 2010 - March 2015 (quarterly figures)

6. Summary

- 6.1 This Quarterly Performance Monitoring Report is the fourth in 2014/15 set against the strategic aims established in the Community Safety Plan. These strategic aims allow us to tackle existing and potential risks to our communities through an appropriate and proportionate combination of prevention, protection and response and by providing well trained and effective staff with the right resources.
- 6.2 There were a number of improvements in performance in this quarter and throughout the year which should be celebrated. Many of these followed positive performance throughout 2013/14 and the first, second and third quarters of 2014/15.
- 6.3 In line with combination work, in 2015/16 the Audit and Scrutiny Committee will not receive detailed reports on current performance, however, Members have instructed and observed that scrutiny of these matters continues through Forum meetings.
- 6.4 There remain some key corporate performance indicators where improvements are required going forward into 2015/16 to reach challenging targets (eg number of fire related deaths, number of home safety checks, emergency response to properties with a sleeping risk (second appliance), emergency response to properties other than sleeping risks (first and second appliance) and sickness absence). The Service has, however, succeeded in improving outcomes across a wide range of indicators throughout the fourth quarter (based on the same quarter last year), and has hit year-end targets in 2014/15 across (amongst others), the following key corporate indicators:

- ◆ Number of fire related injuries
- ◆ Number of accidental dwelling fires
- ◆ Number of deliberate primary fires

- ◆ Number of deliberate secondary fires
- ◆ Number of primary fires
- ◆ Total number of fires
- ◆ Number of fires in non-domestic properties
- ◆ Number of false alarms caused by automatic fire detection equipment in non-domestic premises
- ◆ Emergency response to properties with a sleeping risk (first appliance)
- ◆ Emergency response to road traffic collisions

DARRAN GUNTER

Chief Fire Officer

8 June 2015