



Dorset Fire Authority

MEETING	Dorset Fire Authority
DATE OF MEETING	23 September 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 first quarter from 1 April to 30 June 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 continue, 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 (first quarter from 1 April to 30 June 2015)
REPORT ORIGINATOR AND CONTACT	Ben Ansell, Assistant Chief Fire Officer (Service Delivery) Tel: (01305) 252790

1. Introduction

- 1.1 This is the first quarterly report in 2015/16 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 projection against 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 first quarter from 1 April to 30 June 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. Sadly there was one confirmed fire related death during the first quarter of 2015/16 (Indicators PRE 1 and 1A page 2, Appendix A). This incident, which was not an accidental dwelling fire, took place in Bournemouth in April 2015. The Coroner noted the cause of death as fire related burns, assisted by the individual's poor health.
- 2.1.2 As previously reported, an incident in East Dorset in December 2014 remains 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 first quarter of 2015/16 saw nine injuries recorded, an increase of five over the same quarter last year (eight of these occurred in accidental dwelling fires PRE 2A, page 3, an increase of five 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 five year period. Whilst the figures show only a slight downward trend, the numbers remain relatively low and in a large majority of cases the injuries are of a minor nature.

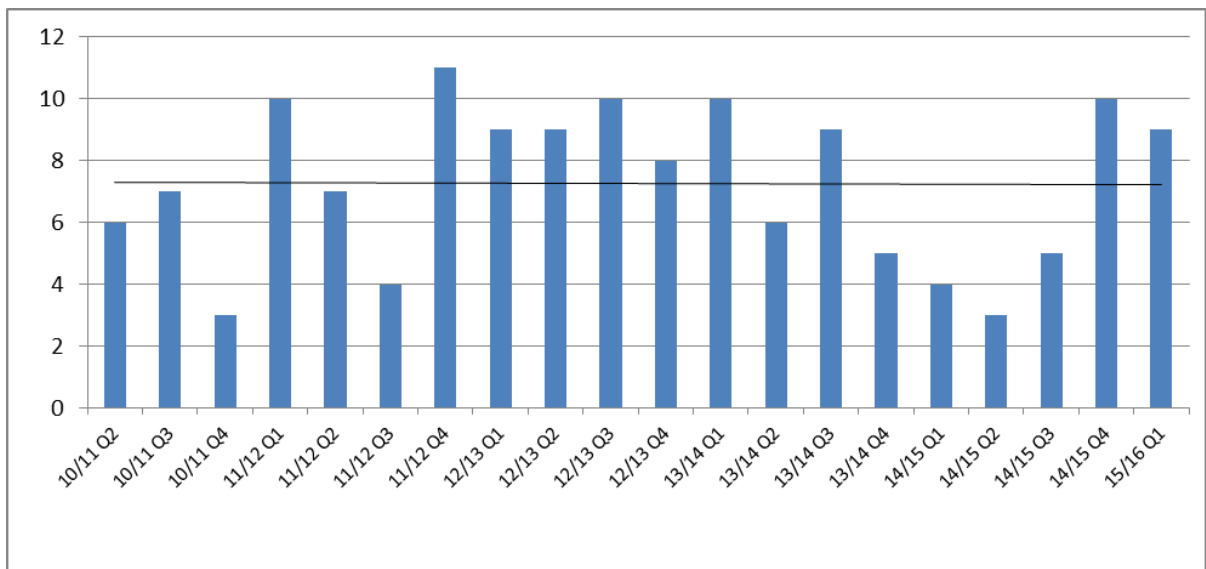


Figure 1: Fire injuries: July 2010 - June 2015

- 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 first calendar quarter from 1 January to 31 March 2015.
- 2.1.6 Unfortunately, there have been four fatalities on Dorset's roads in the first calendar quarter (one less than in the same quarter 2014). Furthermore, casualties with serious injuries rose over the same period (from 75 to 86). The number of road traffic collisions attended by the Service in January to March 2013 and the same period 2014, remained constant at 108.
- 2.1.7 There have been no child fatalities on Dorset's roads in the first calendar quarter. Also, the number of children seriously injured has decreased from eight (in the first quarter of 2014) to four.
- 2.1.8 During the first quarter 2015/16, DFRS crews rescued ten people from fire related incidents and 18 from road traffic collisions. 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) attended in the first quarter of 2015/16 was 111, an increase of three over the same quarter last year.

2.2.2 An exception report of causes, locations, trends and actions taken for the second six months of 2014/15 was circulated by email to the Audit and Scrutiny Committee on 3 July 2015.

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

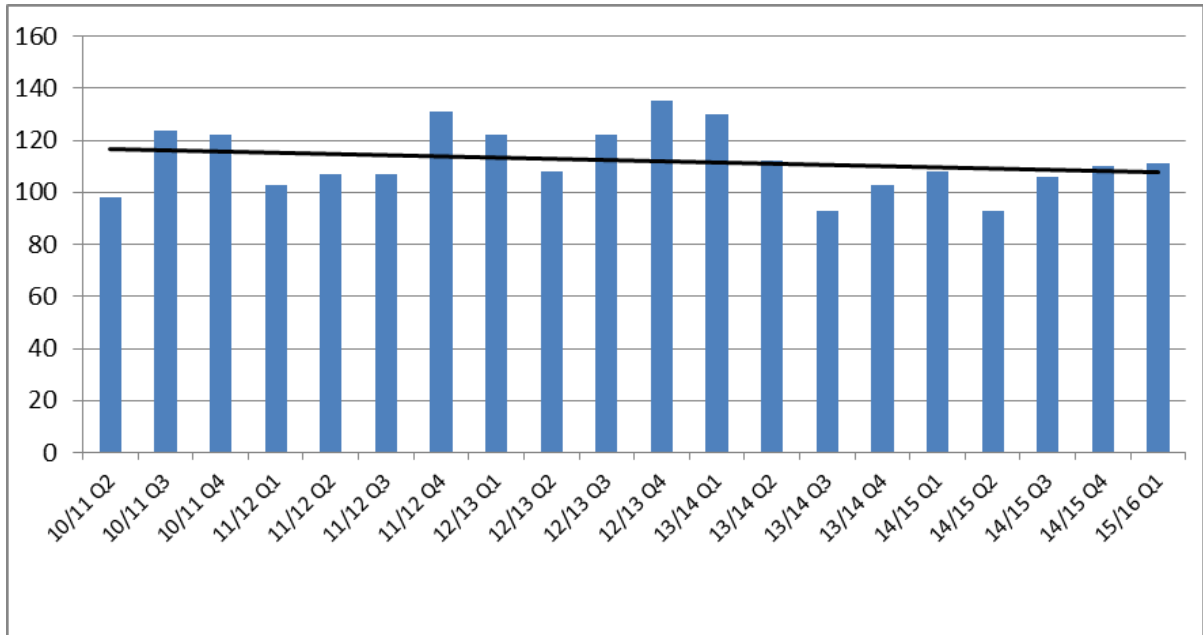


Figure 2: Accidental Dwelling Fires: July 2010 - June 2015

2.2.4 An overview of the breakdown of data for this quarter shows that 66.6% of fires took place in the conurbation area, this is an increase of 11.6% on the last quarter. The greatest source of ignition continues to be cooking with 51% of fires starting this way. It has been noted that there has also been a slight increase in electrical supply as a source of ignition and smoking as a cause remains around 9%.

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 52% of the fires.

2.2.6 In the first quarter we have received on average 12 enquiries per week from the media for information about incidents and events, the majority coming from newspapers. Successes this quarter include the Awards Ceremony, Portland Emergency Services Centre launch. Our Facebook and Twitter followers continue to grow with 4,686 Facebook followers (an increase of 40 per week) and 12,200 twitter followers. Our messages in the social media arena have focussed on fire service events and open days, several retained recruitment radio and press releases, fire safety and road safety.

2.2.7 The data received from the revenue and benefit systems in both North and East Dorset District and Christchurch Borough (30,000 records), has been integrated in to our social profiling system, Pinpoint. To ensure we are targeting and prioritising appropriately we have set up a small project in the Shaftesbury station ground area. Following the cleansing of the

data, we have written to all single person households that are in a higher Mosaic risk group, or who have a higher rating of disability benefit to offer a free home safety check. The Home Safety Adviser for the area is following these addresses up and we have excluded those whom we have visited in the previous 12 months. The project itself will last six weeks and success will be assessed by the number of checks completed or visits booked in. We will follow up with the households around the methods used to contact them and the satisfaction of the service.

- 2.2.8 Once the outcomes of the project are known, we will plan a similar approach in the Gillingham and Christchurch areas.
- 2.2.9 In the first quarter of 2015/16, 3,128 home safety checks were undertaken in very high to medium risk homes (PRE 4, page 4, Appendix A), reflecting a 6% increase on the first quarter of 2014/15 (2,945 checks). 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. 923 packs were delivered in the first quarter of 2015/16.
- 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. We are also now part of the national CFOA Strategic Health group looking at the concept of broadening a home safety check to a 'Safe and Well' check. This will involve us working with health partners to identify and support their work in the community.
- 2.3 Total Number of Fires Attended**
- 2.3.1 Five indicators (PRE 5-8 and PRO 9, pages 5 to 7) detail the calls the Service attended in the first quarter of 2015/16.
- 2.3.2 The total number of deliberate primary fires (PRE 5, page 5) shows an increase when compared to the same quarter last year (including fires in vehicles) up from 38 to 44 but is still on track to meet the year-end target. At the same time, the number of deliberate secondary fires (PRE 6, page 6), has increased from 77 to 99.
- 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).

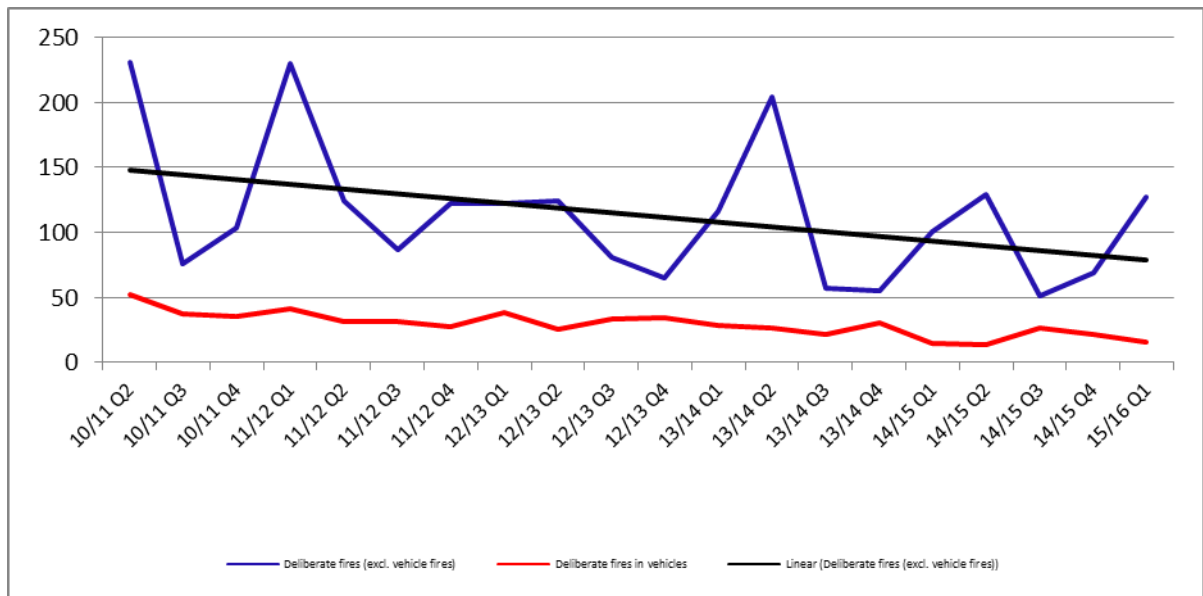


Figure 3: Deliberate fires July 2010 - June 2015

- 2.3.4 There has been a small increase in the number of primary fires (Indicator PRE 7, Appendix A, page 6) attended in the first quarter of 2015/16 compared to 2014/15, up from 249 to 256. Overall, these increases in all types of fires have led to the total number of fires (PRE 8, page 7) increasing by 15% when compared to the same quarter last year (up from 453 to 522). This increase has been across a wide range of fire types including heathland, outdoor structures, rubbish, rubbish bins (eg caused by discarded barbecues), chimneys and electrical fires. In many cases, it is believed this increase was linked to the warmer weather in this quarter.
- 2.3.5 Despite these increases in the number of fires during the first quarter, all fire indicators (PRE 3-8 and PRO 9) remain on track to meet the year end targets.
- 2.3.6 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.
- 2.3.7 Our approach to business education continued with two well attended seminars. The first of these was held in Weymouth in conjunction with 'fire door inspection scheme'. This brought together local businesses both large and small to discuss the advantages of fire doors, balanced with how to avoid common problems. The second seminar targeted one of our higher risk sectors, with care and nursing home managers receiving education highlighting their responsibilities and offering advice where needed. This seminar was based on lessons learned from the tragic Rosepark care home fire in Scotland where 14 residents died. 'Show and tell' sessions have delivered fire safety advice to smaller groups such as at breakfast meetings and a Rotary Club evening in Hamworthy.
- 2.3.8 The first quarter 2015/16 registered an increase of four fires in non-domestic premises over the same quarter last year (from 47 to 51, PRO 9, Appendix A, page 7). This indicator remains on track to meet the end of year target, which is particularly pleasing when viewed against a challenging economic climate over a sustained period of time.

2.3.9 Accidental fires (39) in non-domestic properties significantly outnumbered deliberate (12) over the first quarter. An exception report of causes, locations, trends and actions taken for the second six months of 2014/15 was circulated by email to the Audit and Scrutiny Committee on 3 July 2015.

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

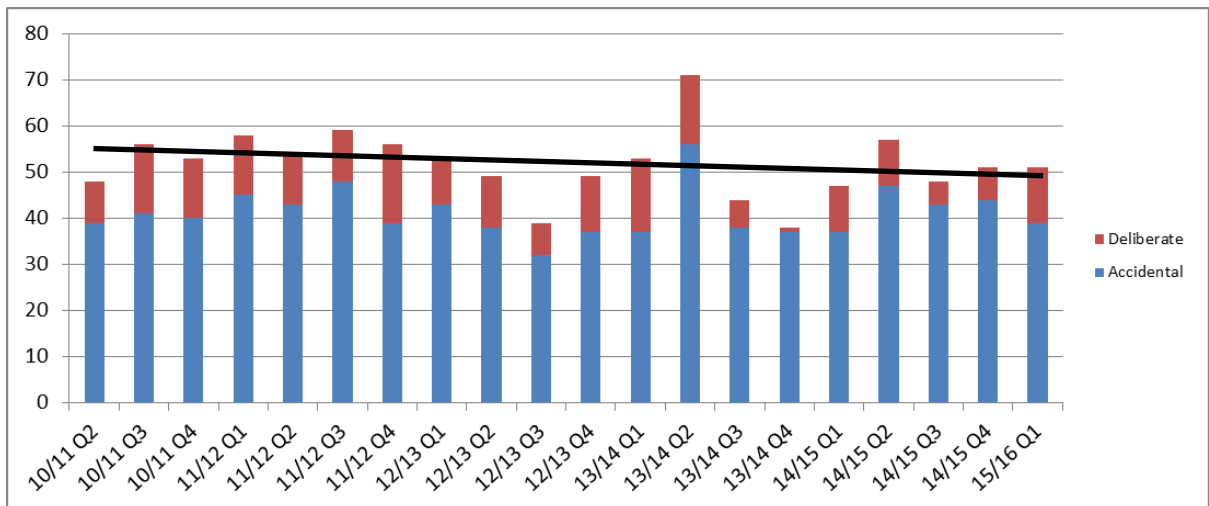


Figure 4: Number of fires in non-domestic properties July 2010 - June 2015

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 2015/16, the Service has issued seven Enforcement Notices and one Prohibition/Restriction Notice.

3.1.2 The seven Enforcement Notices this quarter are as follows:

- ◆ A Hotel in Bournemouth - This is an ongoing issue and may lead to a further escalation.
- ◆ A retail emporium in Bridport - This Notice was issued following the Restriction Notice issued last quarter.
- ◆ A retail emporium in, West Bay, Bridport - The Notice was lifted on 8 July 2015.
- ◆ A bar in Bournemouth - Enforcement issued following the issue of a Prohibition Notice to a communal kitchen in a flat (see 3.1.3 below).

- ◆ A take-away in Beaminster - This was a possible Prohibition Notice but after discussion it was agreed to work with the owner to address their fire safety deficiencies.
- ◆ A bookshop in Lyme Regis - Enforcement issued following a complaint by an off-duty fire officer. The means of escape for the basement was found to be locked. On inspection there were several areas of concern and the Notice was issued.
- ◆ A bed and breakfast property in Lyme Regis - This business is attached to the one above. Another Prohibition Notice could have been issued but the owners had no guests until the weekend. Fire Safety Officers worked with the owners to keep both businesses operating.

3.1.3 A Restriction Notice was issued to flats in Bournemouth on 2 May 2015. The use of the communal kitchen within a flat was restricted, because its use would increase the risk of fire to the occupants of other rooms due to a lack of fire separation. This Notice was lifted on 13 May 2015.

3.2 Fire Calls Received by the Service

3.2.1 Indicator PRO 10 (Appendix A, page 11) shows both the number of calls to malicious false alarms not attended, and also those that were attended by the Service in the first quarter. The percentage of calls not attended is also shown against the year-end target.

3.2.2 In the first quarter 2015/16, Fire Control robustly challenged the caller and did not despatch appliances to 20 out of a total of 50 malicious calls (40% of calls not attended). Whilst this is a 6.9% decrease on malicious calls not attended by the Service compared to the same quarter last year, it should be noted that the overall number of malicious calls has shown only a slight increase (from 49 to 50) when compared to the same quarter last year. 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, Appendix A, page 12) shows a slight (2%) decrease (down from 191 to 188) in the first quarter of 2015/16. A top 20 list of offenders is regularly scrutinised with individual high offenders targeted. The highest offender in the first quarter accounted for just six calls. 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).

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, Appendix A page 13), and the second appliance in 13 minutes on 80% of occasions (RES 2, Appendix A, page 13). In the first quarter, the first indicator registered a slight increase over the same quarter last year, up from 84.0% to 84.2%. The second appliance also registered an increase in performance over the same quarter last year, up from 75.6% to 78.0%.
- 4.1.3 For the first appliance (RES 1), the standard was not achieved on 19 (out of 120) occasions. Of these 19, 13 were located outside of our 10 minute response time boundaries. This leaves six incidents (5.0% 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 22 (out of 100) occasions. Of these 22, six were located outside of our 13 minute response time boundaries. This leaves 16 incidents (16.0% 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 six incidents for RES 1 and 16 incidents for RES 2, there were two common incidents (both RES 1 and RES 2 not met at the same incident). Whilst the first appliance indicator (RES 1) remains on track to meet the end of year target (84.2% year to date), an improvement is required to bring the second appliance performance (RES 2) back on target (78.0% year to date).
- 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, Appendix A, page 14), and the second appliance in 15 minutes (RES 4, Appendix A, page 14) on 80% of occasions. For the first quarter of 2015/16, the first was achieved on 81.1% of occasions; an increase over the same quarter last year. The second was achieved on 78.6% of occasions in the first quarter, also reflecting an increase on the same quarter last year.
- 4.1.7 The Service target for attending road traffic collisions (80% within 15 minutes of call, RES 5, page 15) was achieved on 86.8% of occasions in the first quarter, a small decrease on the performance of the same quarter last year (89.5%). This continued high level performance is pleasing given that the total number of incidents attended by DFRS has remained at a consistent level (from 76 in the first quarter of both 2014/15 and 2015/16).
- 4.1.8 A six-monthly exception report on the Dorset Emergency Response Standards was circulated by email to the Audit and Scrutiny Committee on 3 July 2015.
- 4.1.9 With 33 of our 40 front-line fire engines (82.5%) being crewed by retained (on-call) firefighters, their availability to attend fires and other incidents is very important. In the first

quarter of 2015/16, the average availability of these 33 retained fire engines was 85.6%. This shows a small decrease on the availability for the same quarter last year (86.4%). These consistently high figures are a testament to the dedication of our retained duty system staff.

- 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 86.5% of occasions in the first quarter (96 out of 111 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 first quarter of 2015/16, an average of 2.25 shifts was lost due to sickness of wholetime uniformed staff (including Fire Control). This is a significant decrease (17.0%) over the same quarter in 2014/15 (when 2.71 shifts were lost) resulting in 0.46 fewer shifts being lost. However, despite this improvement, this indicator is currently not on track to meet the year-end target of seven days/shifts per person.
- 5.1.3 The figure for all staff (PEO 5, Appendix A, page 17) shows a similar picture, where the first quarter 2015/16 result of 1.93 shifts lost is a significant decrease (21.2%) on the first quarter 2014/15 (when 2.45 shifts were lost) resulting in 0.52 fewer shifts being lost. However, despite this improvement, this indicator is currently not on track to meet the year-end target of seven days/shifts per person.
- 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 first quarter, 2014/15. At the time of writing, there are nine 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. The resulting reports are monitored by the Strategic Management Team.
- 5.1.6 The Audit and Scrutiny Committee received a full and detailed report on 8 July 2014, which gave an update on the progress of actions from the Sickness Improvement Plan.
- 5.1.7 A further detailed update will be taken to the Audit and Scrutiny Committee in September 2014.

5.1.8 Figure 5 below, shows the five year trend in both sickness indicators.

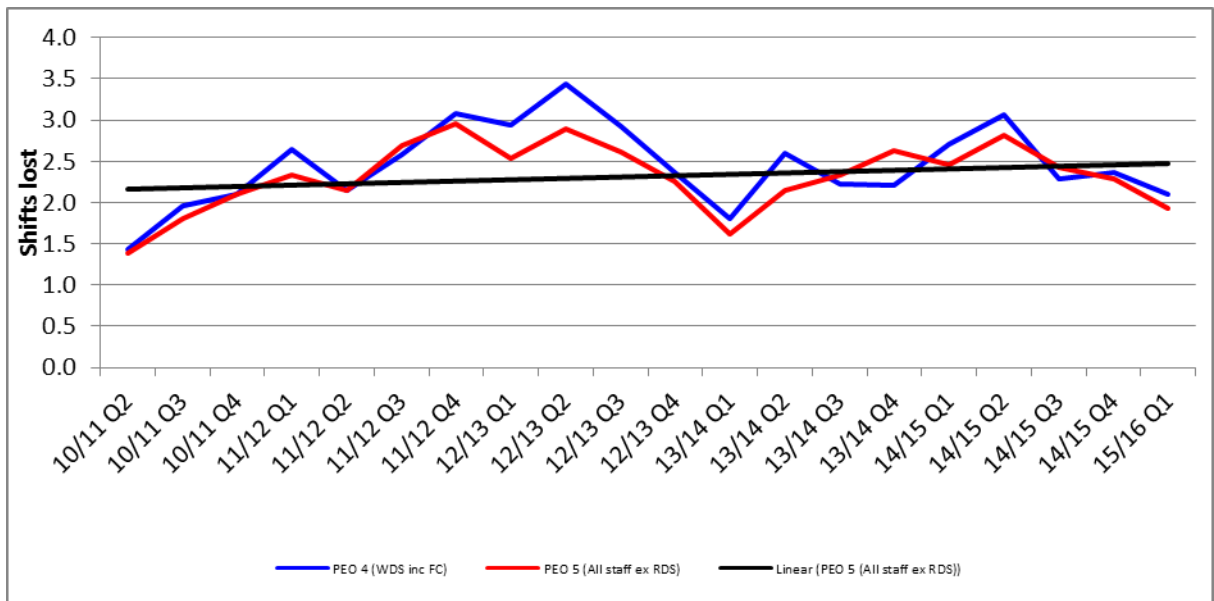


Figure 5: Sickness Absence July 2010 - June 2015 (quarterly figures)

6. Summary

- 6.1 This Quarterly Performance Monitoring Report is the first in 2015/16 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 which should be celebrated. Many of these followed positive performance throughout 2014/15.
- 6.3 In line with combination work, in 2015/16 the Audit and Scrutiny Committee will receive exception reports on current performance, however Members have instructed and observed that detailed scrutiny of these matters continues through Forum meetings.
- 6.4 There remain some key corporate performance indicators where improvements are required over the remaining three quarters of 2015/16 to reach challenging targets (eg number of fire related deaths, number of fire related injuries, emergency response to properties with a sleeping risk (second appliance), emergency response to properties other than sleeping risks (second appliance) and sickness absence). The Service has, however, succeeded in improving outcomes across a wide range of indicators throughout the first quarter (based on the same quarter last year), and should hit year-end targets in 2015/16 across (amongst others), the following key corporate indicators:
- ◆ Number of accidental dwelling fires
 - ◆ Number of home safety checks
 - ◆ Number of deliberate primary fires
 - ◆ Number of deliberate secondary 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 properties other than sleeping risks (first appliance)
- ◆ Emergency response to road traffic collisions

DARRAN GUNTER

Chief Fire Officer

14 September 2015