



Dorset Fire Authority

MEETING	Dorset Fire Authority
DATE OF MEETING	24 September 2014
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 2014.</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 2009 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.</p> <p>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: <ol style="list-style-type: none">1. Members consider and comment upon the content of this report.2. Members determine whether there are any issues that should be referred to the Audit and Scrutiny Committee in addition to the following:<ul style="list-style-type: none">• Sickness improvement plan• Accidental dwelling fires• Fires in non-domestic properties• Dorset Emergency Response Standards
BACKGROUND PAPERS	None
APPENDICES	A: Quarterly Monitoring against Corporate Performance Indicators (first quarter from 1 April to 30 June 2014)
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 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 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 2014. 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. There were no confirmed fire related deaths during the first quarter of 2014/15 (Indicators PRE 1 and 1A page 2, Appendix A).
- 2.1.2 An incident in Weymouth in February 2014 has now been subject to a Coroner's investigation, which concluded that this death was fire related (accidental dwelling fire).
- 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 2014/15 saw four injuries recorded, a decrease of six over the same quarter last year (three of these occurred in accidental dwelling fires PRE 2A, page 3, a decrease of two 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. In addition to the overall downward trend, the numbers remain relatively low and in a large majority of cases the injuries are of a minor nature.

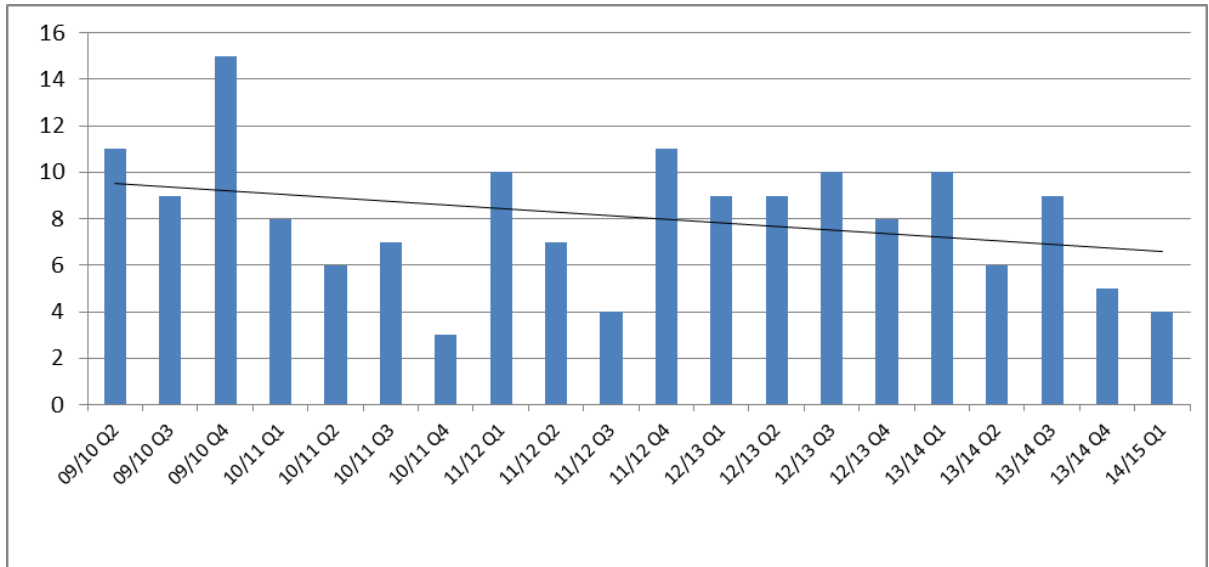


Figure 1: Fire injuries: July 2009 - June 2014

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 - 31 March 2014.

2.1.6 Unfortunately, there have been six fatalities on Dorset's roads in the first calendar quarter (one less than in the same quarter 2013). Furthermore, casualties with serious injuries rose significantly over the same period (from 50 to 73). The number of road traffic collisions attended by the Service increased from 90 in January to March 2013 to 108 in the same period 2014.

2.1.7 There have been no child fatalities on Dorset's roads in the first calendar quarter. However, the number of children seriously injured has increased from four (in the first quarter of 2013) to eight.

2.1.8 During the first quarter 2013/14, DFRS crews rescued five people from fire related incidents, 19 from road traffic collisions and a further two 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) attended in the first quarter of 2014/15 was 109, a decrease of 21 over the same quarter last year.

2.2.2 A summary of causes, locations, trends and actions taken for the second six months of 2013/14 was taken to the Audit and Scrutiny Committee on 8 July 2014. A follow-up report on the first half of 2014/15 year will be delivered in January 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.

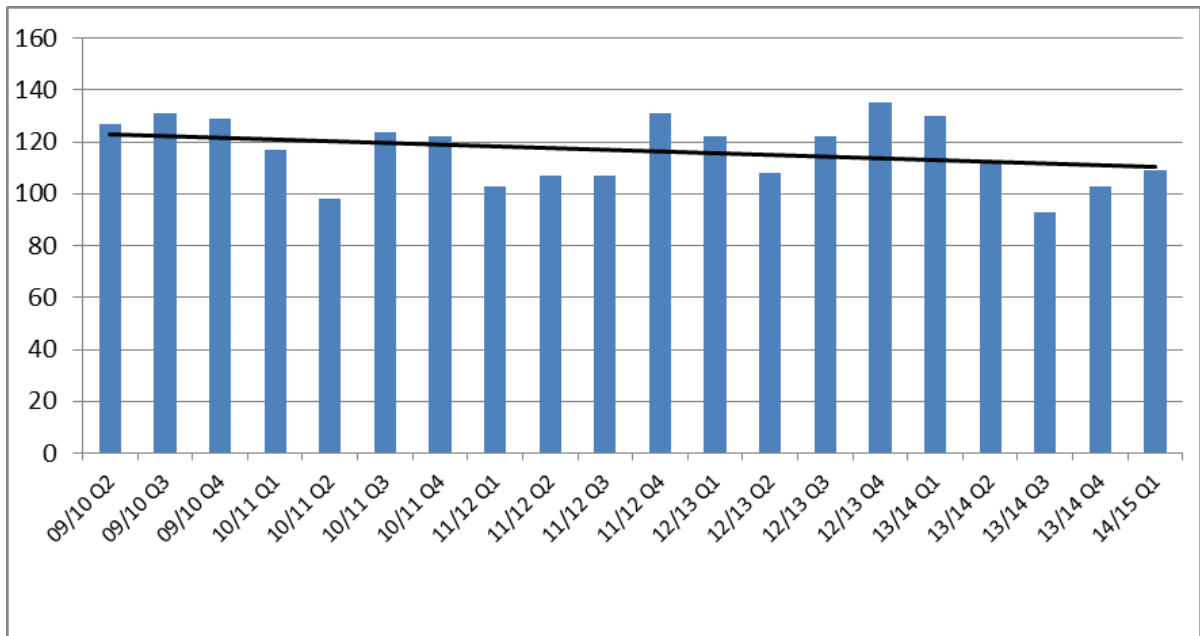


Figure 2: Accidental Dwelling Fires: July 2009 - June 2014

2.2.4 An overview of the breakdown of data for this quarter shows that 52% of fires took place in the conurbation area (including Ferndown). The greatest source of ignition continues to be cooking with 58% of fires starting this way. Only 5% of fires were caused by smoking materials, a figure we have seen continually decrease over previous years.

2.2.5 The social make up of people experiencing accidental dwelling fires shows us that those living on their own, either as lone parents or older people over the age of 65 years, continue to be in the highest group. We know that 56% of all accidental dwelling fires in this quarter were attributed to this group.

2.2.6 Analysis shows that 45% of the total number of accidental dwelling fires for the quarter occurred in June. This was the month when the Football World Cup took place and we are researching with other fire services to see if they too experienced a spike in this period.

2.2.7 As part of our review on home safety delivery, taking place in September 2014, we will look at new and innovative ways to draw attention to fires caused by cooking. We are continuing to issue safety messages through social media, especially during periods of industrial action, but we are aware a new focus is required if we are to reduce the number of cooking related fires in the home.

- 2.2.8 As part of our data sharing work we will be able to identify those who live on their own and we will be using this information to target specific households. Work is ongoing with district councils and boroughs under the Dorset Overarching Information Sharing Protocol (DOISP) to gain agreement to share information about the addresses of vulnerable people over the age of 50 receiving the single person's council tax discount, and those receiving higher rate disability benefits.
- 2.2.9 Our data sharing agreement with Dorset Memory Advisory Service (MAS) is in place and producing a number of highly vulnerable referrals a month. MAS provide support for people with memory loss and their carers by giving information, signposting and advice across the Dorset County area. On 31 August the contract for this Service transfers from Age UK to the Alzheimers Society and we are meeting in September to negotiate the agree continuation of this valuable data sharing partnership.
- 2.2.10 In June 2014, to support our vital work in vulnerable homes, we began work on an application for funding to undertake a research project in conjunction with Bournemouth University Dementia Unit. The project 'Fire safety innovations for people affected by dementia' aims to initially undertake research to map fire risks and prevention strategies that are specifically for those living with dementia and then train internal champions to undertake Service wide training for all frontline staff working with this client groups. The final aim of the project is to research nationally and internationally resources that will support those with dementia and their carers to keep them safe from fire in the home. This bid was submitted on 31 July 2014. The outcomes will be known in October 2014.
- 2.2.11 After an initial start-up cost of £220 and an ongoing annual travel cost of around £40 per individual, a Community Volunteer (CV) is a highly cost effective resource for the Service's prevention activities. By the end of the first quarter, the Service had 85 enthusiastic and committed CVs from a wide range of backgrounds, who since April 2013 have attended 180 community events, including 60 Flu Clinics where they assisted in the generation of over 1,500 referrals. Our volunteers, who range in age from 18 to 80, are highly valued by the Service and carry out a huge variety of prevention-based activities including referral generation, home safety checks, follow-up school visits, Safe Drive Stay Alive, young people's programmes, heath and beach patrols and attendance at events. We are completing an internal audit of our Community Volunteer Scheme and have sought volunteer views to learn how best to support this fantastic resource in the future as we move towards the 100 volunteer mark.
- 2.2.12 In the first quarter of 2014/15, we issued eleven press releases, but increased the amount of prevention social media messaging we put out. This continues to be linked in with the industrial action taken by the Fire Brigades' Union. Our new website continues to make it much easier to promulgate online messages and links well with our social media messages. Fire Control and flexi duty officers also provide media messages via the website, Facebook or Twitter following incidents attended out of hours and at weekends.
- 2.2.13 In the first quarter of 2014/15, 2,940 home safety checks were undertaken in very high to medium risk homes (PRE 4, page 4, Appendix A), reflecting an 8% increase on the first quarter of 2013/14 (2,711 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. 1,195 packs were delivered in the first quarter of 2014/15.

- 2.2.14 We revisited 161 properties in the first quarter due to faulty smoke detectors (previously fitted by us). These detectors, ST620 model, are no longer being purchased by DFRS. We are now purchasing the updated version (ST622), which since October 2013 has had a 1% return rate. A replacement smoke alarm visit does not count as a home safety check undertaken, therefore, this has a detrimental effect on our figures. We continue to return faulty detectors to the supplier (193 were returned in the first quarter), but these were older models. Our discussion with the supplier regarding the faults is ongoing.
- 2.2.15 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. This is also reflected in the number of safeguarding alerts raised by Home Safety Advisers, and crews, to adult and children's safeguarding teams across the county. In this quarter we made 12 adult and two children's referrals to colleagues in safeguarding teams.

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 2014/15.
- 2.3.2 The total number of deliberate primary fires (PRE 5, page 5) shows a significant decrease when compared to the same quarter last year (including fires in vehicles) down from 57 to 39 and is well on track to meet the year-end target. At the same time, the number of deliberate secondary fires (PRE 6, page 6), has reduced from 87 to 75.
- 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).

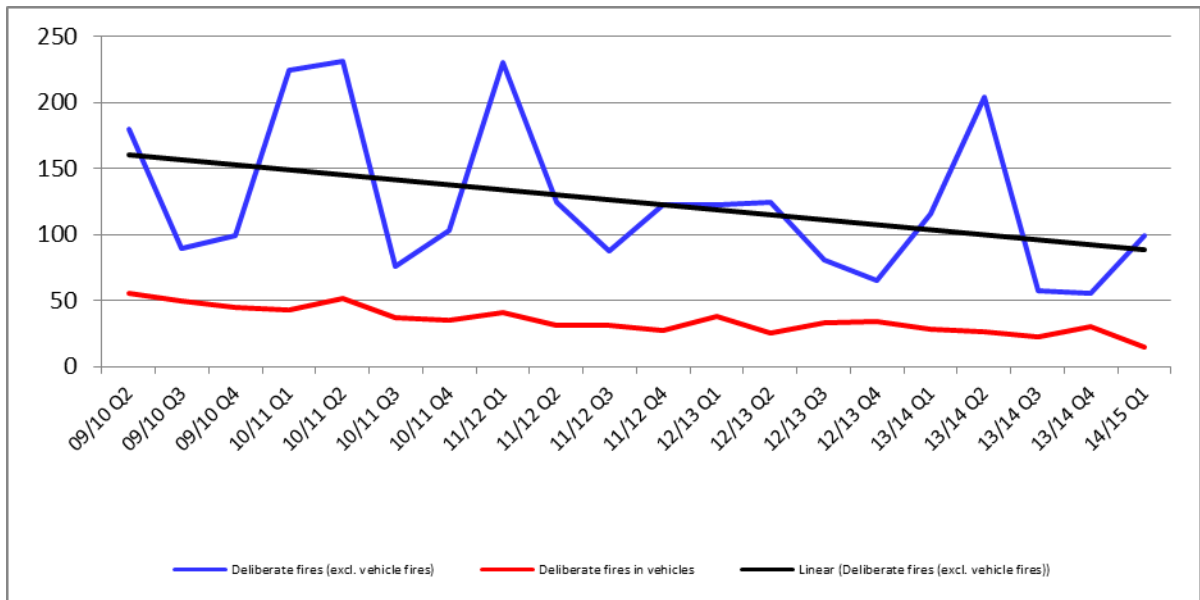


Figure 3: Deliberate fires July 2009 - June 2014

- 2.3.4 There has been a decrease in the number of primary fires (Indicator PRE 7, Appendix A, page 6) attended in the first quarter of 2014/15 compared to 2013/14 down from 292 to 252. Overall, these decreases in all types of fires have led to the total number of fires (PRE 8, page 7) reducing by 14% when compared to the same quarter last year (down from 526 to 451).
- 2.3.5 Fire safety activities have continued with audits on targeted sleeping risk premises and non-residential accommodation with audits concentrating on businesses premises that have not been audited before. Audits of high rise premises are being prioritised to ensure compliance with the Fire Safety Order and link with operational crews collecting operational risk information. The team have been busy with local authority Safety Advisory Groups due to the large number of events planned in the summer months. These groups cover the safety at events ranging from a village fete to the Bournemouth Air Show and the Great Dorset Steam Fair.
- 2.3.6 As part of the business education of landlords, managing agents and residents the fire safety team have continued holding free awareness session attracting local businesses and organisations who have received fire safety awareness allowing them to understand the requirements needed to comply with the Fire Safety Order (2005). These events have been held in North Dorset, Purbeck and West Dorset with further events planned in Poole in September, Bournemouth in October and Christchurch in November. Nationally, our Head of Fire Safety is national lead for Business Engagement for the Chief Fire Officers' Association (CFOA) and keeps abreast of best practice as well as being fully aware the concerns of businesses across the country. Work is progressing at a steady pace in developing good joint working relationships with local social housing providers in order to realise a significant improvement within this sector's housing stock.
- 2.3.7 The first quarter 2014/15 registered a decrease of six fires in non-domestic premises over the same quarter last year (from 53 to 47, PRO 9, Appendix A, page 7). This consistent

level of performance ensures that 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.

2.3.8 Accidental fires (37) in non-domestic properties significantly outnumbered deliberate (10) over the first quarter. A summary of causes and trends on the second six months of 2013/14 was presented to the Audit and Scrutiny Committee meeting on 8 July 2014. Full details on the first six months of 2014/15 will be taken to the Audit and Scrutiny Committee in 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.

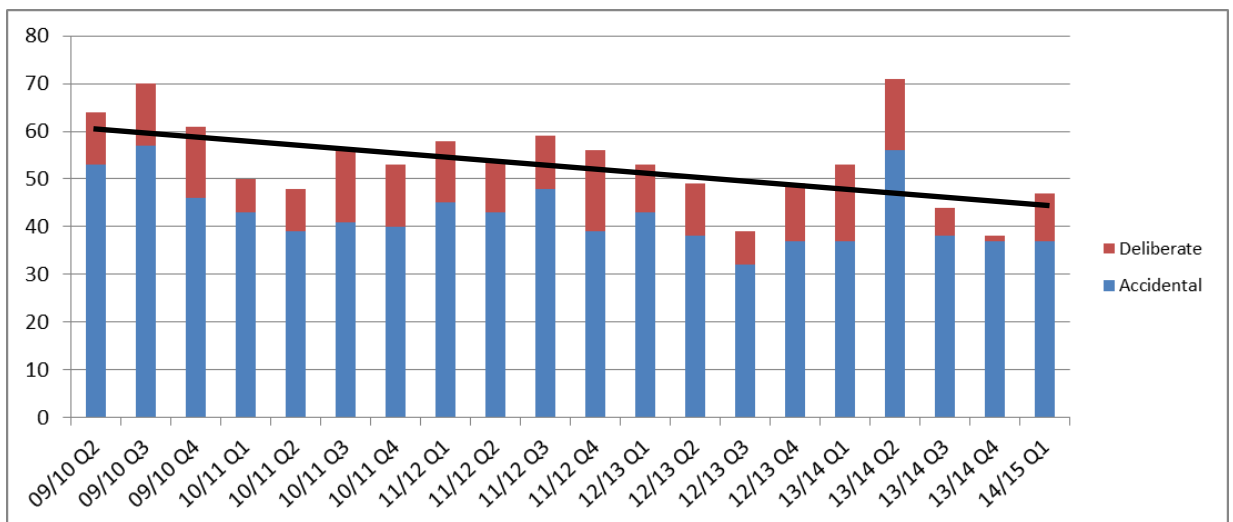


Figure 4: Number of fires in non-domestic properties July 2009 - June 2014

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 first quarter of 2014/15, the Service has issued 18 Enforcement Notices and two Prohibition Notices.

3.1.2 One Prohibition Notice was served on a commercial business with sleeping accommodation above it. As DFRS strive to support business where possible the notice allowed the commercial operation to continue, but restricted sleeping in the rooms above the business. The other notice was issued on a convenience store. This stopped staff cooking on the premises as they were also using it as sleeping accommodation.

- 3.1.3 The Enforcement Notices were issued on a variety of premises types ranging from high rise flats and low rise flats, licensed premises with accommodation above, a hospital and various houses of multiple occupation.
- 3.1.4 Nationally our Enforcement Manager is nearing the completion of the 'Enforcers Guide' for CFOA which when completed will be used by all English and Welsh Fire Authorities as their prosecution best practice guide.
- 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 2014/15, Fire Control robustly challenged the caller and did not despatch appliances to 23 out of a total of 49 malicious calls (46.9% of calls not attended). Whilst this is a 4.6% decrease on malicious calls not attended by the Service compared to the same quarter last year, it is particularly pleasing to note the significant reduction in overall malicious calls (from 64 to 49) 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 (6%) increase (up from 178 to 190) in the first quarter of 2014/15. 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 decrease over the same quarter last year, down from 85.2%

to 83.3%. The second appliance also registered a decrease in performance over the same quarter last year, down from 79.8% to 75.9%.

- 4.1.3 For the first appliance (RES 1), the standard was not achieved on 17 (out of 102) occasions. Of these 17, 11 were located outside of our 10 minute response time boundaries. This leaves six incidents (5.9% 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 19 (out of 79) occasions. Of these 19, six were located outside of our 13 minute response time boundaries. This leaves 13 incidents (16.5% 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 13 incidents for RES 2, there were three 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 (83.3% year to date), an improvement is required to bring the second appliance performance (RES 2) back on target (75.9% 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 2014/15, the first was achieved on 77.5% of occasions; an increase over the same quarter last year. The second was achieved on 80.6% of occasions in the first quarter, reflecting a decrease 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 89.5% of occasions in the first quarter, a small improvement on the performance of the same quarter last year (88.3%). This continued high level performance is pleasing given that the total number of incidents attended by DFRS has remained at a consistent level (from 77 in the first quarter 2013/14 to 76 in this quarter).
- 4.1.8 A summary report on the Dorset Emergency Response Standards was taken to the Audit and Scrutiny Committee on 8 July 2014 detailing performance and measures being taken to achieve our targets. The next report is due in January 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 2014/15, the average availability of these 33 retained fire engines was 87.2%. This shows a small decrease on the availability for the same quarter last year (91.4%). 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 92.5% of occasions in the first quarter (86 out of 93 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 2014/15, an average of 2.71 shifts was lost due to sickness of wholetime uniformed staff (including Fire Control). This is a significant increase (49.7%) over the same quarter in 2013/14 (when 1.81 shifts were lost) resulting in 0.9 more shifts being lost. 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 2014/15 result of 2.45 shifts lost is a significant increase (51.2%) on the first quarter 2013/14 (when 1.62 shifts were lost) resulting in 0.83 more shifts being lost. 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 14 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. A key area of development was the implementation of our new occupational health contract with the new provider (HML), which commenced on 1 November 2012.
- 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.

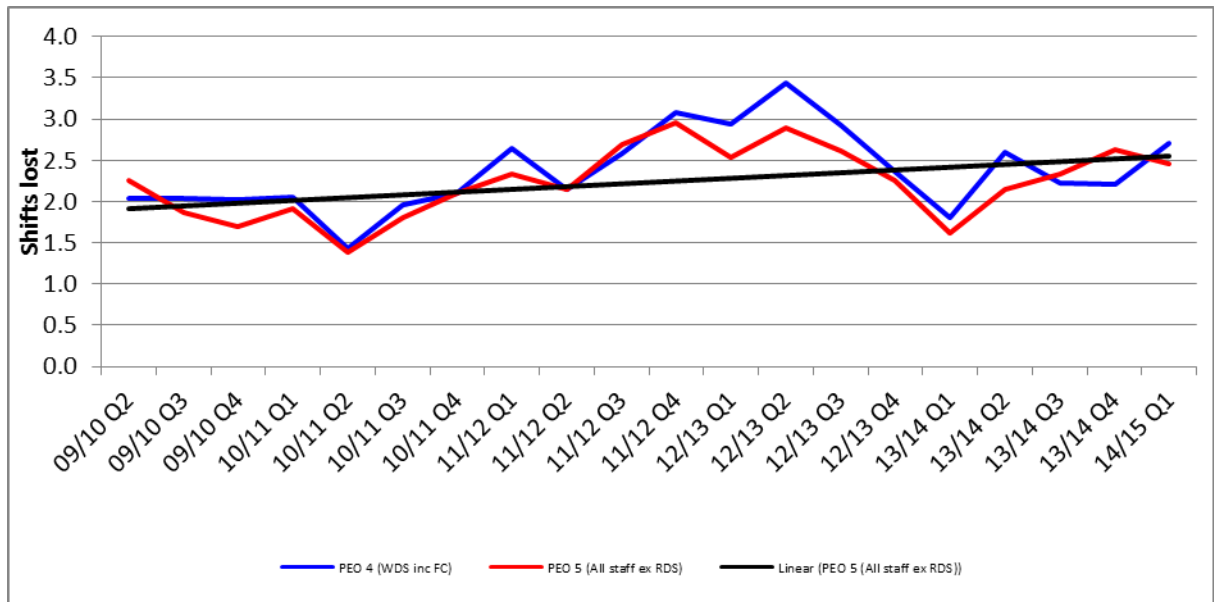


Figure 5: Sickness Absence July 2009 - June 2014 (quarterly figures)

6. Summary

- 6.1 This Quarterly Performance Monitoring Report is the first 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 which should be celebrated. Many of these followed positive performance throughout 2013/14.
- 6.3 The Audit and Scrutiny Committee continue to receive and to challenge reports on matters that are referred to them, and make detailed recommendations on the measures the Service is taking to achieve its targets in key areas. This approach is delivering positive outcomes in many areas. It is expected that the more holistic approach to reporting sickness absence to the Authority will lead to a greater understanding of underlying issues.
- 6.4 There remain some key corporate performance indicators where improvements are required over the remaining three quarters of 2014/15 to reach challenging targets (eg emergency response to properties with a sleeping risk (second appliance), emergency response to properties other than sleeping risks (first appliance)). 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 2014/15 across (amongst others), the following key corporate indicators:
- ◆ Number of fire related deaths
 - ◆ Number of fire related injuries
 - ◆ 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 (second appliance)
- ◆ Emergency response to road traffic collisions

DARRAN GUNTER

Chief Fire Officer

17 September 2014