



Dorset Fire Authority

MEETING	Dorset Fire Authority
DATE OF MEETING	5 December 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 second quarter from 1 July to 30 September 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. 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 (second quarter from 1 July to 30 September 2014)
REPORT ORIGINATOR AND CONTACT	Ben Ansell, Assistant Chief Fire Officer (Service Delivery) Tel: (01305) 252790

1. Introduction

- 1.1 This is the second 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 second quarter from 1 July to 30 September 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. Sadly there was one confirmed fire related death during the second quarter of 2014/15 (Indicators PRE 1 and 1A page 2, Appendix A). This incident, which was not an accidental dwelling fire, took place in Weymouth in September 2014. In a narrative verdict, the Coroner noted that the fire was started by a voluntary act (deliberate fire), but that the intentions were unclear.
- 2.1.2 A further incident in Poole in July 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 second quarter of 2014/15 saw just three injuries recorded, a decrease of three over the same quarter last year (one 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.

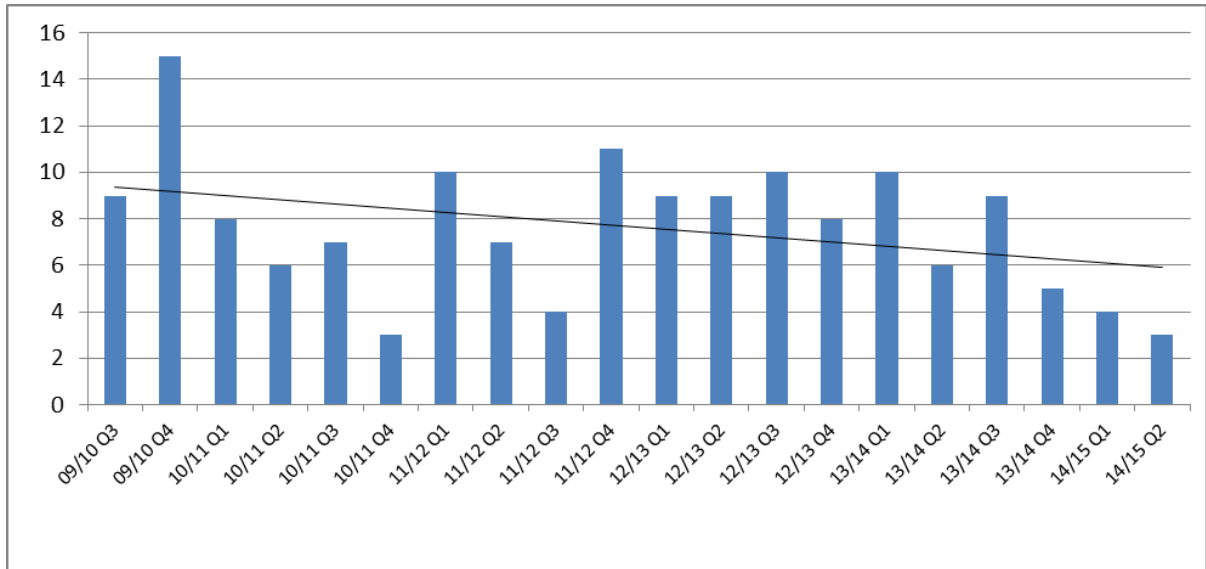


Figure 1: Fire injuries: October 2009 - September 2014

- 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 second calendar quarter from 1 April to 30 June 2014.
- 2.1.6 Unfortunately, there have been three fatalities on Dorset's roads in the second calendar quarter. The number of casualties with serious injuries remained constant over the same period (86). The number of road traffic collisions attended by the Service decreased slightly from 87 in April to June 2013 to 81 in the same period 2014.
- 2.1.7 There have been no child fatalities on Dorset's roads in the second calendar quarter. The number of children seriously injured has decreased slightly from eight (in the second quarter of 2012) to six.
- 2.1.8 Detailed road safety statistics were analysed by the Audit and Scrutiny Committee on 8 July 2014. As a result, the Chairman of the Committee wrote to the Assistant Chief Constable raising concerns about the trends and seeking assurances that the Dorset Strategic Road Safety Partnership was focusing resources on this priority. Assurances were received that both the partnership and the 'No Excuse' campaign were being revitalised. Furthermore, specific fire led proposals for a multi-agency road death overview panel to examine causation and trends following road deaths have now been agreed.

2.1.9 During the second quarter 2014/15, there were no rescues from water related incidents (such as flooding). However, DFRS crews rescued seven people from fire related incidents and a further 13 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 second quarter of 2014/15 was 94, a decrease of 18 over the same quarter last year.

2.2.2 A summary report 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.

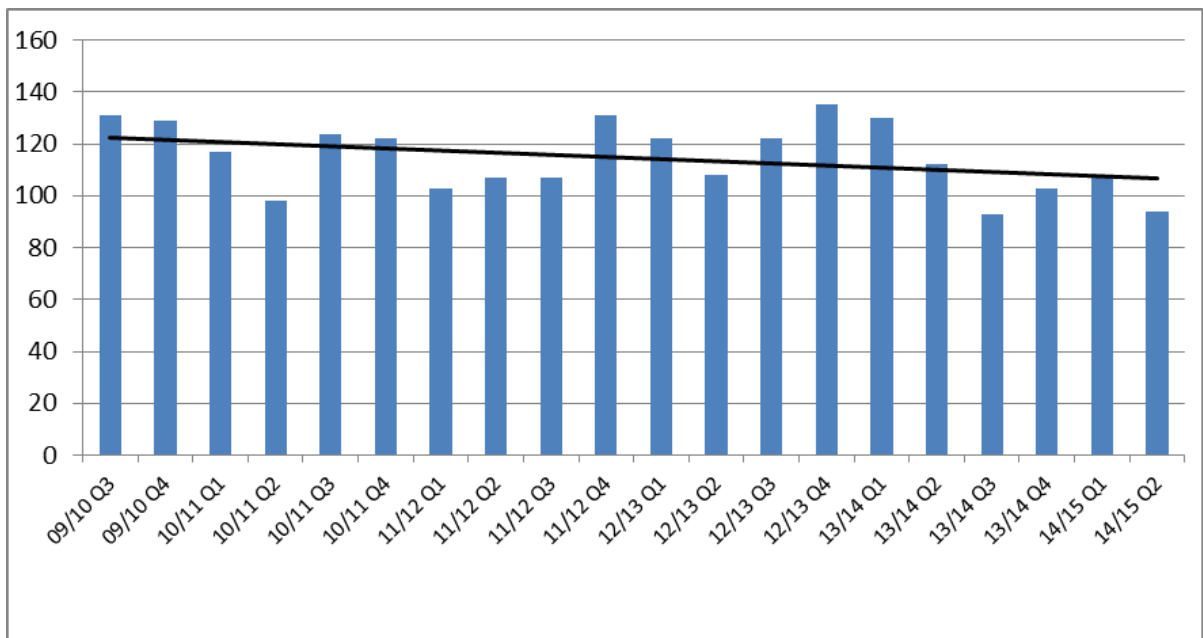


Figure 2: Accidental Dwelling Fires: October 2009 - September 2014

2.2.4 An overview of the breakdown of data for this quarter shows that 58.5% of fires took place in the conurbation area. The greatest source of ignition continues to be cooking with 53% 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, either as lone parents or older people over the age of 65 years, continue to be in the highest group. We know that 46% of all accidental dwelling fires in this quarter were attributed to this group which has shown a 10% reduction over the previous quarter.

2.2.6 We are continuing to issue safety messages through social media, especially during periods of industrial action.

- 2.2.7 Agreement has been gained from district councils and boroughs under the Dorset Overarching Information Sharing Protocol (DOISP) 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. This work has been on hold for a period of six weeks, to date, as the post responsible has become vacant.
- 2.2.8 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 joint bid was successful and we will commence the project in November 2014 with a budget of £9,595. Regular updates on the progress will be given at Community Safety Forum.
- 2.2.9 Our volunteers continue to support the organisation in a variety of ways. We have focussed in the last quarter on referrals for home safety checks. In quarter one they referred 69 across the county. In quarter two this increased to 310, a percentage increase of 449%.
- 2.2.10 In the second quarter of 2014/15, 2,929 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. 876 packs were delivered in the second quarter of 2014/15.
- 2.2.11 A higher number of home safety checks have been completed than at this stage last year (5,874 against 5,187), with the overall year-end target of 12,000 now looking more achievable.
- 2.2.12 We continued to revisit properties in the second quarter due to faulty smoke detectors (previously fitted by us). This quarter we visited 292. A replacement smoke alarm visit does not count as a home safety check, therefore, this continues to have an 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.
- 2.2.13 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 six adult and two children's referrals to colleagues in safeguarding teams. Also, to comply with the Local Safeguarding Board requirements, two members of DFRS staff have undertaken Safer Recruitment Training.

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 second 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 69 to

42 and remains on track to meet the year-end target. At the same time, the number of deliberate secondary fires (PRE 6, page 6), has also decreased significantly from 160 to 100. These significant decreases are believed to be due to a number of factors. Heathland fire patrols have been successful in preventing wild land fires, whilst both firefighting tactics and our off road capability have improved, leading to more effective firefighting when these incidents occur. Also, the continuing relatively high price of scrap metal, coupled with a general improvement in the security of modern motor vehicles have been contributory factors in the continued low level of deliberate vehicle fires.

- 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).

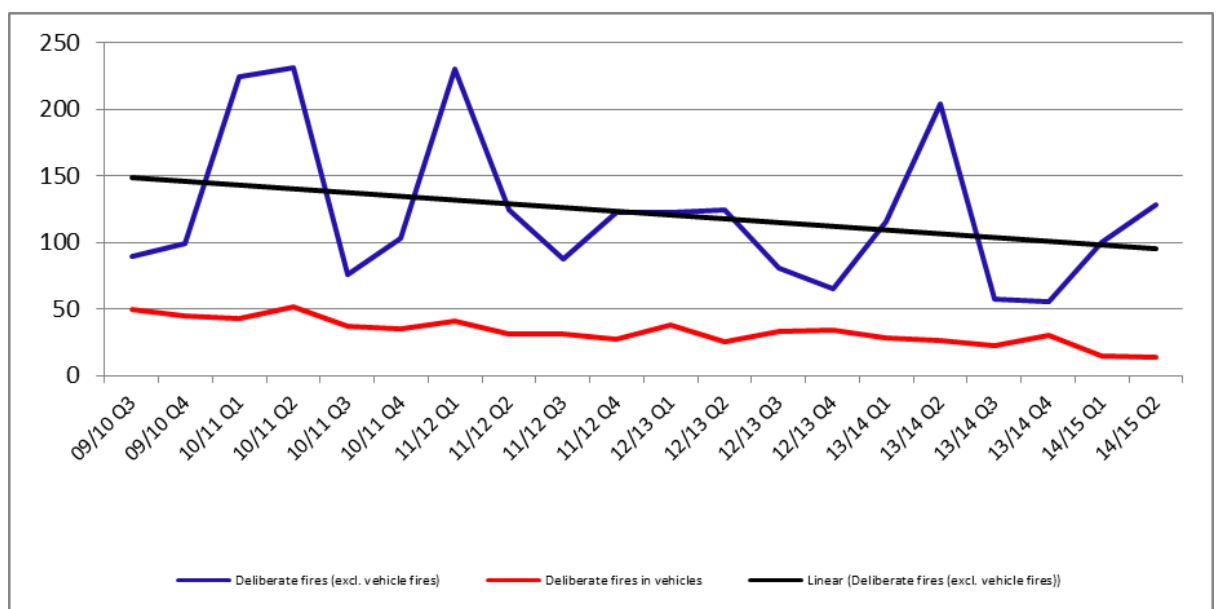


Figure 3: Deliberate fires October 2009 - September 2014

- 2.3.4 There has been a reduction in the number of primary fires (Indicator PRE 7, Appendix A, page 6) attended in the second quarter of 2014/15 compared to 2013/14 down from 319 to 253. Overall, these fluctuations have led to the total number of fires (PRE 8, page 7) decreasing by 25% when compared to the same quarter last year (down from 682 to 510).
- 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. Audits of high rise premises are continuing due to the large number of premises, a fire in the stairwell of a high rise in Poole and use of a smoke bomb again in a high rise flat in Poole. Post fire audits continue to be a focus of attention with seasonal farm and agricultural buildings being involved in fires in the second quarter.
- 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). This quarter saw a well-attended event in Poole that produced a large amount of questions proving the value of this

type of event. 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 including a fire safety session for Poole Housing Partnership. As part of this initiative a well-attended awareness session was held at Service Headquarters for Local Authority monitoring officers who check on provision of care in the local community. This has led to several fire safety referrals as the officers carry out their regular inspections. The first grant funded residential sprinkler installation was completed at Woolaston Lodge in Dorchester with the press release being sent out in July. Our Fire Safety team attended a ‘Tweet up’ held at the Exchange in Sturminster Newton to deliver the fire safety message to small and micro businesses that sign up to tweets with the hashtag #dorsethour. The #dorsethour innovation allows targeted fire safety tweets to be delivered specifically to Dorset businesses.

- 2.3.7 The second quarter 2014/15 registered a decreased number of fires in non-domestic premises over the same quarter last year (down from 71 to 57 fires, PRO 9, Appendix A, page 7). These have included a wide range of property types, but have tended to be of a minor nature (less than 5m² damage). However, there were 12 significant fires (over 5m² damage) which occurring in barns (five), restaurants (three), shops (two) and a grain drier (one). The additional fire occurred in a Crown Regulated premises which involved a large lithium battery. Overall this indicator remains on track to hit the end of year target.
- 2.3.8 Accidental fires (47) in non-domestic properties significantly outnumbered deliberate (10) over the second quarter. A summary report 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.
- 2.3.9 Figure 4 below shows the continuing downward five year trend in non-domestic fires broken down by deliberate and accidental causes.

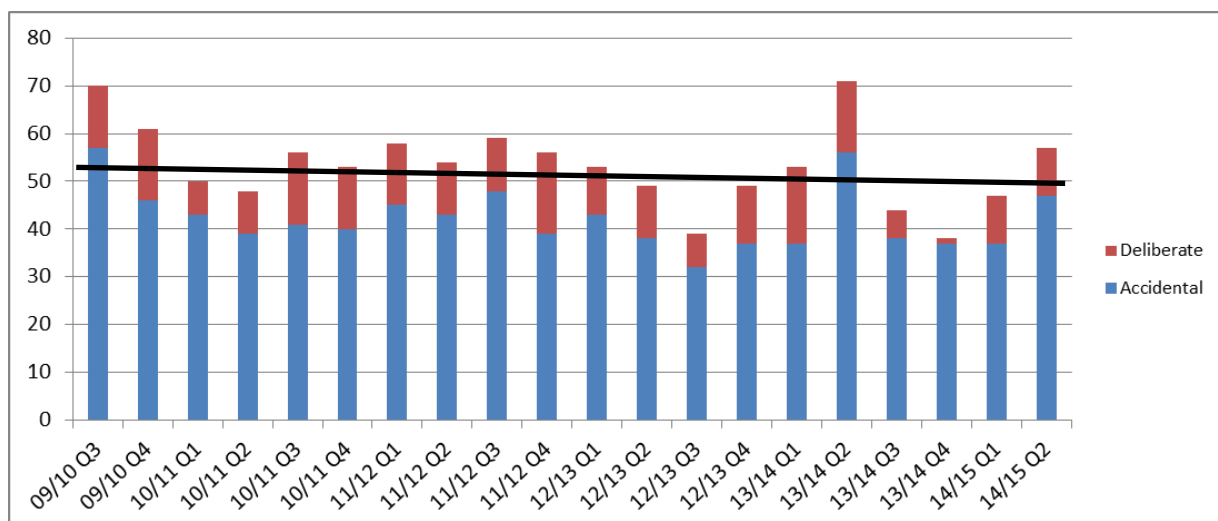


Figure 4: Number of fires in non-domestic properties July 2009 - June 2014

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 second quarter of 2014/15, the Service has issued five Enforcement Notices but no Prohibition Notices.
- 3.1.2 The Enforcement Notices were issued on a variety of premises types ranging from a national hotel chain to a small development of flats in Weymouth.
- 3.1.3 Our Enforcement Manager took and successfully passed his final Chartered Institute of Legal Executives exam. This qualification is a high level qualification and he is believed to be the only uniformed fire officer in the UK to hold this qualification.

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 second quarter. The percentage of calls not attended is also shown against the year-end target.
- 3.2.2 In the second quarter 2014/15, Fire Control robustly challenged the caller and did not despatch appliances to 21 out of a total of 50 malicious calls (42% of calls not attended). It is also pleasing to note the reduction in overall malicious calls (from 53 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 pleasing (7.8%) decrease (down from 258 to 238) in the second quarter of 2014/15. A top 20 list of offenders is regularly scrutinised with individual high offenders targeted. The highest offender in the second 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). This indicator is on track to meet or better the end of year target.

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 second quarter, the first indicator registered a decrease over the same quarter last year, down from 83.1% to 74.5%. The second appliance also registered a decrease in performance over the same quarter last year, down from 78.6% to 72.0%.
- 4.1.3 For the first appliance (RES 1), the standard was not achieved on 27 (out of 110) occasions. Of these 27, 14 were located outside of our 10 minute response time boundaries. This leaves 13 incidents (11.8% of total RES 1) during the quarter where the standard was not made for an incident within the ten 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 24 (out of 83) occasions. Of these 24, six were located outside of our 13 minute response time boundaries. This leaves 18 incidents (21.7% 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 13 incidents for RES 1 and 16 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 broadly on track to meet the end of year target (79.6% year to date), an improvement is required to bring the second appliance performance (RES 2) back on target (73.3% 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 second quarter of 2014/15, the first was achieved on 68.9% of occasions, an increase over the same quarter last year. The second was achieved on 76.3% of occasions in the second 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 81.5% of occasions in the second quarter, a small decrease on the performance of the same quarter last year (85.0%). This continued high level performance is particularly pleasing.
- 4.1.8 A summary six-monthly 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 second quarter of 2014/15, the average availability of these 33 retained fire engines was 84%. This shows a small decrease on the availability for the same quarter last year (86%). 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 83.5% of occasions in the second quarter (76 out of 91 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 second quarter of 2014/15, an average of 3.06 shifts was lost due to sickness of wholetime uniformed staff (including Fire Control). This is an increase over the same quarter in 2013/14 (when 2.6 shifts were lost) resulting in 0.46 more shifts being lost. This indicator is currently unlikely 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 situation, where the second quarter 2014/15 result of 2.82 shifts lost is an increase on the second quarter 2013/14 (when 2.15 shifts were lost) resulting in 0.67 more shifts being lost. This indicator is currently unlikely 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 second quarter 2014/15. At the time of writing, there are eight 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.
- 5.1.6 The Audit and Scrutiny Committee received full and detailed reports on 14 March 2014 and 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. Provisions also include access for referred staff to a bio-mechanist who provides rehabilitation for muscular-skeletal injuries.

5.1.7 A further detailed update will be taken to the Audit and Scrutiny Committee in March 2015.

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

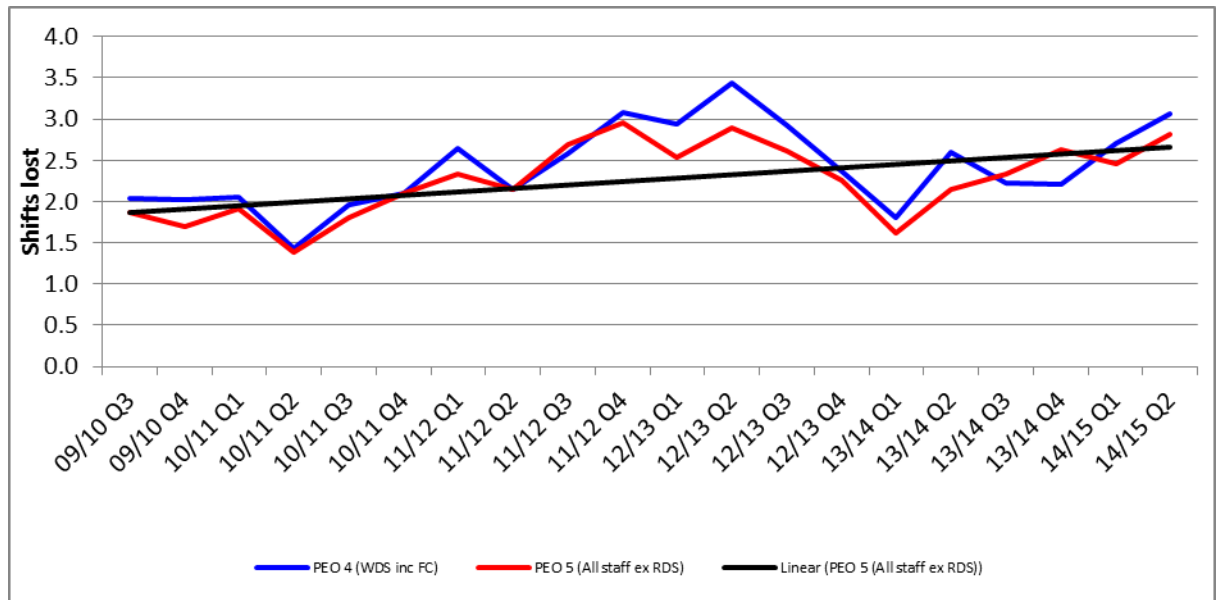


Figure 5: Sickness Absence October 2009 - September 2014 (quarterly figures)

6. Summary

- 6.1 This Quarterly Performance Monitoring Report is the second 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 two quarters of 2014/15 to reach challenging targets (eg number of home safety checks, emergency response to properties with a sleeping risk (second appliance, emergency response to properties other than sleeping risks (first appliance), emergency response to properties other than sleeping risks (second appliance), proportion of shifts lost due to sickness (whole time uniformed) and proportion of shifts lost due to

sickness (all staff excluding retained duty system)). The Service has, however, succeeded in improving outcomes across a wide range of indicators throughout the second 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 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 road traffic collisions

DARRAN GUNTER

Chief Fire Officer

27 November 2014