



DEVON &
SOMERSET
FIRE & RESCUE SERVICE

April to September 2018/19 Performance Report

Audit and Performance Review Committee

Strategic Analysis Team

Devon & Somerset
Fire & Rescue Service

24/10/2018

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Introduction

Devon & Somerset Fire & Rescue Service (DSFRS) is the largest non-metropolitan fire and rescue service in England. DSFRS provide prevention, protection and response services across the counties of Devon and Somerset (including Torbay and Plymouth).

There are 85 fire stations in the service area, the second largest number in England, and over 1,900 dedicated staff who work to protect the 1.7 million people who live in the area. This alongside the estimated 400,000 people who visit the counties throughout the year.

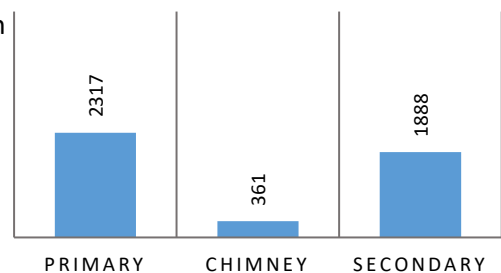
The fire and rescue service does not just rescue people from burning buildings and put out fires. In the 12 month period from October 2017 to September 2018 there were 19,044 incidents attended in the Devon and Somerset service area, a breakdown of the incidents can be seen below:

FIRES, 4566

Primary Fires - generally larger more complex incidents, those with casualties or fatalities or those occurring in dwellings.

Chimney Fires - fires restricted to the confines of the chimney.

Secondary Fires - minor fires, no casualties.

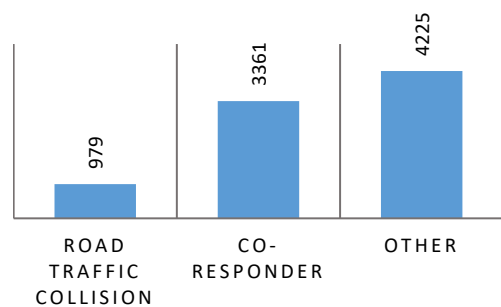


SPECIAL SERVICE, 8565

Road Traffic Collisions (RTCs) attended by DSFRS - not fires.

Medical emergencies include Co-responder incidents for which DSFRS provide first response on behalf of the South West Ambulance Service Trust (SWAST).

Other incidents include flooding, rescue from height, animal rescue

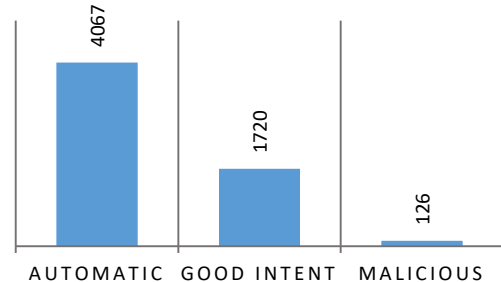


FALSE ALARMS, 5913

Automatic Fire Alarm (AFAs) - calls initiated by fire alarm or fire-fighting equipment operating.

False Alarm Good Intent - calls made in the belief that the Service would attend an emergency incident.

Malicious False Alarm – calls made with the intention of getting the Service to respond to a non-existent incident.



As well as providing a response to emergencies the Service is committed to providing community safety advice, education and intervention to keep its community and its visitors safe and prevent incidents from happening. This can be by ensuring that the responsible person in a business premises is adhering to fire safety legislation, or through community safety activities such as home safety visits, RTC education and youth intervention programmes.

Executive Summary

The April to September 2018/19 Performance Report sees three of the eight corporate measures showing positive performance, three showing negative performance and two requiring monitoring.

Positive performance

Fire-related injuries where people live have seen a reduction in both the reporting quarter (-15.4%) and year-to-date figures (-12.5%).

Fires where people live have seen a reduction in incidents in both the reporting quarter (-9.5%) and year-to-date (-12.3%).

Emergency response standards for fires where people live are showing improvement compared to previous year for the reporting quarter and only a slight deterioration in year-to-date performance. The long-term trend is also positive.

Monitoring Performance

Fire-related injuries where people work, visit and in vehicles are showing variable performance with the reporting quarter showing no change from previous year and year-to-date showing a slight improvement. Both three and five-year trends are upward. The number of injuries recorded are thankfully low and as such small variations within the data can effect measurement significantly.

Emergency response standards for road traffic collisions are showing variable performance and should be monitored. There has been a slight decline in performance during Q2 2018/19 and year-to-date performance is also slightly worse than previous year. However, three and five-year trends are positive.

Negative Performance

There have been five **fire-related deaths** between April and September 2018; three due to fires where people live, one due to a vehicle fire and one due to an out of control bonfire. Where a death unfortunately occurs the related measures will be reported as exceptions.

Fires where people work, visit and in vehicles have increased for both the reporting quarter and year-to-date. The rolling three-year trend is upward, however, the five-year trend is down. Analysis indicates that the increase is likely to be linked to the sustained period of dry hot weather experienced over the summer months. Further information is contained in the body of the report.

Further information on the measures that are in negative exception is provided within the body of the report.

Measure Status

The performance status of reportable measures is established through analysis of performance vs previous year and medium / long term trends. Where a measure is reported as an exception an exception report will be included in the document. This report will provide additional information and analysis relating to the measure and will identify whether further action should be considered at this point.

Statuses: ✓ = Good Performance ! = Monitor Performance ✘ = Negative Exception

KPI No.	Description	Status	Page
1	Fire-related deaths where people live	✘	7
2	Fire-related injuries where people live	✓	7
3	Fires where people live	✓	7
4	Fire-related deaths where people work, visit and in vehicles	✘	15
5	Fire-related injuries where people work, visit and in vehicles	!	15
6	Fires where people work, visit and in vehicles	✘	15
7	Emergency Response Standard - first appliance to fires where people live in 10 minutes	✓	24
8	Emergency Response Standard - first appliance to Road Traffic Collisions in 15 minutes	!	24

Measures 1-3 Details

Measure 1: Fire-related deaths where people live

Status ✘

	Q2 18/19	Q2 17/18	Var.		YTD 18/19	YTD 17/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	1	0	NA	✘	3	3	0.0%	!	↓	↓
Accidental	1	0	NA	✘	3	3	0.0%	!	↑	↓
Deliberate	0	0	0.0%	✔	0	0	0.0%	✔	↓	↓

This measure is in exception due to one death in the reporting quarter, bringing the total number of deaths up to three for the year-to-date, the same as previous year. All trends are positive with the exception of the rolling three-year trend for accidental deaths.

The low numbers recorded within this measure should be noted. Minor fluctuations will lead to dramatic changes to percentages and trends.

Further information can be found on page eight of this report.

Measure 2: Fire-related injuries where people live

Status ✔

	Q2 18/19	Q2 17/18	Var.		YTD 18/19	YTD 17/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	11	13	-15.4%	✔	35	40	-12.5%	✔	↑	↑
Accidental	10	10	0.0%	!	30	35	-14.3%	✔	↑	↑
Deliberate	1	3	-66.7%	✔	5	5	0.0%	!	↑	↔

This measure is showing positive performance for both the reporting quarter and year-to-date.

Rolling three and five-year trends are all negative.

The low numbers recorded within this measure should be noted. Even minor fluctuations will lead to dramatic percentage and trend change.

Measure 3: Fires where people live

Status ✔

	Q2 18/19	Q2 17/18	Var.		YTD 18/19	YTD 17/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	218	241	-9.5%	✔	441	503	-12.3%	✔	↔	↔
Accidental	201	223	-9.9%	✔	402	460	-12.6%	✔	↔	↔
Deliberate	17	18	-5.6%	✔	39	43	-9.3%	✔	↑	↑

This measure is showing positive performance for both the reporting quarter and year-to-date.

Rolling three and five-year trends are indicating a level trend in performance with the exception of deliberate fires which are showing upward trends, however, numbers of deliberate fires small and therefore trends are less reliable.

Measures 1-3 Details

Measure 1: Fire-related deaths where people live

Status ✘

	Q2 18/19	Q2 17/18	Var.		YTD 18/19	YTD 17/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	1	0	NA	✘	3	3	0.0%	!	↓	↓
Accidental	1	0	NA	✘	3	3	0.0%	!	↔	↓
Deliberate	0	0	0.0%	✓	0	0	0.0%	✓	↓	↓

Why is this an exception?

This measure is in exception due to one death in the reporting quarter, bringing the total number of fatalities up to three for the year-to-date, the same as previous year.

All trends are positive with the exception of the rolling three-year trend.

The low numbers recorded within this measure should be noted. Even minor fluctuations will lead to dramatic percentage and trend change.

Analysis

The three deaths where people live reported resulted from separate incidents.

1) Incident one occurred on the 15th June 2018. The victim was a 48-year-old, chair-ridden male who was rescued from a ground floor flat by a bystander. The fire started accidentally when smoking materials came into contact with bedding. Although it cannot be confirmed it has been indicated that drugs may have been a contributory factor to the incident. Alarms operated and alerted a response.

Two people were rescued by the fire service from the first floor flat above the affected property. Both were uninjured.

There has been no recorded community safety engagement with the victim at the premises.

2) Incident two occurred on the 17th June 2018. The victim was an 89-year-old male who was rescued from the room of origin by fire service personnel. The fire started accidentally in the bedroom when clothing came into contact with an electric heater. The fire was confined to the room of origin. Alarms operated and alerted a response.

In April 2011 the service conducted a home fire safety visit at the property, fitting two smoke detectors.

3) Incident three occurred on the 22nd September 2018. The victim was an 82-year-old woman. Cause of fire and death are under investigation however initial indications are that the fire started accidentally, it is likely that the victim was alerted by the smoke detectors and went to investigate rather than exiting the building immediately.

The Service had attended the property to carry out a home fire safety visit in July 2018. At the visit two smoke detectors were fitted and advice was given.

All victims exhibited characteristics that would have resulted in eligibility for free home fire safety visit.

Recommendations

No action required at this time. Continue to monitor.

Measures 1-3 Commentary

Community Safety Prevention Activities

In the 12 months from 01 October 2017 to 30 September 2018 the Service conducted 9,624 targeted Home Safety Visits to households identified as needing our expert guidance and support.

The Service works closely with colleagues in other agencies and third sector organisations to build partnerships that enable it to ensure that resources provide maximum benefit to the community.

Engagement with local communities is conducted in a variety of ways including educating children and young people through schools talks and structured programmes such as Fire Cadets, Phoenix and FireSetters. In addition to the Home Safety Visit activities, from 01 October 2017 to 30 September 2018, the Service undertook 7,335 preventative activities to improve public safety.

Central Operations Update

The Service is currently moving to a revised delivery model for community safety activity; centralising the management of resources to develop a more consistent approach across the organisation. As with any organisational change there has been a short-term effect on delivery as new ways of working are embedded.

Two of the three victims of fire death where people live recorded since April 2018 had received a Home Fire Safety Visit. This suggests that the Service is targeting preventative activity the right households but may also indicate that more needs to be done. The Service is moving to a new type of smart alarm, Fire Angel Wi-Safe Interlink Technology, which captures data on when the alarm is activated. Through understanding behavioural changes it is anticipated that the organisation will be able to actively undertake further intervention should a household reach certain trigger points e.g. a significant increase in alarm actuations.

The Central Community Safety Team and Service Delivery Groups are working to develop and nurture effective partnerships with organisations that will generate high quality Home Fire Safety Visit referrals; targeting households that exhibit factors that indicate a higher likelihood of death from a fire in the home.

Working with partners, such as charities and housing associations, provides invaluable insight that supports the Service to direct preventative activity to those in the community that need its support and advice the most. Further information on local partnerships and initiatives is provided through the Area Operations update.

The new Home Fire Safety system went live on the 10th September with the office launch the following day. The Community Safety Team demonstrated the system to the Executive Leadership Team, Group Support Teams and Community Safety leads and other personnel from across the organisation. The Team also raised awareness of the 0800 number, the types or people who are at risk in the community, what the new system will achieve and were supported on the day by one of the Home Safety Technicians for people to learn more about the enhanced service that is now provided.

From the launch date on the 10th September to the 8th October 2018 the Home Safety Team at Service Headquarters handled a total of 1,772 customers, both eligible and not. This exceeded all expectations of the team. Of these customers, 71% were contacted within seven days of referral. It is anticipated that this will improve once the transition from the legacy system and processes is fully complete and the team can focus entirely on business as usual activity.

Measures 1-3 Commentary

East Somerset

Partnerships: the Group is continuing to work with its established partners, Careline, Sompar and a number of local Mental Health organisations; all of which are providing a high number of good quality, targeted referrals.

The Group has recently established new partnerships with local doctor's surgeries and other care agencies with the aim of generating targeted referrals. In addition to this, there are a number of potential partnerships that are in the process of being signed-off include Wisteria Care, Rethink, Mind and Candlelight Care.

Partnerships with local housing providers Yarlington and Aster continue to be beneficial, providing referrals and supporting community action events.

Due its size and complexity, the Group have been working with a dedicated partnerships officer to simplify our working with Aster Housing. Further input is planned for Aster staff in the next quarter to provide trigger point training.

Development and support of additional effective partnerships to assist in the targeting of the most vulnerable members of our community will be the main focus for the remainder of the year.

East Somerset now has a regular dedicated attendance at all One Team multi-agency forums at both operational and tactical levels. This has raised the profile of the Service and has given us access to some extremely vulnerable people.

The Group are represented at the Health & Wellbeing Board for Mendip on a quarterly basis. This has generated a lot of interest for the 'Safer Homes' scheme which has given rise to a plan to promote it further during National Child Accident Week in 2019. A presentation will be given to the Board in January.

East Somerset are currently undertaking a review of all of our existing Partnership arrangements held on the central register at SHQ with an aim to ensure that we have named contacts for each partner organisation and have signed copies of the updated agreements/contracts that are GDPR compliant.

Home Safety: quarter two has focused on the completion of outstanding home safety referrals and the associated records. This target was reached in mid-September and management tool figures indicate that 1,514 properties have received a full HSV to date in this financial year. This represents a significant increase compared to the mid-year point in the year 2016-2017.

East Somerset have continued targeting vulnerable people through activity at sheltered housing schemes across the group. This work is based on risk profile provided by NHS Exeter Data. Twenty-six sheltered housing schemes have been visited out of an identified total of 45 and this work will continue through the remainder of the year. These visits focuses on: fire prevention, smoke detection, escape planning and consequences of distractions.

Organisationally, cooking & kitchen related incidents remain an ongoing problem. The Group continues to focus on education and intervention activity in this area to directly address the issue. A 'Look While you Cook' message is emphasised during all targeted activity.

East Somerset have commenced a new system of Home Safety service delivery using locally based advocates for generating referrals and attending partnership events whilst technicians undertake

Measures 1-3 Commentary

home safety visits and provide and fit specialist risk-reduction equipment.

Engagement at events such as flu clinics, older person events and inter agency meetings relating to vulnerable persons provide a steady stream of targeted referrals.

East Devon

Partnerships: Between 1st April and 30th September East Devon Group have received over 700 home safety referrals from Partners. The Group has supported the review and update of over 90 partnerships to ensure full compliance with data protection requirements.

Following a serious fire in Exeter, the Group has formed a partnership with the housing provider and developed a strategy to engage with vulnerable tenants.

The successful partnership with the Memory Cafes continues and is being expanded to locations throughout East Devon. This enables engagement with some of our most vulnerable, hard-to-reach target groups.

East Devon group are now fully embedded in the Budleigh Health Hub, where complimentary services are joined to provide a one-stop shop for the needs of local communities. We hold regular home safety surgeries at the former cottage hospital and have a catchment of over 45,000 residents.

The Group has also supported collaboration with Devon & Cornwall Police at Crime Safety Roadshows in Axminster and Honiton.

Home Safety: East Devon attended the Devon County Show and Mid Devon Show to promote Home Safety.

Junior Life Skills events took place in June and early July at Tiverton, Sidmouth and Exeter, with our Advocates supporting 16 events over a five week period.

The Group also presented a Fire Safety and Winter Safety talk to Exmouth Town Council and worked with The Range homeware store on home safety and promotion of smoke/carbon monoxide detectors.

East Devon have worked with Unite Accommodation at Exeter University, carrying out unannounced Fire Alarms and evacuation tests and then giving a Fire Safety Talk to the new students. The Group worked with a number of other contributors to provide information to over 300 new international students from Exeter University who do not have English as a first language.

The East Devon Group have targeted pre-school children by using our early years ELF boxes. Through a post on social media we reached over 42,000 people and have commenced responding to a large increase in demand. Other Groups within DSFRS have supported this increase by loaning their resources.

South Devon

Partnerships: The Group has numerous successful partnerships that provide the bulk of the most effective visits undertaken with in the area.

After a period of under staffing due to the Services re-structure, the Community Safety team is now revisiting partnership arrangements with a view to reinvigorating these from a centralised perspective.

Measures 1-3 Commentary

We have prioritised quality over quantity, concentrating on partners that can give us the best leads such as the NHS Sensory Team.

Wholetime Operational crews are becoming increasingly proactive in identifying and establishing local partnerships.

Home Safety: with the ongoing centralisation of Home Fire Safety Visit delivery there has been a reduction in the number of visits that have been completed. However, effective targeting means that the visits that are undertaken are for high quality referrals and are completed within target timescales.

Other Prevention: the team continues to engage with schools to deliver fire and road safety and arson reduction.

South Devon Group has also worked extensively with partners at various high-profile road safety events, fire pride, recruitment events and assisting the safeguarding team

West Devon

Partnerships: the group have formed partnerships with six home care providers, including the largest provider in the southwest. This particular partnership has already generated in excess of 60 referrals for Home Fire Safety Visits. The Group hope to develop this work further through engagement with a Domiciliary Care Forum which may lead to further partnerships.

West Devon group have also worked closely with individual Livewell teams to raise awareness and increase referrals. They have also met with Derriford Hospital teams to discuss future partnerships. The Group attended the Adult Safeguarding Board meeting to explore more collaborative ways of working and attended an inclusion seminar run by PLUSS (a social enterprise that supports people with disabilities).

West Devon Group's 'Stonehouse Project' was a participatory budgeting initiative focused on the Stonehouse area of Plymouth, this led to 12 community groups receiving support from DSFRS with the allocations decided by the community. These groups included a Dance Academy, a Bike Club and Boxing Gym, and were all focused on reducing anti-social behaviour and deliberate fires within the community. In May all beneficiaries and those who supported the project came to an Evening of Celebration hosted by DSFRS which was also attended by the Lord Mayor of Plymouth and other VIPs. Greenbank Fire Station continues to work with the 12 beneficiaries of the project (three per watch) to ensure a lasting impact on the community.

Home Safety: West Devon have conducted 33 home fire safety visits generation events conducted with 21 further planned. They have carried out 14 talks with diverse groups (elderly, osteoporosis, military vet's, refugees, students, women, dementia and sports clubs).

Other Prevention: The Group have made good progress with its Key Stage one and two school talks completing 49 to date and 41 others booked between now and March 2019. Targeted Key stage three and four schools talks are ongoing.

Junior Life Skills events were held Plymouth in June (attended by 2,500 children), Tavistock in September (attended by 350 children) and the South Hams in October (800 children). The Group have five Phoenix Courses planned during the remainder of this year targeted at young people.

Measures 1-3 Commentary

Additionally Plymouth Fire Cadets 2018 has started, 10 students from across Plymouth working towards a new BTEC qualification.

West Devon supported Armed Forces Day in June, Plymouth Respect Festival in July and Plymouth Pride in August.

North Devon

Partnerships: The Group is working with the local NHS Trust to deliver trigger point training to staff to increase referrals of vulnerable people.

The Community Champion is half way through training North Local Policing Area police officers, specials and police community support officers in trigger point awareness refresher training .

The Group is working with local GP surgeries and flu clinics and using their screens to raise awareness of home fire safety.

North Devon are working with stroke survivor groups to give them information on fire safety within the home following a stroke.

Work is ongoing with Drink Wise Age Well & LGBT Plus groups, targeting communities where social isolation can increase risk; referrals for HFSVs are being generated.

A Watch Manager is now embedded in the Local Authority Community Safety Partnership team to support identification of vulnerable people that may not be visible through other channels.

Home Safety: staff on on-call stations are working through the vulnerable peoples data to ensure they are referred for HFSV.

Other Prevention: schools talks are continuing by utilising advocates and are the Group are still on target to complete all junior schools in North Devon.

999 Academy and Out of the Blue is continuing in both Ilfracombe and Bideford.

West Somerset

Partnerships: the Group are balancing the work of finding new partnerships with maintaining existing ones in a beneficial state. New partners include Arc (formerly Taunton Association for the Homeless), Somerset Care (the largest home care provider in the South West), SHAL Housing Limited (a smaller housing provider for residents with very complex needs) and Somerset Sight (the organisation delivering services in Somerset on behalf of RNIB).

It is equally important to invest time in keeping in touch and providing support to existing partners.

An example of this is the long-standing partnership with the Community Council for Somerset (CCS) who

An example of this is the long-standing partnership with the Community Council for Somerset (CCS) who provide the Village and Community Agents service. The CCS requested the Group meet an elderly couple in Taunton who they had concerns about. The couple in their 90s had lived there all their married lives. During a meeting at their home, our community safety team member identified risks with the gas and electrical services in the home. CCS commissioned and paid for an urgent electrical test and gas safety check. The gas installation was able to be repaired and re-commissioned quickly, but the electrical circuits were in a very poor state and dangerous. A quick meeting was held between the relevant partners and an action plan agreed.

Measures 1-3 Commentary

The Social Worker arranged temporary accommodation for the couple in a care home in Wellington whilst their home was rewired, using some charity funding accessed by CCS. The couple then returned to their home which was safe for them and their visiting home-carers.

Home Safety: wholetime fire station teams in West Somerset continued to generate and deliver HFSVs within their areas (during the phased roll-out of the Technician scheme), reaching over 150 vulnerable households each in Bridgwater and Taunton. Additionally, between May and September (whilst the Technician team was depleted due to leavers and sickness) the Group's Advocates were also asked to help with the backlog of HFSVs, and reached over 150 additional vulnerable families.

The Group are working harder than ever to join up with other agencies to enhance the provision of safety advice and prevention activity.

For example, the Group were asked to come and meet a client who was confined to his house due to disability following a brain injury. The Group carried out a survey of his house with his social worker and identified things which could risk a fire starting and endanger him because of the time it would take him to evacuate at night (assisted by his partner this was estimated at 10 minutes). Charity funding was accessed for an electrician to move electrical sockets into an accessible position, so that appliances could be switched off at the wall at night. The Service also recommended that they create a non-combustible zone around appliances that would be left on, so that growth of a fire would be slow because there would then be nothing for the fire to spread to, giving more time to escape. It was recognised that, because of his specific circumstances and inability to escape quickly, the emphasis was to do everything possible to prevent a fire from starting in the first place and preventing it from spreading, through engineering and advice. In these rare cases, the standard model of smoke alarms and an escape plan are not sufficient.

Other Prevention: a reprioritisation has started in the local engagement work, with the Group focusing on those activities that reap the most benefit in fire risk reduction terms. Wholetime fire station teams and Advocates are being re-briefed on what is expected of them in community safety terms. The Group's Community Safety Team is driving this work by researching 'leads' for the teams.

An example of this is our new partnership with Arc (formerly Taunton Association for the Homeless) who run two large hostels for people experiencing homelessness (one specifically for veterans) plus 14 satellite houses for those in transition to independence. The wholetime fire station teams in Bridgwater and Taunton are being asked to engage with Arc's clients by meeting them where they are, in the hostels and in the satellite houses, and in an informal way talk about lifestyle choices that might put them at risk from fire.

This approach will enable the Service to engage with individuals in a group setting that may be reluctant to invite agencies into their own homes when they move on from Arc.

The teams are also participating in multinational events to make sure that safety messages are reaching everyone, including those from different countries and cultures and those speaking different languages. For example, wholetime fire station teams are attending Taunton Together 2018 and Bridgwater Together 2018, where they will meet people from the Chinese, Indian, Polish and Portuguese communities and many more, to ensure that home fire safety advice is accessible to all. They will also publicise safety advice for small businesses and opportunities to work for DSFRS.

Performance Overview Measures 4 - 6

Measure 4: Fire-related deaths where people work, visit and in vehicles

Status ✘

	Q2 18/19	Q2 17/18	Var.		YTD 2018	YTD 2017	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	2	0	NA	✘	2	1	100.0%	✘	↔	↑
Accidental	2	0	NA	✘	2	1	100.0%	✘	↔	↔
Deliberate	0	0	0.0%	✔	0	0	0.0%	✔	↓	↓

This measure is in exception due to a two fire-related deaths in quarter two of 2018/19. Year-to-date performance is showing slight decline compared to previous year. Rolling three and five-year trends are variable.

The low numbers recorded within this measure should be noted. Even minor fluctuations will lead to dramatic percentage and trend change.

Further information can be found on page 16 of this report.

Measure 5: Fire-related injuries where people work, visit and in vehicles

Status !

	Q2 18/19	Q2 17/18	Var.		YTD 2018	YTD 2017	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	7	7	0.0%	!	15	18	-16.7%	✔	↑	↑
Accidental	5	4	25.0%	✘	9	13	-30.8%	✔	↓	↑
Deliberate	2	3	-33.3%	✔	6	5	20.0%	✘	↑	↑

This measure is variable performance with the reporting quarter showing no change compared to previous year but year-to-date indicating improvement overall, although a slight increase in deliberate fires. Rolling three and five-year trends are negative with the exception of accidental three-year trend.

The low numbers recorded within this measure should be noted. Even minor fluctuations will lead to dramatic percentage and trend change.

Measure 6: Fires where people work, visit and in vehicles

Status ✘

	Q2 18/19	Q2 17/18	Var.		YTD 2018	YTD 2017	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	384	338	13.6%	✘	778	688	13.1%	✘	↑	↓
Accidental	283	241	17.4%	✘	580	504	15.1%	✘	↑	↓
Deliberate	101	97	4.1%	!	198	184	7.6%	!	↑	↑

This measure is in negative exception due to increases in both the current quarter and year-to-date figures. Rolling three-year trends are all showing an increase as is the five-year deliberate fire trend. The rolling five-year trends for total fires and accidental fires are both positive.

Further information can be found on page 17 of this report.

Measures 4-6 Details

Measure 4: Fire-related deaths where people work, visit and in vehicles

Status ✘

	Q2 18/19	Q2 17/18	Var.		YTD 2018	YTD 2017	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	2	0	NA	✘	2	1	100.0%	✘	↔	↑
Accidental	2	0	NA	✘	2	1	100.0%	✘	↔	↔
Deliberate	0	0	0.0%	✓	0	0	0.0%	✓	↓	↓

Why is this an exception?

This measure is in exception due to a two fire-related deaths in quarter two of 2018/19.

Year-to-date performance is showing slight decline compared to previous year. Rolling three and five-year trends are variable.

The low numbers recorded within this measure should be noted. Even minor fluctuations will lead to dramatic percentage and trend change.

Analysis

The two fatalities where people work, visit and in vehicles that were reported in quarter two resulted from separate incidents.

1) Incident one occurred on the 19th July 2018. The victim was a 75-year-old male who died as a result of a tractor fire. A conclusive cause could not be identified due to the extent of damage to the vehicle. However, evidence indicates that the fire was most likely due to a fault in the vehicle. There was a delay to the commencement of fire-fighting action due to vehicle access difficulties.

2) Incident two occurred on the 4th August 2018. The victim was a 78-year-old male who died as a result of a grassland fire developing from an out of control bonfire. Contributory factors included a temporary lack of mobility combined with rapid spread of fire due to strong winds.

Recommendations

No further action at this time.

Measures 4-6 Details

Measure 6: Fires where people work, visit and in vehicles

Status ✘

	Q2 18/19	Q2 17/18	Var.		YTD 2018	YTD 2017	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	384	338	13.6%	✘	778	688	13.1%	✘	↑	↓
Accidental	283	241	17.4%	✘	580	504	15.1%	✘	↑	↓
Deliberate	101	97	4.1%	⚠	198	184	7.6%	⚠	↑	↑

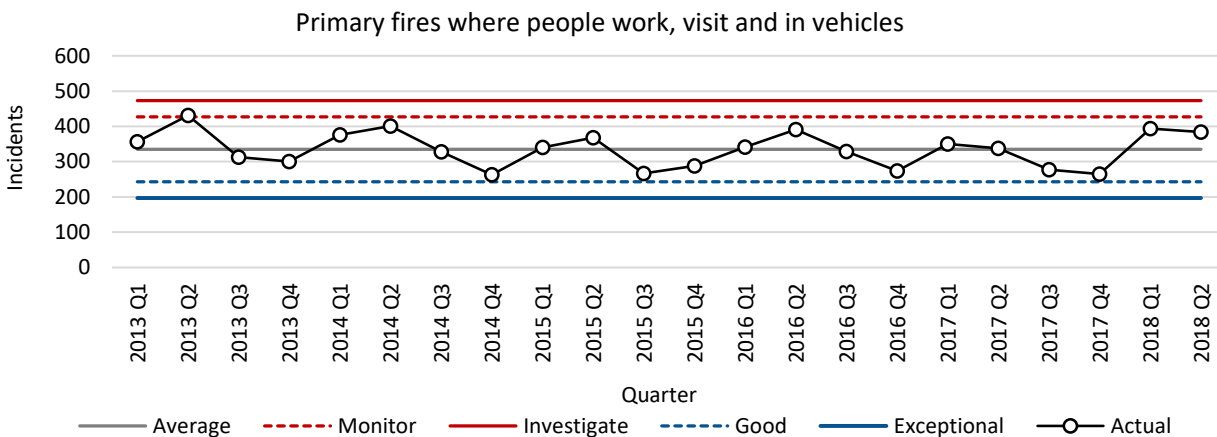
Why is this an exception?

This measure is in negative exception due to increases in both the current quarter and year-to-date figures.

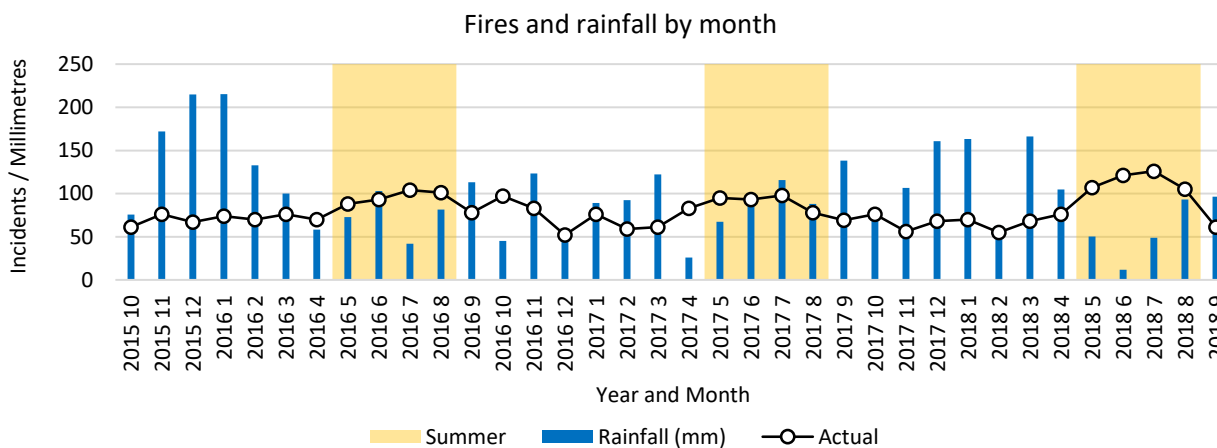
Rolling three-year trends are all showing an increase as is the five-year deliberate fire trend. The rolling five-year trends for total fires and accidental fires are both positive.

Analysis

There has been a slight increase in fires of this type compared to previous year, however, as shown in the chart below, the number of incidents are still within normal levels.



The data fluctuates seasonally, with more fires during the warmer months from May to September. The particularly dry, hot summer experienced this year is likely to have been a factor in the increase in incidents.



Recommendations

No action required at this time. Continue to monitor.

Measures 4-6 Commentary

Community Safety Protection Activities

DSFRS has a statutory obligation to ensure that non-domestic premises and public events are compliant with fire safety regulations. From 01 October 2017 to 30 September 2018 the Service conducted 4,338 fire safety checks, 838 fire safety audits and 8,327 other protection activities to ensure public safety.

Central Operations Update

Primary Authority Scheme: the scheme has been reinforced due to the maturing of relationship with Bourne Leisure and creation of four new partnerships and a further two in the pipeline. Advice given to Bourne Leisure was adopted as national standard by National Fire Chiefs Council (NFCC) and Welsh Fire and Rescue Services.

Legal actions and court cases have resulted in 100% success rate, confirming robust and well led decision making processes are in place.

Training and development of personnel continues to be a key area of focus to ensure that the Service has sufficient capacity and resilience to deliver business safety activities.

A Protection Foundation course (Phase I & II) was concluded in October, with all 15 delegates successfully passing the assessments.

The course has been designed to provide the delegates with knowledge of a wide range of fire safety matters, thereby improving their operational efficiency and effectiveness. It will also enable the delegates to be issued with a statutory level 1 warrant to conduct fire safety checks. Further training courses will be scheduled to develop additional uniformed and non-uniformed personnel in accordance with Service policy and with the intention of establishing a 'business engagement team' using the staff trained.

The Protection Handbook that is provided as a reference to delegates studying on the course is now available on the Service's intranet, and it has also been made available national on the NFCC's website, for other fire and rescue services to use.

Team members have worked on the apprenticeship trailblazer for Business Safety Officers and fire engineering. Completion of this work will allow the Service to access the apprenticeship levy to fund training for our staff.

Process development: the use of a risk based inspection targeting programme from Experian known as Fire Risk Event Data (FRED) is proving successful, with many Groups reporting an increase in fire safety audits resulting in further action. This indicates that the FRED data is supporting business safety teams to focus resources efficiently and effectively.

The email engagement initiative to support Business Safety messages is ongoing, with businesses signing-up to receive regular updates and safety advice.

The introduction of Short Audit inspection process to promote consistency and competency (a key theme of the initial findings of the Dame Judith Hackett review) has been progressed. The user acceptance testing is now complete with the East Devon Group Support Team trialling the process. Evaluation of the results of the trial is underway and it is hoped that the process will now be available across the Service early in the New Year.

Measures 4-6 Commentary

The provision of wireless interlinked smoke detectors (at no cost to DSFRS) to businesses and Houses in Multiple Occupancy where the alternative would have been to prohibit or restrict the use of the premises is continuing. This promotes and supports business and prevents removing residents from their homes while still allowing legal actions to be taken if appropriate.

The central team are currently review the way the Service makes representation to local licencing authorities under the licencing act 2003. The licencing lead for the Service has liaised with several licencing authorities to both understand their needs and ensure a consistent approach across the organisation.

The hope is to streamline the response process to assist both the Service, partner agencies and licensees in managing safer premises.

East Somerset

Business Safety: East Somerset have carried out a targeted inspection programme utilising various data sets and intelligence, partner referrals and complaints. The primary source of information used to shape the inspection program is Fire Risk Event Data (FRED) which has greatly assisted the Group to focus resources at premises with a high likelihood of fire. The information highlighted a number of sleeping risks and licenced premises and the Group has visited these during the last quarter, many of these visits resulted in enforcement or further action.

Effective targeting of Business Safety inspections across East Somerset has produced a number of resource intensive cases where further action has been required. The most high profile of these is a hotel, identified through FRED, which resulted in a Prohibition Notice being issued and potential legal action against the responsible person.

The Group has a current under provision of fully trained legal action officers, but is in the process of developing new staff into this role. This development will also underpin the future work which is likely to come from the Grenfell fire enquiry recommendations.

Good progress has been made with post Grenfell cladding checks which are now in the final stages of completion. From more than 200 premises identified in East Somerset there are now less than 20 to complete and the team will continue to work in this area.

The Group has supported a number of Business Safety engagement activities through Bath & West Show, and Cornish Mutual as well as an event focused on engaging with holiday lettings providers held within the East Somerset Group.

The Group continues to support partners through Safety Advisory Groups in South Somerset and Mendip. This has included events featuring 1980's band A-ha headlining at Yeovil Town FC; and also a number of small music festivals that have been held across the group.

East Devon

Partnerships: East Devon Group's working in partnership with Exeter City Council, East Devon and Mid Devon District Council's Environmental Health Private Sector Housing and Licensing teams has continued throughout the quarter. This work has grown to include working with those responsible for maintaining fire safety in the communal areas of the respective councils own social housing stock. This partnership work has led to direct and indirect intervention in a number of blocks of flats improving the means of escape for a significant number of East Devon residents.

Measures 4-6 Commentary

Local initiatives:

East Devon Group Support has continued to support East Devon District Council with a sterile policy in the council's social housing with joint inspection visits. This work has expanded to include inspections of blocks of flats managed and owned by Private Sector landlords to identify non-compliant fire doors and other means of escape issues.

The East Devon Business Safety Team has supported Exeter City Council in the preparation of their 'Clear and Safe' policy in their social housing blocks. The support of DSFRS at meetings was greatly appreciated in winning the support of local councillors for a change of policy.

The Business Safety Team has attended a number of seminars aimed at providing Private Sector Landlords advice on what fire precautions are necessary in HiMO accommodation.

Inspections programmes:

An inspection programme, based on the FRED data has continued throughout the quarter. The information provided has led to more efficient targeting of premises that have a higher likelihood of fire and many of those visited has resulted in further action or enforcement.

The Group has continued to complete Fire Safety Checks since the previous quarter resulting in a number of Fire Safety Audits. Through our targeted inspections and from responding to complaints from members of the public and concerns raised by other Regulatory bodies Prohibition Notice and Enforcement Notices have been served.

East Devon Group has continued to be involved in a number of significant and high profile Building Regulation Consultations throughout the quarter. These construction projects have included a number of significant student accommodation blocks which have involved complex fire engineered safety strategies. The Group has continued, with support from DSFRS Fire Engineers, to strive for effective and manageable fire safety within the built environment whilst also ensuring adequate measures are in place for firefighters.

Work on inspecting all high rise premises in the group has concluded and further publicly owned premises have been identified for inspection. Information on cladding systems installed across health care and educational premises is still being collated through telephone enquiries and site visits.

South Devon

The Group has seen a slight downward trend in the number Fire Safety Audits (FSAs) completed in the first two quarters of 2018/19, however, there are a number of mitigating factors and this is not a concern at the present time.

High priority prohibition and prosecution work arising from inspections of AirBnB and Houses in Multiple Occupancy are resource intensive and reduce capacity for delivery of FSAs.

FSAs are usually the result of a Fire Safety Check and these have reduced in number slightly due to WT watches summer leave and multiple standby-shifts to Plymouth.

Moving forward the Group have a programme to utilise the fire fighter apprentices who have completed the requisite qualification to carry out simple audits from our inspection list. We are encouraging them to undertake this work for four days a month detached from their new watches where crewing allows. This will ensure these firefighters utilising the skills they have acquired and allows us to cover areas beyond the wholtime stations.

Measures 4-6 Commentary

The Business Safety team are now fully trained to complete Building Regulations Consultations. South and West Devon Group Support Teams have recently carried out peer assessments on their respective teams to quality assure this area of work.

The Group will be contributing to the Torbay Licensing forum which will be attended by all licensed businesses in the area.

Delivery of compliance events is on target. South Devon have also widely publicised successful prosecutions with emphasis on key messages. Evidence from social media indicates that these messages are being received by the business community.

Positive feedback was received from the organiser following a food licencing event the Group contributed to that was attended by over 60 local businesses:

“Many thanks for your valued support and presentations yesterday. It was good to see you.

The feedback was really good –

Did sessions delivered by partner agencies satisfy your training requirements?

‘The fire session was particularly good, informative’

‘Fire Safety book helpful’

‘Especially that given by Fire dept.’”

South Devon are in the process of trialling paperless working; reducing admin work considerably and enhancing data protection. The costs associate with the trial are being funded by money from a successful prosecution.

West Devon

Following the Savage Road Fire in Plymouth the Group have carried out a high profile media & poster campaign regarding the storage of waste in communal areas which is ongoing.

The Group have been targeting delivery of fire safety checks based upon FRED data. The focus for operational crews is to carry out fire safety checks at non-sleeping risk premises and to visit retail, industrial, institutional and licensed premises.

West Devon Group were tasked with prioritising inspections to specific building types as a result of the Grenfell Fire with 385 inspections have been completed to date. Additional work generated Post Grenfell was inspection of premises falling into Medical & Education occupancy. This body of work was in addition to planned inspection strategy and amounted to an extra 250 inspections and was serviced by members of GST and Fire Safety Check Inspectors (Advocates).

The Group has provided expertise to Plymouth City Council Building Control Department in respect of multiple high rise projects (built environment & proposed).

The main inspection focus for Group Support Team personnel will be residential care premises and other commercial premises with sleeping accommodation.

West Devon continue to engage with numerous business groups to support increased awareness and standards in fire safety. An example being delivery of bespoke training to ‘Best Bar None’ accredited

Measures 4-6 Commentary

licenced premises in the Plymouth area developing relationships with businesses through compliance events and engagement activities is key to fostering positive partnerships that will improve fire safety standards.

The group also has a representative on 'Responsible Authority' working group chaired by Plymouth City Council. This led to Business safety activity and DSFRS support to Trading Standards for suspected 'Modern Slavery' concerns within Western Approach area of Plymouth.

West Devon group sit on the Best Bar None Steering Group. The initiative is ongoing with Compliance Events scheduled on a quarterly basis. The overarching objective is to improve safety within licenced premises (including fire safety) and to encourage Plymouth's night time economy.

West Devon have established a working partnership with the Care and Quality Commission (CQC) at local level to the benefit of both organisations. The group have assisted in developing a fire safety toolkit which is issued to regional CQC inspectors which will assist CQC personnel on site during their inspections.

The Group are a statutory attendee on the Safety Advisory Group for Plymouth Argyle FC and Plymouth Albion RFC. In addition to this representatives sit on Event Safety Advisory Groups covering Plymouth, West Devon Borough Council and South Hams. These groups enable relevant information on large events to be shared between agencies to ensure that proceedings run safely and are compliant with regulations. These events include major events such as MTV Crashes 25,000 people, British firework Championships 30,000 people, Armed Forces Day 30,000 people etc.

North Devon

Partnerships: the Group is working with North Devon District Council housing, Torrridge District Council Housing and Environmental Health to ensure common areas of HIMO's are kept clear of combustible materials

Working closely with Torrridge District Council and Police due to possible modern slavery and people being housed in unlicensed Houses in Multiple Occupancy.

During the weekly Police and Fire meeting properties and premises are being identified that have an arson threat against them. The Group are amending the Operational Risk Information System to ensure appropriate response should an incident occur, maintaining firefighter and public safety

Inspection Programmes: working with North Devon District Council Housing and Environmental Health to complete joint inspections of poor quality rented housing stock in the Ilfracombe area is continuing.

West Somerset

The Group's Business Safety Team continues to work in line with Service expectations which is now showing greater numbers of inspection activity leading to formal enforcement action and consideration for prosecution where necessary.

Following a review of wholtime watch commitments, their work expectations and targets have increased to 4 fire safety checks per tour. These are a combination of FRED data led premises and an expansion of targeting fast food premises with accommodation. Targeting areas of Taunton and Bridgwater with a history of low compliance in areas of deprivation.

Measures 4-6 Commentary

Operational crews are supported by a Business Safety Officer, either accompanying to develop staff or located in close proximity to enable a rapid response to fire safety contraventions.

Most recently Local Authority Environmental Health Officers, having seen the progress made to date in identifying and processing non-compliance by this BST, now wish to investigate an expansion to facilitate joint inspection activity.

Availability of business safety advocates and fire safety advisors is limiting the capacity for fire safety checks in On Call stations areas, but it is aimed to recruit further advocates alongside community safety advocates in the last quarter.

Business safety specialist officers continue to carry out statutory consultations for both West and East Somerset groups as they have current staffing challenges. Specialist business safety officers continue to support wholetime watches and advocates through continual development and/or receiving referrals from fire safety checks and also inspecting premises of higher complexity in line with FRED data.

Partnerships with Avon and Somerset Police continue to be improved, with regular meetings to identify premises (subject to the Fire Safety Order), that could indicate low standards of fire safety compliance, but may also have links into Organised Crime Groups (OCG's) and vulnerable persons. continue to support wholetime watches and advocates through continual development and/or receiving referrals from fire safety checks and also inspecting premises of higher complexity in line with FRED data.

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Performance Overview - Measures 7 & 8

Measure 7: Emergency Response Standard - first appliance to fires where people live in 10 minutes ✓

	Q2 18/19	Q2 17/18	% pt. var.	YTD 2018	YTD 2017	% pt. var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	72.2%	69.9%	2.3% ✓	68.9%	69.5%	-0.6% ⚠	↓	↑

This measure is showing generally positive performance. Quarter 2 has seen an improvement of over two percent compared to previous year. Year-to-date performance shows a slight decline.

The negative three year trend does not effect the overall status of this measure but should be monitored.

Measure 8: Emergency Response Standard - first appliance to Road Traffic Collisions in 15 minutes !

	Q2 18/19	Q2 17/18	% pt. var.	YTD 2018	YTD 2017	% pt. var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	76.2%	76.9%	-0.7% ⚠	75.0%	76.6%	-1.6% ✗	↑	↑

Performance in this measure is varied and should be monitored over the coming months.

There has been a slight decline in performance during Q2 2018/19 and year-to-date performance is also slightly worse than previous year. However, three and five-year trends are positive.

Measures 7-8 Commentary

Area Operations Update

Following requests from operational staff the Service has enabled qualified personnel, on a voluntary basis, to simultaneously undertake the role of Officer in Charge and driver to support improved availability of on-call appliances. Previous policy did not allow this and restricted personnel to carry out only one of these roles at an incident.

The change has facilitated improved availability across the organisation. Between the 18th August and 30th September 2018 a total of 256.25 additional hours of availability were provided through this voluntary arrangement, a breakdown by Group can be seen below:

East / West Somerset: 62 hrs

North Devon: 79hrs

South Devon: 62.25hrs

East Devon: 21.5hrs

West Devon: 31.5hrs

Under the former policy maintaining availability at these stations would have cost approximately an additional £4,000.

East Somerset

East Somerset Stations are actively planning crewing availability and identifying development opportunities for staff through appliance driving and incident command which supports appliance availability.

East Somerset are actively engaged in recruitment across the Group to ensure sufficient crewing is maintained. This is targeted to ensure that we recruit candidates who will provide cover at the times when it is most needed, and a workforce that is reflective of the community that we serve. The Group hope to achieve this through actively engaging more with potential female firefighters and those from minority groups.

East Devon

To assist firefighter development, organised modular assessments are taking place and facilitated in Group at training hubs. This is successfully improving timescales for progressing training of Firefighter's in development.

The group proactively approached Eurotech in Exmouth where a serious fire occurred. They have agreed to support staff joining Exmouth on-call to aid response times and improve cover (especially daytimes).

South Devon

For some time crews at Newton Abbot have experienced delays reaching the station due to traffic levels. The firefighters at the station have been supplied the with illuminated "FIRE" signs to display within their vehicles. The Group have worked with support services including Health and Safety, Driver Training, Strategic Analysis and Risk and Insurance to ensure safe use and thorough evaluation of the trial.

Feedback so far has been excellent and the number of complaints received has reduced to zero. On-call availability continues to be challenge due known issues around reliance on goodwill, contracts, remuneration, recruitment and retention combined with the summer leave period. Local arrangements are in place to mitigate, where possible, availability shortfalls. The Group has worked hard to recruit on-call firefighters; 99 are currently in-process or have started 23% of these are female.

Measures 7-8 Commentary

Following a deterioration in availability of the key Paignton and Torquay on-call pumps in November and December 2017 introduced measures outside of normal contractual arrangements to address the problem. For a number of months wholetime firefighters at Paignton have been paid, on a purely ad-hoc basis, for cover given to support availability of the Paignton on-call appliance. This has been as an exception to cover shortfalls in cover unable to be filled by normal means.

Of the four firefighters that undertook this cover, two have subsequently joined the on-call compliment. The remaining two firefighters were unable to undertake a standard on-call contract but were keen to help the station for short periods when needed (typically 10-15 hours per month). This arrangement has proved to be highly efficient and effective in covering specific shortfalls.

In addition to the above approach and ongoing recruitment on-call firefighters; Torquay and Paignton personnel have been paid for extra hours they provide at their on-call hourly rate on a pro-rata basis and additional casual hours are being paid to the wider Torbay on-call crews when extra, essential cover is given.

The Group Commander has recognised the efforts that personnel have made to improving performance and written to all on-call staff involved to acknowledge the positive contribution and encourage continuation.

West Devon

West Devon Group are planning crewing availability at on-call station and closing gaps where possible. The group have identified development opportunities for all staff and offering Command & Control and driving skills where appropriate to improve ERS and support service delivery.

The Group are progressing firefighters in development at an appropriate tempo through to competency to support appliance availability. There is on-going recruitment at Plymstock and across the South Hams to support appliance availability in the near future.

West Devon Group's CAD technicians are positioned at Crownhill Fire Station to support availability of the on-call appliance during the day and additionally Group Support Team staff are utilised to support availability of Plympton Fire Station during normal working hours.

The Group are also supporting response standards through training on-call staff to support the availability of the aerial appliance at Crownhill and encouraging and supporting the use of dual-role.

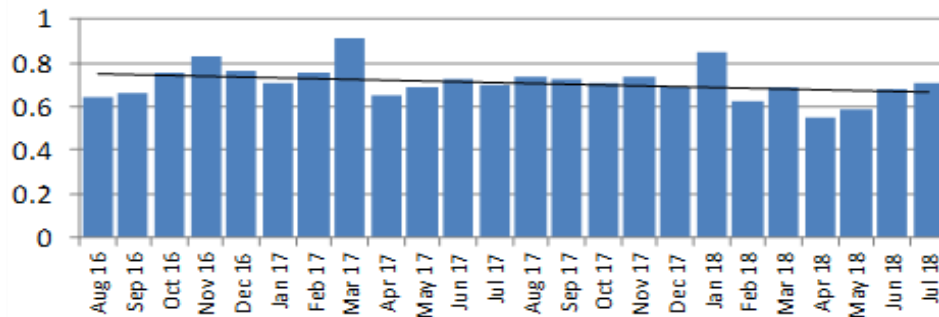
The Group are utilising spare crew within the South Hams cluster of stations to support neighbouring stations (working alongside the Operational Resource Centre) and additionally Kingston Fire station is operating the flexible crewing model.

Performance Overview - Sickness

Priority: Staff Safety - Sickness Rates

Measure Breakdown	Actual Apr-18 to Jul-18	Previous Apr-17 to Jul-17	% Variance
Sickness Rates (All Staff)	2.52	2.75	-8.60%

Average sick days taken per person, per month



Sickness Rates by Post Type Apr-18 to Jul-18	Wholetime Station Based Staff			Wholetime Non-Station Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
Overall Sickness Rate	2.94	2.45	19.6%	1.32	2.91	-54.7%
Days / Shifts Lost	1068.00	881.50	21.2%	256.00	568.00	-54.9%
Sickness Rate - Long Term*	1.88	1.43	31.5%	0.71	2.39	-70.2%
Days / Shifts Lost - Long Term	684.00	513.50	33.2%	138.00	466.00	-70.4%
Sickness Rate - Short Term Cert**	0.45	0.41	7.4%	0.28	0.18	58.1%
Days / Shifts Lost - ST Cert.	162.00	149.00	8.7%	55.00	35.00	57.1%
Sickness Rate - Short Term***	0.61	0.61	0.1%	0.32	0.34	-5.4%
Days / Shifts Lost - ST	222.00	219.00	1.4%	63.00	67.00	-6.0%

Sickness Rates by Post Type Apr-18 to Jul-18	Control			Support Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
Overall Sickness Rate	2.37	2.61	-9.2%	2.72	2.89	-5.7%
Days / Shifts Lost	1324.00	1449.50	-8.7%	681.25	678.05	0.5%
Sickness Rate - Long Term	1.47	1.77	-16.6%	1.78	2.03	-12.1%
Days / Shifts Lost - Long Term	822.00	979.50	-16.1%	446.43	476.50	-6.3%
Sickness Rate - Short Term Cert.	0.28	0.33	-14.6%	0.41	0.28	49.4%
Days / Shifts Lost - ST Cert.	217.00	184.00	17.3%	103.46	65.00	59.2%
Sickness Rate - Short Term	0.32	0.52	-37.1%	0.52	0.58	-9.7%
Days / Shifts Lost - ST	285.00	286.00	-0.3%	131.36	136.55	-3.8%

* Long Term Sickness: >28 Calendar Days

** Short-Term Certified Sickness: 8 to 28 Calendar Days

*** Short Term Sickness: <8 Calendar Days