

Corporate Performance Indicators including On Call System Performance – April to June 2025 (Quarter 1)

Report of the Chief Fire Officer

For further information about this report please contact Simon Hardiman
Chief Fire Officer, on 01743 260201 or Scott Hurford, Area Manager Transformation
& Collaboration, on 01743 260200.

1 Executive Summary

This report presents a summary of the Service's performance from April to June 2025.

2 Recommendations

The Committee is asked to note the report.

3 Performance Review

The Corporate Performance Indicators (CPIs) for 2025/26 (fiscal year) agreed by the Strategy and Resources Committee were:

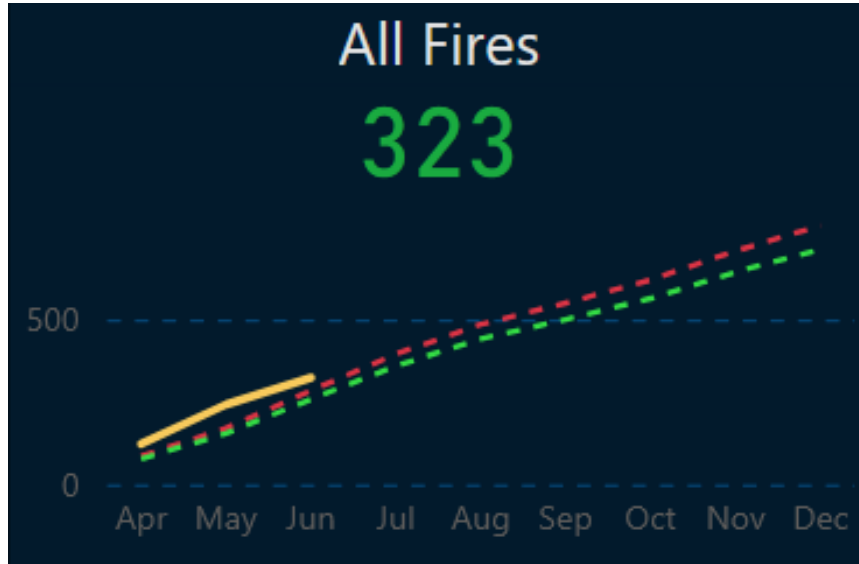
- All fires (CPI 1)
- Accidental dwelling fires (CPI 2)
- Deliberate fires (CPI 3)
- Fire related deaths and serious injuries (CPI 4)
- Fires confined to room of origin (CPI 5)
- Injuries sustained to staff through operational activity (CPI 6)
- Response standard - monitored against 3 categories of Urban, Town & Fringe and Rural. (CPI 7)
- Fires in regulated buildings (CPI 8)
- Diversity, Establishment and Firefighter Competence (CPI 9)

4 Corporate Performance Indicators

The following section provides a breakdown of performance against each of the CPIs

CPI.1 - All Fires – 2025/26 Target: 994 (Tolerance = +/- 5%)

All Fires – 323



Month	Lower	Upper	Monthly Totals	Cumulative
April	77	85	122	122
May	154	170	120	242
June	258	284	81	323

This CPI provides an overview of activity in relation to firefighting activity. The CPI is made up of primary fires such as building fires and vehicles, secondary fires inclusive of grassland and refuse and chimney fires that are categorised separately.

Analysis has shown that when the reporting period is broken down, performance is outside tolerance in April, May and June. This is due to a significant increase in the number of secondary fires attended by the Service which has seen a 22.5% increase in refuse related fires.

In contrast to the rise in secondary fires there has been a significant decrease in the number of primary fires (16.6% reduction) and a small reduction in chimney fires over this period.

Overall increase of fires year to date is 52 fires which equated to an increase of 19.1%. Further information can be found within this report.

CPI. 2 - Accidental Dwelling Fires – 2025/26 Target: 177 (Tolerance = +/- 10%)

Accidental Dwelling Fires – 51



Month	Lower	Upper	Monthly Totals	Cumulative
April	15	19	20	20
May	30	38	20	40
June	46	56	11	51

The first quarter fires show a 3.9% increase in the number of Accidental Dwelling Fires (ADFs) from the same quarter last year (49 in Q1 2024/25, 51 in Q1 2025/26). The most significant difference in the number of fires is seen in June 2025 when fires have decreased from 16 fires last year to 11 fires for the same month. The figures for April and May show a marginal increase in line with previous years statistics.

The top two causes of these fires were misuse of equipment / appliances and articles placed too close to combustibles. Of positive note is that 89.7% of these fires were confined to room of origin and 94.1% had smoke alarms fitted in the property.

Officers recognise that the increase in the cost of living and the impact on vulnerable groups. As such, performance is being closely monitored.

CPI.3 – Deliberate Fires – 2025/26 F/Y Target: 261 (Tolerance = +/- 7%)
Deliberate Fires – 98



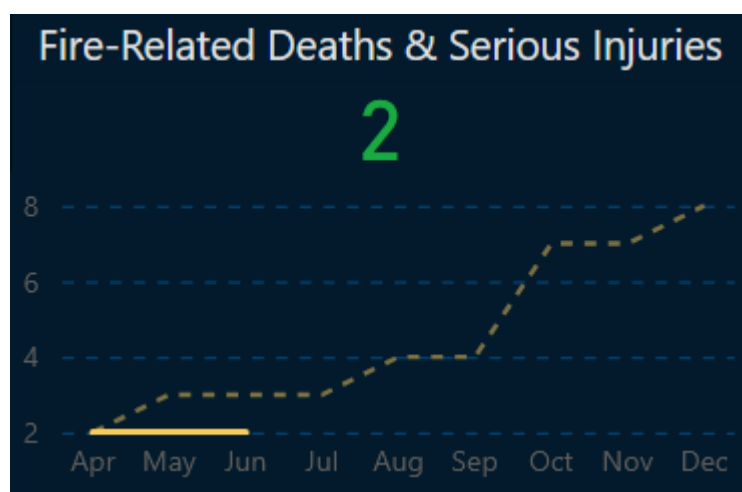
Month	Lower	Upper	Monthly Totals	Cumulative
April	14	16	29	29
May	28	32	40	69
June	53	61	29	98

The cumulative total for the reporting period was 98, a 71.9% increase on the same period last year (41).

In quarter 1 there is an increase in the number of deliberate fires with significant increases seen in months April and May. During June, although there are only small increases, the cumulative quarterly figures were impacted by patterns of arson in Oakengates, Telford and Stoke Heath Prison.

The Prevention Team continues to work with crews and partners to identify hot spots, and the Service's Arson Crime Officers enable close links with Police colleagues to be created with shared intelligence driving activity.

CPI.4 - Fire Related Deaths and Serious Injuries



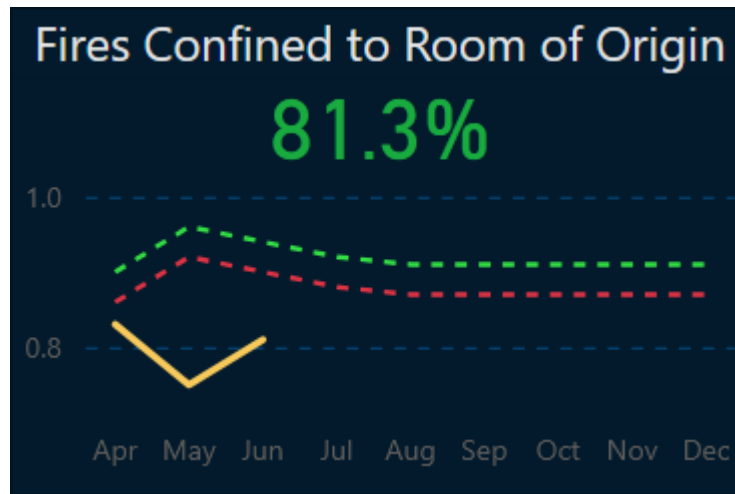
Month	Deaths	Cumulative	Serious Injuries	Cumulative
April	1	0	1	2
May	0	0	0	2
June	0	0	0	2

As agreed at the Strategy and Resources Committee, the statistics for this CPI have been separated to identify the number of serious injuries and the number of fire related deaths.

Unfortunately there has been 1 fire- related death and 1 serious injury this quarter, in April. There has been a total of 2 fire-related deaths and serious injuries year to date which compared to the same period last year of 3 injuries.

When analysing the incident types, all two incidents are recorded as accidental.

CPI.5 - Fires Confined to Room of Origin - Tolerance = +/- 2%
Fires Confined to Room of Origin – cumulative 81.3%



Month	Cumulative
April	87.5%
May	94.0%
June	93.1%

This CPI enables the Service to ascertain how its combined Prevention, Protection and Response capabilities have performed, whilst also allowing for trends to be identified such as building construction, human behaviours, incident types and firefighting tactics.

Performance for the reporting period sees the year-to-date below the target tolerance. Year to date 18.7% of fires have not been confined to room of origin. Of the 9 domestic fires not confined to room of origin this quarter, causes range from cooking (3), combustibles within a wheelie bin (2), Smoking materials (1) items placed to close to space heater (1) and electrical fires (2), .

It is worthy of note that this CPI is vulnerable to variance given the 2% tolerance set and factors such as weather, industrial and agricultural processes and human behaviour all having an influence.

CPI.6 - Injuries Sustained to Staff Through Operational Activity

MONTH	Total number of accidents			2024-25
	2023/24	2024/25	2025/26	RIDDOR
April	0	0	2	0
May	2	1	2	0
June	2	2	4	0
July	1	6		
August	2	0		
September	2	3		
October	0	2		
November	2	1		
December	2	0		
January	4	2		
February	0	3		
March	1	1		
TOTAL	18	21	8	0

The figures provided in the table above show a total of 8 injuries to staff from operational activity during the reporting period, which is in line with the same period last year.

Out of the 8 injuries recorded during Q1, none were RIDDOR reportable due to being below 7-day absence events.

This CPI remains susceptible to variation throughout the year. Every incident is used to inform how the Service's current processes and working practices can be improved. It remains difficult to determine the trajectory at this stage of the reporting period.

CPI.7 - Response Standard- Attendance on average of 85% of occasions



The Response Standard is split into 3 distinct areas, with the aspirations set out below:

- Urban – first fire engine in 10 minutes
- Town and fringe – first fire engine in 15 minutes
- Rural – first fire engine in 20 minutes

At the end of June 2024, the average Response Standard was 94%, which compares to the average Response Standard of 93% achieved at the same period last year.

During Q1 there were 16 occasions where the response standard target was not achieved, 11 in April, 6 in May. There is no overall pattern, half were due to access issues or travel distance.

Reasons for not achieving the target Response Standards in Q1 were:

- Distance to incident – 5 x incidents
- Human error – 1 x incidents
- No commentary- 10 x incidents

The purpose for monitoring performance across the 3 areas is to enable the Service to scrutinise and interrogate data, that will enhance performance through the identification of any trends and allowing for the reallocation of resources across Prevention, Protection and Response.

It is pleasing to report that the combined response average requirement of 85% has been surpassed in all 3 areas, leading to strong performance over the reporting period.

CPI.8 - Fires in Regulated Buildings
Fires in Regulated Buildings – 32

CPI 8 - Fires in Regulated Buildings				
2025/26				
Month	Deliberate	Accidental	Total (Month)	Total (YTD)
April	(1)	(8)	(9)	(9)
2 May	(1)	(12)	(13)	(22)
June	(1)	(9)	(10)	(32)

This CPI enables the Service to scrutinise performance in connection with Protection activity. The breakdown of incident types can be found below:

- April 9 fires, 1 deliberate, 8 accidental
- May 13 fires, 1 deliberate, 12 accidental
- June 10 fires, 1 deliberate, 9 accidental

In Q1 5 out of 32 incidents were reported as agricultural which do not come under The Regulatory Reform (Fire Safety) Order 2005 therefore the total this quarter should be seen as 27. Which is comparable to the same Quarter in the previous year (26).

Officers will continue to monitor this CPI and comparisons in quarterly reporting will be made in future reports.

CPI.9 - Establishment, Diversity and Firefighter Competence

Headcount by sex and ethnicity as of 30 June 2025:

Sex (By post)

	On Call	Wholetime	Non-Uniformed	Fire Control	Total
Female	32 (up 1) 11.14%	17 (down 1) 9.04%	50 (s) 59.52%	21 (up 3) 95.45%	120 20.65%
Male	255 (s) 88.85%	171 (down 2) 90.95%	34 (s) 40.48%	1 (s) 4.54%	461 79.34%
Total	287 (up 1)	188 (down 3)	84 (s)	22 (up 3)	581 (up 1)

Ethnicity (By post)

	On Call	Wholetime	Non-Uniformed	Fire Control	Total
Any Other Ethnic Group	0 (s)	0 (s)	0 (s)	0 (s)	0 (s)
Any Other White	5 (s) 1.74%	2 (s) 1.06%	2 (s) 2.38%	0 (s)	9 (s) 1.55%
Asian/Asian British	1 (s) 0.35%	0 (s)	2 (down 1) 2.38%	0 (s)	3 (down 1) 0.52%
Black or Black British	0 (s)	3 (s) 1.60%	0 (s)	0 (s)	3 (s) 0.52%
Mixed / Other Background	0 (s)	2 (s) 1.06%	0 (s)	0 (s)	2 (s) 0.34%

Sex (By post)

	On Call	Wholetime	Non-Uniformed	Fire Control	Total
Female	32 (up 1) 11.14%	17 (down 1) 9.04%	50 (s) 59.52%	21 (up 3) 95.45%	120 20.65%
Male	255 (s) 88.85%	171 (down 2) 90.95%	34 (s) 40.48%	1 (s) 4.54%	461 79.34%
Total	287 (up 1)	188 (down 3)	84 (s)	22 (up 3)	581 (up 1)

Ethnicity (By post)

	On Call	Wholetime	Non-Uniformed	Fire Control	Total
Any Other Ethnic Group	0 (s)	0 (s)	0 (s)	0 (s)	0 (s)
Any Other White	5 (s) 1.74%	2 (s) 1.06%	2 (s) 2.38%	0 (s)	9 (s) 1.55%
Asian/Asian British	1 (s) 0.35%	0 (s)	2 (down 1) 2.38%	0 (s)	3 (down 1) 0.52%
Black or Black British	0 (s)	3 (s) 1.60%	0 (s)	0 (s)	3 (s) 0.52%
Mixed / Other Background	0 (s)	2 (s) 1.06%	0 (s)	0 (s)	2 (s) 0.34%

	Fire Control	On call	Support Staff	Wholetime
Total Workforce	3.79%	49.40%	14.46%	32.36%

There have been no significant increases in overall staffing levels to date. However, an upcoming on-call recruits course scheduled for July is expected to introduce a number of new employees, which may influence future workforce figures

The number of employees selecting 'Not Stated' for ethnicity has decreased notably. This reduction, coupled with a slight increase in 'Prefer Not to Say' and increase over in other categories, indicates that staff are updating and engaging with their monitoring information—contributing to more complete diversity data.

Competencies

The competency of operational staff remains a critical element in keeping our people and the communities of Shropshire safe. Analysis of core competencies have been carried out and cover the following areas:

Competence Area	Competent (%)	Awaiting Renewal (%)
Breathing Apparatus	91	9
SWAH/Confined Space	91	9
RTC	94	6
Emergency Response Driver Training (ERDT)	96	4
Incident Command (L1 XVR)	87	13
Incident Command (L1 Refresher)	93	7
Rope Rescue Operator	100	0
Water First Responder (W/T) *	100	0
Water First Responder (On-Call) *	100	0
Swiftwater Rescue Technician	98	2
Swiftwater Rescue Technician Boat Operator	100	0
First Responder Emergency Care (FREC) *	100	0

When seeking to understand the data within the table above, further investigation into the reasons for individuals falling out of certification and competency were identified.

This included the fact that individuals may currently be away from the workplace due to long term absence or working modified duties, whilst completing a workup plan to return to full operational capability. Others have courses booked.

It is worthy of note that one individual may also be showing out of competence across a range of competence areas as the areas reported make up core and specialist aspects of the Firefighter role.

5 On Call Duty System Performance

StationName	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Average
Albrighton	84.10%	81.35%	77.95%	78.60%	75.40%	79.46%
Baschurch	88.06%	83.77%	87.99%	86.69%	86.53%	86.59%
Bishops Castle	99.41%	97.18%	98.78%	99.43%	98.62%	98.68%
Bridgnorth	98.68%	99.19%	98.99%	99.63%	94.72%	98.24%
Church Stretton	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cleobury Mortimer	86.49%	80.98%	86.94%	88.91%	81.82%	85.01%
Clun	83.19%	82.73%	89.62%	92.91%	87.23%	87.15%
Craven Arms	91.81%	92.74%	92.33%	90.09%	84.74%	90.32%
Ellesmere	100.00%	97.75%	97.26%	98.56%	98.39%	98.39%
Hodnet	96.18%	86.22%	92.33%	94.49%	88.58%	91.52%
Ludlow	97.12%	91.83%	97.01%	94.83%	96.27%	95.39%
Market Drayton	84.13%	88.17%	89.79%	85.85%	65.79%	82.69%
Minsterley	93.19%	90.32%	95.63%	93.75%	93.41%	93.25%
Much Wenlock	93.02%	94.96%	98.26%	97.35%	98.66%	96.46%
Newport	90.63%	88.31%	71.11%	89.55%	88.74%	85.73%
Oswestry	92.01%	92.17%	92.15%	86.26%	64.62%	85.36%
Prees RDS	75.17%	72.72%	75.49%	76.78%	88.34%	77.73%
Shrewsbury RDS	71.08%	66.70%	55.73%	65.29%	71.17%	66.03%
Tweedale	58.92%	65.05%	71.94%	62.94%	51.31%	61.99%
Wellington RDS	94.90%	93.62%	95.10%	94.09%	93.68%	94.27%
Wem	99.79%	99.76%	98.85%	97.14%	97.98%	98.70%
Whitchurch	96.70%	98.69%	98.47%	96.30%	96.91%	97.41%
Average	89.75%	88.37%	89.17%	89.52%	86.50%	88.65%

It is encouraging to see that on-call availability remains good, with an increase in overall availability on the same period last year. Recent recruitment campaign has been successful with several new staff awaiting competence sign off so they can join their stations.

On-call availability and sustainability remain a high priority for Officers, with work continuing with the on-call sustainability project and the recommendations arising from the work so far.

6 Financial Implications

There are no financial implications arising from this report.

7 Legal Comment

Section 21 of the Fire and Rescue Services Act 2004 provides the statutory authority for the Fire Service National Framework and requires fire and rescue authorities to have regard to the Framework in carrying out their functions. Members should have due regard to the Framework and, in particular, paragraph 2.8 in relation to the publication of performance information:

‘Fire and rescue authorities must make their communities aware of how they can access comparable data and information on their performance’.

8 Equality Impact Assessment

There are no equality or diversity implications arising from this report. An e-EQIA is not, therefore, required.

9 Appendices

There are no appendices attached to this report.

10 Background Papers

There are no background papers associated with this report.