

# FRV Outcomes Report

Quarter 1 July - September 2020/21



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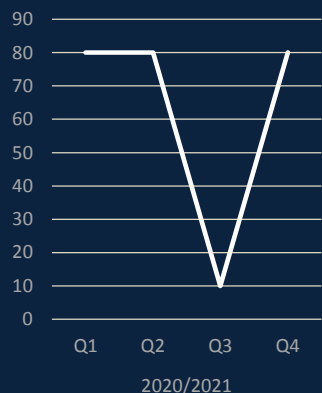
## Quarter 1 July - September 2020/21



Performance Indicator Description		Target	Q1 Result	Trend
<b>Fire Safety</b>				
1	Number of sessions of fire education and risk reduction programs delivered to the community	80	–	
2	Number of hoarding risk referrals (YTD)	60	51	■
3	Number of residential risk referrals (YTD)	30	80	■
4	Number of engagements with Local Government Areas through the Community Safety team	86	68	■
<b>Operations</b>				
5	Total operational fleet availability (YTD)	85%	81%	■
6	Improve containment of structure fires (YTD)	–	–	
7	Percentage of staff with core skills maintenance drills completed (YTD)	95%	97%	■
8	Structure fires (SF) response times within benchmark (YTD)	–	–	
9	Road rescue (RR) response times within benchmark (YTD)	–	–	
10	EMR response times within benchmark (YTD)	–	–	
11	Breakdown of calls attended by type of incident	–	–	
<b>Office of the Fire Rescue Commissioner</b>				
12	FRVSafe: initial investigation within 14 days	100%	87.2%	■
13	FRVSafe: corrective actions implemented within 30 days	100%	99.2%	■
<b>Corporate, Regulations &amp; Strategic Services</b>				
14	Number of stations/work sites visited against schedule (YTD)	85%	–	
15	Workforce turnover - All employees (12 month extrapolated result)	–	3.9%	■
16	Workforce turnover - Firefighters (12 month extrapolated result)	–	2.4%	■
17	Permanent operational staff FTE	–	3,654.0	■
18	Permanent non-operational staff FTE	–	470.1	■
19	Service Level Agreements	–	–	
<b>Operational Training</b>				
20	Percentage of specialist capability staff (Technical Operations skills maintenance completed)	100%	58%	■

### Legend for trending

- ▲ Favourable increase from last period
- ▲ Unfavourable increase from last period
- ▼ Favourable decrease from last period
- ▼ Unfavourable decrease from last period
- No change from last period
- Trend not applicable until quarter 2
- Quarter 1 result and/or target to be finalised in quarter 2



### 1: Number of sessions of fire education and risk reduction programs delivered to the community

Delivery of these programs to the community will influence and reduce the impact of fire in the community. This measure will monitor the number of sessions delivered.

Target

80

Result

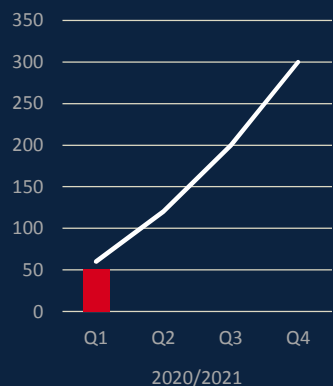
-

#### COMMENTARY

- Delivery of fire education and risk reduction programs has been impacted by COVID-19 restrictions. FRV is unable to deliver these programs currently due to social distancing and school closures.
- The programs will be rolled out to former CFA areas.
- Consultative Committee consultation is pending.
- Bushfire programs will be added (year 2-5).

#### ACTIONS REQUIRED

These fire education programs will be resumed when COVID-19 restrictions are lifted.



### 2: Number of hoarding risk referrals (YTD)

Hoarding risk referrals enable targeted assistance and education within the community which will influence and reduce the impact of fire in the community. This measure will monitor the number of referrals.

Target

60

Result

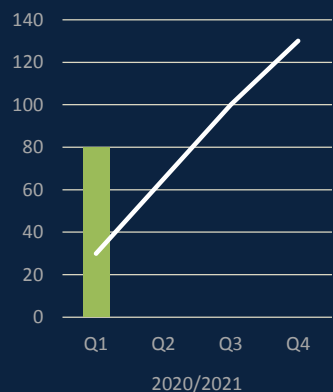
51

#### COMMENTARY

This measure has been impacted by COVID-19 restrictions. There may be a small reduction in reported cases due to the COVID-19 restrictions on people, including firefighters, who normally report.

#### ACTIONS REQUIRED

FRV will continue to process hoarding risk referrals in the broader FRV jurisdiction.



### 3: Number of residential risk referrals (YTD)

Residential risk referrals enable targeted assistance and education within the community which will influence and reduce the impact of fire in the community. This measure will monitor the number of referrals.

Target

30

Result

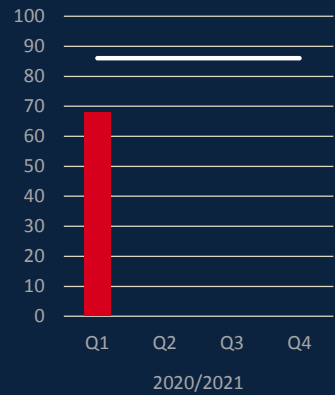
80

#### COMMENTARY

This result is higher than expected. The impact of COVID-19 restrictions on these referrals is difficult to gauge.

#### ACTIONS REQUIRED

FRV will continue to process residential risk referrals in the broader FRV jurisdiction.



#### 4: Number of engagements with Local Government Areas through the Community Safety team

Delivery of these programs to the community will influence and reduce the impact of fire in the community. This measure will monitor the number of sessions delivered.

Target  
**86**

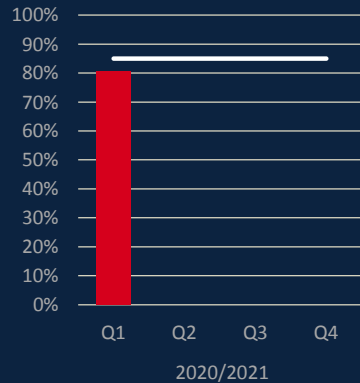
Result  
**68**

#### COMMENTARY

With the introduction of FRV a robust reporting system for this measure has not yet been established. Therefore results may not be complete. We expect a robust reporting system to be in place by Q2 reporting. Most visits have been conducted by Zoom during the COVID-19 restrictions.

#### ACTIONS REQUIRED

Visits in person will resume when COVID-19 restrictions are lifted.



### 5: Total operational fleet availability (YTD)

The objective of this measure is to maintain optimum availability of primary appliances.

Target  
**85%**

Result  
**81%**

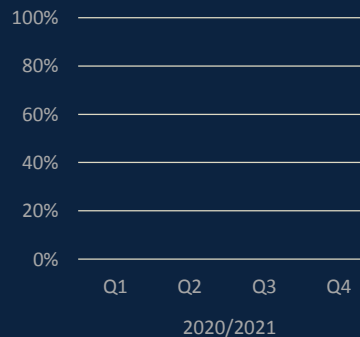
#### COMMENTARY

Fleet unavailability has been impacted by factors including:

- Resources allocated to complete modifications to existing fleet;
- Industrial action in workshops impacting ability for technicians to work on specific appliances;
- Appliances out of commission for warranty repairs;
- High number of unscheduled repairs required on appliances due to ageing fleet.

#### ACTIONS REQUIRED

Further analysis will be conducted over the coming months to determine contributing factors to fleet unavailability and strategies developed to reduce the risk of unavailability reaching a critical level.



### 6: Improve containment of structure fires (YTD)

Department of Justice and Community Safety Budget Paper 3 quality performance measure for Objective 6: Reduce the impact of, and consequences from, natural disasters and other emergencies on people, infrastructure, the economy and the environment.

Target  
**-**

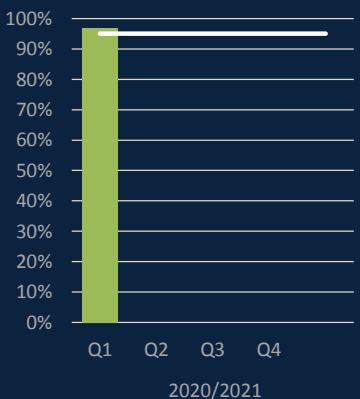
Result  
**-**

#### COMMENTARY

EMV contacted the BI & GIS team and advised that reporting on quarter 1 2020-2021 BP3 measures will not be required this quarter. This is because of the delays to the current Victorian State Budget as a result of the COVID-19 pandemic. With the delayed budget, it is not feasible to provide targets and actuals against a yearly target that has not yet been set for the year. Reporting will be required for future quarters after the Victorian State Budget is released.

#### ACTIONS REQUIRED

FRV will continue to monitor the performance measure.



### 7: Percentage of staff with core skills maintenance drills completed (YTD)

The objective of this measure is to ensure regular firefighting skills maintenance is undertaken at station level.

Target  
**95%**

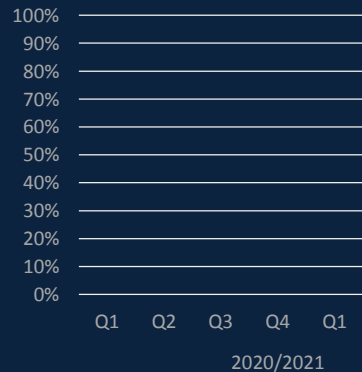
Result  
**97%**

#### COMMENTARY

Operational Commanders can view progress reports for their stations throughout the month. If reporting has not been completed they are able to prompt the OIC to update the skills maintenance database. This quarter has seen good performance in station core skills maintenance drills. This has been driven by Station Officers and District Commanders to achieve continuous improvement.

#### ACTIONS REQUIRED

District Operational Shift Commanders to continue engagement with OICs by providing further clarity on the importance of drills being completed to the expected standards.



### 8: Structure Fires (SF) response times within benchmark (YTD)

Department of Justice and Community Safety Budget Paper 3 timeliness performance measure for Objective 6: Reduce the impact of, and consequences from, natural disasters and other emergencies on people, infrastructure, the economy and the environment.

Target  
0%

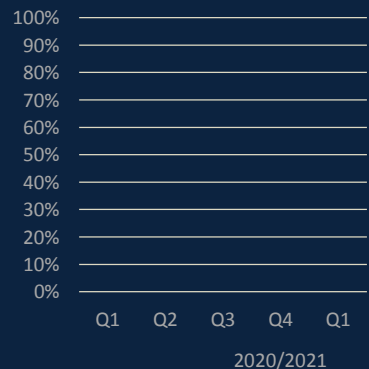
Result

#### COMMENTARY

EMV contacted the BI & GIS team and advised that reporting on quarter 1 2020-2021 BP3 measures will not be required this quarter. This is because of the delays to the current Victorian State Budget as a result of the COVID-19 pandemic. With the delayed budget, it is not feasible to provide targets and actuals against a yearly target that has not yet been set for the year. Reporting will be required for future quarters after the Victorian State Budget is released.

#### ACTIONS REQUIRED

FRV will continue to monitor the performance measure.



### 9: Road Rescue (RR) response times within benchmark (YTD)

Department of Justice and Community Safety Budget Paper 3 timeliness performance measure for Objective 6: Reduce the impact of, and consequences from, natural disasters and other emergencies on people, infrastructure, the economy and the environment.

Target

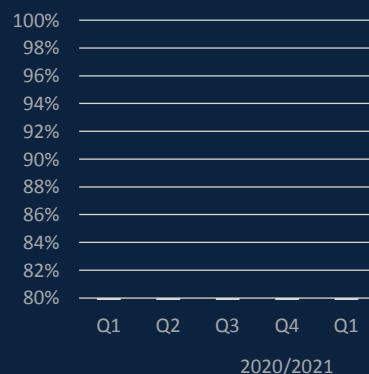
Result

#### COMMENTARY

EMV contacted the BI & GIS team and advised that reporting on quarter 1 2020-2021 BP3 measures will not be required this quarter. This is because of the delays to the current Victorian State Budget as a result of the COVID-19 pandemic. With the delayed budget, it is not feasible to provide targets and actuals against a yearly target that has not yet been set for the year. Reporting will be required for future quarters after the Victorian State Budget is released.

#### ACTIONS REQUIRED

FRV will continue to monitor the performance measure.



### 10: EMR response times within benchmark (YTD)

Department of Justice and Community Safety Budget Paper 3 timeliness performance measure for Objective 6: Reduce the impact of, and consequences from, natural disasters and other emergencies on people, infrastructure, the economy and the environment.

Target

Result

#### COMMENTARY

EMV contacted the BI & GIS team and advised that reporting on quarter 1 2020-2021 BP3 measures will not be required this quarter. This is because of the delays to the current Victorian State Budget as a result of the COVID-19 pandemic. With the delayed budget, it is not feasible to provide targets and actuals against a yearly target that has not yet been set for the year. Reporting will be required for future quarters after the Victorian State Budget is released.

#### ACTIONS REQUIRED

FRV will continue to monitor the performance measure.



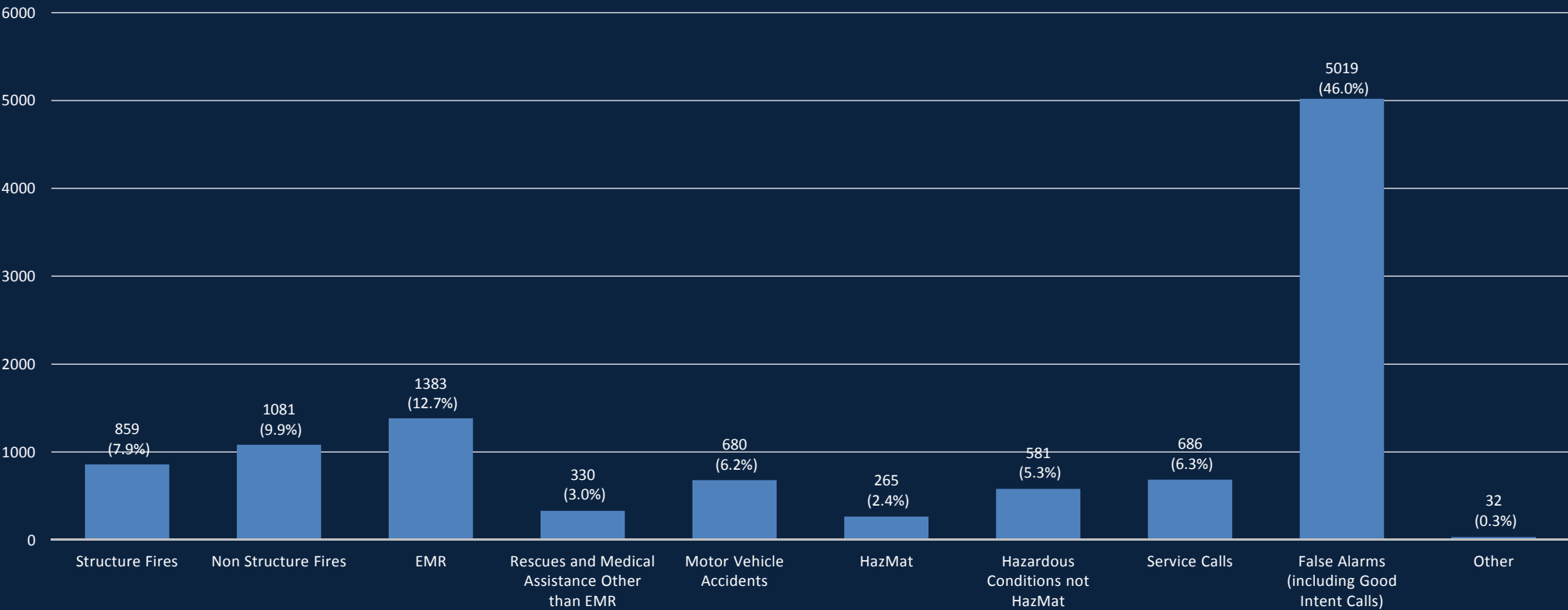
11: Breakdown of calls attended by type of incident

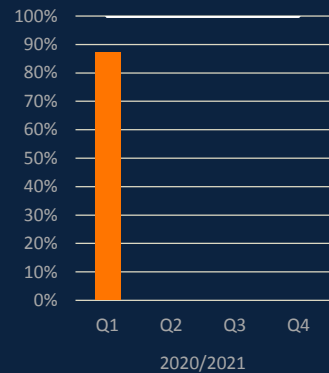
The objective of this metric is to show the number of incidents attended by FRV for the period of 1 July - 30 September 2020 .

COMMENTARY

FRV has continued to deliver a wide range of services to Victorian communities in Q1 2020/21. Responses to False Alarms including good intent calls comprise almost half of FRV’s total call volume in Q1. This is followed by Emergency medical service with 13%. All fire incidents including Non-structure and Structure fires represent just under 20% of total call volume in Q1.

Number of incidents by incident type: Q1 2020/21





### 12: FRVSafe: initial investigation within 14 days

This measure is an indicator of how quickly incidents are opened in FRVSafe, once reported. The objective of this measure is to optimise the process of hazard risk remediation.

Target

**100%**

Result

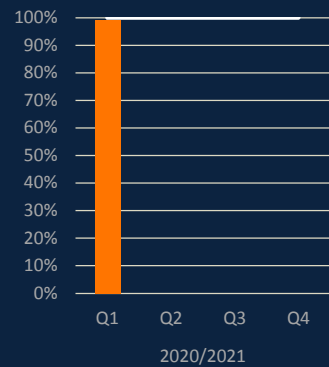
**87.2%**

#### COMMENTARY

The Q1 result is 87.2%. This is an impressive result considering the high volume of FRVSafe reports generated in this period (1140) - mostly due to 5th and 4th Alarm Structure Fire events – and the increase in personnel following the formation of FRV. This result was mainly affected by FRVSafe software access and email notification issues experienced by former CFA personnel. Work, Health and Safety (WHS) Advisors have mitigated these issues as best they can by ensuring those responsible for addressing reports are being notified in person.

#### ACTIONS REQUIRED

FRVSafe access and notification issues are yet to be resolved so it is expected that WHS Advisors will continue the process of manually notifying relevant personnel that action is required. These network issues are currently being addressed by the ICT department.



### 13: FRVSafe: corrective actions implemented within 30 days

This measure is an indicator of how quickly incidents are closed out of FRVSafe. The objective of this measure is to optimise the process of hazard risk remediation.

Target

**100%**

Result

**99.2%**

#### COMMENTARY

The Q1 result is 99.2%. This is an outstanding result considering the volume of reports generated (1140) and the challenges FRV has faced during this early transition period.

#### ACTIONS REQUIRED

No corrective actions are required for this activity. WHS Advisors will continue to work with managers to ensure effective mitigation strategies are implemented in a timely manner.





### 14: Number of stations/work sites visited against schedule (YTD)

Conversations in the Mess is designed to formalise leadership commitment to improving engagement within FRV. It is comprised of visits to stations and work sites aimed at promoting awareness and improving relationships using a proactive leadership and a mutual learning approach.

Target

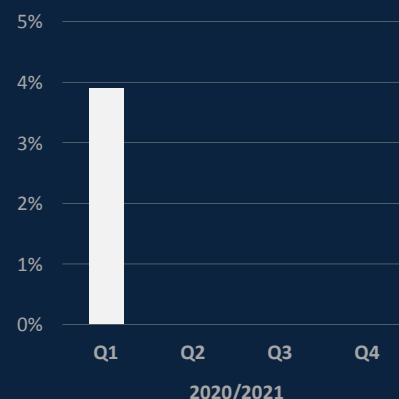
Result

#### COMMENTARY

The Conversations in the Mess program is postponed due to COVID-19 restrictions.

#### ACTIONS REQUIRED

No action required.



### 15: Workforce turnover - All employees (12 month extrapolated result)

The purpose of this measure is to monitor separations for the whole of the organisation to assist in identifying issues relating to the workplace culture and capability.

Target

Result

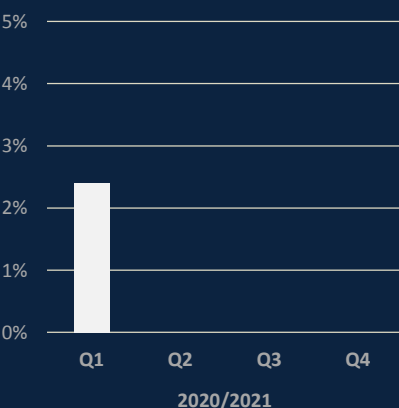
3.9%

#### COMMENTARY

For the first quarter a total of 38 employees separated from the organisation. When extrapolated to the full year we would achieve a 3.9% turnover. For the first quarter there were 22 operational separations and Corporate and Technical had 16 separations with 7 former CFA and 9 former MFB.

#### ACTIONS REQUIRED

A benchmark has not been finalised for this financial year due to a lack of historical data for FRV. With less separations than modelled for financial year 2019/20, will potentially lead to larger numbers exiting FRV in 2020/21. Data is currently being modelled and a benchmark will be in place by quarter two.



### 16: Workforce turnover – Firefighters (12 month extrapolated result)

The purpose of this measure is to monitor reasons for operational separations to assist in identifying issues in workplace capability.

Target

Result

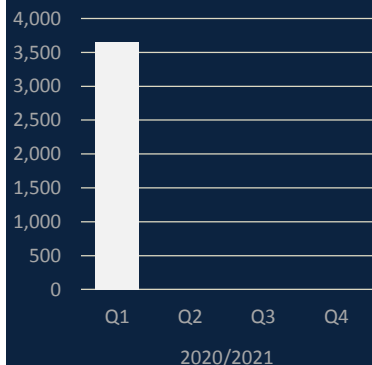
2.4%

#### COMMENTARY

For the first quarter there were 22 operational separations with 13 from former MFB and 9 from former CFA. Of the 22, there were 16 separations each with over 20 years of service. When extrapolated to the full year the indication is a 2.4% turnover rate.

#### ACTIONS REQUIRED

A benchmark has not been finalised for this financial year due to a lack of historical data for FRV. With less separations than modelled for financial year 2019/20, will potentially lead to larger numbers exiting FRV in 2020/21. Data is currently being modelled and a benchmark will be in place by quarter two.



### 17: Permanent operational staff FTE

Department of Justice and Community Safety Budget Paper 3 quantity performance measure for Objective 6: Reduce the impact of, and consequences from, natural disasters and other emergencies on people, infrastructure, the economy and the environment. This measure monitors permanent operational positions against funded positions.

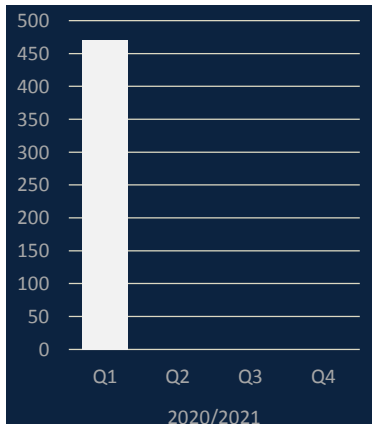
Target	Result
	3,654.0

#### COMMENTARY

EMV contacted the BI & GIS team and advised that reporting on quarter 1 2020-2021 BP3 measures will not be required this quarter. This is because of the delays to the current Victorian State Budget as a result of the COVID-19 pandemic. With the delayed budget, it is not feasible to provide targets and actuals against a yearly target that has not yet been set for the year. Reporting will be required for future quarters after the Victorian State Budget is released. The proposed BP3 target is 3,628 FTE. FRV is comprised of 2,114 former MFB and 1,540 former CFA Operational Firefighters.

#### ACTIONS REQUIRED

No action required.



### 18: Permanent non-operational staff FTE

Department of Justice and Community Safety Budget Paper 3 quantity performance measure for Objective 6: Reduce the impact of, and consequences from, natural disasters and other emergencies on people, infrastructure, the economy and the environment. This measure monitors permanent corporate positions against funded positions.

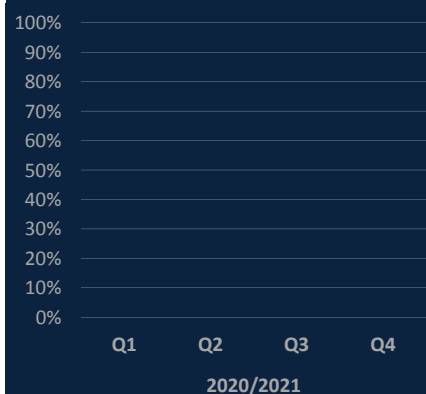
Target	Result
	470.1

#### COMMENTARY

EMV contacted the BI & GIS team and advised that reporting on quarter 1 2020-2021 BP3 measures will not be required this quarter. This is because of the delays to the current Victorian State Budget as a result of the COVID-19 pandemic. With the delayed budget, it is not feasible to provide targets and actuals against a yearly target that has not yet been set for the year. Reporting will be required for future quarters after the Victorian State Budget is released. The proposed BP3 target is 598 FTE. FRV is comprised of 368.1 former MFB and 102 former CFA corporate employees.

#### ACTIONS REQUIRED

No action required.



### 19: Service Level Agreements

This measure monitors the implementation progress of Operations Service Level Agreements (SLAs) and the Corporate Memorandum of Understanding (MOU) providing operational and management support to the CFA, both of which shall be completed by 30 June 2021.

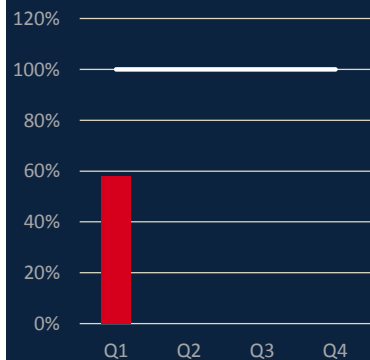
Target	Result

#### COMMENTARY

A process for tracking and reporting on the implementation status of SLAs and the MOU is under development, and a result is expected from Q2.

#### ACTIONS REQUIRED

No action required.



### 20: Percentage of specialist capability staff (Technical Operations skills maintenance completed)

The objective of this measure is to ensure adequate numbers of trained specialists are available to maintain operational capability (% of specialist capability against agreed optimal number).

Target

**100%**

Result

**58%**

#### COMMENTARY

Technical Operations have implemented a three year training plan across all specialist capability groups with the forecast to progressively meet the trigger numbers by the end of 2021. Courses have been scheduled in line with the Technical Skills Capability Planner that lists the active numbers of qualifications and forecasts numbers of specialist operators required for the next five years.

In this quarter, due to COVID-19 and state lockdown restrictions, a number of scheduled courses in Technical Operations were postponed.

#### ACTIONS REQUIRED

With the establishment of Fire Rescue Victoria, Technical Operations are working with all stakeholders to develop a program of works to ensure service delivery across the state and ensure all specialist operators are appropriately trained and equipped. There are three sub-committees working to identify risks and develop strategies.