

## **Report of the Head of Corporate Services**

### **6. 2016-17 Performance Report: Quarter 1 and Quarter 2**

#### **Purpose of report**

1. This report is a summary of the Service's Quarter 1 and Quarter 2 (Q1 and Q2) performance against a comprehensive set of Performance Indicators agreed by the Senior Management Board (SMB).
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#### **Recommendations**

*It is recommended that Members note the following headlines drawn from Appendix 1 relating to performance in Quarter 1 and Quarter 2, 2016-17:*

- i) *A total of 3,603 incidents were attended in Q1 and Q2, an increase of 7.5% (251 incidents) over the same period in 2015-16, and 5.3% (180 incidents) higher than the average for the last five years.*
- ii) *The majority of the increase in Q1 and Q2 is accounted for by a rise in the numbers of Special Service and False Alarm incidents, while the number of Fire incidents was down:*
  - a. *Special Services: there was an increase of 83 incidents over the six month period. This is predominantly accounted for by increases in the number of animal assistance incidents (22 incidents), and Other Special Services such as, lift rescues, spills and leaks (non-RTC), provision of advice and assisting other agencies (48 incidents).*
  - b. *False Alarms: there was an increase of 187 incidents over the six month period in all types of False Alarm incidents. This is mainly because of an increase in automatic activations of inbuilt fire alarms systems (144 incidents), of which 94 of these incidents were to known life risk type premises.*
  - c. *Fires: a decrease of 19 incidents for this period over the previous year is largely accounted for by a fall in the number of Secondary Fires (down by 42 incidents) with fewer outdoor fires in a wetter than usual late spring/early summer period.*
- iii) *The number of Fires, Special Service and False Alarm incidents has stayed relatively consistent over the last 5 years.*

- iv) ***Overall Staff Sickness levels are 1.52 days lost per head, which remains within tolerance levels set (see para. 3 below) for Quarter 1 and 2 and below the five-year average of 1.63 days.***
- v) ***The Service attended 62.5% (320 incidents) of Building Fires within 10 minutes in Q1 and Q2 compared with 57.0% in the same period in 2015-16. The average time for the first fire appliance attendance at all building fires was slightly over the ten minute target at ten minutes and seventeen seconds.***
- vi) ***The overall availability of the first On-Call (Retained) fire appliance remains high at 91.1%, however this did decrease by 3.0% compared to the same period in 2015-16.***

## **Introduction**

2. The Service gathers data on a range of Performance Indicators covering response and prevention activity, absence management and on-call (retained) availability. This is reported on a quarterly basis to the Policy and Resources Committee and SMB. The report includes commentary of any changes compared to the previous year and discussion of any exceptions to expected performance.

## **Tolerance Levels**

3. Each Performance Indicator is tested against tolerance levels anticipated for the year, based on the average of the same Quarter over the three previous years. The tolerance levels provide a range between which performance is expected to fluctuate, and are generally 10% above and below the average levels for each specific indicator.
4. Five indicators were out of tolerance at the end of Quarter 2, 2016-17: Total incidents, Primary Fires, False Alarms, Non-uniform Staff Sickness and the percentage of Building Fires attended by the first fire appliance within 10 minutes of the time of call. These indicators are analysed in more detail in Appendix 1, together with an overview of operational activity and an analysis of Retained appliance availability.

## **Quarter 1 and Quarter 2 Performance**

5. Quarter 1 and Quarter 2 saw a 7.5% increase in the total number of incidents attended by the Service compared to the same period last year, however the number of overall incidents attended in Q1 and Q2 has been relatively consistent over the last five years.
6. In terms of Fires, there were 29 more Primary Fires and 7 more Chimney Fires over the six month period in Q1 and Q2 compared to the same period last year. The number of Building Fires, which form the largest proportion of Primary Fires, was 320, an increase of 13 incidents over the same period in 2105/16. Within the figures, an increase in the number of

prison cell fires at one particular location was noted and Community Risk officers are working with prison service colleagues in an attempt to reduce the number of these incidents. There were no fatalities in Primary Fires during this period. The majority of the increase in Chimney Fires (24 of the 34 incidents) occurred during April, which was unseasonably cooler than normal. Secondary Fires, particularly Grassland, Woodland and Crop Fires, were down by 42 incidents in Q1 and Q2 largely because of a cooler and wetter late spring/early summer period.

7. The number of Special Service incidents (emergency incidents that are not fire related) in Q1 and Q2 increased by 83 incidents compared to the same period in 2015-16, taking Q1 and Q2 5.4% higher than the 5-year average. There were 5 more Road Traffic Collisions, the majority of these incident involved making the vehicle and/or scene safe. The Service attended 8 fatalities in RTC incidents during Quarter 1 and Quarter 2. Flooding incidents increased from 27 in Q1 and Q2 of 2015-16 to 34 in Q1 and Q2 of 2016-17. Animal assistance incidents also increased from 50 to 72.
8. There was an increase in the number of incidents that result in a False Alarm categorisation in Q1 and Q2, with 187 more incidents over the six month period compared to the same period in 2015-16. 55% of these incidents involved 'life risk' premises, such as residential properties, sheltered housing, hospitals, hotels, nursing homes, prisons etc. Calls to 'life risk' premises that result in a false alarm categorisation are mainly accounted for by faults on system or cooking related incidents between the hours of 8am-6pm (67.3%).
9. The number of days lost to sickness absence for all staff remains within tolerance levels (see para. 3 above) and continues to compare favorably with others, including Herefordshire Council and Worcestershire County Council on all staff sickness levels.
10. The percentage of Building Fires attended within 10 minutes by the first fire appliance was 62.5% during Q1 and Q2, an increase of 5.5% compared to the same period in 2015-16, but continues to remain below the 75% stretch target set in the Service's Attendance Standard. The average attendance time at all building fires is slightly above ten minutes (10 minutes and 17 seconds).
11. The availability of the first On-Call (Retained) fire appliance decreased slightly by 3.0% to 91.1% in Q1 and Q2 compared to Q1 of 2015-16. Within this, On-Call crews at Ross-on-Wye fire station maintained 100% availability in Q1 and Q2.

## Conclusion/Summary

12. Further detail and analysis regarding the above headlines for performance in Quarter 1 and Quarter 2 of 2016-17 is included in Appendix 1.
13. The Senior Management Board will continue to receive reports based on the measures the Service is taking to stay within tolerance levels. Where improvements are required any necessary action will be reported to the Policy and Resources Committee.

## Corporate Considerations

<b>Resource Implications</b> (identify any financial, legal, property or human resources issues)	None at present
<b>Strategic Policy Links</b> (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications).	The areas included link with the Fire Authority Annual Report and the strategic objectives of the Service.
<b>Risk Management / Health &amp; Safety</b> (identify any risks, the proposed control measures and risk evaluation scores).	None
<b>Consultation</b> (identify any public or other consultation that has been carried out on this matter)	None
<b>Equalities</b> (has an Equalities Impact Assessment been completed? If not, why not?)	No, the report concerns operational activity and other areas of general performance, but not from an equalities viewpoint.

## Supporting Information

Appendix 1 – Fire Authority 2016-17 Performance Report: Quarter 1 and Quarter 2

Appendix 2 – HWFRS Community Risk Activity: Quarter 1 and Quarter 2

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