

## Report of the Assistant Director: Prevention

### 2022-23 Performance Report: Q2 (01 July – 30 September 2022)

#### Purpose of report

1. This report summarises the Service's performance for Quarter 2, 2022-23.
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#### Recommendation

***It is recommended that Fire Authority note the Q2 2022-23 performance headlines set out in Section 4 of this report, with further details available in Appendix 1.***

#### Introduction and Background

2. The Service gathers performance data relating to incidents attended and activities carried out, and reports to the Policy and Resources Committee and the Strategic Leadership Board on a quarterly basis. The Q2 2022-23 Performance Report is attached as Appendix 1, and provides information on overall incident numbers, Prevention, Protection and Response activities and an overview of the Service workforce. A cumulative summary of performance is reported separately in the Annual Service Review.
3. The Performance Report relates closely to the Prevention, Protection and Response strategies as well as the Community Risk Management Plan 2021-25.

#### Incident Overview

4. A total of 2,475 incidents were attended in Q2 2022-23, an increase of 24% on Q2 2021-22, and close to the five year average of 2,015 incidents. More context is provided later in the report however analysis shows the following:

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|-------------------------|--|
| 803<br>Fires attended   | An increase of 72% over Q2 2021-22, this is mainly due to the vast increase in outdoor fires which we examine further on, and higher than the five-year average of 543 per Q2. |
| 595<br>Special Services | A small increase of 5% over Q2 2021-22, this figure reached the same level as Q2 2019-20 (594 incidents) prior to the pandemic.  |
| 1077<br>False Alarms    | An increase of 12% over Q2 2021-22, and slightly above the five-year average of 950 per Q2.  |

## **Prevention**

5. 1,328 Home Fire Safety Visits (HFSV) were completed in Q2 2022-23, a 36% increase over the same period in Q2 2021-22, which reflects the commitment to increase our Prevention activity. Out of 1,328 HFSVs, 477 were delivered by Prevention technicians, 849 were delivered by Wholetime and 2 were delivered by On Call crews. HFSVs are targeted at those at greater risk of fire based on data and analysis as outlined in the Prevention Strategy. Trends are monitored on a monthly basis and fed into adjusting and focusing prevention activity as required.

## **Protection**

6. The Service continues to conduct the Risk Based Inspection Programme (RBIP) of business premises. In Q2 2022-23, 208 inspections were completed compared to 277 in Q2 2021-22. Operational staff are also being trained to gain Level 3 Certificates in Fire Safety, which will increase capacity to carry out formal inspections from 2022-23 onwards providing recommendations as to how to reduce the risk of fire. The decrease in Q2 2022-23 RBIP figures in comparison to last year was mainly caused by Fire Safety (Protection) Department staff providing training and supervision to operational staff, enforcement activity, internal training and the temporary promotion of two Fire Safety Inspectors. Support for the RBIP has been implemented and the Fire Safety (Protection) Department remain on track to deliver their annual target of 1000 Fire Safety inspections in 2022/23.
7. All fires in commercial premises are subject to a Post Fire Audit, and the number of audits has decreased from 42 to 39 in Q2 2022-23, when compared to Q2 2021-22. Total Enforcement Activities have increased from 8 to 34 in Q2 2022-23, when compared to Q2 2021-22. This increase reflects the improved access to premises for Fire Safety inspectors due to the lifting of COVID-19 lockdown restrictions in place last year.
8. New building safety legislation has also been introduced, and the department is proactively identifying business leads to highlight their fire safety responsibilities and offer support and signposting to other assistance where needed.

## **Response**

### Fires

9. The numbers of Primary Fires attended in Q2 2022-23 were up by 26%, and Secondary Fires were up by 123% over the same period in Q2 2021-22. While the number of Primary Fires rose to 312, this was due to an increase in all three different categories of Primary Fires. During this timeframe there was unfortunately 1 life lost, due to an aircraft accident. No victims where an injury appeared serious went to hospital. 78.72% of the Primary Building Fires were classified as accidental and most of them started in the kitchen area

(35.46%). A high proportion of these fires occurred in houses of a single occupancy (15.5%) with the person over pensionable age (8.5%) and under pensionable age (7%). This information is fed back into the Prevention and Protection departments to further focus relevant activity and for trend analysis.

10. There were 20 incidents in Q2 2022-23 where more than 5 pumps attended, i.e., 16 primary fires, 2 special services and 2 false alarms.
11. There was a 123% increase to 488 Secondary Fires from 219 in comparison to Q2 2021-22. During July and August UK were subject to extreme weather conditions, reaching 34.2 °C in some areas, which had a massive impact on the number of Outdoor Fires.

#### Road Traffic Collisions

12. In terms of Road Traffic Collisions (RTCs), there were 159 incidents during the quarter, a 6% decrease compared to Q2 2021-22. Prior to the pandemic, 173 RTCs were recorded in Q2 2019-20, so there is an overall slightly downward trend over the last five years.
13. Overall, there were 5 fatalities and 20 serious injuries in the RTCs attended by the Service. This is slightly higher than Q2 2021-22. Information related to RTCs is fed into the Response and Prevention directorates for review and to inform future training and awareness activities.

#### Attendance Performance Measure

14. In Q2 2022-23 the Service attended 137 Primary Building Fires. The average attendance time increased from 10 minutes 57 seconds recorded in Q2 2021-22 to 11 minutes 51 seconds in Q2 2022-23. This was largely due to travel distance to the incidents. In addition, there was an increase of 15 seconds in call handling. There was a reduction of 39 seconds for turnout time during Q2 2022-23 from 03:29 in Q2 2021-22 to 02:50 in Q2 2022-23.
15. Out of 137 examined Primary Building Fires, 81 incidents reported that the attendance performance measure was not met. The main reasons given were travel distance (69 incidents) and turn in time (36 incidents). Attendance Performance consultation has now ceased in September 2022 and Service is currently waiting for the feedback report from the independent provider.

#### On Call Appliance Availability

16. The First On-Call appliance availability fell to 80.55% during the quarter, down from 83.66% in the same quarter of 2021-22. Availability for all On-Call appliances fell to 69.52%. However, for the first On-Call appliance 56% of fire stations (14 stations) remained at over 85% availability. Ross-on-Wye continued to have the highest availability of 100%. Since Q2 of the previous year the main differences were Hereford whose availability dropped by 32.95%, Upton upon Severn, Bromsgrove, Pebworth, Pershore and Wyre Forest stations also dropped by 10% or more. Tenbury Wells and Worcester stations increased to above 90%. The Service continues to identify

recruitment opportunities to support availability of On Call units. The recent launch of the Marketing & Recruitment project will provide a data driven targeted approach to recruitment in the hard to reach areas of the Service.

## **People**

17. In terms of workforce diversity, the proportion of female employees has stayed at 18% of the workforce, the same as Q2 2021-22. There has been a slight decrease of 1% in the ethnic minority representation in the workforce since Q2 2021-22, and it is currently at 6%. The Service continues to closely monitor equality and employment trends. The Service is currently recruiting an Inclusion & Organisational Development Manager role. This post will be key in designing and delivering strategies to address under-representation in various parts of the Service, and will work closely with departments and the Resourcing Manager to develop better diversity outcomes.
18. The most common reasons for absence this quarter were Respiratory – Other, Mental Health – Stress, and Respiratory - Cold/Cough/Influenza. This is likely due to COVID-19 related sickness absence resulting in short-term absences. These figures and trends are monitored by the Health & Safety Committee who meets on a quarterly basis to ensure the safety and wellbeing of employees.

## **Conclusion/Summary**

19. Further information on the headlines set out above is included in Appendix 1.
20. The Strategic Leadership Board will continue to receive performance reports and oversight of the measures being taken to address any issues arising. Where improvements are required any necessary action will be reported to the Policy and Resources Committee.

## Corporate Considerations

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| <b>Resource Implications</b><br>(identify any financial, legal, property or human resources issues)   | None at present.  |
| <b>Strategic Policy Links</b><br>(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 Annual Service Review and Annual Service Plan and the strategic objectives of the Service as outlined in the CRMP and three core strategies and the People Strategy. |
| <b>Risk Management / Health &amp; Safety</b> (identify any risks, the proposed control measures and risk evaluation scores).  | Relevant data is fed into the Health & Safety Committee as appropriate.   |
| <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 data.   |
| <b>Data Protection Impact Assessment</b> (where personal data is processed a DPIA must be completed to ensure compliant handling)                                       | Not required – no personal data is identified.  |

## Supporting Information

Appendix 1 – Performance Report: Quarter 2 2022-23