

Report of the Assistant Director: Prevention

2021-22 Performance Report: Q2 (1 July – 30 September 2021)

Purpose of report

1. This report summarises the Service's performance for Quarter 2 2021-22.
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Recommendation

It is recommended that Members note the Q2 2021-22 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 P&R Committee and the Senior Management Board on a quarterly basis. The Quarter 2 2021-22 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.
3. The Performance Report has been compiled in the same format as the new Annual Service Review and Annual Service Plan introduced in April 2021 and relates closely to the new Prevention, Protection and Response strategies as well as the Community Risk Management Plan 2021-25.

Key Headlines

Incident Overview

4. A total of 1,994 incidents were attended in Q2 2021-22, a small increase of 1% on Q2 2020-21, and close to the five year average of 2,001 incidents. This is made up of:
 - a. 466 Fires: the 466 fires attended in Q2 were 2% lower than Q2 2020-21, and represents the fewest number of fires in Q2 over the last five years.
 - b. 565 Special Services: the figure remained constant, with only 2 incidents less when compared with Q2 2020-21. However, it is still 5% lower than the 594 incidents recorded in Q2 2019-20.
 - c. 963 False Alarms: a small increase of 3% on Q2 2020-21, despite fewer Good Intent False Alarms, which fell by 3%.

Prevention

5. 792 Home Fire Safety Visits were completed in Q2 2021-22, an 89% increase over the same period in 2020-21, which reflected the restrictions on working arrangements following the March 2020 national lockdown.

Protection

6. With businesses restarting following the easing of lockdown restrictions, more inspections have been possible during Q2 2021-22.
7. The easing of restrictions has also enabled the Risk Based Inspection Programme (RBIP) to gain momentum during the quarter, with 89 completions out of 800 inspections programmed for the full year. Watch Commanders are also being trained to gain Level 3 Certificates in Fire Safety, which will increase capacity to carry out formal inspections from Q3 2021-22.
8. New building safety legislation has also been introduced, and the department is proactively contacting 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 2021-22 were up by 12%, whereas Secondary Fires were down by 11% over the same period in 2020-21. While the number of Primary Fires rose to 246, the number of domestic primary fires remained relatively constant at 87 incidents. However, despite an increase building primary fires (130 incidents), no fatality or serious injuries were recorded.
10. The 11% decrease to 220 Secondary Fires coincided with generally cool weather during the quarter.
11. No life was lost due to a fire incident during the Q2 2021-22. The same was recorded in Q2 2020-21.

Road Traffic Collisions

12. In terms of Road Traffic Collisions (RTCs), the 169 incidents during the quarter was a 1% decrease over Q2 2020-21. Prior to pandemic, 173 RTCs were recorded in Q2 2019-20 and therefore they remain relatively constant during the past three years.
13. With the increase in road use during the quarter, both fatalities and injuries in RTCs increased: there were eight fatalities and 17 serious injuries in the RTCs attended by the Service.

Attendance Standard

14. In Q2 2020-21 Service attended 130 Primary Building Fires; 3 reports were removed from data analysis as they did not meet data quality control requirements. The average attendance time increased from 11 minutes 1 second recorded in Q2 2020-21 to 11 minutes 2 seconds in Q2 2021-22.
15. Out of 130 examined Primary Building Fires, 72 incidents reported that the attendance standard was not met. The main reasons given continue to be travel distance (34 incidents) and responding at normal road speed (AFAs) (17 incidents).

On Call Appliance Availability

16. The first On Call appliance availability fell to 83.46% during the quarter, down from 88.77% in the same quarter of 2020-21. While availability for all On Call appliances fell to 72.86%, almost a half fire stations (10 stations) remained at over 90%, with the main falls occurring at Bromsgrove, Redditch, Peterchurch, Wyre Forest, Pershore, Pebworth, Malvern and Tenbury Wells fire stations.

People

17. In terms of equality and diversity, the proportion of female employees has risen to 18% of the workforce, compared to 16% in 2017-18. There has also been a 2% increase in ethnic minority representation in the workforce rising to 7% since 2017-18.
18. Overall absence due to staff sickness remained unchanged and was equal to 2.12 days lost per person in the Quarter 2 2021-22. Both Wholetime and Fire Control staff showed increases during the quarter, while Support Staff sickness absence remained constant. Long-term absence represents 56% of all staff sickness absence, down from 76.5% in Q2 2020-21. Musculo-skeletal disorders (especially relating to the back) and hospital, post-operative recovery was found to be the most common reasons for absence.
19. Staff absence figures do not include sickness related to Covid-19, which is reported separately.

Conclusion/Summary

20. Further information on the headlines set out above is included in Appendix 1.
21. The Senior Management Board will continue to receive performance reports and 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

Resource Implications (identify any financial, legal, property or human resources issues)	None at present.
Strategic Policy Links (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.
Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores).	None.
Consultation (identify any public or other consultation that has been carried out on this matter)	None.
Equalities (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.
Data Protection Impact Assessment (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 2021-22