

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

### **2017/18 Performance Report – 1st Quarter**

#### **Purpose of report**

1. This report is a summary of the Service's Quarter 1 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, 2017-18:*

- i) *A total of 1772 incidents were attended in Quarter 1, an increase of 5.6% (94 incidents) over the same period in 2016-17, and 7.9% (140 incidents) higher than the average for the last five years.*
- ii) *The majority of the increase in Quarter 1 is accounted for by a rise in the numbers of Secondary Fire incidents, Special Service have stayed relatively constant while the number of False Alarm incidents are down:*
  - a. *Fires: an increase of 118 incidents for this period over the previous year is largely accounted for by an increase in Secondary outdoor Fires (up by 98 incidents) due to the warmer spring/early summer period.*
  - b. *Special Services: there was an increase of 2 incidents over the period. Most subcategories have actually reduced; these include RTC's, Rescue/Evacuation from Water, Lift Release, Spills and Leaks (non-RTC) and Ring Removal. The areas in which increases have occurred are Flooding (4 incidents), Animal Assistance incidents (4 incidents), and Assisting other Agencies (15 incidents).*
  - c. *False Alarms: there was a decrease of 26 incidents overall when compared to the same period in 2016-17. Only a minor increase of the sub category of False Alarm Good Intent went up by 3 incidents.*
- iii) *Overall Staff Sickness levels are 0.87 days lost per head, which remains within tolerance levels set (see paragraph 3 below) for Quarter 1.*

- v) ***The Service attended 60.6% (175 incidents) of Building Fires within 10 minutes in Q1 compared with 62.3% in the same period in 2016-17. The average time for the first fire appliance attendance at all building fires was ten minutes and eleven seconds.***
- vi) ***The overall availability of the first On-Call (Retained) fire appliance remains high at 91.2%; this has decreased by 3.2% compared to the same period in 2016-17.***

## **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. Seven indicators were out of tolerance at the end of Quarter 1 2017-18: Total incidents, Total Fires, Primary Fires, Secondary Fires, Special Service, False Alarms 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 Performance**

- 5. Quarter 1 saw a 5.6% increase (94 incidents) in the total number of incidents attended by the Service compared to the same period last year, a 7.9% increase compared to the 5 year average of 1632.
- 6. In terms of Fires, there were 30 more Primary Fires and 10 less Chimney Fires over the period in Quarter 1 2017-18 compared to the same period last year. The number of Building Fires, which form the largest proportion of Primary Fires, was 175, a decrease of 29 incidents over the same period in 2016-17. There was 1 fatality in Primary Fires during this period. The largest reduction of incidents was in Chimney Fires (28 to 18) a 61.1% reduction over 5 years.
- 7. The number of Special Service incidents (emergency incidents that are not fire related) in Quarter 1 increased by 2 incidents compared to the same period in 2016-17, 10.3% higher than the 5-year average. There were 17 less Road Traffic Collisions, the majority of these incidents involved making

the vehicle and/or scene safe. The Service attended 1 fatality in RTC incidents during Quarter 1. Flooding incidents increased from 20 in Quarter 1 2016-17 to 24 in 2017-18. Animal assistance incidents also increased from 37 to 41 in Quarter 1 2017-18.

8. There was a decrease in the number of incidents in the False Alarm category in Quarter 1 over the same period in 2016-17. 52% 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.
9. The number of days lost to sickness absence for all staff remains within tolerance levels (see paragraph 3 above). 'All Wholtime staff sickness per head' continues to compare favorably with others, including Herefordshire Council and Worcestershire County Council.
10. The percentage of Building Fires attended within 10 minutes by the first fire appliance was 60.6% during Quarter 1; a decrease of 1.7% compared to the same period in 2016-17, and continues to remain below the 75% stretched target set in the Service's Attendance Standard.
11. The availability of the first On-Call (Retained) fire appliance decreased by 3.2% to 91.2% in Quarter 1 compared to 2016-17. On-Call crews at Kingsland and Ross-on-Wye fire stations maintained 100% availability in Quarter 1 2017-18.

### **Conclusion/Summary**

12. Further detail and analysis regarding the above headlines for performance in Quarter 1 of 2017-18 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 2017-18 Performance Report: Quarter 1

Appendix 2 – HWFRS Community Risk Activity: Quarter 1

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