

Report of the Assistant Chief Officer: Director of Prevention

2022-23 Performance Report: Q4 (01 January – 31 March 2023)

Purpose of report

1. This report summarises the Service's performance for Quarter 4, 2022-23.
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Recommendation

It is recommended that the Fire Authority note the Q4 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 Q4 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 1,733 incidents were attended in Q4 2022-23, a decrease of 7% on Q4 2021-22, and close to the five-year average of 1,745 incidents. More context is provided later in the report however analysis shows this is made up of:
 - a. 340 Fires: the 340 fires attended in Q4 were 5% lower than Q4 2021-22, but is still lower than the five-year average of 372.
 - b. 599 Special Services: although this is 9% lower than Q4 2021-22, it is a decrease of 25% compared to 799 incidents recorded in Q4 2019-20.
 - c. 794 False Alarms: the 794 false alarms attended in Q4 were 5% lower than Q4 2021-22, and continues to average at 791 per Q4 over the last five years (Fire alarm due to apparatus; Good intent false alarm and Malicious false alarm).

Prevention

5. 1,878 Home Fire Safety Visits (HFSV) were completed in Q4 2022-23, a 143% increase over the same period in 2021-22, which reflects the various restrictions on working arrangements in place during 2021. Out of 1,878 HFSVs, 584 were delivered by Prevention department Technicians and 1,294 were delivered by Wholetime crews.

HSFV's 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 easing of restrictions has enabled the Risk Based Inspection Programme (RBIP) to increase the number of inspections of business premises. In Q4 2022-23 379 inspections were completed compared to 241 in Q4 2021-22. In addition to Covid-19 restrictions easing, the increase of 57% reflects the appointment of two additional Fire Safety Inspectors in January 2022, and operational staff now completing audits.
7. All fires in commercial premises are subject to a Post Fire Audit, the number of audits has increased from 40 to 47 in Q4 2022-23, when compared to Q4 2021-22. Total Enforcement Activities have remained at the same level with Q4 in 2021-22 and 2022-23 both having 20 occurrences.
8. New building safety legislation has 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 Q4 2022-23 were up by 2%, and Secondary Fires were down by 25% over the same period in 2021-22. While the number of Primary Fires slightly rose to 208, this was due to the number of Primary Building Fires increasing by 9%, its affects are counteracted by the number of Outdoor Fires decreasing significantly (36%). During this timeframe there was no life lost and 1 victim went to hospital where an injury appeared serious. 83% of the Primary Building Fires were classified as accidental and most of them started in the kitchen area (39%). Unfortunately, 32% of occupancy types for these incidents was not recorded, however of that which were, a high proportion of these fires occurred in houses of a single occupancy with the person under pensionable age (19%) or single occupancy with the person over pensionable age (18%). This information is fed back into the Prevention and Protection departments to further focus relevant activity and for trend analysis.
10. There were 10 incidents in Q4 2022-23 where more than 5 pumps attended, 9 primary fires and 1 special service.
11. There was a 25% decrease to 94 Secondary Fires from 125 in Q4 2021-22. Although there was no identifiable pattern to cause this overall decrease, there was an increase of 100% in outdoor equipment & machinery incidents from 2 incidents to 4.

Road Traffic Collisions

12. In terms of Road Traffic Collisions (RTCs), there were 165 incidents during the quarter, a 2% decrease compared to Q4 2021-22. Prior to the pandemic, 137 RTCs were recorded in Q4 2019-20, with an overall slightly upward trend over the last five years, returning to pre-Covid-19 levels.
13. With the increase in road use during the quarter, injuries in RTCs increased; overall, there were 4 fatalities and 15 serious injuries in the RTCs attended by the Service, a

slight increase on the Q4 2021-22 figures. Information related to RTC's is fed into the Response department for review and to inform future training and awareness activities.

Attendance Standard

14. In Q4 2022-23 the Service attended 148 Primary Building Fires. The average attendance time increased from 10 minutes 26 seconds recorded in Q4 2021-22 to 11 minutes 39 seconds in Q4 2022-23. This was largely due to travel distance to the incidents. In addition, there was an increase of 6 seconds in call handling time to 1 minute 55 seconds, which remains within the target of 2 minutes. There was also 15 seconds increase in turnout time to an average of 2 minutes 28 seconds during Q4 2022-23.
15. Out of 148 examined Primary Building Fires, 79 incidents reported that the Attendance Standard was not met. The main reasons given were travel distance (41 incidents) and turn in time (13 incidents).
16. Members will be aware that from 1 April 2023, the Attendance Standard will no longer be used. Instead performance against the new Attendance Performance Measure will be reported as this will provide a more realistic assessment of attendance times. This will be reflected in the report for Quarter 1, 2023-24.

On Call Appliance Availability

17. The First On Call appliance availability reduced by 1.62% to 83.81% during the quarter, compared to the same quarter of 2021-22. Availability for all On Call appliances reduced by 1.79% to 73.30%. However, for the first On Call appliance 56% of fire stations (14 stations) remained at over 85% availability.

People

18. In terms of workforce diversity, the proportion of female employees has increased slightly to 19% of the workforce, this is a 1% increase since Q4 2021-22. This is likely to be attributed to a minor increase in the proportion of women in corporate staff roles, and a small increase in the overall number of women in operational roles due to recent campaign processes. There has been no change in the ethnic minority representation in the workforce since Q4 2021-22, and it is currently at 6%. The Service continues to monitor employment trends and in the coming year will focus on positive action for under-represented groups, as well as exploring development opportunities to support career progression for women.
19. Overall absence due to staff sickness increased to 6.38 days per person compared to 1.34 days in Q4 2021-2022. This is largely due to Covid-19 sickness now being recorded in line with other sickness types and because of the reduction in testing being recorded as Respiratory (Cold/Cough/Influenza). For comparison, the year 2019-20 the overall sickness was 5.71 days per person. All staff showed increases during the quarter. In terms of the split between long- and short-term absence, long-term absence represents 45.08% of all staff sickness absence in this quarter. Mental Health – Stress, Respiratory – Other and Respiratory (Cold/Cough/Influenza) were the most significant reasons for absence in this quarter. These figures and trends are monitored by the Health & Safety Committee who meet on a quarterly basis.

Conclusion/Summary

20. Further information on the headlines set out above is included in Appendix 1.
21. 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

Resource Implications (identify any financial, legal, property or human resources issues)	None at present.
Strategic Policy Links and Core Code of Ethics (identify how proposals link with current priorities & policy framework and align to the Core Code of Ethics).	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. The data considered directly links with the ethical principle of Putting Our Communities First.
Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores).	Relevant data is fed into the Health & Safety Committee as appropriate.
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 data.,
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 4 2022-23