

Report of Head of Corporate Services

6. Quarters 1 to 3 Performance 2013-14

Purpose of report

1. This report is a summary of Quarters 1 to 3 performance against the Fire and Rescue Authority Plan 2013-14 using the set of Key Performance Indicators agreed by Senior Management Board (SMB).

Recommendations

That Policy and Resources Committee note the following headlines taken from Appendix 1 relating to performance in Quarters 1 to 3 2013-14:

- i) The total number of incidents attended in Quarters 1 to 3 2013-14 is the lowest Quarters 1 to 3 total in the seven years that the current data set has been collected.***
- ii) Although the number of Fires attended in Quarters 1 to 3 2013-14 have increased when compared to the same quarters last year, the Service attended the lowest Quarters 1 to 3 totals of Special Service (non-fire emergencies) and the second lowest number of false alarms in the last seven years.***
- iii) Sickness levels for all staff continue to remain within tolerance levels and the amount of long term sickness has reduced at the end of the Quarter 1 to 3 period.***
- iv) The Service continues to monitor and investigate the reasons behind reductions in the number of building fires attended by the first appliance within 10 minutes and the number of attendances by a second appliance within 5 minutes of the first.***
- v) Retained appliances are available for operational duty around 90% of the time.***

Introduction

2. The Service gathers data on a number of performance indicators based on operational activity and other areas of the Service and reports on these on a quarterly basis to SMB and this Committee.

Tolerance Levels

3. Each individual Key Performance Indicator is tested against the tolerance levels expected for the Quarters 1 to 3 data. These are the levels between which performance is expected to fluctuate and are generally 10% above and below the average levels for the specific indicators. The tolerance levels are represented in the accompanying appendix in graph format.

4. The only indicators out of tolerance at the end of Quarter 3 were the percentage of Building Fires attended by the first appliance within 10 minutes of the time of call and the second appliance attendance at building fire incidents within five minutes of the first appliance. These indicators are analysed in detail in Appendix 1 together with an overview of all operational activity, and an analysis of Retained Appliance availability

Quarters 1 to 3 2013-14 Performance

5. Quarters 1 to 3 2013-14 saw a reduction in total incidents compared to the same period last year. This is despite a spike in incidents recorded in July which was mainly due to an increase in secondary fires in that period. Primary fires have increased when compared with the same period last year and this and the increase in secondary fires is mainly due to the drier conditions during the summer of 2013 compared with previous summer. Chimney Fires have increased from the same period last year and this is mainly due to a cooler Quarter 1 2013.
6. The numbers of special services have reduced when compared with the same period last year. Although there was an increase in wet weather related incidents at the end of Quarter 3 this was not as widespread or as large in number as in Quarters 1 to 3 2012-13. The number of false alarm incidents has increased slightly on the same period last year. The number of automatic false alarms attended has reduced when compared to Quarters 1 to 3 2012-13 but there have been increases in the number of good intent false alarms and malicious false alarms.
7. The number of days/shifts lost to sickness absence for all staff continues to remain within our tolerance levels and has dropped on a monthly basis from a peak in October 2013. This peak was mainly as a result of an increase in whole-time sickness predominantly on a long term basis in that month. Non-uniform staff sickness peaked in July and August 2013 and this was also due to increases in long term sickness in those periods. The Service has roughly the same levels of sickness as other local FRS and compares favourably with the two local County Councils. Non-uniform staff sickness comparative data is expected to improve when Quarter 3 data becomes available.
8. The Service continues to monitor and investigate the reason behind the deterioration in the two standards set in the Integrated Risk Management Plan for the percentage of building fires first attended by a pumping appliance within 10 minutes and the percentage of second attendance by a pumping appliance within 5 minutes of the arrival of the first. It has already been identified that the first attendance has been affected by a change in the starting point for the measure following the introduction of the new Fire Control mobilising system.
9. Retained appliances were available 90.3% of the time in Quarters 1 to 3 2013-14, an increase of 0.2% on the same period in 2012-13. Some retained stations have two appliances and in these situations it is ensured that the rescue pump availability is maintained as much as possible and any unavailability is first taken by the regular pump. Therefore although the standard pumps at Tenbury and Ledbury were not as available as in the same period in 2012-13, the rescue pumps at these stations were still available for 99.5% and 98.8% of the time respectively. Rescue appliances at Ross and Leominster and the single appliance at Kingsland were all available 100% of the time in Quarters 1 to 3 2013-14.

Conclusion/Summary

10. Further details and analysis regarding the headlines in the recommendations and Quarters 1 to 3 performance in general are included in the attached appendix. SMB will continue to receive reports based on the measures the Service is taking to stay within tolerance levels and where improvements are required and will report any action required together with details of future performance to the Policy and Resources Committee.

Corporate Considerations

Resource Implications (identify any financial, legal, property or human resources issues)	None at this stage
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 FRA plan and strategic objectives of the Service
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

Supporting Information

Appendix 1 Quarters 1 to 3 2013-14 Performance Analysis

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