

Report of the Director Prevention

2023-24 Performance Report: Q2 (01 July – 30 September 2023)

Purpose of report

1. To summarise the Service's performance for Q2, 2023-24.
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Recommendation

It is recommended that the details of the Q1 2023-24 performance headlines be noted, in particular that:

- i) A total of 2,63 incidents overall were attended in Q2 2023-2024 which was a decrease of 17% on Q2 2022-2023.*
- ii) Fires (420) were 48% lower than Q2 2022/23 and lower than the five year average of 601.*
- iii) Special services (600) was 1% higher than the corresponding quarter of the previous year higher than the five year average.*
- iv) False alarms (1,043) had decreased by 3% compared with Q2 2022/23 which was due mainly to a decrease in the number of good intent and malicious false alarms.*

Introduction and Background

2. The Service gathers performance data relating to incidents attended and activities carried out to report to the Policy and Resources Committee and the Strategic Leadership Board on a quarterly basis. The Q2 2023-24 Performance Report is attached as Appendix 1 and provides information on the overall incident numbers, Prevention, Protection and Response activities with 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 2,063 incidents were attended in Q2 2023-24, a decrease of 17% on Q2 2022-23 and a decrease of 4% on the five-year average of 2,142 incidents. The Service also attended 17 'Over the Border' incidents during this quarter. More context is provided later in this report. However, analysis shows that this is made up of:

- a. 420 Fires: The number of fires attended in Q2 2023-24 was 48% lower than Q2 2022-23 and was also significantly lower than the five-year average of 601. Last year's heatwaves had significantly influenced and contributed to an increase in the higher than usual number of outdoor fires.
- b. 600 Special Services: The number of Special Services attended in Q2 2023-24 was 1% higher than Q2 2022-23 and also higher than the five-year average of 558 incidents. This increase was mostly driven by a rise in the number of effecting entry/exit incidents.
- c. 1,043 False Alarms: The number of false alarms attended in Q2 was 3% lower than Q2 2022-23 but 6% higher than the five-year average of 982. These incidents fall into the following incident types: False Alarm due to apparatus; False Alarm - Good Intent and False Alarm - Malicious. This increase was mainly due to an increase in the number of False Alarms due to apparatus by 11%. However, Good Intent False Alarms have decreased by 33% and Malicious False Alarms have reduced by 50% when compared to Q2 2022-23.

Prevention

5. 1,949 Home Fire Safety Visits (HFSV) were completed in Q2 2023-24. This exceeds the quarterly target of 1875 HFSV 's per quarter. By way of comparison, a total of 1,361 HFSV's were completed over the same period in 2022/23. Out of 1,949 HFSV's, 543 were delivered by Prevention Technicians with 1390 delivered by Wholtime crews. HFSV's are targeted at those at greater risk of fire, based upon data and analysis as outlined in the Prevention Strategy. Trends are monitored on a monthly basis and fed into adjusting and focusing prevention activities as required.

Protection

6. The Risk Based Inspection Programme (RBIP) has increased the number of inspections of business premises. In Q2 2023-24, 428 inspections were completed compared to 194 in Q2 2022-23. The increase of 121% is a result of operational staff undertaking comprehensive training and completing audits. The RBIP figures now include the Intelligence Lead Inspection Programme (ILIP).
7. Total Enforcement Activities has decreased by 35% compared to Q2 in 2022-23.

Enforcement Type	Q2 2023-2024	Q2 2022-2023
Alterations	2	9
Enforcements	7	13
Prohibitions	13	12
Total	22	34

8. All fires in commercial premises are subject to a Post Fire Audit and the number of audits has increased from 39 to 41 in Q2 2023-24, when compared to Q2 2022-23.
9. The department is proactively identifying business leads to support them in their fire safety responsibilities and offer assistance where needed.

Response

Fires

10. The numbers of both Primary Fires and Secondary Fires in Q2 2023-24 have decreased by 23% and 64% respectively, when compared to Q2 2022-23. Among the Primary Fires, the highest decrease was Outdoor Fires by 64%, while among the Secondary Fires the highest reduction was observed in the Grassland, Woodland and Crop Fire incidents, decreasing by 76%.
11. Thankfully, during this timeframe there were no fire related fatalities. However, two victims went to hospital where one injury appeared to be serious.
12. 74% of the Primary Building Fires were classified as accidental and the majority of them (30%) started in the kitchen area. 37% of the property types for these incidents were recorded as a house of a single occupancy. For those incidents where household occupancy type was recorded, 29% concerned people living alone and 15% concerned persons over pensionable age. This information is fed back into the Prevention and Protection departments to further focus relevant activity and for trend analysis.
13. There were 13 incidents in Q2 2023-24 where more than five pumps attended, 11 Primary Fires and two Special Service incidents. Of these Primary Fires, three incidents occurred in Droitwich Spa and Hereford, two incidents happened in Bromsgrove and one incident was recorded in Leominster, Redditch and Ross-on-Wye.
14. There was a 64% decrease in Secondary Fires from 448 in Q2 2022-23 to 178 in Q2 2023-24. Overall, most of the property categories experienced decreases in the number of fires, with a drastic reduction (221) in the number of Grassland, Woodland and Crop Fires being the majority. A minor increase in the category of Buildings and Transport has been recorded, increasing by three incidents when compared to the same period last year.

Special Services

15. The largest increase among Special Service (599) incident types was effecting entry/exit. This incident category resulted in a 51% increase over the same period in 2022-23 and the majority of these incidents (64%) involved the rescue of people from buildings. The Animal assistance incident type recorded the second highest increase of 28% over the same period in 2022-23.

Road Traffic Collisions

16. There were 160 Road Traffic Collision incidents during Q2 2023-24, one incident more when compared to the same period in 2022-23. However, the overall number of RTC incidents appears to be declining when examining the last five years.
17. The number of fatalities resulting from RTC's in Q2 2023-24 was four and this was the lowest figure during the past five years. The number of serious injuries was identical to the same period in 2022-23, whereas the number of slight injuries has decreased by 32%. The number of occasions where first aid was given to casualties has decreased by 55% in Q2 2023-24 when compared to Q2 2022-23.
18. Information related to RTC's is fed into the Prevention department for review and to inform future training and awareness activities.

Attendance Performance Measure

19. On 1 April 2023, the Service launched the new Attendance Performance Measure (APM). The Service now evaluates the time taken for the first appliance to get to a much wider range of incidents and compares that against the expected travel time over three time zones (10, 15 and 20 minutes). Q2 2023-24 is only the second time the Service is reporting on this new measure, therefore there may be a need to adjust the way data is collected and analysed which will be monitored and reviewed regularly.
20. Incident types that usually attract an emergency response (blue light conditions) are mainly used for this report and these are then split into three time zones based upon the expected travel time from the station to the incident location. The use of the new APM now means that the Service is able to examine attendance at a far greater number of incidents providing a much larger range of useful data. The previous attendance standard would only have examined 136 incidents (primary building fires) in the Q2 2023-24, while the new APM has exceeded this by 329%.
21. Out of the 584 incidents examined this quarter, 445 (76%) met the APM. This equates to meeting the APM in:
 - a. Zone 1 (10 mins) on 76% of 418 occasions.
 - b. Zone 2 (10-15 mins) on 73% of 141 occasions.
 - c. Zone 3 (15-20 mins) on 92% of 25 occasions.
22. In this quarter, 71.5% of the incidents examined by the APM were in Zone 1 (10 minutes). If we removed the number of times an appliance had to attend an incident outside of its own station area from the overall numbers of incidents examined by the APM, then we have met the APM on 79.6% of occasions.

23. This is a very useful baseline for future analysis and comparison as the Service progresses through this reporting year. It also provides the Service with accurate data to identify areas of improvement when responding to emergencies.
24. The three main reasons why the APM was not met during this quarter were: the Incident location being outside Station ground of the responding appliance (25 incidents); Turn in time (23 incidents) and Difficulty in locating incident address (18 incidents). The information has been passed on to Response managers who will review this data to ascertain which delays may be unavoidable and also to determine what learning outcomes and improvements can be made. This will ensure the Service will understand the reasons, put in relevant mitigations and improve response times where there is scope to make a difference.

On-call Appliance Availability

25. The first On-call appliance availability has increased by 1.6% to 74.82% during Q2 2023-24, compared to the same quarter of 2022-23. Availability for all On-call appliances fell by 8% to 63.77% in Q2 2023-24. For the first On-call appliance 14 fire stations (56%) had over 85% availability. In comparison, 13 fire stations (52%) had over 85% availability over the same period in 2022-23. This information is fed back to the managers within Response and directly links to the project work presently being undertaken with a strategic intent to improve On-call availability to build a sustainable recruitment model for the future.

People

26. In terms of workforce diversity, the proportion of female employees has increased slightly to 20% which is a 2% increase on the same period in 2022-23. This is likely to be attributed to an increase in the proportion of women in support staff roles and a small increase in the overall number of women in operational roles by 10%, thanks to recent campaigns and processes. The number of operational female staff has also increased by 3% on the same period in 2022-23.
27. The 2021 Census data has recently been released and this has allowed a review of the Service's demographics. The population of ethnic minorities within the community has increased from 7% to 10%. However, ethnic minority representation in the workforce has not changed when compared to the same period in 2022-23 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.
28. Overall absence, due to staff sickness, increased slightly to 2.29 days lost per person compared to 2.04 days in the same period in 2022-23. Training for managers is continuing based upon the recently updated attendance management policy with an emphasis on managing absence at an earlier stage and putting measures in, where necessary, to support staff and tackle repeated absences.

29. Wholetime and Support staff groups both showed an increase in sickness in comparison to the same period in 2022-23. While Fire Control showed a decrease in sickness levels. In terms of the split between long-term and short-term absence, long-term absence represents 72.05% of all staff sickness absence in this quarter. Respiratory – Cold/Cough/Influenza, Gastro-Intestinal, Mental Health – Stress 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

30. Further information on the headlines set out above is included in Appendix 1.
31. 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

<p>Resource Implications (identify any financial, legal, property or human resources issues)</p>	<p>The figures reported may change due to increasing scrutiny over the Command & Control, Incident Recording System, Community Fire Risk Management Information System and HR Connect, and improved data quality control measures put in place.</p>
<p>Strategic Policy Links & Core Code of Ethics (identify how proposals link with current priorities & policy framework and align to the Core Code of Ethics)</p>	<p>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.</p>
<p>Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores).</p>	<p>Relevant data is fed into the Health & Safety Committee as appropriate.</p>
<p>Consultation (identify any public or other consultation that has been carried out on this matter)</p>	<p>None.</p>
<p>Equalities (has an Equalities Impact Assessment been completed? If not, why not?)</p>	<p>No, the report concerns operational activity and other areas of general performance data.</p>

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.
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Supporting Information

Appendix 1 – Performance Report: Quarter 2 2023-24