

Report of the Assistant Chief Officer: Director of Prevention

Annual Service Review 2023-24

Purpose of report

1. To seek approval for the draft Annual Service Review 2023-24.
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Recommendation

It is recommended that the Fire Authority considers the draft Annual Service Review 2023-24 and approves it for publication on the Service website.

Introduction and Background

2. The Service produces a Fire Authority Annual Service Review and Annual Service Plan as part of its corporate planning process. The Annual Service Review provides a review of the previous year's activity and performance, and an overview of the Service organisation and budget. The Annual Service Plan is a look ahead to activities planned for the coming year: The Plan is reported elsewhere on the agenda.
3. The two-report format was introduced in 2021-22 as a replacement to the Fire Authority Annual Report, reflecting a change to a more accessible, visual and engaging style suited to an increasingly online audience.

The Annual Service Review 2023-24

4. The Annual Service Review provides information on the Service's main activities throughout the year. In addition to a wealth of information about the Service's frontline activities and incident statistics, the report has a focus on some of the highlights of work behind the scenes. The Service attended 8,006 incidents during 2023-24, a slight decrease of 2 per cent on the previous year. Whilst we did not see the dramatic effects of wild-fires from the summer before, protracted periods of wet weather and storms saw a 7 per cent rise in special service call-outs, including a 27 per cent rise in flood incidents and a more than doubling of water rescue operations.
5. The Review aligns with our current Community Risk Management Plan 2021-2025 (CRMP) and Core Strategies with articles Focusing on Excellence across Response, Protection and Prevention as well as Valuing our Workforce and providing Value for Money. It also provides information on the demographics and geography of our communities and the performance data across our three districts; North, South and West of our two counties. The Review has also been

expanded to highlight progress made in delivering the service objectives set out in the 2023-24 Annual Service Plan.

6. The draft Review is included as Appendix 1.

Conclusion/Summary

7. This report presents the Annual Service Review 2023-24, which is a look back at the range of work undertaken over the last year, including headline activities and incident statistics.
8. Subject to Fire Authority approval, the finalised review 2023-24 will be published on the Service website.

Corporate Considerations

Resource Implications (identify any financial, legal, property or human resources issues)	The Annual Service Review provides information on resources necessary to support the implementation of Fire Authority objectives and priorities.
Strategic Policy Links & Core Code of Ethics (identify how proposals link with current priorities and policy framework and align to the Core Code of Ethics).	The Review highlights key achievements and performance in delivering the Service's core purpose during 2023-24. The Review also highlights the Service's alignment to the Core Code of Ethics.
Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores).	The Review reports on activity from the previous year.
Consultation (identify any public or other consultation that has been carried out on this matter)	Strategic Leadership Board consultation.
Equalities (has an Equalities Impact Assessment been completed? If not, why not?)	When preparing projects or other activities, departments are required to consider proposed actions against the Service's equality objectives as set out in the Equality, Diversity and Inclusion Plan 2020-25.
Data Protection Impact Assessment (where personal data is processed a DPIA must be completed to ensure compliant handling)	No personal data is processed in the Review.

Supporting Information

Appendix 1 – Annual Service Review 2023-24 – separate enclosure