

Report of the Head of Corporate Services

2020-21 Performance Report: Q1-Q2

Purpose of report

1. This report is a summary of the Service's performance for Quarter 1 to Quarter 2 2020-21 against a comprehensive set of Performance Indicators agreed by Senior Management Board (SMB).
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Recommendation

It is recommended that Members note the following headlines drawn from Appendix 1 relating to performance in Q1-Q2, 2020-21:

- i) ***A total of 3,763 incidents were attended in Q1-Q2 2020-21, a decrease of 4.4% (173 incidents) when compared with Q1-Q2 2019-20. There has been a small increase of 3.4% in fire incidents and a 16.7% decrease in special service incidents when compared to Q1-Q2 2019-20.***
 - a. ***Fires: an overall increase of 34 Fire incidents in Q1-Q2 2020-21 was mainly accounted for by an additional increase of 21.2% in Secondary Fire incidents when compared to Q1-Q2 2019-20. The number of Primary Fire incidents decreased by 11.2% when compared to Q1-Q2 2019-20. Although there was an decrease in the overall number of Primary Fires during Q1-Q2 2020-21, there was a 28.6% increase in Primary Fire casualties, but no fatalities.***
 - b. ***Special Services: an overall decrease of 193 incidents in Q1-Q2 2020-21 was largely attributed to a 29.7% decrease in Road Traffic Collisions when compared to Q1-Q2 2019-20. The second largest decrease was in the collaborative incident types – 'Assist other Agencies' and 'Effecting entry/exit' - with 66 incidents fewer than the same period last year; however, it still accounted for over a quarter (28.8%) of all Special Service incidents in Q1-Q2.***
 - c. ***False Alarms: although there was only a very small decrease of 0.8% in False Alarm incidents, the kind of False Alarms has changed when compared to Q1-Q2 2019-20. There were 52 more Good Intent False Alarms, 17 less Malicious False Alarms and 49 less Fire Alarms Due to Apparatus.***
- ii) ***Overall Staff Sickness level for Q1-Q2 2020-21 was 2.97 days lost per head (which is the ratio of the number of days/shifts lost per person against the average number of personnel) this shows a decrease when***

compared to Q1-Q2 2019-20, where the number of days lost per head was 4.06. In Q1-Q2 2020-21 the Wholetime firefighter sickness was 2.67 (days lost per head) which shows a decrease when compared to Q1-Q2 2019-20 where it was 4.22. Fire Control sickness also decreased from 3.92 in Q1-Q2 2019-20 to 2.30 in Q1-Q2 2020-21. Non-uniform staff sickness also decreased from 3.92 in Q1-Q2 2019-20 to 3.73 in 2020-21. Furthermore, there were 14 cases of Covid-19 sickness, where 6 cases were confirmed. A further 129 cases of self-isolation and 19 cases of shielding across the service.

- iii) The Service attended 52.47% (138 incidents) of Primary Building Fires within 10 minutes in Q1-Q2 2020-21, compared with 47.44% (148 incidents) in Q1-Q2 2019-20. The average time for the first fire appliance to attend a Primary Building Fire was 10 minutes 31 seconds for Q1-Q2 2020-21 compared with 10 minutes 53 seconds in Q1-Q2 2019-20; an average overall improvement of 22 seconds.***
- iv) The average for the overall availability of the first On-Call (Retained) fire appliance was 91.51% in Q1-Q2 2020-21 compared to 84.48% in Q1-Q2 2019-20; an increase in overall average availability of 7.03%. The new Wyre Forest hub is included in this calculation and is compared to the sum of Kidderminster, Bewdley and Stouport stations in 2019-20.***

Introduction and Background

- 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 the Senior Management Board. 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 for 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. The total number of incidents in Q1-Q2 2020-21 is near the 3-year mean, except in August where it goes above the upper tolerance (3-year mean +10%). The total number of Fire incidents went above the upper tolerance level in May and June 2020. The total number of Primary Fires were below the 3-year mean except in May 2020. The number of Secondary Fires was above the upper tolerance level for the whole of Q1-Q2. The total number of Special Service incidents were below the 3-year mean, except in July and August. These indicators are analysed in more detail in Appendix 1, together with an overview of operational activity and an analysis of On-Call (Retained) appliance availability

Quarter 1- Quarter 2 Performance

5. Quarters 1-2 2020-21 saw 3,763 incidents, a decrease of 173 incidents (4.4%) when compared to Quarters 1-2 2019-20. The majority of the decrease in incidents can largely be accounted for by 193 less Special Service incidents and 14 less False Alarms. There was a slight increase overall in Fires with 34 more than Q1-Q2 2019-20.
6. In terms of Fires, the number of Primary Fires in Q1-Q2 2020-21 has decreased by 11.2% when compared to Q1-Q2 2019-20, the largest change within the category has been Primary Outdoor Fires, which has increased by 66.1% (+39 incidents). Primary Building Fires and Primary Vehicle and Transport Fires have both decreased by 49 incidents, which is a decrease of 15.7% and 31.8% respectively. The number of Secondary Fires in Q1-Q2 2020-21 has increased by over 20% when compared to Q1-Q2 2019-20, where the greatest percentage increase of 42.6% is seen in Grassland, Woodland and Crop Fires (80 incidents). More than one in three of all Secondary Fires were caused deliberately and nearly a third of all Secondary Fires were caused due to Loose refuse (incl in garden)' and' Private/Domestic garden/allotment (vegetation not equipment/building)'. Over 60% of all Secondary Fires had an estimated fire damage of up to 5sq.m. reflecting the Service's effective response to incidents.
7. The number of Special Service incidents (emergency incidents that are not fire related) in Q1-Q2 2020-21 decreased by 193 incidents when compared against Q1-Q2 2019-20. Nearly 30% of this decrease can be accounted by the 100 less Road Traffic Collision incidents attended. The collaborative incident types 'Assist other Agencies' and 'Effecting entry/exit' also decreased by 66 incidents when compared to the same periods in 2019-20. The largest proportion of Special Service incidents in Q1-Q2 (28%) was in the Other Special Services sub-category. The biggest proportion of incident types in this category was 'No action (not false alarm)' with 15.7% (where service was not required).
8. There were 100 fewer Road Traffic Collisions (RTCs) in total in Q1-Q2 2020-21 when compared to Q1-Q2 2019-20. Just under 77% of the RTC incidents attended required making a vehicle or the scene safe. Out of the 28 extrication of person/s incidents, 8 incidents required 'roof removal' and 17 required 'other space creation'. The Service continues to effectively deal with incidents involving RTCs. The Service attended 7 fatalities in 6 incidents in Q1-Q2 2020-21 compared to 10 fatalities in 9 incidents in Q1-Q2 2019-20.
9. There was a 0.8 decrease (14 incidents) in the number of False Alarms in Q1-Q2 2020-21 when compared with the same period in 2019-20. The biggest percentage increase is found in Good Intent False Alarm incidents with an additional 11% of incidents. Just under 70% of all False Alarm incidents were due to apparatus and nearly half of all False Alarms originated from a domestic property (Dwelling and Other Residential); a further 16.7% of False Alarms were from outdoor property types. Self-contained Sheltered Housing incurred the highest number of False Alarms in Q1-Q2 2020-21, with 93.5%

occurring due to apparatus and 46.8% of the False Alarms caused by cooking/burnt toast.

10. Overall Staff Sickness level for Q1-Q2 2020-21 was 2.97 days lost per head, this shows an decrease in sickness when compared to Q1-Q2 2019-20 where the number of days lost per head was 4.06. In Q1-Q2 2020-21 the Wholetime firefighter sickness was 2.67 (days lost per head) which shows a decrease when compared to Q1-Q2 2019-20 where it was 4.22. Fire Control sickness also decreased from 3.92 in Q1-Q2 2019-20 to 2.30 in Q1-Q2 2020-21. Non-uniform staff sickness also decreased from 3.92 in Q1-Q2 2019-20 to 3.73 in 2020-21.
11. The percentage of Primary Building Fires attended within 10 minutes by the first fire appliance was 52.47% (138 incidents) during Q1-Q2 2020-21 in comparison to 47.44% (148 incidents) in Q1-Q2 2019-20. Call handling and travel remained simiiar to Q1-Q2 2019-20 with only a 1 second average increase in both categories. Turnout time imporved in Q1-Q2 2020-21, with an overall average improvement of 24 seconds from the time of call to the arrival of the first fire appliance on the scene. Out of the 122 which failed the Primary Building Fire attendance standard, over 55% were recorded as a failure due to the travel distance to the incident.
12. The average for the overall availability of the first On-Call (Retained) fire appliance was 91.51% in Q1-Q2 2020-21 compared to 84.48% in Q1-Q2 2019-20, an overall average increase of 7.03%. The new Wyre Forest hub is included in this calculation and is compared to the sum of Kidderminster, Bewdley and Stourport stations in 2019-20. All pumping appliance avaiiability increased by 6.06%, from an average of 77.84% in Q1-Q2 2019-20, to an average of 83.90% in Q1-Q2 2020-21.

Conclusion/Summary

13. Further detail and analysis regarding the above headlines for performance in Q1-Q2 2020-21 is included in Appendix 1.
14. 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

Resource Implications (identify any financial, legal, property or human resources issues)	None at present.
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 Fire Authority Annual Report and the 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 – Performance Report: Q1-Q2

Appendix 2 – HWFRS Community Risk Activity: Q1-Q2