

Report of the Head of Corporate Services

2019-20 Performance Report: Quarter 1

Purpose of report

1. This report is a summary of the Service's Quarter (Q1) performance 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 Quarter 1, 2019-20:

- i) ***A total of 1,803 incidents were attended in Q1, a decrease of 5.95% (114 incidents) over the same Quarter of 2018-19, and 3.20% (56 incidents) higher than the average for the last five years. The overall five year trend shows a gradual increase in the total number of incidents.***
- ii) ***The majority of the decrease in Q1 is accounted for by a drop in the numbers of Fire and False Alarm incidents, while the number of Special Service incidents was up:***
 - a. ***Fires: a decrease of 22.70% was mainly accounted for by a drop in the number of Secondary Fires (-31.74%).***
 - b. ***Special Services: an increase of 19.24% (91 incidents) was mainly accounted for by increases in the number of Assisting other agencies (71) and Other Special Services (61) incidents.***
 - c. ***False Alarms: a decrease of 8.17% (69 incidents), the most frequent automatic activations are at a number of sheltered housing, nursing homes and hospitals.***
- iii) ***Overall Staff Sickness level for Q1 2019-20 was 3.03 days lost per head and was above the 5-year average of 1.81.***
- iv) ***The Service attended 47.89% (68 incidents) of Primary Building Fires within 10 minutes in Quarter 1, compared with 60.64% in the same period in 2018-19. The average time for the first fire appliance attendance at all Primary Building Fires was 10 minutes and 41 seconds.***
- v) ***The overall availability of the first On-Call (Retained) fire appliance remains high at 84.33%; however, this has decreased by 4.75% when compared to the same period in 2018-19.***

Introduction

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. In addition to Total Incidents, the numbers of Total Fires, Primary Fires and Secondary Fires were within the levels of tolerance for Q1 2019-20. There were three indicators outside tolerance levels - the total number of Special Services, All Staff Sickness and the first attendance by a fire appliance at Primary Building Fires within 10 minutes. 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 Performance

5. Quarter 1 2019-20 saw 1,803 incidents, a 5.95% decrease in the total number attended by the Service compared to the same period last year, although this was a 3.20% increase compared to the 5-year average of 1,747.
6. In terms of Fires, there were 49 less Primary Fires, 93 less Secondary Fires and 6 more Chimney Fires in Quarter 1 2019-20, compared to the same period last year. The number of Primary Building Fires, which form the largest proportion of Primary Fires, was 142, a decrease of 46 incidents over the same period in 2018-19. There was 1 fatality in Primary Building Fires during this period.
7. The number of Special Service incidents (emergency incidents that are not fire related) in Quarter 1 2019-20 increased by 91 incidents compared to the same period in 2018-19. This is 31.44% higher than the 5-year average. There were 11 less Road Traffic Collisions (RTCs), the majority of which involved making the vehicle safe (60.37%). The Service attended 3 fatalities in RTC incidents during Quarter 1 2019-20. Assisting other agencies increased from 27 in Quarter 1 in 2018-19 to 98 in Quarter 1 in 2019-20. Animal assistance incidents decreased from 31 to 29.
8. There was an 8.17% decrease (69 incidents) in the number of incidents in the False Alarm category in Quarter 1 2019-20 over the same period in 2018-19. 60.44% of these incidents involved 'life risk' premises, such as residential properties, sheltered housing, hospitals, hotels, nursing homes, prisons etc. Calls to 'life risk' premises that result in a false alarm categorisation are

mainly accounted for by faults on the system or cooking related incidents between the hours of 8am and 9pm.

9. The number of days lost to staff sickness absence (3.03 days per head) in Quarter 1 2019-20 was slightly above tolerance levels and was also slightly higher when compared with both Worcestershire County Council and Herefordshire County Council.
10. The percentage of Primary Building Fires attended within 10 minutes by the first fire appliance was 47.89% during Quarter 1; a decrease of 12.75% compared to the same period in 2018-19. This continues to remain below the 75% stretched target set in the Service's Attendance Standard.
11. The availability of the first On-Call (Retained) fire appliance decreased by 4.75% to 84.33% in Quarter 1 2019-20 compared to Quarter 1 over the same period in 2018-19. From 1st March 2019 On-Call (Retained) cover from 18:00-08:00 has included Wholetime Staff for Droitwich, Malvern and Evesham stations, and therefore a comparison has not been shown for these stations for Q1 2018-19.
12. The availability of the second On-Call (Retained) fire appliance decreased by 18.35% to 33.73% in Quarter 1 2019-20 compared to Quarter 1 over the same period in 2018-19.

Conclusion/Summary

13. Further detail and analysis regarding the above headlines for performance in Quarter 1 2019-20 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 - Fire Authority 2019-20 Performance Report: Quarter 1

Appendix 2 - HWFRS Community Risk Activity: Quarter 1

Contact Officers

Jean Cole, Head of Corporate Services
(01905 368 329)

Email: JCole@hwfire.org.uk