

Report of the Head of Corporate Services

13. 2015-16 Performance Report: Quarters 1 to 4

Purpose of report

1. This report is a summary of the Service's Quarter 1 to 4 (Q1-4) performance against the Fire Authority Annual Report 2015-16 using the set of Performance Indicators agreed by SMB.
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Recommendations

It is recommended that Members note the following headlines taken from Appendix 1 relating to performance in Quarters 1 to 4, 2015-16:

- i) A total of 6,459 incidents were attended in Q1-4, an overall increase of 5.7% (347 incidents) in comparison to the same Four Quarters of 2014-15. Despite this, the overall incident trend over the last 4 years indicated that incident numbers have remained at a consistent level.*
- ii) The majority of the increase over Q1-4 is accounted for by rises in the numbers of Fires and Special Service incidents:*
 - a. Fires: an increase of 10.8% (187 incidents) is largely related to a peak in grassland, woodland and crop fires during the drier summer months of May to August 2015;*
 - b. Special Services: an increase of 10.0% (135 incidents) can be largely accounted for by an increase in the numbers of road traffic collisions (RTCs) and weather-related incidents in the wake of several severe storms, which impacted on the two counties in mid-November 2015 to March 2016.*
- iii) Incident numbers in each of the three main categories (Fires, Special Services and False Alarms) have remained consistent over the last 3 to 4 years.*
- iv) Overall Staff Sickness levels have remained within tolerance levels for Quarters 1 to 4.*
- v) The Service attended 60.2% of Building Fires within 10 minutes in Q1-4 2015-16 compared with 61.1% in the same period in 2014-15. The average time for the first fire appliance attendance at all building fires is just above the 10 minutes standard (10:09).*
- vi) Retained availability has improved slightly in Q1-4 rising to an overall 94.3% compared to 93.7% in the same period in 2014-15.*

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 the Policy and Resources Committee and SMB. 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. These are the levels between which performance is expected to fluctuate and are generally 10% above and below the average levels for each specific indicator.
4. Six indicators were out of tolerance at the end of the 2015-16 Q1-4 period: Total Fires, Secondary Fires, Chimney Fires, Special Services, Non-uniform Staff Sickness and the percentage of Building Fires attended by the first appliance within 10 minutes of the time of call. These indicators are analysed in more detail in Appendix 1, together with an overview of all operational activity and an analysis of Retained appliance availability.

Quarters 1 to 4 Performance

5. Quarters 1 to 4 saw a 5.7% increase in the total number of incidents attended by the Service compared to the same period last year, but is still 4.2% lower than the average for the last five years. Primary Fires increased by 11.8% compared to the same period in 2014-15, though it remains at the 5-year average for the 4 Quarters. The increase in Primary fires was mainly due to an increase in non-residential building fires. Secondary Fires increased by 18.8% mainly due to a 37.3% increase in grassland, woodland and crop fires during the warmer, drier summer months of 2015 compared to 2014. Nevertheless, this is still 9.4% lower than the 5-year average. Chimney Fires decreased by 27.4% and remain at a lower level than the 5-year average.
6. The number of Special Service incidents (emergency incidents that are not fire related) increased by 10.0% compared to the same period in 2014-15, though overall it is 0.9% lower than the 5-year average. The increase was principally due to the rise in RTCs and weather-related incidents following the arrival of several severe storms from November 2015 to March 2016.

7. The number of days lost to sickness absence for all staff continues to remain within tolerance levels, with the exception of non-uniform staff sickness. The Service continues to compare favourably with Herefordshire and Worcestershire County Council on all staff sickness levels, including short-term and long-term sickness.
8. The Service saw a 0.9% reduction in the percentage of Building Fires attended within 10 minutes by the first fire appliance. This reduction to 60.2% is still below the 75% target in the Service's attendance standard, the average attendance time at all building fires was just above ten minutes (10 minutes and 09 seconds).
9. The availability of the first retained fire appliance improved to 94.3% in Q1-4 of 2015-16, an increase of 0.6% over the same period in 2014-15.

Conclusion/Summary

10. Further detail and analysis regarding the above headlines for performance in Quarters 1 to 4 of 2015-16 is included in Appendix 1. 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)	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)	None
Equalities (has an Equalities Impact Assessment been)	No, the report concerns operational activity and other areas of general performance, but not from an equalities

Supporting Information

Appendix 1 – Fire Authority 2015-16 Performance Report: Quarters 1 to 4

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