

Report of the Head of Corporate Services

2016-17 Performance Report: Quarter 1 – Quarter 3

Purpose of report

1. This report is a summary of the Service's Quarter 1 to Quarter 3 performance against a comprehensive set of Performance Indicators agreed by the Senior Management Board (SMB).
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Recommendations

It is recommended that Members note the following headlines drawn from Appendix 1 relating to performance in Quarter 1 to Quarter 3, 2016-17:

- i) *A total of 5,244 incidents were attended in Q1 to Q3, an increase of 5.7% (283 incidents) over the same period in 2015-16, and 5.3% (199 incidents) higher than the average for the last five years.*
- ii) *The majority of the increase in Q1 to Q3 is accounted for by a rise in the numbers of Special Service and False Alarm incidents, while the number of Fire incidents was down:*
 - a. *Special Services: there was an increase of 33 incidents over the nine month period. This is predominantly accounted for by increases in the number of animal assistance incidents (30 incidents), and Other Special Services such as, lift rescues, spills and leaks (non-RTC), provision of advice and assisting other agencies (37 incidents).*
 - b. *False Alarms: there was an increase of 259 incidents over the nine month period in all types of False Alarm incidents. This is mainly because of an increase in automatic activations of inbuilt fire alarms systems (174 incidents)*
 - c. *Fires: a decrease of 9 incidents for this period over the previous year is largely accounted for by a fall in the number of Secondary Fires (down by 14 incidents) with fewer outdoor fires in a wetter than usual late spring/early summer period.*
- iii) *The number of Fires, Special Service and False Alarm incidents has stayed relatively consistent over the last 5 years.*

- iv) Overall Staff Sickness levels are 4.07 days lost per head, which remains within tolerance levels set (see paragraph 3 below) for Quarter 1 to Quarter 3. Quarter 3 sickness was an average of 1.24 days lost per head, which is below the quarterly five-year average of 1.63 days.**
- v) The Service attended 57.4% (267 incidents) of Building Fires within 10 minutes in Q1 to Q3 compared with 60.0% in the same period in 2015-16. The average time for the first fire appliance attendance at all building fires was nine minutes and fifty-one seconds.**
- vi) The overall availability of the first On-Call (Retained) fire appliance remains high at 91.0%, however this did decrease by 2.7% compared to the same period in 2015-16.**

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 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, based on the average of 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. Three indicators were out of tolerance at the end of Quarter 3, 2016-17: Chimney Fires, False Alarms and the percentage of Building Fires attended by the first fire appliance within 10 minutes of the time of call. These indicators are analysed in more detail in Appendix 1, together with an overview of operational activity and an analysis of Retained appliance availability.

Quarter 1 - 3 Performance

- 5. Quarter 1 to Quarter 3 saw a 5.7% increase in the total number of incidents attended by the Service compared to the same period last year, however the number of overall incidents attended in Q1 to Q3 has been relatively consistent over the last five years.
- 6. In terms of Fires, there were 11 less Primary Fires and 16 more Chimney Fires over the nine month period in Q1 to Q3 compared to the same period last year. The number of Building Fires, which form the largest proportion of Primary Fires, was 468, a decrease of 23 incidents over the

same period in 2105/16. Within the figures, an increase in the number of prison cell fires at one particular location was noted and Community Risk officers are working with prison service colleagues in an attempt to reduce the number of these incidents. There were no fatalities in Primary Fires during this period. The majority of the increase in Chimney Fires (24 of the 89 incidents) occurred during April, which was unseasonably cooler than normal. Secondary Fires, particularly Grassland, Woodland and Crop Fires, were down by 14 incidents in Q1 to Q3 largely because of a cooler and wetter late spring/early summer period.

7. The number of Special Service incidents (emergency incidents that are not fire related) in Q1 to Q3 increased by 33 incidents compared to the same period in 2015-16, taking Q1 to Q3 0.6% higher than the 5-year average. There were 47 less Road Traffic Collisions, the majority of these incidents involved making the vehicle and/or scene safe. The Service attended 10 fatalities in RTC incidents during Quarter 1 to Quarter 3. Flooding incidents increased from 42 in Q1 and Q3 of 2015-16 to 51 in Q1 to Q3 of 2016-17. Animal assistance incidents also increased from 77 to 107.
8. There was an increase in the number of incidents that result in a False Alarm categorisation in Q1 to Q3, with 259 more incidents over the six month period compared to the same period in 2015-16. 55% 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 system or cooking related incidents between the hours of 8am-6pm.
9. The number of days lost to sickness absence for all staff remains within tolerance levels (see paragraph 3 above) and continues to compare favorably with others, including Herefordshire Council and Worcestershire County Council on all staff sickness levels.
10. The percentage of Building Fires attended within 10 minutes by the first fire appliance was 57.4% during Q1 to Q3; a decrease of 2.6% compared to the same period in 2015-16, and continues to remain below the 75% stretch target set in the Service's Attendance Standard. The average attendance time at all building fires improved slightly to nine minutes and fifty-one seconds.
11. The availability of the first On-Call (Retained) fire appliance decreased by 2.7% to 91.0% in Q1 to Q3 compared to Q1 of 2015-16. Within this, On-Call crews at Ross-on-Wye fire station maintained 100% availability in Q1 and Q3.

Conclusion/Summary

12. Further detail and analysis regarding the above headlines for performance in Quarter 1 to Quarter 3 of 2016-17 is included in Appendix 1.

13. 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 2016-17 Performance Report: Quarters 1 - 3

Appendix 2 – HWFRS Community Risk Activity: Quarters 1 - 3

Contact Officer

Jean Cole
Head of Corporate Services
(01905 368329)
Email: jcole@hwfire.org.uk