

Report of Deputy Chief Fire Officer

2019-20 Performance Report: Quarters 1-3

Introduction and Summary

Once again the Service's activity over Quarters 1-3, 2019 – 20 has been heavily influenced by local weather conditions , in particular the significant periods of wet weather and flooding experienced during the extended winter period .This report confirms that the total number of incidents attended by the Service has shown a modest increase compared to the same period last year. The primary reason for this is the Service's increasing engagement in Special Service incidents of a collaborative nature, including supporting other blue light Services with gaining entry as well as responding to flooding incidents. Whilst the total number of fires has decreased significantly the attendance time standard continues to prove extremely challenging to achieve. Staff sickness has fluctuated over the period and the Service continues to monitor this closely in conjunction with our occupational health provider. Finally our On-Call (Retained) availability has decreased slightly, however local supervisory officers are working hard to attract and recruit new starters and put measures in place to ensure effective ongoing succession planning.

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. Total Fires, Primary Fires and Secondary Fires remained within the levels of tolerance for Q3 2019-20. However, Total Incidents and Chimney Fires were above the upper 10% tolerance limit. Special Service incidents continued to be outside upper tolerance levels alongside False Alarms. 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.

Quarters 1-3 Performance

5. Quarters 1-3 2019-20 saw 5,925 incidents, a 2.97% increase in the total number attended by the Service compared to the same period last year, and this was 9.28% (503 incidents) higher than the five year average.
6. In terms of Fires, there were 137 less Primary Fires, 271 less Secondary Fires and 6 less Chimney Fires in Quarters 1-3 2019-20, compared to the same period last year. The largest proportion of Primary Fire incidents is Building Fires (462 incidents), a decrease of 50 incidents when compared with the same period in 2018-19. There was 1 fatality in Primary Building Fires during Q1-Q3 2019-20. The largest proportion of Secondary Fire incidents was Grassland, woodland and crop at 37.71%, even though there was a 41.23% decrease when compared to the same period in 2018-19.
7. The number of Special Service incidents (emergency incidents that are not fire related) in Quarters 1-3 2019-20 increased by 528 incidents to 1,945 when compared against the same period in 2018-19. This is a 42.18% increase when compared to the 5-year average. Assisting other agencies increased from 114 to 312 incidents and Effecting entry/exit from 106 to 207 when comparing Quarters 1-3 2019-20 against the same period in 2018-19. Animal assistance incidents decreased from 80 to 79.
8. There were 13 more Road Traffic Collisions (RTCs) in total, the majority of which involved making the vehicle safe (62.43%). The Service attended 12 fatalities in 11 RTC incidents during Quarters 1-3 2019-20.
9. There was a 2.20% increase (57 incidents) in the number of False Alarms in Quarters 1-3 2019-20 when compared with the same period in 2018-19. The most common cause of false alarms in houses and bungalows of single occupancy was faulty alarm. For self-contained sheltered housing and for up to 3 storeys the most common cause was Cooking/burnt toast, while in hospitals the most common cause was an accidentally/carelessly set off of the alarm.
10. In Quarters 1-3 2019-20 the number of days lost to staff sickness absence (6.41 days per head) was above tolerance levels; Worcestershire County Council had 6.02 days lost per head and Herefordshire County Council 9.04 days lost per head. For Quarter 3 2019-20 (October to December) the sickness level for all staff decreased to 2.35 days lost per head when compared to the last year. This was above the 5-year average of 2.08 days per head.
11. The percentage of Primary Building Fires attended within 10 minutes by the first fire appliance was 50.22% (232 incidents) during Quarters 1-3 2019-20 in comparison to 56.64% (290 incidents) for the same period in 2018-19. This continues to decline and is below the 75% stretched target set in the Service's Attendance Standard.

12. The average Time of Call to Arrival at Scene for the first fire appliance to attend Primary Building Fires increased 30 seconds from 10 minutes 15 seconds in Quarters 1-3 2018-19 to 10 minutes 45 seconds in Quarters 1-3 2019-20. The average Time from Point of Mobilisation until Arrival at Scene (Travel time) has increased by 33 seconds from 08:41 in Quarters 1-3 2018-19 to 09:14 in Quarters 1-3 2019-20.
13. The average availability of the first On-Call (Retained) fire appliance decreased by 2.50% to 83.84% in Quarters 1-3 2019-20 compared to Quarters 1-3 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-Q3 2018-19.

Conclusion/Summary

14. Further detail and analysis regarding the above headlines for performance in Quarters 1-3 2019-20 is included in Appendix 1.
15. 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.