

Report of the Assistant Director: Prevention

Attendance Performance Measure – Public Consultation Report

Purpose of report

1. To present the report of findings following public consultation on proposed changes to the Attendance Performance Measure.
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Recommendation

That the Fire Authority be recommended to:

- (i) approve the proposed changes to the Attendance Performance Measure;*
- (ii) adopt a revised Attendance Performance Measure which:*
 - *removes call handling time from the calculation;*
 - *measures performance across three travel time zones (10, 15 and 20 minutes travel time from each fire station); and*
 - *measures performance across a broader range of emergency incidents rather than just fires in buildings*

Introduction and Background

2. At their meeting on 15 February 2022, the Fire Authority gave approval to commence public consultation on changes to the Attendance Performance Measure, as proposed in the Community Risk Management Plan 2021-2025.
3. Independent consultants, Opinion Research Services (ORS) conducted the consultation over the summer of 2022 and their 'Final report of findings' was submitted in October 2022. The report is attached as Appendix 1.

Public Consultation on the Attendance Performance Measure – Final Report of Findings

4. The proposed changes to the Attendance Performance Measure aim to give communities a clearer and more realistic picture of the response times they can expect for a wider range of incidents in relation to where they live.
5. The public consultation considered three main changes:
 - a. to **remove call handling time** from the calculation. Attendance times will be measured from the time Fire Control alerts the fire station to respond to an incident to the time of arrival of the first fire engine.

- b. to measure performance across **three travel time zones** (10, 15 and 20 minutes travel time from each fire station) rather than a blanket 10 minute target as at present.
 - c. to measure performance across a **broader range of emergency incidents** (such as fires, road traffic collisions and flooding) rather than just fires in buildings.
6. All three changes were largely supported by those responding to the consultation and a revised Attendance Performance Measure will be drawn up to incorporate the changes. Researchers from ORS will be present at your meeting to give a brief summary of their findings and to answer any questions.

Conclusion/Summary

7. Public consultation on the Attendance Performance Measure has found good public support for the proposed changes. Your Committee is asked to recommend the Fire Authority to approve a revised Attendance Performance Measure incorporating the above changes at their meeting on 12 December 2022.

Corporate Considerations

Resource Implications (identify any financial, legal, property or human resources issues)	None.
Strategic Policy Links (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications).	A review of the Attendance Performance Measure was proposed in the Community Risk Management Plan 2021-2025.
Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores).	N/A
Consultation (identify any public or other consultation that has been carried out on this matter)	Public consultation on proposed changes to the Attendance Performance Measure has been undertaken.
Equalities (has an Equalities Impact Assessment been completed? If not, why not?)	An EIA is not required for this report.

Data Protection Impact Assessment (where personal data is processed a DPIA must be completed to ensure compliant handling)	Not required – no personal data is identified
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Supporting Information

Appendix 1 – Public Consultation on the Attendance Performance Measure – Final report of findings, Opinion Research Services, October 2022.