

## **Report of the Assistant Director: Prevention**

### **2021-22 Performance Report: Q3 (01 October – 31 December 2021)**

#### **Purpose of report**

1. This report summarises the Service's performance for Quarter 3, 2021-22.
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#### **Recommendation**

***It is recommended that the Fire and Rescue Authority note the Q3 2021-22 performance headlines set out in Section 4 of this report, with further details available in Appendix 1.***

#### **Introduction and Background**

2. The Service gathers performance data relating to incidents attended and activities carried out, and reports to the Policy and Resources Committee and the Senior Management Board on a quarterly basis. The Q3 2021-22 Performance Report is attached as Appendix 1, and provides information on overall incident numbers, Prevention, Protection and Response activities and an overview of the Service workforce.
3. The Performance Report relates closely to the Prevention, Protection and Response strategies as well as the Community Risk Management Plan 2021-25.

#### **Incident Overview**

4. A total of 1,802 incidents were attended in Q3 2021-22, a small increase of 5% on Q3 2020-21, and close to the five year average of 1,739 incidents. This is made up of:
  - a. 330 Fires: the 330 fires attended in Q3 were 10% higher than Q3 2020-21, but is still lower than the five year average of 376.
  - b. 631 Special Services: although this is 11% higher than Q3 2020-21, it is a decrease of 20% compared to 787 incidents recorded in Q3 2019-20.
  - c. 841 False Alarms: these are at a similar level to Q3 2020-21, with all 3 categories at a similar level to Q3 2020-21 (Fire alarm due to apparatus; Good intent false alarm and Malicious false alarm).

## **Prevention**

5. 898 Home Fire Safety Visits (HFSV) were completed in Q3 2021-22, a 68% increase over the same period in 2020-21, which reflects the various restrictions on working arrangements in place during 2020. Out of 898 HFSVs, 482 were delivered by Prevention department (479 Technicians, 2 Senior Technicians and 1 On-Call Project) and 416 were delivered by crews (Wholetime 415, On-Call 1).

## **Protection**

6. With businesses restarting following the easing of lockdown restrictions, more inspections have been possible during Q3 2021-22.
7. The easing of restrictions has also enabled the Risk Based Inspection Programme (RBIP) to gain momentum during the quarter. 609 Technical Fire Safety (TFS) activities were carried out in comparison to 437 in Q3 2020-21; this is an increase of 39%. Out of 609 TFS activities, the Protection department delivered 605, crews (RIOPS/RIRES – Fire Safety Audit) delivered 2 and flexi duty officers (RI - Fire Safety Audit) delivered 2. Watch Commanders and Crew Commanders are also being trained to gain Level 3 Certificates in Fire Safety, which will increase capacity to carry out formal inspections from Q1 2022-23.
8. New building safety legislation has also been introduced, and the department is proactively contacting business leads to highlight their fire safety responsibilities and offer support and signposting to other assistance where needed.

## **Response**

### Fires

9. The numbers of Primary Fires attended in Q3 2021-22 were up by 9%, and Secondary Fires were up by 31% over the same period in 2020-21. While the number of Primary Fires rose to 200, this was due to the number of Primary Building Fires increasing, while the Outdoor Fires and Vehicle Fires remained relatively constant. However, despite an increase in Primary Building Fires (141 incidents in total), only one victim went to visit hospital where an injury appeared serious. 86% of the Primary Building Fires were classified as accidental and most of them started in the kitchen area (38%). One third of these fires occurred in houses of a single occupancy. Only 5% of the Primary Building Fires (7 out of 141 incidents) involved mobilisation of five or more pumping appliances.
10. The most significant fire happened in a warehouse in Kidderminster where the final fire damage was estimated between 5,001 and 10,000 square metres and it took 7 days and 8 hours to close this incident. From the start of the incident to the closure a total of 128 vehicles and 55 specialist flexi-duty officers attended. Three of our bordering FRS's provided 11 appliances in

support, six from Shropshire, four from West Midlands and one from Staffordshire. The Service mobilised 30 special vehicles, the Water Carriers were mobilised the most - 14 times, followed by the ICU's - seven times and the ALP's – six times. All 25 stations attended over the course of the incident.

11. There was a 31% increase to 109 Secondary Fires from 83 in Q3 2020-21. Although there was no identifiable pattern to cause this overall increase, in the Outdoor Structures category a cluster of deliberate incidents in Ledbury town has been identified. This is currently being followed up by the Prevention department in conjunction with local partner organisations.
12. No life was lost due to a fire incident during Q3 2021-22. During Q3 2020-21 there were 2 fatalities.

### Road Traffic Collisions

13. In terms of Road Traffic Collisions (RTCs), there were 175 incidents during the quarter, a 10% increase compared to Q3 2020-21. Prior to the pandemic, 197 RTCs were recorded in Q3 2019-20, with an overall downward trend over the last five years.
14. With the increase in road use during the quarter, both fatalities and injuries in RTCs increased: there were 4 fatalities and 15 serious injuries in the RTCs attended by the Service.

### Attendance Performance Measure

15. In Q3 2021-22 the Service attended 141 Primary Building Fires. The average attendance time decreased from 11 minutes 16 second recorded in Q3 2020-21 to 10 minutes 44 seconds in Q3 2021-22. This was largely due a greater proportion of incidents attended being closer to the fire stations. In addition, there was a reduction of 18 seconds in call handling, which continues to remain within the target of 2 minutes.
16. Out of 141 examined Primary Building Fires, 70 incidents reported that the attendance performance measure was not met. The main reasons given were travel distance (36 incidents) and turn in time (14 incidents).

### On Call Appliance Availability

17. The First On Call appliance availability fell to 84.46% during the quarter, down from 90.29% in the same quarter of 2020-21. Availability for all On Call appliances fell to 73.20%. However, for the first On Call appliance 64% of fire stations (16 stations) remained at over 85% availability. Ross-on-Wye continued to have the highest availability of 99.95%. Since Q3 of the previous year the main differences were Pebworth and Wyre Forest stations which dropped below 85%, while Pershore and Peterchurch stations dropped below 75%. Broadway station remained at 50% availability.

## People

18. In terms of inclusion, the proportion of female employees has risen to 19% of the workforce, this is a 1% increase since Q3 2020-21. There has been no change in the ethnic minority representation in the workforce since Q3 2020-21, and it is currently at 7%.
19. Overall absence due to staff sickness remained unchanged and was equal to 2 days lost per person in Q3 2021-22. Both support staff and fire control staff showed increases during the quarter, while sickness absence among wholetime decreased. In terms of the split between long and short term absence, long-term absence represents 63% of all staff sickness absence in this quarter, down from 67% in Q3 2020-21. Mental Health (Anxiety) and Respiratory (Cold/Cough/Influenza) were the most common reasons for absence in this quarter.
20. Staff absence figures do not include sickness related to Covid-19, which is reported separately.

## Conclusion/Summary

21. Further information on the headlines set out above is included in Appendix 1.
22. The Strategic Leadership Board will continue to receive performance reports and oversight of the measures being taken to address any issues arising. Where improvements are required any necessary action will be reported to the Policy and Resources Committee.

## Corporate Considerations

<b>Resource Implications</b> (identify any financial, legal, property or human resources issues)	None at present.
<b>Strategic Policy Links</b> (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 Annual Service Review and Annual Service Plan and the strategic objectives of the Service as outlined in the CRMP and three core strategies.
<b>Risk Management / Health &amp; Safety</b> (identify any risks, the proposed control measures and risk evaluation scores).	Relevant data is fed into the Health & Safety Committee as appropriate.

<b>Consultation</b> (identify any public or other consultation that has been carried out on this matter)	None.
<b>Equalities</b> (has an Equalities Impact Assessment been completed? If not, why not?)	No, the report concerns operational activity and other areas of general performance data.
<b>Data Protection Impact Assessment</b> (where personal data is processed a DPIA must be completed to ensure compliant handling)	Not required – no personal data is identified.

### Supporting Information

Appendix 1 – Performance Report: Quarter 3 2021-22