

Report of the Assistant Director: Prevention

2021-22 Performance Report: Q1 (1 April – 30 June 2021)

Purpose of report

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

It is recommended that Members note the Q1 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 your Committee and the Senior Management Board on a quarterly basis. The Quarter 1 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 has been compiled in the same format as the new Annual Service Review and Annual Service Plan introduced in April 2021 and relates closely to the new Prevention, Protection and Response strategies as well as the Community Risk Management Plan 2021-25.

Key Headlines

Incident Overview

4. A total of 1,768 incidents were attended in Q1 2021-22, a small decrease of 1% on Q1 2020-21, and close to the five year average of 1,789 incidents. This is made up of:
 - a. 452 Fires: the 452 fires attended in Q1 was 19% lower than Q1 2020-21, and represents the fewest number of fires in Q1 over the last five years.
 - b. 530 Special Services: this is a 33% increase over the Q1 2020-21 low of 399 incidents following the first Covid-19 national lockdown on 23 March 2020. However, it is still 6% lower than the 564 incidents recorded in Q1 2019-21.
 - c. 786 False Alarms: a small decrease of 6% on Q1 2020-21, including fewer Good Intent False Alarms, which fell by one-third.

Prevention

5. 539 Home Fire Safety Visits were completed in Q1 2021-22, a 143% increase over the same period in 2020-21, which reflected the restrictions on working arrangements following the March 2020 national lockdown.

Protection

6. With businesses restarting following the easing of lockdown restrictions, more inspections have been possible during Q1 2021-22.
7. The easing of restrictions has also enabled the Risk Based Inspection Programme (RBIP) to gain momentum during the quarter, with 105 completions out of 800 inspections programmed for the full year. Watch Commanders are also being trained to gain Level 3 Certificates in Fire Safety, which will increase capacity to carry out formal inspections from Q3 2021-22.
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 and Secondary fires attended in Q1 2021-22 were down by 11% and 30% respectively over the same period in 2020-21. While the number of Primary Fires fell to 219, the number of domestic primary fires remained unchanged at 96 incidents. However, despite an increase in vehicle and transport primary fires (55 incidents) following the easing of lockdown restrictions on 12 April 2021, they are still below pre-lockdown levels (75 incidents).
10. The 30% decrease to 212 Secondary Fires coincided with generally cool weather during the quarter and the continued impact of lockdown restrictions.
11. Sadly, there were two fatalities in Primary Fires during the quarter. Both incidents occurred in single households where the victims were aged over 70 years.

Road Traffic Collisions

12. In terms of Road Traffic Collisions (RTCs), the 150 incidents during the quarter was a 127% increase over Q1 2020-21. However, this is largely a reflection of the dramatic reduction in road use following the first national lockdown on 23 March 2020, as prior to pandemic 164 RTCs were recorded in Q1 2019-20.
13. With the increase in road use during the quarter, both fatalities and injuries in RTCs increased: there were three fatalities and 54 serious injuries in the RTCs attended by the Service.

Attendance Standard

14. In Q1 2020-21 Service attended 129 Primary Building Fires; 2 reports were removed from data analysis as they did not meet data quality control requirements. The average attendance time increased from nine minutes 53 seconds recorded in Q1 2020-21 to ten minutes 52 seconds in Q1 2021-22. This was largely due to an average one minute and 31 seconds increase in turnout time.
15. Out of 127 examined primary building fires, 69 incidents reported that the attendance standard was not met. The main reasons given continue to be travel distance (28 incidents) and turn in time (On Call and Day Crew only) (19 incidents).

On Call Appliance Availability

16. The first On Call appliance availability fell to 90.23% during the quarter, down from 94.99% in the same quarter of 2020-21. While availability for all On Call appliances fell to 84.54%, most fire stations (17 stations) remained at over 90%, with the main falls occurring at Bromsgrove, Evesham, Worcester, Droitwich and Malvern stations.

People

17. In terms of equality and diversity, the proportion of female employees has risen to 18% of the workforce, compared to 16% in 2017-18. There has also been a 2% increase in ethnic minority representation in the workforce rising to 7% since 2017-18.
18. Overall absence due to staff sickness rose to 1.11 days lost per person in the quarter (0.85 days lost per person in Q1 2020-21). Both Wholetime and Fire Control staff showed increases during the quarter, while Support Staff sickness absence fell. Long-term absence represents 56% of all staff sickness absence, down from 76.5% in Q1 2020-21. Musculo-skeletal disorders (especially relating to the back), respiratory (cough, cold and flu) and gastrointestinal problems continue to be the most common reasons for absence.
19. Staff absence figures do not include sickness related to Covid-19, which is reported separately.

Conclusion/Summary

20. Further information on the headlines set out above is included in Appendix 1.
21. The Senior Management Board will continue to receive performance reports and 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

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 Annual Service Review and Annual Service Plan 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.
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.

Supporting Information

Appendix 1 – Performance Report: Quarter 1 2021-22