

Report of the Assistant Director: Prevention

2022-23 Performance Report: Q3 (01 October – 31 December 2022)

Purpose of report

1. This report summarises the Service's performance for Quarter 3, 2022-23.
-

Recommendation

It is recommended that Fire Authority note the Q3 2022-23 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 Strategic Leadership Board on a quarterly basis. The Q3 2022-23 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. A cumulative summary of performance is reported separately in the Annual Service Review.
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 2,011 incidents were attended in Q3 2022-23, an increase of 11% on Q3 2021-22, and higher than the five year average of 1,774 incidents. More context is provided later in the report however analysis shows the following:

336 Fires attended	A small increase of 2% over Q3 2021-22, but still lower than the five-year average of 357 per Q3.
675 Special Services	An increase of 7% over Q3 2021-22, higher than the five-year average of 581. The number of incidents show a steady rise in the last five years.
1,000 False Alarms	An increase of 18% over Q3 2021-22, and above the five-year average of 836 per Q3. The overall trend is a steady rise in the last five years.

Prevention

5. 1,947 Home Fire Safety Visits (HFSV) were completed in Q3 2022-23, a 217% increase over the same period in Q3 2021-22, which reflects the commitment to increase our Prevention activity. Out of 1,947 HFSVs, 572 were delivered by Prevention technicians and 1,375 were delivered by Wholetime crews. HFSVs are targeted at those at greater risk of fire based on data and analysis as outlined in the Prevention Strategy. Trends are monitored on a monthly basis and fed into adjusting and focusing prevention activity as required.

Protection

6. The Service continues to conduct the Risk Based Inspection Programme (RBIP) of business premises. In Q3 2022-23, 411 inspections were completed compared to 273 in Q3 2021-22. This represents a 151% increase. This increase is due to operational staff having gained Level 3 Certificates in Fire Safety. This has increased capacity to carry out formal inspections from 2022-23 onwards providing recommendations as to how to reduce the risk of fire. The Fire Safety (Protection) Department remain on track to deliver their annual target of 1,000 Fire Safety inspections in 2022-23.
7. All fires in commercial premises are subject to a Post Fire Audit, and the number of audits has decreased from 29 to 28 in Q3 2022-23, when compared to Q3 2021-22. Total Enforcement Activities have decreased from 32 to 23 in Q3 2022-23, when compared to Q3 2021-22.
8. New building safety legislation has also been introduced, and the department is proactively identifying 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 2022-23 were up by 7%, and Secondary Fires were down by 14% over the same period in Q3 2021-22. While the number of Primary Fires rose to 212, this was due to mostly an increase in vehicle and transport fires. During this timeframe there was unfortunately one life lost, due to a caravan fire. There were three victims where an injury appeared serious and the victim went to hospital. 85% of the Primary Building Fires were classified as accidental and most of them started in the kitchen area (37%). The highest proportion of these fires occurred in houses of a single occupancy (33%) with the top three occupancy types being couple with dependent child/ren (20%), lone person under pensionable age (14%) and lone person over pensionable age (14%). This information is fed back into the Prevention and Protection departments to further focus relevant activity and for trend analysis.

10. There were two incidents in Q3 2022-23 where more than 5 pumps attended, one was a primary fire in the West District and the other was a primary fire caused by a gas explosion in South District.
11. There was a 14% decrease to 94 Secondary Fires from 109 in comparison to Q3 2021-22. This may be due to November 2022 being much wetter than average while November 2021 was much drier than average.

Road Traffic Collisions

12. In terms of Road Traffic Collisions (RTCs), there were 192 incidents during the quarter, a 9% increase compared to Q3 2021-22. Prior to the pandemic, 197 RTCs were recorded in Q3 2019-20, so there is an overall slightly downward trend over the last five years.
13. Overall, there were 4 fatalities and 21 serious injuries in the RTCs attended by the Service. Fatalities are the same as the previous year, but serious injuries were higher than Q3 2021-22. Information related to RTCs is fed into the Response and Prevention directorates for review and to inform future training and awareness activities.

Attendance Performance Measure

14. In Q3 2022-23 the Service attended 129 Primary Building Fires. One incident was removed from the Attendance Performance Measure calculations as it was a late call and hence it didn't have an emergency response. The average attendance time increased from 10 minutes 39 seconds recorded in Q3 2021-22 to 11 minutes 28 seconds in Q3 2022-23. This was largely due to travel distance to the incidents. In addition, there was an average increase of 15 seconds in call handling. There was a reduction of 9 seconds for turnout time during Q3 2022-23 from 02:49 in Q3 2021-22 to 02:40 in Q3 2022-23.
15. Out of 128 examined Primary Building Fires, 67 incidents reported that the attendance performance measure was not met. The main reasons given were travel distance - 34 incidents and turn in time (On-Call and Day crew only) - 16 incidents.

On Call Appliance Availability

16. The First On-Call appliance availability fell to 79.72% during the quarter, down from 84.49% in the same quarter of 2021-22. Availability for all On-Call appliances fell to 69.20%. However, for the first On-Call appliance 48% of fire stations (11 stations) remained at over 85% availability. Ross-on-Wye continued to have the highest availability of 100%. Since Q3 of the previous year the main differences were Peterchurch, Ledbury, Malvern and Upton upon Severn dropped by between 10% and 20%. Bromsgrove and Hereford had their availability drop by more than 24%. Tenbury Wells has increased to above 90%. Bromsgrove had the lowest availability at 35.99%.

17. The Service continues to identify recruitment opportunities to support availability of On Call units. The recent launch of the Marketing & Recruitment project will provide a data driven targeted approach to recruitment in the hard to reach areas of the Service.

People

18. In terms of workforce diversity, the proportion of female employees has stayed at 19% of the workforce, the same as Q3 2021-22. There has been a slight decrease of 1% in the ethnic minority representation in the workforce since Q3 2021-22, and it is currently at 6%. The Service continues to closely monitor equality and employment trends. The Service has recently recruited an Inclusion & Organisational Development Manager role. This post will be key in designing and delivering strategies to address under-representation in various parts of the Service, and will work closely with departments and the Resourcing Manager to develop better diversity outcomes.
19. The most common reasons for absence this quarter were Respiratory – Other, Respiratory - Cold/Cough/Influenza and Hospital/Post-Operative. In Q3 2021-22, Covid-19 was not included within the sickness absence figures as it was reported on separately. It is now classed as a Respiratory infection. Also, the NHS has resumed operations, so the figures for Hospital/Post-Operative show a large increase, although this is just for four people. The main difference for Q3 is in the Fire Control figures. The Fire Control days/shifts lost per person have increased from just over one day to just over eight days. This increase can be attributed to six long-term sickness cases for Fire Control within this period. Within the Fire Control figures, the biggest increases are Respiratory – Other, Hospital/Post-Operative and Mental Health – Other. These figures and trends are monitored by the Health & Safety Committee who meets on a quarterly basis to ensure the safety and wellbeing of employees.

Conclusion/Summary

20. Further information on the headlines set out above is included in Appendix 1.
21. 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

Resource Implications (identify any financial, legal, property or human resources issues)	None at present.
Core Code of Ethics and Strategic Policy Links (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications).	The report provides a transparent account of performance and is published online to show how we are prioritising and responding to the needs of our local community. 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 and the People Strategy.
Risk Management / Health & Safety (identify any risks, the proposed control measures and risk evaluation scores).	Relevant data is fed into the Health & Safety Committee as appropriate.
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 data.
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 3 2022-23