

Report of Head of Corporate Services

11. Annual Performance 2014-15

Purpose of report

1. This report is a summary of annual performance for 2014-15 using the set of Key Performance Indicators (KPI's) as agreed by the Senior Management Board (SMB).
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Recommendations

Recommended that the Authority notes the following headlines taken from Appendix 1 relating to annual performance for 2014-15:

- i) the total number of incidents attended in 2014-15 is the lowest overall total in the nine years that the current data set has been collected. It is also the lowest number of incidents for each of the three main categories of incidents individually;***
- ii) sickness levels for all staff continue to remain within tolerance and are comparable with 2013-14;***
- iii) the Service saw a 6.5% increase in attendances at building fires that met the 10 minutes attendance standard, compared with the same period last year; and***
- iv) retained (on-call) first appliances were available for operational duty 94.3% of the time.***

Introduction

2. The Service gathers data on a number of Key Performance Indicators (KPI), based on operational activity and other areas of the Service and reports quarterly on these to SMB, the Policy and Resources Committee and annually to the Fire Authority (FA).

Tolerance Levels

3. Individual KPIs are tested against the tolerance levels expected for the year. These are the levels between which performance is expected to fluctuate and are generally 10% above and below the average levels for the specific indicators.
4. The only indicator out of tolerance at the end of the year was the percentage of building fires attended by the first appliance within 10 minutes of the time of call; however there has been an overall improvement in achieving the standard. This indicator is analysed in detail in Appendix 1, together with an overview of all operational activity and an analysis of retained appliance availability.

5. The Senior Management Board will continue to receive reports based on the measures the Service is taking to stay within tolerance levels and where improvements are required and will report any action required together with details of future performance to the Policy and Resources Committee.

2014-15 Performance

6. 2014-15 saw a reduction in total incidents compared with the same period last year. All three categories of fire incidents have reduced when compared with the same period last year. Primary fires (fires involving property, casualties or when 5 or more appliances attend) have decreased to the lowest number in the previous nine years. Secondary fires (other fires such as grassland and rubbish) and chimney fires have also decreased when compared with 2013-14.
7. The numbers of special service incidents (emergency incidents that are not fire related such as rescues from vehicles and water, chemical incidents etc.) have also decreased when compared with 2013-14. This is despite an increase in wet weather related incidents.
8. Additionally the number of false alarm incidents has decreased compared with the same period last year. 70% of false alarms are caused by automatic false alarms actuations (AFAs) and this decrease has negated a rise in good intent false alarm and malicious false alarms.
9. The number of days/shifts lost to sickness absence for all staff has continued to remain within tolerance levels. Average sickness figures were considerably lower when compared with other fire services. For example Wholtime lost 5.36 days/shifts per head (average 12.41), Fire Control lost 5.51 (average 12.41) and non-uniform lost 7.96 (average 11.79).
10. There has been an improvement in the number of times the first appliance has attended a building fires within the 10 minutes attendance standard.
11. Overall retained appliances were available 91.6% of the time in 2014-15 (1st Appliance 94.3%), an increase of 0.3% on the same period in 2013-14. Some retained Stations have two appliances and in these situations it is ensured that the rescue pump (appliance with additional rescue equipment) availability is maintained as much as possible and any unavailability is first taken by the regular pump.

Conclusion/Summary

12. The Service gathers data on a number of Key Performance Indicators (KPI), based on operational activity and other areas of the Service. Attached at appendix 1 is the annual performance report for 2014-15. The annual performance report analyses the data and includes further details regarding the headlines in the recommendations. Members may be particularly interested to note that the total number of incidents attended in 2014-15 is the lowest overall total in the nine years that the current data set has been collected.

Corporate Considerations

Resource Implications (identify any financial, legal, property or human resources issues)	None at this stage
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 Fire Authority Annual Plan and 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

Supporting Information

Appendix 1: Fire Authority Annual Report – 2014-15 Annual Performance

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