

Report of the Head of Corporate Services

6. Quarter 2 Performance Report 2015-16

Purpose of report

1. This report is a summary of Quarter 2 performance against the Fire Authority Annual Report 2015-16 using the set of Performance Indicators agreed by the Senior Management Board.
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Recommendations

It is recommended that the following headlines taken from Appendix 1 relating to performance in Quarters 1 and 2 2015-16 be noted:

- i) The total number of incidents attended in Quarters 1 and 2 2015-16 has seen an overall increase of 3.4% (111 incidents) in comparison to the same two quarters in 2014-15.*
- ii) A rise in Fire incidents by 12.7% (121 incidents) accounts for the largest proportion of the overall increase, with a seasonal increase in Secondary Fires during the summer months, particularly grassland, woodland and crop fires, accounting for over three-quarters of the increase.*
- iii) The Service attended the second lowest number of Special Service incidents in the 9 years since our records began, which is 11.2% lower than the 5 year average.*
- iv) False Alarms incidents also recorded the second lowest number attended since records began, which is 4.7% lower than the 5 year average.*
- v) Sickness levels for all staff have remained within tolerance levels for Quarter 1 and 2.*
- vi) The Service attended 57% of Building Fires within 10 minutes, compared to 57.4% in the same period in 2014-15.*
- vii) Retained 1st appliance availability has improved since Quarter 1 2014-15 at 94.1% compared to 90.5%.*

Introduction

2. The Service gathers data on a number of performance indicators based on operational activity and other areas of the Service and reports on these on a Quarterly basis to the Policy and Resources Committee and SMB.

Tolerance Levels

3. Each Performance Indicator is tested against the tolerance levels anticipated 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. Three indicators were out of tolerance at the end of Quarter 1 & 2 2015-16. These were; Total Fires (June), Secondary Fires (April, May and June) and the percentage of Building Fires attended by the first appliance within 10 minutes of the time of call. These indicators are analysed in detail in Appendix 1, together with an overview of all operational activity and an analysis of Retained appliance availability.

Quarter 1 and 2 2015-16 Performance

5. Quarter 1 and 2 2015-16 saw a 3.4% increase in all incidents compared to the same period last year. This is despite a decrease in False Alarm incidents during this period. Primary Fires have increased 7.2% compared to the same period in 2014-15, although this is still lower than the 5 year average. Secondary Fires have risen 22.3% when compared to 2014-15. This has mainly been due to an increase in Grassland, Woodland and Crop Fires caused by warmer weather conditions. This is still lower than the 5 year average. Chimney Fires have decreased when compared with the same period last year and are at the lowest level since records began 9 years ago.
6. The numbers of Special Service incidents (emergency incidents that are not fire related) have increased 3.3% when compared with Quarter 1 and 2 2014-15.
7. The number of days/shifts lost to sickness absence for all staff continues to remain within tolerance levels with the exception of non-uniform staff. The Service compares favorably with Worcestershire County Council on sickness levels.
8. The Service saw a slight decrease of -0.4% in attendance at Building Fires that met the 10 minutes attendance standard compared to the same 2 quarters in the previous year. That said the average time taken to attend Building Fires has improved 6 seconds to 10 minutes and 59 seconds.
9. The availability of the first retained fire appliance improved by 3.6% to 94.1%.

Conclusion/Summary

10. Further detail and analysis regarding the above headlines for performance in Quarter 1 and 2 2015-16 is included in Appendix 1. SMB will continue to receive reports based on the measures the Service is taking to stay within tolerance levels. Where improvements are required any necessary action will be reported, together with details of future performance 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).	None
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 – Quarter 1 and 2 2015-16 Performance

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