

Report of the Head of Corporate Services

2017-18 Performance Report: Quarters 1 & 2

Purpose of report

1. This report is a summary of the Service's Quarters 1 & 2 performance against a comprehensive set of Performance Indicators agreed by the Senior Management Board (SMB).
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Recommendations

It is recommended that Members note the following headlines drawn from Appendix 1 relating to performance in Quarter 1 & 2, 2017-18:

- i) *A total of 3617 incidents were attended in Quarters 1 & 2, an increase of 0.3% (11 incidents) over the same period in 2016-17, and 4.4% (159 incidents) higher than the average for the last five years.*
- ii) *The majority of the increase in Quarters 1 & 2 can be accounted for by a rise in the numbers of Secondary Fire incidents (primarily with a spike in Q1, in isolation Q2 is lower than the same period of 2016-17). Special Service incidents have increased slightly, whilst False Alarms were down (72 incidents):*
 - a. *Fires: an increase of 59 incidents for this period over the previous year is largely accounted for by an increase in Secondary outdoor Fires (up by 54 incidents) due to the warmer summer period.*
 - b. *Special Services: there was an increase of 24 incidents over the period. Most subcategories have increased slightly; these include Road Traffic Collisions (RTCs), assisting other Agencies, Rescue/Evacuation from Water, Spills and Leaks (non-RTC) and Ring Removal. The areas in which decreases have occurred are lift releases (9 incidents).*
 - c. *False Alarms: there was a decrease of 72 incidents overall when compared to the same period in 2016-17. Only a minor increase of the sub-category of Malicious False Alarms went up (7 incidents).*
- iii) *Overall Staff Sickness levels are 2.90 days lost per head, which is outside of tolerance levels set (see paragraph 3 below) for Quarter 1 & 2.*

- iv) The Service attended 60.8% (344 incidents) of Building Fires within 10 minutes in Quarters 1 & 2 compared with 62.5% in the same period in 2016-17. The average time for the first fire appliance attendance at all building fires was nine minutes and forty two seconds.**
- v) The overall availability of the first On-Call (Retained) fire appliance remains high at 89.5%; however this has decreased by 1.6 % when compared to the same period in 2016-17.**

Introduction

- 2. The Service gathers data on a range of Performance Indicators covering response and prevention activity, absence management and On-Call (Retained) availability. This is reported on a quarterly basis to the Policy and Resources Committee and SMB. The report includes commentary of any changes compared to the previous year and discussion of any exceptions to expected performance.

Tolerance Levels

- 3. Each Performance Indicator is tested against tolerance levels anticipated for the year, based on the average of the same Quarter over the three previous years. The tolerance levels provide a range between which performance is expected to fluctuate, and are generally 10% above and below the average levels for each specific indicator.
- 4. Seven indicators were out of tolerance at the end of Quarters 1 & 2, 2017-18: Total incidents, Total Fires, Primary Fires, Secondary Fires, Special Service, False Alarms and the percentage of Building Fires attended by the first fire appliance within 10 minutes of the time of call. These indicators are analysed in more detail in Appendix 1, together with an overview of operational activity and an analysis of Retained appliance availability.

Quarter 1 Performance

- 5. Quarters 1 & 2 saw 11 incidents or a 0.3% increase in the total number of incidents attended by the Service compared to the same period last year, or a 4.7% increase compared to the 5 year average of 3,458.
- 6. In terms of Fires, there were 16 Primary Fires and 11 fewer Chimney Fires over the period in Quarters 1 & 2 compared to the same period last year. The number of Building Fires, which form the largest proportion of Primary Fires, was 344, an increase of 22 incidents over the same period in 2016-17. There were 2 fatalities in Primary Fires during this period. The largest reduction of incidents was in Chimney Fires (63 to 23) a 63.5% reduction over 5 years.

7. The number of Special Service incidents (emergency incidents that are not fire related) in Quarters 1 & 2 increased by 24 incidents compared to the same period in 2016-17, Quarters 1 & 2 2017-18 is 11.6% higher than the 5-year average. There were 4 more Road Traffic Collisions (RTC), the majority of these incidents involved making the vehicle and/or scene safe. The Service attended 4 fatalities in RTC incidents during Quarters 1 & 2. Flooding incidents increased from 34 in Quarters 1 & 2 2016-17 to 39 in Quarter 1 & 2 2017-18. Animal assistance incidents also increased from 72 to 78.
8. There was a 4.1% decrease (72 incidents) in the number of incidents in the False Alarm category in Quarters 1 & 2 over the same period in 2016-17. 46.2% of these incidents involved 'life risk' premises, such as residential properties, sheltered housing, hospitals, hotels, nursing homes, prisons etc. Calls to 'life risk' premises that result in a false alarm categorisation are mainly accounted for by faults on system or cooking related incidents between the hours of 8am-6pm.
9. The number of days lost to sickness absence for all staff has gone outside of tolerance levels (see paragraph 3 above) but continues to compare favorably with others, such as Worcestershire County Council on all staff sickness levels.
10. The percentage of Building Fires attended within 10 minutes by the first fire appliance was 60.6% during Quarters 1 & 2; a decrease of 1.7% compared to the same period in 2016-17, and continues to remain below the 75% stretched target set in the Service's Attendance Standard.
11. The availability of the first On-Call (Retained) fire appliance decreased by 1.6% to 89.5% in Quarters 1 & 2 compared to Quarters 1 & 2 over the same period in 2016-17. Within this, On-Call crews at Ross-on-Wye Fire Station maintained 100% availability.

Conclusion/Summary

12. Further detail and analysis regarding the above headlines for performance in Quarters 1 & 2 of 2017-18 is included in Appendix 1.
13. The Senior Management Board 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 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)	The areas included link with the Fire Authority Annual Report 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)	None
Equalities (has an Equalities Impact Assessment been)	No, the report concerns operational activity and other areas of general performance, but not from an equalities viewpoint.

Supporting Information

Appendix 1 – Fire Authority 2017-18 Performance Report: Quarters 1 & 2

Appendix 2 – HWFRS Community Risk Activity: Quarters 1 & 2

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