

## Report of the Head of Corporate Services

### 2019-20 Performance Report: Quarters 1-2

#### Purpose of report

1. This report is a summary of the Service's Quarters (Q1-Q2) performance against a comprehensive set of Performance Indicators agreed by Senior Management Board (SMB).
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#### Recommendation

*It is recommended that Members note the following headlines drawn from Appendix 1 relating to performance in Quarters 1-2, 2019-20:*

- i) A total of 3,936 incidents were attended in Q1-Q2, a decrease of 3.29% (134 incidents) over the same Quarter of 2018-19, and 5.92% (220 incidents) lower than the average for the last five years. The overall five year trend shows a gradual increase in the total number of incidents.*
- ii) The majority of the decrease in Q1-Q2 is accounted for by a drop in the numbers of Fire incidents, particularly Primary and Secondary Fire incidents, while the number of Special Service incidents was up:*
  - a. Fires: an overall decrease of 24.87% was mainly accounted for by 32.64% decrease in the number of Secondary Fires (220 incidents) and an 18.00% decrease in Primary Fires (115 incidents).*
  - b. Special Services: an increase of 22.28% (211 incidents) was mainly accounted for by a 195.65% increase in the number of Assisting other agencies (135 incidents) and a 28.37% increase in Other Special Services (101 incidents).*
  - c. False Alarms: a decrease of 0.78% (14 incidents), the most frequent automatic activations are at a number of sheltered housing, houses of single occupancy, up to 3 storeys and hospitals.*
- iii) Overall Staff Sickness level for Q1-Q2 2019-20 was 4.06 days lost per head with the biggest proportion 2.74 days lost per head for Long Term Sickness.*
- iv) The Service attended 45.34% (141 incidents) of Primary Building Fires within 10 minutes in Quarters 1-2, compared with 57.30% (208 incidents) in the same period in 2018-19. The average time for the first fire appliance attendance at all Primary Building Fires was 11 minutes for Quarters 1-2 compared with 10 minutes 17 seconds in the same period in 2018-19.*

- v) ***The average for the overall availability of the first On-Call (Retained) fire appliance was 83.92%; however, this has decreased by an average of 3.52% when compared to the same period in 2018-19.***

## **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 the Senior Management Board. 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 for 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. Total Fires, Secondary Fires and Chimney Fires remained within the levels of tolerance for Q1-Q2 2019-20. However, Total Incidents and Primary Fires were above the upper 10% tolerance limit. Special Service incidents continued to be outside upper tolerance levels alongside False Alarms. Furthermore, RTC – Slight Injuries were at a 5-year high in Q1-Q2 2019-20. These indicators are analysed in more detail in Appendix 1, together with an overview of operational activity and an analysis of On-Call (Retained) appliance availability.

## **Quarters 1-2 Performance**

5. Quarters 1-2 2019-20 saw 3,936 incidents, a 3.29% decrease in the total number attended by the Service compared to the same period last year, although this was 5.92% (220 incidents) lower than the fire year average.
6. In terms of Fires, there were 115 less Primary Fires, 220 less Secondary Fires and 4 more Chimney Fires in Quarters 1-2 2019-20, compared to the same period last year. The largest proportion of Primary Fire incidents is Building Fires (311 incidents), a decrease of 52 incidents when compared with the same period in 2018-19. There was 1 fatality in Primary Building Fires during Q1-Q2 2019-20. The largest proportion of Secondary Fire incidents was Grassland Woodland and Crop at 41.41%, even though there was a 39.74% decrease when compared to the same period in 2018-19.
7. The number of Special Service incidents (emergency incidents that are not fire related) in Quarters 1-2 2019-20 increased by 211 incidents compared to the same period in 2018-19. This is a 32.19% increase than the 5-year average. There were 8 more Road Traffic Collisions (RTCs), the majority of which involved making the vehicle safe (60.83%). The Service attended 10 fatalities in 9 RTC incidents during Quarters 1-2 2019-20. Assisting other agencies increased from 69 in Quarters 1-2 in 2018-19 to 204 in Quarters 1-2

in 2019-20. Animal assistance incidents decreased from 67 to 60.

8. There was a 0.78% decrease (14 incidents) in the number of False Alarms in Quarters 1-2 2019-20 when compared with the same period in 2018-19. 42.97% of these incidents involved 'life risk' premises, such as single occupancy houses and bungalows, sheltered housing, up to 3 storey buildings and hospitals. The most common cause of False Alarms in Housing of single occupancy is Faulty Alarms. For self-contained Sheltered Housing, up to 3 storeys and bungalows of single occupancy the most common cause is Cooking/burnt toast and in hospitals the most common cause is Other.
9. In Quarters 1-2 2019-20 the number of days lost to staff sickness absence (4.06 days per head) was below tolerance levels; Worcestershire County Council had 4.10 days lost per head and Herefordshire County Council 4.19 days lost per head. For Quarter 2 2019-20 (July to September) the sickness level for all staff decreased to 1.03 days lost per head when compared to the last year. This was below the 5-year average of 1.95 days per head.
10. The percentage of Primary Building Fires attended within 10 minutes by the first fire appliance was 45.34% (141 incidents) during Quarters 1-2 2019-20 in comparison to 57.30% (208 incidents) for the same period in 2018-19. This continues to decline lower below the 75% stretched target set in the Service's Attendance Standard.
11. The average Time of Call to Arrival at Scene for the first fire appliance to attend Primary Building Fires increased 43 seconds from 10 minutes 17 seconds in Quarters 1-2 2018-19 to 11 minutes in Quarters 1-2 2019-20. The average Mobile Time until Appliance Arrival at Scene (Travel time) has increased by 50 seconds from 08:38 in Quarters 1-2 2018-19 to 09:28 in Quarters 1-2 2019-20.
12. The average availability of the first On-Call (Retained) fire appliance decreased by 3.52% to 83.92% in Quarters 1-2 2019-20 compared to Quarters 1-2 over the same period in 2018-19. From the 1<sup>st</sup> March 2019 On-Call (Retained) cover from 18:00-08:00 has included Wholetime Staff for Droitwich, Malvern and Evesham stations, and therefore a comparison has not been shown for these stations for Q1-Q2 2018-19.

### **Conclusion/Summary**

13. Further detail and analysis regarding the above headlines for performance in Quarters 1-2 2019-20 is included in Appendix 1.
14. 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

<b>Resource Implications</b> (identify any financial, legal, property or human resources issues)	None at present.
<b>Strategic Policy Links</b> (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 Report and the strategic objectives of the Service.
<b>Risk Management / Health &amp; Safety</b> (identify any risks, the proposed control measures and risk evaluation scores).	None.
<b>Consultation</b> (identify any public or other consultation that has been carried out on this matter)	None.
<b>Equalities</b> (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 2019-20 Performance Report: Quarters 1-2

Appendix 2 - HWFRS Community Risk Activity: Quarters 1-2