

## Report of the Head of Prevention

### 2020-21 Performance Report: Q1-Q4

#### Purpose of report

1. This report is a summary of the Service's performance for Quarter 1 to Quarter 4 2020-21 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 Q1-Q4, 2020-21:***

- i) ***A total of 7,018 incidents were attended in Q1-Q4 2020-21, a decrease of 11.18% (883 incidents) when compared with Q1-Q4 2019-20.***
  - a. ***Fires: there were 1,664 Fire incidents in Q1-Q4 2020-21, a decrease of 42 incidents when compared to Q1-Q4 2019-20 which had 1,706. There was a decrease in Primary Fires of 157 incidents and an increase in Secondary Fires of 104 incidents. Overall there has been a 4.76% decrease in the number of casualties. However there has been an increase of one for both fatality and victim went to hospital, injuries appear to be serious when compared to Q1-Q4 2019-20.***
  - b. ***Special Services: there were 2,009 Special Services incidents Q1-Q4 2020-21, a decrease of 735 incidents (-26.79%) when compared to Q1-Q4 2019-20. The largest decrease was due to a reduction in flooding incidents (-183 incidents) followed by RTC's (-170) and Rescue or Evacuation from Water (-131 incidents).***
  - c. ***False Alarms: there were 3,345 Fire False Alarm incidents during Q1-Q4 2020-21, 106 fewer (-3.07%) than Q1-Q4 2019-20. Malicious False alarms had the largest percentage decrease (40.35%). Both Good Intent False Alarms and Fire Alarm Due to Apparatus also had small decreases (-1.39% and 2.84% respectively).***
- ii) ***Overall Staff Sickness level for Q1-Q4 2020-21 was 3.75 days lost per head (which is the ratio of the number of days/shifts lost per person against the average number of personnel) this shows a decrease when compared to Q1-Q4 2019-20, where the number of days lost per head was 5.71. Long term sickness continues to form the greatest proportion of all staff sickness with 72.90% in Q1-Q4 2020-21. Wholtime firefighter sickness, Non-uniformed and Fire Control staff sickness all improved when compared to Q1-Q4 2019-20. Wholtime firefighters lost 5.66 days,***

***Non-uniformed lost 6.28 days and Fire control staff lost 3.75 days per head.***

- iii) The Service attended 48.49% (241 incidents) of Primary Building Fires within 10 minutes in Q1-Q4 2020-21, compared with 51.79% (318 incidents) in Q1-Q4 2019-20. The average time for the first fire appliance to attend a Primary Building Fire was 11 minutes 1 seconds for Q1-Q4 2020-21 compared with 10 minutes 27 seconds in Q1-Q4 2019-20.***
- iv) The average for the overall availability of the first On-Call (Retained) fire appliance was 91.66% in Q1-Q4 2020-21 compared to 84.97% in Q1-Q4 2019-20; an increase in overall average availability of 6.69%. The new Wyre Forest hub is included in this calculation and is compared to the sum of Kidderminster, Bewdley and Stourport stations in 2019-20.***

## **Introduction and Background**

- 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. The total number of incidents in Q1-Q4 2020-21 remained largely below the 3-year mean, with the exception of July and August. The total number of Fire incidents was above the upper tolerance in May and June 2020 and peaked above the 3-year mean in September and then remained below average for the rest of the financial year. The total number of Primary Fires was within tolerance levels, only peaking above the 3-year mean in May 2020 but remained below for the rest of Q1-Q4 2020-21. The number of Secondary Fires was above the upper tolerance in May, June, July, August and September but the rest of the financial year remained below the 3-year average. The number of False Alarms was below the 3-year mean during Q1-Q4 except in July and August where the number of incidents went above the upper tolerance level and in June and November where incidents were just above the 3-year mean. 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.

## Quarter 1 – Quarter 4 Performance

5. Quarters 1-4 2020-21 saw 7,018 incidents, a decrease of 883 incidents (11.18%) when compared to Quarters 1-4 2019-20. The majority of the decrease in incidents can largely be accounted for by 735 fewer Special Service incidents and 107 fewer False Alarms. The total number of Fires decreased by 42 incidents.
6. In terms of Fires, the number of Primary Fires in Q1-Q4 2020-21 has decreased by 16.14% when compared to Q1-Q4 2019-20. This can be accounted for by the reduction in the numbers of Primary Building Fires (-118 incidents) and Vehicle & Transport Fires (-78 incidents) whilst Primary Outdoor Fires increased by 55.71% (+39 incidents). The number of Secondary Fires in Q1-Q4 2020-21 has increased by 16.38% when compared to Q1-Q4 2019-20, where the greatest percentage increase of 44.69% is seen in 'Grassland, Woodland and Crop Fires' (+101 incidents) followed by 'Other Outdoors (including land)' fires (+45 incidents). Just under 45% of all Secondary Fires were caused deliberately and nearly 30% of all Secondary Fires were caused due to Loose refuse (incl in garden) and 'Private/Domestic garden/allotment (vegetation not equipment/building)'. Nearly 70% of all Secondary Fires had an estimated fire damage of up to 5sq.m. reflecting the Service's effective response to incidents.
7. The number of Special Service incidents (emergency incidents that are not fire related) in Q1-Q4 2020-21 decreased by 735 incidents when compared to Q1-Q4 2019-20. Almost 25% of the decrease was due to a reduction in Flooding (-183 incidents). The second largest decrease was RTC's with 170 less incidents than in Q1-Q4 2019-20. Other Special Services held the second greatest proportion of Special Service incidents, where the highest sub-category was 'No action (not false alarm)' with 16.09% (where service was not required). This was followed by 'Removal of objects from people' with 11.61% and 'Other rescue/release of persons' with 11.41%.
8. There were 170 fewer Road Traffic Collisions (RTCs) in total in Q1-Q4 2020-21 when compared to Q1-Q4 2019-20. The decrease in RTCs can largely be accounted for by 128 fewer incidents that required making a vehicle or the scene safe. However, making safe incidents still attributed to 77.4% of all RTC incidents in Q1-Q4 2020-21. There were a total of 53 extrications performed by the service during Q1-Q4 2020-21, 10 less than the same period in 2019. Over 92% of the extrications involved a car and nearly 80% of all extrications took up to 30 minutes to undertake. The Service attended 12 fatalities in 10 incidents in Q1-Q4 2020-21 compared to 12 fatalities in 11 incidents in Q1-Q4 2019-20.
9. There was a 3.07% decrease (106 incidents) in the number of False Alarms in Q1-Q4 2020-21 when compared with the same period in 2019-20. All three categories of false alarms have seen a decrease since Q1-Q4 2019-20. Over 70% of all False Alarm incidents were due to apparatus and over half of all False Alarms originated from a domestic property (Dwelling and Other Residential); and the remainder 38.20% in Non-Residential buildings. Self-contained sheltered housing incurred the highest number of False Alarms in

Q1-Q4 2020-21 with 510 incidents, 42.35% of these incidents were caused by 'Cooking/burnt toast' and the station ground which had the highest number of false alarms in self-contained sheltered housing was Worcester with 103 incidents.

10. Overall Staff Sickness level for Q1-Q4 2020-21 was 3.75 days lost per head, this shows a decrease in sickness when compared to Q1-Q4 2019-20 where the number of days lost per head was 5.71. Long-term sickness continues to form the greatest proportion of all Staff Sickness with 72.90%. In Q1-Q4 2020-21 Wholetime firefighter sicknesses (days lost per head) was 5.66, an improvement when compared to Q1-Q4 2019-20 with 8.92 days lost. Non-uniformed sickness in Q1-Q4 2020-21 was 6.28 days lost per head compared to 9.53 in Q1-Q4 2019-20. Fire Control staff sickness also improved from 7.28 in Q1-Q4 2019-20 to 3.75 in Q1-Q4 2020-21. It must be noted that sickness related to COVID-19 has been reported separately.
11. The percentage of Primary Building Fires attended within 10 minutes by the first fire appliance on attendance was 48.49% (241 incidents) during Q1-Q4 2020-21 in comparison to 51.79% (318 incidents) in Q1-Q4 2019-20. Call handling increased by an average of 23 seconds in Q1-Q4 2020-21. Turnout time remained the same and travel time increased on average by 11 seconds when compared to Q1-Q4 2019-20. The average time between the time of call and arrival at scene of the first fire appliance for Q1-Q4 was 11 minutes and 1 seconds compared with 10 minutes 27 seconds in Q1-Q4 2019-20. Out of the 250 which failed the Primary Building Fire attendance standard, over half with 51.00% (127 incidents) were recorded as a failure due to the travel distance to the incident.
12. The average for the overall availability of the first On-Call (Retained) fire appliance was 91.66% in Q1-Q4 2020-21 compared to 84.97% in Q1-Q4 2019-20, an overall average increase of 6.69%. The new Wyre Forest hub is included in this calculation and is compared to the sum of Kidderminster, Bewdley and Stourport stations in 2019-20.

## **Conclusion/Summary**

13. Further detail and analysis regarding the above headlines for performance in Q1-Q4 2020-21 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 – Performance Report: Q1-Q4 2020-21

Appendix 2 – HWFRS Community Risk Activity: Q1-Q4 2020-21