

## **Report of the Head of Corporate Services**

### **8. Quarterly Performance Report - Quarter 1**

#### **Purpose of report**

1. This report is a summary of the Service's Quarter 1 (Q1) 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, 2016-17:***

- i) ***a total of 1,678 incidents were attended in Q1, an increase of 7.3% (114 incidents) over the same Quarter of 2015-16, and 4.0% (67 incidents) higher than the average for the last five years. However, the overall 5 year trend remained relatively consistent;***
- ii) ***the majority of the increase in Q1 is accounted for by a rise in the numbers of Special Service and False Alarm incidents, while the number of Fire incidents was down:***
  - a. ***Special Services: an increase of 19.9% (65 incidents) is mainly accounted for by increases in the number of animal assistance (13 incidents), flooding (11) Road Traffic Collisions (9) and water rescues (6).***
  - b. ***False Alarms: an increase of 11.2% (81 incidents) is mainly because of automatic activations at a number of sheltered housing, nursing homes and hospitals and 13 incidents following the installation of a new alarm system at a block of flats in Kidderminster;***
  - c. ***Fires: a decrease of 6.2% (32 incidents) over the previous year is largely accounted for by a fall in the number of Secondary Fires (down by 46 incidents) with fewer outdoor fires in a wetter than usual late spring/early summer period;***
- iii) ***the number of Fires and Special Service incidents continues to show a five-year downward trend, and False Alarms show a slight upward trend. While the figures are relatively consistent over the last five years, trends will continue to be analysed and monitored;***

- iv) overall Staff Sickness levels are 1.31 days lost per head, which remains within tolerance levels for Quarter 1 and below the five-year average of 1.63 days;**
- v) the Service attended 60.9% of Building Fires within 10 minutes in Q1 compared with 62.3% in the same period in 2015-16. The average time for the first fire appliance attendance at all building fires remained below 10 minutes (09:48); and**
- vi) the overall availability of the first On-Call (Retained) fire appliance remains high at 94.4%, a slight decrease of 0.5% in Q1 compared to the same period in 2015-16.**

## **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 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. Three indicators were out of tolerance at the end of the Quarter 1, 2016-17: Special Services, 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. Quarter 1 saw a 7.3% increase in the total number of incidents attended by the Service compared to the same period last year, and is 4.0% higher than the average over the last five years (2012/13 to 2016/17). The number of incidents attended in Q1 has been relatively consistent over the last five years at just over 1,600 incidents.
6. In terms of Fires, there were 6 more Primary Fires and 8 more Chimney Fires in Q1 compared to the same period last year. The number of Building Fires, which form the largest proportion of Primary Fires, was 156, an increase of 6.8% (10 incidents) over last year. Within the figures,

an increase in the number of prison cell fires at HMP Hewell was noted and Community Risk officers are working with prison service colleagues to reduce the number of incidents. There were no fatalities in Primary Fires during the Quarter. The majority of the increase in Chimney Fires (24 of the 28 incidents) occurred during April, which was unseasonably cooler than normal. Secondary Fires, particularly Grassland, Woodland and Crop Fires, were down by 46 incidents in Q1 largely because of a cooler and wetter late spring/early summer period.

7. The number of Special Service incidents (emergency incidents that are not fire related) in Q1 increased by 19.9% (65 incidents) compared to the same period in 2015-16, taking Q1 9.1% higher than the 5-year average. There were 9 more Road Traffic Collisions, the majority of which involved making the vehicle and/or scene safe, though the Service attended 7 fatalities in RTC incidents during the Quarter, compared to 2 in same period in 2015-16. Flooding incidents increased from 9 in Q1 of 2015-16 to 20 in Q1 of 2016-17; analysis shows there was a particular increase in the number of leaks in properties during the Quarter. The number of water rescue incidents also doubled, with 12 people rescued after swimming in rivers during the warmer period of the Quarter.
8. There was an increase in the number of False Alarm incidents in Q1 with 81 more incidents (a rise of 11.2%) compared to the same period in 2015-16. Within this figure, there were 67 more Automatic False Alarms. Analysis shows that most of the increase can be accounted for by incidents at sheltered housing, hospitals and nursing homes and a further 13 incidents following installation of a new alarm system in a block of flats in Kidderminster.
9. The number of days lost to sickness absence for all staff remains within tolerance levels and continues to compare favourably with Worcestershire County Council on all staff sickness levels, including short- and long-term sickness.
10. The percentage of Building Fires attended within 10 minutes by the first fire appliance was 60.9% during Q1, a fall of 1.4% compared to the same period in 2015-16. While this continues to remain below the 75% stretch target set in the Service's Attendance Standard, the average attendance time at all building fires is still below ten minutes (9 minutes and 48 seconds).
11. The availability of the first On-Call (Retained) fire appliance decreased slightly by 0.5% to 94.4% in Q1 compared to Q1 of 2015-16. Within this, On-Call crews at Bromyard, Leominster and Ross-on-Wye fire stations maintained 100% availability in Q1.

## Conclusion/Summary

12. Further detail and analysis regarding the above headlines for performance in Quarter 1 of 2016-17 is included in Appendix 1. 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 2016-17 Performance Report: Quarter 1

Appendix 2 – HWFRS Community Risk Activity: Quarter 1

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