

## Report of Head of Corporate Services

### 10. Quarter 1 and 2 Performance 2014-15

#### Purpose of report

1. This report is a summary of annual performance against the Fire Authority Annual Plan 2014-15 using the set of Key Performance Indicators (KPIs) agreed by Senior Management Board (SMB).

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#### Recommendations

***The Chief Fire Officer recommends that the Committee note the following headlines taken from Appendix 1 relating to performance in Quarter 1 and 2 2014-15:***

- i) The total number of Incidents attended in Quarter 1 and 2 2014-15 is the lowest total in the nine years that the current data set has been collected.***
- ii) The Service attended the lowest Quarter 1 and 2 totals of Fire and False Alarm incidents in the last nine years but the number of Special Service incidents attended in Quarter 1 and 2 2014-15 have increased when compared to the same period last year.***
- iii) Although Sickness levels for all staff continue to remain within tolerance levels for the year so far, sickness levels are beginning to rise again since dropping from a peak in October 2013.***
- iv) The Service saw a reduction in the percentage of attendances at building fires that met the 10 minutes attendance standard compared with the same period last year, and has investigated the reasons behind reductions in the number of building fires attended by the first appliance within 10 minutes.***
- v) Retained appliances were available for operational duty 90.5% of the time.***

#### 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 SMB and the Policy and Resources Committee.

#### Tolerance levels

3. Each individual Key Performance Indicator (KPI) is tested against the tolerance levels expected 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. The only indicator out of tolerance at the end of Quarter 1 and 2 2014-15 was the percentage of Building Fires attended by the first appliance within 10 minutes of the time of call. This indicator is 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 2014-15 Performance**

5. Quarter 1 and 2 2014-15 saw a reduction in Total Incidents compared to the same period last year. This is despite an increase in Special Service incidents in that period. All three categories of Fire incidents have reduced when compared with the same period last year. Primary Fires have decreased to the lowest Quarter 1 and 2 total in the last nine years; Secondary Fires have reduced mainly due to the wetter conditions during Quarter 1 and 2 2014-15 compared with Quarter 1 and 2 2013-14 and Chimney Fires have also decreased when compared with the same period last year.
6. The numbers of Special Service incidents have increased when compared with Quarter 1 and 2 2013-14. This has been mainly due to an increase in wet weather related incidents and RTC's.
7. The number of False Alarm incidents has decreased compared with the same period last year. 70% of False Alarms are caused by automatic false alarms actuations and a decrease in automatic false alarms has negated increases in false alarm good intent and malicious false alarms.
8. The number of days/shifts lost to sickness absence for all staff although continuing to remain within tolerance levels, has increased on a monthly basis since May after it had dropped from a peak in October 2013. This increase is mainly as a result of an increase in wholetime sickness and in particular long term wholetime sickness. The Service has roughly the same levels of sickness as other local FRS and compares favourably with the two local County Councils.
9. The Service has investigated the reasons behind the deterioration in the standard set in the Integrated Risk Management Plan for the percentage of building fires first attended by a pumping appliance within 10 minutes. It has been identified that this first attendance has been affected by a change in the starting point for the measure following the introduction of the Fire Control mobilising system. Many other factors can also influence performance, such as improved call challenging and information gathering in Fire Control, changing societal issues, such as less incidents in built up areas and more incidents proportionally outside of towns and cities or in rural areas or weather and road conditions.
10. Retained appliances were available 90.5% of the time in Quarter 1 and 2 2014-15, an increase of 0.9% on the same period in 2013-14. Some retained stations have two appliances and in these situations it is ensured that the rescue pump availability is maintained as much as possible and any unavailability is first taken by the regular pump. Therefore although some standard pumps such as those at Ledbury and Tenbury were not as available as other standard pumps, the rescue pumps at these stations were still available for 99.2% and 98.9% of the time respectively. The rescue appliances at Leominster, Ross and Bromyard were available 100% of the time in Quarter 1 and 2 2014-15.

## Conclusion/Summary

11. Further details and analysis regarding the headlines in the recommendations and Quarter 1 and 2 2014-15 performance in general are included in the attached appendix. SMB will continue to receive reports based on the measures the Service is taking to stay within tolerance levels and where improvements are required and will report any action required together with details of future performance to this Committee.

## Corporate Considerations

<b>Resource Implications</b> (identify any financial, legal, property or human resources issues)	None at this stage
<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 Plan and 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 - Quarter 1 and 2 2014-15 Performance Analysis

### Contact Officer

Jean Cole, Head of Corporate Services  
(01905 368329)  
Email: [jcole@hwfire.org.uk](mailto:jcole@hwfire.org.uk)