

Report of the Head of Corporate Services

2020-21 Performance Report: Quarter 1

Purpose of report

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

- j) A total of 1,791 incidents were attended in Q1 2020-21, a decrease of less than one percent (12 incidents) when compared with Q1 2019-20. While the overall number of incidents for Quarter 1 2020-21 has remained similar to Quarter 1 2019-20, the distribution of incidents has changed. Fires and False Alarms incidents have increased whilst Special Services have decreased.*
 - a. Fires: an overall increase of nearly 100 Fire incidents in Q1 2020-21 was mainly accounted for by an additional increase of over 50% in Secondary Fire incidents when compared to Q1 2019-20. The number of Primary Fire incidents remains comparable to Q1 2019-20 with only 1 additional incident. Although there was an increase in the overall number of Fires during Quarter 1 2020-21, there were no Primary Fire fatalities during this quarter.*
 - b. Special Services: an overall decrease of 165 incidents in Q1 2020-21 was largely attributed to a 59.76% decrease in Road Traffic Collisions when compared to Q1 2019-20. The second largest decrease was in the collaborative incident types – 'Assist other Agencies' and 'Effecting entry/exit' - with 45 incidents fewer than the same period last year; however, it still accounted for a third of all Special Service incidents in Quarter 1.*
 - c. False Alarms: although there was only a modest overall increase of around 7% in False Alarm incidents, the kind of False Alarms has changed when compared to Q1 2019-20. There was over a 40% increase in Good Intent False Alarms, a decrease of 25 False Alarms Due to Apparatus incidents and 6 less Malicious False Alarms incidents.*

- ii) **Overall Staff Sickness level for Q1 2020-21 was 0.85 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 an improvement when compared to Q1 2019-20, where the number of days lost per head was 3.03. In Q1 2020-21 Wholetime firefighter, Non-uniform and Fire Control staff sickness (days lost per head) were all lower than Q1 2019-20. Furthermore, there were 15 cases of Covid-19 sickness, where 8 cases were confirmed. A further 57 cases of self-isolation and one case of shielding across the service.**
- iv) **The Service attended 57.05% (85 incidents) of Primary Building Fires within 10 minutes in Quarters 1 2020-21, compared with 48.95% (70 incidents) in Quarters 1 2019-20. The average time for the first fire appliance to attend a Primary Building Fire was 10 minutes 2 seconds for Q1 2020-21 compared with 10 minutes 41 seconds in Q1 2019-20; an average overall improvement of 39 seconds.**
- v) **The average for the overall availability of the first On-Call (Retained) fire appliance was 94.99%. The new Wyre Forest hub is not part of the calculations for overall availability figures as this would not give a fair comparison against 2019-20, when Wyre Forest was split across Bewdley, Kidderminster and Stourport fire stations.**

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 for Quarter 1 2020-21 was below the 3 year average expected for this time period. The total number of Fires were above the levels of tolerance; Primary Fires and Chimney Fires were within acceptable levels whilst Secondary Fires were nearly double the average expected. Special Service incidents were below the lower limit tolerance (3 year average -10%). Furthermore, False Alarms were mainly below the 3 year average expected. 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 Performance

5. Quarters 1 2020-21 saw 1,791 incidents, a decrease of only 12 incidents when compared to Quarters 1 2019-20. Although the overall numbers remain the same, the distribution of the incident types has changed. There has been a decrease of 165 Special Service incidents, and an increase of 97 Fires and 56 False Alarms incidents. The location of the incidents also differs when compared to Q1 2019-20 where the North District had the greatest increase in Fire incidents, and the greatest decrease in Special Service incidents.
6. In terms of Fires, the number of Primary Fires in Q1 2020-21 has remained consistent when compared to Q1 2019-20; only increasing by 1 incident in total. However, the kind of Primary Fires has changed with a 140% increase in Primary Outdoor Fires and nearly a 60% decrease in Primary Vehicle & Transport Fires. The number of Secondary Fires in Q1 2020-21 has increased by over 50% when compared to Q1 2019-20, where the greatest percentage increase of nearly 90% is seen in Grassland, Woodland and Crop Fires. More than one in three of all Secondary Fires were caused deliberately and nearly a third of all Secondary Fires were caused due to Loose refuse (incl in garden)' and' Private/Domestic garden/allotment (vegetation not equipment/building)'. Over half 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 Quarter 1 2020-21 decreased by 165 incidents when compared against Quarter 1 2019-20. Nearly 60% of this decrease can be accounted by the decrease in Road Traffic Collisions incidents. The largest proportion of Special Service incidents in Quarter 1 (29.57%) was in the Other Special Services sub-category. The biggest proportion of incident types in this category was 'No action (not false alarm)' with 17.46% (where service was not required). Just over 16% of all Special Service Incidents were located in Worcester's Station Ground.
8. There were 98 fewer Road Traffic Collisions (RTCs) in total in Q1 2020-21 when compared to Q1 2019-20. Over three-quarters of the RTC incidents attended required making a vehicle or the scene safe. Out of the 5 extrication of person/s incidents, one incident required a full roof removal which took the Service less than 30 minutes to undertake, and the casualty at this incident went to hospital with non-life threatening injuries. The Service continues to effectively deal with incidents involving RTCs. The Service attended 1 fatality in 1 incident in Q1 2020-21 compared to 3 fatalities in 3 incidents in Q1 2019-20.
9. There was a 7.22% increase (56 incidents) in the number of False Alarms in Quarters 1 2020-21 when compared with the same period in 2019-20. The biggest percentage increase is found in Good Intent False Alarm incidents with an additional 40% of incidents. The greatest proportion of False Alarms was due to apparatus with just over 60% of all False Alarm incidents. Nearly half of all False Alarms originated from a domestic property (Dwelling and Other Residential); a further 21.51% of False Alarms were from outdoor property types. Self-contained Sheltered Housing incurred the highest number

of False Alarms in Quarter 1 2020-21, with 92.98% occurring due to apparatus and 62.26% of the False Alarms caused by cooking/burnt toast.

10. Overall Staff Sickness level for Q1 2020-21 was 0.85 days lost per head, this shows an improvement when compared to Q1 2019-20, and where the number of days lost per head was 3.03. In Q1 2020-21 Wholetime firefighter, Non-uniform and Fire Control staff sickness (days lost per head) were all lower than Q1 2019-20. When compared to Worcestershire County Council and Herefordshire Council, the Service had the lowest number of days lost per head for all staff.
11. The percentage of Primary Building Fires attended within 10 minutes by the first fire appliance was 57.05% (85 incidents) during Quarter 1 2020-21 in comparison to 48.95% (70 incidents) in Quarter 1 2019-20. Call handling, turnout time and travel time all improved on average during Quarter 1 2020-21 with an overall average improvement of 39 seconds from the time of call to the arrival of the first fire appliance on the scene. Out of the 64 which failed the Primary Building Fire attendance standard, nearly 60% 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 94.99% in Quarter 1 2020-21 compared to 86.69% in Quarter 1 2019-20. The new Wyre Forest hub is not part of the calculations for overall availability figures as this would not have given a fair comparison against Quarter 1 2019-20, when Wyre Forest was split across Bewdley, Kidderminster and Stourport fire stations.

Conclusion/Summary

13. Further detail and analysis regarding the above headlines for performance in Quarter 1 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

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 not, identify any potential implications).	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 matter)	None.
Equalities (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: Quarter 1

Appendix 2 – HWFRS Community Risk Activity: Quarter 1