

## Report of the Head of Corporate Services

### 2018-19 Performance Report: Quarters 1-4

#### Purpose of report

1. This report is a summary of the Service's Quarters (Q1-Q4) 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 1-4, 2018-19:*

- i) *A total of 7,501 incidents were attended in Q1-Q4, an increase of 8.22% (570 incidents) over the same Quarters of 2017-18, and 11.13% (751 incidents) higher 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 increase in Q1-Q4 is accounted for by a rise in the numbers of Fire and Special Service incidents, while the number of False Alarm incidents was also up but at a lower rate:*
  - a. *Fires: an increase of 14.96% was mainly accounted for by a rise in the number of Secondary Fires (28.74%).*
  - b. *Special Services: an increase of 9.63% (168 incidents) was mainly accounted for by increases in the number of Other Special Services (111), Assisting other agencies (56) and Lift release (7) incidents.*
  - c. *False Alarms: an increase of 3.59% (118 incidents), the most common automatic activations are at a number of sheltered housing, nursing homes and hospitals.*
- iii) *Overall Staff Sickness level for Q1-Q4 2018-19 was 8.51 days lost per head and was above the 5-year average of 6.71.*
- iv) *The Service attended 54.41% (358 incidents) of Primary Building Fires within 10 minutes in Quarters 1-4, compared with 58.73% in the same period in 2017-18. The average time for the first fire appliance attendance at all Primary Building Fires was 10 minutes and 23 seconds.*
- v) *The overall availability of the first On-Call (Retained) fire appliance remains high at 84.75%; however, this has decreased by 4.86% when compared to the same period in 2017-18.*

## **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. In addition to the totals for Total Incidents, Total Fires, Primary Fires, Secondary Fires, Special Service and All Staff Sickness being out of tolerance for Q1-Q4 2018-19, the first attendance by a fire appliance at Primary Building Fires within 10 minutes was also outside the 10% tolerance level. 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 1-3 Performance**

5. Quarters 1-4 saw 7,501 incidents, a 8.22% increase in the total number attended by the Service compared to the same period last year, or an 11.13% increase compared to the 5-year average of 6,750.
6. In terms of Fires, there were 37 more Primary Dwelling Fires and 21 fewer Chimney Fires over the period in Quarters 1-4, compared to the same period last year. The number of Primary Building Fires, which form the largest proportion of Primary Fires, was 658, an increase of 57 incidents over the same period in 2017-18. There were 4 fatalities in Primary Building Fires during this period.
7. The number of Special Service incidents (emergency incidents that are not fire related) in Quarters 1-4 increased by 168 incidents compared to the same period in 2017-18. This is 18.61% higher than the 5-year average. There were 25 more Road Traffic Collisions (RTCs), the majority of which involved making the vehicle safe (59.10%). The Service attended 15 fatalities in RTC incidents during Quarters 1-4. Assisting other agencies increased from 140 in Quarters 1-4 in 2017-18 to 196 in Quarters 1-4 in 2018-19. Animal assistance incidents decreased from 123 to 96.
8. There was a 3.59% increase (118 incidents) in the number of incidents in the False Alarm category in Quarters 1-4 over the same period in 2017-18. 55.56% of these incidents involved 'life risk' premises, such as residential properties, sheltered housing, hospitals, hotels, nursing homes, prisons etc.

Calls to 'life risk' premises that result in a false alarm categorisation are mainly accounted for by faults on the system or cooking related incidents between the hours of 8am and 9pm.

9. The number of days lost to sickness absence (8.51 days per head) in Quarters 1-4 for all staff was slightly outside tolerance levels, but continues to compare well with others, such as Herefordshire County Council.
10. The percentage of Primary Building Fires attended within 10 minutes by the first fire appliance was 54.41% during Quarters 1-4; a decrease of 4.32% compared to the same period in 2017-18. This continues to remain below the 75% stretched target set in the Service's Attendance Standard.
11. The availability of the first On-Call (Retained) fire appliance decreased by 4.86% to 84.75% in Quarters 1-4 compared to Quarters 1-4 over the same period in 2017-18. 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. For this period first fire appliance availability has also been calculated and shown in Table 19 (Appendix 1).
12. The availability of the second On-Call (Retained) fire appliance increased by 0.33% to 46.10% in Quarters 1-4 compared to Quarters 1-4 over the same period in 2017-18.

### Conclusion/Summary

13. Further detail and analysis regarding the above headlines for performance in Quarters 1-4 of 2018-19 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 2018-19 Performance Report: Quarters 1-4

Appendix 2 - HWFRS Community Risk Activity: Quarters 1-4

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