

Report of the Head of Corporate Services

2017-18 Performance Report: Quarters 1 - 3

Purpose of report

1. This report is a summary of the Service's Quarters 1 – 3 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 Quarters 1 - 3, 2017-18:

- i) A total of 5,281 incidents were attended in Quarters 1 – 3, an increase of 0.7% (37 incidents) over the same period in 2016-17, and 4.1% (214 incidents) higher than the average for the last five years.*
- ii) The majority of the increase in Quarters 1 - 3 can be accounted for by a rise in the numbers of Special Service incidents at 9.1% or 104 incidents (66 of which were RTCs) when compared to the same period in 2016 – 17. Fire incidents were also up by 34 mainly due to a spike in Secondary Fires in Quarters 1 and 2, whilst False Alarms were down (101 incidents).*
 - a. Fires: an increase of 34 incidents for this period over the previous year is largely accounted for by an increase in Secondary Outdoor Fires (up by 43 incidents) due to the warmer summer period during Quarters 1 and 2.*
 - b. Special Services: there was an increase of 104 incidents over the period. Most subcategories have increased slightly; these include Road Traffic Collisions (RTCs), assisting other Agencies, Rescue/Evacuation from Water, Spills and Leaks (non-RTC) and Ring Removal. There was a decrease in the number of lift releases attended (down by 12 incidents).*
 - c. False Alarms: there was a decrease of 101 incidents overall when compared to the same period in 2016-17. There was a small increase of the sub-category of Malicious False Alarms, which went up by 13 incidents.*
- iii) Overall Staff Sickness levels were 5.67 days lost per head.*

- iv) The Service attended 60.2% of Building Fires (485 incidents) within 10 minutes in Quarters 1 – 3, compared with 56.5% in the same period in 2016-17. The average time for the first fire appliance attendance at all building fires was ten minutes and twelve seconds.**
- v) The overall availability of the first On-Call (Retained) fire appliance remains high at 90.3%; however this has decreased by 0.7% when compared to the same period in 2016-17.**

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 Chimney Fires and Special Service being out of tolerance for Q1 - Q3, the first attendance by a Fire Appliance at 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 Retained appliance availability.

Quarters 1 - 3 Performance

- 5. Quarters 1 – 3 saw 37 incidents or a 0.7% increase in the total number of incidents attended by the Service compared to the same period last year, or a 4.1% increase compared to the 5 year average of 5,067.
- 6. In terms of Fires, there were 2 additional Primary Fires and 17 fewer Chimney Fires over the period in Quarters 1 – 3, compared to the same period last year. The number of Building Fires, which form the largest proportion of Primary Fires, was 453, a decrease of 14 incidents over the same period in 2016-17. There were 4 fatalities in Primary Fires during this period. The largest reduction of incidents was in Chimney Fires (89 to 72).

7. The number of Special Service incidents (emergency incidents that are not fire related) in Quarters 1 - 3 increased by 104 incidents compared to the same period in 2016-17. This is 10.8% higher than the 5-year average. There were 66 more Road Traffic Collisions (RTCs), the majority of which involved making the vehicle and/or scene safe. The Service attended 10 fatalities in RTC incidents during Quarters 1 - 3. Assisting other Agency increased from 64 in Quarters 1 – 3 in 2016-17 to 88 in Quarters 1 - 3 in 2017-18. Animal assistance incidents decreased from 107 to 100.
8. There was a 3.9% decrease (101 incidents) in the number of incidents in the False Alarm category in Quarters 1 - 3 over the same period in 2016-17. 47.2% 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 6pm.
9. The number of days lost to sickness absence for all staff is out of tolerance levels, but continues to compare favourably with others, such as Worcestershire County Council, on all staff sickness levels.
10. The percentage of Building Fires attended within 10 minutes by the first fire appliance was 60.2% during Quarters 1 - 3; an increase of 3.7% compared to the same period in 2016-17. 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 0.7% to 90.3% in Quarters 1 -3 compared to Quarters 1 -3 over the same period in 2016-17. Within this, On-Call crews at Ross-on-Wye Fire Station maintained 100% availability.

Conclusion/Summary

12. Further detail and analysis regarding the above headlines for performance in Quarters 1 - 3 of 2017-18 is included in Appendix 1.
13. 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

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| 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 – Fire Authority 2017-18 Performance Report: Quarters 1 - 3

Appendix 2 – HWFRS Community Risk Activity: Quarters 1 - 3

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