

Quarter 4 2023/24

Purpose of the report

To provide a strategic overview of the Council's performance for Quarter 4 2023/24.







The following scorecards are enclosed:

	Page number
Key to Symbols	2
Gloucestershire Fire & Rescue	3

Prepared by the Performance and Improvement Team




Key to Symbols

Reporting Basis	
Year to Date	Performance accumulated over the year
Rolling Year	Average performance over a 12 month period
Annual	Performance measured once a year
Latest Quarter	Performance this quarter
Snapshot	Performance at a particular point in time
Forecast	Predicted position at the end of the year

Measure Symbols	
	Performance Better than Target
	Performance Worse than Target
	Performance significantly worse than Target
	No information
	Missing Target
	No Value
Bigger is Better	A bigger value for this measure is good
Smaller is Better	A smaller value for this measure is good
Plan is best	Where it is better for performance to be on target rather than above or below

Risk	Impact/Consequence				
	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Critical
Highly Likely (5)	5	10	15	20	25
Likely (4)	4	8	12	16	20
Possible (3)	3	6	9	12	15
Unlikely (2)	2	4	6	8	10
Remote (1)	1	2	3	4	5

Risk Rating
(calculated by multiplying the Impact with the Likelihood of each risk)

Risk Symbols	
	Risk Value Increasing
	Risk Value Decreasing
	No Change

Level of Risk	Score
Low	1 - 6
Moderate	7 - 12
High	13 - 25

Transforming Gloucestershire Fire and Rescue Service



Response

	Good Performance High/Low	Reporting Basis	Mar-23	Jun-23	Sep-23	Dec-23	Actual Mar-24	Target Mar-24	Comments	Comparator Group
Average Response times to Dwelling Fires	Smaller is Better	Latest Quarter	10.31	9.21	9.17	9.12	9.40	9.00	▲ Timeliness of responding to all attended dwelling fires (National definition) has worsened to 9 minutes 40 seconds (up from 9 minutes 12 seconds in the previous quarter). Timeliness is worse than the comparator group average (9 minutes 11 seconds) and target (9 minutes).	9.11

Prevention

	Good Performance High/Low	Reporting Basis	Mar-23	Jun-23	Sep-23	Dec-23	Actual Mar-24	Target Mar-24	Comments	Comparator Group
% of Safe and Well visits undertaken to those in high risk groups	Bigger is Better	Latest Quarter	86.6%	87.4%	79.2%	80.3%	77.1%	80.0%	● The service continues its positive work to reach the most vulnerable people in our community, where data tells us there is a higher risk of death if a dwelling fire were to occur. In Quarter 4, the majority of Safe and Well visits undertaken were to people in the high-risk category (77.1%). This is worse than the previous quarter (80.3%) and performance has declined from better than target to within tolerance of target (80%).	57.7%
Rate of Safe and Well visits undertaken per 1,000 population	Bigger is Better	Latest Quarter	1.10	0.98	1.37	1.42	2.04	1.53	★ In Quarter 4, we completed the highest rate of Safe and Well visits since March 2020 (2.04 per 1,000 population, 1,330 visits). Performance has improved to better than target (1.56 per 1,000 population, 1,000 visits per quarter). In terms of overall performance during 2023/24, we completed 3,788 Safe and Well visits (95% of the 4,000 annual visit target).	1.90
Number of Accidental Dwelling Fires	Smaller is Better	Latest Quarter	55	76	66	67	66	63	● Of the 75 dwelling fires in Quarter 4, 66 were accidental. Performance is within tolerance of the seasonal target which aims to see a reduction in incidents over time (63) but is worse than at the same time last year (55). Around one-third of accidental dwelling fires were caused by faulty equipment or fuel supply (32%, 21 accidental dwelling fires).	n/a

Protection

	Good Performance High/Low	Reporting Basis	Mar-23	Jun-23	Sep-23	Dec-23	Actual Mar-24	Target Mar-24	Comments	Comparator Group
% of Firefighter risk information visits completed within timeframes	Bigger is Better	Latest Quarter	100.0%	100.0%	44.4%	0.0%	0.0%	100.0%	▲ In Quarter 4, there were no Firefighter Risk Information Visits completed (a visit to learn about the building and surrounding areas to prevent injury or death to firefighters). Under performance in this area has been ongoing for three quarters and needs to be addressed.	n/a
% Annual Risk Based Inspection Programme completed in timeframes	Bigger is Better	Latest Quarter	84.6%	0.0%	4.6%	9.7%	14.6%	21.0%	▲ During the programme which spans from June 2023 to March 2026, 2,343 premises have been identified for inspection. At the end of Quarter 4, delivery was behind the scheduled target (14.6%, 341 premises). This is worse than target (21%, 495 premises out of the overall 3-year programme). The target is set based on 5 inspectors completing 11 audits per month. In Quarter 4, there were 3 Inspectors in post. Two new inspectors have been recruited and the team expect the programme to be back on track by December 2024.	n/a