

FRSC Performance Report 27.05.22

Overview of performance for Gloucestershire Fire and Rescue Service

KEY:	Meeting or Better than Target	Within tolerance of target (0-5% worse than target)	Worse than Target (> 5% worse than target)
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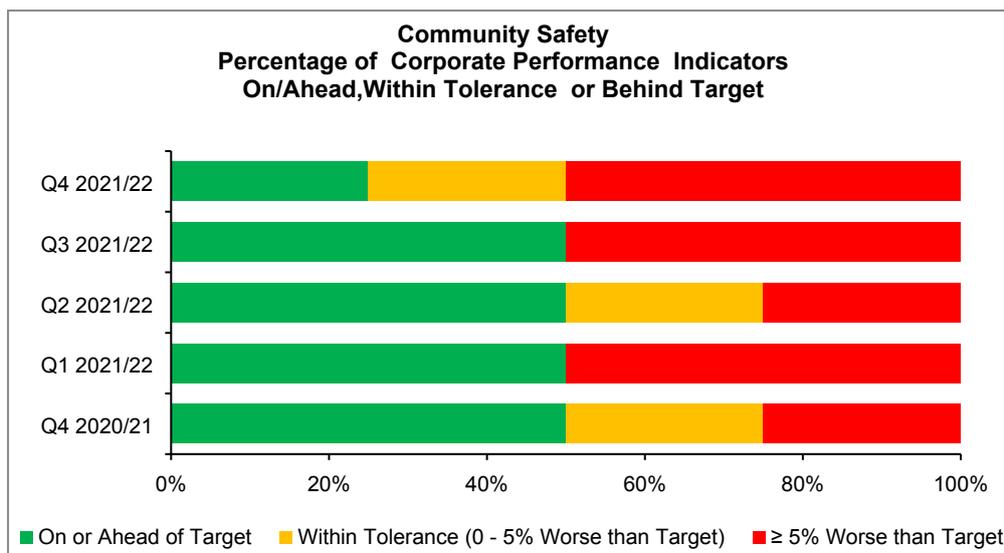
Measure	Quarter 4 2021/22 Performance
% of Safe and Well visits undertaken to those in high risk groups	79.0%
Number of Safe and Well visits undertaken per 1,000 population	0.89
Average Response times to dwelling fires	9 minutes 14 seconds
Number of Accidental Dwelling Fires	60

Service Level Indicators - Performance reported to Senior Leadership Team

Measure	Quarter 4 2021/22 Performance
Total number of deliberate fires	85
% of staff in GFRS that are female (as a % of the total workforce)	26.5%
% of staff in GFRS from BME Groups (as a % of the total workforce)	2.2%
% of Operational staff (FF - WM) within 2 yearly qualification target for Breathing Apparatus	94.9%
% of Operational Incident Commanders within 2 yearly requalification target	98.1%
% of teachers who think their pupils will make safer choices after a session	100%
Average response time to Primary fires	9 minutes 55 seconds
Average response time to Commercial fires	8 minutes 37 seconds
% of 72d premises within required frequency	88.9%
% of higher risk premises inspected within required time frame	50%
% of workforce temporary promoted within GFRS	Awaiting Data
No. of RIDDOR injuries	0
% Forecast spend against budget	Awaiting data
% of actions completed arising from audit recommendations	100%

Good Management of Service measures Community Safety - Performance Reported in the attached Scorecard and Summary (relevant highlights page 6)

Indicator	Quarter 4 2021/22 Performance
Sickness/Absence - Long Term (days per FTE)	2.37
Sickness/Absence - Stress	0.85
Sickness/absence - Overall (days per FTE)	3.48
% Staff Turnover – In Quarter	3.0%
Staff Turnover (Staff leaving as % of All Staff) - Rolling Year	13.8%
% Staff Appraisals complete (and entered on SAP)	25.4% Internal reporting (not on SAP): 65%



Overall, half of measures were better than or within tolerance of target in Quarter 4 (50%, 2 of 4 indicators); this is a reduction in performance over the last two quarters. This is due to performance for average response time to dwelling fires moving from better than to within tolerance of target. Performance also continues to be impacted by the number of Safe and Well visits undertaken and the number of Accidental Dwelling Fires.

Corporate Performance Measures

1. The rate of Safe and Well visits remained similar to previous quarters throughout 2021/22 at 0.89 per 1,000 population (570 visits). The number of Safe and Well visits are anticipated to improve due to crews returning to normal service following the lifting of COVID-19 restrictions, although we are yet to see an increase in visit numbers. Regular performance meetings are undertaken to ensure that a balance is maintained for the diverse workload of the Wholetime firefighters. Performance remains below target (2.35) and the comparator group average (1.50).

There were 141 Safe and Well visits which hadn't been undertaken more than 28 days after referral at the end of March; this is similar to last quarter (149). Of these, 45 visits had been awaiting a visit for more than 3 months, down from 199 at the end of Quarter 2 (199).

It is expected that a wholetime station should do 15 visits per watch per month, yet the average in 2021/22 has ranged between 6-9 visits. This may appear to indicate a capacity issue due to other workload pressures. However, Gloucester North completed the most prevention activity (9 visits per watch per month) whilst also attending a higher number of incidents.

2. The service continues its positive work to reach the most vulnerable people in our community, with 79% of Safe and Well visits undertaken being to people in vulnerable groups. Performance remains better than target (75%) and our comparator group average (74%).

3. Timeliness of responding to accidental dwelling fires (where it was clear during the initial emergency call that the fire related to a dwelling) increased in Quarter 4, rising from 7 minutes 3 seconds in Quarter 3 to 9 minutes 14 seconds. Performance was within tolerance of target.

It should be noted that the majority of the incidents in 2021/22 (around 80%) had a total horizontal area damage of less than 5 m². However, there were slightly more injuries resulting from dwelling fires in 2021/22 (25) compared to the previous two financial years (18 in 2019/20 and 20 in 2020/21). In addition, there have been 3 deaths over the last 12 months – prior to this, there has been no fatalities resulting from dwelling fires for over two years.

4. There have been lower levels of accidental dwelling fires over the last 5 years compared to the 5 years previous to that (annual average of 273 compared to 300). During the first year of the pandemic, incidents of accidental dwelling fires were particularly low (246). This has impacted the target that we set ourselves which is based on a 14% reduction on the rolling 3-year level of accidental dwelling fires. However, we also haven't achieved our aim of a year-on-year reduction in the number of accidental dwelling fires when comparing incidents in 2019/20 (270, pre-pandemic), which had similar levels of accidental dwelling fires as in 2021/22 (272).

5. We will be developing a measure for 2022/23 relating to inspections of all commercial premises as part of the work being undertaken to strengthen the data infrastructure and performance management framework.

Half of high-risk premises inspected were within timescale in Quarter 4 (50%). Performance has followed a declining trend throughout 2021/22, reducing from 94.7% of inspections within timescale in Quarter 1. While, the rate of decline has reduced quarter-on-quarter, performance is too low and is significantly below target. This was an area where improvement was highlighted by HMIC during the inspection in Autumn 2021; the subsequent ongoing and substantial decline in performance is therefore a concern.

In recent months there have been a number of care homes that have cancelled inspections due to either the presence of Covid at their premises or the heightened risk of Covid being brought into the home by allowing entry. In addition, there has been an increase in reactive work that has affected capacity to address other workload priorities.

Service Performance Measures Highlights

Prevention and Protection

Number of deliberate fires (Seasonal Target: 52, Actual: 85)

The number of deliberate fires is worse than the seasonal target and the same time last year (57 deliberate fires). Deliberate fires followed a reducing trend between 2016/17 to 2020/21 (341 incidents). Again, the pandemic may have affected incident numbers in 2020/21 with the result that they were lower than the trend. However, we have seen a 5% increase when comparing the number of deliberate dwelling fires from 2019/20 to 2021/22 (367 incidents compared with 387 incidents). As with accidental dwelling fires, we have not achieved the year-on-year reduction in incidents that is our aim.

% of 7(2)d premises within required frequency (Target: 100%, Actual: 88.9%)

Of the premises receiving a 7(2)d inspection in Quarter 4, 89% were within required frequency. This is an increase compared with last quarter (69%), however, it is worth noting here the small sample size in Quarter 4. Performance remains worse than target.

Response

Average response time to Primary fires (Target:10:00, Actual:09:55)

Average response time to Commercial fires (Target:10:00, Actual: 08:37)

The average response time for Commercial fires has continued to decrease and although the average response time to Primary Fires has increased slightly, both of these still remain better than target.

People

% of operational staff (FF – WM) within 2 yearly requalification target for Breathing Apparatus (Target: 100%, Actual: 94.9%)

The vast majority of Operational staff (FF - WM) have an up-to-date breathing apparatus qualification (93.5%); this is similar to last quarter and below target. Of the 16 people whose re-qualification was overdue, one had a valid risk assessment and nine have a refresher course booked.

% of Operational Incident Commanders within 2 yearly requalification target (Target: 100%, Actual: 98.1%)

Most Operational Incident Commanders are within 2 yearly requalification (98.1%), up from 95% in Quarter 3. This remains within tolerance of the target. This equates to 2 firefighters and 1 crew manager without a current/valid qualification. These are all on call members of staff, with 2 due to failure of the course and 1 with an expired qualification. Risk assessments have not been carried out.

There are 5 members of staff whose qualification is due to expire within the next 3 months and do not have a requalification course booked yet.

Number of workforce temporarily promoted within GFRS (Target: 25, Actual:)

Awaiting the data

Finance

Forecast revenue budget outturn % variance. (Target: 0%, Actual: -

Awaiting the data

GFRS Scorecard & Dashboards



GFRS Scorecard Q4
2021-22.pdf