

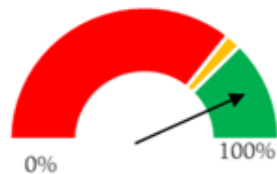
Scrutiny Meeting

Performance Report Quarter 2 2022/23

Gloucestershire Fire and Rescue Service (GFRS)

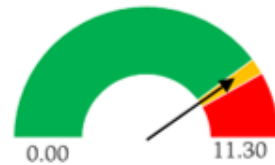


Achievements/Successes	Steady Performance	Areas of Focus	
% of Safe and Well visits undertaken to those in high risk groups	Average response time to dwelling fires	Number of Accidental Dwelling Fires	% of Annual Risk Based Inspection Plan Programme of work completed within timeframes.



82%

We continue to complete a high proportion of Safe and Well visits to the most vulnerable in our county. This is a small improvement for the third quarter, with performance levels similar to the same time last year.



09:17

Timeliness of responding to accidental dwelling fires was 9 minutes 17 seconds for Q2, the same as Q1 performance remains within tolerance of target.



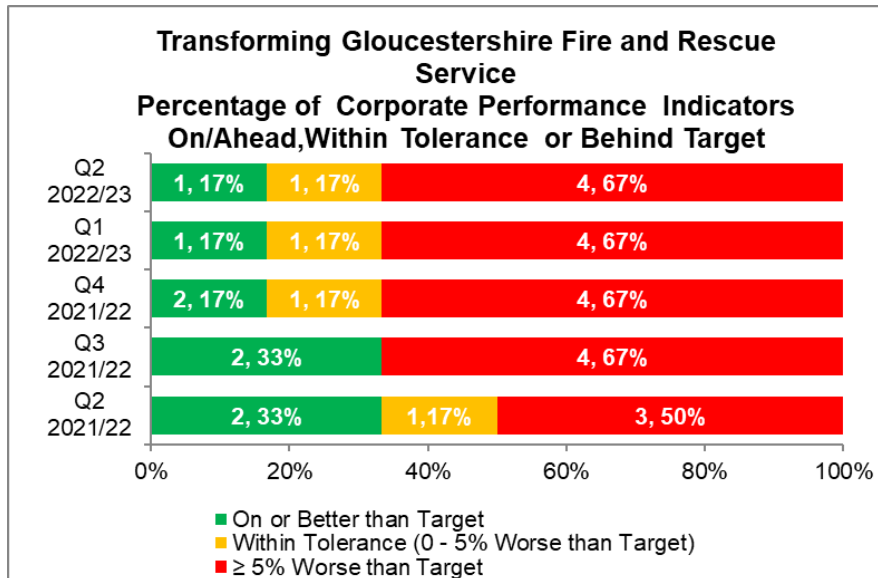
73

There has been an increase in accidental dwelling fires up 5% from Q1 and higher than previous years up 15%. Performance although worse than target is significantly better than comparable group reflecting the national picture.



37%

This indicator has been amended to reflect the RBIP, the annual inspection program of premises deemed the highest risk. The RBIP equates to 1452 inspections to be complete in 2022/23. This will therefore break down to 363 per quarter as a percentage growing 25% every quarter to 100% by Q4 end. Current performance is below target at 37%.



1. One third of measures were better than or within tolerance of target in Quarter 2 (2 of 6 indicators). Performance against target for all measures remains the same as the previous two quarters.
2. We completed a similar rate of Safe and Well visits per 1,000 population as last quarter; performance remains worse than target (0.93 per 1,000 population, 597 visits, against a target of 2.35) and the comparator group average (1.50). Crews completed around three-quarters of the Safe and Well visits in Quarter 2, while the Community Safety Officers completed the rest. The time and motion study was delayed but is now due to start in October and will run for 8 weeks. This will provide insights into how individual whole-time crews prioritise and resource the inspections, audits and visits that need to be undertaken alongside their response workload. In the meantime, crews continue to be expected to carry out 15 Safe and Well visits per month. Based on information from the Time and Motion study and latest benchmarking data released during Quarter 3 the target for this measure will be reviewed to ensure that it is appropriate.

In Quarter 2, sickness within the Prevention Team has had an impact on performance, resulting in an increase in the number of Safe and Well visits waiting more than 28 days, up 19% compared with Quarter 1 (102 up from 86). This includes an increase in the number of visits waiting more than 3 months (29 up from 4).

3. The service continues its positive work to reach the most vulnerable people in our community, with 82% of Safe and Well visits undertaken being to people in vulnerable groups. This is a small improvement for the third quarter, with performance levels similar to the same time last year. Performance remains better than target (75%) and our comparator group average (74%).
4. Timeliness of responding to all attended accidental dwelling fires (National definition) was 9 minutes 17 seconds for Quarter 2. This is the same as in Quarter 1 and remains within tolerance of target. Where it was clear during the initial emergency call that the fire related to a dwelling, the average response time improved to 8 minutes 50 seconds.
5. There has been an increase in accidental dwelling fires this quarter (73), up 7% from Quarter 1 (68) and up 16% compared with the same period last year (63). While performance is worse than target, it is significantly better than the comparator group, reflecting the current national picture of increasing numbers of dwelling fires. A review of accidental dwelling fires has identified that most fires occur in the kitchen due to a cooking appliance, between 4pm and 8pm with a high proportion started by adults over the age of 18. Although, there is no current explanation for the increase in dwelling fires, work is underway to assess and reduce incidents through community events and groups, continued media coverage and investment in more staff and tools to target the areas where most fires occur.

6. Annually GFRS have a Risk Based Inspection Programme (RBIP) which incorporates the highest risk premises identified through their risk profile work. This measure has therefore been amended to reflect the RBIP. 1,452 premises require inspection during 2022/23. Current performance is worse than target, with 537 premises inspected so far since April 2022 (37% against a target of 50%).
7. Of the premises receiving a 7.2 d inspection in Quarter 2, 75% of inspections were reported as being within required frequency. However, this is due to a system issue, with some visits not reporting as completed on the correct date. Actual performance shows all inspections as within timescale. Performance has followed an improving trend for three quarters.
8. The risk of *failure of the Council or a key partner to effectively deliver their statutory services, resulting in community disruption and failure of corporate objectives* **continues to be rated as Moderate 12**. Work continues to take place to ensure that all service areas have an up-to-date business continuity plan in place. In line with best practice, business impact analyses (BIAs) need to be conducted before business continuity plans (BCPs) are developed/updated. BIA sessions therefore continue to be rolled out to plan owners. While outstanding BIAs are now overdue, reasonable progress has been made this quarter. Just under three-quarters of BIAs and over half of BCPs (due December 2022) have been completed (71% and 55% up from 65% and 46% respectively). The corporate BCM Assurance Board continues to maintain oversight of progress. Work to update the Critical Incident Plan which is the final strand of planned activity, has commenced but will require BIAs to be materially completed.

Consideration was given to increasing the risk likelihood rating this quarter to reflect rising concerns around energy security and the potential for rota disconnections/electricity supply blackouts in the UK this winter. Consensus from a group of business continuity practitioners across the County who discussed this risk early in October 2022 was that, although concerns are clearly escalating in the media, and also from National Grid and the energy regulator Ofgem, it is still difficult to establish the likelihood of disruption actually occurring. We are also seeking to understand some practical aspects relating to the GCC estate e.g. the extent to which it is covered by back-up generators in order to inform an assessment of the Council's likely resilience to this issue.

9. The risk relating to *insufficient workforce capacity and/or instability adversely impacting on pace and sustainability of improvement and contributing to increase to firefighter safety or capability to deliver emergency services to the community* **remains rated as Moderate 12**. Recruitment and selection processes have taken place to fill substantive posts. Grey book posts, covering operational and control staff of local authority fire and rescue services, have largely been filled. However, we continue to struggle to fill Green book posts, support services employed by local authority, with the skills required. Additional funding will provide the finance needed for additional resource and training, but capacity will only improve if we can fill posts. It is still recognised that there are ongoing work pressures on staff and we continue to work to improve this in order to reduce the risk of burnout.
10. Just over two-fifths of staff have had an up-to-date appraisal (within the last 12 months) completed on the GFRS personnel system at the end of Quarter 2 (43%). Performance has followed a declining trend over the last three quarters, from 68%. Appraisal discussion, alongside regular one-to-one conversations between Managers and their staff are intended to support wellbeing through the provision of clear direction, development and reflection on achievement. 6.5% of Community Safety staff overall and 13.5% of Fire and Rescue Service staff have an appraisal recorded on the corporate personnel system which relates to the current financial year. Given the pressures on staff and concerns around burnout, it is important that performance in this area improves.
11. Rolling Year turnover is currently at 13.3%, a slight reduction compared with last quarter (14.1%) but still above the low of 9.1% in March 2021. The Operational Development Team continue to look at ways to improve the completion and analysis of exit interviews to identify trends. Turnover for Community Safety overall is also showing a decrease over the Rolling Year (12.5% down from 13.6% last quarter).

12. Sickness/absence levels have decreased for a second quarter for both the Fire and Rescue Service and Community Safety as a whole, although performance is worse than target as is long-term sickness. A high proportion of days lost are due to sickness caused by musculoskeletal and back/neck injuries. Sickness due to stress remained better than target (0.57 days per FTE against target of 0.77).