

# Scrutiny Meeting

## Performance Report Quarter 3 2022/23

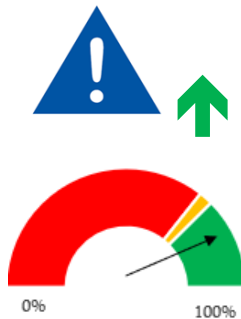
### Gloucestershire Fire and Rescue Service (GFRS)



#### Achievements / Successes

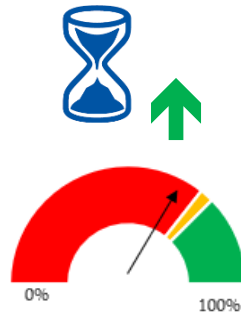
#### Areas of Focus

Safe and Well visits to those in High-Risk Groups	Fire Service Inspection Plan	Number of Accidental Dwelling Fires	Firefighter Premises Familiarisation Visits
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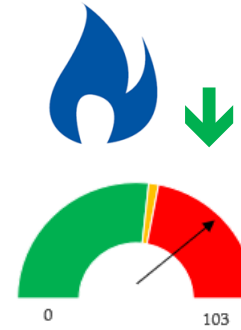
86.2%

We continue to complete a high proportion of Safe and Well visits to the most vulnerable in our county. This is an improvement for the fourth quarter, with performance levels better than the same time last year (79%).



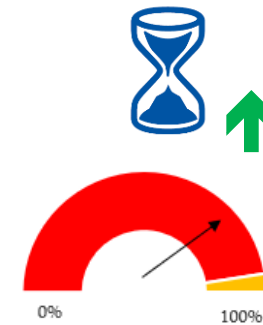
64%

Annually, a Risk Based Inspection Programme (RBIP) is undertaken which incorporates the premises of highest risk should a fire incident occur. This is identified through risk profile work. Delivery of the inspection programme is behind the scheduled target (75%).



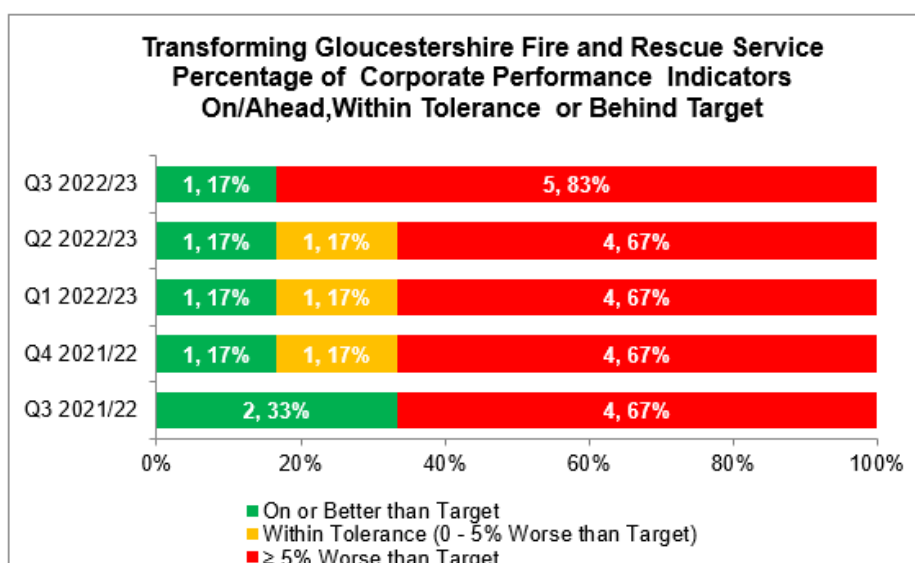
70

There has been a slight decrease in accidental dwelling fires this quarter, down 4% from Quarter 2 and 1% compared with the same period last year. Achieving year-on-year reduction continues to remain a challenge, with performance worse than target (55).



82%

Of the premises receiving a firefighter familiarisation visit in Quarter 3, 82% of inspections were reported as being within required frequency. Performance fluctuates from quarter to quarter resulting in improvements being insecure. Performance remains worse than target..



1. One of six measures within the corporate performance dataset was better target in Quarter 3. The change in performance against target this quarter relates to average response time to dwelling fires, where performance declined from within tolerance to worse than target.
  
2. We completed a lower rate of Safe and Well visits per 1,000 population than last quarter (0.87 per 1,000 population, 559 visits compared to 0.93 per 1,000 population, 597 visits). Performance remains below target (2.35) and the comparator group average (1.30). Data from the time and motion study alongside performance data over the last 12-months shows the following issues:
  - Referral demand coming into the service is lower than the target level set for Safe and Well visits
  - Of the referrals coming into the service, the completion rate is also too low to meet the target.
  - The distribution of work between CSA's and Firefighters is not in line with expected levels. Crews completed around half of the Safe and Well visits in Quarter 3 (49%), down from just under three-quarters of visits in Quarter 2 (72%). The balance of work should be around 40% to CSAs and 60% to Firefighters.

Insights relating to demand, capacity and performance will inform discussion around strategy, resourcing, planning and operational management.

In Quarter 3, sickness within the Prevention Team also resulted in an increase in the number of Safe and Well visits waiting more than 28 days (175 from 102, up 72% compared with Quarter 2). We continue to work on addressing visits that have been waiting the longest (more than 3 months) and these decreased slightly compared to the previous quarter (14 down from 29).

Quality assurance of Safe and Well records has identified areas where there are lengthy delays; these are being raised at performance management meetings. Support and training are being provided across the service to ensure that visits are recorded in a timely way so that reporting is reflective of the work being done.

3. The service continues its positive work to reach the most vulnerable people in our community, with 86% of Safe and Well visits undertaken being to people in vulnerable groups. This is an improvement for the fourth quarter, with performance levels better than the same time last year (78%). Performance remains better than target (75%) and our comparator group average (69%, 2021/22). This is the result of effective campaign and information sharing work with the Safeguarding Adults Board and Fire Safety Sub-Group. This has raised awareness of the people most at risk of fire incidents and improved the targeting of requests for Safe and Well visits.
4. Timeliness of responding to all attended accidental dwelling fires (National definition) was 9 minutes 55 seconds for Quarter 3. This has followed an increasing trend over the last year (7 minutes 3 seconds in Quarter 3 2021/22). Timeliness has worsened from a better than target position at the same time last year to worse than target this quarter. In Quarter 3, the average response time was higher in December (11 minutes 6 seconds) compared to October and November (9 minutes 4 seconds and 9 minutes 2 seconds). There were higher numbers of dwelling fires in December (45, compared to 25 in October and 32 in November). In December, poor weather and traffic due to road closures also impacted on-call turnout time.

Where it was clear during the initial emergency call that the fire related to a dwelling, the average response time improved to 9 minutes 10 seconds which is within tolerance of target.

5. There has been a slight decrease in accidental dwelling fires this quarter (70), down 4% from Quarter 2 (73) and 1% compared with the same period last year (74). Achieving a year-on-year reduction in accidental dwelling fires continues to remain a challenge, with performance worse than target (55). Data has identified areas of the County most at risk of dwelling fires and this will enable the team to target campaigns to the areas which need it most. In addition, slow cookers have been issued via social prescribers, food banks and charities as part of cost-of-living support, for recipients to use instead of ovens and hobs. This will help reduce utility costs and could reduce cooking fires in the homes of vulnerable residents, as cookers are one of the main causes of ignition in accidental dwelling fires.
6. Annually, a Risk Based Inspection Programme (RBIP) is undertaken which incorporates the premises of highest risk should a fire incident occur. This is identified through risk profile work. Just under 1,200 premises require inspection during 2022/23. Delivery of the programme remains behind the scheduled target, with 768 premises inspected since April 2022 (64% against a target of 75%).
7. Of the premises receiving a firefighter familiarisation visit (7.2d) in Quarter 3, 82% of inspections were reported as being within required frequency. While this is an improvement compared with last quarter, performance has fluctuated from quarter to quarter over the last two years. Improvement is, therefore, not as yet secure. Performance remains worse than target.
8. Just over two-fifths of Fire Service staff have had an appraisal discussion in 2022/23 which was recorded on either PDRpro or SAP (43.2% FyTD). This is similar to performance for Community Safety overall (44.6%) but is lower than the organisation overall (62.6%).

9. Rolling Year Turnover has reduced for a second quarter (13.1%) but remains worse than the low of 9.1% in March 2021. The Operational Development Team continue to look at ways to improve the completion of exit interviews and analysing exit interview data to identify any trends. Turnover for Community Safety overall has also reduced for a second quarter (12.3% down from a high of 13.6% in Quarter 1). This is better than for the organisation overall (13.8%).
10. Sickness absence levels have increased this quarter, rising from 2.58 days lost per fte to 3.24. Historically, we do see a seasonal increase in sickness levels during Quarter 3. However, sickness absence is worse than the same time last year (2.97) and worse than target (2.21). Sickness/absence levels for Community Safety overall are also 3.24 days lost per fte, which is worse than the organisation overall (2.27).

At 2.51 days per fte, long-term sickness remains worse than target (1.52), Community Safety overall (2.37) and GCC (1.19). A high proportion of days lost are due to sickness caused by musculoskeletal and back/neck injuries (further detail is provided in the absence management report). Sickness due to stress increased from 0.57 to 0.72 days per fte but remained better than target (0.77). However, performance is worse than Community Safety overall (0.66) and GCC (0.53).

11. 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* **has worsened and is now rated as High 20, up from Moderate 12**. The increase in this risk relates to the following:
  - After an additional six months allocated for completion of the Business Continuity Management programme of work, the required work has not been completed by around half of Business Continuity Plan (BCP) owners across the council (53% up to date). Furthermore, because of the delays in completing BCPs, minimal BCP exercising has been undertaken meaning plans have not been validated.
  - Issues have been raised with the council's ability to recover effectively from disruption. This is being addressed but raises the risk level in the short term.
  - It has become clear that the council has not thoroughly considered the risk of electricity supply disruption. Generator provision across the GCC estate has gaps and has no strategic plan. Furthermore, some key premises (e.g. GCC locations which accommodate in-house care and respite services) have not been added to their energy suppliers' Priority Services Registers.
  - There is an increased likelihood of disruptive incidents taking place, for example the threat of rota disconnection of electricity supplies in the UK, combined with knock-on impacts from industrial action at partner organisations and, potentially within the fire service.
12. 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. Operational Staff posts have largely been filled. However, we continue to struggle to fill Support Staff posts 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 are providing awareness training, additional wellbeing advice and are trialling an improved workplace induction.

