

Quarter 1 2023/24

Purpose of the report

To provide a strategic overview of the Council's performance for Quarter 1 2023/24.







The following scorecards are enclosed:

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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	Jun-22	Sep-22	Dec-22	Mar-23	Actual Jun-23	Target Jun-23	Comments	Comparator Group
Average Response times to Dwelling Fires	Smaller is Better	Latest Quarter	9.17	9.17	9.55	10.31	9.21	9.00	● Timeliness of responding to all attended dwelling fires has improved to 9 minutes 21 seconds. Following a worsening trend over the last year, timeliness has improved from worse than target to within tolerance of the target (9 minutes) and is in line with performance at the same time last year (9 minutes 17 seconds)	9.01

Prevention

	- Good Performance High/Low	Reporting Basis	Jun-22	Sep-22	Dec-22	Mar-23	Actual Jun-23	Target Jun-23	Comments	Comparator Group
% of Safe and Well visits undertaken to those in high risk groups	Bigger is Better	Latest Quarter	80.0%	82.0%	86.2%	86.1%	87.8%	80.0%	★ We continue to complete a high proportion of Safe and Well visits to the most vulnerable in our county. Performance levels are better than the same time last year (80%). However, due to the lower number of Safe and Well visits completed, there is likely to be unmet need among vulnerable people that needs to be addressed.	62.0%
Rate of Safe and Well visits undertaken per 1,000 population	Bigger is Better	Latest Quarter	0.94	0.93	0.87	1.10	0.96	1.56	▲ We completed a lower rate of Safe and Well visits per 1,000 population than last quarter (0.96 per 1,000 population, 622 visits) compared to 1.1 per 1,000 population, 706 visits). Performance remains below target (1.56 per 1,000 population - 1,000 visits per quarter) and the comparator group average (1.6 per 1,000 population).	1.60
Number of Accidental Dwelling Fires	Smaller is Better	Latest Quarter	68	73	70	55	76	60	▲ There has been an increase in accidental dwelling fires this quarter (76), up 38% from Quarter 4 (55) and 12% compared with the same period last year (68). Performance is worse than target this quarter (60).	n/a

Protection

	Good Performance High/Low	Reporting Basis	Jun-22	Sep-22	Dec-22	Mar-23	Actual Jun-23	Target Jun-23	Comments	Comparator Group
% of 7.2d visits completed within timeframes	Bigger is Better	Latest Quarter	93.0%	75.0%	82.0%	100.0%	100.0%	100.0%	★ Of the premises receiving a 7.2 d inspection, all inspections were reported as being within required frequency (100%, 26 visits).	n/a
% of Annual Risk Based Inspection Plan Programme of work completed within timeframes	Bigger is Better	Latest Quarter	19.0%	45.0%	64.0%	84.6%	0.0%	0.0%	★ The service has a Risk Based Inspection Programme (RBIP) which incorporates the highest risk premises identified through its risk profile work. Work on the new 2023-26 RBIP is delayed and due to start in Quarter 2	n/a