

Quarter 2 2023/24

Purpose of the report

To provide a strategic overview of the Council's performance for Quarter 2 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	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23	Comments	Comparator Group
Average Response times to Dwelling Fires	Smaller is Better	Latest Quarter	9.17	9.55	10.31	9.21	9.17	9.00	● Timeliness of responding to all attended dwelling fires (National definition) has improved for a second quarter to 9 minutes 17 seconds (down from 10 minutes 31 seconds during Quarter 4 2022/23). Timeliness remains worse than the comparator group average (9 minutes 1 second) but is within tolerance of the target (9 minutes). With the exception of two quarters at the end of 2022/23, performance has been better than or within tolerance of target for two and a half years.	9.01

Prevention

	▲ Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23	Comments	Comparator Group
% of Safe and Well visits undertaken to those in high risk groups	Bigger is Better	Latest Quarter	82.0%	86.2%	86.1%	87.8%	79.7%	80.0%	● The majority of Safe and Well visits undertaken were to people in the high-risk category (79.7%). This is worse than the previous quarter (87.8%) and the same time last year (82%). Performance has declined to within tolerance of target (80%) but remains better than our comparator group average (62%, 2021/22). Work is being undertaken to increase sight of protected characteristics and deprivation in our reporting, in order to demonstrate other vulnerable groups that we are reaching through our a person-centred approach who are also at higher risk.	62.0%
Rate of Safe and Well visits undertaken per 1,000 population	Bigger is Better	Latest Quarter	0.93	0.87	1.10	0.96	1.38	1.56	▲ We completed the highest rate of Safe and Well visits since March 2020 (1.38 per 1,000 population, 895 visits). Performance remains a challenge and is worse than target (1.56 per 1,000 population, 1,000 visits per quarter). Additional focus was placed on Safe and Well visits in Quarter 2, and this will continue in Quarter 3 to support the delivery of our prevention work programme. The service implemented a 'Safe and Well sprint' for a week during Quarter 2 which formed an intensive period of prevention activity. In Quarter 3, there will be two more sprints. Following learning from the trial sprint, each crew will be briefed in advance on the communities we need to reach and will be provided with a 'toolbox' which will include leaflets to raise awareness that we will be in the area to talk to residents. To achieve the 4,000 per annum visits target, we will need to complete 2,483 visits in the remaining two quarters (1,241.5 per quarter, a 39% increase on the number completed in Quarter 2).	1.60
Number of Accidental Dwelling Fires	Smaller is Better	Latest Quarter	73	70	55	76	66	66	★ Of the 73 dwelling fires in Quarter 2, 66 were accidental. Performance met target, which aims to see a reduction in incidents over time.	n/a

Protection

	Good Performance High/Low	Reporting Basis	Sep-22	Dec-22	Mar-23	Jun-23	Actual Sep-23	Target Sep-23	Comments	Comparator Group
% of 7.2d visits completed within timeframes	Bigger is Better	Latest Quarter	75.0%	82.0%	100.0%	100.0%	44.4%	100.0%	▲ Of the premises receiving a visit to learn about the building and surrounding areas to prevent injury or death to firefighters, (a 7.2 d inspection), 44% of inspections were reported as being within required frequency (8 out of 18 visits). Following two quarters where target was met (100%), performance has declined to worse than target. It is recognised that there are sustainability issues with the current model and that it is in need of review.	n/a
% of Annual Risk Based Inspection Plan Programme of work completed within timeframes	Bigger is Better	Latest Quarter	45.0%	64.0%	84.6%	0.0%	4.6%	7.0%	▲ During the programme which spans from June 2023 to March 2026, 2,343 premises require inspection. At the end of Quarter 2, delivery was behind the scheduled target (4.6%, 108 premises). This is worse than target (7%, 165 premises). The target is based on the capacity of 5 inspectors. However, there are currently two vacancies within the team. Interviews to are taking place at the beginning of Quarter 3.	n/a