

CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 16 NOVEMBER 2016
REPORT OF: CHIEF FIRE OFFICER AND CHIEF EXECUTIVE
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SUBJECT: 2016-17 QUARTER 2 (MID YEAR) REVIEW -
PERFORMANCE

Purpose of Report

1. To provide a mid year review of performance for each of the Key Performance Indicators (KPIs) and a progress update against 2016-17 Departmental Plans.

Recommended: That

- [1] Members note the information presented in this report and request further detail on any matter if required.

Background

2. The Authority's plans and organisational structures are all focused on ensuring the Service can deliver improvements in safety outcomes that matter to the communities of Cheshire East, Cheshire West and Chester, Halton and Warrington. This Quarter 2 (Q2) report forms part of the quarterly corporate reporting schedule.

Information

IRMP programmes and projects

3. Progress on delivery of IRMP programmes and projects is reported as a 'health report' quarterly to IRMP Programme Board. The Board is responsible for ensuring the successful delivery of programmes and projects identified in the Authority's annual IRMP action plans. The Q2 IRMP health report is attached as **Appendix 1**.

Corporate Scorecard

4. The performance commentary provided in this section accompanies the Corporate Performance Scorecard (**Appendix 2**). This reflects the Q2 position against targets set for Key Performance Indicators (KPIs).

Protecting local communities

5. There were four fire fatalities during Q2, of which two were classified as deliberate, making a total of five fire fatalities for the year to date, which is above target. In addition the number of injuries in primary fires is also above target (29 incidents compared to a target of 21). The profile for this indicator is similar to accidental dwelling fires, in that, the most likely room for a fire to occur is in the kitchen (60%) with the most likely cause being through cooking (45%). In addition 45% of the dwelling fires occurred when the property was occupied by a lone person over pensionable age.
6. The number of accidental dwelling fires (ADFs) remains over target for Q2, having increased from 182 to 215 (increase of 33) compared to the same period last year. The increase is primarily due to the number of incidents where the resident is over the pensionable age with the number of incidents increasing from 38 to 77. Occupiers who are over the pensionable age now account for 36% of all ADFs (compared to 21% last year). In most cases where the occupier was over pensionable age the victim also lived on their own. This is a key target group for the Service and the development of the Safe and Well programme, particularly around slips, trips and falls should have a positive effect on targeting this age group. Increases in ADFs have been recorded in Cheshire East and Cheshire West and Chester (CWAC), whilst conversely reductions have been recorded in Halton and Warrington. The biggest increases have been recorded in Ellesmere Port (10), Chester (9), Wilmslow (9), Poynton (8) and Crewe (7).
7. There has been a 28% decrease in deliberate fire activity compared to Q2 last year. This is due to a reduction of 228 secondary fires; the reductions are across all districts with a decrease of 40 in 4 Cheshire East (-4%), 107 in CWAC (-48%), 77 in Halton (-46%) and 40 in Warrington (-24%).
8. Indicators relating to fires and Automatic Fire Alarms (AFAS) in non domestic premises are both slightly over target at Q2. The increase is relatively small and in spite of this, the underlying long term trend is still downwards. This underlying trend is expected to continue for the foreseeable future. Incidents are continually monitored to ascertain trends and identify possible solutions to any recurring issues. In addition, the unwanted fire signals policy has been reviewed.
9. HSA delivery is over target by nearly 1000 at the mid-year point, with good uptake of the HSA offer at the highest risk 'platinum' address. This is due to available staff generally over performing against their individual requirements. The HSA target was increased from 25,000 in 2015 to 40,000 in 2016.

Responding to emergencies

10. The Service's performance against the 10 minute standard has begun the year positively by improving against the target by 8%. The figure for the response to Dwelling Fires was 91% whilst for RTC's it was 85%. The

variation between the two percentages is largely due to the lack of precise location information for some RTC's together with occasional access problems for motorway incidents.

11. Although on call availability remains under target by 18%, the percentage of time that an emergency vehicle is available, under this shift system, is the same percentage when compared to the same period last year.
12. There were slight increases in resident satisfaction levels for response times, rising to 94% from 91% for the same quarter last year. However, in spite of this indicator being off target, the figures remain high in this area and are in line with other resident satisfaction indicators.

Developing the Organisation

13. Sickness levels and the number of days lost to injury ended 2015/16 at their lowest ever levels and although there have been quarterly increases compared to last year for both of these indicators, figures remain low compared to long term trends.
14. The number of unique visitors to the service website was at an all time high in 2015-16, thus a target was set based on increases to the average performance over the past five years. This target has been exceeded in Q2 and year on year quarterly figures have also increased. The benefit of this performance is that more people will become aware of the services prevention advice and campaigns, leading to a safer community.
15. Core skills training completed is above target, continuing the trend of previous years. Training is delivered to all available crew members, not just those scheduled to attend, thus attendance figures are often higher than planned.

Financial Implications

16. Specific financial and budget impacts are detailed in the Financial Report presented separately by the Head of Finance.

Legal Implications

17. There are no issues to report for Quarter 2 that would affect the Service's ability to meet its statutory or other legal obligations.

Equality & Diversity Implications

18. Each department provides relevant key monitoring information on equality and diversity issues as part of their quarterly reports. Programmes and projects are required to have equality impact assessments completed in accordance with the approved Project Management Framework,

Environmental Implications

19. Projects are individually assessed for environmental implications by the relevant project managers in accordance with the organisation's Project Management Framework.

Appendix 1 – Q2 IRMP Health Report

Appendix 2 – Corporate Scorecard