

**SERVICE PERFORMANCE AND RISK REPORT**  
**End of the 1st QUARTER 2017 - 2018**

**1 April 2017 – 30 June 2017**

SUMMARY

- This report provides information relating to the Service's Performance and Risk Framework.

**Report Highlight Summary Table**

<b>Prevention Performance</b>		
Accidental Dwelling Fires	2.2% below 3 year average.	
Other Accidental Fires (exc. Vehicles)	23.5% above 3 year average.	
Deliberate Primary Fires	44% above 3 year average.	
Deliberate Secondary Fires	81.2% above 3 year average.	
Automatic Fire Alarms	4% above 3 year average.	
Fatalities	0 fatalities (aspirational target 0)	
Injuries	18 injuries (aspirational target 0)	
<b>Response Performance</b>		
First engine response	8.8% better than target	
Second engine response	13.25% better than target	
<b>Projects Update</b>		
<ul style="list-style-type: none"> <li>Infrastructure</li> <li>ICT</li> <li>Collaboration</li> </ul>	A summary of progress for Strategic Projects is provided at Paragraph 9 within the body of this Report.	
<b>Strategic Risks</b>		<b>Score</b>
Reduction in external financial support.	No change in risk.	<b>72</b>
East Coast and Hertfordshire Control Room Project (ECHCR).	No change in risk.	<b>36</b>
Incident Command System.	No change in risk. System is stable.	<b>40</b>
Competency of operational staff.	Risk elevated from Directorate to Strategic Risk. Analysis of NFCC research, case studies of serious accidents and analysis of local trends identified a potential emerging risk linked to operational competence. Risk mitigated via operational assurance processes and training intervention.	<b>70</b>
<b>Complaints</b>		
Driving related.	2 Upheld	2 Not Upheld
Conduct of employees.	2 Upheld	4 Not Upheld
Performance of employees.	1 Upheld	2 Not Upheld
Damage to property whilst responding to incidents.	1 Upheld	2 Not Upheld
Other	3 Upheld	1 Not Upheld
<b>Compliments and Messages of Thanks</b>		
19 compliments and messages of thanks were received and posted on our Website: <a href="#">Compliments and Messages of Thanks</a>		

## RECOMMENDATIONS

2. That Members consider the report's detail and take assurance from the Service's proactive approach to performance and risk management.

## BACKGROUND

3. Regular performance and risk reviews are undertaken internally to jointly review any issues at Corporate Management Team (CMT), and Project level. CMT provide the oversight of Projects and therefore there are two levels of risk register; one for Strategic Risks and separate registers for individual projects.

4. The ownership of performance and risk is detailed below:-

<b>Corporate Management Team</b>	Risks on the Strategic Risk Register
<b>Community Protection Unit (CPU) and Sections</b>	Local Performance Indicators
<b>Project Owners</b>	Specific Project Risks and issues and performance against project milestones.

5. The Corporate Management Team in conjunction with the Tactical Management Team, Corporate Planning and Performance Manager and GAS Committee provides an internal scrutiny function for Strategic Risks and Service Performance Indicators.
6. All performance and risk information is managed through automated systems which enable managers at all levels to have access to information which is as up to date as possible, and in many instances is live information.
7. The Strategic Risk Register is publicly accessible via the Service website [Our-performance](#). Members can also view the Action Plans relating to any performance or identified risks electronically at meetings through the Corporate Information Portal.

## PERFORMANCE ISSUES OF NOTE

8. A summary of all key performance can be seen at Appendix 1. The following performance issues of note have arisen during this reporting period.

### a) Accidental Dwelling Fires (ADFs)

Members received a report at the HFA Meeting 24 April 2017 regarding the reporting of Service performance, including indicators and targets, for the 2017/18 period. Members were also advised that opportunities would be taken to supplement quarterly performance against targets with trials of alternative reporting methods, including Accidental Dwelling Fire Severity Index Assessments. Accordingly, charts for each Unitary Authority Area have been provided at Appendix 2 showing the trend for accidental dwelling fires over the last three years and also the severity level for the same incidents, over the same period.

A reminder of the methodology applied:

A weighted Fire Severity score is applied to a range of eight key ADF factors, including:

1. Number of fire engines attending;
2. Average length of time fire engines are detained at the incident;
3. Whether the fire was out on arrival;

4. Method of extinction;
5. Injuries;
6. Fatalities;
7. Fire Spread;
8. Where the Fire spread to.

Overall scores indicate the Fire Severity in terms of:

<b>Low</b>	<b>Medium</b>	<b>High</b>
Score between 1 - 5	Score between 6 - 15	Score 16+ or any fire fatality.
<b>Indicative Examples</b>		
Two fire engines in attendance for 25 minutes, fire out on arrival, no fire spread.	Three fire engines in attendance for 45 minutes, Hose Reel in use to extinguish fire, fire confined to room of origin.	Five fire engines in attendance for two hours, Hose Reel in use, fire spread to whole property.

#### b) Deliberate Secondary Fires

The three year target (average) to the end of Quarter 1 is 422, however 766 incidents were attended, the last time that the number of incidents was higher than this was in Quarter 2 of 2009/10.

The following incident analysis has been conducted to highlight issues of particular note:

- Hull has the highest number of incidents and is furthest away from target. From January 2017, 51% of the incidents involved loose refuse, there is strong correlation in Hull between fly tipping incidents and the number of deliberate secondary fires. It is statistically significant (to 99%) that 58% of the variation in the number of fires is accounted for by the number of fly tipping incidents.
- Hotspot analysis also shows that there is a concentration of incidents around the Wilmington Recycling plant in Hull where loose refuse accounts for 70% of the incidents. The closure of all Hull waste recycling plants two days per week is also potentially impacting upon the fly tipping/deliberate fire correlation.
- A cluster of incidents has arisen on Preston Road, which is the site of substantial housing stock redevelopment. Where regeneration occurs there is usually an associated increase in deliberate fires.
- There is a slight correlation in the East Riding of Yorkshire to fly tipping, 37% of the variation in fires is accounted for by the number of fly tipping incidents around the border with Hull. There is no such correlation in either North or North East Lincolnshire.
- To address the increases in secondary fires within Hull we have raised the issue with the Community Safety Partnership and have gained partner support to implement the F.A.B. (Fireworks and Bonfire) initiative throughout the whole year. This approach will see an increase in derelict property and fire loading patrols, an increase in fire loading removal, an increase in arson awareness and reduction training within local schools and colleges and also an increase in the target hardening of properties within the hotspot areas.

The number of fly tipping incidents in the Humber region has increased from 2013/14 onwards<sup>1</sup>

<sup>1</sup> Data extracted from ENV24 – Fly tipping incidents and actions taken in England. Department for Environment, Food and Rural Affairs, Waste and Recycling Statistics.

c) Deliberate Secondary Fire Seasonality Calendar

The Matrix chart below shows the seasonal trend for Deliberate Secondary Fires and specifically which months are more likely to have a greater rate of fire in each of the authority areas.

Month	City of Kingston upon Hull	East Riding of Yorkshire	North East Lincolnshire	North Lincolnshire
January	42	5.8	15.2	3
February	54.8	7.4	14.6	9
March	74.2	20	25	11.8
April	66.8	26.6	39.2	17.8
May	69	24.6	37.6	16
June	58.4	20.6	30.8	16.4
July	85	24.2	38.6	19.2
August	87.2	25.2	46.6	16.4
September	75.4	26	32.6	18
October	81	14.4	27.6	13.8
November	132.6	12	27.6	11
December	48.4	7.4	17	6.6

Legend	
	High
	Medium High
	Medium Low
	Low

Seasonality data is used to support the forward planning of preventative work, including with partners, with a view to it being carried out in advance of problem months.

*Note: The seasonality calendar has been created using 5 years' worth of data.*

d) Deliberate Primary Fires

- The East Riding and North Lincolnshire are the only areas to have recorded more incidents during Quarter 1 this year, compared to the same time last year. As reported to Members during 2016/17, vehicles have been the most frequently ignited property type for some considerable time and accounted for 45% of incidents during Quarter 1. The increase in deliberate vehicle fires seen in Humberside has also been quoted within the family group and other Services nationally.
- Deliberate primary fires involving commercial premises and dwellings increased by 35% and 32% respectively during Quarter 1, compared to last year. The increase in commercial fires was in the East Riding and in North East Lincolnshire with the biggest increase in the East Riding. The increase in dwelling fires was in all areas with the exception of North Lincolnshire, the biggest increase being in North East Lincolnshire.

e) Deliberate Primary Fires by Property Type Q1 2017/18

Type of Property	City of Kingston upon Hull	East Riding of Yorkshire	North East Lincolnshire	North Lincolnshire	% of Total
Road Vehicle	30	26	12	10	45%
Commercial	7	15	7	2	18%
Dwelling	13	2	14	0	17%
Private Garden Shed	4	1	2	2	5%
Private Garage	4	0	1	3	5%
Stacked/Baled Crop	0	0	1	6	4%
Other private non-residential building	0	0	3	2	3%
Other outdoor structures	1	1	1	0	2%
Camping Tent	0	0	1	0	1%
Grassland, Trees etc.	1	0	0	0	1%
Outdoor Storage	0	1	0	0	1%
Private Summer House	0	0	1	0	1%
Recycling collection point, bottle bank	1	0	0	0	1%
<b>Total Incidents</b>	61	46	43	25	

f) Automatic Fire Alarm false alarm calls (AFA)

Over the last two years we have attended over 3000 fire alarm false alarms at business premises (including Health Trusts). We have consulted with our business community (February 2017) to gauge views regarding potentially charging for our attendance at false alarms and introducing alternative mobilising arrangements. We are now taking the opportunity to ask the Public for their views about charging for attendance at fire alarm false alarms, this will form part of our consultation and engagement for the Strategic Plan 2017/18.

g) Rescues

Rescues from Primary fires have increased by 14% compared to the same period last year. Three incidents attended during the period involved multiple rescues, three in one, six in another and five in another. This largely accounts for the increase and is reflected in the fact that High Severity fires increased by 75% during this quarter, compared to the same quarter last year, whereas Low and Medium both reduced.

STRATEGIC PROJECTS

9. Notable developments in Strategic Projects:

a) Brough Fire Station

Work on the new fire station facility is now complete and crews moved in on 24 February. Following some delay due to ecological issues, works to complete the front access and associated landscaping were carried out late March, and official opening took place at the end of July.

b) East Coast and Hertfordshire Control Room Project

Hertfordshire FRS have now formally taken the lead on the project and are working closely with the Programme Team and the supplier Capita to ensure that the project is fully delivered. Preparation work within the FRS's has progressed well including the ongoing training of Control Room staff. A significant amount of testing (informal) and

additional development work has been carried out by the supplier over the past few months. Site Acceptance Tests (SAT's) are due to resume in September following supplier software issues during previous tests which resulted in the tests being suspended. The anticipated go live date for Hertfordshire FRS is now November 2017 with Humberside FRS following in January 2018, followed by Norfolk FRS and Lincolnshire FRS. The Home Office have been kept fully briefed of the delayed system roll out by Hertfordshire FRS, it has also been made clear that the responsibility for these delays rests with the supplier Capita. The Project Board have agreed to withhold the next staged payment to the supplier until successful completion of the tests.

c) The Ark Flood Preparation and Response Centre

A formal arrangement with the University of Hull is currently being developed. Regular strategy meetings are taking place with leads from both organisations. Several potential sites have been identified are being assessed for their suitability. The University are exploring a range of grant funding opportunities and a meeting with a senior Director in the Environmental Agency is planned for September.

d) Integrated Care Centre

The project is now 31 weeks into the schedule, and masonry and roofing works has been completed allowing for work to start inside of the building, creating internal partition walls that will provide various rooms and treatment areas. Electrical work will continue for several weeks before plastering work can commence. HFRS have had several meetings with Hull CCG and have identified a year 1 and 2 plan in terms of the role of fire service personnel. The project is currently running on time with a completion date of May 2018.

#### STRATEGIC PLAN COMPATIBILITY

10. This report supports the delivery of all of our Strategic Objectives in the most effective and efficient way and is a key part of the underpinning Governance Framework.

#### FINANCIAL/RESOURCES/VALUE FOR MONEY IMPLICATIONS

11. Any area of improvement in performance without an increase in resources adds value for money and the proactive management of risks is important to ensure financial stability.

#### LEGAL IMPLICATIONS

12. None arising directly.

#### EQUALITY IMPACT ASSESSMENT/HR IMPLICATIONS

13. None arising.

#### PERFORMANCE AND RISK MANAGEMENT IMPLICATIONS

14. This report details the information for Members to provide assurance as to the proactive management of performance and risk by the Service. This report has previously been before the Governance Audit and Scrutiny Committee.

#### HEALTH AND SAFETY IMPLICATIONS

15. Performance against the second engine response standard directly contributes to the Health and Safety of operational crews.

COMMUNICATION ACTIONS ARISING

16. None arising.

DETAILS OF CONSULTATION AND/OR COLLABORATION

17. None applicable.

BACKGROUND PAPERS AVAILABLE FOR ACCESS

18. None.

RECOMMENDATIONS RESTATED

19. That Members consider the report's detail and take assurance from the Service's proactive approach to performance and risk management.

**C BLACKSELL**

Officer Contact: GM Simon Rhodes ☎ 01482 567479  
Corporate Planning and Performance Manager

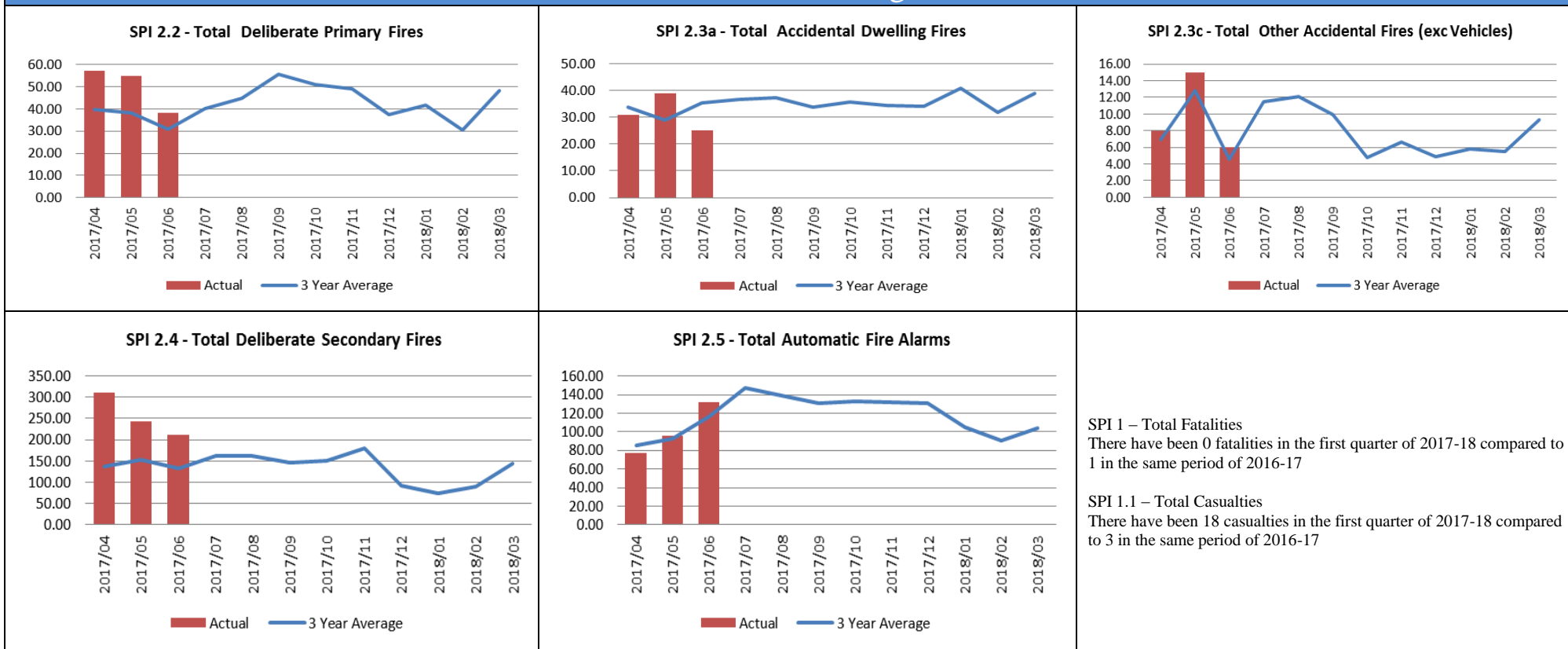
Humberside Fire & Rescue Service  
Summergroves Way  
Kingston upon Hull

SR  
8 September 2017

## Service Performance and Risk Report – 1<sup>st</sup> Quarter 2017-18 1 April 2017 – 30 June 2017

Service Performance Indicators		
<ul style="list-style-type: none"> <li>SPI 1 – Total Fatalities – 0 Fatalities</li> </ul>	<ul style="list-style-type: none"> <li>SPI 1.1 – Total Casualties – 18 Casualties</li> </ul>	<ul style="list-style-type: none"> <li>SPI 2.2 – Total Deliberate Primary Fires – 44% above three year average</li> </ul>
<ul style="list-style-type: none"> <li>SPI 2.3a – Total Accidental Dwelling Fires – 2.2% below three year average</li> </ul>	<ul style="list-style-type: none"> <li>SPI 2.3c – Total Other Accidental Fires (exc Vehicles) 23.5% above three year average</li> </ul>	<ul style="list-style-type: none"> <li>SPI 2.4 – Total Deliberate Secondary Fires – 81.2% above three year average</li> </ul>
<ul style="list-style-type: none"> <li>SPI 2.5 – Total Number of Automatic Fire Alarms – 4% above three year average</li> </ul>		

### How are we doing?



**SPI 1 – Total Fatalities**  
There have been 0 fatalities in the first quarter of 2017-18 compared to 1 in the same period of 2016-17

**SPI 1.1 – Total Casualties**  
There have been 18 casualties in the first quarter of 2017-18 compared to 3 in the same period of 2016-17



Service Performance Indicators			
• SPI 2 – Standard of First Appliance in Attendance is met		• SPI 2.1 – Standard of Second Appliance in Attendance is met	
Actual – 98.80%	Objective – 90%	Actual – 93.25%	Objective – 80%

#### Average First Appliance attendance times for the Service

1 <sup>st</sup> Quarter - Average 1 <sup>st</sup> appliance attendance time – Dwellings	1 <sup>st</sup> Quarter - Average 1 <sup>st</sup> appliance attendance time – RTC's
Actual – 5 minutes 15 Seconds	Actual – 8 minutes 38 seconds

#### Average Second Appliance attendance times for the Service

1 <sup>st</sup> Quarter - Average 2nd appliance attendance time – Dwellings	1 <sup>st</sup> Quarter - Average 2nd appliance attendance time – RTC's
Actual – 6 minutes 45 Seconds	Actual – 11 minutes 15 seconds

Rescues	Q1 2016/17	Q1 2017/18
RTCs	55	46
Effecting Entry/Exit (to children, elderly and medical cases)	38	64
Other Rescue/Release of Persons (e.g. from height, in machinery)	18	23
Primary Fires	18	32
Lift Release (to children/elderly and medical cases)	18	5
Hazardous Materials Incidents	0	1
Other (e.g. assisting other agencies and suicides)	12	16
Removal of objects from people / people from objects	18	34
Rescue or Evacuation from water	3	2
Other Transport Incidents (e.g. children locked in vehicles)	18	15
Medical Incident – First Responder	15	16
<b>Total number of rescues</b>	<b>213</b>	<b>254</b>

#### Medical Intervention

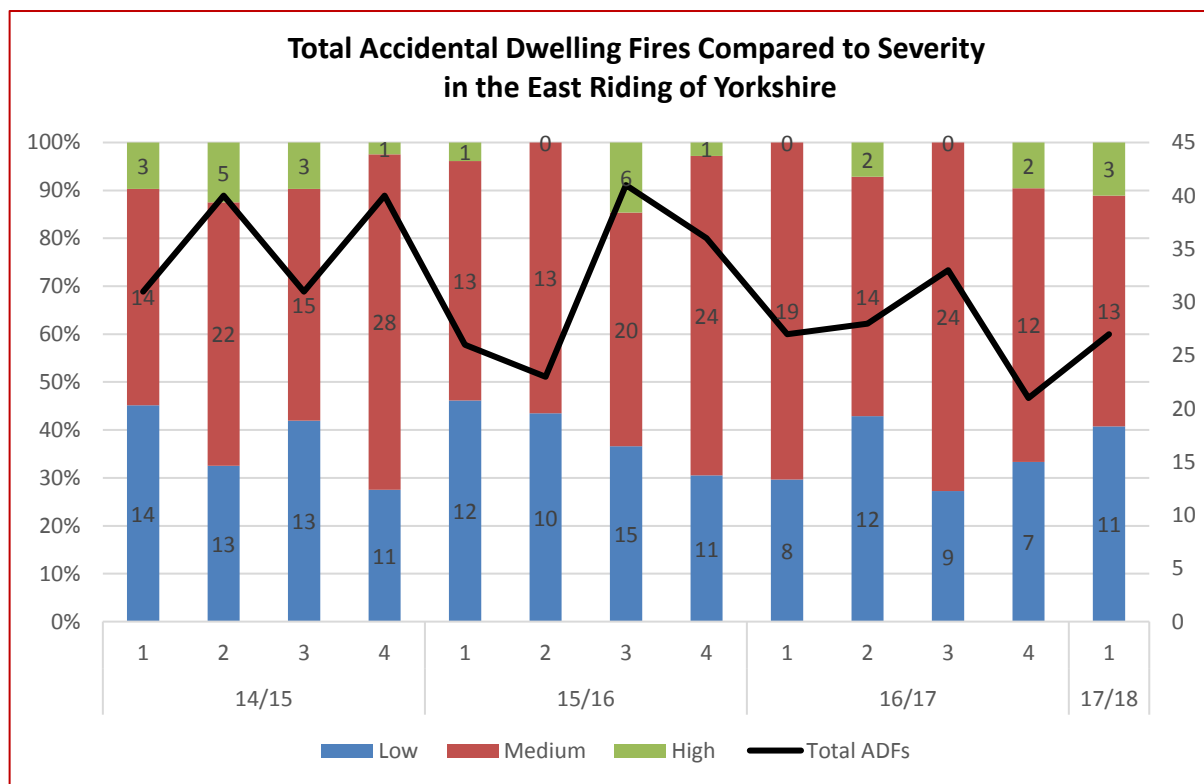
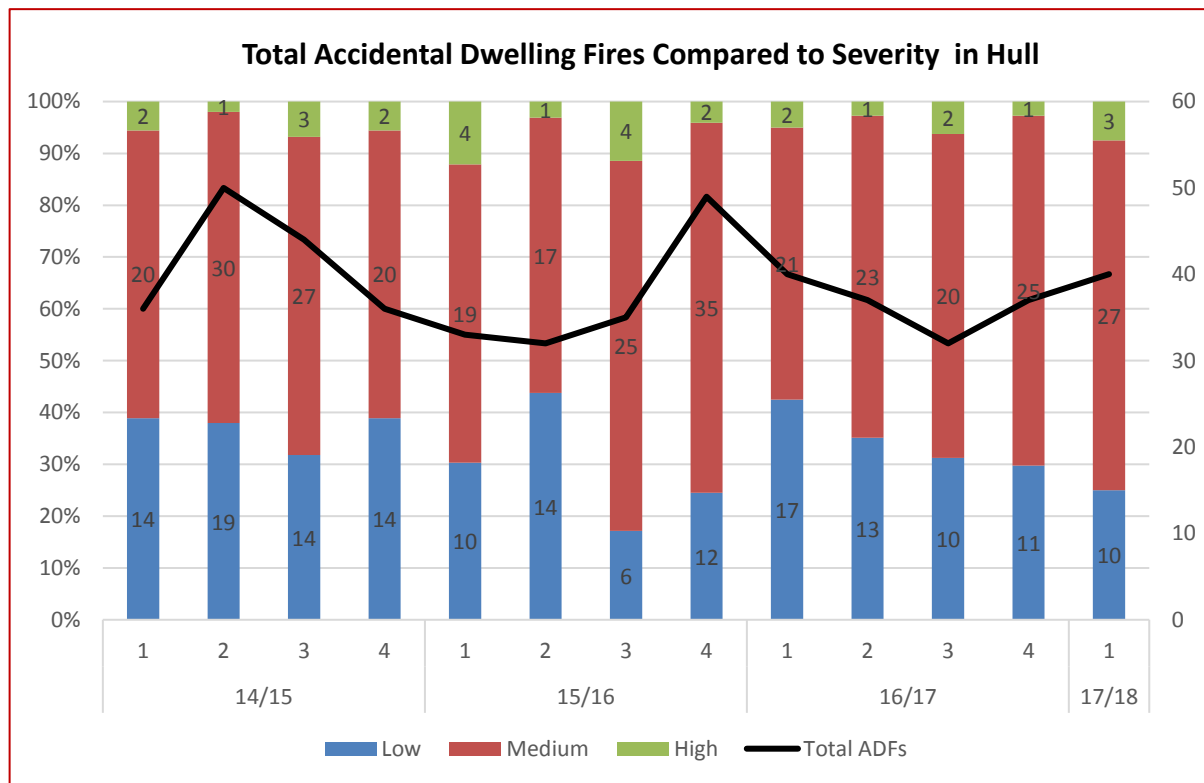
This table details the 1st quarter activity for First Responder incidents and Falls Team incidents attended, across the Service area.  
Period – 01/04/2017 – 30/06/2017

*Falls Incidents	154
Emergency First Responder calls attended	742

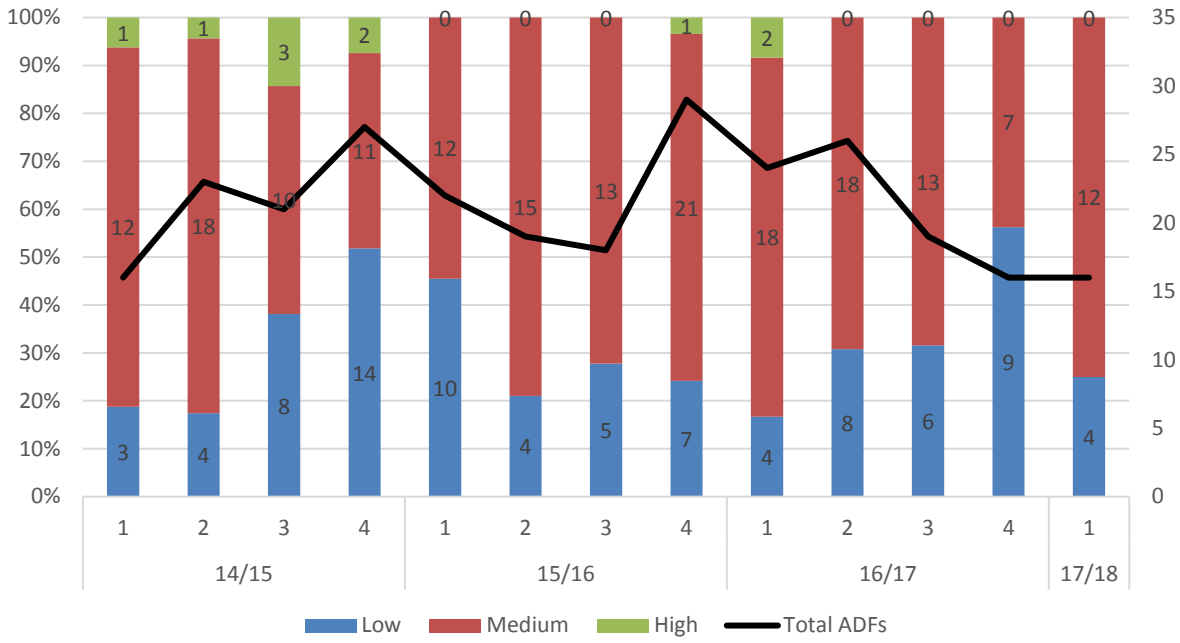
### Accidental Dwelling Fires

The charts below show the trend for accidental dwelling fires over the last 3 years and also the severity level for the same incidents, over the same period.

*Note: The charts show the number of accidental dwelling fires within each severity category for each quarter of 2014/15, 2015/16, 2016/17 and 2017/18 to Quarter 1.*



**Total Accidental Dwelling Fires Compared to Severity in North East Lincolnshire**



**Total Accidental Dwelling Fires Compared to Severity in North Lincolnshire**

