

SERVICE PERFORMANCE AND RISK REPORT
End of the 3rd QUARTER 2017 - 2018

1 October 2017 – 31 December 2017

REPORT EXECUTIVE SUMMARY

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

Report Highlight Summary Table

Prevention Performance				
Accidental Dwelling Fires	15% below 3 year average.			
Other Accidental Fires (exc. Vehicles)	0.1% below 3 year average.			
Deliberate Primary Fires	16.8% above 3 year average.			
Deliberate Secondary Fires	53% above 3 year average.			
Automatic Fire Alarms	5.5% above 3 year average.			
Fatalities	3 fatalities (aspirational target 0)			
Injuries	30 injuries (aspirational target 0)			
Response Performance				
First engine response	5.12% better than target			
Second engine response	10.11% better than target			
Projects Update				
<ul style="list-style-type: none"> Infrastructure ICT Collaboration 	A summary of progress for Strategic Projects is provided at Paragraph 8 within the body of this Report.			
Strategic Risks				
	Score			
Reduction in external financial support	No change in risk 72			
East Coast and Hertfordshire Control Room Project (ECHCR).	No change in risk 36			
Incident Command System.	No change in risk. System is stable. 40			
National and local operational learning from incidents and arising issues is integrated into operational development and learning.	No change in risk 45			
Complaints				
Quarter 3 Detail				
Driving related	0 Upheld	0 Not Upheld		
Conduct of employees	0 Upheld	1 Not Upheld		
Performance of employees	1 Upheld	0 Not Upheld		
Damage to property whilst responding to incidents	0 Upheld	0 Not Upheld		
Other	3 Upheld	0 Not Upheld		
Current and Previous Quarter for comparison				
	Quarter 3		Quarter 2	
Totals	4 Upheld	1 Not Upheld	8 Upheld	6 Not Upheld
Compliments and Messages of Thanks				
19 compliments and messages of thanks were received and posted on our Website: Compliments and Messages of Thanks				

RECOMMENDATIONS

1. That Members consider the report's detail and make any recommendations to the Fire Authority as necessary.

BACKGROUND

2. 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.
3. The ownership of performance and risk is detailed below:-

Corporate Management Team	Strategic Objectives Strategic Risk Register
Directors	Director Workstream Objectives Directorate Risk Register
Heads of Functions	Function Workstream Objectives Directorate Risk Register
Project Owners	Project Risks and performance against project milestones.

4. 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.
5. 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.
6. 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

7. 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)

The number of accidental fires in the home to the end of Quarter 3 is 15% below the 3-year average. The number of incidents in Quarter 3 is still much lower than the same quarter in the preceding 9 years.

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 severity level of accidental dwelling fires over the last three years. The number of incidents that were rated as high severity to the end of Quarter 3 was very low.

Intervention Activities of note

- ✓ Our *Safe and Well* project continues to evolve as we broaden our role to consider how we can contribute to improving the health and wellbeing of our community. Our safe and well visits now do more than just deliver fire safety advice, with the introduction initially of 4 main areas: winter warmth, falls prevention, social isolation and smoking cessation. Collaborative working with partners has begun to co-design “train the trainer” courses to upskill and train our workforce in order to ‘see it and solve it’ during a Safe and Well visit. We are also exploring opportunities for proactive data sharing.
- ✓ The formulation of a new hoarding protocol for all four unitary authorities is being developed to establish procedures and protocols to more effectively manage high risk fire loading cases.
- ✓ A commissioned BAME (Black and Minority Ethnic) project has recently delivered mapping to show ethnicity and religion across our local authority areas and this, combined with new data about ethnicity being recorded at accidental dwelling fires, will allow us to better understand the risk to some of our less frequent service users. This means that directories of local contacts (religious, BAME and community leaders) are now available to delivery teams.
- ✓ New external data streams are being investigated to further enhance our risk profiles. North Lincolnshire Council have provided a list of addresses where residents with restricted mobility require assistance with bin collections, this data was added into the fire fatality risk profile being used to prioritise visits to vulnerable people.
- ✓ East Riding Advocates are working closely with Humberside Police in hotspot areas to help the community to be safe at home, work and in public areas. Collaboratively they hosted a multi-agency working day in the Five Rivers area of Goole in which both business safety and community safety employees gave fire safety advice, advising businesses on their fire safety responsibilities and offering full Home Safety visits to those who were deemed vulnerable to fire. Sign posting and referrals to relevant agencies such as health and housing were made over the course of the day and evening.

b) Deliberate Secondary Fires

Deliberate secondary fires remain a cause for concern, however they appear to have stabilised somewhat, in Quarter 2 they were 53% higher than the 3-year average and at the end of Quarter 3 they remain at 53% higher.

The number of such incidents in Hull remains high compared to the other Local Authorities and the recent historic trend. However, there appears to be sustained signs of improvement. At the end of Quarter 1 the number of incidents in Hull was 144% higher than the 3-year baseline target, at the end of Quarter 2 this was 81% higher and at the end of Quarter 3 it is 79% higher.

Intervention Activities of note

- ✓ Hull Community Safety and Hull City Council (HCC) have created arson reduction email boxes for crews and advocates to send photographic evidence of fly tipping to speed up the removal of refuse. Normal turnaround for fly-tipping is five days, if a fly tip has the potential of becoming a primary fire, this will be made a priority for clearance. Civic CCTV are placing their cameras to assist in evidence gathering for potential prosecution by HCC against fly tippers.
- ✓ Multi-agency action days have been carried out in Hull in Bransholme East, Longhill, and Castle Grange with a further two days planned for Bransholme East. Advocates and Police have been addressing anti-social behaviour and deliberate secondary fires, speaking with local residents to provide reassurance

and targeted Safe and Well visits. They have also visited local businesses promoting compliance with fire safety legislation.

- ✓ On the North Bank, Public Safety Managers/Locality Managers attend monthly meetings with Humberside Police and continue to work on issues locally. Our Public Safety Locality Manager is working with the Crime Reduction Officer to restart an Arson Prevention Task Force.
- ✓ On the South Bank, large build-ups of waste materials are reported for clearance before they become a target. A multi-agency approach is used to clear built up waste quickly and effectively. Operational crews conduct regular site visits to the top ten derelict buildings most vulnerable to fire and provide a visual deterrent. CCTV is deployed to high risk areas following trends.
- ✓ North Lincolnshire's Community Safety Team have participated in 'Operation Sierra' with Humberside Police which targeted individuals within Crosby and Park Ward with links to substance abuse. Public Safety teams participated with other agencies to review safety within the homes that were targeted, referring onto NLCC housing department for action.

The impact of all initiatives is being assessed and monitored.

c) Deliberate Primary Fires

To the end of Quarter 2 deliberate primary fires were 30% higher than the target, and at the end of Quarter 3 this has improved to 16.8%.

The deliberate vehicle fire problem is improving, during Quarter 3 last year there had been 54 deliberate vehicle fires, and this year there have been 28; this reduction is replicated in all four authority areas. There are significant deliberate vehicle fire hotspots on the Nunsthorpe Estate in Grimsby and around Hall Road in Orchard Park. Dwelling arson is most prevalent in Grimsby, in and around East and West Marsh.

The number of deliberate dwelling fires has also improved with 23 incidents in Quarter 3 this year compared to 34 in Quarter 3 last year.

Intervention Activities of note

- ✓ HFRS have worked with Humberside Police to raise understanding of the whole issue of fire from a demand and criminality perspective. A Gold Arson group has now been established to co-ordinate multi-agency resourcing into high priority areas.
- ✓ North East Lincolnshire have also established a multi-agency approach to arson. Unsecured premises are referred to the Local Authority for securing. Incident data on trends for pro-active use is prepared provided to Humberside Police Community Policing teams. It has previously been reported that some deliberate fires are the result of drug related criminality and work continues with the Police to identify and target priority offenders.

d) Automatic Fire Alarm false alarm calls (AFA)

The number of false alarms in commercial premises is slightly higher than the 3 year average but is slightly less than at the same point last year. There have been 1166 incidents this year compared to 1170 last year (0.3% reduction).

Standard delivery guidance is being developed along with a presentation pack that will be delivered to crews to assist them in doing more in-depth investigations into the reasons for false alarm activations. A letter has been developed in a new format that will be sent to businesses informing them what caused the activation along with guidance around future prevention.

A meeting will take place in late February with HFRS Business Safety and Fire Safety Managers at Hull and East Riding Hospital trust to discuss a recent increase

in unwanted fire signal activity at Hull Royal Infirmary. Outcomes will be fed back to a future meeting.

STRATEGIC PROJECTS

8. Notable developments in Strategic Projects:

a) East Coast and Hertfordshire Control Room Project

Hertfordshire FRS are leading 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, this is despite the delays on the technical side of the project. A significant amount of testing (formal and informal) and additional development work has been carried out by the supplier over the past few months and good progress has been made on the radio and telephone aspects. Other than some additional testing of the second telephone switch and some resilience tests, Site Acceptance Tests (SAT's) have been completed, with positive results. Supplier software issues during previous tests, which resulted in the tests being suspended, have now been overcome. Hertfordshire FRS went 'live' on 28th November 2017 and whilst this initially appeared very successful, system issues are still being encountered and Capita are working to resolve these through a number of software patches and releases. Humberside FRS was scheduled to go live on 30th January 2018, the need to install and test new software releases has caused a short delay. The Home Office have been kept fully briefed. The consortium is very clear that no Service will go live on the system until it has been fully tested and meets all of the specified requirements. This message has been communicated to staff.

b) The Ark Flood Preparation and Response Centre

There are no changes for this quarter as the Service continues to develop the last stages of this project. The Service is in the advanced stages of developing a joint business case with the University of Hull for the Ark project, a formal Project Board structure has been facilitated, co-chaired by the Chief Fire Officer and Pro-Vice Chancellor of the University. Key workstreams that are underway are the selection of an appropriate site from the current shortlist, preparation of a number of bids for funding to support the multi-faceted use of the facility and most importantly engagement with the strategic stakeholders.

c) Integrated Care Centre

The Hull Integrated Care Centre (Hull ICC) project is still on track for building completion by April 2018 and it is planned for crews to transfer from East Hull Fire Station at the end of May 2018.

Regular meetings are taking place with project managers to ensure both the needs of HFRS and our health partners are considered, recent meetings have focused on HFRS accommodation and emergency access for incidents.

d) HR/Resource Management System

Following an external consultant report on HFRS's use of the Firewatch System and a meeting with the system provider in May 2017 to discuss how the project had been delivered and resourced so far, CMT agreed to allocate a temporary Project Manager to work on the Firewatch system for 6 months to ensure it is best placed in terms of data and processes. CMT are now considering the recommendations on the use of systems within the organisation to ensure the most effective solution is in place. The On-Call Management Group are currently investigating appropriate software solutions as part of their scope of work and the output from that group will be key to the organisation's decision around use of Firewatch moving forward.

STRATEGIC PLAN COMPATIBILITY

9. 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

10. 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

11. None arising directly.

EQUALITY IMPACT ASSESSMENT/HR IMPLICATIONS

12. None arising.

PERFORMANCE AND RISK MANAGEMENT IMPLICATIONS

13. This report details the information for Members to provide assurance as to the proactive management of performance and risk by the Service.

HEALTH AND SAFETY IMPLICATIONS

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

COMMUNICATION ACTIONS ARISING

15. None arising.

DETAILS OF CONSULTATION AND/OR COLLABORATION

16. None applicable.

BACKGROUND PAPERS AVAILABLE FOR ACCESS

17. None.

RECOMMENDATIONS RESTATED

18. That Members consider the report's detail and make any recommendations to the Fire Authority as necessary.

S RHODES

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7 February 2018