

**SERVICE PERFORMANCE AND RISK REPORT**  
**End of the 2nd QUARTER 2018 - 2019**  
**1 July 2018 – 30 September 2018**

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	13.5% above 3 year average.			
Other Accidental Fires (exc. Vehicles)	38.4% above 3 year average.			
Deliberate Primary Fires	2.6% above 3 year average.			
Deliberate Secondary Fires	31.6% above 3 year average.			
Automatic Fire Alarms	0.8% below 3 year average.			
Fatalities	3 fatalities (aspirational target 0)			
Injuries	31 injuries (aspirational target 0)			
<b>Response Performance</b>				
First engine response	9.36% better than target			
Second engine response	8.00% 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. Medium term financial planning for 2019/20 onwards has started with a report to the September 2018 HFA.		<b>72</b>	
East Coast and Hertfordshire Control Room Project (ECHCR).	Slight reduction in risk. Capita have now put forward a new proposal which is currently under consideration by the board. This will push HFRS transition into 2019.		<b>30</b>	
Impact of Brexit	Recently added to the risk register		<b>36</b>	
<b>Complaints</b>				
<b>Quarter 2 Detail</b>				
Driving related	1 Upheld	0 Not Upheld		
Conduct of employees	1 Upheld	3 Not Upheld		
Performance of employees	0 Upheld	1 Not Upheld		
Damage to property whilst responding to incidents	1 Upheld	0 Not Upheld		
Other	2 Upheld	3 Not Upheld		
<b>Current and Previous Quarter for comparison</b>				
	Current Quarter		Previous Quarter	
Totals	5 Upheld	7 Not Upheld	0 Upheld	3 Not Upheld
<b>Compliments and Messages of Thanks</b>				
31 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 Strategic Leadership Team (SLT), and Project level. SLT 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>Strategic Leadership Team</b>	Strategic Objectives Strategic Risk Register
<b>Directors</b>	Director Workstream Objectives Directorate Risk Register
<b>Heads of Function</b>	Function Workstream Objectives Directorate Risk Register
<b>Project Owners</b>	Project risks and performance against project milestones

5. The Strategic Leadership Team in conjunction with the Tactical Leadership Team, Head of Corporate Assurance 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)

The number of accidental fires to the end of Quarter 2 is 13.5% above the 3-year average, this equates to 25 incidents above target. However, the number of incidents rated as high severity to the end of Quarter 2 was still very low as can be seen in Appendix 2.

### Intervention Activities of note

- ✓ Adult Information Services in North Lincolnshire are displaying Fire Safety Advice and referral routes on their website and sharing on social media.
- ✓ East Riding have refreshed all partner agency training and are proactively engaging with new partners.

- ✓ A flexible model of operational crews undertaking Safe and Well Visits in On-Call areas is being considered to support the Safety directorate in identified high risk areas.
- ✓ We have shared 5 years data with Hull City Council to assist with their strategy of supporting sprinkler fittings in high rise flats.

b) Deliberate Secondary Fires

Deliberate secondary fires are 31.6% above the 3-year average. This equates to 89 incidents above the same quarter last year.

Intervention Activities of note

- ✓ Operation Kashmir has seen HFRS, Humberside Police and Hull and East Riding Waste Management Teams working together to reduce ASB, Arson and Fly Tipping in the Orchard Park area of Hull.
- ✓ In the East Riding, we are working with Humberside Police undertaking house to house visits looking to gather intelligence on ASB and Arson activity in the Cottingham area.
- ✓ Report Arson posters have been put up in hotspots around Hull. Information regarding arson activity has been received on the text line and is proactively acted upon.

The impact of all initiatives is being assessed and monitored.

c) Deliberate Primary Fires

Deliberate Primary Fires are 2.6% above the 3-year average, this equates to 8 incidents above target. In Quarter 2 last year they were 30% higher than the 3-year average.

Intervention Activities of note

- ✓ East Riding have taken a proactive approach in supporting the farming community throughout the summer months including visits with Humberside Police to give safety information and attendance at Drifffield show.
- ✓ In North Lincolnshire, operational crews are being given information regarding the most frequent location and times for arson in their area and have been encouraged, where possible, to show a presence as a disruptive technique. This is an extension of the delivery of the same in Hull which had notable positive outcomes.
- ✓ In Hull, we continue to collaborate with Humberside Police on arson reduction activities and have focussed on derelict buildings following a number of incidents in this quarter.

d) Automatic Fire Alarm false alarm calls (AFA)

The number of false alarms in commercial premises is slightly lower, 0.8%, than the 3-year average.

- ✓ Standard delivery guidance has now been finalised. Training on this has commenced with operational crews who will then trial the way of working and feedback to Central Safety Team before Service-Wide rollout.

- ✓ In domestic properties in North Lincolnshire, where these are identified as repeated, intervention and Safe & Well checks are offered.
- ✓ Director of Public Safety, Paul McCourt, is overseeing the deployment of the NFCC toolkit for AFA's.

e) Other Accidental Fires (excluding vehicles)

This quarter has seen a decrease in Other Accidental Fires (Excluding vehicles) from 73.1% above the 3-year average in the previous quarter to 38.4% above the 3-year average in Quarter 2, this equates to 23 incidents above target.

We actively monitored the data in this period against and expected ongoing increase lined to the prolonged dry weather spell. Whilst still above average, incidents were not maintained at the high level experienced in Quarter 1.

## STRATEGIC PROJECTS

9. Notable developments in Strategic Projects:

a) East Coast and Hertfordshire Control Room Project

Following a number of delays to the project, Hertfordshire Fire & Rescue Service moved onto Vision 4 in December 2017 but the Humberside go live has been delayed several times due to software problems, estimated to be late summer 2018. Due to a number of fixes which required to be carried out by Capita and a period of 4 weeks stable running in Hertfordshire this has been delayed further and, pending approval of a new proposal from Capita by the board, the HFRS transition is likely to be pushed into 2019. This message has been communicated to staff.

b) The Ark Flood Preparation and Response Centre

The Service now has a draft joint business case agreed in principle with the University of Hull for the Ark project, a formal Sponsor and Project Board structure has been facilitated, co-chaired by the Chief Fire Officer and Pro-Vice Chancellor of the University. Key workstreams that have been successfully completed include the selection of an appropriate site from the agreed shortlist. Initial design and value engineering work has developed a scheme ready for implementation with an indicative capital cost of £10.5m. The project partners have committed significant investment and additional funding is being sought to support the multi-faceted use of the facility and most importantly engagement with the strategic stakeholders is ongoing and remains a priority. The partnership has now agreed an MOU. The development of key marketing materials has now been formalised which not only promote the proposed development but also reaffirms the projects key mission and objectives.

c) HR/Resource Management System

Following extensive work on the Firewatch system, a period of data cleansing is taking place to ensure data accuracy and compliance with GDPR. The system will be reviewed once this is complete, together with the use of systems within the organisation to ensure the cost effective solution is in place.

## 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.

**P SHILLITO**

Officer Contact: GM Simon Rhodes ☎ 01482 567479  
Head of Corporate Assurance

Humberside Fire & Rescue Service  
Summergroves Way  
Kingston upon Hull

SR  
27 November 2018

