

Resources and Fire & Rescue Overview and Scrutiny Committee

19 September 2018

Agenda

The Resources and Fire & Rescue Overview and Scrutiny Committee will meet in **Committee Room 2, Shire Hall, Warwick on Wednesday 19 September 2018 at 2.00 p.m.**

Please note that this meeting will be filmed for live broadcast on the internet. Generally, the public gallery is not filmed, but by entering the meeting room and using the public seating area you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes. All recording will be undertaken in accordance with the Council's protocol on filming and use of social media.

The agenda will be:

1. General

(1) Apologies

(2) Members' Disclosures of Pecuniary and Non-Pecuniary Interests

Members are required to register their disclosable pecuniary interests within 28 days of their election or appointment to the Council. A member attending a meeting where a matter arises in which s/he has a disclosable pecuniary interest must (unless s/he has a dispensation):

- Declare the interest if s/he has not already registered it
- Not participate in any discussion or vote
- Must leave the meeting room until the matter has been dealt with (Standing Order 39).
- Give written notice of any unregistered interest to the Monitoring Officer within 28 days of the meeting

Non-pecuniary interests must be declared in accordance with the Code of Conduct. These should be declared at the commencement of the meeting.

(3) Minutes of the meeting of the Resources and Fire & Rescue Overview and Scrutiny Committee held on 11 July 2018

All public papers are available at www.warwickshire.gov.uk/cmis

2. Public Question Time

Up to 30 minutes of the meeting is available for members of the public to ask questions on any matters relevant to the business of the Overview and Scrutiny Committee. Questioners may ask two questions and can speak for up to three minutes each. To be sure of receiving an answer to an appropriate question, please contact Helen Barnsley 5 working days before the meeting. Otherwise, please arrive at least 15 minutes before the start of the meeting and ensure that Council representatives are aware of the matter on which you wish to speak.

3. Questions to the Portfolio Holders relevant to the Overview and Scrutiny Committee

Up to 30 minutes of the meeting is available for the Committee to put questions to the Leader and Portfolio Holders on any matters relevant to the remit of the Overview and Scrutiny Committee.

4. Work Programme 2018/19

To consider the Committee's proposed Work Programme and future areas of scrutiny activity; including a discussion on the Terms of Reference for the Fire and Rescue IRMP Task and Finish Group.

5. One Organisational Plan Quarter 1 Progress Report (April to June 2018)

Report on the progress of the OOP Outcomes and supporting Key Business Measures relevant to the remit of this Committee

6. Warwickshire Fire & Rescue – HMICFRS

Verbal update relating to HMICFRS inspection

7. Warwickshire Fire & Rescue – Operational Performance

Report on the 2017/2018 operational performance of WFRS compared to other Fire and Rescue Services across the country.

8. Urgent Matters

At the discretion of the Chair, items may be raised which are considered urgent (please notify Democratic Services in advance of the meeting).

9. Reports Containing Confidential or Exempt Information

To consider passing the following resolution:

That members of the public be excluded from the meeting for the items mentioned below on the grounds that their presence would involve the disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

EXEMPT ITEMS FOR DISCUSSION IN PRIVATE (PURPLE PAPERS)

10. Traded Services and Educaterers Performance 2017/18 and Update

Report setting out the latest on the performance of WCC's traded services and Educaterers

The next meeting of the committee has been scheduled for Wednesday 12 December 2018 at 2:00pm in Committee Room 2.

David Carter
Joint Managing Director
Shire Hall
Warwick

Resources and Fire and Rescue Overview and Scrutiny Committee **Membership for the meeting 19 September 2018**

Councillors:

Parminder Singh Birdi (Vice-Chair), Sarah Boad, John Cooke, Judy Falp, Pete Gilbert, Andy Jenns, Maggie O'Rourke, Bill Olnor, Bob Stevens and Heather Timms (Chair)

Portfolio Holders:-

Councillor Peter Butlin – Deputy Leader
Councillor Kam Kaur– Customer and Transformation
Councillor Andy Crump – Fire & Rescue and Community Safety

For queries regarding this agenda, please contact:

Helen Barnsley, Democratic Services Officer
Tel: 01926 412323, e-mail: helenbarnsley@warwickshire.gov.uk

All public papers are available at www.warwickshire.gov.uk/cmis

**Minutes of the meeting of the
Resources and Fire & Rescue Overview and Scrutiny Committee
held on 11 July 2018**

Present:

Members of the Committee:

Councillors Sarah Boad, John Cooke, Judy Falp, Pete Gilbert, Andy Jenns, Maggie O'Rourke, Bob Stevens and Heather Timms (Chair)

Other County Councillors:

Peter Butlin - Deputy Leader and Portfolio Holder for Finance and Property
Andy Crump – Portfolio Holder for Fire & Community Safety
Kam Kaur - Customer and Transformation

Officers:

Helen Arkell	Strategic Asset Manager, Property Services
Elizabeth Abbott	Business Partner, Planning, Performance & Improvement
Kushal Birla	Head of Customer Service
David Carter	Joint Managing Director (Resources)
Craig Cusack	Commercial Enterprise Lead
Tejay De Kretser	Customer Service Business Development & Improvement Manager
Sarah Duxbury	Head of Law and Governance & Interim Head of Human Resources and Organisational Development
Andy Hickmott	Chief Fire Officer
Chris Norton	Strategic Finance Manager, Corporate Financial Services
Janet Purcell	Democratic Services Manager
Virginia Rennie	Strategic Finance Manager
Steve Smith	Head of Property Services

Other Attendees

One – Press

1. General

(1) Apologies

An Apology for absence was submitted on behalf of Councillor Bill Olnier. Councillor Richard Chattaway replaced Councillor Olnier for this meeting.

(2) Members' Disclosures of Pecuniary and Non-Pecuniary Interests

None

(3) Minutes of the meetings held on 25 April 2018 and 15 May 2018

Resolved

That, subject to the addition of Councillor Judith Falp to the list of attendees in the minutes of the meeting held on 25 April 2018, the minutes of the meetings held on 25 April 2018 and 15 May 2018 were approved as correct records.

Minutes of 25 April 2018 - Matters Arising

Minute 4 – HMICFRS inspection

Andy Hickmott, Chief Fire Officer, reported that the Fire and Rescue Service inspection had taken place, with 11 inspectors covering the whole of the service and over one quarter of staff having some form of engagement with the Team. Andy Hickmott reminded members that Warwickshire Fire and Rescue Service was one of 15 inspections in the first tranche and that there would follow a very detailed moderation process before the formal report is published in the autumn. It was noted that the report would be shared with the Fire and Rescue Service a few weeks prior to publication to check for any inaccuracies but that publication was embargoed until the date for publication set by the HMICFRS.

The Committee was advised that the inspection process does not include interviews of councillors as the focus is on the operation of the service not its governance. Councillor Adrian Crump, Cabinet Portfolio Holder for Community Safety, did however attend the strategic briefing that was delivered by the Service to the Inspectorate before the fieldwork week took place. Andy Hickmott gave assurance that there had been no unexpected major issues in the initial feedback and, in line with previous inspections, work was already underway on developing an action plan.

It was agreed that the Committee be sent a briefing note of the informal feedback, appreciating that this could not be public until the formal publication of the report.

2. Public Question Time

There were no public questions received or presented at the meeting.

3. Questions to the Portfolio Holders relevant to the Overview & Scrutiny Committee

The Committee noted the items listed for forthcoming consideration by Cabinet or individual Cabinet Portfolio Holders.

Councillor Bob Stevens asked whether the item on Community Engagement proposed for Cabinet on 24 July had been considered by any member group prior to its scheduling for Cabinet and questioned whether it could be considered by Overview and Scrutiny prior to consideration by Cabinet. The Committee was advised that there would be opportunity for member debate when the item is put to full Council.

4. Work Programme 2018-19

The Committee agreed the work programme set out in the report and that the establishment of the Fire and Rescue Service IRMP Task and Finish Group be considered at the Chair and Group Spokespersons meeting on 10 September 2018.

5. One Organisational Plan Progress Report: April 2017-March 2018

Elizabeth Abbott, Business Partner, Planning, Performance & Improvement, presented the year- end report on performance for those areas within the remit of the Committee.

Fire and Rescue Service

Councillor Maggie O'Rourke asked how the targets were arrived at for Fire and Rescue and why five of the targets had a 'red' rating for not having been reached. Andy Hickmott explained that in comparison to the previous year, the service had been attending more calls, including ones that have discretion to attend, and this should have been taken into account when setting the target. Councillor O'Rourke asked whether the response to discretionary calls was impacting on the service response times and was assured by Andy Hickmott that high priority incidents were always responded to appropriately.

Councillor Sarah Boad asked whether it can be unhelpful to be driven by targets, given that events were unpredictable (for example the recent grass fires) and not within the control of the Fire and Rescue Service. Andy Hickmott advised that measurements against targets give an overall view but it is important to look at the type of attendance to see if there are any concerns.

Councillor Richard Chattaway expressed concern at the number of red indicators and asked how these are being addressed and whether this would be an area covered in the HMICFRS inspection.

Councillor Andy Crump, Cabinet Portfolio Holder for Community Safety, replied that it was important to look at the targets in context and he would look at any view on this from the inspection, for this authority and others. The Committee was advised that response times are within the normal range of Shire Fire Services, but an exact comparison cannot be made as each authority sets its own standards according to their local circumstances.

Councillor Chattaway sought assurance that the changes that had been made some years back to the response time standards were not having a negative impact on public safety.

The Chair advised that this is an area that would have been looked at by the inspection and is appropriate for the Fire and Rescue Task and Finish Group to consider if there is concern.

The Chair, on behalf of members, asked that their thanks be passed to the Service for their work during the recent hot weather and in assisting Fire and Rescue Services in other areas.

Capital Programme

The Committee received the six monthly update on capital programme slippage.

Members sought assurance that there is adequate staff to manage and deliver the Council's capital projects, in particular the local member projects supported by the delegated budgets as these appeared to be suffering slippage. The Committee was reminded that the capital slippage was largely on developer funded projects which were not within the Council's control.

Members expressed concern that slippage in one project can sometimes impact on other projects and were particularly concerned that slippage does not impact on services such as Education. Councillor Singh Birdi suggested that, although the County Council did not have direct control over many of the projects, ways should be found to exert influence to lessen the impact of delays and ensure appropriate timing of projects (for example avoiding three major projects starting in an area at the same time).

Councillor Peter Butlin, Deputy Leader, advised that he had a working group looking at the capital programme, including how schemes are costed and costings projected over future years. Councillor Richard Chattaway requested that Councillor Peter Butlin consider including Labour Group membership on the working group.

The Chair agreed that the Chair and Spokespersons meeting consider how the issue of capital programme management, and also slippage on member delegated budget schemes, could best be scrutinised by the Committee.

6. Digital Transformation Update

Tejay De Krester, Customer Service Business Development & Improvement Manager, presented a report setting out progress on Digital Transformation.

The following points were raised by the Committee:

- Members welcomed the removal of the need for the public to register in order to report issues (such as potholes) but noted that it would still be necessary to ask for email addresses/personal details in order to provide some services (e.g. Blue Badge).

- Website downtime should be avoided (and explained if necessary). Councillor Cooke reported that the gypsy and traveller reporting webpage did not work when he used it and Tejay undertook to investigate this and added that she would also give figures on website down time but added that it is very rare for the whole website to be down and when it is it is usually for a very short time.
- Improved presentation of information that is more user friendly and includes links to related services (e.g. school admissions to include reference/link to school transport, or other areas a parent may wish to know before making an application).
- Information should be up to date and old content removed (for example the information on potholes). There will be improved management of the webpages. Individual officers will no longer be able to put content on the websites, ensuring a consistent approach to style and content.
- There must be adequate 'back-office' support for the website and services.

Councillor Richard Chattaway added that he would like to see a telephone number on the Council's website. Kushal Birla, Head of Customer Service, explained that the Council's general telephone number was not put on the home page as the aim is to encourage a change in behaviour whereby people navigate to the service they want where a telephone number may be found but the intention is to include a 'live chat' facility for customer services.

Members were also assured that General Data Protection Regulations were being met and that the website had a privacy statement.

Tejay undertook to circulate an update on the issues raised by members and it was agreed that the Committee receive the action plan and timescales for implementation.

7. Treasury Management Monitoring Report 2017-18

Chris Norton, Strategic Finance Manager, presented a report summarising the Council's investment position and performance (which showed a to return above target) and position on debt financing. The Committee noted that it was not possible for the Council to repay Public Works Loan Board borrowing without incurring high redemption costs. However, maturing debt of £1.5m has been repaid and no new long term borrowing had been undertaken in 2017/18.

The Committee did not identify any concerns and thanked Chris for the report.

8. Operational Assessment and Fire Peer Challenge 2016 Action Plan Closure

Andy Hickmott presented the Operational Assessment and Fire Peer Challenge 2016 Action Plan Closure report.

The Committee agreed to endorse the closure of the Action Plan, recognising that the areas listed in 2.1.1 – 2.1.5 of the report would be undertaken as part of the HMICFRS process.

9. Urgent Matters

None

10. Reports Containing Confidential or Exempt Information

Resolved

That members of the public be excluded from the meeting for the items mentioned below on the grounds that their presence would involve the disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

11. Exempt Minutes of the meeting held on 25 April 2018

Resolved

That the exempt minutes of the Resources and Fire & Rescue Overview and Scrutiny Committee held on 25 April 2018 be agreed as a correct record.

12. The Estate

Steve Smith, Head of Property Services, presented a report setting out the metrics of the Council's land and property estate and work being undertaken to ensure the estate remains fit for purpose in the future. He explained that the aim is to reduce the Council's reliance on property.

Councillor Richard Chattaway asked whether the Council has the capacity to keep up the pace on delivery. Steve Smith assured the Committee that the focus is always on prioritising projects and added that Transforming Nuneaton is a key priority and has commitment from partners.

The Committee thanked officers for the report and looked forward to further updates.

The meeting rose at 3.55 p.m.

.....
Chair

Resources and Fire & Rescue Overview and Scrutiny Committee

19 September 2018

Questions to Cabinet Portfolio Holders

Recommendation

That the Resources and Fire & Rescue Overview and Scrutiny Committee consider the forthcoming Cabinet and Portfolio Holder decisions relevant to its remit, asking any relevant questions and considering areas for further scrutiny, where appropriate.

1.0 Cabinet and Portfolio Holder Decisions

- 1.1 The decisions relevant to the remit of the Committee are listed below. Members are encouraged to seek updates on decisions and identify topics for pre-decision scrutiny. The Portfolio Holder for Customer and Transformation and the Portfolio Holder for Fire and Community Safety may be in attendance at the meeting to answer any questions from the Committee.
- 1.2 The remit of the Committee covers the following - Fire & Rescue, budget, medium term financial plan, corporate business plan, planning and performance arrangements, finance, property, information technology, facilities management, workforce strategy and development, law and governance, libraries, customer service and communications
- 1.2 The list was last updated from the Forward Plan on 5 September 2018.

Decision	Description	Date due	Cabinet / PfH
Use of the Councillors Grants Fund 2017/18	This report provides detail on the projects supported by the Councillor Grant Fund	8 November	Cabinet
HS2 Road Safety Fund	HS2 Ltd have allocated £8.04m for road safety in Warwickshire. This report details the proposed financial governance of that funding allocation.	8 November	Cabinet

Background Papers

None.

	Name	Contact Information
Report Author	Helen Barnsley	helenbarnsley@warwickshire.gov.uk
Head of Service	Sarah Duxbury	sarahduxbury@warwickshire.gov.uk
Joint Managing Director	David Carter	davidcarter@warwickshire.gov.uk
Portfolio Holder	Cllr Kam Kaur Cllr Peter Butlin Cllr Andy Crump	cllrkaur@warwickshire.gov.uk cllrbutlin@warwickshire.gov.uk cllrcrump@warwickshire.gov.uk

Resources and Fire & Rescue Overview and Scrutiny Committee

19 September 2018

Work Programme 2018/2019

Recommendations

That the Resources and Fire and Rescue Services Overview and Scrutiny Committee:

- 1) Agrees the updated 2018/2019 Work Programme and makes any additional comments or changes, as required; and
- 2) Notes the scheduled future meeting dates.

1. Work Programme

The updated Work Programme for 2018/2019 is attached at Appendix A and will show the committee what items have been considered and what is still outstanding.

2. Briefing Notes

A number of briefing notes have been provided or scheduled to be provided to the committee during 2018/2019 as listed in Appendix A.

3. Dates of Future Meetings

Future meetings of the Committee have been scheduled for 2pm on the following dates:

- 12 December 2018
- 27 February 2019
- 5 June 2019
- 26 September 2019
- 18 December 2019
- 25 March 2020

	Name	Contact details
Report Author	Helen Barnsley	helenbarnsley@warwickshire.gov.uk 01926 412323
Head of Service	Sarah Duxbury	sarahduxbury@warwickshire.gov.uk 01926 412090
Strategic Director	David Carter	davidcarter@warwickshire.gov.uk 01926 412564

**Resources and Fire & Rescue Overview and Scrutiny Committee
Work Programme 2018/19 – 19 September 2018**

Appendix A

Items for future meetings

Item	Report detail	Date of next report
Questions to the Portfolio Holders / Forward Plan	Report which includes Forward Plan decisions relevant to the remit of the Committee	* Standing item for every meeting
Treasury Management	Updated briefing note to be provided to the Committee regarding Capital Slippage	*Standing item for every other meeting – <i>next due 12 December 2018</i>
Performance	One Organisational Plan Quarter 1 Progress Report (April to June 2018)	19 September 2018
Finance	Report - Traded Services and Educaterers Performance 2017/18 and update	19 September 2018
	Capital Strategy	<i>TBC</i>
Warwickshire Fire & Rescue	Update relating to HMICFRS - verbal update as appropriate	19 September 2018
	HMICFRS final inspection report	12 December 2018
	Derelict/Unoccupied Buildings – partnership working and prevention work	12 December 2018
	WFRS Task and Finish Group – IRMP Report	27 February 2019
Customer Services	Digital Strategy – to include a timeline of events and guide lines	12 December 2018

**Resources and Fire & Rescue Overview and Scrutiny Committee
Work Programme 2018/19 – 19 September 2018**

Appendix A

Briefing Notes requested

Item	Briefing Note detail	Date requested	Date circulated
Warwickshire Fire & Rescue	Information to be provided on the informal feedback following the HMICFRS inspection (<i>NB: This cannot be made public until the formal publication of the report</i>)	11 July 2018	<i>Verbal update due at meeting on 19 September 2018</i>
	Information regarding work being done with the District and Borough Councils following the public enquiry into Grenfell Tower	10 September 2018 at the Chair and Group Spokes meeting	
Customer Services	Information to be provided on website downtime in addition to an action plan and timescales for the implementation of resolutions to issues raised by members.	11 July 2018	23 July 2018

Any other Business

Item	Detail	Date raised	Completed
Warwickshire Fire and Rescue Service	Members of the Committee requested a training session on the new inspection process in order to gain a full understanding of everything that is involved.	25 April 2018	
	The Task and Finish Group for the Integrated Risk Management Plan (IRMP) is to be re-established later in the year to review the new IRMP	25 April 2018	

Resources and Fire & Rescue Overview and Scrutiny Committee

19 September 2018

One Organisational Plan Quarterly Progress Report: Period under review: April to June 2018

Recommendation

That the Overview and Scrutiny Committee considers and comments on the progress of the delivery of the One Organisational Plan 2020 for the period as contained in the report.

1. Introduction

- 1.1. The One Organisational Plan Quarterly Progress Report for the period April 1st to June 30th 2018 was considered and approved by Cabinet on 13th September 2018. It provides an overview of progress of the key elements of the OOP, specifically in relation to performance against key business measures, strategic risks, workforce management, revenue and capital budgets, reserves and savings targets and financial information on Business Units.
- 1.2. This report draws on information extracted from the Cabinet report to provide this Committee with information relevant to its remit.

2. One Organisational Plan 2020: Strategic Context

- 2.1 The OOP 2020 Plan aims to achieve two high level Outcomes. These are measured through 62 Key Business Measures (KBMs) which are grouped under, and reported against, the seven agreed policy areas.

For the outcome Warwickshire's communities and individuals are supported to be safe, healthy and independent there is a total of 35 Key Business Measures included in four Policy area dashboards:

- Children are Safe - 15 Key Business Measures
- Adult Social Care - 8 Key Business Measures
- Health & Wellbeing - 6 Key Business Measures
- Community Safety and Fire- 6 Key Business Measures

For the outcome Warwickshire's economy is vibrant and supported by the right jobs, training, skills and infrastructure there is a total of 13 Key Business Measures included in two Policy area dashboards:

- Economy, Infrastructure and Environment including 10 Key Business Measures
- Education & Learning including 3 Key Business Measures

To demonstrate OOP delivery by ensuring that WCC makes the best use of its resources a total of 14 Key Business Measures have been developed.

2.2 The tables below provides an overview and Key Lines of Enquiry regarding performance for a total of 18 KBMs across 2 policy areas as appropriate for this Committee;

Community Safety and Fire (4 KBMs)

Areas of Good Progress

Over the last 2 months the performance for the first fire appliance response time has improved with both months (76.92% in May, 76% in June) achieving target (75%) following a lower level of performance in April. Monthly performance for this measure is variable and can be impacted by a number of reasons including geographical location of incidents and over the last 3 years the trend is decreasing. Retained Duty System availability also plays a key part in maintaining response standards and levels of availability have declined in the last couple of months, partly as a result of very high levels of operational activity leading to staff requiring rest periods. Continuing scrutiny is maintained within the Service as it is a key measure to ensuring an effective response to emergency incidents and to keeping the public safe.

Overall numbers of emergency incident types are at a similar level compared to the same period last year including fires where property or vehicles are involved and deliberate fire setting. This is as a result of continuing focus on monitoring of emerging trends, understanding risk across the county and effective safety activities including Safe and Well Checks and Fire Safety Inspections.

Areas of concern including remedial action

With the recent hot, dry period and subsequent increase in fires where there is not any property or vehicle involved there has been a significant rise in overall incidents attended, including supporting other Fire and Rescue Services in line with normal mutual aid arrangements. There are already a number of incident types for Warwickshire Fire and Rescue Service (WFRS) that are increasing including Accidental Dwelling Fires, Special Services, Road Traffic Collisions and False Alarms. Focus should be maintained by both the Service and the OSC on understanding the reasons for the rises and to identify emerging trends in order that relevant and proactive preventative activities can be implemented.

In addition there has been a suspected domestic fire related death and an increase in the number of fire related injuries across the first quarter. WFRS investigate every death or injury to fully understand the individual circumstances to inform their future preventative activity.

Warwickshire makes the best use of its resources (14 KBMs)

Areas of Good Progress

With regards to the use of resources, although investments fluctuate quarter on quarter, overall the Council is on track with its finances, with the Quarter 1 return on investment exceeding the target set of 0.36%.

Sickness absence is steady, currently running at 9.66 days per FTE, which is consistent with the same time last year. In order to ensure that the trajectory remains in the right direction, the County Council continues to monitor sickness absence and take a proactive approach to absence management. There will be a specific detailed breakdown of sickness absence included within the Annual Sickness Absence report, which will be presented to Staff and Pensions Committee on 10th September. There should be maintained focus on sickness absence to ensure that it carries on in the right direction and consideration of how the Warwickshire County Council compares to other local authorities.

Of the four capital projects due to be completed this year, one, Shipston High School, has been completed during Quarter 1. It was completed early, the original date for completion was September. The three remaining capital projects are:

- Old Shire Hall/Judges House - Preparation of Asset as an events venue
- Coleshill CE Primary School - Classroom Extension
- Barford St Peters Primary School - Kitchen Extension

An [update report](#) was taken to Resources, Fire and Rescue OSC on 11th July on the Digital by Design programme. There is now a dedicated Digital by Design team, which is part of the Corporate Transformation team.

Areas of concern including remedial action

There have been six upheld following complaints made to the Ombudsman, Information Commissioner and the courts (judicial review proceedings). 4 were Ombudsman decisions and 2 were ICO decisions. In order to mitigate any further upheld complaints to the Ombudsman, which compares against a target of 12 for the year. In order to mitigate against any further complaints, the Service shares Ombudsman digests, reviews complaints regularly to understand if there are any lessons which can be learned and continues to monitor the information centrally in order to pick up any patterns and trends.

Areas to note

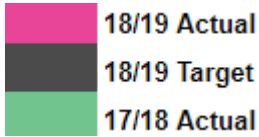
The Performance Framework for Resources Directorate has been recently reviewed and a number of new measures have been developed and therefore there isn't any trend data available at this point in time.

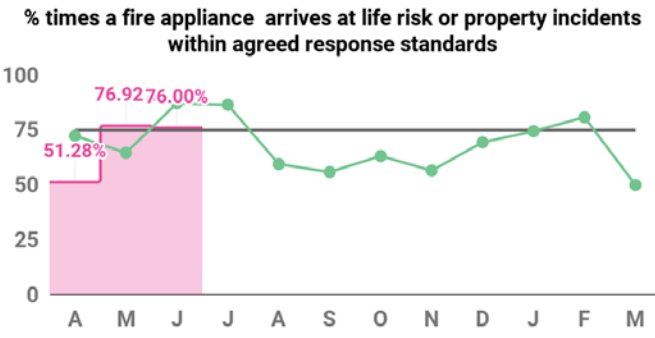
The Staff Engagement Score will be available in September 2018, and therefore reported in the Quarter 2 report, following an analysis of the 'You Say' Survey which was conducted in early Summer 2018.

The '% level of assurance based on the audit outcomes' measure will be updated in the Quarter 2 report. An update report will be presented to Audit and Standards Committee on 29th November.

2.3 More detailed progress on the 18 KBMs relevant to this Committee is reported through the Scorecards in the following pages.

One Organisational Plan Key Business Measures Scorecard

	Direction of travel (DoT) of performance (compared to trend)	
	↑	Positive improved
	↓	Positive decline
	↑ ↓	Decline
	↔	Steady

	15/16	16/17	17/18	DoT
	75%	72.8%	68.36%	↓
<p>% times a fire appliance arrives at life risk or property incidents within agreed response standards</p> 	<p>Within the first quarter the first appliance attending life risk incidents was at an average of 68.07% this is below the expected target of 75%. The performance in April was below the target of 75% but May and June have seen performance exceeding the target which is encouraging. Where WFRS were unsuccessful in meeting its 10 minute response standard the Service have increased preventative activity in these areas to promote fire safety. There were a number of incidents where both the 1st and 2nd appliance did not attend within the response standard, these incidents were primarily to road traffic collisions on motorway networks. Typically this is due to access issues and traversing motorway networks. This is monitored on a monthly basis by the Service.</p>			

<p>No. of incidents attended by WFRS</p>	15/16	16/17	17/18	DoT
	3306	3076	3491	↑
	<p>Overall levels of fires for quarter 1 have increased compared to the previous year with the Service being extremely busy since mid June where the average number of daily incidents attended has doubled and those fires which do not involve property or vehicles has tripled. The Service monitors levels and types of incidents to address any emerging issues to inform community prevention activities.</p>			
<p>No. of fire related deaths and injuries</p>	15/16	16/17	17/18	DoT
	0	3	2	↓
	<p>During the first quarter of this year there has been 1 suspected fire related death and the final Coroner's verdict on cause of death is awaited. Every fire related death is comprehensively investigated by the Service to identify any learnings which will, in turn, inform proactive and targeted fire safety campaigns across the County.</p>			
<p>No. of fire related deaths and injuries</p>	15/16	16/17	17/18	DoT
	21	14	23	↑
	<p>To date there have been 6 fire related injuries during period 1, which is slightly over the level recorded last year. When compared nationally Warwickshire continues to experience low levels of fire related injuries although over the last few years Warwickshire levels have been increasing slightly year on year. All incidents where an injury have occurred are fully investigated and any findings regarding emerging trends which, in turn, will inform proactive targeted fire safety campaigns across the County.</p>			

<p>% call abandonment rate - Mainstream and Adult Supporting</p>	<table border="1"> <thead> <tr> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>DoT</th> </tr> </thead> <tbody> <tr> <td>6.32</td> <td>2.9</td> <td>3.5</td> <td>↔</td> </tr> </tbody> </table>	15/16	16/17	17/18	DoT	6.32	2.9	3.5	↔			
15/16	16/17	17/18	DoT									
6.32	2.9	3.5	↔									
<p>% of online customer services transactions</p>	<table border="1"> <thead> <tr> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>DoT</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>54.9%</td> <td>62.3%</td> <td>↑</td> </tr> </tbody> </table>	15/16	16/17	17/18	DoT	N/A	54.9%	62.3%	↑			
15/16	16/17	17/18	DoT									
N/A	54.9%	62.3%	↑									
<p>Value of the return on WCC investment (%)</p>	<table border="1"> <thead> <tr> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>DoT</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>	15/16	16/17	17/18	DoT	N/A	N/A	N/A	N/A			
15/16	16/17	17/18	DoT									
N/A	N/A	N/A	N/A									
<p>Value of total pension fund investment (£m)</p>	<table border="1"> <thead> <tr> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>DoT</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>	15/16	16/17	17/18	DoT	N/A	N/A	N/A	N/A			
15/16	16/17	17/18	DoT									
N/A	N/A	N/A	N/A									
	<p>The pension fund value as of 30th June 2018 - £2,124,957,921.24</p>											

<p>% Employee engagement scores</p>	<p>2012</p>	<p>2014</p>	<p>2016</p>	<p>DoT</p>
	<p>66%</p>	<p>67%</p>	<p>70%</p>	<p>↑</p>
<p>This is taken from the staff Survey results, which will be published in September 2018</p>				
<p>No of days sickness per FTE</p>	<p>15/16</p>	<p>16/17</p>	<p>17/18</p>	<p>DoT</p>
	<p>10.26</p>	<p>9.65</p>	<p>9.87</p>	<p>↓</p>
<p>Absence is running at an average of 9.6 days per fte which is consistent with the same period last year. The Service have set up a sickness absence monitoring group and continue to take a proactive approach to absence management.</p>				
<p>No. of Health and Safety reportable incidents in the workplace</p>	<p>15/16</p>	<p>16/17</p>	<p>17/18</p>	<p>DoT</p>
	<p>N/A</p>	<p>N/A</p>	<p>33</p>	<p>N/A</p>
<p>The Service is tracking the trend, however, it is at a lower level than last year</p>				
<p>% of network availability</p>	<p>15/16</p>	<p>16/17</p>	<p>17/18</p>	<p>DoT</p>
	<p>100%</p>	<p>99%</p>	<p>99%</p>	<p>↔</p>
<p>A high level of network availability of 99.5% has been achieved. Recent improvements include a direct fibre connection to Budbrooke which was completed in June, this will positively impact availability figures, as well as improve performance for users at the site.</p>				

	15/16	16/17	17/18	DoT
	89%	92.02%	95%	
	<p>Delivery has slowed down for Coventry, Solihull and Warwickshire which is a resourcing/ operational issue with Openreach reflected nationally. The Service have requested and are imminently expecting a remedial plan in early August that will form the basis of recovering the delays.</p>			
	15/16	16/17	17/18	DoT
	N/A	N/A	13	N/A
	<p>In April there were 3 upheld complaints from the Local Government Social Care Ombudsman all were for Communities Directorate, there was 1 for Education & Learning (SEND) and 2 for Transport & Economy (1 from tree surgeon contractor re being removed from list of contractors and 1 re excess water on pedestrian route). In May 1 complaint was upheld for Adult Social Care. In addition there were 2 upheld Information Commissioning Office complaints in May which required no further action.</p>			
% level of assurance based on the audit outcomes	15/16	16/17	17/18	DoT
	N/A	N/A	N/A	N/A
	<p>Completed audits in Q1 were certifications which do not include an assurance level, therefore no relevant data for Quarter 1.</p>			

	15/16	16/17	17/18	DoT																										
	N/A	N/A	N/A	N/A																										
<p>No. of critical programmes with financial benefits</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>A</td><td>3</td></tr> <tr><td>M</td><td>12</td></tr> <tr><td>J</td><td>12</td></tr> <tr><td>J</td><td>34</td></tr> <tr><td>A</td><td>34</td></tr> <tr><td>S</td><td>34</td></tr> <tr><td>O</td><td>34</td></tr> <tr><td>N</td><td>34</td></tr> <tr><td>D</td><td>34</td></tr> <tr><td>J</td><td>34</td></tr> <tr><td>F</td><td>34</td></tr> <tr><td>M</td><td>34</td></tr> </tbody> </table>	Month	Count	A	3	M	12	J	12	J	34	A	34	S	34	O	34	N	34	D	34	J	34	F	34	M	34	<p>Our existing critical projects are being reviewed and assimilated into the new transformation governance arrangements, with business cases and associated financial benefits assessed and agreed. The overall number of critical/ key projects has reduced from 39 to 34 as projects have closed and resources have been redirected to other priority areas where applicable. The 34 is based on reporting on 19 Critical projects to Corporate Board and 15 key projects.</p>			
Month	Count																													
A	3																													
M	12																													
J	12																													
J	34																													
A	34																													
S	34																													
O	34																													
N	34																													
D	34																													
J	34																													
F	34																													
M	34																													

	15/16	16/17	17/18	DoT										
	N/A	N/A	£2,706,540	N/A										
<p>Value of sales received (£m)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (£m)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>5.8</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> <tr><td>Q4</td><td>0</td></tr> </tbody> </table>	Quarter	Value (£m)	Q1	5.8	Q2	0	Q3	0	Q4	0	<p>The sale of Meadow Farm and Unit 4G Racemeadow Road completed on programme and to the target receipt anticipated.</p>			
Quarter	Value (£m)													
Q1	5.8													
Q2	0													
Q3	0													
Q4	0													

	15/16	16/17	17/18	DoT																										
	N/A	N/A	27	N/A																										
<p>No. of property services capital projects delivered on time</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>A</td><td>0</td></tr> <tr><td>M</td><td>0</td></tr> <tr><td>J</td><td>1</td></tr> <tr><td>J</td><td>1</td></tr> <tr><td>A</td><td>3</td></tr> <tr><td>S</td><td>3</td></tr> <tr><td>O</td><td>3</td></tr> <tr><td>N</td><td>3</td></tr> <tr><td>D</td><td>4</td></tr> <tr><td>J</td><td>4</td></tr> <tr><td>F</td><td>4</td></tr> <tr><td>M</td><td>4</td></tr> </tbody> </table>	Month	Count	A	0	M	0	J	1	J	1	A	3	S	3	O	3	N	3	D	4	J	4	F	4	M	4	<p>1 project, Shipston High School, has been completed during quarter 1. It was completed early, the original date for completion was September.</p>			
Month	Count																													
A	0																													
M	0																													
J	1																													
J	1																													
A	3																													
S	3																													
O	3																													
N	3																													
D	4																													
J	4																													
F	4																													
M	4																													

Financial Commentary – relevant finance information taken from Cabinet report

4.1 Revenue Budget

4.1.1 The Council has set the following performance threshold in relation to revenue spend: a tolerance has been set of zero overspend and no more than a 2% underspend. The following table shows the forecast position for the Business Units concerned.

	2018/19 Budget £'000	2018/19 Outturn £'000	Revenue Variance £'000 %	Retained Reserves £'000	Financial Standing £'000
Customer Service	9,106	9,185	79 0.87% overspend	(654)	(575)
Finance	3,702	3,720	18 0.49% overspend	(880)	(862)
HR & OD	4,577	4,880	303 6.2% overspend	(638)	(335)
ICT Services	9,116	9,121	5 0.05% overspend	(20)	(15)
Law & Governance	1,000	787	(213) -21.30% underspend	(213)	(426)
Performance	4,782	4,710	(72) -1.51%underspend	(25)	(97)
Property Services	10,528	10,092	(436) 4.14% underspend	0	(436)
Fire & Rescue	19,121	19,482	361 1.89% overspend	(2,027)	(1,666)

4.1.2 Heads of Service commentary on their forecast revenue positions are given below.

- **Customer Services**

There are no significant financial issues to highlight at this time

- **Finance**

Although there are a number of spend variations within the service (to support various projects), overall the bottom line is a very small forecast variation, which if it materialises will be funded from within the Business Unit reserves.

- **Human Resources & Organisational Development**

The overspend is largely attributable to implementation of Your HR. A service specific reserve was set up at project inception for this purpose and project costs associated with implementation will be funded from this reserve. Main area of underspend is in HR advisory due to staffing vacancies.

- **IT Services**

Following on after the June forecast, we have been notified that there will be a potential fall of income of circa £0.100 million in Schools Traded Services with a number of academies from a Trust looking to leave the ICT service. We are working on the options to resolve this situation including cost reductions and utilising underspends in other areas of the business unit.

- **Law & Governance**

The underspend is largely due to increased Legal Services external income. Net position forecast has increased by £0.202 million, due to GDPR work for schools and new childcare work from another authority. Implications of Worcs CC decision to bring audit back in-house need to be worked through with associated changes made to future budget forecasts.

- **Performance**

Expenditure on the transformation programme is in line with the agreed budget and anticipated activity in the Design Phase of the programme. Any further drawdowns will be presented to the JMD's for approval through the submission of an Outline Business Case for consideration as part of the new transformation governance arrangements.

- **Property Services**

This forecast is based on the revised savings plan for approved by Cabinet on 24th July 2018. The savings plan continues to rely on achieving over £0.800 million of savings from the disposal of surplus properties as capital receipts

4.2 Reserves

4.2.1 The following Business Units are seeking approval to from reserves to support the delivery of their plans in the current financial year:

Fire & Rescue (£0.273 million)

- £0.041 million to support the ongoing costs of the Joint Control project
- £0.156 million to support planned capacity expenditure including Operational Response, National Operational Guidance Policy and Business Continuity
- £0.076 million to support the replacement of critical IT systems

4.2.2 Business Units are also seeking members' approval to put money into reserves to support the delivery of services in future years. The specific proposals Members are asked to approve are:

Property Services (£0.203 million)

- £0.164 million of net savings for 2018/19 approved by Cabinet on the 24th July 2018 to be carried forward to 2019/20
- £0.039 million to return previously approved use of reserves for the Switch & Save scheme to be used in 2019/20

4.3. Delivery of the 2017-20 Savings Plan

4.3.1. The savings targets and forecast outturn for the Business Units concerned are shown in the table below.

	2018/19 Target £' 000	2018/19 Actual to Date £'000	2018/19 Forecast Outturn £'000	2018-2020 Implementation Status	Comments
Customer Service	10	10	10	Green	
Finance	65	65	65	Green	The savings for 2018/19 have already been delivered. There is still an additional £95k to identify for 2019/20, but the service is confident that this is deliverable.

HR & OD	75	0	75	Green	
ICT Services	363	363	363	Green	All savings are on target except reduction in the funding associated with the provision of ICT Help Desk and Support Services, and a further reduction in the volume and costs of the personal computing facilities provided to staff and elected members. The saving on the reduction in staffing is on schedule. However the savings on personal computing costs is currently Amber. Work is under way around a broader review of end user computing (£130k of savings in 18/19 and £80k of savings in 19/20) - looking at alignment with New Operating Model as part of the Digital by Design Programme. Areas include devices, Office tools and more broadly unified comms; EDRMS and business intelligence. Revised proposal with budget implications to be presented to JMD for Resources in August 2018.
Law & Governance	49	39	49	Green	
Performance	55	55	55	Green	The savings for 2018/19 have been delivered.
Property Services	1583	1061	1583	Green	The savings for 2018/19 have already been delivered. However, there is a carried forward of £1.2m of savings from previous years not shown in these figures. This carry forward is reliant on two major capital receipts. One of those was delivered on 3rd May, the second is on track for Q3 2018. The restructure of the property services business unit delivers a long term financially sustainable service as agreed at Cabinet on 24th July 2018 which incorporates making good this underachievement

Fire & Rescue	0	0	0	Amber	The collaboration work with the West Midlands Fire Service is progressing well and discussions have taken place between WFRS and Finance regarding short term and longer term savings options for 2019/20. The RAG rating remains at amber given the timescales associated with some savings options or the organisational acceptability of others.
--------------------------	----------	----------	----------	--------------	---

4.4 Capital Programme

4.4.1. The table below shows the approved capital budget for the business units, any slippage into future years and the RAG status at Quarter 1.

	Approved budget for all current and future years (£'000)	Slippage from 2018/19 into Future Years £'000	Slippage from 2018/19 into Future Years (%)	Current quarter - new approved funding / schemes (£'000)	All Current and Future Years Forecast (£'000)
Fire & Rescue	10,456	(4,027)	-58%	597	9,542
Customer Service	2,518	52	10%	0	2518
ICT Services	22,171	(411)	-5%	1,531	23,702
Property Services	26,789	(934)	-6%	0	26,789

4.4.2 The reasons for the slippage compared to the approved budget are:

- **Fire & Rescue**

£4.027 million of slippage is due to the re-phasing of the Training Centre new build which has been paused pending the outcome of the Memorandum of Understanding with the West Midlands Fire and Rescue Service.

- **Customer Services**

£0.052 million of spending has been brought forward on the Alcester Library project; this increase reduces the overall slippage in the quarter.

- **IT Services**

£0.411 million of slippage is due to the consolidation of the three lots within the BDUK project, the lots represent geographical areas. All lots have been awarded to a single supplier which has reduced management and production costs. The remaining funds will be reinvested and remodelled in the project by 2021/22.

- **Property Services**

£0.934 million of slippage relates to strategic site planning applications, a further £1.368 million was added to the capital programme in 2017/18 Q4 for this project following cabinet approval in February 2018. This was all allocated incorrectly to 2018/19, the Strategic Asset Management team now have a Project Manager in place who has re-profiled the spend across the financial years based on expected delivery.

5 Supporting Papers

5.1 A copy of the full report and supporting documents that went to Cabinet on the 13th September 2018 is available via the following [link](#) and in each of the Group Rooms.

6 Background Papers

None

Authors:	Vanessa Belton, Performance and Planning Business Partner vanessabelton@warwickshire.gov.uk Mandeep Kalsi, Performance Officer mandeepkalsi@warwickshire.gov.uk
Heads of Service	Kushal Birla, Customer Service; kushalbirla@warwickshire.gov.uk
	John Betts, Finance; johnbetts@warwickshire.gov.uk
	Sarah Duxbury, Law & Governance and Human Resources and Organisational Development; sarahduxbury@warwickshire.gov.uk
	Tricia Morrison, Performance and ICT Services; triciamorrison@warwickshire.gov.uk
	Steve Smith, Property Services; stevesmith@warwickshire.gov.uk
	Andy Hickmott, Chief Fire Officer; andyhickmott@warwickshire.gov.uk
Strategic Directors	David Carter, Joint Managing Director; davidcarter@warwickshire.gov.uk
Portfolio Holders	Cllr P Butlin, Deputy Leader and Portfolio Holder for Finance and Property; cllrbutlin@warwickshire.gov.uk
	Cllr K Kaur, Portfolio Holder for Customer and Transformation; cllrkaur@warwickshire.gov.uk ;
	Cllr A Crump, Cabinet Portfolio Holder for Fire & Community Safety; andycrump@warwickshire.gov.uk

Resources and Fire & Rescue Overview and Scrutiny Committee

Meeting 19 September 2018

Operational Performance of Warwickshire Fire and Rescue Service 2017/18

Recommendation

It is recommended that the Resources and Fire & Rescue Overview and Scrutiny Committee note the contents of this report.

1.0 Introduction

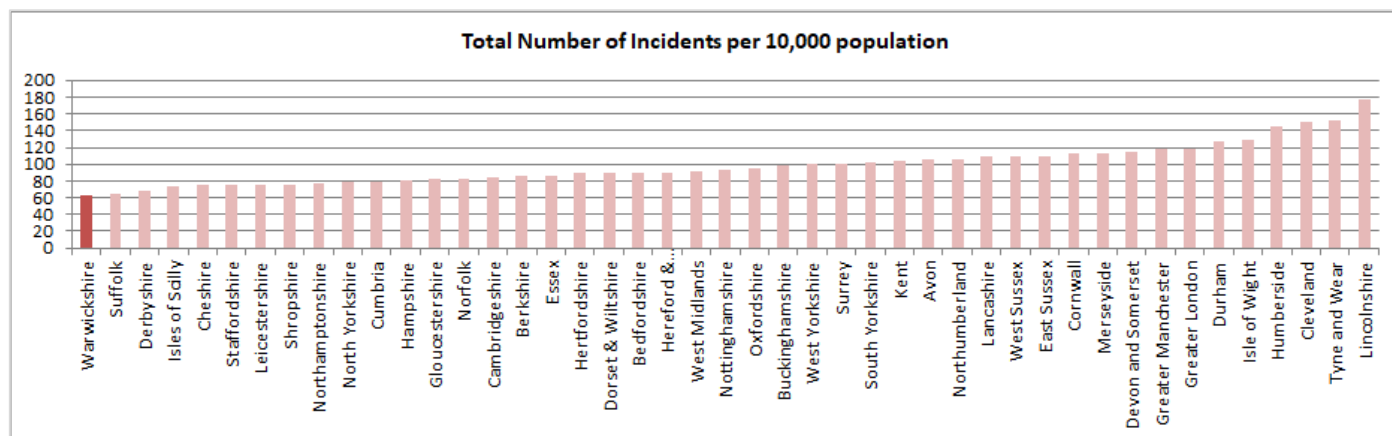
- 1.1 The Home Office has recently published the annual Fire Statistics Data Tables for the period April 2017 to March 2018, and the full report is available here <https://www.gov.uk/government/statistics/fire-and-rescue-incident-statistics-england-year-ending-march-2018>. This report highlights some key comparative performance information that this publication presents about how Warwickshire Fire and Rescue Service (WFRS) performs against certain key incident categories in comparison to the other 44 English Fire and Rescue Services (FRSs). Incident data is collated using the national Incident Recording System used within each FRS.

2.0 Incident Activity

- 2.1 Across England, whilst a steady decrease in the level of incidents attended by Fire and Rescue Services had been seen previously, in more recent years there has been a year on year increase in levels of incidents attended, and that trend has continued in 2017/18. This pattern is also apparent within Warwickshire with a 13.4% overall increase in the levels of incidents attended has been seen when comparing 2017/18 to 2016/17.

Details on specific incident types, including comparative information is provided below:

- 2.2 Total Incidents Attended – this category includes all emergency incidents attended by the Fire and Rescue Service including all fires, false alarms, special services (including emergency medical responses) and road traffic collisions (RTCs).

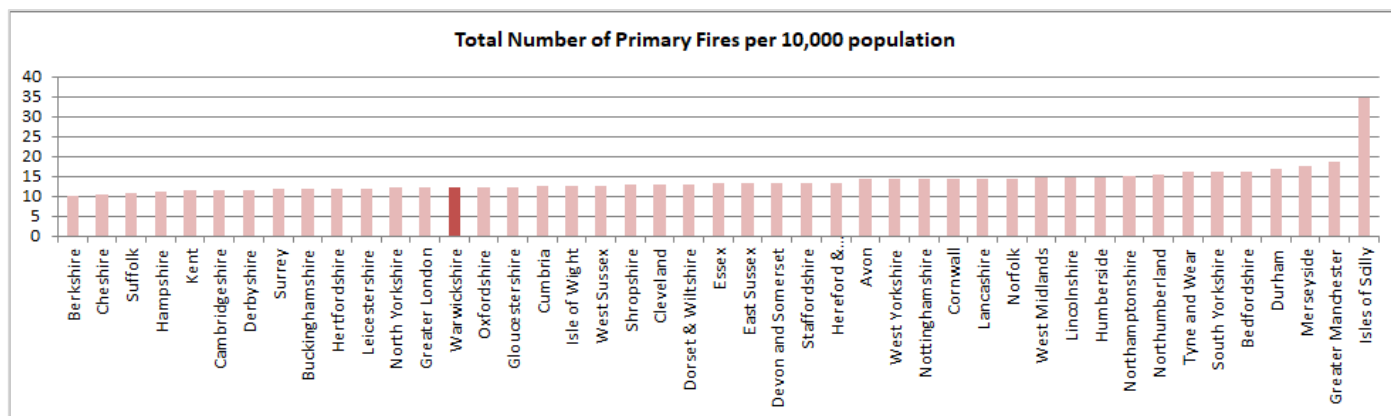


Warwickshire:	63.36	Average:	98.98
Position:	1/45	WFRS 5 year increase	17.5%
England:	102.20	England 5 year increase	7.2%

2.3 When compared with other Fire and Rescue Services, Warwickshire attends the lowest levels of incidents per 10,000 population. In part, the low level can be attributed to differences in local operational policies between fire services. Warwickshire has an established, robust call challenge policy where information provided by 999 callers is challenged and as a result the Service will sometimes not send a fire engine to emergency incidents that might still be routinely attended elsewhere, for example attendances to activations of fire detection apparatus are only made locally in certain circumstances rather than automatically.

In addition, there are also incident types which are attended and recorded by other Fire and Rescue Services on a routine basis that are not attended on that basis in Warwickshire. For example, many Fire and Rescue Services provide a co-responding emergency medical response on behalf of the local Ambulance Service and this explains why Lincolnshire Fire Service, for example, appears significantly higher in the table. In Warwickshire and across the West Midlands Region, this is not yet the case and the response to medical emergencies is currently restricted to a Community First Responder pilot scheme in Southam. The overall rate for total incidents in Warwickshire per 10,000 population has increased from 60.90 in 2015/16 to 63.36 in 2017/18. A similar increase in the number of incidents has been experienced at a national level with an increase from 98 in 2015/16 to 102.20 in 2017/18.

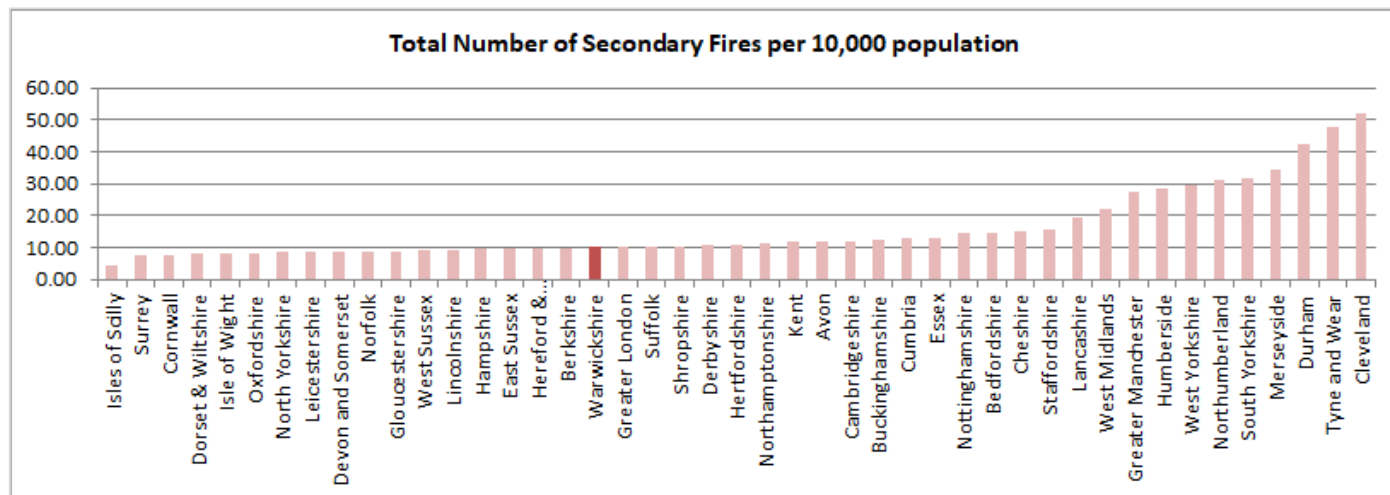
2.4 **Primary Fires** - These are fires that involve property or vehicles or where casualties or rescues have occurred; they also include incidents where five or more fire engines are in attendance. This category of fires includes domestic and non-domestic fires, vehicle fires and other property fires.



Warwickshire:	12.14	Average:	13.86
Position:	14/45	WFRS 5 year increase	18.3%
England:	13.41	England 5 year increase	1.22%

2.5 Nationally there has been an increase in the number of primary fires per 10,000 population compared to the previous year, 13.41 in 2017/18 compared to 12.12 in 2016/17. Warwickshire follows this trend to a degree but with a larger increase with a rate of 12.41 compared to 10.72 and so has moved down in the rankings from position 2 to 14. This increase is likely to be partly due to ongoing refinements to local incident recording standards across the service as a key management assurance exercise ahead of the HMICFRS inspection earlier this year.

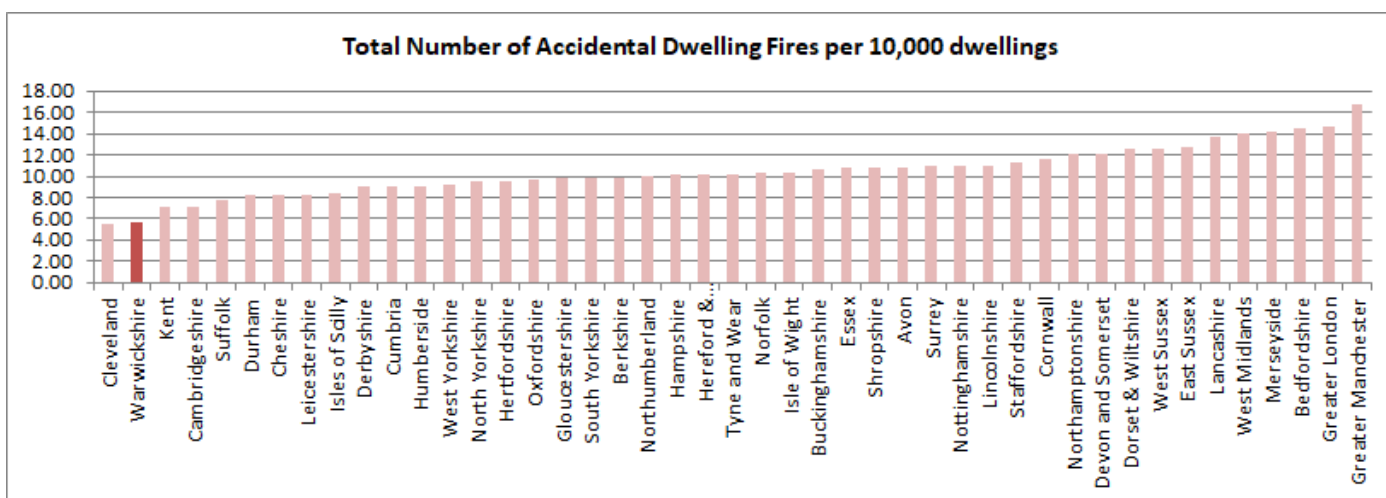
2.6 **Secondary Fires** - These are fires that do not involve property, vehicles or life risk and are mostly outdoor fires, such as refuse and grassland fires. Derelict property or vehicles and fires confined to a chimney structure are also included in this incident type.



Warwickshire:	10.04	Average:	15.95
Position:	18/45	WFRS 5 year increase	13.5%
England:	16.11	England 5 year decrease	3.38%

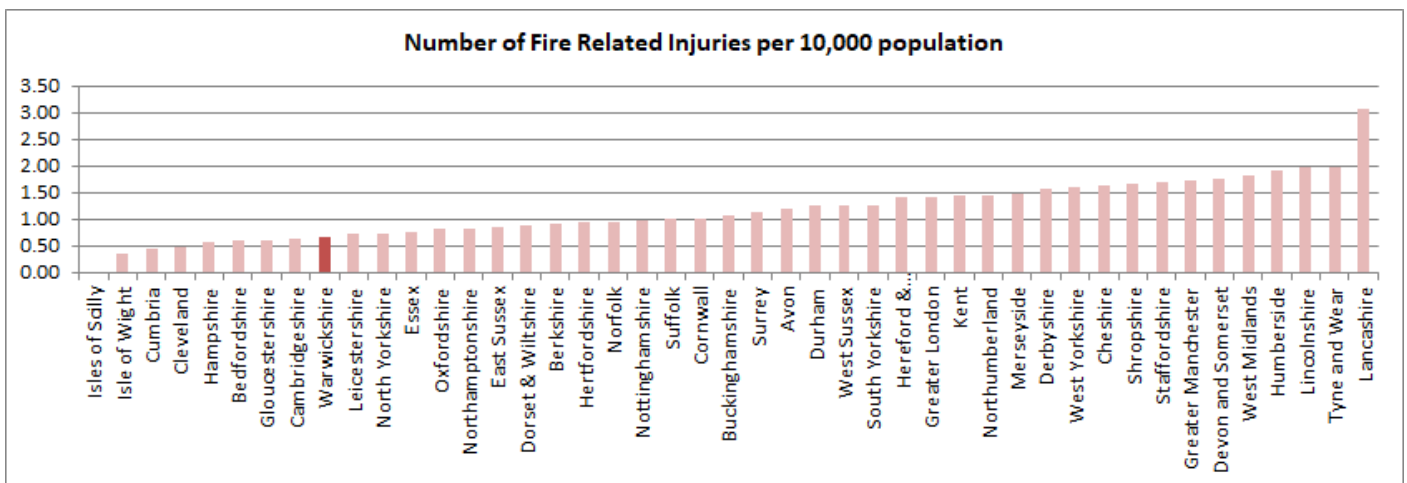
2.7 During 2017/18 the level of secondary fires in England increased to 16.11 from 11.99 in 2016/17. However Warwickshire levels reduced from 11.23 to 10.04 and Warwickshire improved its national position for the second year in succession.

2.8 **Accidental Dwelling Fires** - This category covers those primary fires within section 2.4 above that occur in various types of domestic residences, namely houses, flats, bungalows and care homes, as well as caravans and houseboats used as permanent dwellings and where the cause of the fire has been accidental or not known.



Warwickshire:	6.00	Average:	10.46
Position:	2/45	WFRS 5 year reduction	2.95%
England:	11.46	England 5 year reduction	3.64%

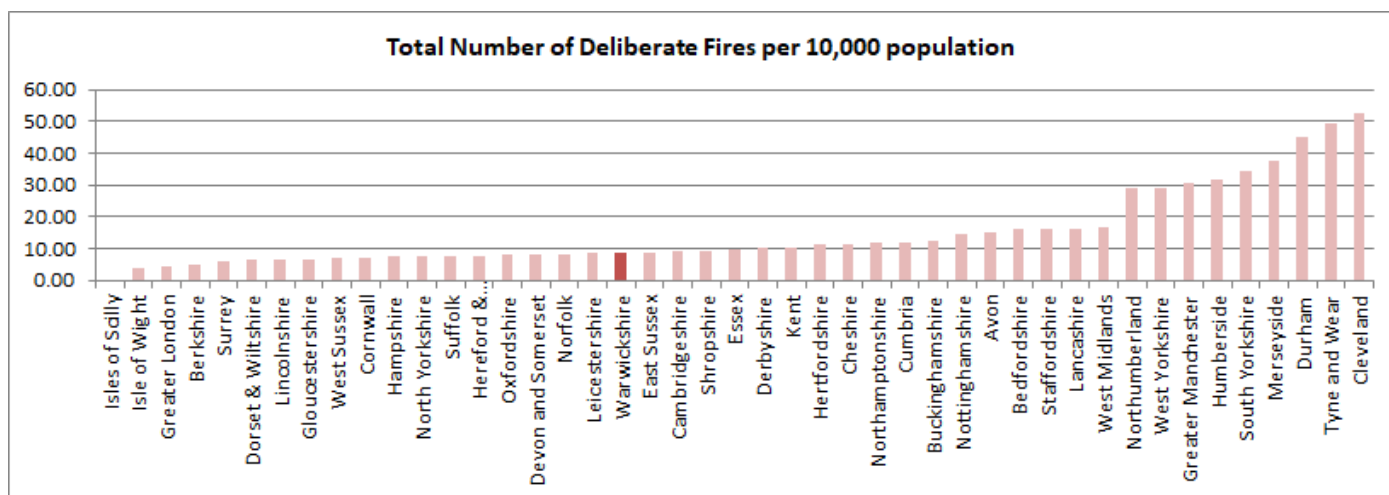
- 2.9 The rate of accidental dwelling fires per 10,000 dwellings reduced at a national level during 2017/18 to 11.46 compared to the rate of 12.37 in 2015/16. Warwickshire continues to be one of the best performing Services for the rate of accidental dwelling fires per 10,000 dwellings, maintaining its second position from 2015/16 and by further reducing the rate of accidental dwelling fires from 6.21 to 6.00.
- 2.10 Fire Related Deaths and Injuries - Fire related deaths and injuries are primary incidents where either the cause of death has been recorded by the Coroner as fire related or where a sustained injury has been fire related such as smoke inhalation or burns and also includes any precautionary checks. The measure includes both members of the community and WFRS personnel.
- 2.11 WFRS has historically experienced very low numbers in terms of fire related deaths however during 2017/18 there were two fire related deaths as a result of an aircraft accident. Full investigations are always undertaken to understand the circumstances behind these tragedies and identify any improvement activities for targeting of fire safety campaigns, including formalised case reviews with key partners such as Adult Social Care. Please note a chart has not been included for this measure as such low levels of fire related deaths occur nationally.



Warwickshire:	0.65	Average:	1.16
Position:	9/45	WFRS 5 year increase	2.85%
England:	1.32	England 5 year decrease	6.73%

- 2.12 Warwickshire's performance in terms of fire related casualties per 10,000 population is consistent with last year's levels with a recorded rate of 0.65 in 2017/18 compared to 0.61 in 2016/17. This remains significantly better than both the England and average position although Warwickshire's league position has slipped from 5th to 9th across the 2 years. Over the last few years Warwickshire levels have been increasing slightly year on year and this is similarly reflected in the national figures with an increase to 1.32 in 2017/18 from 0.98 in 2016/17.

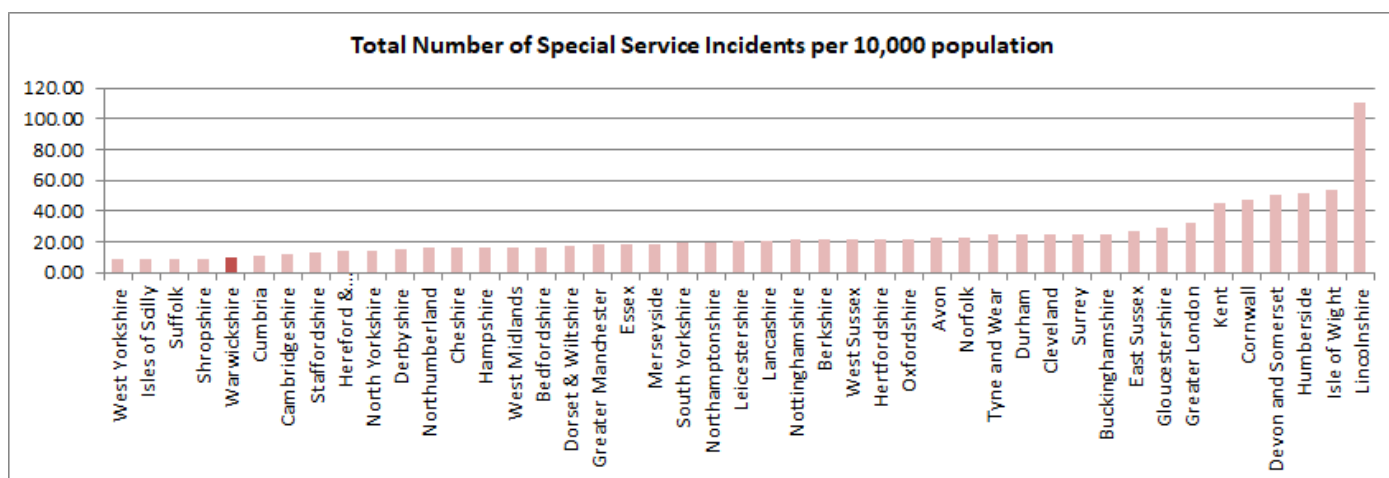
2.13 Deliberate Fires - This category is related to incidents of deliberate fire setting, where the source of ignition is believed to be deliberate. It includes fires of a primary and secondary nature, but is mostly comprised of secondary fires.



Warwickshire:	8.82	Average:	15.03
Position:	19/45	WFRS 5 year decrease	15.9%
England:	14.61	England 5 year increase	3.97%

2.14 Across England the levels of deliberate fire setting have increased slightly from 13.89 in 2016/17 to 14.61 during 2017/18, in terms of the overall rate. Warwickshire improved the overall league position from 24 to 19 as the rate of deliberate fires decreased from 9.75 to 8.82.

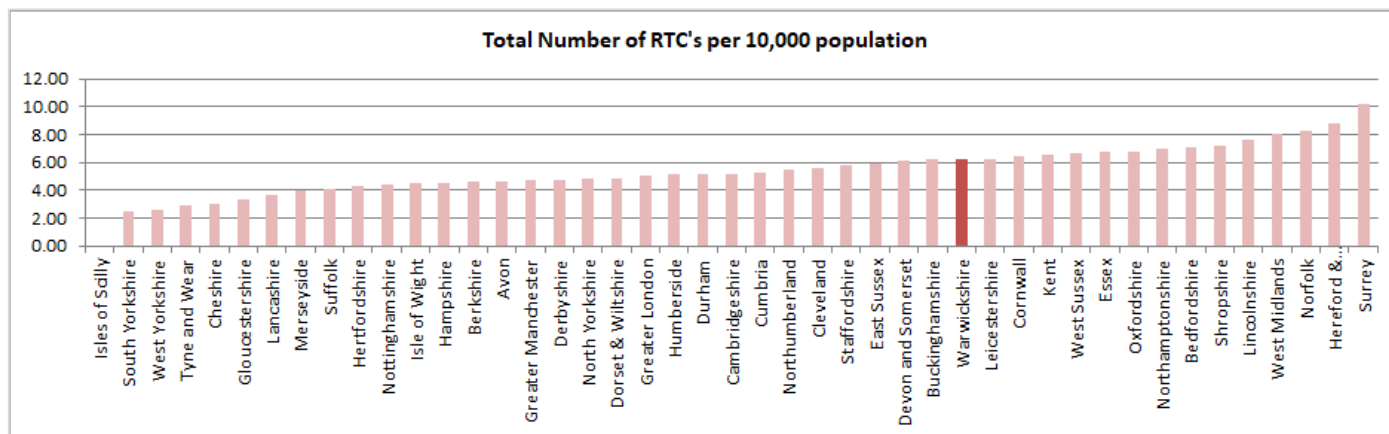
2.15 Special Services - This incident category includes a diverse range of incident types including flooding, hazardous materials, the rescue or release of people from incidents other than fires or road traffic collisions as well as any support given to other emergency services such as assisting with missing person searches or emergency medical responding. Some of these incidents involve events that the FRS has a power, but not necessarily a statutory duty, to respond to therefore there is a degree of policy discretion available to the Fire Authority.



Warwickshire:	10.13	Average:	24.06
Position:	5/45	WFRS 5 year increase	192.6%
England:	24.50	England 5 year increase	38.7%

2.16 Warwickshire attends lower levels of special service incidents per 10,000 population compared to some other Services, largely by virtue of its challenge of 999 callers and its attendance policies, and the fact that emergency medical responding is not yet widely practised in Warwickshire unlike some other areas. As a result of some recent policy changes by WFRS to attend more special services when vulnerable people are involved, as well as attendance at some emergency medical response incidents by the Southam Community First Responder initiative, there has been an increase in the number of incidents of this type attended locally. This has contributed to an increase to 10.13 in 2017/18 from 6.59 in 2016/17 and Warwickshire has moved from the number 1 position to number 5. Nationally levels of this type of incident have remained relatively static between 2016/17 and 2017/18.

2.17 **Road Traffic Collisions (RTCs)** - This incident category relates to incidents that WFRS has a statutory duty to attend where there has been a road traffic collision on Warwickshire roads. The operational activity at such incidents will depend on the nature of the incident but regularly includes extricating injured persons from the vehicle, immediate medical care, and making vehicles safe from fire risk.



Warwickshire:	6.23	Average:	5.41
Position:	31/45	WFRS 5 year increase	57.9%
England:	5.41	WFRS 5 year increase	6.34%

2.18 Nationally the rate of RTC incidents decreased from 5.45 to 5.41, however there has been an increase in Warwickshire from 5.09 to 6.23. Warwickshire's league position has declined from 18th in 2016/17 to 31st in 2017/18 and performs lower than the national average.

3.0 Conclusions on Incident Activity

3.1 Overall our local performance remains consistently good in a number of key areas both in terms of the long term trend but also by comparing WFRS against other FRSSs. These areas include overall levels of incidents, accidental dwelling fires and fire related deaths and injuries. Attention is naturally being given to those incident types that are showing an increase and modifications to prevention activity will be developed accordingly, including where partnership working is key to improvements.

4.0 Community Fire Safety

4.1 The Fire Authority has a statutory duty to make provision for promoting fire safety in its area. This duty is delivered by the Community Fire Safety (CFS) team who deliver a range of initiatives, either by delivering services directly or by providing the policy and support necessary to allow frontline fire station personnel deliver a number of activities to compliment the overall aim of keeping the public safe. A summary of the main activities are as follows which, in total, typically see some 40,000 members of the public having a direct face to face contact with a member of WFRS each year:

- **Safe and Well Checks** - These are visits into the homes of those people who may be at greater risk of having fires in the home to offer guidance and advice and in some cases, to fit smoke detectors. The visit now incorporates a wider range of risks in the home including from slips, trips and falls, smoking cessation, home security and winter warmth. The Community Fire Safety team have strengthened relations with Social Care colleagues to further develop the referral process to maximise information sharing between key agencies.
- **Schools Programme** - Visits take place to children in Primary Schools in years 1 and 5; our aim is to develop the children's knowledge and understanding of fire safety behaviour and to provide them with survival skills in the event of a fire. Secondary schools also have visits to reinforce the "FIRE!" scheme which is used by teachers in schools during Personal, Social and Health Education / Citizenship lessons; pupils will have worked through the scheme before they receive a visit by a Community Fire Safety Officer and so have some knowledge of fire safety and arson awareness.
- **Targeted Campaigns** are delivered throughout the year - National campaigns such as smoke alarm 'test it Tuesdays', white goods safety 'register my appliance', health initiatives 'no smoking day' and water safety campaign 'drowning prevention' will be supported locally. In addition local bespoke campaigns such as the Chimney Fire awareness which is based on our own historical information around when and where incidents occur.
- **Small Fires Unit (SFU)** - This provides both fire fighting capability at specific times and a joint and high visibility patrol with Police Community Support Officers (PCSOs) in deliberate small fire hotspots in Nuneaton and Bedworth. The SFU will challenge anti-social behaviour; provide fire safety education and messages to young people. They are directly based on intelligence from Arson Reduction and Police.
- **Anti-Social Behaviour Intervention Team (ASBIT)** - Joint high visibility patrols with PCSOs to challenge anti-social behaviour and provide fire safety/ASB education. Schemes run at peak times (e.g. school holidays, exam results time and Halloween and the Bonfire Night period)
- **Bicycle Intervention, Knowledge and Education (B.I.K.E)** - High visibility patrols of wooded areas and recreational grounds to engage and educate young people in Nuneaton and North Warwickshire areas. This scheme runs on a peak demand basis.
- **Hospital To Home (HTH)** - is a commissioned service providing a transportation and settling service for the over 65s. This is a 12 month pilot that started in August 2018 providing a home transport service from Warwick and George Eliot Hospitals between the hours of 10:00 - 00:00. On arrival at the service users home address the HTH team

will also ensure basic welfare needs are met and undertake a hazard spotting exercise and fit smoke alarms if appropriate. If the customer consents to a Safe & Well check the HTH team will forward a referral to the Prevention department. In the majority of cases this should be completed within 5 days.

- **Nursery boxes** - Are an available resource for childminders and early years settings. They contain a selection of early years resources that fit in with the early years educational framework. All children who access the boxes receive accident prevention and fire prevention information to take home. The Nursery Boxes are working in partnership with public health to help with the reduction of unintentional injuries to the under-fives and reduce childhood obesity with healthy food packs.
- **Heart Shield** - Is a collaboration between Warwickshire Public Health and Warwickshire Fire and Rescue Service. The initiative is delivered to secondary school pupils and covers skills such as, emergency life support, Cardiopulmonary Resuscitation (CPR) and how to use a Public Access Defibrillator. The sessions also include information on key heart health messages to help reduce the risk of them having heart related issues associated to lifestyle in later life.
- **Fire Safety Audits** - The audit is an examination of the business premises and relevant documents to ascertain how the premises are being managed regarding fire safety. Advice and information is offered during the visit as well as any improvement action required.
- **Rural Crime** - Work with Rural Crime coordinators to visit rural victims of arson and to provide prevention advice to surrounding farms.
- **Road Safety Education** - WFRS works in partnership with Warwickshire County Council (WCC) Road Safety Partnership to deliver the “Driving Ambitions” and “Fatal 4” education sessions within secondary schools and colleges across the county. The session aims to encourage safe driving habits with inexperienced drivers.
- **Biker Down** - The Service works in collaboration with the ‘Safer Roads Partnership’ working with Warwickshire Police and West Midlands Ambulance Service to deliver safety awareness sessions to motorbikers of all ages. The sessions cover accident scene safety, basic first aid and the science of being seen.
- **Highrise Building Fire Safety** - Since the Grenfell Tower tragedy in June 2017 all high rise premises have been visited across the county to assess and improve fire safety practices and resident awareness in close liaison with the relevant local authority housing department.

	Name	Contact Information
Report Author	DCFO Rob Moyney	robmoyney@warwickshire.gov.uk 01926 466201
Head of Service	CFO Andy Hickmott	andyhickmott@warwickshire.gov.uk 01926 412267
Portfolio Holder	Cllr Andy Crump	@warwickshire.gov.uk