



**Hampshire
& Isle of Wight**
FIRE & RESCUE AUTHORITY

HIWFRA Full Authority

Purpose: [Noted](#)

Date: **5 DECEMBER 2023**

Title: **2023/24 MID-YEAR PERFORMANCE UPDATE REPORT**

Report of [Chief Fire Officer](#)

SUMMARY

1. The Mid-Year Performance Update Report (**Appendix A**) explores how the Service performed against our priorities over the last six months. Performance is described against each of the Hampshire and Isle of Wight Fire Authority's Safety Plan priorities and against key operational and corporate health measures in the period 1 April 2023 through to 30 September 2023. The report also provides an assessment of progress against our Safety Plan improvements for 2023/24.
2. The Service uses performance reporting and data analysis to assess our effectiveness, efficiency and financial position; and to inform decisions we make and where we target our resources. Our performance measures help us find areas for improvement, as well as identify successes and good practice to be shared, where applicable, across public services and the fire sector.
3. The report provides an update on how we are performing in key areas, building upon the more detailed analysis outlined in the [Annual Performance Report](#). This Mid-Year Performance Update Report is structured differently to our Annual Performance Report (with the latter including longer-term trend analysis and more detailed benchmarking). This Mid-Year Update Report includes a particular emphasis on those measures that we outlined in the Annual Performance Report as needing improvement.

SAFETY PLAN IMPROVEMENTS 2022/23

4. The five-year Hampshire and Isle of Wight Fire and Rescue Service (HIWFRS) Safety Plan was launched in April 2020, setting out our priorities,

our values, how we will build on our strengths and how we will address the areas that require focus and improvement.

5. Each year the Fire Authority approves a range of in-year improvement activity. The 2023/4 improvements were approved by the Fire Authority on 21 February 2023. The Performance Report summarises progress against these activities.
6. In total, with two 2022/23 improvements that were deferred, there were 15 Safety Plan improvements for 2023/24 (Year 4). To date, 3 of these have been completed and for the remaining 12 improvements, a significant amount of activity has been undertaken and further detail is outlined on page 5 of **Appendix A**.

OUR PERFORMANCE – APRIL TO SEPTEMBER 2023

7. On Call availability, and supporting our on call workforce more widely, has been at the forefront of the Year 4 (2023/24) Safety Plan improvements – with ongoing investment in this area (with detail on this provided on pages 5 and 11 of Appendix A). On Call availability was 59.1% across April to September 2023, up 1.1% points compared to the same period in 2022. It is also important to note that our availability is much higher at night-time (70%) – when the risk is greater – and lower in the daytime (42%). The Service is undertaking work in 2023/24 to improve on call availability.
8. On Call availability is a national, and regional, challenge. Whilst average on call availability for similar services was 67% in 2022/23 (the latest available benchmark data); the figure for South-East similar services was 47%, highlighting the regional challenges with on call.
9. The HIWFRS average critical response time in April to September 2023 was 7 minutes and 39 seconds. This has increased slightly (5 seconds slower) versus the same period in 2022. When reviewing long-term trends, there is a strong correlation between on call availability and critical response time performance, as lower on call availability means appliances have to travel further from other station grounds to respond to incidents. However, for the first six months of this year response times were marginally slower, despite a slight increase in on call availability. Despite this, positively, we had no confirmed fire fatalities in the first six months of 2023/24 and a 24% reduction in fire casualties versus the same period in 2022/23.
10. Between April to September 2023, HIWFRS undertook 5,867 Safe and Well visits, a slight decrease of 2% versus the same period in 2022/23. As outlined on page 13 of Appendix A, further activity is planned to boost the number of visits undertaken, particularly in the areas of highest risk.

Conversely, and in terms of our Protection activity, in the year to date, 2023/24, we have completed around 20% more Fire Safety Audits than we had at the same time last year. This has been driven by an increase in fully competent Fire Safety Inspectors from 5 to 9 and an increase in Level 3 certificate qualified inspectors so we expect this positive trend in the delivery of fire safety audits to continue (further detail is provided on page 14 of Appendix A).

11. In relation to our premises risk information, there is further to go to reach 100% of the Service's SSRIs being in date; but various improvement activity (outlined on page 20, Appendix A), which is ongoing, has begun to have a positive impact with 96% now in date. The number of SSRIs has also reduced following detailed review of what risk information is required for particular premises.
12. Beyond our operational activity, in April to September 2023, on average we lost 6.9 shifts lost to sickness, which is level with what we saw in the same period last year. HIWFRS's sickness levels remain higher than the national average. Where sickness types are recorded, unsurprisingly musculoskeletal and mental health related absence are the top two types. A wide range of wellbeing and support services, either delivered by HIWFRS or signposted to external providers, such as the Firefighter's Charity, are made available to our staff.
13. Finally, in the Annual Performance Report 2022/23, the Service recognised the recording of personal development reviews remained a challenge, with only 53% of our staff recording a Personal Development Review (PDR) in 2022/23. Pleasingly, in just the first six months of 2023/24, 62% of staff (by contract) have already had a PDR and recorded it. Furthermore, there is ongoing organisational focus on our PDR processes to ensure they are effective and proportionate for all of our staff groups.

SUPPORTING OUR SAFETY PLAN AND PRIORITIES

14. The Mid-Year Performance Update Report provides a view of performance in all the Safety Plan priority areas, with specific progress against the Safety Plan improvements reported in Part One of Appendix A. We regularly check and report progress against the Safety Plan – across our Directorates and within our Executive Group.

CONSULTATION

15. There has been a range of internal consultation and collaboration to help develop this report. External consultation has not been required.

RESOURCE IMPLICATIONS

16. The cost associated with the production of the Mid-Year Performance Update Report is within existing resources.

IMPACT ASSESSMENTS

17. This report does not lead to any change activity, so no impact assessments are required. However, we have ensured we utilise dyslexia and colour-blind friendly fonts and colours in the Appendix to ensure the reports are as accessible as possible.

LEGAL IMPLICATIONS

18. There are no legal implications resulting from this report.

RISK ANALYSIS

19. Failure to regularly report on and scrutinise our performance and progress against our Safety Plan could result in no action being taken to address areas that require improvement, which may affect the outcomes for our communities and our people.

EVALUATION

20. Monitoring and assessing performance, as well as progress against the Safety Plan are a key part of various evaluation activity that the Service carries out. Assessing our performance allows the Service to identify areas for continuous improvement and to flag and share good practice across public services and the fire sector.
21. Evaluating performance is a core activity of Directorate Boards and management teams across the Service. This is aided by an increasing amount of data and reporting available, with the breadth and depth of real-time performance information accessible to our staff increasing.

CONCLUSION

22. Throughout April to September 2023, we have seen reduced incident demand; largely driven by cooler, less extreme weather conditions resulting in a 37% reduction in fires when compared to the same period last year. More widely, our response times and the availability of On Call crews remain broadly stable. However, there is continued organisational focus on what can be done to improve availability of, and provide further support to, on call colleagues.

23. We have made notable positive progress in our Fire Safety Audit delivery, review of Site Specific Risk Information (SSRIs) and in our service learning activity. We have also seen significant improvements in terms of the number of our staff who have a recorded PDR. However, more widely in terms of our people, staff sickness remains a challenge that we continue to focus on improving. Finally, while our renewed focus on benchmarking has shown we compare well to other similar services in many areas, we are not complacent and recognise that we need to improve in various areas of performance.

RECOMMENDATION

24. That the 2023/24 Mid-Year Performance Update Report be noted by the HIWFRA Full Authority

APPENDICES ATTACHED

25. Appendix A – 2023/24 Mid-Year Performance Update Report.

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