

LEICESTERSHIRE

FIRE and RESCUE SERVICE

Status of Report: Public Agenda Item: 8

Meeting: Policy Committee
Date: 4th March 2015
Subject: Performance Monitoring Report
Report by: The Chief Fire and Rescue Officer
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For: Information Only

1. Purpose

This report is to inform and update the Policy Committee in respect of organisational performance against the relevant Secondary Indicators (SIs) for the period April 2014 to December 2014.

2. Executive Summary

2.1 The Combined Fire Authority (CFA) is performing within target range or outside target range (positively) against 13 out of 21 Secondary Indicators. Of the remaining, 5 are outside target range (negatively) and 3 are either annual indicators or have no data available at present.

2.2 Where previous years' information is available, 56% of SIs show the same or an improvement in performance from the previous year. The **Appendix** outlines performance against all of the Secondary Indicators relevant for this reporting period. Particular good areas of performance can be seen in many areas, such as:

- the number of secondary fires.
- the number of Road Traffic Collisions (RTCs) attended.
- the number of other emergency special services attended.
- the number of false alarm calls from Automatic Fire Alarms (AFAs) attended (domestic and non domestic).
- the number of deliberate primary and secondary fires.
- operational staff sickness.

Areas outside of target range (negatively) or worse than the previous year include :

- the availability of Retained Duty Staff (RDS) and wholetime appliances.
- people or children killed or seriously injured in RTCs.

- support staff sickness.

At the time of writing, there has been one confirmed fatality from primary fires. There were 7 fatalities during the same period in 2013/14.

Brief details and analysis for each indicator can be found in the Appendix.

3. Report Detail

3.1 Following a review of SIs for 2013/14 a number of challenging targets were established for the 2014/15 period.

3.2 There have been significant changes to the way we look at targets and indicators. There is now a target range for each indicator with only 3 categories for measurement of performance:

+	Outside target range (positive)		Within target range	-	Outside target range (negative)
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Within target range signifies acceptable performance. Outside the target range (positively) represents exceptional performance. Outside the target range (negatively) represents poor performance.

3.3 The Policy Committee should note that:

- SI 4.4 – the % of 999 calls answered within 7 seconds. The figures have not been available since the end of November 2013 as there is currently no facility to capture the information since the move of Control to Southern due to the temporary telephony system.
- SI 5.18 – the % of green light judgments given on our Statement of Accounts by external audit. This is an annual indicator.
- SI 8.3 – the % of respondents to the After the Incident Survey who rate the service received as satisfactory or better. This is an annual indicator.

4. Report Implications / Impact

4.1 *Legal (including crime and disorder)*

The timely production of relevant performance information and the achievement of continuous improvement is a statutory duty as identified in the Local Government Act 1999.

4.2 *Financial (including value for money, benefits and efficiencies)*

None arising from this report.

4.3 *Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)*

Failure to examine areas of under performance can carry significant risk.

4.4 Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

None arising from this report.

4.5 Environmental

None arising from this report.

4.6 Impact upon Our Plan Objectives

The performance indicators are a measure of the CFA's corporate objectives and as such monitoring and action taken should impact upon the achievement of all of those objectives.

5. Recommendations

The Policy Committee is asked to note performance for the period April 2014 to December 2014 against the range of indicators.

6. Background Papers

None identified.

7. Appendix

Performance Update: April 2014 to December 2014

Performance Update: April 2014 to December 2014

KEY		Outside target range (positive)		Within target range		Outside target range (negative)
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Ref	Key Corporate Indicator	Apr 2014 to Dec 2014		Target Range	Lower Target Range	Upper Target Range	Apr 2013 to Dec 2013	Apr 2012 to Dec 2012
		Actual	Target					
KCI 1	The number of emergency incidents							
1.1	Number of primary fires	902	887	10.0%	798.3	975.7	885	899
1.2	Number of secondary fires	787	957	10.0%	861.3	1052.7	944	744
1.3	Number of RTCs attended	464	493	10.0%	443.7	542.3	501	502
1.4	Number of other emergency special services attended	643	678	10.0%	610.2	745.8	680	746
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1997	2225	10.0%	2002.5	2447.5	2316	2271
1.6	Number of deliberate primary fires	275	294	10.0%	264.6	323.3	290	272
1.7	Number of deliberate secondary fires	460	631	10.0%	567.9	694.1	603	474
5.4	Number of hoax calls received	285	296	10.0%	266.4	325.6	306	387
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents							
2.1	Number of deaths from primary fires	1	0	0.0%	0.0	0.0	7	1
2.2	Number of non-fatal casualties from primary fires	30	41	10.0%	36.9	45.1	23	35
3.1	Number of people killed or seriously injured (in RTCs) during the calendar year (January to September)	214	222	10.0%	199.8	244.2	214	246
3.2	Number of children killed or seriously injured (in RTCs) during the calendar year (January to September)	18	16	10.0%	14.4	17.6	16	20
KCI 3	The level of emergency response service provision							
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	93.8%	95.0%	2.0%	93.0%	97.0%	95.5%	95.3%
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.5%	99.0%	1.0%	98.0%	100.0%	99.3%	99.3%
4.4	The % of 999 calls answered within 7 seconds	No Data	98.0%	1.0%	97.0%	99.0%	98.0%	97.7%
8.3	The % of respondents to the After the Incident Survey who rate the service received as satisfactory or better	Annual	98.0%	1.0%	97.0%	99.0%	Annual	Annual

Ref	Key Corporate Indicator	Apr 2014 to Dec 2014		Target Range	Lower Target Range	Upper Target Range	Apr 2013 to Dec 2013	Apr 2012 to Dec 2012
		Actual	Target					
KCI 4	Capacity, staff and availability							
5.14	% availability of RDS appliances	82.5%	93.0%	2.0%	91.0%	95.0%	89.0%	92.8%
5.15	% availability of wholetime appliances	96.4%	99.0%	1.0%	98.0%	100.0%	99.1%	99.4%
5.18	The % of green light judgments given on our Statement of Accounts by external Audit	Annual	100.0%	0.0%	100.0%	100.0%	Annual	Annual
9.6	No. of days/shifts lost to sickness by operational staff	2.83	3.00	5.0%	2.85	3.15	2.81	3.24
9.7	No. of days/shifts lost to sickness by support staff	5.88	4.35	5.0%	4.13	4.57	4.64	3.77

Sources: VIEWS

1.1 The number of primary fires in 2014/15 (902) at the end of December has remained low, but just slightly above the figures from the last couple of years. It is within the target range. There was a possibility that figures would rise as the figures in 2012/13 (899) were considered to be in a trough year and 2013/14 saw a decrease, so it is pleasing that they have remained at these levels. The year 2011/12 saw 1,137 primary fires by the end of December.

1.2 The number of secondary fires in 2014/15 at the end of December (787) has dropped when compared to 944 in the previous year. This is a significant achievement as 2013/14 saw secondary fires increase considerably from 2012/13 (744), and there was a danger that figures could have continued to rise. The number of secondary fires is well outside of the target range (positively).

1.3. The Road Traffic Collision (RTC) indicator is better than target (493) with 464 RTCs attended at the end of December 2014. This is also 37 incidents less when compared to 2013-14 (501). The breakdown shows that incidents involving extrications, services not required and services rendered/vehicle made safe were all better than target. Generally, the majority of incidents attended (78%) involve a singular car and attendances increase steadily throughout the day peaking at 16:00-19:00 hours; and throughout the week attendances peak on a Saturday. 23% of incidents occurred between 16:00-19:00 hours. The number of RTCs is within the target range.

1.4. The number of special service incidents in 2014/15 at the end of December (643) was considerably under target (678) and there was a decrease of 37 incidents compared to 2013-14 (680). The month with the highest number of incidents was June which had 80 incidents. Of the 643 incidents there were 120 affecting entry/exit incidents, 64 animal assistance incidents, 61 lift release incidents and 12 suicide attempts. The number of special service incidents is within target range.

1.5 The number of false alarms from Automatic Fire Alarms (AFAs) attended in 2014/15 at the end of December (domestic and non-domestic) was considerably under target (2,225) with 1,997 incidents attended, compared with 2,316 in 2013/14 during the same period. The number of non-domestic AFAs attended has dropped from 1,336 in 2013/14 to 1,159 this year. There were 980 domestic AFAs attended in 2013/14, falling to 838 this year. The number of false alarms from AFAs attended is outside of the target range (positively).

1.6 The number of deliberate primary fires in 2014/15 at the end of December (275) has remained very low, similar to 2012/13 (272) during the same period. This is a significant achievement as 2013/14 (290) saw deliberate primary fires increase from the previous year, and there was a danger that figures could have continued to rise. The number of deliberate primary fires is within the target range.

1.7 The number of deliberate secondary fires in 2014/15 at the end of December (460) has remained very low like 2012/13 (474), during the same period. This is a significant achievement as 2013/14 (603) saw deliberate secondary fires increase considerably from the previous year, and there was a danger that figures could have continued to rise. The number of deliberate secondary fires is well outside of the target range (positively).

5.4 The total number of hoax calls received in 2014/15 at the end of December (285) is below the target (296) and below the 2013/14 figure of 306 during the same period. There were 197 malicious false alarm calls we did not respond to, and 88 malicious false alarm calls we did respond to. The number of hoax calls is within the target range.

2.1 There was 1 primary fire fatality by the end of December 2014; compared to 7 in 2013/14 during the same period. The target for the year is 0 primary fire fatalities. It occurred on a Tuesday in October between 1.00pm – 2.00pm in Knighton Ward. It was deliberate, a suicide, setting fire to self, and located in an open area next to housing. The person was 38 years of age.

2.2. The number of non-fatal casualties in 2014/15 at the end of December (30) is better than target (41) but above the 2013/14 figure of 23 during the same period. The Central Group has had 10 non-fatal casualties; the North Group has had 8 non-fatal casualties, and the South Group 12 non-fatal casualties. The number of non-fatal casualties is outside the target range (positively).

3.1. The number of people killed or seriously injured (in RTCs) during the calendar year (Jan to Sep) is better than the target with 214 people killed or seriously injured, compared to a target of 222. Twenty-two have been killed with 192 seriously injured. During the same period last year there were 214 people killed or seriously injured in RTCs, with 20 killed and 194 seriously injured. When looking in more detail at the figures, the South Group is down 14 with 61 killed or seriously injured compared to last year (75); the North Group is down 9 with 65 killed or seriously injured compared to last year (74) and the Central Group is up 23 with 88 killed or seriously injured compared to last year (65). The period between April and September has been one of the worst periods recorded in the City for killed or seriously injured over the past few years. The number of people killed or seriously injured (in RTCs) is within the target range. This data is supplied by the police and is always supplied one quarter in arrears.

Police operations indicate that there are still high numbers of motoring offences that constitute the Fatal 4, which is an area that districts are targeting when undertaking educational activities. The advent of the F4 Car and a sustainable program of delivery will hopefully materialise in a shift in behavior for some drivers. However, greater enforcement of existing motoring laws combined with educational programs within schools from an early age may influence individuals more effectively.

3.2. The number of children killed or seriously injured (in RTCs) during the calendar year (Jan to Sep) shows as worse than target with 18 children killed or seriously injured, compared to a target of 16. Two were fatalities with 16 seriously injured. During the same period last year there were 16 children killed or seriously injured in RTCs, with no fatalities and 16 seriously injured. The South Group is up 2, with 4 children killed or seriously injured compared to last year (2); the North Group is up 5, with 6 children killed or seriously injured compared to last year (1), and the Central Group is down 5, with 8 children killed or seriously injured compared to last year (13). The number of children killed or seriously injured (in RTCs) is just outside of the target range (negatively). This data is supplied by the police and is always supplied one quarter in arrears.

4.1 The percentage of life threatening incidents attended within a maximum of 10 minutes is 93.8% at the end of December 2014, compared to the target of 95.0%. It is slightly (1.7%) lower when compared to the same period in 2013/14 (95.5%). The group breakdown shows performance as: City 98.3%, North 86.9% and South 95.3%. The percentage of life threatening incidents attended within a maximum of 10 minutes is within the target range.

4.2 The percentage of non-life threatening incidents attended within a maximum of 20 minutes is 99.5% at the end of December 2014, compared to the target of 99.0%. It is slightly higher when compared to the same period in 2013/14 (99.3%). The group breakdown shows performance as: City 99.9%, North 99.2% and South 99.4%. The percentage of non-life threatening incidents attended within a maximum of 20 minutes is within the target range.

4.4 The percentage of 999 calls answered within 7 seconds data is unavailable. This is because there is currently no facility to capture the information since the move to Southern in November 2013. Work is ongoing on the recording system which is being fitted.

8.3 The % of respondents to the After the Incident Survey who rate the service received as satisfactory or better is an annual indicator and the survey results are calculated by Opinion Research Services. The results for Leicestershire and the benchmarking report against other fire authorities will be received in summer 2015.

5.14 The % availability of Retained Duty System (RDS) fire appliances has dropped by the end of December 2014 (82.5%) compared to the same period in 2013/14 (89.0%). The total amount of hours' downtime at the end of December 2014 amounts to 16,622 hours compared to 11,628 hours during the same period last year: the main reason is 'below minimum crewing'. The periods of strike action in 2014/15 also had an effect on this indicator (approximately 3,026 hours were due to industrial action) and there are known issues around recruitment and retention. The % availability of RDS appliances is outside of the target range (negatively).

5.15 The % availability of wholetime fire appliances has dropped at the end of December 2014 (96.4%) compared to the same period in 2013/14 (99.1%). The total amount of hours' downtime at the end of December 2014 amounts to 3,723 hours compared to 836 hours during the same period last year. The main reason for this has been the periods of industrial action between April and December 2014 (accounting for approximately 2,739 hours). It should also be noted that modified duties are not monitored against the overall establishment i.e. if someone is on modified duties and cannot ride fire engines, we currently have no way of measuring the impact. The % availability of wholetime appliances is outside the target range (negatively).

5.18 The % of green light judgments given on our Statement of Accounts by external audit is an annual indicator.

9.6 The average number of days/shifts lost to sickness by operational staff at the end of December 2014 (2.83) has remained very low like 2013/14 (2.81) during the same period. This is the second lowest level of sickness when compared against previous years during the same period. The average number of days/shifts lost to sickness is well outside the target range (positively).

9.7 The average number of days/shifts lost to sickness by support staff at the end of December 2014/15 (5.88) is 1.53 day/shifts lost higher than the target of 4.35. It is also 1.24 days/shifts higher than the same period 2013/14 (4.64). Actual days/shifts lost shows 233.83 short term days/shifts lost compared to 194.39 short term days/shifts lost during the same period last year. The amount of long sickness shows 566.32 long term days/shifts lost compared to 462.18 long term days/shifts lost during the same period last year. Line management in conjunction with Human Resources continue to have early intervention with the Occupational Health Unit to get people back to work as soon as possible as well as continue to monitor review meetings undertaken and target setting. The average number of days/shifts lost to sickness is well outside the target range (negatively).

Sources: VIEWS

Please note figures are subject to change as outstanding Fire Reports may be completed after the Report completed.