

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 23 July 2024**

**Subject: Performance Monitoring April 2023 to March 2024 and April 2024 to May 2024**

**Report by: Callum Faint, Chief Fire and Rescue Officer**

**Author: Chris Moir, Planning Manager**

**For: Information Only**

### **Purpose**

1. The purpose of this report (and the accompanying appendices) is to present the Corporate Governance Committee with an update on the performance of the Leicestershire Fire and Rescue Service (LFRS) for the period April 2023 to March 2024 and separately April 2024 to May 2024.

### **Recommendation**

2. The Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the period April 2023 to March 2024 and April 2024 to May 2024.

### **Executive Summary**

3. Comprehensive performance updates are attached as Appendices 1 and 2. They contain full details of the key performance indicators and provide further analysis and comparison information.
4. Service performance is measured through corporate performance indicators. Where the data is available, each indicator is monitored against an average of the previous 3 years.
5. There were 9,345 incidents attended between April 2023 and March 2024: 2,087 fire incidents, against a 3-year average of 2,192; 3,389 fire false alarms (3-year average 2,984) and 3,869 non-fire incidents (3-year average 3,268). 21,296 calls were received by Fire Control during this period (3-year average 18,559).
6. In April and May 2024 there have been 1,528 incidents (339 fire, 576 false alarms and 613 non-fire/special services). Numbers so far are consistent with previous months.
7. The average response times to life-risk incidents between March 2023 and April 2024 was 11 minutes 43 seconds (3-year average 10:26). This is due to a significant amount of life risk incidents occurring outside of the City and being Road Traffic Collisions (RTCs) rather than dwelling fires.

8. The response time to non-life risk incidents between April 2023 and October 2023 was 10 minutes 5 seconds and primary fires 10 minutes 8 seconds.
9. In 2023-2024 life risk incident attendance times (KCI 3.2) were measured against a 10-minute average from time of call, as agreed in the Integrated Risk Management Plan 2020-2024. To ensure consistency with the Home Office and HMICFRS reporting mechanisms the average response time to primary fires was also included. An amendment to this measure came into effect from April 2024, following approval by the CFA on 14 February 2024, as part of the 2024-2028 Community Risk Management Plan. A 10 minute life risk response time from time of call to primary domestic dwelling fires will remain, with all “other types” of life risk incidents being attended in an average of 12 minutes.
10. The life risk response time between April and May 2024 for primary domestic dwelling fires was 7 minutes 15 seconds (13 incidents). The time for all other life risk incidents was 10 minutes 39 seconds (124 incidents).
11. Wholetime appliance availability for April 2023 to March 2024 was 98.14% against a 3-year average of 98.50%. On-Call availability was 65.17% against a 3-year average of 68.90%. Appliance availability between April and May 2024 is currently 98.10% for Wholetime and 63.3% for On-Call.
12. The number of special service incidents attended last year remained high compared to the 3-year averages. This is despite the reduction in medical incidents - co-responder /first responder which continue to be low. RTCs, effecting entry / exit and flooding incidents were at higher levels to previous years and more suicide and suicide attempt incidents are being attended than ever before. So far this year no significant trends against the 3-year averages have been identified in relation to fire and non-fire incidents, however, false alarms have increased.
13. Fire prevention work continues, utilising a mix of telephone and in-person visits. The number of home safety checks undertaken between April 2023 and March 2024 was 14,823 which is significantly higher than the 3-year average of 11,871. An excellent start has been made this year with 2,457 taking place so far.
14. Fire Protection has also increased the number of fire safety audits undertaken between April 2023 and March 2024 to 1,268, which is considerably higher than the three-year average of 928. 249 have already taken place between April and May 2024, which is already well above the 3-year average.

## **Background**

15. The detailed Performance Reports, attached at Appendix 1 and 2, were created following consultation with members of the Corporate Governance Committee at a Performance Reporting Workshop held in November 2019. The agreed changes became effective from April 2020.
16. One performance report is now published for the Committee, the Senior Leadership Team (SLT) and the Tactical Management Team (TMT). The report

is more detailed and easier to understand. Targets and the Red, Amber, Green (RAG) status methodology were removed as requested by members, with performance now being compared against the last 3-year average.

17. Public satisfaction in the service provided last year remains very high; 100% of the 286 people who responded to the After the Incident (ATI) survey were satisfied or very satisfied with the overall service they received at the incident. 99.9% of the 1,224 people who responded were satisfied with the engagement during a home safety check visit, and 99% of the 253 people who responded were satisfied with the engagement during a fire protection visit.
18. So far this year, 39 ATI surveys have been received with 100% satisfaction. 118 HSC feedback surveys have been completed with 100% satisfaction and 64 fire protection surveys have been submitted, again with 100% satisfaction.

### **Report Implications/Impact**

19. Legal (including crime and disorder)

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

20. Financial (including value for money, benefits and efficiencies)

There are no financial implications arising from this report.

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

Effective performance management including the reporting, monitoring and analysis of performance indicators enables proactive control measures to be implemented to reduce risk and demand.

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

Any identified action plans will be developed and delivered by relevant managers and staff.

23. Environmental

There are no environmental implications arising from this report.

24. Impact upon Our Plan Objectives

Active monitoring of performance indicators allows the Service to assess the effectiveness of delivering corporate objectives, influencing changes to strategies and policies where necessary. It also meets the Governance Strategy outcomes of well-informed communities and well-informed staff and

the objective of 'monitor and report on our performance so everyone knows how we are doing'.

### **Background Papers**

None.

### **Appendix**

Appendix 1 - Performance Update – April 2023 to March 2024

Appendix 2 - Performance Update – April 2024 to May 2024

### **Officers to Contact**

Callum Faint, Chief Fire and Rescue Officer

[callum.faint@leics-fire.gov.uk](mailto:callum.faint@leics-fire.gov.uk)

0116 2105555

Chris Moir, Planning Manager

[chris.moir@leics-fire.gov.uk](mailto:chris.moir@leics-fire.gov.uk)

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