

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 20 November 2024**

**Subject: Performance Monitoring April 2024 to September 2024**

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

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**For: Information Only**

### **Purpose**

1. The purpose of this report (and the accompanying appendix) 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 2024 to September 2024.

### **Recommendation**

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

### **Executive Summary**

3. A performance update is attached as Appendix 1 which contains full details of the key performance indicators. Quarterly, at the end of June, September, December and March further analysis and a comprehensive performance comparison update is provided.
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 4,819 incidents attended between April 2024 and September 2024, 1,157 fire incidents, against a 3-year average of 1,365, 1,745 fire false alarms (3-year average 1,577) and 1,917 non-fire incidents (3-year average 1,718). 10,417 calls were received by Fire Control during this period (3-year average 10,459).
6. 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.

7. The life risk response time between April and September 2024 for primary domestic dwelling fires was 8 minutes 11 seconds (30 incidents). The time for all other life risk incidents was 10 minutes 44 seconds (426 incidents).
8. Wholetime appliance availability for April 2024 to August 2024 was 98.00% against a 3-year average of 98.50%. On-Call availability was 64.50% against a 3-year average of 65.00%.
9. The number of special service incidents attended in the year to date are still above the 3-year averages, this is despite the reduction in medical incidents - co-responder /first responder which are slightly down. RTCs remain above the 3-year average, along with effecting entry / exit, and assisting other agencies. Suicide incidents year to date are similar to the average. These areas have now been categorised by the Home Office as 'Collaboration Incidents'. Separately, there is an increase in flooding incidents in September and the year to date numbers are above than the 3-year average.
10. Fire prevention work continues, utilising a mix of telephone and in-person visits. The number of home safety checks undertaken between April 2024 and September 2024 was 7,618 which is higher than the average year to date figure.
11. Fire Protection has increased the number of fire safety audits undertaken between April 2024 and September 2024 to 695, which is considerably higher than the three-year average of 551.

## **Background**

12. The Performance Report, attached at Appendix 1, was created following consultation with members of the Corporate Governance Committee. 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.
13. Public satisfaction in the service provided this year to date remains very high; 100% of the 96 people who responded to the After the Incident (ATI) survey were satisfied or very satisfied with the overall service they received at the incident.
14. So far this year, 397 HSC feedback surveys have been completed with 100% satisfaction and 145 fire protection surveys have been submitted with 99% satisfaction received.

## **Report Implications/Impact**

15. 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.

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

There are no financial implications arising from this report.

17. 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.

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

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

19. Environmental

There are no environmental implications arising from this report.

20. 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 2024 to September 2024

## **Officers to Contact**

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