

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 15 March 2022**

**Subject: Performance Monitoring April 2022 to January 2023**

**Report by: Chief Fire and Rescue Officer**

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**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 2022 to January 2023.

### **Recommendation**

2. The CFA Corporate Governance Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the period April 2022 to January 2023.

### **Executive Summary**

3. A comprehensive performance update is attached as Appendix 1. It contains full details of the key performance indicators and provides 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 three years.
5. Incident numbers and performance remained reasonably consistent between April 2022 and January 2023, however there was a significant increase in fire related incidents in July and August 2022 which coincided with the extreme weather conditions of heatwave temperatures and a lack of rain.
6. There were 8,051 incidents attended between April 2022 and January 2023 – 2,303 fire incidents against a three-year average of 1,702, 2,784 fire false alarms (three-year average 2,407) and 2,964 non fire incidents (three-year average 2,740).
7. The increase in incident volumes between April 2022 and January 2023 has seen the average response times to life-risk incidents increase to 10 minutes 32 seconds (3-year average 10 minutes 30 seconds). Attendance to non-life risk incidents was 9 minutes 58 seconds and primary fires 10 minutes 03 seconds.

8. Appliance availability for April 2022 and January 2023 has seen a reduction against the three-year average. Wholetime availability was 98.1% (98.4% three-year average) and On-Call appliance availability was 61.2% (70.0% three-year average)
9. Due to the increase in incidents, there was a significant increase in the number of calls being received by Fire Control. There have been 18,114 emergency calls received this year to date, 3,478 more calls than the 3-year average. July and August saw a peak, with approximately 2,700 being received when the monthly average had been approximately 1,600. A significant number of these calls were received around 19 July when the Service briefly called a 'Major Incident' as a number of concurrent incidents saw the majority of available resources being utilised.

## **Background**

10. The detailed Performance Report, attached at Appendix 1, was 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.
11. 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 is removed as requested by members, with performance now being compared against the last three-year average.
12. Life risk incident attendance times (KCI 3.2) are measured against a 10-minute average as agreed in the Integrated Risk Management Plan. To ensure consistency with the Home Office and the reporting mechanisms of His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) the average response time to primary fires is also included.
13. Fire prevention work continues with excellent productivity numbers being recorded. The number of home safety checks undertaken between April 2022 and January 2023 was 10,973 which is significantly higher than the three-year average of 7,907.
14. Fire Protection has also continued to increase the number of fire safety audits undertaken. Between April 2022 and January 2023, 953 audits were undertaken, which is considerably higher than the three-year average of 501.
15. Public satisfaction in the service provided remains very high; 99.7% of the 319 people who responded to the After the Incident Survey this year were satisfied or very satisfied with the overall service they received. 99.9% of the 2,047 people who responded were satisfied with the engagement during a home safety check and 100% of the 153 people who responded were satisfied with the engagement during a fire protection visit.

## Report Implications/Impact

### 16. 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.

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

There are no financial implications arising from this report.

### 18. 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.

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

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

### 20. Environmental

There are no environmental implications arising from this report.

### 21. 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 2022 and January 2023

**Officers to Contact**

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