

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 13 July 2022

Subject: Performance Monitoring April 2021 to March 2022 and April to May 2022

Report by: 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 2021 to March 2022 and April to May 2022.

Recommendation

2. The CFA Corporate Governance Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the period April 2021 to March 2022 and April to May 2022.

Executive Summary

3. Comprehensive performance updates are attached as Appendices 1 and 2. These 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 three years.
5. Incident numbers and performance has remained reasonably consistent between April 2021 and March 2022. Fire incidents are however significantly lower than the three-year average, whereas fire false alarms and non-fire incidents are slightly higher.
6. April to May 2022 is seeing a very slight reverse to this situation in relation to fire incidents, with a small increase being observed. Again, there is a slight increase in fire false alarms and non-fire incidents against the same period over the past three years.
7. In the year April 2021 to March 2022 the average response times to life-risk incidents was 10 minutes 23 seconds (3-year average 10:34). For year to date April to May 2022 the figure is 9 minutes 56 seconds. Non-life risk incidents between April 2021 and March 2022 were at 9 minutes 52 seconds and primary

fires at 9 minutes 51 seconds. For April to May 2022, these figures are 9 minutes 38 seconds and 8 minutes 48 seconds respectively.

8. Appliance availability for April 2021 to March 2022 has seen a small reduction against the three-year average. Wholtime availability was 98.0% (98.7% three-year average) and On-Call appliance availability was 66.2% (66.8% three-year average).
9. Wholtime appliance availability for April 2022 to May 2022 was 98.1%, which is a very small reduction against the three-year average of 98.4%. On-Call appliance availability at 59.7% (70.0% three-year average) is lower due to the increased availability during the pandemic last year.

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 Management Team (SMT) 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 Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) the average response time to primary fires is also included.
13. There were 8,259 incidents attended between April 2021 and March 2022 – 1,968 fire incidents against a three-year average of 2,201, 2,903 fire false alarms (three-year average 2,811) and 3,388 non fire incidents (three-year average 3,233). 17,939 calls were received by Fire Control.
14. There were 1,511 incidents attended between April and May 2022 - 468 fire incidents against a three-year average of 420, 480 fire false alarms (three-year average 452) and 563 non fire incidents (three-year average 493). 3,125 calls were received by Fire Control during this period.
15. The number of special service incidents attended remains high compared to the three-year averages. This is despite the reduction in medical incidents - co-responder /first responder which continue to be extremely low. Road Traffic Collisions remain at similar levels to previous years.
16. Fire prevention work continues, utilising a mix of telephone and in-person visits. The number of home safety checks undertaken between April 2021 and March 2022 was 12,938 which is significantly higher than the three-year average of

7,805. Figures have continued at a similar rate during April and May 2022 with 2,109 being completed against a three-year average of 1,473.

17. Fire Protection has also increased the number of fire safety audits undertaken between April 2021 and March 2022 to 872, which is considerably higher than the three-year average of 509. Again, April and May 2022 have continued this trend with 208 audits being undertaken compared to the three-year average of 76.
18. Public satisfaction in the service provided last year remains very high; 99% of the 490 people who responded to the After the Incident Survey were satisfied or very satisfied with the overall service they received at the incident. 99% of the 2,168 people who responded were satisfied with the engagement during a home safety check and 97% of the 124 people who responded were satisfied with the engagement during a fire protection visit. Currently between April and May 2022 satisfaction levels are at 100% for all Response (60 survey responses), Prevention (454 survey responses) and Protection (35 survey responses) activities.
19. A further appendix is included with this report to highlight where LFRS features nationally in relation to benchmarking against other Fire and Rescue Services. Whilst national Home Office statistics for the 2021-2022 financial year aren't available until later this year, comparisons can be made against what is known as Family Group 4. Family Groups are a collection of Services from different regions brought together for collaborative working and to provide a comparison for data purposes.
20. Appendix 3 is the Performance Improvement Family Group 4 Performance Report Q1-Q4 2021/22. Whilst the reporting style is slightly different, with measures published per number of population (e.g. 1,000, 10,000 or 100,000) the report shows that in virtually every category LFRS has improved its performance when comparing against the 'three-year change' figures.

Report Implications/Impact

21. 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.

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

There are no financial implications arising from this report.

23. 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.

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

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

25. Environmental

There are no environmental implications arising from this report.

26. 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 2021 to March 2022

Appendix 2 - Performance Update – April 2022 to May 2022

Appendix 3 - Performance Improvement Family Group 4 Performance Report Q1-Q4 2021/22

Officers to Contact

Callum Faint, Chief Fire and Rescue Officer

callum.faint@leics-fire.gov.uk

0116 2105555

Chris Moir, Planning Manager

chris.moir@leics-fire.gov.uk

0116 2105555