

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 9 March 2022

Subject: Performance Monitoring April 2021 to January 2022

Report by: 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 for the period April 2021 to January 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 January 2022.

Executive Summary

3. A comprehensive performance update is attached as Appendix 1 to this report. 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 has remained reasonably consistent between April 2021 and January 2022. Fire incidents are however significantly lower than the 3-year average, whereas fire false alarms and non-fire incidents are slightly higher.
6. The average response times to life-risk incidents is 10 minutes 17 seconds so far this year (3-year average 10:34), with non-life risk incidents at 9 minutes 52 seconds and primary fires at 9 minutes 51 seconds.
7. Appliance availability for January 2022 has seen the best figures since May 2021, with wholtime availability being 99.3% (97.9% year to date) and On-Call appliance availability at 68.7% (65.7% year to date). This is hopefully evidence of further recovery after availability was adversely affected by the number of firefighters having to self-isolate during the pandemic this year.

Background

8. 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.
9. 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.
10. 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.
11. There have been 6888 incidents attended this year to date - 1640 fire incidents against a 3-year average of 1898, 2449 fire false alarms (3-year average 2385) and 2799 non fire incidents (3-year average 2685). 14985 calls have been received by Fire Control.
12. The number of special service incidents attended remains high compared to the 3-year average. This is despite the reduction in medical incidents - co-responder /first responder which continue to be extremely low with 22 incidents attended in January 2022. Road Traffic Collisions remain at similar levels to previous years despite various lockdowns reducing the number of vehicles on the road.
13. Fire prevention work continues, utilising a mix of telephone and in-person visits. The number of home safety checks undertaken this year is 10975 which is significantly higher than the 3-year average 6333.
14. Fire Protection have also increased the number of fire safety audits undertaken this year to date to 690, which is considerably higher than the 3-year average of 389.
15. Public satisfaction in the service provided remains very high, 99% of people (432) who responded to the survey were satisfied or very satisfied with the overall service they received at an incident, 99% of people (1603) were satisfied with the engagement during a home safety check and 96% of people (97) 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 2021 to January 2022

Officers to Contact

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