

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 24 November 2021

Subject: Performance Monitoring April 2021 to September 2021

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 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 September 2021.

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 September 2021.

Executive Summary

3. A comprehensive performance update is attached at the Appendix 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 consistent between April and September 2021. There were continued reductions in 'secondary' fires in August as a result of the variable weather, and numbers are considerably lower than the 3-year average. The average response times were slightly higher in September than in August, but the overall target of an average response time to life threatening incidents of 10 minutes is close to being achieved. On-Call appliance availability has shown further signs of recovery after it was adversely affected by the number of firefighters having to self-isolate during the summer. Fire prevention and protection work continues, with increases seen in all areas.

Background

6. The detailed Performance Report, attached at the Appendix, 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.

7. 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.
8. 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 the average response time to primary fires is also included.
9. There have been 400 life risk fire incidents this year to date against a 3-year average of 542. The total average response times to life threatening incidents was slightly above the target of 10 minutes at 10 minutes 13 seconds for the year to date. This was however an improvement on the previous 3-year average which was 10 minutes 20 seconds.
10. The average response times to non-life risk incidents is 10 minutes 01 seconds and primary fires is 10 minutes 09 seconds.
11. 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 20 incidents attended in July and 31 in August, a total of 128 so far this year, compared to the 3-year average for the same period of 196. This is primarily due to the suspension of emergency first responder incidents.
12. The appliance availability figure for the year is 98.0% for Wholetime appliances and 65.6% for On-Call appliances.
13. Fire prevention and protection work continues to utilise a mix of telephone and in-person visits. The number of home safety checks undertaken this year (7,027) remains significantly higher than the 3-year average (3,641). There is also an increase in the number of fire safety audits this year to date (401) which is nearly double the 3-year average (211).

Report Implications/Impact

14. 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.

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

There are no financial implications arising from this report.

16. 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.

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

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

18. Environmental

There are no environmental implications arising from this report.

19. 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

Performance Update – April 2021 to September 2021

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