

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 14 July 2021**

**Subject: Performance Monitoring April 2020 to March 2021 and April 2021 to May 2021**

**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 for the period April 2020 to March 2021 and April 2021 to May 2021.

### **Recommendation**

2. The CFA Corporate Governance Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the periods April 2020 to March 2021 and April 2021 to May 2021.

### **Executive Summary**

3. A comprehensive performance update is attached at the Appendices to this report. They contain 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. The reporting period aligns with the height of the Covid-19 pandemic and as such many of the figures are significantly less than the 3-year average. April 2020 to March 2021 saw the lowest annual figure for calls received and incidents attended in the past 5 years, with the total incidents being approximately 800 below the 3-year average. The reduction in incidents was noticeable on the performance indicators for primary fires, secondary fires and particularly road traffic collisions (RTCs) due to less traffic being on the road during the local and national lockdowns.
6. There were reductions in false alarms 'due to apparatus' as many commercial buildings were not being occupied, although the number of 'good intent' false alarms did increase. On the whole, special service incidents were also lower than normal primarily due to medical co-responder incidents not being

attended. However, the number of 'assist other agencies' incidents did increase due to the extra work undertaken with and on behalf of partner agencies.

7. The total average response times to life threatening incidents was slightly above the target of 10 minutes as detailed in the latest Integrated Risk Management Plan at 10 minutes 15 seconds for the year to date. This was, however, an improvement on the previous 3-year average which was 10 minutes 48 seconds. The average response times to non-life risk incidents was 9 minutes 53 seconds and primary fires was 9 minutes 37 seconds.
8. The appliance availability figures for the year was 99.1% for Wholetime appliances and 76.9% for On-Call appliances. Both figures are an improvement on the previous 3-year average, with the On-Call figure being 15.5% better, which in part is attributed to the number of staff who were furloughed or working from home, increasing their availability to respond.
9. Despite the restrictions introduced during the pandemic, fire prevention and protection work continued, albeit often remotely by telephone due to the social distancing rules. There was an increase in the number of home safety checks undertaken (8857) and the fire safety audits (702) were nearly double the 3-year average.
10. Overall, non-Covid sickness was also considerably lower for both operational and support staff during the last financial year and the satisfaction scores received from the public for prevention, protection and response performance were all in excess of 99%.
11. Performance for April 2021 to May 2021 has been consistent with 2020-2021, with numbers so far very similar. There has been a small decrease in On-Call availability (70.9%) as more people return to their primary jobs and places of work.
12. The number of home safety checks undertaken (2204) remains significantly higher than the 3-year average (1095).

## **Background**

13. The detailed Performance Report, attached at the Appendices, has been created following consultation with members of the Corporate Governance Committee at a Performance Reporting Workshop held on 20 November 2019. The agreed changes became effective from April 2020.
14. One 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.

15. Life risk incident attendance times (KCI 3.2) are now 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.

### **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.

**Appendices**

Appendix 1 - Performance Update – April 2020 to March 2021

Appendix 2 - Performance Update – April 2021 to May 2021

**Officers to Contact**

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