

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 10 March 2021

Subject: Performance Monitoring April 2020 to January 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 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 2020 to January 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 2020 to January 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. 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. January 2021 saw the lowest monthly figure for incidents during this financial year (538), with the total number of fire related incidents (96) also being the lowest for the year to date. Due to reduced traffic on the roads, the number of road traffic collisions attended is also at its lowest (38) since the first lockdown in April 2020 (31).
6. The total average response times to life threatening incidents is slightly above the target of 10 minutes as detailed in the latest Integrated Risk Management Plan at 10 minutes 13 seconds for the year to date. This is however an improvement on the previous three year average which was 10 minutes 48 seconds. The average response times to non-life risk incidents is 9 minutes 56 seconds and primary fires is 9 minutes 37 seconds.

7. The appliance availability figures for the year to date are 99.1% for Wholetime appliances and 77.1% for On-Call appliances. Both figures are an improvement on the previous 3 year average.

Background

8. The detailed Performance Report, attached at the Appendix, 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.
9. 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.
10. 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

11. 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.

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

There are no financial implications arising from this report.

13. 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.

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

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

15. Environmental

There are no environmental implications arising from this report.

16. 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 2020 to January 2021.

Officers to Contact

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