

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 22 January 2020

Subject: Performance Monitoring April – November 2019

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For: Information Only

Purpose

1. The purpose of this report is to present the CFA Corporate Governance Committee with an update on the performance of the Leicestershire Fire and Rescue Service for the period April – November 2019.

Recommendation

2. The CFA Corporate Governance Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the period April – November 2019.

Executive Summary

3. Performance of the Service is measured through Corporate Performance Indicators (CPIs). Each indicator is monitored against a target range, and is also compared to the previous year's performance, as well as an average of the previous three years.
4. All but four of the indicators for this period are within the target range or better than target. After what was an extremely busy start to the year, the summer months have seen the number of incidents reduce across the majority of indicators. It has been a stark contrast to the much hotter summer experienced in 2018 when secondary fires increased massively, compared to previous years. There have been only 689 secondary fires in the first 8 months of this financial year so far; a number which was reached after only 5 months in the last financial year.
5. When comparing to the same period last year, there have been reductions in the number of primary fires, secondary fires, road traffic collisions (RTCs), false alarm calls from Automatic Fire Alarms attended, deliberate primary fires, deliberate secondary fires, accidental dwelling fires, number of hoax calls received and the number of fatalities from primary fires. However, there have been increases in the number of other emergency special services attended (excluding fires and RTCs) and the number of non-fatal casualties from primary fires.

6. In addition to the CPIs, the report also includes other performance achievements of note.
7. Following discussions at the Corporate Governance Committee meeting in September 2019 and the Member's Performance Reporting Workshop which took place on 20 November 2019, the method of performance reporting currently undertaken is being updated. It is important that data and information produced and shared is meaningful, useable and understandable both internally and for CFA members, partners and the general public.

The proposal for the updated method of performance reporting is being considered via a separate report to the Corporate Governance Committee on 22 January 2020 for approval.

Background

8. The target range has three categories for measurement:

KEY	Over 10%	Outside target range (positive)	10% within target	Within target range	Over 10%	Outside target range (negative)
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Each target figure has a percentage range that is used to monitor progress. The aim is to be within this target range. Exceptional levels of performance occur when the performance is outside of the target range, either positively (better than target range) or negatively (worse than target range).

For April – November 2019, of the 21 performance indicators:

- 16 indicators are better than, or within, target range
- 4 indicators are negatively outside of the target range
- 1 has no target set
- 13 show an improvement from the previous year
- 7 show a deterioration from the previous year
- 1 shows no change from the previous year
- 12 show an improvement from the previous 3-year average
- 9 show a deterioration from the previous 3-year average

Appendix 1 outlines performance against all of the indicators for the reporting period April – November 2019.

9. The four indicators which are negatively outside the target range are:

KCI 1.4 - number of other emergency special services attended (excluding fires and RTCs)

KCI 1.9 - number of medical incident / co-responder incidents

KCI 3.1a - number of people killed (in RTCs) during the calendar year (Jan to Sep 2019)

FPI 3 - % of fire safety audits that result in action plans and enforcement notices

10. The **number of other emergency special service incidents attended (KCI 1.4)** as per previous reports continues to be over target, but this indicator is misleading. The **number of medical incident / co-responder incidents (KCI 1.9)** is included in this indicator, and therefore it is a wish to attend more of these types of incidents.
11. There were 226 other emergency special services attended in November, a decrease of 9 from October (235). The top 3 categories were assist other agencies (70), effecting entry/exit (35) and rescue or evacuation from water (20). The Districts showing the majority of incidents were Charnwood (36), Western (36) and Eastern (30).
12. Rescue or evacuation from water have now had 73 incidents for the year in total, 43 in October, 20 in November and 10 during April to September. Out of the 73 incidents for the year, 35 were located in Charnwood. Charnwood had 9 out of the 20 rescue or evacuation from water incidents in November.
13. The number of suicide/attempts now totals 33 for the year, with 7 occurring in November. There were a total of 42 suicide/attempts in the whole of 2018/19, so 33 in 8 months is high. Year to date, this is the highest number of suicide/attempts ever recorded by the Service.
14. The number of other emergency special service incidents attended (excluding fires and RTCs) continues to be over target, due to the increases in effecting entry/exit, assisting other agencies and medical incident co-responder incidents, which have been more prominent in the past few years.
15. The **number of medical incident / co-responder incidents (KCI 1.9)** is considerably under target. There were 15 medical incident – co responder incidents in November, a decrease of 1 from October (16). The District showing the highest number of incidents was Eastern (7). This indicator is dependent on receiving incidents from the ambulance service and personnel/appliances being available. This is a very small number of incidents being attended at present.
16. The **number of people killed (in RTCs) during the calendar year (Jan to Sep 2019) (KCI 3.1a)**. There was a total of 9 people killed (in RTCs) during January to March, 5 killed (in RTCs) during April to June and 12 killed (in RTCs) during July to September. The Districts with the highest number of people killed (in RTCs) was Hinckley and Bosworth with 5 people killed, with Harborough and Melton both having 4 fatalities.
17. The **% of fire safety audits that result in action plans and enforcement notices (FPI 3)**. There was a total of 275 fire safety audits between April 2019 and November 2019. Of these, 76 resulted in action plans and enforcement notices. In November, there were 24 fire safety audits. Of these, 8 resulted in action plans and enforcement notices. This is as a result of having audited a slightly higher percentage of compliant premises. Under the Risk Based Inspection Programme, the intention is to keep enforcement levels at 30% by identifying and sampling premise that present a higher risk.

18. The **number of deaths from primary fire (KCI 2.1)**. All 8 primary fire fatalities were accidental, six occurring in dwelling fires, one in a residential home and one in a motor home. There were 7 fatalities that were over 65 years of age. There were 3 fatalities that occurred in Blaby (2 in one incident), 3 occurred in North West Leicester, 1 in Oadby and Wigston and 1 in Charnwood.
19. The latest fatality occurred on 12 November between 3.00am – 4.00am in Ibstock, North West Leicestershire. A number of calls were received to a house fire; someone was believed to be inside the property. On arrival, crews rescued one person from the property and emergency first aid was given. Unfortunately, one 70-year-old male casualty was confirmed deceased. The fire was located in the bedroom, was accidental and was believed to have been caused by smoking materials, careless handling due to careless disposal.

Other performance achievements

20. 150 public responses have been received to the After the Incident Survey between April 2019 and 30 November 2019. 99% of people responding to the survey have stated that they are 'very satisfied' with the overall service they received from Leicestershire Fire and Rescue Service.
21. Emergency calls are dealt with by the Control Centre at Southern Fire and Rescue Station. From April to November 2019, Fire Control answered 11,597 emergency 999 calls. Not all of these calls would have led to mobilisations and there will have been multiple calls for one incident. On average emergency calls were answered in 4.41 seconds.
22. Whole-time mobilising times for April – November 2019 now averages 1 minute 37 seconds, which is below the service standard of 2 minutes and an improvement from 2018/19 figure of 2 minutes 12 seconds.
23. Between April and October 2019 Community Educators (CEs) completed 1,940 Home Safety Checks (HSC). Since 1 May 2019 and the format change to the HSC an increase in both the 'go the extra mile' activity and follow-up visits has been recorded. The CEs have confirmed that this is allowing them the flexibility to use professional judgement when carrying out a HSC to add value when appropriate. Since the introduction of the change, 186 follow-up visits and 356 extra mile activities have been recorded.
24. 148 School visits were also completed between April and October 2019.
25. The Road Safety team continue to engage with a wide audience across a number of events, which predominately remain focused around schools and colleges. 286 people have attended the biker down course this year so far, compared to just 24 people last year.
26. The Risk Based Inspection Programme for 2019-2020 has identified 350 premises. During April-October, 52% of that total has been completed.

27. The percentage of Building Regulation applications completed in the 15-day time frame during April-October is 90.9%. The percentage of fire safety audits that result in Action Plans or Enforcement Notices is 28%. The percentage of fire safety concerns completed within five days is 76.6%. The percentage of all other fire safety jobs not completed within their allotted timescales was just 3.6%. The percentage of general fire safety advice given within five days was 100%.
28. A new assurance process for Risk information has been developed. Since April crews have assessed 229 new premises.

Report Implications/Impact

29. 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.

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

None arising from this report.

31. 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.

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

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

33. Environmental

None arising from this report.

34. Impact upon "Our Plan" Objectives

Active monitoring of performance indicators allows us to assess the effectiveness of delivering our corporate objectives, influencing changes to strategies and policies where necessary.

Background Papers

None.

Appendices

Appendix 1 - Performance Update – April to November 2019.

Officers to Contact

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