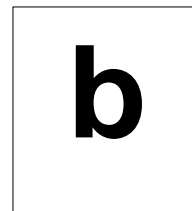


Status of Report: Public

Meeting: Corporate Governance Committee
Date: 17 July 2019
Subject: Performance Monitoring April 2019 – May 2019
Report by: Rick Taylor, Chief Fire and Rescue Officer
Author: Mark Wilkinson, Performance Co-ordinator
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 2019 – May 2019.

Recommendations

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

Executive Summary

3. Service performance is measured through corporate performance indicators. Each indicator is monitored against a target range, and is also compared to the previous years' 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. At this stage of the year comparisons are quite volatile and open to fluctuation, as there is only two months of data being compared to the same period of the previous year. So far results are mixed, with what has been an extremely busy April and May. There have been reductions in the number of primary fires, other emergency special services attended (excluding fires and RTCs) and the number of accidental dwelling fires. However, there have been increases in the number of secondary fires, road traffic collisions (RTCs) attended, false alarm calls attended, deliberate primary fires, deliberate secondary fires, the number of fatalities from primary fires and the number of non-fatal casualties from primary fires.

Background

5. The target range has 3 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).

6. For April 2019 – May 2019, of the 21 performance indicators:
- 14 indicators are better than, or within, target range
 - 4 indicators are negatively outside of the target
 - 2 indicators are being collated quarterly and no data available at present
 - 1 has no target set
 - 7 show an improvement from the previous year
 - 11 show a deterioration from the previous year
 - 2 indicators are being collated quarterly and no data available at present
 - 1 shows no change from the previous year
 - 10 show an improvement from the previous 3-year average
 - 9 show a deterioration from the previous 3-year average
 - 2 indicators are being collated quarterly and no data available at present
7. The Appendix outlines performance against all of the indicators for the reporting period April 2019 – May 2019.

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

- **KCI 1.2** - number of secondary fires (e.g. bin or loose refuse fires)
- **KCI 1.7** - number of deliberate secondary fires
- **KCI 1.9** - number of medical incident / co-responder incidents
- **KCI 2.2** - number of non-fatal casualties from primary fires

8. The **number of secondary fires (KCI 1.2)** and **deliberate secondary fires (KCI 1.7)**. There were 101 secondary fires in May, a decrease of 30 from April (131). The performance in May shows, of the 101 secondary fires, 38 were accidental, 62 were deliberate and 1 not known. The number of deliberate secondary fires in April and now May is concerning, as March was already considerably high and after the worst year for a number of years last year, deliberate secondary fires could be on the increase. The majority of districts so far this year have seen increases compared to previous years, so this is not an isolated problem.
9. The **number of medical incident / co-responder incidents (KCI 1.9)**. There were 7 medical incident – co responder incidents in May, a reduction of 14 from April (21). 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 as there were 64 incidents attended during the same

period last year.

10. The **number of non-fatal casualties from primary fires (KCI 2.2)**. There were 5 non-fatal casualties in May, an increase of 4 from April (1). There were 4 non-fatal casualties in Eastern (2 in 1 Incident) and 1 in Western.

The first non-fatal casualty in May was caused when a flash from a socket caused burns to the right arm of the flat resident.

The second non-fatal casualty occurred when an employee was digging out the footings for a wall on the boundary of the nursing home premises and cut through a supply cable to the building carrying 230v.

The third non-fatal casualty occurred in a ground floor flat and was caused by bedding being on a fan heater.

The fourth and fifth non-fatal casualties occurred when a pan was left on a stove. Two children were trapped in the flat but were rescued by firefighters wearing breathing apparatus.

11. **The number of deaths from primary fire (KCI 2.1)**. All 5 primary fire fatalities were accidental, four occurring in dwelling fires and the latest in May, in a residential home. All 5 fatalities were over 65 years of age. There were 2 fatalities that occurred in one incident in Blaby, 1 occurred in North West Leicester, 1 in Oadby and Wigston and the latest in Blaby.

The first 2 fatalities occurred in a dwelling fire on Friday the 5 April between 3.00am – 4.00am in Kirby Muxloe. On arrival, a well-developed fire was found and crews battled hard to get into the property and search for casualties. An 89 year old male and 86 year old female were located in the lounge of the property and found to be deceased. Fire investigation has determined an electrical fault in the area of the main intake to the property as the cause. Evidence of hard wired smoke alarms were found in the property and it was expected that these did activate as the fire developed, but due to mobility issues the elderly couple were unable to escape.

The third fatality occurred in a dwelling fire on Tuesday 16 April between 7.00pm – 8.00pm in Thringstone. The fire was located in a ground floor flat, was accidental and was believed to have been caused by the occupant filling a gas lighter and leaving the fumes on himself. A 71 year old male was found to be deceased in the bedroom.

The fourth fatality occurred in a dwelling fire on Saturday 27 April between 1.00am – 2.00am in Wigston. Initially, Control received a call to a Carbon monoxide alarm. However, crews were informed by the caller that they now thought the neighbour's house was on fire. Forced entry was made and a 69 year old male rescued from the lounge within 2 minutes of arrival. Crews started CPR and were supported by EMAS. After 20/25 minutes an output was detected. The casualty was transferred to hospital but wasn't breathing for himself. The casualty died in hospital later that morning. The fire was confined to

the kitchen and caused substantial damage but had reduced to smouldering only when crews entered and minimal firefighting was required. A smoke alarm was sounding on arrival in the lounge of the property. The smoke alarms in the property had been fitted by LFRS after attending a previous incident at the address in 2015. The previous incident was also a kitchen fire where crews rescued the deceased and gave CPR. Fire investigation has determined the cause as an overheated pan of oil on the cooker.

The latest fatality occurred on Monday 6 May between 7.00am - 8.00am in Saxondale Ward, Glen Parva. The incident was in a residential home and was caused by carelessly discarding smoking materials. There was no firefighting by the fire service, however the Service assisted East Midland Ambulance Service with casualty care.

Report Implications / Impact

12. 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.

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

None arising from this report.

14. 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.

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

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

16. Environmental

None arising from this report.

17. 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.

Appendix

Performance Update – April 2019 to May 2019

Officers to Contact

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