

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 22 November 2023**

**Subject: Performance Monitoring April 2023 to October 2023**

**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 (LFRS) for the period April 2023 to October 2023.

### **Recommendation**

2. The CFA Corporate Governance Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the period April 2023 to October 2023.

### **Executive Summary**

3. A comprehensive performance update is attached as Appendix 1. 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. Following a relatively quiet start to the year, incident numbers have remained consistent during the summer and autumn, with the year to date figures being slightly higher than the 3-year average. Although it looks as though 2023 is going to be one of the hottest years on record, Leicester, Leicestershire and Rutland haven't currently seen the extreme weather conditions experienced in July and August 2022. This is one of the reasons why fires are slightly below previous year's levels.
6. The average response times to life-risk incidents is 11 minutes 31 seconds (3-year average 10:11). This is due to a significant amount of life risk incidents occurring outside of the City and being Road Traffic Collisions (RTCs) rather than dwelling fires.
7. The response time to non-life risk incidents between April 2023 and October 2023 was 10 minutes 3 seconds and primary fires 9 minutes 59 seconds.

8. Wholetime appliance availability is available for April 2023 to September 2023 and is currently 97.85% against a 3-year average of 98.50%. On-Call availability is 64.50% against a 3-year average of 68.90%.

## **Background**

9. The detailed Performance Report, attached at Appendix 1, 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.
10. One performance report is now published for the Committee, the Senior Leadership Team (SLT) 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.
11. Life risk incident attendance times (KCI 3.2) are measured against a 10-minute average as agreed in the Integrated Risk Management Plan. The proposal within the current Community Risk Management Plan is to increase this figure to 12 minutes for all life risk incidents other than primary domestic dwelling fires, which will remain at 10 minutes. To ensure consistency with the Home Office and the reporting mechanisms of Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) the average response time to primary fires is also included.
12. There were 5,554 incidents attended between April and October 2023 – 1,413 fire incidents against a three-year average of 1,455, 2,007 fire false alarms (three-year average 1,763) and 2,134 non fire incidents (three-year average 1,884). 12,410 calls were received by Fire Control during this period (three-year average 11,385).
13. The number of special service incidents attended remains high compared to the three-year averages. This is despite the reduction in medical incidents - co-responder /first responder which continue to be extremely low. RTCs are also at higher levels to previous years and more suicide and suicide attempt incidents are being attended than ever before.
14. Fire prevention work continues, utilising a mix of telephone and in-person visits. The number of home safety checks undertaken between April 2023 and October 2023 was 9,262 which is significantly higher than the three-year average of 6,800.
15. Fire Protection has also increased the number of fire safety audits undertaken between April 2023 and October 2023 to 713, which is considerably higher than the three-year average of 474.
16. Public satisfaction in the service provided last year remains very high; 100% of the 180 people who responded to the After the Incident Survey were satisfied or very satisfied with the overall service they received at the incident. 100% of the 770 people who responded were satisfied with the engagement during a

home safety check visit, and 100% of the 119 people who responded were satisfied with the engagement during a fire protection visit.

### **Report Implications/Impact**

17. 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.

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

There are no financial implications arising from this report.

19. 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.

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

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

21. Environmental

There are no environmental implications arising from this report.

22. 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**

Appendix 1 - Performance Update – April 2023 to October 2023

**Officers to Contact**

Callum Faint, Chief Fire and Rescue Officer

[callum.faint@leics-fire.gov.uk](mailto:callum.faint@leics-fire.gov.uk)

0116 2105555

Chris Moir, Planning Manager

[chris.moir@leics-fire.gov.uk](mailto:chris.moir@leics-fire.gov.uk)

0116 2105555