

LEICESTERSHIRE
FIRE and RESCUE SERVICE

Performance Update

April 2019 - March 2020



Created: May 2020
Reviewed: May 2020
Owner: Performance

Every year we set ourselves a number of stretching performance targets and monitor how we are doing against these. Our key corporate indicators (KCIs) monitor progress against our strategic aims and are regularly reported to our senior managers and the Combined Fire Authority.

In the table below you will be able to see how we performed against our KCI targets for the year April 2019 - March 2020. You can see how we performed when compared to our target; when compared to the previous year; and when compared to an average of the previous three years.

Performance Update: Financial Year April 2019 – March 2020

KEY	Outside target range (positive)	Within target range	Outside target range (negative)	Improvement in performance	No change in performance	Decline in performance	
Ref	Key Corporate Indicator			Actual	Compared to Target	Compared to same period last year	Compared to same period average over 3 years
KCI 1	The number of emergency incidents						
1.1	Number of primary fires			1145	-42 (1187)	-104 (1249)	-124 (1269)
1.2	Number of secondary fires			931	-165 (1096)	-389 (1320)	-165 (1096)
1.3	Number of Road Traffic Collisions (RTCs) attended			744	+34 (710)	-18 (762)	+34 (710)
1.4	Number of other emergency special services attended (excluding fires and RTCs)			2721	+478 (2243)	+406 (2315)	+478 (2243)
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)			1648	+21 (1627)	-65 (1713)	-70 (1718)
1.6	Number of deliberate primary fires			356	+2 (354)	-17 (373)	-60 (416)
1.7	Number of deliberate secondary fires			423	-92 (515)	-140 (563)	-92 (515)
1.8	Number of accidental dwelling fires			347	-14 (361)	-30 (377)	-39 (386)
1.9	Number of medical incident – co-responder incidents			372	-131 (503)	0 (372)	-131 (503)
5.4	Number of hoax calls received			281	-25 (306)	-41 (322)	-65 (346)
	- Number of malicious false alarm calls we did not respond to			178	-36 (214)	-48 (226)	-59 (237)
	- Number of malicious false alarm calls we did respond to			103	+11 (92)	+7 (96)	-6 (109)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents						
2.1	Number of deaths from primary fires			8	No Target	-4 (12)	-1 (9)
2.2	Number of non-fatal casualties from primary fires			44	+12 (32)	+10 (34)	+9 (35)
3.1a	Number of people killed (in RTCs) during the calendar year (January to December 2019)			40	+10 (30)	+5 (35)	+10 (30)
3.1b	Number of people seriously injured (in RTCs) during the calendar year (January to December 2019)			222	-47 (269)	-84 (306)	-47 (269)
KCI 3	The level of emergency response service provision						
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes			95.2%	+0.2% (95.0%)	-0.3% (95.5%)	-0.8% (96.0%)

Ref	Key Corporate Indicator	Actual	Compared to Target	Compared to same period last year	Compared to same period average over 3 years
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.5%	+0.5% (99.0%)	+10.2% (56.7%)	+5.8% (61.1%)
5.14	The % availability of On-Call fire appliances	66.9%	-3.1% (70.0%)	-0.7% (98.9%)	-1.0% (99.2%)
5.15	The % availability of Wholetime fire appliances	98.2%	-0.8% (99.0%)	-0.5% (28.6%)	-0.2% (28.3%)
FPI 3	The % of fire safety audits that result in action plans and enforcement notices	28.1%	-1.9% (30.0%)	-0.9% (28.8%)	-0.9% (28.8%)
KCI 4	Capacity, staff and availability				
9.6	Average number of days/shifts lost to sickness by operational staff Average including COVID-19	3.84 (6.27)	-0.27 (6.00)	-0.11 (5.84)	-0.50 (6.23)
9.7	Average number of days/shifts lost to sickness by support staff Average including COVID-19	6.83 (9.55)	+1.02 (8.00)	+0.21 (8.81)	-1.50 (10.52)

Please note figures are subject to change as outstanding fire reports may be completed after this report has been issued.

Also note target index column for 3.1a and 3.1b (police data) is performance against previous quarter.

Indicators 9.6 and 9.7 comparisons are based on without COVID-19 data. However, COVID-19 data is supplied on the line below.