

**Status of Report:** Public

**Meeting:** Corporate Governance Committee

**Date:** 23 January 2019

**Subject:** Performance Monitoring April 2018 – December 2018

**Report by:** The Chief Fire and Rescue Officer

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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 2018 – December 2018.

### Recommendations

2. The CFA Governance Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the period April 2018 – December 2018.

### 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 six of the indicators for this period are within the target range or better than target. Comparisons to previous years are mixed, despite the extremely hot summer, there have been reductions in the number of primary fires, false alarm calls attended, hoax calls received and the number of non-fatal casualties from primary fires. However, there have been increases in the number of secondary fires, road traffic collisions attended, deliberate secondary fires, accidental dwelling fires and the number of fatalities from primary fires. Operational sickness has increased slightly compared to the previous year.

### Background

5. The target range has 3 categories for measurement:

<b>KEY</b>	<b>Over 10%</b>	Outside target range (positive)	<b>10% within target</b>	Within target range	<b>Over 10%</b>	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 2018 – December 2018, of the 21 performance indicators:
  - i. 14 indicators are better than, or within, target range
  - ii. 6 indicators are negatively outside of the target range (see paragraph 4.3)
  - iii. 1 has no target set
  - iv. 6 show an improvement from the previous year
  - v. 14 show a deterioration from the previous year
  - vi. 1 shows no change from the previous year
  - vii. 8 show an improvement from the previous 3-year average
  - viii. 12 show a deterioration from the previous 3-year average
  - ix. 1 shows no change from the previous 3-year average
7. Appendix 1 outlines performance against all of the indicators for the reporting period April 2018 – December 2018.
8. The six indicators which are currently negatively outside the target range are:
  - i. **KCI 1.2** - number of secondary fires (e.g. bin or loose refuse fires)
  - ii. **KCI 1.4** - number of other emergency special service incidents attended
  - iii. **KCI 1.7** - number of deliberate secondary fires
  - iv. **KCI 1.9** - number of medical incident / co-responder incidents
  - v. **KCI 3.1 (b)** number of people seriously injured (in RTCs) during the calendar year (Jan to Sep 2018)
  - vi. **KCI 9.6** - average number of days/shifts lost to sickness by operational staff (Apr to Nov 2018)
9. The **number of secondary fires (KCI 1.2)** and **deliberate secondary fires (KCI 1.7)** are often linked to the weather conditions and the prolonged hot spell during the summer months has seen figures rise sharply. Every fire and rescue service has seen these rises, especially in July when peak temperatures were recorded. LFRS had 1102 secondary fires during April to December. There were 302 incidents in July alone. However, now that the cooler weather has started and the darker nights are here, these fires have reduced. December has seen only 39 secondary fires. Both of these indicators will remain red for the rest of the year, due to the spike in incidents in the summer months.
10. The **number of other emergency special service incidents attended (KCI 1.4)** appears 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. The number of these incidents has increased in recent years as LFRS often assist the Police in effecting entry/exit and undertake medical interventions when other agencies aren't available.
11. The number of medical incident / co-responder incidents had been on target until September, when the number of incidents attended reduced. At the peak in July, 58 incidents were attended. Both October (5) and November (13) saw reductions in the number of these types of incidents attended. However, December has seen an increase to 31 incidents attended due to increased crew availability.
12. The data provided by the Police highlights that 237 people have been **seriously injured in road traffic collisions (RTCs) during the calendar year (Jan to Sep 2018) (KCI 3.1 (b))**.

13. **The average number of days/shifts lost to sickness by operational staff (KCI 9.6)** is 4.61 days/shifts per person. This indicator was on target until the end of September, when there has been an increase in the number of days lost to sickness. From April to September 2018 the number of days/shifts lost to sickness per month ranged between 151.53 days/shifts at its lowest, to 184.25 days/shifts at its peak. However, from October to December this increased to an average of 242 of days/shifts lost to sickness per month. Of these, an average of 188.73 days/shifts per month were lost to long term sickness.
14. Although not negatively outside of target, the **average number of days/shifts lost to sickness by support staff (KCI 9.7)** increased significantly in November. This indicator was well below target between April and October 2018 with the number of days/shifts lost to sickness per month ranging between 41.75 days/shifts lost at its lowest, to 97.71 days/shifts lost at its peak. However, November saw 190.38 days/shifts lost to sickness, of which 170.50 days/shifts were lost to long term sickness. December has seen the number of days reduce back down to 99.63 days/shifts lost to sickness. This means that the average number of days/shifts lost now stands at 7.67 days/shifts lost per person, compared to a target of 7.35 days/shifts.
15. **The number of primary fire fatalities (KCI 2.1)** now shows 11 in total for the year since April 2018. This figure implies that there may have been several house fires and 11 fatalities due to those fires. However, this indicator actually includes all primary fire fatalities, which includes car fires etc. which can be accidental or deliberate. Of the 11 fatalities so far, 5 were from the King Power Stadium incident, 3 were house fires, 2 were in a car fire and 1 was a suicide. Details of the 2 fatalities that have occurred since the last report to the Committee are provided below:
  - i. 10th Primary Fire Fatality

On Thursday 1<sup>st</sup> November, there was a house fire in Oadby. An elderly female was rescued by crews wearing breathing apparatus from the hallway of a semi-detached property. Unfortunately, the lady was declared deceased on scene by the air ambulance doctor. The origin of the fire was a de-humidifier which was located in the kitchen.
  - ii. 11th Primary Fire Fatality

On Friday 14<sup>th</sup> December, there was a house fire in Loughborough. This was a single female with limited mobility. The cause of the fire is believed to have been smoking materials igniting flammable items (E45 cream).

## **Report Implications / Impact**

16. 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.

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

None arising from this report.

18. 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.

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

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

20. Environmental

None arising from this report.

21. 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**

22. None.

## **Appendices**

Appendix 1 - Performance Update – April 2018 to December 2018

## **Officers to Contact**

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