

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 21 November 2018

Subject: Performance Monitoring April 2018 – October 2018

Report by: The Chief Fire and Rescue Officer

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For: Information Only

1. Purpose

The purpose of this report is to present performance information for the period April 2018 – October 2018 to the Corporate Governance Committee.

2. Recommendations

The CFA Governance Committee is asked to note performance for April 2018 – October 2018 and make any observations as appropriate.

3. Executive Summary

- 3.1. 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.
- 3.2. All but six of the indicators for this period are within the target range or better than target, no data has been available for Sickness since July 2018. 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, deliberate secondary fires, accidental dwelling fires and the number of fatalities from primary fires.

4 Background

- 4.1 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).

4.2 For April 2018 – October 2018, of the performance indicators:

- 12 indicators are better than, or within, target range
- 6 indicators are negatively outside of the target range (see paragraph 4.3)
- 1 has no target set
- 2 have no data available

Of the 19 indicators where information is available:

- 5 show an improvement from the previous year
- 13 show a deterioration from the previous year
- 1 shows no change from the previous year
- 7 show an improvement from the previous 3-year average
- 10 show a deterioration from the previous 3-year average
- 2 shows no change from the previous 3-year average

Appendix 1 outlines performance against all of the indicators for the reporting period April 2018 – October 2018.

4.3 The six indicators currently negatively outside the target range are:

- **KCI 1.2** - number of secondary fires (e.g. bin or loose refuse fires)
- **KCI 1.4** - number of other emergency special service incidents attended
- **KCI 1.7** - number of deliberate secondary fires
- **KCI 1.9** - number of medical incident / co-responder incidents
- **KCI 3.1 (b)** number of people seriously injured (in RTCs) during the calendar year (Jan to Jun 2018)
- **KCI 5.14** - percentage availability of On-Call fire appliances

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 951 secondary fires during April to October. 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. October has seen only 67 secondary fires.

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.

The number of medical incident / co-responder incidents had been on target until last month, when the number of incidents attended reduced. At the peak in July, 58 incidents were attended, compared to last month when just 5 were attended.

The data provided by the Police highlights that 146 people have been **seriously injured in road traffic collisions (RTCs) during the calendar year (Jan to Jun 2018) (KCI 3.1 (b))**.

The percentage availability of On-Call fire appliances (KCI 5.14) is currently 54.2%. This has increased slightly in the last two months, at one stage it had briefly dropped below 50%. These figures are calculated based purely on the crew availability held on the Systel mobilising system, and are calculated based on a crew of 4 with an officer in charge, a driver and 2 breathing apparatus (BA) wearers being available. Consequently the availability shown is for the first appliance only. Any unavailability due to mechanical reasons is also not included.

4.4 Sadly, the recent incident at the King Power Stadium resulted in **5 primary fire fatalities (KCI 2.1)** in one incident, and data shows 9 in total for the year since April 2018. This figure implies that there may have been several house fires and 9 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 9 fatalities so far, 5 were from the King Power Stadium incident, 2 were in a car fire, 1 was suicide and 1 was a house fire. Details are provided below:

i. 1st Primary Fire Fatality

On Tuesday 24 April, we attended a house fire on Howden Road, LE2 5WQ. Crews from Wigston and Central attended the incident, along with East Midlands Ambulance Service (EMAS) and Leicestershire Police.

The fire was started by the deliberate ignition of combustible items in the hall/corridor area. Fire crews rescued one occupant from the property who had passed away. The deceased was the only person in the premises at the time.

ii. 2nd Primary Fire Fatality

On Thursday 19 July, there was a house fire on Brooke Road, Oakham. Two crews from Leicestershire and one from Stamford Fire and Rescue Station in Lincolnshire attended.

The fire, which is believed to have been caused by carelessly discarded smoking materials, was located in the kitchen. Fire crews rescued one occupant from the property, who was given CPR at the scene following smoke inhalation. They were handed over to East Midlands Ambulance Service, but unfortunately passed away later in hospital. As part of the post-incident response procedure, fire crews provided reassurance and advice on home fire safety to surrounding premises, in order to prevent any similar incidents occurring in the area in the future.

iii. 3rd/4th Primary Fire Fatality

On Saturday 18 August, we attended an RTC on the slip road of the A46 East

Birstall, which involved 2 vehicles. Following a fire caused by the collision, 2 people were confirmed deceased in one of the vehicles.

There have been 4 RTC's on this stretch of road in the last 18 months, although none of these were as significant.

iv. 5th – 9th Primary Fire Fatality

On Saturday 27 October at 20:38 Leicestershire Fire and Rescue Service received the first of 8 calls to reports of a helicopter crash at the King Power Stadium Leicester. The standard pre-determined attendance was mobilised. Initially crews faced a fully developed fire situated on a section of land next to the East car park. The first appliances to arrive set 2 foam jets to work, 4 BA wearers were committed for firefighting and to carry out an initial search of the scene close to the helicopter to look for savable life.

An on-scene multi-agency meeting took place within 10 minutes of arrival and was attended by Leicestershire Police, Leicestershire Fire and Rescue Service and East Midlands Ambulance Service to try and establish how many persons were on board and if any members of the public on the ground had been involved with the Incident. Initial information was incomplete so a full perimeter search was carried out by the fire service assisted by the Police helicopter. The Police still had a large match day presence on-site and were able to provide a large outer cordon and quickly established an inner cordon control.

At 22.30 a further multi-agency briefing took place. Evidence at that time from the Police suggested that there could be 5 or 6 persons on board. It was not thought that any members of the public had been involved. At this time the Fire Service had informed the Environment Agency of the incident and took mitigation activities to stop the potential leak of aviation fuel into the water course.

Following a further meeting in the early hours of Sunday, the scene was handed over, with the Air Accident Investigation Branch (AAIB) taking over responsibility for the inner cordon and the Police maintaining responsibility for the outer cordon. AAIB continue to investigate and look into reasons why the helicopter crashed.

5. Report Implications / Impact

5.1 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.

5.2 Financial (including value for money, benefits and efficiencies)

None arising from this report.

5.3 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.

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

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

5.5 Environmental

None arising from this report.

5.6 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.

6. Background Papers

None.

7. Appendices

Appendix 1 - Performance Update – April 2018 to October 2018

8. Officers to Contact

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