

LEICESTERSHIRE

FIRE and RESCUE SERVICE

Status of Report: Public Agenda Item: 8

Meeting: Policy Committee
Date: 14th January 2015
Subject: Performance Monitoring Report
Report by: The Chief Fire and Rescue Officer
Author: Mark Andrew (Head of HR, Planning and Performance)
For: For Information Only

1. Purpose

This report is to inform and update the Policy Committee in respect of organisational performance against the relevant Secondary Indicators (SIs) for the period from April 2014 to November 2014.

2. Executive Summary

2.1 The Combined Fire Authority (CFA) is performing within target range or outside target range (positively) against 12 out of 21 Secondary Indicators. Of the remaining, 6 are outside target range (negatively), and 3 are either annual indicators or have no data available at present.

2.2 Where previous years' information is available, 66% of SIs show the same or an improvement in performance from the previous year. The **Appendix** outlines performance against all of the Secondary Indicators relevant for this reporting period. Particular good areas of performance can be seen in many areas, such as:

- the number of primary and secondary fires.
- the number of Road Traffic Collisions (RTCs) attended.
- the number of false alarm calls from Automatic Fire Alarms (AFAs) attended (domestic and non-domestic).
- the number of deliberate primary and secondary fires.
- the number of non-fatal casualties from primary fires.
- operational staff sickness.

Areas outside of target range (negatively) or worse than the previous year include:

- the availability of Retained Duty Staff (RDS) and wholetime appliances.
- people killed or seriously injured in RTCs.

- support staff sickness.

Brief details and analysis for each indicator can be found in the Appendix.

3. Report Detail

- 3.1 Following a review of SIs for 2013/14 a number of challenging targets were established for the 2014/15 period.
- 3.2 There have been significant changes to the way we look at targets and indicators. There is now a target range for each indicator with only 3 categories for measurement of performance:

Outside target range (positive)	Within target range	Outside target range (negative)
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Within target range signifies acceptable performance. Outside the target range (positively) represents exceptional performance. Outside the target range (negatively) represents poor performance.

- 3.3 The Policy Committee should note that:

- SI 4.4 – the % of 999 calls answered within 7 seconds - the figures have not been available since the end of November 2013 as there is currently no facility to capture the information since the move of Control to Southern Fire and Rescue Station, due to the temporary telephony system.
- SI 5.18 – the % of green light judgments given on our Statement of Accounts by external audit - this is annual indicator.
- SI 8.3 – The % of respondents to the After the Incident Survey who rate the service received as satisfactory or better - this is an annual indicator.

4. Report Implications / Impact

4.1 *Legal (including crime and disorder)*

The timely production of relevant performance information and the achievement of continuous improvement is a statutory duty as identified in the Local Government Act 1999.

4.2 *Financial (including value for money, benefits and efficiencies)*

None arising from this report.

4.3 *Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)*

Failure to examine areas of under performance can carry significant risk.

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

None arising from this report.

4.5 ***Environmental***

None arising from this report.

4.6 ***Impact upon Our Plan Objectives***

The performance indicators are a measure of our corporate objectives, and as such monitoring and action taken should impact upon the achievement of all of our objectives.

5. Recommendations

The Policy Committee is asked to note performance for the period from April 2014 to November 2014 against the range of indicators.

6. Background Papers

None identified.

7. Appendix

Performance Update: April 2014 to November 2014.

Performance Update: April 2014 to November 2014

KEY		Outside target range (positive)		Within target range		Outside target range (negative)
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Ref	Key Corporate Indicator	Apr 2014 to Nov 2014		Target Range	Lower Target Range	Upper Target Range	Apr 2013 to Nov 2013	Apr 2012 to Nov 2012
		Actual	Target					
KCI 1	The number of emergency incidents							
1.1	Number of primary fires	790	798	10.0%	718.2	877.8	802	811
1.2	Number of secondary fires	728	906	10.0%	815.4	996.6	872	690
1.3	Number of RTCs attended	413	435	10.0%	391.5	478.5	436	443
1.4	Number of other emergency special services attended	585	590	10.0%	531.0	649.0	593	653
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1803	1996	10.0%	1796.4	2195.6	2093	2036
1.6	Number of deliberate primary fires	247	270	10.0%	243.0	297.0	263	252
1.7	Number of deliberate secondary fires	444	604	10.0%	543.6	664.4	568	447
5.4	Number of hoax calls received	271	270	10.0%	243.0	297.0	274	359
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents							
2.1	Number of deaths from primary fires	1	0	0.0%	0.0	0.0	6	0
2.2	Number of non-fatal casualties from primary fires	24	36	10.0%	32.4	39.6	20	29
3.1	Number of people killed or seriously injured (in RTCs) during the calendar year (January to June)	157	142	10.0%	127.8	156.2	125	163
3.2	Number of children killed or seriously injured (in RTCs) during the calendar year (January to June)	13	11	10.0%	9.9	12.1	14	12
KCI 3	The level of emergency response service provision							
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	93.8%	95.0%	2.0%	93.0%	97.0%	95.7%	95.6%
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.6%	99.0%	1.0%	98.0%	100.0%	99.4%	99.4%
4.4	The % of 999 calls answered within 7 seconds	No Data	98.0%	1.0%	97.0%	99.0%	98.3%	95.5%

8.3	The % of respondents to the After the Incident Survey who rate the service received as satisfactory or better	Annual	98.0%	1.0%	97.0%	99.0%	Annual	Annual
Apr 2014 to Nov 2014								
Ref	Key Corporate Indicator	Actual	Target	Target Range	Lower Target Range	Upper Target Range	Apr 2013 to Nov 2013	Apr 2012 to Nov 2012
KCI 4	Capacity, staff and availability							
5.14	% availability of RDS appliances	82.5%	93.0%	2.0%	91.0%	95.0%	89.2%	93.0%
5.15	% availability of wholetime appliances	96.3%	99.0%	1.0%	98.0%	100.0%	99.3%	99.4%
5.18	The % of green light judgments given on our Statement of Accounts by external audit	Annual	100.0%	0.0%	100.0%	100.0%	Annual	Annual
9.6	No. of days/shifts lost to sickness by operational staff	2.46	2.66	5.0%	2.53	2.79	2.51	2.75
9.7	No. of days/shifts lost to sickness by support staff	5.05	3.87	5.0%	3.68	4.06	4.17	3.39

Sources: VIEWS

1.1 The number of primary fires in 2014/15 (790) at the end of November has remained low compared with 2013/14 (802), and is within the target range. There was a possibility that figures would rise as the figures in 2012/13 (811) were considered to be in a trough year, and 2013/14 saw a further decrease, so it is pleasing that they have continued to fall.

1.2 The number of secondary fires in 2014/15 at the end of November (728) has dropped when compared to 872 in the previous year. This is a significant achievement as 2013/14 saw secondary fires increase considerably from 2012/13 (690), and there was a danger that figures could have continued to rise. The number of secondary fires is well outside of the target range (positively).

1.3. The RTC indicator is better than target (435) with 413 RTCs attended at the end of November 2014– this is 23 incidents less when compared to 2013-14 (436). The breakdown shows that incidents involving extrications and services not required were all better than target. Incidents involving services rendered/vehicle made safe were slightly over target. Generally, the majority of incidents attended (77%) involve a singular car and attendances increase steadily throughout the day peaking at 18:00-19:00 hours; throughout the week attendances peak on a Saturday. 23% of incidents occurred between 16:00-19:00 hours. The number of RTCs is within the target range.

1.4. The number of special service incidents in 2014/15 at the end of November (585) was just under target (590) and there was a decrease of 8 incidents compared to 2013-14 (593). The month with the highest number of incidents was June which had 80 incidents. Of the 585 incidents there were 115 affecting entry/exit, 58 animal assistance incidents and 12 suicide attempts. The number of special service incidents is within target range.

1.5 The number of false alarms from AFAs attended in 2014/15 at the end of November (domestic and non-domestic) was considerably under target (1,996) with 1,803 incidents attended, compared with 2,093 in 2013/14 during the same period. The number of non-domestic AFAs attended has dropped from 1,209 in 2013/14 to 1,055 this year. There were 884 domestic AFAs attended in 2013/14, falling to 748 this year. The number of false alarms from AFAs attended is within the target range.

1.6 The number of deliberate primary fires in 2014/15 at the end of November (247) has remained very low, similar to 2012/13 (252) during the same period. This is a significant achievement as 2013/14 (263) saw an increase in deliberate primary from the previous year, and there was a danger that figures could have continued to rise. The number of deliberate primary fires is within the target range.

1.7 The number of deliberate secondary fires in 2014/15 at the end of November (444) has remained very low like 2012/13 (447), during the same period. This is a significant achievement as 2013/14 (568) saw deliberate secondary fires increase considerably from the previous year, and there was a danger that figures could have continued to rise. The number of deliberate secondary fires is well outside of the target range (positively).

5.4 The total number of hoax calls received in 2014/15 at the end of November (271) is just above the target (270), but slightly below the 2013/14 figure of 274 during the same period. There were 190 malicious false alarm calls we did not respond to, and 81 malicious false alarm calls we did respond to. The number of hoax calls is within the target range.

2.1 There has been one primary fire fatality by the end of November 2014, compared to 6 in 2013/14 during the same period. The fatality occurred on Tuesday October 14 between 1.00pm – 2.00pm. It was deliberate: a man was found in the street on fire, suffering from severe burns. First aid was given at the scene, but he later died in hospital. The casualty was 38 years of age, and the incident occurred on Knighton Drive in Leicester. The target for the year is 0 primary fire fatalities.

2.2. The number of non-fatal casualties in 2014/15 at the end of November (24) is better than target (36) but above the 2013/14 figure of 20 during the same period. The Central Group has had 10 non-fatal casualties; the North Group has had 5 non-fatal casualties, and the South Group 9 non-fatal casualties. The number of non-fatal casualties is outside the target range (positively).

3.1. The number of people killed or seriously injured (in RTCs) during the calendar year (Jan to June) is worse than the target with 157 compared to a target of 142. 17 people have been killed with 140 seriously injured. During the same period last year there were 125 people killed or seriously injured in RTCs, with 11 killed and 114 seriously injured. There are increases across all of the 3 group areas when compared to the same period last year. The South Group is up 7 with 53 killed or seriously injured compared to last year (46); the North Group is up 3 with 41 killed or seriously injured compared to last year (38), and the Central Group is up 22 with 63 killed or seriously injured compared to last year (41). The period between April and June has been one of the worst quarters recorded in the City for killed or seriously injured (42) over the past few years. The number of people killed or seriously injured (in RTCs) is just outside of the target range (negatively). This data is supplied by the Police and is always supplied one quarter in arrears.

Police operations indicate that there are still high numbers of motoring offences that constitute the Fatal 4, which is an area that districts are targeting when undertaking educational activities. The advent of the F4 Car and a sustainable program of delivery will hopefully materialise in a shift in behaviour for some drivers. However, greater enforcement of existing motoring laws combined with educational programs within schools from an early age may influence individuals more effectively.

3.2. The number of children killed or seriously injured (in RTCs) during the calendar year (Jan to June) shows worse than target with 13 compared to a target of 11. One was a fatality with 12 children seriously injured. During the same period last year there were 14 children killed or seriously injured in RTCs (no fatalities and 14 seriously injured). The South Group is up 2, with 4 children killed or seriously injured compared to last year (2); the North Group is up 4, with 4 children killed or seriously injured compared to last year (0), and the Central Group is down 7, with 5 children killed or seriously injured compared to last year (12). The number of children killed or seriously injured (in RTCs) is just outside of the target range (negatively). This data is supplied by the Police and is always supplied one quarter in arrears.

4.1 The percentage of life threatening incidents attended within a maximum of 10 minutes is 93.8% at the end of November 2014, compared to the target of 95.0%. It is slightly (1.9%) lower when compared to the same period in 2013/14 (95.7%); one of the main reasons being the periods of industrial action, that clearly affected response times (for example in November 2014, 4 of the 8 incidents that were responded to in over 10 minutes were during periods of industrial action). The group breakdown shows performance as: City 97.9%, North 86.5% and South 96.1%. The percentage of life threatening incidents attended within a maximum of 10 minutes is within the target range.

4.2 The percentage of non-life threatening incidents attended within a maximum of 20 minutes is 99.6% at the end of November 2014, compared to the target of 99.0%. It is slightly higher when compared to the same period in 2013/14 (99.4%). The periods of industrial action also had an effect on this indicator – in November 2014, 1 of the 3 incidents with response times longer than 20 minutes was during industrial action. The group breakdown shows performance as: City 99.9%, North 99.2% and South 99.3%. The percentage of non-life threatening incidents attended within a maximum of 20 minutes is within the target range.

4.4 The percentage of 999 calls answered within 7 seconds data is unavailable. This is because there is currently no facility to capture the information since the move to Southern in November 2013. Work is ongoing on the recording system which is being fitted.

8.3 The % of respondents to the After the Incident Survey who rate the service received as satisfactory or better is an annual indicator and the survey results are calculated by Opinion Research Services. The results for Leicestershire and the benchmarking report against other fire authorities will be received in summer 2015.

5.14 The % availability of RDS fire appliances at the end of November 2014 has dropped (82.5%) compared to the same period in 2013/14 (89.2%). The total amount of hours' downtime at the end of November 2014/15 amounts to 14,793 hours compared to 10,106 hours during the same period last year: the main reason is 'below minimum crewing'. The periods of strike action in 2014/15 continued to have an effect on this indicator.

Every station is monitored for appliance availability as well as looking into reasons into why a pump is made unavailable. Issues around recruitment and retention have been identified. The % availability of RDS appliances is outside of the target range (negatively).

5.15 The % availability of wholetime fire appliances at the end of November 2014 has dropped (96.3%) compared to the same period in 2013/14 (99.3%). The total amount of hours' downtime at the end of November 2014/15 amounts to 3,334 hours compared to 589 hours during the same period last year. The main reason for this has been the periods of industrial action between April and November 2014

5.18 The % of green light judgments given on our Statement of Accounts by external audit is an annual indicator.

9.6 The average number of days/shifts lost to sickness by operational staff at the end of November 2014 (2.46) has remained very low like 2013/14 (2.51) during the same period. This is the lowest level of sickness when compared against previous years during the same period. The average number of days/shifts lost to sickness is well outside the target range (positively).

9.7 The average number of days/shifts lost to sickness by support staff at the end of November 2014/15 (5.05) is 1.18 day/shifts lost higher than the target of 3.87. It is also 0.88 days/shifts higher than the same period 2013/14 (4.17). The target is challenging and performance is still good when compared to other services and public sector organisations. Actual days/shifts lost shows 207.84 short term days/shifts lost compared to 177.71 short term days/shifts lost during the same period last year. The amount of long sickness shows 479.32 long term days/shifts lost compared to 412.38 long term days/shifts lost during the same period last year.

Line management in conjunction with HR continue early intervention with OHU to get people back to work as soon as possible, and continue to monitor review meetings undertaken and target setting. The average number of days/shifts lost to sickness is outside the target range (negatively).

Sources: VIEWS

Please note figures are subject to change as outstanding Fire Reports may be completed after the Report completed.