

LEICESTERSHIRE

FIRE and RESCUE SERVICE

Status of Report: Public Agenda Item: 8

Meeting: Policy Committee
Date: 5th November 2014
Subject: Performance Monitoring Report
Report by: The Chief Fire and Rescue Officer
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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 April 2014 to September 2014.

2. Executive Summary

2.1 The Combined Fire Authority (CFA) is performing within target range or better, against 13 out of 21 Secondary Indicators. Of those remaining, 5 are performing below expectation.

2.2 Where previous years' information is available, 56% 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 secondary fires.
- the number of Road Traffic Collisions (RTCs) attended.
- the number of false alarm calls from Automatic False Alarms (AFAs) attended (domestic and non-domestic).
- the number of deliberate primary fires.
- the number of deliberate secondary fires.
- the number of non fatal casualties from primary fires.
- operational 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 targets and indicators are looked at. There is now a target range for each indicator with now only 3 categories for measurement of performance:

Outside target range (positive)	Within target range	Outside target range (negative)
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To have acceptable performance the measure is aimed to be within the target range. Exceptional levels of performance occur when the performance is outside the target range, but outside the target range positively. Outside target range negatively occurs when there is poor performance.

3.3 There are a number of different indicators performing better or within range. There have also been considerable positive reductions when compared to the same period last year. 2012/13 saw the lowest ever levels across many indicators. Generally performance has dropped back down to similar levels of 2012/13. The areas where performance is worse than target range are:

- % availability of RDS appliances.
- % availability of Wholetime appliances.
- Number of people killed or seriously injured (in RTCs).
- Number of children killed or seriously injured (in RTCs).
- Support staff sickness.

3.4 The Committee should note:

- SI 4.4 – The % of 999 calls answered within 7 seconds. The figures have not been available from the end of November 2013 as there is currently no facility to capture the information since the move of Control to Southern, due to the temporary telephony system.
- SI 5.18 – The % of green light judgments given in the 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 corporate objectives, and as such monitoring and action taken should impact upon the achievement of all of those objectives.

5. Recommendations

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

6. Background Papers

None identified.

7. Appendix

Performance Update: April 2014 to September 2014.

Performance Update: April 2014 to September 2014

KEY		Outside target range (positive)		Within target range		Outside target range (negative)
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Ref	Key Corporate Indicator	Apr 2014 to Sep 2014		Target Range	Lower Target Range	Upper Target Range	Apr 2013 to Sep 2013	Apr 2012 to Sep 2012
		Actual	Target					
KCI 1	The number of emergency incidents							
1.1	Number of primary fires	597	609	10.0%	548.1	669.9	616	600
1.2	Number of secondary fires	590	722	10.0%	649.8	794.2	702	529
1.3	Number of RTCs attended	273	311	10.0%	279.9	342.1	295	305
1.4	Number of other emergency special services attended	422	447	10.0%	402.3	491.7	473	465
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1289	1483	10.0%	1334.7	1631.3	1571	1491
1.6	Number of deliberate primary fires	176	205	10.0%	184.5	225.5	202	178
1.7	Number of deliberate secondary fires	346	476	10.0%	428.4	523.6	447	338
5.4	Number of hoax calls received	219	206	10.0%	185.4	226.6	207	268
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents							
2.1	Number of deaths from primary fires	0	0	0.0%	0.0	0.0	6	0
2.2	Number of non-fatal casualties from primary fires	24	28	10.0%	25.2	30.8	16	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	93.5%	95.0%	2.0%	93.0%	97.0%	95.5%	96.3%
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.7%	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

KCI 4	Capacity, staff and availability							
5.14	% availability of RDS appliances	83.5%	93.0%	2.0%	91.0%	95.0%	89.7%	93.2%
5.15	% availability of wholetime appliances	96.8%	99.0%	1.0%	98.0%	100.0%	99.4%	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	1.75	2.00	5.0%	1.90	2.10	1.64	1.97
9.7	No. of days/shifts lost to sickness by support staff	3.97	2.90	5.0%	2.76	3.05	3.03	2.05

Sources: VIEWS

1.1 The number of primary fires in 2014/15 (597) at the end of the 2nd quarter, has remained low compared with 2013/14 (616), and is within the target range. There was a possibility that figures would continue to rise as the figures in 2012/13 (600) were considered to be in a trough year and 2013/14 saw figures rise, so it is pleasing that they have remained so low.

1.2 The number of secondary fires in 2014/15 at the end of the 2nd quarter (590) has dropped when compared to 702 in the previous year. This is such a significant achievement as 2013/14 saw secondary fires increase considerably from 2012/13 (529), 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 (311) with 273 RTCs attended at the end of the 2nd quarter 2014/15 – this is 22 incidents less when compared to 2013-14 (295). The breakdown shows that incidents involving extrications, services not required and incidents involving services rendered/vehicle made safe were all better than target. Generally, the majority of incidents attended (77%) involve a singular car and attendances increase steadily throughout the day peaking at 16:00-17:00 hours; and 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 the 2nd quarter (422) was well under target (447) and there was a decrease of 51 (10.8%) incidents compared to 2013-14 (473). The months with the highest number of incidents were June and August which both had 74 incidents. Of the 422 incidents there were 91 affecting entry/exit, 44 animal assistance incidents and 11 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 the 2nd quarter (domestic and non-domestic) was considerably under target (1,483) with 1,289 incidents attended, compared with 1,571 in 2013/14 during the same period. The number of non-domestic AFAs attended has dropped from 931 in 2013/14 to 752 this year. 640 domestic were AFAs attended in 2013/14, falling to 537 this year. The number of false alarms from AFAs attended is well outside the target range (positively).

1.6 The number of deliberate primary fires in 2014/15 at the end of the 2nd quarter (176) has remained very low, similar to 2012/13 (178) during the same period. This is a significant achievement as 2013/14 (202) saw deliberate primary fires increase from the

previous year, and there was a danger that figures could have continued to rise. The number of deliberate primary fires is well outside of the target range (positively).

1.7 The number of deliberate secondary fires in 2014/15 at the end of the 2nd quarter (346) has remained very low like 2012/13 (338), during the same period. This is a significant achievement as 2013/14 (447) 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 the 2nd quarter (219) is above the target (206), and above the 2013/14 figure of 207 during the same period. However, the number of hoax calls is within the target range. There were 152 malicious false alarm calls we did not respond to, and 67 malicious false alarm calls we did respond to.

2.1 There are no primary fire fatalities at the end of the 2nd quarter 2014/15; compared to 6 in 2013/14 during the same period. 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 the 2nd quarter (24) is better than target (28) but above the 2013/14 figure of 16 during the same period. The Central Group have had 9 non-fatal casualties; the North Group have had 5 non-fatal casualties and the South Group 10 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 people killed or seriously injured, compared to a target of 142. 17 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. When looking in more detail at the figures, it is surprising to see that 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 being 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).

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 children killed or seriously injured, compared to a target of 11. One was a fatality with 12 seriously injured. During the same period last year there were 14 children killed or seriously injured in RTCs, with 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).

4.1 The percentage of life threatening incidents attended within a maximum of 10 minutes is 93.5% at the end of the 2nd quarter 2014/15, compared to the target of 95.0%. It is slightly (2.0%) lower when compared to the same period in 2013/14 (95.5%). The group breakdown shows performance as: City 97.8%, North 88.1% and South 93.6%. 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 99.7% at the end of the 2nd quarter 2014/15, compared to the target of 99.0%. It is slightly higher when compared to the same period in 2013/14 (99.4%). The group breakdown shows performance as: City 99.9%, North 99.6% 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 currently 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 has dropped at the end of the 2nd quarter 2014/15 (83.5%) compared to the same period in 2013/14 (89.7%). The total amount of hours' downtime at the end of the 2nd quarter 2014/15 amounts to 10,589 hours compared to 7,242 hours during the same period last year. The main reason is 'below minimum crewing'. The periods of strike action continued into 2014/15 and 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. The % availability of RDS appliances is outside of the target range (negatively).

5.15 The % availability of wholetime fire appliances has dropped at the end of the 2nd quarter 2014/15 (96.8%) compared to the same period in 2013/14 (99.4%). The total amount of hours' downtime at the end of the 2nd quarter 2014/15 amounts to 2,150 hours compared to 365 hours during the same period last year. The main reason for this has been the periods of industrial action. Every station is monitored for appliance availability as well as looking into reasons into why a pump is made unavailable. The % availability of Wholetime appliances is outside the target range (negatively).

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 the 2nd quarter 2014/15 (1.75) has remained very low like 2013/14 (1.64) during the same period. This is the 2nd 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 the 2nd quarter 2014/15 (3.97) is 1.07 day/shifts lost higher than the target of 2.90. It is also 0.94 days/shifts higher than the same period 2013/14 (3.03). This is a challenging target

and is still good performance when compared to other services and other public sector organisations. Actual days/shifts lost shows 137.78 short term days/shifts lost compared to 125.21 short term days/shifts lost during the same period last year. The amount of long sickness shows 417.32 long term days/shifts lost compared to 305.49 long term days/shifts lost during the same period last year. Line management in conjunction with HR continue to have early intervention with OHU to get people back to work as soon as possible as well as continue to monitor review meetings undertaken and target setting. The average number of days/shifts lost to sickness is well 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.