

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 13 March 2019

Subject: Performance Monitoring April 2018 – January 2019

Report by: Rick Taylor, Chief Fire and Rescue Officer

Author: Mark Wilkinson, Performance Co-ordinator

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 – January 2019.

Recommendations

2. The CFA Corporate Governance Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the period April 2018 – January 2019.

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, deliberate primary fires, 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 (RTCs) attended, other emergency special services attended (excluding fires and RTCs), deliberate secondary fires, accidental dwelling fires, the number of fatalities from primary fires and average number of days/shifts lost to sickness by operational staff (April to December 2018).

Background

5. 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)
------------	-----------------	---------------------------------	--------------------------	---------------------	-----------------	---------------------------------

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 – January 2019, of the 21 performance indicators:
- 14 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
 - 6 show an improvement from the previous year
 - 14 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
 - 12 show a deterioration from the previous 3-year average
 - 2 show no change from the previous 3-year average

Appendix 1 outlines performance against all of the indicators for the reporting period April 2018 – January 2019.

7. The five indicators which are 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 Dec 2018)
 - **KCI 9.6** - average number of days/shifts lost to sickness by operational staff (Apr to Dec 2018)
8. The **number of secondary fires (KCI 1.2)** and **deliberate secondary fires (KCI 1.7)** is 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 1157 secondary fires during April 2018 to January 2019; 302 of these incidents were in July alone. However, with the cooler winter weather and the darker nights, numbers have reduced. January had only 54 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.
9. 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.
10. The number of other emergency special service incidents attended (excluding fires and RTCs) continues to be over target due to the increases in effecting entry/exit, assisting other agencies and medical incident co-responder incidents, which have been more prominent in the past few years.

11. The table below details the level of support given to other agencies over previous years. 2015/16 was the year when the police changed their policy on attending effecting entry/exit (towards the end of that year) and the number of medical incident – co-responder incidents the service attended started to increase. Numbers for the service “Assist other agencies” also started to increase towards the end of 2015/16. The majority of calls for these types of incidents originated from the ambulance service who accounted for 343 out of the 483 calls in 2017/18, compared to only 18 in 2013/14. The Police accounted for 65 of the calls in 2017/18, compared to only 15 in 2013/14.

Special Service Type	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19 Apr - Jan
Medical Incident - co-responder	34	33	622	690	595	471
Assist other agencies	46	44	81	459	483	472
Effecting entry/exit	159	150	198	243	303	290
Total of 3 Categories above	239	227	901	1392	1381	1233
Total Special Service Type Incidents	897	859	1621	2202	2235	1928

12. The number of medical incident / co-responder incidents had been on target until September 2018, 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, January has seen an increase to 65 incidents attended as this an extremely busy month every year for East Midlands Ambulance Service.
13. The data provided by the Police highlights that 306 people have been **seriously injured in road traffic collisions (RTCs) during the calendar year (Jan to Dec 2018) (KCI 3.1 (b))**. The breakdown of the year shows between January and March there were 62 people seriously injured, between April and June there were 98 people seriously injured, between July and September there were 75 people seriously injured and between October and December there were 55 people seriously injured in road traffic collisions.
14. **The average number of days/shifts lost to sickness by operational staff (Apr to Dec 2018) (KCI 9.6)**. This indicator was on target until the end of September, when we have seen 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, October saw 239.14 days/shifts, November 227.61 days/shifts and December 259.27 days/shifts lost to sickness. Of these, October had 193.14 days/shifts, November had 175.64 days/shifts and December had 197.40 days/shifts lost to long term sickness.

The sickness data for January 2019 isn't currently available. Following the recent changes in terms of departments and personnel, significant amendments have been required to the Human Resource system to realign it to the new organisational structure. This work is required before the accurate sickness data can be provided. Completion of the work is scheduled for the end of March 2019, following which the data will be available and retrospectively completed for the current quarter.

15. **The number of deaths from primary fire (KCI 2.1)** remains at 11 in total for the year since April 2018. 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.

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 January 2019

Officers to Contact

Mark Wilkinson, Performance Co-ordinator
0116 2872241

mark.wilkinson@lfrs.org

Rick Taylor, Chief Fire and Rescue Officer
0116 2872241

rick.taylor@lfrs.org