

Status of Report: Public

Meeting: Corporate Governance Committee
Date: 17 July 2019
Subject: Performance Monitoring April 2018 – March 2019
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For: Information Only

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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 – March 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 – March 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 seven of the indicators for this period are within the target range or better than target. Comparisons to previous years are mixed. In a year that had an extremely hot summer, there have been reductions in the number of primary fires, false alarm calls attended, deliberate primary fires, hoax calls received, the number of non-fatal casualties from primary fires and the average number of days/shifts lost to sickness by operational staff and support staff. The percentage of respondents to the 'After the Incident' survey, who rate the service received as satisfactory or better has also improved when compared to the previous year. 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 and the number of fatalities from primary fires.

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)
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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 – March 2019, of the 22 performance indicators:
- 14 indicators are better than, or within, target range
 - 7 indicators are negatively outside of the target
 - 1 has no target set
 - 9 show an improvement from the previous year
 - 13 show a deterioration from the previous year
 - 9 show an improvement from the previous 3-year average
 - 11 show a deterioration from the previous 3-year average
 - 2 show no change from the previous 3-year average

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

7. The seven indicators which are negatively outside the target range are:
- **KCI 1.2** - number of secondary fires (e.g. bin or loose refuse fires)
 - **KCI 1.3** - number of RTCs attended
 - **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
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 2018 when peak temperatures were recorded. LFRS had 1320 secondary fires during April 2018 to March 2019; 304 of these incidents were in July alone.
9. The **number of RTCs attended (1.3)** has seen one the worst years in the recent past. There were 762 road traffic collisions attended and this has been quite evenly spread over the year. By far the worst district was Charnwood with 122 incidents, followed by North West Leicestershire with 103 incidents. Looking into this further, despite the large number of road traffic collisions attended, there were only 125 extrications, which was only one more extrication than last year,

which was the lowest ever year for extrications. What has actually increased is the number of incidents we attend to make vehicles safe at the scene. This can involve disconnecting the battery or moving vehicles to ensure further incidents don't occur.

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 other emergency special service incidents attended (excluding fires and RTCs) as mentioned previously throughout the year 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 data provided by the Police highlights that 306 people have been **seriously injured in RTCs during the calendar year (Jan to Dec 2018) (KCI 3.1 (b))**. The breakdown for the year shows that 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.

12. **The average number of days/shifts lost to sickness by operational staff (KCI 9.6)**. This indicator was on target until the end of Quarter 2, when we saw an increase in the number of days lost to sickness. In Quarter 1 there were 497.05 days/shifts lost to sickness, Quarter 2 there were 499.29 days/shifts lost to sickness, Quarter 3 there were 726.02 days/shifts lost to sickness and Quarter 4 there were 447.16 days/shifts lost to long term sickness. The period October to December (Quarter 3) was by far the worst period for sickness.

13. **The number of deaths from primary fire (KCI 2.1)** had another fatality in March, meaning that there were 12 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 12 fatalities, 5 were from the King Power Stadium incident, 4 were house fires, 2 were in a car fire and 1 was a suicide.

The latest fatality occurred on 27 March 2019 in the Saffron Lane area. Fire Control received a call from a neighbour stating that there was a fire in the property next to his. Pumps from Southern, Wigston and Central were mobilised. Central arrived first, entered by the front door and found a woman in the lounge that was deceased. The investigation found that it was an accidental fire caused by smoking materials, which the post mortem supports. The deceased was also a regular user of prescribed emollient cream, which may also have supported the spread of the fire.

Report Implications / Impact

14. 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.

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

None arising from this report.

16. 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.

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

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

18. Environmental

None arising from this report.

19. 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

None.

Appendix

Performance Update – April 2018 to March 2019

Officers to Contact

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