

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 18 September 2019**

**Subject: Performance Monitoring April 2019 – July 2019**

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**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 2019 – July 2019.

### **Recommendations**

2. The CFA Corporate Governance Committee is asked to note:
  - a. the performance of the Leicestershire Fire and Rescue Service for the period April 2019 – July 2019; and
  - b. the planned workshop for members to review the performance measures of the Leicestershire Fire and Rescue Service that will be held on 20 November 2019.

### **Executive Summary**

3. Service performance is measured through Corporate Performance Indicators (CPIs). 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 four of the indicators for this period are within the target range or better than target. After what was an extremely busy April and May, the number of incidents have settled down. When comparing to the same period last year, there have been reductions in the number of primary fires, secondary fires, false alarm calls from Automatic Fire Alarms (AFAs) attended, deliberate secondary fires and the number of accidental dwelling fires. However, there have been increases in the number of road traffic collisions (RTCs) attended, other emergency special services attended (excluding fires and RTCs), deliberate primary fires, hoax calls received, the number of fatalities from primary fires and the number of non-fatal casualties from primary fires.

5. In addition to the CPIs, this report also includes other performance achievements of note.
6. Following discussions at the Corporate Governance Committee meeting on 13 March 2019, the method of performance reporting we currently undertake is in the process of being reviewed. It is important that we are able to produce and share data and information that is meaningful, useable and understandable both internally and for members, partners and the general public. The Review is the subject of a report that will be considered later on this agenda.

To support this review Corporate Governance Committee members will be invited to participate in a short workshop to gather their thoughts and requirements on the type, style and number of performance measures that are captured and published.

We are keen to understand the data which is useful/essential when promoting the work of the Fire and Rescue Service within the communities the members represent and the meetings or forums they attend.

The workshop will take place before the next Corporate Governance Committee meeting on 20 November 2019. In advance of that meeting any early thoughts or requirements would be gratefully received.

## Background

7. The target range has 3 categories for measurement:

<b>KEY</b>	<b>Over 10%</b>	Outside target range (positive)	<b>10% within target</b>	Within target range	<b>Over 10%</b>	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).

8. For April 2019 – July 2019, of the 21 performance indicators:
  - 16 indicators are better than, or within, target range
  - 4 indicators are negatively outside of the target
  - 1 has no target set
  - 12 show an improvement from the previous year
  - 9 show a deterioration from the previous year
  - 12 show an improvement from the previous 3-year average
  - 8 show a deterioration from the previous 3-year average
  - 1 shows no change from the previous 3-year average

The Appendix outlines performance against all the indicators for the reporting period April 2019 – July 2019.

9. The four indicators which are negatively outside the target range are:

- **KCI 1.4** - number of other emergency special services attended (excluding fires and RTCs)
- **KCI 1.6** - number of deliberate primary fires
- **KCI 1.9** - number of medical incident / co-responder incidents
- **KCI 2.2** - number of non-fatal casualties from primary fires

10. The **number of other emergency special service incidents attended (KCI 1.4)** as per previous reports continues 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.

There were 203 other emergency special services attended in July, a decrease of 12 from June (215). The top 3 categories were “assist other agencies” (45), “effecting entry/exit” (35) and “medical incident –first responder” (26). The Districts showing the majority of incidents were Central (30) and Eastern (28). Analysing the figures further shows that the number of incidents involving suicide/attempts has increased with 6 incidents attended in July alone. This has become more concerning over the past five years with numbers generally increasing year on year. Looking at previous years, there were 14 in 2014/15, 27 in 2015/16, 33 in 2016/17, 30 in 2017/18, 42 in 2018/19 and now 12 so far this year since April.

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 **number of deliberate primary fires (KCI 1.6)** has increased slightly compared to target and the previous year. There were 35 deliberate primary fires in July, an increase of 6 from June (29). The District showing the highest number of incidents was Western (10). The top 3 categories were road vehicle (20), dwelling (4), non-residential (4) and grassland, woodland and crops (4).

The main cause for primary fires in the Western area is vehicle fires. The highest number of motorcycle/car fires is located in the Braunstone Park area throughout the year and they continue to be the main target for deliberate fires.

12. The **number of medical incident / co-responder incidents (KCI 1.9)** is considerably under target. There were 14 medical incident / co-responder incidents in July, a reduction of 11 from June (25). This indicator is dependent on receiving incidents from the ambulance service and personnel/appliances being available. At its peak in December 2017 and January 2018 there were 75 to 80 incidents attended each month.

13. The **number of non-fatal casualties from primary fires (KCI 2.2)** has increased slightly. There were 7 non-fatal casualties in July, an increase of 5 from June (2). There were 4 non-fatal casualties in Charnwood, 1 in Blaby, 1 in

North West Leicestershire and 1 in Rutland.

The first 2 non-fatal casualties occurred on Saturday 13 July between 7.00pm - 8.00pm in the Quorn and Mountsorrel Ward. A fire was started deliberately by the occupier setting fire to their own property. Two people received fracture injuries escaping from the property.

The third non-fatal casualty occurred on Tuesday 16 July between 1.00pm – 2.00pm in Greetham Ward at H M Prison Stocken, Stretton. A prisoner had started a fire in his own cell. After the fire had started, he was overcome by gas, smoke and toxic fumes. Prison staff reacted by using a fixed hose reel to extinguish/control the fire. On arrival the fire service confirmed that the fire had been extinguished.

The fourth/fifth non-fatal casualties occurred on Sunday 21 July between 12.00 Midnight – 1.00am in the Wreak Villages Ward. It was an accidental fire caused by an electrically heated pillow overheating and catching fire, which spread to the bedding. The occupier extinguished the fire with some water. Both occupants suffered from smoke inhalation and were taken to Leicester Royal Infirmary by ambulance for treatment.

The sixth non-fatal casualty occurred on Sunday 21 July between 4.00pm - 5.00pm in the Countesthorpe Ward. It was caused by the occupant testing an old, faulty lighter which ignited and issued fuel, causing flash burns to their face and upper body. It also ignited paper materials, a gift bag and the plastic wheel of exercise bike.

The seventh and last non-fatal casualty occurred on Wednesday 24 July between 2.00am – 3.00am in the Bardon Ward. It was a fire believed to be caused by a lightning strike. The first item ignited was clothing which was located in the roof space. The person injured was overcome by gas, smoke or toxic fumes, fortunately the injuries appeared to be slight.

14. **The number of deaths from primary fire (KCI 2.1).** There have been 6 primary fire fatalities this year to date, which is an increase of 4 compared to the same period last year. All 6 were accidental, five occurring in dwelling fires and one in a residential home. All 6 fatalities were over 65 years of age. There were 3 fatalities that occurred in Blaby (2 in one incident), 2 occurred in North West Leicestershire and 1 in Oadby and Wigston.

The latest fatality occurred in North West Leicestershire in Newton Burgoland on Saturday 1 June between 8.00pm – 9.00pm. A gas leak and explosion caused structural damage and a subsequent fire in which an elderly male was found deceased in the kitchen. An electrical spark from an unknown electrical appliance located in the lounge is the most probable source of ignition.

15. **Other performance achievements**

We have received 84 public responses to our “After the Incident” Survey between April 2019 and 29 August 2019. 100% of people responding to the

survey have stated that they are 'very satisfied' with the overall service they received from Leicestershire Fire and Rescue Service.

Emergency calls are dealt with by our Control Centre at Southern Fire and Rescue Station. From April to June 2019 Fire Control answered 4,556 emergency 999 calls. Not all of these calls would have led to mobilisations and will have included multiple calls received for one incident.

During the first quarter of 2019 (April to June) our Community Educators completed 848 Home Safety Checks (64 of these were followed up with additional visits), undertook 110 School visits and attended 13 Community Engagement events.

The Risk Based Inspection Programme (RBIP) for 2019-2020 has identified 350 residential and non-residential premises across Leicester, Leicestershire and Rutland. Within the first quarter 24.9% of that total have been completed, which means that the team is on schedule to deliver the 350 inspections as planned.

The percentage of Building Regulation applications completed in the 15 day time frame in the first quarter is 97.6%. The percentage of fire safety concerns completed within 5 days is 81.2% and the percentage of general fire safety advice given within 5 days was 100%.

Multi-agency safeguarding training has continued during April-June 2019. This focuses on hazard spotting and reducing risk in the homes of vulnerable people. The training has been delivered to Police Cadets and via the Leicester, Leicestershire and Rutland Safeguarding Adults Board to over 130 individuals and organisations such as Cadent Gas and a number of care agencies.

## **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**

None.

### **Appendix**

Performance Update – April 2019 to July 2019

### **Officers to Contact**

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