

**Status of Report:** Public

**Meeting:** Corporate Governance Committee

**Date:** 20 November 2019

**Subject:** Performance Monitoring April 2019 – September 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 – September 2019.

### **Recommendation**

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

### **Executive Summary**

3. Performance of the Service is measured through Corporate Performance Indicators (CPIs). Each indicator is monitored against a target range, and is also compared to the previous year's 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 start to the year, the number of incidents have reduced somewhat. It has been a stark contrast to the much hotter summer experienced last year when there were 304 secondary fires in July alone. There have been only 599 secondary fires in the entire first six months this year so far.
5. When comparing to the same period last year, there have been reductions in the number of primary fires, secondary fires, road traffic collisions (RTCs), false alarm calls from Automatic Fire Alarms attended, deliberate secondary fires, accidental dwelling fires and the number of hoax calls received. However, there have been increases in the number of other emergency special services attended (excluding fires and RTCs), deliberate primary fires, the number of fatalities from primary fires and the number of non-fatal casualties from primary fires.
6. In addition to the CPIs, the report also includes other performance achievements of note.

- Following discussions at the Corporate Governance Committee meeting in September 2019, the method of performance reporting currently undertaken is to be reviewed. It is important that data and information produced and shared is meaningful, useable and understandable both internally and for members, partners and the general public.

To support this review, a short workshop will be held on 20 November 2019 to gather the thoughts and requirements of CFA members.

## Background

- The target range has three 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).

For April 2019 – September 2019, of the 21 performance indicators:

- 16 indicators are better than, or within, target range
- 4 indicators are negatively outside of the target range
- 1 has no target set
- 12 show an improvement from the previous year
- 9 show a deterioration from the previous year
- 13 show an improvement from the previous 3-year average
- 7 show a deterioration from the previous 3-year average
- 1 shows no change from the previous 3-year average

Appendix 1 outlines performance against all of the indicators for the reporting period April 2019 – September 2019

- 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 1.9** - number of medical incident / co-responder incidents
  - KCI 2.2** - number of non-fatal casualties from primary fires
  - FPI 3** - % of fire safety audits that result in action plans and enforcement notices
- 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.

12. There were 180 other emergency special services attended in September, a decrease of 31 from August (211). The top three categories were: assist other agencies (39), effecting entry/exit (32) and lift release (19). The Districts showing the majority of incidents were Central (29), Western (27) and Eastern (26), which are consistent numbers for those districts per month. The number of lift release for the year April to September total 51 incidents, so September has spiked somewhat with 19 incidents. There were two properties attended more than once in September with a property on Millstone Lane in the City having three incidents and a property on Birch Court in Blaby having two incidents.
13. The previous report highlighted that eight incidents involving suicide/attempts were eight attended in August. This reduced in September, with four attended the total for the year since April is now 24.
14. 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.
15. The **number of medical incident / co-responder incidents (KCI 1.9)** is considerably under target. There were nine medical incidents/co-responder incidents in September, a decrease of 11 from August (20). The District showing the highest number of incidents was North West Leicestershire (six). This indicator is dependent on receiving incidents from the ambulance service and personnel/appliances being available. This is a very small number of incidents being attended at present.
16. The **number of non-fatal casualties from primary fires (KCI 2.2)**. There was one non-fatal casualty in September, a decrease of four from August (five). It occurred in Eastern District in Wycliffe Ward at a pizza and kebab takeaway shop, caused by cooking with a chip pan/deep fat fryer. One person was taken to hospital with slight burns.
17. The **% of fire safety audits that result in action plans and enforcement notices (FPI 3)**. There was a total of 223 fire safety audits between April and September 2019. Of these, 61 resulted in action plans and enforcement notices. In September, there were 40 fire safety audits. Of these, nine resulted in action plans and enforcement notices. This is as a result of having audited a slightly higher percentage of compliant premises. Under the Risk Based Inspection Programme, the intention is to keep enforcement levels at 30% by identifying and sampling premises that present a higher risk.
18. The **number of deaths from primary fire (KCI 2.1)**. All seven primary fire fatalities were accidental, five occurring in dwelling fires, one in a residential home and the latest in a motor home. The first six fatalities were all over 65 years of age. The latest in August was 57 years of age. There were three fatalities that occurred in Blaby (two in one incident), two occurred in North West Leicestershire, one in Oadby and Wigston and one in Charnwood.
19. For the latest fatality, the Leicestershire Fire and Rescue Service received one 999 call at 06:01am on the 23 August to a reported fire in a camper van at a

cark park in Loughborough. Three appliances were mobilised. On arrival, the officer in command observed smoke coming from around the roof vent on the vehicle. Forced entry was made through the side door and two fire fighters wearing breathing apparatus were committed with one hose reel to extinguish the fire. One male casualty was located in the over cab sleeping area.

20. The fire investigation found the most probable cause was accidental due to a naked flame coming into contact with combustible items (clothing) which caused a slow smoldering fire within the camper van. However, the investigation could not discount careless disposal of smoking materials as a potential cause, due to a number of cigarettes being located within the camper van.

### **Other performance achievements**

21. 131 public responses have been received to the After the Incident Survey between April 2019 and 30 October 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.
22. Emergency calls are dealt with by the Control Centre at Southern Fire and Rescue Station. From April to August 2019, Fire Control answered 5,611 emergency 999 calls. Not all of these calls would have led to mobilisations and there will have been multiple calls for one incident. On average emergency calls were answered in 4.29 seconds.
23. Whole-time mobilising times for April – August 2019 now averages 1 minute 38 seconds, which is below the service standard of 2 minutes and an improvement from 2018/19 figure of 2 minutes 12 seconds.
24. On Call availability from April – August 2019 is 62.62%, this is an increase of just under 6% from the previous year.
25. During the first quarter of 2019 (April to August) Community Educators (CEs) completed 1442 Home Safety Checks (HSC). Since 1 May 2019 and the format change to the HSC an increase in both the 'go the extra mile' activity and follow-up visits has been recorded. The CEs have confirmed that this is allowing them the flexibility to use professional judgement when carrying out a HSC to add value when appropriate. Since the introduction of the change, 93 follow-up visits and 213 extra mile activities have been recorded.
26. 116 School visits have been completed during this period and 21 community events have been attended.
27. The Road Safety team continue to engage with a wide audience across a number of events, which predominately remain focused around schools and colleges. So far, 66 Road Safety events have taken place attracting an audience of 9900 people.
28. The Risk Based Inspection Programme for 2019-2020 has identified 350 premises. During April-August, 37% of that total have been completed which means that the team is on schedule to deliver the targeted amount.

29. The percentage of Building Regulation applications completed in the 15-day time frame during April-August is 88%. The percentage of fire safety audits that result in Action Plans or Enforcement Notices are 28.4%. The percentage of fire safety concerns completed within five days is 79.5%. The percentage of all other fire safety jobs not completed within their allotted timescales was 9%. The percentage of general fire safety advice given within five days was 100%.
30. Engagement with regulatory partners continues in order to deliver training around 'hazard spotting'. A total of 75 Environmental Health Officers have received this training to date.
31. Social media has been developed significantly within the Safer Communities team. The social media figures reflect the positive impact and momentum that has been gained. Prior to April, the team had minimum interaction, however since this date this interaction has increased to 125,875 people being 'reached', and 16,378 people 'interacting' with the team's posts.
32. The way that personal data is used throughout the Service has seen many changes since the introduction of the General Data Protection Regulations 2018. Staff have been provided with information via one to one training, presentations and an e-learning platform to enable them to better manage the way they generate, use and manage personal data. The content of the course was tailored to the activities of our Service and achieved a successful completion rate of 100%.
33. An initiative delivered in partnership with Leicester University is researching how we can better deliver fire safety activities to Black African and South Asian communities. The project involves carrying out a survey, running focus groups and developing guidance and training materials. 55 out of 200 surveys delivered have been completed so far. Further work with African Church groups is being explored as it is recognised that this route offers the best chance to engage with large numbers of people from their community.

### **Report Implications/Impact**

34. 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.

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

None arising from this report.

36. 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.

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

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

38. Environmental

None arising from this report.

39. 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.

**Appendices**

Appendix 1 - Performance Update – April 2019 to September 2019.

**Officers to Contact**

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