

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 11 March 2020

Subject: Performance Monitoring April 2019 – January 2020

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 2019 – January 2020.

Recommendation

2. The CFA Corporate Governance Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the period April 2019 – January 2020.

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 six 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 in April, the summer months have seen the number of incidents reduce across the majority of indicators. This was such a stark contrast to the much hotter summer experienced in 2018, when secondary fires increased massively compared to previous years. The winter months have seen more unsettled weather where there was an increase in rescues or evacuation of people from water and an increase in the number of other emergency special service incidents attended.
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 primary fires, deliberate secondary fires, accidental dwelling fires, number of hoax calls received and the number of fatalities from primary fires. However, there have been increases in the number of other emergency special services attended (excluding fires and RTCs) 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.
7. Following approval at the Corporate Governance Committee meeting in January 2020, the format of the Performance Report will be improved. The new template will become effective from the start of the new financial year and will be presented to the next Corporate Governance Committee in July 2020.

Background

8. The target range has three 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).

For April 2019 – January 2020, of the 21 performance indicators:

- i. 14 indicators are better than, or within, target range
- ii. 6 indicators are negatively outside of the target range
- iii. 1 has no target set
- iv. 14 show an improvement from the previous year
- v. 7 show a deterioration from the previous year
- vi. 12 show an improvement from the previous 3-year average
- vii. 9 show a deterioration from the previous 3-year average

Appendix 1 outlines performance against all of the indicators for the reporting period April 2019 – January 2020.

9. The six indicators which are negatively outside the target range are:
 - i. **KCI 1.4** - number of other emergency special services attended (excluding fires and RTCs)
 - ii. **KCI 1.9** - number of medical incident / co-responder incidents
 - iii. **KCI 2.2** – number of non-fatal casualties from primary fires
 - iv. **KCI 3.1a** - number of people killed (in RTCs) during the calendar year (Jan to Sep 2019)
 - v. **FPI 3** - % of fire safety audits that result in action plans and enforcement notices
 - vi. **FPI 9.7** - average number of days/shifts lost to sickness by support staff (Apr – Dec 2019)
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.

11. There were 271 other emergency special services attended in January, an increase of 13 from December (258). The top 3 categories were medical incident - co-responder/first responder incidents (91), assist other agencies (78) and effecting entry/exit (33). The Districts showing the majority of incidents were North West Leicester (NWL) (69), Eastern (40) and Charnwood (36). The number of medical incident – co responder/first responder incidents in January has continued to rise, with an increase of 13 from December (78).
12. The number of suicide/attempts now totals 38 for the year, with 4 occurring in January, an increase of 3 from December (1). There were a total of 42 suicide/attempts in the whole of 2018/19.
13. 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.
14. The **number of medical incident / co-responder incidents (KCI 1.9)** is considerably under target. There were 78 medical incident – co responder incidents in January, an increase of 12 from December (66). The District showing the highest number of incidents was NWL (55). This indicator is dependent on receiving incidents from the ambulance service and personnel/appliances being available.
15. Work continues with stations around increasing availability and re-qualifications for personnel. The main increase in numbers is due to the fact that Coalville recommenced attending these incidents in December. It's the highest number of incidents attended in one month so far this year. The last two months have seen 144 incidents attended out of a total of 290 incidents attended for the year since April.
16. The **number of non-fatal casualties from primary fires (KCI 2.2)** is slightly over target. There were 2 non-fatal casualties in January, which is exactly the same as December (2).
17. The first non-fatal casualty occurred on Saturday 11 January in Westcotes Ward, when crews attended an accidental dwelling fire at a property. The ignition source was a cooking appliance, and the first item ignited was clothing. A 24-year-old female sustained breathing difficulties and was taken to hospital, where her injuries appeared to be slight.
18. The second non-fatal casualty occurred on Monday 13 January in Loughborough Garendon Ward, when crews attended an accidental dwelling fire at a property. The ignition source was a cooking appliance, and was caused because combustible articles were too close to the heat source (or fire). A 67-year-old male was overcome by gas/smoke, whilst fighting the fire and was taken to hospital, where his injuries appeared to be slight.

19. **The number of people killed (in RTCs) during the calendar year (Jan to Dec 2019) (KCI 3.1a).** There have been 40 people killed (in RTCs) during the calendar year (January to December 2019). There were a total of 9 people killed (in RTCs) during January to March, 5 killed (in RTCs) during April to June, 14 killed (in RTCs) during July to September and 12 killed (in RTCs) during October to December. The Districts with the highest number of people killed (in RTCs) was Harborough with 9 people killed and Hinckley and Bosworth, Melton and North West Leicestershire all had 5 fatalities each.
20. **The % of fire safety audits that result in action plans and enforcement notices (FPI 3).** There were a total of 319 fire safety audits completed between April 2019 and January 2020. Of these, 89 resulted in action plans and enforcement notices. In January, there were 21 fire safety audits. Of these, 4 resulted in action plans and enforcement notices. This is as a result of having audited a 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.
21. **The average number of days/shifts lost to sickness by support staff (Apr to Dec 2019) (KCI 9.7).** An average of 6.83 days/shifts was lost to sickness by support staff during April to December 2019. Despite being over target, this does show a reduction when compared to the same period the previous year. However, looking into the days/shifts lost by quarter this year, quarter 3 has significantly been the worst quarter so far.
 - i. Quarter 1 - 82.72 short term days/shifts absence - 107.18 long term days/shifts absence – 189.90 total days/shifts absence.
 - ii. Quarter 2 - 27.47 short term days/shifts absence - 148.81 long term days/shifts absence – 176.28 total days/shifts absence,
 - iii. Quarter 3 - 148.41 short term days/shifts absence - 167.42 long term days/shifts absence – 315.83 total days/shifts absence.

A full detailed quarterly report on Sickness analysis has been compiled for the period April 2019 to December 2019 and shared with senior managers.

22. **The number of deaths from primary fire (KCI 2.1).** All 8 primary fire fatalities were accidental, six occurring in dwelling fires, one in a residential home and one in a motor home. There were 7 fatalities that were over 65 years of age. There were 3 fatalities that occurred in Blaby (2 in one incident), 3 occurred in North West Leicestershire, 1 in Oadby and Wigston and 1 in Charnwood.

Other performance achievements

23. 178 public responses have been received to the After the Incident Survey between April 2019 and January 2020. 100% of people responding to the survey have stated that they are 'satisfied' with the overall service they received from Leicestershire Fire and Rescue Service, with 99% being 'very satisfied'.
24. Emergency calls are dealt with by the Control Centre at Southern Fire and Rescue Station. From April 2019 to January 2020, Fire Control answered 14,415 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 4.36 seconds.

25. Whole-time mobilising times from April 2019 – January 2020 now average 1 minute 36 seconds, which is below the service standard of 2 minutes and an improvement from 2018/19 figure of 2 minutes 12 seconds.
26. On Call availability from April 2019 – January 2020 is 65.3%, which is an increase of 8.6% from the previous year. The latest figures for January on its own, showed On-Call availability at 72.4%.
27. During 2019 (April to December) Community Educators (CEs) completed 2678 Home Safety Checks (HSC). Since May 2019 when the HSC format changed, follow-up visits have also 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, 504 follow-up visits have been recorded.
28. By the end of December 2019 station based operational firefighters attempted 3249 HSCs. 1859 were successful, in addition advice was given on the doorstep on 261 occasions.
29. 188 School visits have been completed during this period.
30. 348 people have attended the biker down course compared to 24 people last year. The Road Safety team are also working with De Montfort University on a project about the advantages of wearing the correct PPE when riding a motorcycle.
31. The Risk Based Inspection Programme (RBIP) for 2019-2020 has identified 350 premises. 58.8% of that total have been completed, which is 206 audits. An additional 93 audits have been completed which comprise of follow-up for Enforcement Notices and Action Plans, post fire and those generated through fire safety concerns.
32. The percentage of Building Regulation applications completed in the 15-day time frame during April 2019 – January 2020 is 82.3%. The percentage of fire safety audits that result in Action Plans or Enforcement Notices are 27.9%. The percentage of fire safety concerns completed within five days is 76.3%. 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%.
33. Following a fire on Narborough Road in July 2018 that resulted in the resident of a flat above a shop escaping across a roof, the Landlord was fined £11,250 for the offences committed (prosecuted on 3 offences) and ordered to pay costs of £15,000.
34. Crews are receiving hydrant maintenance refresher training. So far this year they have assessed 3,784 hydrants. This is supported by the hydrant technicians who have assessed 2,896.

35. During the year to date, 211 safeguarding concerns have been raised as a result of identifying somebody as potentially vulnerable.
36. A promotional video that showcases and promotes the various aspects of work that the Service does has been created. The video captures the diverse roles performed across the organisation. The video will be available to use on all digital media platforms and has been added to the Service's website.

Report Implications/Impact

37. 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.

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

None arising from this report.

39. 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.

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

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

41. Environmental

None arising from this report.

42. 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 January 2020.

Officers to Contact

Mark Wilkinson, Performance Co-ordinator

0116 2105589

mark.wilkinson@lfrs.org

Rick Taylor, Chief Fire and Rescue Officer

0116 2872241

rick.taylor@lfrs.org