

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 20 January 2021**

**Subject: Performance Monitoring April to November 2020**

**Report by: Chief Fire and Rescue Officer**

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**For: Information Only**

### **Purpose**

1. The purpose of this report and the accompanying appendix is to present the Corporate Governance Committee with an update on the performance of the Leicestershire Fire and Rescue Service for the period April to November 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 to November 2020.

### **Executive Summary**

3. A comprehensive performance update is attached at the Appendix to this report. It contains full details of the key performance indicators and provides further analysis and comparison information.
4. Service performance is measured through corporate performance indicators. Where the data is available, each indicator is monitored against an average of the previous three years.
5. The reporting period aligns with the height of the Covid-19 pandemic and as such some figures, for example, total incidents, primary fire incidents, false alarms due to apparatus and the number of emergency calls received are smaller than the previous three-year average. There has been an increase in the number of 'assist other agencies' incidents and the number of home safety checks undertaken, although these are being completed slightly differently due to the restrictions introduced due to the pandemic.
6. The total average response times of life threatening incidents has also improved to 10 minutes 01 seconds for the year to date. The previous three year average was 10 minutes 48 seconds.

### **Background**

7. The detailed Performance Report, attached at the Appendix, has been created following consultation with members of the Corporate Governance Committee at a Performance Reporting Workshop held on 20 November 2019. The agreed changes became effective from April 2020.

8. One report is now published for the Committee, the Senior Management Team (SMT) and the Tactical Management Team (TMT). The report is more detailed and easier to understand. Targets and the Red, Amber, Green (RAG) status methodology is removed as requested by members, with performance now being compared against the last three-year average.
9. Life risk incident attendance times (KCI 3.2) are now measured against a 10-minute average as agreed in the Integrated Risk Management Plan. To ensure consistency with the Home Office and the reporting mechanisms of Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services the average response time to primary fires is also included.

### **Report Implications/Impact**

10. 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.

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

There are no financial implications arising from this report.

12. 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.

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

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

14. Environmental

There are no environmental implications arising from this report.

15. Impact upon Our Plan Objectives

Active monitoring of performance indicators allows the Service to assess the effectiveness of delivering corporate objectives, influencing changes to strategies and policies where necessary. It also meets the Governance Strategy outcomes of well-informed communities and well-informed staff and the objective of 'monitor and report on our performance so everyone knows how we are doing'.

## **Background Papers**

None.

## **Appendix**

Performance Update – April to November 2020.

## **Officers to Contact**

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