

Status of Report: Public

Meeting: Corporate Governance Committee

Date: 13 July 2023

Subject: Performance Monitoring April 2022 to March 2023 and April to May 2023

Report by: Chief Fire and Rescue Officer

Author: Chris Moir, Planning Manager

For: Information Only

Purpose

1. The purpose of this report (and the accompanying appendices) is to present an update on the performance of the Leicestershire Fire and Rescue Service (LFRS) for the period April 2022 to March 2023 and April to May 2023.

Recommendation

2. The Corporate Governance Committee is asked to note the performance of the Leicestershire Fire and Rescue Service for the period April 2022 to March 2023 and April to May 2023.

Executive Summary

3. Comprehensive performance updates are attached as Appendices 1 and 2. These contain full details of the key performance indicators and provide 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. Incident numbers increased significantly between April 2022 and March 2023, primarily due to the dry conditions during July and August which saw an increase in secondary fires, including wildfires and fires in the open. On 19 July in particular, resources were so stretched that a 'major incident' was called. Across July and August 2022 the numbers of calls received were some of the highest monthly figures seen in the past ten years.
6. The remainder of the year was reasonably consistent, with just an additional peak in December 2022 due to an increase in flooding incidents.
7. In the year April 2022 to March 2023 the average response times to life-risk incidents was 10 minutes 40 seconds (3-year average 10:33). For year to date April to May 2023 the figure is 11 minutes 13 seconds. This is due to a significant amount of life risk incidents occurring outside of the City and being Road Traffic Collisions (RTCs) rather than dwelling fires.

8. The response time to non-life risk incidents between April 2022 and March 2023 was 9 minutes 57 seconds and primary fires 10 minutes 4 seconds. For April to May 2023, these figures are 9 minutes 49 seconds and 10 minutes 12 seconds respectively.
9. Appliance availability for April 2022 to March 2023 has seen a small reduction against the three-year average. Wholetime availability was 98.3% (98.4% three-year average) and On-Call appliance availability was 63.5% (70.0% three-year average).
10. Wholetime appliance availability for April 2023 to May 2023 is not currently available due to difficulties with the mobilising system database which is due to be fixed shortly.

Background

11. The detailed Performance Report, attached at Appendix 1, was created following consultation with members of the Corporate Governance Committee at a Performance Reporting Workshop held in November 2019. The agreed changes became effective from April 2020.
12. One performance report is now published for the Committee, the Senior Leadership Team (SLT) 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.
13. Life risk incident attendance times (KCI 3.2) are measured against a ten-minute average as agreed in the Integrated Risk Management Plan. To ensure consistency with the Home Office and the reporting mechanisms of His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) the average response time to primary fires is also included.
14. There were 9,440 incidents attended between April 2022 and March 2023 – 2,650 fire incidents against a three-year average of 2,002, 3,290 fire false alarms (three-year average 2,841) and 3,500 non fire incidents (three-year average 3,301). 21,102 calls were received by Fire Control (three-year average 17,389).
15. There were 1,451 incidents attended between April and May 2023 - 369 fire incidents against a three-year average of 424, 492 fire false alarms (three-year average 464) and 590 non fire incidents (three-year average 503). 2,987 calls were received by Fire Control during this period (three-year average 2,974).
16. The number of special service incidents attended remains high compared to the three-year averages. This is despite the reduction in medical incidents - co-responder /first responder which continue to be extremely low. RTCs are at slightly higher levels to previous years and more suicide and suicide attempt incidents are being attended than ever before.

17. Fire prevention work continues, utilising a mix of telephone and in-person visits. The number of home safety checks undertaken between April 2022 and March 2023 was 13,660 which is significantly higher than the three-year average of 9,643. This year has started well through April and May 2023 with 2,732 being completed against a three-year average of 1,818.
18. Fire Protection has also increased the number of fire safety audits undertaken between April 2022 and March 2023 to 1,214, which is considerably higher than the three-year average of 650. Again, April and May 2023 have continued this trend with 208 audits being undertaken compared to the three-year average of 121.
19. Public satisfaction in the service provided last year remains very high; 99.7% of the 359 people who responded to the After the Incident Survey were satisfied or very satisfied with the overall service they received at the incident. 99.9% of the 2,407 people who responded were satisfied with the engagement during a home safety check visit, and 99% of the 192 people who responded were satisfied with the engagement during a fire protection visit. Currently between April and May 2023 satisfaction levels are at 100% for all Response (59 survey responses), Prevention (255 survey responses) and Protection (48 survey responses) activities.
20. A further appendix is included with this report to highlight where LFRS features nationally in relation to benchmarking against other Fire and Rescue Services. Whilst national Home Office statistics for the 2022-2023 financial year aren't available until later this year, comparisons can be made against what is known as Family Group 4. Family Groups are a collection of Services from different regions brought together for collaborative working and to provide a comparison for data purposes.
21. Appendix 3 is the Performance Improvement Family Group 4 Performance Report Q1-Q4 2022/23. Whilst the reporting style is slightly different, with measures published per number of population (e.g.1,000, 10,000 or 100,000) the report shows that in many categories LFRS has improved its performance when comparing against the 'three-year change' figures, despite the challenging weather during the summer and the increased incident and call volumes last year.

Report Implications/Impact

22. 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.

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

There are no financial implications arising from this report.

24. 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.

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

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

26. Environmental

There are no environmental implications arising from this report.

27. 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

Appendix 1 - Performance Update – April 2022 to March 2023

Appendix 2 - Performance Update – April 2023 to May 2023

Appendix 3 - Performance Improvement Family Group 4 Performance Report Q1-Q4 2022/23

Officers to Contact

Callum Faint, Chief Fire and Rescue Officer

callum.faint@leics-fire.gov.uk

0116 2105555

Chris Moir, Planning Manager

chris.moir@leics-fire.gov.uk

0116 2105555