

# ESSEX FIRE AUTHORITY

## Essex County Fire & Rescue Service



---

MEETING

**Audit, Governance & Review  
Committee**

AGENDA ITEM

**11**

---

MEETING DATE

15 July 2015

REPORT NUMBER

**EFA/063/15**

---

SUBJECT

**Organisational Performance Report**

---

REPORT BY

Lindsey Stafford Scott, Director of HR and Organisational Development

---

PRESENTED BY

Lindsey Stafford Scott, Director of HR and Organisational Development

---

### **SUMMARY**

To provide Members of the Audit, Governance and Review Committee with an overview of the Service's performance for the period June 2014 to May 2015.

### **RECOMMENDATIONS**

Members of the Audit, Governance and Review Committee are asked to note the contents of the performance report.

### **Performance to May 2015**

The following measures are annual measures and not reported against here

4a Improved staff satisfaction

4b The percentage of employees who are satisfied with the training they receive to do their role.

5a Annual reduction in carbon footprint

6a Improved satisfaction with leadership within the Service

The following measures are unable to be reported on due to data not being available

3a Total appliance availability – The data supply from NX to IRS has now been restored and reporting against this measure will be available for the next quarter.

The following measures continue to be measures under development:

2a Achieve a timely response to incidents (response standard 20:20)

2c Percentage of respondents who were satisfied with the response they received (20:20)

3b Cost per hour of appliance availability. Proposed measures suggested by Mike Clayton to replace 3b are under consideration.

5b Percentage of survey respondents who were aware of the range of work we undertake (20:20)

We have introduced into this report an at a glance performance box which colour codes both performance against month (m) and year to date (ytd) the key to the colour coding is as follows:

**Colour key:**

	>10% worse than target
	0-10% worse than target
	0-10% better than target
	>10% better than target
	No data/reported quarterly

## Overview of Organisation Performance by Strategic Objective

**Objective 1. We will identify the risks to our communities and work in partnership with them to manage the risk, to reduce its likelihood or its impact on our communities.**

### Number of Incidents attended in Essex

M	YTD	1a Number of incidents attended in Essex Performance against Month and YTD target
---	-----	--

ECFRS attended 1,070 incidents in May 2015, a slight increase on the number recorded over the same month last year (target is to be below previous year's out-turn). The rolling 12 month total stands at 13118. Over the previous 12 months, fires have reduced by 4% (148 fewer fires) with the majority of these reductions continuing to be secondary fires. Emergency special service calls have reduced by 8% (294 fewer incidents) with attendances at false alarms down by 5% (310 fewer attendances) compared to last year.

### Rate of Accidental Dwelling Fires (ADF)

M	YTD	1b Rate of Accidental Dwelling Fires (ADF) Performance against Month and YTD target
---	-----	--

ECFRS recorded 71 ADFs in May 2015, slightly fewer than the 78 recorded in the same month in 2014. The rate of ADFs per 10,000 dwellings was 1.1 in May 2015, worse than the target of 0.9 but better than the rate recorded in May 2014.

The current rolling 12-monthly rate of accidental dwelling fires is 12.0, worse than the target of 9.4 but better than the rate recorded for the previous rolling year

Kitchen fires, which comprise the bulk of accidental dwelling fires (61%), have increased in proportion slightly in the most recent 12 months compared to the same time period from the previous year. More than half of these fires relate to cooking.

### Number of people killed or seriously injured in road traffic collisions

M	YTD	1c Number of people killed or seriously injured in RTCs Performance against Month and YTD target
---	-----	---

Currently green against target but actual KSI figures are a likely underestimate as casualty data entering the police recording database is always several weeks in arrears.

There were 49 people killed or seriously injured in road traffic collisions during May 2015. The long term rolling 12-monthly trend had been increasing towards the end of 2014, being worse than target by December 2014. Since this time, numbers have reduced slightly although the issue of under-reporting explained above means it is likely that true performance is hovering very close to target.

### Rate of casualties (fatal and non-fatal) resulting from fires per 100,000 population

M	YTD	1f Rate of casualties (fatal and non-fatal) resulting from fires per 100,000 population Performance against Month and YTD target
---	-----	---

Essex recorded its first fire-related fatality in over a year in May 2015, along with 5 non-fatal casualties. The 12-month rolling rate of casualties is now 5.6 per 100,000 population, which is both better than target and the same time period last year.

**Objective 2. We will provide a resilient, timely, safe and effective response when risks become incidents.**

### Achieve a timely response to incidents

The development of a response standard was an output of the Service's response review. That work is ongoing and until a new standard is agreed, we continue to report on the existing measures of Control call handling and station turnout.

M	YTD	Call to alert in 90 seconds Performance against Month and YTD target
---	-----	---

33% of calls were handled within 90 seconds in May 2015. This is worse than the previous year and much below the target of 90%. The drop in performance of calls handled can be accredited to multiple causes. The switch back to NX in March required Control staff to re-familiarise themselves with the system having been away from NX for a period of 3 months. Some new recruits in Control had only received training in the new environment 4i and therefore required full training on NX. Data relating to call handling has been manually captured by Control staff for the period 28 March 2015 to 9 June 2015, as this has been a manual process there is risk of human error in the recording of data. The feed of data to the IRS is fully automated as of 9 June 2015.

M	YTD	Wholetime Turnout – Time of station alert to proceeding % within 2 minutes Performance against Month and YTD target
---	-----	--

57% of turnouts in Wholetime Stations were within 2 minutes during May 2015. This is worse than in May 2014 as well as being worse than the 75% target set for that month. This indicator remains under review.

M	YTD	Retained Turnout – Time of station alert to proceeding % within 6 minutes Performance against Month and YTD target
---	-----	---

76% of turnouts in Retained stations were within 6 minutes during May 2015. This was slightly worse than the previous year but better than the 75% target set for that month.

### **Rate of Accidents per 100,000 employees**

There were 180 accidents from June 2014 to May 2015, a 13.04% reduction (27 fewer) than the same period in the previous year. The annual accident rate per 100,000 employees (on a rolling 12 month basis) is 12,328.

**Objective 4. We will ensure our people are involved, engaged and empowered to deliver excellence.**

### **Percentage of staff who received an appraisal in the past 12 months**

M	YTD	4c Percentage of staff who received an appraisal in the past 12 months Performance against YTD target
---	-----	--

Completion rates for the end of year target review paper and Achievement First objective setting meetings have been monitored centrally. As of 26 June 2015 37.83% of target review papers had been completed this equates to 558 out of an expected 1475. 37.83% of Achievement First Objective Setting paper had also been received.

### **Average days/shifts lost per person to sickness absence per year**

M	YTD	4d Average days/shifts lost per person to sickness absence per year Performance against YTD target
---	-----	---

The average days/shifts lost to sickness absence per person by the end of May 2015 was 8.9. This is an improvement on the rate recorded for May 2014 but worse than the target of 7.6 days per person.

### **RISK MANAGEMENT IMPLICATIONS**

The risk of not setting and reviewing its strategy and supporting performance measures is that resources might not be aligned to areas of priority, and that risks, both current and emerging are not responded to.

### **FINANCIAL IMPLICATIONS**

There are no direct financial implications related to this report.

## **LEGAL IMPLICATIONS**

There are no direct legal implications related to this report.

## **EQUALITY IMPLICATIONS**

There are no direct equality implications related to this report.

## **ENVIRONMENTAL IMPLICATIONS**

There are no direct environmental implications related to this report.

<b>LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985</b>	
<b>List of appendices attached to this paper:</b>	
<b>List of background documents (not attached):</b>	
Proper Officer:	<b>Director of Human Resources &amp; Organisational Development</b>
Contact Officer:	<b>Lindsey Stafford-Scott, Director of HR&amp;OD</b> Essex County Fire & Rescue Service, Kelvedon Park, London Road, Rivenhall, Witham CM8 3HB Tel: 01376 576000 E-mail: <a href="mailto:l.stafford-scott@essex-fire.gov.uk">l.stafford-scott@essex-fire.gov.uk</a>