

# ESSEX FIRE AUTHORITY

## Essex County Fire & Rescue Service



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MEETING

**Audit, Governance & Review  
Committee**

AGENDA ITEM

**7**

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MEETING DATE

5 October 2016

REPORT NUMBER

**EFA/113/16**

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SUBJECT

**Organisational Performance Report**

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REPORT BY

Mark Stagg, Director of Transformation

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PRESENTED BY

Mark Stagg, Director of Transformation

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### **Purpose of Report**

This report provides an update on:-

1. 12 Month Performance to August 2016 (the performance information presented here is also available in the Service's performance management software).

### **Recommendations**

It is recommended that members of SLT: -

1. Note the contents of the performance report to August 2016.

### **Performance to August 2016**

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.

## Overview of Organisation Performance by Strategic Objective

### Colour key:

	>10% off track against target
	0-10% off track against target
	0-10% better against target
	>10% better against target
	No data/reported quarterly

**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.**

M	YTD	1a Number of incidents attended in Essex Performance against Month and YTD target
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Essex County Fire and Rescue Service attended **1,716** incidents in August 2016, this is an increase on the number recorded over the same month last year (1,377 - target is to be below previous year's figures).

The rolling 12-month total stands at **14,481** against a target of 13,365.

	2015-16	2014-15	Difference	% Change
Fire	4400	4336	↑64	↑1%
False Alarms	5984	5668	↑316	↑6%
Special Services	4097	3361	↑736	↑22%

**Special Services** have seen the largest increase in incidents over the last 12 months with an additional 736 incidents. The largest increase has been Effecting Entry which accounts for 42% of the increase; this reflects the positive work that the service has been carrying out with other agencies.

**False Alarms** have seen the second largest increase over the last 12 months, with all false alarm reasons recording an increase.

**Fires** have increased by 1% over the past 12 months.

**Primary Fires** The total number of primary fires increased by 10% over the last 12 months. August 2016 reported the highest number of primary fires in 5 years. Deliberate Primary Fires have increased at a faster rate than Accidental Fires. Cars and Other Road Vehicles are the main contributors to the increase in Deliberate Fires.

**Secondary Fires** The total number of Secondary Fires has seen a moderate decrease in the last 12 months.

**Chimney Fires** The total number of Chimney Fires has reduced by 50% over the last 12 months

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

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Essex County Fire and Rescue Service recorded 58 Accidental Dwelling Fires in August 2016; this is lower than the 68 recorded in the same month in 2015. This makes the rate of Accidental Dwelling Fires per 10,000 dwellings 0.8 in August 2016. This is better than the target of 0.9 and below the rate recorded in August 2015.

The rolling 12 month rate of Accidental Dwelling Fires is 11.5; this is higher than 10.3 recorded last year and off track against the 10.8 target.

Kitchens continue to be the most common start location for Accidental Dwelling Fires with 64% originating here in the last 12 months, this in a 4% increase over previous reporting periods. Bedrooms (7% of ADFs) and living rooms (9% of ADFS) have marginally increased in start location of fires over the last 12 months.

Whist cooking related incidents continue to be the most common cause of Accidental Dwelling Fires, Chip Pan Fires have reduced in the last 12 months, other cooking related incidents have increased.

Fault in equipment and combustible articles too close to heat source (or fire) account for more Accidental Dwelling Fires than Chip Pan Fires.

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

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At the time of reporting data has not been provided by ECC for people killed or seriously injured in road traffic collisions from December 2015 to August 2016.

The following information is provided for information only and provides numbers of incidents attended by Essex County Fire and Rescue Service as well as number of persons involved in the RTC.

Number of RTCs attended by Essex was 1297 which is a minor increase over 2014/2015 figures of 1286.

Within 2015/16 there were 949 persons rescued from the incidents. 20 Persons were fatally injured, 785 were rescued with injury and 85 were rescued without injury.

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

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Essex recorded 0 fire-related fatalities in August 2016, along with 5 non-fatal casualties. This equates to 0.3 per 100,000 populations against a target of 0.4, this is better than the previous year's figure of 0.5.

The 12-month rolling rate of casualties is 4.7 per 100,000 populations, which is better than target (5.3) and shows a continued improvement over the same period in the previous year (5.8).

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

<b>M</b>	<b>YTD</b>	<b>To get our first attendance to an incident within 15 minutes on 90% of occasions from the time we receive a call</b> Performance against Month and YTD target
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In August the Essex attended 86% of incidents within 15 minutes, this is slightly below the target of 90% and below the figure recorded in August 2015. The rolling 12 Month figure is 89%, is slightly under the target of 90% and but shows an improvement over previous year figure of 87%.

<b>M</b>	<b>YTD</b>	<b>To get our first attendance to a potentially life-treating incident, within an average of 10 minutes from the time we receive a call.</b> Performance against Month and YTD target
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In August the average time from call to arrival at potentially life threatening calls was 10.19 minutes. This is below the the target of 10 minutes but is an improvement on the previous year figure of 10.23 minutes.

**Objective 3. We will use our resources flexibly, efficiently and effectively, reducing the cost of the Service to match the funding available.**

<b>M</b>	<b>YTD</b>	<b>3a Total appliance availability (ECFRS)</b> Performance against Month and YTD target
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81.4% total appliance availability was achieved during August 2016, this is lower than previous months and off track against the target set for the month (94%) but an improvement on the same period in the previous year.

The year to date figure currently sits at 86.8%, off track against the target of 94% but an improvement on the same period in the previous year.

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

<b>M</b>	<b>YTD</b>	<b>4c Percentage of staff who received an appraisal in the past 12 months</b> Performance against Monthly target only
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By August 2016 staff receiving an appraisal in this financial year at 60%, off track against the 90% target, but an improvement over the same period as last year.

<b>M</b>	<b>YTD</b>	<b>4d Average days/shifts lost per person to sickness absence per year</b> Performance against YTD target
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The average days/shifts lost to sickness absence per person by the end of August 2016 was 9.4. This is off track against than the rate recorded for August 2015 and the target of 7.3 days per person.

Financial, Legal, Health and Safety, Equality and Environmental Implications  
There are no significant implications from the content or purpose of this paper.

Further details and background information available from:

<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>Tracy King</b>
Contact Officer:	Tracy King, Performance Improvement Manager Essex County Fire & Rescue Service, Kelvedon Park, London Road, Rivenhall, Witham CM8 3HB Tel: 01376 576252 E-mail: <a href="mailto:tracy.king@essex-fire.gov.uk">tracy.king@essex-fire.gov.uk</a>