

ESSEX FIRE AUTHORITY

Essex County Fire & Rescue Service



MEETING

**Audit, Governance & Review
Committee**

AGENDA ITEM

10

MEETING DATE

18th January 2017

REPORT NUMBER

EFA/005/17

SUBJECT

Organisational Performance Report

REPORT BY

Mark Stagg, Director of Transformation

PRESENTED BY

Mark Stagg, Director of Transformation

Purpose of Report

This report provides an update on:-

1. 12 Month Performance to November 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 November 2016.

Performance to November 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, **1,251** incidents in November 2016, whilst this is increase on the number recorded over the same month last year (1,107 - target is to be below previous year's figures) it is the lowest number of incidents recorded since June this year.

The rolling 12-month total stands at **15,244** against a target of 13,051.

	2015-16	2014-15	Difference	% Change
Fire	4945	4336	↑609	↑14%
False Alarms	5942	5562	↑380	↑7%
Special Services	4357	3153	↑1204	↑38%

Special Services have seen the largest increase in incidents over the last 12 months with an additional 1204 incidents. Co-Responding has increased from 13 incidents in the previous reporting period to 116 incidents in the last 12 months. Effecting Entry has increased from 369 to 810. RTCs are still the most common special service we attend, increasing from 1202 to 1305 in the current reporting period.

False Alarms Good intent false alarms have seen the largest increase over the last 12 months with a 11% increase or 326 extra False Alarms. Hoax calls have reduced by 2% over the last 12 months.

Fires have increased by 14% over the past 12 months.

Primary Fires The total number of primary fires increased by 13% over the last 12 months. Deliberate Primary Fires have increased at a higher rate than Accidental Fires. The largest increase in Primary Fires has been in **Grassland, Woodland and Crops** and **Road Vehicles**.

Secondary Fires The total number of Secondary Fires has seen an increase over the last 12 months of 15%. Deliberate Fires have seen a 13% increase and Accidental a 15% increase.

M	YTD	1b Rate of Accidental Dwelling Fires (ADF) Performance against Month and YTD target
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Essex County Fire and Rescue Service recorded 88 Accidental Dwelling Fires in November 2016, which is slightly higher than the 86 recorded in the same month in 2015. This makes

the rate of Accidental Dwelling Fires per 10,000 dwellings was 1.1 in November 2016, worse than the target of 0.9 and equals the rate recorded in November 2015.

The rolling 12-month rate of Accidental Dwelling Fires is 11.5, this is worse than 10.9 recorded last year and worse than the target of 10.8.

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	1c Number of people killed or seriously injured in RTCs Performance against Month and YTD target
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Data not available to ECFRS at the time of reporting.

M	YTD	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 2 fire-related fatalities in November 2016, along with 5 non-fatal casualties. This equates to 0.4 per 100,000 populations equals the target of 0.4 but worse than the previous year's figure of 0.5.

The 12-month rolling rate of casualties is 5.1 per 100,000 populations, which is better than target (5.3) and shows a continued improvement over the same period in the previous year (5.5).

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

M	YTD	To get our first attendance to an incident within 15 minutes on 90% of occasions from the time we receive a call Performance against Month and YTD target
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In November 89% of incidents had a first attendance to an incident within 15 minutes. This is worse than the target of 90% and worse than the figure (91%) recorded in November 2015.

The rolling 12 Month figure is 89%, this is worse than the target of 90% and meets the previous year figure of 89%.

The trend over the last 12 months is that the actual figures are slowly increasing against target.

M	YTD	To get our first attendance to a potentially life-treating incident, within an average of 10 minutes from the time we receive a call. Performance against Month and YTD target
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In November the average time from call to arrival at potentially life threatening calls was 10.32, worse than the target of 10 minutes and worse than the average recorded in November 2015, 10.14.

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

M	YTD	3a Total appliance availability (ECFRS) Performance against Month and YTD target
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81.4% total appliance availability was achieved during November 2016, this is worse than previous months and off track against the target set for the month (94%) but better than 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 higher than the same period in the previous year.

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

M	YTD	4c Percentage of staff who received an appraisal in the past 12 months Performance against Monthly target only
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By November 2016 staff receiving an appraisal in this financial year at 73%, off track against the 90% target, but an improvement over the same period as last year.

M	YTD	4d Average days/shifts lost per person to sickness absence per year Performance against YTD target
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The average days/shifts lost to sickness absence per person by the end of November 2016 was 9.0. This is off track against the rate recorded for November 2015 and the target of 7.3 days per person but does represent a gradual reduction in the figure over the last 12 months.

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:

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985	
List of appendices attached to this paper:	
List of background documents (not attached):	
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