

ESSEX FIRE AUTHORITY

Essex County Fire & Rescue Service



MEETING

**Audit, Governance & Review
Committee**

AGENDA ITEM

4

MEETING DATE

13 July 2016

REPORT NUMBER

EFA/089/16

SUBJECT

Organisational Performance Report

REPORT BY

Mark Stagg, Director of Transformation

PRESENTED BY

Mark Stagg, Director of Transformation

Data and Information in this report is accurate at time of production but can change once incidents in the Incident Recording System (IRS) have been through Quality Assurance (QA). QA can only take place after Fire Stations have marked an incident as complete.

At the time of production there were 121 Open Incidents in the Incident Recording System broken down as;

Awaiting Completion by Station: 107

Awaiting QA: 64

SUMMARY

This report provides members of the Audit, Governance and Review Committee with an update on 12 Month Performance to May 2016.

RECOMMENDATIONS

Members of the Audit, Governance and Review Committee are asked to note the contents of the 12 month performance to May 2016.

Performance to May 2016

The following measures are annual measures and not reported within this report.

- 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% worse than target
	0-10% worse than target
	0-10% better than target
	>10% better than 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, 1,273 incidents in May 2016, this is an increase on the number recorded over the same month last year (1,059 - target is to be below previous year's figures). The rolling 12-month total stands at 14,214 against a target of 13,079.

	April 2014 – May 2015	April 2015 – May 2016	Difference	% Change
Fire	3876	4458	+582	15%
False Alarms	5509	5909	+400	7%
Special Services	3286	3680	+394	12%

Fires have had the highest increase over the past 12 months with 582 additional incidents. Of these incidents, Secondary fires account for largest increase with an additional 400 incidents followed by Primary fires which have seen an increase of 232. Chimney fires have seen a reduction with 54 fewer incidents.

Road vehicles have had the largest increase of primary fires with 116 additional incidents (18%) followed by dwellings with 64 addition incidents (7%).

Secondary deliberate fires have seen an increase of 238 incidents (30%), Accidental or Deliberate are both possibilities have seen an increase of 102 incidents (33%) and Accidental Secondary Fires have increased by 54 incidents (12%).

False alarms have increased by 400 incidents (7% increase) over the previous reporting period. The largest increase is False Alarms due to equipment where the increase is 224

incidents (10% increase) followed by False Alarms Good Intent 134 Incidents (4% increase) and Hoax 40 Incidents (27% increase).

Special Services have increased by 294 over the last 12 months, the majority increase have been Effecting Entry (238 additional incidents), Assisting other agencies (80 additional incidents) and "Other Rescue" (58 additional Incidents).

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 74 Accidental Dwelling Fires in May 2016, this is marginally higher than the 71 recorded in the same month in 2015.

The rate of Accidental Dwelling Fires per 10,000 dwellings was 1.0 in May 2016, below the target of 0.9 and below the rate recorded in May 2015.

The rolling 12 months rate of Accidental Dwelling Fires is 11.3, this is higher than 10.9 recorded last year and higher than the 10.3 target.

The majority of this increase in Accidental Dwelling Fires has due to fires originating the kitchen (35 additional incidents) and in the living room (17 additional incidents).

35% of all accidental dwelling fires occurred over the last 12 months due to cooking related incidents.

M	YTD	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 May 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 **1257**

Persons involved	June 2014 May 2015	June 2015 May 2016	Difference	
Count of persons with no injury or rescue required	559	591	32	6%
Count of persons rescued with no injury	54	58	4	7%
Count of persons rescue with injury	610	671	-61	-9%
Fatal	19	16	-3	-16%
Total RTC Attended	1257	1285	-28	-2%

1d Total Essex workplace risk score
Reporting on this indicator is quarterly with commentary due in the Performance Paper for September 2016

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 1 fire-related fatality in May 2016, along with 17 non-fatal casualties. This equates to 1.0 per 100,000 populations against a target of 0.4, this is higher than the previous year's figure of 0.4.

The 12-month rolling rate of casualties is 4.5 per 100,000 populations, which is better than target (5.3) and shows a continued improvement over the same period in the previous year (6.0).

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

The rolling 12 Month figure is 90%, this meets the target of 90% and shows a slight improvement over previous year figure of 89%. The Service have consistently met its target for the year.

The trend over the last 12 months is 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

The average time from call to arrival at potentially life threatening calls was 9.75. this is an improvement against the target of 10 minutes and but slightly below the previous year figure of 10.12.

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

86.2% total appliance availability was achieved during May 2016, this is an improvement over previous months and below the target set for the month (94%).

The YTD figure currently sits at 86.7%, below the target of 94%. No data on appliance availability exists for the period 14 May 2015 to 9 June 2015 therefore the YTD rating should be used as a guide only as it is compiled using 6-months data instead of 12.

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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There were 1,464 appraisal forms expected in May 2016 of which 547 were received. This gives a monthly percentage for staff receiving an appraisal in this financial year at 37.36%, below the 90% target.

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 May 2016 was 9.3. This is worse than the rate recorded for May 2015 and the target of 7.3 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.

HEALTH AND SAFETY IMPLICATIONS

There are no direct Health and Safety 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.

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