

For Publication

Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge
Group
23 March 2017
Item No. 6

REPORT AUTHOR: DEPUTY CHIEF FIRE OFFICER

SUBJECT: PROPOSED SERVICE DELIVERY INDICATORS AND
TARGETS FOR 2017/18

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Background Papers:

Target setting methodology as agreed by Service Delivery Policy and Challenge Group in 2013

Implications (tick✓):

LEGAL			FINANCIAL	✓
HUMAN RESOURCES	✓		EQUALITY IMPACT	✓
ENVIRONMENTAL	✓		POLICY	✓
CORPORATE RISK	Known	✓	OTHER (please specify)	
	New		CORE BRIEF	

Any implications affecting this report are noted at the end of the report.

PURPOSE:

To advise Members of the proposed suite of Service Delivery Performance Indicators and associated targets for 2017/18 and to seek the Group's endorsement to incorporate these into the Service's performance management framework.

RECOMMENDATION:

That Members consider and endorse the proposed Service Delivery Performance Indicators and Targets and Information Measures for 2017/18 as set out in Appendix A.

1. Introduction

- 1.1 In line with its Terms of Reference, the Service Delivery Policy and Challenge Group is responsible for monitoring the performance of those areas of the Service's work falling within its scope. In order to facilitate this, the Group receives quarterly summary performance reports at each of its meetings.
- 1.2 The Service Delivery Policy and Challenge Group agreed in 2011 that they should be involved in the process of agreeing the suite of indicators and of setting the associated targets and that this should take place, as far as practicable, alongside the annual budget-setting, medium-term financial planning and strategic project planning processes. The Group's Work Programme for the current financial year therefore included this as an item for its meeting in March 2017.
- 1.3 This report advises the Service Delivery Policy and Challenge Group of the proposed targets for 2017/18 against a suite of measures.
- 1.4 The targets have generally been set against either a three or five year performance average with consideration placed upon the variations in previous years data. Where appropriate, consideration has also been given to current performance against 2016-17 targets.

2. Recommendation:

- 2.1 That Members consider and endorse the proposed Service Delivery Performance Indicators and Targets and Information Measures for 2017/18 as set out in Appendix A.

GLEN RANGER
DEPUTY CHIEF FIRE OFFICER

Proposed Service Delivery Performance Indicators and Targets for 2017/18

Ref	Performance Indicator	Frequency of Reporting	BFRS Baseline Performance	BFRS Target 2017/18	Target setting Rationale
PI 01	The rate of primary fires (per 100,000 population)	Quarterly	164.44	156.22	Target based on a 5% reduction on the average (1059) of the previous 3 full years 2013-14 1088 2014-15 1079 2015-16 1010
	The number of primary fires	Quarterly	1059	1006	
PI 02	The rate of fire fatalities (per 100,000 population)	Quarterly	0.28	0.47	Target carried forward from 2016-17 reflect the erratic historical data pattern (fire fatalities have ranged between 0 & 6 over the last 10 years)
	The number of fire fatalities	Quarterly	n/a	3	
PI 03	The rate of fires injuries (per 100,000 population)	Quarterly	3.42	3.25	Target based on a 5% reduction on the average (22) of the previous 3 full years 2013-14 23 2014-15 19 2015-16 22
	The number of fire injuries	Quarterly	22	21	
PI 04	The rate of deliberate (arson) fires (per 10,000 population)	Quarterly	11.97	11.37	Target based on a 5% reduction on the average (771) of the previous 3 full years 2013-14 782 2014-15 783 1015-16 748
	The number of deliberate (arson) fires	Quarterly	771	732	

Proposed Service Delivery Performance Indicators and Targets for 2017/18

Ref	Performance Indicator	Frequency of Reporting	BFRS Baseline Performance	BFRS Target 2017/18	Target setting Rationale
PI 05	The rate of accidental dwelling fires (per 10,000 dwellings)	Quarterly	15.91	15.52	Target based on a 5% reduction on the average (406) of the previous 3 full years 2013-14 422 2014-15 463 2015-16 334
	The number of accidental dwelling fires	Quarterly	406	386	
PI 06	The number of deliberate building fires	Quarterly	101	96	Target based on a 5% reduction on the average (101) of the previous 3 full years 2013-14 133 2014-15 107 2015-16 64
PI 10	The percentage of occasions global crewing enabled a total of nine riders on two pump responses (wholetime)	Quarterly	97%	90%	Target maintained at 90%
PI 11	The percentage of occasions when our response time standards for critical fire incidents were met	Quarterly	76%	80%	Based upon attendance standards set in CRMP

Proposed Service Delivery Performance Indicators and Targets for 2017/18

Ref	Performance Indicator	Frequency of Reporting	BFRS Baseline Performance	BFRS Target 2017/18	Target setting Rationale
PI 12	The percentage of occasions when our response time standards for road traffic collision incidents were met	Quarterly	90%	80%	Based upon attendance standards set in CRMP
PI 13	The percentage of occasions when our response time standards for secondary incidents were met	Quarterly	98%	96%	Based upon attendance standards set in CRMP
PI 16	The percentage of 999 calls answered in 7 seconds	Quarterly	96%	90%	Target maintained at 90% pending establishing baseline performance with replacement mobilising system
PI 17	The percentage of 999 calls mobilised to in 60 seconds or less	Quarterly	61%	60%	Target maintained at 60% pending establishing baseline performance with replacement mobilising system
PI 18	The number of 'false alarm malicious' and hoax calls mobilised to	Quarterly	147	132	Target based on a 10% reduction on the average (147) of the previous 3 full years 2013-14 158 2014-15 131 2015-16 171

Proposed Service Delivery Performance Indicators and Targets for 2017/18

Ref	Performance Indicator	Frequency of Reporting	BFRS Baseline Performance	BFRS Target 2017/18	Target setting Rationale
PI 19	The percentage of 'false alarm malicious' and hoax calls not attended	Quarterly	52%	54%	Target based on a 3% improvement on the average (52%) of the previous 3 full years 2013-14 52% 2014-15 52% 2015-16 46%
PI 20	The number of 'false alarm good intent' calls mobilised to	Quarterly	730	657	Target based on a 10% improvement on the average (730) of the previous 3 full years 2013-14 734 2014-15 768 2015-16 688
PI 24	The percentage of Building Regulations consultations completed within the prescribed timescale	Quarterly	97%	95%	Target set on complying with request from external agency.
PI 25	The number of fire safety audits/inspections completed	Quarterly	1641	1900	This is a combination of the audits and inspections carried out by Fire Safety Inspection Officers and response personnel (700 & 1200).

Proposed Service Delivery Performance Indicators and Targets for 2017/18

Ref	Performance Indicator	Frequency of Reporting	BFRS Baseline Performance	BFRS Target 2017/18	Target setting Rationale
PI 26	The percentage of fire safety audits carried out on high and very high risk premises	Annually	N/A	100%	Target based upon auditing all premises assessed as high/very high risk (as determined by the National Template). The number of premises in these categories fluctuates year on year.
PI 27	The rate of non-domestic fires (per 1,000 non-domestic properties)	Quarterly	8.56	8.13	Target based on a 5% improvement on the average (151) of the previous 3 full years 2013-14 181 2014-15 138 2015-16 133
	The number of fires in non-domestic buildings	Quarterly	151	143	
PI 28	The rate of automatic fire detector false alarms in non-domestic properties (per 1,000 non-domestic properties)	Quarterly	53.74	44.41	2016-17 target carried forward based upon implementation of revised AFD policy
	The number of automatic fire detector false alarms in non-domestic properties	Quarterly	946	782	

Proposed Service Delivery Information Measures for 2017/18

Ref	Performance Indicator	Frequency of Reporting	BFRS Baseline Performance	BFRS Target 2017/18	Target setting Rationale
Inf01	The number of road traffic collisions attended	Quarterly	360	n/a	For information only (We attend an average of 360 of these incidents per year)
Inf03	The number of water related deaths	Quarterly	2	n/a	For information only (We attend an average of 2 of these incidents per year)
Inf04	The number of water related injuries	Quarterly	1	n/a	For information only (We attend an average of 1 of these incidents per year)
Inf02	The number of people killed or seriously injured in road traffic accidents (Partnership Indicator)	Quarterly	208	n/a	Target is set by the Police