

**For Publication**

**Bedfordshire Fire and Rescue Authority  
Service Delivery Policy and Challenge Group  
29 November 2018  
Item No. 5**

**REPORT AUTHOR: DEPUTY CHIEF FIRE OFFICER**

**SUBJECT: PERFORMANCE REPORT QUARTER TWO 2018-19  
(April 2018 to September 2018)**

---

For further information on this Report contact: Adrian Turner  
Service Performance Analyst  
Tel No: 01234 845022

---

Background Papers: Previous Service Delivery Quarterly Performance Summary Reports

---

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 provide the Service Delivery Policy and Challenge Group with with a report for 2018/19 Quarter Two, detailing:

- 1. A summary report of performance against Service Delivery indicators and associated targets for Quarter Two 2018/19 (April 2018 - September 2018).

**RECOMMENDATION:**

Members acknowledge the progress made on Service Delivery Performance and consider any issues arising.

---

**1. Performance**

- 1.1 In line with its Terms of Reference, the Service Delivery Policy and Challenge Group is required to monitor performance against key performance indicators and associated targets for areas falling within the scope of the Group. It has been previously agreed by the Group, that in order to facilitate this, it should receive quarterly summary performance reports at each of its meetings.
- 1.2 This report presents Members with the Quarter Two performance summary 2018/19 covering the period April 2018 to September 2018. Performance is shown in Appendix A. The indicators and targets included within the report are those established as part of the Authority’s 2018/19 planning cycle.
- 1.3 The status of each measure is noted using the following key:

<b>Colour Code</b>	<b>Exception Report</b>	<b>Status</b>
GREEN	n/a	Met or surpassed target
AMBER	Required	Missed but within 10% of target
RED	Required	Missed target by greater than 10%

## 2. Performance Summary and Exception Reports Q2 – 2018/19

All performance indicators are on target with the exception of:

- 2.1 **Pi01 the rate and number of primary fires.** The cumulative target for Quarter 2 is derived based on a linear projection against the full year target ie 50% of the full year target. However, primary fires have seasonal variation, with more primary fires in the spring and summer. This is influenced by the seasonal trend for deliberate fires (see below). Analysis of the distribution of incidents over previous years shows that on average 54% of our total annual number of primary fires occur in the first two quarters. On this basis the performance at Quarter 2 is actually on track for meeting the annual target. Compared to this point last year the number of primary fires is down in all areas and is comprised of the following types and numbers of fires: dwellings 194, other buildings 96, outdoor 85 and road vehicles 189.
- 2.2 **Pi04 The rate of deliberate (arson) fires per (10,000 Population).** The cumulative target for Quarter 2 is derived based on a linear projection against the full year target ie 50% of the full year target. However, deliberate fires have seasonal variation, with more deliberate fires set in the spring and summer. Analysis of the distribution of incidents over previous years shows that on average 64% of our total annual number of deliberate fires occur in the first two quarters. On this basis the performance at Quarter 2 is actually on track for meeting the annual target. 2017/18 saw an exceptionally high number of deliberate fires during the first quarter. Compared to this point last year the number of deliberate fires is down in all areas (buildings, dwellings, outdoor and road vehicles).
- 2.3 **Pi08 The average response time to primary fire incidents.** Response times are measured from the time of call to the time the first appliance arrives at the scene. Primary fires are generally more serious fires that harm people or cause damage to property, including buildings, vehicles or outdoor structures. The target for Pi08, the average response time to primary fires incidents, has been missed by 18%. After further analysis the underlying reasons attributed to this increase during Q2 include; a large number of fires in rural locations leading to long travels distances, unavailability of the closest appliances has led to longer response times for appliances having to travel from further away. Work remains on-going to improve On-Call appliance availability and the accuracy of the data from the Mobilising Data Terminals on fire appliances.
- 2.4 **Pi11 The average call-handling time to mobilise to primary fires.** For Q2 the 60 seconds average call handling time for mobilising to primary fires has been missed by 35%. The average call time increase, to 80.84 seconds, is the result of a small number of incidents. Further analysis has identified a number of reasons, including: the caller

not knowing their actual location, over the border incidents where control staff have to obtain further information from other fire control rooms, over the border 'make up' calls involving protracted resource discussions, and difficulties communicating with the caller. Two of the lengthiest calls included one received from Hertfordshire FRS (401 seconds), which required further clarification from the original caller, prior to determining actual attendance requirements. Another (215 seconds) was due to not being able to match the address provided by the caller. Ongoing training within Service Control has led to a 26% reduction in call handling times when compared to Q2 of the previous financial year.

- 2.5 **Pi13 The percentage of false alarm malicious" / "hoax calls" not attended.** The total percentage of false alarm malicious / hoax calls not attended is 54% and remains below the target of 56%. Service Control undertakes call challenge to identify false or hoax calls based on information received by the caller. During Q2 there was a large increase in the number of Hoax calls received, one offender in particular made in excess of 20 hoax 999 calls in a 24 hour period during August. Service Control have passed relevant information to Bedfordshire Police to support further investigation. During Q2 Service Control instigated a social media campaign to raise public awareness of the impact of hoax calls. Within the early part of Q3 Service Control staff have undertaken call audit and training review work to ensure a consistent approach to call filtering.
- 2.6 **Pi14 Number of "false alarm good intent" mobilised to.** Over 51% of the total 208 mobilisations to false alarm good intent during Q2 were to controlled burning or fires on open ground. During the hot weather experienced within Q2, there has been greater public awareness, through national and local incidents and media campaigns, of the hazards of fires outside which may have led to the rise in false alarm good intent mobilisations. Further monitoring will take place over the next quarter to identify any further trends.
- 2.7 **Pi16 The number of fire safety audits/ inspections completed** In the reporting period there were 421 audits and 377 inspections of multi-storey housing undertaken as a special initiative. Following the Grenfell disaster BFRS undertook a countywide survey of premises with external cladding. Whilst priority was given to high rise, we also surveyed low and medium rise premises. During these inspections poor management that could have resulted in a fire risk to residents was identified in some of the low/medium rise premises. These were dealt with, but it was considered important to conduct a survey on all low/medium rise property (including those without external cladding) to check for widespread issues. The routine audit programme for operational crews was temporarily suspended to facilitate this specific initiative. No serious issues were identified in the course of this work, which provided assurance of adequate safety standards in our multi-storey housing stock.

The total number of audits and inspections is slightly below target as a result of this initiative and abstractions/vacancies from the specialist fire safety inspection team (e.g. resourcing replacement fire safety MIS project).

**ANDREW HOPKINSON**  
**DEPUTY CHIEF FIRE OFFICER**

## SUMMARY OF SERVICE DELIVERY 2018/19 QUARTER TWO

Measure				2018-19 Quarter 2					
No.	Description	Aim	2018-19 Full Year Target	Average over last 5 years	2017-18 Q2	Q2 Actual	Q2 Target	Performance against Target	Comments
Pi 01a	The rate of primary fires (per 100,000 population)	Lower is Better	157.57	88.17	91.31	82.70	78.79	Amber	Missed target by 4%
Pi 01b	The number of primary fires		1047	572.80	604	547	523.50		
Pi 02a	The rate of primary fire fatalities (per 100,000 population)	Lower is Better	0.45	0.21	0.45	0.15	0.23	Green	Aim to achieve fewer than 4 annual fatalities
Pi 02b	The number of primary fire fatalities		<4	1.40	3	1	2		
Pi 03a	The rate of primary fire Injuries (per 100,000 population)	Lower is Better	3.31	1.97	2.42	0.91	1.66	Green	Aim to achieve fewer than 23 annual injuries
Pi 03b	The number of primary fire injuries		<23	12.80	16.00	6	11.50		
Pi 04a	The rate of deliberate (arson) fires per (10,000 population)	Lower is Better	11.72	7.61	9.10	7.33	5.86	Red	Missed Target by 25%
Pi 04b	The number of deliberate (arson) fires		779	495.00	602	485	389.50		
Pi 05a	The rate of accidental dwelling fires (per 10,000 dwellings)	Lower is Better	15.52	7.24	7.65	6.38	7.76	Green	18% better than target
Pi 05b	The number of accidental dwelling fires		411	188.40	200.00	169.00	205.50		

**SUMMARY OF SERVICE DELIVERY 2018/19 QUARTER TWO**

Measure				2018-19 Quarter 2					
No.	Description	Aim	2018-19 Full Year Target	Average over last 5 years	2017-18 Q2	Q2 Actual	Q2 Target	Performance against Target	Comments
Pi 06	The number of deliberate building fires	Lower is Better	68	38	36	28	34	Green	18% better than target
Pi 07	The percentage of occasions global crewing enabled 9 riders on two pump responses (whole-time)	Higher is Better	90%	95%	99%	99%	90%	Green	9% better than target
Pi 08	The average response time to primary fire incidents (mm:ss)	Lower is Better	10	9.02	10.62	11.80	10	Red	Missed target by 18%
Pi 09	The average response time to dwelling fires (mm:ss)	Lower is Better	10	7.75	8.90	9.15	10	Green	7% better than target
Pi 10	The average response time to road traffic collisions (mm:ss)	Lower is Better	13	9.55	11.07	12.53	13	Green	4% better than target
Pi 11	The average call-handling time to mobilie to primary fires (ss:ss)	Lower is Better	60	62.70	69.18	80.84	60	Red	Missed target by 35%
Pi 12	Number of "false alarm malicious" / "hoax calls" mobilized to	Lower is Better	122	69	53	60	61	Green	3% better than target
Pi 13	The percentage of false alarm malicious" / "hoax calls" not attended	Higher is Better	56%	44%	43%	52%	56%	Amber	Missed target by 7%

**SUMMARY OF SERVICE DELIVERY 2018/19 QUARTER TWO**

Measure				2018-19 Quarter 2					
No.	Description	Aim	2018-19 Full Year Target	Average over last 5 years	2017-18 Q2	Q2 Actual	Q2 Target	Performance against Target	Comments
Pi 14	Number of "false alarm good intent" calls mobilised to	Lower is Better	623	285	332	376	311.5	Red	Missed target by 21%
Pi 15	The percentage of Building Regulation consultations completed within the prescribed timescale	Higher is Better	95%	96%	95%	96%	95%	Green	1% better than target
Pi 16	The number of fire safety audits/ inspections completed	Higher is Better	1800	936	1166	798	900	Red	Missed target by 11%
Pi 18a	The rate of non-domestic fires (per 1,000 non-domestic properties)	Lower is Better	6.99	4.27	3.69	3.36	3.50	Green	4% better than target
Pi 18b	The number of fires in non-domestic buildings		125	76	66	60	62.50		
Pi 19a	The rate of automatic fire detector false alarms in non-domestic properties (per 1,000 non – domestic properties)	Lower is Better	37.19	26.55	18.46	15.44	18.60	Green	17% better than target
Pi 19b	The number of automatic fire detector false alarms in non-domestic properties		665	472	330	276	332.50		



## Information Measures Only

Measure		2018-19 Quarter 2		
No.	Description	Average over last 5 years	2017-18 Q2	Q2 Actual
Inf01	The number of RTC's attended	192.40	216	249
Inf02	The number of people killed or seriously injured in road traffic collisions (Partnership Indicator)	No Data Available		
Inf03	The number of water related deaths	1.60	3	3
Inf04	The number of water related injuries	0.00	0	0