For Publication

Bedfordshire Fire and Rescue Authority
Service Delivery Policy and Challenge Group
7 March 2019
Item No. 5

REPORT AUTHOR: **DEPUTY CHIEF FIRE OFFICER**

SUBJECT: **PERFORMANCE REPORT QUARTER THREE 2018-19**
(April 2018 to December 2018)

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Background Papers: Previous Service Delivery Quarterly Performance Summary Reports

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Implications (tick ✓):

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

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 Three, detailing:

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

RECOMMENDATION:

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

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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 Three performance summary 2018/19 covering the period April 2018 to December 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:

Colour Code	Exception Report	Status
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 Q3 – 2018/19**

All performance indicators are on target with the exception of:

2.1   **Pi04 The rate of deliberate (arson) fires per (10,000 Population).** The cumulative target for Q3 is derived based on a linear projection against the full year target ie 75% of the full year target. However, deliberate fires have seasonal

variation, with more deliberate fires set in the spring, summer and autumn. Analysis of the distribution of incidents over previous years shows that on average 84% of our total annual number of deliberate fires occur in the first three quarters. On this basis the performance at Q3 is actually on track for meeting the annual target. Compared to this point last year the number of deliberate fires is down in all areas (buildings, dwellings, outdoor and road vehicles).

2.2 **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 more serious fires that harm people or cause damage to property, including buildings, vehicles or outdoor structures. The cumulative Q1 - Q3 target for Pi08 has been missed by 10%. This is predominantly due to the large number of fires in rural locations, as previously reported during Q2. However the average response time during Q3 is 9m 51s, which is within the 10m target and lower than that compared for Q3 17/18. In addition to Q2 data, previous performance reports have referenced the issue associated to ghost data. Following further investigation it has been identified that on a number of occasion's the vehicle Mobile Data Terminals (MDT) have been sending additional information on new mobilisations, where actually the appliance is already at the incident or has returned. The Business Application Manager is working closely with Remsdaq to resolve the issue and source an engineered solution to prevent rogue mobilisation times being generated.

An in-depth analysis, using external support, is to be commissioned in the next few weeks to help us better understand how effective and efficient our emergency response cover arrangements are meeting our response standards, both currently and in the future, given the evolving risk profile across Bedfordshire. This will include analysing the casual factors behind the reported variation in response time performance. This is a defined action for 2019/20 in the draft CRMP. Our focus currently is on securing assurance that our data that will be subject to the analysis is accurate and up to date.

2.3 **Pi11 The average call-handling time to mobilise to primary fires.** The Q3 target for Pi11 has been missed by 40%. 60 seconds is a very challenging target and whilst considering the actual time of 84.17 seconds for Q3, it is relatively consistent with Q1 & Q2 actuals (83.95 & 80.84). Following further investigation into call-handling times during Q3, the longest three calls are 291, 203 and 192 seconds. The reasons behind the extended call times range from call handler error, call handler being placed on hold, to a caller trying to explain the location of a fire they could see from a footbridge over the A1. Station Commander Control continues to monitor call-handling times and those occurrences of elongated calls. Further investigatory work is underway to ascertain how these times are captured and from what point call-handling times begin to be measured, the purpose for this is to ensure consistency and to allow for accurate analysis of up to date data.

2.4 **Pi14 Number of "false alarm good intent" mobilised to.** The cumulative Q1 - Q3 target for Pi14 has been missed by 11%. However, during Q3 the Service was mobilised to 141 incidents which were deemed "false alarm good intent", and this is considerably lower than the 208 "false alarm good intent" mobilisations reported during Q2.   The high number of incidents in Q2 were mainly due to the high level of controlled burning or fires in the open ground during the summer period. Due to the lower number of mobilisations in both Q1, 168, and Q3, 141 it is envisaged the Pi14 will still be on track for meeting the annual target.

2.5 **Pi16 The number of fire safety audits/ inspections completed.** In the reporting period there were 695 audits and 377 inspections of multi-storey housing undertaken as a special initiative. A further 155 inspections were made of retail premises prior to Christmas to check fire exit routes were clear. There were 29 cancelled audits due to premises being vacant and 148 fewer specialist audits due to staff abstractions and absence. The total number of audits and inspections is slightly below target (1227 against 1350) as a result of these initiatives and abstractions, and vacancies within 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 THREE

Measure				2018-19 Quarter 3					
No.	Description	Aim	2018-19 Full Year Target	Average over last 5 years	2017-18 Q3	Q3 Actual	Q3 Target	Performance against Target	Comments
Pi 01a	The rate of primary fires (per 100,000 population)	Lower is Better	157.57	127.62	129.86	115.05	118.18	Green	3% better than target
Pi 01b	The number of primary fires		1047	829.20	859	762	785.25		
Pi 02a	The rate of primary fire fatalities (per 100,000 population)	Lower is Better	0.45	0.36	0.60	0.15	0.34	Green	Aim to achieve fewer than 4 annual fatalities
Pi 02b	The number of primary fire fatalities		<4	2.40	4	1	3.00		
Pi 03a	The rate of primary fire Injuries (per 100,000 population)	Lower is Better	3.31	2.77	3.17	2.26	2.48	Green	Aim to achieve fewer than 23 annual injuries
Pi 03b	The number of primary fire injuries		<23	18.00	21.00	15	17.25		
Pi 04a	The rate of deliberate (arson) fires per (10,000 population)	Lower is Better	11.72	10.08	11.29	9.15	8.79	Amber	Missed Target by 4%
Pi 04b	The number of deliberate (arson) fires		779	655.60	747	606	584.25		
Pi 05a	The rate of accidental dwelling fires (per 10,000 dwellings)	Lower is Better	15.52	11.00	11.85	9.76	11.64	Green	16% better than target
Pi 05b	The number of accidental dwelling fires		411	286	310	258	308.25		

SUMMARY OF SERVICE DELIVERY 2018/19 QUARTER THREE

Measure				2018-19 Quarter 3					
No.	Description	Aim	2018-19 Full Year Target	Average over last 5 years	2017-18 Q3	Q3 Actual	Q3 Target	Performance against Target	Comments
Pi 06	The number of deliberate building fires	Lower is Better	68	52	45	37	51.00	Green	27% 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%	98%	90%	Green	9% better than target
Pi 08	The average response time to primary fire incidents (mm:ss)	Lower is Better	10	9.04	10.61	11.04	10	Red	Missed target by 10%
Pi 09	The average response time to dwelling fires (mm:ss)	Lower is Better	10	7.89	8.96	8.79	10	Green	12% better than target
Pi 10	The average response time to road traffic collisions (mm:ss)	Lower is Better	13	9.87	11.75	12.05	13	Green	7% better than target
Pi 11	The average call-handling time to mobilie to primary fires (ss:ss)	Lower is Better	60	69.84	99.13	84.17	60	Red	Missed target by 40%
Pi 12	Number of "false alarm malicious" / "hoax calls" mobilized to	Lower is Better	122	103	82	86	91.50	Green	6% better than target
Pi 13	The percentage of false alarm malicious" / "hoax calls" not attended	Higher is Better	56%	46%	43%	58%	56%	Green	3% better than target

SUMMARY OF SERVICE DELIVERY 2018/19 QUARTER THREE

No.	Description	Aim	2018-19 Full Year Target	Average over last 5 years	2017-18 Q3	Q3 Actual	Q3 Target	Performance against Target	Comments
Pi 14	Number of "false alarm good intent" calls mobilised to	Lower is Better	623	406	482	517	467.25	Red	Missed target by 11%
Pi 15	The percentage of Building Regulation consultations completed within the prescribed timescale	Higher is Better	95%	97%	96%	95%	95%	Green	Met Target
Pi 16	The number of fire safety audits / inspections completed	Higher is Better	1800	1381	1732	1227	1350	Amber	Missed target by 9%
Pi 18a	The rate of non-domestic fires (per 1,000 non-domestic properties)	Lower is Better	6.99	6.39	5.43	4.63	5.24	Green	7% better than target
Pi 18b	The number of fires in non-domestic buildings		125	114	97	87	93.75		
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	39.43	26.73	25.31	27.89	Green	9% better than target
Pi 19b	The number of automatic fire detector false alarms in non-domestic properties		665	700	478	454	498.75		

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Information Measures Only

Measure		2018-19 Quarter 3		
No.	Description	Average over last 5 years	2017-18 Q3	Q3 Actual
Inf01	The number of RTC's attended	310.60	356	357
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	2.40	4	4
Inf04	The number of water related injuries	0.40	0	1

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