

For Publication

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

REPORT AUTHOR: DEPUTY CHIEF FIRE OFFICER

SUBJECT: PROPOSED SERVICE DELIVERY INDICATORS AND TARGETS FOR 2019/20

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Background Papers: None

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 advise Members of the proposed suite of Service Delivery Performance Indicators and associated targets for 2019/20 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 2019/20 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 2019.
- 1.3 This report advises the Service Delivery Policy and Challenge Group of the proposed targets for 2019/20 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 2018/19 targets.
- 1.5 As a general point it should be noted that the occurrence of certain fires and emergencies has a random element and in statistical terms our data set is relatively small (number of incidents etc). In consequence, there will be natural fluctuations in data and it may be difficult in the short term to know with any certainty to what extent changes in performance indicate a real trend.

ANDREW HOPKINSON
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Proposed Service Delivery Performance Indicators and Targets for 2019/20

Ref	Performance Indicator	Frequency of Reporting	BFRS Baseline Performance	BFRS Target 2019/20	Target setting Rationale
PI 01	The rate of primary fires (per 100,000 population)	Quarterly	163 (5 yr average)	154.57	Projection for 2018/19 at year end is 1016 primary fires which is lower than the average of the previous 5 full years (and 2017/18 at 1077). It is recommended that the target is set at a 5% reduction on the 5 year average of 1058.
	The number of primary fires	Quarterly	1058 (5 yr average)	989	
PI 02	The rate of fire fatalities (per 100,000 population)	Quarterly	0.34 (5 yr average)	Less than 0.45	Target carried forward from 2018/19. There is an erratic historical data pattern (fire fatalities have ranged between 0 & 6 over the last 10 years) and can include acts of suicide and other factors that it is challenging for BFRS to address.
	The number of fire fatalities	Quarterly	2.4 (5 yr average)	Fewer than 4	
PI 03	The rate of fires injuries (per 100,000 population)	Quarterly	3.59 (5 yr average)	Less than 3.41	Target based on a 5% reduction on the average (23.4) of the previous 5 full years.
	The number of fire injuries	Quarterly	23.4 (5 yr average)	Fewer than 23	
PI 04	The rate of deliberate (arson) fires (per 10,000 population)	Quarterly	12.28 (5 yr average)	11.67	Projection for 2018/19 at year end is 721 deliberate fires which is lower than the average of the previous 5 full years of 799 (and 2017/18 at 876). It is proposed that the target is set at a 5% reduction on the 5 year average of 799.
	The number of deliberate (arson) fires	Quarterly	799 (5 yr average)	759	

Proposed Service Delivery Performance Indicators and Targets for 2019/20

Ref	Performance Indicator	Frequency of Reporting	BFRS Baseline Performance	BFRS Target 2019/20	Target setting Rationale
PI 05	The rate of accidental dwelling fires (per 10,000 dwellings)	Quarterly	15.20 (5 yr average)	14.44	Projection for 2018/19 at year end is 344 accidental dwelling fires which is lower than the average of the previous 5 full years (and 2017/18 at 393). It is recommended that the target is set at a 5% reduction on the 5 year average of 398.
	The number of accidental dwelling fires	Quarterly	398 (5 yr average)	378	
PI 06	The number of deliberate building fires	Quarterly	59.33 (3 yr average)	53	Projection for 2018/19 at year end is 49 deliberate building fires, which is lower than the average of the previous 5 full years (and 2017/18 at 58). Target based on a 10% reduction on the average (59.33) of the previous 3 full years.
PI 07	The percentage of occasions global crewing enabled a total of nine riders on two pump responses (wholetime)	Quarterly	96% (5 yr average)	90%	Target maintained at 90%
PI 08	The average response time to primary fire incidents	Quarterly	9.45 minutes (3 yr average)	Within 10 minutes	Based upon attendance standard set in CRMP. There are currently known issues in relation to the accuracy of response time data.

Proposed Service Delivery Performance Indicators and Targets for 2019/20

Ref	Performance Indicator	Frequency of Reporting	BFRS Baseline Performance	BFRS Target 2019/20	Target setting Rationale
PI 09	The average response time to dwelling fires	Quarterly	8.06 minutes (3 yr average)	Within 10 minutes	Based upon attendance standard set in CRMP. There are currently known issues in relation to the accuracy of response time data.
PI 10	The average response time to road traffic collisions	Quarterly	10.30 minutes (3 yr average)	Within 13 minutes	Based upon attendance standard set in CRMP. There are currently known issues in relation to the accuracy of response time data.
PI 11	The average call-handling time to mobilise to primary fires	Quarterly	77 seconds (3 yr average)	Within 60 seconds	Based upon attendance standard set in CRMP. There are currently known issues in relation to the accuracy of call handling time data.
PI 12	The number of 'false alarm malicious' and hoax calls mobilised to	Quarterly	139 (5 yr average)	111	Projection for 2018/19 at year end is 115 mobilisations to hoax calls which is lower than the average of the previous 5 full years (but higher than 2017/18 at 105). It is recommended that a target of 20% reduction on the 5 year average is set.

Proposed Service Delivery Performance Indicators and Targets for 2019/20

Ref	Performance Indicator	Frequency of Reporting	BFRS Baseline Performance	BFRS Target 2019/20	Target setting Rationale
PI 13	The percentage of 'false alarm malicious' and hoax calls not attended	Quarterly	51% (5 yr average)	58%	Projection for 2018-19 at year end is 58% of hoax calls not attended which improves on the average (51%) of the previous 5 full years (and 2017/18 at 54%). It is recommended that a target of 58% is set.
PI 14	The number of 'false alarm good intent' calls mobilised to	Quarterly	664.8 (5 yr average)	665	Projection for 2018-19 at year end is 689 FAGI mobilised to which is worse than the average of the previous 5 full years (664.8) (and 17/18 at 586). It is recommended that the target is set at the 5 year average.
PI 15	The percentage of Building Regulations consultations completed within the prescribed timescale	Quarterly	97% (5 yr average)	95%	Target set on realistic level of compliance with building regulations guidance.
PI 16	The number of fire safety audits/inspections completed	Quarterly	1820 (5 yr average)	1800	This is a combination of the audits and inspections carried out by Fire Safety Inspection Officers and response personnel (600 & 1200).

Proposed Service Delivery Performance Indicators and Targets for 2019/20

Ref	Performance Indicator	Frequency of Reporting	BFRS Baseline Performance	BFRS Target 2019/20	Target setting Rationale
PI 17	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 18	The rate of non-domestic fires (per 1,000 non-domestic properties)	Quarterly	7.08 (3 yr Average)	6.37	Projection for 2018-19 at year end is 116 non-domestic fires which is slightly better than 2017/18 (122) and the average of the previous 3 full years .Target based on a 10% improvement on the average (127) of the previous 3 full years
	The number of fires in non-domestic buildings	Quarterly	127 (3 yr Average)	114	
PI 19	The rate of automatic fire detector false alarms in non-domestic properties (per 1,000 non-domestic properties)	Quarterly	46.39 (3 yr Average)	33.24	Projection for 2018-19 at year end is 605 calls which is similar to 2017/18 (601). Implementation of changes to call handling and mobilising policy in 17/18 significantly reduced the annual number of incidents attended. Target of 600 is recommended based upon last two year's performance.
	The number of automatic fire detector false alarms in non-domestic properties	Quarterly	831 (3 yr Average)	600	

Proposed Service Delivery Information Measures for 2019/20

Ref	Performance Indicator	Frequency of Reporting	BFRS Baseline Performance	BFRS Target 2019/20	Target setting Rationale
Inf01	The number of road traffic collisions attended by BFRS	Quarterly	387.4 (5 yr average)	n/a	For information only
Inf02	The number of people killed or seriously injured in road traffic accidents (Partnership Indicator)	Quarterly	222 (5 yr average 12-13 – 16/17)	n/a	For information only (Data not available for 2017/18)
Inf03	The number of water related deaths attended by BFRS	Quarterly	1.4 (5 yr average)	n/a	For information only