

## COMBINED FIRE AUTHORITY

21 MARCH 2017

## PERFORMANCE REPORT QUARTER THREE 2016/17

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### REPORT OF AREA MANAGER ASSURANCE AND ASSETS

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#### PURPOSE OF REPORT

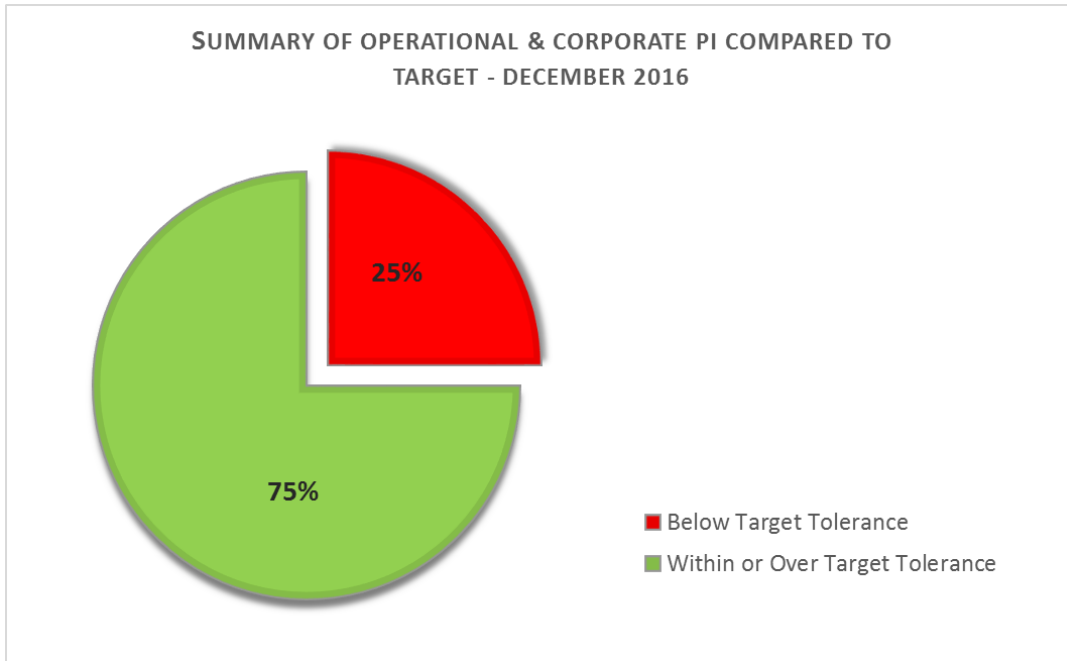
1. This report presents a summary of organisational performance at the end of quarter three of 2016/17.

#### BACKGROUND

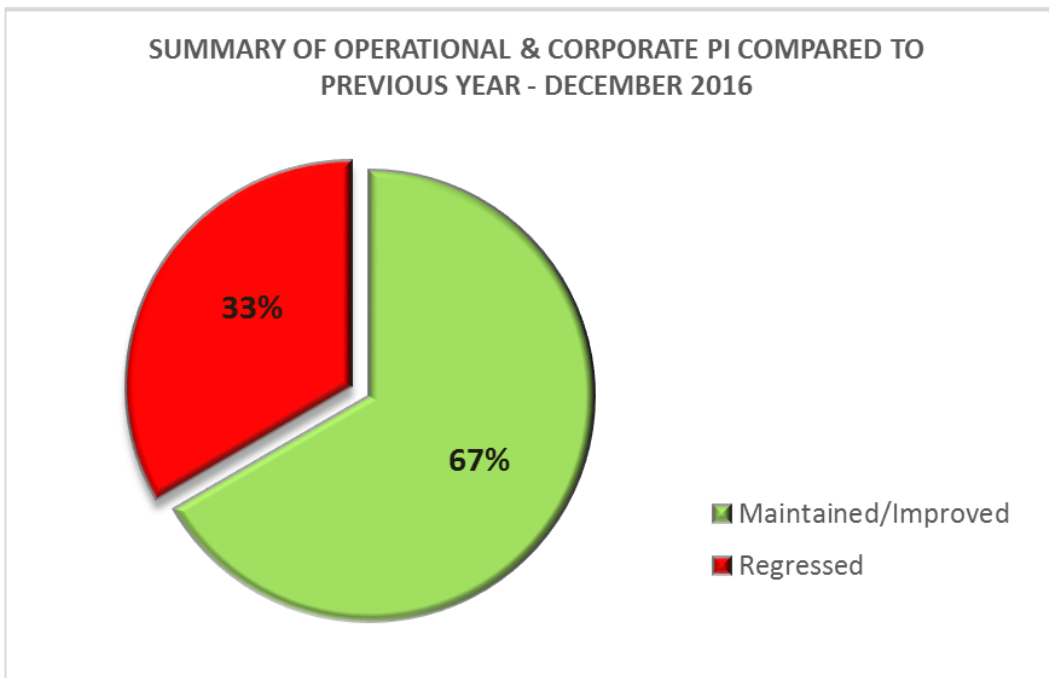
2. Both operational and corporate performance is monitored and managed internally via the monthly Performance & Programme Board (PPB) and Service Leadership Team (SLT) forums. Members of the Combined Fire Authority (CFA) consider performance on a quarterly basis at meetings of the Policy, Performance and Review (PPR) Committee and the full CFA.
3. A comprehensive suite of performance indicators (PIs) are employed to measure both operational and corporate performance. Targets are set on an annual basis against SMART criteria and take account of longer term trends and the potential for spikes in performance.
4. This robust approach to performance management enables action to be taken at an early stage if performance is not meeting expectations and provides assurance that resources are being directed towards the areas of greatest risk.
5. In addition to setting a target level for relevant PIs, the Service also employs a system of tolerance limit triggers that allow under or over performance to be highlighted to the PPB when the PI goes beyond set tolerances, which vary depending on the indicator. Each PI has a total of four tolerance limit triggers; two each for both under and over performance.
6. Performance is presented from two perspectives: by comparison against the annual target levels, and by comparison with performance at the same point last year.

#### OVERVIEW OF PERFORMANCE ACROSS ALL INDICATOR CATEGORIES

7. The tables overleaf provide an overview of how key performance indicators were performing at the end of the third quarter of 2016/17, across both operational and corporate areas of the Service.
8. The first pie chart over the page shows that 75% of the strategic PIs met or exceeded their target level.



9. The next chart below shows that 67% of the strategic PIs either maintained or improved when compared to performance last year.



**PERFORMANCE REPORTING BY EXCEPTION**

10. The following sections of the report present details of specific operational and corporate indicators where performance was notably strong or where additional work is required to secure improvement. An explanatory narrative is provided for each PI group along with information about how performance compares to the annual target and the previous year.

## Prevention

Performance Indicator	Objective	Q3 2016/17 Actual	Q3 Target	Actual vs Target	2015/16 Q3 Actual	Actual vs Previous Year
PI 01 - Deaths Arising from Accidental Fires in Dwellings	Down	1	0	100%	3	-200%
PI 02 – Primary Fires	Down	749	708	-5.8%	712	-5.2%
PI 03 – Number of Accidental Dwelling Fires	Down	167	197	+15.2%	177	+5.6%
PI 04 - Injuries Arising from Accidental Dwelling Fires	Down	17	21	+19%	13	-30.8%
PI 05 - Total Secondary Fires	Down	1710	1925	+11.2%	1742	+1.8%
PI 07 – No. of Safe & Wellbeing Visits	Up	14114	13398	+5.3%	15905	-11.3%
PI 42 - Proportion of Safe & Wellbeing Visits to High Risk People/Properties	Up	74.3	70.0	+6.1%	80.8	-8.1%

### Commentary:

PI01 – The Coroner held the inquest into the death at the house fire at Brasside in Durham on 4 April 2016 and determined this to be death by misadventure, meaning that although it is a fire related death, it is not a death arising from an accidental dwelling fire so is not counted under PI01. In December, the Coroner held the inquest into the death that occurred at the house fire at Middleham Walk in Spennymoor on 12 August, determining the cause of death to be severe burns due to the effects of fire, which raises PI01 to one. However, the Coroner has yet to determine the cause of the death at the house fire in Gent Walk in Bishop Auckland on 27 September.

PI02 – The increase in primary fires (includes deliberate, not known and accidental fire types) both against the target set and against the same reporting period last year has been influenced by the increased primary fire activity in the Easington, Wear and Tees and Darlington districts. This remains an area of focus for the district team and Durham Constabulary.

PI03 & PI04 – It is encouraging to note the decreased number of accidental dwelling fires and injuries arising from accidental dwelling fires 19% better than target. Although 30% higher than last year, it should be noted that 2015/16 saw particularly low number of injuries. A restructure of district performance meetings has facilitated additional time to scrutinise performance and identify patterns and trends. E.g. more injuries are arising from living room fires whilst the number of bedroom fires has risen. Wards seeing an increase in dwelling fires, such as South Moor in Stanley, Neville & Simpasture in Newton Aycliffe and Passfield in Peterlee, are receiving greater focus and increased prevention activity.

PI07 and 42 - The number of safe and wellbeing visits (including those vulnerable people or properties) continues to be sustained above target.

## Protection

Performance Indicator	Objective	Q3 2016/17 Actual	Q3 Target	Actual vs Target	2015/16 Q3 Actual	Actual vs Previous Year
PI 10 - Primary Fires in Non-Domestic Premises	Down	63	85	+25.9%	66	+4.5%
PI 14 - False Alarms Caused by Automatic Fire Detection Eqpt	Down	593	651	+8.9%	546	-8.6%
PI 17 – Number of Fire Safety Audits	Up	1590	1604	-0.9%	1833	-13.3%

### Commentary:

PI10 - Primary fires in non-domestic premises were significantly below target and an improvement on 2015/16. Using operational crews to undertake fire safety audits has directly led to more non-compliant premises being identified with several being subsequently served prohibition notices to reduce fire risks.

PI14 - False alarms caused by automatic fire detection equipment are lower than target performance but higher than the previous year. The business fire safety team actively monitor operational activity and visit premises having repeat activations and liaise with the local authority to achieve practical solutions without the need for enforcement action.

PI17 - Fire safety audit performance was very slightly below target for quarter three. The comparison with the previous year should be considered in the context of that year's good performance. A cohort of volunteers have been established to undergo advanced FSVOP training that will equip them to perform more complex audits and provide support to other officers in their districts thus increasing capacity, improving efficiency and quality whilst reducing the demand on the business fire safety team.

## Response

Performance Indicator	Objective	Q3 2016/17 Actual	Q3 Target	Actual vs Target	Last Year Q3 Actual	Actual vs Last Year
Total Emergency Calls Received (inc EMR)		14206			10652	+33.4%
Total Incidents (excl EMR)		5111			5073	+1%
Total Fires		2493			2494	0%
Total False Alarms		1794			1712	+4.8%
Total Special Services (excl EMR)		824			867	-5.0%
Total Road Traffic Collisions		241			264	-8.7%
Total Emergency Medical Response (EMR)		2173			9	N/A
PI 06 – Number of Response Standards Met	Up	3	6	-50%	4	-25%
PI 12 – % Retained Availability on Stations	Up	76.0	90.0	-15.5%	75.9	+0.1%

### Commentary:

Although Emergency medical response (EMR) calls have reduced slightly during Q3 due to crews no longer attending certain lower risk incident categories, they still accounted for approximately 40% of all incidents attended. Despite this amendment, current projections indicate total incidents attended (including EMR) will be close to 10,000 by the end of 2016/17, a level not seen since 2007/08.

PI06 – Q3 has seen a continuation in the under-performance of response times to non-domestic property fires, as reported in the Q2 report. However, PI08a has also under-performed with only 68.7% of Dwelling Fires Attended within 8 Minutes (against a target of 70%), a drop from 73% at the end of Q2. This area was subject to a 'performance call-in' by the Performance & Programme Board in February 2017. Analysis shows that there are attributable factors common to the issues experienced for non-domestic premises. These include a rise in the number being located more than 8 or 11 minutes from the nearest fire station and the reduced number of dwelling fires overall meaning any failure has a bigger impact on performance. The Emergency Response team have identified a range of actions following the performance call-in and PPB will monitor performance through Q4.

Retained availability is broadly comparable to Q2 and is 0.1% better than the previous year. The three year emergency response strategy has identified key projects to improve the overall effectiveness of the RDS, including their availability.

## Workforce

Performance Indicator	Objective	Q3 2016/17 Actual	Q3 Target	Actual vs Target	Last Year Q3 Actual	Actual vs Last Year
PI 40 - All Staff Sickness	Down	6.91	4.5	-53.6%	7.16	+3.5%
PI 69a – No. of Accidents to Personnel	Down	9	15	+40%	14	+35.7%
PI 71 – No. of Vehicle Accidents	Down	14	14	0%	20	+30.0%
PI 72 – Violence towards fire service personnel	Down	8	9	+11.1%	5	-60.0%

### Commentary:

PI40 – Although staff sickness is still much higher than the target level, performance has improved slightly when compared to 2015/16. There were specific improvements seen within the FDO/Day Duty and Control categories but remain relatively high across the majority of other categories due to a rise and continuation in long term sickness. Short term absence has decreased further and, encouragingly, remains below 2015/16 levels. Q4 should see the resolution of several long term cases so better results are expected by the end of year.

PI69a - Personal accidents remain well below target and down on last year with only nine reported against a target of 15. The winter months have historically shown an increase in personal accidents involving slips, trips and falls due to adverse weather but so far these have yet to materialise.

PI71 - Vehicle accidents remain on target and almost a third lower than 2015/16.

PI72 – Q3 saw an increase in the number of violence towards fire service personnel incidents although none resulted in physical injury to staff. Of the 8 incidents, 3 involved stone throwing during emergency incidents, 4 involved verbal abuse/threats and/or pushing/shoving of staff during emergency incidents (including 1 EMR), 1 occurrence of verbal abuse/threats during a fire investigation and 1 involved a car being driven close to crews whilst shouting abuse during an offsite training event. An increased number are being reported at both the regional and national level which has been partially attributed to the rise in emergency incidents being attended by fire and rescue services.

## Finance & Governance

Performance Indicator	Objective	Q3 2016/17 Actual	Q3 Target	Actual vs Target	Last Year Q3 Actual	Actual vs Last Year
PI 34 - % of Invoices paid within 30 days	Up	99.7	95.0	+5.0%	98.4	+1.4%
<p><b>Commentary:</b>            PI34 - Finance continue to monitor and support budget holders in delivering good performance in this area. Performance has improved from quarter two and is higher than the same period in 2015/16.</p>						

## Assets

Performance Indicator	Objective	Q3 2016/17 Actual	Q3 Target	Actual vs Target	Last Year Q3 Actual	Actual vs Last Year
PI 30 - % of Emergency Estates Repairs responded to on time	Up	96.3	95.0	+1.4%	93.3	+3.2%
<p><b>Commentary:</b>            PI30 – Only one emergency estates repair reported was not responded to on time by contractors in Q3 meaning performance remains above target and better than the same period in 2015/16.</p>						

## RECOMMENDATIONS

12. Members are requested to:
- a. **Note** the content of the report;
  - b. **Comment** on the reported performance.

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