

## Service Targets 2018/19

### Report of the Chief Fire Officer

For further information about this report please contact Rod Hammerton, Chief Fire Officer, on 01743 260201 or Andy Johnson, Deputy Chief Fire Officer, on 01743 260196.

### 1 Purpose of Report

This report presents the proposed Service targets for 2018/19.

### 2 Recommendations

The Committee is asked to consider, amend (if necessary) and agree the proposed Service targets for 2018/19.

### 3 Background

In accordance with the Fire Authority's constitution and agreed terms of reference for the Strategy and Resources committee, the Fire Authority has delegated that the Committee review, amend (as necessary) and agree the Service Targets for 2018/19.

### 4 Target development

The Authority's 5-year Service Plan, which was approved by the Fire Authority in April 2015, set a suite of challenging targets for the five years up to 2020. The targets were set with a view to continuously improve performance and are reviewed and updated annually. 2018/19 is the fourth year of the Plan and the proposed Service targets continue the 5% year-on-year reduction for those measures relating to:

- The total number of accidental fires;
- The number of these accidental fires that occur in dwellings;
- The total number of deliberate fires;
- The number of fire related fatalities and serious injuries across the county; and
- The number of injuries sustained by firefighters through their firefighting activities

In addition to the targets detailed in the Authority's 5-year Service Plan, as of April 2017 a new target was introduced which measures the percentage of incidents where fire and heat damage, emanating from accidental fires in domestic dwellings and regulated businesses, is confined to the room of origin. The Service introduced this measure as it feels that it represents a good overarching quality measure that enables the Service to judge various aspects of its overall service delivery model, including:

- All elements of the Service's emergency response to these incidents (e.g. call taking, mobilising, locating the incidents and ultimately the firefighting action on attendance);
- How successful the Service's education strategy is in terms of encouraging members of the public to 'get out and stay out', whilst closing doors behind them; and
- How effective the Service's fire safety campaigns are regarding the information given to people about the importance of installing and maintaining fire alarms.

With this new measure having been in place for a full year, the Service is now looking to drive performance improvement against it, during 2018/19, by increasing the current target percentage figure from 89% to 89.5%.

The appendix details the predicted out-turn against the targets set for the current year and also the proposed targets for each of the measures for 2018/19.

## **5 Financial Implications**

There are no financial implications arising from this report.

## **6 Legal Comment**

There are no legal implications arising from this report.

## **7 Initial Impact Assessment**

This report contains merely statements of fact / historical data. An Initial Impact Assessment is not, therefore, required.

## **8 Equality Impact Assessment**

There are no equality or diversity implications arising from this report. An Equality Impact Assessment is not, therefore, required.

## **9 Appendix**

Proposed Service and Targets 2018/19

## **10 Background Papers**

There are no background papers associated with this report.

### Proposed Service Targets 2018/19

Target ref.	Measure and Target for current year (2017/18)	Performance to date*	Predicted to Achieve Target?	Measure and Target for 2018/19	Comment
1	The first fire engine will arrive at an emergency incident with at least 4 firefighters within 15 minutes on 89% of occasions	89%	Yes (Predicted to be 89%)	The first fire engine will arrive at an emergency incident with at least 4 firefighters within 15 minutes on 89% of occasions	The target of 89% is a fixed target for each year through to 2020, reviewed every year by the Fire Authority.
2a	All accidental fires will be reduced to not more than 490 fires during 2017/18	445	No (Predicted to be 495)	All accidental fires will be reduced to not more than 462 during 2018/19.	Although the Service is likely to fail to achieve this year's target by possibly 5 fires, it is recommending that the Authority should continue with the 5-year targeted reduction through next year. The 25% reduction across the five years has always been known to be a stretch target and it is felt that continuing to aim for this will help to drive performance in this important area.

Target ref.	Measure and Target for current year (2017/18)	Performance to date*	Predicted to Achieve Target?	Measure and Target for 2018/19	Comment
2b	Accidental dwelling fires (ADFs) to be reduced to not more than 211 during 2017/18	201	No (Predicted to be 228)	Accidental dwelling fires (ADFs) to be reduced to not more than 198 during 2018/19	<p>Although the Service is likely to fail to achieve this year's target by possibly 17 fires, it is recommending that the Authority should continue with the 5-year targeted reduction through next year. The 25% reduction across the five years has always been known to be a stretch target and it is felt that continuing to aim for this will help to drive performance in this very important area.</p> <p>The Service undertook a review of its current ADF Reduction Strategy during 2017/18 and used the results to further refine its prevention activities. This is achieved through significant collaboration efforts, including data sharing, with our numerous partners: including both local councils, Age UK, Adult Social Care and Health Visitors. This will help to ensure that the Service uses its limited resources to reach as many as possible of the most vulnerable people across all areas of the county.</p>
2c	Deliberate fires will be reduced to not more than 622 fires during 2017/18	419	Yes (Predicted to be 467)	Deliberate fires will be reduced to not more than 584 fires during 2018/19	The proposed target is in line with the overall five-year 25% reduction for this indicator up to 2020. Performance continues to be good.

Target ref.	Measure and Target for current year (2017/18)	Performance to date*	Predicted to Achieve Target?	Measure and Target for 2018/19	Comment
3a	Fire-related deaths and serious injuries in the community will be reduced to not more than 18 during 2017/18	6 (3 fatality and 3 serious Injury)	Yes (Less than 10)	Fire-related deaths and serious injuries in the community will be reduced to not more than 17 during 2018/19	The proposed reduction in the annual target for next year keeps the Service in line with the overall five-year, 25% reduction detailed in Service Plan 2015-20.
3b	Injuries sustained to staff through firefighting will be reduced to not more than 24 injuries during 2017/18	14	Yes (Predicted to be 18)	Injuries sustained to staff through firefighting will be reduced to not more than 22 injuries during 2018/19	The proposed reduction in the annual target for next year keeps the Service in line with the overall five-year, 25% reduction detailed in Service Plan 2015-20.
4a	Fire and heat damage emanating from accidental fires in domestic dwellings and regulated business will be confined to the room of origin on not less than 89% of occasions	89%	Yes (Predicted to be 89%)	Fire and heat damage emanating from accidental fires in domestic dwellings and regulated business will be confined to the room of origin on not less than 89.5% of occasions during 2018/19	The target of 89.5% is a stretch target for the coming year, with the results achieved from the first year of monitoring being used to help identify ways of trying to deliver this performance improvement.
4b	To obtain an unqualified Value for Money (VFM) conclusion from External Audit.	An unqualified Value for Money (VFM) conclusion was obtained for the 2016/17 financial year, from External Audit, and reported to the Fire Authority in September 2017.		To obtain an unqualified Value for Money (VFM) conclusion from External Audit.	The Fire Authority's external auditors, Grant Thornton, should deliver an unqualified Value for Money conclusion for the financial year 2017/18, at the meeting of the Audit and Performance Management Committee on 19 July 2018.

\* Figures based on performance as of 20 February 2018.