

Service Targets 2019/20

Report of the Chief Fire Officer

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1 Purpose of Report

This report presents the proposed Service targets for 2019/20.

2 Recommendations

The Committee is asked to note the Service targets for 2019/20.

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 2019/20. These were agreed by the Committee at its meeting on 14 March 2019.

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. 2019/20 is the final 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.

Following the first full year that this new measure was in place (2017/18), the Service looked to drive performance improvement against it and therefore increased the target from 89% to 89.5% during 2018/19. The Service proposes to maintain the 89.5% figure for the coming year.

The appendix details the predicted out-turn against the targets set for the current year and the proposed targets for each of the measures for 2019/20.

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 2019/20

10 Background Papers

There are no background papers associated with this report.

Proposed Service Targets 2019/20

Target ref.	Measure and Target for current year (2018/19)	Performance to date*	Predicted to Achieve Target?	Measure and Target for 2019/20	Comment
1	The first fire engine will arrive at an emergency incident with at least 4 firefighters within 15 minutes on 89% of occasions	86.3%	No (Predicted to be 86%)	The first fire engine will arrive at an emergency incident with at least 4 firefighters within 15 minutes on 89% of occasions	<p>Although the Service is likely to fail to achieve this year's target by approximately 3% (the first year the target has been missed since the 5-year plan was put in place), it is recommending that the Authority should continue with the target of 89% for the coming year.</p> <p>Officers are exploring the results from 2018/19 in detail, to ascertain what changes have occurred in the profile of the incidents the Service has responded to over this last 12 months, to better understand if this is a short-term anomaly, or a predictor of longer-term changes.</p>

Target ref.	Measure and Target for current year (2018/19)	Performance to date*	Predicted to Achieve Target?	Measure and Target for 2019/20	Comment
2a	All accidental fires will be reduced to not more than 462 fires during 2018/19	447	No (Predicted to be 480)	All accidental fires will be reduced to not more than 433 during 2019/20.	Although the Service is likely to fail to achieve this year's target by possibly 18 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.
2b	Accidental dwelling fires (ADFs) to be reduced to not more than 198 during 2018/19	191	No (Predicted to be 210)	Accidental dwelling fires (ADFs) to be reduced to not more than 186 during 2019/20	<p>Although the Service is likely to fail to achieve this year's target by possibly 12 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 implemented its new ADF Reduction Strategy during 2018/19 and is hoping that the changes to its prevention activities will ultimately help it to achieve the overall 5-year target.</p>
2c	Deliberate fires will be reduced to not more than 584 fires during 2018/19	358	Yes (Predicted to be 380)	Deliberate fires will be reduced to not more than 547 fires during 2019/20	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 (2018/19)	Performance to date*	Predicted to Achieve Target?	Measure and Target for 2019/20	Comment
3a	Fire-related deaths and serious injuries in the community will be reduced to not more than 17 during 2018/19	4 (2 fatalities and 2 serious Injuries)	Yes (Less than 10)	Fire-related deaths and serious injuries in the community will be reduced to not more than 16 during 2019/20	The proposed reduction in the annual target for next year keeps the Service in line with the overall five-year, 25% reduction detailed in the Service Plan 2015-20.
3b	Injuries sustained to staff through firefighting will be reduced to not more than 22 injuries during 2018/19	16	Yes (Predicted to be 18)	Injuries sustained to staff through firefighting will be reduced to not more than 21 injuries during 2019/20	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 89.5% of occasions	88%	No (Predicted to be 89.0%)	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 2019/20	The target of 89.5% continues the stretch target for the coming year.
4b	To obtain an unqualified Value for Money (VFM) conclusion from External Audit.	An unqualified Value for Money (VFM) conclusion was obtained for the 2017/18 financial year, from External Audit, and reported to the Fire Authority in July 2018.		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 2018/19, at the meeting of the Audit and Performance Management Committee on 18 July 2019.

* Figures based on performance as of 28 February 2019.