

**LANCASHIRE COMBINED FIRE AUTHORITY
PLANNING COMMITTEE**

Meeting to be held on 17 July 2017

CHANGE TO KEY PERFORMANCE INDICATORS

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Executive Summary

At the last Performance Committee Meeting (16 March 2017) Members gave approval for a review to take place in respect of the Authority's Key Performance Indicators (KPIs), notably the KPIs which measure Mobilising (KPI 2 Responding to Emergencies). The recommendations set out below aim to provide a more simplified approach and reflect subtle rather than wholesale change, on the basis the latter is considered to be not necessary at this time.

Decision Required

Planning Committee is asked to approve the changes and their inclusion within the Service's Measuring Progress Report which is reported to Performance Committee on a quarterly basis.

Information

At the last Performance Committee Meeting (16 March 2017) Members gave approval for a review to take place in respect of the Authority's Key Performance Indicators (KPIs), notably the KPIs which measure Mobilising, with the intention of presenting any proposed changes to Planning Committee for approval on 17 July 2017. The current KPI framework is included to assist understanding, in terms of the context within which the proposed changes are being made.

In practical terms the changes are recommending a more simplified approach, specifically measure the Service on its end-to-end performance – how quickly the Service mobilises fire engines to incidents set against its Emergency Response Standards. Ultimately at the end of the day this is what matters most, and quite rightly what the Authority (Performance Committee) and the public should measure the service being delivered.

Naturally the analysis will draw out the detail 'why', on those occasions where we fail to meet our Emergency Response Standards and whether that is a time of call to time of send 'issue' by North West Fire Control (NWFC) or a time of send to time in attendance issue by Lancashire Fire and Rescue Service (LFRS). Either way resolution will be best achieved by continuing to work in partnership with NWFC and vice versa. Equally, what the proposed changes will do is remove the current explicit reference to 'call handling', which has been a continuing issue for an extended period of time for reasons which are well documented.

In addition to the above it is recommended:

1. There would be an invitation to NWFC to attend two Performance Committee meetings a year Quarter 2 (mid-year) and Quarter 4 (end of year) to discuss 'all matters' NWFC e.g. performance, system advancement/improvement etc. It is considered that this will ensure visibility (of NWFC) is maintained and give added assurance to Members that NWFC will be built into future Performance Committee meetings, recognising the fact that call handling is a significantly important component in enabling LFRS to meet its Emergency Response Standards.

2. Service performance in the context of other Fire and Rescue Services (FRSs), would be reported to Performance Committee as and when appropriate, based on the release of the Home Office publication of 'FRS Emergency Response Times to Incident Types'. This will provide Members with a mechanism to benchmark LFRS performance not only in comparison to other family group FRSs but all FRSs.

The following changes are recommended:

KPI 2 RESPONDING TO EMERGENCIES

New Heading:

2.1.1 Lancashire Emergency Response Standards – Critical Fires – 1st Fire Engine Attendance

Text revised to read:

Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) in which the fire occurred. The response standards include call handling and fire engine response time for the first fire engine attending a critical fire are as follows:

- Very high risk area = 6 minutes
- High risk area = 8 minutes
- Medium risk area = 10 minutes
- Low risk area = 12 minutes

We aim to achieve this standard on 88% of occasions.

New Heading:

2.1.2 Lancashire Emergency Response Standards – Critical Fires – 2nd Fire Engine Attendance

Text revised to read:

Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) in which the fire occurred.

The response standards include call handling and fire engine response time for the first fire engine attending a critical fire are as follows:

- Very high risk area = 9 minutes
- High risk area = 11 minutes
- Medium risk area = 13 minutes
- Low risk area = 15 minutes

We aim to achieve this standard on 85% of occasions.

Remove KPI 2.1.3

Critical Fire Response – Call Handling

New Heading:

2.2.1 Lancashire Emergency Response Standard – Critical Special Service – 1st Fire Engine Attendance

Text revised to read:

Critical special service incidents are non-fire incidents where there is a risk to life, for example, road traffic collisions, rescues and hazardous materials incidents. For these incidents there is a single response standard which measures call handling time and fire engine response time. The response standard for the first fire engine attending a critical special service call is 13 minutes.

We aim to achieve this standard on 91.5% of occasions.

New standard:

The KPIs for Critical Fire and Critical Special Service (1st fire engine attendance) are aligned to 90% for both indicators. Currently they are 88% for Critical Fires and 91.5% for Critical Special Service Calls. Recommendation is to moderate up and down for both values respectively to a new mid-point and that should be 90%.

Remove KPI 2.2.2

Critical Special Service Response – Call Handling

KPI 2.3 to remain

KPI 2.4 Fire Engine Availability (RDS) to remain however with the inclusion of the below:

New KPI included as a sub-set to 2.4

2.4.1 Fire Engine Availability (RDS) without wholetime detachments.

Whilst reporting against a new sub-indicator 2.4.1 the % value will be less than 2.4, it is considered that this is a more transparent way to report the performance of Retained Duty System (RDS) Pump Availability and will provide a 'true' value.

KPI 2.5 to remain.

Finally whilst the KPI is outside of KPI2 Responding to Emergencies the one other indicator which a change is recommended is:

Remove KPI 1.7 High / Very High Risk HFSC

New Heading:

KPI 1.7 Home Fire Safety Checks (will move to Safe and Well Visit's during performance year 2018/19).

Text revised to read:

An improvement is shown if 1) the total number of Home Fire Safety Checks (HFSCs) completed is greater than the comparable quarter of the previous year and 2) the percentage of very high HFSC outcomes is greater than the comparable quarter of the previous year.

In respect of the above my focus is on measuring quantity and quality and increasing both. It is considered that the proposed change would be a more appropriate measure to report to Members. The current KPI does not reflect either very well and offers little if any value internally or externally.

2017/18 KPI Framework:



Business Risk

It is essential that the Service uses a set of KPIs which are SMART and that any measure applied reflects performance accurately. In doing so this must provide a robust assessment framework by which the Authority can both understand and measure performance of the Service in an accurate and meaningful way.

HR Implications

None.

SHE Implications

None.

Financial Implications

None

Local Government (Access to Information) Act 1985

List of Background Papers

Paper	Date	Contact David Russel Tel. 01772 866801
Reason for inclusion in Part II, if appropriate:		