



## Quarterly Strategic Performance Monitoring Report – Quarter Four 2013-14



### Purpose of the report

To provide Executive Committee with a strategic overview of:

- Out-turn Performance for Fourth Quarter 2013-14 against the Corporate Plan – Public Safety Plan Targets

### Index:

Strategic Aim 1 Prevention	<b>Priority 1</b> – L1, L2, L4 <b>Priority 2</b> – W2, W3 <b>Priority 3</b> – T1 <b>Priority 4</b> – L3	Reducing the risks to people from fire in the home. Working with partners on education programmes to reduce risks to people from fire. Working with partners to reduce the number of road traffic collisions targeting young people and those most at risk. Reducing anti-social behaviour and improving social well-being.	<b>G</b> <b>G</b> <b>R</b>  <b>G</b>
Strategic Aim 2 Protection	<b>Priority 1</b> – W1, W3 <b>Priority 2</b> – W1, W3	Maintaining risk based inspection and enforcing fire safety legislation. Providing education and advice on fire protection.	<b>G</b> <b>G</b>
Strategic Aim 3 Response	<b>Priority 1</b> – R1 <b>Priority 2</b> – R2, R3, R4	To protect our community and firefighters ensuring risks are known prior to our arrival. Providing an effective response to fires, road traffic collisions and other incidents.	<b>G</b> <b>A</b>
Strategic Aim 4 People	<b>Priority 1</b> <b>Priority 2</b> <b>Priority 3</b>	Developing and maintaining a safe and competent workforce. Strengthening the effectiveness of our workforce. Attracting, recruiting and managing a diverse and representative workforce.	
Strategic Aim 5 Resources	<b>Priority 2</b> – 5.7	Ensuring our resources are effectively and efficiently deployed.	
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**Vision:**

*Buckinghamshire and Milton Keynes are the safest areas in England in which to live, work and travel*

**Strategic Aims**







<b>Prevention</b>	<b>Protection</b>	<b>Response</b>	<b>People</b>	<b>Resources</b>
We will improve the safety of the community by identifying 'at risk' groups and work with effective partners to help prevent fires and other incidents occurring.	We will ensure that our public buildings and workplaces are protected from risk of fire by promoting ways of making all types of property safer, proactively targeting premises most at risk, and where necessary enforcing fire safety legislation.	When required to intervene and respond to fires and other incidents, we will ensure that we provide an effective and efficient operational response.	We will continually invest in our staff to ensure that they are competent, safe and have the skills and knowledge to work effectively with the public and our partners.	We will manage all our resources to provide the best value for the residents and businesses of the communities we serve.

**Priorities (in rank order)**

<ol style="list-style-type: none"> <li>1. To reduce the risks to people from fire in the home, targeting those most at risk.</li> <li>2. To work with effective partners on education programmes which reduce risks to people from accidental and deliberate fires.</li> <li>3. To reduce the numbers of road traffic collisions, in Buckinghamshire &amp; Milton Keynes, working with effective partners to improve education, targeting young people and those most at risk.</li> <li>4. To work with effective partners to deliver externally funded programmes to reduce anti-social behaviour and improve wider social well-being in the community through education for young people and youth diversion programmes when capacity permits.</li> </ol>	<ol style="list-style-type: none"> <li>1. To support and maintain a risk based inspection programme to enforce fire safety legislation, targeting premises that pose the greatest risk to life</li> <li>2. To provide education and advice to promote a better understanding of how fire protection measures can reduce the impact of fire on life safety, the environment and economy.</li> <li>3. To promote the use of fire suppression systems, sprinklers and fixed installations in non-domestic properties to reduce the risk to life, property, the economy and environment from fire.</li> </ol>	<ol style="list-style-type: none"> <li>1. To protect our community and reduce the risks to fire-fighters by ensuring known risks are quickly and accurately made available to them prior to their arrival, to support a safe and effective response.</li> <li>2. To provide an effective operational response to fires, road traffic collisions and other incidents; protecting and saving lives and reducing the damage to the environment.</li> <li>3. To reduce the risk to people by planning and working with partners to provide an effective operational response to large scale events or incidents.</li> <li>4. To introduce co-responding to medical emergencies within targeted areas in partnership with South Central Ambulance Service.</li> </ol>	<ol style="list-style-type: none"> <li>1. To develop and maintain a safe and competent workforce, targeting risk and professionally critical training and learning to effectively deliver our services.</li> <li>2. To strengthen the effectiveness of our workforce. To realise capacity and to support the safe and effective delivery of our services.</li> <li>3. To attract, retain and manage a workforce that is more representative of the diverse communities we serve.</li> </ol>	<ol style="list-style-type: none"> <li>1. To provide high quality, value for money, equipment, vehicles and premises supported by safe operating procedures and systems of work, to support the safe and effective delivery of our services.</li> <li>2. To continually review our performance, ensuring that our resources are effectively and efficiently deployed to reduce risks to our staff and communities.</li> <li>3. To enhance our efficiency by ensuring our assets and operations minimise the impact on the environment.</li> </ol>
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

## Public Safety Plan - Performance against target 1st April 2013 to 31st March 2014

Key:

<b>Red</b>		 Off target
<b>Amber</b>		 Marginally off target
<b>Green</b>		 On target

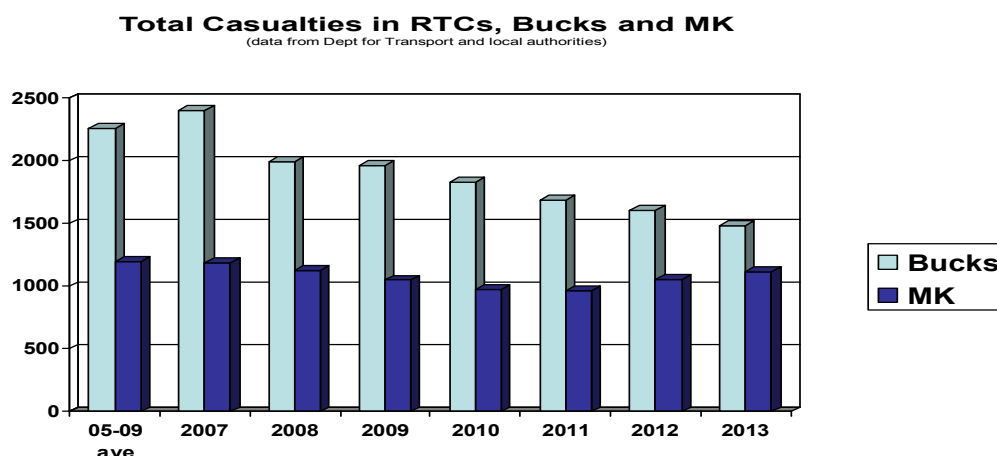
		Year-end Outturn	R A G	Year-end Target	Direction of Travel Vs. previous year
<b>LIVE - Making People Safer in their Homes</b>					
L1. Number of accidental dwelling fires	Lower is better	411	<b>G</b>	429	Positive
L2. Number of injuries arising from accidental dwelling fires per 100,000 population	Lower is better	2.65	<b>G</b>	2.8	Positive
L3. Number of Deliberate Dwelling Fires per 10,000 dwellings	Lower is better	0.74	<b>G</b>	1.03	Positive
L4. Number of Home Safety Checks carried out	Higher is better	5490	<b>G</b>	5120	Positive
<b>WORK - Making People Safer at Work and in Public Places</b>					
W1. Number of non-domestic fires per 1,000 non-domestic properties	Lower is better	14.58	<b>G</b>	15	Positive
W2. Number of killed & seriously injured from work related activities	Lower is better	0	<b>G</b>	0	No Change
W3. Number of automatic fire alarms per 1,000 non domestic premises	Lower is better	47	<b>G</b>	51	Positive
<b>TRAVEL - Making People Safer on the Roads</b>					
T1. Reduction in number of killed and seriously injured in road traffic collisions	Lower is better	407	<b>R</b>	319	Negative
<b>EMERGENCY RESPONSE - making People Safer in an Emergency</b>					
R1. Per-cent of calls handled within 120 seconds	Higher is better	67.4%	<b>R</b>	75%	Positive
R2. Per-cent of incidents attended within 10 minutes	Higher is better	77.8%	<b>A</b>	80%	Negative
R3. Per-cent of incidents attended within 20 minutes	Higher is better	97.2%	<b>A</b>	99%	Negative
R4. % False Alarm Malicious attended	Lower is better	58.2%	<b>R</b>	48.6%	Negative

Prevention Priority 3 – To improve the safety of the community

<p><b>Key to Symbols</b></p> <p><b>R</b>ed  Off target</p> <p><b>A</b>MBER  Marginally off target</p> <p><b>G</b>reen  On target</p> <p> Missing data</p>	Actual Q4	Year End Out-turn	Target Performance Q4	Year-end Target	Direction of Travel Vs. Previous Year
<p><b>T1. Reduction in the number of killed and seriously injured in road traffic collisions</b></p>	407	407	<p><b>R</b> </p>	319	Negative

**What is happening;** The previous government set some very challenging casualty reduction targets to be met by 2010 and these were met locally. The present government did not set any further targets beyond 2010. They removed the ring fencing that had previously been around the Road Safety Grant, which was the money provided to highways authorities (BCC and MKC) by central government for road safety education, training and publicity (ETP). Consequently, local authorities took the opportunity to redirect some of that funding to other essential services. The size of the Road Safety Team in Milton Keynes has been steadily reduced in recent years as people who left were not replaced. The Team at Bucks CC has recently shrunk significantly, with 3 Road Safety Officers posts reduced to just 1.

**Where and Why are they happening;** Road safety professionals nationally fear that this reduction in funding, and the consequential reduction in ETP activity, will be reflected in a slowing of the reduction of casualties, or even a slight increase. This is certainly being seen locally as the chart below indicates;



There are also concerns as to the consistency and accuracy of the statistics which are provided to us by third parties. In particular the interpretation of seriously injured.



**What are we doing & what is working;** BMKFRS continues to provide a number initiatives both centrally led and delivered and at station level. It is noted that Buckinghamshire's figures continue to steadily decline while there has been a two year upturn in the MK figures. There continues to be much concern over the turning gaps that allow slow moving traffic to cross the dual carriage ways. These continue to contribute to a relatively high incidence of serious injuries and fatalities in the Milton Keynes area.

All that said, we have continued to provide road safety education input for our vulnerable road users, often in partnership with other organisations;

- a) The multi-agency '**Safe Drive Stay Alive**' presentation for 17 – 18 year olds was seen by over 18,000 people in 2013 and the total audience will top 100,000 this year.
- b) Our Road Safety Officer delivers our own '**Learn & Live**' presentation to 3 – 4,000 6<sup>th</sup> Form and college students each academic year, and has spoken to over 25,000 young people in the last 8 years.
- c) Our '**Biker Down!**' first aid presentation for motorcyclists was first introduced in February of 2013. Since then, over 50 sessions have been delivered and over 500 local riders are now able to provide first aid at the scene of a collision. Some have already used those skills to help other road users.
- d) A road safety presentation for Year 11 students (16 year olds) has been provided to fire stations for them to offer to local schools.
- e) We have provided venues to Bucks CC for their '**Get In Gear**' course for young people who have recently passed their driving tests.
- f) Our Road Safety Officer provides input into 'pre-driver' courses for under-17s that are run by driving instructors in the High Wycombe area.
- g) We have engaged with young moped and scooter riders at local schools and colleges, to talk to them about protective clothing, rider training and vehicle maintenance.

The effect of funding changes on local authority Road Safety Teams presents us with a great opportunity to extend our road safety education and training work locally. This would be in line with the CFA aim to 'ensure that Fire & Rescue Services are seen as a preferred partner to deliver educational initiatives leading to safer roads'.

## Response Priority 1 – Support a Safe &amp; Effective Response to Incidents





<b>Key to Symbols</b> <b>R</b> ed <b>A</b> mber <b>G</b> reen 	Actual Q4	Average Year End Out-turn	Target Performance Q4	Year-end Target	Direction of Travel Vs. Previous Year
<b>R1. Per-cent of calls handled within 120 seconds</b>	77.8%	67.4%	<b>R</b> 	75	Positive

**What is happening;** The 2012/13 stats for the current target of 75% of emergency calls handled within 120 seconds was disappointing with only 50.7% reached within this time. Although the target within the Public Safety Plan has still not been met, it is an upward trend and over the last few months the control room staff have been exceeding target.

**Where and Why are they happening;** historically, control operators did not mobilise resources until all the relevant information pertaining to the incident has been obtained. A change to this method was introduced in March 2013 and resources are now mobilised wherever possible, as soon as the incident type and location has been determined with additional information being gained afterwards and passed to the responding resources.







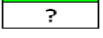


**What are we doing;** In order to address this issue, new ways of working were introduced in the control room which includes a new salutation which helps to focus the caller on the emergency they are calling about which in turn allows the control operator to determine the correct type of incident in a reduced amount of time.

**What is working;** With the introduction of the revised procedure, together with Control Watch Managers being given the tools to monitor call handling performance of staff and control operators themselves, actively developing more effective and efficient ways of call handling, there has been a positive improvement in the average number of calls being handled across the year of 67.4% compared to 50.7% in the previous year. Although the target within the PSP has still not been met (average across the reporting year), it is an upward trend and over the last few months the Control staff have been exceeding the target.

		31/12/2013	31/01/2014	28/02/2014	31/03/2014
+ CP. Emergency R1 Achieve emergency call handling time targets : IRMP6.1 % of calls handled within 120 seconds	Actual	68.2 %	72.4 %	77.4 %	77.8 %
	Target	75.0 %	75.0 %	75.0 %	75.0 %
	Performance				

It should be noted that the above has been achieved in conjunction with a reduction in the number of Control staff and is credit to the hard work and dedication of the all the individuals in providing an improved service to our community.







## Response Priority 1 – Support a Safe &amp; Effective Response to Incidents

<p><b>Key to Symbols</b></p> <p><b>Red</b>   Off target</p> <p><b>Amber</b>   Marginally off target</p> <p><b>Green</b>   On target</p> <p>  Missing data</p>	Actual Q4	Actual Year End Out-turn	Target Performance Q4	Year-end Target	Direction of Travel Vs. Previous Year
<p><b>R4. The number of malicious false alarms attended.</b></p>	58.2%	58.2%	<p><b>R</b> </p>	48.6%	Positive

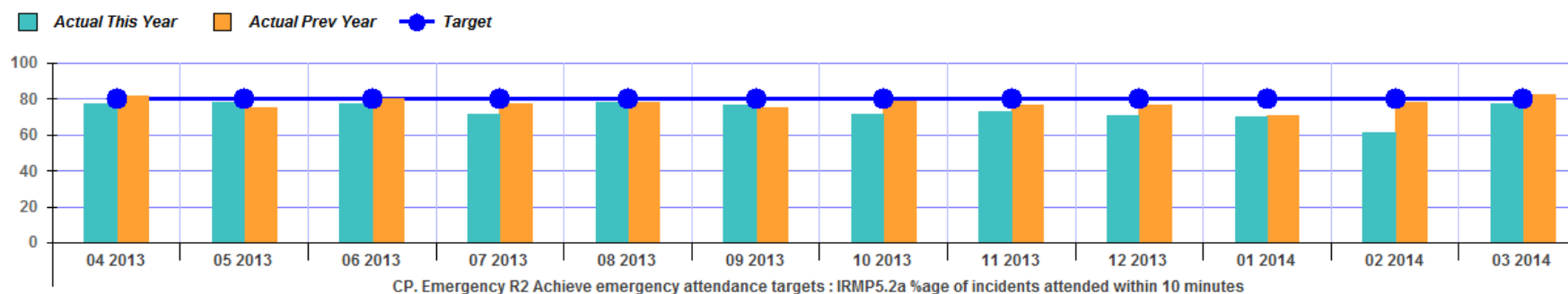
**What is happening;** The number of malicious false alarms saw an increase during the third quarter and this has impacted overall on the out-turn performance against target for the year. During the fourth quarter, a steady decline in the number of these types of false alarms received has steadily declined.

**What are we doing & what is working;** Further to addressing the issues associated to call handling and the new ways of working that were introduced in the control room which includes a new salutation which helps to focus the caller on the emergency they are calling about which in turn allows the control operator to determine the correct type of incident in a reduced amount of time, we continue to call challenge in order to determine the appropriate response.

Response Priority 2 & 3 – Support a Safe & Effective Response to Incidents

<p><b>Key to Symbols</b></p> <p><b>Red</b>  Off target</p> <p><b>Amber</b>  Marginally off target</p> <p><b>Green</b>  On target</p> <p><b>?</b>  Missing data</p>	Actual Q4	Average Year End Out-turn	Target Performance Q4	Year-end Target	Direction of Travel Vs. Previous Year
<p><b>R2. Emergency Attendance Targets – 10 minutes</b></p>	77.4%	73.7%	A 	80%	Negative
<p><b>R3. Emergency Attendance Targets – 20 minutes</b></p>	97.4%	97.2%	A 	99%	Negative










**What is happening;** The marginal off target performance has resulted from the recent spate weather conditions particularly through January and February which have resulted in a negative impact upon our average attendance targets for the year.



**What are we doing & what is working;** In tandem with the On Call (RDS) Improvement Project we are looking to remove some of the restrictions with regard to catchment areas for recruiting On Call staff which should have the net effect of improving response standards across the County. Equally there is the on-going Milton Keynes Response and Mobilising project which will deliver improvements in that area, coupled with the new Day Crew Review across the four stations currently on that duty pattern.



**Prevention Priority 4 – Reducing Anti-social Behaviour**






<p><b>Key to Symbols</b></p> <p><b>R</b>ed  Off target </p> <p><b>A</b>mber  Marginally off target </p> <p><b>G</b>reen  On target </p> <p> Missing data </p>	Actual Q4	Actual Year End Out-turn	Target Performance Q4	Year-end Target	Direction of Travel Vs. Previous Year
<p><b>L3. Reduce the number of deliberate dwelling fires per 10,000 dwellings</b></p>	0.74	0.74	<p><b>G</b> </p>	1.03	Positive

**What are we doing & what is working;** Antisocial behaviour includes a whole list of behaviours which goes from disorder/disturbance, noise nuisance parking/obstruction, suspicious circumstance etc., and a whole manner of other behaviours including Arson and fire setting.

We have been hugely successful in reducing Arson suspected incidents by working consistently to prevent and detect Arson and resulting in Arson declining consistently year on year.

In other research of antisocial behavior the figures received from ASB teams in the South of the county indicate that there is very little or no arson in the antisocial behaviour returns which appears to bear out the above findings.

## Protection Priority 2 – Making people safer in public buildings and workplaces

<p><b>Key to Symbols</b></p> <p><b>Red</b>  Off target</p> <p><b>Amber</b>  Marginally off target</p> <p><b>Green</b>  On target</p> <p> Missing data</p>	Actual Q4	Actual Year End Out-turn	Target Performance Q4	Year-end Target	Direction of Travel Vs. Previous Year
<b>W3. Reducing the number of false alarms in non-domestic premises (per 1,000 non-domestic properties)</b>	47	47	G 	51	Positive

**What is happening;** Sheltered Housing schemes are currently causing the most problems with unwanted fire signals and we are currently working closely with the Vale of Aylesbury Housing Trust (VAHT) and MK Council in an effort to reduce the number of calls we attend. Apart from the demographic of the occupants, the main problem in all the premises is a poorly performing or wrongly configured fire alarm system. VAHT have agreed to fit new fire alarm systems in the 3 worst performing premises i.e. Thistle Court, The Beeches and Langdon Court, which should reduce the number of false alarms drastically. MK Council have agreed to reconfigure some of their alarm systems and fit better extraction systems in kitchens which has already reduced the number of alarm activations we attend at sheltered housing schemes managed by them.

**What are we doing & what is working;** This indicator has two underlying targets;

- a. to reduce the number of automatic false alarms received by through by 5 per cent and reflecting this as a fraction of the total number of commercial premises within the county in that year and comparing it to the 3 year average;

3yr average = 1081

This year = 996 (This includes an additional 130 non-domestic premises in Bucks & MK during 2013-14)

Reduction = 8%

- b. To further reduce the number of calls received from the top 100 premises in the previous year by 10 per cent.

2012/13 - Top 100 premises produced 606 UFS

Reduced to 303 by end of year 13/14 = 51% reduction

Foam Engineers, High Wycombe: Called us 10 times during previous year, worked with them on their procedures and issued NOD to fit emergency lighting throughout the premises. Not called at all during year 13/14.

Grendon Prison: Consistently calling us between 10 & 20 times a year for the last 6 years, very difficult to enforce as under Crown jurisdiction but worked with Assistant Governor on their procedures and didn't attend at all for UFS in 13/14.

Global Infusion, Chesham: Called us 8 times previous year, had a problem with their alarm system and procedures, issued NOD and worked with them to solve the problem resulting in no callouts in 13/14.

Bespack, Milton Keynes: This is an empty building owned and managed by a company in Kings Lynn, were called here 10 times during 2013 mainly due to water leaks permeating the electrics. Worked with owners to change procedures and call a key holder in the first instance if alarm activates and not the Fire Service, no callouts 13/14.

Chilterns Shopping centre summoned us 14 times in year 12/13 due to a persistent problem with their fire alarm system and the way it was set up with newly built student accommodation on the same site, worked with them to resolve the problem and were only called once in 13/14.

Bucks NHS 3 main Hospitals between them used to call us nearly 250 times a year (06/07) for UFS, last year we only attended on 8 occasions. Stoke Mandeville Hospital used to be our biggest offender for UFS with a high of 149 in year 06/07. Last year we were only summoned on 2 occasions to false alarms.

MK Hospital not quite as proactive, reduced from 54 to 12 in same period. Chiltern Hospital was another problem premises that used to call us 20 times a year to UFS, last year did not call us at all.

Centre MK (approx 240 retail outlets): Another premises that used to call us in excess of 30 times a year, worked with them over the years to refine their procedures and last year reduced this down to 6 calls for UFS.

Open University, MK: A problem premises of the past that called us 54 times in 06/07 for UFS. During last year (13/14) didn't attend any UFS.

Wycliffe End (the old Vale House) called us on 32 occasions in 06/07, only called us once in the last 2 years.

Willen Hospice called us 33 times in 06/07, no callouts in 13/14

BFRS have assisted the Building Research Establishment in producing a report on causes of alarm activations. BFRS were chosen as we were the only Fire Service that could be found to assist as a result of having accurate records of the alarm activations they attend. In a report published by Raman Chaggar (senior consultant with the Building Research Establishment), he strongly recommends that the 'Buckinghamshire & Milton Keynes Strategy' for dealing with Unwanted Fire Signals is introduced across the fire service nationally.

*"It is clear that a technical and experienced unwanted fire signals officer dedicated to investigating UWFSs and working with the RP is a very effective means for FRS's to reduce UWFSs and keep them low as newbuildings come "on-line". It is a strong recommendation that other FRSs within the UK adopt this strategy and proactively engage with the community to reduce UWFSs rather than choosing selective nonattendance or introducing charges to regular offenders."*

**Glossary**

Primary Fire	Primary fires are those where one or more of the following apply: i) all fires in buildings and vehicles that are not derelict or in outdoor structures, ii) any fires involving casualties or rescues, iii) any fire attended by five or more appliances.
Secondary Fire	Secondary fires are the majority of outdoor fires including grassland and refuse fires, unless they involve casualties or rescues, property loss or unless five or more appliances attend. They include fires in derelict buildings.
Chimney Fire	These are reportable fires in occupied buildings where a fire was confined within the chimney structure, did not involve casualties or rescues and was attended by four or fewer appliances.
Fatal Casualty	A person whose death is attributed to a fire is counted as a fatality even if death occurred weeks or months later.
Non-fatal Casualty	Non-fatal casualties consist of persons requiring medical treatment beyond first aid given at the scene of the fire and those sent to hospital or advised to see a doctor for a check-up or observation. People sent to hospital or advised to see a doctor as a precaution, having no obvious injury, are recorded as "precautionary check-ups".
False Alarm	<p>A false alarm is defined as an event in which the fire and rescue service believes they are called to a reportable fire and then find there is no such incident. False alarms are categorized as:</p> <p><b>Malicious</b> – the call was made with the intention of getting the fire and rescue service to attend a non-existent fire related event. This includes 'deliberate' and 'suspected malicious' intentions.</p> <p><b>Good Intent</b> – the call was made in good faith in the belief that the fire and rescue service really would attend a fire.</p> <p><b>Electrical</b> – the call was initiated by a fire alarm and firefighting equipment operating (including accidental initiation of alarm apparatus by person).</p>
Appliance Availability	The availability of an appliance based upon the required number of firefighters, officer in charge and driver.

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