

Annex A



End of Year 2014/15 Performance monitoring report

Executive Committee 29 July 2015

Summary

To provide the Strategic Management Board with an overview of the out-turn performance for end of year 2014/15 against the Corporate Plan – Public Safety Plan Targets.

Introduction

This is the end of year report for 2014/15, covering the Authority's activities around Prevention, Protection and Response.

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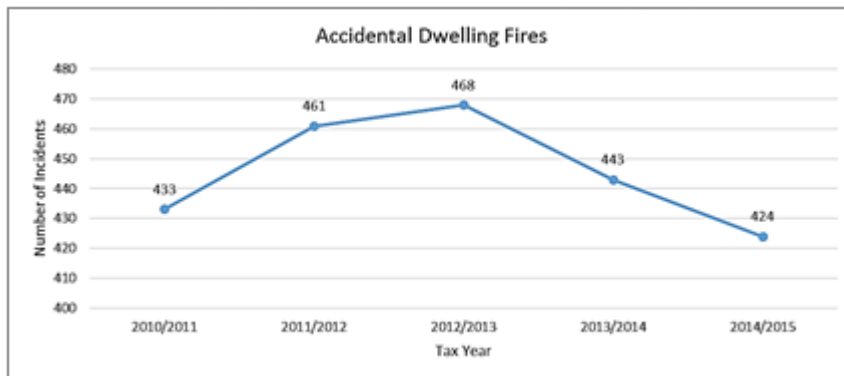
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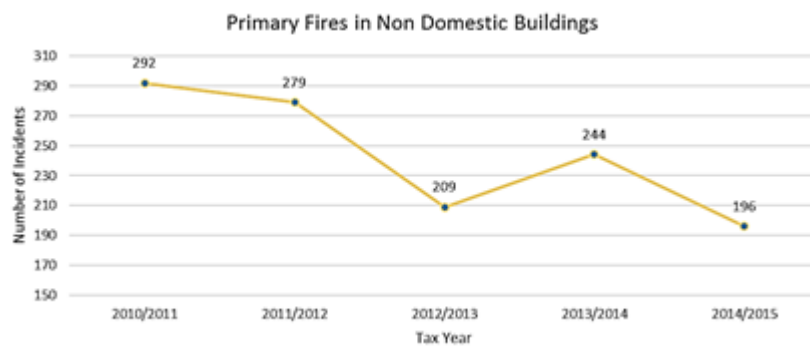
Performance Highlights

Prevention

Accidental dwelling fires



Primary Fires in non-domestic buildings



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Primary Fires

Indicator Description

Primary fires are generally more serious fires that occur in property and vehicles.

The largest single type of primary fire occurs in the home and the prevention of these is a key focus for the service.

For reporting purposes the service only measures the following categories:

- Accidental Dwelling Fires
- Non Domestic Building Fires

In 2013/14 there were 317,030¹ domestic properties within Buckinghamshire & Milton Keynes and 21,362 Non-domestic.

The trend for incidents in the above categories shows a continual reduction over the last 5 years with the total number of incidents for 2014/15 being 620 (of which 424 were dwelling fires) compared to 725 (of which 433 were dwelling fires) in 2010/11 a reduction of 14.4%.

Injuries/ fatalities caused as a result of fire are commented on later in this report.

Performance Management

Last year saw a continuation in the overall decline in the number of primary fires in dwellings and non-domestic premises.

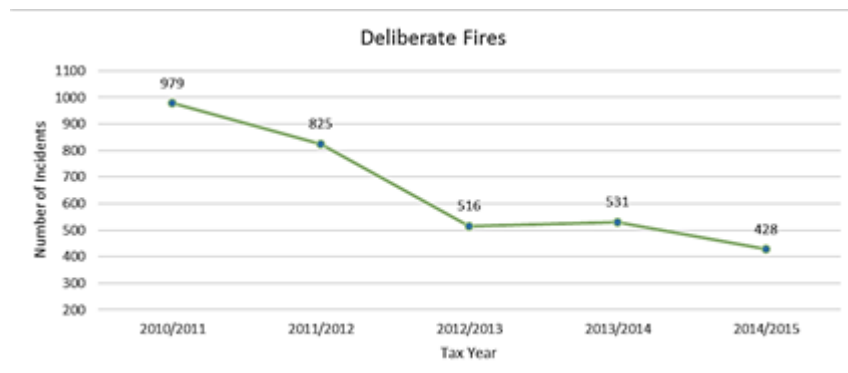
The Service continues to use a range of tools to promote community safety and extend the fire safety message through local and national fire safety campaigns.

There has been an increase in embracing social media to highlight potential hazards, for example, the incorrect use of a toaster, the exploding e-cigarette and the dangers of keeping glass bottle or ornaments on windowsills after such fires in Bucks and Milton Keynes.

¹ Data from Gov.uk

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Deliberate Fires



Indicator Description

The number of deliberate fires for Buckinghamshire and Milton Keynes was 428 in 2014/15 compared to 979 in 2010/11 a reduction of 56.3% over the five year period.

There was a similar reduction for Buckinghamshire (53.1%) over the same period and a slightly better reduction (59.1%) for Milton Keynes.

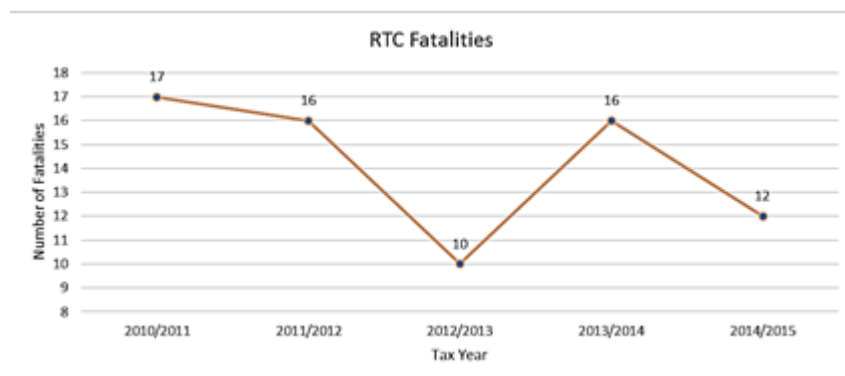
Performance Management

Over the past five years deliberate fires have fallen by approximately two-thirds. This is due to a combination of pro-active measures employed by the Service. The education work targeting children at all keys stages, combined with the Firesetters intervention programme, mean that deliberate fires are continuing to decline.

The Service subscribes to a Contract for Service with TVP for an Arson Reduction Officer, a resource shared with Royal Berkshire Fire and Rescue Service. This has resulted in more effective and simplified lines of communication with Thames Valley Police and allowed for trends to be identified in a co-ordinated manner. The Arson Reduction Officer has also initiated a Memorandum of Understanding with the local prisons to create a consistent approach to investigating incidents involving suspected arson and supporting the prison officers to prosecute offenders.

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RTC's Killed / seriously injured



Indicator Description

The trend in the number of RTC's where fatalities and serious injuries occur has seen a reduction over the last five years of 10.6% overall. The most significant improvement of serious injuries occurring was within Buckinghamshire which saw a reduction of 33.7% by contrast RTC's in Milton Keynes resulting in serious injury has seen an increase of 75% over the same 5 year period.

Performance Management

There has been a decline in those killed and seriously injured following road traffic collisions. Whilst this is positive news there remain a number of pro-active prevention intervention schemes to support road safety.

The Safety Centre in Milton Keynes remains a focal point for those in Key Stages 1 & 2. There are more specific education talks for those in Key Stage 3 who are about to start driving; this is based upon the number of young drivers killed or seriously injured over recent years.

'Biker Down' is a popular prevention initiative aimed at motorcycle riders who pose a significant risk to themselves and other road users. The Service is also supporting a CFOA initiative to target hauliers who have a record of contraventions; this change behaviour programme will target LGV drivers.

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Protection

Fire Fatalities



Indicator Description

This indicator counts those people where the cause of death has been identified as fire related even if they die sometime after the incident occurred.

The number of fire deaths has remained constant for the last five years with an average of 4.6 deaths per year.

The population in Buckinghamshire & Milton Keynes in 2010 was 731,400² with 6 fire related deaths 2010/11 which equates to 0.8 deaths per 100,000 head of population.

The current population in Buckinghamshire & Milton Keynes is 771,788 (ONS data) an increase of 5.5%. 6 fire related deaths occurred in 2014/15 which equates to 0.7 deaths per head of population.

Performance Management

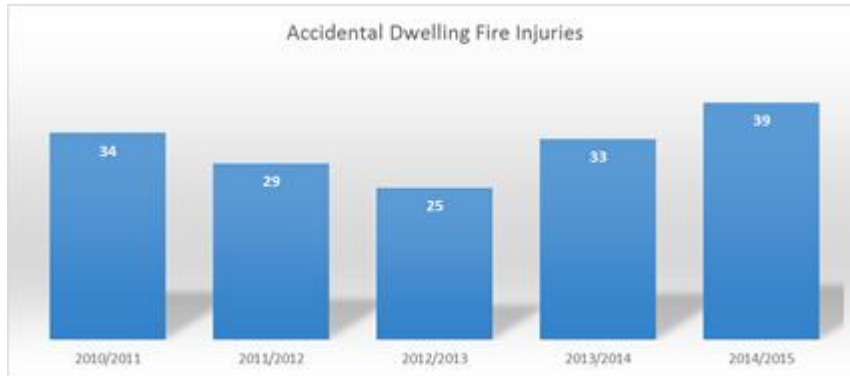
Although the number of fire fatalities remains relatively low, these are all investigated as a learning opportunity for the Service as a whole. The recent fire fatalities have ensured the Service has identified, and eradicated a number of potential information gaps.

A number of information sharing agreements have been created to deliver a more cohesive and co-ordinated basis upon which managers can make judgements based upon risk. The aim is to identify those individuals most at risk from fire rather than merely looking at geographical areas as was the case some years ago.

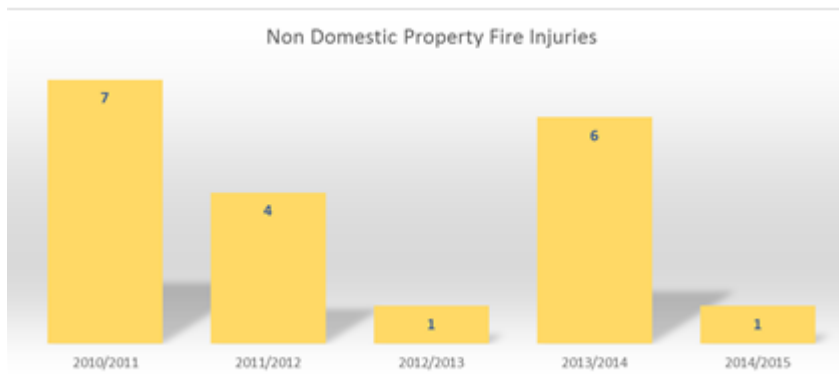
² CIPFA data

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Number of Injuries in Accidental Dwelling Fires



Number of Injuries in Non-Domestic buildings



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Indicator Description

There are four different severity levels for the recording of fire related injuries: Serious, slight, first aid at scene and precautionary check.

For reporting purposes only Serious and slight injuries are represented.

The total number of fire related injuries sustained in 2014/15 was the highest for 5 years with 39 occurrences, an increase of 14.7%.

The number of serious fire related injuries increased from 4 in 2010/11 to 9 in 2014/15 an increase of 125% however this equates to 1.1 person seriously injured as a result of fire per 100,000 head of population and the target of 2.3 for the outturn period 2014/15 was successfully achieved.

The number of slight injuries has remained fairly constant for the same time period with an average of 27.6 slight fire related injuries per year over the last five years.

Non-domestic buildings cover a wide range of buildings and structures including offices, care homes, hospitals and buildings that are not subject to the Regulatory (Fire Safety) Reform Order e.g. garages.

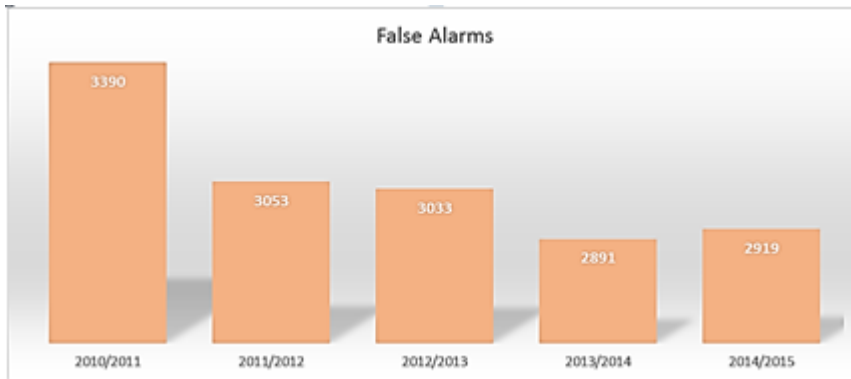
There was only one injury recorded in 2014/15 which was also a serious injury.

Performance Management

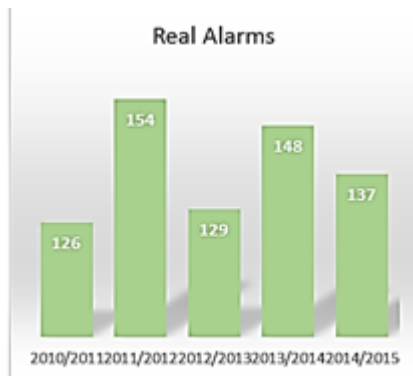
Whilst the number of injuries from fires in dwellings and non-domestic premises remains relatively low, the Service treats them as an opportunity to learn; this may be in the form of issues around operational training or targeting those people most at risk from fire. The fact that there was only one fire-related injury at non-domestic premises is an indication that the Service Protection strategy is having a positive effect

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False Alarms



Real Alarms



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Indicator Description

Fire Alarms and fire detection systems are fundamental in providing early warning from fire, giving people the chance to evacuate in a safe manner. To ensure they are effective they must be installed and maintained properly to avoid activation when there is no fire situation.

The trend in false alarms is downward with a 14% reduction over the last 5 years.

Real alarms are showing an upward trend over the last five years.

Performance Management

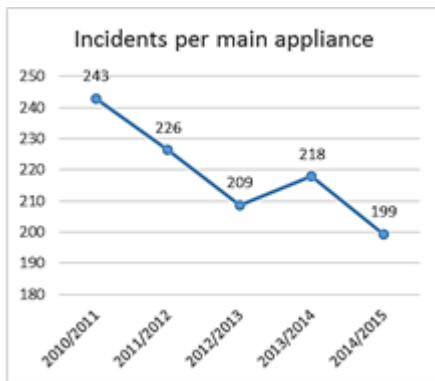
The continued downward trend of false alarm attendance continues this year with pleasing reductions being experienced. The number of real alarms is increasing, proving the worth of alarms being fitted in premises with the appropriate risk environment.

The decline in false alarms is testament to the work of the Unwanted Fire Signals Officer who works with businesses to minimise false alarms whilst ensuring the Service supports commerce. This Service is almost unique in attending automatic fire alarms and uses the opportunity to positively engage with businesses to create safer systems of work whilst over time reducing the demands on the Fire Service. This approach aligns with the government's desire for regulators to support commerce appropriately.

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Response

Incidents per main appliance



Indicator Description

As the number of emergency calls reduce the number of incidents per appliance also continues on a downward trend with a reduction of 18% over the last five years.

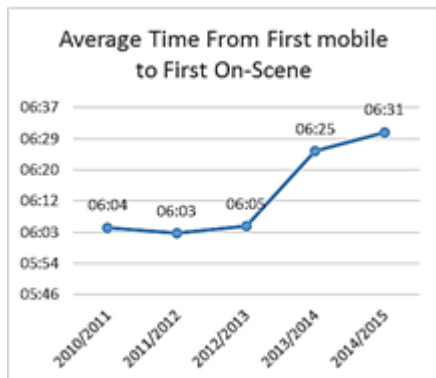
Performance Management

With the decline in overall call numbers, there has been a consequent fall in the number of incidents attended by each appliance.

This allows managers to determine whether there are more appropriate crewing models available to resource incident demand in a different and more cost-effective manner whilst always improving public safety.

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Emergency response trends



Indicator Description

This indicator measures the time it takes the first appliance to arrive at an incident.

The trend indicates an increase of 6.9% over the last five years.

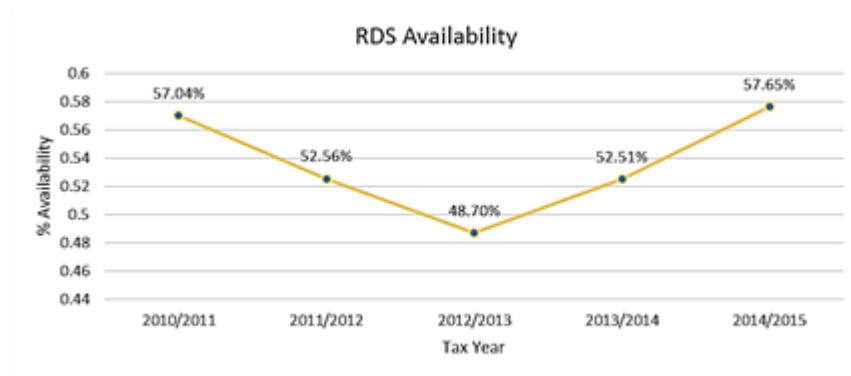
Performance Management

There has been a slight increase in the average time taken for the first appliance to arrive at an incident. However, this might, in part, be due to the time taken for crews to book mobile/ in attendance by voice over the radio.

The joint Thames Valley Control should improve times because all appliances are now fitted with an Automatic Vehicle Location System (AVLS) and so the closest resource will be sent to an incident. Additionally, all appliances will now book mobile/ in attendance by a Mobile Data Terminal (MDT) which will be more accurate than the radio.

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Appliance Availability



Indicator Description

The availability of On-Call appliances is at its highest for 5 years.

In 2010/11 the availability was 57.04% and after seeing a downward trend for the following two years to 48.7% there has been a significant improvement and availability now stands at 57.6%.

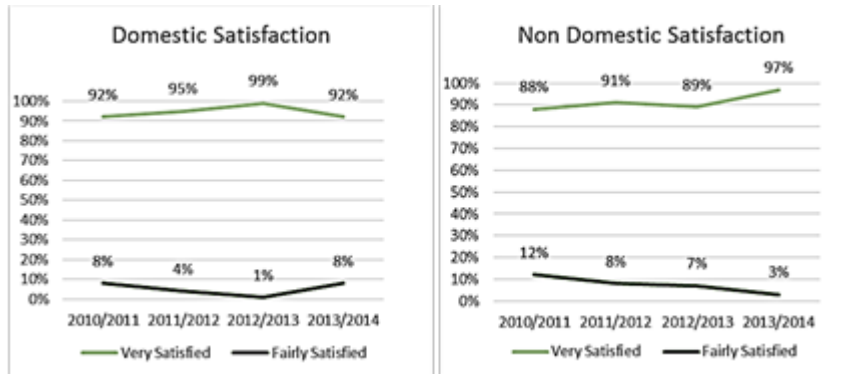
Performance Management

The availability of on-call appliances continues the improvement which started in 2012-13. This is due to a number of factors:

- The increased use of an Operational Resourcing Pool has targeted the use of 'surplus' wholetime staff to crew on-call appliances which would otherwise be deficient; this is mainly due to the work of the newly-formed Resource Management Team.
- Improved management systems to highlight on-going crewing issues linked more robustly to more timely recruitment.
- A more robust management system for gaining information from staff during exit interviews to ascertain what the Service needs to achieve in order to make the on-call system more sustainable and attractive for potential and current employees and employers of those staff.

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Customer Satisfaction



Indicator Description

After the incident questionnaires are sent following incidents at domestic and non – domestic premises (except where serious injury/ fatality or significant damage has occurred). The questionnaires are returned to Opinion Research Services who analyse the returns and publish the results. BMKFRS continually remain in the 90+% brackets for customer satisfaction in both domestic and non-domestic.

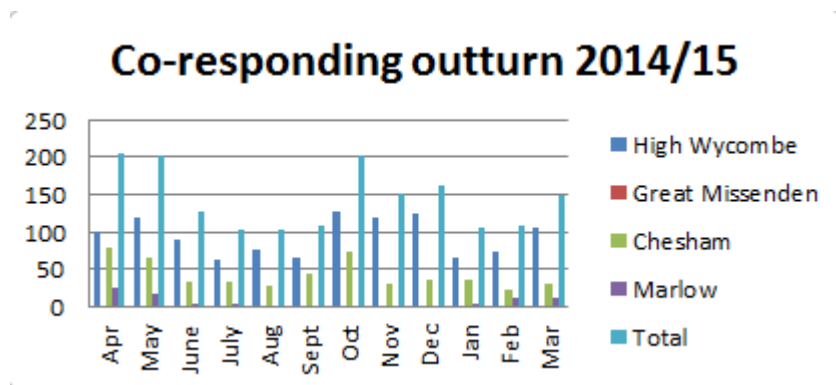
Performance Management

Customer satisfaction is monitored by a third party on the Service’s behalf and it remains at a pleasingly high level. From this feedback it would appear that it is not linked to the time take by the Service to have an appliance on scene.

This data remains very useful to the Service and will be used and challenged in the future when it becomes used in national research, under the LIFEVID project, which aims to better understand human behaviour in the event of fire.

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Co-responding.



Indicator Description

BMKFRS co-responding scheme started in March 2014 and has proved very successful with a total of 1766 callouts being made up to March 2015.

The majority of calls have been within High Wycombe with the most common cause of call out being for breathing difficulties.

As the scheme is still in its infancy it is difficult to measure performance. However it can be said that lives have been saved as a result of the scheme.

Performance Management

Initial trial for Co-responding started in 2011 at Great Missenden fire station using a marked ambulance Vauxhall Corsa car, which was fitted with Blue Lights, Sirens and finished in the yellow and green Battenberg marking pattern. Standard medical kit, including Entonox and an AED (defibrillator) were carried (this spec is currently used at our current co-responder locations).

Following the trial, a decision to expand the scheme was made, Chesham and Marlow areas were identified where SCAS consistently failed to achieve their Red 1 calls (Medical intervention within 8 minutes of receiving a 999 call). Schemes similar to the one at Great Missenden were initiated.

The opportunity to trial a new pilot scheme at High Wycombe also presented itself. A "positive hours" car crewed scheme was also initiated.

High Wycombe, Chesham & Marlow, all went live on the 1st March 2014. In May 2014, it was decided to no longer continue with the Great Missenden scheme, this was due to a number of reasons, not making the Red 1's, staff shortages and SCAS repositioning resources.

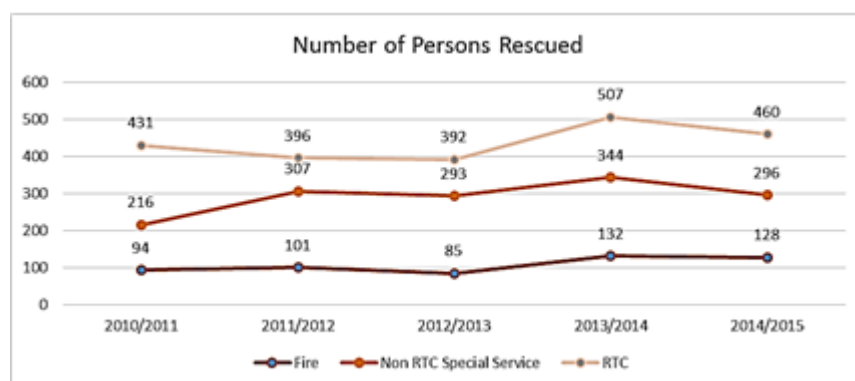
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We are currently trialing a new scheme at Buckingham Fire Station, this scheme went live on the 6th May and involves Co-responding being delivered from the Day Crewed appliance, 22P1. A car scheme is now also available from Buckingham, run along the same lines as Chesham & Marlow.

Current locations

Chesham	On-Call car scheme
Marlow	On-Call car scheme
High Wycombe	Positive hours crewed car scheme
Buckingham	Wholetime appliance and On-Call car scheme.

Number of persons Rescued (fires, RTC & SSC)



Indicator Description

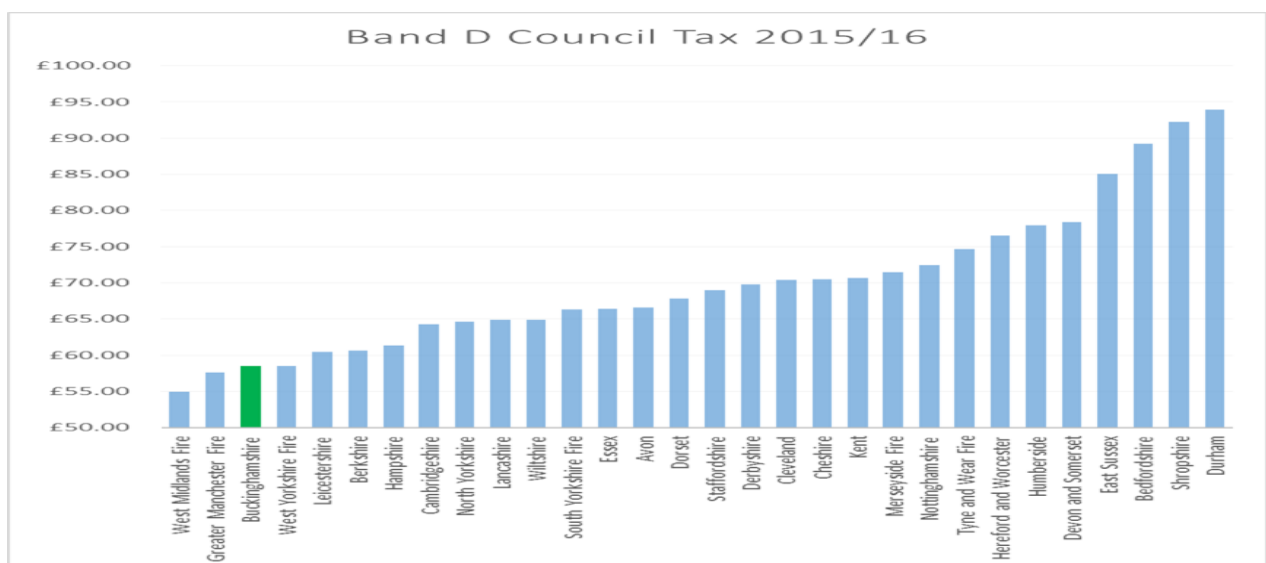
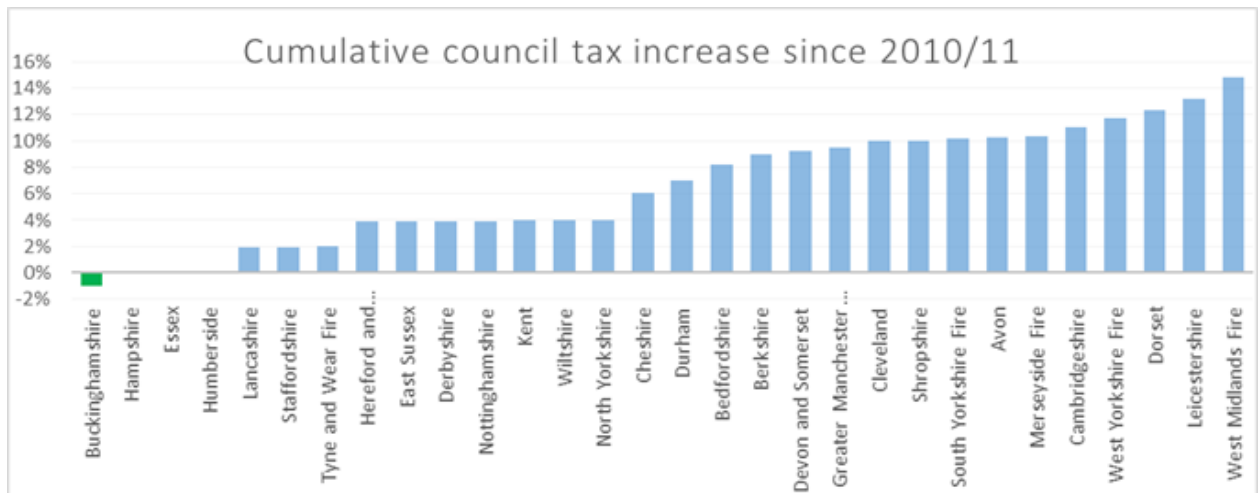
The number of rescues from Fires, RTC's & Special Services has seen a 10% reduction from 2013/14.

Performance Management

The number of persons rescued from fires, collisions and other special services remains level on past year results. This demonstrates the effectiveness of our crews when it is necessary for them to have to intervene. Whilst the Service rightly concentrates resources on preventing incidents from occurring in the first place, it is important to note that when required, the crews are able to deliver highly positive results in demanding circumstances.

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Council Tax rates compared with other Fire Authorities



Indicator Description

This indicator shows the economic cost of BMKFRS compared to our Fire Authorities.

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Performance Management

All measures show BMKFRS continues to be one of the lowest cost and lowest precepting FRSs in the country.

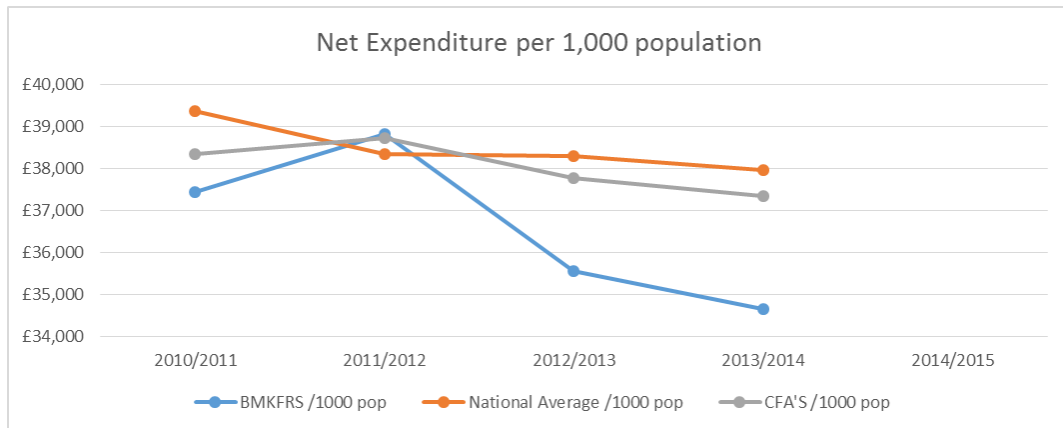
BMKFRS has the lowest Council Tax Band D rate of any Combined Fire Authority and the third lowest overall.

BMKFRS is the only FRS to have reduced the council tax burden on tax payers since 2010/11.

The continuing policy of freezing council tax or reducing (-1% in 2015/16) continues to maintain BMKFRS as one of the fire services which burdens the tax payer the least. It is the lowest precepting Combined Fire Authority when measured at Band D level.

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Net expenditure per 1000 population



Indicator Description

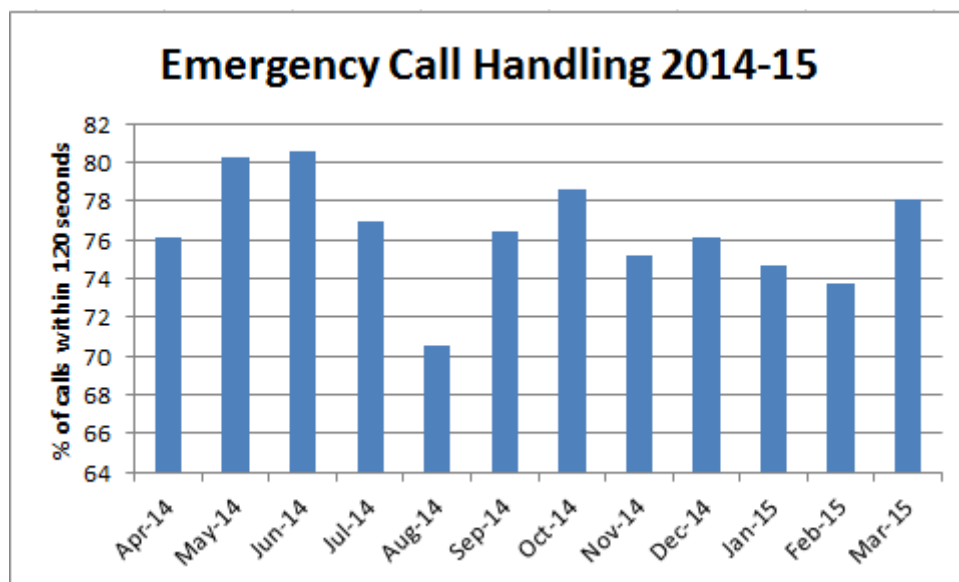
BMKFRS continues to be one of the most economical FRS in the country per 1000 population.

Performance Management

This statistics shows BMKFRS to be significantly below the national average in terms of cost per council tax payer.

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Emergency Call handling



Indicator Description

This indicator measures the time taken for Control operators to deal with an emergency call from the time the new incident key is selected to the first resource being assigned (attended calls only).

Emergency call handling saw a significant improvement against the target of 75% of calls handled within 120 seconds with the average being 76.6% for the outturn period of 2014/15 compared to 67.4% for 2013/14.

Performance Management

The last year has been a difficult time within the Control Room with the amalgamation of BMKFRS, RBFRS and OFRS Controls into the TVFCS.

During this reporting period the transition of mobilising services to the new Thames Valley Fire Control was undertaken. The move was finalised in April 2015 and the BFRS Fire Control Centre in Aylesbury was decommissioned. This was a period of substantial change and uncertainty for the control room staff. They faced reducing crewing levels and adopted flexible working systems to ensure the control room was staffed at all times. During this period the control staff demonstrated a quite remarkable degree of professionalism and dedication. Throughout they continued to maintain a high level of service to the public and improved their Emergency Call Handling.

Report Ends