



**Overview and Audit Committee** 15<sup>th</sup> November 2017

## **2016-17 Annual Performance Monitor**

### **Summary**

To provide an overview of the out-turn performance for end of year 2016-17.

### **Introduction**

This is the end of year performance monitor for 2016-17, monitoring the Authority's activities and outcomes in delivering the Strategic Objectives we set in our 2015-20 Corporate Plan.

This monitor provides Members with a high level presentation of performance information.

### **Performance Highlights**

Buckinghamshire Fire & Rescue Service (BFRS) has a great many good news stories to tell whilst continuing to provide a cost effective fire authority. This is indicative of our committed and innovative work-force and the changes we have made and those that we continue to explore to ensure we deliver a first class service to the communities we serve:

- Accidental Dwelling Fires reduced by 16%;
- Fire related fatalities and injuries reduced;
- Customer satisfaction remains over 90% of those very satisfied with our services;
- Average attendance times reduced;
- We remain the lowest precepting Combined Fire Authority in the country.

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## 1. 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 measures the following categories;

- Accidental Dwelling Fires
- Non Domestic Building Fires

In 2016-17 there were 321,723<sup>1</sup> domestic properties within Buckinghamshire and Milton Keynes and 22,206<sup>1</sup> non-domestic and a population of 799,200<sup>2</sup>.

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

### Performance Activity

The number of accidental dwelling fires continues on a positive decline, with (305) 16 per-cent fewer through 2016-17 when compared to the previous year. The decline in 2016-17 continues the positive trend that has been achieved over the past five years.

Despite a significant increase in non-domestic property fires in 2013-14 (302), we continue to report a positive trend over the five year period 2012-13 to 2016-17, with 245 recorded in the past year.

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

Our targeted approach to community safety based upon trend analysis and historical data to predict future incidents, has assisted us in identifying the most vulnerable members of our communities. This has led us to move away from the traditional approach of identifying areas of deprivation and focus our resources on specific individuals where the data indicates they are at a higher level of risk from fire.

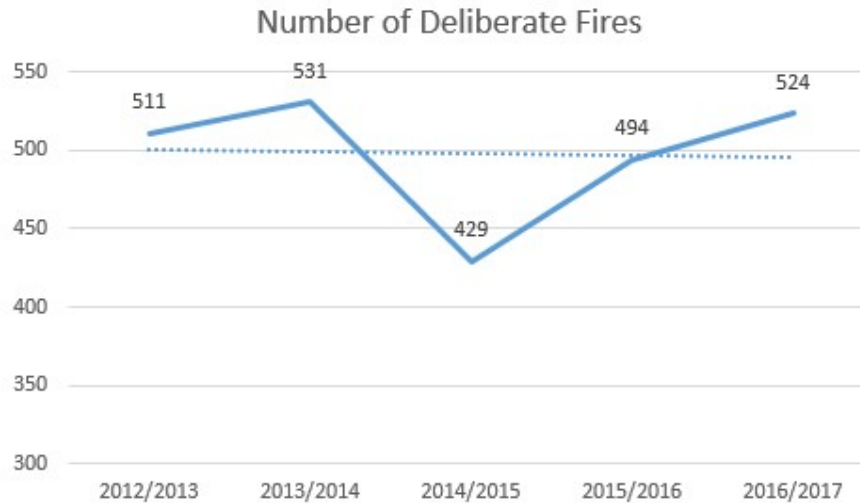
Two key research projects that BFRS are leading on will lead to our current targeting methods being reviewed and enhanced significantly for both domestic and non-domestic premises. Collaboration is at the forefront, leading us to a better understanding of the communities we serve and furthermore, encouraging us to acquire further knowledge that will allow us to maintain an innovative approach in the provision of our services.

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<sup>1</sup> CIPFA FIRE 2017 Provisional Statistics

<sup>2</sup> ONS mid-year population estimates 06/2016

## 2. Deliberate Fires



*Source: BMS (Viper) 07/2017*

### Indicator Description

The number of deliberate fires for Buckinghamshire and Milton Keynes was 524 in 2016-17 an increase of 6 per-cent on the previous year. However, the high and low pattern over the past five years continues to project a positive trend. Nationally there has been an increase in arson and criminal damage which is reflected in the national crime statistics for England and Wales.

### Performance Activity

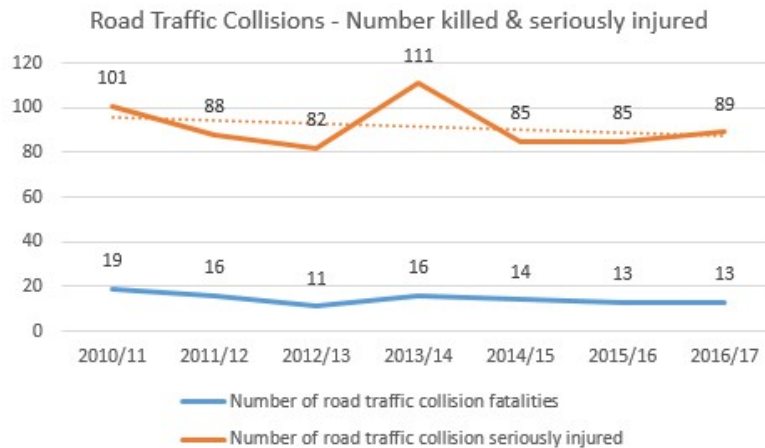
Despite the increase in deliberate fires during 2016-17, the peaks and troughs over the past five years continues to project a positive trend. This is due to a combination of pro-active measures employed by the service. The education work targeting children at all key stages, combined with the Firesetters intervention programme, mean that deliberate fires are continuing to decline.

The Service subscribes to a Contract for Service with Thames Valley Police 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.

The close working relationship between Thames Valley Police and the Arson Reduction Officer has led directly to a number of arrests in 2016-17 for those involved in committing acts of arson.

Our service is leading on a collaborative approach across the Thames Valley Fire and Rescue Services in the development of a demand and vulnerability model with Thames Valley Police. This system includes data from partner agencies such as trading standards, social services, South Central Ambulance service and with the inclusion of FIRE data, we hope to achieve a blue light risk and demand profile for the entire Thames Valley area. This will further support a collaborative approach to public safety, enabling a joined up approach in the prevention and management of unwanted behaviour.

### 3. Road Traffic Collisions



Source: BMS (Viper) 07/2017

#### Indicator Description

The trend in the number of RTCs where fatalities and serious injuries occur continues on a positive trajectory.

#### Performance Activity

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

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. The Service works closely with driving examiners and uses this relationship to deliver road safety messages to newly-qualified drivers who are at a high risk of being involved in a road traffic collision.

'Biker Down' is a popular prevention initiative aimed at motorcycle riders who pose a significant risk to themselves and other road users.

### 3. Fire Injuries and Fatalities



Source: BMS (Viper) 07/2017

#### 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 3 deaths per year.

The current population in Buckinghamshire & Milton Keynes is 799,200<sup>3</sup>, 2 fire related deaths occurred in 2016-17 which equates to 0.2 deaths per 100,000 head of population.

A decline in accidental dwelling fires correlates with the significant reduction in accidental dwelling fire related injuries from 43 recorded in 2015-16 to 17 in 2016-17.

The total number of fire related injuries in non-domestic premises in 2016-17 was 4. Non-domestic buildings cover a wide range of buildings and structures including offices, care homes, hospitals and also buildings that are not subject to the Regulatory (Fire Safety) Reform Order.

#### Performance Activity

Although the number of fire fatalities remains relatively low, the recent fire fatalities have enabled the Service to identify the main underlying causes. From this information the Service has evaluated how best it can further decrease the number of fire fatalities.

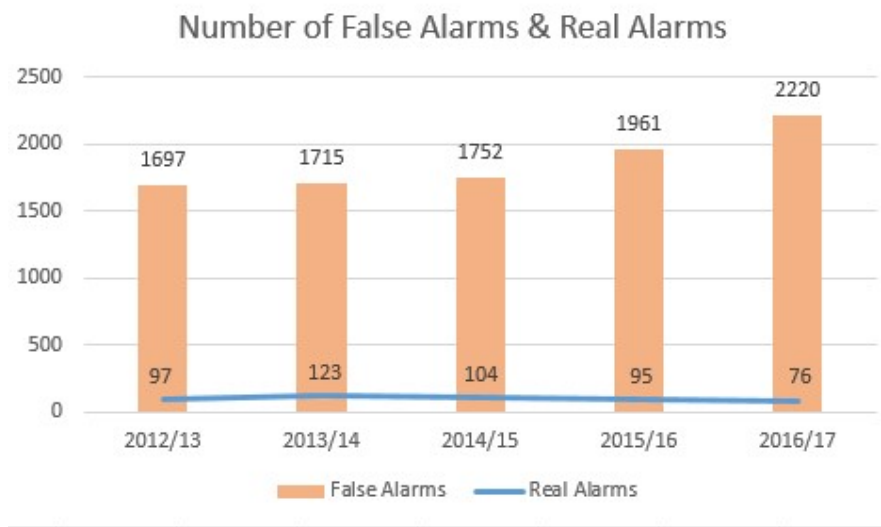
By working with partners such the NHS, who supply details of over-65s in the 'Exeter Database', this organisation is able to ensure prevention resources and activities are geared towards the most appropriate people.

<sup>3</sup> ONS mid-year population estimates 06/2016

**ANNEX A v.2**

To decrease fire injuries and fatalities further, BFRS is engaged with ongoing research into human behaviour to better understand how people react when confronted with a fire in their home. By gaining this insight, it will be possible to ensure prevention messages and training are aimed specifically at those most in need. The 'Lessons In Fire and Evacuation Behaviour In Dwellings' (LIFEBID) research is already enabling operational crews to deliver advice to members of the public aligned to specific needs.

**5. False Alarms and Real Alarms**



Source: BMS (Viper) 07-2017

**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 continues to increase year on year due to the increase in new building numbers in the Buckinghamshire and Milton Keynes area.

**Performance Activity**

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.

Whilst there continues to be a slight increase year on year in the number of attendances at automatic fire alarm incidents these are used as positive opportunities to engage with business which is evidenced with the continued decrease in primary fires and fire injuries in commercial premises.

## 6. Customer Satisfaction



Source: BMS (Viper) 07-2017

### 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. BFRS continually remain in the 90+ per-cent brackets for customer satisfaction in both domestic and non-domestic.

### Performance Activity

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 taken 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.

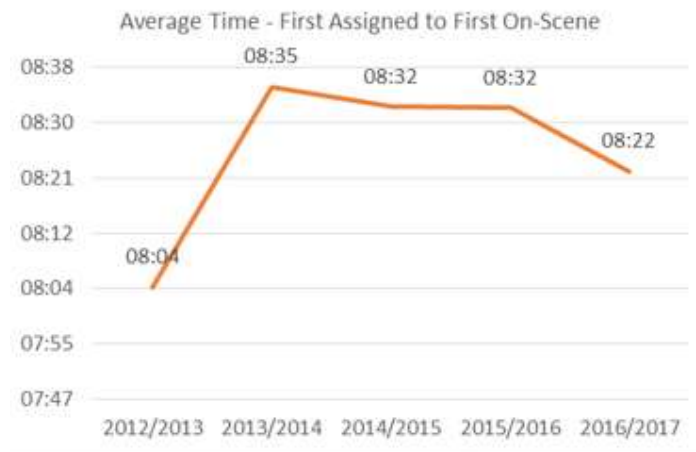


## 7. Response

### Indicator Description

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

The stated Service objective is that an appliance will arrive at an incident within 10 minutes on 80 per-cent of occasions and within 20 minutes on 99 per-cent of occasions.



Source: BMS (Viper) 07-2017

### Performance Activity

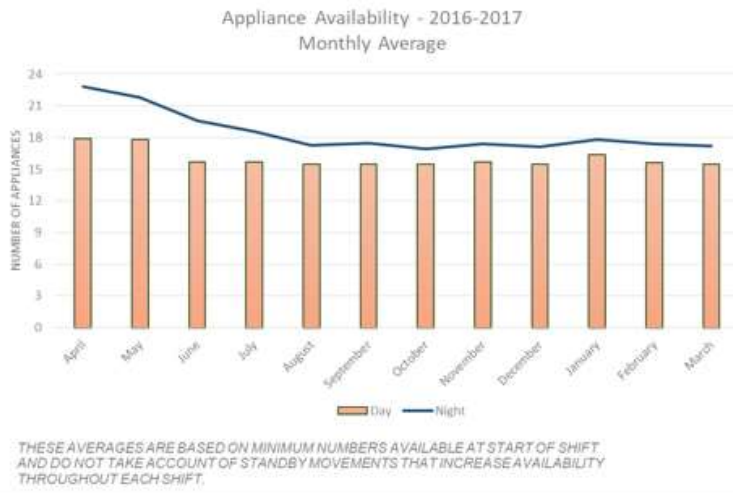
The move to the Thames Valley Fire Control Service has supported our aim in improving attendance times. The introduction of Automated Vehicle Locating System (AVLS) now ensures that the nearest appliance will attend the incident irrespective of traditional Service boundaries. The positive benefit of this can be seen with an average time of 8 minutes 22 seconds for the first resource to be on-scene.

BFRS has placed display screens in fire stations which shows live data to crews about their performance. This data includes information about their turn out and attendance times which has led to improvements. This also allows them to assist in improving data quality by spotting data errors which they can report to Thames Valley Fire Control.

We have changed the balanced scorecard this year to reflect the evolution of our resourcing and crewing strategy. We have found that simply focusing performance on our on-call availability or the number of incidents per main appliance doesn't provide the assurance or reflect the performance of this strategy.

ANNEX A v.2

Figure 1.1

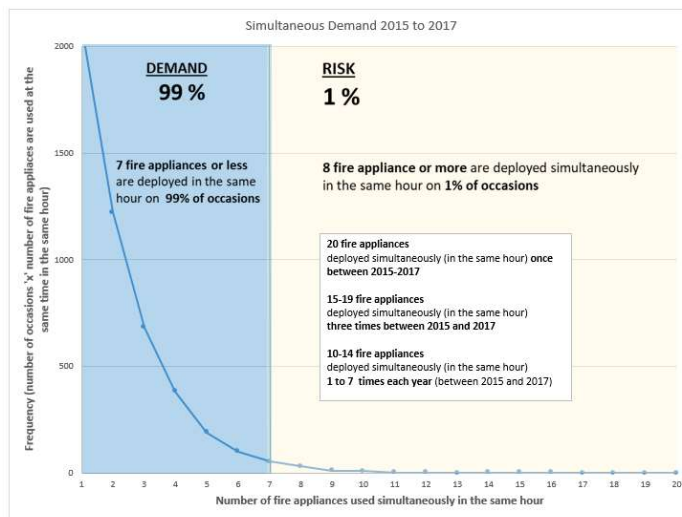


Source: RMT 07-2017

Reviewing (*Figure 1.1*) the total availability of all our appliances (fire engines) on a day by day, night by night basis, we are able to confidently highlight that by our efforts in bringing about flexible crewing methods, we are able to maintain availability of our minimum standards (15 appliances). This is an absolute minimum and does not take account of standby movements throughout each shift that only increase the number of appliances available.

Since moving to the Thames Valley Fire Control Service (April 2015), we have looked again at our efficiencies in resourcing for day-to-day demand<sup>4</sup> and in-frequent risk (*Figure 1.2*).

Figure 1.2<sup>5</sup>



Source: Data Intelligence Team – IRS/Vision 07-2017

This analysis has enabled us to ascertain that 7 appliances or less were deployed simultaneously in the same hour on 99 per-cent of occasions between April 2015 and Mar 2017. The risk identified during this same period suggests that 8 appliances are likely to be deployed simultaneously in the same hour on 1 per-cent of occasions. It is this 'in-frequent' risk that represents a challenge for the Service in terms of resourcing efficiently and we have been able to mitigate this through the flexibility and innovation of our work-force.

<sup>4</sup> Data has been expressed by the hour as we know from 2012 research that on 90% of occasions incidents last less than 1 hour.

<sup>5</sup> Further analysis underway to verify these findings due to the significant change on the outcomes published in 2014.

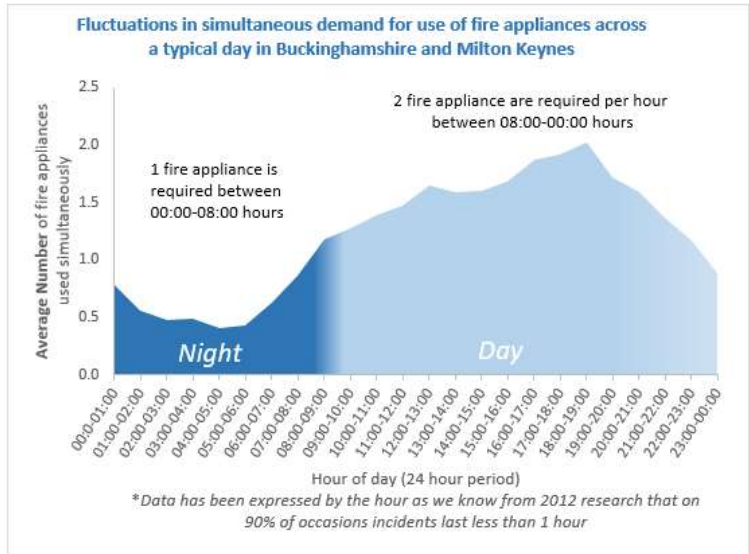
ANNEX A v.2

Figure 1.3 depicts a typical day in Buckinghamshire and Milton Keynes.

The objective of this analysis was to define the scale and frequency of day-to-day demand based upon how many fire appliances are used in a given hour by time-of-day and day-of-week during the period 2015-2017.

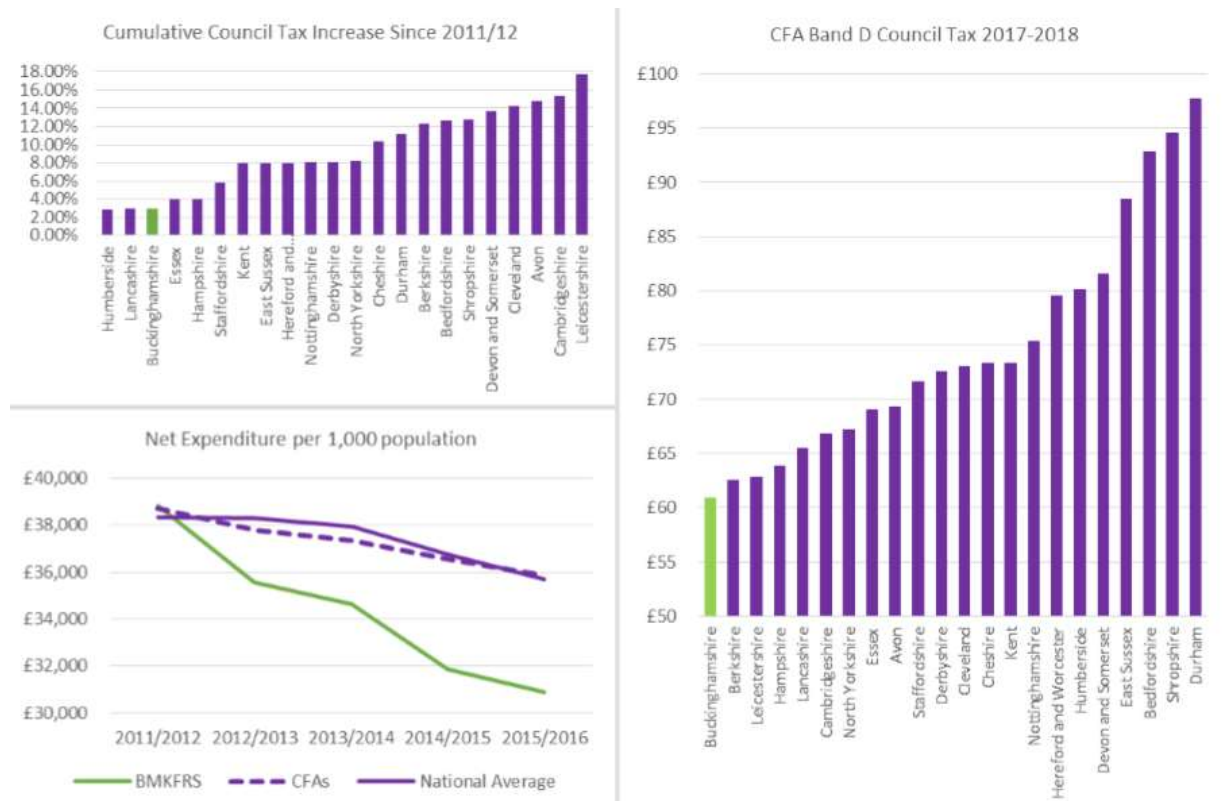
The results have suggested that 2 fire appliances on average are required simultaneously during the day with 1 appliance on average during the night.

Figure 1.3



Source: Data Intelligence Team – IRS/Vision 07-2017

## 8. Finance



Source: CiPFA Fire Estimates 2017-18

[https://www.cipfastats.net/uploads/FireEst17P\\_Combined.pdf](https://www.cipfastats.net/uploads/FireEst17P_Combined.pdf) (28/08/17)

### Indicator Description

The Authority’s financial performance is measured in comparative terms with other services which share the same governance model. This provides an accurate comparison of both the funding model and funding strategy for fire and rescue services.

To get a broader comparison financial performance is also measured in terms of population for both the national average of all fire and rescue services as well as just combined fire authorities.

### Performance Activity

Buckinghamshire and Milton Keynes Fire Authority continues to be the lowest precepting Combined Fire Authority based on Band D Council Tax. In terms of all fire and rescue services it features third from lowest with only two major metropolitan services charging less in terms of council tax.

Due to a long period of restraint in increasing council tax, it has also been the equal lowest Authority in terms of cumulative council tax increases since 2011/12.

In terms of overall expenditure per 1000 head of population, the Authority is substantially below (-15%) both combined and all other fire and rescue services.