



## Overview and Audit Committee

14<sup>th</sup> November 2018

### 2017-18 Annual Performance Monitor

#### Summary

To provide an overview of the out-turn performance for the year 2017-18.

#### Introduction

This is the end of year performance monitor for 2017-18, 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

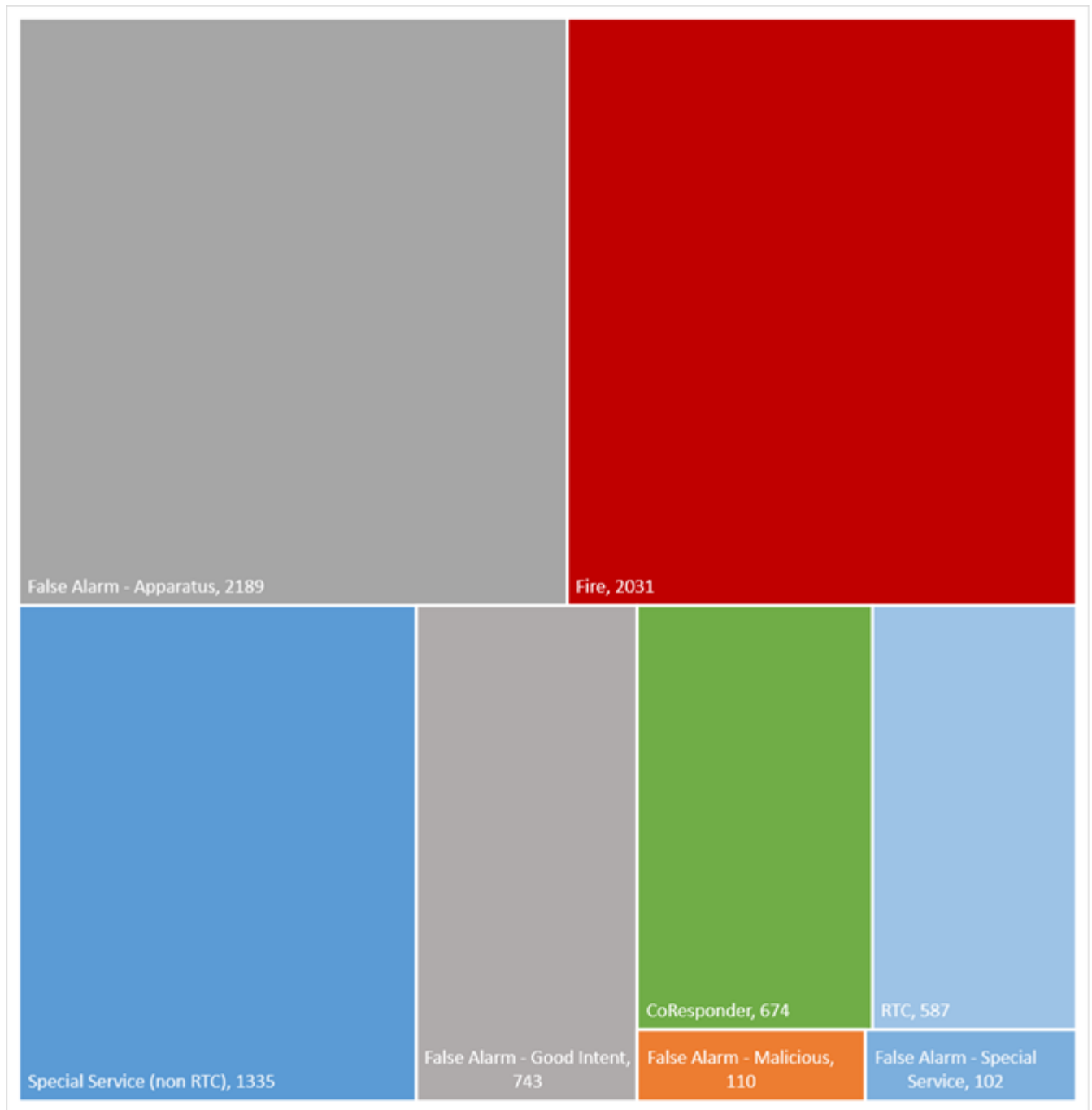
Buckinghamshire Fire & Rescue Service (BFRS) has a great many good news stories to tell whilst continuing to be a cost effective fire authority. This is indicative of our committed and innovative workforce and the changes we have made and those that we continue to explore to ensure we deliver a first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

- Non-domestic primary fires continued to reduce - 31% over five years;
- BFRS attends 10% fewer incidents per 1000 population compared to the average of all other fire and rescue services;
- The Authority continues to maintain the lowest Council Tax precept of any combined fire authority;
- BFRS is one of the most cost effective services when it comes to cost per incident. The average is £4027 and BFRS is £3104;
- BFRS has still managed to maintain its attendance times which are the same as they were five years ago whilst most Services are experiencing an increase;
- Despite an increase in Accidental Dwelling Fires during 2017/2018, the positive overall trend continues;
- Post incident surveys that were returned from don-domestic property incidents resulted in 100% of respondents being satisfied with the service provided by BFRS (94% were very satisfied and 6% fairly satisfied).

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### 1. Number of Incidents



#### Indicator Description

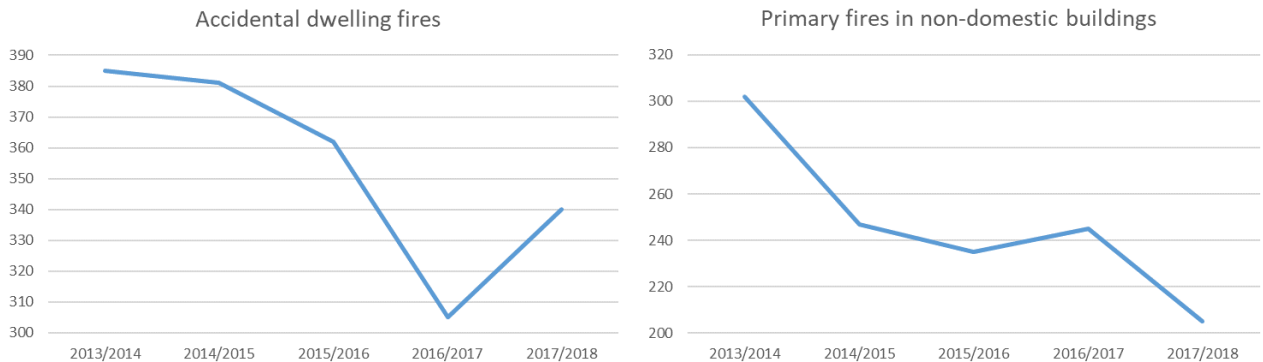
Number of incidents attended with Buckinghamshire and Milton Keynes that were reported to the Home Office via the Incident Recording System (IRS) during 2017-18.

#### Performance Activity

A total of 7,771 incidents were attended within Buckinghamshire and Milton Keynes between 1 April 2017 – 31 March 2018.

## 2. Primary Fires

### Indicator Description



Source: BMS (Viper) 09/2018

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;
- Primary fires in non-domestic buildings.

In 2017-18, there were 324,767<sup>1</sup> domestic properties within Buckinghamshire and Milton Keynes and 22,378<sup>1</sup> non-domestic and a population of 803,439<sup>2</sup>.

Injuries and fatalities caused as a consequence of fire are commented on later in this report.

### Performance Activity

The number of accidental dwelling fires increased compared with 2016-17. However a positive trend continues, declining over a five year period, with (45) 12 per-cent fewer through 2017-18 when compared to 2013-14.

Primary fires in non-domestic buildings continued to report a notable positive trend over the five-year period 2013-14 to 2017-18. A 32% reduction (302 to 205) whilst property numbers have been steadily increasing is very encouraging.

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.

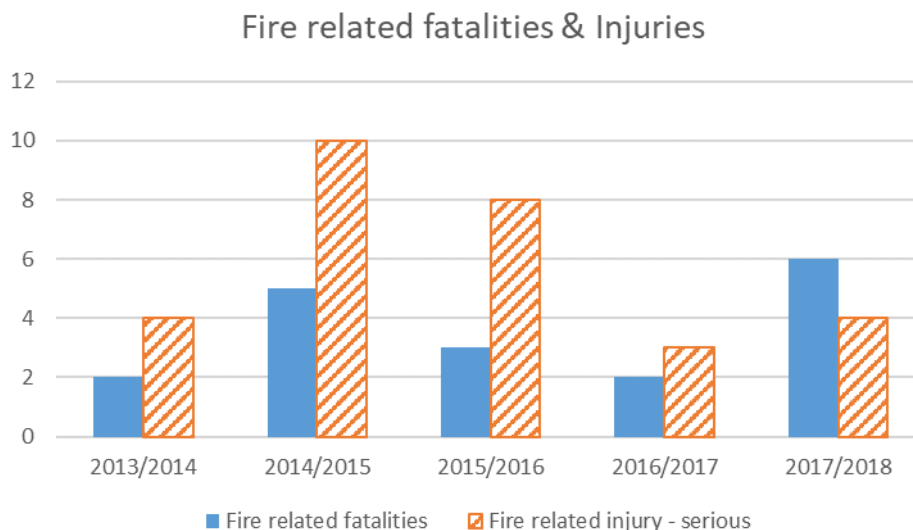
<sup>1</sup> CiPFA FIRE 2018 Provisional Statistics

<sup>2</sup> ONS mid-year population estimates 2017

BFRS have now aligned its data sets with RFRS and OFRS, supporting the collaborative work in risk targeting and resource management.

The national average for audits graded as unsatisfactory is 35%. In 2017, we achieved 65% unsatisfactory (Source CIPFA) demonstrating that we are inspecting premises which are non-compliant.

### 3. Fire Related Fatalities and Injuries



#### 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.

There were six fire related deaths during 2017-18. Three deaths were the result of two accidental dwelling fires. Three were suicides where fire was involved.

A slight raise in accidental dwelling fires correlates with a slight rise in accidental dwelling fire related injuries. However, a positive trend remains over the five-year period albeit not as positive as the trend for number of accidental dwelling fires.

The total number of fire related injuries in non-domestic premises in 2017-18 was five. 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.

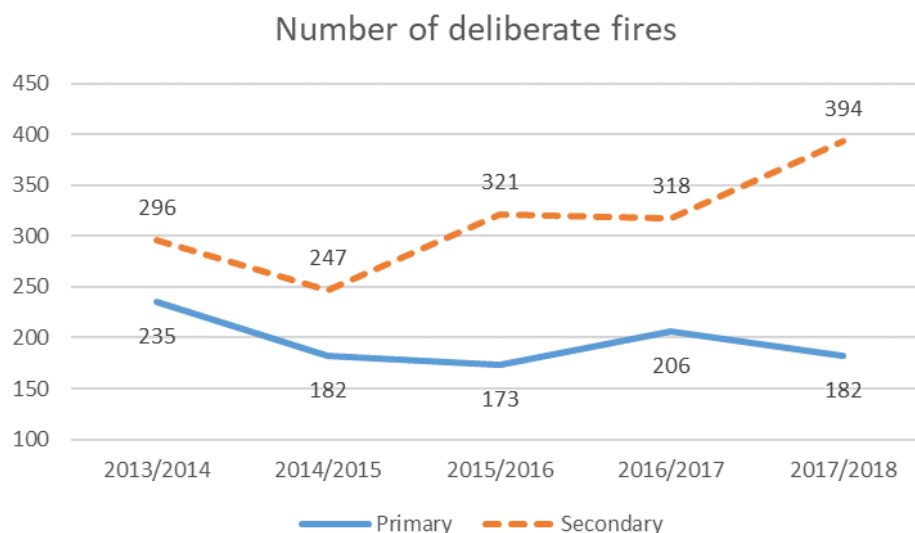
#### Performance Activity

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.

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.

#### 4. Deliberate Fires



*Source: BMS (Viper) 09/2018*

##### Indicator Description

Whilst the number of deliberate primary fires for Buckinghamshire and Milton Keynes continue to see a positive trend, the number of deliberate secondary fires increased for the fourth year running (an increase of 33% over the five years). 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 2017-18, Buckinghamshire remains one of the best performing areas in relation to deliberate fires compared to similar comparable locations (Family Group 2).

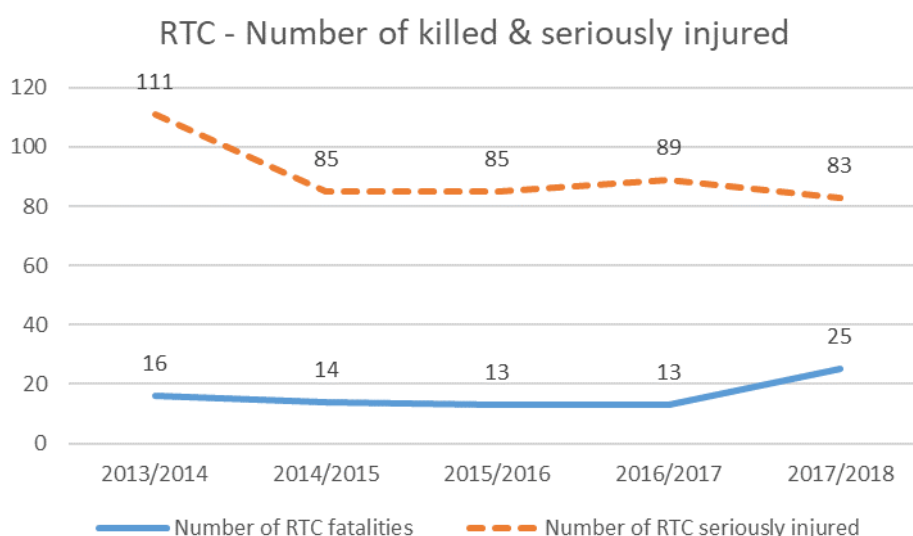
The Service is currently engaged in a combination of pro-active measures to reduce the number of deliberate fires:

- Intelligence within the Service, led to the identification of one individual responsible for a significant number of secondary deliberate fires.
- The education work targeting children at all key stages, combined with the Fire-Setters intervention programme.
- 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.

- 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.

### 5. Road Traffic Collisions (RTC)



Source: BMS (Viper) 09/2018

#### Indicator Description

While the trend for the number of seriously injured at RTCs (attended by BFRS) continues on a positive trajectory, fatalities saw a rise compared to previous years.

#### Performance Activity

Even if the one incident accounting for nearly a third of the fatalities were omitted<sup>3</sup>, 2017-18 would still have seen an increase in the number of fatalities resulting from an RTC.

A number of pro-active prevention intervention schemes to support road safety are currently being engaged to reduce the number of RTCs and the fatalities/injuries resulting from RTCs.

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

<sup>3</sup> Significant Road Traffic Collision on the M1 motorway with the loss of eight lives caused by a drink driver.

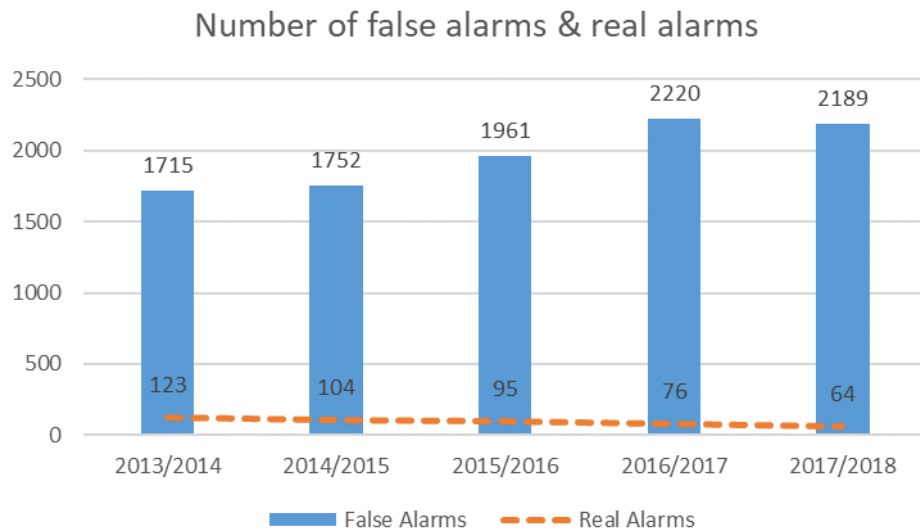
## ANNEX A

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.



## 6. False Alarms and Real Alarms



Source: BMS (Viper) 09-2018

### 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.

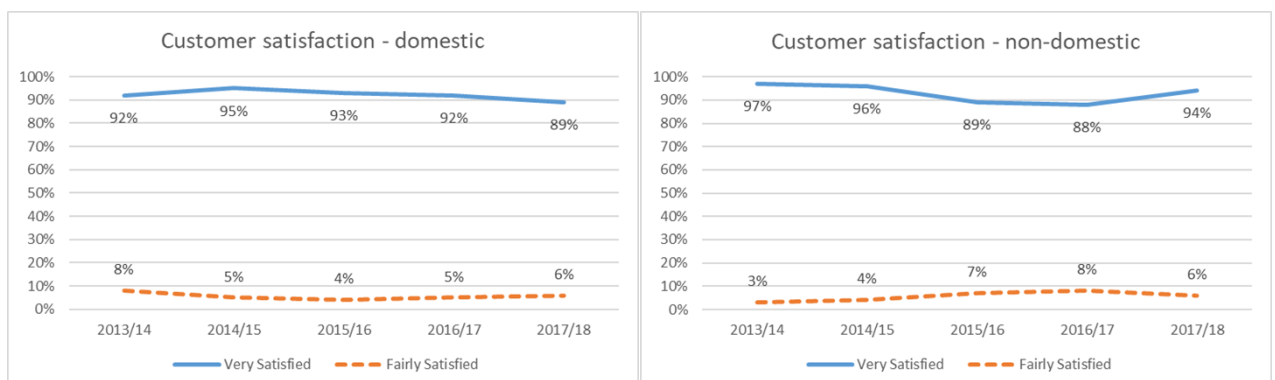
The trend in false alarms continues to increase year on year due to the increase in new building numbers in the Buckinghamshire and Milton Keynes area.

### 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.

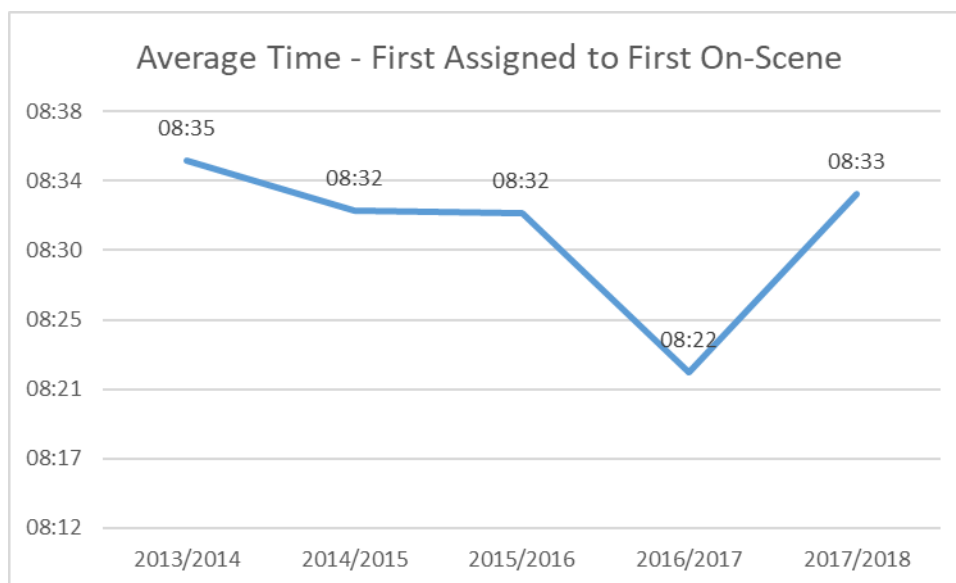
## 7. Customer Satisfaction



### 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. BFRS continually remain in the 90+ per-cent brackets for customer satisfaction in incidents at domestic properties, where less than 1 per-cent are unsatisfied. However, non-domestic incidents saw a 100% satisfaction score for the first time in four years.

## 8. Response



Source: BMS (Viper) 09-2018

### Indicator Description

This indicator measures the time it takes the first appliance to arrive at an incident – this is measured from the time the first appliance is assigned to the first appliance in attendance.

Although 2017-18 saw an increase in its average response time to incidents compared to the previous year, a positive trend remains and the average response time is still below that of five years ago.

### Performance Activity

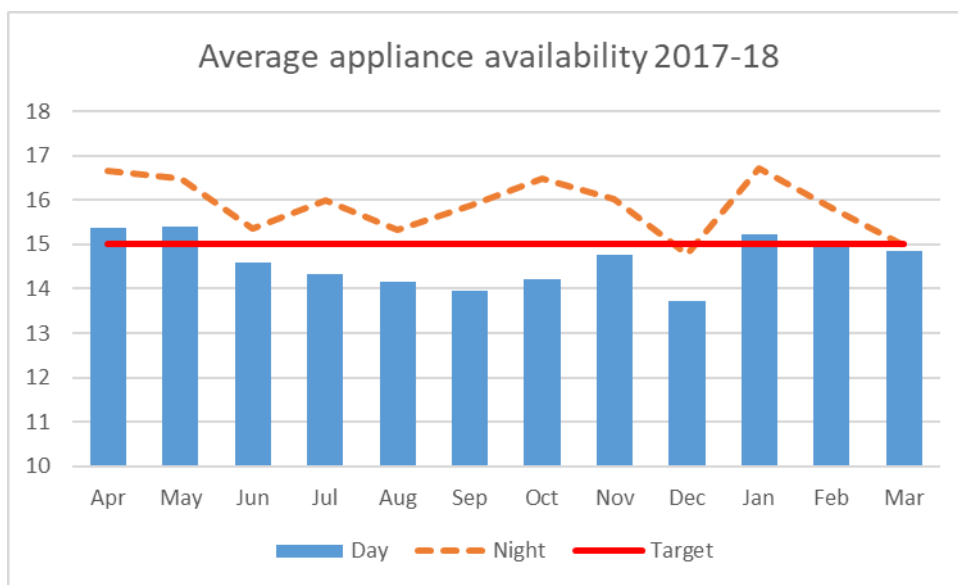
The move to the Thames Valley Fire Control Service has supported our aim in improving attendance times. The introduction of Automated Vehicle Locating System (AVLS) now ensures that the nearest appliance will attend the incident irrespective of traditional Service boundaries.

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 that they can report to Thames Valley Fire Control.

We have changed the balanced scorecard 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 does not provide the assurance or reflect the performance of this strategy.

Figure 1.1



Source: RMT 09-2018

Figure 1.1 reviews the total availability of all our appliances (fire engines) on a day-by-day, night-by-night basis.

As in previous years, availability during the night remains good due to on-call availability. However, availability during the day is still providing some challenges, especially during holiday periods.

At no point were BFRS unable to meet operational demands, this included scenarios such as the flooding in Milton Keynes that saw 26 pumps all in attendance at incidents across Milton Keynes alone.

During 2017-18, BFRS experienced a higher than normal loss of staff – mainly due to LFB recruitment drives.

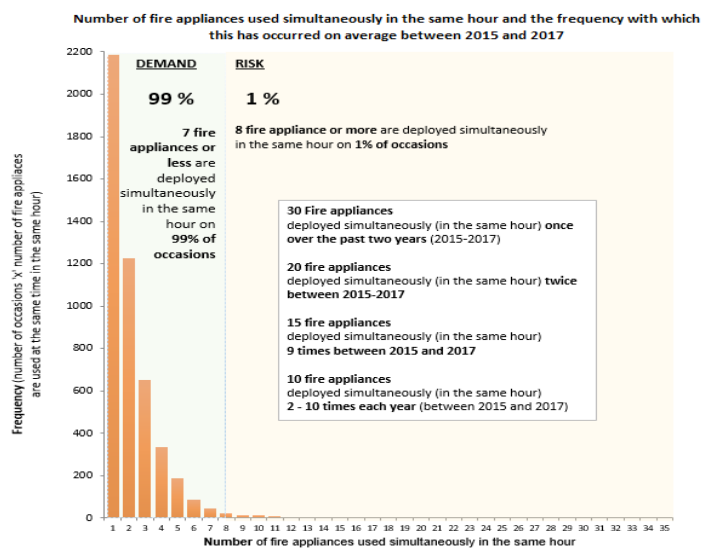
Development of operational resource is bringing in new contracts for on-call firefighters to improve the profile of availability.

BFRS are also looking to bring in its fourth cohort of apprentices in April 2019.

BFRS will be actively seeking to transfer fire fighters into the Service.

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 and in-frequent risk (See *Figure 1.2 overleaf*).

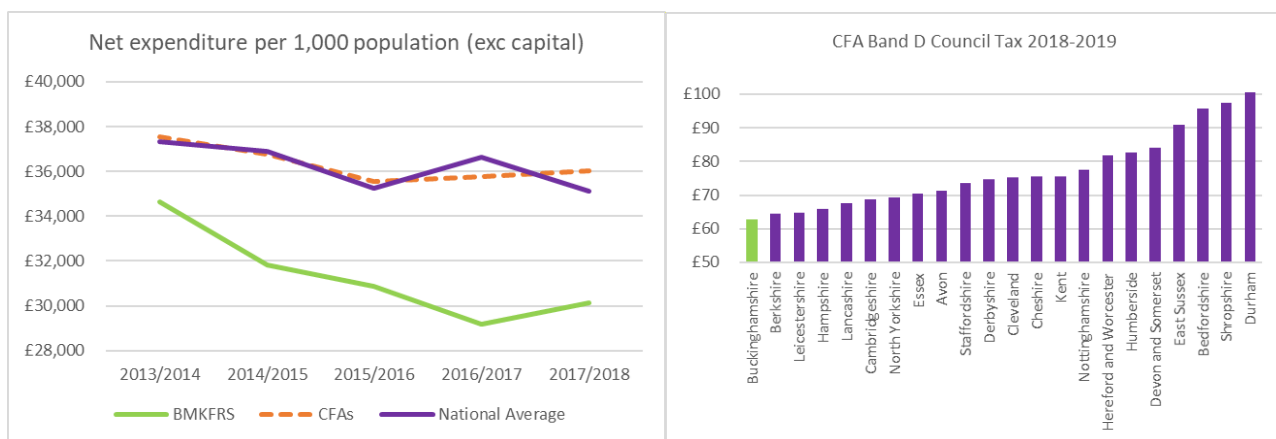
Figure 1.2



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 'infrequent' 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 workforce.

## 9. Finance



### Indicator Description

We measure Buckinghamshire & Milton Keynes Fire Authority’s financial performance by comparing it with other fire and rescue services that share the same governance model (i.e. they are CFAs -Combined Fire Authorities) covering an area of two or more local authority areas). This provides an accurate comparison of both the funding model and the funding strategy for fire and rescue services.

To get a broader comparison of financial performance, we also measure it per head of the population of Buckinghamshire and Milton Keynes and compare this with the national average of all fire and rescue service, not just the ones that share the same governance model.

### Performance Activity

## ANNEX A

Buckinghamshire and Milton Keynes Fire Authority continues to levy the lowest Council Tax precept of any Combined Fire Authority based on Band D Council Tax and has done for many years. In terms of all fire and rescue services, we are now the second lowest with only one major metropolitan Service charging less in terms of council tax.

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