

Appendix 1 - Performance Update: April 2016 to January 2017

KEY		Outside target range (positive)		Within target range		Outside target range (negative)

Improvement in performance	No change in performance	Decline in performance
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Ref	Key Corporate Indicator	Actual	Compared to Target	Compared to same period last year	Compared to same period average over 3 years
KCI 1	The number of emergency incidents				
I.1	Number of primary fires	1,096	+17 (1,079)	-17 (1,113)	+76 (1,020)
I.2	Number of secondary fires	872	+28 (844)	+56 (816)	-9 (881)
I.3	Number of RTCs attended	586	+32 (554)	+16 (570)	+36 (550)
I.4	Number of other emergency special services attended	1,052	+256 (796)	+226 (826)	+285 (767)
LPI 1m	Number of emergency first responder incidents (New indicator started May 2015)	510	No Target	+68 (442)	+68 (442)
I.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1,495	-114 (1,609)	+6 (1,489)	-581 (2,076)
I.6	Number of deliberate primary fires	386	+34 (352)	+24 (362)	+61 (325)
I.7	Number of deliberate secondary fires	473	-5 (478)	+58 (415)	-30 (503)
5.4	Number of hoax calls received	311	+62 (249)	+12 (299)	-1 (312)
LPI 1g	Number of accidental dwelling fires	354	+48 (306)	+35 (319)	+48 (306)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents				
2.1	Number of deaths from primary fires	3	+3 (0)	-2 (5)	-2 (5)
2.2	Number of non-fatal casualties from primary fires	32	+2 (30)	-5 (37)	0 (32)
3.1	Number of people killed or seriously injured (in RTCs) during the calendar year (January 2016 to September 2016)	189	-20 (209)	-34 (223)	-36 (225)
3.2	Number of children killed or seriously injured (in RTCs) during the calendar year (January 2016 to September 2016)	7	-6 (13)	-1 (8)	-7 (14)
KCI 3	The level of emergency response service provision				
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	96.3%	+1.3 (95.0%)	+1.3 (95.0%)	+1.3 (95.0%)
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.4%	+0.4 (99.0%)	0.0 (99.4%)	0.0 (99.4%)
KCI 4	Capacity, staff and availability				
5.7	The % of undisputed invoices that are paid in 30 working days	98.1%	-1.2 (99.3%)	-1.1 (99.2%)	-0.7 (98.8%)

Ref	Key Corporate Indicator	Actual	Compared to Target	Compared to same period last year	Compared to same period average over 3 years
5.14	% availability of RDS appliances	N/A	(85.0%)	(81.8%)	(85.9%)
5.15	% availability of wholetime appliances	N/A	(98.0%)	(98.9%)	(98.1%)
9.6	No. of days/shifts lost to sickness by operational staff	5.55	+2.63 (2.92)	+3.35 (2.20)	+2.70 (2.85)
9.7	No. of days/shifts lost to sickness by support staff	9.57	+3.74 (5.83)	+3.77 (5.80)	+ 3.48 (6.09)

Sources: VIEWS

Please note figures are subject to change as outstanding fire reports may be completed after this report has been issued.

1.1 Number of primary fires

There have been 1,096 primary fires so far this year. This is:

- 1.6% more than the target.
- 1.5% less than the previous year.
- 7% more than the average of the previous three years.

In January there were 97 primary fires compared to 115 the previous year.

The number of primary fires in January by cause:

- 65 were accidental, 21% (17) less than last year (82) and the same as the three year average (65).
- 30 were deliberate, 6% (2) less than last year (32) and 15% (4) more than the three year average (26).
- 2 were not known, 50% (1) more than last year (1) and 50% (1) more than the three year average (1).

Main property types involved:

- 39 were dwelling (35 accidental and 4 deliberate) compared to 45 dwelling (44 accidental and 1 deliberate) the previous year.
- 22 were car (8 accidental, 13 deliberate and 1 not known) compared to 28 car (15 accidental, 12 deliberate and 1 not known) the previous year.
- 20 were non-residential (11 accidental and 9 deliberate) compared to 20 non-residential (13 accidental and 7 deliberate) the previous year.

Action Plan:

Western and Central station areas had the most incidents. Action plans include reactive activities such as post-incident response initiatives with the delivery of HFSCs (cooking related fires); target hardening of commercial premises; as well as increasing our partners' focus on illegal activities that are likely to lead to deliberate fire setting.

1.2 Number of secondary fires

There have been 872 secondary fires so far this year. This is:

- 3% more than the target.
- 7% more than the previous year.
- 1% less than the average of the previous three years.

In January there were 56 secondary fires compared to 46 the previous year.

The number of secondary fires in January by cause:

- 26 were accidental, 13% (4) less than last year (30) and 4% (1) less than the three year average (27).
- 28 were deliberate, 75% (12) more than last year (16) and 75% (12) more than the three year average (16).
- 2 were not known, 200% (2) more than last year (0) and 200% (2) more than the three year average (0).

Main property categories involved:

- 15 were outdoor structures (4 accidental, 10 deliberate and 1 not known), compared to 19 outdoor structures (9 accidental and 10 deliberate) the previous year.
- 13 were other outdoors (including land) (2 accidental, 10 deliberate and 1 not known), compared to 4 other outdoors (including land) (2 accidental and 2 deliberate) the previous year.
- 15 were dwelling (14 accidental and 1 deliberate), compared to 13 dwelling (13 accidental) the previous year.

Action Plan:

Eastern, Charnwood and Blaby contributed the most incidents for January. We now leave Arson Hot Spot posters after every single deliberate fire, which enables a crew from a different watch/station to recognise there has been a recent incident in the area. It also encourages the public to be more vigilant.

The way in which incidents are recorded are being developed so that managers and crews know when other station crews have carried out post fire actions in their district.

1.3. Number of RTCs (road traffic collisions) attended

There have been 586 RTCs attended so far this year. This is:

- 6% more than the target.
- 3% more than the previous year.
- 7% more than the average of the previous three years.

In January there were 49 RTCs compared to 67 the previous year.

The number of RTCs in January can be broken down as:

- 11 extrications, 9 less than last year (20) and 3 less than the three year average (14).
- 36 'make safe', 9 less than last year (45) and 4 less than the three year average (40).
- 2 'services not required', the same as last year (2) and 2 less than the three year average (4).

Action Plan:

We continue to work with our partners to spread relevant safety messages to those groups most at risk, utilising differing channels and media (including social media). Activities, including 'operation crash' and 'stop and tell', reinforce the message in this risky time of the year with wet/icy/foggy conditions and dark evenings/mornings.

1.4 Number of other emergency special services attended

There have been 1,052 other emergency special services attended so far this year. This is:

- 32% more than the target.
- 27% more than the previous year.
- 37% more than the average of the previous three years.

In January there were 105 other emergency special services attended compared to 77 the previous year.

The top categories for the number of other emergency special services attended in January are:

- 28 'effecting entry/exit', 100% (14) more than last year (14) and 180% (18) more than the three year average (10).
- 14 'assist other agencies', 250% (10) more than last year (4) and 600% (12) more than the three year average (2).
- 9 'flooding', 13% (1) more than last year (8) and 10% (1) less than the three year average (10).
- 9 'lift release', the same as last year (9) and 50% (3) more than the three year average (6).
- 9 'no action (not false alarm)', 200% (6) more than last year (3) and 350% (7) more than the three year average (2).

Action Plan:

This indicator will continue to be over target for the remainder of the year. Assisting other agencies, particularly EMAS, now forms a large part of our response activities.

In January, the City had 49 of the 105 incidents, evenly distributed across the 3 stations; Charnwood had 11. The majority of incidents in January were effecting entry/exit and assist other agencies, both of which added together show an increase of 24 incidents compared to January last year. This time of year usually attracts a rise in animal related incidents due to inclement weather; however, due to the warmer and dryer conditions, the numbers are not being realised.

LPI 1.m Number of emergency first responder incidents

There have been 510 emergency first responder incidents attended so far this year compared to 442 during the same period last year. There is no target set as this is the first full years' worth of data to be collected. The trial began in April 2015.

In January there were 65 emergency first responder incidents attended compared to 109 the previous year.

The incidents in January can be broken down into:

- 22 no action required
- 15 breathing difficulties / impairment / respiratory arrest
- 12 chest pain / cardiac arrest / heart condition
- 7 other
- 4 unconscious, fitting or unresponsive
- 3 lift person
- 2 collapse

Action Plan:

North West Leicestershire continues to be the highest demand area. Kibworth went 'live' just before Christmas. The 65 incidents attended in January show an increase of 24 incidents compared from December, and it is the second highest month this year behind July (75 incidents). There is no specific action plan as this is a local monitoring indicator at this time.

1.5 Number of false alarm calls from automatic fire alarms (AFAs) attended (domestic and non-domestic)

There have been 1,495 false alarm calls from AFAs attended so far this year. This is:

- 7% better than the target.
- 0.4% more than the previous year.
- 28% less than the average of the previous three years.

In January there were 122 false alarm calls from AFAs attended compared to 146 the previous year.

The number of AFAs attended in January can be broken down into:

- 76 domestic, 31 less than last year (107) and 15 less than the three year average (91).
- 46 non-domestic, 7 more than last year (39) and 40 less than the three year average (86).

Action Plan:

We continue our call challenge policy combined with the proactive work carried out by the operational crews and this has had a positive effect on the number of AFAs attended in the City. Repeat offenders are identified and operational crews have been very proactive in involving the duty Fire Protection officer when an issue has been raised or highlighted. This has allowed the situation to be dealt with to

limit the number of AFAs. Students returning to the city also have an impact on the number of AFAs attended. The operational crews visit a significant number of the student halls of residence to give fire safety advice and to give a Hot Oil Demonstration (HOD). These fire safety visits are undertaken in conjunction with the police. Liaison and advice will continue to be given by operational crews when attending AFAs as well as site familiarisation. .

1.6 Number of deliberate primary fires

There have been 386 deliberate primary fires so far this year. This is:

- 10% more than target.
- 7% more than the previous year.
- 19% more than the average of the previous three years.

In January there were 30 deliberate primary fires compared to 32 the previous year.

In January the main property types involved:

Car	13 incidents, 1 more than last year (12) and 6 more than the three year average (7).
Non Residential Dwelling	9 incidents, 2 more than last year (7) and 4 more than the three year average (5).
Dwelling	4 incidents, 3 more than last year (1) and 1 more than the three year average (3).

Action Plan:

An area of focus in January is Hinckley with 8 incidents. Discussions with the Police regarding the car and caravan fires in Bagworth indicate that the majority of these fires could be the result of a dispute between 2 families (from the travelling community). A community impact assessment has been carried out by the Police who are engaging with these families. The Police are receiving high levels of resistance when entering the sites and advice will be sought from the Police/Council as to whom/when they feel it would be best to contact the sites to offer HFSCs to the community. We have also been carrying out patch walks and giving advice to residents in the Teign Bank/Edward Street areas, and arson tri signs have been put up.

1.7 Number of deliberate secondary fires

There have been 473 deliberate secondary fires so far this year. This is:

- 1% better than the target.
- 14% more than the previous year.
- 6% less than the average of the previous three years.

In January there were 28 deliberate secondary fires compared to 16 the previous year.

In January the main property types involved:

Loose refuse	5 incidents, 4 more than last year (1) and 3 more than the three year average (2).
Private/Domestic garden/allotment	4 incidents, 3 more than last year (1) and 3 more than the three year average (1).

Small refuse/rubbish/ (exc wheelie bin) 4 incidents, the same as last year (4) and 3 more than the three year average (1).

Action Plan:

Out of the 28, eight were in Eastern's area. They are now using the new tri signs, which are placed on lampposts in the affected area; and distributing 'Arson Hurts' leaflets.

Work is being carried out to make people more aware of the dangers of burning off rubbish and the environmental effects that burning off can cause. This is being carried out by crews attending, as well as utilising the police and the City Wardens to educate residents in particular areas. We have also started to make interventions, at the request of the police, at nuisance bonfires where we carry out HFSCs and give advice.

5.4 The number of hoax calls received

There have been 311 hoax calls received so far this year. This is:

- 25% more than the target.
- 4% more than the previous year.
- 0.3% less than the average of the previous three years.

In January there were 24 hoax calls received compared to 31 the previous year.

The number of hoax calls received in January can be broken down into:

- 15 malicious false alarm calls we did not respond to, 2 less than last year (17) and 1 less than the three year average (16).
- 9 malicious false alarm calls we responded to, 5 less than last year (14) and 1 less than the three year average (10).

Action Plan:

Of the 311 calls, we only responded to 96. This confirms an effective call challenge process. This is reflected in the downward trend in our attendance at these incident types from 113 last year to 96 this year.

City areas still continue with the higher rate of hoax calls, although Central and Western have seen a reduction during January. Where possible feedback is given to Fire Control from crews who attend a hoax call – so that Control operators can assess the information given at time of call against the actual findings.

Highfield Blues has been chosen as a target area as there are a high number of unwanted calls received by EMAS from here, so education on unwanted calls will be included within their activities. Community Safety are looking to do a day in the life of a Fire Control Operator utilising social media pictures and this will be heavily based around hoax calls and their consequences.

LPI 1g Number of accidental dwelling fires

There have been 354 accidental dwelling fires so far this year. This is:

- 16% more than the target.
- 11% more than the previous year.
- 16% more than the average of the previous three years.

In January there were 35 accidental dwelling fires compared to 44 the previous year.

The top ignition source categories for accidental dwelling fires in January:

- 17 were cooking appliance, 6% (1) less than last year (18) and 21% (3) more than the three year average (14).
- 4 were electricity supply, 43% (3) less than last year (7) and 33% (2) less than the three year average (6).
- 4 were heating equipment, 300% (3) more than last year (1) and 100% (2) more than the three year average (2).
- 4 were other domestic style appliance, 33% (2) less than last year (6) and 20% (1) less than the three year average (5).

Action Plan:

So far, Central have had 62 incidents compared to only 28 last year. During the month of January, they attended 8 accidental dwelling fires. Of the eight, 6 were cooking related, and a majority were at student accommodation. A high percentage of students are away from the home environment for the first time and also English is often not their first language; crews are therefore reinforcing the fire safety message, with the community safety tag line of distraction leads to destruction. January also saw a number of events being attended, from an event aimed solely at Adults with Disabilities to fire safety presentations to housing association tenants.

2.1 The number of primary fire fatalities

There have been 3 primary fire fatalities so far this year. This is:

- 3 more than the target.
- 40% less than the previous year
- 40% less than the average of the previous three years

Details of the 3 fatalities:

Incident:	1600005864	170000123	170000937
Date:	28/04/2016	04/01/2017	20/01/2017
Location:	Oakthorpe and Donisthorpe Ward	Cottesmore Ward	Ellis Ward (Glenfield)
Age:	86	47	74
Gender:	Female	Female	Female
Cause:	Accidental, heating/fire, first item ignited - floor coverings.	Accidental due to cushions and bedding material coming into contact with portable Halogen heater.	Accidental due to discarded smoking materials coming into contact with bedding and clothes.
LFRS Intervention:	2 attempts to carry out HFSC: 20 Jan 2016 and 13 April 2016. No mention of being a vulnerable person on our register. Care package in place.	Successful HFSC by Oakham Station to a different house in property on 18/10/16, resulting from a Post Incident Response (PIR). No record on Vulnerable Persons (VP) Register. No previous incidents.	No previous incidents, successful HFSCs or entries in VP Register.

More information and action:

Further information on the April 2016 fatality was included in the previous performance report.

On 4 January 2017 a 47 year old female died in a fire in Cottesmore. The cause of the fire was attributed to accidental ignition of bedding material being too close to an electrical heater. LFRS had already been to the adjoining property in October 2016 as a result of a chimney fire in another dwelling on Main Street. This HFSC did not include the affected property. We have subsequently found there to be some potential Fire Protection issues as a result of our investigation. This will be followed up at a later date.

Following this fire PIR has been carried out in the area on 6/7/8/9 Jan 2017 to offer community support and reassurance. We were also supported by the local Police, the Parish Council, the Rutland County Council Community Safety Team and two County Councillors. Local businesses and the Church were also approached and they supported the response in the village.

As a result, we carried out 17 Home Fire Safety Checks in and around the area; we visited the local primary school and local church. The District Manager has met with the local County Councillor for the area and Market Overton Parish Councillors, to set up further education talks and events in conjunction with the Police. There was a debrief held for the Post Incident Response and some lessons have been identified to improve future responses.

On 20 January 2017 a 74 year old female died in a fire in Glenfield. Since the incident occurred we have attempted 28 HFSCs (where 17 have been successful). We set up at the One Stop Shop on the Friday and interacted with parents as they picked up their children at Glenfield primary school. On the Saturday we set up at the Co-Op and on the Sunday we attended both churches in the area. We

interacted with 260 people in those days offering home safety advice. We will continue to follow up all returns from leaflets handed out and continue to support the community through this tragic time.

2.2. The number of non-fatal casualties from primary fires

There have been 32 non-fatal casualties so far this year. This is:

- 7% more than the target.
- 14% less than the previous year.
- The same as the average of the previous three years.

The number of non-fatal casualties by cause:

- 26 were accidental, 4 less than last year (30) and 1 less than the three year average (27).
- 6 were deliberate, 1 less than last year (7) and 1 more than the three year average (5).

In January there were 3 non-fatal casualties received compared to 9 the previous year.

Action Plan:

A significant amount of analysis and work is invested in targeting resources at the most vulnerable. Where occupiers are identified as vulnerable, smoke alarms will be installed to provide early detection and warning of fire, or referrals made to ensure other suitable devices are considered and provided.

Several initiatives are being trialled including commissioning to local authority housing providers, Fire Ambassadors (FAs), and working with Neighbourhood Watch. The more recent event in Cottesmore has highlighted the value of linking with local community leaders. This will be explored further.

3.1. The number of people killed or seriously injured (KSI) in road traffic collisions (RTCs) during the calendar year (January to September 2016)

There were 189 people killed or seriously injured in RTCs during the calendar year January to September 2016. This is:

- 10% better than the target.
- 15% less than the previous year.
- 16% less than the average of the previous three years.

Of the 189 people KSI in RTCs during the calendar year (January to September 2016), 31 were killed and 158 seriously injured.

Action Plan:

Please note that this indicator is based upon data provided by the police and includes all KSI in our area between January and September 2016. The majority of road traffic collisions attended do not result in extrications and so do not result in KSI.

3.2. The number of children killed or seriously injured (KSI) in road traffic collisions (RTCs) during the calendar year (January to September 2016)

There were 7 children killed or seriously injured (in RTCs) during the calendar year January to September 2016. This is:

- 46% less than the target.
- 13% less than the previous year.
- 50% less than the average of the previous three years.

Of the 7 children killed or seriously injured (in RTCs) during the calendar year (January to September 2016), there was 1 fatality and 6 seriously injured.

Action Plan:

Please note that this indicator is based upon data provided by the police and includes all killed and seriously injured (KSI) within the Authority area between January and September 2016. The vast majority of road traffic collisions attended by LFRS do not result in extrications and so do not result in KSI.

4.1 The percentage of life threatening incidents attended within a maximum of 10 minutes

There were 96.3% of life threatening incidents attended within a maximum of 10 minutes so far this year. This is:

- 1.3% more than the target.
- 1.3% more than the previous year.
- 1.3% more than the average of the previous three years.

There were a total of 721 life threatening incidents attended between April 2016 – January 2017. 694 were attended within 10 minutes. In January there were 71 life risk incidents attended. 68 were attended within 10 minutes.

Action Plan:

We will continue to investigate every event outside of our attendance standards, ensuring that relevant lessons are learnt. Reasons for delay generally include travel distance, traffic congestion and ambiguous address data.

4.2 The percentage of non-life threatening incidents attended within a maximum of 20 minutes

There were 99.4% of non-life threatening incidents attended within a maximum of 20 minutes so far this year. This is:

- 0.4% more than the target.
- the same as the previous year.
- the same as the average of the previous three years.

There were a total of 5,747 non-life threatening incidents attended between April 2016 – January 2017. 5,713 were attended within 20 minutes.

In January there were 503 non-life risk incidents attended. 501 were attended within 20 minutes.

Action Plan:

We will continue to investigate every event outside of our attendance standards, ensuring that relevant lessons are learnt. Reasons for delay generally include travel distance, traffic congestion and ambiguous address data.

5.7 The % of undisputed invoices that are paid in 30 working days

There were 98.1% of undisputed invoices that are paid within 30 working days so far this year. This is:

- 1.2% less than the target.
- 1.1% less than the previous year.
- 0.7% less than the average of the previous three years.

There were a total of 4,482 invoices that were paid between April 2016 – January 2017. 4,397 were paid within 30 working days. In January there were 617 invoices paid. 595 were paid within 30 working days.

Action Plan:

The disappointing figures for this month are a combination of factors that have already been addressed with two other departments and a return to normal percentages in February 2017 onwards is anticipated.

5.14 The % availability of RDS fire appliances

This data has been unavailable since mid-August 2015 following the installation of the Systel command and control system. We are investigating alternative monitoring systems.

5.15 The % availability of wholetime fire appliances

This data has been unavailable since mid-August 2015 following the installation of the Systel command and control system. We are investigating alternative monitoring systems.

9.6 The average number of days/shifts lost to sickness by operational staff

There average of 5.55 days/shifts lost to sickness is:

- 90% more than the target.
- 150% more than the previous year.
- 95% more than the average of the previous three years.

The number of days/shifts lost broken down by type:

- 622 days/shifts were short-term absence, compared to 267 last year and 465 for the three year average.

- 1,461 days/shifts were long-term absence, compared to 580 last year and 777 for the three year average.
- 2,084 days/shifts were lost in total, compared to 848 last year and 1,242 for the three year average.

Action Plan:

The very low absence figures in 2015/16 were achieved at a time of potential compulsory redundancies, and it is assumed that this was the main reason. This year's figure is more in line with performance before the threat of redundancy and in addition there have been a number of long term cases that have impacted this year.

9.7 The average number of days/shifts lost to sickness by support staff

The average of 9.57 days/shifts lost to sickness is:

- 64% more than the target.
- 65% more than the previous year.
- 57% more than the average of the previous three years.

The number of days/shifts lost broken down by type:

- 211 days/shifts were short-term absence, compared to 188 last year and 232 for the three year average.
- 792 days/shifts were long-term absence, compared to 423 last year and 537 for the three year average.
- 1,002 days/shifts were lost in total, compared to 611 last year and 768 for the three year average.

Action Plan:

Compared to the previous year, the significant variation for support staff is long-term absences. The relatively small size of the function compared to the operational establishment can mean that a small number of long-term cases can have a disproportionate effect on the overall figure. A number of these cases can be categorised as well-being absences involving stress and mental ill health.

The overall picture for all staff sickness is broadly in line with data from the Chartered Institute of Personnel and Development. This shows that stress, mental health and musculoskeletal injuries are the most common causes of absence. There is a clear need to undertake some further analysis on the increased absence levels, and the reasons, patterns and trends. In addition work has commenced to review our Well-being Policy and consider initiatives to better support our managers and employees in this area. The analysis will be used to inform the policy review and target setting for 2017/18.