

Appendix 1 - Performance Update: April 2015 to March 2016

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

Improvement in performance	No change in performance	Decline in performance

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	1,326	+130 (1,196)	+120 (1,206)	+150 (1,176)
I.2	Number of secondary fires	954	-60 (1,014)	-40 (994)	-63 (1,017)
I.3	Number of RTCs attended	666	+50 (616)	+47 (619)	+16 (650)
I.4	Number of other emergency special services attended	1,002	+140 (862)	+143 (859)	+99 (903)
LPI 1m	Number of emergency first responder incidents (new indicator started May 2015)	619	No Target	-	-
I.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1,750	-849 (2,599)	-797 (2,547)	-1023 (2,773)
I.6	Number of deliberate primary fires	437	+75 (362)	+66 (371)	+83 (354)
I.7	Number of deliberate secondary fires	468	-119 (587)	-70 (538)	-131 (599)
5.4	Number of hoax calls received	340	-37 (377)	-25 (365)	-74 (414)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents				
2.1	Number of deaths from primary fires	6	No target	+4 (2)	0 (6)
2.2	Number of non-fatal casualties from primary fires	40	-1 (41)	+4 (36)	-1 (41)
3.1	Number of people killed or seriously injured (in RTCs) during the calendar year (January 2015 to December 2015)	314	+44 (270)	+34 (280)	+20 (294)
3.2	Number of children killed or seriously injured (in RTCs) during the calendar year (January 2015 to December 2015)	11	-13 (24)	-13 (24)	-11 (22)
KCI 3	The level of emergency response service provision				
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	95.5%	+1.5% (94.0%)	+1.9% (93.6%)	+0.8% (94.7%)
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.5%	+0.5% (99.0%)	-0.1% (99.6%)	+0.1% (99.4%)
8.3	The % of respondents to the ATI survey who rate the service received as satisfactory or better	98%	0% (98%)	0% (98%)	0% (98%)
KCI 4	Capacity, staff and availability				
5.14	% availability of RDS appliances	No data	83.0%	83.9%	89.0%

Ref	Key Corporate Indicator	Actual	Compared to Target	Compared to same period last year	Compared to same period average over 3 years
5.15	% availability of wholetime appliances	No data	96.0%	96.9%	98.5%
9.6	No. of days/shifts lost to sickness by operational staff	3.02	-0.92 (3.94)	-0.57 (3.59)	-0.93 (3.95)
9.7	No. of days/shifts lost to sickness by support staff	7.26	+0.31 (6.95)	-0.65 (7.91)	+0.33 (6.93)

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 were 1,326 primary fires. This is:

- 11% worse than the target.
- 10% more than the previous year.
- 13% more than the average of the previous three years

The number of primary fires by cause:

- 880 were accidental, 6% (50) more than last year (830) and 8% (68) more than the three year average (812)
- 437 were deliberate, 18% (66) more than last year (371) and 23% (83) more than the three year average (354)
- 9 were not known, 80% (4) more than last year (5) and 10% (1) less than the three year average (10)

Main property types involved:

- 447 were dwelling fires (395 accidental, 51 deliberate and 1 not known) compared to 421 dwelling fires (370 accidental, 48 deliberate and 3 not known) the previous year
- 304 were car fires (169 accidental, 131 deliberate and 4 not known) compared to 245 car fires (134 accidental, 110 deliberate and 1 not known) the previous year
- 278 were non-residential fires (164 accidental, 111 deliberate and 3 not known) compared to 248 non-residential fires (182 accidental, 65 deliberate and 1 not known) the previous year. There were 65 prison or young offenders' unit fires compared to 25 the year before

Action Plan:

An increase in the number of deliberate car fires resulted in closer working with the Police to identify geographical trends. Local community partnerships are also taking preventative measures to reduce the number of vehicles that are targeted for theft.

A significant increase in fires in prisons and detention centres locally is reflective of a wider national trend. One of the main causes was inmates having access to cigarette lighters. By working with our partners in the Prison Liaison Forum changes have been made in order to reduce the number of fires. For example, the Police are now notified of every single incident; and each incident could result in prosecution or internal prison sanctions. The prisons are also developing ways to detect legal highs that are linked to deliberate fire setting. A potential change in response arrangements is currently being examined.

1.2 Number of secondary fires

There were 954 secondary fires. This is:

- 6% better than the target.
- 4% less than the previous year.
- 6% less than the average of the previous three years.

The number of secondary fires by cause:

- 481 were accidental, 8% (36) more than last year (445) and 17% (71) more than the three year average (410).
- 468 were deliberate, 13% (70) less than last year (538) and 22% (131) less than the three year average (599).
- 5 were not known, 55% (6) less than last year (11) and 38% (3) less than the three year average (8).

Main property categories involved:

- 339 were outdoor structures (183 accidental, 154 deliberate and 2 not known), compared to 341 outdoor structures (186 accidental, 150 deliberate and 5 not known) the previous year.
- 280 were grassland, woodland and crops (133 accidental, 146 deliberate and 1 not known), compared to 270 grassland, woodland and crops (102 accidental, 165 deliberate and 3 not known) the previous year.
- 231 were other outdoors (including land) (82 accidental, 147 deliberate and 2 not known), compared to 268 other outdoors (including land) (64 accidental, 201 deliberate and 3 not known) the previous year.

Action Plan:

Secondary fires will continue to be monitored in order to sustain the low levels achieved.

1.3. Number of RTCs attended

There were 666 RTCs attended. This is:

- 8% worse than the target.
- 8% more than the previous year.
- 2% more than the average of the previous three years.

The number of RTCs can be broken down as:

- 166 extrications, 11 more than last year (155) and 2 less than the three year average (168).
- 457 'make safe', 40 more than last year (417) and 27 more than the three year average (430).
- 41 'services not required', 6 less than last year (47) and 11 less than the three year average (52).

Action Plan:

We are continuing to deliver our road safety strategy targeting those most at risk and through road safety campaigns at schools. Our Virtual Fatal 4 bike has been launched and is now delivering road safety messages to motorcyclists within the county.

1.4 Number of other emergency special services attended

There were 1,002 other emergency special services attended. This is:

- 16% worse than the target.
- 17% more than the previous year.
- 11% more than the average of the previous three years.

The main reasons for calls can be broken down into:

- 198 'effecting entry/exit', 48 more than last year (150) and 44 more than the three year average (154).
- 86 flooding, 27 more than last year (59) and 3 more than the three year average (83).
- 84 animal assistance incidents, 1 more than last year (83) and 4 less than the three year average (88).

Action Plan:

The increase in 'effecting entry/exit' calls is due to a change in responsibility whereby we now effect entry to premises to assist EMAS in response to medical emergencies, instead of the Police doing so. We will continue to monitor this trend.

The increase in calls to flooding related incidents is due to the increased rainfall in the year. We are now working to educate drivers in the dangers of driving in flooded conditions.

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

We attended 1,750 false alarm calls from AFAs. This is:

- 33% better than the target.
- 31% less than the previous year.
- 37% less than the average of the previous three years.

The number of AFAs attended can be broken down into:

- 1,088 domestic, 21 more than last year (1,067) and 35 less than the three year average (1,123).
- 662 non-domestic, 818 less than last year (1,480) and 988 less than the three year average (1,650).

Action Plan:

The reduction in the number of calls is a reflection of the success of our revised unwanted fire signals strategy that places more responsibility on the site occupier at certain premises, to confirm that there is a fire.

1.6 Number of deliberate primary fires

There were 437 deliberate primary fires. This is:

- 21% worse than the target.
- 18% more than the previous year.
- 23% more than the average of the previous three years.

Main property types involved:

Car	130 incidents, 20 more than last year (110) and 30 more than the three year average (100).
Non-Residential Dwellings	110 incidents, 45 more than last year (65) and 41 more than the three year average (69).
Dwellings	52 incidents, 4 more than last year (48) and 1 less than the three year average (53).

Action Plan:

The commentary and action plan for the increase in car fires and non-residential (prison) fires can be seen at 1.1 (number of primary fires) above.

1.7 Number of deliberate secondary fires

There were 468 deliberate secondary fires. This is:

- 20% better than the target.
- 13% less than the previous year.
- 22% less than the average of the previous three years.

Main property types involved:

Loose refuse	88 incidents, 28 less than last year (116) and 39 less than the three year average (127).
Small refuse/rubbish/recycle	62 incidents, 17 more than last year (45) and 1 less than the three year average (63).
Wheelie bin	44 incidents, 1 less than last year (45) and 15 less than the three year average (59).
Tree scrub	40 incidents, 3 less than last year (43) and 1 less than the three year average (41).

Action Plan:

Whilst some of the reduction in deliberate secondary fires can be attributed to the amount of rainfall in 2015/16, we have also run successful youth engagement projects in order to reduce anti-social behavior and deliberate fire-setting. These include Fireskills and Fire Cadets. We will continue to work with our partners to monitor and sustain this trend.

5.4 The number of hoax calls received

There were 340 hoax calls received. This is:

- 10% better than the target.
- 7% less than the previous year.
- 18% less than the average of the previous three years.

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

- 213 malicious false alarm calls we did not respond to, 43 less than last year (256) and 55 less than the three year average (268).
- 127 malicious false alarm calls we responded to, 18 more than last year (109) and 19 less than the three year average (146).

Action Plan

The successful reduction in hoax calls can also be attributed to our targeted anti-social behavior and youth engagement projects. We will continue to monitor this trend.

2.1 The number of primary fire fatalities

There were 6 primary fire fatalities. This is:

- 4 more than the previous year.
- exactly the same as the average of the previous three years.

There were 6 primary fire fatalities compared to 2 in 2014/15. We do not set a target for primary fire fatalities. Details of the fatalities are:

Location:	Bottesford Ward
Gender:	Female
Age:	57
Cause:	Careless disposal, smoking related and the first item ignited was clothing.
Fire Service Intervention?	No previous interventions/ HFSC

Location:	New Parks Ward
Gender:	Male
Age:	65

Cause: Careless disposal, smoking related and the first item ignited was furniture/ furnishings.
Fire Service Intervention? No previous interventions/ HFSC

Location: Castle Ward
Gender: Male
Age: 63

Cause: Careless disposal, smoking related and the first item ignited was a bed/ mattress.
Fire Service Intervention? No previous interventions/ HFSC

Location: Birstall Watermead Ward
Gender: Female
Age: 35

Cause: Suicide attempted: setting fire to self, smoking related and the first item ignited was petrol/oil.
Fire Service Intervention? No previous interventions/ HFSC

Location: Knighton Ward
Gender: Male
Age: 87

Cause: Suicide attempted: setting fire to self, lit paper or card, first item ignited was clothing/textiles.
Fire Service Intervention? No previous interventions/ HFSC

Location: Queniborough Ward
Gender: Male
Age: 91

Cause: Fault in equipment or appliance, electric blanket and the first item ignited was bed/ mattress.
Fire Service Intervention? No previous interventions/ HFSC

Action Plan:

Two of the fatalities were suicide. The remaining four were accidental and prove that those most vulnerable and at risk from fire are the over 50s. We will continue to deliver our community safety strategy to identify those most at risk and help them to be safer in their homes through intervention and education.

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

There were 40 non-fatal casualties. This is:

- 2% better than target.
- 11% more than the previous year.

- 2% less than the average of the previous three years.

The number of non-fatal casualties by cause:

- 32 were accidental, the same as last year (32) and 3 less than the three year average (35).
- 8 were deliberate, 4 more than last year (4) and 2 more than the three year average (6).

Of the 32 accidental non-fatal casualties, 8 were smoking related and 7 involved cooking appliances. An alarm system was present at 19 of the premises. Of the 8 deliberate non-fatal casualties, 4 were caused by matches and candles. An alarm system was present at 5 of the premises. The majority (25) of non-fatal casualties were in the City area.

Action Plan:

We will continue to deliver our community safety strategy to raise the profile of fire safety in the home, emphasising care being taken when cooking and when using smoking related materials.

3.1. The number of people killed or seriously injured in RTCs during the calendar year (January 2015 to December 2015)

There were 314 people killed or seriously injured in RTCs during the calendar year. This is:

- 16% worse than the target.
- 12% more than the previous year.
- 7% more than the average of the previous three years.

Of the 314 people killed or seriously injured (in RTCs) during the calendar year (Jan 2015 to December 2015), 48 were killed with 266 seriously injured.

Action Plan:

We will continue to work with our partners delivering our road safety campaign. The Virtual Fatal 4 bike will target motorcyclists across the area.

3.2. The number of children killed or seriously injured (in RTCs) during the calendar year (January 2015 to December 2015)

There were 11 children killed or seriously injured (in RTCs) during the calendar year. This is:

- 54% better than the target.
- 54% less than the previous year.
- 50% less than the average of the previous three years.

Of the 11 children killed or seriously injured (in RTCs) during the calendar year (Jan 2015 to December 2015), 1 was a fatality with 10 seriously injured.

Action Plan:

We will continue to work with our partners delivering our road safety campaign to schools within the area.

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

There were 95.5% of life threatening incidents attended within a maximum of 10 minutes. This is:

- 1.5% better than the target.
- 1.9% more than the previous year.
- 0.8% more than the average of the previous three years.

There were a total of 882 life threatening incidents attended between April 2015 and March 2016. 842 were attended within 10 minutes.

Action Plan:

We will continue to monitor performance in order to meet our targets.

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

There were 99.5% of non-life threatening incidents attended within a maximum of 20 minutes. This is:

- 0.5% better than the target.
- 0.1% less than the previous year.
- 0.1% more than the average of the previous three years.

There were a total of 6,225 non-life threatening incidents attended between April 2015 and March 2016. 6,192 were attended within 20 minutes.

Action Plan:

We will continue to monitor performance in order to meet our targets.

8.3 The % of respondents to the After The Incident (ATI) survey who rate the service received as satisfactory or better

98% of respondents expressed satisfaction with the service received at and after emergency incidents. Of the 253 respondents, only four expressed some dissatisfaction with the service.

Action Plan:

We will conduct further analysis into the results and identify any areas for improvement.

5.14 The % availability of Retained Duty System (RDS) fire appliances

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

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

An average of 3.02 shifts were lost to sickness by operational staff. This is:

- 23% better than the target.
- 16% less than the previous year.
- 24 less than the average of the previous three years.

In comparison to other fire services, we were one of the best performing services for operational sickness rates.

Action Plan:

With such low sickness levels in 2015/16, it is likely that sickness levels will rise over the next year. We will aim to sustain the low rate through our successful sickness absence management procedures.

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

An average of 7.26 days shifts were lost to sickness by support staff. This is:

- 4% worse than the target.
- 8% less than the previous year.
- 5% more than the average of the previous three years.

Despite being over target, there was a reduction in short-term absence rates, continuing a downward trend. Long –term sickness had a large impact upon the figures due to the relatively small number of staff.

Action Plan:

Sickness will continue to be monitored closely with long-term sickness being managed and support offered where required.