

Appendix 2 - Performance Update: April to June 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	285	-41 (326)	-27 (312)	-22 (307)
I.2	Number of secondary fires	256	-48 (304)	-35 (291)	-50 (306)
I.3	Number of RTCs attended	134	-8 (142)	+12 (122)	+4 (130)
I.4	Number of other emergency special services attended	339	+107 (232)	+98 (241)	+115 (224)
LPI 1m	Number of emergency first responder incidents (New indicator started May 2015)	192	No Target	+ 152 (40)	+152 (40)
I.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	401	-31 (432)	-46 (447)	-162 (563)
I.6	Number of deliberate primary fires	107	0 (107)	+11 (96)	+14 (93)
I.7	Number of deliberate secondary fires	142	-28 (170)	+4 (138)	-30 (172)
5.4	Number of hoax calls received	83	-2 (85)	+5 (78)	-18 (101)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents				
2.1	Number of deaths from primary fires	1	No Target	0 (1)	+0.7 (0.3)
2.2	Number of non-fatal casualties from primary fires	7	+1 (6)	+1 (6)	0 (7)
3.1	Number of people killed or seriously injured (in RTCs) during the calendar year (January 2016 to March 2016)	92	+28 (64)	+25 (67)	+26 (66)
3.2	Number of children killed or seriously injured (in RTCs) during the calendar year (January 2016 to March 2016)	3	-3 (6)	-1 (4)	-3 (6)
KCI 3	The level of emergency response service provision				
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	97.9%	+2.9 (95.0%)	+3.4 (94.5%)	+2.8 (95.1%)
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.5%	+0.5 (99.0%)	-0.3 (99.8%)	-0.1 (99.6%)
KCI 4	Capacity, staff and availability				
5.14	% availability of RDS appliances	N/A	(85.0%)	(81.8%)	(85.6%)
5.15	% availability of wholetime appliances	N/A	(98.0%)	(98.9%)	(98.2%)

Ref	Key Corporate Indicator	Actual	Compared to Target	Compared to same period last year	Compared to same period average over 3 years
9.6	No. of days/shifts lost to sickness by operational staff	N/A	(0.87)	(0.57)	(0.77)
9.7	No. of days/shifts lost to sickness by support staff	N/A	(1.75)	(1.17)	(1.35)

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 285 primary fires. This is:

- 13% better than the target.
- 9% less than the previous year.
- 7% less than the average of the previous three years.

The number of primary fires by cause:

- 173 were accidental, 19% (41) less than last year (214) and 18% (39) less than the three year average (212).
- 107 were deliberate, 11% (11) more than last year (96) and 15% (14) more than the three year average (93).
- 5 were not known, 150% (3) more than last year (2) and 150% (3) more than the three year average (2).

Main property types involved:

- 99 were dwelling fires (90 accidental, 8 deliberate and 1 not known) compared to 100 dwelling fires (87 accidental, 12 deliberate and 1 not known) the previous year.
- 59 were non-residential fires (32 accidental, 26 deliberate and 1 not known) compared to 74 non-residential fires (47 accidental and 27 deliberate) the previous year.
- 58 were car fires (29 accidental, 28 deliberate and 1 not known) compared to 69 car fires (45 accidental, 23 deliberate and 1 not known) the previous year.

Action Plan:

The number of primary fires for the first quarter is the lowest it has been for the last 5 years. A rise within the City can be attributed to a spate of arson within the Woodgate area, where work will now be targeted in order to reverse the trend.

1.2 Number of secondary fires

There were 256 secondary fires. This is:

- 16% better than the target.
- 12% less than the previous year.
- 16% less than the average of the previous three years.

The number of secondary fires by cause:

- 112 were accidental, 26% (39) less than last year (151) and 15% (20) less than the three year average (132).
- 142 were deliberate, 3% (4) more than last year (138) and 17% (30) less than the three year average (172).
- 2 were not known, the same last year (2) and the same as the three year average (2).

Main property categories involved:

- 98 were outdoor structures (48 accidental, 49 deliberate and 1 not known), compared to 83 outdoor structures (50 accidental, 32 deliberate and 1 not known) the previous year.
- 66 were other outdoors (including land) (15 accidental and 51 deliberate), compared to 79 other outdoors (including land) (28 accidental, 50 deliberate and 1 not known) the previous year.
- 63 were grassland, woodland and crops (28 accidental, 34 deliberate and 1 not known), compared to 106 grassland, woodland and crops (57 accidental and 49 deliberate) the previous year.

Action Plan:

The number of secondary fires for the first quarter is the lowest it has been for the last 5 years. We will continue to monitor and target intervention where required.

1.3. Number of RTCs attended

There were 134 RTCs attended. This is:

- 6% better than the target.
- 10% more than the previous year.
- 3% more than the average of the previous three years.

The number of RTCs can be broken down as:

- 28 extrications, 2 less than last year (30) and 3 less than the three year average (33).
- 94 'make safe', 11 more than last year (83) and 6 more than the three year average (88).
- 12 'services not required', 3 more than last year (9) and 3 more than the three year average (9).

Action Plan:

Whilst within the target range, incidents have increased from the previous year; particularly in the Harborough and Melton district areas, reflecting the number of published motorcycle routes. In line with this, the 'Virtual Fatal 4' motorcycle is currently targeting the delivery of road safety messages to this group.

1.4 Number of other emergency special services attended

There were 339 other emergency special services attended. This is:

- 46% worse than the target.
- 41% more than the previous year.
- 51% more than the average of the previous three years.

The number of other emergency special services attended can be broken down into:

- 112 'effecting entry/exit', 64 more than last year (48) and 70 more than the three year average (42).
- 41 flooding, 27 more than last year (14) and 27 more than the three year average (14).
- 38 animal assistance incidents, 10 more than last year (28) and 12 more than the three year average (26).

Action Plan:

The number of incidents is significantly higher than previous years and over our target. This is due to the increased requests from EMAS to assist in gaining entry. We are establishing the impact on our fire resources of attending this type of incident.

LPI 1.m Number of emergency first responder incidents

There were 192 emergency first responder incidents attended. There is no target set as this is the first full years' worth of data to be collected. The trial began in April 2015.

The incidents can be broken down into:

- 49 chest pain / cardiac arrest / heart condition
- 46 no action required
- 42 breathing difficulties / impairment / respiratory arrest
- 19 other
- 14 unconscious, fitting or unresponsive
- 12 lift person
- 10 collapse

Action Plan:

We will continue to respond to Emergency First Response calls under the NJC pilot program. We will also look to expand this workstream to other stations in conjunction with EMAS where appropriate.

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

There were 401 false alarm calls from AFAs attended. This is:

- 7% better than the target.
- 10% less than the previous year.
- 29% less than the average of the previous three years.

The number of AFAs attended can be broken down into:

- 226 domestic, 5 less than last year (231) and 26 less than the three year average (252).
- 175 non-domestic, 41 less than last year (216) and 136 less than the three year average (311).

Action Plan:

The number of calls to AFAs for the first quarter is the lowest it has been for the last 5 years. Our unwanted fire signals strategy will continue to be delivered.

1.6 Number of deliberate primary fires

There were 107 deliberate primary fires. This is:

- on target.
- 11% more than the previous year.
- 15% more than the average of the previous three years.

Main property types involved:

Car	28 incidents, 5 more than last year (23) and 6 more than the three year average (22).
Non Residential	26 incidents, 1 less than last year (27) and 7 more than the three year average (19).
Grassland, woodland and crops	13 incidents, 8 more than last year (5) and 8 more than the three year average (5).

Action Plan:

The increase within the City area is due to a spate of arson within the Woodgate area of Leicester. With our partners we are now targeting preventative work in this area.

1.7 Number of deliberate secondary fires

There were 142 deliberate secondary fires. This is:

- 16% better than the target.
- 3% more than the previous year.
- 17% less than the average of the previous three years.

Main property types involved:

Loose refuse	42 incidents, 12 more than last year (30) and 3 more than the three year average (39).
Small refuse/rubbish/recycle	16 incidents, 4 more than last year (12) and the same as the three year average (16).
Large refuse/rubbish (e.g. skip)	11 incidents, 8 more than last year (3) and 4 more than the three year average (7).
Wheelie bin	11 incidents, 3 more than last year (8) and 1 less than the three year average (12).

Action Plan:

We will continue to monitor and target intervention where required.

5.4 The number of hoax calls received

There were 83 hoax calls received. This is:

- 2% better than the target.
- 6% more 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:

- 52 malicious false alarm calls we did not respond to, 2 less than last year (54) and 14 less than the three year average (66).
- 31 malicious false alarm calls we responded to, 7 more than last year (24) and 5 less than the three year average (35).

Action Plan:

The message around consequences of making hoax calls will continue to be delivered through our schools educational programme.

2.1 The number of primary fire fatalities

There was 1 primary fire fatality. There is no target figure set for primary fire fatalities. This is:

- the same as the previous year
- 0.7 more than the average of the previous three years

Location:	Oakthorpe and Donisthorpe Ward
Gender:	Female
Age:	86
Cause:	Accidental, heating/fire, first item ignited floor coverings.
Fire Service 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.

Action Plan:

We will continue to deliver our community safety strategy to target those identified at high risk from fire.

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

There were 7 non-fatal casualties. This is:

- 1 worse than target.
- 1 more than the previous year.
- the same as previous three year average.

The number of non-fatal casualties by cause:

- 5 were accidental, 1 more than last year (4) and the same as the three year average (5).
- 2 were deliberate, the same as last year (2) and the same as the three year average (2).

Of the 5 accidental non-fatal casualties, 3 involved cooking appliances. An alarm system was present at 3 of the properties. Both of the deliberate non-fatal casualties were caused by matches and candles. One occurred at a young offenders unit and the other was a suicide attempt.

Action Plan:

We will continue to deliver our community safety strategy to target those identified at high risk from fire.

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

There were 92 people killed or seriously injured in RTCs during the calendar year January to March 2016. This is:

- 44% worse than the target.
- 37% more than the previous year.
- 39% more than the average of the previous three years.

Of the 92 people killed or seriously injured (in RTCs) during the calendar year (Jan to March 2016), 18 were killed with 74 seriously injured.

Action Plan:

We will continue to work with our partners to deliver our road safety programme.

3.2. The number of children killed or seriously injured (in RTCs) during the calendar year (January to March 2016)

There were 3 children killed or seriously injured (in RTCs) during the calendar year. This is:

- 50% better than the target.

- 25% less than the previous year.
- 50% less than the average of the previous three years.

Of the 3 children killed or seriously injured (in RTCs) during the calendar year (Jan to March 2016), there was 1 fatality and 2 seriously injured.

Action Plan:

We will continue to work with our partners to deliver our road safety programme.

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

There were 97.9% of life threatening incidents attended within a maximum of 10 minutes. This is:

- 2.9% better than the target.
- 3.4% more than the previous year.
- 2.8% more than the average of the previous three years.

There were a total of 189 life threatening incidents attended between April – June 2016. 185 were attended within 10 minutes.

Action Plan:

We will continue to monitor this area to maintain our agreed response standards.

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.
- 0.3% less than the previous year.
- 0.1% less than the average of the previous three years.

There were a total of 1,308 non-life threatening incidents attended between April – June 2016. 1,302 were attended within 10 minutes.

Action Plan:

We will continue to monitor this area to maintain our agreed response standards.

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 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

This data has been unavailable since April 2016 when work around the restructure began. It is estimated that all backdated sickness data will be available in November 2016.

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

This data has been unavailable since April 2016 when work around the restructure began. It is estimated that all backdated sickness data will be available in November 2016