

Appendix 1 - Performance Update: Quarter 3, April 2015 to December 2015

KEY		Outside target range (positive)		Within target range		Outside target range (negative)
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Ref	Performance Indicator	April - December		Targets			April - December	
		Actual 2015/16	Target 2015/16	Target Range	Lower Target Range	Upper Target Range	Actual 2014/15	Actual 2013/14
The number of emergency incidents								
1.1	Number of primary fires	1,004	923	10.0%	831	1,015	899	885
1.2	Number of secondary fires	777	837	10.0%	753	921	799	944
1.3	Number of RTCs attended	497	466	10.0%	419	513	473	501
1.4	Number of other emergency special services attended	730	667	10.0%	600	734	659	680
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1,353	2,048	10.0%	1,843	2,253	2,036	2,316
1.6	Number of deliberate primary fires	336	286	10.0%	257	315	277	290
1.7	Number of deliberate secondary fires	429	501	10.0%	451	551	458	603
5.4	Number of hoax calls received	224	303	10.0%	273	333	286	306
The number of deaths and injuries resultant from fires and road traffic incidents								
2.1	Number of deaths from primary fires	3	0	0.0%	0.0	0.0	1	7
2.2	Number of non-fatal casualties from primary fires	28	34	10.0%	31	37	30	23
3.1	Number of people killed or seriously injured (in RTCs) during the calendar year (January to September)	205	211	10.0%	190	232	238	214
3.2	Number of children killed or seriously injured (in RTCs) during the calendar year (January to September)	14	21	10.0%	19	23	19	16
The level of emergency response service provision								
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	94.8%	94.0%	2.0%	92.0%	96.0%	93.9%	95.5%
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.4%	99.0%	1.0%	98.0%	100.0%	99.6%	99.3%
4.4	The % of 999 calls answered within 7 seconds	no data	98.0%	1.0%	97.0%	99.0%	no data	98.0%
5.14	% availability of RDS appliances	no data	83.0%	2.0%	81.0%	85.0%	84.8%	91.2%

Ref	Performance Indicator	April - December		Targets			April - December	
		Actual 2015/16	Target 2015/16	Target Range	Lower Target Range	Upper Target Range	Actual 2014/15	Actual 2013/14
5.15	% availability of wholetime appliances	no data	96.0%	1.0%	95.0%	97.0%	96.9%	99.5%
9.6	Number of days/shifts lost to sickness by operational staff	1.83	2.95	5.0%	2.80	3.10	2.83	2.81
9.7	Number of days/shifts lost to sickness by support staff	4.36	5.21	5.0%	4.95	5.47	5.83	4.64

1.1 Number of primary fires

In the year to date there have been 1,004 primary fires. This is 81 incidents (approximately 9%) above the target set and an increase of approximately 11% (105 incidents) compared to the same period last year (899 incidents).

The causes of primary fires:

- 656 were accidental, an increase of approximately 6% (34 incidents) compared to the same period last year (619 incidents)
- 336 were deliberate, an increase of approximately 21% (59 incidents) compared to the same period last year (277 incidents)
- 12 were categorised as cause unknown (compared to 3 for the same period last year)

The main incident types involved in the primary fires:

- 128 accidental car fires, an increase of approximately 22% (23 incidents) compared to the same period last year (105 incidents)
- 95 deliberate car fires, an increase of approximately 27% (20 incidents) compared to the same period last year (75 incidents)
- 38 deliberate prison fires, an increase of approximately 100% (19 incidents) compared to the same period last year (19 incidents)

Car Fires

The increase in number of accidental car fires can potentially be attributed to a reduction in the frequency of maintaining vehicles as a consequence of austerity measures. This indicator will continue to be closely monitored.

The increase in deliberate car fires is likely to be linked to crime (disposal of assets) and the lower value of scrap metal.

Action Plan:

We are working with the Police to identify trends in order to focus our preventative strategies.

Prison Fires

The increase in fires in prisons and detention centres is a trend that is mirrored nationally. It is not limited to any singular establishment in the Service area. There are a number of contributory causes and one of the causes is that ignition sources (cigarette lighters) are readily available to inmates.

Action Plan:

Through the Prisons Forum, we are working with our partners (including the Police and Prison Governors) to implement new procedures to reduce the number of fires being started. The new procedures include: improved sharing of intelligence, streamlining the administration processes, amending the fire and rescue service response arrangements and closely monitoring the effects that the smoking ban in prisons will have.

1.2 Secondary Fires

The number of secondary fires (777) has dropped by approximately 3% (22 incidents) compared to the same period last year (799 incidents).

1.3. Road Traffic Collisions (RTCs)

The number of RTCs attended (497) is approximately 7% higher (31 incidents) than target (466), however this is only 5% higher (24 incidents) than the same period last year (473 incidents). These incidents are broken down as:

- 118 'extrications' (compared to 151 in 2014/15)
- 344 'make safe' (compared to 269 in 2014/15)
- 35 'services not required' (compared to 53 in 2014/15)

Road Traffic Collisions

The number of RTCs overall is higher than our target figure and has increased from 2014/15; however the number of casualty extrications have reduced.

Action Plan:

We are continuing to work with our partners to deliver our road safety strategy. The road safety strategy provisions will be extended in the near future to incorporate the 'Fatal 4' motorcycle. This will enable focus to be raised in relation to motorcycle safety.

1.4 Emergency Special Services (ESS)

Between April and December 2015 we attended 730 ESS calls. This figure is 9% (63 incidents) higher than the target and 10% (71 incidents) higher than the same period last year. The reasons for the increases are:

- 148 'affecting entry/ exit' (121 in the same period last year)
- 71 'animal assistance incidents' (64 in the same period last year)
- 59 'lift releases' (63 in the same period last year)
- 57 'incidents attended assisting other agencies' (38 in the same period last year)
- 56 'flooding' (37 in the same period last year)

Animal Rescue and Flooding

There has been an increase in the number of flooding and animal rescue related incidents this year due to the prevailing weather i.e. the amount of precipitation.

Assisting Other Agencies

These incidents include assisting East Midlands Ambulance Service (EMAS) with the movement of bariatric patients and supporting the Police to resolve attempted suicide incidents.

Action Plan:

We will continue to work with our partners to include flood risk management within our community safety activities.

1.5 False alarm calls from AFAs attended (domestic and non-domestic)

The number of AFA calls attended was 1,353 which is a reduction of approximately 34% (683 calls) on the same period last year and is approximately 34% (695 calls) below the target.

This reduction is predominantly due to a change in the unwanted fire signal strategy which places the responsibility on the site occupier to investigate and confirm that there is a fire before resources are mobilised. We always mobilise resources immediately to certain categories of premises, e.g. hospitals, care homes and other “high risk” buildings.

1.6 Deliberate Primary Fires

During Quarter 3 of 2015/16 there were 336 deliberate primary fires. This is approximately 17% higher than the target set (50 incidents) and 21% higher than the same period last year (59 incidents). The top 3 incident types are as follows:

Car	95 incidents which is 27% higher than this time last year (75 incidents)
Non Residential	84 incidents which is 79% higher than this time last year (47 incidents)
Motorcycle	44 incidents which is 23% lower than this time last year (57 incidents)

Action Plan:

The commentary and action plan for car fires and non-residential (prison) fires can be seen at 1.1 Number of Primary Fires (above).

1.7 Deliberate Secondary Fires

The number of deliberate secondary fires by the end of Quarter 3 2015/16 (429) has remained very low, similar to 2014/15 (458). This is a significant achievement as there was an expectation that incidents may have increased towards the 2013/14 figure of 603.

5.4 The number of hoax calls

The number of hoax calls received was 224, which is a 26% reduction (78 incidents) than target (303) and a 22% reduction (62 incidents) compared to 286 for the same time period in 2014/15. There were 125 malicious false alarm calls that were not responded to (compared to 198 last year) and 99 malicious false alarm calls that were responded to (compared to 88 last year).

2.1 The number of primary fire fatalities

Up to and including Quarter 3 2015/16, there have been 3 fatalities, an increase compared to 1 experienced in 2014/15. We aim to achieve no fire deaths each year. Details of fatalities to date 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

Action Plan:

We will continue to deliver our community safety strategy and will work closely with partner agencies in order to help people to be safer in their homes through early intervention and education.

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

At the end of Quarter 3 2015/16 this figure is 28 which is an 18% reduction than the target of 34 and 7% lower than the same time last year (30 casualties).

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

There were 205 people killed or seriously injured (in RTCs) during the calendar year (Jan to Sep), which is 3% below the target of 211. Thirty six were killed with 169 seriously injured. This figure is 14% lower than the figure last year (238).

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

Fourteen children were killed or seriously injured in RTCs during the calendar year (Jan to Sep), which is 33% below the target of 21; an improvement of 26% on the figure last year (19 children)

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

The percentage of life threatening incidents attended within a maximum of 10 minutes was 94.8% during Quarter 3 2015/16, compared to the target of 94.0%, which is an improvement of 0.9% compared to the same period last year (93.9%).

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

The percentage of non-life threatening incidents attended within a maximum of 20 minutes was 99.4% during Quarter 3 2015/16, compared to the target of 99.0%. This is slightly lower when compared to the same period last year in 2014/15 (99.6%).

4.4 The percentage of 999 calls answered within 7 seconds

This data has not been available since November 2013 following the relocation of Fire Control to Southern. Work to create reports is ongoing.

5.14 The % availability of RDS fire appliances & 5.15 % 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

At the end of Quarter 3 2015/16, an average 1.83 shifts were lost to sickness by operational staff. This figure an improvement by one shift compared to the same period in 2014/15 (a reduction of 33%).

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

At the end of Quarter 3 2015/16, an average 4.36 days were lost to sickness by support staff. This is an improvement of 1.47 days compared to 2014/15 (a reduction of 25%) during the same period.

Sources: VIEWS

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