

Appendix 1 - Performance Update: April to September 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				
1.1	Number of primary fires	649	-13 (662)	-25 (674)	+26 (623)
1.2	Number of secondary fires	608	-3 (611)	+15 (593)	-26 (634)
1.3	Number of RTCs attended	316	+7 (309)	+30 (286)	+26 (290)
1.4	Number of other emergency special services attended	717	+240 (477)	+212 (505)	+242 (475)
LPI 1m	Number of emergency first responder incidents (New indicator started May 2015)	360	No Target	+254 (106)	+254 (106)
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	893	-80 (973)	-19 (912)	-383 (1276)
1.6	Number of deliberate primary fires	231	+6 (225)	+8 (223)	+32 (199)
1.7	Number of deliberate secondary fires	338	-12 (350)	+38 (300)	-30 (368)
5.4	Number of hoax calls received	159	+3 (156)	-12 (171)	-40 (199)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents				
2.1	Number of deaths from primary fires	1	0	-2 (3)	-2 (3)
2.2	Number of non-fatal casualties from primary fires	19	0 (19)	+2 (17)	+2 (17)
3.1	Number of people killed or seriously injured (in RTCs) during the calendar year (January 2016 to June 2016)	135	-5 (140)	-1 (136)	-10 (145)
3.2	Number of children killed or seriously injured (in RTCs) during the calendar year (January 2016 to June 2016)	6	-4 (10)	+1 (5)	-5 (11)
KCI 3	The level of emergency response service provision				
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	96.6%	+1.6 (95.0%)	+1.1 (95.5%)	+1.5 (95.1%)
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.3%	+0.3 (99.0%)	-0.2 (99.5%)	-0.1 (99.4%)
KCI 4	Capacity, staff and availability				
5.14	% availability of RDS appliances	N/A	(85.0%)	(81.8%)	(85.2%)
5.15	% availability of wholetime appliances	N/A	(98.0%)	(98.9%)	(98.3%)

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	(1.75)	(1.18)	(1.54)
9.7	No. of days/shifts lost to sickness by support staff	N/A	(3.50)	(3.07)	(3.39)

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 649 primary fires. This is:

- 2% better than the target.
- 4% less than the previous year.
- 4% more than the average of the previous three years.

The number of primary fires by cause:

- 409 were accidental, 8% (37) less than last year (446) and 3% (11) less than the three year average (420).
- 231 were deliberate, 4% (8) more than last year (223) and 16% (32) more than the three year average (199).
- 9 were not known, 80% (4) more than last year (5) and 125% (5) more than the three year average (4).

Main property types involved:

- 218 were dwelling fires (195 accidental, 21 deliberate and 2 not known) compared to 201 dwelling fires (175 accidental, 25 deliberate and 1 not known) the previous year.
- 140 were car fires (67 accidental, 69 deliberate and 4 not known) compared to 148 car fires (93 accidental, 53 deliberate and 2 not known) the previous year.
- 113 were non-residential (65 accidental, 47 deliberate and 1 not known) compared to 158 non-residential fires (91 accidental, 66 deliberate and 1 not known) the previous year.

Action Plan:

An increase in fires in prison establishment reflect a national trend and, as a result of active engagement with our partners including deployment of our seconded police officer, these have halved from this time last year.

The City area is the focus of attention as a result of a series of deliberate fire setting within a small area (Corah's, Parker Drive and Frog Island). Prevention activities and plans are detailed within SI 1.6 - Deliberate Primary Fires. The city centre and Welford road are being targeted with prevention activities, following an increase in accidental dwelling fires.

1.2 Number of secondary fires

There were 608 secondary fires. This is:

- 0.5% better than the target.
- 3% more than the previous year.
- 4% less than the average of the previous three years.

The number of secondary fires by cause:

- 263 were accidental, 9% (27) less than last year (290) and 1% (2) more than the three year average (261).
- 338 were deliberate, 13% (38) more than last year (300) and 8% (30) less than the three year average (368).
- 7 were not known, 133% (4) more than last year (3) and 40% (2) more than the three year average (5).

Main property categories involved:

- 202 were grassland, woodland and crops (75 accidental, 122 deliberate and 5 not known), compared to 218 grassland, woodland and crops (108 accidental, 109 deliberate and 1 not known) the previous year.
- 199 were outdoor structures (111 accidental, 86 deliberate and 2 not known), compared to 196 outdoor structures (109 accidental, 86 deliberate and 1 not known) the previous year.
- 154 were other outdoors (including land) (41 accidental and 113 deliberate), compared to 142 other outdoors (including land) (50 accidental, 91 deliberate and 1 not known) the previous year.

Action Plan:

Secondary fires have reduced as a result of partnership work, and in the raising of our profile. However, we will continue to watch outdoor/woodland fires, with the perpetual problem of wheelie bins being raised with our partners at local. Work is ongoing with Leicester City Council in the using an app, enabling the public to notify of rubbish accumulation. Seasonal trends have been identified at Charnwood and will be targeted before next summer.

1.3. Number of RTCs attended

There were 316 RTCs attended. This is:

- 2% worse than the target.
- 10% more than the previous year.
- 9% more than the average of the previous three years.

The number of RTCs can be broken down as:

- 75 extrications, 7 more than last year (68) and 2 more than the three year average (73).
- 223 'make safe', 25 more than last year (198) and 24 more than the three year average (199).
- 18 'services not required', 2 less than last year (20) and the same as the three year average (18).

Action Plan:

There have been increases both regionally and nationally. The vast majority of attendances do not result in extrications, which confirms that most of the incidents that we attend do not result in KSI (killed and seriously injured). For this period; Blaby had the most significant increase from the previous year.

All districts including Blaby, are utilising Fatal Four and working with our road safety team(s) in identifying relevant target audiences to promote relevant hard hitting messages. This is primarily aimed at the younger segment of the population via college and school events, in addition to the new Motorcycle which is being targeted at the middle aged 'biker' and 3-D experience.

1.4 Number of other emergency special services attended

There were 717 other emergency special services attended. This is:

- 50% worse than the target.
- 42% 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:

- 131 'assist other agencies', 93 more than last year (38) and 102 more than the three year average (29).
- 195 'effecting entry/exit', 95 more than last year (100) and 101 more than the three year average (94).
- 60 flooding, 26 more than last year (34) and 29 more than the three year average (31).
- 45 animal assistance incidents, 10 less than last year (55) and 10 less than the three year average (55).

Action Plan:

The increase in incidents is due to our growing role in assisting our emergency response partners; this trend being reflected both regionally and nationally. These figures are attributed to 'affecting entry exits' and 'assisting entry ' where EMAS and the police ask for mutual assistance; the majority are EMAS requests for assistance.

We continue to respond to lift release requests which are being monitored and managed by our managers in the city, focusing on repeat offenders where necessary.

Flooding is an area of focus with our partners and there are schemes such as community volunteers and forward planning with relevant district/borough councils that possess problem areas.

LPI 1.m Number of emergency first responder incidents

There were 360 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:

- 94 chest pain / cardiac arrest / heart condition
- 94 no action required
- 78 breathing difficulties / impairment / respiratory arrest
- 33 other
- 21 collapse
- 19 lift person
- 19 unconscious, fitting or unresponsive
- 2 shock / anaphylactic shock

Action Plan:

Since the trial began, numbers have and will continue to increase. North West Leicestershire is the busiest area, with all deployments representing lifesaving actions. This expansion in role is being developed further over the coming months to include more on-call stations, the wholetime staff at Oakham, Coalville and Market Harborough, and with aspirations to continue expand to more wholetime locations.

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

There were 893 false alarm calls from AFAs attended. This is:

- 8% better than the target.
- 2% less than the previous year.
- 30% less than the average of the previous three years.

The number of AFAs attended can be broken down into:

- 494 domestic, 25 less than last year (519) and 81 less than the three year average (575).
- 399 non-domestic, 6 more than last year (393) and 302 less than the three year average (701).

Action Plan:

Our performance shows continued reductions, particularly in comparison to our neighbours in Nottinghamshire and Derbyshire. This is predominantly due to a change in policy regarding call challenge and confirmation of fires in non-domestic premises.

1.6 Number of deliberate primary fires

There were 231 deliberate primary fires. This is:

- 3% worse than target.
- 4% more than the previous year.
- 16% more than the average of the previous three years.

Main property types involved:

Car	69 incidents, 16 more than last year (53) and 22 more than the three year average (47).
Non Residential	47 incidents, 19 less than last year (66) and 2 more than the three year average (45).
Motorcycle	28 incidents, 9 less than last year (37) and 7 less than the three year average (35).

Action Plan:

Car fires will always feature and are often dependent upon global scrap metal prices. At this point they have decreased by 10 from last year. Prison fires reflect a national trend, but these have halved from this time last year.

There has been a recent spate of deliberate fire setting within a small area of the City. We are working with our partners including the police, city council and the voluntary sector in targeting buildings and focusing on potential perpetrators. This has included education of both homeless people and local youth; supported by a higher presence. In one case this resulted in the apprehension of a number of individuals as a result of effective intelligence work, using social media. The outcome was the prevention of deliberate fires.

1.7 Number of deliberate secondary fires

There were 338 deliberate secondary fires. This is:

- 3% better than the target.
- 13% more than the previous year.
- 8% less than the average of the previous three years.

Main property types involved:

Loose refuse	80 incidents, 30 more than last year (50) and 8 more than the three year average (72).
Grassland, pasture, grazing etc	31 incidents, 2 more than last year (29) and 4 less than the three year average (35).
Private/Domestic garden	28 incidents, 20 more than last year (8) and 9 more than the three year average (19).
Tree scrub	28 incidents, the same as last year (28) and 2 more than the three year average (26).

Action Plan:

Overall, improvement has been as a result of our city district engaging with partners and raising the profile of the Service and the impact that secondary fires incur. Eastern station have seen increases in wheelie bin fires and burning refuse in. Both are now being targeted.

5.4 The number of hoax calls received

There were 159 hoax calls received. This is:

- 2% worse than the target.
- 7% less than the previous year.
- 20% less than the average of the previous three years.

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

- 109 malicious false alarm calls we did not respond to, 13 less than last year (122) and 24 less than the three year average (133).
- 50 malicious false alarm calls we responded to, 1 more than last year (49) and 16 less than the three year average (66).

Action Plan:

We continue to see reductions. A number of other factors have contributed, including:

- Youth Engagement Work – active preventative work is now embedded within the community which is reducing anti-social behaviour.
- Modernised Society – young people are more likely to stay indoors due to modern lifestyle changes; tracing of calls is easier and work undertaken with mobile providers makes it easier to block phones.

We will continue to collaborate with partners in community engagement and through the community safety partnerships to further reduce hoax calls and anti-social behaviour.

2.1 The number of primary fire fatalities

There was 1 primary fire fatality. There is a zero target figure set for primary fire fatalities. This is:

- 67% less than the previous year
- 67% less 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:

Prior to the fire, LFRS attended the property on two occasions to carry out a Home Fire Safety Check (HFSC). The occupant was not at home. A neighbour informed that the occupant was in hospital and had been for a number of months. No release date was available.

Since the fatality a number of partnership meetings have taken place, and it has been identified that when the occupant returned to her property, a care package was put into place. This included a risk assessment of the occupants' needs; but this did not include a fire risk assessment. Information relating to other occupants that are cared for within council properties and where the source of heating is open coal burning fires will now be shared and LFRS will cross reference these against Exeter Data and prioritise these particular dwellings for HFSCs.

We are looking at how, in the future, care providers will complete a fire risk assessment as part of any agreed care packages. LFRS will

then be able to risk assess properties and prioritise them for HFSC visits. We will also be able to identify if assistive technologies should be utilised, to reduce fire risks in the home.

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

There were 19 non-fatal casualties. This is:

- on target.
- 12% more than the previous year.
- 12% more than the average of the previous three years.

The number of non-fatal casualties by cause:

- 15 were accidental, the same as last year (15) and the same as the three year average (15).
- 4 were deliberate, 2 more than last year (2) and 2 more than the three year average (2).

Action Plan:

Of the 15 accidental non-fatal casualties, 5 involved cooking appliances. Seven were located in dwellings, 6 were located in non-residential and 2 located in boats. The deliberate non-fatal casualties were all caused by matches and candles. Two of the deliberate non-fatal casualties occurred in one incident in a corridor/hall of a dwelling, 1 occurred at a young offenders unit and the other was a suicide attempt.

We will target areas in the same manner as described in 2.1 above.

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

There were 135 people killed or seriously injured in RTCs during the calendar year January to June 2016. This is:

- 4% better than the target.
- 1% less than the previous year.
- 7% less than the average of the previous three years.

Of the 135 people killed or seriously injured (in RTCs) during the calendar year (January to June 2016), 24 were killed with 111 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) our area between January and June 2016. The majority of road traffic collisions attended by LFRS 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 June 2016)

There were 6 children killed or seriously injured (in RTCs) during the calendar year January to June 2016. This is:

- 40% better than the target.
- 20% more than the previous year.
- 45% less than the average of the previous three years.

Of the 6 children killed or seriously injured (in RTCs) during the calendar year (January to June 2016), there was 1 fatality and 5 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 June 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 96.6% of life threatening incidents attended within a maximum of 10 minutes. This is:

- 1.6% better than the target.
- 1.1% more than the previous year.
- 1.5% more than the average of the previous three years.

There were a total of 413 life threatening incidents attended between April – September 2016. 399 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.

Changes to crewing in the Harborough district should contribute to improvements, with a wholetime crew now responding during the day.

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

There were 99.3% of non-life threatening incidents attended within a maximum of 20 minutes. This is:

- 0.3% better than the target.
- 0.2% less than the previous year.
- 0.1% less than the average of the previous three years.

There were a total of 3,518 non-life threatening incidents attended between April – September 2016. 3,494 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.

Changes to crewing in the Harborough district should contribute to improvements, with a wholetime crew now responding during the day

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

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