

# LEICESTERSHIRE

## FIRE and RESCUE SERVICE

Status of Report: Public Agenda Item: 9

**Meeting:** Overview and Scrutiny Committee  
**Date:** 3<sup>rd</sup> September 2014  
**Subject:** Performance Monitoring Report  
**Report by:** The Chief Fire and Rescue Officer  
**Author:** Mark Andrew (Head of HR, Planning and Performance)  
**For:** Discussion

### 1. Purpose

This report is to inform and update the Overview and Scrutiny Committee of performance against our secondary indicators for the financial year 2013/14. It also includes further scrutiny and analysis of selected relevant indicators.

### 2. Executive Summary

- 2.1 The Combined Fire Authority (CFA) performed as expected or better than expected against 26 out of 47 SIs (55%). Of the remaining, 10 were within 10% of achievement of target and 11 were more than 10% out of target.
- 2.2 Where previous years' information is available, 49% of SIs show the same or an improvement in performance from the previous year. **Appendix 1** outlines performance against all of the Secondary Indicators for the 2013/14 financial year.

### 3. Report Detail

- 3.1 Following a senior management review of SIs for 2013/14 a number of indicators have been identified for further analysis and investigation.
- 3.2 In total 6 indicators were identified, for further investigation and analysis. These were chosen to highlight some of the areas of good performance and some areas which are of concern. Analysis highlights what measures and actions are taking place to address performance.

The indicators identified are:

- Retained Duty System (RDS) Availability
- False Alarms
- Hoax Calls

- Sickness
- Fatalities from Primary Fires
- Non Fatal Casualties from Primary Fires

3.3 Attached at **Appendices 2 - 7** are the detailed analysis reports for each of these indicators.

#### **4. Report Implications / Impact**

##### **4.1 *Legal (including crime and disorder)***

The timely production of relevant performance information and the achievement of continuous improvement is a statutory duty as identified in the Local Government Act 1999.

##### **4.2 *Financial (including value for money, benefits and efficiencies)***

None arising from this report.

##### **4.3 *Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)***

Failure to examine areas of under performance can carry significant risk.

##### **4.4 *Staff, Service Users and Stakeholders (including the Equality Impact Assessment)***

None arising from this report.

##### **4.5 *Environmental***

None arising from this report.

##### **4.6 *Impact upon Our Plan Objectives***

The performance indicators are a measure of our corporate objectives, and as such monitoring and action taken should impact upon the achievement of all of our objectives.

#### **5. Recommendations**

The Overview and Scrutiny Committee is asked to note the overall performance for 2013/14, and also the detailed analysis for the identified indicators.

#### **6. Background Papers**

None identified.

## **7. Appendices**

1. Performance Update - April 2013 to March 2014.
2. RDS Availability
3. False Alarms
4. Hoax Calls
5. Sickness
6. Fatalities from Primary Fires
7. Non Fatal Casualties from Primary Fires

## Performance Update - April 2013 to March 2014

<b>KEY</b>		Greater than 10% on target		On target		Less than 10% off target		Greater than 10% off target
------------	--	----------------------------	--	-----------	--	--------------------------	--	-----------------------------

Ref	Key Corporate Indicator	Apr 2013 to Mar 2014			+/- %	Apr 2012 to Mar 2013	Apr 2011 to Mar 2012	Apr 2010 to Mar 2011	Apr 2009 to Mar 2010
		Actual	Target						
1.1	Number of primary fires	1129	1406	-19.7%	1195	1464	1525	1689	
1.2	Number of secondary fires	1129	1764	-36.0%	929	1962	1743	2048	
1.3	Number of RTCs attended	662	637	+3.9%	668	620	654	722	
1.4	Number of other emergency special services attended	895	906	-1.2%	955	877	1068	1063	
1.5	Number of false alarm calls from AFAs attended (domestic and non domestic)	2898	2928	-1.0%	2875	2994	3159	3450	
1.6	Number of deliberate primary fires	353	513	-31.2%	339	521	525	674	
1.7	Number of deliberate secondary fires	710	1261	-43.7%	548	1390	1200	1592	
1.8	% of completed inspections that result in deficiency notices, action plans or enforcement notices	58.0%	48.0%	+10.0%	61.7%	41.1%	40.5%	30.0%	
1.9	% of inspections that result in prohibition notices	2.9%	6.0%	-3.1%	5.0%	10.7%	1.6%	0.9%	
1.10	% of inspections resulting in reduction in risk	67.4%	No Target	New Indicator	New Indicator	New Indicator	New Indicator	New Indicator	
2.1	Number of deaths from primary fires	9	5	+80.0%	5	5	6	6	
2.2	Number of non-fatal casualties from primary fires	36	62	-41.9%	66	61	53	63	
2.3	% of dwelling fires where smoke alarm was fitted	60.5%	61.0%	-0.5%	60.8%	63.2%	68.3%	61.4%	
2.4	Number of dwelling fires where a smoke alarm was fitted but did not activate (Smoke alarm battery defective and Smoke alarm battery missing)	12	22	-45.5%	22	29	16	23	
2.5	% of accidental dwelling fires which have received a HFSC in the last 3 years	3.9%	17.0%	-13.1%	17.6%	n/a	n/a	n/a	
2.6	% of key safety messages retained by citizens who have received a HFSC	75.9%	75.0%	+0.9%	76.8%	72.8%	65.7%	78.6%	
2.7	The % of families who have enhanced fire safety knowledge following the schools education programme	53.0%	75.0%	-22.0%	78.8%	79.0%	72.2%	64.9%	
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	95.9%	96.0%	-0.1%	94.9%	96.2%	97.8%	96.1%	

4.2	The % of non life threatening incidents attended within a maximum of 20 minutes	99.3%	99.5%	-0.2%	99.4%	99.7%	99.7%	99.3%
4.3	The % of incidents where correct attributes were mobilised	99.8%	99.5%	+0.3%	99.6%	99.6%	99.7%	98.2%
4.4	The % of 999 calls answered within 7 seconds (April to November only)	98.4%	98.0%	+0.4%	98.0%	98.1%	98.6%	97.6%
5.4	No. of hoax calls received	381	513	-25.7%	496	541	512	602
5.7	The % of undisputed invoices that are paid in 30 working days	98.2%	99.0%	-0.8%	98.7%	95.5%	94.9%	98.3%
5.8	The % of FOI requests acknowledged in 5 working days	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
5.9	The % of FOI requests responded to in 20 working days	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
5.10	The quartile position within national council tax levels	I	I	0.0%	I	I	I	I
5.12	No. of properties attended more than once for false AFA calls	135	228	-40.8%	191	261	293	332
5.13	% of hoax calls not attended	60.1%	73.0%	-12.9%	64.1%	67.5%	60.7%	60.5%
5.14	% availability of RDS appliances	89.9%	93.0%	-3.1%	93.1%	94.8%	94.5%	94.50%
5.15	% availability of VWholetime appliances	99.2%	96.0%	+3.2%	99.4%	99.4%	99.1%	99.1%
5.16	The percentage of support value for money indicators benchmarked in the upper quartile	n/a	30%	n/a	29%	22%	n/a	n/a
5.17	% of completed projects that achieve or exceed the standard score in meeting time, cost and quality criteria	50.0%	67.0%	-17.0%	66.7%	83.3%	66.6%	14.3%
6.1	The amount of gas used in buildings (kwh)	3,297,964	2,969,789	+11.1%	3,126,094	2,610,760	3,184,134	3,226,624
6.2	The amount of electricity used in buildings (kwh)	1,372,757	1,174,264	+16.9%	1,236,067	1,227,623	1,389,775	1,143,458
6.3	The amount of water used in buildings (cubic metres)	36,182	31,901	+13.4%	37,142	33,580	25,297	39,029
6.4	The amount of fuel used by service vehicles (litres)	303,584	277,635	+9.3%	292,247	333,112	252,822	288,496
7.1	% of operational staff from BME groups	4.5%	4.3%	+0.2%	4.3%	4.2%	4.3%	2.4%
7.2	% of operational staff who are female	3.3%	3.0%	+0.3%	2.9%	2.6%	2.4%	2.6%
7.3	% of support staff from BME groups	12.7%	13.8%	-1.1%	12.8%	13.0%	13.3%	8.7%
7.4	% of new recruits to operational roles that are female	4.7%	10.0%	-5.3%	6.2%	9.5%	3.3%	5.4%
7.5	% of new recruits to whole organisation that are from BME groups	2.0%	14.0%	-12.0%	8.3%	0.0%	15.4%	1.7%
8.3	% of respondents to the After the Incident Survey who rate the service received as satisfactory or better	98%	98%	0.0%	98%	98%	97%	98%
9.2	The number of reported injuries	59	67	-11.9%	66	69	66	55
9.3	The number of reported near misses	52	57	-8.8%	47	62	55	54
9.4	The number of reported vehicle collisions	51	50	+2.0%	47	58	45	52
9.6	No. of days/shifts lost to sickness by operational staff	3.87	5.00	-22.6%	4.35	4.04	4.35	5.77
9.7	No. of days/shifts lost to sickness by support staff	7.38	6.00	+23.0%	5.46	6.21	8.08	8.40
9.8	The % of IRS incidents completed within 7 days	n/a	93.0%	n/a	92.8%	92.8%	87.6%	n/a

**1.1** The number of primary fires for 2013/14 (1,129) has remained very low compared to 2012/13 (1,195).

**1.2** The number of secondary fires for 2013/14 (1,129) has remained consistently low over the last two years. This is a significant achievement in what was one of the warmest summers since 2006. There were 1,962 secondary fires in 2011/12.

**1.3.** The RTC indicator has not met its target (637) with 662 RTCs attended. This is 6 incidents less when compared to 2012-13 (668). The breakdown shows that incidents involving extrications and services not required remained on target but incidents involving services rendered/vehicle made safe was 14.0% above target. Generally, the majority of incidents attended (75%) involve a single car and attendances increase steadily throughout the day peaking at 17:00-18:00 hours and throughout the week attendances peak on a Friday. 9% of incidents occurred between 17:00-18:00 hours.

**1.4.** The number of special service incidents in 2013/14 (895) was slightly better than target and there was a decrease of 60 (6.3%) incidents compared to 2012-13 (955). The month with the highest number of incidents was July which had 127 incidents. Of the 895 incidents there were 159 effecting entry/exit, 91 animal assistance incidents and 25 suicide attempts.

**1.5** The number of false alarms from AFAs attended (domestic and non-domestic) was better than target (2,928) with 2,898 incidents attended compared with 2,875 in 2012/13. The number of non domestic AFAs attended has dropped from 1,786 in 2012/13 to 1,683 this year, compared to 1,089 domestic AFAs attended in 2012/13 rising to 1,215 this year.

**1.6** The number of deliberate primary fires in 2013/14 (353) has remained very low (2012/13 there were 339). This is a significant achievement in what has been one of the warmest summers since 2006. The previous lowest year prior to this was 521 incidents attended in 2011/12.

**1.7** The number of deliberate secondary fires in 2013/14 (710) has remained low despite figures being higher than 2012/13. This is a significant achievement in what has been one of the warmest summers since 2006. The previous lowest year prior to this was 1200 incidents attended in 2010/11.

**1.8** The % of completed inspections that result in deficiency notices, action plans or enforcement notices for 2013/14 (58.0%) was 10% over the target of 48.0%. It is slightly worse than the 2012/13 figure of 61.7%. The targeting of premises will continue to be considered in conjunction with the improved partnership working being undertaken with internal and external partners. The increase in concerns and referrals from our partners coupled with the additional project work is continuing to have an impact on the time available for FPOs to undertake initial audits.

**1.9** The % of inspections that result in prohibition notices for 2013/14 (2.9%) was 3.1% better than the target of 6.0%. It is considerably better than 2012/13 figure of 5.0%. The issuing of a prohibition notice remains an option available to all inspecting officers. However,

the continual decrease in the number of prohibition notices being issued demonstrates the expertise of the inspecting officers in the application of the new regulators code, which actively encourages regulators to work with businesses in achieving a workable solution.

**1.10** The % of inspections resulting in reduction in risk was 57.4%. This is a new indicator and is the first year where figures have been collected, so no targets were set for 2013/14.

**2.1** The number of primary fire fatalities in 2013/14 was 9, compared to 5 in 2012/13. The trend of fatalities over the last few years is that they have occurred in the final quarter of the year, but this year 6 fatalities occurred between July and September. Four fatalities occurred in one incident. There were 5 fatalities that were deliberately caused and 4 fatalities that were accidental.

**2.2.** The number of non-fatal casualties (36) is at the lowest level ever achieved. There was a decrease of 30 (45%) casualties compared to 2012-13 (66). Quarter 1 showed 7 non fatal casualties, compared to 9 in Quarter 2, 11 in Quarter 3 and 9 in Quarter 4.

**2.3.** The % of dwelling fires where a smoke alarm was fitted just missed its target of 61.0% with 60.5% in 2013/14. There was a 0.3% reduction compared to 2012-13 (60.8%). In actual terms, fires in homes are at an all-time low with 428 incidents in 2013/14. In total there were 169 dwelling fires where there was no smoke alarm fitted.

**2.4.** The number of dwelling fires where a smoke alarm was fitted but did not activate because of the smoke alarm being defective or the smoke alarm battery missing is at its lowest for the last 5 years with 12 incidents.

**2.5** The % of accidental dwelling fires which have received a HFSC in the last 3 years (3.9%) missed the target of 17.0%. It is also considerably low compared to 2012/13 figure of 17.6%.

**2.6** The % of key safety messages retained by citizens who have received a HFSC (75.9%) was just above the target of 75.0%. It is slightly lower than the 2012/13 figure of 76.8%. In real terms there were 3,570 total key safety messages questioned and 2,709 key safety messages retained by respondents to the survey.

**2.7** The % of families who have enhanced fire safety knowledge following the schools education programme has dropped to 53% for 2013/14. This is 22.0% below target (75.0%) and 25.8% below the same period in 2012/13 (78.8%). The reason for this is that the forms are now different, as they ask the parents to physically do an informal home safety checklist and forms are only sent back if they have actually done this, so they are all counted as positive responses. This makes it impossible to compare performance with previous years' data, as half way through this year there was a change and different criteria for evaluation.

**4.1** The percentage of life threatening incidents attended within a maximum of 10 minutes is 95.9% compared to the target of 96.0%. It is slightly (1.0%) higher when compared to the same period in 2012/13 (94.9%). City 100.0%, North 91.7% and South 94.3%.

**4.2** The percentage of non life threatening incidents attended within a maximum of 20 minutes is 99.3% compared to the target of 99.5%. It is slightly lower (0.1%) when compared to the same period in 2012/13 (99.4%). City 99.7%, North 98.5% and South 99.2%.

**4.3** The percentage of incidents where the correct attributes were mobilized is 0.3% better than target (99.5%). It is also 0.2% higher than the same period in 2012/13.

**4.4** The percentage of 999 calls answered within 7 seconds is 0.4% better than the target (98.0%) and 0.7% higher than the same period last year 2012/13 (97.7%). The figures are only available to the end of November though, as there is currently no facility to capture the information since the move to Southern. Work is ongoing on the recording system which is being fitted.

**5.4** The total number of hoax calls received is at its lowest level ever with 381 hoax calls received, which is 132 below target (513). There were 496 during the same period in 2012/13, which means there has been a 23% reduction in hoax calls.

**5.7** The percentage of undisputed invoices that are paid within 30 days is 0.8% below the target of 99.0% for 2013/14 (98.2%). This is also 0.5% below last year's figure of 98.7%. The finance team has however kept late payments to a minimum despite an increase in the number of invoices.

**5.8** The percentage of FOI requests acknowledged in 5 working days remains at 100.0% and has been so for the last 5 years.

**5.9** The percentage of FOI requests responded to in 20 working days remains at 100.0% and has been so for the last 5 years.

**5.10** The quartile position within national council tax levels remains in the top quartile for 2013/14. Compared to other authorities, Leicestershire is still one of the cheapest authorities in the UK for Council tax.

**5.12** The number of properties attended more than once for false AFA calls is at its lowest ever level with 135 incidents compared to 191 in 2012/13.

**5.13** The percentage of hoax calls not attended is at its lowest figure (60.1%) for the last 3 years. This is 12.9% better than target and 4.0% below last year's figure of 64.1%.

**5.14** The % availability of RDS fire appliances continued to decline. It currently stands at 89.9% compared to the 93.1% achieved during the same period last year. Appliances were not available for 10,205.23 hours in 2012/13 and 14,216.37 hours in 2013/14. Mechanical reasons accounted for 276.95 hours in 2012/13, rising to 430.75 in 2013/14. Crewing reasons accounted for 9,928.28 hours in 2012/13 rising to 13,785.62 in 2013/14. In particular, Oakham in 2012/13 wasn't available for 573.50 hrs and in 2013/14 wasn't available for 2781.98 hrs. The strike action has had some impact on the figures as it has caused some RDS appliances to be off the run during periods of strike action.



**5.15** The % availability of Wholetime fire appliances has dropped slightly (0.2%) compared to the same period 2012/12 (99.4%). It is still the second highest figure it has been over the last 5 years with 99.2%.

**5.16** The percentage of support value for money indicators benchmarked in the upper quartile data is not available. No figures were submitted to CIPFA, so no outcomes were available.

**5.17** The % of completed projects that achieve or exceed the standard score in meeting time, cost and quality criteria is 50% for 2013/14. This is 17.0% below the target of 67.0% and 16.7% below the figure for 2012/13 during the same period. There were 3 projects that achieved or exceeded the standard score in meeting time, cost and quality criteria.

**6.1** The amount of gas used in buildings for 2013/14 has seen an 11.1% rise compared to target and a 5.5% increase when compared to 2012/13.

**6.2** The amount of electricity used in buildings for 2013/14 has seen a 16.9% rise compared to target and an 11.9% increase when compared to 2012/13.

**6.3** The amount of water used in buildings for 2013/14 has seen a 13.4% rise compared to target and a 2.6% decrease when compared to 2012/13.

**6.4** The amount of fuel used by service vehicles for 2013/14 has seen a 9.3% rise compared to target and a 3.9% increase when compared to 2012/13.

**7.1** The percentage of operational staff from BME groups is 0.2% higher than the target of 4.3%. This is equivalent to there being 31 people from BME groups.

**7.2** The percentage of operational staff who are female is 0.3% higher than the target of 3.0%. This is equivalent to there being 23 female operational staff.

**7.3** The percentage of support staff from BME groups is 1.1% lower than the target of 13.8%. This is equivalent to there being 21 people from BME groups.

**7.4** The percentage of new recruits to operational roles that are female is 5.3% lower than the target of 10.0%. This is equivalent to there being 2 female operational staff recruits.

**7.5** The percentage of new recruits to the whole organization that are from BME groups is 12.0% lower than the target of 14.0%. This is equivalent to there being 1 new recruit from a BME group.

**8.3.** The percentage of respondents to the After the Incident Survey who rate the service received as satisfactory or better remains at 98% for 2013/14 which is on target. It also remains the same figure compared to the previous 2 years.

**9.2** The number of reported injuries (59) was 8 below the target of 67. It is also 7 below the figure for 2012/13 (66). 51 were minor personal injuries and 8 were classed as moderate personal injuries.

**9.3** The number of reported near misses (52) was 5 lower than the target of 57. It is 5 higher than the same period 2012/13 (47). 29 were minor near misses, 11 were moderate near misses and 12 were serious near misses.


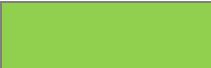


**9.4** The number of reported vehicle collisions (51) was 1 above the target of 50. It is also 4 above the same period in 2012/13 (47). 44 were minor vehicle collisions, 6 were moderate vehicle collisions and 1 was a serious vehicle collision.

**9.6** The average number of days/shifts lost to sickness by operational staff (3.87) has remained very (2012/13 4.35). This is the lowest level of sickness when compared against previous years.

**9.7** The average number of days/shifts lost to sickness by support staff 2012/13 (7.38) is 1.38 day/shifts lost higher than the target of 6.00. It is also 1.92 days/shifts higher than the same period 2012/13 (5.46). Actual days/shifts lost shows 273.34 short term days/shifts lost compared to 774.95 long term days/shifts lost.

**9.8** The percentage of IRS incidents completed within 7 days for 2013/14 data is not available due to technical reasons in IT. The problems have been resolved and figures will be calculated for 2014/15.

### January to December 2013

<b>KEY</b>		 Greater than 10% on target	 On target	 Less than 10% off target	 Greater than 10% off target				
Ref	Quarterly Indicators	Jan 2013 to Dec 2013			+/- %	Jan 2012 to Dec 2012	Jan 2011 to Dec 2011	Jan 2010 to Dec 2010	Jan 2009 to Dec 2009
		Actual	Target						
3.1	Number of people killed or seriously injured (in RTCs) during the calendar year	293	327	-10.4%	336	350	350	378	
3.2	Number of children killed or seriously injured (in RTCs) during the calendar year	19	29	-34.5%	25	30	35	35	

Sources: VIEWS

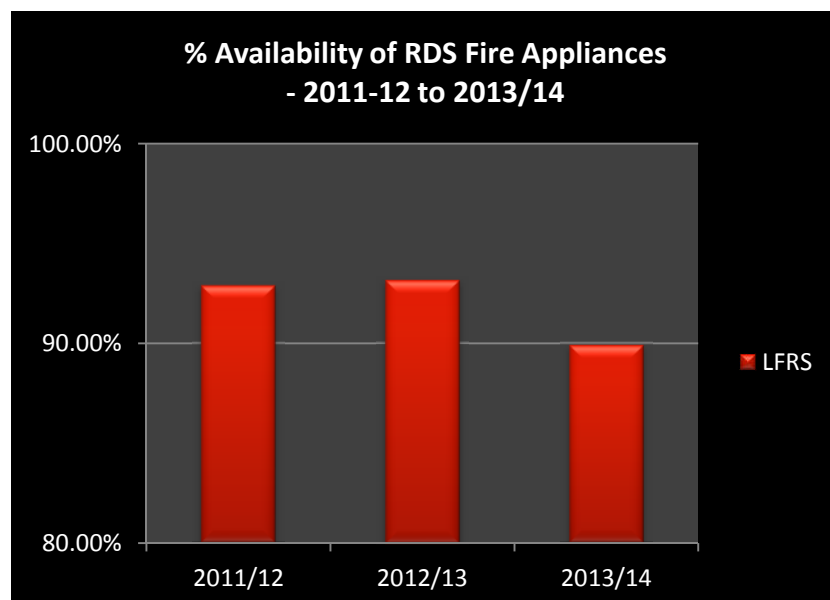
**3.1.** The number of people killed or seriously injured (in RTCs) during the calendar year shows that 2013 was the lowest ever year with 293 people killed or seriously injured in RTCs. 30 were killed with 263 seriously injured. During the same period last year there were 336 people killed or seriously injured in RTCs, with 42 killed and 294 seriously injured.

**3.2.** The number of children killed or seriously injured (in RTCs) during the calendar year also shows the lowest ever year with 19 children killed or seriously injured in RTCs. None have been killed with 19 seriously injured. During the same period last year there were 25 children killed or seriously injured in RTCs, with 3 killed and 22 seriously injured.

*Please note figures are subject to change*

*For further information on each indicator please log into Views to see Full Commentary.*

## Performance Presentation RDS Availability 2013/14 Leicestershire Fire and Rescue



In terms of the availability of RDS fire appliances for 2013/14 (89.86%) we have seen a slight decrease when compared to 2012/13 (93.15%). The breakdown shows:

2013/14	2012/13
Quarter 1 – 92.0%	Quarter 1 – 95.0%
Quarter 2 – 87.4%	Quarter 2 – 91.5%
Quarter 3 – 87.6%	Quarter 3 – 92.0%
Quarter 4 – 92.5%	Quarter 4 – 94.2%

The breakdown of the availability of RDS fire appliances show:

### 2013/14

#### North Group 91.48%: (-5.28%)

Ashby 96.40% (-1.31%)  
 Coalville 96.46% (-1.82%)  
 Melton 92.05% (-6.60%)  
 Moira 98.89% (-0.46%)  
 Oakham 68.24% (-25.21%)  
 Shepshed 99.19% (-0.44%)

Uppingham 88.54% (+1.64%)

#### South Group 88.24%: (-0.85%)

Billesdon 74.93% (+4.10%)  
 Hinckley 97.35% (-1.16%)  
 Kibworth 73.66% (+0.03%)  
 Lutterworth 99.55% (-0.23%)  
 Market Bosworth 89.44% (-1.73%)  
 Market Harborough 90.90% (-1.65%)  
 Wigston 89.16% (-4.52%)

### 2012/13

#### North Group 96.76%:

Ashby 97.71%  
 Coalville 98.28%  
 Melton 98.65%  
 Moira 99.35%  
 Oakham 93.45%  
 Shepshed 99.63%  
 Syston 98.20%  
 Uppingham 86.90%

#### South Group 89.09%:

Billesdon 70.83%  
 Hinckley 98.51%  
 Kibworth 73.63%  
 Lutterworth 99.78%  
 Market Bosworth 91.17%  
 Market Harborough 92.55%  
 Wigston 93.68%

When looking at the % availability of RDS fire appliances across the 2 group areas, the North Group shows the greater concern with an overall 5.28% drop in availability. It's quite plain to see that Oakham from all the Stations showed the biggest drop in Availability.

The breakdown of Oakham's Downtime shows

**2013/14 - 2781.99 hrs unavailable:**

**Mechanical Reasons 26.25 hrs**

**Crewing Reasons 2755.74 hrs:**

Below min crewing retained 1713.00 hrs  
Breathing app competency 0.00 hrs N/A  
Crew deficient due to cross/crew 1.80 hrs N/A  
Driver 217.17 hrs  
Other 40.27 hrs  
Supervisory 783.50 hrs

**2012/13 - 573.50 hrs unavailable:**

**Mechanical Reasons 16.35 hrs**

**Crewing Reasons: 557.15 hrs**

Below min crewing retained 412.68 hrs  
Breathing app competency 6.92 hrs  
Crew deficient due to cross/crew 0.00 hrs  
Driver 12.87 hrs  
Other 7.35 hrs  
Supervisory 117.33 hrs

When looking at the breakdown of the hours appliance unavailable at Oakham, it has gone from 573.50 hours unavailable in 2012/13 to 2781.99 hours unavailable in 2013/14, which is a considerable increase in most categories under Crewing Reasons. If we made the assumption that Oakham's performance would have remained the same as 2012/13, the total Availability for Leicestershire would have risen from 89.86% to 91.46% for 2013/14.

### Analysis and actions - Oakham increase in downtime:

There are many challenges in maintaining RDS crewing levels throughout the CFA area and Oakham represents an area where there is great concern. These challenges include:

- **Reduced Incidents**  
The reduced number of call outs experienced by the RDS section has resulted in a fall in motivation and has subsequently reduced average salary payments affecting retention.
- **Training**  
The time taken to complete the modular 'safe to ride' training requirements associated with trainees is lengthy and this directly impacts on overall levels of availability. Anecdotally, the changes to the duty system at Oakham may have impacted negatively on the number of occasions that training or exercises are completed with whole time staff.
- **Dual Contract Staff**  
Some dual contractor staff assigned to work the Day Crewing Plus (DCP) duty system have resigned from their retained commitment. Reasons for this include:
  - Reduced amount of time to undertake RDS contract
  - Reduced financial need due to additional 27% awarded for undertaking DCP
- **Recruitment**  
The ability to recruit staff in many areas is problematic as motivation to join is not financially driven. Additionally, the release from primary employment to undertake training and attend incidents is becoming more difficult due to the current economic climate.
- **Supervisory Managers**  
The implementation of revised promotion arrangements i.e. the requirement to gain the Institute of Fire Engineers examination and associated Job Relating Testing has presented challenges in respect of maintaining supervisory manager skills.

### The Position in 2013/14

The RDS Section at Oakham consisted of 13 personnel:

- 3 Supervisory managers
- 10 Firefighters

The section benefitted from dual contractors offering cover between their whole-time obligations, with the majority of day cover being maintained.

Following implementation of DCP at 33 in April 2013, 1 dual contractor withdrew from the section. This was a supervisory manager and it dramatically impacted as no one else holds the pre-requisite qualifications to facilitate this role. Within one month of DCP starting at Oakham, a further dual contractor resigned from the section.

One member of the RDS married and relocated outside of the catchment area, having just finished his training requirements.

### Current Position and Moving Forward

An effective recruitment campaign resulted in three candidates, offering day and weekend cover, being sourced.

The current RDS Section at Oakham consists of 15 personnel (increase of 2):

- 3 Supervisory managers
- 10 Firefighters

The retained availability is restricted due to existing policies addressing welfare considerations for dual contract staff, which prevents the managers from being available. Greater flexibility within the parameters set would increase availability if the balance between working hours and rest periods are reviewed.

Positively, the section has two candidates who are currently progressing towards achieving their "safe to command" qualification. Both of these candidates offer good cover and will when qualified, enable greater coverage to ensure appliance availability is increased on occasions where dual contract shift patterns prevent this.

The section also has three candidates already half way through their development programme, looking to bolster crewing levels by the end of October 2014.

It is recognised that the availability over the past 18 months has reduced due to changes of personnel. A firefighter can give one month's notice to leave the section, however it takes a minimum of 18 months to get that person replaced.

### The Future

- Firefighter currently given a conditional offer, will be starting next Retained Basic Course 04/14 commencing 17.10.14.
- One person has just attended an 'awareness day' to understand the process and will be going through the TAS Retained Basic Course 01/15, due to start 9.1.15.

## The impact that strike action has had on appliance availability

The on-going FBU dispute regarding pensions has led to periods of industrial action resulting in appliances being unavailable for 2 reasons:

- Staff unavailability - removal of labour
- Appliance physically unavailable – relocated to an Alternative Deployment Location (ADL)

This has added to an increase in the downtime of appliances and an actual decrease in availability of appliances.

Following the FBU ballot which led to employees taking part in industrial action, a series of strikes have taken place during the following periods:

Date	Start	End	Start	End	Total Unavailability (Hours)
25-Sep-13	12:00	16:00			4
01-Nov-13	18:30	23:00			4.5
04-Nov-13	06:00	08:00			2
13-Nov-13	10:00	14:00			4
13-Dec-13	18:00	22:00			4
14-Dec-13	18:00	22:00			4
24-Dec-13	18:00	23:59			6
31-Dec-13	18:00	23:59			6
01-Jan-14	00:00	00:30			0.5
03-Jan-14	06:30	08:30			2
<b>Total Number of Hours Unavailable</b>					<b>37</b>

### Planning Arrangements

Providing fire cover when personnel are limited in number requires contingency planning to be undertaken to ascertain how many staff would be willing to work. All operational employees were contacted with a view to ascertain if they would work during the periods of industrial action. RDS employees were also asked to indicate if they would be prepared to work in any location across Service area, or limit their cover to provide a response in their own community.

Ascertaining the availability of employees assisted the strategic planning of resources to be undertaken, providing as many pumping appliances as possible. The logistics associated with which fire appliances to use was assessed based on the appliance type and location, with consideration also given to how long the appliance could be redeployed away from its home station.

The number of appliances available throughout the periods of industrial action has been varied. The table below indicates typical arrangements in respect of location and appliances used:

Number of Appliances Available	Location of Appliances	Appliances Used
1	Leicester East	Reserve 1
2	Leicester South	Wigston (S31P1)
3	Loughborough	Reserve 2
4	Hinckley	Hinckley (S38P1)
5	Melton	Melton (21P2)

6	Oakham	Oakham (S33P1)
---	--------	----------------

During the multiple day periods of industrial dispute, appliances from Wigston and Melton have been redeployed to ADLs for the whole period of industrial action, making them physically unavailable for use by the RDS section. This has not applied to all appliances utilised from stations due to the fact that not all ADLs benefit from adequate security arrangements.

#### Examples of Unavailability

To enable the figures associated with the availability of an appliance to be interpreted, the following are examples of how the hours of availability are lost at differing stations, using two periods of industrial action between 1200 hours – 1400 hours and 2259 hours – 2359 hours

1. Hinckley 1200 hours – 1400 hours

S38P1 collected from the station at approx. 1130 hours.  
 Whole time crew utilise S38P2 until 1200 hours, the time action commences.  
 The RDS and Whole time crews will be unavailable until 1400 hours (2 hours).  
 Whole time crew utilise S38P2 until S38P1 is returned.

Hinckley 2259 hours – 2359 hours

S38P1 collected from the station at approx. 2230 hours.  
 Whole time crew utilise S38P2 until 2259 hours, the time action commences.  
 The RDS and Whole time crews will be unavailable until 2359 hours (1 hour).  
 Whole time crew utilise S38P2 until S38P1 is returned.

The RDS unavailability is therefore 3 hours.

2. Melton 1200 hours – 1400 hours

S21P2 collected from the station prior to the start of the industrial action.  
 The appliance is not available for 24 hours, albeit the crews will be unavailable between 1200 hours and 1400 hours (2 hours) plus 2259 hours and 2359 hours (1 hour)

The RDS unavailability is therefore 3 hours, however the appliance is unavailable for 24 hours.

#### Operational Impact

The two main stations affected by the total removal of their appliance during periods of industrial action are Melton and Wigston.

Melton station is reduced by one appliance, however there is 24 hour cover provided through Day Crewing and RDS provision. In the Melton area, resources from Birstall, Oakham and Loughborough provide support and resilience.

Wigston station is reduced by one appliance, however there is 24 hour cover provided by the Whole time crew, with substantial resources located nearby providing resilience and support including Southern and all the city stations.

The reserve appliances are normally utilised by the Training and Development, however are not required during some periods due to restrictions with our ability to utilise hot fire training facilities at Desford. When these facilities are in use, it is not uncommon to have two appliances unavailable at the site to facilitate training.

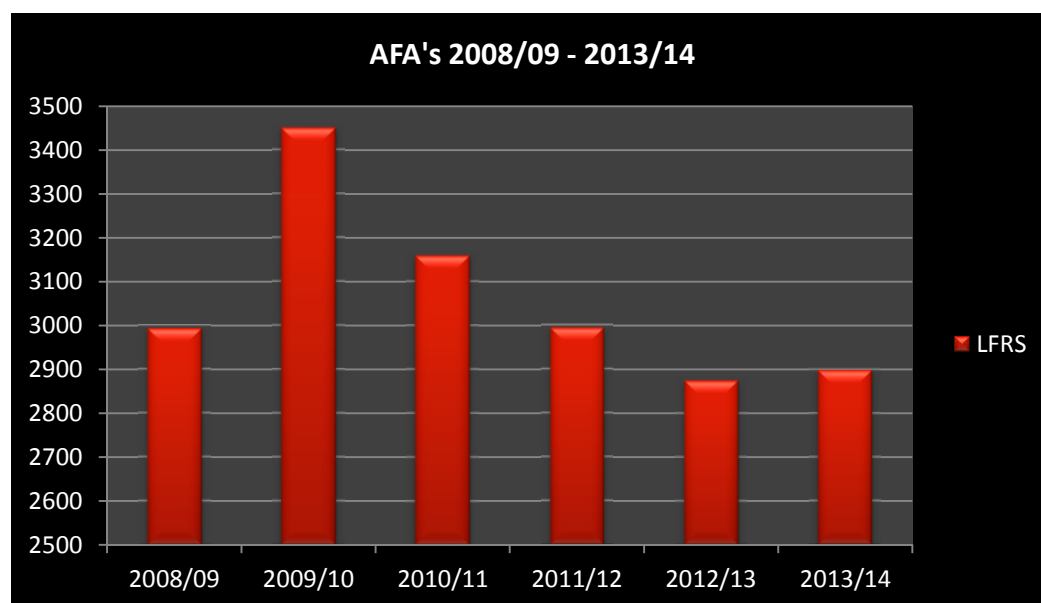
The periods of strike action continue into 2014/15 and continue to have an effect on this indicator.



## Performance Presentation

### False alarm calls from AFAs attended (domestic and non domestic)

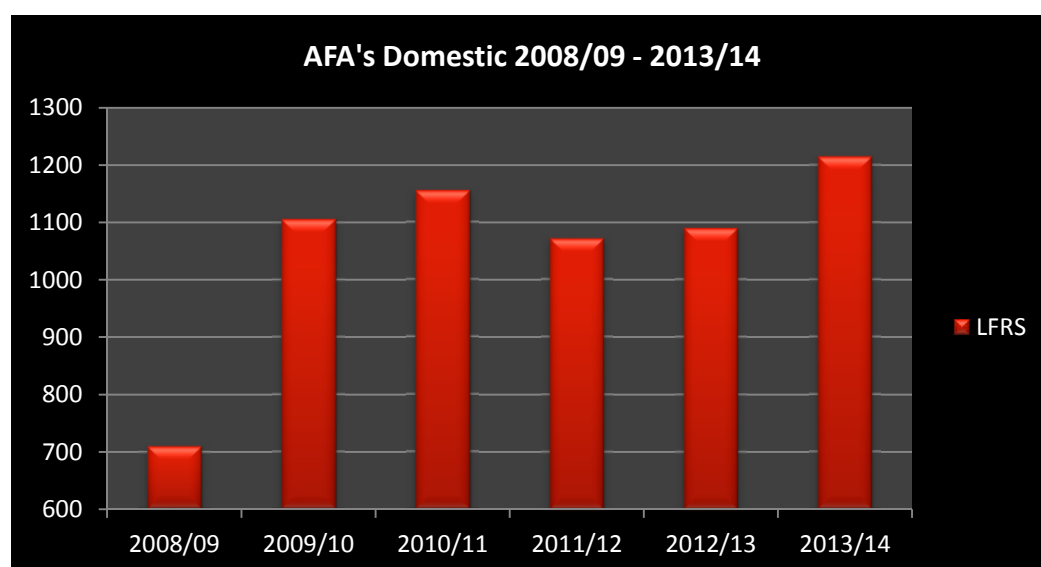
### Leicestershire Fire and Rescue



In terms of the number of AFA's for 2013/14 (2898) we have seen a slight rise when compared to 2012/13 (2875). The breakdown shows:

- Quarter 1 – 655
- Quarter 2 – 916
- Quarter 3 – 745
- Quarter 4 – 582

This is consistent with previous years with Quarter 2 showing the most number of incidents. However, this year showed an increased number in July - 314 and August - 321.



In terms of the number of Domestic AFA's for 2013/14 (1215) we have seen a significant rise when compared to 2012/13 (1089). The breakdown shows:

- Quarter 1 – 273
- Quarter 2 – 367
- Quarter 3 – 340
- Quarter 4 – 235

The breakdown of the locations of the incidents show:

#### 2013/14

**Central Group had 671 incidents: (+8.4%)**

- Central District 300 (+6.8%)
- Eastern District 229 (+13.4%)
- Western District 142 (+4.4%)

**North Group had 308 incidents: (+13.7%)**

- Charnwood District 133 (0.0%)
- Melton District 19 (+18.8%)
- NWL District 64 (+39.1%)
- Rutland District 92 (+21.1%)

**South Group had 236 incidents: (+18.6%)**

- Blaby District 46 (+43.8%)
- Harborough District 83 (-3.5%)
- Hinckley District 58 (+34.9%)
- Oadby & Wigston 49 (+28.9%)

#### 2012/13

**Central group had 619 incidents:**

- Central District 281
- Eastern District 202
- Western District 136

**North Group had 271 incidents:**

- Charnwood District 133
- Melton District 16
- NWL District 46
- Rutland District 76

**South Group had 199 incidents:**

- Blaby District 32
- Harborough District 86
- Hinckley District 43
- Oadby & Wigston 38

When looking at the number of Domestic AFA's you can see that the majority of Districts has seen an increase in numbers with only Charnwood District showing the same as previous year and Harborough showing a small decrease.

The breakdown of the false alarm incidents reasons show:

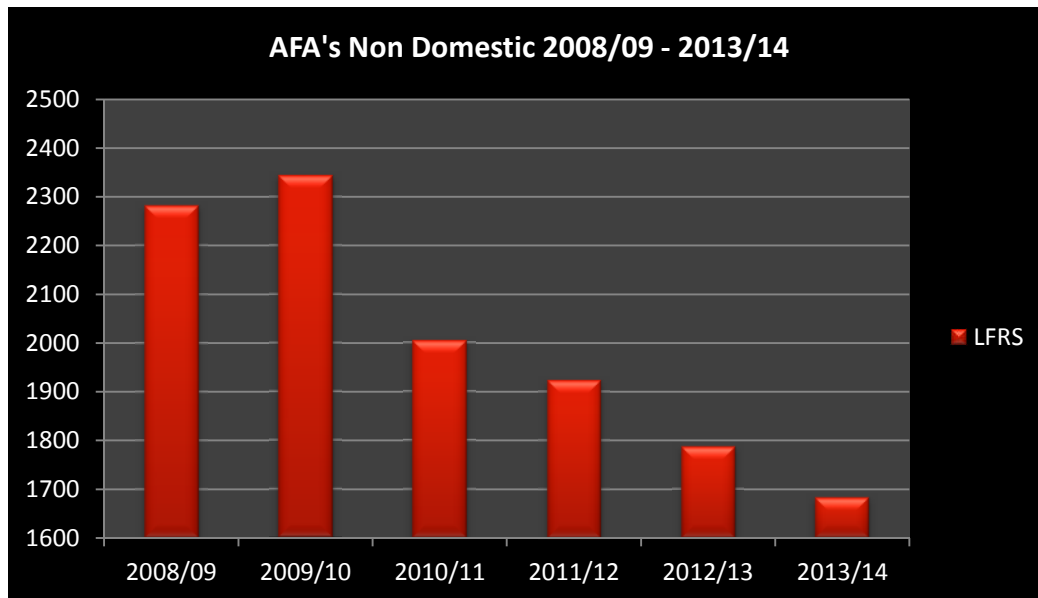
#### 2013/14

- Cooking/burnt toast 391 (+8.3%)
- Faulty 226 (+14.1%)
- Unknown 160 (+11.1%)
- Accidentally/carelessly set off 104 (+2.0%)
- Smoking 60 (+27.7%)
- Other 59 (+47.8%)
- Dust 57 (-3.3%)
- Steam 43 (-10.4%)
- Chemicals/aerosols 35 (+34.6%)
- Testing 25 (+13.6%)
- Minute animals (e.g. Midges) 21 (+90.9%)
- Water intrusion 10 (+66.7%)
- Damaged 5 (+150.0%)
- Power surge 5 (+150.0%)
- Poor maintenance 4 (-66.7%)
- Incorrect positioning 3 (+50.0%)
- Storm 3 (-25.0%)
- Smoke elsewhere (not at location) 2 N/A
- Smoke cloak 1 N/A
- Unsuitable equipment 1 (-66.7%)

#### 2012/13

- Cooking/burnt toast 361
- Faulty 198
- Unknown 144
- Accidentally/carelessly set off 102
- Smoking 47
- Other 40
- Dust 59
- Steam 48
- Chemicals/aerosols 26
- Testing 22
- Minute animals (e.g. Midges) 11
- Water intrusion 6
- Damaged 2
- Power surge 2
- Poor maintenance 12
- Incorrect positioning 2
- Storm 4
- Smoke elsewhere (not at location) 0
- Smoke cloak 0
- Unsuitable equipment 3

When looking at the reasons for Domestic AFA's you can see that there has been substantial increases across most categories and especially the ones where there has been significant numbers. Cooking/burnt toast continues to be the main problem area.



In terms of the number of Non Domestic AFA's for 2013/14 (1683) we have seen a significant decrease when compared to 2012/13 (1786). The breakdown shows:

Quarter 1 – 382  
 Quarter 2 – 549  
 Quarter 3 – 405  
 Quarter 4 - 347

The breakdown of the locations of the incidents show:

#### 2013/14

**Central Group had 725 incidents: (-12.1%)**  
 Central District 299 (-17.8%)  
 Eastern District 230 (-2.1%)  
 Western District 196 (-13.3%)

#### North Group had 505 incidents: (+2.2%)

Charnwood District 235 (-7.5%)  
 Melton District 40 (-11.1%)  
 NWL District 183 (+25.3%)  
 Rutland District 47 (-4.1%)

#### South Group had 453 incidents: (-3.0%)

**Blaby District 155 (+26.0%)**  
 Harborough District 91 (-15.7%)  
 Hinckley District 140 (-6.7%)  
 Oadby & Wigston 67 (-22.1%)

#### 2012/13

**Central group had 825 incidents:**  
 Central District 364  
 Eastern District 235  
 Western District 226

#### North Group had 494 incidents:

Charnwood District 254  
 Melton District 45  
 NWL District 146  
 Rutland District 49

#### South Group had 467 incidents:

**Blaby District 123**  
 Harborough District 108  
 Hinckley District 150  
 Oadby & Wigston 86

When looking at the number of Non Domestic AFA's you can see that Central Group has made significant reductions with the North Group showing a minor increase and the South Group showing a minor decrease.

The breakdown of the false alarm incidents reasons show:

#### 2013/14

Faulty 460 (-1.1%)  
 Accidentally/carelessly set off 235 (-8.6%)  
 Unknown 208 (-17.8%)  
 Cooking/burnt toast 163 (+1.2%)  
 Dust 146 (-8.2%)  
 Testing 106 (+23.3%)  
 Other 97 (-6.7%)

#### 2012/13

Faulty 465  
 Accidentally/carelessly set off 257  
 Unknown 253  
 Cooking/burnt toast 161  
 Dust 159  
 Testing 86  
 Other 104

Steam 59 (-3.3%)  
 Chemicals/aerosols 43 (-28.3%)  
 Water intrusion 31 (+3.7%)  
 Minute animals (e.g. Midges) 27 (-25.0%)  
 Smoke cloak 19 (0.0%)  
 Smoking 18 (+100.0%)  
 Poor maintenance 16 (+33.3%)  
 Incorrect positioning 15 (+87.5%)  
 Power surge 13 (+18.2%)  
 Storm 11 (-57.7%)  
 Damaged 5 (-44.4%)  
 Smoke elsewhere (not at location) 4 (-63.6%)  
 Water supplies – sprinklers only 3 (-50.0%)  
 Unsuitable equipment 2 (-33.3%)  
 Bonfire 2 (+100.0%)

Steam 61  
 Chemicals/aerosols 60  
 Water intrusion 29  
 Minute animals (e.g. Midges) 36  
 Smoke cloak 19  
 Smoking 9  
 Poor maintenance 12  
 Incorrect positioning 8  
 Power surge 11  
 Storm 26  
 Damaged 9  
 Smoke elsewhere (not at location) 11  
 Water supplies – sprinklers only 6  
 Unsuitable equipment 3  
 Bonfire 1

When looking at the reasons of Non Domestic AFA's you can see that there has been a varied range of increases and decreases across the different categories. However, there has been the significant decrease in incidents across categories like Unknown, Accidentally/carelessly set off and Chemicals/aerosols.

The breakdown of the premise type incidents show:

#### 2013/14

Education 288 (+24.1%)  
 Hospitals and medical care 228 (-7.0%)  
 Industrial Manufacturing 195 (-1.0%)  
 Residential Home 170 (-21.3%)  
 Offices and call centres 164 (0%)  
 Retail 159 (-15.9%)  
 Warehouse and bulk storage 106 (-13.8%)  
 Entertainment and Culture 84 (-11.6%)  
 Sheltered Housing – not self cont 58 (+9.4%)  
 Public admin, security and safety 34 (-8.1%)  
 Food and Drink 27 (-27.0%)  
 Industrial Processing 27 (-25.0%)  
 Sporting venues 23 (-45.2%)  
 Hotel/motel 22 (-33.3%)  
 Hostel (e.g. for homeless people) 18 (+28.6%)  
 Student Hall of Residence 16 (-40.7%)  
 Vehicle Repair 12 (+140.0%)  
 Laboratory/research Establishment 10 (-9.1%)  
 Other private non-residential building 5 (+150.0%)  
 Religious 5 (0%)  
 Nurses/Doctors/accommodation 4 (+100.0%)  
 Boarding School accommodation 3 N/A  
 Car Parks 3 (+50.0%)  
 Other buildings/use not known 3 N/A  
 Other Residential Home 3 (+200.0%)  
 Public Utilities 3 (-25.0%)  
 Sports pavilion/shower block 3 (-40.0%)  
 Boarding House/B&B other 2 (-20.0%)  
 Animal boarding/breeding/kennels 1 N/A  
 Monastery/convent 1 N/A  
 Transport buildings 0 N/A

#### 2012/13

Education 232  
 Hospitals and medical care 245  
 Industrial Manufacturing 197  
 Residential Home 216  
 Offices and call centres 164  
 Retail 189  
 Warehouse and bulk storage 123  
 Entertainment and Culture 95  
 Sheltered Housing – not self contd 53  
 Public admin, security and safety 37  
 Food and Drink 37  
 Industrial Processing 36  
 Sporting venues 42  
 Hotel/motel 33  
 Hostel (e.g. for homeless people) 14  
 Student Hall of Residence 27  
 Vehicle Repair 5  
 Laboratory/research Establishment 11  
 Other private non-residential building 2  
 Religious 5  
 Nurses/Doctors/accommodation 2  
 Boarding School accommodation 0  
 Car Parks 2  
 Other buildings/use not known 0  
 Other Residential Home 1  
 Public Utilities 4  
 Sports pavilion/shower block 5  
 Boarding House/B&B other 4  
 Animal boarding/breeding/kennels 0  
 Monastery/convent 0  
 Transport buildings 5

When looking at the breakdown of the premise types of Non Domestic AFA's you can see that there has been mainly decreases across the different categories. However, there has been a significant increase to premises like Education which increased by 24.1%.

## Measures and actions taking place to reduce the number of false alarms:

Continue to monitor and communicate with businesses within the District.

The reference holder for UFS has started to produce statistical evidence on station to highlight the local repeat offenders. Efforts will be made to drive down this figure; however this process is owned and managed by FPG who challenge offenders through the RIST team.

Continue to challenge all AFA calls and to utilise the dedicated WM for the worst offenders as we are having a significant impact in this area.

Continue to monitor UFS's and enforce policy to further reduce numbers.

All districts are focusing on UFS. The targets set for this year are particularly stretching as it is agreed that this is one indicator that we can positively influence.

Continue working with CSST to undertake an effective monitoring system.

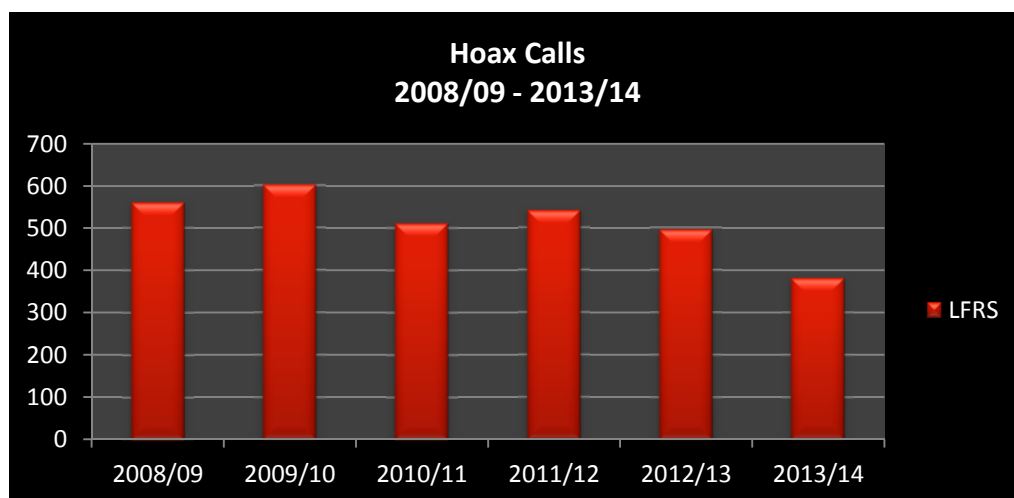
Continue to promote fitting of smoke alarms and education on maintenance and correct placement of these alarms.

Continue to target repeat offenders.

The service continues to carry out various work streams to ensure that the number of false alarm cases remains low and this is reflected in our figures. Sites that have experienced issues with multiple calls have worked well with both crews and fire protection to ensure that issues with fire detection systems are speedily rectified. Close work with these organisations can reduce false alarm calls to these properties.

All operational managers follow the new UFS policy, supported by the station administration assistant to work towards reducing the number of UFS. The repeat offenders will receive proactive advice in possible alternative management systems to further reduce the number of occasions the alarm actuates.

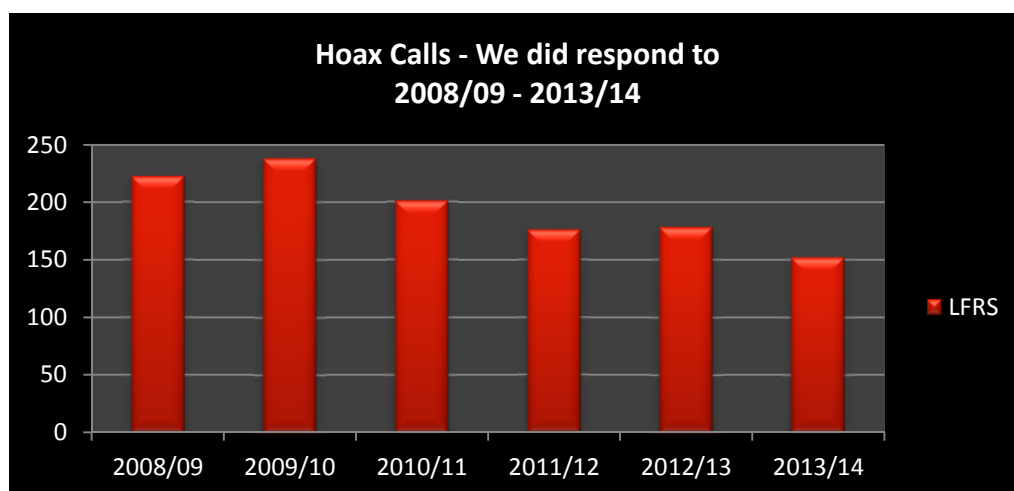
**Performance Presentation  
Hoax Calls 2013/14  
Leicestershire Fire and Rescue**



In terms of the number of hoax calls for 2013/14 (381) we have seen a significant decrease when compared to 2012/13 (496). The breakdown shows:

- Quarter 1 – 111
- Quarter 2 – 96
- Quarter 3 – 99
- Quarter 4 – 75

This is consistent with the previous year with Quarter 1 showing the most number of incidents.



In terms of the number of Hoax Calls – We did respond to for 2013/14 (152) we have seen a significant decrease when compared to 2012/13 (178). The breakdown shows:

- Quarter 1 – 43
- Quarter 2 – 41
- Quarter 3 – 35
- Quarter 4 – 33

The breakdown of the locations of the incidents show:

**2013/14**

**Central Group had 97 incidents: (-17.1%)**

- Central District 39 (-7.1%)
- Eastern District 35 (-20.5%)
- Western District 23 (-25.8%)

**North Group had 36 incidents: (+33.3%)**

- Charnwood District 10 (+11.1%)
- Melton District 9 (+80.0%)
- NWL District 13 (+86.7%)
- Rutland District 4 (-33.3%)

**South Group had 19 incidents: (-44.1%)**

- Blaby District 8 (+60.0%)
- Harborough District 6 (-25.0%)
- Hinckley District 3 (-72.7%)
- Oadby & Wigston 2 (-80.0%)

**2012/13**

**Central group had 117 incidents:**

- Central District 42
- Eastern District 44
- Western District 31

**North Group had 27 incidents:**

- Charnwood District 9
- Melton District 5
- NWL District 7
- Rutland District 6

**South Group had 34 incidents:**

- Blaby District 5
- Harborough District 8
- Hinckley District 11
- Oadby & Wigston 10

When looking at the number of Hoax Calls – we did respond to, the majority of districts have seen a decrease in numbers in the Central Group and South Group with only Blaby district showing an increase. However, the North Group is showing an increase in all districts apart from Rutland which shows a small reduction.

The breakdown of the Property Category of Hoax Calls – We did respond to show:

**2013/14**

- Dwelling 89 (-1.1%)
- Non Residential 28 (-30.0%)
- Grassland, woodland and crops 8 (0.0%)
- Other Residential 8 (-46.7%)
- False Alarm – Property not found 7 (-36.4%)
- Other outdoors (including land) 5 (+25.0%)
- Car 4 (+100.0%)
- Outdoor structures 2 (-66.7%)
- Lorry/HGV 1 (+27.7%)
- Outdoor equipment and machinery 0 N/A
- Towing caravan elsewhere - not on tow 0 N/A

**2012/13**

- Dwelling 90
- Non Residential 40
- Grassland, woodland and crops 8
- Other Residential 15
- False Alarm – Property not found 11
- Other outdoors (including land) 4
- Car 2
- Outdoor structures 6
- Lorry/HGV 0
- Outdoor equipment and machinery 1
- Towing caravan elsewhere - not on tow 1

When looking at the breakdown of the Property Category of Hoax Calls – we did respond to, there have been significant decreases across the majority of categories. There has been the odd increase on categories with very low numbers.



In terms of the number of Hoax Calls – We did not respond to for 2013/14 (229), there has been a significant decrease when compared to 2012/13 (318). The breakdown shows:

Quarter 1 – 68  
Quarter 2 – 55  
Quarter 3 – 64  
Quarter 4 – 42

The breakdown of the locations of the incidents show:

#### 2013/14

**Central Group had 19 incidents: (-51.3%)**

Central District 1 (-93.1%)  
Eastern District 5 (-70.6%)  
Western District 13 (+44.4%)

**North Group had 2 incidents: (-88.9%)**

Charnwood District 1 (-91.7%)  
Melton District 0 N/A  
NWL District 1 (-75.0%)  
Rutland District 0 N/A

**South Group had 6 incidents: (-25.0%)**

Blaby District 3 (+50.0%)  
Harborough District 0 N/A  
Hinckley District 1 (0.0%)  
Oadby & Wigston 2 (-50.0%)

Administration 202 (-20.2%)

#### 2012/13

**Central group had 39 incidents:**

Central District 13  
Eastern District 17  
Western District 9

**North Group had 18 incidents:**

Charnwood District 12  
Melton District 1  
NWL District 4  
Rutland District 1

**South Group had 8 incidents:**

Blaby District 2  
Harborough District 2  
Hinckley District 1  
Oadby & Wigston 3

Administration 253

### Measures and actions taking place to reduce the number of hoax calls:

Fire Control personnel have been contributing to the reduction of the number of hoax calls by being given more authority to change their ways of working in regards to call challenging.

Calls made where there is an element of doubt that the information being passed isn't a true account, now allows the Operator in conjunction with the supervisor to ask appropriate questions according to the situation being presented, which in turn allows them more scope to make the necessary risk assessment regarding whether or not an appliance is required.

All Control personnel work closely with a seconded police officer to identify persistent callers and identify any trends in regards to areas whereby the calls are made from. This allows further work then to be completed by not only the seconded police officer and the Local policing units, but also LFRS Educators and Stations in the areas where there are definite problems being experienced.

Control continue to receive feedback via the call audit process, identifying any training needs in regard to how such calls are handled. Some members of Control personnel take on voluntary working at Warning Zone to assist with the educating of people on the importance of not making hoax calls.

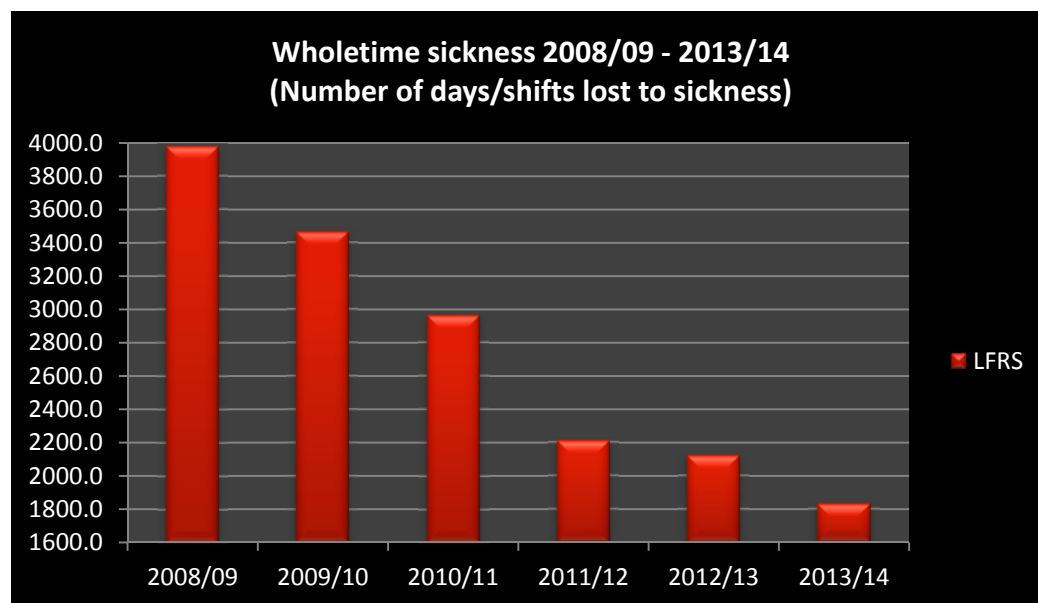


# Performance Presentation

## Sickness All 2013/14

### Leicestershire Fire and Rescue

#### Wholetime Sickness 2013/14 year end performance



In terms of the number of days/shifts lost to sickness for Wholetime staff, the number has reached the lowest ever level with 1831.8 days/shifts lost in 2013/14 compared to 2119.7 days/shifts lost in 2012/13.

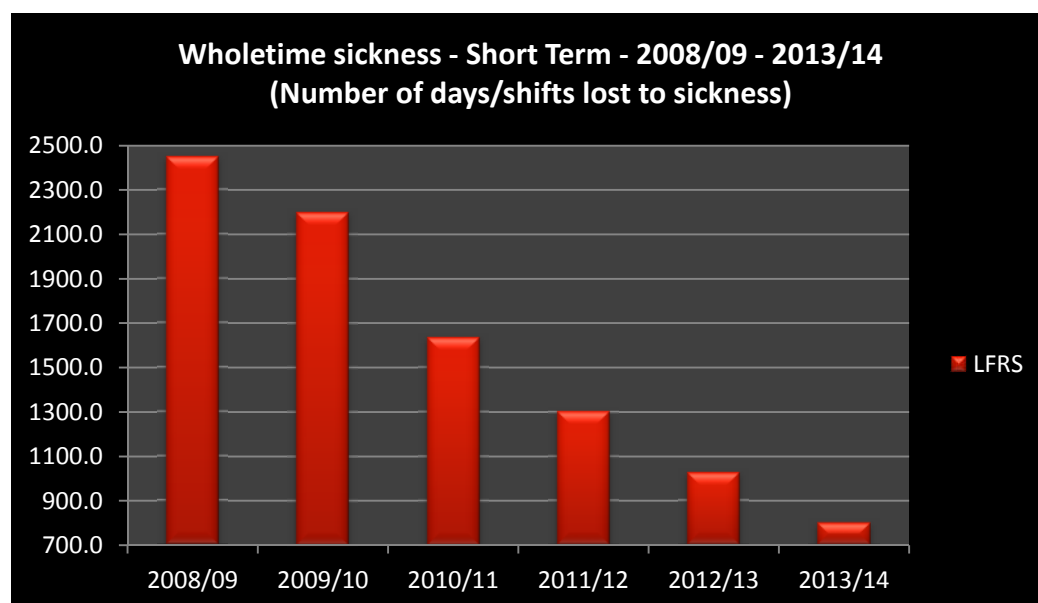
The breakdown shows:

Quarter 1 – 432.0

Quarter 2 – 354.4

Quarter 3 – 550.7

Quarter 4 – 494.7



In terms of Wholetime Short Term Sickness for 2013/14 (800.16) we have seen a significant reduction when compared to 2012/13 (1025.73).

The breakdown of the Short Term Sickness shows:

**2013/14**

**Central Group: 268.00 days/shifts lost (-7.1%)**

Central 103.00 days/shifts lost (+4.0%)

Eastern 55.00 days/shifts lost (+5.8%)

Western 110.00 days/shifts lost (-20.0%)

**North Group: 187.56 days/shifts lost (-41.6%)**

Birstall DCP 6.20 days/shifts lost N/A

Coalville DCP 35.20 days/shifts lost (-46.3%)

Loughborough 121.00 days/shifts lost (-18.8%)

Melton Day 10.56 days/shifts lost (-34.0%)

Oakham DCP 14.60 days/shifts lost (-83.9%)

**South Group: 168.30 days/shifts lost (-24.4%)**

Hinckley DCP 38.30 days/shifts lost (-34.0%)

Southern 48.00 days/shifts lost (-32.4%)

Southern T Rescue 29.00 days/shifts lost (-29.3%)

Wigston 53.00 days/shifts lost (+1.0%)

**Control 61.30 days/shifts lost (-15.1%)**

**Whole N/Station 115.0 days/shifts lost (-5.4%)**

**2012/13**

**Central group: 288.50 days/shifts lost**

Central 99.00 days/shifts lost

Eastern 52.00 days/shifts lost

Western 137.50 days/shifts lost

**North Group: 321.00 days/shifts lost**

Birstall DCP N/A

Coalville 65.50 days/shifts lost

Loughborough 149.00 days/shifts lost

Melton Day 16.00 days/shifts lost

Oakham 90.50 days/shifts lost

**South Group: 222.50 days/shifts lost**

Hinckley 58.00 days/shifts lost

Southern 71.00 days/shifts lost

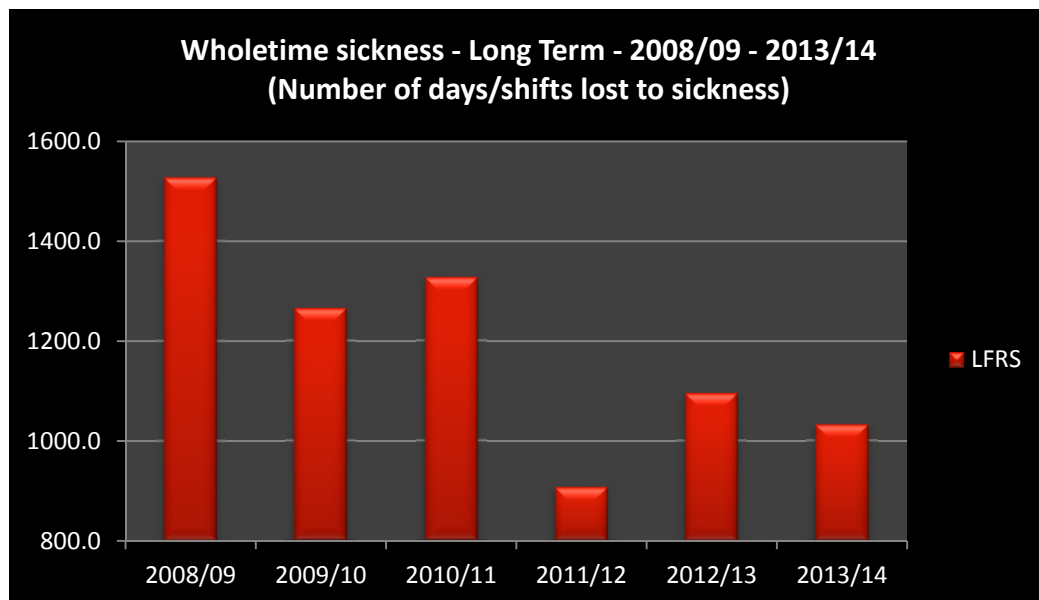
Southern T Rescue 41.00 days/shifts lost

Wigston 52.50 days/shifts lost

**Control 72.23 days/shifts lost**

**Whole N/Station 121.50 days/shifts lost**

When looking at the Wholetime Short Term Sickness nearly all Stations have made a reduction, with minor increases at 3 Stations. All Groups have made reductions with the North Group being the stand out area which saw a 41.6% reduction. Although Central and Eastern both had small increases the reduction in Western was quite significant and enabled the Central group to see a reduction as a whole.



In terms of Wholetime Long Term Sickness for 2013/14 (1031.59) we have seen a slight reduction when compared to 2012/13 (1094.00).

The breakdown of the Long Term Sickness shows:

**2013/14**

**Central Group: 320.00 days/shifts lost (+21.2%)**

**2012/13**

**Central group: 264.00 days/shifts lost**

Central 78.00 days/shifts lost (-25.0%)  
Eastern 84.00 days/shifts lost (-10.2%)  
Western 158.00 days/shifts lost (+137.6%)

**North Group: 263.49 days/shifts lost (-15.0%)**  
Birstall DCP 0.00 days/shifts lost N/A  
Coalville DCP 11.60 days/shifts lost (-60.0%)  
Loughborough 77.50 days/shifts lost (-28.6%)  
Melton Day 144.79 days/shifts lost (+89.3%)  
Oakham DCP 29.60 days/shifts lost (-69.2%)

**South Group: 145.60 days/shifts lost (-31.2%)**  
Hinckley DCP 17.60 days/shifts lost (-79.7%)  
Southern 41.50 days/shifts lost N/A  
Southern T Rescue 45.50 days/shifts lost (+106.8%)  
Wigston 41.00 days/shifts lost (-60.2%)

**Control 20.00 days/shifts lost (+29.0%)**

**Whole N/Station 282.50 days/shifts lost (-3.6%)**

Central 104.00 days/shifts lost  
Eastern 93.50 days/shifts lost  
Western 66.50 days/shifts lost

**North Group: 310.00 days/shifts lost**  
Birstall DCP N/A  
Coalville 29.00 days/shifts lost  
Loughborough 108.50 days/shifts lost  
Melton Day 76.50 days/shifts lost  
Oakham 96.00 days/shifts lost

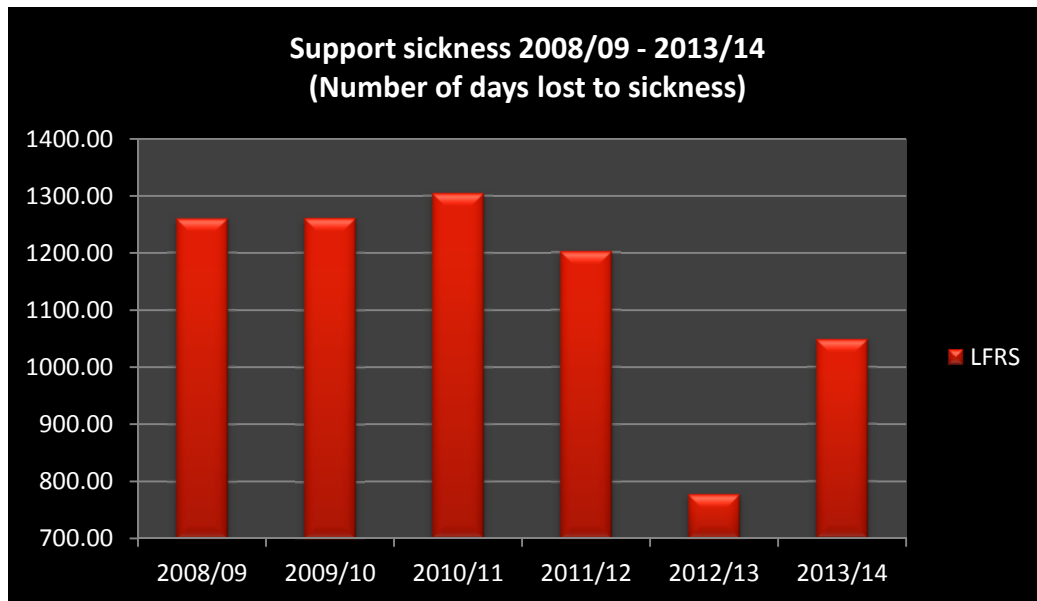
**South Group: 211.50 days/shifts lost**  
Hinckley 86.50 days/shifts lost  
Southern 0.00 days/shifts lost  
Southern T Rescue 22.00 days/shifts lost  
Wigston 103.00 days/shifts lost

**Control 15.50 days/shifts lost**

**Whole N/Station 293.00 days/shifts lost**

When looking at the Wholetime Long Term Sickness there is a mix of significant reductions and also considerable rises amongst some stations. Western and Melton show the highest number of days/shifts lost. North Group and South Group shows good performance with only the odd station out of their group showing increases. This is also the case in the Central Group, but the increase in Western is quite high.

## Support Sickness 2013/14 year end performance



In terms of the number of days/shifts lost to sickness for Support staff, the number has risen considerably with 1048.29 days/shifts lost in 2013/14 compared to 776.37 days/shifts lost in 2012/13.

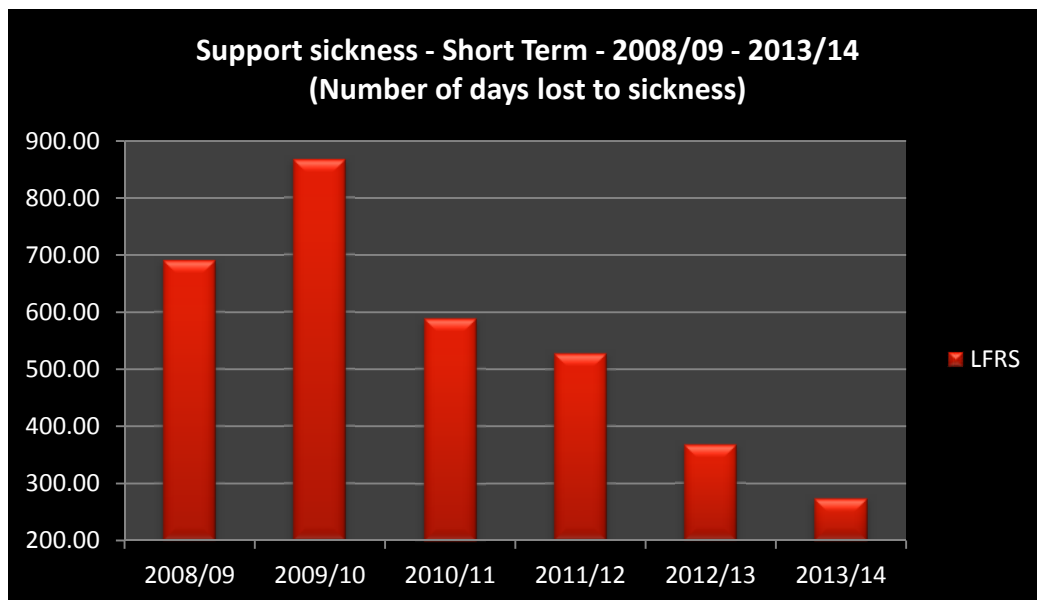
The breakdown shows:

Quarter 1 – 128.26

Quarter 2 – 302.34

Quarter 3 – 225.97

Quarter 4 – 391.72



In terms of Support Short Term Sickness for 2013/14 (273.34) we have seen a significant reduction when compared to 2012/13 (367.03).

The breakdown of the Short Term Sickness shows:

### 2013/14

Community Resp 39.15 days/shifts lost (-37.3%)

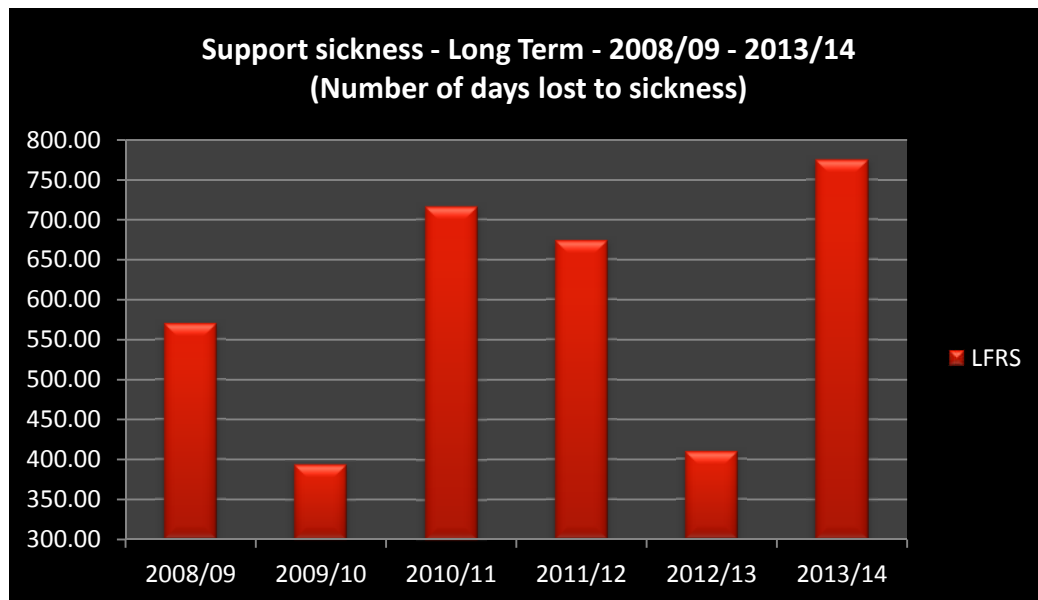
### 2012/13

Community Resp 62.47 days/shifts lost

Community Safety 85.97 days/shifts lost (+1.2%)  
 Corporate Services 10.50 days/shifts lost (-74.4%)  
 Finance 30.21 days/shifts lost (-34.9%)  
 HR, Per and Plan 27.59 days/shifts lost (+4.9%)  
 ICS 27.30 days/shifts lost (-38.4%)  
 T & D & IRMP 52.62 days/shifts lost (-14.5%)

Community Safety 84.94 days/shifts lost  
 Corporate Services 41.08 days/shifts lost  
 Finance 46.42 days/shifts lost  
 HR, Per and Plan 26.29 days/shifts lost  
 ICS 44.28 days/shifts lost N/A  
 T & D & IRMP 61.55 days/shifts lost

When looking at the Support Short Term Sickness nearly all directorates have made a reduction, with minor increases in Community Safety and HR, Performance and Planning. The remaining directorates have made some substantial reductions.



In terms of Long Term Sickness for 2013/14 (774.95) we have seen a significant increase when compared to 2012/13 (409.34).

The breakdown of the Long Term Sickness shows:

**2013/14**

Comm. Resp 357.57 days/shifts lost (+854.3%)  
 Comm. Safety 178.74 days/shifts lost (-20.6%)  
 Corporate Services 43.00 days/shifts lost (+65.4%)  
 Finance 17.00 days/shifts lost (-34.9%)  
 HR, Per and Plan 45.52 days/shifts lost (+12.8%)  
 ICS 95.12 days/shifts lost N/A  
 T & D & IRMP 38.00 days/shifts lost (-23.2%)

**2012/13**

Community Resp 37.47 days/shifts lost  
 Comm. Safety 225.00 days/shifts lost  
 Corporate Services 26.00 days/shifts lost  
 Finance 31.00 days/shifts lost  
 HR, Per and Plan 40.37 days/shifts lost  
 ICS 0.00 days/shifts lost N/A  
 T & D & IRMP 49.50 days/shifts lost

When looking at the Long Term Sickness there has been a considerable increase in the number of days/shifts lost. The main directorate that has seen such a rise is the Community Response directorate. In 2013/14 the FTE stood at 13.70 and this was basically Station Support staff.

The 357.57 days/shifts lost for Long Term Sickness for Community response:

Apr 2013 – 0.00 days/shifts lost  
 May 2013 – 1.00 days/shifts lost  
 Jun 2013 – 36.40 days/shifts lost  
 Jul 2013 – 34.70 days/shifts lost  
 Aug 2013 – 26.00 days/shifts lost  
 Sep 2013 – 29.00 days/shifts lost  
 Oct 2013 – 31.00 days/shifts lost  
 Nov 2013 – 33.90 days/shifts lost  
 Dec 2013 – 39.80 days/shifts lost  
 Jan 2013 – 43.38 days/shifts lost

Feb 2013 – 39.80 days/shifts lost

Mar 2013 – 42.59 days/shifts lost

### Measures and actions to reduce absence

Continue to provide absence management training for all managers on a quarterly basis, which they are required to attend every 3 years in order to keep themselves up to date with the procedure and processes. Most managers attend this, however some of our support staff managers, which at the moment is our highest sickness area, do not attend this training.

We are about to deliver training at a weekend for our retained managers, previously this has been undertaken in the evenings, however following a request for a weekend we are going to try this.

Continue to monitor our own areas, try to have early intervention with OHU to get people back to work as soon as is possible.

Continue to monitor review meetings undertaken and ensure that appropriate management of absence such as target setting is being done.

Anyone who it is anticipated will be off for 14 days or more or who is absent with musculoskeletal problems, stress/anxiety/depression are referred to OHU straight away, they then provide reports to HR, which are passed on to the individuals line manager advising when the individual will be fit to return onto modified duties and giving guidance as to what the Modified Duties can entail.

If an individual presents themselves at work with an injury or something that prevents them temporarily undertaking full duties their manager has the discretion, without contacting OHU to allow the individual to undertake MD's for a short period of time, which would usually be no more than one set. If it is anticipated that it will be longer than this or becomes an ongoing issue then they would be expected to refer the individual to OHU and advise HR. This process helps to reduce sickness levels, however it does rely on pro-active managers and for communication between them and HR so the individuals MD's can be recorded onto FireWatch for crewing purposes and for HR's monitoring process.

In terms of duties for MD's, if it is going to be long term we may move the individual from their station and instead have them working with community safety or on a specific project etc., they therefore may not always follow the shift pattern but instead work Monday – Friday for example.

We use a trigger process of no more than 2 episodes in 6 months, 3 in 12 months and 6 or more days in a rolling year. If an individual triggers under any of these the manager is required to complete a review meeting and where appropriate set them targets to help them to reduce their sickness levels.

There are 3 stages to the review meetings, if an individual continues to have frequent short term sickness or is absent under long term sickness following the 3 meetings they progress to a case review which could result in their contract being terminated on the grounds of capability due to ill health. A number of managers are now getting to grips with the review process.

The HR Business Partners monitor all review meetings that take place and provide guidance to managers, which has proved beneficial.

### Performance compared with other services

The performance of both Wholetime and Support employees are among the best in the Country. This also resulted in Merseyside Fire and Rescue visiting us in May 2013 to see how we have achieved such low levels of sickness.

The monitoring of sickness absence and the support to colleagues when off sick is an essential part of how we operate as a service. Absence management procedures are important, but studies also show that a positive organisational culture and occupational health support are key factors in keeping absence levels low. We clearly have both of these at LFRS, as evidenced by the statistics.

It is encouraging to note that when we compare our overall (all employees) absence rate of 4.68 days/shifts lost for the last financial year; with other sectors our rate is significantly lower. Other public sector employees showed a rate of 8.7days/shifts lost; and all employers, including the private sector

reported a rate of 7.6 days/shifts lost. Our overall absence rate has seen a 39% reduction since 2009/10!

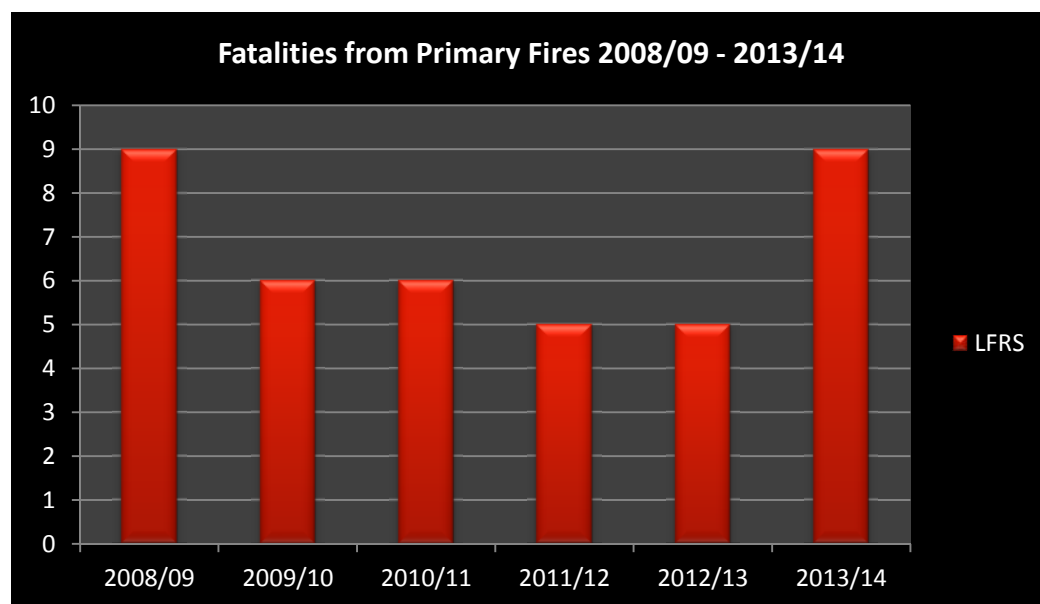
A CFOA survey organised by Cleveland FRS showed that in the last financial year, 2013/14, we had the lowest operational (wholetime) absence rate in the survey of 31 fire services.

Whilst noting this achievement, it is acknowledged that we may all suffer ill health at some point in our working life and some colleagues have on-going health concerns. However in such circumstances the Service offers support and guidance along with ensuring modified duties/reasonable adjustments are available where required.

## Performance Presentation

### Fatalities from Primary Fires 2013/14

### Leicestershire Fire and Rescue



There were 4 accidental dwelling deaths and 5 deliberate fire deaths in 2013/14. The 4 accidental dwelling fire deaths can be broken down into:

- The first fatality occurred in Loughborough on Tuesday July 9<sup>th</sup> between 8.00pm – 9.00pm. It was accidental, combustible articles too close to heat source, smoking related and occurred in a house. First item ignited was clothing/textiles. Location of fire living room and age of person was 77 years of age. No Alarm system was present. It occurred on Arthur Street, Loughborough.
- The next fatality occurred on a Monday afternoon on December 2<sup>nd</sup> between 4.00pm – 5.00pm in Wigston Fields Ward in Oadby & Wigston. It was accidental, smoking related, first item ignited was furniture and was located in the living room. Age of the person was 59 years of age. Alarm system was not present. It occurred on Aylestone Lane, Wigston Magna.
- The next fatality occurred on a Monday morning on January 27<sup>th</sup> between 3.00am – 4.00am in Oadby Uplands Ward in Oadby & Wigston. It was accidental, fault in equipment or appliance, other domestic style appliance, electric blanket. First item ignited was wiring insulation and was located in the living room. Age of the person was 93 years of age. Alarm system was not present.
- The final fatality occurred on a Thursday morning on March 20<sup>th</sup> between 5.00am – 6.00am in Burbage St. Catherines and Lash Hill Ward in Hinckley. It was accidental, occurred in a residential home, smoking related, first item ignited was paper/cardboard and was located in the bed sitting room. Age of the person was 72 years of age. Alarm system was present. It occurred on Castle Court, Burbage.

The 5 deliberate fires can be broken into:



- The first deliberate fatality occurred in Melton on Sunday July 7<sup>th</sup> between 12.00 Midnight and 1.00am. It was caused by, heat source and combustibles brought together deliberately, lighted paper or card, or other naked flame was ignition source. First item ignited was upholstered furniture. Location of fire Car and age of person was 18 years of age. It occurred on Water Lane, Frisby on the Wreake, Melton Mowbray.
- The next four deliberate fatalities occurred on Friday 13<sup>th</sup> September between 12.00 Midnight and 1.00am in Charnwood Ward in Leicester City. It was caused by, heat source and combustibles brought together deliberately, lighted paper or card, or other naked flame was ignition source. First item ignited was Explosives, gas, chemicals, petrol/oil products. Location of fire was the corridor/hall and age of persons were 15, 17, 19 and 47 years of age. Alarm system was present. It occurred on Wood hill, Leicester.

## Summary

Locations of the fatalities show:

Central Group 4 (Eastern 4)

North Group 1 (Charnwood 1, Melton1)

South Group 3 (Hinckley 1, Oadby and Wigston 2)

3 of the 9 fatalities were smoking related.

5 of the 9 fatalities were deliberate.

Ages of the accidental fatalities were 59, 72, 77 and 93 years of age.

Ages of the deliberate fatalities were 15, 17, 18, 19 and 47 years of age.

5 of the 9 fatalities had an alarm system present.

Times of the accidental fatalities incidents were between 3.00am-4.00am, 5.00am-6.00 am, 4.00pm-5.00pm and 8.00pm-9.00pm. All the deliberate fatality incidents were between 12.00 Midnight and 1.00am.

**Measures and actions taking place to reduce the number of fatalities:**

Continued presence at local community events to disseminate the Fire Safety in the home message, including Festivals etc.

National initiatives have been supported with stands at local supermarkets, including older persons day and a 'Fire Kills' campaign.

Continued post incident response following all dwelling fires with Hot Fire Strikes and follow up Home Fire Safety Checks.

Continue to share stats with partners at JAG meetings and identify possibilities for joint working. Districts continue to progress working relationships with local partners in order to identify and assist the most vulnerable.

Continue to monitor all incidents through VIEWS data on a 1/4 basis and respond to any changes/ trends and patterns.

Arson Task Force signs and police wayward points to raise profile.

Primary fires are attributable predominately to cooking. This is being addressed in HFSCs and HOD demos at public events. Overall we have acknowledged that we are not looking forward in attempting to predict forthcoming threats. This will be incorporated in all prevention work from now on. Better to try and prevent as opposed to react to events.

To continue with current operational improvement plan for the current planning year in regards to primary fires including the use of mosaic targeting when appropriate.

Districts have organised local media campaigns to emphasize the need for vigilance whilst cooking. Local crews are to also target mobile home sites and provide Home Fire Safety literature to anyone thought to be vulnerable.

Working with Housing Associations to improve fire safety standards in their properties including linked mains operated smoke alarms, misting systems and sprinklers for high risk vulnerable persons.

Promoting the Firesetters Programme to relevant partner agencies. Intelligence gathering with the Arson Task Force and Police. Activities with the student population.

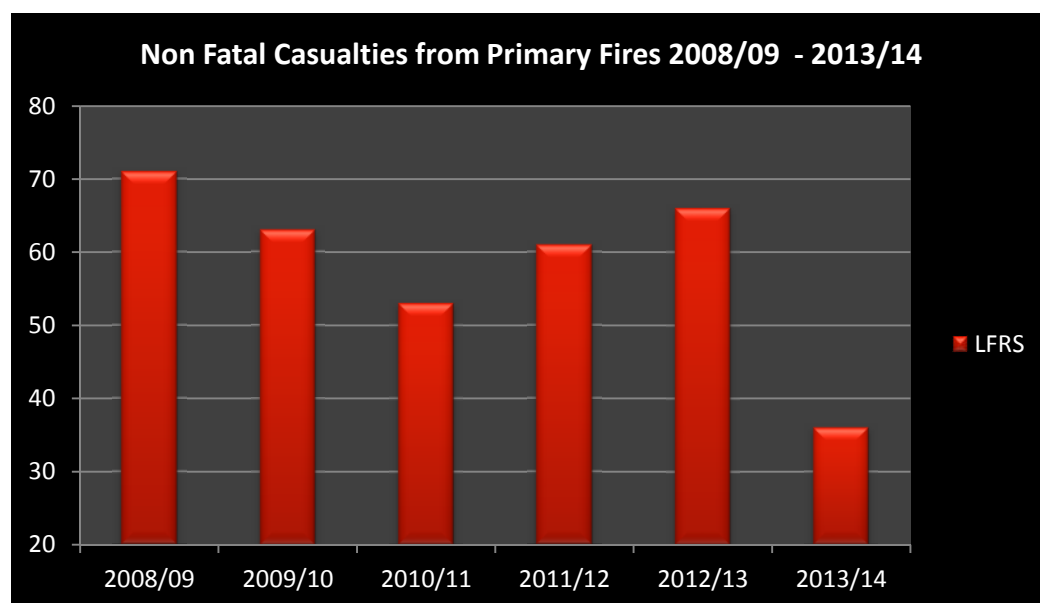
The promotion of the Services safety messages and the practice of closing internal doors.

Proactively targeting and identifying those at most risk for HSCs and partnership intervention to reduce the risks.

## Performance Presentation

### Non-Fatal Casualties from Primary Fires 2013/14

#### Leicestershire Fire and Rescue



In terms of the number of non fatal casualties from primary fires for 2013/14 (36) we have seen a significant decrease when compared to 2012/13 (66). The breakdown shows:

Quarter 1 – 7  
 Quarter 2 – 9  
 Quarter 3 – 11  
 Quarter 4 – 9

The previous year's figures shows Quarter 4 being the Quarter with the highest number of incidents (23). Quarter 3 this year shows the highest number of injuries.

The breakdown of the locations of the incidents show:

#### 2013/14

**Central Group had 18 incidents: (-48.6%)**

Central District 5 (-28.6%)  
 Eastern District 4 (-73.3%)  
 Western District 9 (-30.8%)

**North Group had 3 incidents: (-84.2%)**

Charnwood District 0 (N/A)  
 Melton District 1 (-75.0%)  
 NWL District 2 (-60.0%)  
 Rutland District 0 (N/A)

**South Group had 15 incidents: (+25.0%)**

Blaby District 2 (-50.0%)  
 Harborough District 3 (+200.0%)  
 Hinckley District 7 (+133.0%)  
 Oadby & Wigston 3 (-25.0%)

#### 2012/13

**Central group had 35 incidents:**

Central District 7  
 Eastern District 15  
 Western District 13

**North Group had 19 incidents:**

Charnwood District 10  
 Melton District 4  
 NWL District 5  
 Rutland District 0

**South Group had 12 incidents:**

Blaby District 4  
 Harborough District 1  
 Hinckley District 3  
 Oadby & Wigston 4

When looking at the number of non fatal casualties from primary fires, you can see that the majority of districts have seen a decrease in numbers in the North and Central Group. However, the South

Group is showing an increase in Harborough District and Hinckley and Bosworth District. Please note that small numbers are being analysed.

The breakdown of the non fatal casualties due to primary fires show 29 were accidental and 7 were deliberate. The causes can be broken down into:

	<b>2013/14</b>	<b>2012/13</b>
Heat source and combustibles brought together deliberately	6	6
Cooking – other cooking	4	10
Negligent use of equipment or appliance (heat source)	4	5
Careless handling – due to carless disposal	3	2
Combustible articles too close to heat source (or fire)	3	12
Accumulation of flammable material	2	0
Careless handling – due to sleep/unconsciousness	2	0
Cooking - chip pan/deep fat fryer	2	10
Fault in equipment or appliance	2	3
Other intentional burning, going out of control	2	0
Faulty fuel supply - electricity	1	2
Faulty fuel supply - gas	1	0
Faulty leads to equipment or appliance	1	0
Other	1	7
Overheating, unknown cause	1	1
Person too close to heat source (or fire)	1	0
Careless handling – due to knocking over	0	1
Chimney fire	0	1
Vehicle crash or collision	0	6

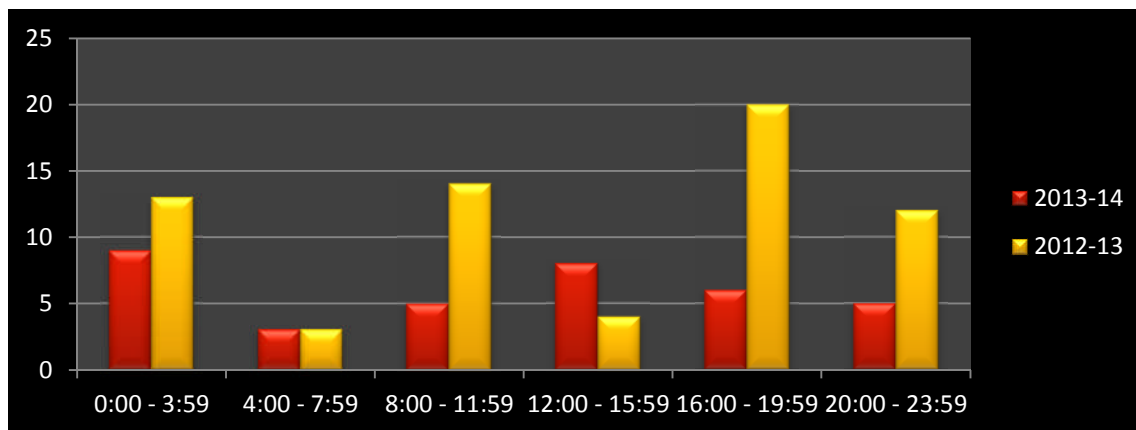
When looking at the breakdown of the causes you can see the large reductions have been made on Cooking – other cooking, Combustible articles too close to heat source (or fire) and Cooking – chip pan/deep fat fryer.

The ignition source category can be broken down into:

	<b>2013/14</b>	<b>2012/13</b>
Smoking related	11	6
Cooking appliance	6	23
Heating equipment	6	10
Electricity supply	2	0
Matches and candles	2	13
No category	2	3
Other domestic style appliance	2	2
Spread from secondary fire	2	0
Fuel/Chemical related	1	1
Naked flame	1	1
Vehicles only	1	6
Chimney	0	1

When looking at the breakdown of the ignition sources you can see the large reductions have been made on Cooking appliance, Matches and candles and heating equipment.

Time of Incidents 2013-14 compared to 2012-13



Looking at the times of Incidents shows considerable reductions at 8.00am – 11:59am and the period from 4.00pm - 19.59pm. Friday continues to be the day when most injuries occur.

### Measures and actions taking place to reduce the number of non-fatal casualties:

Raised awareness of Community Safety has been prevalent within the district with a number of different initiatives taking place targeting different age groups identified through previous fire statistics.

Active monitoring and the number of self referrals from various agencies (First Contact) has led to an increase in the no. of HFSC of identified vulnerable individuals.

Promotion of fire safety through various local initiatives will continue throughout 2014 / 2015, targeting our 'at risk' group and work with partner agencies to drive down the number of incidents.

We will continue to promote Fire Safety via local media and local initiatives along with targeting those deemed most vulnerable through our Community Safety Partnership.

Promoting the Firesetters Programme to relevant partner agencies. Education in schools.

Home safety checks are now targeted at high priority referrals and via commissioned partners.

District stations work very closely with schools to educate the children in the dangers of fires and what to do in the event of discovering a fire (Hazard House).

Active monitoring of the ICSB document and Mosaic, leading to an increase in HFSCs and identifying vulnerable individuals.

Fire Skills, FireBeat and Fire Cadet Programs implemented throughout Leicestershire by Community Safety Support Group.

Chimney Fire awareness campaigns in local media.

Arson targeting hardening with commercial premises.

Social media twitter account set up to communicate safety messages to the community instantly.

One group identified as being particularly vulnerable is the elderly and we are looking to increase engagement through the help the aged organisation.

Crews visited local supermarkets in February as part of the National Chip campaign and gave general fire safety advice as well as fire safety in kitchens.