

Performance Update: April to July 2018

KEY	Over 10%	Outside target range (positive)	10% within target	Within target range	Over 10%	Outside target range (negative)	Improvement in performance	No change in performance	Decline in performance
Ref	Key Corporate Indicator				Actual	Compared to Target	Target index /going up (better)/down (worse) from previous month	Compared to same period last year	Compared to same period average over 3 years
KCI 1	The number of emergency incidents								
I.1	Number of primary fires				463	+32 (431)	↑	-1 (464)	+33 (430)
I.2	Number of secondary fires				622	+225 (397)	↓	+207 (415)	+224 (398)
I.3	Number of RTCs attended				219	+11 (208)	↑	-16 (235)	+16 (203)
I.4	Number of other emergency special services attended				734	+136 (598)	↑	+119 (615)	+137 (597)
I.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)				520	-63 (583)	↓	-40 (560)	-60 (580)
I.6	Number of deliberate primary fires				123	-23 (146)	↑	-39 (162)	-25 (148)
I.7	Number of deliberate secondary fires				266	+71 (195)	↓	+55 (211)	+70 (196)
I.8	Number of accidental dwelling fires				133	+15 (118)	↑	+25 (108)	+17 (116)
I.9	Number of emergency first responder incidents				121	-21 (142)	↓	0 (121)	-19 (140)
5.4	Number of hoax calls received				112	-20 (132)	↓	-35 (147)	-20 (132)
	- Number of malicious false alarm calls we did not respond to				77	-12 (89)	↓	-20 (97)	-14 (91)
	- Number of malicious false alarm calls we did respond to				35	-8 (43)	↑	-15 (50)	-6 (41)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents								
2.1	Number of deaths from primary fires				2	No Target	↓	+2 (0)	+1 (1)
2.2	Number of non-fatal casualties from primary fires				7	-2 (9)	↔	+3 (4)	0 (7)
3.1a	Number of people killed (in RTCs) during the calendar year (Jan to Mar 2018)				3	-8 (11)	↑	0 (3)	-8 (11)
3.1b	Number of people seriously injured (in RTCs) during the calendar year (Jan to Mar 2018)				45	-21 (66)	↑	-17 (62)	-20 (65)
KCI 3	The level of emergency response service provision								
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes				94.5%	-2.5% (97.0%)	↓	-3.2% (97.7%)	-2.0% (96.5%)
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes				99.2%	+0.2% (99.0%)	↑	-0.1% (99.3%)	-0.3% (99.5%)

Ref	Key Corporate Indicator	Actual	Compared to Target	Target index /going up (better)/down (worse) from previous month	Compared to same period last year	Compared to same period average over 3 years
5.14	The % availability of On-Call fire engines	54.8%	-10.2% (65.0%)	↓	-6.3% (61.1%)	-9.4% (64.2%)
5.15	The % availability of Wholetime fire engines	99.4%	+0.4% (99.0%)	↓	+0.1% (99.3%)	+0.2% (99.2%)
FPI 3	The % of fire safety audits that result in action plans and enforcement notices	23.3%	-6.7% (30.0%)	↑	-15.5% (38.3%)	-6.0% (29.3%)
KCI 4	Capacity, staff and availability					
9.6	Average number of days/shifts lost to sickness by operational staff	1.84	+0.07 (1.77)	↓	+0.11 (1.73)	+0.36 (1.48)
9.7	Average number of days/shifts lost to sickness by support staff	2.99	-0.28 (3.27)	↓	-0.19 (3.18)	+0.33 (2.66)

Please note figures are subject to change as outstanding fire reports may be completed after this report has been issued. Also note target index column for 3.1a and 3.1b (Police data) is performance against previous quarter.

Modified Duties – July 2018:

No. of Wholetime operational staff on modified duties at some point throughout the month	7
No. of Wholetime operational staff on modified duties for the entire month	4
Total Wholetime	11
No. of On-Call operational staff on modified duties at some point throughout the month	8
No. of On-Call operational staff on modified duties for the entire month	4
Total Retained	12
No. of support staff on modified duties at some point throughout the month	0
No. of support staff on modified duties for the entire month	0
Total Support	0

Complaints – July 2018:

Breakdown – Category of Complaints	Stations		Control		Learning & Development		HQ		Total	
	July	YTD	July	YTD	July	YTD	July	YTD	July	YTD
Complaints - Behavior	0	4	0	0	0	0	0	1	0	5
Complaints – Driving Standards	3	3	0	0	0	0	0	0	3	3
Complaints - Other	2	5	0	0	0	0	1	4	3	9
Complaints – Recruit and Selection	1	1	0	0	0	0	0	0	1	1
Total Complaints	6	13	0	0	0	0	1	5	7	18

Commentary on Indicators in Red

1.2 The number of secondary fires

There have been 622 secondary fires April to July 2018. This is:

- 225 more than the target.
- 207 more than the same period the previous year.
- 224 more than the average of the previous three years.

There were 294 secondary fires in July, a rise of 153 from June (141). Traditionally this indicator can increase when weather conditions are hot and July has remained consistently hot for the majority of the month.

The performance in July shows, of the 294 secondary fires, 179 were accidental, 113 deliberate and 2 not known. The top 3 categories were, private/domestic garden/allotment (vegetation not equipment/building) (41), grassland, pasture, grazing etc. (30) and loose refuse (including in garden) (30).

The districts showing the majority of incidents were Charnwood (65), Western (58) and Eastern (33). Western historically has been the district with the most incidents each month. Charnwood had more incidents in July with an increase of 50 incidents from May (15).

Of the 65 incidents in Charnwood, 33 were accidental, 30 were deliberate and 2 were not known. On reviewing the data, 5-10 of the fires marked as deliberate may have been incorrectly graded, so further guidance has been requested from the data team. During July, restrictions were placed on the Steam Railway following incidents there following the initial fires. Crews continue to put up arson posters and contact/inform the police, often passing on witness details.

Guidance states that we need to reduce fuel oxygen and ignition sources to reduce accidental fires. Unfortunately, periods of hot weather create an abundance of fuel and this is expected to continue into August. Production of a leaflet/poster to highlight the issues with wildfires is being progressed

1.4 The number of other emergency special services attended

There have been 734 other emergency special services attended in the period April to July 2018. This is:

- 136 more than the target;
- 119 more than the same period the previous year; and
- 137 more than the average of the previous three years.

There were 181 other emergency special services attended in July, a decrease of 5 from June (186). The top 3 categories were: assist other agencies (52), medical incident first responder (34) and effecting entry/exit (25). This indicator would have increased more in July but there has been a reduction in the amount of medical incident first responder incidents attended, a reduction of 15 from June (49). However, there has been a significant increase (17) in the number of “assist other agency incidents attended” from June (35).

The districts showing the majority of incidents were Charnwood (33), North West Leicester (NWL) (31) and Eastern (25). Charnwood actually had more incidents this month than NWL, partly due to the fact that NWL had less medical incident first responder incidents. Charnwood attended a variety of types of incidents with assist other agencies (9), flooding (3) and removal of objects from people (3) being the categories with the most incidents.

1.7 The number of deliberate secondary fires

There have been 266 deliberate secondary fires April to July 2018. This is:

- 71 more than the target.
- 55 more than the same period the previous year.
- 70 more than the average of the previous three years.

There were 113 deliberate secondary fires in July, a rise of 49 from June (64). Traditionally this indicator can increase when weather conditions are hot and July has remained consistently hot. The top 3 categories were tree scrub (includes single trees not in garden) (18), grassland, pasture, grazing etc. (14) and loose refuse (including in garden) (10).

The districts showing the majority of incidents were Charnwood (30), Western (30) and Central (13). Western historically has been the district with the most deliberate secondary incidents each month, but July has seen Charnwood equal the number of incidents with an increase of 25 incidents from June (5). Crews continue to put up arson posters and contact/inform the police, often passing on witness details.

1.8 The number of accidental dwelling fires

There have been 133 accidental dwelling fires in the period April to July 2018. This is:

- 15 more than the target;
- 25 more than the same period the previous year; and
- 17 more than the average of the previous three years.

There were 26 accidental dwelling fires in July, a decrease of 6 from June (32). Although there has been a reduction in the number of accidental dwelling fires over the past month, cumulatively there have been 133 accidental dwelling fires April to July, which is 25 more than the same period last year and 17 more than the average of the previous 3 years.

For July, no particular district is showing considerably more than any of the others, with Western (5) and Central (4). The City areas tend to be the ones with the larger amount of incidents.

Of the 26 accidental dwelling fires, 15 were house – single occupancy and 4 purpose built flat/maisonette; multiple occupancy being the property types with the most incidents. The top 3 categories for ignition source were: cooking appliance (10), smoking related (7) and other domestic style appliance (6).

Of the 4 incidents that occurred in Central District, all of the 4 incidents attended during July were related to the careless disposal of smoking material.

The four incidents were equally split between single occupant dwellings and multi occupation. This continues to confirm that not all incidents are student related and other sections of the community do benefit from community safety events. We need to remain cognisant of this fact. A priority this year is to ensure a proportional interaction with all community groups within the city to reinforce the community safety message.

From speaking to embedded police officers at the Universities an issue, which the operational crews are becoming more aware of, is the fact that during the summer period a high percentage of students attend summer camps at the two universities and English is not their first language. Therefore, crews will reinforce the fire safety message at all opportunities.

The accidental dwelling fires that have occurred have had Post Incident Responses (PIR) carried out. Central Station during July has carried out a total of 41 Home Fire Safety Checks. 24 of which as a direct result of PIR's being carried out, with 15 alarms being fitted. A number of vulnerable person forms have also been submitted as a result of operational incidents. Operational crews continue to attend a number of varied events across the city to educate members of the community in fire safety.

1.9 The number of emergency first responder incidents

There have been 121 emergency first responder incidents in the period April to July 2018. This is:

- 21 less than the target;
- Exactly the same as the previous year; and
- 19 less than the average of the previous three years.

There were 24 emergency first responder incidents in July, a decrease of 8 from June (32). For July, NWL district attended 21 incidents with the districts of Rutland having 2 and Hinckley and Bosworth 1. This is the lowest number of incidents attended since July 2017 when there were 22 incidents.

2.1 The number of deaths from primary fires

There have been 2 primary fire fatalities so far this year. This is:

- 2 more than the previous year; and
- 1 more than the average of the previous three years.

Both fatalities have been reported this month, although one occurred in April and one in July. The fatality that occurred in April has only just had the information released.

On Tuesday 24 April, we attended a house fire on Howden Road, Leicester. Crews from Wigston and Central attended the incident, along with East Midlands Ambulance Service (EMAS) and Leicestershire Police.

The fire was started by the deliberate ignition of combustible items in the hall/corridor area. Fire crews rescued one occupant from the property who had passed away. The deceased was the only person in the premises at the time. We are awaiting the coroner's verdict.

On Thursday 19 July, we attended a house fire on Brooke Road, Oakham. Crews from Coalville and Melton Mowbray Fire Stations, in addition to Stamford Fire Station (from Lincolnshire Fire and Rescue Service) attended the incident, along with EMAS and Leicestershire Police. The fire, which is believed to have been caused by carelessly discarded smoking materials, was located in the kitchen. Fire crews rescued one occupant from the property, who was given CPR at the scene following smoke inhalation and was handed over to East Midlands Ambulance Service. Unfortunately, they later passed away in hospital. As part of our post-incident response procedure, fire crews carried out door knocking in the area on Sunday 22 July to provide reassurance and advice on home fire safety, in order to prevent any similar incidents occurring in the future.

5.14 The % availability On-Call fire appliances

On-Call fire appliances have been available for 54.8% of the time for the period April to July 2018. This is:

- 10.2% less than the target;
- 6.3% less than the previous year; and
- 9.4% less than the average of the previous two years.

For July, On-Call fire appliances have been available 49.9% of the time due to crewing. This is the first time the figure has ever dropped below 50.0% for a single month and has continued to drop month on month so far this year. Please note these figures are calculated based purely on the crew availability held on the Systel data warehouse, and are calculated based on a crew of 4 with an officer in charge, driver and 2 breathing apparatus wearers. Consequently, the availability shown is for the first appliance only. Any unavailability due to mechanical reasons are not known so are not included.