APPENDIX 1

Performance Update: April 2017 to March 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**					
1.1	Number of primary fires	1,273	+4 (1,269)	⬆	-11 (1,284)	+1 (1,272)
1.2	Number of secondary fires	998	+25 (973)	⬆	+23 (975)	+24 (974)
1.3	Number of Road Traffic Collisions (RTCs) attended	669	+11 (658)	⬇	-25 (694)	+9 (660)
1.4	Number of other emergency special services attended	2,235	+61 (2174)	⬇	+33 (2,202)	+674 (1561)
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1,714	-13 (1,727)	⬇	-3 (1,717)	-291 (2,005)
1.6	Number of deliberate primary fires	415	-7 (422)	⬆	-44 (459)	-7 (422)
1.7	Number of deliberate secondary fires	494	-12 (506)	⬆	+2 (492)	-5 (499)
1.8	Number of accidental dwelling fires	372	-20 (392)	⬆	-37 (409)	-21 (393)
1.9	Number of emergency first responder incidents	514	-103 (617)	⬇	-112 (626)	N/A
5.4	Number of hoax calls received	343	-11 (354)	⬇	-30 (373)	-46 (389)
	- Number of malicious false alarm calls we did not respond to	226	-11 (237)	⬆	-33 (259)	-46 (272)
	- Number of malicious false alarm calls we did respond to	117	-0 (117)	⬌	+3 (114)	0 (117)
KCI 2	**The number of deaths and injuries resultant from fires and road traffic incidents**					
2.1	Number of deaths from primary fires	10	+10 (0)	⬇	+4 (6)	+5 (5)
2.2	Number of non-fatal casualties from primary fires	36	-1 (37)	⬇	+1 (35)	-1 (37)
3.1a	Number of people killed (in RTCs) during the calendar year (Jan to Dec 2017)	20	-17 (37)	⬇	-16 (36)	-17 (37)
3.1b	Number of people seriously injured (in RTCs) during the calendar year (Jan to Dec 2017)	270	+22 (248)	⬇	+46 (224)	+22 (248)
KCI 3	**The level of emergency response service provision**					
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	95.9%	-1.1% (97.0%)	⬇	-0.6% (96.5%)	+0.7% (95.2%)
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.3%	+0.3% (99.0%)	⬌	-0.1% (99.4%)	0.0% (99.3%)
5.14	The % availability of RDS fire appliances	58.4%	No Target	N/A	-9.7% (68.1%)	N/A

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
5.15	The % availability of WT fire appliances	99.5%	No Target	N/A	+0.3% (99.2%)	N/A
FPI 3	The % of fire safety audits that result in action plans and enforcement notices	35.9%	+17.9% (18.0%)	⬆	+13.4% (22.5%)	N/A
KCI 4	Capacity, staff and availability					
9.6	Average number of days/shifts lost to sickness by operational staff	6.53	+1.53 (5.00)	⬇	+0.18 (6.35)	+2.21 (4.32)
9.7	Average number of days/shifts lost to sickness by support staff	11.36	+2.86 (8.50)	⬆	-0.02 (11.38)	+2.31 (9.05)

Sources: VIEWS

Please note target index column for 3.1a and 3.1b (Police Stats 19 data) is performance against previous quarter.

Modified Duties - March 2018:

No. of wholetime operational staff on modified duties at some point throughout the month	5
No. of wholetime operational staff on modified duties for the entire month	5
Total Wholetime	10
No. of retained operational staff on modified duties at some point throughout the month	9
No. of retained operational staff on modified duties for the entire month	2
Total Retained	11
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	1
Total Support	1

Total Complaints – April 2017 to March 2018:

Breakdown - Category	Stations	Control	Learning & Development	HQ	Total

of Complaints	March	YTD	March	YTD	March	YTD	March	YTD	March	YTD
Complaints - Behavior	0	7	0	0	0	0	0	3	0	10
Complaints – Driving Standards	0	6	0	0	0	0	0	1	0	7
Complaints - Other	0	4	0	1	0	0	0	1	0	6
Complaints – Recruit and Selection	0	0	0	0	0	0	0	2	0	2
Total Complaints	0	17	0	1	0	0	0	7	0	25

Analysis on Red Indicators

1.9 The number emergency first responder incidents
There have been 514 emergency first responder incidents in 2017/18. This is:
- 103 less than the target.
- 112 less than the previous year.

Four retained stations still offer EFR at differing levels of availability. North West Leicestershire continue to have the highest level of activity. Mark Briers is currently giving refresher training and new input as required to increase availability. Discussions continue with EMAS that could increase stations currently carrying out EFR.

2.1 The number of deaths from primary fires
There have been 10 deaths from primary fires in 2017/18. This is:
- 10 more than the target.
- 4 more than the previous year.
- 5 more than the average of the previous three years.

In the last 2 months there have been 7 deaths from primary fires. 6 occurred in February and 1 in March.

Please note: Normally, figures would just include previous months update, but have also included the fatalities that occurred in February, as the details hadn't been provided by the time the previous report was submitted.

Tragically, the 4th fire fatality of the year occurred when operational crews attended and dealt with a fire fatality (a 30 year old adult male) as a result of a property fire on Trinity Road Hinckley. The incident occurred at 08.54hrs on 4th February 2018.
This was a fire in a domestic property with smoke alarms fitted. Fire investigation concluded that this was an accidental fire caused by unattended cooking (chip pan). The property was occupied by a couple below pensionable age with no dependent children.

On the 25th February at 19:02 hours LFRS were called to an incident on Hinckley Road where there were 5 primary fire fatalities. Premise type was single shop, heat combustibles brought together deliberately. This incident occurred in a heavily populated area and impacted heavily on the community. The operational phase/investigation of the scene continued for 2 weeks. It was a high profile major incident attracting national and local press coverage which continues.

The disruption to the area was huge and the landscape has changed forever. The large cordon has now been reduced to a smaller cordon with one lane of the busy A47 being reopened. During the operational phase of the incident a multi-agency approach was taken which included all press releases.

A council ran information pod was set up on the A47 close to the incident to assist with helping displaced residents and businesses in the area. LFRS was part of this process and where required, assisted members of the public to return to some properties to recover belongings etc.

A multi-agency group has been set up (operation Dove) to continue to assist and help members of the public in the area, LFRS continues to be involved in this and has been part of patch walks to interact with members of the public and deal with any concerns.
A community recovery committee has been organised to deal with the future of the area and the lasting impact of the incident. De-briefs are taking place internally and externally with partners to ensure learning points are identified and acted on.

On the 5th March at 06:23 hours LFRS were called to an incident at Burbage Common, Hinckley. It was a suicide, setting fire to self, in a car. Location of fire was driver/passenger area. The victim was a male 39 years of age. Crews liaised with Police and requested a level 2 fire investigation officer to attend. Full investigation was carried out in conjunction with Crime Scene Officers.
No further actions were taken as a result of this incident.

9.6 Average number of days/shifts lost to sickness by operational staff
The average number of days/shifts lost to sickness by operational staff is 6.53 days/shift in 2017/18. This is:
- 1.53 days/shifts more than the target.
- 0.18 days/shifts more than the previous year.
- 2.21 days/shifts more than the average of the previous three years.

This was on target to be slightly less than last year's figure. However, March 2018 has seen the worst month of the year with on average 0.79 days/shifts lost. This is mainly down to long term sickness with 212.11 days/shifts lost. Every month before November 2018 showed total days/shifts lost under 200 days/shifts lost and every month since November 2018 there have been more than 200 days/shifts lost, with March 2018 showing a total of 295.83 days/shifts lost. The main increase in March 2018 was due to Non Station Operational with 142.50 days/shifts lost to sickness. 131.00 days/shifts were long term sickness. The previous highest to this for Non Station Operational was 85.00 days/shifts lost in January 2018.

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

The average number of days/shifts lost to sickness by support staff is 11.36 days/shift in 2017/18. This is:

- 2.86 days/shifts more than the target.
- 0.02 days/shifts less than the previous year.
- 2.31 days/shifts more than the average of the previous three years.

This was on target to go over the 12.00 days/shifts lost to sickness on average per person for the year. However, March 2018 has seen the lowest month of the year with on average 0.71 days/shifts lost per person. This is mainly down to long term sickness showing only 30.00 days/shifts lost.

# Sickness Analysis – April 2017 to March 2018

Wholetime Sickness Analysis – April 2017 to March 2018

Wholetime sickness includes sickness from all Stations, Non Station personnel and Control

Last year's performance on average days/shifts lost per person, shows a slight increase from previous year and a 5 year high figure of 6.53 days/shifts lost per person.

| Average Days/Shifts lost per person	
Year (Apr – Mar)	Wholetime
2013/14	3.85
2014/15	3.59
2015/16	3.03
2016/17	6.35
2017/18	6.53

The last two years has seen sickness increase from 2015/16. This year has seen significant increases beginning in November and levels have remained high since then for the rest of the year.


Number of Days/Shifts lost by Month - Wholetime
April 2017 to March 2018
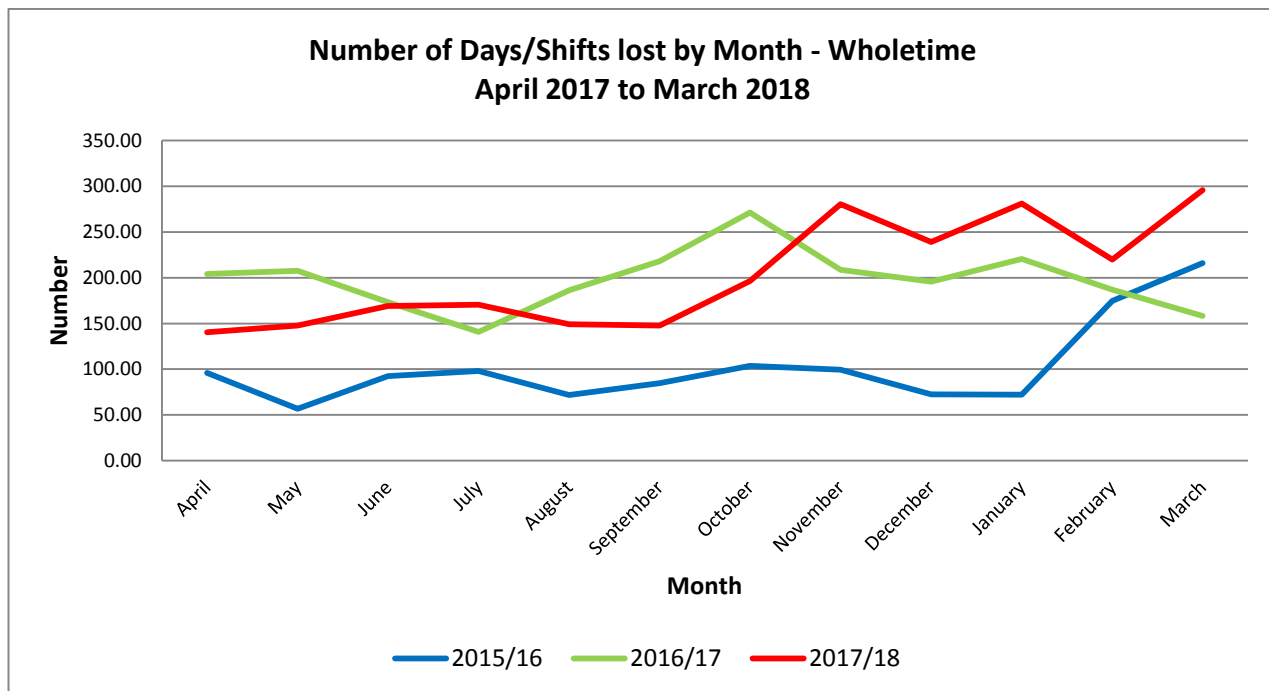
Average number of days/shifts lost shows 4 DCP stations with the highest average days/shifts lost. Coalville showing the highest average.


Average Days/Shifts lost per person by Wholetime - Station/Non Station/Control
April 2017 to March 2018
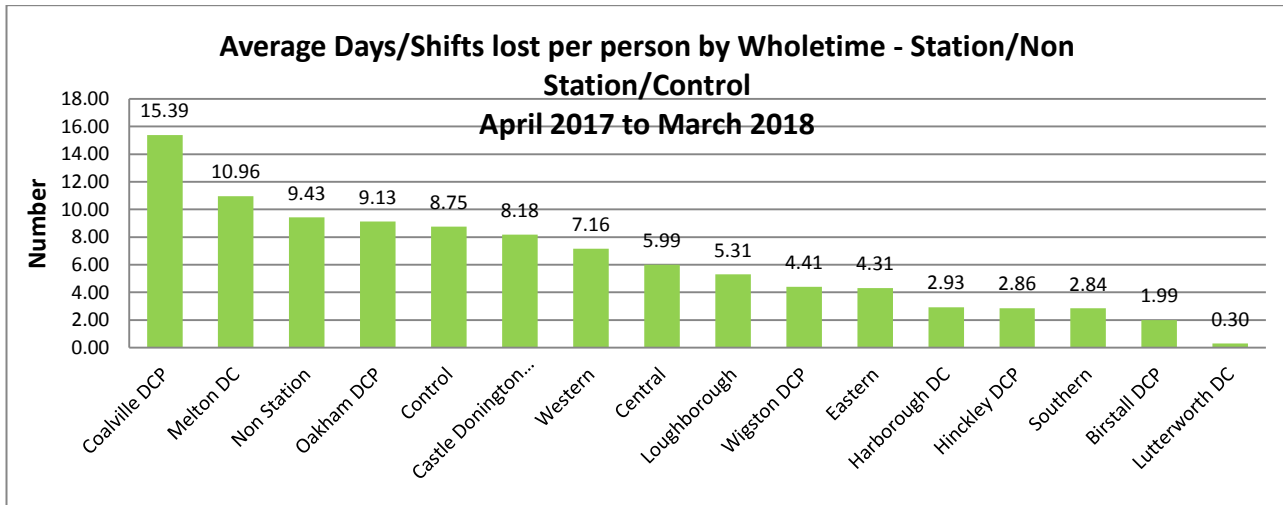
If looking at simply number of days/shifts lost, Non Station shows highest followed by Central and then Control.

Number Days/Shifts lost per person by Wholetime - Station/Non Station/Control
**April 2017 to March 2018**
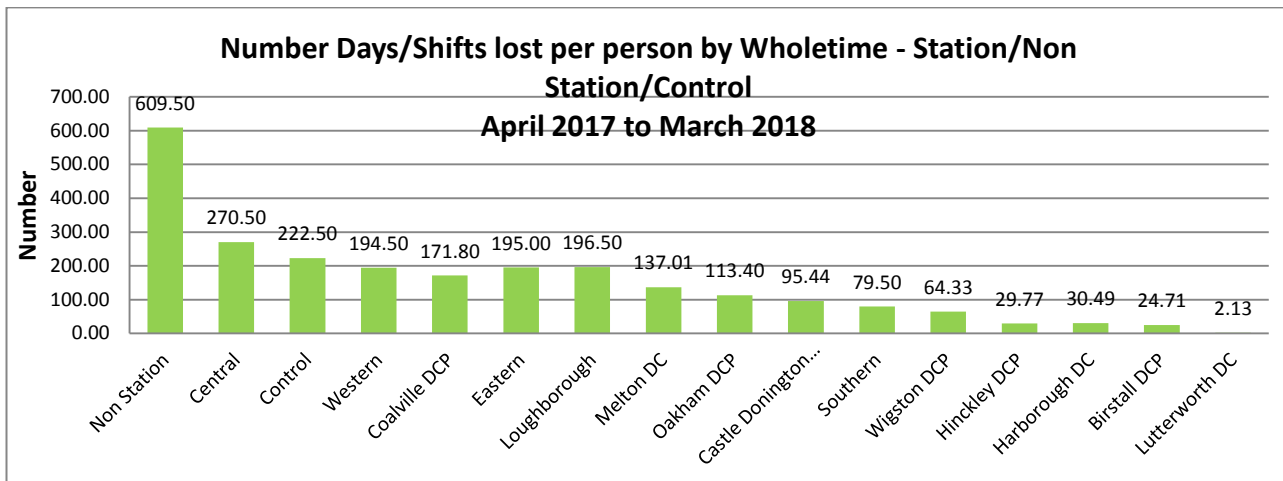
To look at this further, the below graph shows the breakdown between Short Term Sickness and Long Term Sickness. What we can see here, and this is more noticeable at DCP Stations, is that there is a higher percentage of Long Term Sickness at DCP Stations. With fewer personnel at DCP stations it may only take 1 person going off long term sick to really affect the figures. Two pump stations like Central, Eastern and Loughborough, the amount of Short Term Sickness is much more prominent.

Number of Days/Shifts Lost by Station/Non Station/Control - Short Term and Long Term - April 2017 to March 2018
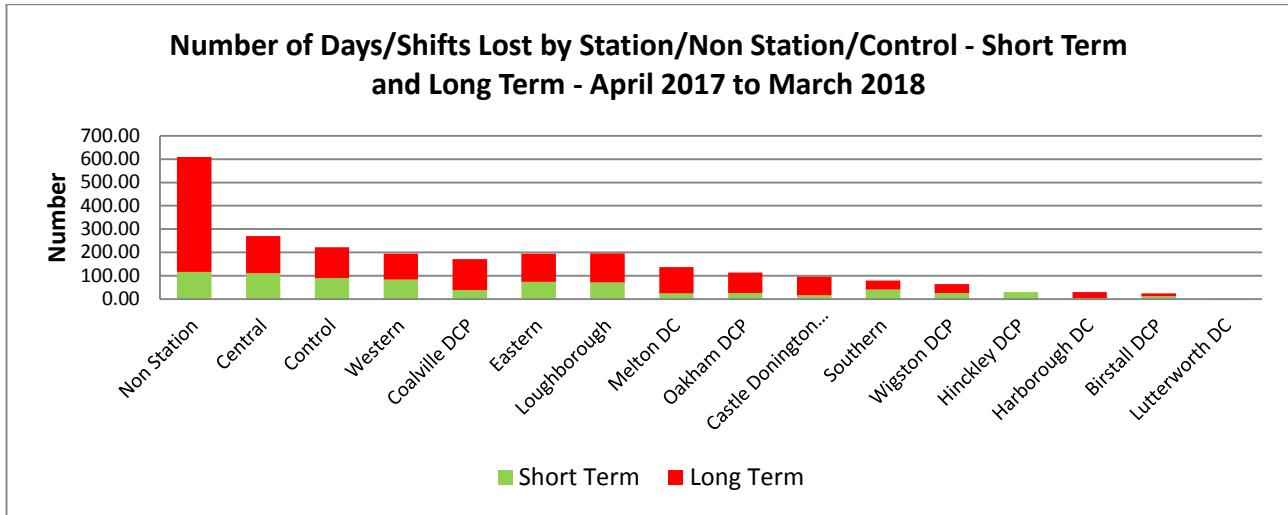
Looking at comparisons over the last couple of years, sickness increased by 92% from 2015/16 to 2016/17. For 2017/18 the number of days/shifts lost has increased by 2.8% from the previous year.


Number of Days/Shifts lost by Short Term and Long Term Sickness Wholetime - April 2017 to March 2018
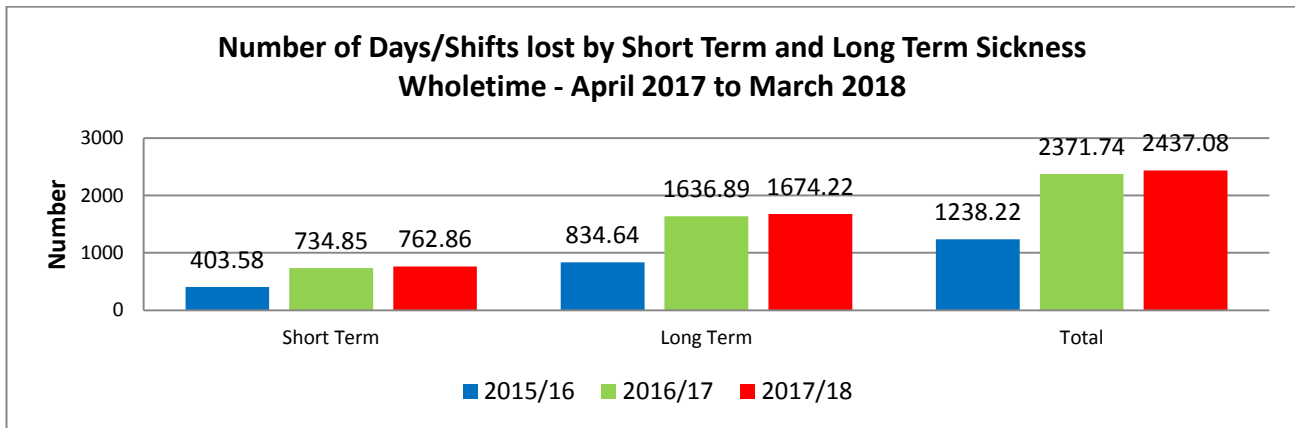
Reasons for Sickness shows Mental Health issues as the leading reason for sickness with 35.92% of sickness days/shifts lost attributable to it.

Total - Top 5 Sickness Reasons - Wholetime - April 2017 to March 2018
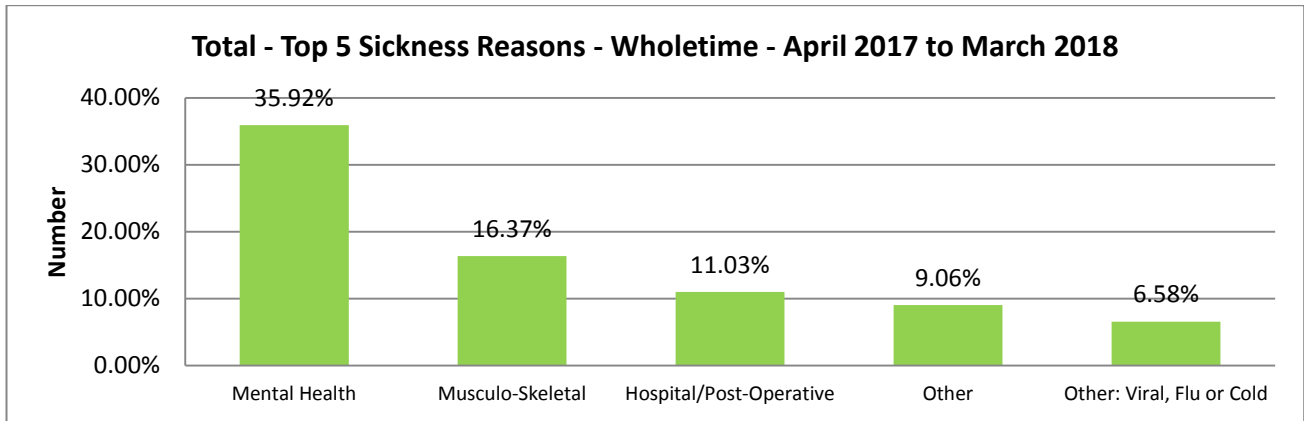
Reasons for Short Term Sickness shows the category Other 19.23%, Other: Viral, Flu or Cold 18.41% and Musculo-Skeletal 15.72%.

Short Term - Top 5 Sickness Reasons - Wholetime - April 2017 to March 2018
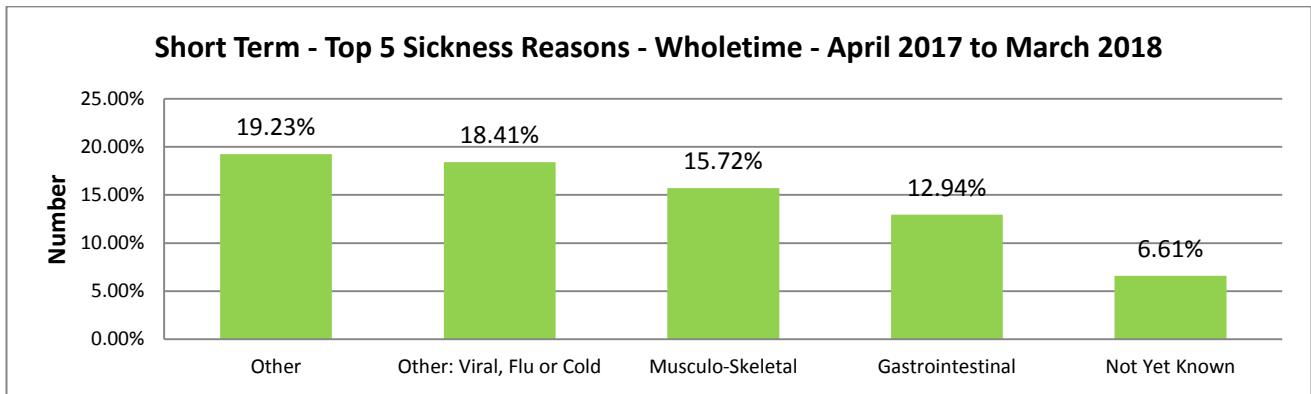
Reasons for Long Term Sickness shows that Mental Health represents 50% of all Long Term Sickness. This represents 837.12 days/shifts lost to Long Tem Sickness. The category of Musculo-Skeletal represents 16.67%.

Long Term - Top 5 Sickness Reasons - Wholetime - April 2017 to March 2018
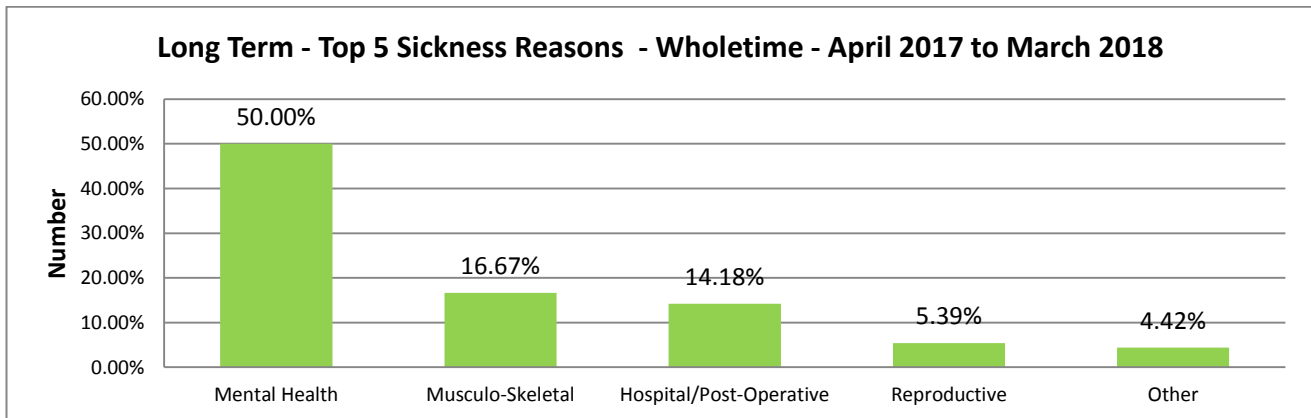
In total there were 67 people that went off with Long Term Sickness. However, there were a few people that were off on separate occasions throughout the year. In total there were 60 different people that went off Long Term Sick. The average FTE for the year was

approximately 373 so that's 16% of Wholetime staff recorded Long Term Sickness during 2017/18.

Number of People	Days/Shifts Lost
20	0 to 10
22	11 to 20
4	21 to 30
9	31 to 40
5	41 to 50
2	51 to 60
1	61 to 70
1	71 to 80
2	81 to 90
1	141 to 150

Support Sickness Analysis – April 2017 to March 2018

Last year's performance on average days/shifts lost per person, shows a very slight decrease from previous year and remains high at 11.36 days/shifts lost per person.

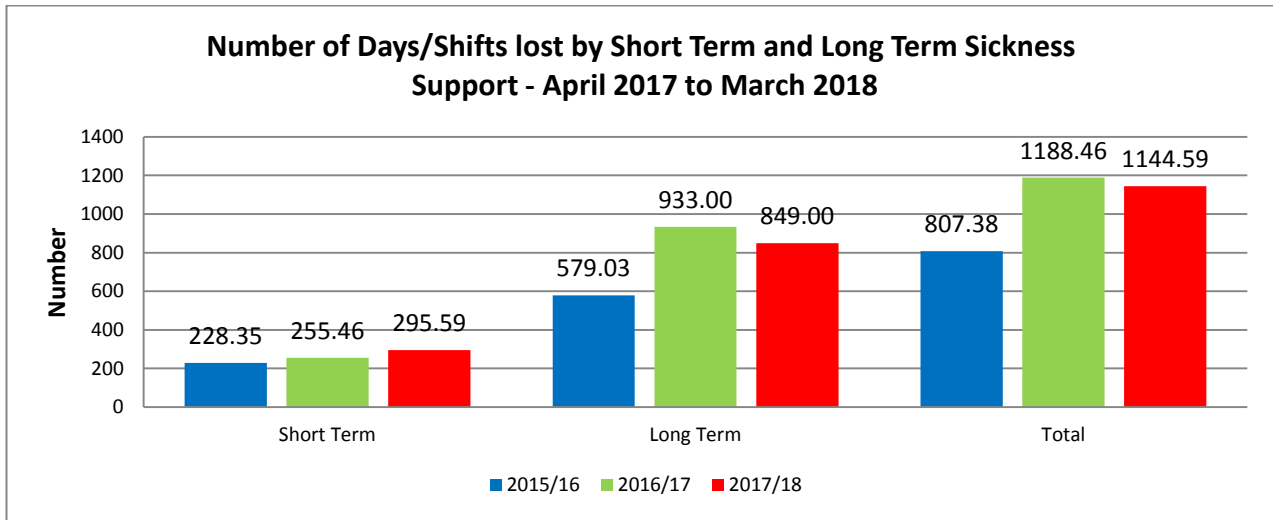| Average Days/Shifts lost per person	
Year (Apr – Mar)	Support
2013/14	7.91
2014/15	7.23
2015/16	6.64
2016/17	11.38
2017/18	11.36

The last two years has seen sickness increase from 2015/16. Both years seeing significant increases in October. October 2017 saw a peak of 126 days/shifts lost.
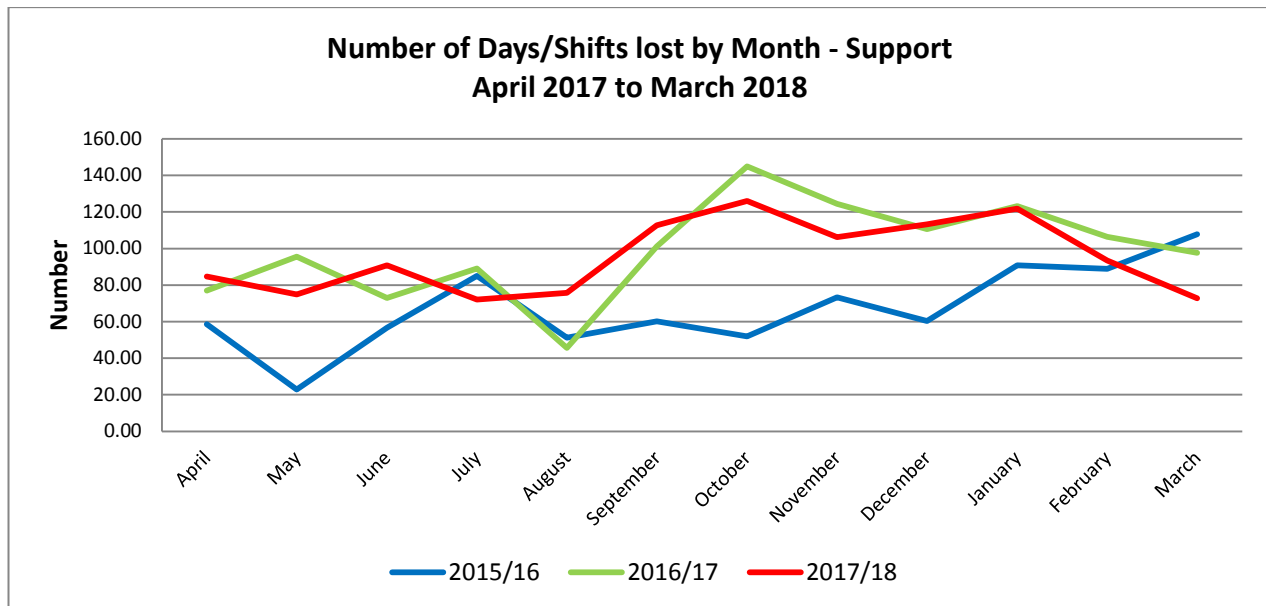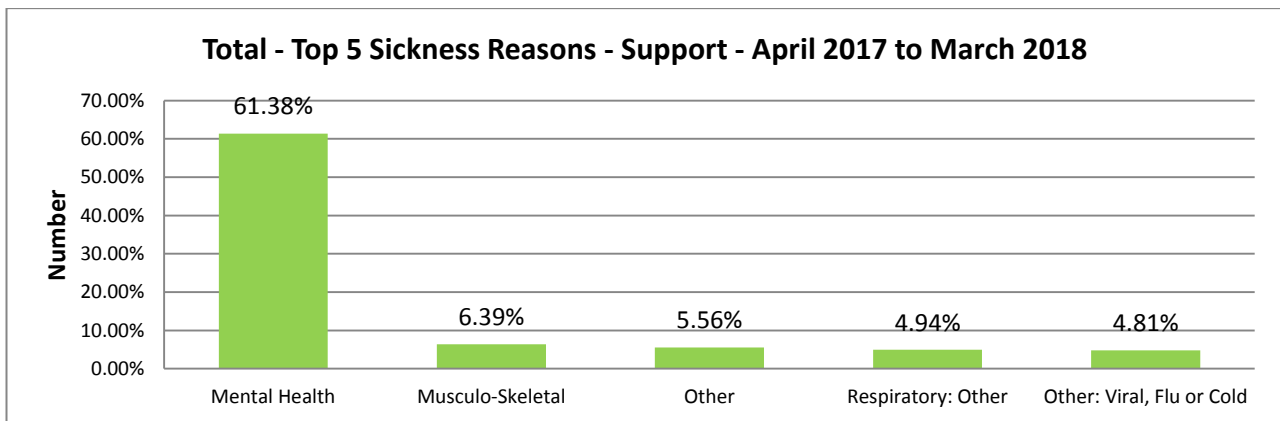

In previous reports the breakdown of support sickness has been included. However, due to changes in directorates in January, where some departments have moved into different directorates, it would be difficult to show correct figures in comparison to each other. For this reason, no breakdown by Directorate is included.

To look at the analysis overall, the below graph shows the breakdown between Short Term Sickness and Long Term Sickness. What we can see here is that Long Term Sickness is by far the main concern.
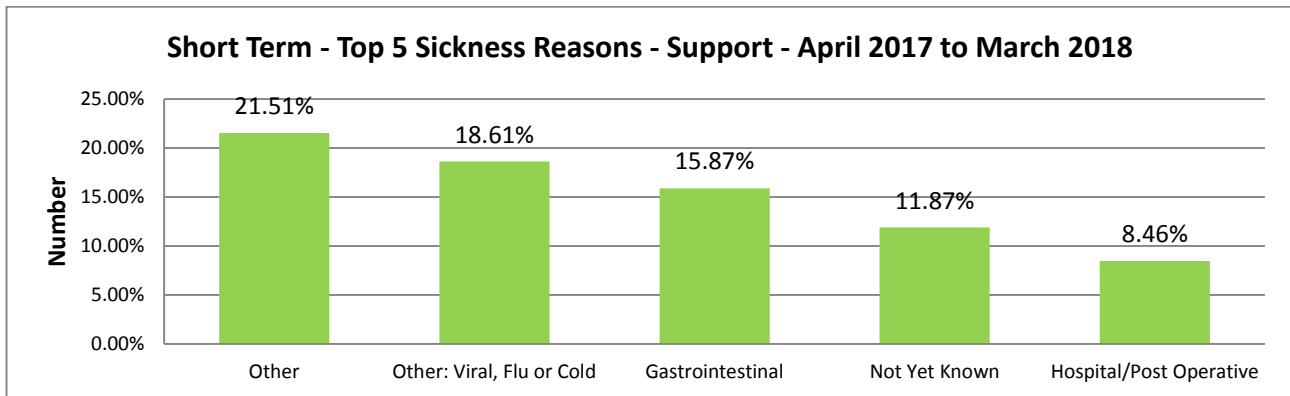
Looking at comparisons over the last couple of years, sickness has increased year on year in Short Term Sickness. Long Term Sickness jumped considerably from 2015/16 to 2016/17 and has reduced by 9% for 2017/18.

Number of Days/Shifts lost by Short Term and Long Term Sickness Support - April 2017 to March 2018

	Short Term	Long Term	Total
2015/16	228.35	579.03	807.38
2016/17	255.46	933.00	1188.46
2017/18	295.59	849.00	1144.59

Reasons for Sickness shows Mental Health issues as the leading reason for Sickness with 61.38% of sickness days/shifts lost attributable to it. On the previous report at the end of December, this was considerably higher, but Long Term Sickness in February and March considerably reduced it, as less Mental Health issues were recorded.

Total - Top 5 Sickness Reasons - Support - April 2017 to March 2018

Mental Health	Musculo-Skeletal	Other	Respiratory: Other	Other: Viral, Flu or Cold
61.38%	6.39%	5.56%	4.94%	4.81%

Reasons for Short Term Sickness shows the category Other 21.51% and Other: Viral, Flu or Cold 18.61% being the main reasons for Sickness. 11.87% of Short Term Sickness was being recorded as Not Yet Known. Therefore, in total 33.38% of Short Term Sickness is being recorded as not specifically identified.

Short Term - Top 5 Sickness Reasons - Support - April 2017 to March 2018

Category	Percentage
Other	21.51%
Other: Viral, Flu or Cold	18.61%
Gastrointestinal	15.87%
Not Yet Known	11.87%
Hospital/Post Operative	8.46%

Reasons for Long Term Sickness shows the category Mental Health representing 81.80% of Long Term Sickness. This represents 694.50 days/shifts lost to Long Tem Sickness.

Long Term - Top 4 Sickness Reasons - Support - April 2017 to March 2018

Category	Percentage
Mental Health	81.80%
Musculo-Skeletal	6.48%
Respiratory: Other	4.89%
Senses: Hearing	3.18%
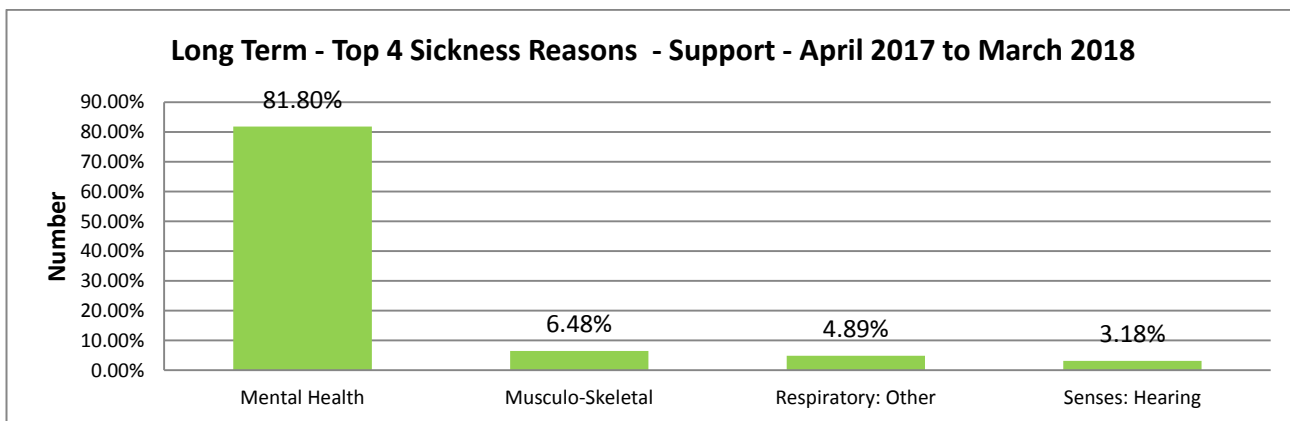
In total there were 21 people that went off with Long Term Sickness. However, there was one person that was off on 2 separate occasions throughout the year. In total there were 20 different people that went off Long Term Sick. The average FTE for the year was approximately 101 so that meant 21% of support staff recorded Long Term Sickness during 2017/18.

Number of People	Days/Shifts Lost
2*	0 to 10
7	11 to 20
2	21 to 30
4	31 to 40
2	41 to 50
3	51 to 60
1	71 to 80
1	191 to 200

*Persons were 0.50 FTE