

Appendix 1 - Performance Update: April to October 2017

KEY		Outside target range (positive)		Within target range		Outside target range (negative)		Improvement in performance		No change in performance		Decline in performance

Ref	Key Corporate Indicator	Actual	Compared to Target	Compared to same period last year	Compared to same period average over 3 years
KCI 1	The number of emergency incidents				
I.1	Number of primary fires	805	+56 (749)	+35 (770)	+57 (748)
I.2	Number of secondary fires	671	-2 (673)	-12 (683)	-3 (674)
I.3	Number of RTCs attended	383	+10 (373)	-15 (398)	+13 (370)
I.4	Number of other emergency special services attended	1,082	-169 (1,251)	-169 (1,251)	+247 (835)
I.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1,000	-59 (1,059)	-78 (1,078)	-250 (1,250)
I.6	Number of deliberate primary fires	287	+31 (256)	+7 (280)	+37 (250)
I.7	Number of deliberate secondary fires	368	+0 (368)	+20 (348)	+3 (365)
I.8	Number of accidental dwelling fires	194	-17 (211)	-39 (233)	-16 (210)
I.9	Number of emergency first responder incidents	227	-38 (265)	-131 (358)	N/A
5.4	Number of hoax calls received	236	+3 (233)	+7 (229)	-4 (240)
	- Number of malicious false alarm calls we did not respond to	162	-2 (164)	-3 (165)	-10 (172)
	- Number of malicious false alarm calls we did respond to	74	+5 (69)	+10 (64)	+6 (68)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents				
2.1	Number of deaths from primary fires	1	+1 (0)	0 (1)	-1 (2)
2.2	Number of non-fatal casualties from primary fires	15	-10 (25)	-9 (24)	-8 (23)
3.1a	Number of people killed (in RTCs) during the calendar year (Jan to Jun 2017)	6	-17 (23)	-20 (26)	-16 (22)
3.1b	Number of people seriously injured (in RTCs) during the calendar year (Jan to Jun 2017)	120	-11 (131)	-2 (122)	-11 (131)
KCI 3	The level of emergency response service provision				
4.1	The % of life threatening emergency incidents attended within a maximum of 10 minutes	97.3%	+0.3% (97.0%)	+0.8% (96.5%)	+1.6% (95.7%)
4.2	The % of non-life threatening incidents attended within a maximum of 20 minutes	99.3%	+0.3% (99.0%)	+0.0% (99.3%)	-0.1% (99.4%)
5.14	The % availability of On-Call fire appliances	59.0%	No Target	-9.1% (68.1%)	N/A

Ref	Key Corporate Indicator	Actual	Compared to Target	Compared to same period last year	Compared to same period average over 3 years
5.15	The % availability of Wholetime fire appliances	99.5%	No Target	+0.3% (99.2)	N/A
FPI 3	The % of fire safety audits that result in action plans and enforcement notices	38.9%	+20.9% (18.0%)	+17.5% (21.4%)	N/A
KCI 4	Capacity, staff and availability				
9.6	Average number of days/shifts lost to sickness by operational staff (April to September)	3.04	+0.12 (2.92)	-0.69 (3.73)	+0.61 (2.43)
9.7	Average number of days/shifts lost to sickness by support staff (April to September)	6.66	+1.70 (4.96)	+0.66 (6.00)	+1.83 (4.83)

Sources: VIEWS

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

1.1 Number of primary fires

There have been 805 primary fires so far this year. This is:

- 7% worse than the target.
- 5% more than the previous year.
- 10% more than the average of the previous three years.

In October there were 94 primary fires compared to 116 the previous year.

The number of primary fires in October by cause:

- 61 were accidental, 9% (6) less than last year (67) and 13% (9) less than the three year average (70).
- 30 were deliberate, 33% (15) less than last year (45) and 25% (10) less than the three year average (40).
- 3 was not known, 25% (1) less than last year (4) and 200% (2) more than the three year average (1).

Main property types involved:

- 34 were dwelling (30 accidental and 4 deliberate) compared to 39 dwelling (35 accidental and 4 deliberate) the previous year.
- 18 were car (9 accidental, 8 deliberate and 1 not known) compared to 30 car (15 accidental, 13 deliberate and 2 not known) the previous year.
- 17 were non-residential (9 accidental, 7 deliberate and 1 not known) compared to 22 non-residential (9 accidental and 13 deliberate) the previous year.

Action Plan:

Charnwood (21) featured considerably more in October than the City districts (Central 11, Eastern 11 and Western 9) and Harborough (11). In Charnwood vehicles featured heavily with 10, four of which were deliberate, 2 of these following crimes. Actions taken have included CCTV footage being passed to the police for three deliberate property fires, crews carrying out community safety talks, post incident response procedures and arson posters. Some car fires were caused by mechanical issues, which will be addressed during our planned winter safety check campaign at the end of November.

1.2 Number of secondary fires

There have been 671 secondary fires so far this year. This is:

- 0.3% better than the target.
- 2% less than the previous year.
- 0.5% less than the average of the previous three years.

In October there were 69 secondary fires compared to 73 the previous year.

The number of secondary fires in October by cause:

- 25 were accidental, 11% (3) less than last year (28) and 4% (1) less than the three year average (26).
- 42 were deliberate, 7% (3) less than last year (45) and 5% (2) less than the three year average (44).
- 2 were not known, 200% (2) more than last year (0) and 200% (2) more than the three year average (0).

Main property categories involved:

- 26 were outdoor structures (12 accidental, 13 deliberate and 1 not known), compared to 31 outdoor structures (13 accidental and 18 deliberate) the previous year.
- 20 were other outdoors (including land) (3 accidental and 17 deliberate), compared to 20 other outdoors (including land) (5 accidental and 15 deliberate) the previous year.
- 16 were grassland, woodland and crops (5 accidental, 10 deliberate and 1 not known), compared to 17 grassland, woodland and crops (5 accidental and 12 deliberate) the previous year.

Action Plan:

Central (16) and Western (16) showed the most incidents in October. This type of anti-social behavior and fire setting has continued to be targeted by partner agencies and during monthly Joint Action Group meetings. Lots of initiatives continue to be carried out regarding deliberate fire setting and accidental ignitions. Monthly statistics on deliberate fire setting are analysed and shared with partners, to recognise any patterns and put actions in place to counter them.

1.3. Number of road traffic collisions (RTCs) attended

There have been 383 RTCs attended so far this year. This is:

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

In October there were 44 RTCs compared to 76 the previous year.

The number of RTCs in October can be broken down as:

- 9 extrications, 8 less than last year (17) and 5 less than the three year average (14).
- 32 'make safe', 23 less than last year (55) and 19 less than the three year average (51).
- 3 'services not required', 1 less than last year (4) and 3 less than the three year average (6).

Action Plan:

October has been the quietest month so far this year with only 44 RTCs compared to 76 during the same period last year. Blaby District had the most with 7 incidents. Although it is difficult to set plans to deal with these types of incidents as the traffic around Blaby District is very much transient, we will be initiating Brake road safety week and tyre safe. Crews will also be carrying out events at Leicester Forest East services to make the passing public aware of driving safely, and having tyres that are suitable and safe.

1.4 Number of other emergency special services attended

There have been 1,082 other emergency special services attended so far this year. This is:

- 14% better than the target.
- 14% less than the previous year.
- 30% more than the average of the previous three years.

In October there were 150 other emergency special services attended compared to 148 the previous year.

The main categories of other emergency special services attended in October were:

- 35 'assist other agencies', 17% (7) less than last year (42) and 94% (17) more than the three year average (18).
- 34 'medical incident – first responder', 11% (4) less than last year (38) and 13% (4) more than the three year average (30).
- 27 'effecting entry/exit', 93% (13) more than last year (14) and 93% (13) more than the three year average (14).
- 8 'flooding', 100% (4) more than last year (4) and 33% (2) more than the three year average (6).

This indicator has changed dramatically over the last few years. The majority of incidents previously used to be things like 'animal assistance', 'flood calls', 'removal of objects from people' and 'lift release'. These are now outweighed by the number of calls to 'medical incident – first responder', 'effecting entry/exit' and 'assist other agencies'.

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

There have been 1,000 false alarm calls from AFAs attended so far this year. This is:

- 6% better than the target.
- 7% less than the previous year.
- 20% less than the average of the previous three years.

In October there were 147 false alarm calls from AFAs attended compared to 175 the previous year.

The number of AFAs attended in October:

- 111 domestic, 9 more than last year (102) and 5 more than the three year average (106).
- 36 non-domestic, 37 less than last year (73) and 55 less than the three year average (91).

Action Plan:

Hospital attendances figure highly in October, with the main increase at the Glenfield Hospital. Further investigation showed that one of the activations was due to a breakdown in communication between the Hospital and their Alarm Receiving Centre when the site was testing their system. We will suggest that when the site is testing that they also inform Fire Control directly to reduce unwanted attendances.

1.6 Number of deliberate primary fires

There have been 287 deliberate primary fires so far this year. This is:

- 12% worse than target.
- 2% more than the previous year.
- 15% more than the average of the previous three years.

In October there were 30 deliberate primary fires compared to 45 the previous year.

Main property types involved:

Car	8 incidents, 5 less than last year (13) and 4 less than the three year average (12).
Motorcycle	8 incidents, 5 more than last year (3) and 3 more than the three year average (5).
Non Residential	7 incidents, 6 less than last year (13) and 1 less than the three year average (8).
Dwelling	4 incidents, exactly the same as last year (4) and 2 less than the three year average (6).

Action Plan:

Vehicle related fires dominate the figures in October with 16 of the 30 incidents attended being car and motorcycle. Overall for the year, 157 of the 287 are vehicle related. Relevant issues are being highlighted with the Police.

1.7 Number of deliberate secondary fires

There have been 368 deliberate secondary fires so far this year. This is:

- Exactly on target.
- 6% more than the previous year.
- 0.1% more than the average of the previous three years.

In October there were 42 deliberate secondary fires compared to 45 the previous year.

Main property types involved:

Loose refuse	8 incidents, 1 more than last year (7) and exactly the same as the three year average (8).
Park	6 incidents, 4 more than last year (2) and 5 more than the three year average (1).
Small refuse/rubbish/recycle	6 incidents, 2 more than last year (4) and 1 more than the three year average (5).
Private/Domestic garden/allotment	5 incidents, 5 more than last year (0) and 3 more than the three year average (2).
Tree scrub (includes single trees)	5 incidents, 2 more than last year (3) and 1 more than the three year average (4).

Action Plan:

The Abbey ward in Western's patch has had a high number of deliberate fires and prevention work in this area has reduced the number of deliberate fires. Information is passed to the Braunstone Blues team when fires have occurred in the Braunstone area, especially the park.

Local/city wardens assist us in educating the general public in relation to the storage of their rubbish and not putting bins out for prolonged periods. We have also started to make interventions, at the request of the police, at nuisance bonfires where we carry out HFSCs and give advice.

1.8 Number of accidental dwelling fires

There have been 194 accidental dwelling fires so far this year. This is:

- 8% better than the target.
- 17% less than the previous year.
- 8% less than the average of the previous three years.

In October there were 30 accidental dwelling fires compared to 35 the previous year.

Main ignition source category:

- 14 were cooking appliance, 4 less than last year (18) and 1 less than the three year average (15).
- 5 were smoking related, 3 more than last year (2) and 3 more than the three year average (2).

- 3 were electricity supply, 3 less than last year (6) and 1 less than the three year average (4).

Action Plan:

Crews and community safety educators continue to provide advice to occupiers following all accidental fires where human factors have contributed to the cause.

1.9 Number of emergency first responder (EFR) incidents

There have been 227 emergency first responder incidents attended so far this year. This is:

- 14% worse than the target.
- 37% less than the previous year.
- Not available.

In October there were 24 emergency first responder incidents attended compared to 33 the previous year.

The main incidents in October can be broken down into:

- | | |
|--|---|
| • chest pain / cardiac arrest / heart condition | 13 incidents, 4 more than last year (9). |
| • breathing difficulties / impairment / respiratory arrest | 6 incidents, 4 less than last year (10). |
| • unconscious, fitting or unresponsive | 2 incidents, 2 more than last year (0). |
| • other | 2 incidents, exactly the same as last year (2). |
| • collapse | 1 incidents, 3 less than last year (4). |

Action Plan:

Currently 4 stations continue to respond to EFR incidents (Coalville, Billesdon, Market Harborough and Oakham). Some of the locations are at a reduced capacity due to the directive from the FBU to stop this work. Along with this, there has been a slight drop in activity due to the new response categories that EMAS are using.

Billesdon station have recently changed to being mobilised by EMAS via Fire control (pagers) as they were having issues with the communication equipment supplied by EMAS. This should increase their availability and activity.

5.4 The number of hoax calls received

There have been 236 hoax calls received so far this year. This is:

- 1% better than the target.
- 3% more than the previous year.
- 2% less than the average of the previous three years.

In October there were 42 hoax calls received compared to 39 the previous year.

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

- 33 malicious false alarm calls we did not respond to, 7 more than last year (26) and 2 more than the three year average (31).
- 9 malicious false alarm calls we responded to, 4 less than last year (13) and 3 less than the three year average (12).

Action Plan:

The total number of hoax calls received increased in October. However, the majority were not responded to, testament to the robust call challenge applied by Fire Control operators.

In the October half-term school holidays the number of calls received from children increased. Further opportunities to educate children are being explored. In addition, hoax calls received will continue to be shared via social media regardless of whether we make an attendance or not.

2.1 The number of primary fire fatalities

There has been 1 primary fire fatality so far this year. This is:

- 1 more than the target.
- exactly the same as the previous year.
- 1 less than the average of the previous three years.

Action Plan:

On 27 August 2017 at Elizabeth House in the City, a male was rescued from the 9th floor flat but did not survive due to the extent of the burns and smoke inhalation suffered.

Post incident, an appropriate and sensitive plan of action was formulated. Operational crews visited Elizabeth House to provide reassurance and fire safety information to residents. The visits were advertised and promoted with the assistance of the building management company. They commenced on 29 August and continued for 4 days. The crews interacted with approximately 100 residents and spoke to the occupants of 74 flats. The family of the deceased were kept informed of all community safety activity.

We will continue to deliver our community safety strategy to target those identified at high risk from fire. A significant amount of analysis and work is invested in targeting resources at the most vulnerable. Where occupiers are identified as vulnerable, smoke alarms will be installed to provide early detection and warning of fire, or referrals made through CSST to ensure other suitable devices are considered and provided. Several initiatives continue to be run, including commissioning to local authority housing providers, Fire Ambassadors (FAs), and working with Neighborhood Watch.

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

There have been 15 non-fatal casualties so far this year. This is:

- 40% better than the target.
- 38% less than the previous year.
- 35% less than the average of the previous three years.

The number of non-fatal casualties by cause for the year so far:

- 11 were accidental, 8 less than last year (19) and 7 less than the three year average (18).
- 4 were deliberate, 1 less than last year (5) and 1 less than the three year average (5).

In October there was 1 non-fatal casualty.

Action Plan:

We will continue to deliver our community safety strategy to target those identified at high risk from fire. A significant amount of analysis and work is invested in targeting resources at the most vulnerable. Where occupiers are identified as vulnerable, smoke alarms will be installed to provide early detection and warning of fire, or referrals made through CSST to ensure other suitable devices are considered and provided. Several initiatives continue to be run, including commissioning to local authority housing providers, Fire Ambassadors (FAs), and working with Neighborhood Watch.

3.1a Number of people killed in road traffic collisions (RTCs) during the calendar year (January to June 2017)

There were 6 people killed in RTCs during the calendar year January to June 2017. This is:

- 74% better than the target.
- 77% less than the previous year.
- 73% less than the average of the previous three years.

There were 6 people killed in RTCs during the calendar year (January to June 2017), compared to 26 last year during the same period.

Please note that this indicator is based upon data provided by the police and includes all killed in our area between January and June 2017.

3.1b Number of people seriously injured in road traffic collisions (RTCs) during the calendar year (January to June 2017)

There were 120 people seriously injured in RTCs during the calendar year January to June 2017. This is:

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

There were 120 people seriously injured in RTCs during the calendar year (January to June 2017), compared to 122 last year during the same period.

Please note that this indicator is based upon data provided by the police and includes all seriously injured in our area between January and June 2017. The majority of road traffic collisions attended do not result in extrications and so do not result in seriously injured.

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

There were 97.3% of life threatening incidents attended within a maximum of 10 minutes so far this year. This is:

- 0.3% better than the target.
- 0.8% more than the previous year.
- 1.6% more than the average of the previous three years.

There were 448 life-threatening incidents attended between April and October 2017. 436 were attended within 10 minutes. In October there were 57 life-risk incidents attended. 53 were attended within 10 minutes.

Action Plan:

We will continue to investigate every event outside of our attendance standards, ensuring that relevant lessons are learnt. Reasons for delay generally include travel distance, traffic congestion and ambiguous address data.

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

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

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

There were 3,792 non-life threatening incidents attended between April and October 2017. 3,767 were attended within 20 minutes. In October there were 506 non-life risk incidents attended. 502 were attended within 20 minutes.

Action Plan:

We will continue to investigate every event outside of our attendance standards, ensuring that relevant lessons are learnt. Reasons for delay generally include travel distance, traffic congestion and ambiguous address data.

5.14 The % availability of On-Call fire appliances

On-Call fire appliances have been available for 59.0% of the time so far this year due to crewing. This is 9.1% less than the previous year. No target has been set as this data has only just become available.

In October, On-Call fire appliances have been available 56.6% of the time due to crewing.

Please note that these figures are calculated based purely on the crew availability held on the Systel Data Warehouse, and the availability shown is for the first appliance only. Any unavailability due to mechanical reasons is unknown and therefore not included.

Action Plan:

This is the first month data has been available for some time. Further analysis has been requested to look at reasons why some On-Call stations are not available for considerable periods of time.

5.15 The % availability of Wholetime fire appliances

Wholetime fire appliances have been available for 99.5% of the time so far this year due to crewing. This is 0.3% more than the previous year. No target has been set as this data has only just become available.

In October, Wholetime fire appliances have been available 99.6% of the time due to crewing.

Please note that these figures are calculated based purely on the crew availability held on the Systel Data Warehouse, and the availability shown is for the first appliance only. Any unavailability due to mechanical reasons is unknown and therefore not included.

FPI 3 The % of fire safety audits that result in action plans and enforcement notices

There have been 38.9% of fire safety audits that have resulted in action plans and enforcement notices so far this year. This is:

- 20.9% better than the target.
- 17.5% more than the previous year.

There were a total of 131 fire safety audits between April - October 2017. 51 resulted in action plans and enforcement notices. In October there were 7 fire safety audits with one resulting in action.

Action Plan:

We have reformed our inspection programme following the Grenfell incident, with the targeted premises being split into two areas – one (high rise) and two (medium rise) with each priority then being risk assessed based upon previous history. The priority ones are complete and priority two are underway.

The number of fire safety audits that resulted in enforcement activity has decreased in October; this was expected for priority two buildings, where compliance levels should be significantly higher than priority ones.

9.6 The average number of days/shifts lost to sickness by operational staff

The average of 3.04 days/shifts lost to sickness is:

- 4% worse than the target.
- 18% less than the previous year.
- 25% more than the average of the previous three years.

The number of days/shifts lost broken down by type:

- 362.69 days/shifts were short-term absence, compared to 371.80 last year and 287.23 for the three-year average.
- 759.07 days/shifts were long-term absence, compared to 1029.74 last year and 700.76 for the three-year average.
- 1121.76 days/shifts were lost in total, compared to 1401.54 last year and 987.99 for the three-year average.

Action Plan:

At the last Governance Committee members received a detailed presentation on sickness absence. This presentation confirmed that absence is primarily long term; involves a relatively small number of people and that the main cause was either mental health or musculo skeletal. In addition Members were informed that stress absence has seen an upward trend, in line with other organisations. This we believe is partly due to increased awareness of mental health and the support available in the workplace. This latest sickness data confirms this trend and further reinforces the need to take action on the causes and effect of such absence.

As a consequence, at the last Corporate Governance meeting members were informed of an improvement plan to help achieve a reduction in absence rates. This includes the continued employment of a temporary HR professional to support managers on the absence review process; a review of triggers and policy through a task and finish group and a new Well Being Policy and Plan. The latter new policy will be considered at SMT at its November meeting. In addition Group Management Team and Senior Management Team receive more detailed performance data in order to ensure that the correct support and actions take place.

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

The average of 6.66 days/shifts lost to sickness is:

- 34% worse than the target.
- 11% more than the previous year.
- 38% more than the average of the previous three years.

The number of days/shifts lost broken down by type:

- 137.93 days/shifts were short-term absence, compared to 102.71 last year and 129.89 for the three year average.
- 536.00 days/shifts were long-term absence, compared to 505.50 last year and 414.19 for the three year average.
- 673.93 days/shifts were lost in total, compared to 608.21 last year and 544.08 for the three year average.

Action Plan:

Please see the action plan for 9.6 above.