

Appendix 1 - Performance Update: April to July 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				
1.1	Number of primary fires	452	+44 (408)	+49 (403)	+41 (411)
1.2	Number of secondary fires	405	+15 (390)	+23 (382)	+15 (390)
1.3	Number of RTCs attended	221	+27 (194)	+19 (202)	+32 (189)
1.4	Number of other emergency special services attended	593	-186 (779)	-187 (780)	+103 (490)
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	542	-38 (580)	-33 (575)	-132 (674)
1.6	Number of deliberate primary fires	159	+24 (135)	+18 (141)	+27 (132)
1.7	Number of deliberate secondary fires	232	+28 (204)	+46 (186)	+31 (201)
1.8	Number of accidental dwelling fires	106	-13 (119)	-18 (124)	-11 (117)
1.9	Number of emergency first responder incidents	115	-41 (156)	-129 (244)	N/A
5.4	Number of hoax calls received	147	+12 (135)	+18 (129)	+13 (134)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents				
2.1	Number of deaths from primary fires	0	0 (0)	-1 (1)	-1 (1)
2.2	Number of non-fatal casualties from primary fires	4	-11 (15)	-6 (10)	-6 (10)
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	97.6%	+0.6% (97.0%)	+0.6% (97.0%)	+2.1% (95.5%)
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%)	-0.2% (99.5%)
FPI 3	The % of fire safety audits that result in action plans and enforcement notices	38.7%	+20.7% (18.0%)	+15.3% (23.4%)	N/A
KCI 4	Capacity, staff and availability				
9.6	Average number of days/shifts lost to sickness by operational staff	1.70	+0.03 (1.67)	-0.24 (1.94)	+0.37 (1.33)

Ref	Key Corporate Indicator	Actual	Compared to Target	Compared to same period last year	Compared to same period average over 3 years
9.7	Average number of days/shifts lost to sickness by support staff	3.51	+0.68 (2.83)	+0.31 (3.20)	+0.93 (2.58)

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 452 primary fires so far this year. This is:

- 11% worse than the target.
- 12% more than the previous year.
- 10% more than the average of the previous three years.

In July there were 105 primary fires compared to 108 the previous year.

The number of primary fires in July by cause:

- 66 were accidental, 12% (9) less than last year (75) and 10% (7) less than the three year average (73).
- 38 were deliberate, 19% (6) more than last year (32) and 3% (1) more than the three year average (37).
- 1 was not known, exactly the same as last year (1) and exactly the same as the three year average (1).

Main property types involved:

- 28 were car (17 accidental, 10 deliberate and 1 not known) compared to 24 car (16 accidental, 17 deliberate and 1 not known) the previous year.
- 28 were dwelling (24 accidental and 4 deliberate) compared to 34 dwelling (31 accidental and 3 deliberate) the previous year.
- 22 were non-residential (12 accidental and 10 deliberate) compared to 23 non-residential (12 accidental and 11 deliberate) the previous year.

Action Plan:

There is a general reduction in comparison to previous years for July, mainly due to the wetter weather. Local partnerships are active in reducing some of the low level crime, as is the new joint Street Walk initiative with the Police and the City Council where general safety advice is being offered. Braunstone and Highfields Blues are continuing to deliver the healthy, safe and secure programme; and we are collaborating with the Police following an incident at a local storage site.

1.2 Number of secondary fires

There have been 405 secondary fires so far this year. This is:

- 4% worse than the target.
- 6% more than the previous year.
- 4% more than the average of the previous three years.

In July there were 103 secondary fires compared to 123 the previous year.

The number of secondary fires in July by cause:

- 39 were accidental, 39% (25) less than last year (64), 29% (16) less than the three year average (55).
- 60 were deliberate, 3% (2) more than last year (58) and 9% (6) less than the three year average (66).
- 4 were not known, 300% (3) more than last year (1) and 300% (3) more than the three year average (1).

Main property categories involved:

- 42 were grassland, woodland and crops (15 accidental, 26 deliberate and 1 not known), compared to 41 grassland, woodland and crops (23 accidental, 17 deliberate and 1 not known) the previous year.
- 29 were other outdoors (including land) (9 accidental, 19 deliberate and 1 not known), compared to 37 other outdoors (including land) (9 accidental and 28 deliberate) the previous year.
- 27 were outdoor structures (13 accidental, 12 deliberate and 2 not known), compared to 33 outdoor structures (24 accidental and 9 deliberate) the previous year.

Action Plan:

A wetter July has contributed to a reduction in small fires, compared to the same period last year; as has community education work carried out by crews regarding BBQs and bonfires and the dangers of leaving large amounts of refuse out.

Initiatives continue to be delivered to reduce deliberate fire setting and accidental ignitions. Monthly statistics are analysed and shared with partners, to recognise any patterns and put actions in place to counter them.

1.3. Number of RTCs attended

There have been 221 RTCs attended so far this year. This is:

- 14% worse than the target.
- 9% more than the previous year.
- 17% more than the average of the previous three years.

In July there were 54 RTCs compared to 54 the previous year.

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

- 7 extrications, 5 less than last year (12) and 6 less than the three year average (13).
- 44 'make safe', 2 more than last year (42) and 6 more than the three year average (38).
- 3 'services not required', 3 more than last year (0) and 1 more than the three year average (2).

Action Plan:

Despite an increase in the number of RTCs, extrications only accounted for only 7 out of the 54 (13%), with the majority of attendances being 'make safe'. Overall 87% (47) of the 54 attendances did not involve casualties.

In Charnwood visual initiatives (an overturned car and road safety banner) in front of Loughborough fire and rescue station are ongoing. We are also working with the County Council Highways department on road layout alterations to reduce the number of incidents at significant locations.

We continue to use both the VF4 car and the Fire Bike; and are working with the Police as part of the 'stop and tell' campaign. Sixth Form colleges have targeted, as have incident black spots across the service. We are increasing our use of social media get the message across to our target audience.

1.4 Number of other emergency special services attended

There have been 593 other emergency special services attended so far this year. This is:

- 24% better than the target.
- 24% less than the previous year.
- 21% more than the average of the previous three years.

In July there were 148 other emergency special services attended compared to 220 the previous year.

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

- 29 'effecting entry/exit', 12% (3) more than last year (26) and 53% (10) more than the three year average (19).
- 27 'medical incident – first responder', 66% (52) less than last year (79) and 21% (7) less than the three year average (34).
- 25 'assist other agencies', 51% (26) less than last year (51) and 25% (5) more than the three year average (20).
- 13 'removal of objects from people', 160% (8) more than last year (5) and 86% (6) more than the three year average (7).
- 9 'flooding', 29% (2) more than last year (7) and 80% (4) more than the three year average (5).

Action Plan:

The most significant reduction has been in calls to 'medical incident – first responder'. We have little impact upon the number of these as EMAS determine when they need our assistance.

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

There have been 542 false alarm calls from AFAs attended so far this year. This is:

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

In July there were 142 false alarm calls from AFAs attended compared to 159 the previous year.

The number of AFAs attended in July:

- 90 domestic, 3 more than last year (87) and 11 less than the three year average (101).
- 52 non-domestic, 20 less than last year (72) and 37 less than the three year average (89).

Action Plan:

The effort to reduce attendances to educational premises has proved positive with just 7 in the month of June to 2 for July. However figures for hospitals are rising and this is being investigated.

We continue our call challenge policy combined with the proactive work carried out by the operational crews and this has had a positive effect on the number of AFAs attended. Liaison and advice will continue to be given by operational crews when attending AFAs as well as site familiarisation.

1.6 Number of deliberate primary fires

There have been 159 deliberate primary fires so far this year. This is:

- 18% worse than target.
- 13% more than the previous year.
- 20% more than the average of the previous three years.

In July there were 38 deliberate primary fires compared to 32 the previous year.

Main property types involved:

Car	10 incidents, 3 more than last year (7) and 2 more than the three year average (8).
Non Residential	10 incidents, 1 less than last year (11) and 1 less than the three year average (11).
Motorcycle	8 incidents, 5 more than last year (3) and 1 more than the three year average (7).
Dwelling	4 incidents, 1 more than last year (3) and exactly the same as the three year average (4).

Action Plan:

Cars and Motorcycles continue to be the main target for deliberate fires and we are working with partners, including local beat teams, to

reduce these incidents..

1.7 Number of deliberate secondary fires

There have been 232 deliberate secondary fires so far this year. This is:

- 14% worse than the target.
- 25% more than the previous year.
- 15% more than the average of the previous three years.

In July there were 60 deliberate secondary fires compared to 58 the previous year.

Main property types involved:

Grassland, pasture, grazing etc	10 incidents, 5 more than last year (5) and 6 more than the three year average (4).
Park	6 incidents, 3 more than last year (3) and 2 less than the three year average (8).
Loose refuse	8 incidents, 9 less than last year (17) and 2 less than the three year average (10).
Tree scrub (inc. trees not in garden)	5 incidents, 2 more than last year (3) and 2 more than the three year average (3).

Action Plan:

All districts are actively engaging with partners to reduce the loose refuse issue. Local/city wardens are assisting in educating the general public on 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 106 accidental dwelling fires so far this year. This is:

- 11% better than the target.
- 15% less than the previous year.
- 9% less than the average of the previous three years.

In July there were 24 accidental dwelling fires compared to 31 the previous year.

Main ignition source category:

- 9 were cooking appliance, 8 less than last year (17) and 5 less than the three year average (14).
- 6 were other domestic style appliance, 6 more than last year (0) and 5 more than the three year average (1).
- 2 were electric lighting, 1 more than last year (1) and 1 more than the three year average (1).
- 2 were electricity supply, 3 less than last year (5) and 2 less than the three year average (4).
- 2 were smoking related, exactly the same as last year (2) and exactly the same as the three year average (2).

Action Plan:

There have been 106 incidents compared to 124 last year. Of the 106, 51 involved cooking appliances. Crews and community safety educators are focusing messages around ensuring cooking appliances are not left unattended, escape plans are up to date and all smoking materials are fully extinguished.

1.9 Number of emergency first responder (EFR) incidents

There have been 115 emergency first responder incidents attended so far this year. This is:

- 26% worse than the target.
- 53% less than the previous year.

In July there were 22 emergency first responder incidents attended compared to 74 the previous year.

The main incidents in July can be broken down into:

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|--|---|
| • chest pain / cardiac arrest / heart condition | 6 incidents, 17 less than last year (23). |
| • unconscious, fitting or unresponsive | 5 incidents, 2 more than last year (3). |
| • breathing difficulties / impairment / respiratory arrest | 5 incidents, 9 less than last year (14). |
| • other | 4 incidents, 3 less than last year (7). |
| • no action required | 2 incidents, 21 less than last year (23). |

Action Plan:

EFR continues to operate out of seven On-Call sections. Different availability impacts on demand, which can lead to varying call rates, which is also affected by the availability of local community first responders, who always get called first by EMAS.

5.4 The number of hoax calls received

There have been 147 hoax calls received so far this year. This is:

- 9% worse than the target.
- 14% more than the previous year.
- 10% more than the average of the previous three years.

In July there were 34 hoax calls received compared to 32 the previous year.

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

- 23 malicious false alarm calls we did not respond to, exactly the same as last year (23) and exactly the same as the three year average (23).
- 11 malicious false alarm calls we responded to, 2 more than last year (9) and 2 more than the three year average (9).

Action Plan:

The data shows that Fire Control Operators are applying a robust approach to the calls received. Social media continues to be used to highlight hoax calls whether attended or not attended, and the relevant tweets are being actively followed and re-tweeted by many of our followers.

2.1 The number of primary fire fatalities

There have been 0 primary fire fatalities so far this year. This is:

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

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 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 4 non-fatal casualties so far this year. This is:

- 73% better than the target.
- 60% less than the previous year.
- 60% less than the average of the previous three years.

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

- 3 were accidental, 3 less than last year (6) and 4 less than the three year average (7).
- 1 was deliberate, 3 less than last year (4) and 2 less than the three year average (3).

Action Plan:

See the text for 2.1.

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.

Action Plan:

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.

Action Plan:

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 we attend 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 97.6% of life threatening incidents attended within a maximum of 10 minutes so far this year. This is:

- 0.6% better than the target.
- 0.6% less than the previous year.
- 2.1% more than the average of the previous three years.

There were a total of 254 life threatening incidents attended between April and July 2017. 248 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.
- 0.1% less than the previous year.

- 0.2% less than the average of the previous three years.

There were 2,262 non-life threatening incidents attended between April and July 2017. 2,247 were attended within 20 minutes. In July there were 576 non-life risk incidents attended. 571 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.

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

There have been 38.7% of fire safety audits that have resulted in action plans and enforcement notices so far this year. This is:

- 20.7% better than the target.
- 15.3% more than the previous year.

There were a total of 93 fire safety audits between April and July 2017. 36 resulted in action plans and enforcement notices.

Action Plan:

The new inspection programme is divided into 3 priority rankings, with the priority 1s (higher risk or previous enforcement action) only, being issued to the inspecting officers. This rise in Action Plans/Enforcement Notices issued is positive, reflecting the approach to interrogate data and identify the most appropriate premises to inspect. It is anticipated that the next few months' figures will reduce slightly when the priority 2 and 3s are issued to the inspectors.

The increase in Action Plans/Enforcement Notices also creates more follow up work for the Fire Protection Officers, which in turn will mean that less initial audits will be completed as a consequence.

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

There average of 1.70 days/shifts lost to sickness is:

- 2% more than the target.
- 12% less than the previous year.
- 28% more than the average of the previous three years.

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

- 198.86 days/shifts were short-term absence, compared to 185.66 last year and 154.41 for the three year average.
- 418.75 days/shifts were long-term absence, compared to 540.14 last year and 388.20 for the three year average.
- 617.61 days/shifts were lost in total, compared to 725.80 last year and 542.61 for the three year average.

Action Plan:

A review of the sickness data will inform a report to Corporate Governance Committee on cause and effect. A temporary HR Business Partner has been employed to focus on sickness absence and support managers with the application of the absence management procedure. A new well-being policy and initiatives will focus on reducing the upward trend of well-being/stress related absences.

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

The average of 3.51 days/shifts lost to sickness is:

- 24% more than the target.
- 10% more than the previous year.
- 36% more than the average of the previous three years.

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

- 77.61 days/shifts were short-term absence, compared to 78.63 last year and 67.28 for the three year average.
- 278.50 days/shifts were long-term absence, compared to 256.00 last year and 240.93 for the three year average.
- 356.11 days/shifts were lost in total, compared to 334.63 last year and 308.21 for the three year average.

Action Plan:

See the text for 9.6 above.