

Appendix 1 - Performance Update: April 2017 to January 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 | Change in Performance Category 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 | 1,093 | +23 (1,070) | ↔ | -4 (1,097) | +25 (1,068) |
| 1.2 | Number of secondary fires | 867 | +20 (847) | ↔ | -6 (873) | +21 (846) |
| 1.3 | Number of RTCs attended | 557 | +1 (556) | ↔ | -32 (589) | -2 (559) |
| 1.4 | Number of other emergency special services attended | 1,736 | -68 (1,804) | ↔ | -70 (1,806) | +468 (1,268) |
| 1.5 | Number of false alarm calls from AFAs attended (domestic and non-domestic) | 1,425 | -64 (1,489) | ↔ | -66 (1,491) | -306 (1,731) |
| 1.6 | Number of deliberate primary fires | 375 | +21 (354) | ↔ | -14 (389) | +24 (351) |
| 1.7 | Number of deliberate secondary fires | 469 | +21 (448) | ↔ | +33 (436) | +28 (441) |
| 1.8 | Number of accidental dwelling fires | 302 | -22 (324) | ↔ | -53 (355) | -23 (325) |
| 1.9 | Number of emergency first responder incidents | 442 | -37 (479) | ↔ | -72 (514) | N/A |
| 5.4 | Number of hoax calls received | 293 | -13 (306) | ↔ | -18 (311) | -38 (331) |
| | - Number of malicious false alarm calls we did not respond to | 199 | -7 (206) | ↔ | -16 (215) | -31 (230) |
| | - Number of malicious false alarm calls we did respond to | 94 | -6 (100) | ↔ | -2 (96) | -7 (101) |
| KCI 2 | The number of deaths and injuries resultant from fires and road traffic incidents | | | | | |
| 2.1 | Number of deaths from primary fires | 3 | +3 (0) | ↔ | 0 (3) | 0 (3) |
| 2.2 | Number of non-fatal casualties from primary fires | 33 | -1 (34) | ↔ | +1 (32) | -1 (34) |
| 3.1a | Number of people killed (in RTCs) during the calendar year (Jan to Sep 2017) | 11 | -21 (32) | ↔ | -21 (32) | -20 (31) |
| 3.1b | Number of people seriously injured (in RTCs) during the calendar year (Jan to Sep 2017) | 181 | -8 (189) | ↔ | +16 (165) | -8 (189) |
| KCI 3 | The level of emergency response service provision | | | | | |
| 4.1 | The % of life threatening emergency incidents attended within a maximum of 10 minutes | 96.2% | -0.8% (97.0%) | ↔ | -0.1% (96.3%) | +1.2% (95.0%) |
| 4.2 | The % of non-life threatening incidents attended within a maximum of 20 minutes | 99.4% | +0.4% (99.0%) | ↔ | 0.0% (99.4%) | -0.1% (99.5%) |
| 5.14 | The % availability of RDS fire appliances | 58.6% | No Target | N/A | -9.5% (68.1%) | N/A |
| 5.15 | The % availability of WT fire appliances | 99.5% | No Target | N/A | +0.3% (99.2%) | N/A |

| Ref | Key Corporate Indicator | Actual | Compared to Target | Change in Performance Category from previous month | Compared to same period last year | Compared to same period average over 3 years |
|-------|---|--------|--------------------|--|-----------------------------------|--|
| FPI 3 | The % of fire safety audits that result in action plans and enforcement notices | 39.3% | +21.3% (18.0%) | ↔ | +17.5% (21.8%) | N/A |
| KCI 4 | Capacity, staff and availability | | | | | |
| 9.6 | Average number of days/shifts lost to sickness by operational staff | N/A | (4.17) | N/A | (5.41) | (3.57) |
| 9.7 | Average number of days/shifts lost to sickness by support staff | N/A | (7.08) | N/A | (9.41) | (7.37) |

Sources: VIEWS

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

Modified Duties:

| | |
|--|----|
| No. of operational staff on modified duties at some point throughout the month | 13 |
| No. of operational staff on modified duties for the entire month | 3 |
| 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 |

Commentary on Indicators in Red**2.1 The number of primary fire fatalities**

There have been 3 primary fire fatalities so far this year. This is:

- 3 more than the target.
- Exactly the same as the previous year.
- Exactly the same as the average of the previous three years.

Action Plan:

Tragically, the 3rd fire fatality so far this year, occurred in January when operational crews attended and dealt with a fire fatality as a result of a property fire on Wayside Drive in Oadby. The incident occurred at 16:36hrs on Monday 1st January 2018. The other 2 fatalities are documented in earlier reports.

The fire death came from a heater that was knocked over by accident. A welfare officer made contact with relatives and neighbours before a full Post Incident response was put in place, which was supported by Police officers. The Post Incident Response was a success with 41 homes being accessed for Home Fire Safety Checks. 16 smoke alarms were fitted and good advice being given on several social media outlets, TV news and newspapers.

Crews and Community Safety Educators continue to provide advice to occupiers following all accidental fires where **human factors** have contributed to the cause by means of a Post Incident Response and Home Fire Safety Check, ensuring key messages are provided and recorded.

As part of the debrief from the incident, it was identified that the last 2 fire deaths in Leicestershire were elderly persons that had refused LFRS entry to carry out a Home Fire Safety Check. The Community Safety Support Team are looking at ways of changing procedures to target neighbours/family/carers when entry is refused to see if they can get us into the property to carry out a Home Fire Safety Check.

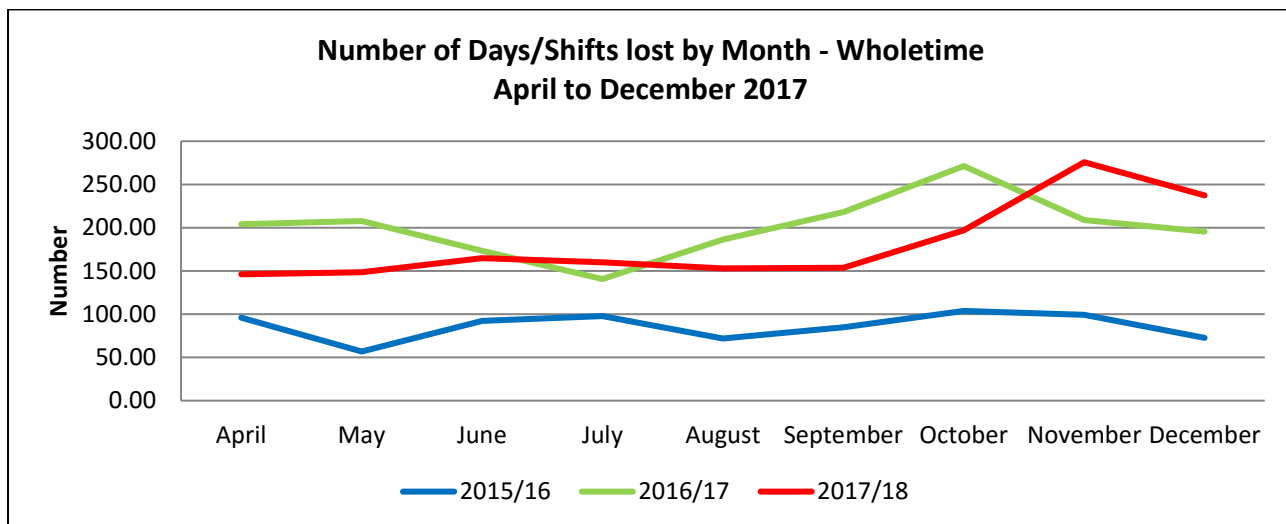
Sickness Analysis – April to December 2017

Wholetime Sickness Analysis – April to December 2017

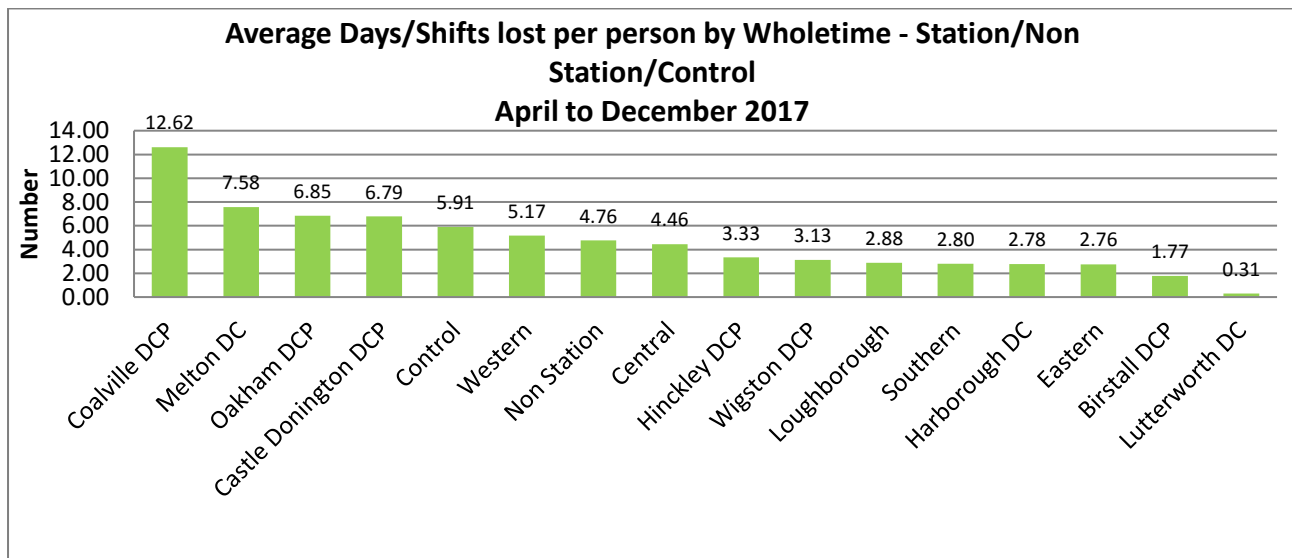
(Ranked 3rd lowest out of 27 Services submitting data in Cleveland Occupational Health Report. Average of all services is 5.91 Days/Shifts lost.)

| Average Days/Shifts lost per person | |
|-------------------------------------|-----------|
| Year (Apr – Dec) | Wholetime |
| 2013/14 | 2.79 |
| 2014/15 | 2.85 |
| 2015/16 | 1.86 |
| 2016/17 | 4.82 |
| 2017/18 | 4.39 |

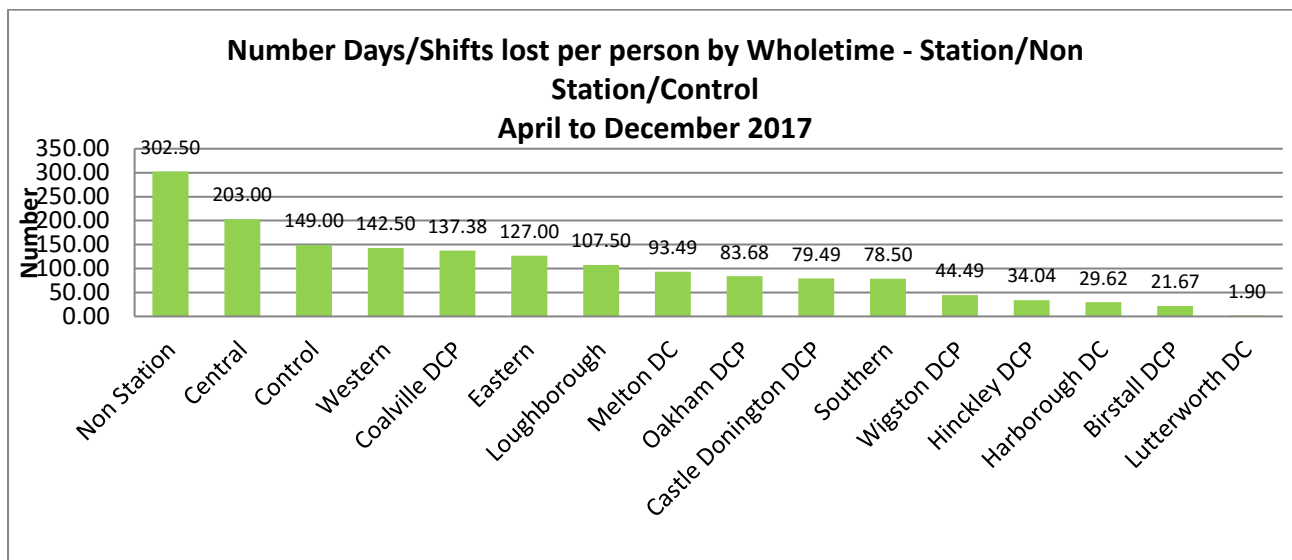
Wholetime sickness includes sickness from all stations, non-station personnel and Control.



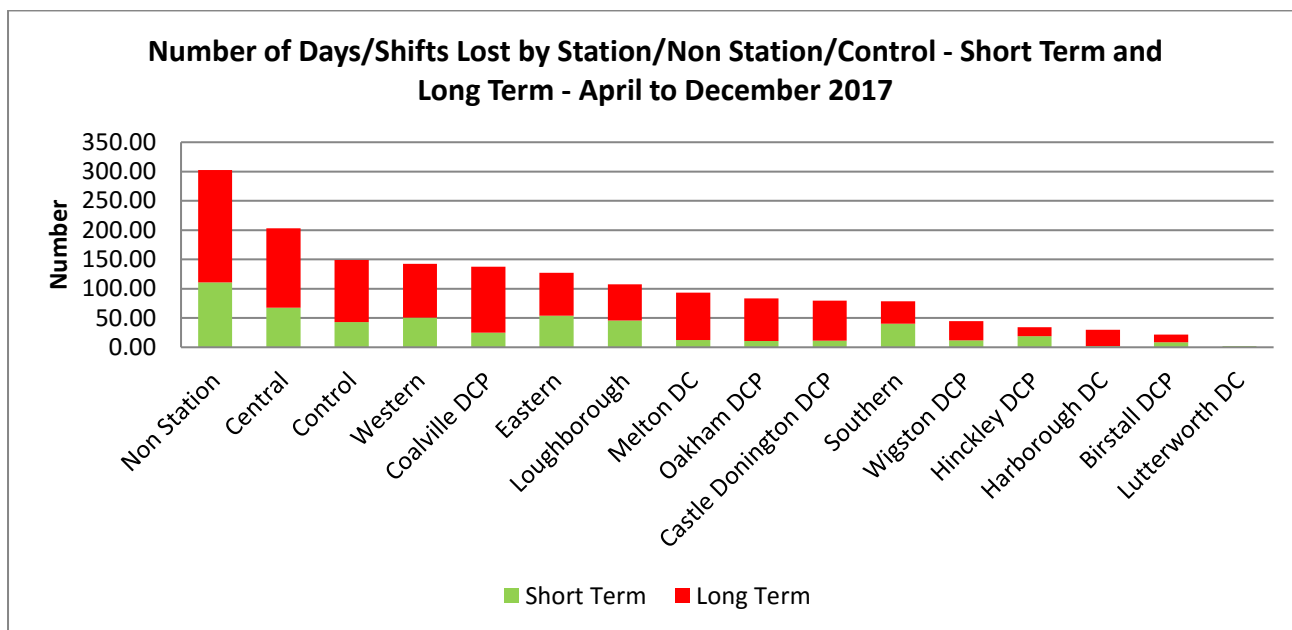
The last two years have seen sickness increase from 2015/16. Both years seeing significant increases in October and November. 2015/16 rarely saw a month with 100 days/shifts lost. November 2017 saw a peak of 275.73 shifts/days lost.



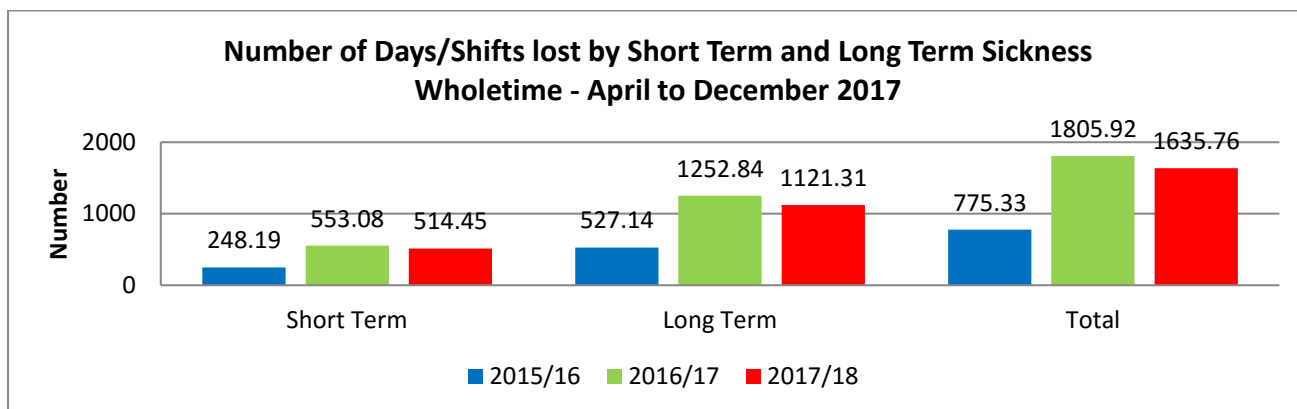
Average number of days/Shifts lost shows 4 DCP stations with the highest average days/shifts lost. Coalville showing the highest average.



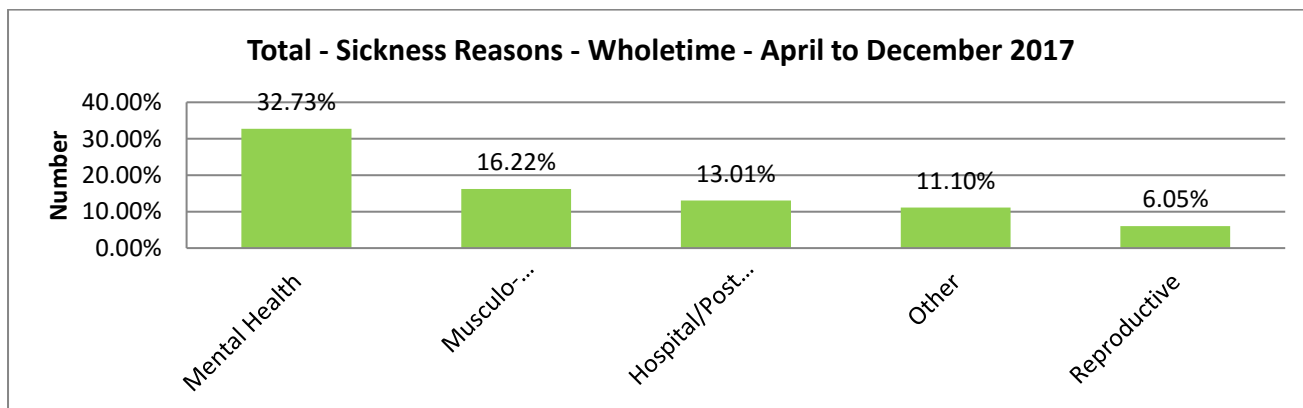
If looking at simply number of days/shifts lost non-station shows highest followed by Central and then Control.



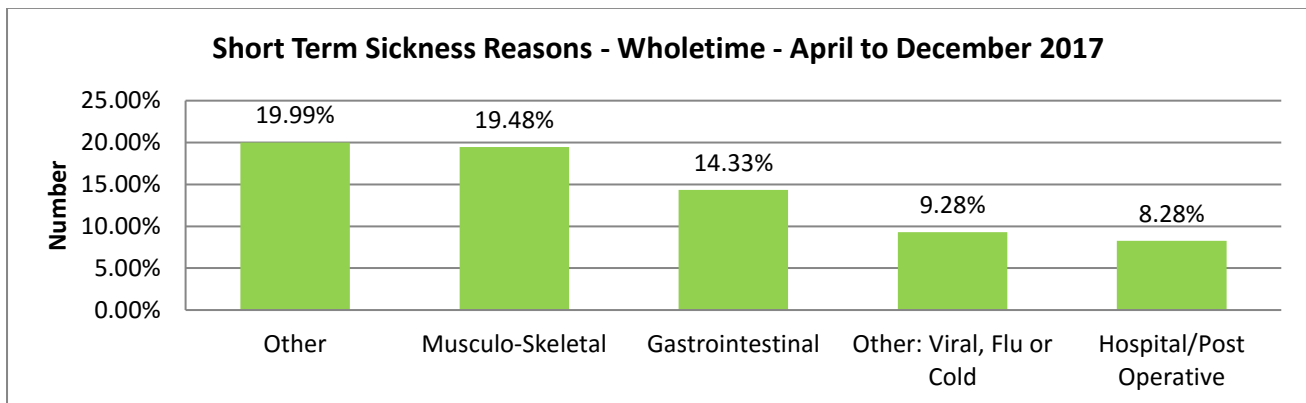
The above graph shows the breakdown between short term sickness and long term sickness. It is more noticeable at DCP Stations, and there is a higher percentage of long term sickness at DCP Stations. With fewer personnel at DCP stations, it may only take 1 person going off long term sick to really affect the figures. Two pump stations like Central, Eastern and Loughborough, the amount of Short Term Sickness is much more prominent.



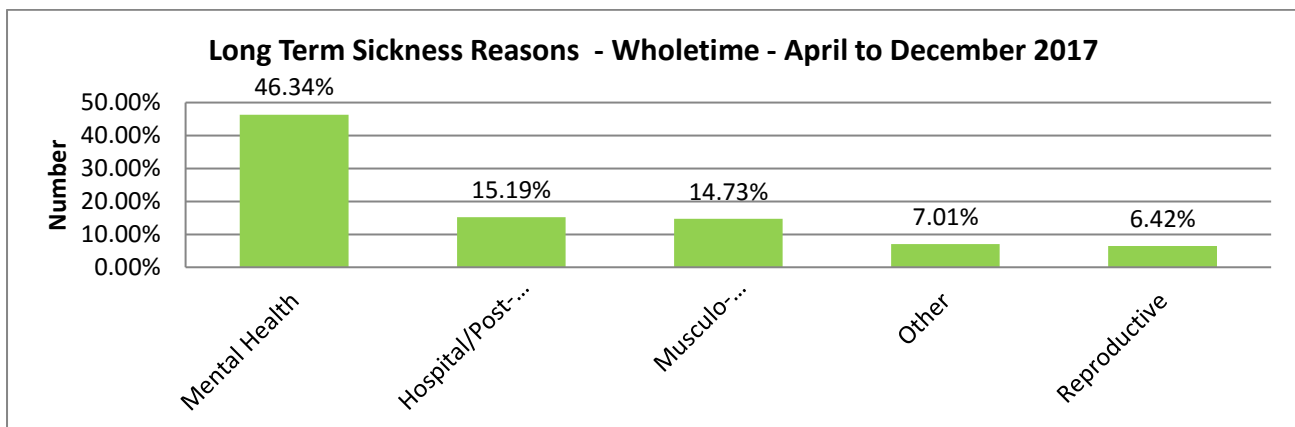
Looking at comparisons over the last couple of years, sickness increased by 133% from 2015/16 to 2016/17. For 2017/18 the number of days/shifts lost has dropped by just over 9%.



Reasons for sickness shows the Mental Health issues category as the leading reason for sickness with nearly a third of sickness days/shifts lost attributable to it. Looking at the Cleveland Occupational Health Report that has just been released for April to December 2017, the main reasons for sickness shows Musculo-Skeletal being the main reason for sickness with 40% of total days/shifts lost, followed by Mental Health with 19%. We do include Control in our figures here, which would affect the figures slightly. Overall, 11% of sickness is being record as 'other', which means that we do not know the category and it does nothing to identify the problems or assist analysis.



Reasons for short term sickness shows the category 'other' 19.99%, Musculo-Skeletal 19.48% and Gastrointestinal 14.33%. There is also a category that is recorded as not known yet, where 17.65 days/shifts lost has been recorded. This isn't a significant amount but this does nothing to identify the problems or assist analysis. A fifth of short term sickness is therefore being recorded as 'not specifically identified'.



Reasons for long term sickness shows the category Mental Health represents nearly half of long term sickness. This represents 519.66 days/shifts lost to long term sickness. The category of 'other' represents 7% of long term sickness. The number of times people went off long term sick was 46 during April to December 2017.

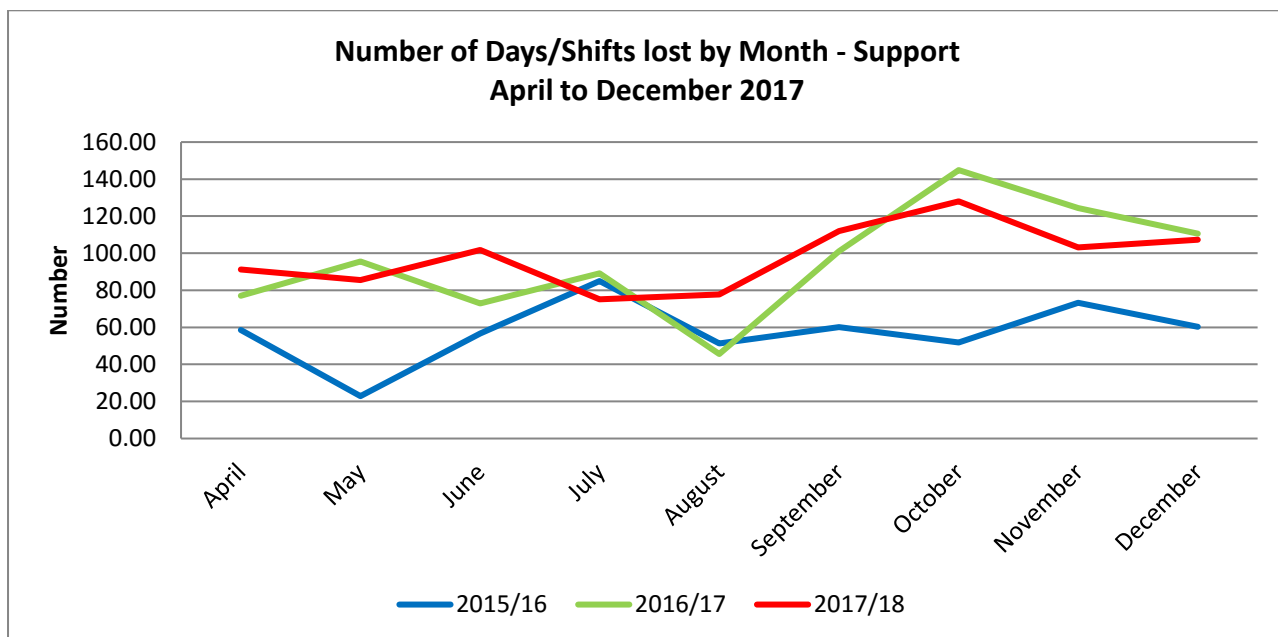
| Number of People | Days/Shifts Lost |
|------------------|------------------|
| 14 | 0 to 10 |
| 9 | 11 to 20 |
| 10 | 21 to 30 |

| | |
|---|----------|
| 4 | 31 to 40 |
| 5 | 41 to 50 |
| 1 | 51 to 60 |
| 1 | 61 to 70 |
| 1 | 71 to 80 |
| 1 | 81 to 90 |

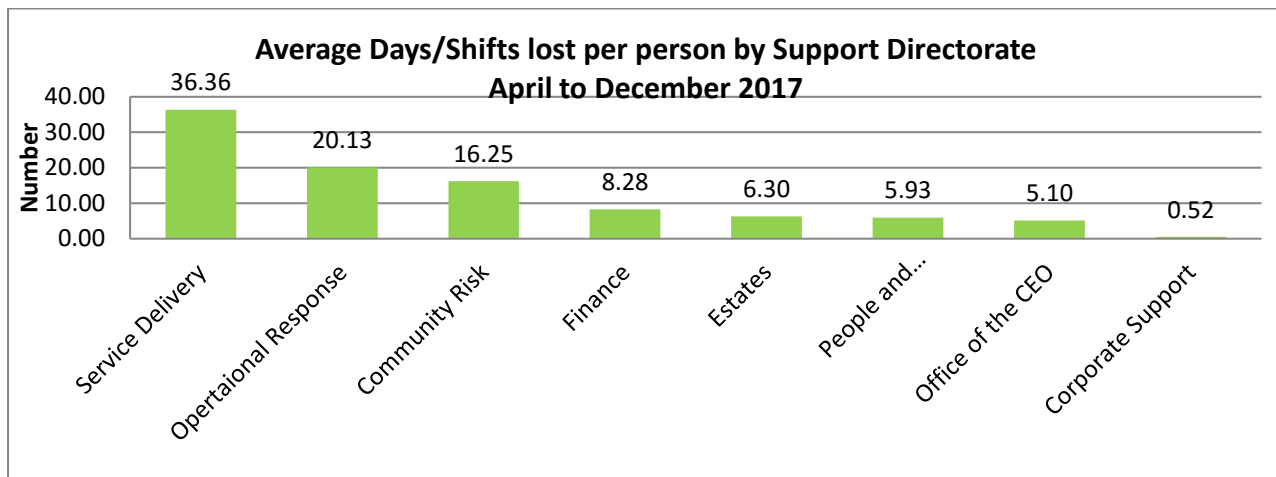
Support Sickness Analysis – April to December 2017

(Ranked 26th lowest out of 36 Services submitting data in Cleveland Occupational Health Report. Average of all services is 7.14 Days/Shifts lost.)

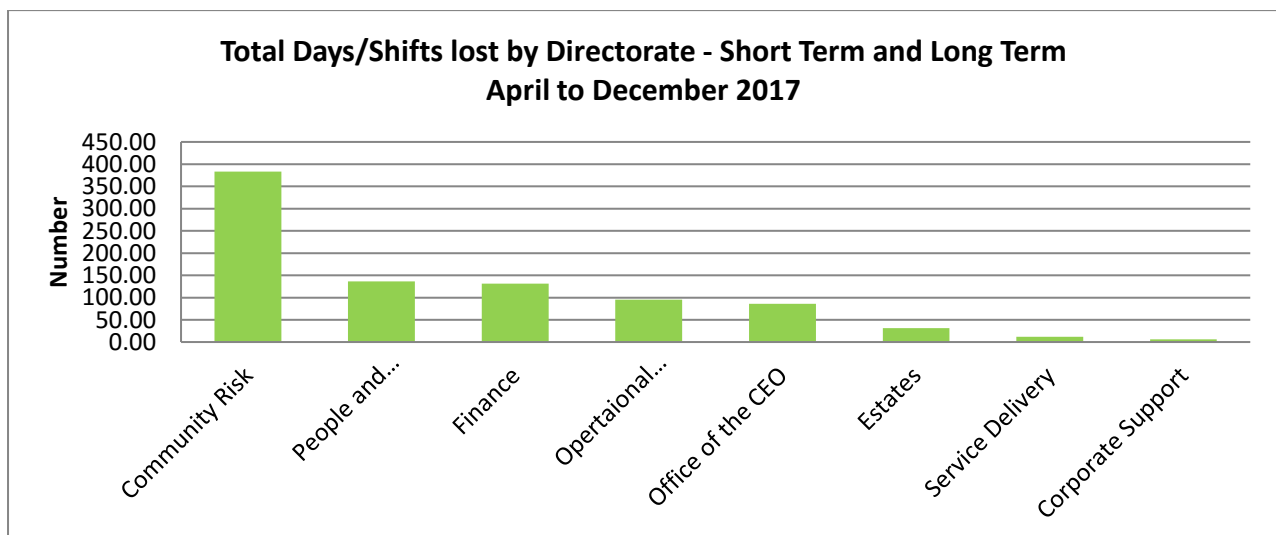
| Average Days/Shifts lost per person | |
|-------------------------------------|---------|
| Year (Apr – Dec) | Support |
| 2013/14 | 4.66 |
| 2014/15 | 6.08 |
| 2015/16 | 4.88 |
| 2016/17 | 8.25 |
| 2017/18 | 8.75 |



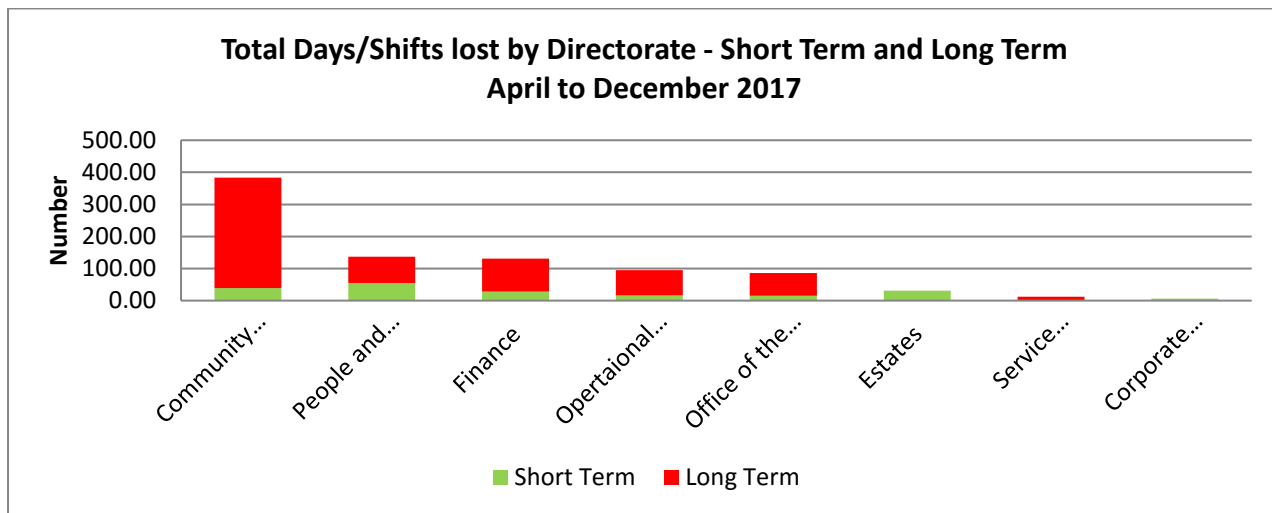
The last two years have seen sickness increase from 2015/16. Both years seeing significant increases in October. October 2017 saw a peak of 128 days/shifts lost.



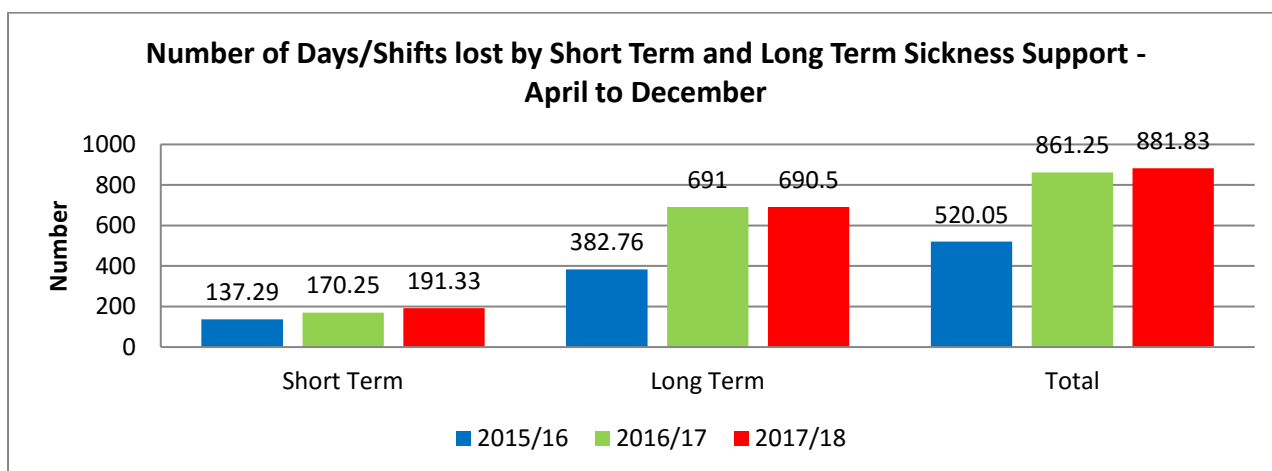
Average number of days/shifts lost shows Service Delivery being by far the highest. Important to recognise the number of people in each Directorate and the number of days/shifts lost. **The FTE for Service Delivery is 0.33. Only 12 days/shifts were lost in Service Delivery.**



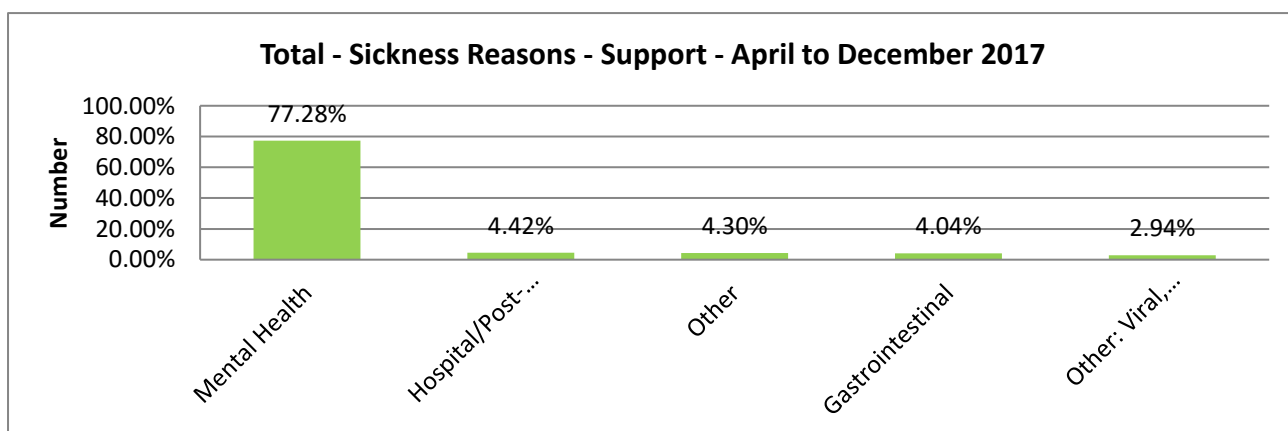
If looking at simply number of days/shifts lost Community Risk shows highest followed by People and Organisational Development and Finance/ICT.



The above graph shows the breakdown between short term sickness and long term sickness. What we can see is that long term sickness is by far the main concern.

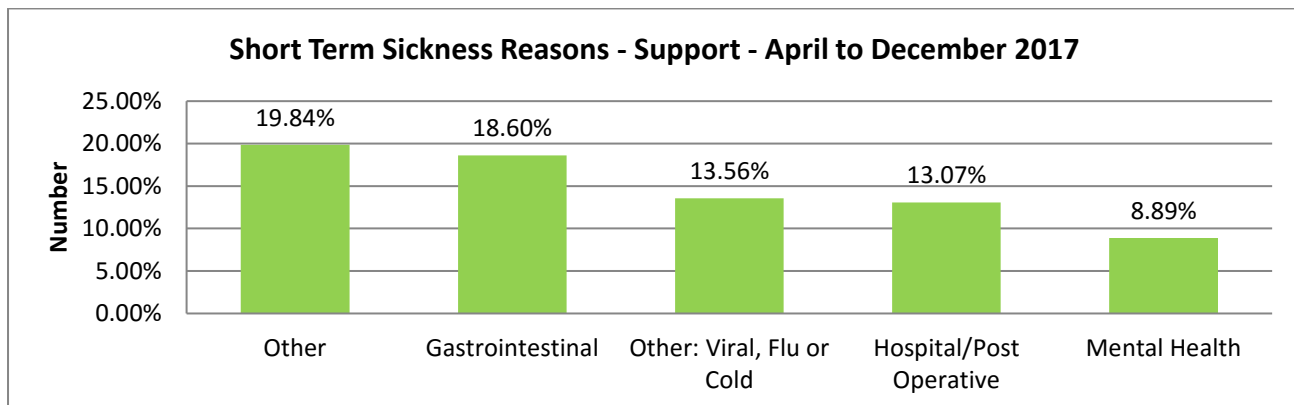


Looking at comparisons over the last couple of years, sickness has increased year on year in short term sickness. Long term sickness jumped considerably from 2015/16 to 2016/17 and has stayed at the same level for 2017/18.

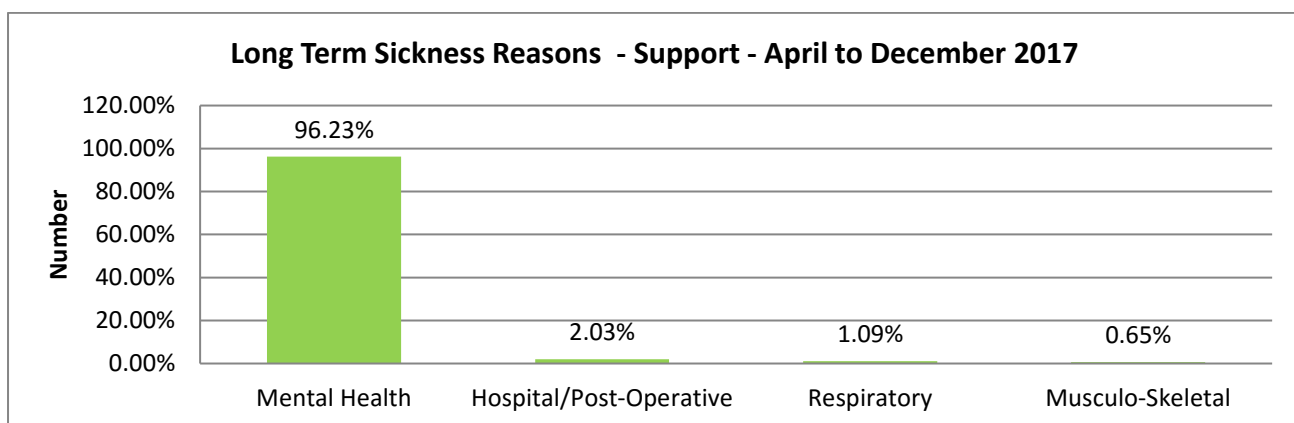


Reasons for sickness shows Mental Health issues as the leading reason for sickness with 77.28% of sickness days/shifts lost attributable to it. Looking at the Cleveland

Occupational Health Report that has just been released for April to December 2017, the main reasons for sickness shows Mental Health being the main reason for sickness with 30% of total days/shifts lost, followed by Musculo-Skeletal with 18%.



Reasons for short term sickness shows the category 'other' 19.84% and Gastrointestinal 18.60% being the main reasons for sickness. A fifth of short term sickness is being recorded in the not specifically identified category.



Reasons for long term sickness shows that Mental Health represent nearly all of long term sickness. This represents 664.50 days/shifts lost to long term sickness. The number of times people went off long term sick was 17 during April to December 2017.

| Number of People | Days/Shifts Lost |
|------------------|------------------|
| 2* | 0 to 10 |
| 6 | 11 to 20 |
| 2 | 31 to 40 |
| 1 | 41 to 50 |
| 5 | 51 to 60 |
| 1 | 181 to 190 |

*Persons were 0.50 FTE