

## Appendix 1 - Performance Update: April to December 2017

<b>KEY</b>		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	999	+34 (965)	+2 (997)	+34 (965)
1.2	Number of secondary fires	822	+28 (794)	+8 (814)	+28 (794)
1.3	Number of RTCs attended	493	-9 (502)	-45 (538)	-8 (501)
1.4	Number of other emergency special services attended	1,521	-89 (1,610)	-90 (1,611)	+404 (1,117)
1.5	Number of false alarm calls from AFAs attended (domestic and non-domestic)	1,292	-57 (1,349)	-75 (1,367)	-290 (1,582)
1.6	Number of deliberate primary fires	351	+27 (324)	-3 (354)	+31 (320)
1.7	Number of deliberate secondary fires	447	+20 (427)	+34 (413)	+24 (423)
1.8	Number of accidental dwelling fires	264	-22 (286)	-55 (319)	-22 (286)
1.9	Number of emergency first responder incidents	367	-29 (396)	-79 (446)	N/A
5.4	Number of hoax calls received	279	-1 (280)	-8 (287)	-21 (300)
	- Number of malicious false alarm calls we did not respond to	191	+1 (190)	-9 (200)	-18 (209)
	- Number of malicious false alarm calls we did respond to	88	-2 (90)	+1 (87)	-3 (91)
KCI 2	The number of deaths and injuries resultant from fires and road traffic incidents				
2.1	Number of deaths from primary fires	2	+2 (0)	+1 (1)	0 (2)
2.2	Number of non-fatal casualties from primary fires	28	-2 (30)	-1 (29)	-1 (29)
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	96.6%	-0.4% (97.0%)	+0.3% (96.3%)	+1.6% (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	58.4%	No Target	-9.7% (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 WT 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	39.6%	+21.6% (18.0%)	+18.6% (21.0%)	N/A
KCI 4	Capacity, staff and availability				
9.6	Average number of days/shifts lost to sickness by operational staff	4.41	+0.66 (3.75)	-0.41 (4.82)	+1.23 (3.18)
9.7	Average number of days/shifts lost to sickness by support staff	8.73	+2.36 (6.37)	+0.48 (8.25)	+2.33 (6.40)

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	8
No. of operational staff on modified duties for the entire month	7
No. of support staff on modified duties at some point throughout the month	2
No. of support staff on modified duties for the entire month	2

**1.1 Number of primary fires**

There have been 999 primary fires so far this year. This is:

- 4% worse than the target.
- 0.02% more than the previous year.
- 4% more than the average of the previous three years.

In December there were 85 primary fires compared to 113 the previous year.

The number of primary fires in December by cause:

- 59 were accidental, 21% (16) less than last year (75) and 18% (13) less than the three year average (72).
- 24 were deliberate, 33% (12) less than last year (36) and 29% (10) less than the three year average (34).
- 2 were not known, exactly the same as last year (2) and exactly the same as the three year average (2).

Main property types involved:

- 39 were dwelling (31 accidental, 7 deliberate and 1 not known) compared to 49 dwelling (47 accidental, 1 deliberate and 1 not known) the previous year.

- 19 were non-residential (10 accidental and 9 deliberate) compared to 22 non-residential (11 accidental and 11 deliberate) the previous year.
- 15 were car (12 accidental, 2 deliberate and 1 not known) compared to 21 car (9 accidental, 11 deliberate and 1 not known) the previous year.

*Action Plan:*

Hinckley and Bosworth (17) featured considerably more in December than Charnwood (12). In Hinckley and Bosworth all accidental dwelling fires were at properties where occupiers were under pensionable age. The Home Fire Safety Check (HFSC) programme for 2018/19 will need to reflect this as the Exeter data (information on vulnerable people over 65 years of age) isn't targeting these groups. Training is being provided to Hinckley and Bosworth Borough Council (HBBC) staff to allow them to carry out HFSC's for us and members of the endeavor Community Safety Partnership (CSP) group have been provided with contact details for Cxxxx Sxxxx (CS) Watch Manager who has offered to provide further training and guidance on how to refer/request HFSC. Post Incident Responses (P.I.R's) were carried out at all addresses.

Two of the non residential fires were attributed to faults in electrical equipment. Information and advice regarding the importance of regular maintenance was provided to businesses in the vicinity of the fires. Provision of Risk Information System (PORIS) information gathering took place whilst this advice was being given.

Issues are being addressed at the local Joint Action Groups (JAGs) and will also be discussed at the local Emergency Services Liaison Group by the Group Manager.

## **1.2 Number of secondary fires**

There have been 822 secondary fires so far this year. This is:

- 4% worse than the target.
- 1% more than the previous year.
- 4% more than the average of the previous three years.

In December there were 51 secondary fires compared to 58 the previous year.

The number of secondary fires in December by cause:

- 27 were accidental, 4% (1) less than last year (28) and 16% (5) less than the three year average (32).
- 24 were deliberate, 17% (5) less than last year (29) and 4% (1) more than the three year average (23).
- 0 were not known, 100% (1) less than last year (1) and 100% (1) less than the three year average (1).

Main property categories involved:

- 18 were outdoor structures (7 accidental and 11 deliberate), compared to 23 outdoor structures (10 accidental and 13 deliberate) the previous year.
- 13 were dwelling (13 accidental), compared to 9 dwelling (9 accidental) the previous year.
- 12 were other outdoors (including land) (2 accidental and 10 deliberate), compared to 16 other outdoors (including land) (4 accidental, 11 deliberate and 1 not known) the previous year.

*Action Plan:*

Charnwood (14) showed the most incidents in December. This was primarily caused by a spate of fires on the 4/12/2017.

Arson Task force attended the area on the 5/12/17 where they gathered evidence and liaised with the police. A suspect was arrested but released shortly after as he had an alibi. The police released a Media statement asking for witnesses but to date have no suspects.

District Manager met with Charnwood Borough Council (CBC) and have been working with staff to reduce the loose refuse around the area with extra collections arranged over the Xmas period. Green Watch at Loughborough are working with the council to clear and secure the bin compounds surrounding the Russel street area. This work is ongoing with another visit to the area by Blue Watch on the 12/1/18. Watches at Loughborough have performed various patch walks in the area.

This type of anti-social behavior and fire setting has continued to be targeted by partner agencies and raises discussion 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 actions put in place to counter them.

### **1.3. Number of RTCs attended**

There have been 493 RTCs attended so far this year. This is:

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

In December there were 59 RTCs compared to 61 the previous year.

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

- 13 extrications, 5 more than last year (8) and 3 less than the three year average (16).
- 40 'make safe', 9 less than last year (49) and 3 less than the three year average (43).
- 6 'services not required', 2 more than last year (4) and 2 more than the three year average (4).

*Action Plan:*

Harborough (13) showed the most incidents in December. The M1 and A14 tend to be their main black spots and this is hard to educate people locally as the roads are very transient.

We will continue to educate locally with our partner agencies with the fatal four at sixth form colleges and carry out stop and tell events with the police. This is where the police stop identified drivers (texting or on phone etc.) at designated hot spots and bring them into a service point where they are offered either a fixed penalty or education.

Social media is continuing to be utilised as this is a good way to get the message across to our target audience.

#### **1.4 Number of other emergency special services attended**

There have been 1,521 other emergency special services attended so far this year. This is:

- 6% better than the target.
- 6% less than the previous year.
- 36% more than the average of the previous three years.

In December there were 240 other emergency special services attended compared to 180 the previous year.

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

- 87 'medical incident – first responder', 93% (42) more than last year (45) and 107% (45) more than the three year average (42).
- 39 'assist other agencies', 15% (7) less than last year (46) and 105% (20) more than the three year average (19).
- 32 'effecting entry/exit', 52% (11) more than last year (21) and 100% (16) more than the three year average (16).
- 15 'lift release', 15% (2) more than last year (13) and 67% (6) more than the three year average (9).

#### *Action Plan:*

North West Leicester (NWL) (77) feature predominantly in December. This mainly because of the number of Emergency First Responder incidents attended. Increased activity of these types of incidents in December.

This indicator has changed dramatically over the last few years. The majority of incidents previously use to be things like 'animal assistance', 'flood calls', 'removal of objects from people' and 'lift release'. These numbers are now far 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 1,292 false alarm calls from AFAs attended so far this year. This is:

- 4% better than the target.
- 5% less than the previous year.
- 18% less than the average of the previous three years.

In December there were 128 false alarm calls from AFAs attended compared to 122 the previous year.

The number of AFAs attended in December:

- 90 domestic, 19 more than last year (71) and 8 more than the three year average (82).
- 38 non-domestic, 13 less than last year (51) and 33 less than the three year average (71).

*Action Plan:*

Fire Control continues to call challenge as per policy to calls received that sit outside of the exempt list.

Hospital attendances has again risen during the month of December. Confirmation of the correct protocols that should be followed by the 3 University Hospitals Leicester (UHL) Hospitals was passed to the relevant Estate Managers at each of the premises which will be used to re-familiarise staff at each of the locations.

There does appear to be a slight decrease in the number of domestic activations, however this cannot be attributed to call challenge as these premises are exempt from the process. Attendances to Goscote House have increased, with most incidents showing that causes are either fault on the system or crews are unable to establish causes. Station Manager Fire Control will liaise on this with SM Bulsara to ascertain if there is a need for further communication with the City Council.

**1.6 Number of deliberate primary fires**

There have been 351 deliberate primary fires so far this year. This is:

- 8% worse than target.
- 1% less than the previous year.
- 10% more than the average of the previous three years.

In December there were 24 deliberate primary fires compared to 36 the previous year.

Main property types involved:

Non Residential	9 incidents, 2 less than last year (11) and 2 more than the three year average (7).
Dwelling	7 incidents, 6 more than last year (1) and 3 more than the three year average (4).
Motorcycle	3 incidents, 1 less than last year (4) and exactly the same as the three year average (3).
Car	2 incidents, 9 less than last year (11) and 10 less than the three year average (12).
Outdoor Structures	3 incidents, 2 more than last year (1) and 2 more than the three year average (1).

*Action Plan:*

Lowest month of the year so far with Western (7) having the most. The main cause for primary fires in this area are vehicle fires. The highest number of Motor cycle/car fires are located in the Western Park and / or adjacent to Braunstone Park throughout the year and

they continue to be the main target for deliberate fires. Work with partners will continue to try to reduce these incidents.

Beat teams have been informed and are making enquiries in the area and questions have been asked of the police to try to find out if the vehicles are being brought to the area or stolen from other parts of the city. However, this is a very low priority for the police and they inform us that the continued use of estate 'pool cars' leads to an increased number of deliberate car fires. The police don't always remove 'pool' cars as they are good for intelligence and they are replaced immediately after being seized and have also indicated that the police compound is 'full'. Police have stepped up response to calls for motorcycles riding off road and will respond. This interception will hopefully lead to confiscation of more stolen and illegal bikes which in turn will reduce motorcycle fires.

Braunstone and Western JAGs are fully behind a focus on reducing deliberate vehicle fires but resources have an impact on this. Braunstone Park and Rowley fields have a high number of incidents and this information will be fed into the Braunstone Blues team and passed to Central District Manager (DM) who covers Rowley fields for Community Safety?

The overall reduction is very positive and considered to be a very low number for Western station area.

### **1.7 Number of deliberate secondary fires**

There have been 447 deliberate secondary fires so far this year. This is:

- 5% worse than target.
- 8% more than the previous year.
- 6% more than the average of the previous three years.

In December there were 24 deliberate secondary fires compared to 29 the previous year.

Main property types involved:

Wheelie bin	8 incidents, 5 more than last year (3) and 5 more than the three year average (3).
Loose refuse (incl in garden)	4 incidents, 3 less than last year (7) and 1 less than the three year average (5).
Other outdoor items including roadside	2 incidents, 2 more than last year (0) and 2 more than the three year average (0).
Other outdoors location	2 incidents, 2 more than last year (0) and 2 more than the three year average (0).
Private/Domestic garden/allotment	2 incidents, 2 more than last year (0) and 2 more than the three year average (0).

#### *Action Plan:*

Charnwood (8) and Western (5) continue to realise the higher numbers in December. Work with ops intelligence and partners to tackle Anti-Social Behaviour (ASB) and fires in this area has had a significant impact as numbers of deliberate fires have reduced. Information is passed to the Braunstone Blues team when fires have occurred in the Braunstone area, especially the park. Some of the incidents recorded are in the Central and Southern station areas and this information/ communication is passed to the respective DM's for those areas.

Monthly stats on deliberate fire setting are analysed and personnel are actively engaging with partners via the JAG. 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 264 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 December there were 32 accidental dwelling fires compared to 48 the previous year.

Main ignition source category:

- 11 were cooking appliance, 2 less than last year (13) and 3 less than the three year average (14).
- 7 Heating equipment, 2 more than last year (5) and 4 more than the three year average (3).
- 4 Other domestic style appliance, 5 less than last year (9) and 1 less than the three year average (5).

#### *Action Plan:*

So far, there have been only 264 incidents compared to 319 last year. Of the 264, 116 involved cooking appliances.

Eastern (7) had the most incidents in December. Despite this there has been a great reduction compared to previous years, with the continued hard work that the station is carrying out with all the campaigns they have been involved in (Celebrating Safely). The crews have given the appropriate advice and guidance to the occupier and carried out neighbour post incident HFSC, preventing any reoccurrences.

Crews and Community Safety Educators (CSE's) 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 or full HFSC ensuring key messages are provided and recorded.

### **1.9 Number of emergency first responder (EFR) incidents**

There have been 367 emergency first responder incidents attended so far this year. This is:

- 7% worse than the target.
- 18% less than the previous year.

In December there were 77 emergency first responder incidents attended compared to 41 the previous year.



The main incidents in December can be broken down into:

- |  |  |
|--|--|
| • Breathing difficulties / impairment / respiratory arrest | 25 incidents, 14 more than last year (11). |
| • Chest pain / cardiac arrest / heart condition            | 21 incidents, 12 more than last year (9).  |
| • No action required                                       | 11 incidents, 1 more than last year (10).  |
| • Other  | 11 incidents, 6 more than last year (5).   |

*Action Plan:*

Four retained stations still offer EFR at differing levels of availability. Mark Bryers is currently giving refresher training as required to those stations. EMAS demand has been high through December 2017 which has led Coalville to have their busiest month to date in responses to EFR calls. Early discussions are being made with EMAS that could increase stations currently carrying out EFR.

#### **5.4 The number of hoax calls received**

There have been 279 hoax calls received so far this year. This is:

- 0.4% better than the target.
- 3% less than the previous year.
- 7% less than the average of the previous three years.

In December there were 20 hoax calls received compared to 28 the previous year.

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

- 9 malicious false alarm calls we did not respond to, 10 less than last year (19) and 6 less than the three year average (15).
- 11 malicious false alarm calls we responded to, 2 more than last year (9) and exactly the same as the three year average (11).

*Action Plan:*

The number of hoax calls has dropped again slightly compared to the previous month of November, bearing in mind also that this period includes school holidays, where we normally see an increase.

It is also noted that for the first time in many months the number of incidents that we mobilised to was higher than what we didn't respond to. SM Fire Control will be liaising with Watch Managers on this to ascertain if there were any specific reasons.

Fire Control continues to use Social Media to highlight un-necessary calls being received and mobilised to.

#### **2.1 The number of primary fire fatalities**

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

- 2 more than the target.
- 1 more than the previous year.

- exactly the same as the average of the previous three years.

*Action Plan:*

Tragically during December operational crews attended and dealt with a fire fatality as a result of a property fire on London Road Leicester. The incident occurred at 23:15hrs on 9th December 2017.

This was a severe fire in a substantial domestic property. The property was occupied by a lone elderly male. The first recorded interaction with the occupant dates back to October 2016 when operational crews assisted EMAS to gain entry into the property due to the occupant suffering a fall. As a result of this incident a vulnerable person report was completed and a subsequent referral made for a HFSC to be completed. During November 2016 a CSE attended the address to carry out a HFSC. On this occasion it was reported that the property seemed unoccupied possibly due to the occupant still being in hospital as a result of the fall. The property was revisited during December 2016. The occupant refused to allow entry to the CSE. During December 2016 four separate attempts were made to complete a HFSC all of which were refused by the occupant. The occupant was spoken to on 22nd December 2016. The gentleman again refused entry to the CSE stating that he had smoke alarms on all floors and no fire service interaction was wanted.

The fatal fire incident on 9th December 2017 was as a result of combustible items in close proximity to a paraffin heater. At the time of the incident the property had no smoke alarms.

As a result of the incident the fatal fire PIR process was followed, involving Central Station and Community Safety. A PIR was carried out on the 16th December 2017, along with press statements. This involved operational crews, CSE'S and PCSO's. The PIR covered an appropriate area of London Road and Moreland Avenue Leicester. During the PIR 21 properties on London Road were visited which resulted in 2 full HFSC and 2 alarms being fitted. 34 properties on Moreland Avenue were visited which resulted in 4 HFSC's and 3 alarms being fitted with 6 properties receiving advice.

A community safety event at Leicester High School for Girls has also been organised for January 2018.

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 the Community Safety Support Team (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 28 non-fatal casualties so far this year. This is:

- 7% better than the target.
- 3% less than the previous year.
- 3% less than the average of the previous three years.

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

- 21 were accidental, 3 less than last year (24) and 3 less than the three year average (24).
- 6 were deliberate, 1 more than last year (5) and 1 more than the three year average (5).
- 1 was not known, 1 more than last year (0) and 1 more than the three year average (0).

In December there was 6 non-fatal casualties. 2 occurred in Charnwood and 2 in Western area. Of the 6 non-fatal casualties 3 were accidental, 2 deliberate and 1 not known.

*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 September 2017)**

There were 11 people killed in RTCs during the calendar year January to September 2017. This is:

- 66% better than the target.
- 66% less than the previous year.
- 65% less than the average of the previous three years.

There were 11 people killed in RTCs during the calendar year (January to September 2017), compared to 32 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 September 2017.

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

There were 181 people seriously injured in RTCs during the calendar year January to September 2017. This is:

- 4% better than the target.
- 10% more than the previous year.
- 4% less than the average of the previous three years.

There were 181 people seriously injured in RTCs during the calendar year (January to September 2017), compared to 165 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 September 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 96.6% of life threatening incidents attended within a maximum of 10 minutes so far this year. This is:

- 0.4% worse than the target.
- 0.3% more than the previous year.
- 1.6% more than the average of the previous three years.

There were a total of 581 life threatening incidents attended between April 2017 – December 2017. 561 were attended within 10 minutes. In December there were 68 life risk incidents attended. 61 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 99.4% of non-life threatening incidents attended within a maximum of 20 minutes so far this year. This is:

- 0.4% 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 4,804 non-life threatening incidents attended between April 2017 – December 2017. 4,775 were attended within 20 minutes. In December there were 460 non-life risk incidents attended. 459 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 RDS fire appliances**

RDS fire appliances have been available for 58.4% of the time so far this year due to crewing. This is:

- No target has been set has data on this indicator has only just been made available.

- 9.7% less than the previous year.

*Action Plan:*

For December, RDS fire appliances have been available 54.95% of the time due to crewing. 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 (OIC), Emergency Fire Appliance Driver (EFAD) and 2 Breathing Apparatus (BA). Consequently, the availability shown is for the first appliance only. Any unavailability due to mechanical reasons are not known so are not included.

**5.15 The % availability of WT fire appliances**

WT fire appliances have been available for 99.5% of the time so far this year due to crewing. This is:

- No target has been set has data on this indicator has only just been made available.
- 0.3% more than the previous year.

*Action Plan:*

For December, WT fire appliances have been available 99.37% of the time due to crewing. 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 OIC, EFAD and 2 BA. Consequently, the availability shown is for the first appliance only. Any unavailability due to mechanical reasons are not known so are not included.

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

There have been 39.6% of fire safety audits that have resulted in action plans and enforcement notices so far this year. This is:

- 21.6% better than the target.
- 18.6% more than the previous year.

There were a total of 144 fire safety audits between April 2017 – December 2017. 57 resulted in action plans and enforcement notices. In December there were 5 fire safety audits. 3 resulted in action plans and enforcement notices.

*Action Plan:*

Following on from last month's commentary. The priority 2 high rise premises have now been completed as a result of the specific inspection programme, following on from the Grenfell fire in August 2017. Since August 2017 we have completed just over 200 of these specific High Rise inspections.

The audit programme re-commenced on the 1<sup>st</sup> January 2018.

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

The average of 4.41 days/shifts lost to sickness is:

- 18% worse than the target.

- 9% less than the previous year.
- 39% more than the average of the previous three years.

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

- 518.45 days/shifts were short-term absence, compared to 553.08 last year and 417.42 for the three year average.
- 1123.26 days/shifts were long-term absence, compared to 1252.84 last year and 871.89 for the three year average.
- 1641.71 days/shifts were lost in total, compared to 1805.92 last year and 1289.31 for the three year average.

*Action Plan:*

The Absence Management Task and Finish Group has considered sickness data and best practice and has provided solutions to improve the current position.

An outcome report will be published shortly alongside a new absence management policy incorporating a two stage implementation process which will provide an opportunity for fundamental improvements to the process and systems.

Managers at all levels will be actively managing absence within their areas and will continue to comply with the current policy without deviation or exception until such time as the new policy is published.

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

The average of 8.73 days/shifts lost to sickness is:

- 37% worse than the target.
- 6% 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:

- 191.33 days/shifts were short-term absence, compared to 170.25 last year and 180.46 for the three year average.
- 691.72 days/shifts were long-term absence, compared to 691.00 last year and 544.36 for the three year average.
- 883.05 days/shifts were lost in total, compared to 861.25 last year and 724.82 for the three year average.

*Action Plan:*

The Absence Management Task and Finish group has considered sickness data and best practice and has provided solutions to improve the current position.

An outcome report will be published shortly alongside a new absence management policy incorporating a two stage implementation process which will provide an opportunity for fundamental improvements to the process and systems.

Managers at all levels will be actively managing absence within their areas and will continue to comply with the current policy without deviation or exception until such time as the new policy is published.