

## **SOUTH YORKSHIRE FIRE & RESCUE AUTHORITY**

Meeting	<b>FIRE AND RESCUE AUTHORITY</b>
Meeting Date	<b>24 JUNE 2019</b>
Report of	<b>CHIEF FIRE OFFICER &amp; CHIEF EXECUTIVE / CLERK TO THE FIRE AND RESCUE AUTHORITY</b>
Report Sponsor(s)	<b>DEPUTY CHIEF FIRE OFFICER / CHIEF OPERATING OFFICER &amp; DIRECTOR OF SERVICE DEVELOPMENT</b>
Subject	<b>ANNUAL CORPORATE PERFORMANCE REPORT FOR 2018/19</b>

### **EXECUTIVE SUMMARY**

Our annual performance report provides members with information on how SYFR performed against our Local Performance Indicators (LPIs) during 2018/19. It enables members to comment upon the performance and explore in more detail the work behind the statistics. The report will also be presented to the Performance and Scrutiny Board on 18 July 2019, for more detailed discussion and review.

The dashboards, in the first part of the report, offer an overview of our performance against each of our LPIs. These are measures, developed by the Service and approved by members, which help us to measure how we are doing against our priorities as a service. Nine of these are monitored using 'tolerance levels', which provide a range of acceptable performance levels. Out of these nine LPIs, only LPI 1.7(b) – Secondary Arson Incidents was above the upper tolerance level for 2018/19.

The main report contains 'exception reports', which offer more information and analysis on selected indicators in which we have either performed very well, or where we have performed below expectations against our indicators.

Areas where we have performed well include:

- There were 72 fewer primary fires in 2018/19 than in the previous year. Primary arson was also lower.
- There were 59 fewer accidental dwelling fires in 2018/19 than in 2017/18 and the number of these that were cooking related was also lower.
- There were 92 fewer false alarms caused by automatic fire detection in non-domestic properties than in 2017/18.

Areas where we have performed below expectations include:

- There were 19 more accidental dwelling fire injuries in 2018/19 than there were in the previous year. Only eight out of the injuries were thought to be serious.
- There were 660 more secondary arson incidents during 2018/19 than in the previous year. These were particularly high in July and August when the weather was warm and dry. However, on average over the past 10 years, secondary arson has been highest in April followed by July and August.
- The overall number of accidents / injuries involving SYFR employees, reported during 2018/19 has increased, however 60% of these injuries were minor and resulted in no lost time.
- The proportion of working days/shifts lost to sickness absence for all staff was 9.87 for 2018/19. This was above the target of 6.0.

## **RECOMMENDATION(S)**

Members are recommended to:

- a) Endorse the contents of the report.
- b) Scrutinise and comment on the information presented in the attached report.
- c) Note that eight out of the nine performance measures that are measured using tolerance levels, were within tolerance.
- d) Note that there were 19 more accidental dwelling fire injuries in 2018/19, than in the previous year. Eight of these were thought to be serious and the other 49 were perceived as slight.
- e) Note that there were 660 more secondary arson incidents in 2018/19, than in the previous year.

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## **CONTENTS**

Main Report

Appendix A - Annual Corporate Performance Report 2018/19

## **BACKGROUND**

1. This is the Annual Corporate Performance report for 2018/19 as outlined under the Performance Management Framework that was introduced from 1 April 2011. It summarises the Service's performance for the previous financial year against the suite of Local Performance Indicators (LPIs).
2. The report is provided to allow members to scrutinise and comment upon SYFR's performance for 2018/19.
3. The report sets out:
  - a. A performance summary of the LPIs
  - b. Exception Reports on LPIs
4. The figures in the report were correct at the time of its production. The dashboards and reports were produced with figures that were correct as at 16 May 2019.
5. Performance is measured in a number of ways, these being:
  - a. The LPIs are measured against upper and lower tolerances, based on the average of the last three years' performance,
  - b. The LPIs are compared with the same month/quarter of the previous year,
  - c. Targets are set against a small number of the LPIs, and,
  - d. Some LPIs are just monitored.

## **KEY PERFORMANCE ISSUES**

6. Out of the nine LPIs that are monitored using Upper and Lower Tolerance Levels, overall for 2018/19:
  - One was above the Upper Tolerance Level (i.e. its performance was worse than the target range)
  - Seven were between the Upper and Lower Tolerance Levels
  - One was below the Lower Tolerance Level (i.e. excellent performance)
7. Sadly, nine people died in fires during 2018/19, five of these deaths were as a result of accidental dwelling fires.
8. There were 19 more accidental dwelling fire injuries in 2018/19, than there were in the previous year. Only eight out of the injuries were thought to be serious.
9. There were 72 fewer primary fires in 2018/19, than in the previous year. Primary arson was also lower.
10. There were 59 fewer accidental dwelling fires in 2018/19 than in 2017/18 and the number of these that were cooking related was also lower.
11. There were 660 more secondary arson incidents during 2018/19, than in the previous year. These were particularly high in July and August when the weather was warm and dry. On average over the past 10 years, these incidents have been highest in April followed by July and August.
12. There were 92 fewer false alarms caused by automatic fire detection – non-domestic properties, than in 2017/18.

13. The overall number of accidents / injuries involving SYFR employees, reported during 2018/19 has increased, however 60% of these injuries were minor and resulted in no lost time.
14. The proportion of working days/shifts lost to sickness absence for all staff was 9.87 for 2018/19. This was above the target of 6.0.

#### REGULATION OF INVESTIGATORY POWERS ACT 2000 (RIPA)

15. The statutory guidance relating to the Regulation of Investigatory Powers Act 2000 (RIPA) requires that South Yorkshire Fire and Rescue Authority (SYFRA) receives an update quarterly of the use by the authority of surveillance and use of Covert Human Intelligence Sources (CHIS). To help streamline reporting, details of any RIPA activity is now recorded in Corporate Performance reports.
16. There has been no activity under the Regulation of Investigatory Powers Act during 2018/19.

#### CONTRIBUTION TO OUR ASPIRATIONS

- ☒ **Be a great place to work-** we will create the right culture, values and behaviours to make this a brilliant place to work that is inclusive for all
- ☒ **Put people first-** we will spend money carefully, use our resources wisely and collaborate with others to provide the best deal to the communities we serve
- ☒ **Strive to be the best in everything we do-** we will work with others, make the most of technology and develop leaders to become the very best at what we can be

#### OPPORTUNITIES FOR COLLABORATION

- ☐ Yes
- ☒ No

If you have ticked 'Yes' please provide brief details in the box below and include the third party/parties it would involve:

#### CORPORATE RISK ASSESSMENT AND BUSINESS CONTINUITY IMPLICATIONS

17. If performance management is not part of the culture of the Service, there is a risk that the priorities may not be met. Any risks that are identified are recorded and managed within the Risk Management Framework.

#### EQUALITY ANALYSIS COMPLETED

- ☐ Yes

If you have ticked 'Yes' please complete the below comment boxes providing details as follows:

Summary of any Adverse Impacts Identified:	Key Mitigating Actions Proposed and Agreed:

- ☒ No
- ☐ N/A

If you have ticked 'No' or 'N/A' please complete the comments box below providing details of why an EA is not required/is outstanding:

An Equality Analysis has been carried out on the Corporate Performance Framework mentioned in paragraph one. Care has been taken to ensure that the report has no adverse impact on any group of people.

## HEALTH AND SAFETY RISK ASSESSMENT COMPLETED

- ☐ Yes  
☒ No  
☐ N/A

If you have ticked 'No' or 'N/A' please complete the comments box below providing details of why a Health and Safety Risk Assessment is not required/is outstanding:

This report does not require a Health and Safety assessment. Any Health and Safety risk assessments in connection with, or highlighted by the performance report, should already have been completed by the relevant departments, or added to the relevant risk registers and business plans.

## SCHEME OF DELEGATION

18. Under the South Yorkshire Fire and Rescue Authority [Scheme of Delegation](#) a decision \*is required / \*has been approved at Service level.

Delegated Power ☐ Yes  
☒ No

If yes, please complete the comments box indicating under which delegated power?

## IMPLICATIONS

19. Consider whether this report has any of the following implications and, if so, address them below: Industrial Relations, Legal, Corporate Communications, Asset Management, Financial, ICT, Environmental and Sustainability, Diversity, and Health and Safety implications have been considered in compiling this report.

List of background documents		
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# **Annual Corporate Performance Report – 2018/19**



# Annual Corporate Performance Report – 2018/19

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# 1. Performance Summary








The figures given in this performance report were correct as at 16 May 2019, unless otherwise stated. However, it should be noted that there might be some incidents that were attended in South Yorkshire by neighbouring brigades, which are not included in the figures. This is due to them not being completed on our behalf on the Incident Recording System and submitted to the Home Office.

## Our Performance during 2018/19

The table below provides a summary of performance for 2018/19 against targets and shows whether or not there has been an increase in the numbers compared with 2017/18. The key measures are shown in the summary below. However, all 2018/19 data can be found in the Corporate Performance Dashboards at the end of the report.

LPI No	Performance Indicator		2017/18 Outturn	2018/19 Outturn	Outturn Difference	Direction of Travel
LPI 1.1	Number of Primary Fires		2,222	2,150	-72	Lower 
LPI 1.2(i)	Number of Accidental Dwelling Fires		601	542	-59	Lower 
LPI 1.2(ii)	Number of Accidental Dwelling Fires that are Cooking Related		297	274	-23	Lower 
LPI 1.3	Number of Fires in Non-Domestic Premises		306	287	-19	Lower 
LPI 1.4	Number of Fire Deaths and Injuries	a) All Fire Deaths	6	9	+3	Higher 
		i) Accidental Dwelling Fire Deaths	5	5	0	No Change 
		b) All Fire Injuries	77	77	0	No Change 
		i) Accidental Dwelling Fire Injuries	38	57	+19	Higher 
LPI 1.7	Arson Incidents	a) Primary Arson Incidents	1,081	1,003	-78	Lower 
		a)i) Deliberate Vehicle fires (Included in LPI 1.7(a))	661	636	-25	Lower 
		b) Secondary Arson Incidents	3,641	4,301	+660	Higher 
LPI 1.9	False Alarms caused by Automatic Fire Detection - Non-Domestic Properties		1,214	1,124	-90	Lower 



LPI No	Performance Indicator		2017/18 Outturn	2018/19 Outturn	Outturn Difference	Direction of Travel
LPI 2.2	RTC incidents attended by the Service	a). RTC incidents attended by the Service	345	384	+39	Higher 
		b). No of Incidents involving extrications	142	135	-7	Lower 
LPI 2.3	Accident/injury frequency rate per 1,000 shifts/days worked - All Staff		0.91	1.01	+0.10	Higher 
LPI 2.4	Accident/injuries at Operational Incidents	i) Accident injury frequency rate at operational incidents per 1,000 incidents	4.26	5.16	+0.90	Higher 
LPI 3.1	Proportion of working days/ shifts lost to sickness absence (all staff)	i) All causes	7.98 * See note below	9.87	+1.89	Higher 
		ii) Muscular skeletal (including back)	2.69	3.18	+0.49	Higher 
		iii) Mental Health	2.29	1.91	-0.38	Lower 

\*The outturn figure reported for 2017/18 has been updated, due to changes to the quarter 4, 2017/18 figure due to the resolution of the sickness reporting issues. The figure reported in the Annual Corporate Performance report for 2017/18 was 8.70.

The Quarterly and Monthly Dashboards at the end of the report give full details of the performance for each Local Performance Indicator (LPI) and in some cases show the direction of travel compared to the same quarter or month in 2017/18.

## Performance Summary

### Priority 1 – Community LPIs

There are nine LPIs under priority one that are monitored using upper and lower tolerance levels. The outturn position for these for 2018/19 was as follows:

- LPI 1.1 – Number of Primary Fires – The outturn figure was 2,150, which was 72 incidents fewer than for the previous year.
- LPI 1.2(i) – Number of Accidental Dwelling Fires (ADFs) – The outturn figure was 542, which was 59 incidents fewer than for the previous year. This measure was within tolerance for 2018/19.
- LPI 1.2(ii) – Number of ADFs that are Cooking Related – The outturn figure was 274, which was 23 fewer than for the previous year. This measure was within tolerance for 2018/19.
- LPI 1.3 – Number of Fires in Non-Domestic Premises – The outturn figure was 287, which was 19 fewer than for the previous year. This measure was within tolerance for 2018/19.

- LPI 1.4(1bi) – ADF Injuries – The outturn figure was 57, which was 19 more than for the previous year. Overall, this measure was just within tolerance for 2018/19.
- LPI 1.7(a) – Primary Arson Incidents – The outturn figure was 1,003, which was 78 fewer than for the previous year. This measure was within tolerance for 2018/19.
- LPI 1.7(a)i – Deliberate Vehicle Fires (included in the Primary Arson Incidents) – The outturn figure was 636, which was 25 fewer than for the previous year. This measure was within tolerance for 2018/19.
- LPI 1.7(b) – Secondary Arson Incidents – The outturn figure was 4,301, which was 660 more than for the previous year. During quarters, one and three, secondary arson was well within tolerance. However, during quarters two and four they were well above the upper tolerance level, especially during quarter two, which corresponded with a period of hot, dry weather. Overall, this measure was well above the upper tolerance level for 2018/19.
- LPI 1.9 – False Alarms Caused by Automatic Fire Detection – Non-Domestic Properties – The outturn figure was 1,124, which was 90 fewer than for the previous year. This measure was within tolerance for 2018/19.

Sadly, there were nine fire deaths during 2018/19. Five of these were caused by accidental dwelling fires.

There were 13,364 Home Safety Checks and 208 Safe and Well Visits carried out during 2018/19. The low number of Safe and Well visits was due to them being suspended from May 2018 to February 2019, whilst Information Sharing Agreements were put in place to ensure compliance with the General Data Protection Regulation.

The table below shows the number of HSCs conducted by crews, by Local Authority Area during 2018/19.

HSCs Conducted by Crews Only					
LAA	2018/19				2018/19 Outturn
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Barnsley	560	469	670	785	2,484
Doncaster	670	517	678	872	2,737
Rotherham	724	572	708	871	2,875
Sheffield	953	771	938	1,055	3,717
Total	2,907	2,329	2,994	3,583	11,813

SYFR attended 36 more special service incidents (excluding assistance to other agencies and Road Traffic Collisions) at 369, than in 2017/18. There were 157 fewer requests by other agencies for assistance at special service incidents, than in the previous year. There were also 117 fewer people involved in these incidents.

The number of times that the Yorkshire Ambulance Service and other agencies requested assistance to gain access was lower than in 2017/18. However, the number of occasions when South Yorkshire Police requested assistance to gain access was slightly higher than in the previous year.

## Priority 2 – Operations LPis

Overall, during 2018/19, 48.1% of dwelling fires were attended within six minutes. This was slightly lower than in 2017/18, when the figure was 49.5%.

During 2018/19, we attended 39 more Road Traffic Collisions, than in 2017/18.

		2017/18	2018/19
LPI 2.3 – Accident/injury frequency rate per 1,000 shifts worked – all staff	Frequency Rate	0.91	1.01
	Number of Accidents/Injuries	138	157
LPI 2.4 – Accident/injury frequency rate at operational incidents per 1,000 incidents	Frequency Rate	4.26	5.27
	Number of Accidents/Injuries	41	61

The table above compares the accident/injury frequency rates for 2018/19 with those of the previous year.

There were 19 more accidents / injuries for all staff, during 2018/19 than there were in 2017/18. However, there was a decrease in the number of accidents / injuries reported during quarter 4. During quarter 4, there were injuries attributed to manual handling and slips, trips and falls. To help reduce the number of accidents / injuries, winter weather advice and guidance was sent to stations prior to the cold weather starting.

Accidents / injuries at operational incidents also increased during 2018/19. There were 61 incidents, 20 more than in 2017/18. The number of injuries at incidents decreased in quarter 4. Out of the 14 accidents at operational incidents during quarter 4, three of these resulted in lost time. Two of the lost time injuries were due to cuts to the hands. There was also a RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences) reportable accident, which was a badly twisted ankle.

Although there was an increase in accidents / injuries at operational incidents during 2018/19, the figures alone do not provide an accurate picture. When considering accident statistics it is important to understand the relationship between number of accidents and the severity of the outcome. This has been demonstrated many times using accident triangles. The Health and Safety Executive (HSE) demonstrate accident prevention using an accident triangle populated with statistics following research. Accident triangles depict a large amount of near misses / minor accidents, with fewer more serious accidents, with the tip of the triangle representing a fatal accident. With a view to preventing fatal accidents, it is important to understand the causation of less serious accidents and near misses to enable action to be taken to prevent the more serious outcomes. This is the basis of proactive accident prevention.

With this in mind South Yorkshire Fire and Rescue actively encourages reporting of accidents and near misses to gather data that enables meaningful trend analysis and accident prevention. Therefore, increases in the number of reported accidents is not necessarily a negative indicator of health and safety performance. On the contrary, it is demonstrating an increase in the positive health and safety culture within the Service.

A better indicator of health and safety performance is to understand the severity of the accidents being reported and focusing on those that have created the greatest cause for concern. With effect from 1 April 2019, three additional categories have been added to the accident / injuries at operational incidents performance measure (LPI 2.4). These will be reported in future Quarterly Corporate Performance reports. The additional categories will provide data on:

- No lost time (minor),
- Lost time up to and including 7 days,
- RIDDOR – More than 7 days lost.

The overall number of accidents reported during 2018/19 has increased, however 60% of these injuries were minor and resulted in no lost time. This type of reporting is being actively encouraged to provide managers and the Health and Safety team with more information to better understand causation and inform accident prevention.

There were nine RIDDOR accident / injuries during 2018/19, out of 61 reported accidents. This made up 14% of the total reported over the year. Further analysis into these accidents identified that the majority of the RIDDOR reports occurred over the spring / summer months in the heatwave conditions. These were mainly musculoskeletal injuries, which are conducive with the increased workload of a busy fire and rescue service during spate conditions.

District command teams are responsible for the health and safety of operational personnel on the incident ground. Support is provided by the Health and Safety team to ensure information, instruction, training and supervision is provided to proactively avoid accidents and injuries at operational incidents. Operational training is provided for all reasonably foreseeable incidents that incident commanders and crews are likely to attend. This would include training on the use of breathing apparatus, rescues from road traffic collisions and dealing with incidents involving hazardous materials. Initial acquisition training is provided at the Training and Development Centre where performance and competence are assessed using a variety of methods. Maintenance of competence training is provided for all operational personnel and is based around the hazards and risks likely to be faced by incidents commanders and crews. Institution of Occupational Safety and Health (IOSH) working safely training is provided to all new recruits during basic training. This is to ensure basic understanding and expectations of good health and safety standards are instilled from the outset of a firefighters career. IOSH Managing Safely is provided to those individuals that progress to become Crew Managers and Watch Managers. This provides the underpinning knowledge of good health and safety management.

### **Priority 3 – People LPIs**

The proportion of working days/shifts lost to sickness absence for all staff was 9.87 for 2018/19. This was above the target of 6.0.

Staff turnover within Occupational Health has meant that the absence management process has not been as thorough as it should have been. The department is now fully staffed and with the introduction of the Resource Management System / Dolphin absence management system, we are now back on track with absence management.

A new Health and Wellbeing Strategy has been introduced which provides a range of support mechanisms for staff. The Health and Wellbeing Strategy takes a proactive approach and one of the key aims is to reduce absence levels. This includes:

- Help in developing and maintaining a healthy lifestyle
- Building personnel resilience and strategies for managing stress
- Improved communications regarding health and wellbeing to increase awareness

Two key strategies to reduce absence levels are our work with the British Red Cross in providing trauma support and the regional “Working Win” project, which helps people with a mental health and/or physical health condition remain in work.

All the training LPIs apart from LPI 3.21 (Percentage of relevant personnel currently qualified in IOSH – 90% target) had a target of 100% for 2018/19. Out of all the training LPIs, four met the 100% target, four were between 95% and 99.9%.

The outturn for the percentage of operational personnel currently undertaking operational duties who are qualified in Immediate Emergency Care (IEC) (LPI 3.15) was below target at 77.83%, at the end of 2018/19. However, during quarter 1 of 2018/19, the percentage was considerably lower at 67.35% and the percentage has been increasing each quarter. It is taking time to build up the percentage qualified, as the target was originally 25% per watch. In April 2016, this was raised to 100% per watch. Changes have been made to the course to facilitate a higher attendance.

The outturn for the percentage of officers who have currently completed the Officer's Incident Command (Level3) course (LPI 3.17) was 69.31% for 2018/19. Temporary and permanent promotions and secondments can cause a shortfall in the number qualified. Two of the training LPIs were withdrawn during quarter four. LPI 3.14 – percentage of operational personnel undertaking operational duties qualified in Fire Behaviour has now been integrated into the Breathing Apparatus course and LPI 3.16 – Percentage of operational personnel currently qualified in HAZMAT has now become a LearnPro module.

LPI 3.21 dropped below the 90% target during quarter 4, with an outturn of 78%. This was due to a number of Firefighters being recently promoted to Crew Managers, who have now fallen into the pool of staff who require IOSH. There have also been a number of new support staff employees, who require the four-day IOSH course. This has also caused the percentage completed to decrease.

#### **Priority 4 – Finance and Resources LPIs**

The total operating outturn (revenue and capital) for 2018/19 was £52.187m. When compared to funding of £50.563m this resulted in a total contribution from reserves of £1.624m. However, after taking into account increased in-year funding and the use of reserves the results were an overall year-end revenue operating surplus of £0.156m or 0.31% of the total budget.

The amount held at the end of 2018/19 in the General Reserve was £5.604m. This was above the minimum 5% of the original budget.

# Mobilisations

Chart 1

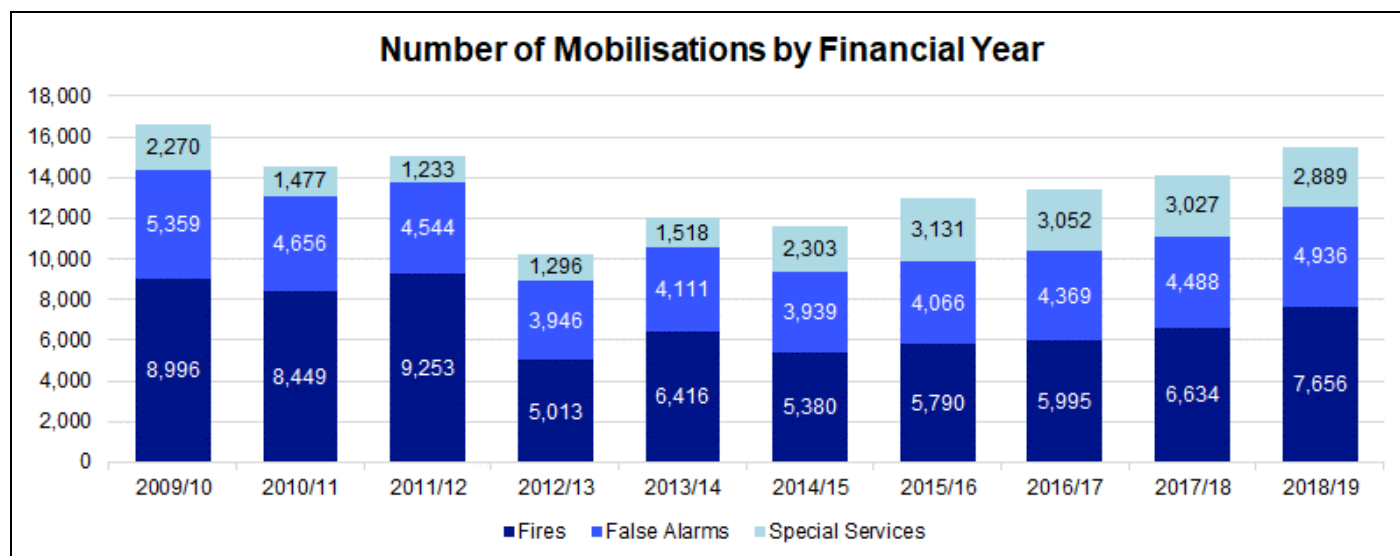
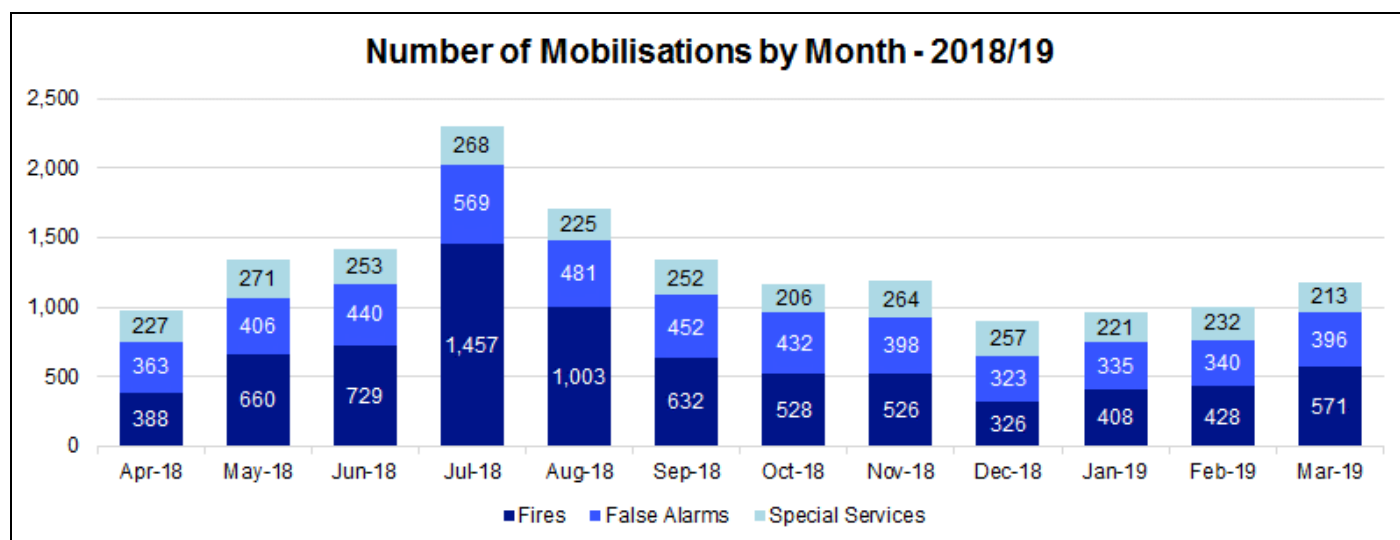


Chart 2



**Chart 1** shows that since 2014/15 mobilisations by South Yorkshire Fire and Rescue have been increasing year-on-year. The number of calls to fires rose sharply in 2018/19 when there were 7,656, compared with 6,634 in the previous year. However, **Chart 2** shows that the rise was mainly due to the increase in calls that was experienced during the summer months, when the weather was particularly dry, leading to many more secondary fires. There was an exceptionally high number of these fires, compared with previous years during July and August 2018. Further information regarding this can be found on pages 27 to 30. There were 448 more false alarms in 2018/19, than in 2017/18. There were 138 fewer attendances to special services in 2018/19 compared with the previous year. Special service incidents include requests from South Yorkshire Police, Yorkshire Ambulance Service and other agencies to provide assistance to gain access, which includes medical break-ins. We want to see an increase in these incidents where we are providing a service to other agencies.

The table on the next page compares the number of mobilisations to fires, special service calls and false alarms experienced by South Yorkshire with the number of mobilisations by the other metropolitan fire and rescue services. To put the numbers into context a rate per 100,000 population has been used.

2018/19	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
All Fires	7,656	12,596	19,814	7,490	7,566	11,744	12,518
Per 100,000 Population	549.4	450.1	224.5	528.6	669.8	405.3	542.6
All False Alarms	4,936	14,083	52,670	5,289	6,735	9,463	10,520
Per 100,000 Population	354.2	503.2	596.8	373.3	596.3	326.6	456.0
All Special Service Calls	2,889	5,107	32,218	3,245	3,004	7,015	2,635
Per 100,000 Population	207.3	182.5	365.1	229.0	265.9	242.1	114.2

## RTCs Attended

The table below shows the number of RTCs attended by SYFR by quarter and by district during 2018/19.

LPI 2.2 – RTC Incidents Attended by the Service						
LAA		2018/19				2018/19 Outturn
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Barnsley	Quarterly Figure	18	18	20	16	72
	Average of Previous 3 Years	16	19	18	16	68
	Figure for same quarter in 2017/18	14	21	11	20	66
Doncaster	Quarterly Figure	30	16	29	33	108
	Average of Previous 3 Years	18	19	29	23	89
	Figure for same quarter in 2017/18	17	18	27	25	87
Rotherham	Quarterly Figure	19	28	23	16	86
	Average of Previous 3 Years	18	20	25	19	82
	Figure for same quarter in 2017/18	28	10	25	24	87
Sheffield	Quarterly Figure	20	28	30	40	118
	Average of Previous 3 Years	20	24	26	30	100
	Figure for same quarter in 2017/18	21	28	26	30	105

## **Regulation of Investigatory Powers Act 2000 (RIPA)**

The statutory guidance relating to the Regulation of Investigatory Powers Act 2000 (RIPA) requires that South Yorkshire Fire and Rescue Authority (SYFRA) receives an update quarterly of the use by the authority of surveillance and use of Covert Human Intelligence Sources (CHIS).

There has been no activity under the Regulation of Investigatory Powers Act during 2018/19.



## 2. Reports, including Exception Reports

As a result of a review, the Performance and Scrutiny Board now takes a more themed approach to scrutiny, looking holistically at an area of service or a function – the performance data, the strategies and the end-to-end processes. To reflect this approach, the performance report concentrates on areas of exceptionally good or below average performance. An exception report format is used to present the performance information and analysis.

Although there is a basic one or two-page summary for all the LPIs that are monitored using upper and lower tolerance levels, more in-depth analysis has been provided for the following measures:

- **LPI 1.4(2a) – Accidental Dwelling Fire Injuries**
- **LPI 1.7(b) – Number of Secondary Arson Incidents**

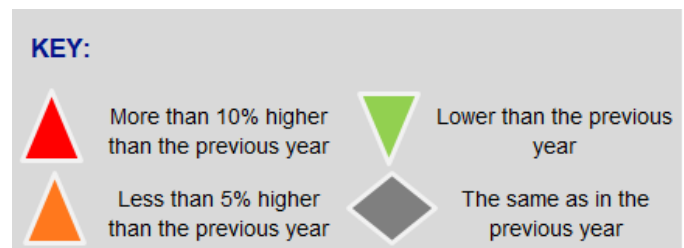
### What the graphs show

#### Seasonal Variable Tolerance Graphs

Where we want numbers to reduce, the performance plotted on the chart should not be above the upper tolerance level, which is marked in red. When the numbers are below the green line on the chart, it means that we are performing excellently and that our resources for improving performance may not be required to the same extent in that area.

#### Local Authority Area (LAA) Tables

These show how each of the LAAs have performed against their targets and the previous year. The symbols on the key indicate performance against the previous year. The colours within the table align to the keys for the dashboards at the end of the report.



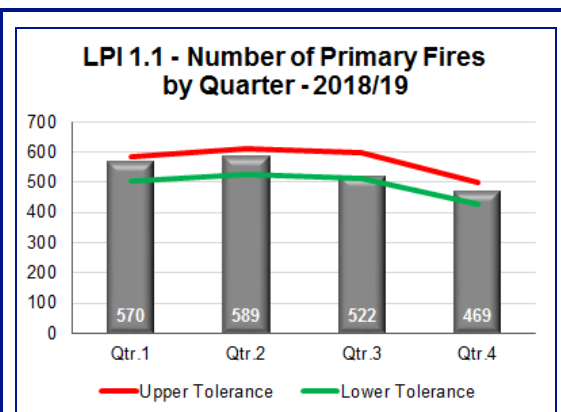
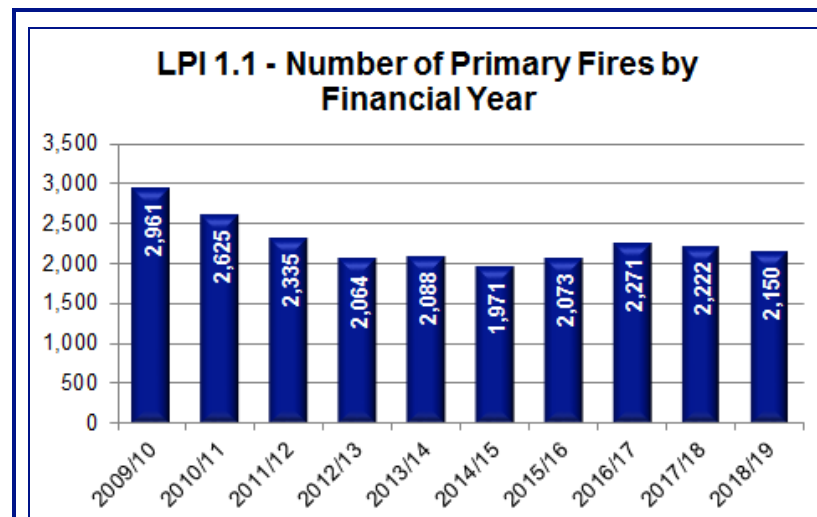
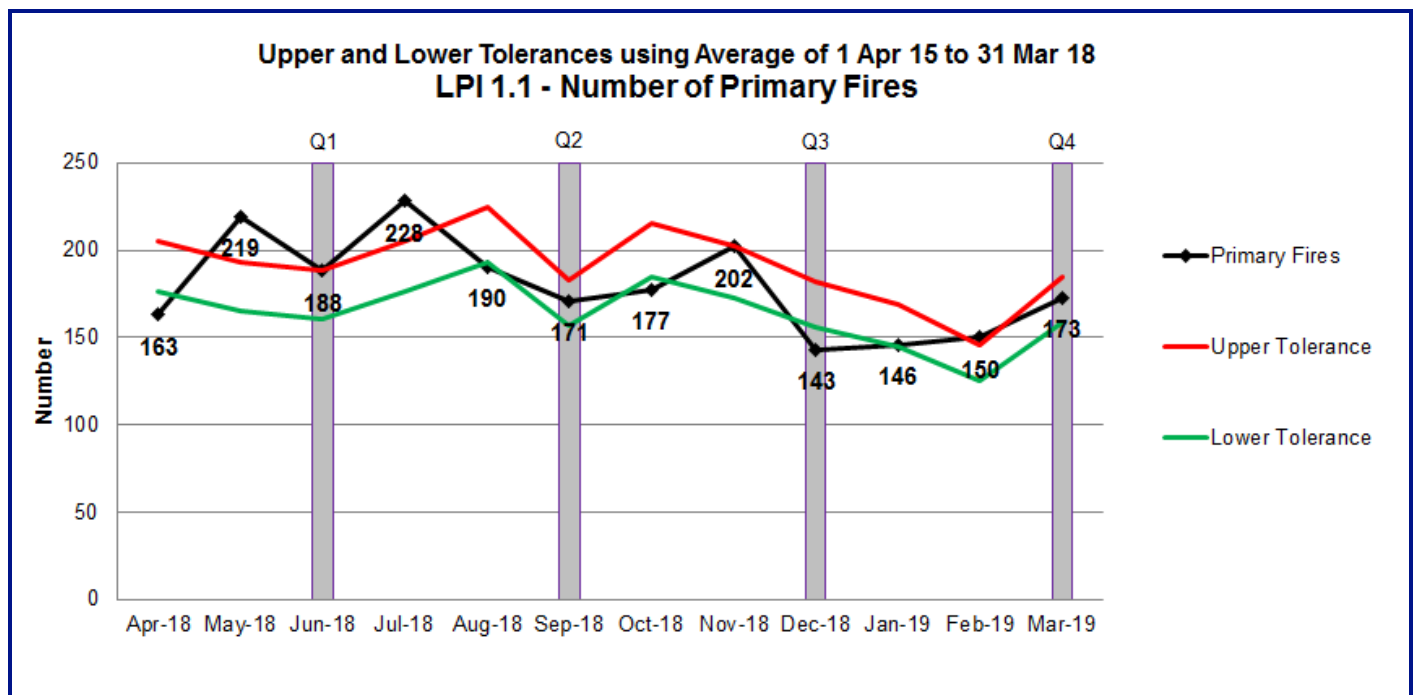
### Benchmarking

Where the data is available, the exception reports will also benchmark against the other metropolitan fire and rescue services. The table below shows the basic comparators.

	Population	Domestic Properties	Non - Domestic Properties	Area in Square Miles
<b>South Yorkshire</b>	<b>1,393,445</b>	<b>590,839</b>	<b>42,874</b>	<b>599</b>
Greater Manchester	2,798,799	1,185,258	106,739	493
Merseyside	1,416,825	628,254	43,288	249
Tyne and Wear	1,129,538	503,614	35,289	208
West Midlands	2,897,303	1,138,044	100,498	348
West Yorkshire	2,307,035	974,986	84,308	783
London	8,825,001	3,497,548	285,182	607

**Data sources:**  
 Population – ONS  
 Mid-Year Population  
 Estimates - 2017  
 Domestic properties – CIPFA Finance  
 and General  
 Statistics -  
 Estimates – 2018/19  
 Non-domestic  
 properties – CIPFA  
 Finance and  
 General Statistics -  
 Estimates – 2018/19  
 Area - CIPFA  
 Finance and  
 General Statistics -  
 Estimates – 2017/18

## LPI 1.1 – Number of Primary Fires



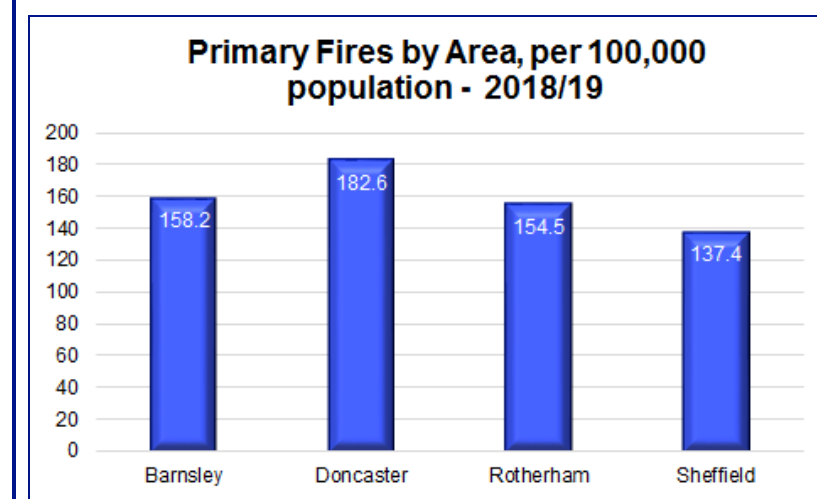
### Commentary

Overall, primary fires were within tolerance for 2018/19.

Primary fires were at their highest during July at 228. The lowest number was in December when there were 143.

There has been a slight year-on-year reduction in primary fires over the past three years.

The highest number of primary fires per 100,000 population was in the Doncaster local authority area.

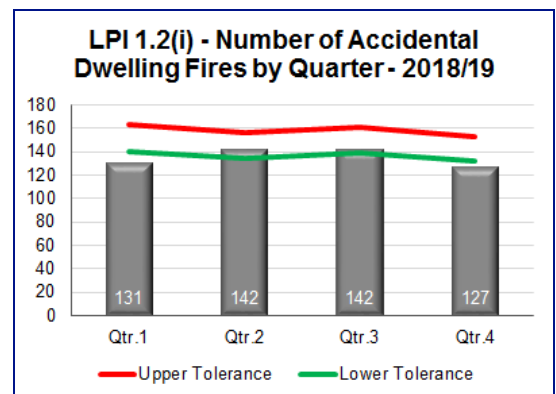
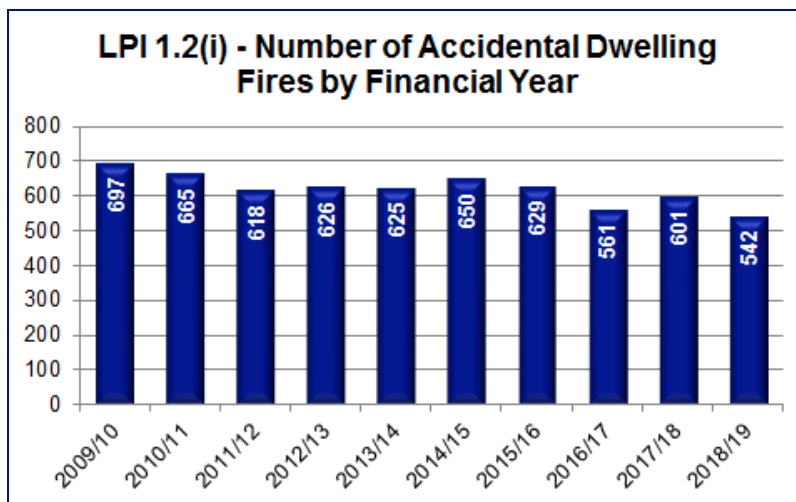
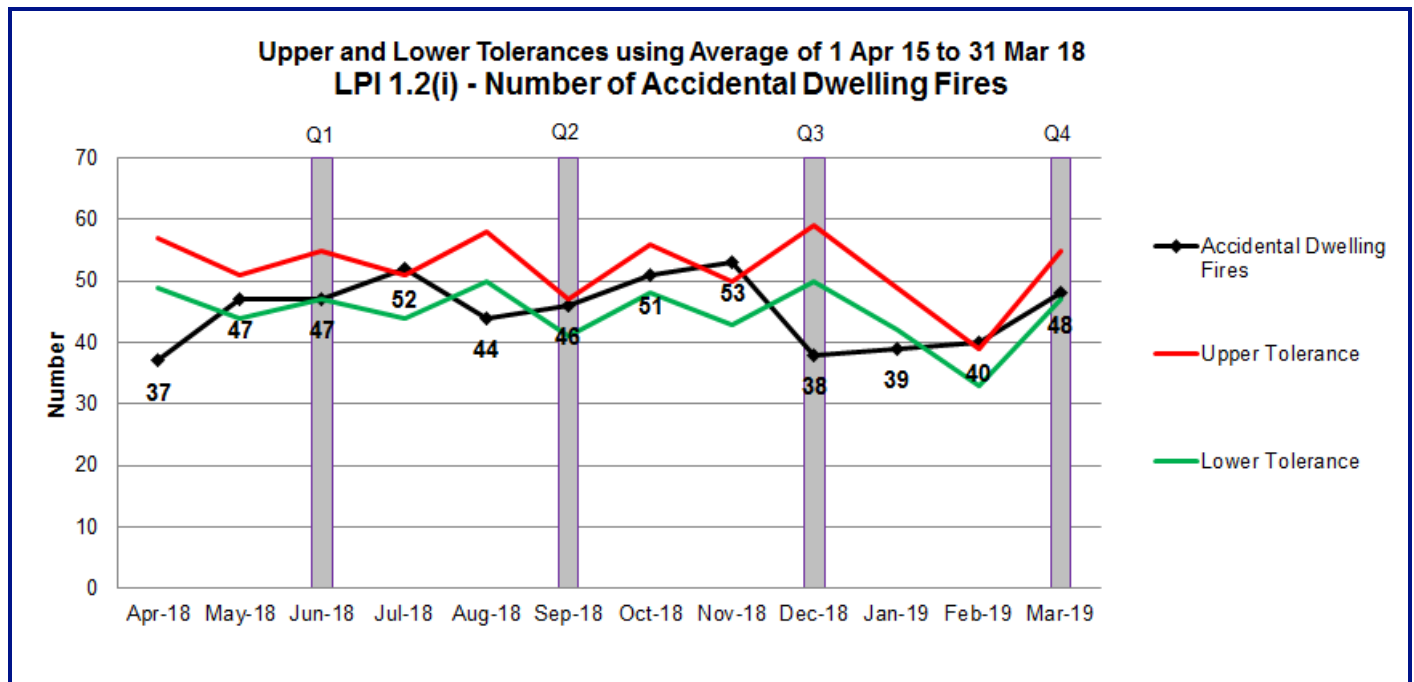


## Benchmarking

2018/19	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number of Primary Fires	<b>2,150</b>	4,667	10,128	2,234	1,865	4,124	3,468
Per 100,000 Population	<b>154.29</b>	166.75	114.76	157.68	165.11	142.34	150.32

SYFR had the fourth highest number of primary fires per 100,000 population during 2018/19, out of the Metropolitan Fire and Rescue Services. Greater Manchester had the highest number and London the lowest.

## LPI 1.2(i) – Number of Accidental Dwelling Fires

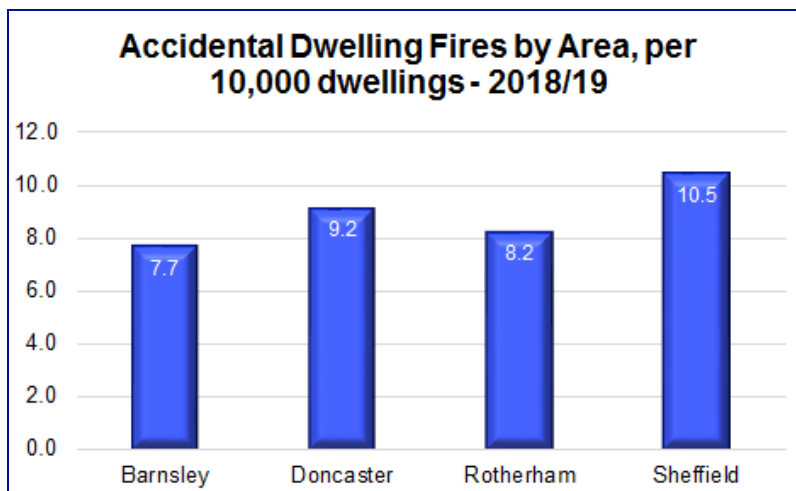


### Commentary





Overall, accidental dwelling fires were well within tolerance during 2018/19.

Accidental dwelling fires have been reducing in South Yorkshire. In 2018/19, there were 542. This was 155 less than in 2009/10 and 59 fewer than in 2017/18.

The highest number of accidental dwelling fires per 10,000 dwellings occurred in the Sheffield local authority area. Barnsley had the lowest number per 10,000 dwellings.



## Local Area Dashboard

LPI 1.2(i) – Number of Accidental Dwelling Fires							2018/19 compared with 2017/18
LAA		2018/19				2018/19 Outturn	
		Quarter 1	Quarter 2	Quarter 3	Quarter 4		
Barnsley	Quarterly Figure	19	23	17	24	83	
	Target	25	23	28	22	98	
	Figure for same quarter in 2017/18	18	24	27	20	89	
Doncaster	Quarterly Figure	31	34	29	28	122	
	Target	34	34	42	33	143	
	Figure for same quarter in 2017/18	36	31	53	24	144	
Rotherham	Quarterly Figure	24	28	24	19	95	
	Target	31	27	32	23	113	
	Figure for same quarter in 2017/18	32	30	29	18	109	
Sheffield	Quarterly Figure	57	57	72	56	242	
	Target	73	72	63	65	273	
	Figure for same quarter in 2017/18	66	67	67	59	259	

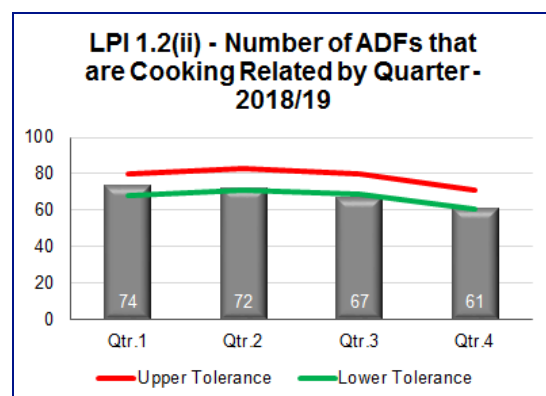
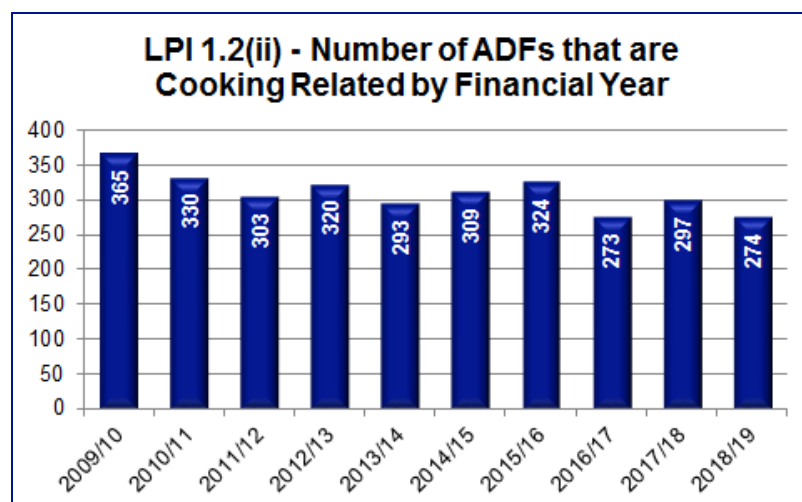
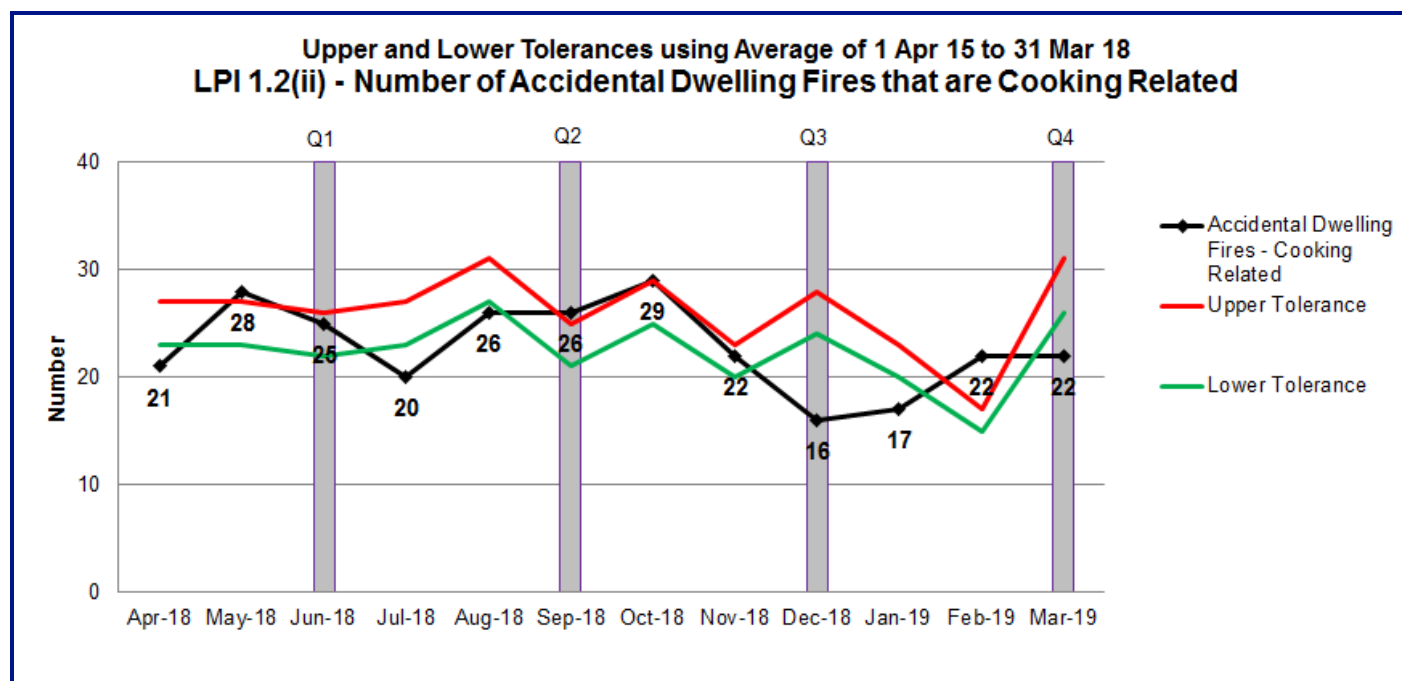
The table above shows that all the local authority areas met their target for 2018/19 and performed better than in the previous year.

## Benchmarking

2018/19	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Accidental Dwelling Fires	542	1,927	5,034	892	543	1,658	970
Per 10,000 Dwellings	9.17	16.26	14.39	14.20	10.78	14.57	9.95

SYFR had the lowest number of accidental dwelling fires per 10,000 dwellings during 2018/19 out of the metropolitan fire and rescue services. Greater Manchester had the highest.

## LPI 1.2(b) – Number of ADFs that are Cooking Related

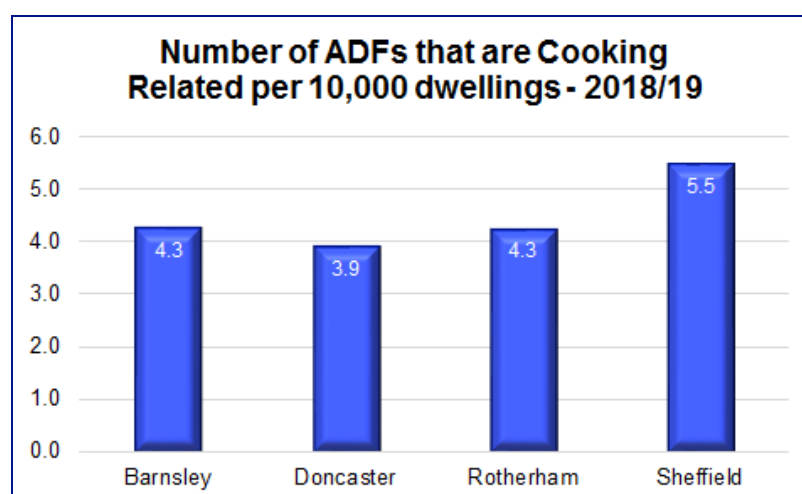


### Commentary

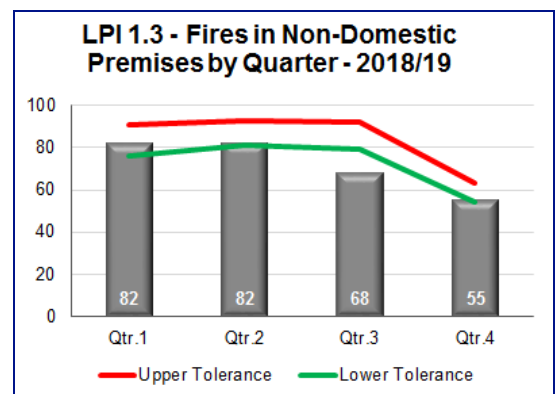
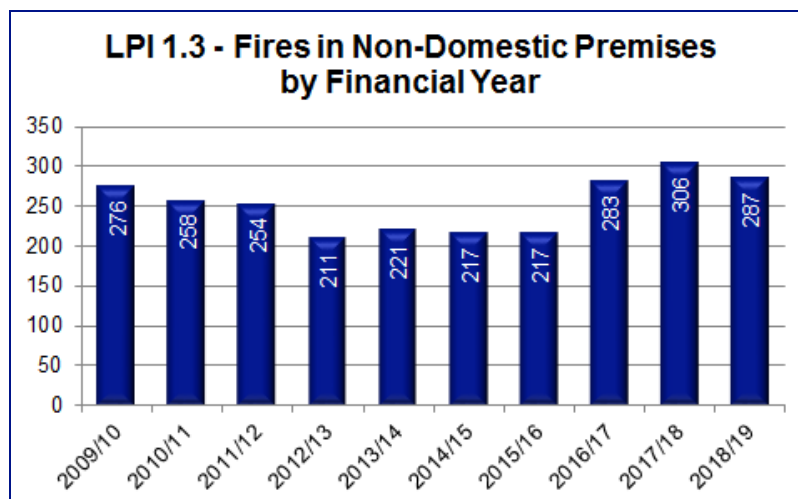
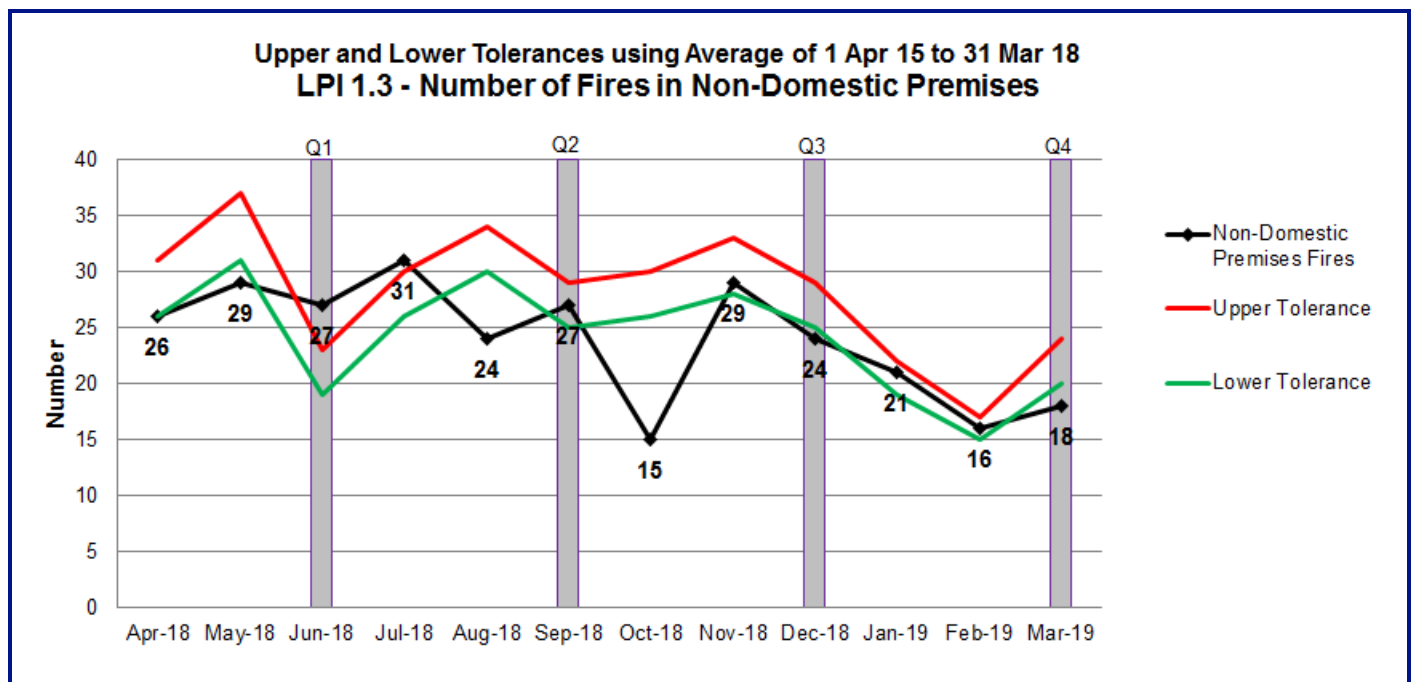
Overall, the number of ADFs that were cooking related during 2018/19 were within tolerance.

The lowest numbers of these fires occurred during December and January.

ADFs that were cooking related were the highest in the Sheffield local authority area.



## LPI 1.3 – Number of Fires in Non-Domestic Premises

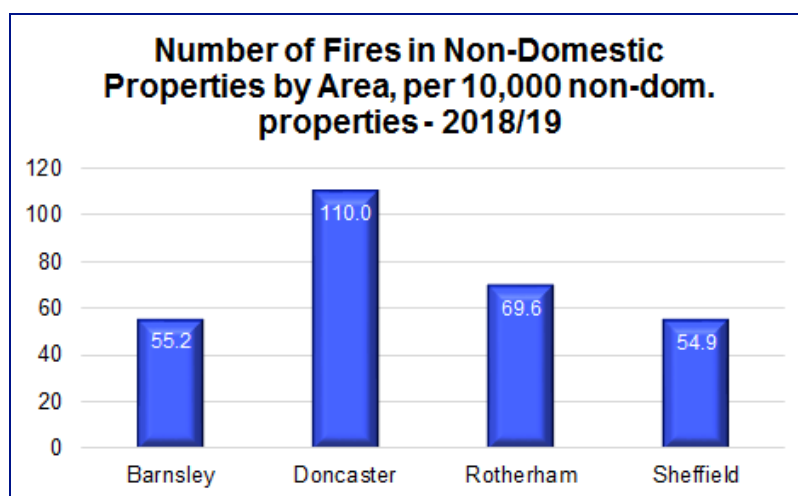


### Commentary





Overall, fires in non-domestic properties were within tolerance during 2018/19.

Fires in non-domestic properties have been higher in the past three years. This is due to the recording issues outlined at the bottom of the following page.

The highest number of fires in non-domestic properties occurred in the Doncaster local authority area during 2018/19.



## Local Area Dashboard

LPI 1.3 – Number of Fires in Non-Domestic Premises							2018/19 compared with 2017/18
LAA		2018/19				2018/19 Outturn	
		Quarter 1	Quarter 2	Quarter 3	Quarter 4		
Barnsley	Quarterly Figure	10	12	7	8	37	
	Target	11	9	12	7	39	
	Figure for same quarter in 2017/18	12	8	5	9	34	
Doncaster	Quarterly Figure	32	26	21	20	99	
	Target	33	46	37	21	137	
	Figure for same quarter in 2017/18	26	43	37	16	122	
Rotherham	Quarterly Figure	16	13	11	12	52	
	Target	13	17	10	11	51	
	Figure for same quarter in 2017/18	11	16	10	11	48	
Sheffield	Quarterly Figure	24	31	29	15	99	
	Target	34	21	33	24	112	
	Figure for same quarter in 2017/18	30	24	27	21	102	

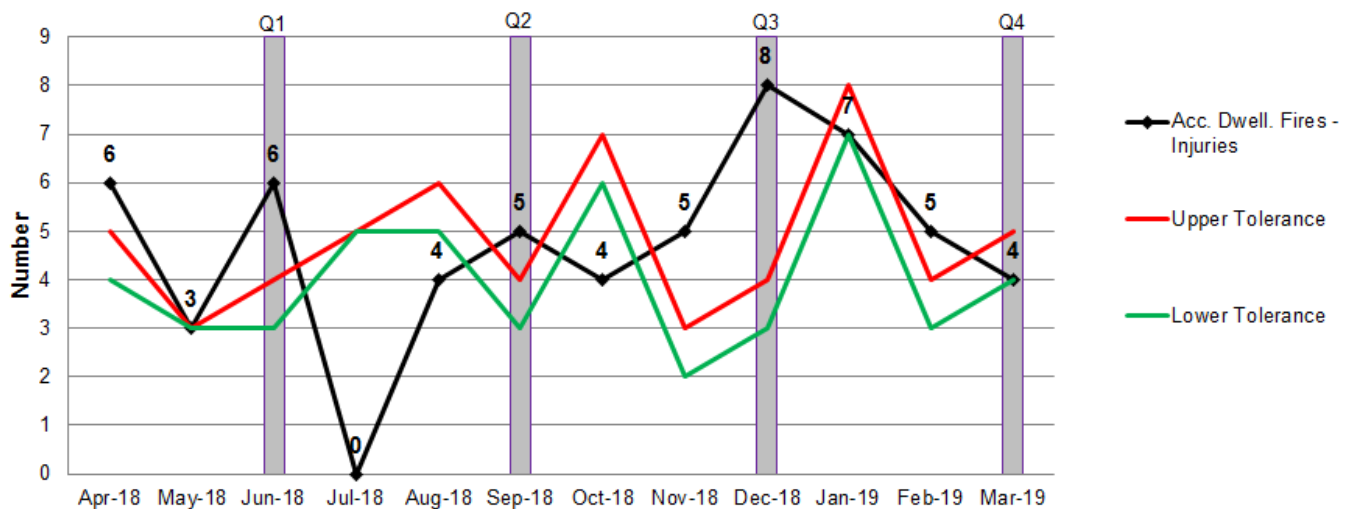
The table shows that only Doncaster and Sheffield had a lower number of fires in non-domestic properties in 2018/19 than in the previous year. Rotherham was slightly above target for 2018/19.

Note: Prior to 1 October 2016, it was found that a number of these fires had been recorded erroneously as fires that were not in premises covered by the Regulatory Reform (Fire Safety) Order 2005. Because of this, they were not included in the figures. Therefore, robust analysis for this measure can only date from 1 October 2016. The number of incidents recorded has been adjusted for the period 1 April 2015 to 30 September 2016, to enable appropriate tolerance levels to be set, based on the three-year period from 1 April 2015 to 31 March 2018.

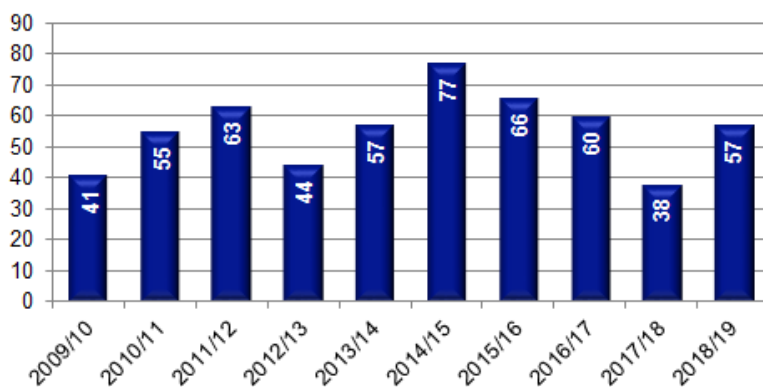


## LPI 1.4 – Accidental Dwelling Fire Deaths and Injuries

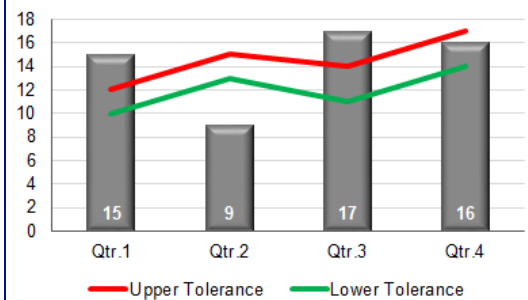
Upper and Lower Tolerances using Average of 1 Apr 15 to 31 Mar 18  
LPI 1.4(2a) - Accidental Dwelling Fire Injuries



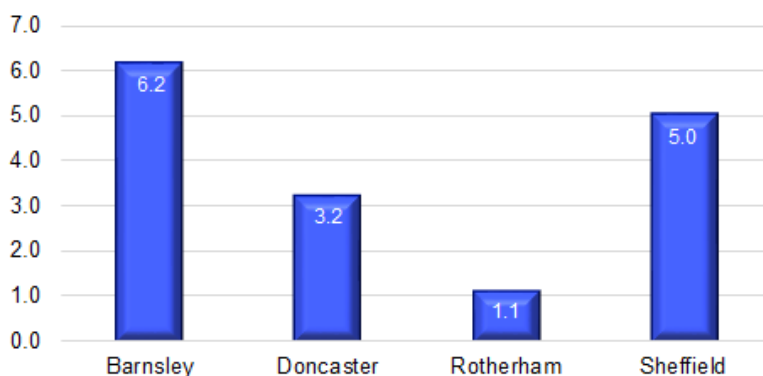
LPI 1.4(2a) - Accidental Dwelling Fire Injuries by Financial Year



LPI 1.4(2a) - Accidental Dwelling Fire Injuries by Quarter - 2018/19



Number of Accidental Dwelling Fire Injuries per 100,000 population - 2018/19



### Commentary

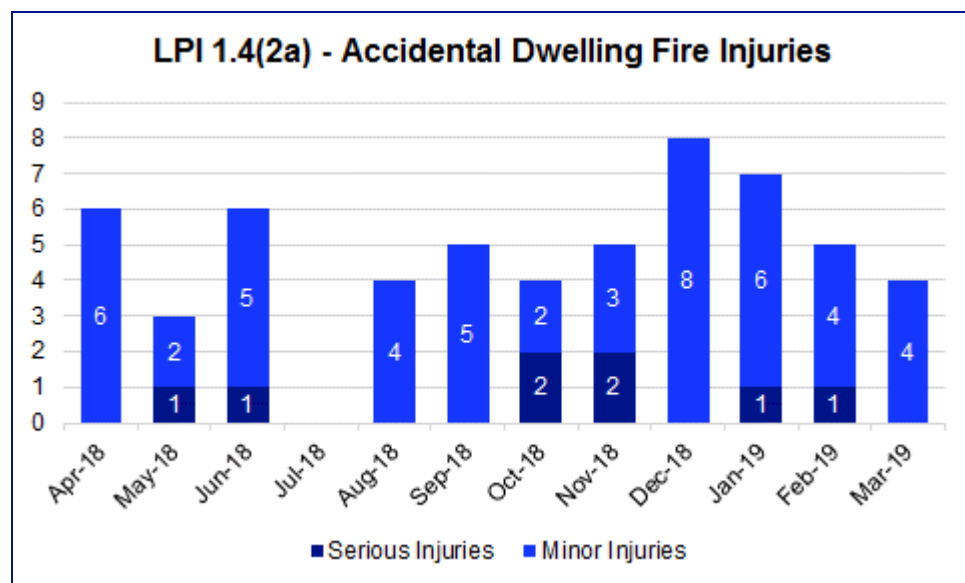
There were 19 more accidental dwelling fire (ADF) injuries in 2018/19, than in the previous year. During July 2018, there were no ADF injuries. The highest number occurred in December 2018, when there were eight. However, three out of the eight injuries occurred at the same fire. Multiple injuries at one incident can skew the figures. The 57 injuries that occurred during 2018/19 were sustained in 44 incidents.

Only eight of the injuries during 2018/19, were thought to be serious.

Barnsley saw the highest number of ADF injuries per 100,000 population, out of the four Local Authority Areas.

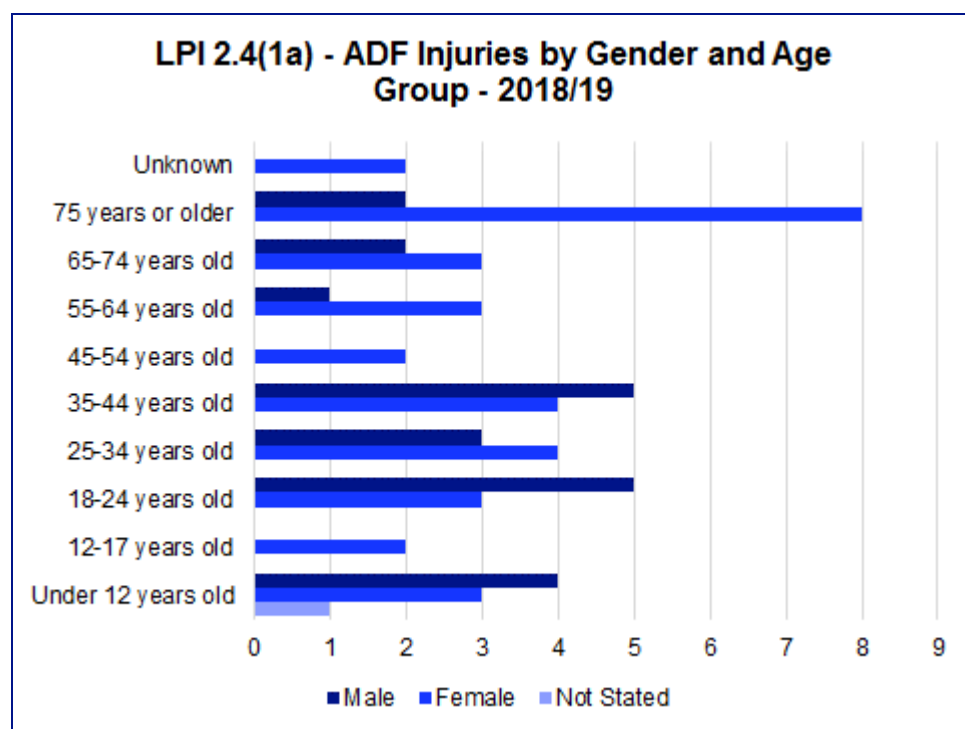
## Analysis

There were five accidental dwelling fire deaths during 2018/19. All except one of the victims were male. The ages of the male victims were 39, 65, 79 and 101. The female victim was 86.



The chart on the top left shows that most of the 57 accidental dwelling fire injuries in 2018/19, were thought to be minor in nature.

The second chart shows accidental dwelling fire injuries by gender and age. The age group with the most injuries was 75 years or older.

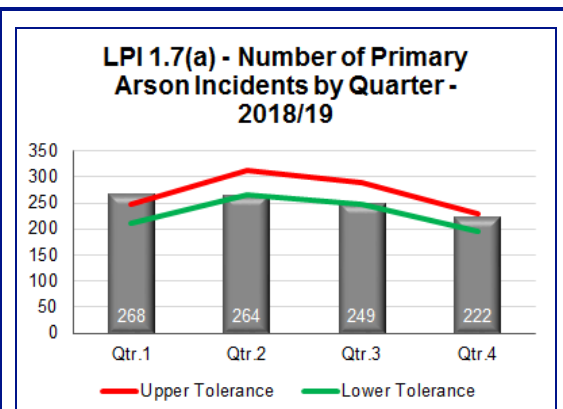
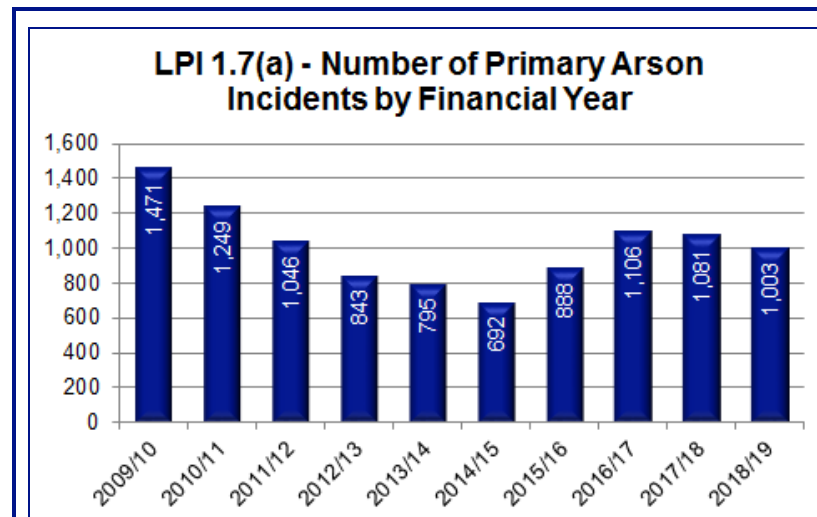
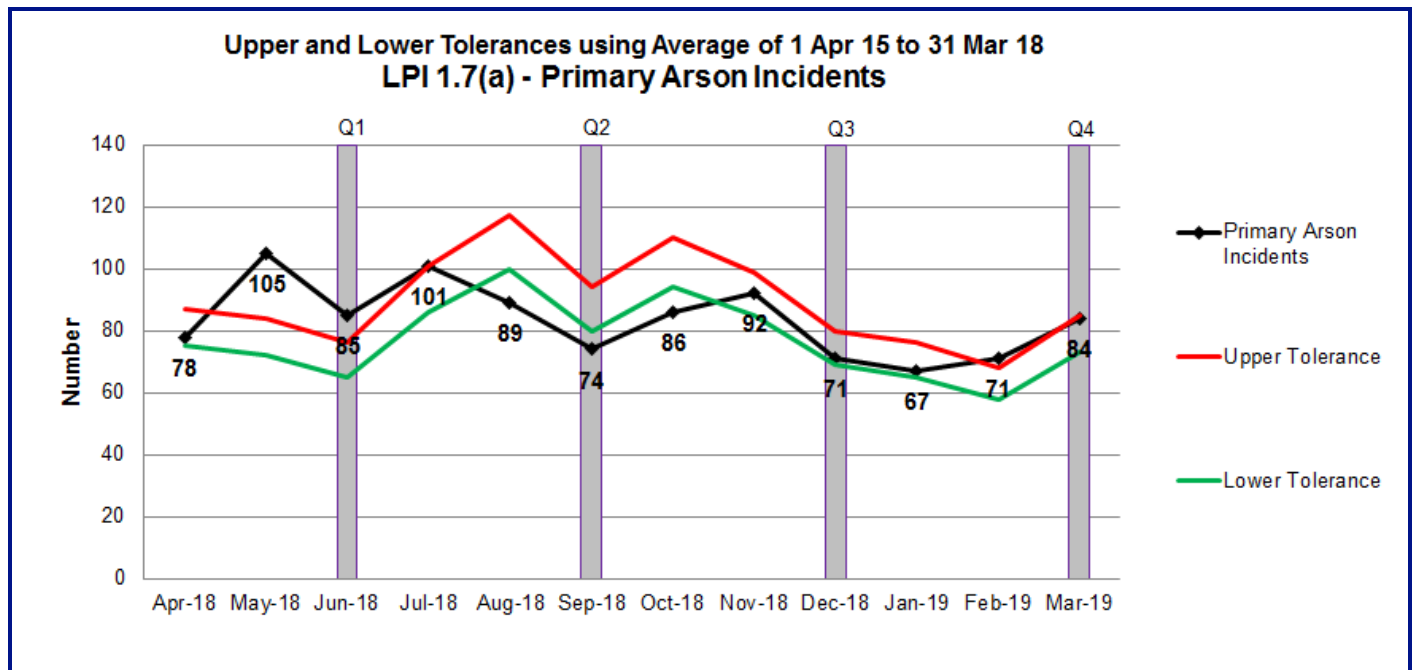


## Benchmarking

2018/19	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Accidental Dwelling Fire Injuries	57	133	492	82	45	54	137
Per 100,000 Population	4.09	4.75	5.58	5.79	3.98	1.86	5.94

SYFR had the third lowest number of accidental dwelling fire injuries per 100,000 population during 2018/19, out of the Metropolitan Fire and Rescue Services.

## LPI 1.7(a) – Number of Primary Arson Incidents

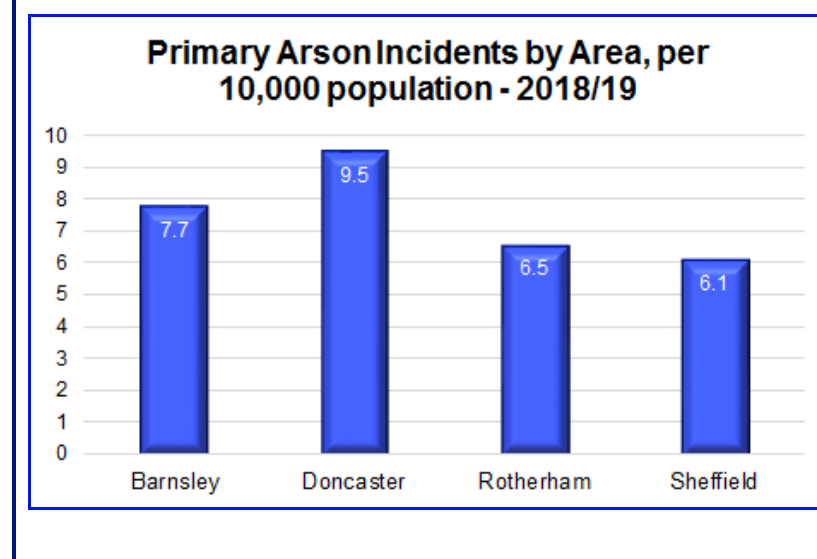


### Commentary





Overall, primary arson was within tolerance for 2018/19.

The chart depicting primary arson by financial year shows that from 2009/10 to 2014/15, the numbers dropped significantly. In 2015/16, the numbers started to increase again and peaked in 2016/17. Since then, the numbers have been reducing slightly.

Doncaster had the highest number of primary arson incidents per 10,000 population out of the four local authority areas.



## Local Area Dashboard

LPI 1.7(a) – Primary Arson Incidents							2018/19 compared with 2017/18
LAA		2018/19				2018/19 Outturn	
		Quarter 1	Quarter 2	Quarter 3	Quarter 4		
Barnsley	Quarterly Figure	49	49	47	43	188	
	Target	48	64	60	47	219	
	Figure for same quarter in 2017/18	61	81	56	40	238	
Doncaster	Quarterly Figure	64	95	68	65	292	
	Target	68	94	80	67	309	
	Figure for same quarter in 2017/18	78	100	97	57	332	
Rotherham	Quarterly Figure	57	40	35	40	172	
	Target	43	57	42	38	180	
	Figure for same quarter in 2017/18	40	53	34	34	161	
Sheffield	Quarterly Figure	98	80	99	74	351	
	Target	88	97	107	77	369	
	Figure for same quarter in 2017/18	95	80	105	70	350	

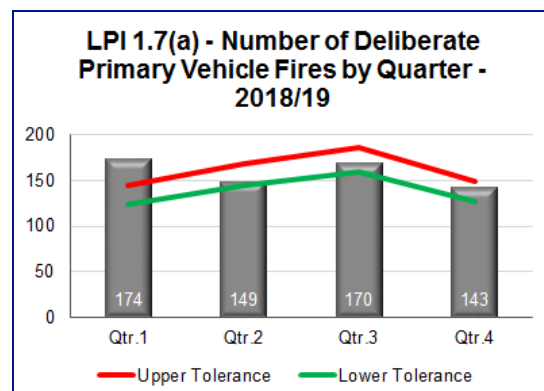
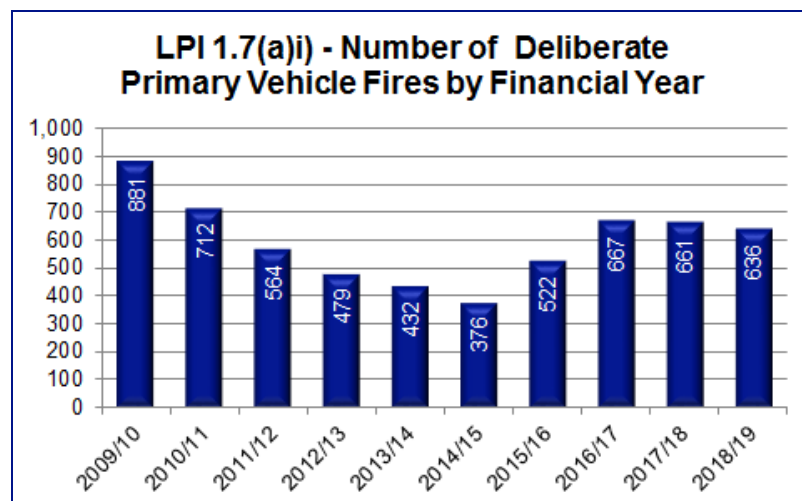
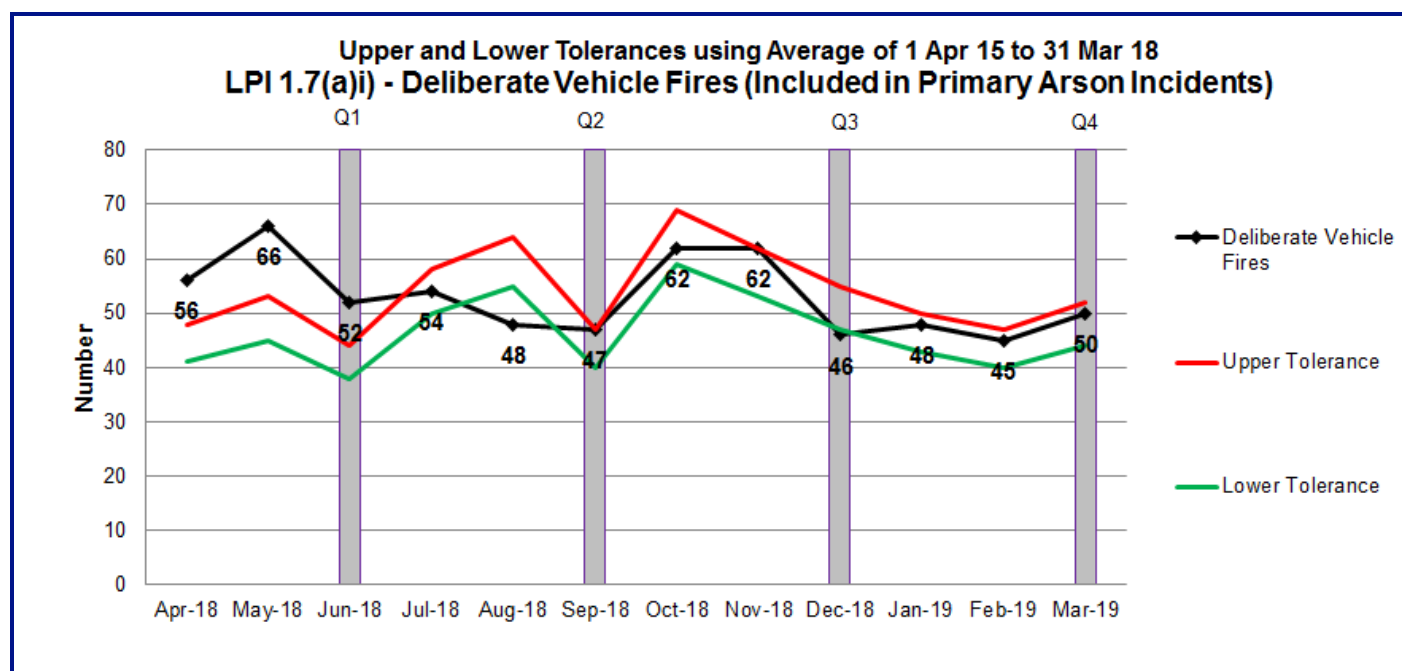
The table above shows that all the local authority areas were within tolerance for 2018/19. Rotherham and Sheffield saw higher numbers of these fires in 2018/19, than in the previous year.

## Benchmarking

2018/19	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Primary Arson Incidents	1,003	1,499	1,539	860	869	1,275	1,538
Per 10,000 Population	7.20	5.36	1.74	6.07	7.69	4.40	6.67

SYFR had the second highest number of deliberate primary fires per 10,000 population out of the Metropolitan Fire and Rescue Services, during 2018/19.

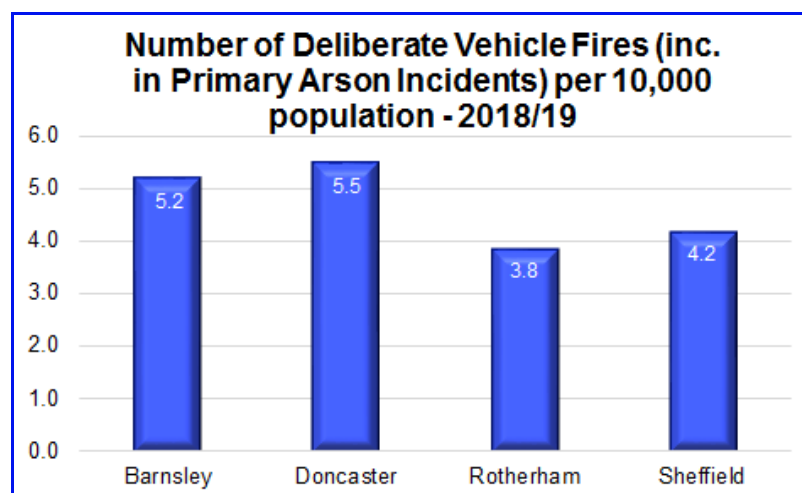
## LPI 1.7(a)i) – Deliberate Vehicle Fires (Included in Primary Arson Incidents)



### Commentary

Deliberate primary vehicle fires were above the upper tolerance level during quarter 1 of 2018/19. However, the subsequent three quarters were within tolerance. Overall, they were within tolerance during 2018/19.

The chart showing the number of deliberate primary vehicle fires by financial year follows the same pattern as the primary arson chart. This could indicate that the sudden rise in primary arson during 2015/16 was in part due to the increase in deliberate vehicle fires.

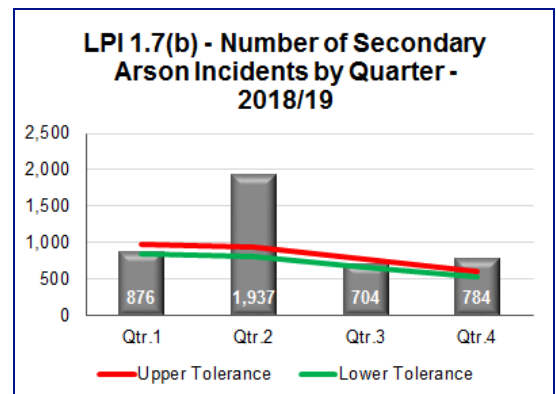
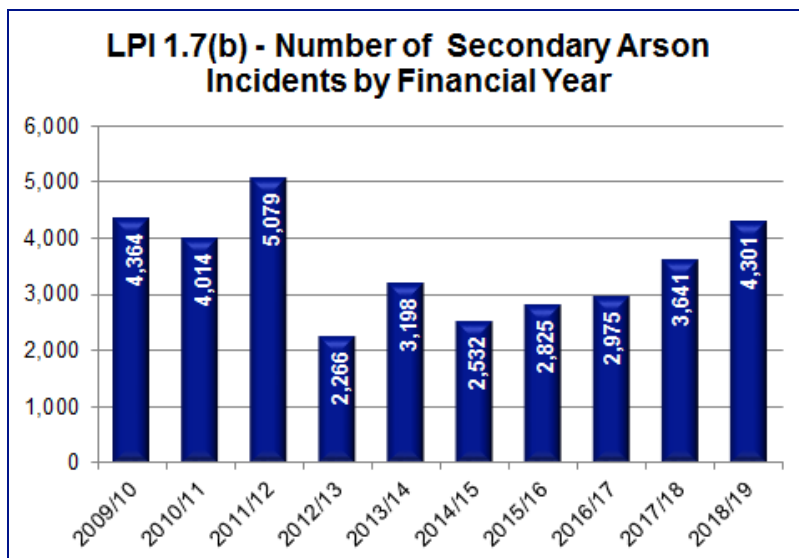
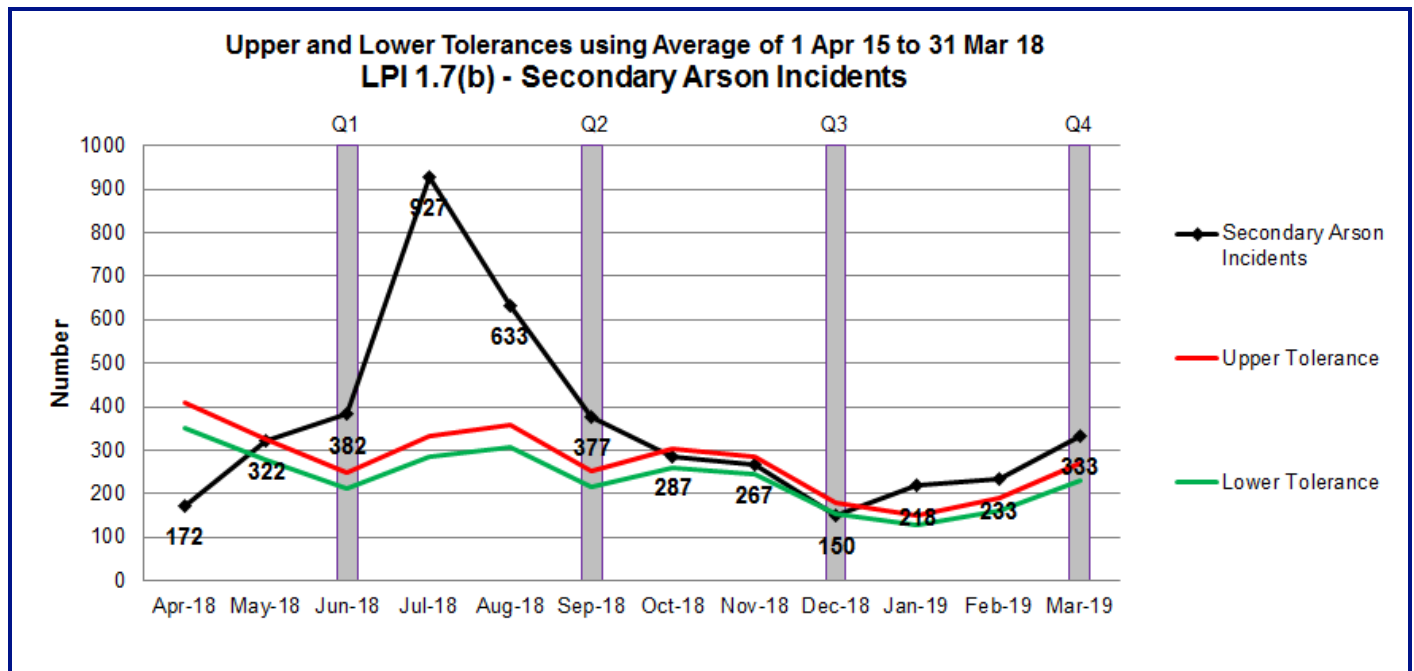


## Benchmarking

2018/19	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Deliberate Vehicle Fires	<b>636</b>	834	791	509	Not available	806	855
Per 10,000 Population	<b>4.56</b>	2.98	0.90	3.59		2.78	3.71

SYFR had the highest number of deliberate vehicle fires per 10,000 population during 2018/19, out of the reporting Metropolitan Fire and Rescue Services. West Yorkshire had the second highest number per 10,000 population.

## LPI 1.7(b) – Number of Secondary Arson Incidents

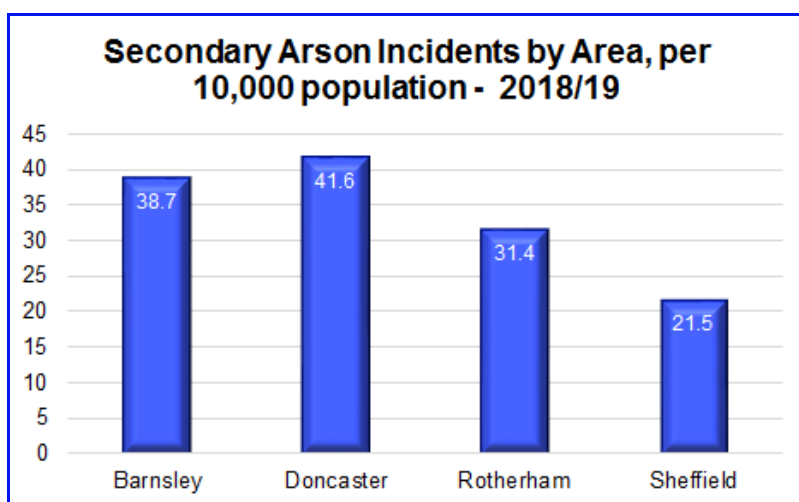


### Commentary





There were 660 more recorded secondary arson incidents in 2018/19 than in the previous year. This increase mainly occurred in quarter 2, during the hot and dry weather conditions.

During quarters, 1 and 3, secondary arson incidents were overall within tolerance.

Secondary arson incidents per 10,000 population were the lowest in the Sheffield local authority area.



## Local Area Dashboard

LPI 1.7(b) – Secondary Arson Incidents							2018/19 compared with 2017/18
LAA		2018/19				2018/19 Outturn	
		Quarter 1	Quarter 2	Quarter 3	Quarter 4		
Barnsley	Quarterly Figure	177	445	143	177	942	
	Target	208	210	151	125	694	
	Figure for same quarter in 2017/18	258	208	195	117	778	
Doncaster	Quarterly Figure	246	549	219	272	1,286	
	Target	246	252	222	180	900	
	Figure for same quarter in 2017/18	319	262	270	159	1,010	
Rotherham	Quarterly Figure	200	373	124	131	828	
	Target	214	193	152	133	692	
	Figure for same quarter in 2017/18	266	177	197	109	749	
Sheffield	Quarterly Figure	253	570	218	202	1,243	
	Target	316	287	244	172	1,019	
	Figure for same quarter in 2017/18	416	262	271	155	1,104	

The table above shows that all the local authority areas in South Yorkshire were above their targets for secondary arson incidents and all had outturns which were higher than those of the previous year.

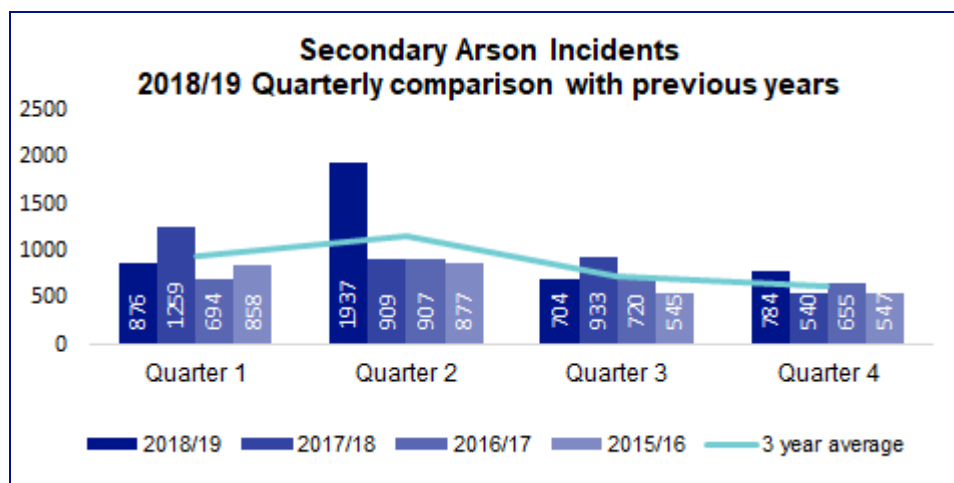
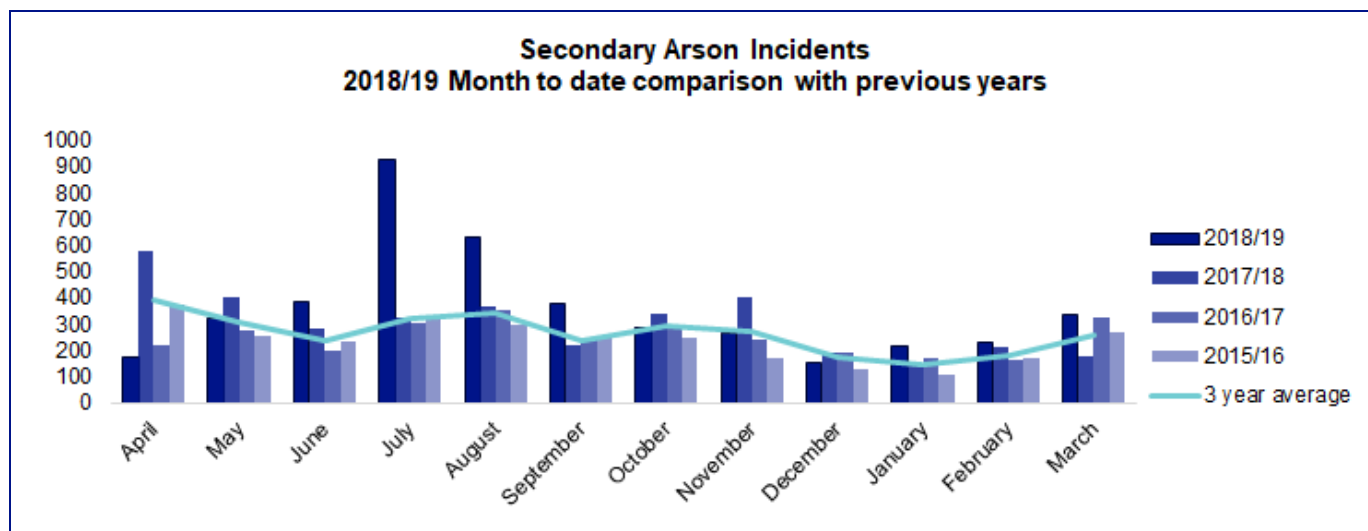
## Benchmarking

2018/19	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Secondary Arson Incidents	4,301	6,250	1,717	4,238	4,846	3,426	6,201
Per 10,000 Population	30.82	22.33	1.95	29.91	42.90	11.82	26.88

SYFR had the second highest number of secondary arson incidents per 10,000 population during 2018/19, out of the Metropolitan Fire and Rescue Services. Tyne and Wear had the highest number per 10,000 population. However, it should be noted that meaningful comparisons cannot be made with London for this performance measure, as they use different criteria for recording these incidents.



## Analysis



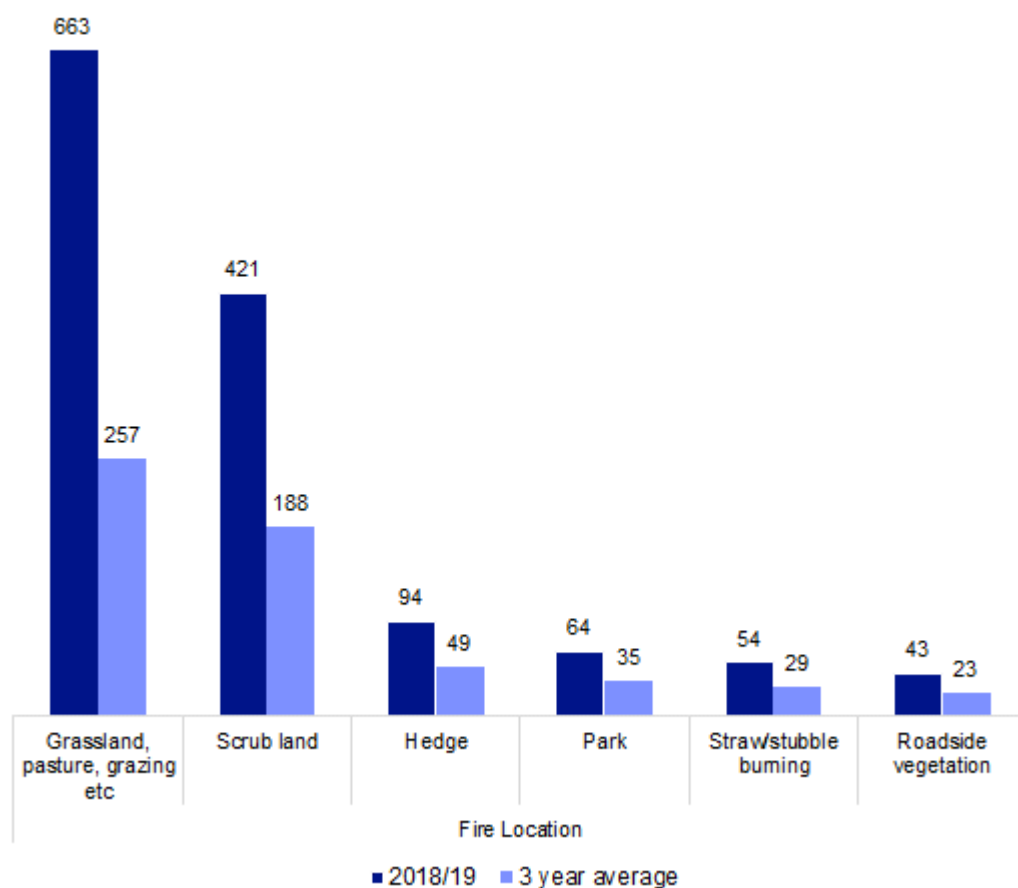
The first chart compares 2018/19 with the previous three years. As well as the spike in secondary arson incidents, during June to September 2018, there were also more incidents during January, February and March 2019, than in previous years. Compared with the three-year average of 3,149, the number of incidents during 2018/19 was 37% higher. Over the past 10 years, secondary arson incidents have been on average highest in April, followed by July and August. The rise in incidents during April corresponds with the start of British Summertime and the lighter nights, and the Easter school holidays, when they fall in April.

The second chart shows that during quarter 2 of 2018/19, the number of secondary arson incidents was more than double the numbers of the previous three years.

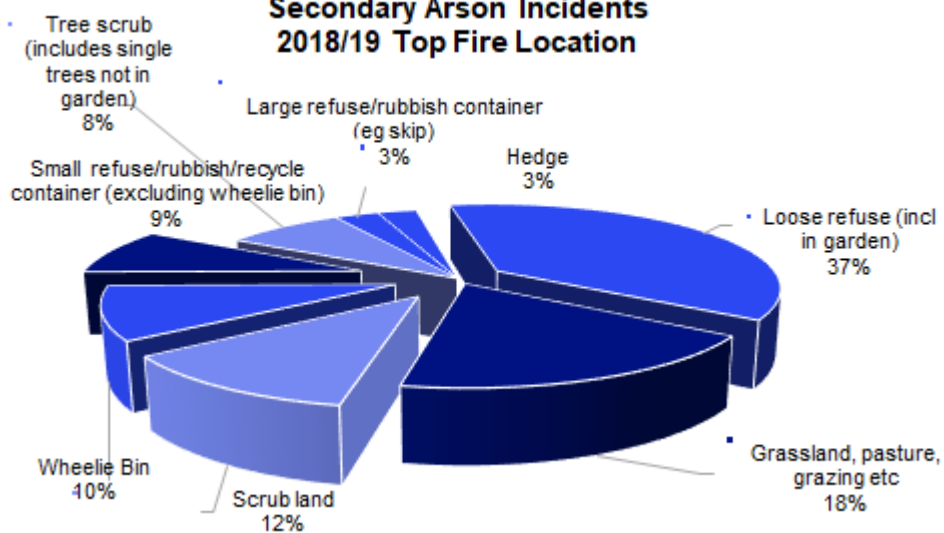
The first chart on the following page shows the locations which had the largest increase in secondary arson incidents during 2018/19, compared with the average for the previous three years. The category 'grassland, pasture, grazing etc.' saw the largest increase, followed by scrubland.

The second chart on the following page shows the locations with the highest number of fires for 2018/19. There were 1,327 fires that were recorded as 'Loose Refuse'. This was a 12% increase when compared with the three year average of 1,180. The largest percentage increase for a location during 2018/19 was 'Grassland', with 663 incidents. This was an increase of 158% above the three-year average of 257.

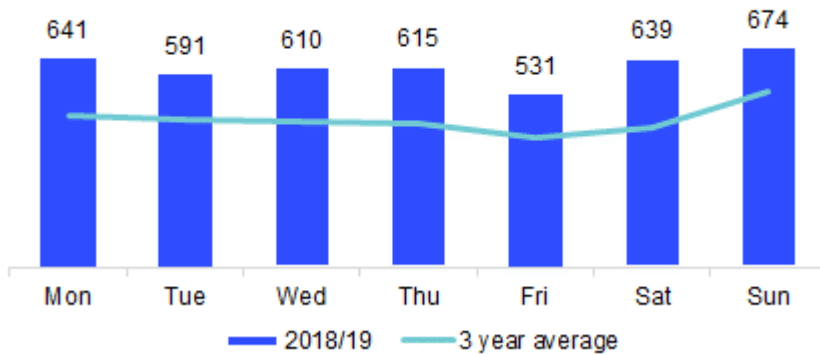
### Secondary Arson Incidents 2018/19 Top Increases from the 3 year average



### Secondary Arson Incidents 2018/19 Top Fire Location



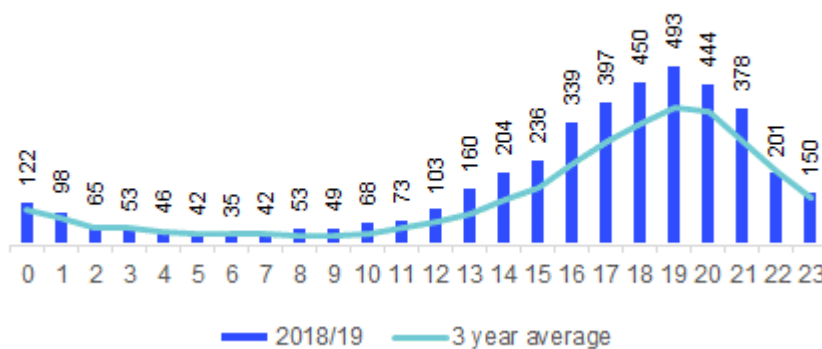
**Secondary Arson Incidents  
2018/19 Day of the Week**



The first chart shows deliberate secondary fires by day of the week for 2018/19, compared with the average for the previous three-years.

The second chart shows how secondary arson peaks from late afternoon to late evening. This also coincides with when the school day finishes.

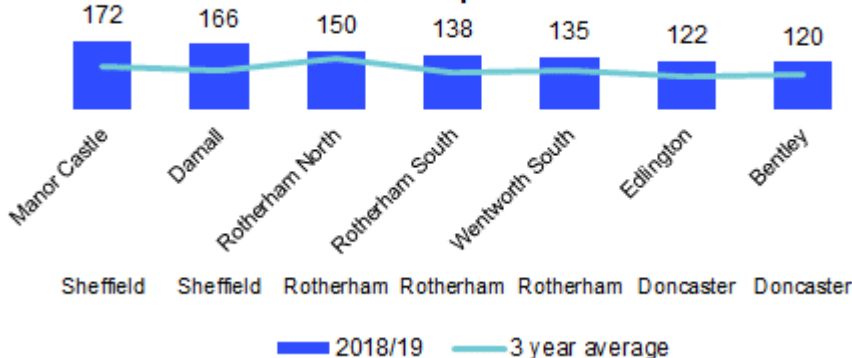
**Secondary Arson Incidents  
2018/19 Hour of Day**



The third chart shows the South Yorkshire Police areas where the most secondary arson incidents occurred during 2018/19. The highest was Manor Castle, followed by Darnall and Rotherham North.

Proactive work is carried out by both Community Safety and station personnel. Watch Managers attend key meeting and work with partner agencies such as South Yorkshire Police and Local Authorities, in areas where there are a high number of deliberate fires.

**Secondary Arson Incidents  
2018/19 Top SYP Areas**



Station Managers and Crews have electronic access to data and analysis in their area as part of the Resource Management System. This gives them the tools to identify hotspots of where fires are occurring in their area. This enables them to target their resources and focus on preventative work, which is then set out in their station plans.

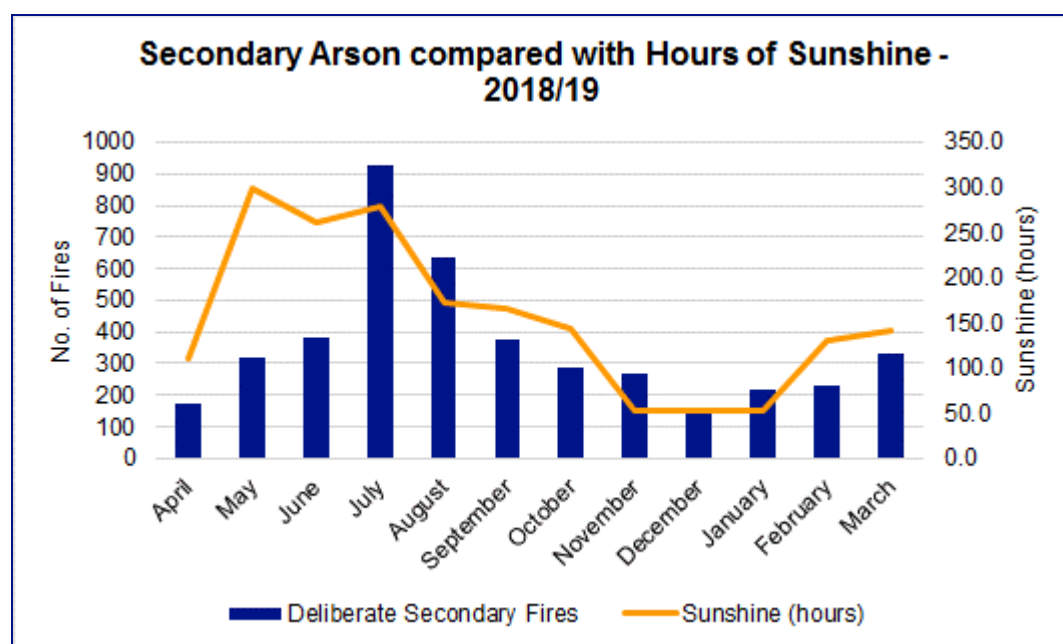
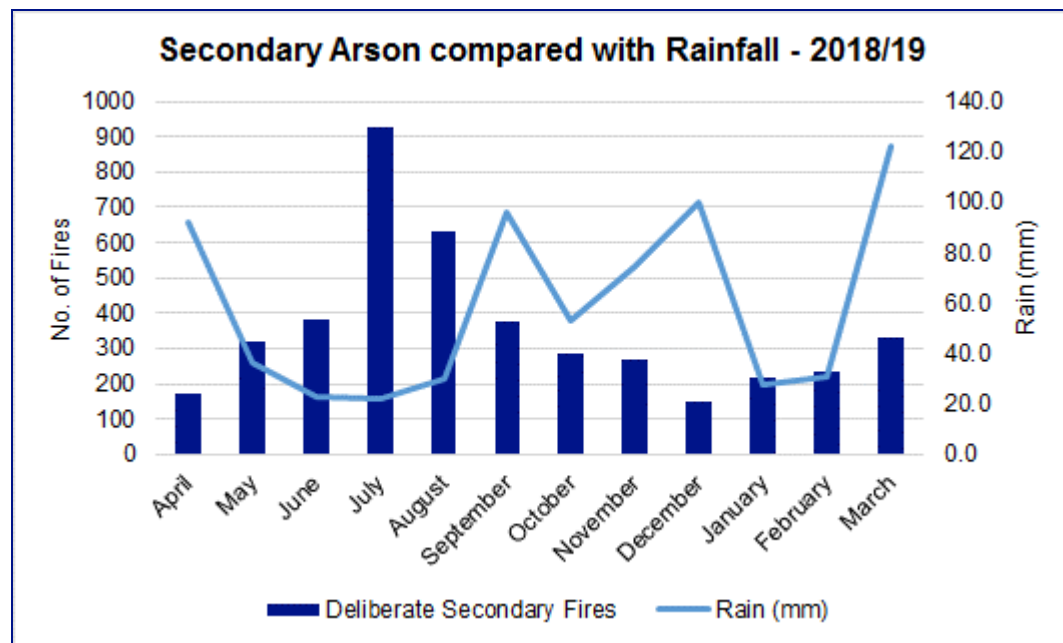
During the year there are three multi-agency operations led by the fire service, which help to reduce anti-social behaviour and deliberate fires. These are:

- Operational Equinox – Takes place in the period up to and during the Easter school holidays.
- Operation Light Nights - Takes place up to and during the school summer holiday period.

- Operation Dark Nights – Takes place up to and during the Bonfire Night period.

These involve Community Safety officers going into schools in hotspot areas, prior to the school holidays and then taking part in street patrols in those areas.

When crews are on their way back from incidents or other work within the community they carry out a Blue Route run. This involves identifying potential problems such as dumped rubbish and engaging with young people in the area.



The charts above show the correlation between secondary arson and rainfall, and secondary arson and hours of sunshine. Generally, during dry, sunny weather secondary arson increases, especially if this coincides with the school holidays. To help reduce secondary fires this summer, we are running a summer fire campaign.

## Summer Fire Campaign

During the months of July and August the Service will be running its latest community safety campaign – which will be focused on tackling secondary fires during the summer months. This work follows a prolonged heatwave last summer that led to an unprecedented number of secondary fires in South Yorkshire and across the country.

These incidents do not just cause damage to the local landscape and put people at risk – they are also draining for firefighters, with a number of staff getting heat-related injuries last year, and significantly stretch the Service's resources.

The campaign will be a high profile one, aiming not only to **reduce the amount of secondary incidents we're called to during the campaign period**, but also to provide reassurance to the public that we are acting on what happened last year.

Our **research and insight**, taken from our incident data after last summer, shows that there is a significant spike in deliberate secondary fires when the weather gets hotter – and weather forecasters predict that there will be another heatwave during the summer this year.

Analysis shows that out of these incidents, **loose rubbish, grassland and scrubland** make up at least half of them during the three summer months of June, July and August.

Meanwhile, our firefighters out on stations tell us that each station area has a number of 'hot spots' that we can target. Many of these fires are started maliciously by youths and some, but not as many, are due to carelessness with barbeques and bonfires.

With our insight in mind, and in the knowledge that **people like to get behind our firefighters more than they like to share specific safety advice**, we will be using a series of frontline, diary-style videos to spearhead this campaign.

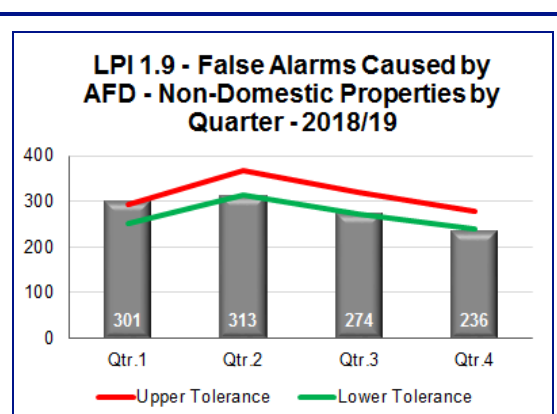
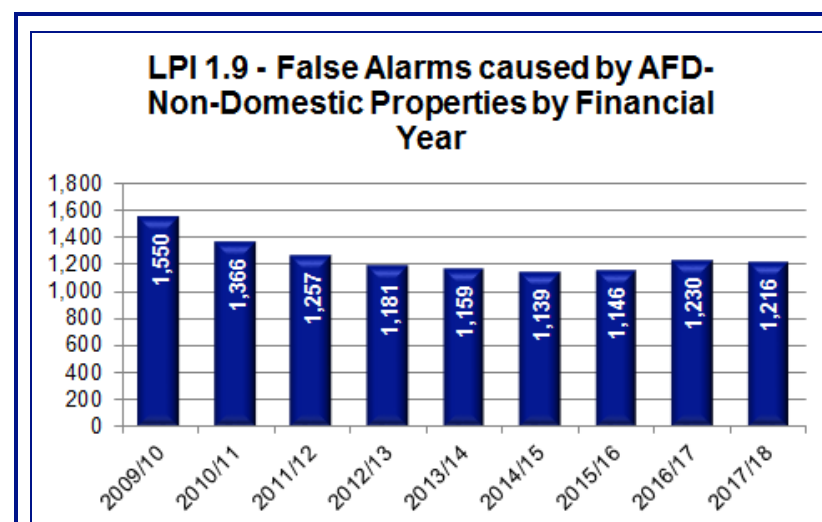
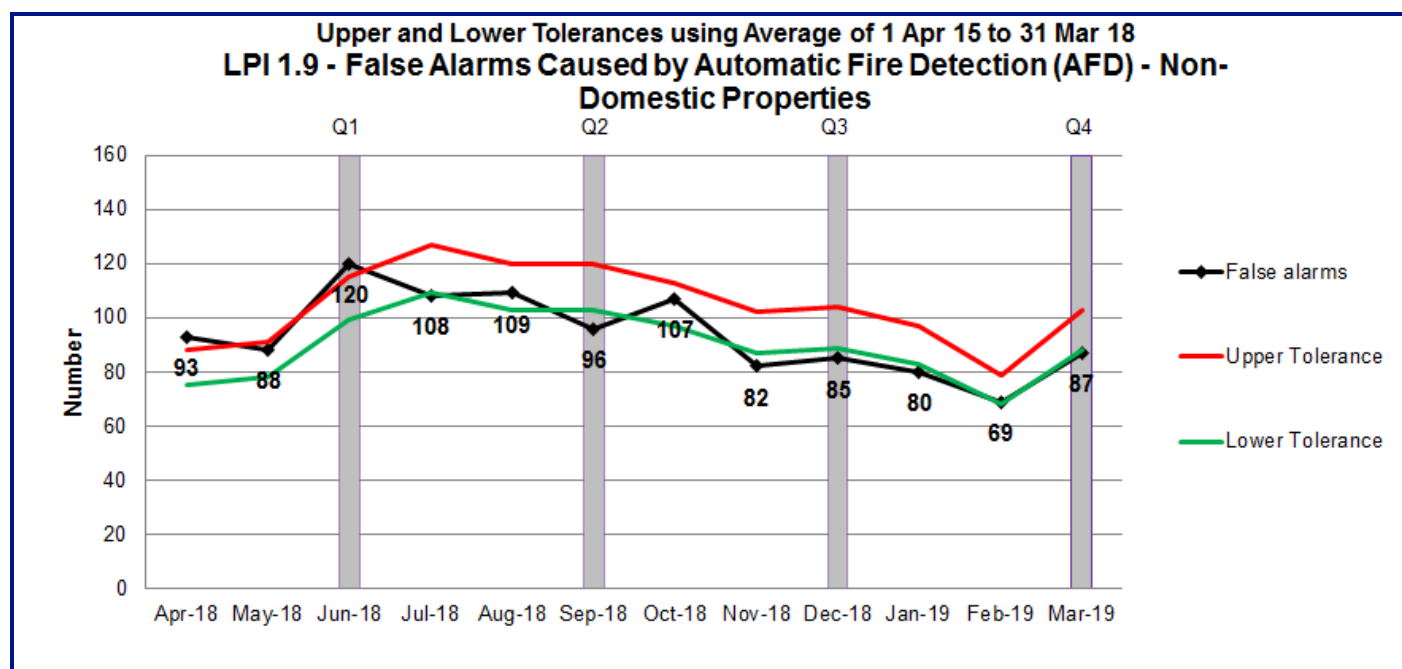
We think that by giving people a first-hand idea of what it's like dealing with repeat grass fires, day after day, they will be more likely to take on our messaging than if we took the 'please be more careful' approach that has been used by UK fire services in recent years.

Our **tactics** will be based, as ever, around what we know about our audiences. We will:

- Develop a **brand for the campaign and supporting materials** – including signs and bin stickers – which can be used by crews and community safety in hot spot areas
- Produce a **series of videos** that show, in an honest and hard-hitting way, what it is like for our crews dealing with endless grass and rubbish fires in the summer
- Work with our staff to **identify hot-spot areas** and provide them with the materials needed to run 'on-the-ground' interventions in those places
- Secure **coverage through relevant media outlets** – particularly the ones that we know have a high profile online – such as the Sheffield Star and BBC Yorkshire
- Use **Facebook Advertising and Facebook Groups** to hammer home our messaging, to parents and residents, living within hot spot areas
- Target, and **partner up with, our local authority colleagues** – providing them with advice and information around how they can help tackle this issue
- Explore **advertising opportunities in specific areas that we know can be an issue** – and develop specific, appropriate messaging for this

The campaign will launch in early July, a few weeks before the school six weeks holiday, and will run until early September.

## LPI 1.9 – False Alarms Caused by Automatic Fire Detection – Non-Domestic Properties

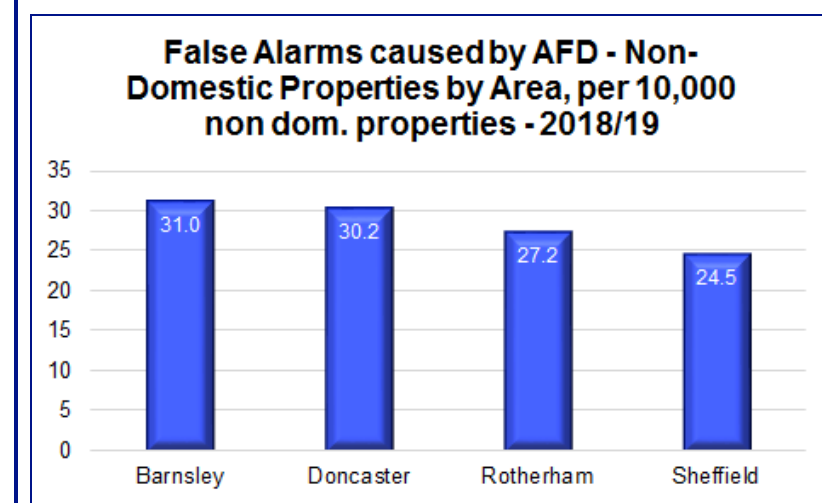


### Commentary





The outturn figure for 2018/19 was slightly lower than the outturn for 2017/18.

False alarms caused by AFD were slightly above the upper tolerance level during quarter 1, but since then have been well within tolerance.

The highest number of false alarms caused by AFD per 1,000 non-domestic properties occurred in Barnsley during 2018/19.



## Local Area Dashboard

LPI 1.9 – False Alarms caused by Automatic Fire Detection - Non-Domestic Properties							2018/19 compared with 2017/18
LAA		2018/19				2018/19 Outturn	
		Quarter 1	Quarter 2	Quarter 3	Quarter 4		
Barnsley	Quarterly Figure	54	70	40	44	208	
	Target	48	68	51	46	213	
	Figure for same quarter in 2017/18	59	73	38	48	218	
Doncaster	Quarterly Figure	73	78	63	58	272	
	Target	73	87	66	66	292	
	Figure for same quarter in 2017/18	66	73	57	63	259	
Rotherham	Quarterly Figure	63	46	53	41	203	
	Target	55	69	66	51	241	
	Figure for same quarter in 2017/18	63	69	67	58	257	
Sheffield	Quarterly Figure	111	119	118	93	441	
	Target	118	143	136	116	513	
	Figure for same quarter in 2017/18	107	131	129	113	480	

The table above shows that all the local authority areas met their targets for 2018/19 and all except Doncaster performed better than in the previous year. Doncaster had 13 more false alarms caused by AFD in non-domestic properties, than in 2017/18.







## Benchmarking

2018/19	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
False Alarms caused by AFD – Non-Domestic Properties	1,124	5,480	21,900	589	1,748	1,394	2,900
Per 1,000 Non-Domestic Properties	26.22	51.34	76.79	13.61	49.53	13.87	34.40

SYFR had the third lowest number of false alarms caused by automatic fire detection per 1,000 non-domestic properties during 2018/19, out of the Metropolitan Fire and Rescue Services. London had the highest number and Merseyside the lowest.












3. Quarterly Performance Dashboard - 2018/19

LPI Number	Measure Description		Tier / Level	Baseline, Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2018/19 Compared to 2017/18			
					Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019					
MAKING SOUTH YORKSHIRE SAFER AND STRONGER																					
LPI 1.1	Number of Primary Fires		1	Upper Tolerance +5%	586			613			599			500			2,298				
				Lower Tolerance -10%	502			526			514			429			1,971				
				Based on last 3 years' average (2,189)	570		Green	589		Green	522		Green	469		Green	2,150			Green	
				Figures for 2017/18	603			585			591			443			2,222				
LPI 1.2	Accidental Dwelling Fires		a) Number of accidental dwelling fires	1	Upper Tolerance +5%	163			156			165			143			627			
					Lower Tolerance -10%	140			135			141			122			538			
					Based on last 3 years' average (597)	131		Blue	142		Green	142		Green	127		Green	542			Green
					Figures for 2017/18	152			152			176			121			601			
	a)i) Severe		2		80			69			82			78			309				
				Figures for 2017/18	78			80			94			68			320				
	a)ii) Minor		2		51			73			60			49			233				
				Figures for 2017/18	74			72			82			53			281				
	b) Number of accidental Fires that are cooking related		2	Upper Tolerance +5%	80			83			80			71			314				
				Lower Tolerance -10%	68			71			69			61			269				
				Based on last 3 years' average (298)	74		Green	72		Green	67		Blue	61		Green	274			Green	
				Figures for 2017/18	69			85			84			59			297				
	c)(i) Percentage of fires attended in dwellings where a smoke or heat alarm activated and raised the alarm *1 See below		2		51.15%			54.93%			50.70%			48.82%			51.48%		N/A		
	c)(ii) Percentage of fires attended in dwellings where a smoke or heat alarm activated and did not raise the alarm *1 See below		2		13.74%			12.68%			15.49%			17.32%			14.76%		N/A		
	c)(iii) Percentage of fires attended in dwellings where a smoke or heat alarm was fitted but did not activate *1 See below		2		13.74%			13.38%			16.20%			15.75%			14.76%		N/A		
	c)(iv) Percentage of fires attended in dwellings where a smoke or heat alarm was not fitted *1 See below		2		20.61%			18.31%			18.31%			17.32%			18.63%		N/A		
	d) Number of fires confined to room of origin (New)		i) Confined	2		114			131			120			112			477		N/A	
			ii) Not Confined	2		17			11			22			15			65		N/A	
LPI 1.3	Number of Fires in Non-domestic Premises		1	Upper Tolerance +5%	91			93			92			63			339				
				Lower Tolerance -10%	76			81			79			54			290				
				Based on last 3 years' average (315)	82		Green	82		Green	68		Blue	55		Green	287			Blue	
				Figures for 2017/18	79			91			79			57			306				
LPI 1.4	Number of Fire Deaths and Injuries		1) All Fire Deaths	1		2			0			1			6			9		N/A	
			a) Accidental dwelling fire deaths	1		1			0			0			4			5		N/A	



LPI Number	Measure Description		Tier / Level	Baseline, Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2018/19 Compared to 2017/18	
					Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019			
	Number of Fire Deaths and Injuries, cont'd	2) All Fire Injuries	1		19			14			25			19			77		
				Figures for 2017/18	17			16			14			30			77		
		a) Accidental dwelling fire injuries	1	Upper Tolerance +5%	12			15			14			17			58		
				Lower Tolerance -15%	10			13			11			14			48		
				Based on last 3 years' average (55)	15	Red	9	Blue	17	Red	16	Green	57	Green					
				Figures for 2017/18	12			7			7			12			38		
		i) ADF Injuries - Victim went to hospital, injuries appear to be serious	2		2			0			4			2			8		
				Figures for 2017/18	0			0			1			0			1		
		ii) ADF Injuries - Victim went to hospital, injuries appear to be slight	2		13			9			13			14			49		
				Figures for 2017/18	12			7			6			12			37		
		3) ADFs - Number of Persons where First Aid or Precautionary Checks were administered.	2		10			17			10			14			51		
				Figures for 2017/18	3			16			17			14			50		
LPI 1.5	Safe and Well Checks (HSCs) Completed	d) Total number of Home Safety Checks completed	2		3,108			2,758			3,404			4,094			13,364		
				Figures for 2017/18	4,922			4,839			3,962			3,754			17,477		
		e) Total number of HSC3s completed	2		283			372			344			396			1,395		
				Figures for 2017/18	356			447			367			431			1,601		
		g) Number of referrals from Safe and Well partners (Amended)	2		823			817			779			979			3,398		
				Figures for 2017/18	625			921			581			694			2,821		
		h) Total number of Safe and Well visits completed	2		138			Please see note *2 below						70			208		N/A
				Figures for 2017/18	100			157			235			274			766		
LPI 1.6	Special service incidents attended involving people (excluding RTCs)	i) Number of incidents attended (Excluding assistance to other agencies)	1		117			105			82			65			369		
				Figures for 2017/18	76			77			102			78			333		
		ii) Assistance Requested by Other Agencies	1		142			152			210			130			634		
				Figures for 2017/18	203			187			222			179			791		
		iii) Number of people involved (parts i & ii) (Fatalities, Injuries and Rescues)	2		305			290			339			225			1,159		N/A
				Figures for 2017/18	311			298			377			290			1,276		
LPI 1.7	Arson Incidents	a) Primary Arson Incidents	1	Upper Tolerance +5%	247			312			289			229			1,077		
				Lower Tolerance -10%	212			266			248			196			922		
				Based on last 3 years' average (1,025)	268	Red	264	Blue	249	Green	222	Green	1,003	Green					
				Figures for 2017/18	274			314			292			201			1,081		
		a)i) Deliberate Vehicle Fires (included in the Primary Arson Incidents)	2	Upper Tolerance +5%	145			169			186			149			649		
				Lower Tolerance -10%	124			145			159			127			555		
				Based on last 3 years' average (617)	174	Red	149	Green	170	Green	143	Green	636	Green					
				Figures for 2017/18	170			179			177			135			661		
		b) Secondary Arson Incidents	2	Upper Tolerance + 5%	984			942			769			610			3,305		
				Lower Tolerance -10%	842			808			660			523			2,833		
				Based on last 3 years' average (3,147)	876	Green	1937	Red	704	Green	784	Red	4,301	Red					
				Figures for 2017/18	1,259			909			933			540			3,641		

LPI Number	Measure Description		Tier / Level	Baseline, Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2018/19 Compared to 2017/18		
					Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019				
LPI 1.9	False alarms caused by automatic fire detection - non-domestic properties		2	Upper Tolerance +5%	294			367			319			279			1,259			
				Lower Tolerance -10%	252			315			273			239			1,079			
				Based on last 3 years' average (1,197)	301		Amber	313		Blue	274		Green	236		Blue	1,124			Green
				Figures for 2017/18	295			346			291			282			1,214			
LPI 1.11	Number of times that the Yorkshire Ambulance Service (YAS) has requested assistance to gain access (These occasions are included in the figure for LPI 1.6ii)		2		270			304			327			325			1,226			
				Figures for 2017/18	317			337			339			318			1,311			
LPI 1.12	Number of times that South Yorkshire Police (SYP) has requested assistance to gain access (These occasions are included in the figure for LPI 1.6ii)		2		50			43			47			41			181			
				Figures for 2017/18	33			43			41			38			155			
LPI 1.13	Number of times that other agencies requested assistance to gain access (These occasions are included in the figure for LPI 1.6ii and exclude YAS and SYP)		2		49			42			56			62			209			
				Figures for 2017/18	42			48			73			70			233			
STRIVE TO BE THE BEST IN EVERYTHING WE DO - We will work with others, make the most of technology and develop leaders to help us to become the very best at what we can be																				
LPI 2.1	Dwelling Fires - Attendance Times	a) Percentage Attendance within 6 minutes	1		48.17%			44.58%			52.38%			47.21%			48.08%		N/A	
		b) Average time taken from call to alert <sup>*3</sup> (Measured in seconds)	2		88.69			77.92			85.90			79.47			N/A		N/A	
		c) Average time taken from the alert to the appliance leaving the station <sup>*3</sup> (Measured in seconds)	2		82.49			85.32			78.83			84.46			N/A		N/A	
LPI 2.2	RTC incidents attended by the Service	a) Total Number of RTC incidents attended by the Service	1	Last 3 years' average (339)	72			82			98			88			339			
					87			90			102			105			384			
				Figures for 2017/18	80			77			89			99			345			
		b). Number of Incidents involving extrications where persons are 'Medically or Physically Trapped'	1		37			28			36			34			135		N/A	
		c) Number of Deaths and Serious Injuries at RTC incidents attended by the Service	2		i) Deaths	4			4			6			2			16		N/A
ii) Serious Injuries	25			19			28			23			95		N/A					
LPI 2.3	Accident/injury frequency rate per 1,000 shifts/days worked - All Staff		2	The target is to maintain the same level of performance as for 2013/14, with the same year end target of 0.90.	1.13			0.98			1.03			0.90			1.01			
				Figures for 2017/18	1.01			0.86			0.55			1.22			0.91			
LPI 2.4	Accident/injuries at Operational Incidents	i) Accident/injury frequency rate at operational incidents per 1,000 incidents	1	The target is to maintain the same level of performance as for 2013/14, with the same year end target of 2.90.	5.94			4.18			5.78			5.18			5.16			
				Figures for 2017/18	3.05			3.73			2.88			8.76			4.26			

LPI Number	Measure Description		Tier / Level	Baseline, Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2018/19 Compared to 2017/18	
					Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019			
LPI 2.10	Accident / Injury Investigations (New)	a) Percentage of minor accident / incident investigations completed, quality assured and closed within 1 month	2		7%			44%			40%			68%			N/A	N/A	
		b) Percentage of serious / major accident/incident investigations completed, quality assured and closed within 3 months			100%			100%			100%			100%			N/A	N/A	
LPI 2.5	Number of Operational Personnel currently qualified in National Resilience Capabilities	a) Mass Decontamination		2	Minimum number - 24 per team	160			168			171			205			205	N/A
		b) Detection, Identification and Monitoring Teams	i) Officers	2	Minimum number - 12 officers with certification	9			9			9			10			10	N/A
			ii) Support Crew	2	Minimum number - 4 personnel	74			71			62			50			50	N/A
		c) High Volume Pumps		2	Minimum number - 5 + 1 Flexi-duty Officer (FDO)	34			33			31			25			25	N/A
LPI 2.7	Percentage of Time that On-Call Pumps are Available		2		40.56%			47.37%			42.83%			48.37%			44.78%		
				Figures for 2017/18	55.81%			50.67%			57.02%			55.28%			54.70%		
LPI 2.8	Percentage of time that there were five firefighters available on station to ride the first available pump (Wholetime only)* <sup>4</sup>		1		Suspended - Please see note *4 below												N/A	N/A	
BE A GREAT PLACE TO WORK - <i>We will create the right culture, values and behaviours to make this a brilliant place to work that is inclusive for all</i>																			
LPI 3.1	Proportion of working days/ shifts lost to sickness absence (all staff)* <sup>5</sup>	i) All causes	2	Target of 6.0 days / shifts lost	2.32			2.41			2.70			2.43			9.87		
				Figures for 2017/18* <sup>5</sup>	2.15			1.97			1.88			1.98			7.98		
		ii) Musculoskeletal (including back)		2		0.94			1.31			0.42			0.52			3.18	N/A
		iii) Reported Mental Health		2		0.59			0.72			0.24			0.37			1.91	N/A
LPI 3.9	Percentage of Operational Personnel currently undertaking operational duties with BA Certification		1	Target - 100%	97.37%			97.57%			97.66%			98.52%			98.52%	N/A	
LPI 3.10	Percentage of Operational Personnel undertaking operational duties currently with Working at Heights Certification		1	Target - 100%	98.02%			98.34%			97.66%			98.16%			98.16%	N/A	
LPI 3.11	Percentage of Operational Personnel based at Swiftwater Rescue Stations that are Certified Swiftwater Rescue Technicians	i) Operational Crews Aston (14 at the station)		1	Target - 100%	100.00%			97.70%			83.72%			96.36%			96.36%	N/A
		ii) Flexible Officers (8 in total)		1	Target - 100%	100.00%			100.00%			100.00%			100.00%			100.00%	N/A
LPI 3.12	Percentage of Current ERDT Drivers who are ERDT certified	i) Operational Crews		1	Target - 100%	100.00%			99.43%			99.71%			100.00%			100.00%	N/A
		ii) Flexible Officers		1	Target - 100%	100.00%			100.00%			100.00%			100.00%			100.00%	N/A
LPI 3.13	Percentage of Current Operational Supervisory Incident Commanders that have completed their Incident Command Refresher (2 years)		1	Target - 100%	94.82%			95.06%			94.62%			97.39%			97.39%	N/A	

LPI Number	Measure Description		Tier / Level	Baseline, Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2018/19 Compared to 2017/18
					Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019		
LPI 3.14	Percentage of Operational Personnel undertaking operational duties qualified in Fire Behaviour		2	Target - 100%	89.60%			90.24%			93.22%			This has now become part of the Breathing Apparatus Course			N/A	N/A
LPI 3.15	Percentage of Operational Personnel currently undertaking operational duties who are qualified in Immediate Emergency Care.		1	Target - 100%	67.35%			72.03%			73.89%			77.83%			77.83%	N/A
LPI 3.16	Percentage of Operational Personnel Currently Qualified in HAZMAT		2	Target - 100%	94.02%			91.18%			90.13%			This is now a Learnpro module.			N/A	N/A
LPI 3.17	Percentage of Officers who are currently in ticket for the Officer's Incident Command course	a) Level 2 (New)	1	Target - 100%	84.62%			82.00%			82.69%			90.10%			90.10%	N/A
		b) Level 3 (New)	1	Target - 100%	84.62%			82.00%			75.00%			69.31%			69.31%	N/A
LPI 3.19	Percentage of Operational Personnel undertaking basic water rescue training (This is only applicable for Adwick, Cudworth, Dearne, Rivelin & Thorne Fire Stations)		1	Target - 100%	82.41%			77.54%			89.29%			85.41%			85.41%	N/A
LPI 3.20	Percentage of Operational and Tactical Commanders who have completed JESIP (Joint Emergency Services Interoperability Principles) training		2	Target - 100%	100.00%			100.00%			100.00%			100.00%			100.00%	N/A
LPI 3.21	Percentage of relevant personnel currently qualified in Institute of Occupational Safety and Health (IOSH) (New)		2	90% of target audience completed / booked on a course.	98%			98%			98%			78%			78.00%	N/A
PUT PEOPLE FIRST – We will spend money carefully, use our resources wisely and collaborate with others to provide the best deal to the communities we serve																		
LPI 4.4	Budget Management – Projected and Actual outturn within +1% / - 2.5% of Original budget (including carry forward)		1	The original budget for 2018/19 is £50,112,161. Therefore, the projected and actual outturn should be between £48,859,357 and £50,613,283	50,128,416												N/A	N/A
LPI 4.5	Minimum General Reserves – on target with risk assessment and should not fall below 5% of the original budget (Reinstated)		1	The original budget for 2018/19 is £50,112,161. Therefore, the Minimum General Reserves should not fall below £2,505,608.	£5.604,000												N/A	N/A

LPI Number	Measure Description	Tier / Level	Baseline, Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2018/19 Compared to 2017/18
				Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019		

Produced by Service Delivery Support - Data, Performance and Research Team

Please note that:

<sup>\*1</sup> There are on occasions more than one smoke alarm in a property, or it may not have been known if a smoke alarm had been fitted. Therefore the percentages do not add up to 100%

<sup>\*2</sup> Safe and Well visits were suspended in May 2018, whilst Information Sharing Agreements (ISAs) were put in place and the Safe and Well questionnaires amended accordingly. This was to ensure compliance with the GDPR. ISAs are now in place across South Yorkshire. Test Safe and Well visits are now taking place where appropriate, in trial areas.

<sup>\*3</sup> The figures may be subject to change, due to updating and data quality checks.

<sup>\*4</sup> The publication of data for this LPI was suspended until the introduction of the Resource Management System (RMS). Although the RMS has gone live, it is not possible at the present time to run the Riding 5 report.

<sup>\*5</sup> Figures for January to March 2018 have been amended due to the resolution of the sickness reporting issues.

<sup>\*6</sup> The figures are subject to change, due to categories of sickness being updated, at a later date.

KEY:

More than 5% over Upper Tolerance - Poor Performance

No more than 5% above Upper Tolerance

Between Upper Tolerance and Lower Tolerance - Good Performance

Below Lower Tolerance - Excellent Performance



TIER / LEVEL

Level 1 – Will always be reported to Performance and Scrutiny Board / FRA.

Level 2 – Will be reported by exception (good or poor performance, areas of interest etc.).

Level 3 – Will be reported if of significant interest / at Member request.

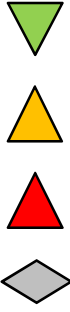
Direction of Travel Arrows:

Better performance than previous year

Slightly worse performance (5%) than previous year

Worse performance than previous year

Same performance as in previous year



Higher number than previous year, but aiming for higher number

Slightly lower number (within 5%), but aiming for higher number







Lower number than previous year, but aiming for higher number

Same performance as in previous year









IRS Data correct as at 16 May 2019

4. Monthly Performance Dashboard - 2018/19


LPI Number	Measure Description		Tier / Level	Baseline, Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2018/19 Compared to 2017/18	
					Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019			
MAKING SOUTH YORKSHIRE SAFER AND STRONGER																			
LPI 1.1	Number of Primary Fires		1	Upper Tolerance +5%	205	193	188	205	225	183	215	202	182	169	146	185	2,298		
				Lower Tolerance -10%	176	165	161	176	193	157	185	173	156	145	125	159	1,971		
				Based on last 3 years' average (2,189)	163	219	188	228	190	171	177	202	143	146	150	173	2,150	Green	
				Figures for 2017/18	233	204	166	195	209	181	195	203	193	163	121	159	2,222		
LPI 1.2	Accidental Dwelling Fires	a) Number of accidental dwelling fires	1	Upper Tolerance +5%	57	51	55	51	58	47	56	50	59	49	39	55	627		
				Lower Tolerance -10%	49	44	47	44	50	41	48	43	50	42	33	47	538		
				Based on last 3 years' average (597)	37	47	47	52	44	46	51	53	38	39	40	48	542	Green	
				Figures for 2017/18	60	44	48	49	53	50	56	61	59	43	36	42	601		
		a)i) Severe	2		21	34	25	30	20	19	31	26	25	28	24	26	309		
				Figures for 2017/18	32	26	20	26	30	24	25	40	29	24	24	20	320		
		a)ii) Minor	2		16	13	22	22	24	27	20	27	13	11	16	22	233		
				Figures for 2017/18	28	18	28	23	23	26	31	21	30	19	12	22	281		
		b) Number of accidental fires that are cooking related	2	Upper Tolerance +5%	27	27	26	27	31	25	29	23	28	23	17	31	314		
				Lower Tolerance -10%	23	23	22	23	27	21	25	20	24	20	15	26	269		
				Based on last 3 years' average (298)	21	28	25	20	26	26	29	22	16	17	22	22	274	Green	
				Figures for 2017/18	27	21	21	29	33	23	32	28	24	19	15	25	297		
		c)(i) Percentage of fires attended in dwellings where a smoke or heat alarm activated and raised the alarm *1 See below	2		45.9%	46.8%	59.6%	53.8%	61.4%	50.0%	49.0%	54.7%	47.4%	38.5%	60.0%	47.9%	51.48%		N/A
		c)(ii) Percentage of fires attended in dwellings where a smoke or heat alarm activated and did not raise the alarm *1 See below	2		16.2%	14.9%	10.6%	7.7%	13.6%	17.4%	19.6%	15.1%	10.5%	12.8%	20.0%	18.8%	14.76%		N/A
		c)(iii) Percentage of fires attended in dwellings where a smoke or heat alarm was fitted but did not activate *1 See below	2		16.2%	10.6%	14.9%	23.1%	9.1%	6.5%	13.7%	18.9%	15.8%	25.6%	10.0%	12.5%	14.76%		N/A
		c)(iv) Percentage of fires attended in dwellings where a smoke or heat alarm was not fitted *1 See below	2		18.9%	27.7%	14.9%	15.4%	13.6%	26.1%	21.6%	11.3%	23.7%	17.9%	12.5%	20.8%	18.63%		N/A
d) Number of fires confined to room of origin (New)	i) Confined	2		33	40	41	45	44	42	42	44	34	36	34	42	477		N/A	
	ii) Not Confined	2		4	7	6	7	0	4	9	9	4	3	6	6	65		N/A	
LPI 1.3	Number of Fires in Non-domestic Premises		1	Upper Tolerance +5%	31	37	23	30	34	29	30	33	29	22	17	24	339		
				Lower Tolerance -10%	26	31	19	26	30	25	26	28	25	19	15	20	290		
				Based on last 3 years' average (315)	26	29	27	31	24	27	15	29	24	21	16	18	287	Blue	
				Figures for 2017/18	27	32	20	26	32	33	30	25	24	19	14	24	306		
LPI 1.4	Number of Fire Deaths and Injuries	1) All Fire Deaths	1		0	1	1	0	0	0	1	0	0	0	1	5	9		N/A
		a) Accidental dwelling fire deaths	1		0	1	0	0	0	0	0	0	0	0	1	3	5		N/A

LPI Number	Measure Description		Tier / Level	Baseline, Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn		Direction of Travel for 2018/19 Compared to 2017/18	
					Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019				
LPI 1.5	Number of Fire Deaths and Injuries, cont'd.	2) All Fire Injuries	1		7	4	8	0	5	9	6	8	11	9	5	5	77			
				Figures for 2017/18	7	6	4	7	4	5	4	5	5	18	6	6	77			
		a) Accidental dwelling fire injuries	1	Upper Tolerance +5%	5	3	4	5	6	4	7	3	4	8	4	5	58			
				Lower Tolerance -15%	4	3	3	5	5	3	6	2	3	7	3	4	48			
				Based on last 3 years' average (55)	6	3	6	0	4	5	4	5	8	7	5	4	57	Green		
				Figures for 2017/18	5	3	4	2	2	3	2	3	2	11	1	0	38			
		i) ADF Injuries - Victim went to hospital, injuries appear to be serious	2		0	1	1	0	0	0	2	2	0	1	1	0	8			
				Figures for 2017/18	0	0	0	0	0	0	0	1	0	0	0	0	1			
		ii) ADF Injuries - Victim went to hospital, injuries appear to be slight	2		6	2	5	0	4	5	2	3	8	6	4	4	49			
				Figures for 2017/18	5	3	4	2	2	3	2	2	2	11	1	0	37			
		iii) ADFs - Number of Persons where First Aid or Precautionary Checks were administered.	2		5	2	3	1	10	6	5	1	4	5	6	3	51			
				Figures for 2017/18	0	3	0	8	4	4	4	3	10	3	7	4	50			
	Safe and Well Checks (HSCs) Completed	d) Total number of Home Safety Checks completed	2		1,022	998	1,088	833	941	984	1,287	1,180	937	1,283	1,301	1,510	13,364			
				Figures for 2017/18	1,626	1,656	1,640	1,512	1,662	1,665	1,546	1,347	1,069	1,341	1,249	1,164	17,477			
		e) Total number of HSC3s completed	2		107	98	78	161	116	95	112	142	90	128	130	138	1,395			
				Figures for 2017/18	139	107	110	155	158	134	97	155	115	153	149	129	1,601			
		g) Number of referrals from Safe and Well partners (Amended)	2		256	250	317	285	265	267	327	264	188	334	328	317	3,398			
				Figures for 2017/18	135	186	304	277	385	259	212	244	125	284	211	199	2,821			
		h) Total number of Safe and Well visits completed	2		70	68	Please see note ^2 below										70	208		N/A
				Figures for 2017/18	25	41	34	43	60	54	86	82	67	124	74	76	766			
LPI 1.6	Special service incidents attended involving people (excluding RTCs)	i) Number of incidents attended (Excluding assistance to other agencies)	1		37	42	38	46	23	36	30	23	29	24	22	19	369			
				Figures for 2017/18	25	30	21	23	27	27	35	29	38	21	27	30	333			
		ii) Assistance Requested by Other Agencies	1		50	53	39	42	43	67	65	70	75	43	49	38	634			
				Figures for 2017/18	66	65	72	57	62	68	75	69	78	72	47	60	791			
		iii) Number of people involved (parts i & ii) (Fatalities, Injuries and Rescues)	2		92	113	100	100	69	121	116	101	122	87	80	58	1,159		N/A	
				Figures for 2017/18	105	104	102	85	104	109	128	107	142	100	84	106	1,276			
LPI 1.7	Arson Incidents	a) Primary Arson Incidents	1	Upper Tolerance +5%	87	84	76	101	117	94	110	99	80	76	68	85	1,077			
				Lower Tolerance -10%	75	72	65	86	100	80	94	85	69	65	58	73	922			
				Based on last 3 years' average (1,025)	78	105	85	101	89	74	86	92	71	67	71	84	1,003	Green		
				Figures for 2017/18	113	91	70	105	112	97	100	99	93	82	46	73	1,081			
		a)i) Deliberate Vehicle Fires (included in the Primary Arson Incidents)	2	Upper Tolerance +5%	48	53	44	58	64	47	69	62	55	50	47	52	649			
				Lower Tolerance -10%	41	45	38	50	55	40	59	53	47	43	40	44	555			
				Based on last 3 years' average (617)	56	66	52	54	48	47	62	62	46	48	45	50	636	Green		
				Figures for 2017/18	63	59	48	65	64	50	56	60	61	55	34	46	661			
		b) Secondary Arson Incidents	2	Upper Tolerance +5%	409	326	249	333	357	252	305	285	179	149	190	271	3,305			
				Lower Tolerance -10%	350	279	213	286	306	216	261	245	154	128	163	232	2,833			
				Based on last 3 years' average (3,147)	172	322	382	927	633	377	287	267	150	218	233	333	4,301	Red		
				Figures for 2017/18	578	400	281	323	369	217	338	404	191	148	212	180	3,641			



LPI Number	Measure Description		Tier / Level	Baseline, Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn		Direction of Travel for 2018/19 Compared to 2017/18		
					Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019					
LPI 1.9	False alarms caused by automatic fire detection - non-domestic properties		2	Upper Tolerance +5%	88	91	115	127	120	120	113	102	104	97	79	103	1,259				
				Lower Tolerance -10%	75	78	99	109	103	103	97	87	89	83	68	88	1,079				
				Based on last 3 years' average (1,197)	93	88	120	108	109	96	107	82	85	80	69	87	1,124	Green			
				Figures for 2017/18	92	95	108	111	123	112	88	98	105	93	78	111	1,214				
LPI 1.11	Number of times that the Yorkshire Ambulance Service (YAS) has requested assistance to gain access (These occasions are included in the figure for LPI 1.6ii)		2		89	97	84	99	97	108	96	121	110	109	115	101	1,226				
				Figures for 2017/18	117	108	92	111	111	115	99	100	140	110	89	119	1,311				
LPI 1.12	Number of times that South Yorkshire Police (SYP) has requested assistance to gain access (These occasions are included in the figure for LPI 1.6ii)		2		21	14	15	12	15	16	11	17	19	19	10	12	181				
				Figures for 2017/18	11	13	9	12	16	15	9	11	21	10	10	18	155				
LPI 1.13	Number of times that other agencies requested assistance to gain access (These occasions are included in the figure for LPI 1.6ii and exclude YAS and SYP)		2		12	23	14	11	12	19	19	16	21	23	15	24	209				
				Figures for 2017/18	16	12	14	10	22	16	25	21	27	25	24	21	233				
STRIVE TO BE THE BEST IN EVERYTHING WE DO - We will work with others, make the most of technology and develop leaders to help us to become the very best at what we can be																					
LPI 2.1	Dwelling Fires - Attendance Times	a) Percentage Attendance within 6 minutes	1		48.89%	45.61%	50.00%	37.93%	52.94%	42.86%	58.06%	46.03%	53.06%	43.48%	50.00%	48.15%	48.08%		N/A		
		b) Average time taken from call to alert <sup>*3</sup> (Measured in seconds)	2		93.45	86.81	85.80	78.05	76.84	78.88	78.19	88.05	91.46	78.33	76.00	84.09	N/A		N/A		
		c) Average time taken from the alert to the appliance leaving the station <sup>*3</sup> (Measured in seconds)	2		90.09	74.41	82.96	84.73	75.38	95.84	75.95	76.47	84.06	78.80	94.67	79.90	N/A		N/A		
LPI 2.2	RTC incidents attended by the Service	a) Total Number of RTC incidents attended by the Service		1	Last 3 years' average (339)	24	30	18	27	29	26	28	32	38	32	30	26	339			
						24	35	28	25	29	36	31	22	49	23	37	45	384			
					Figures for 2017/18	26	37	17	27	22	28	23	30	36	30	32	37	345			
		b). Number of Incidents involving extrications where persons are 'Medically or Physically Trapped'		1		11	13	13	7	13	8	12	7	17	5	12	17	135		N/A	
					c) Number of Deaths and Serious Injuries at RTC incidents attended by the Service		2		3	1	0	0	2	2	1	4	1	2	0	0	16
ii) Serious Injuries	8	11	6	2					10	7	8	10	10	5	10	8	95		N/A		
LPI 2.7	Percentage of Time that On-Call Pumps are Available		2		44.46%	40.33%	36.89%	47.58%	43.96%	50.57%	45.04%	51.94%	31.50%	54.96%	45.23%	44.93%	44.78%				
				Figures for 2017/18	54.59%	57.58%	55.26%	50.62%	47.73%	53.66%	58.71%	61.79%	50.57%	56.96%	51.91%	56.96%	54.70%				
LPI 2.8	Percentage of time that there were five firefighters available on station to ride the first available pump (Wholetime only) <sup>*4</sup>		1		Suspended - Please see note <sup>*4</sup> below											N/A		N/A			



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					Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019		
BE A GREAT PLACE TO WORK - <i>We will create the right culture, values and behaviours to make this a brilliant place to work that is inclusive for all</i>																		
LPI 3.1	Proportion of working days/ shifts lost to sickness absence (all staff) <sup>*6</sup>	i) All causes	2	Target of 6.0 days / shifts lost	0.65	0.91	0.76	0.86	0.85	0.71	0.83	0.88	0.99	0.92	0.80	0.71	9.87	
				Figures for 2017/18 <sup>*5</sup>	0.77	0.77	0.61	0.57	0.70	0.69	0.70	0.64	0.54	0.66	0.65	0.67	7.98	
		ii) Musculoskeletal (including back)	2		0.20	0.32	0.42	0.49	0.38	0.43	0.11	0.14	0.16	0.18	0.16	0.18	3.18	N/A
		iii) Reported Mental Health	2		0.22	0.22	0.15	0.22	0.28	0.21	0.05	0.07	0.12	0.14	0.13	0.10	1.91	N/A

Produced by Service Delivery Support - Data, Performance and Research Team

Please note that:

<sup>\*1</sup> There are on occasions more than one smoke alarm in a property, or it may not have been known if a smoke alarm had been fitted. Therefore the percentages do not add up to 100%

<sup>\*2</sup> Safe and Well visits were suspended in May 2018, whilst Information Sharing Agreements (ISAs) were put in place and the Safe and Well questionnaires amended accordingly. This was to ensure compliance with the GDPR. ISAs are now in place across South Yorkshire. Test Safe and Well visits are now taking place where appropriate, in trial areas.

<sup>\*3</sup> The figures may be subject to change, due to updating and data quality checks.

<sup>\*4</sup> The publication of data for this LPI was suspended until the introduction of the Resource Management System (RMS). Although the RMS has gone live, it is not possible at the present time to run the Riding 5 report.





<sup>\*5</sup> Figures for January to March 2018 have been amended due to the resolution of the sickness reporting issues.

<sup>\*6</sup> The figures are subject to change, due to categories of sickness being updated, at a later date.

KEY:

- More than 5% over Upper Tolerance - Poor Performance
- No more than 5% above Upper Tolerance
- Between Upper Tolerance and Lower Tolerance - Good Performance
- Below Lower Tolerance - Excellent Performance

Direction of Travel Arrows:

- Better performance than previous year 
- Slightly worse performance (5%) than previous year 
- Worse performance than previous year 
- Same performance as in previous year 

TIER / LEVEL





- Level 1 – Will always be reported to Performance and Scrutiny Board / FRA.
- Level 2 – Will be reported by exception (good or poor performance, areas of interest etc.).
- Level 3 – Will be reported if of significant interest / at Member request.

Red

Amber

Green

Blue

- Higher number than previous year, but aiming for higher number 
- Slightly lower number (within 5%), but aiming for higher number 
- Lower number than previous year, but aiming for higher number 
- Same performance as in previous year 

IRS Data correct as at 16 May 2019