



South Yorkshire
FIRE & RESCUE

CORPORATE PERFORMANCE REPORT

Quarter Two - 2019/2020 & Forward Look to
Christmas and the New Year Period

Making
**SOUTH
YORKSHIRE
SAFER &
STRONGER**

Corporate Performance Report - Quarter Two and Forward Look to Christmas and the New Year Period

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1. Performance Summary

Reporting

As part of the annual review of the Performance Framework for 2019/20, the reporting levels and frequency were considered for all the performance measures. Therefore, some of the Local Performance Indicators (LPIs) which have been reported previously will not be included in this and future reports. These LPIs will still be monitored locally and where appropriate will be reported by exception.

It should be noted however, that some LPIs have been included which do not follow the reporting levels and frequencies stated in the Performance Framework. These mostly fall within **‘Making South Yorkshire Safer and Stronger+’**.

Further information regarding the Performance Framework for 2019/20 and the reporting levels and frequency can be found in the [Draft Performance Management Framework and Targets for 2019/20](#), which was presented to the Fire and Rescue Authority on 8 April 2019.

The Data

The figures given in this performance report were correct as at 25 October 2019. Quarter two of 2019/20 covers the period 1 July to 30 September 2019. At the time of writing the report, there were four incidents that had not been started, seven incidents that had not been completed and 17 that had been completed but not checked on the IRS.

Mobilisations

Chart 1

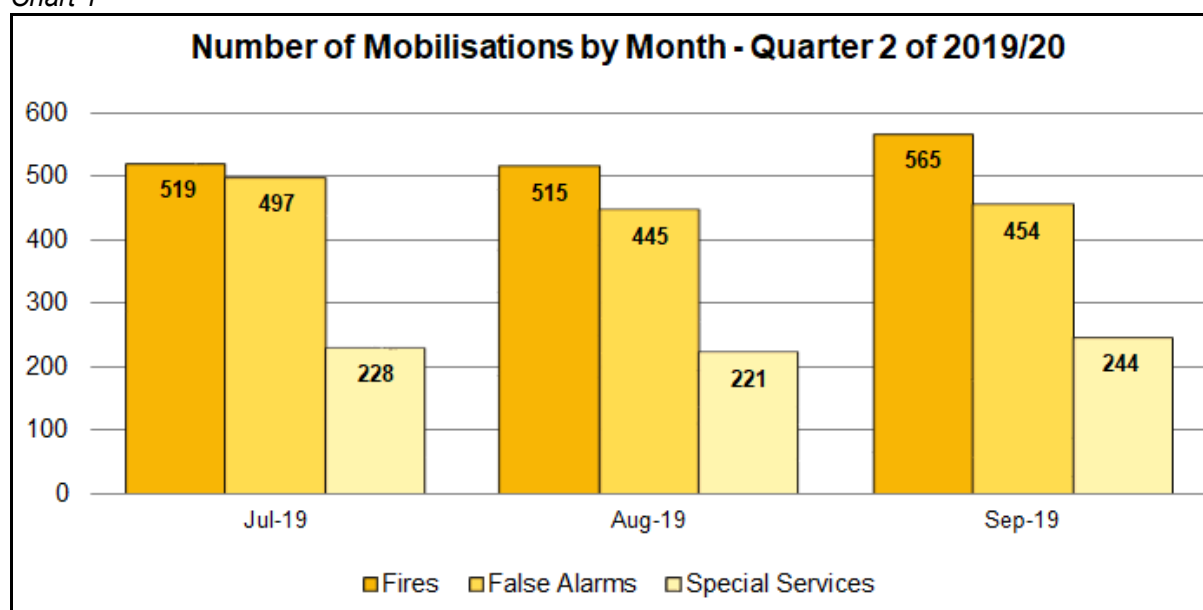
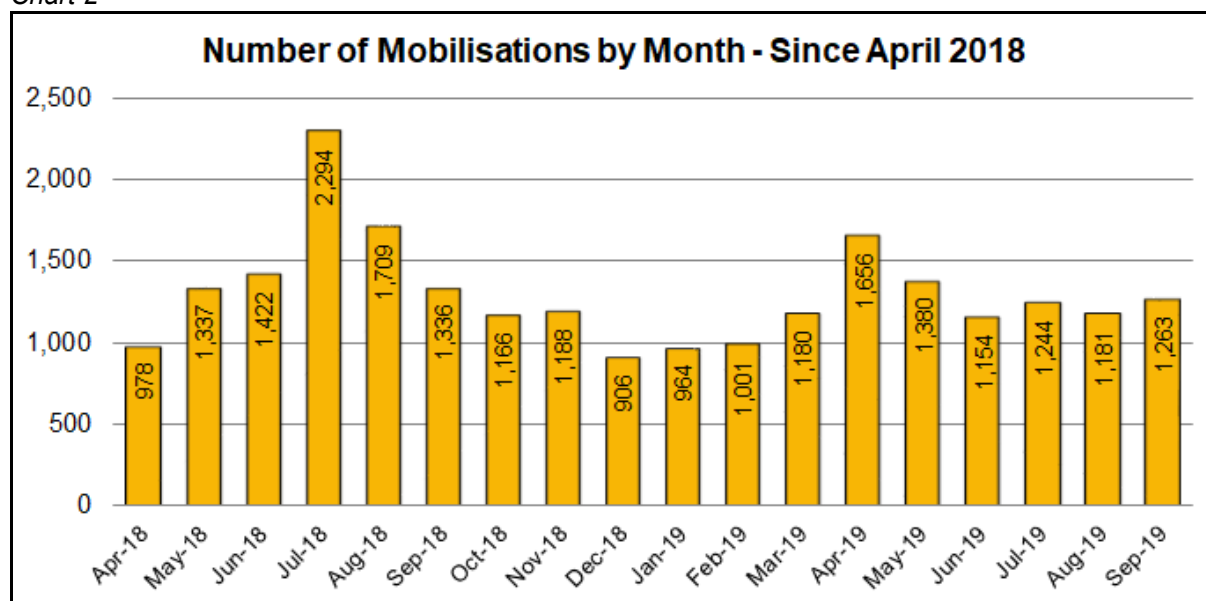


Chart 2



The mobilisations shown in charts 1 and 2 are call outs to fires, false alarms and special services.

Table 1

Mobilisations to fires, false alarms and special services per 100,00 population							
Quarter 2 - 2019/20	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
All Fires	1,599	2,593	5,306	1,404	1,674	2,725	2,491
Per 100,000 Population	113.98	92.19	59.56	98.66	147.31	93.44	107.36
All False Alarms	1,396	3,573	14,362	1,515	1,823	2,607	2,964
Per 100,000 Population	99.51	127.04	161.22	106.46	160.42	89.39	127.75
All Special Service Calls	693	1,628	8,897	662	874	1,881	1,017
Per 100,000 Population	49.40	57.88	99.88	46.52	76.91	64.50	43.83

Table 1 compares the number of mobilisations to fires, false alarms and special service calls 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.

How did we perform in Quarter Two - 2019/20?

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 with the same quarter or month in 2018/19.

Out of the nine LPIs that are monitored using tolerance levels, only deliberate vehicle fires, was above the upper tolerance level. Four were within tolerance and four were below the lower tolerance level, which was excellent performance.

Our statistics show that accidental dwelling fires were at a ten-year low, with 33 fewer incidents than in the previous quarter. There were also two slight accidental dwelling fire injuries recorded during the quarter. This was again the lowest quarterly figure during the past ten years, which could be attributable to the lower number of accidental dwelling fires. The number of cooking related accidental dwelling fires was lower than the average for the past three years. Although, we cannot draw a direct correlation with any initiatives during the period, it is hoped that these trends continue. This year's Christmas initiative will be a cooking fire related safety campaign, with the aim of further reducing these fires. Additional details are contained at page 25 of the report.

Deliberate secondary fires reduced from 1,298 in quarter one, when they were above the upper tolerance level to 864 in quarter two, which was well within tolerance. Historically, deliberate secondary fires can be exceptionally high during the summer months, due to the school holidays and warmer, drier weather. This was the case during quarter two, 2018/19, when there were 1,937 incidents. However, during quarter two of 2019/20, these were at a much lower level with 864 incidents.

Table 2

LPI 2.4 - Accident/Injury frequency rate at operational incidents per 1,000 incidents	Quarter 2 - 2018/19	Quarter 2 - 2019/20
Frequency Rate	4.18	4.37
Number of Accidents/Injuries	16	10

Table 2 shows a slight increase in the incident frequency rate in quarter two of 2019/20, compared with the same quarter in 2018/19, even though there were six fewer accidents / injuries. This was because there were 1,544 fewer incidents attended during quarter two of 2019/20.

Working days / shifts lost to sickness absence for all staff during quarter two was just under two days. If sickness continues at the current level, the outturn figure for 2019/20 will be, 7.70 days / shifts lost, against a target of 6.00.

2. Local Performance Indicator (LPI) Summaries

Exception Reporting

The Performance and Scrutiny Board takes a themed approach, 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.

- There are no measures that need reporting by exception for this quarter.

What the charts show

Seasonal Variable Tolerance Charts

Where we want the 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.

Benchmarking

Table 3

Metropolitan Fire and Rescue Services Benchmarking Comparitors				
	Population	Domestic Properties	Non-Domestic Properties	Area in Square Miles
South Yorkshire	1,402,918	594,435	44,982	599
Greater Manchester	2,812,569	1,193,751	108,286	493
Merseyside	1,423,065	630,971	43,883	249
Tyne and Wear	1,136,371	506,961	36,009	208
West Midlands	2,916,458	1,143,180	101,050	348
West Yorkshire	2,320,214	981,524	85,551	783
London	8,908,081	3,537,636	309,826	607

Data sources:

Population - ONS Mid-Year Population Estimates - 2018
Domestic properties - CIPFA Finance and General Statistics - Estimates - 2019/20
Non-domestic properties - CIPFA Finance and General Statistics - Estimates - 2019/20
Area - CIPFA Finance and General Statistics - Estimates - 2017/18

Where the data is available, we benchmark against the other metropolitan fire and rescue services. Table 3 shows the basic comparators.

LPI 1.1 - Number of Primary Fires

Chart 3

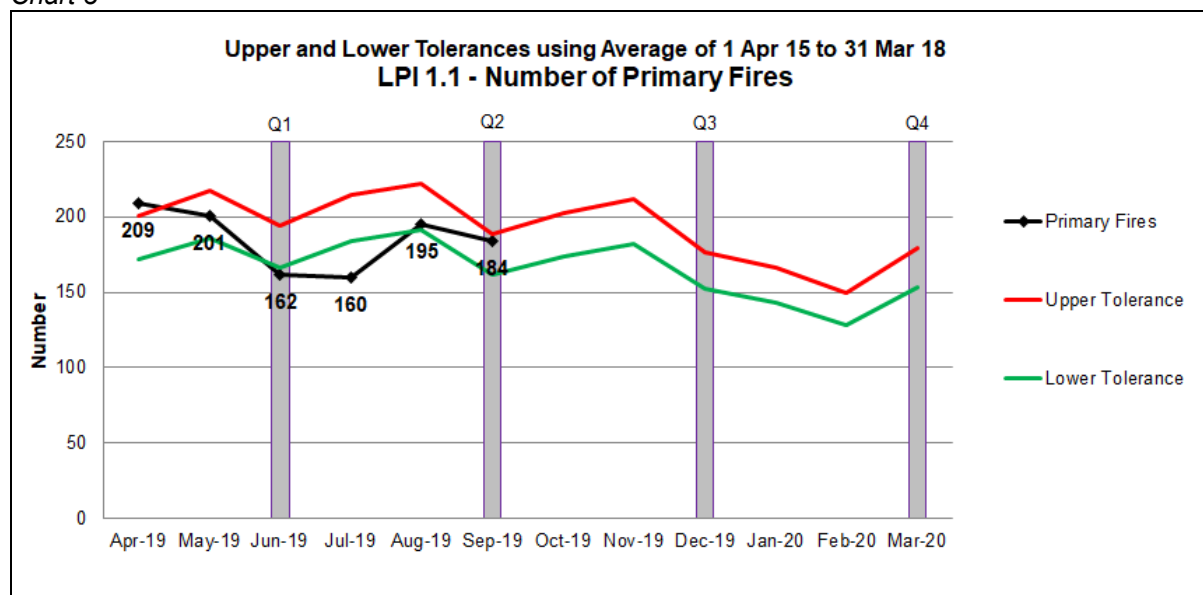


Chart 4

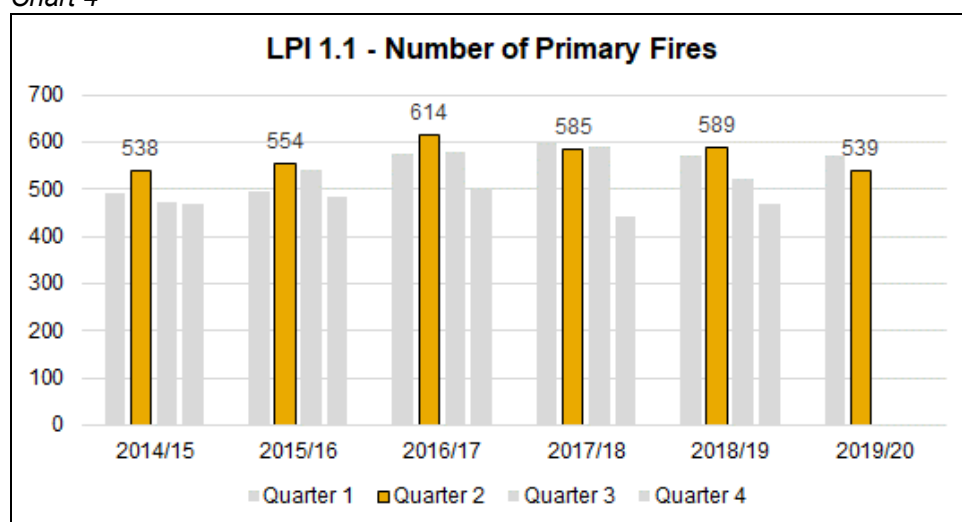


Table 4

LPI 1.1 - Number of Primary Fires - Metropolitan Fire and Rescue Services - Quarter two - 2019/20

	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	539	1,189	2,526	475	480	914	828
Per 10,000 Dwellings	3.84	4.23	2.84	3.34	4.22	3.13	3.57

LPI 1.2(i) - Number of Accidental Dwelling Fires (ADFs)

Chart 5

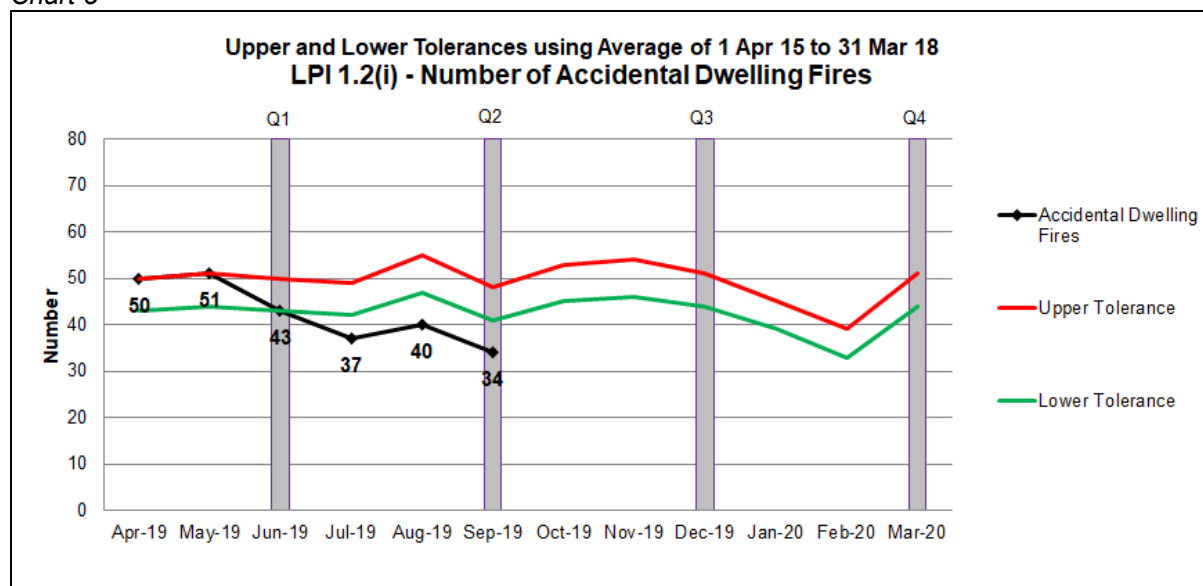


Chart 6

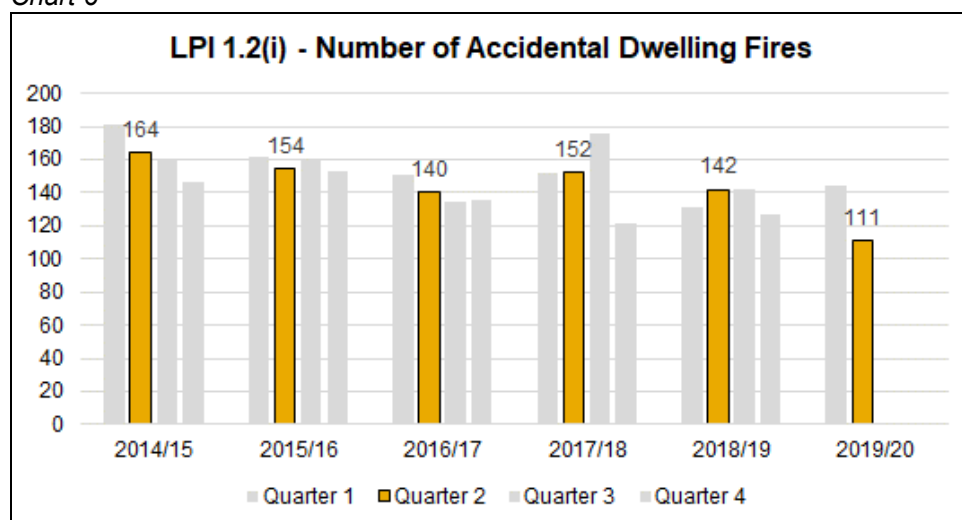


Table 5

LPI 1.2 - Number of Accidental Dwelling Fires - Metropolitan Fire and Rescue Services - Quarter two - 2019/20

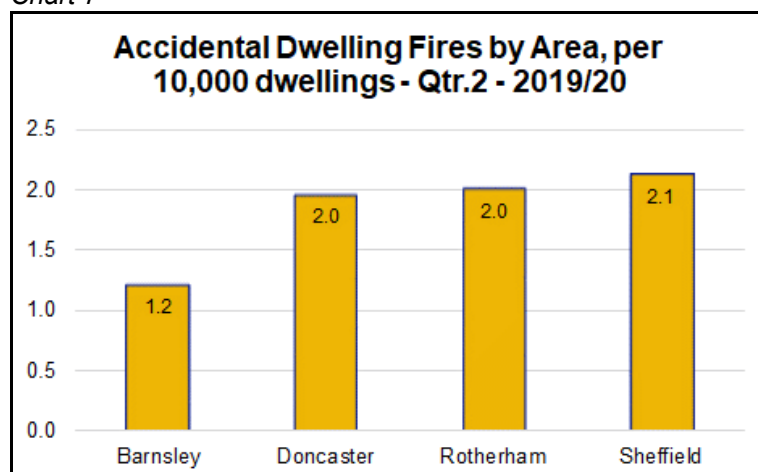
	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	111	485	1,241	189	125	379	225
Per 10,000 Dwellings	1.87	4.06	3.51	3.00	2.47	3.32	2.29

Table 6

HSCs Conducted by Crews Only				
LAA	2019/20			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Barnsley	893	1,014		
Doncaster	844	837		
Rotherham	907	830		
Sheffield	1,095	1,150		
Total	3,797	3,831		





HSCs are also carried out by Fire Community Safety Officers (FCSOs), but are not included within the table above.

Chart 7



As can be seen from the table below, accidental dwelling fires were within target in all four LAAs, for the first six months of this year.

Table 7

LPI 1.2(i) – Number of Accidental Dwelling Fires						Qtr.2 - 2019/20 compared with Qtr.2 - 2018/19
LAA		2019/20				
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Barnsley	Quarterly Figure	18	13			
	Target	20	23	21	21	
	Figure for same quarter in 2018/19	19	23	17	24	
Doncaster	Quarterly Figure	30	26			
	Target	31	32	39	33	
	Figure for same quarter in 2018/19	31	34	29	28	
Rotherham	Quarterly Figure	28	23			
	Target	30	29	29	21	
	Figure for same quarter in 2018/19	24	28	24	19	
Sheffield	Quarterly Figure	68	49			
	Target	70	68	69	60	
	Figure for same quarter in 2018/19	57	57	72	56	

Christmas and New Year period proactive work

An example of proactive work being carried out by crews will be taking place in the Sheffield area during the Christmas period, where there will be a focus on additional electrical hazards encountered over the festival period, which will be emphasised when carrying out Home Safety Checks.

LPI 1.2(ii) - Number of Accidental Dwelling Fires that are Cooking Related

Chart 8

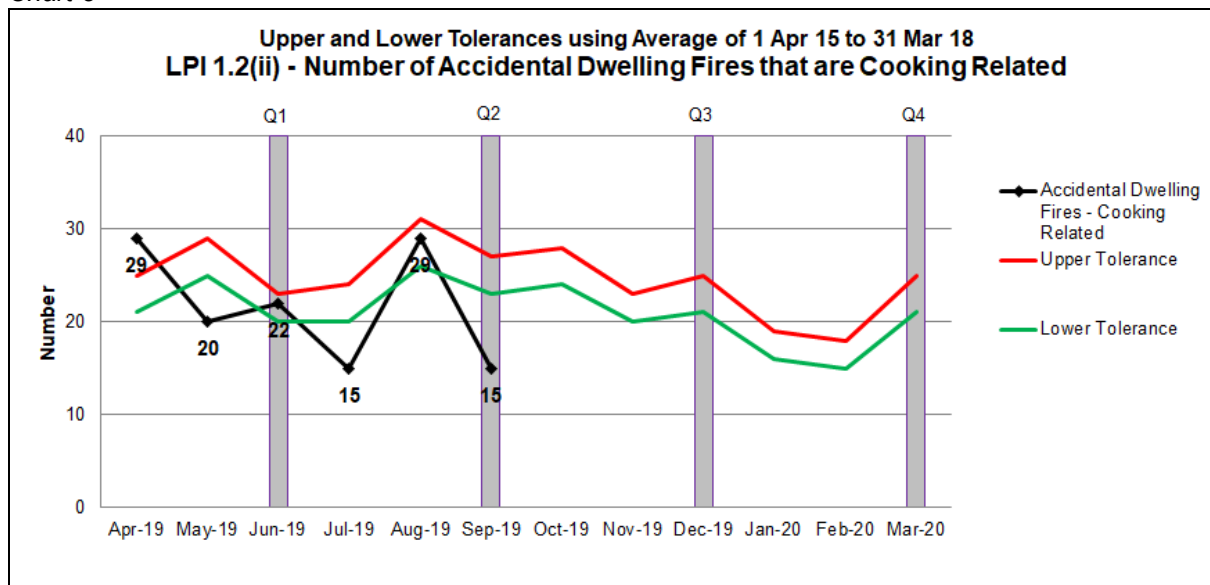
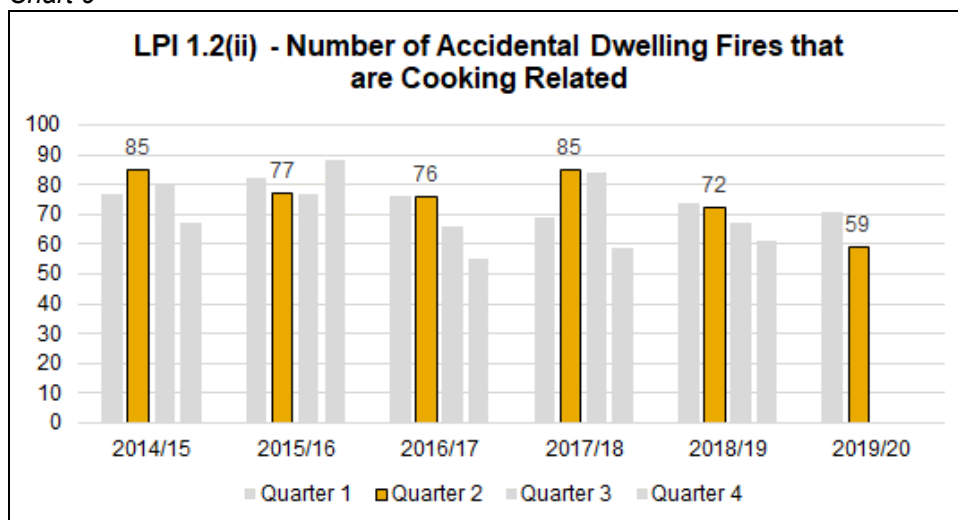


Chart 9



Proactive work will be carried out to reduce the number of accidental dwelling fires that are cooking related. Rotherham crews will be using historical data to carry out HSCs in areas prone to cooking fires, over the Christmas and New Year period. This data shows that interventions in the area should be aimed at lone persons cooking between the times of 15:00 and 20:00 hours.

LPI 1.3 - Number of Fires in Non-Domestic Properties

Chart 10

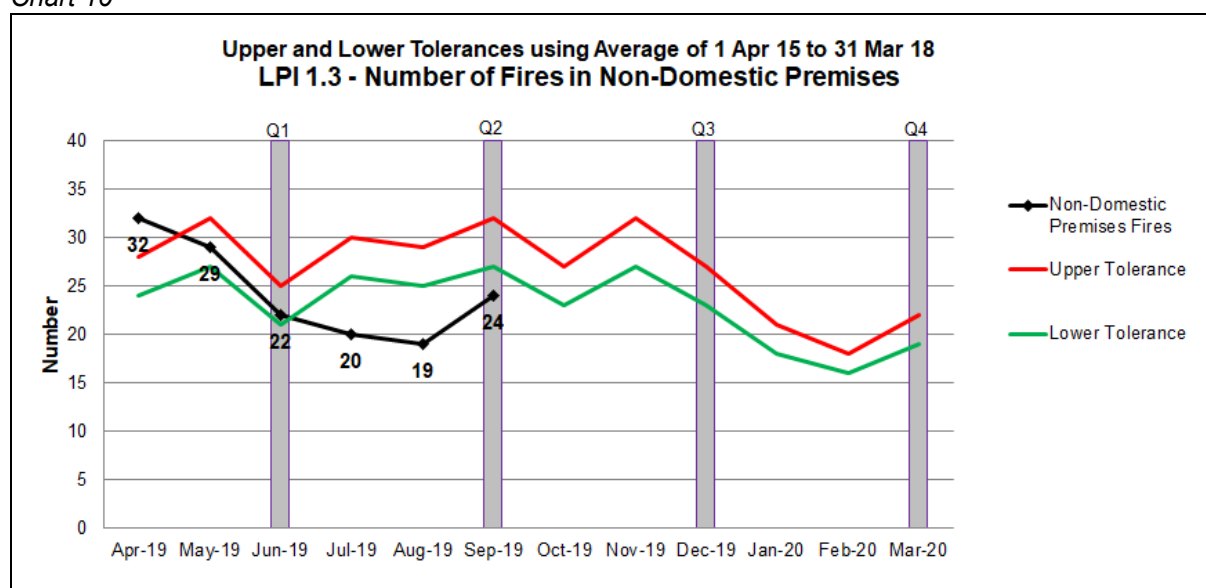


Chart 11

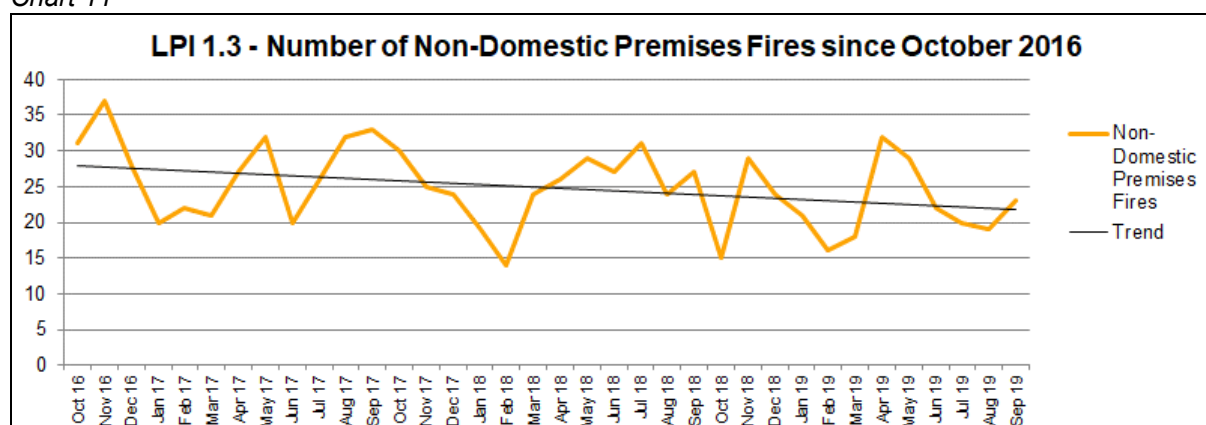






Table 8

LPI 1.3 - Number of Fires in Non-Domestic Properties - Metropolitan Fire and Rescue Services - Quarter two - 2019/20

	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	63	146	533	62	45	151	126
Per 1,000 Non-Doms.	1.40	1.35	1.72	1.41	1.25	1.49	1.47

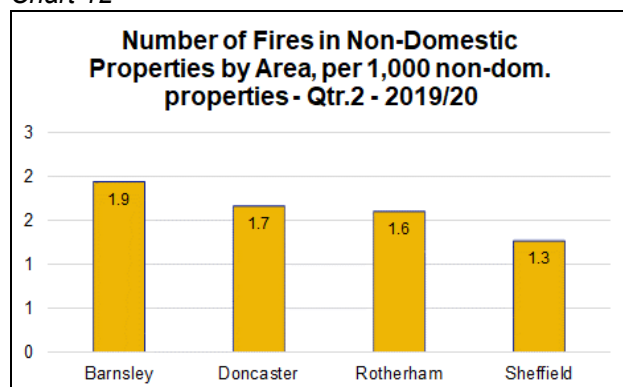
Note: Prior to 1 October 2016, it was found that a number of these fires had been recorded erroneously as fires that were not in premises covered by the Regulatory Reform (Fire Safety) Order 2005. Because of this, they were not included in the figures. Therefore, robust analysis for this measure can 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.

Table 9

LPI 1.3 – Number of Fires in Non-Domestic Premises						Qtr.2 - 2019/20 compared with Qtr.2 - 2018/19
LAA		2019/20				
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Barnsley	Quarterly Figure	6	13			
	Target	12	10	9	8	
	Figure for same quarter in 2018/19	10	12	7	8	
Doncaster	Quarterly Figure	24	15			
	Target	31	36	32	21	
	Figure for same quarter in 2018/19	32	26	21	20	
Rotherham	Quarterly Figure	21	12			
	Target	14	16	12	11	
	Figure for same quarter in 2018/19	16	13	11	12	
Sheffield	Quarterly Figure	32	23			
	Target	28	29	33	21	
	Figure for same quarter in 2018/19	24	31	29	15	

The table above shows that Barnsley LAA was the only area that was not within target for fires in non-domestic properties, during quarter two

Chart 12



LPI 1.4(2a) - Number of Accidental Dwelling Fire Injuries

Chart 13

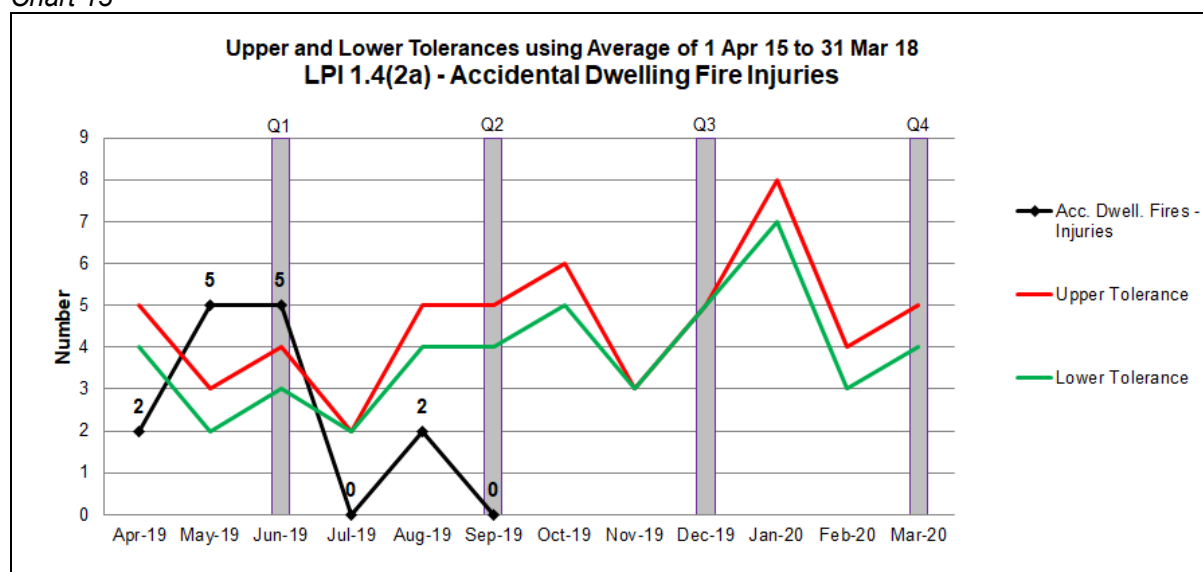


Chart 14

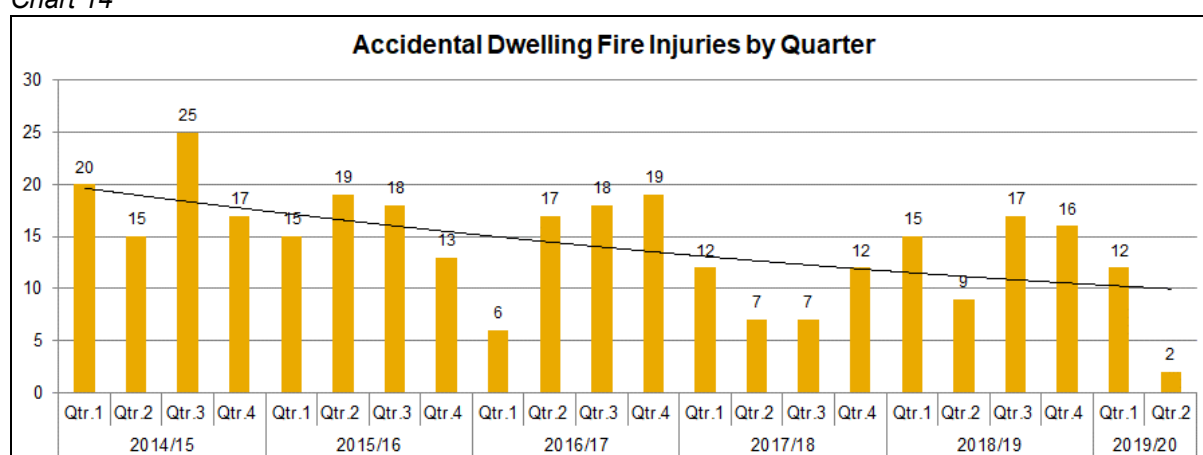


Table 10

LPI 1.4(a) - Number of Accidental Dwelling Fire Injuries - Metropolitan Fire and Rescue Services - Quarter two - 2019/20

	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	2	26	88	20	6	16	26
Per 100,000 Population	0.14	0.92	0.99	1.41	0.53	0.55	1.12

Accidental dwelling fires were at their lowest since 2009 during the quarter. The low number could partly be attributable to the lower number of house fires, during that period. The two injuries recorded, were only slight in nature. However, it should be stressed that these figures can vary greatly. An incident with multiple injuries can soon reverse the trend.

LPI 1.7(a) - Number of Primary Arson Incidents

Chart 15

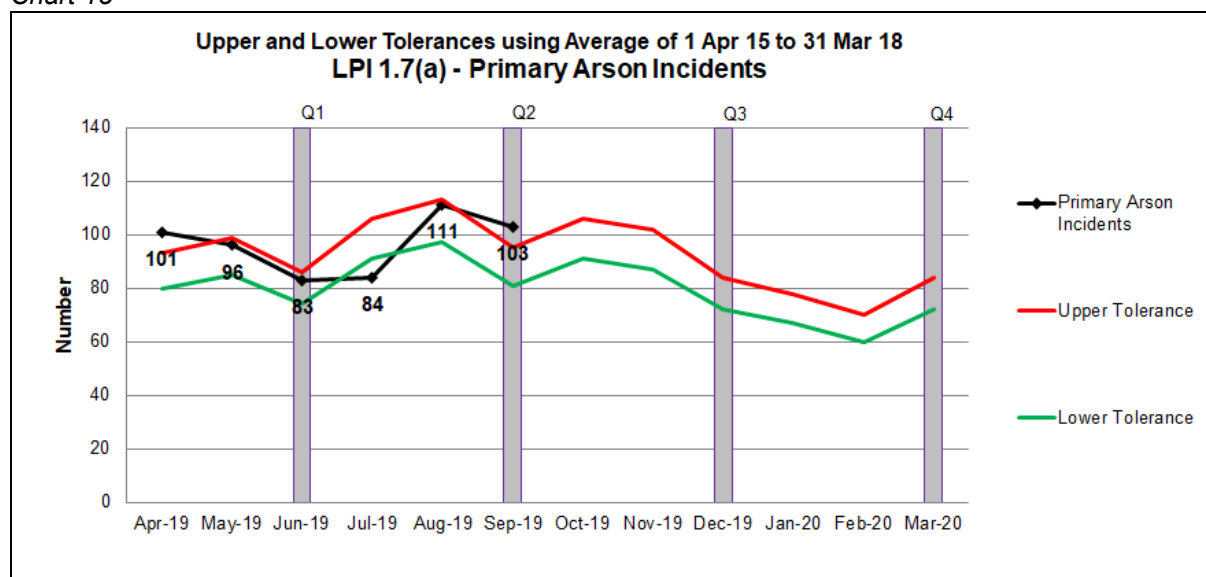


Chart 16

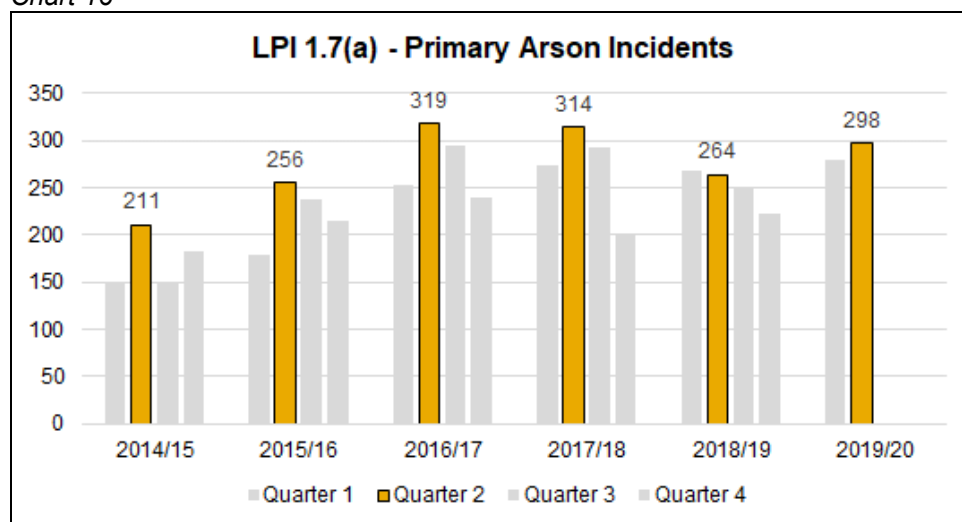


Table 11

LPI 1.7(a) - Number of Primary Arson Incidents - Metropolitan Fire and Rescue Services - Quarter two - 2019/20

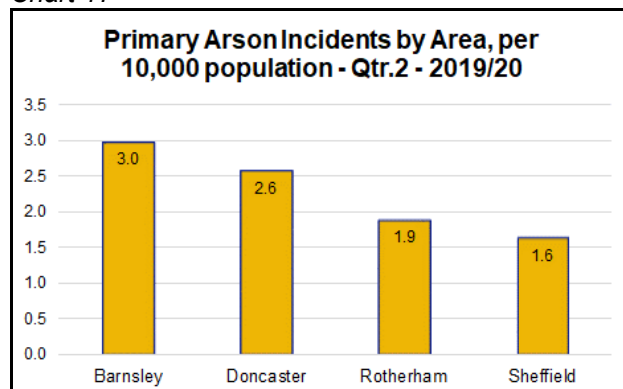
	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	298	428	407	168	244	268	357
Per 10,000 Population	2.12	1.52	0.46	1.18	2.15	0.92	1.54

Table 12

LPI 1.7(a) – Primary Arson Incidents						Qtr.2 - 2019/20 compared with Qtr.2 - 2018/19
LAA		2019/20				
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Barnsley	Quarterly Figure	59	73			▲
	Target	51	65	55	46	
	Figure for same quarter in 2018/19	49	49	47	43	
Doncaster	Quarterly Figure	76	80			▼
	Target	73	104	81	67	
	Figure for same quarter in 2018/19	64	95	68	65	
Rotherham	Quarterly Figure	54	50			▲
	Target	54	51	43	40	
	Figure for same quarter in 2018/19	57	40	35	40	
Sheffield	Quarterly Figure	91	95			▲
	Target	100	94	113	79	
	Figure for same quarter in 2018/19	98	80	99	74	

The table above shows that primary arson was above target in both Barnsley and Sheffield LAAs during quarter two. All except Doncaster district had a higher number of primary arson incidents, than in the same quarter during the previous year.

Chart 17



LPI 1.7(a)i) - Number of Deliberate Vehicle Fires (Included in Primary Arson)

Chart 18

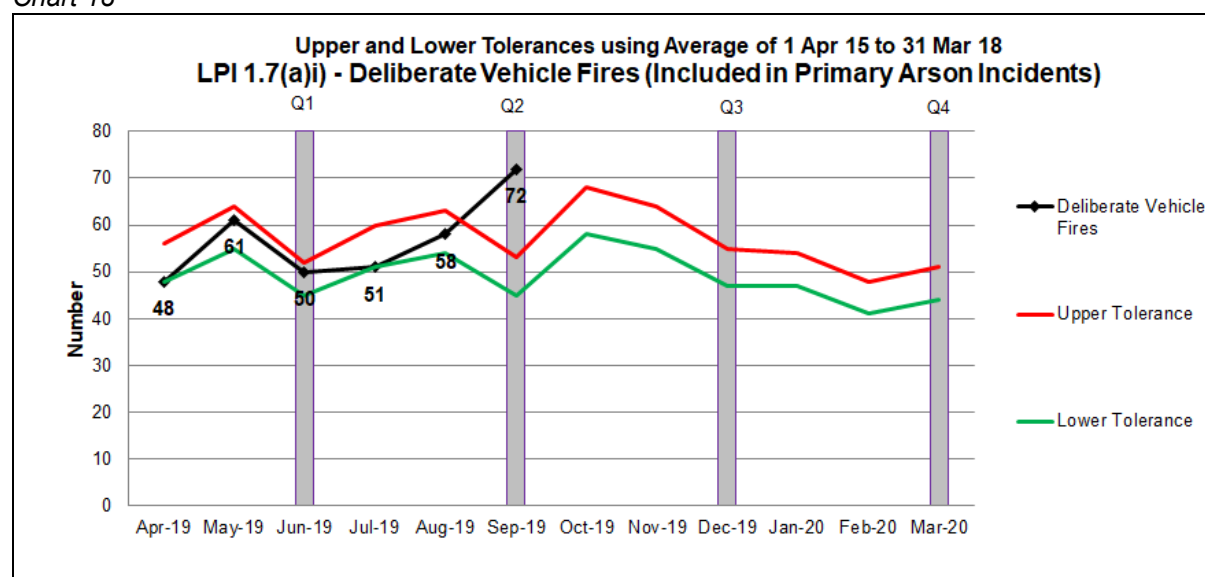


Chart 19

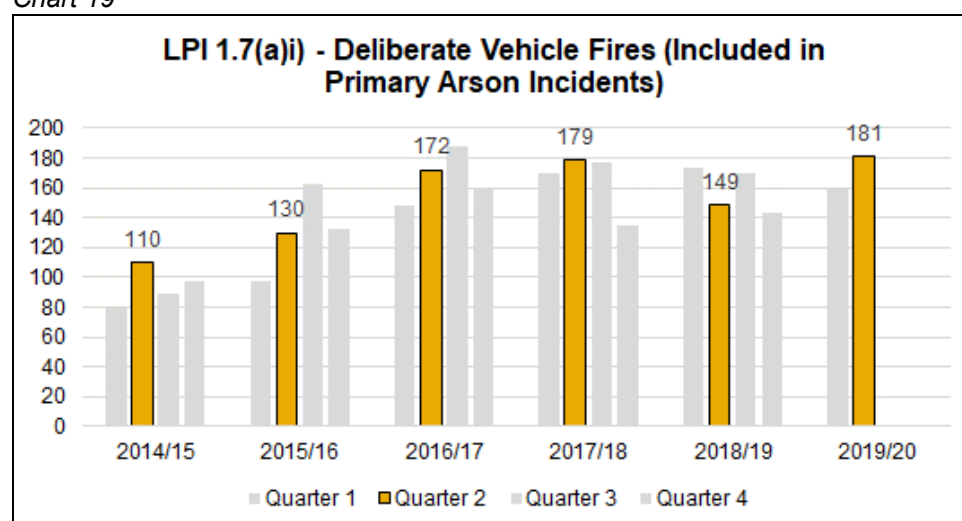


Table 13

LPI 1.7(a)i) - Number of Deliberate Vehicle Fires (Included in Primary Arson Incidents) - Metropolitan Fire and Rescue Services - Quarter two - 2019/20

	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	181	228	213	100	152	162	183
Per 10,000 Population	1.29	0.81	0.24	0.70	1.34	0.56	0.79

LPI 1.7(b) - Number of Deliberate Secondary Fires

Chart 20

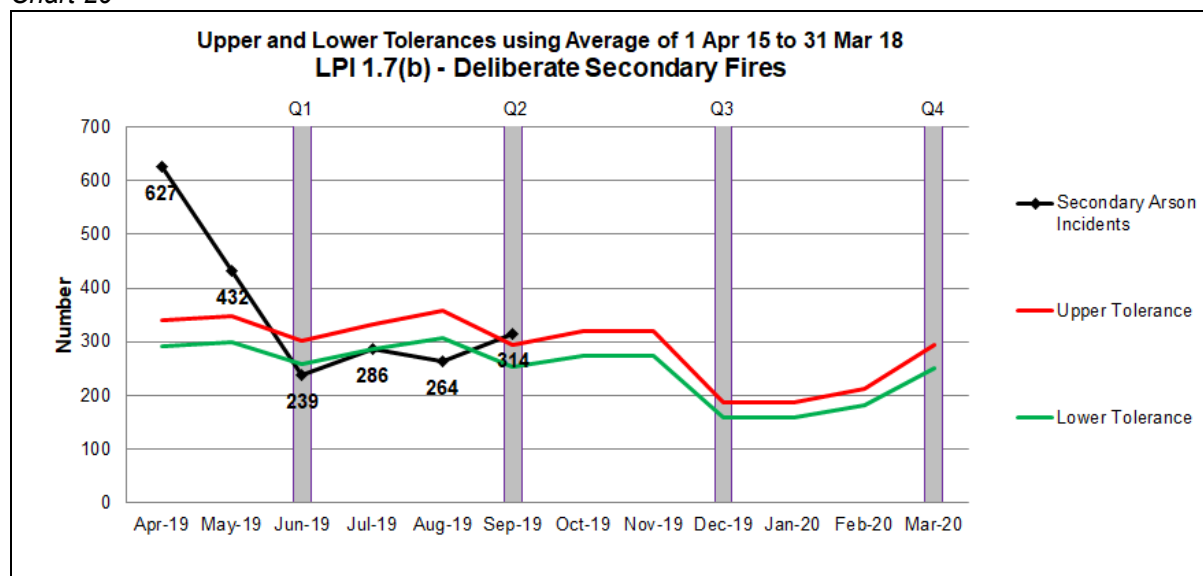


Chart 21

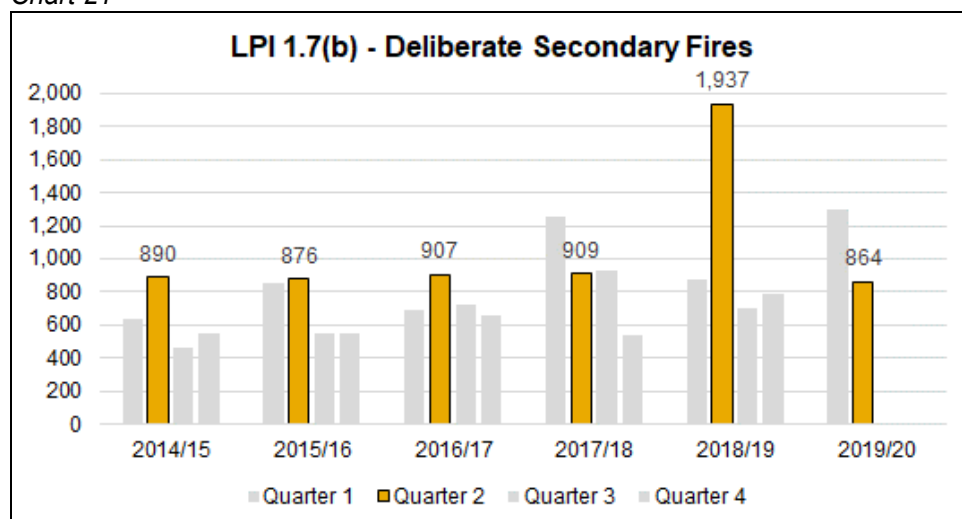


Table 14

LPI 1.7(b) - Number of Deliberate Secondary Fires - Metropolitan Fire and Rescue Services - Quarter two - 2019/20

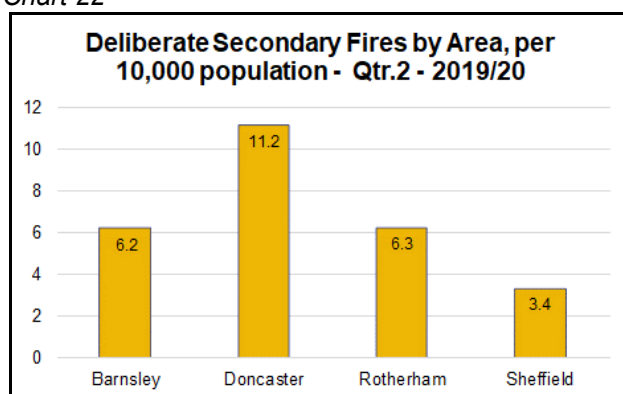
	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	864	1,141	436	706	964	789	1,189
Per 10,000 Population	6.16	4.06	0.49	4.96	8.48	2.71	5.12

Table 15

LPI 1.7(b) – Deliberate Secondary Fires						Qtr.2 - 2019/20 compared with Qtr.2 - 2018/19
LAA		2019/20				
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Barnsley	Quarterly Figure	273	153			▼
	Target	209	216	163	145	
	Figure for same quarter in 2018/19	177	445	143	177	
Doncaster	Quarterly Figure	434	347			▼
	Target	255	267	253	225	
	Figure for same quarter in 2018/19	246	549	219	272	
Rotherham	Quarterly Figure	233	166			▼
	Target	219	203	160	130	
	Figure for same quarter in 2018/19	200	373	124	131	
Sheffield	Quarterly Figure	358	198			▼
	Target	307	299	248	193	
	Figure for same quarter in 2018/19	253	570	218	202	

The table above shows that the target for deliberate secondary fires was only exceeded in the Doncaster LAA. All areas had considerably lower numbers than during the same quarter in 2018/19.

Chart 22



LPI 1.9 - Number of False Alarms caused by Automatic Fire Detection - Non-Domestic Properties

Chart 23

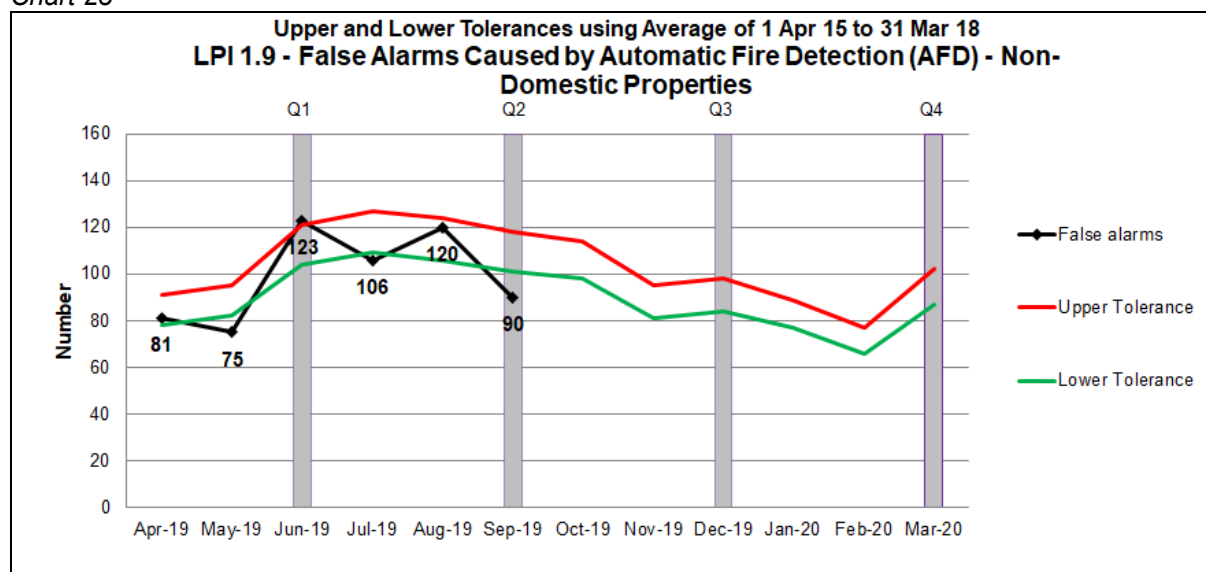


Chart 24

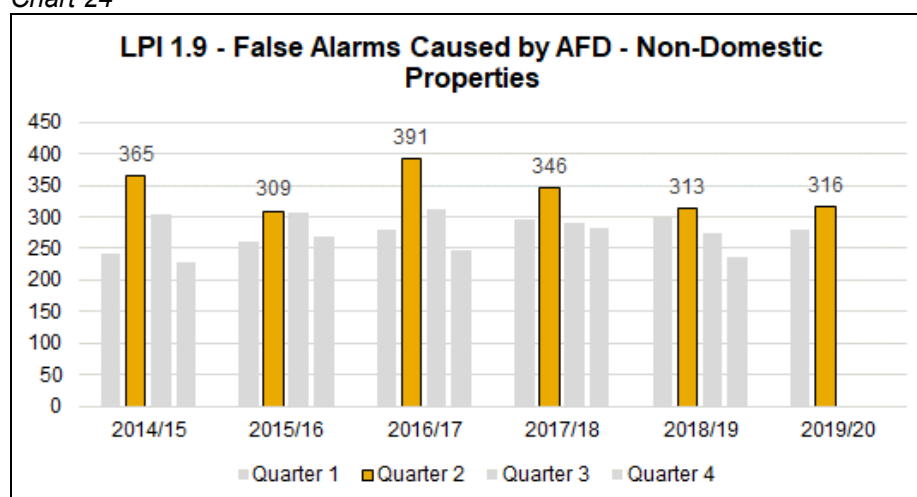






Table 16

LPI 1.9 - False Alarms Caused by Automatic Fire Detection – Non-Domestic Properties - Metropolitan Fire and Rescue Services - Quarter two - 2019/20

	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	316	1,414	5,799	179	456	387	78
Per 1,000 Non-Doms.	7.03	13.06	18.72	4.08	12.66	3.83	0.91

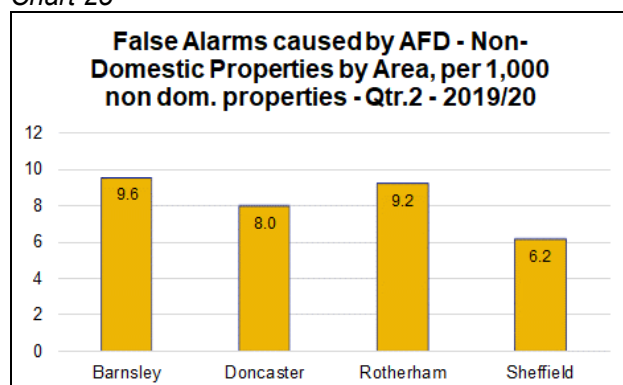
False alarms to AFD should reduce with effect from January 2020, when a new policy is introduced. When an unconfirmed AFD call is received, SYFR will not attend and the Alarm Receiving Centre will be advised to contact key holders to investigate the actuation. Mobilisations to residential and sleeping risk properties will continue with no change to response. This will also include hospitals, schools, colleges, universities and heritage sites.

Table 17

LPI 1.9 – False Alarms caused by Automatic Fire Detection - Non-Domestic Properties						Qtr.2 - 2019/20 compared with Qtr.2 - 2018/19
LAA		2019/20				
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Barnsley	Quarterly Figure	63	64			
	Target	53	76	46	45	
	Figure for same quarter in 2018/19	54	70	40	44	
Doncaster	Quarterly Figure	51	72			
	Target	74	88	62	65	
	Figure for same quarter in 2018/19	73	78	63	58	
Rotherham	Quarterly Figure	54	69			
	Target	61	66	66	50	
	Figure for same quarter in 2018/19	63	46	53	41	
Sheffield	Quarterly Figure	111	111			
	Target	119	139	133	108	
	Figure for same quarter in 2018/19	111	119	118	93	

The table above shows that Rotherham LAA was slightly above target for this LPI, during quarter two.

Chart 25



Road Traffic Collisions (RTCs) Attended

Table 18

LPI 2.2 – RTC Incidents Attended by the Service					
LAA		2019/20			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Barnsley	Quarterly Figure	24	13		
	Average of Previous 3 Years	14	18	17	16
	Figure for same quarter in 2018/19	18	18	20	16
Doncaster	Quarterly Figure	22	29		
	Average of Previous 3 Years	21	18	29	29
	Figure for same quarter in 2018/19	30	16	29	33
Rotherham	Quarterly Figure	30	19		
	Average of Previous 3 Years	20	23	25	27
	Figure for same quarter in 2018/19	19	28	23	16
Sheffield	Quarterly Figure	36	34		
	Average of Previous 3 Years	19	26	27	27
	Figure for same quarter in 2018/19	20	28	30	40

The table above shows the number of RTCs attended by SYFR by quarter and by district during quarter two of 2019/20.

3. Forward Look to Christmas and the New Year Period

What Happened during Christmas and the New Year Period - 2018?

Background

Analysis has been carried out to find out if there were any specific increases/patterns in the type of incidents that occurred during the Christmas and New Year period last year. It was thought that there might have been an increase in electrical fires, for example, involving Christmas tree lights and chargers for new toys. It was also thought that there might have been an increase in fires involving candles. Cooking fires were also a possible area for consideration.

Analysis

Chart 26, shows the monthly volume of incidents during 2018. It should be noted that the significantly high number of fires experienced during the summer months, was caused by secondary fires. In contrast to this, December 2018, experienced the second lowest monthly total of incidents attended (906) during the year.

Chart 26

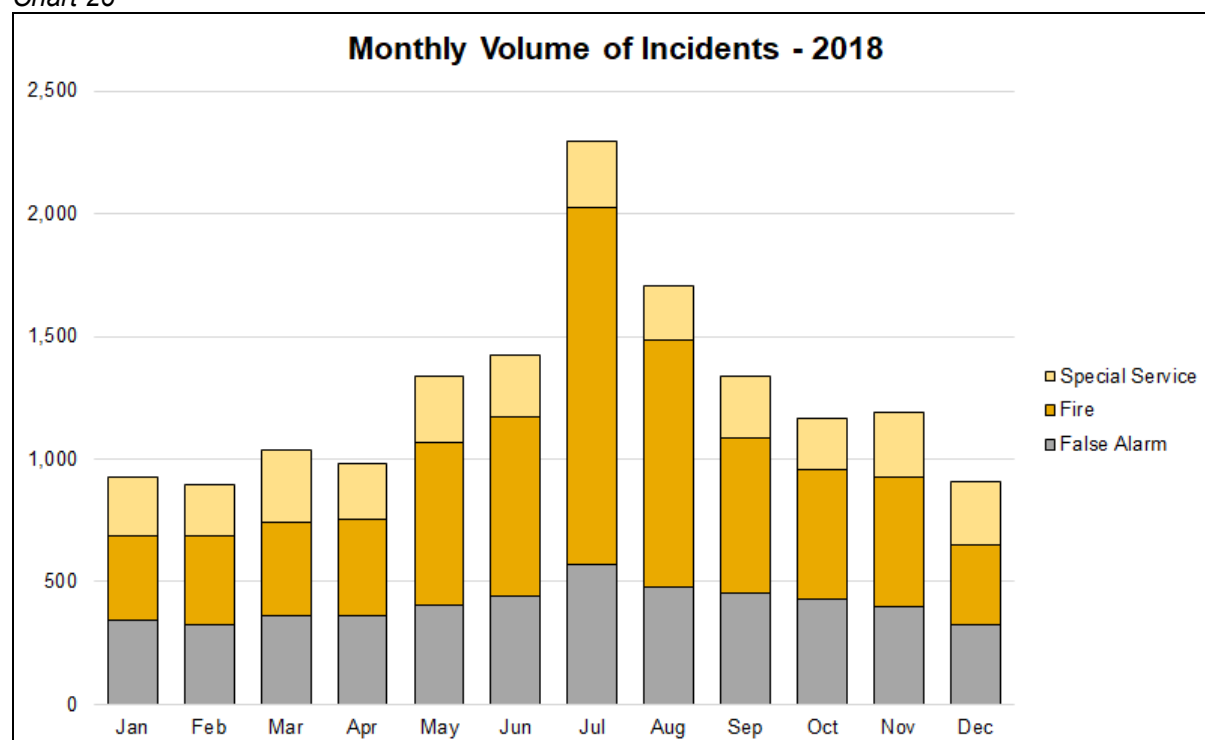


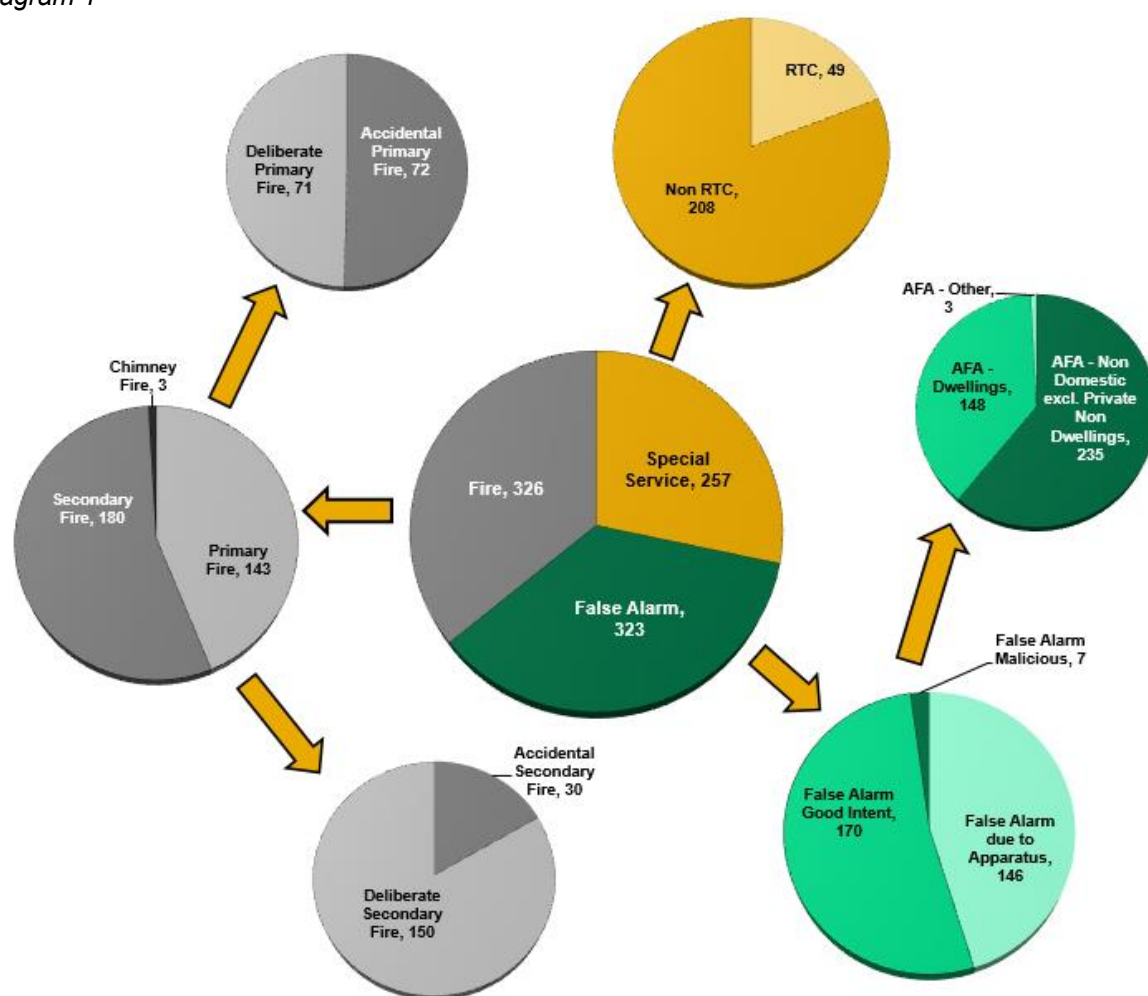
Table 19 below, shows that there were almost 200 fewer incidents than there were during the same period in 2017.

Table 19

Incident Type	Dec 2017	Dec 2018
Special Services	304	257
Fires	431	326
False Alarms	363	323
Totals	1,098	906

The diagram below, gives a breakdown of all the incidents mobilised to, during December 2018.

Diagram 1

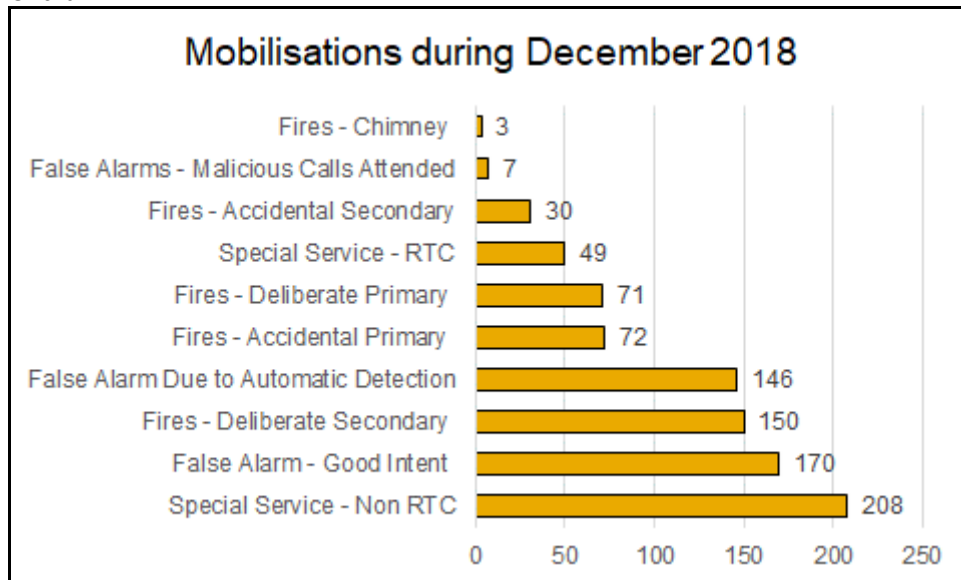


A total of 143 Primary Fires were attended during December 2018, half of which were accidental (including ten Cooking related, ten fault in equipment / appliance and a further ten related to faulty electric supply).

The most notable area of concern relates to the number of RTCs attended during December 2018 (49). This was the highest monthly total for 2018 and 13 more than in December 2017.

Chart 27 below shows the volume of mobilisations by category for December 2018.

Chart 27



Summary Findings

Analysis of the 2018 incidents during December 2018 does not highlight anything of note, apart from a higher number of RTCs occurring during the Christmas period.

Planned Initiatives during the Christmas and New Year Period

Cooking Fire Safety Campaign

Over Christmas, we will be running a cooking fire safety campaign. This aims to drive down the number of fires during this period, compared to the average for the previous three years.

The background to this push is that, for many years, the leading cause of accidental dwelling fires has been cooking. Figures from last year alone show that it is actually responsible for around half the accidental dwelling fires we attended.

Based on our insight, our plan is to focus our efforts on families and children, via schools, the media and online platforms. We want them to consider the effects a kitchen fire would have on them and their lives.

Unlike previous, national cooking campaigns, we intend to move our messaging away from injury and death and focus on what our insight suggests is the most likely outcome of a kitchen fire . a ruined kitchen and increased financial pressure.

We will be using various methods to get our messages across and make the desired impact. This includes producing a cooking safety video that will be used online, sending a letter to each primary school in South Yorkshire and asking that they get their kids to take part in a colouring competition, producing a presentation that can be given to primary age children in schools and securing coverage in South Yorkshire's media outlets.

Crucial Crew

Crucial Crew, which is a personal safety educational programme delivered to Key Stage 2 pupils in Year 6 of primary school at the Lifewise Centre in Rotherham,

Targeting Schools

During the period December to February, we will be focussing our schools talks on the dangers of ice and frozen water.

Bespoke Events

We will be supporting the running of Flu Clinics at Penistone and will promote the Cooking Fire Safety campaign and SYFR services at these sessions.

We will also be supporting the Gas Safe Charity and will be hosting two Carbon Monoxide workshops for staff and partners who work in our communities. One will be held in the Doncaster District and one at Lifewise for the Rotherham District.

Targeted Interventions in each of the Local Authority Areas

Barnsley District

Leading up to and during the Christmas and New Year Period, Emergency Response Crews and District Community Safety Staff will increase their focus on visiting the most vulnerable people within the district to undertake Home Safety Checks. Using the recently acquired Assisted Bin Collection data along with other social demographic information we will visit the people who are most at risk during the winter period. Winter is a period when the number of deaths of elderly and vulnerable people increase due to cold homes, winter related illnesses and the additional winter related hazards such as falling on ice. We will therefore focus our attention on assessing loneliness (social isolation), heating within the home (winter warmth) and Benefits Checks (poverty). We will then provide appropriate advice and make referrals to the High Risk Coordinators and partners as required.

In addition to the above we will promote Seasonal Safety Messages relating to the increased risk of fires caused by Christmas related electrical items (Christmas Lights) particularly in the homes of families who have pets.

We will also be looking at getting safety messages onto our social media sites around electrical safety and the consequences of cooking under the influence of alcohol. These messages will also be shared with partners. Any schools attended will also be given information on water safety and the dangers of playing on ice.

Doncaster District

We are supporting the cooking fire safety campaign, by focussing on partnership referrals. Referrals for Home Safety and Safe and Well Checks ensure that the most vulnerable people in the district are being targeted.

Rotherham District

To complement the Services main campaign aimed at reducing cooking related fires, we have reviewed last years data to establish who and where our target audiences are. This has led us to understand that our interventions should be aimed at lone persons cooking between the times of 15:00 and 20:00 hours. Last year, Rotherham district had 32 incidents involving this demographic from October 2018 to February 2019.

Our tactics will be varied to ensure that our services are inclusive and we have sought suggestions from the community. This will include:

- Invitations to local youth club ~~My~~ My Place+ to attend Rotherham station for a multicultural cooking experience and cooking safety presentation
- Direct visits to sheltered housing to provide a cooking safety specific presentation
- Distribution of alcohol related cooking fire advice by crews to pubs/off licences
- Investigate the possibility of attending local carol services
- Requesting of target HSC address lists for areas prone to cooking fires







We then plan to review our statistics at the end of the season to evaluate the level of success and determine what worked well and what could be improved for the following season.












Sheffield District








Sheffield crews will be linking into the Cooking Fire Campaign. Data will be used from previous years to focus our activity. The Station Managers can then deliver the safety message locally during December, as appropriate. Sheffield crews will also focus on additional electrical hazards encountered around Christmas time so that they can emphasise these when carrying out Home Safety Checks.





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4. Quarterly Performance Dashboard - Quarter Two, 2019/20

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Projected Outturn	Direction of Travel for Qtr 2, 2019/20 Compared to Qtr.2, 2018/19	
					Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020			
MAKING SOUTH YORKSHIRE SAFER AND STRONGER																			
LPI 1.1	Number of Primary Fires		1	Upper Tolerance +5%	612			626			592			495			2,222		
				Lower Tolerance -10%	524			537			508			424					
				Actual - 2019/20	572		Green	539		Green									
				Figures for 2018/19	570			589			522			469					
LPI 1.2	Accidental Dwelling Fires	a) Number of accidental dwelling fires	1	Upper Tolerance +5%	151			152			158			135			510		
				Lower Tolerance -10%	130			130			135			116					
				Actual - 2019/20	144		Green	111		Blue									
				Figures for 2018/19	131			142			142			127					
		a)i) Severe	2	Actual - 2019/20	97			72									338		
				Figures for 2018/19	80			80			94			68					
		a)ii) Minor	2	Actual - 2019/20	47			39									172		
				Figures for 2018/19	74			72			82			53					
		b) Number of accidental Fires that are cooking related	2	Upper Tolerance +5%	77			82			76			62			260		
				Lower Tolerance -10%	66			69			65			52					
				Actual - 2019/20	71		Green	59		Blue									
				Figures for 2018/19	74			72			67			61					
		c)(i) Percentage of fires attended in dwellings where a smoke or heat alarm activated and raised the alarm ^{**} See below	2	Actual - 2019/20	52.78%			49.56%									51.09%	N/A	
		c)(ii) Percentage of fires attended in dwellings where a smoke or heat alarm activated and did not raise the alarm ^{**} See below	2	Actual - 2019/20	15.28%			10.62%									13.04%	N/A	
		c)(iii) Percentage of fires attended in dwellings where a smoke or heat alarm was fitted but did not activate ^{**} See below	2	Actual - 2019/20	14.58%			15.93%									15.28%	N/A	
		c)(iv) Percentage of fires attended in dwellings where a smoke or heat alarm was not fitted ^{**} See below	2	Actual - 2019/20	16.67%			24.78%									20.72%	N/A	
		d) Number of fires confined to room of origin	i) Confined	2	Actual - 2019/20	112			103									430	N/A
			ii) Not Confined	2	Actual - 2019/20	32			8									80	N/A
LPI 1.3	Number of Fires in Non-domestic Premises		1	Upper Tolerance +5%	85			91			86			61			292		
				Lower Tolerance -10%	72			78			73			53					
				Actual - 2019/20	83		Green	63		Blue									
				Figures for 2018/19	82			82			68			55					

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Projected Outturn	Direction of Travel for Qtr 2, 2019/20 Compared to Qtr.2, 2018/19		
					Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020				
LPI 1.4	Number of Fire Deaths and Injuries	1) All Fire Deaths	1	Actual - 2019/20	0			0									0	N/A		
		a) Accidental dwelling fire deaths	1	Actual - 2019/20	0			0									0	N/A		
		2) All Fire Injuries	1	Actual - 2019/20	25			8									66			
		a) Accidental dwelling fire injuries	1	Figures for 2018/19	19			14			25			19			28			
				Upper Tolerance +5%	12			12			14			17						
				Lower Tolerance -15%	9			10			13			14						
				Actual - 2019/20	12		Green	2		Blue										
				Figures for 2018/19	15			9			17			12						
		i) ADF Injuries - Victim went to hospital, injuries appear to be serious	2	Actual - 2019/20	2			0									4			
				Figures for 2018/19	2			0			4			2						
		ii) ADF Injuries - Victim went to hospital, injuries appear to be slight	2	Actual - 2019/20	10			2									24			
				Figures for 2018/19	13			9			13			14						
		3) ADFs - Number of Persons where First Aid or Precautionary Checks were administered.	2	Actual - 2019/20	18			15									66			
				Figures for 2018/19	10			17			10			14						
		LPI 1.5	Safe and Well Checks (HSCs) Completed	d) Total number of Home Safety Checks completed	2	Actual - 2019/20	4,106			3,994									16,200	
						Figures for 2018/19	3,108			2,758			3,404			4,094				
e) Total number of HSC3s completed	2			Actual - 2019/20	416			341			0						1,514			
				Figures for 2018/19	283			372			344			396						
g) Number of referrals from Safe and Well partners (Amended)	2			Actual - 2019/20	1,522			1,211			0						5,466			
				Figures for 2018/19	823			817			779			979						
h) Total number of Safe and Well visits completed	2			Actual - 2019/20	171			336									N/A	N/A		
				Figures for 2018/19	138			0			6			70						
LPI 1.6	Special service incidents attended involving people (excluding RTCs)	i) Number of incidents attended (Excluding assistance to other agencies)	1	Actual - 2019/20	82			87									338			
				Figures for 2018/19	117			105			82			65						
		ii) Assistance Requested by Other Agencies	1	Actual - 2019/20	112			101									426			
				Figures for 2018/19	142			152			210			130						
		iii) Number of people involved (parts i & ii) (Fatalities, Injuries and Rescues)	2	Actual - 2019/20	224			219									886			
				Figures for 2018/19	305			290			339			225						

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Projected Outturn	Direction of Travel for Qtr 2, 2019/20 Compared to Qtr.2, 2018/19
					Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020		
LPI 1.7	Arson Incidents	a) Primary Arson Incidents	1	Upper Tolerance +5%	278			314			292			232			1,156	
				Lower Tolerance -10%	239			269			250			199				
				Actual - 2019/20	280		Amber	298		Green								
				Figures for 2018/19	268			264			249			222				
		a) Deliberate Vehicle Fires (included in the Primary Arson Incidents)	2	Upper Tolerance +5%	172			176			187			-			680	
				Lower Tolerance -10%	148			150			160			132				
				Actual - 2019/20	159		Green	181		Amber								
				Figures for 2018/19	174			149			170			143				
		b) Deliberate Secondary Fires	2	Upper Tolerance + 5%	990			985			824			693			4,324	
				Lower Tolerance -10%	848			845			708			593				
				Actual - 2019/20	1,298		Red	864		Green								
				Figures for 2018/19	876			1,937			704			784				
LPI 1.9	False alarms caused by automatic fire detection - non-domestic properties	2	Upper Tolerance +5%	307			369			307			268			1,190		
			Lower Tolerance -10%	264			316			263			230					
			Actual - 2019/20	279		Green	316		Green									
			Figures for 2018/19	301			313			274			236					
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	Actual - 2019/20	344			263									1,214		
			Figures for 2018/19	270			304			327			325					
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	Actual - 2019/20	55			46									202		
			Figures for 2018/19	50			43			47			41					
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	Actual - 2019/20	49			69									236		
			Figures for 2018/19	49			42			56			62					
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	Actual - 2019/20	49.46%			49.31%									49.39%	N/A
		b) Average time taken from call to alert ³ (Measured in seconds)	2	Actual - 2019/20	74.20			73.19									N/A	N/A
		c) Average time taken from the alert to the appliance leaving the station ³ (Measured in seconds)	2	Actual - 2019/20	81.03			73.08									N/A	N/A

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Projected Outturn	Direction of Travel for Qtr 2, 2019/20 Compared to Qtr.2, 2018/19	
					Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020			
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)	73			86			101			93			414		
				Actual - 2019/20	112			95											
				Figures for 2018/19	87			90			102			105					
		b). Number of Incidents involving extrications where persons are 'Medically or Physically Trapped'	1	Actual - 2019/20	36			34									140	N/A	
				c) Number of Deaths and Serious Injuries at RTC incidents attended by the Service	i) Deaths	2	Actual - 2019/20	7			3								20
ii) Serious Injuries	Actual - 2019/20	28					20									96	N/A		
LPI 2.3	Accident/injury frequency rate per 1,000 shifts/days worked - All Staff		2	Actual - 2019/20 (The target is to maintain the same level of performance as for 2013/14, with the same year end target of 0.90)	1.01			0.64										0.82	
		Figures for 2018/19		1.13			0.98			1.03			0.9						
LPI 2.4	Accident/injuries at Operational Incidents	a) Accident/injury frequency rate at operational incidents per 1,000 incidents	1	Actual - 2019/20 (The target is to maintain the same level of performance as for 2013/14, with the same year end target of 2.90)	5.78			4.37									5.16		
				Figures for 2018/19	5.94			4.18			5.78			5.18					
		i) No lost time (minor) (New)		Actual - 2019/20	5.10			3.94									4.59	N/A	
		ii) Lost time up to and including 7 days (New)		Actual - 2019/20	0.68			0.44											0.57
		iii) RIDDOR - More than 7 days lost (New)		Actual - 2019/20	0.00			0.00									0.00	N/A	
LPI 2.10	Accident / Injury Investigations	a) Percentage of minor accident / incident investigations completed, quality assured and closed within 1 month	2	Actual - 2019/20	43%			64%											N/A
		b) Percentage of serious / major accident/incident investigations completed, quality assured and closed within 3 months		Actual - 2019/20	100%			100%											
LPI 2.7	Percentage of Time that Pumps are Available	i) Wholtime Pumps (New)	2	Actual - 2019/20	Under Development - Please see*4												N/A		
		ii) On-Call Pumps		Actual - 2019/20	47.14%			44.72%											45.93%
		Figures for 2018/19		40.56%			47.37%			42.83%			48.37%						

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Projected Outturn	Direction of Travel for Qtr 2, 2019/20 Compared to Qtr.2, 2018/19
					Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020		
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) ⁵	a) All causes	i) All staff (excluding On-Call Firefighters)	2	Actual - 2019/20 (Target of 6.0 days / shifts lost)	1.94		1.91								7.70		
			Figures for 2018/19		2.32		2.41		2.70			2.43						
		ii) On-Call Firefighters	Actual - 2019/20		4.36		5.44								19.60	N/A		
		b)(i) Short-term (up to and including 28 days) (New)	Actual - 2019/20		0.67		0.73								2.79	N/A		
		b)(ii) Long-term (Over 28 days) (New)	Actual - 2019/20		1.53		1.60								6.26	N/A		
		c) Musculoskeletal (including back)	Actual - 2019/20		0.75		0.62								2.74	N/A		
		d) Reported Mental Health	Actual - 2019/20		0.34		0.25								1.18	N/A		
		e) Caused by Injury on Duty (New)	Actual - 2019/20		0.19		0.10								0.57	N/A		
LPI 3.32	Staff satisfaction measured through the bi-monthly Pulse Survey (all staff) (New)	i) Percentage of staff completing the Pulse Survey	2	Actual - 2019/20	23.00%		25.00%								N/A	N/A		
		ii) "I am happy at work" score		Actual - 2019/20	3.35 out of 5		3.50 out of 5								N/A	N/A		
LPI 3.33	Efficient and effective recruitment processes (New)	i) Successful recruitment at first attempt	2	Actual - 2019/20	71.0%		60.0%								N/A	N/A		
		ii) Time taken from recruitment to formal offer of appointment (in weeks, rounded up)		Actual - 2019/20	5		1								N/A	N/A		
LPI 3.34	Staff Turnover Rate (New)		2	Actual - 2019/20	2.66%		1.70%								N/A	N/A		
LPI 3.9	Percentage of Operational Personnel currently undertaking operational duties with BA Certification		2	Actual - 2019/20 (Target - 100%)	98.34%		98.14%								N/A	N/A		
LPI 3.10	Percentage of Operational Personnel undertaking operational duties currently with Working at Heights Certification		2	Actual - 2019/20 (Target - 100%)	98.50%		98.20%								N/A	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)	2	Actual - 2019/20 (Target - 100%)	100.00%		97.14%								N/A	N/A		
		ii) Flexible Officers (8 in total)		Actual - 2019/20 (Target - 100%)	100.00%		100.00%								N/A	N/A		

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Projected Outturn	Direction of Travel for Qtr 2, 2019/20 Compared to Qtr.2, 2018/19	
					Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020			
LPI 3.12	Percentage of Current ERDT Drivers who are ERDT certified	i) Operational Crews	2	Actual - 2019/20 (Target - 100%)	100.00%			99.84%									N/A	N/A	
		ii) Flexible Officers		Actual - 2019/20 (Target - 100%)	97.73%			97.87%									N/A	N/A	
LPI 3.15	Percentage of Operational Personnel currently undertaking operational duties who are qualified in Immediate Emergency Care.		2	Actual - 2019/20 (Target - 100%)	87.43%			86.23%									N/A	N/A	
LPI 3.17	Percentage of Officers who are currently in ticket for the Officers Incident Command course	a) Level 1 (This used to be LPI 3.13)	2	Actual - 2019/20 (Target - 100%)	97.66%			98.51%									N/A	N/A	
		b) Level 2 (New)		Actual - 2019/20 (Target - 100%)	97.44%			100.00%									N/A	N/A	
		c) Level 3 (New)		Actual - 2019/20 (Target - 100%)	72.55%			100.00%									N/A	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)		2	Actual - 2019/20 (Target - 100%)	84.80%			90.96%									N/A	N/A	
LPI 3.20	Percentage of Operational and Tactical Commanders who have completed JESIP (Joint Emergency Services Interoperability Principles) training		2	Actual - 2019/20 (Target - 100%)	100.00%			100.00%									N/A	N/A	
LPI 3.21	Percentage of relevant personnel currently qualified in Institute of Occupational Safety and Health (IOSH)		2	Actual - 2019/20 (Target - 90% of target audience completed / booked on a course)	78%			78%									N/A	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	Actual - 2019/20 (The original budget for 2019/20 is £53,564,835. Therefore, the projected and actual outturn should be between £52,225,714 and £54,100,483)	Collected Annually													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	Actual - 2019/20 (The original budget for 2019/20 is £53,564,835. Therefore, the Minimum General Reserves should not fall below £2,678,242)	Collected Annually													N/A	N/A

LPI Number	Measure Description	Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Projected Outturn	Direction of Travel for Qtr 2, 2019/20 Compared to Qtr.2, 2018/19
				Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020		

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

KEY:

TIER / LEVEL

Please note that:

^{*1} 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%

^{*2} 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.

^{*3} The figures may be subject to change, due to updating and data quality checks.

^{*4} New processes are being developed to align this LPI with the data requested by the HMICFRS. The data is currently undergoing testing and quality assurance and it is intended to start reporting the figures with effect from 1 January 2020.

More than 5% over Upper Tolerance - Poor Performance

Red

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

No more than 5% above Upper Tolerance

Amber

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

Between Upper Tolerance and Lower Tolerance - Good Performance

Green

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

Below Lower Tolerance - Excellent Performance

Blue

Direction of Travel Arrows:

Better performance than previous year



Higher number than previous year, but aiming for higher number



Slightly worse performance (5%) than previous year



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



Worse performance than previous year



Lower number than previous year, but aiming for higher number



Same performance as in previous year








Same performance as in previous year












IRS Data correct as at 25th October 2019

5. Monthly Performance Dashboard - Quarter Two, 2019/20

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Projected Outturn	Direction of Travel for Sep 2019 Compared to Sep 2018	
					Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020			
MAKING SOUTH YORKSHIRE SAFER AND STRONGER																			
LPI 1.1	Number of Primary Fires		1	Upper Tolerance +5%	201	217	194	215	222	189	203	212	177	166	150	179	2,222		
				Lower Tolerance -10%	172	186	166	184	191	162	174	182	152	143	128	153			
				Actual - 2019/20	209	201	162	160	195	184									
				Figures for 2018/19	163	219	188	228	190	171	177	202	143	146	150	173			
LPI 1.2	Accidental Dwelling Fires	a) Number of accidental dwelling fires	1	Upper Tolerance +5%	50	51	50	49	55	48	53	54	51	45	39	51	510		
				Lower Tolerance -10%	43	44	43	42	47	41	45	46	44	39	33	44			
				Actual - 2019/20	50	51	43	37	40	34									
				Figures for 2018/19	37	47	47	52	44	46	51	53	38	39	40	48			
		a)i) Severe	2	Actual - 2019/20	33	37	27	27	25	20							338		
				Figures for 2018/19	21	34	25	30	20	19	31	26	25	28	24	26			
		a)ii) Minor	2	Actual - 2019/20	17	14	16	10	15	14							172		
				Figures for 2018/19	21	28	25	20	26	26	29	22	16	17	22	22			
		b) Number of accidental fires that are cooking related	2	Upper Tolerance +5%	25	29	23	24	31	27	28	23	25	19	18	25	260		
				Lower Tolerance -10%	21	25	20	20	26	23	24	20	21	16	15	21			
				Actual - 2019/20	29	20	22	15	29	15									
		c)(i) Percentage of fires attended in dwellings where a smoke or heat alarm activated and raised the alarm *1 See below	2	Actual - 2019/20	52.0%	51.0%	55.8%	48.7%	55.0%	44.1%							51.09%	N/A	
				Actual - 2019/20	12.0%	17.7%	16.3%	13.5%	10.0%	8.8%								13.04%	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	Actual - 2019/20	12.0%	15.7%	16.3%	10.8%	7.5%	29.4%								15.28%	N/A
				Actual - 2019/20	20.0%	15.7%	14.0%	27.0%	30.0%	17.7%								20.72%	N/A
		d) Number of fires confined to room of origin	i) Confined	2	Actual - 2019/20	38	41	33	32	39	32							430	N/A
					ii) Not Confined	2	Actual - 2019/20	12	10	10	5	1	2						
		LPI 1.3	Number of Fires in Non-domestic Premises		1		Upper Tolerance +5%	28	32	25	30	29	32	27	32	27	21	18	22
Lower Tolerance -10%	24					27	21	26	25	27	23	27	23	18	16	19			
Actual - 2019/20	32					29	22	20	19	24									
Figures for 2018/19	26					29	27	31	24	27	15	29	24	21	16	18			

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Projected Outturn	Direction of Travel for Sep 2019 Compared to Sep 2018
					Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020		
LPI 1.4	Number of Fire Deaths and Injuries	1) All Fire Deaths	1	Actual - 2019/20	0	0	0	0	0	0							0	N/A
		a) Accidental dwelling fire deaths	1	Actual - 2019/20	0	0	0	0	0	0							0	N/A
		2) All Fire Injuries	1	Actual - 2019/20	7	9	9	2	4	2							66	▼
				Figures for 2018/19	7	4	8	0	5	9	6	8	11	9	5	5		
				Upper Tolerance +5%	5	3	4	2	5	5	6	3	5	8	4	5		
				Lower Tolerance -15%	4	2	3	2	4	4	5	3	5	7	3	4		
		a) Accidental dwelling fire injuries	1	Actual - 2019/20	2	5	5	0	2	0							28	▼
				Figures for 2018/19	6	3	6	0	4	5	4	5	8	7	5	0		
		i) ADF Injuries - Victim went to hospital, injuries appear to be serious	2	Actual - 2019/20	0	2	0	0	0	0							4	◊
				Figures for 2018/19	0	1	1	0	0	0	2	2	0	1	1	0		
		ii) ADF Injuries - Victim went to hospital, injuries appear to be slight	2	Actual - 2019/20	2	3	5	0	2	0							24	▼
				Figures for 2018/19	6	2	5	0	4	5	2	3	8	6	4	4		
		iii) ADFs - Number of Persons where First Aid or Precautionary Checks were administered.	2	Actual - 2019/20	7	4	7	4	3	8							66	▲
				Figures for 2018/19	5	2	3	1	10	6	5	1	4	5	6	3		
LPI 1.5	Safe and Well Checks (HSCs) Completed	d) Total number of Home Safety Checks completed	2	Actual - 2019/20	1,334	1,461	1,311	1,381	1,245	1,368							16,200	▲
				Figures for 2018/19	1,022	998	1,088	833	941	984	1,287	1,180	937	1,283	1,301	1,510		
		e) Total number of HSC3s completed	2	Actual - 2019/20	107	143	166	121	113	107							1,514	▲
				Figures for 2018/19	107	98	78	161	116	95	112	142	90	128	130	138		
		g) Number of referrals from Safe and Well partners (Amended)	2	Actual - 2019/20	514	557	451	453	397	361							5,466	▲
				Figures for 2018/19	256	250	317	285	265	267	327	264	188	334	328	317		
		h) Total number of Safe and Well visits completed	2	Actual - 2019/20	32	24	115	128	136	72							N/A	N/A ²
				Figures for 2018/19	70	68	0	0	0	0	6	0	0	0	0	70		
LPI 1.6	Special service incidents attended involving people (excluding RTCs)	i) Number of incidents attended (Excluding assistance to other agencies)	1	Actual - 2019/20	19	31	32	27	30	30							338	▼
				Figures for 2018/19	37	42	38	46	23	36	30	23	29	24	22	19		
		ii) Assistance Requested by Other Agencies	1	Actual - 2019/20	42	35	35	32	30	39							426	▼
				Figures for 2018/19	50	53	39	42	43	67	65	70	75	43	49	38		
		iii) Number of people involved (parts i & ii) (Fatalities, Injuries and Rescues)	2	Actual - 2019/20	67	83	74	67	72	80							886	▼
				Figures for 2018/19	92	113	100	100	69	121	116	101	122	87	80	58		

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Projected Outturn	Direction of Travel for Sep 2019 Compared to Sep 2018
					Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020		
LPI 1.7	Arson Incidents	a) Primary Arson Incidents	1	Upper Tolerance +5%	93	99	86	106	113	95	106	102	84	78	70	84	1,156	
				Lower Tolerance -10%	80	85	74	91	97	81	91	87	72	67	60	72		
				Actual - 2019/20	101	96	83	84	111	103								
				Figures for 2018/19	78	105	85	101	89	74	86	92	71	67	71	84		
		a)i) Deliberate Vehicle Fires (included in the Primary Arson Incidents)	2	Upper Tolerance +5%	56	64	52	60	63	53	68	64	55	54	48	51	680	
				Lower Tolerance -10%	48	55	45	51	54	45	58	55	47	47	41	44		
				Actual - 2019/20	48	61	50	51	58	72								
				Figures for 2018/19	56	66	52	54	48	47	62	62	46	48	45	50		
		b) Deliberate Secondary Fires	2	Upper Tolerance +5%	340	349	301	333	357	295	319	319	186	187	213	293	4,324	
				Lower Tolerance -10%	291	299	258	286	306	253	274	274	160	160	182	251		
				Actual - 2019/20	627	432	239	286	264	314								
				Figures for 2018/19	172	322	382	927	633	377	287	267	150	218	233	333		
LPI 1.9	False alarms caused by automatic fire detection - non-domestic properties	2	Upper Tolerance +5%	91	95	121	127	124	118	114	95	98	89	77	102	1,190		
			Lower Tolerance -10%	78	82	104	109	106	101	98	81	84	77	66	87			
			Actual - 2019/20	81	75	123	106	120	90									
			Figures for 2018/19	93	88	120	108	109	96	107	82	85	80	69	87			
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	Actual - 2019/20	115	114	115	88	80	95							1,214		
			Figures for 2018/19	89	97	84	99	97	108	96	121	110	109	115	101			
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	Actual - 2019/20	18	19	18	15	16	15							202		
			Figures for 2018/19	21	14	15	12	15	16	11	17	19	19	10	12			
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	Actual - 2019/20	11	23	15	18	30	21							236		
			Figures for 2018/19	12	23	14	11	12	19	19	16	21	23	15	24			
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	Actual - 2019/20	46.67%	50.00%	51.72%	47.92%	50.00%	50.00%							49.39%	N/A
		b) Average time taken from call to alert*3 (Measured in seconds)	2	Actual - 2019/20	72.58	75.40	74.62	74.04	70.45	75.09							N/A	N/A
		c) Average time taken from the alert to the appliance leaving the station*3 (Measured in seconds)	2	Actual - 2019/20	84.95	83.48	74.65	76.84	66.76	75.64							N/A	N/A

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Projected Outturn	Direction of Travel for Sep 2019 Compared to Sep 2018		
					Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020				
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)	22	31	20	26	29	31	29	31	41	28	31	34	414			
				Actual - 2019/20	40	26	46	30	28	37										
				Figures for 2018/19	24	35	28	25	29	36	31	22	49	23	37	45				
		b). Number of Incidents involving extrications where persons are 'Medically or Physically Trapped'	1	Actual - 2019/20	15	5	16	11	9	14							140	N/A		
				c) Number of Deaths and Serious Injuries at RTC incidents attended by the Service	i) Deaths	2	Actual - 2019/20	3	0	4	0	0	3						20	N/A
		ii) Serious Injuries	Actual - 2019/20				12	4	12	5	5	10							96	N/A
LPI 2.7	Percentage of Time that Pumps are Available	i) Wholetime Pumps (New)		2	Actual - 2019/20	Under Development - Please see*4												N/A		
		ii) On-Call Pumps			Actual - 2019/20	49.24%	46.83%	45.34%	44.71%	40.88%	48.58%							45.93%	N/A	
		Figures for 2018/19			44.46%	40.33%	36.89%	47.58%	43.96%	50.57%	45.04%	51.94%	31.50%	54.96%	45.23%	44.93%				
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																				
LPI 3.1	Proportion of working days/ shifts lost to sickness absence (all staff)	a) All causes	i) All staff (excluding On-Call Firefighters)	2	Actual - 2019/20 (Target of 6.0 days / shifts lost)	0.65	0.61	0.68	0.80	0.56	0.55							7.70		
					Figures for 2018/19	0.65	0.91	0.76	0.86	0.85	0.71	0.83	0.88	0.99	0.92	0.80	0.71			
		b)(i) Short-term (up to and including 28 days) (New)	ii) On-Call Firefighters (New)		Actual - 2019/20	1.20	1.47	1.69	1.56	1.88	2.00							19.60		N/A
					Actual - 2019/20	0.23	0.18	0.26	0.35	0.18	0.20							2.79		N/A
		b)(ii) Long-term (Over 28 days) (New)			Actual - 2019/20	0.48	0.52	0.53	0.57	0.53	0.50							6.26		N/A
		c) Musculoskeletal (including back)			Actual - 2019/20	0.26	0.23	0.26	0.28	0.16	0.18							2.74		N/A
		d) Reported Mental Health			Actual - 2019/20	0.10	0.14	0.10	0.13	0.09	0.03							1.18		N/A
		e) Caused by Injury on Duty (New)			Actual - 2019/20	0.06	0.09	0.04	0.02	0.05	0.03							0.57		N/A

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				Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020		

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

KEY:

TIER / LEVEL

Please note that:

*1 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%

*2 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.

*3 The figures may be subject to change, due to updating and data quality checks.

*4 New processes are being developed to align this LPI with the data requested by the HMICFRS. The data is currently undergoing testing and quality assurance and is intended to start reporting the figures with effect from 1 January 2020.

More than 5% over Upper Tolerance - Poor Performance

Red

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

No more than 5% above Upper Tolerance

Amber

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

Between Upper Tolerance and Lower Tolerance - Good Performance

Green

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

Below Lower Tolerance - Excellent Performance

Blue

Direction of Travel Arrows:

Better performance than previous year



Higher number than previous year, but aiming for higher number



Slightly worse performance (5%) than previous year



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



Worse performance than previous year



Lower number than previous year, but aiming for higher number



Same performance as in previous year



Same performance as in previous year



IRS Data correct as at 25th October 2019