

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

Meeting	<b>FIRE AND RESCUE AUTHORITY</b>
Meeting Date	<b>21 JUNE 2021</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 2020/21</b>

### **EXECUTIVE SUMMARY**

The year 2020/21 was a very good one for the Service's performance, with the lowest recorded number of property fires, injuries in accidental house fires, non-domestic fires and false alarms caused by automatic fire detection in more than a decade.

Accidental house fires and cooking related fires were both at their second lowest recorded level since 2009/10 and arsons involving property were at their lowest level for five years. Deliberate secondary fires and vehicle arsons were also well within tolerance.

We are also one of the best performing metropolitan fire and rescue services, with the lowest number of accidental house fires per 10,000 homes, lowest number of false alarms caused by automatic fire detection per 1,000 non-domestic premises and the second lowest number of house fire injuries per 10,000 population.

Importantly during a pandemic, the number of days lost to staff sickness was the lowest it has been since 2011/12.

All of this and more is captured within our Annual Corporate Performance report, one of our most important tools for gauging how we are doing against our strategic priorities.

We monitor our performance using 'Local Performance Indicators'. The following report goes into each of these, as well as providing information to explain the story behind some of the statistics.

Some of the indicators under our organisation's purpose 'Making South Yorkshire Safer and Stronger' are measured using 'upper tolerances' and 'lower tolerances', which provide a range of acceptable performance.

### **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 all nine-performance measures, measured using tolerance levels, were well within tolerance, with four showing excellent performance.
  - d) Note the performance highlights shown above.
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## **CONTENTS**

Main Report

Appendix A - Annual Corporate Performance Report 2020/21

## **BACKGROUND**

1. This is the Annual Corporate Performance report for 2020/21 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 2020/21.
3. The report sets out a performance summary of the LPIs within the Performance Management Framework.
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 28 May 2021.
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. All nine of the LPIs under the priority "Making South Yorkshire Safer and Stronger" showed either good or excellent levels of performance for 2020/21.
7. Accidental dwelling fires, including cooking related, although slightly higher than in 2019/20, were still the second lowest recorded since 2009/10.
8. There were 39 fewer fires in non-domestic premises than in the previous year and the lowest recorded in the past 12 years. The Covid-19 pandemic may have influenced these figures, due to many of the population staying at home due to the lockdown.
9. There were nine fire related fatalities, two of which were caused by accidental dwelling fires. Unfortunately, the other deaths could not be prevented due to their nature.
10. There were 149 fewer primary arson incidents in 2020/21, than in the previous year. Deliberate vehicle fires, included within the primary arson incidents were also 55 lower than during 2019/20.
11. False alarms caused by automatic fire detection in non-domestic properties, were the lowest recorded for the past 12 years. This highlights the success of the new policy for attending these incidents, introduced in January 2020.
12. The numbers of Home Safety Checks and Safe and Well carried out during 2020/21, were significantly lower than in previous years, due to the Covid-19 pandemic.
13. During 2020/21, we attended 300 Road Traffic Collisions, 74 fewer than in 2019/20. The reduction was mainly during quarter one, which coincided with the first national

lockdown due to the Covid-19 pandemic. This resulted in a noticeable reduction in the volume of traffic on the road.

14. The proportion of days/shifts lost to sickness for all staff in 2020/21 was the lowest recorded since 2011/12, with an outturn figure of 5.69. This was below the target of 6.0 and a significant decrease of 2.74 days/shifts lost on the previous year.

#### 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 2020/21.

#### 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:

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#### 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.

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## IMPLICATIONS

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

List of background documents		
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South Yorkshire  
FIRE & RESCUE

# CORPORATE PERFORMANCE REPORT

Annual Corporate Performance Report -  
2020/21

*Making*  
**SOUTH  
YORKSHIRE  
SAFER &  
STRONGER**

# Annual Corporate Performance Report - 2020/21

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# Performance Summary

## Reporting

Details of the Performance Framework for 2020/21 and the reporting levels and frequency can be found in the Performance Management Framework and Targets for 2020/21 report, which was presented to the Fire and Rescue Authority on 10 February 2020.








## The Data

The figures given in this performance report were correct as at 28 May 2021, unless stated otherwise. However, it should be noted that there were some incidents attended in South Yorkshire by neighbouring brigades, which are not included in the figures. Work is ongoing to find a way that these incidents can be extracted from the Incident Recording System for inclusion in future reports.

## Our Performance during 2020/21

**Table 1** provides a summary of performance for 2020/21 against targets and shows whether there has been an increase in the numbers compared with 2019/20. The key measures are shown in the summary below. However, all 2020/21 data can be found in the Corporate Performance Dashboards at the end of the report.

Table 1

LPI No	Performance Indicator		2019/20 Outturn	2020/21 Outturn	Outturn Difference	Direction of Travel
LPI 1.1	Number of Primary Fires		2,078	1,958	-120	Lower 
LPI 1.2(i)	Number of Accidental Dwelling Fires		472	500	+28	Higher 
LPI 1.2(ii)	Number of Accidental Dwelling Fires that are Cooking Related		231	243	+12	Higher 
LPI 1.3	Number of Fires in Non-Domestic Premises		236	197	-39	Lower 
LPI 1.4	Number of Fire Deaths and Injuries	1) All Fire Deaths	3	9	+6	Higher 
		a) Accidental Dwelling Fire Deaths	3	2	-1	Lower 
		2) All Fire Injuries	58	62	+4	Higher 



LPI No	Performance Indicator		2019/20 Outturn	2020/21 Outturn	Outturn Difference	Direction of Travel
		b) Accidental Dwelling Fire Injuries	34	33	-1	Lower ▼
LPI 1.7	Arson Incidents	a) Primary Arson Incidents	1,096	947	-149	Lower ▼
		a)i) Deliberate Vehicle fires (Included in LPI 1.7(a))	707	652	-55	Lower ▼
		b) Secondary Arson Incidents	3,147	3,099	-48	Lower ▼
LPI 1.9	False Alarms caused by Automatic Fire Detection - Non-Domestic Properties		1,058	440	-618	Lower ▼
LPI 2.2	RTC incidents attended by the Service	a). RTC incidents attended by the Service	374	300	-74	Lower ▼
		b). No of Incidents involving extrications	134	99	-35	Lower ▼
LPI 2.3	Accident/injury frequency rate per 1,000 shifts/days worked - All Staff		0.78	0.68	-0.10	Lower ▼
LPI 2.4	Accident/injuries at Operational Incidents	i) Accident injury frequency rate at operational incidents per 1,000 incidents	4.89	5.99	+1.10	Higher ▲
LPI 3.1	Proportion of working days/ shifts lost to sickness absence (all staff)	i) All causes	8.43	5.69	-2.74	Lower ▼
		ii) Muscular skeletal (including back)	2.24	1.70	-0.54	Lower ▼
		iii) Reported Mental Health	0.82	0.69	-0.13	Lower ▼

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 2019/20.

The performance management framework is currently based around SYFR's purpose and aspirations. Each LPI shown on the dashboards falls under one of these, which are as follows:

## OUR PURPOSE – Making South Yorkshire Safer and Stronger

### Our Aspirations are to:

- **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 help us to become the very best at what we can be*

These form part of “Our Story - South Yorkshire Fire and Rescue’s 10-year vision for the future”.

Following an in-depth review of the Performance Management Framework during 2020/21, it was agreed that with effect from 1 April 2021, the framework will be based around the three HMICFRS Inspection Areas (Effectiveness, Efficiency and People).

The next section provides more information regarding the performance of the LPIs.

## How did we perform during 2020/21?

*Note: The text set out below is in the same order as the LPIs are shown on the dashboards at the end of the report.*

It is difficult to make meaningful comparisons with previous years, due to the effect of the Covid-19 pandemic and the periods of lockdown.

### Our Purpose - Making South Yorkshire Safer and Stronger

There are nine LPIs under “Making South Yorkshire Safer and Stronger” monitored using upper and lower tolerance levels. The outturn position for these for 2020/21 was as follows:

- LPI 1.1 - Number of Primary Fires - The outturn figure was 1,958, which was 120 incidents fewer than for the previous year. This measure was within tolerance for 2020/21.
- LPI 1.2(i) - Number of Accidental Dwelling Fires (ADFs) - The outturn figure was 500, which was 28 more incidents than in the previous year. This measure was within tolerance for 2020/21.
- LPI 1.2(ii) - Number of ADFs that are Cooking Related - The outturn figure was 243, which was 12 more than in the previous year. This could be due to people cooking more during the Covid-19 lockdowns. However, the total number for 2020/21 was still the second lowest recorded during the past 12 years. This measure was within tolerance for the first three quarters of 2020/21, but above tolerance during quarter four.
- LPI 1.3 - Number of Fires in Non-Domestic Premises - The outturn figure was 197, which was 39 fewer than in the previous year. This was the lowest number recorded since 2009/10. This may have been due to the Covid-19 pandemic, which resulted in many workers being furloughed or working from home. This will have reduced the risk of fire caused by the ‘human element’. This measure was within tolerance during 2020/21.
- LPI 1.4(2a) - ADF Injuries - The outturn figure was 33, which was one less than in the previous year. This measure was within tolerance for three out of the four quarters in 2020/21. Only two of the injuries were thought to be serious.

- LPI 1.7(a) - Primary Arson Incidents - The outturn figure was 947, which was 149 fewer than in the previous year. This measure was within tolerance for 2020/21.
- LPI 1.7(a)i - Deliberate Vehicle Fires (included in the Primary Arson Incidents) - The outturn figure was 652, which was 55 fewer than in the previous year. Overall, this measure was within tolerance during 2020/21.
- LPI 1.7(b) - Secondary Arson Incidents - The outturn figure was 3,099, which was 48 fewer than in the previous year. This measure was within tolerance for 2020/21.
- LPI 1.9 - False Alarms Caused by Automatic Fire Detection - Non-Domestic Properties - The outturn figure was 440, which was 618 fewer than in the previous year. However, it should be noted that a new policy for attending false alarms due to AFD was introduced in January 2020. This explains the significantly lower number during 2020/21. Further details can be found on page 31 of the report.

Sadly, there were nine fire related fatalities during 2020/21. Two of these fatalities were attributed to accidental dwelling fires. Unfortunately, the other fatalities could not be prevented due to their nature.

The Covid-19 pandemic had significant adverse impact upon all Community Safety prevention activities throughout 2020/21.

During quarter one there was a reduction in the number of Home Safety Checks (HSCs) undertaken by Community Safety, following guidance issued by the National Fire Chiefs Council (NFCC) for Covid-19. No over 70s or under 70s with listed health concerns were visited during this time. Only households were visited where there was a risk of domestic abuse / threat of arson and faulty alarms for the most vulnerable only.

We made contact with each person referred in to us, or who had requested a visit, regardless of whether we visited or not. Records were kept of the reason for not visiting and the steps we had taken to offer support by phone.

As the NFCC guidance for Prevention Activities began to change, we started to complete more high risk HSCs by carrying out the questioning and completion of the questionnaire by phone. Two FCSOs wearing appropriate PPE would then go into the screened property to carry out hazard spotting and fit necessary equipment, therefore cutting down the time spent in the property.

During quarter two, Community Safety staff who had been assisting Local Resilience Forum partners' with humanitarian services, started to return to more business as usual activity. Fire Community Safety Officers (FCSOs) and Emergency Response crews started to deliver more HSCs and Safe & Well Checks. As before, these were carried out by phone, with two FCSOs in PPE then visiting the screen property. Priority was given to those who had waited the longest and Community Safety staff worked additional hours to help reduce the backlog.

During quarter three, all efforts were focussed on reducing the backlog of jobs and ensuring the most vulnerable members of our community received the right support. On the run up to Christmas, the number of referrals from partners started to reduce and Emergency Response crews suspended the HSCs over the phone, due to a backlog of appointments for the fitting of detection equipment in homes by the On-Call team.

During quarter four, FCSOs have continued to deliver HSCs & Safe and Well Checks across the county. We have also slowly seen the return of other activities including schools' education, Crucial Crew, Princes Trust and a virtual Fire Cadets. Work is underway to ensure that as we come out of the pandemic, every person who had a HSC conducted over the phone received the right level of support at the time. A further

face-to-face visit will also be offered, if required. As referrals from our partners start to return to pre pandemic levels, the FCSOs, Emergency Response staff and volunteers will be focusing efforts on delivering fire safety advice and support to the most vulnerable in our communities.

In total there were 4,893 Home Safety Checks (HSCs) and 633 Safe and Well Visits carried out during 2020/21. These numbers were considerably lower than in 2019/20, due to the impact of the Covid-19 pandemic.

SYFR attended 120 fewer special service incidents (excluding assistance to other agencies and Road Traffic Collisions) at 239, than in 2019/20. There were 127 fewer requests by other agencies for assistance at special service incidents, than in the previous year. There were also 542 fewer people involved in these incidents.

Initiatives take place throughout the year to try to reduce the number of special service incidents we attend, for example to target water related incidents we ran the following campaign:

### **Campaign**

#### **Taylor's Story – preventing water-related tragedies across the county**

As soon as lockdown measures eased in Summer 2020, we had reports of hundreds, if not thousands, of young people flocking to quarries and reservoirs – many of them jumping in to cool off in the warm weather. This campaign was run in response to this, utilising a powerful case study to illustrate how dangerous open water can be. Together with the family of Taylor Matthews, a teenager who drowned in a Doncaster quarry only three years ago, we appeared on BBC Look North to deliver our powerful safety advice. The result of this campaign was 30% less water rescues during the campaign period, compared to previous years.

### **Aspiration - Strive to be the Best in Everything We Do**

Overall, during 2020/21, 52.96% of dwelling fires were attended within six minutes. In 2019/20, the figure was slight lower at 52.3%.

The HMICFRS inspection of SYFR in 2019 reported that it was undesirable that we did not have a set of response standards for how quickly we respond to 999 calls. Since then we have developed nine response categories based on risk, which are set out in our IRMP 2021 - 2024. These response time standards are based on the time a call is received on station to the time the appliance arrives at the incident. We have also introduced a new Corporate Level performance measure – 'percentage of occasions when we met our Response Time Standards', which has replaced the 'percentage attendance at dwelling fires within six minutes' performance measure.

Call Handling Standards have also been introduced, which monitor the time from when a call is received in Control to the time the fire appliance is mobilised to the incident.

Response times will be identified down to station level and a new Fire Cover Committee will monitor and report on our performance against the Response and Call Handling standards.

The changes to the way we manage response times became effective from 1 April 2021.

During 2020/21, we attended 300 Road Traffic Collisions, 74 fewer than in 2019/20. The reduction was mainly during quarter one, which coincided with the first national lockdown due to the Covid-19 pandemic. This resulted in a noticeable reduction in the volume of traffic on the road.

Table 2

LPI 2.4 - Accident/Injury frequency rate at operational incidents per 1,000 incidents	2019/20	2020/21
Frequency Rate	4.89	5.99
Number of Accidents/Injuries	44	50
Actual Number of Operational Incidents Attended	9,003	8,352

**Table 2**, shows that the overall accident / injury frequency rate per 1,000 shifts/days worked at operational incidents was 5.99 for 2020/21, which was slightly higher than during the previous year.

There were significant fluctuations in the accident / injury frequency rate throughout the year. During quarter one there were hot, dry weather conditions and crews were mobilised to a large number of fires in the open. These types of incidents pose issues to crews like uneven terrain, hot conditions and unforeseen hazards. One of the incidents we attending during this period was the Hatfield Moorland fire. This was a large and complex multi-agency incident and this was where we saw the most accidents / injuries occur. At the busiest time on the incident ground, there were ten pumps in attendance. These factors led to an accident / injury frequency rate of 8.05 for quarter one.

To help reduce these types of accidents / injuries, a Wildfire Improvement Group was set up to improve the capability of the wildfire attribute. This will include providing better knowledge and understanding for crews through training and education.

In quarter two, the accident / injury frequency rate reduced to 2.79. Unlike the previous quarter, there were little in the way of large or protracted incidents. The weather over this period was quite wet and could have contributed to this. Quarters three and four saw accident / injury rates of 7.14 and 5.84 respectively.

There were six accidents / injuries at operational incidents that were reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), during 2020/21.

When considering health and safety performance it is important 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 were added to the accident / injuries at operational incidents performance measure (LPI 2.4). These provide data on:

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

During 2020/21 out of 50 reportable accidents / injuries at operational incidents:

- Thirty-nine did not incur lost time. [38 in 2019/20]
- Six resulted in lost time up to and including seven days. [Five in 2019/20]
- Five were RIDDOR reportable, with more than seven days lost. [One in 2019/20]

**Charts 1 and 2**, show the number of reportable accidents / injuries by quarter and the frequency rate per 1,000 incidents. There were 651 fewer operational incidents attended in 2020/21, as shown in **Chart 3**, but overall the accident / injury rate was higher in 2020/21, than in 2019/20. Although there was a significant increase in RIDDOR reportable injuries, most accidents / injuries were minor in nature and did not incur lost time. We are continuing to promote a healthy reporting culture within the Service, which has led to

personnel reporting accidents / injuries, where they may not have done so in the past. This could be the reason for the increase in the accident / frequency rate.

Charts 1 and 2

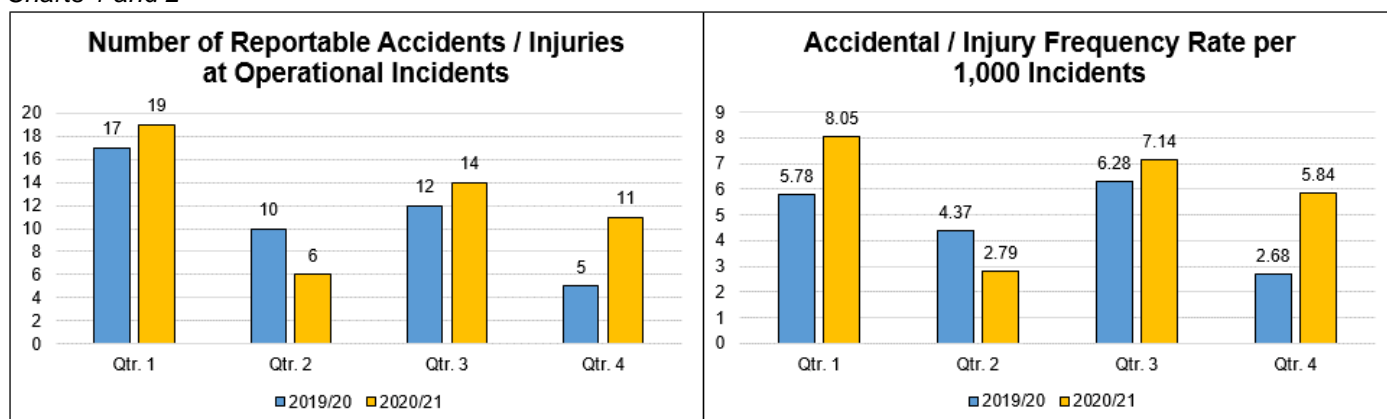
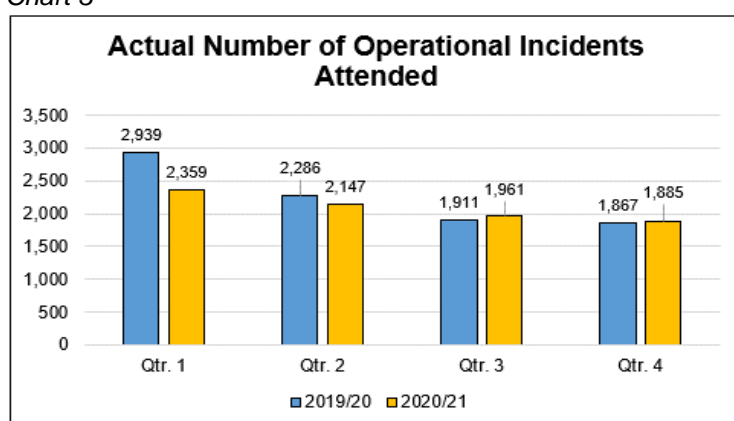


Chart 3



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 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 incident 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 firefighter's career. IOSH Managing Safety 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.

## Aspiration - Be a Great Place to Work

The proportion of working days/shifts lost to sickness absence for all staff was 5.69 for 2020/21. This was below the target of 6.0 and a decrease of 2.74 days/shifts lost on the previous year.

The Covid-19 pandemic has had an impact on everything we do and providing support to all our staff and volunteers has been vital. This has been in terms of how we work, through working more agilely and



providing services to our communities in different ways, and in support to every member of staff in dealing with the impact of the pandemic.

The Health and Wellbeing Strategy is now well embedded and this provides a range of support mechanisms for staff, all of which have been relevant during the pandemic. We have enhanced this further with a range of new support offers including:

- Individual pandemic risk assessments
- Homeworking DSE assessments and ICT packages
- Regular staff bulletins
- Pandemic-specific information and guides
- In-house test and trace team
- Pandemic secure worksites

During the pandemic, our absence levels have been lower than they have ever been. This is testament to the hard work of all our staff to ensure compliance with pandemic guidelines. Our challenge will be to maintain these levels now that we know that this is feasible.

Additional improvements to the health and wellbeing support offer include the continuation of the Employee Assistance Programme (EAP) which is accessible at all times to staff wanting information, support or signposting on all elements of health and wellbeing. There has been further development of the bespoke health and wellbeing microsite, which provides information, videos, interactive tools and resources to help support staff with various challenges.

In December 2020, we launched our new financial support package, which includes access to a local credit union that provides opportunities for staff to save, get low-cost loans when needed, and obtain financial support and advice.

The Covid-19 pandemic has had a significant impact on our training activities throughout 2020/21.

All programmed training courses were initially suspended and Training and Development Centre (TDC) resources were reallocated to other areas such as staffing a pump, Personal Protective Equipment (PPE) deliveries, gaining entry along with the delivery of National Operational Guidance (NOG) programme work.

A decision was made in early April to go ahead with the Wholetime Recruits course in groups of 12, rather than the planned 24. The desire from the Senior Leadership Team (SLT) was to have the recruits on station by the same date as the original course in early September. This was achieved by running two back-to-back courses with 12 trainees per course. The courses were condensed to eight weeks from 13 weeks and were brought forward by four weeks to start on Monday 18 May 2020. There was no time lost to safety critical elements of the course.

Operational training courses restarted from mid-September and the training management team had monthly ticket status meetings to see how the recovery was progressing. Priority of nominations went to individuals with ticket expiry in chronological order starting with the earliest.

The percentage of operational personnel undertaking Water and Flood First Responder training was 81.23% in quarter one of 2020/21. At the end of quarter four, the percentage was down to 59.63%. This was due to courses being cancelled due to water levels and the Covid-19 lockdown in Wales. All cancelled courses have been rescheduled.

The recovery plan has continued throughout quarter four and some good progress has been made against the LPIs. Most risk critical courses are either within tolerance levels or above them.

However, it should be noted that some challenges have slowed to progress of recovery. Water rescue training in Wales has continued to be one of the most challenging areas of recovery. Frequently cancelled courses throughout quarter four due to water levels and local Covid-19 restrictions has resulted in a decline in ticket status for the First Responder attribute. An initial contingency course was held at the Dearne training area during February for three weeks. This meant that we could not run any recovery courses from this venue in areas such as Working at Height, RTC and HRP attributes.

It should also be noted that although ticket status is recovering well, some of the main risk critical subjects are only being carried out by assessment only. The main course learning and input has been removed to assist with speed of recovery.

Looking forward into quarter one of 2021/22, the 66<sup>th</sup> Recruits course which started at the very end of quarter four, will run back-to-back with the 67<sup>th</sup> Recruits course, well into quarter two. This is likely to have an adverse impact on LPIs.

Training and Development Centre managers are working with other departments to re-evaluate how we work, to try to mitigate the impact caused by some of the above challenges.

### **Aspiration – Put People First**

The Revenue figure for 2020/21 was £50.318m with £0.903m carry forward equated to £51.221m (before the contributions to and from other reserves).

The reason that we are out of the tolerance for LPI 4.4 (Budget Management – Projected and Actual outturn within +1% / -2.5% of Original Budget (including carry forward) this financial year is as a result of the budget set on the operational establishment to which current staff levels are significantly below this creating an underspend. Plans are in place to reduce this gap in 2021/22. In addition, due to the pandemic underspends in some areas have been realised with some activities having to be suspended until such time it is safe to restart and the continued lock-down measures with the majority of support staff working from home. There has also been an increase in grant income received in the last quarter of the financial year that will be moved to reserves for utilisation in 2021/22.

The total operating outturn (revenue and capital) for 2020/21 was £56.644m (Revenue £50.318m). When compared to funding of £55,987m this resulted in a total contribution from reserves of £0.657m. 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 £3.032m or 5.5% of the total budget.

The amount held at the end of 2020/21 in the General Reserve was £5.0m. This was above the minimum 5% of the original budget.



# Mobilisations

Chart 4

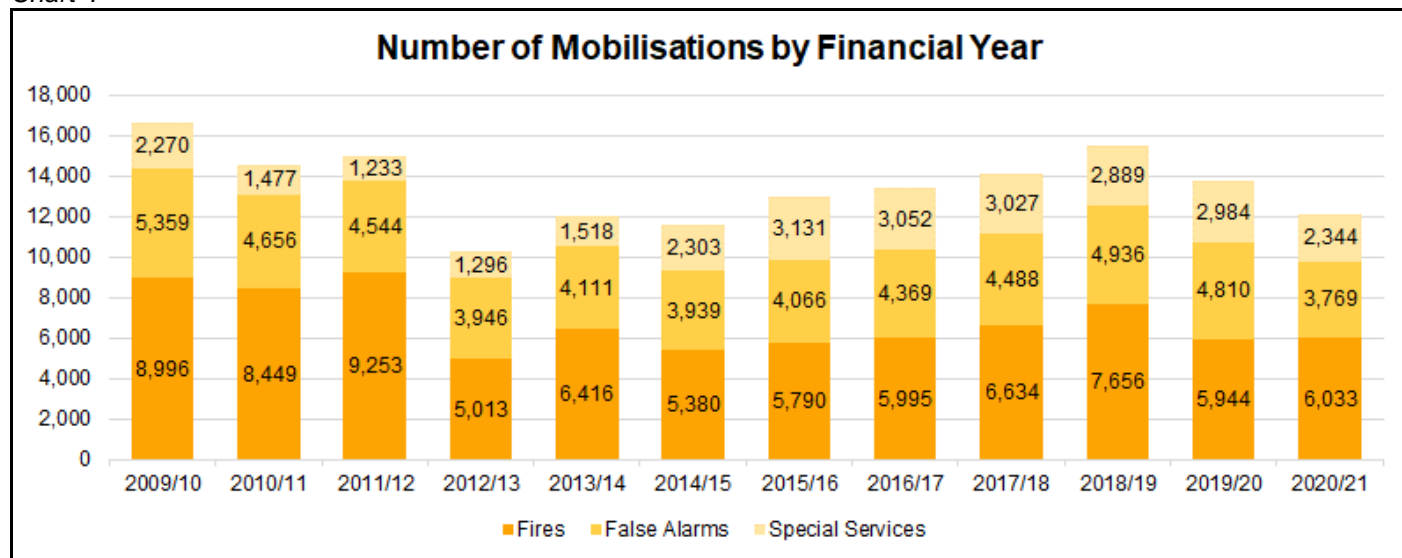
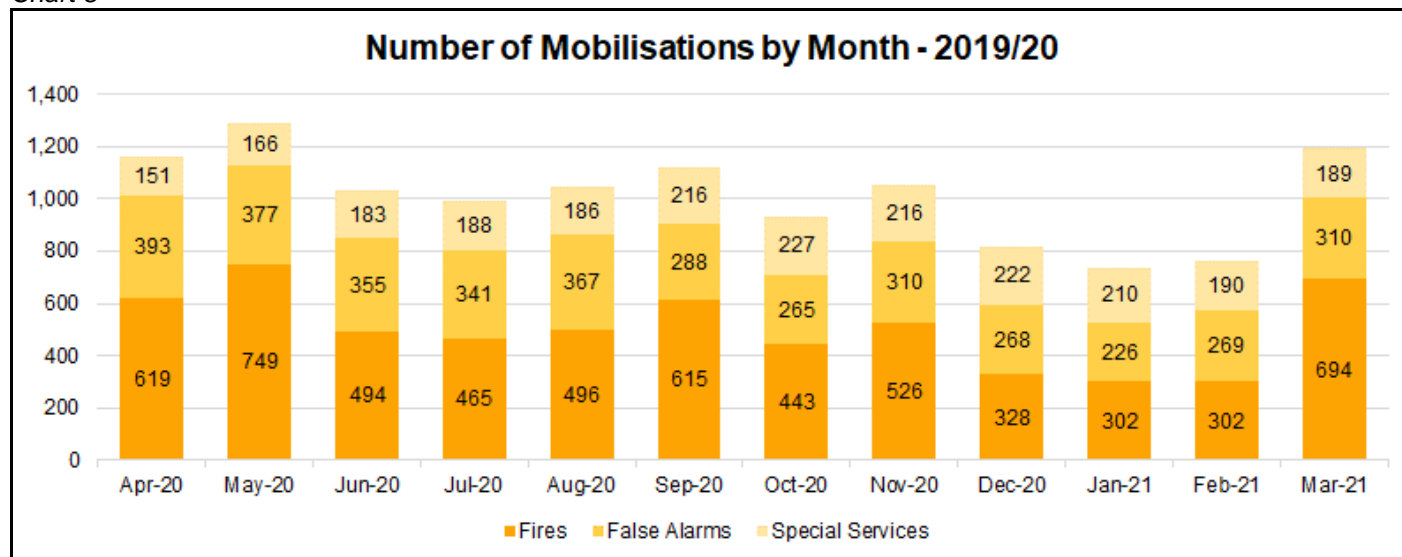


Chart 5



The mobilisations shown in Charts 4 and 5 are call outs to fires, false alarms and special services.

**Chart 4** shows that mobilisations by South Yorkshire Fire and Rescue have been reducing during the past two years. **Chart 5** shows the number of mobilisations by month.

Table 3

Mobilisations to Fires, False Alarms and Special Services per 100,00 Population							
2020/21	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
All Fires	6,033	10,489	16,963	6,142	6,534	9,543	9,163
Per 100,000 Population	428.17	369.89	189.28	429.54	572.42	325.86	392.85
All False Alarms	3,769	12,357	48,762	5,474	6,176	9,351	10,807
Per 100,000 Population	267.49	435.77	544.10	382.82	541.06	319.30	463.33
All Special Service Calls	2,344	4,899	30,986	4,252	2,435	6,312	3,757
Per 100,000 Population	166.36	172.76	345.75	297.36	213.32	215.53	161.07

Table 3 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.

## HMICFRS Covid-19 Inspection

A HMICFRS national Covid-19 Inspection took place during 2020/21. This praised our response to the Covid-19 pandemic.

It found that we adapted to the pandemic effectively, carried on delivering our core services and provided additional support to the community during the first phase of the pandemic. Inspectors also found that staff wellbeing was made a clear priority for the service. It also praised senior leaders for actively promoting wellbeing services.

Further details can be found on the HMICFRS website, by clicking on the [link](#).

## 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 2020/21.

## 2. Local Performance Indicator (LPI) Summaries

### In-Depth Analysis

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 performance, areas that may cause concern, or below average performance. None of the LPIs warrants in-depth analysis for 2020/21, as there have not been any notable exceptions in performance. The Covid-19 pandemic has made it impossible to make comparisons with previous years. We would not be comparing like with like.

### 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

SYFR benchmarks on a quarterly basis with the other Metropolitan Fire and Rescue Services, using a range of performance measures. Where appropriate, these benchmarking statistics are included in the report.

**Table 4** below shows the basic comparators that are used for this benchmarking. The table shows that SYFR is the second smallest of the Metropolitan Fire and Rescue Services in terms of population. South Yorkshire has a similar sized population to Merseyside and Tyne and Wear. However the area SYFR covers is the third largest, which is very similar in size to London's geographical area. West Yorkshire has an area approximately 30% larger than South Yorkshire. Comparisons with London Fire Brigade (LFB) can sometimes be misleading, or not appropriate as London does have some unique demographic and geographic characteristics.

Table 4

Metropolitan Fire and Rescue Services Benchmarking Comparators				
	Population	Domestic Properties	Non-Domestic Properties	Area in Square Miles
South Yorkshire	1,409,020	598,736	45,217	599
Greater Manchester	2,835,686	1,205,497	111,158	493
London	8,961,989	3,575,366	316,931	607
Merseyside	1,429,910	635,413	44,626	249
Tyne and Wear	1,141,469	510,446	36,583	208
West Midlands	2,928,592	1,149,234	101,397	348
West Yorkshire	2,332,469	989,492	88,772	783

#### Data sources:

Population - ONS Mid-Year Population Estimates - 2019

Domestic properties - CIPFA Finance and General Statistics - Estimates - 2020/21

Non-domestic properties - CIPFA Finance and General Statistics - Estimates - 2020/21

Area - CIPFA Finance and General Statistics - Estimates - 2017/18

## LPI 1.1 - Number of Primary Fires

Chart 6

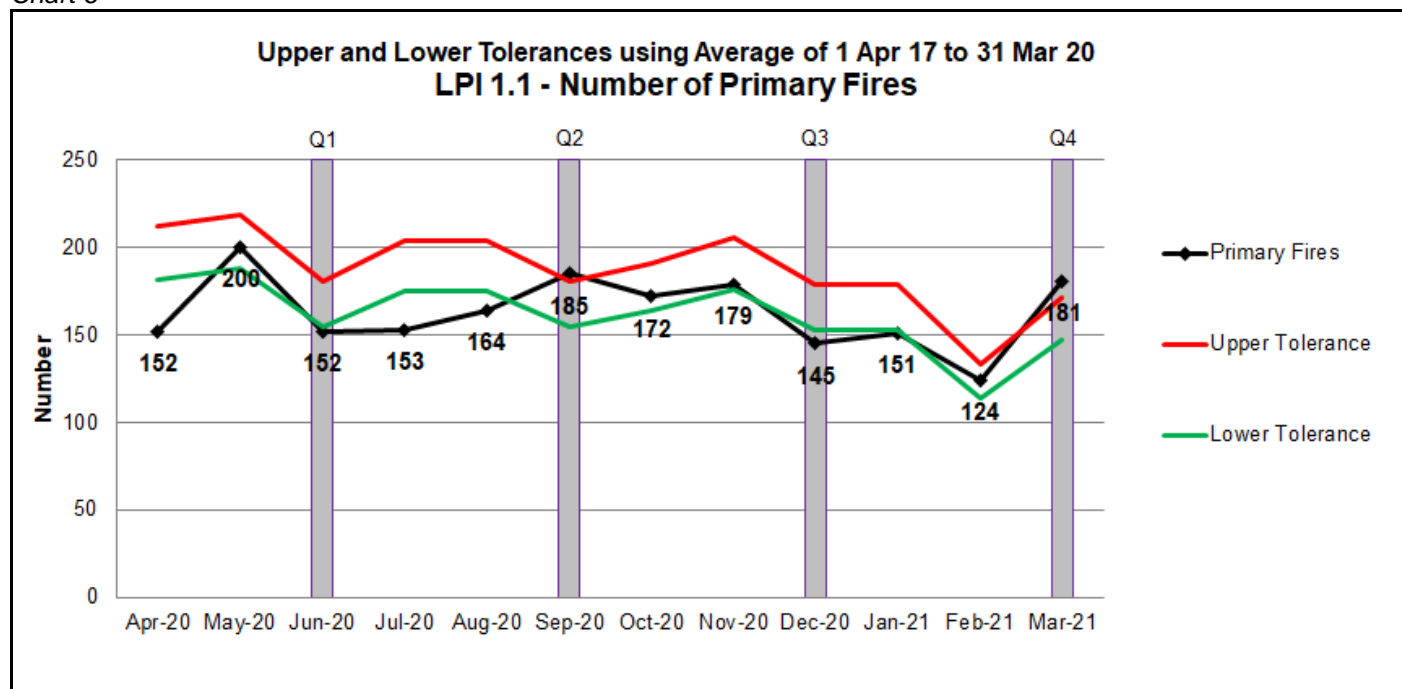


Chart 7

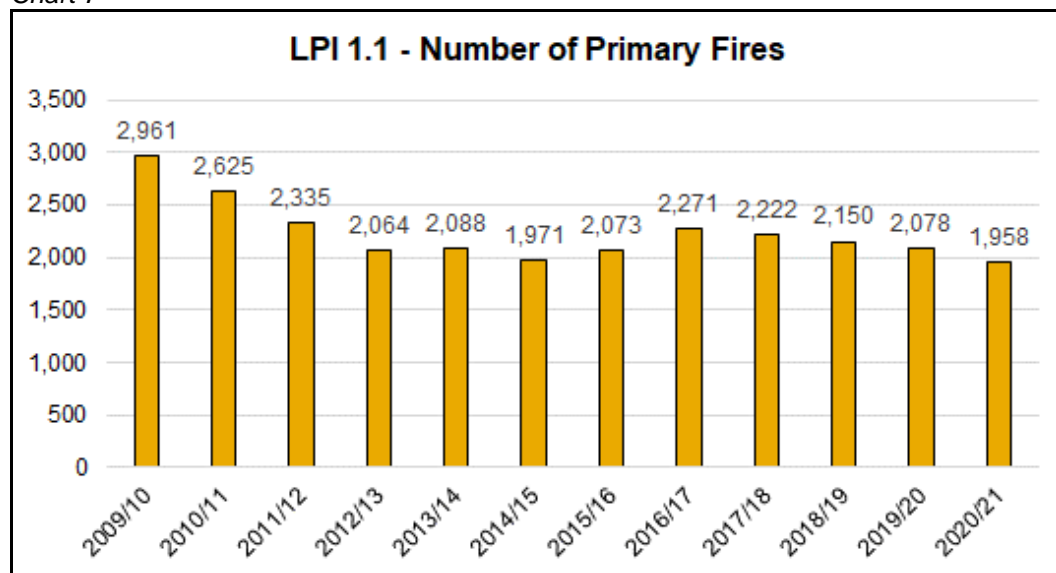


Table 5

### LPI 1.1 - Number of Primary Fires - Metropolitan Fire and Rescue Services - 2020/21

	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	1,958	3,977	8,438	1,770	1,628	3,582	2,918
Per 100,000 Population	138.96	140.25	94.15	123.78	142.62	122.31	125.10

The number of primary fires that started as secondary fires increased during 2020/21\*. The total number was 65. In 2018/19, there were 34 and in 2019/20, there were 50. Garden shed fires increased the most during 2020/21, when there were 21, compared with 11 in 2019/20. It is possible that the higher number was caused by people spending more time in their gardens during the Covid-19 pandemic and having more bonfires and barbecues. Council dump-it sites were also closed in some areas, due to the Covid-19 lockdowns, which in turn led to more people burning garden and general waste in their gardens.

\* Primary fires are sometimes caused by spread from a secondary fire, for example, a bonfire, or barbecue to a dwelling or shed. It then becomes a primary fire, as the property with the greatest value is always recorded in accordance with Home Office Guidance.

## Campaign

### The Pledge – curbing a steep rise in garden fires

Much like Keep Fire Safe, this campaign followed concerns around garden fires, with early lockdown figures showing a huge spike in such incidents due to household waste recycling centres being closed.

We reached nearly a million people with our campaign messaging, which asked people not to have garden fires during the pandemic. We also had thousands take a pledge online not to do so. The result was that we responded to 5% fewer garden fires during the campaign period than in previous years. This was a remarkable achievement; given April and May 2020 were the driest in the last five years. Countless other fire services also adopted our messaging, inspired by the campaign.

**Table 6** gives a breakdown of primary fires by quarter for 2020/21.

Table 6

Breakdown of Primary Fires during 2020/21				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Car Fires	28.3%	35.2%	29.9%	30.9%
Other Vehicle Fires	10.4%	14.7%	17.5%	14.5%
Dwelling Fires	34.0%	27.3%	33.1%	34.2%
Non-Residential Buildings	19.6%	15.7%	14.7%	15.6%
Other (Includes residential buildings (e.g. retirement homes), outdoor structures (e.g. post-boxes, shelters), outdoor equipment (e.g. garden equipment), woodland and crops)	7.7%	7.1%	4.8%	4.8%

It should be noted that many primary fires are minor in nature, but have to be recorded as primary in accordance with the Home Office Fire Statistics definition below.

## Primary Fires Definition

**Primary fires** are potentially more serious fires that harm people or cause damage to property and meet at least one of the following conditions:

- Any fire that occurred in a (non-derelict) building, vehicle or (some) outdoor structures.
- Any fire involving fatalities, casualties or rescues.
- Any fire attended by five or more pumping appliances.

Primary fires are split into four sub-categories:

- **Dwelling fires** are fires in properties that are a place of residence i.e. places occupied by households such as houses and flats, excluding hotels/hostels and residential institutions. Dwellings also includes non-permanent structures used solely as a dwelling, such as houseboats and caravans.
- **Other buildings fires** are fires in other residential or non-residential buildings. Other (institutional) residential buildings include properties such as hostels/hotels/B&Bs, nursing/care homes, student halls of residence etc. Non-residential buildings include properties such as offices, shops, factories, warehouses, restaurants, public buildings, religious buildings etc.
- **Road vehicle fires** are fires in vehicles used for transportation, such as cars, vans, buses/coaches, motorcycles, lorries/HGVs etc. 'Road vehicles' does not include aircraft, boats or trains, which are categorised in 'other outdoors'.
- **Other outdoors fires** are fires in either primary outdoor locations (that is, aircraft, boats, trains and outdoor structures such as post or telephone boxes, bridges, tunnels etc.), or fires in non-primary outdoor locations that have casualties or five or more pumping appliances attending.

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

Chart 8

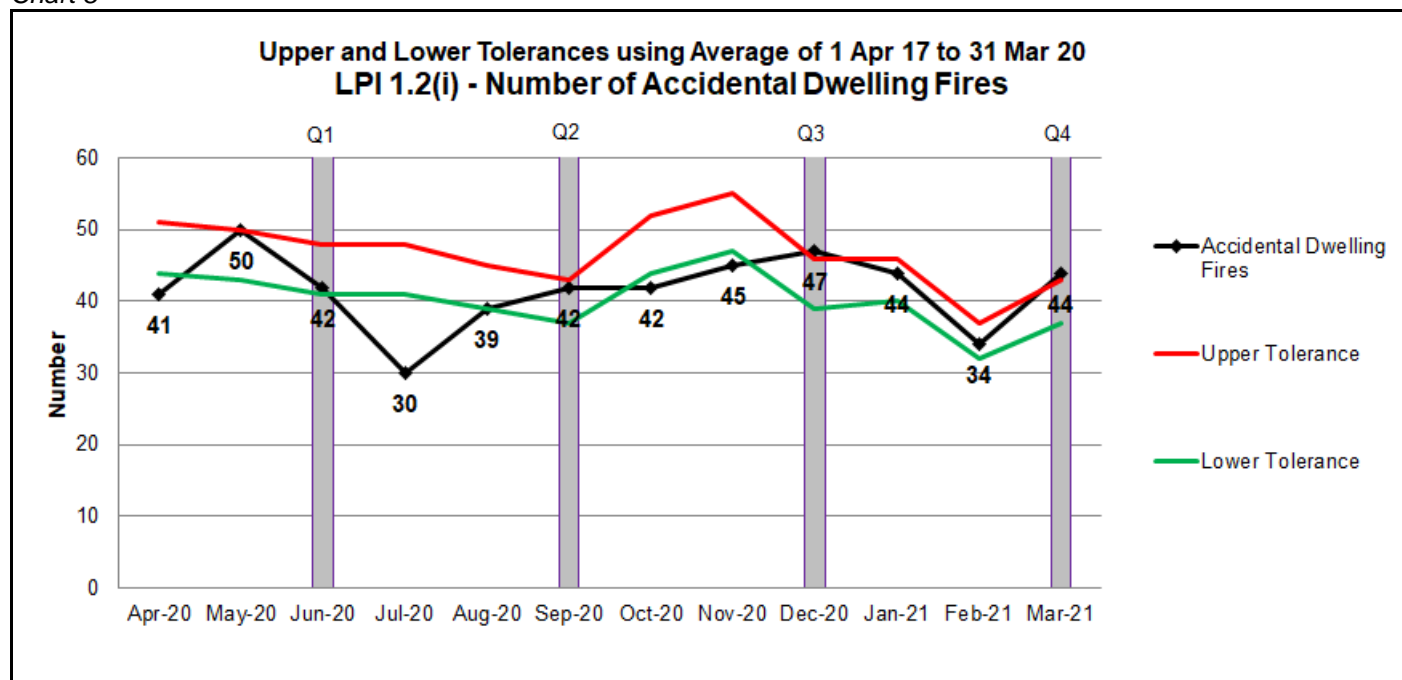


Chart 9

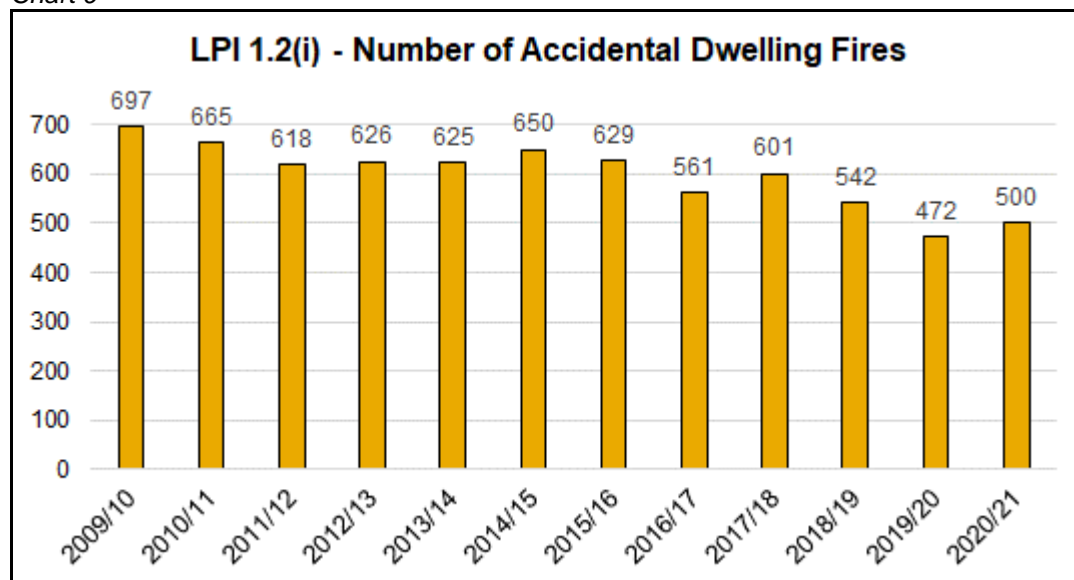


Table 7

### LPI 1.2 - Number of Accidental Dwelling Fires - Metropolitan Fire and Rescue Services - 2020/21

	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	500	1,617	4,603	799	501	1,608	892
Per 10,000 Dwellings	8.35	13.41	12.87	12.57	9.81	13.99	9.01

SYFR had the lowest number of ADFs per 10,000 dwellings out of the other Metropolitan F&RSs, during 2020/21.



Table 8





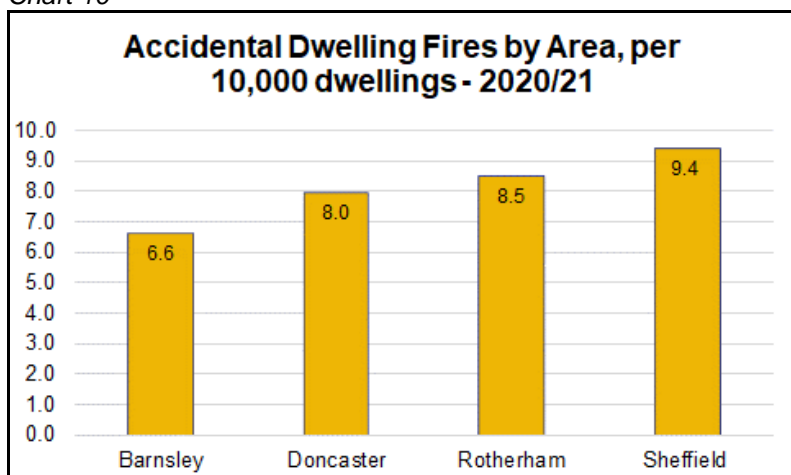
LPI 1.2(i) – Number of Accidental Dwelling Fires							2020/21 compared with 2019/20
LAA		2020/21					
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Outurn	
Barnsley	Target	19	19	24	21	83	
	Quarterly Figure	20	15	16	22	73	
	Figure for same quarter in 2019/20	18	11	25	14	68	
Doncaster	Target	33	30	38	26	127	
	Quarterly Figure	33	22	30	23	108	
	Figure for same quarter in 2019/20	30	21	25	23	99	
Rotherham	Target	30	27	23	21	101	
	Quarterly Figure	20	22	33	24	99	
	Figure for same quarter in 2019/20	28	18	15	24	85	
Sheffield	Target	67	60	68	58	253	
	Quarterly Figure	60	52	55	53	220	
	Figure for same quarter in 2019/20	68	46	54	52	220	

Chart 10



**Chart 10** shows the figures in **Table 7** above, per 10,000 population. By doing this we can obtain a clearer picture of performance in this area, across the county.



**Table 9** below shows the number of HSCs conducted by crews, by Station District during 2020/21. The total number carried out was greatly reduced, due to the constraints of the Covid-19 pandemic.

Table 9

HSCs Conducted by Crews Only					
District	2020/21				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Barnsley	93	116	369	213	791
Doncaster	56	114	343	185	698
Rotherham	63	82	295	135	575
Sheffield	62	95	386	182	725
Total	274	407	1,393	715	2,789

HSCs are also carried out by Fire Community Safety Officers (FCSOs), but are not included within **Table 6** above.

During 2020/21, we ran a number of campaigns, to reduce the number of fires during 2020/21.

### Campaign

#### Keep Fire Safe – reducing house fires during a national lockdown

This was a 'pop-up' campaign we designed in response to concerns around the Covid-19 lockdown causing an increase in fires. We reminded busy households of several things they could do to prevent house fires. This work included a mail out to thousands of homes, widespread media coverage and a hugely popular kids colouring competition. It resulted in a 23% reduction in primary fires and an 11% reduction in accidental house fires, during the campaign period, compared to the previous three-year average.

### Campaign

#### Yesterday You Said Tomorrow – getting people to test their smoke alarms

For many years, services have run smoke alarm testing campaign; however messaging has become diluted in recent years and results/evaluation non-existent. We wanted to change that, by delivering a smoke alarm campaign that really packed a punch. During Yesterday You Said Tomorrow, we re-launched our 'press the button' testing reminder service. We encouraged hundreds of people to sign up for free, weekly reminders – getting an increase of 5,000% compared to the previous six months.

## **Campaign**

### **Behavioural Insights Study – a scientific approach to fire safety**

For many years, the fire service has urged people to be safe in their homes, or risk getting hurt. We had a feeling that this messaging was not getting through, as people do not genuinely believe they will get hurt in a fire. Our idea was that people might relate more to the financial implications of a fire. We also wondered if people would respond better to materials including children, who may be more vulnerable to getting hurt, than traditional 'macho' fire service imagery. This campaign saw us mail out to 4,000 homes, sending them slightly different versions of the same leaflets. We asked them to tick some boxes, to say they had checked certain things in their kitchens, and send the leaflet back via a pre-paid envelope. We had hundreds of responses and, as expected, people responded better to messaging around the financial consequences of fire. We also found, though, that traditional imagery was more powerful than we thought.

In addition to campaigns, we also carry out post incident work in the area surrounding a dwelling fire fatality.

## **Case Study**

### **Post Incident Work**

On the 5 April 2021, at 00:33 hours, four fire engines attended a fire at a house on Redbourne Road, Bentley, Doncaster. Despite the best efforts of the crews who attended, the occupant sadly died at the scene.

In the days following the incident, crews from Adwick and Doncaster, assisted by our dedicated Community Safety Team, canvassed the area to make contact with residents and provide reassurance, tailored fire safety advice and fitted smoke alarms where required. We made contact with 89 properties on Redbourne Road and surrounding streets.

As a result of our post incident community safety activities, a total of 25 Home Safety Checks were completed and letters were sent to a further 39 properties where no one was at home inviting occupants to contact SYFR to arrange a home safety check. Twenty-five households declined the offer of a home safety check.

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

Chart 11

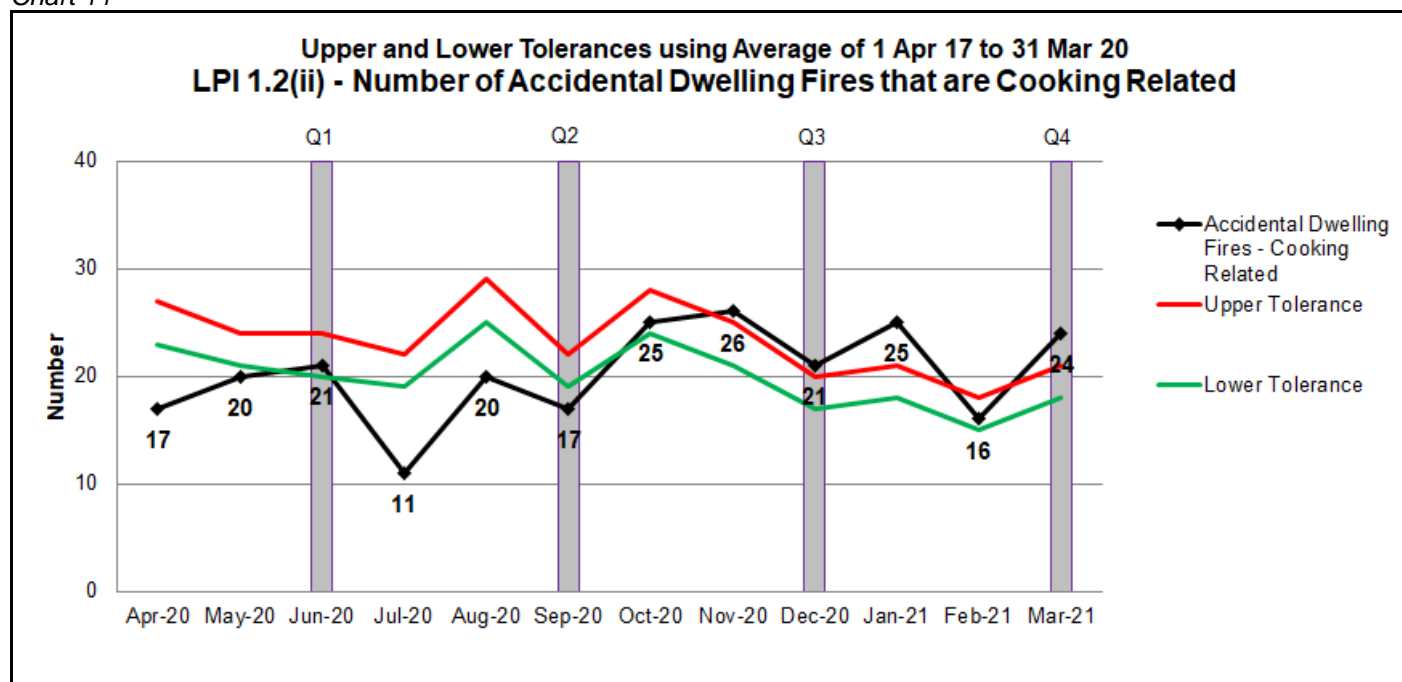
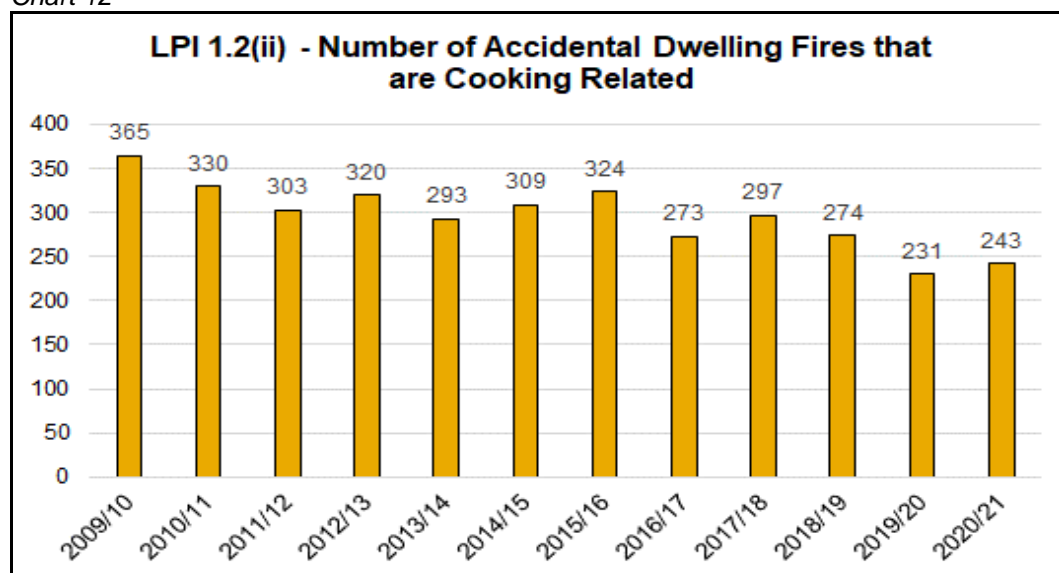


Chart 12



Cooking related fires rose slightly during 2020/21, but were still the second lowest out of the 12 years shown in **Chart 12** above.

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

Chart 13

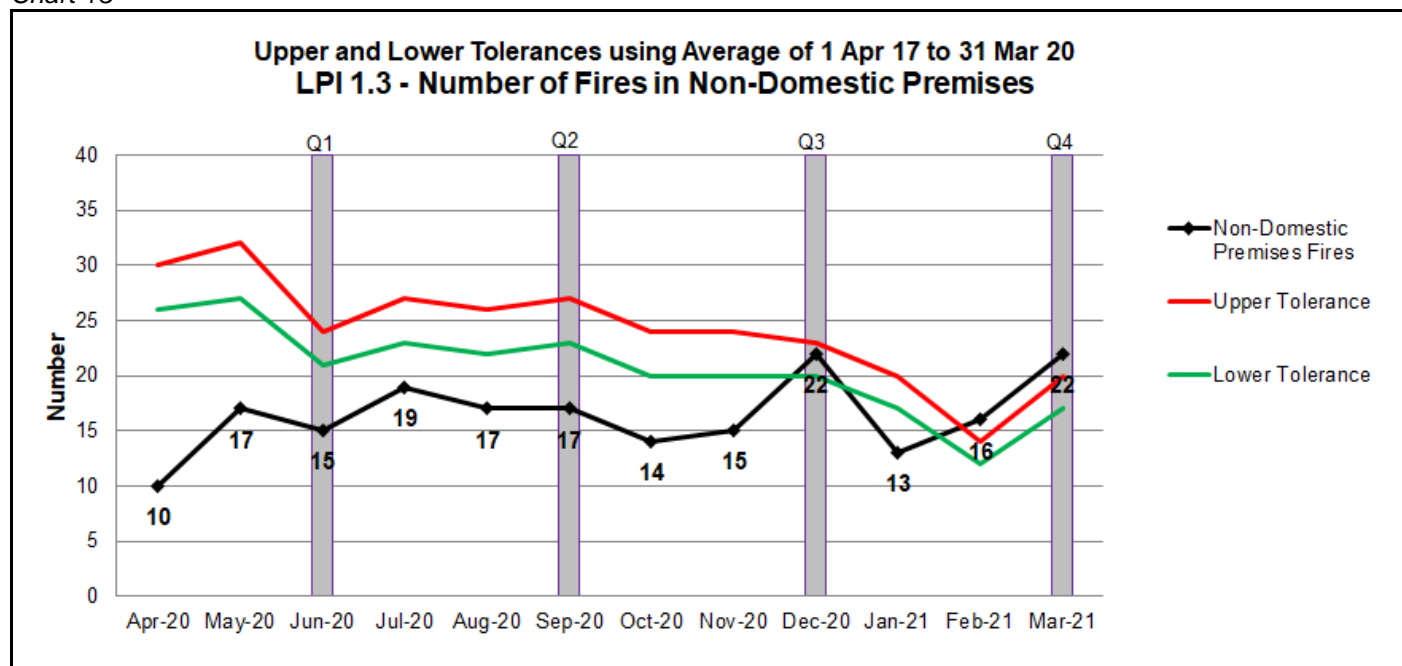
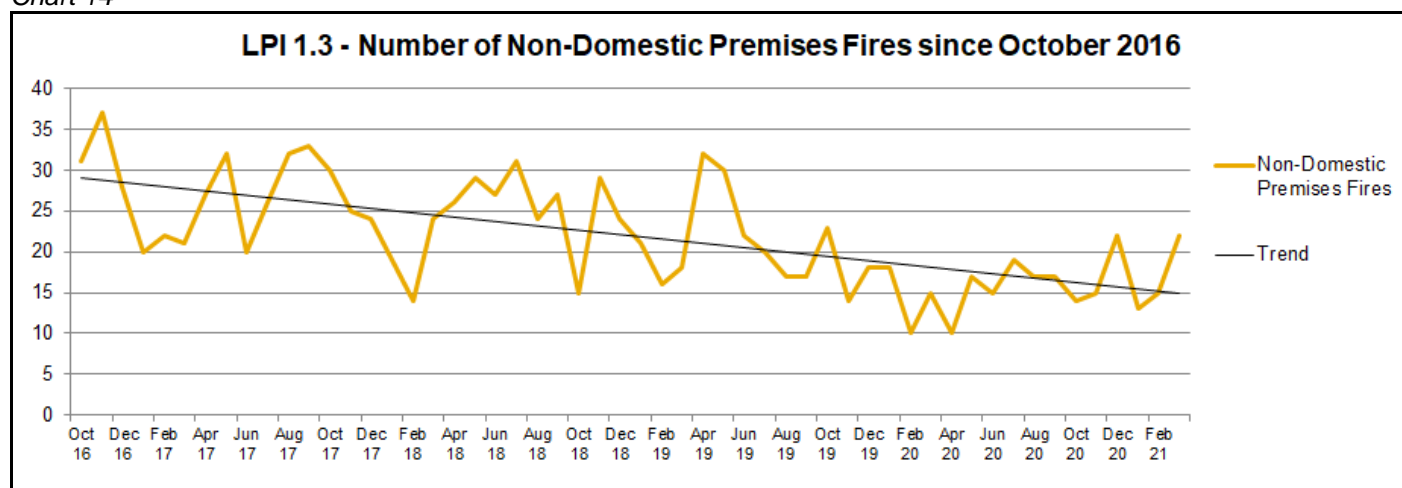


Chart 14



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. However, the number for 2020/21 was the lowest recorded since at least 2009/10.

Table 10

LPI 1.3 - Number of Fires in Non-Domestic Premises - Metropolitan Fire and Rescue Services - 2020/21							
	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	197	468	1,567	163	173	430	295
Per 1,000 Non-Dom. Properties.	4.36	4.21	4.94	3.65	4.73	4.24	3.32

Table 11





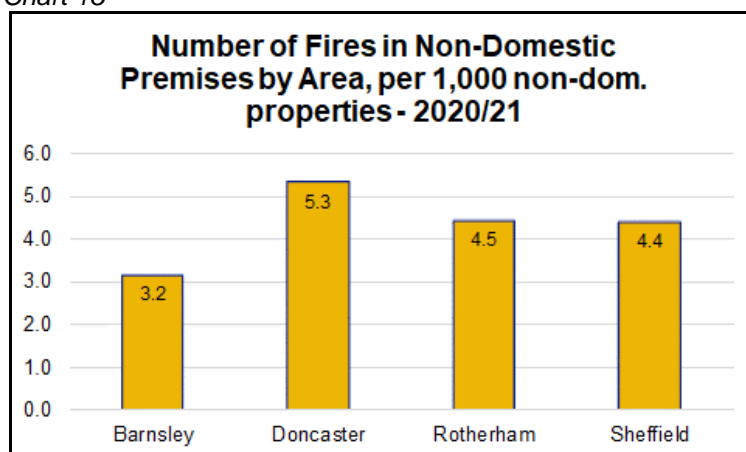
LPI 1.3 – Number of Fires in Non-Domestic Premises							2020/21 compared with 2019/20
LAA		2020/21					
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Outurn	
Barnsley	Target	10	12	9	7	38	
	Quarterly Figure	3	13	6	6	28	
	Figure for same quarter in 2019/20	6	13	10	3	32	
Doncaster	Target	28	28	25	18	99	
	Quarterly Figure	12	10	16	13	51	
	Figure for same quarter in 2019/20	25	11	16	16	68	
Rotherham	Target	19	16	11	12	58	
	Quarterly Figure	5	11	9	9	34	
	Figure for same quarter in 2019/20	21	10	9	10	50	
Sheffield	Target	29	24	26	17	96	
	Quarterly Figure	22	19	20	23	84	
	Figure for same quarter in 2019/20	32	20	20	14	86	

Chart 15



**Table 11** above shows that all the LAAs were within target for fires in non-domestic premises, during 2020/21.

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

Chart 16

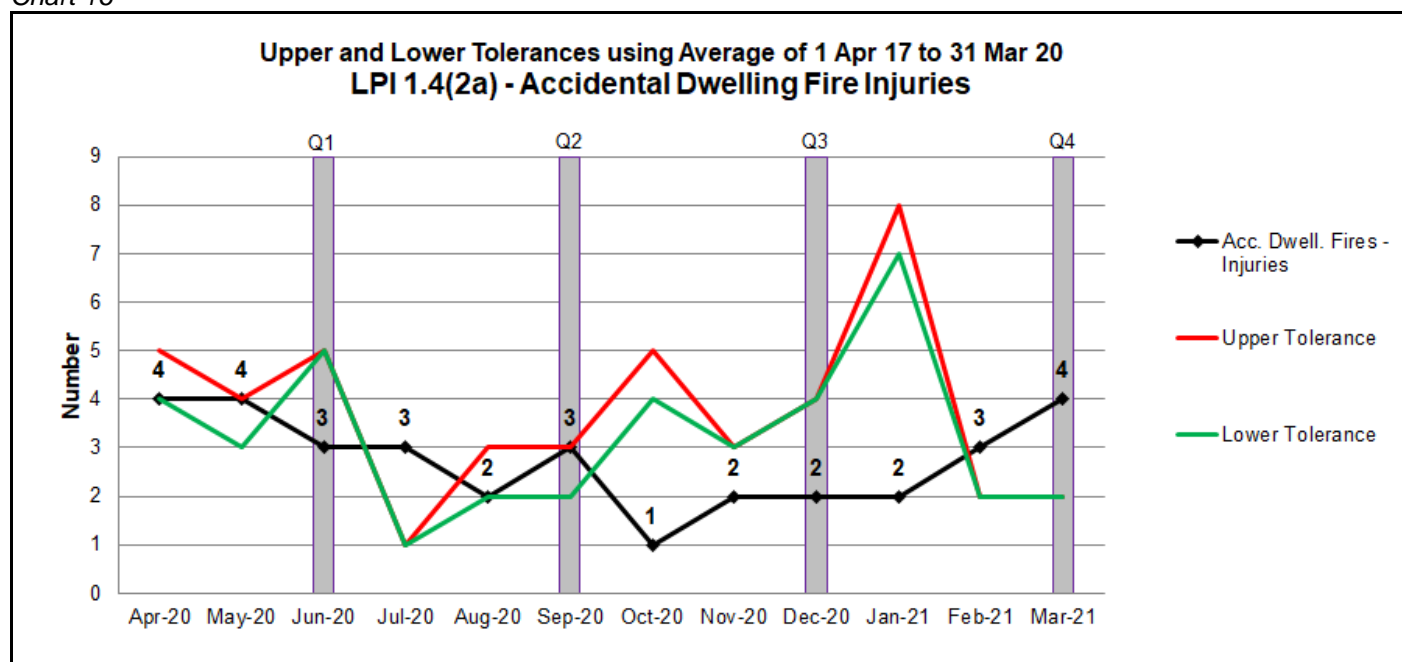


Chart 17

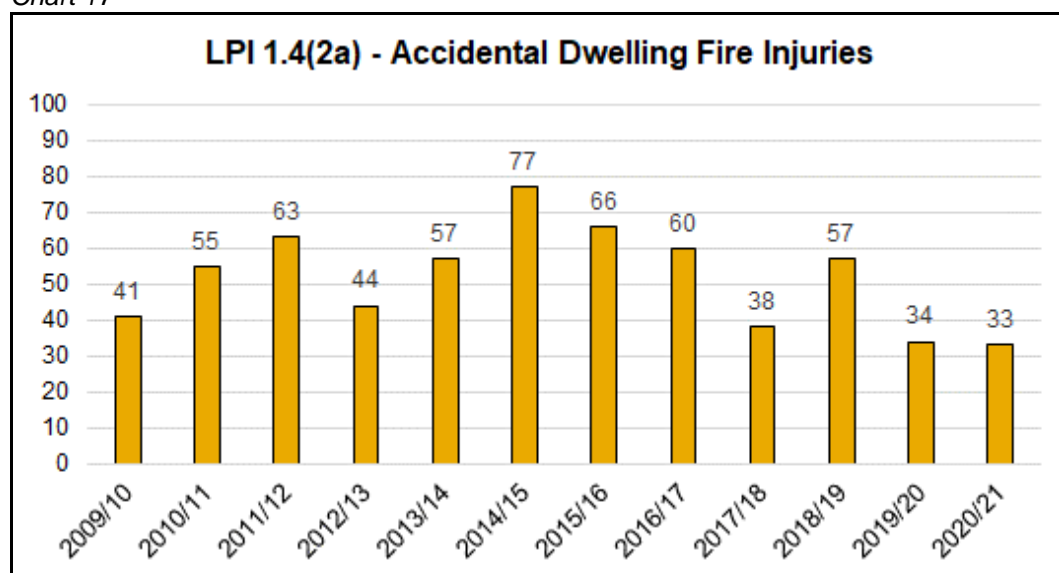


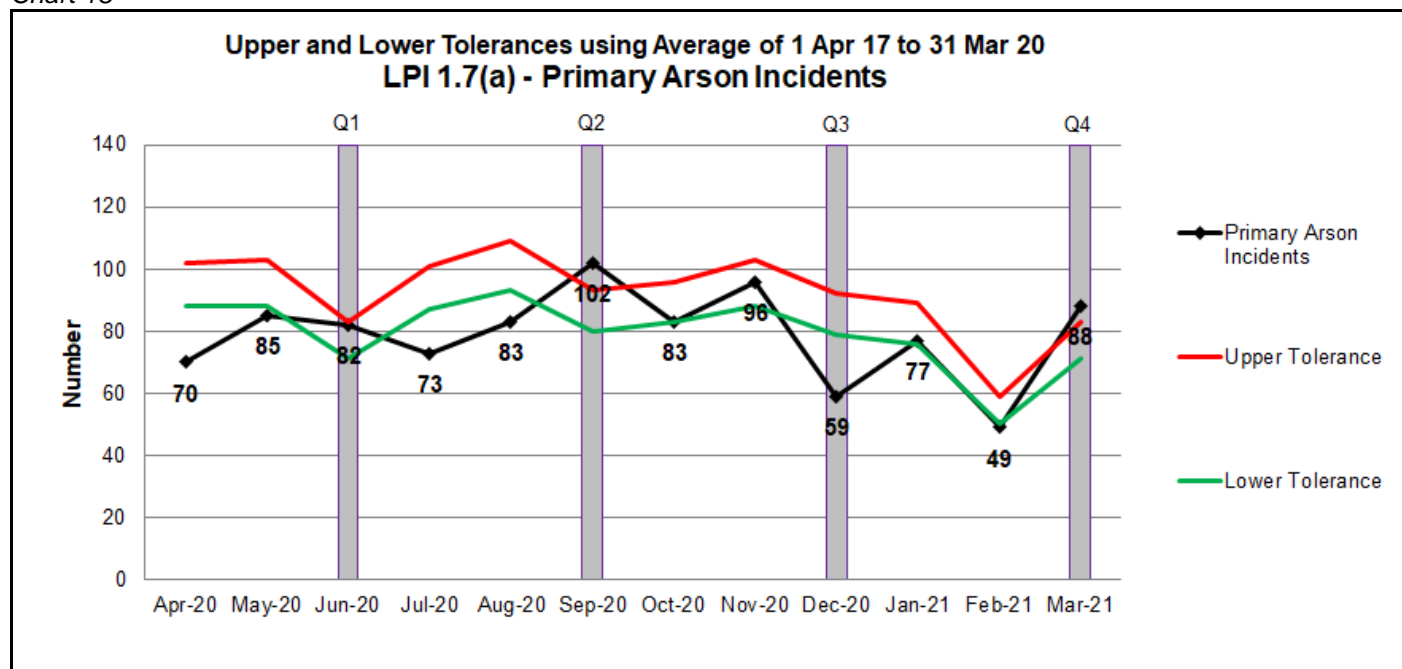
Table 12

LPI 1.4(a) - Number of Accidental Dwelling Fire Injuries - Metropolitan Fire and Rescue Services - 2020/21							
	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	33	129	356	59	38	51	88
Per 100,000 Population	2.34	4.55	3.97	4.13	3.33	1.74	3.77

South Yorkshire had the second lowest number of ADF injuries per 100,000 population out of the metropolitan fire and rescue services during 2020/21.

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

Chart 18



Charts 19

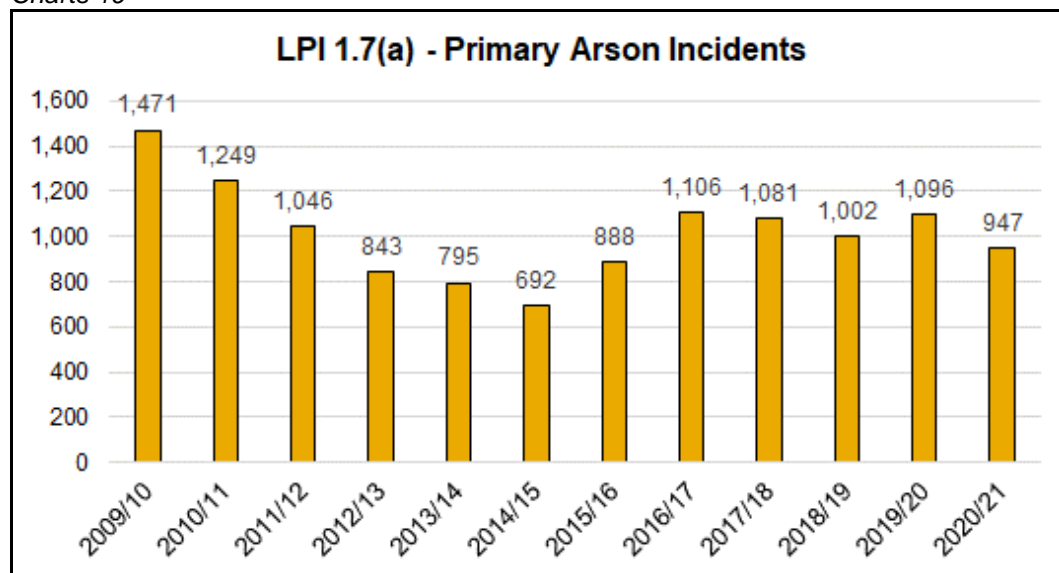


Table 13

**LPI 1.7(a) - Number of Primary Arson Incidents - Metropolitan Fire and Rescue Services - 2020/21**

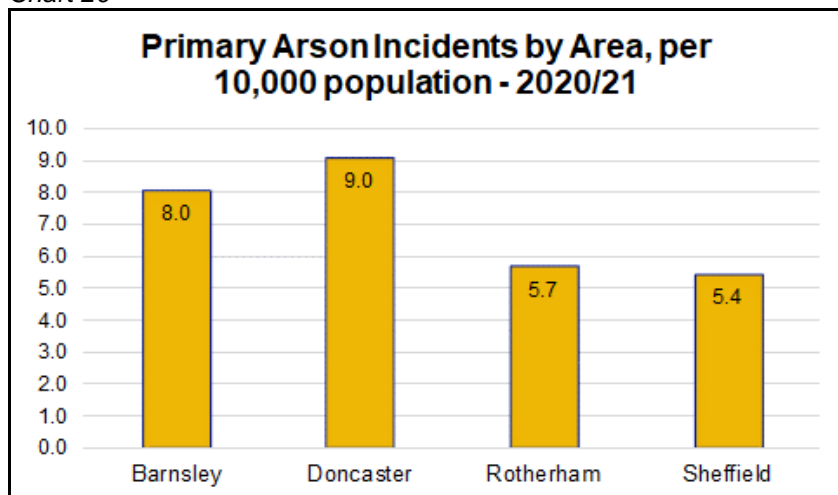
	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	947	1,329	1,125	560	697	1,112	1,173
Per 10,000 Population	6.72	4.69	1.26	3.92	6.11	3.80	5.03

Table 14

Table 1.7

LPI 1.7(a) – Primary Arson Incidents							2020/21 compared with 2019/20
LAA		2020/21					
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Outurn	
Barnsley	Target	58	69	64	45	236	▼
	Quarterly Figure	50	57	47	44	198	
	Figure for same quarter in 2019/20	59	69	79	48	255	
Doncaster	Target	77	96	90	65	328	▼
	Quarterly Figure	66	79	71	66	282	
	Figure for same quarter in 2019/20	77	79	93	63	312	
Rotherham	Target	54	51	38	43	186	▼
	Quarterly Figure	34	35	52	29	150	
	Figure for same quarter in 2019/20	54	50	40	49	193	
Sheffield	Target	99	87	99	78	363	▼
	Quarterly Figure	87	87	68	75	317	
	Figure for same quarter in 2019/20	91	90	79	77	337	

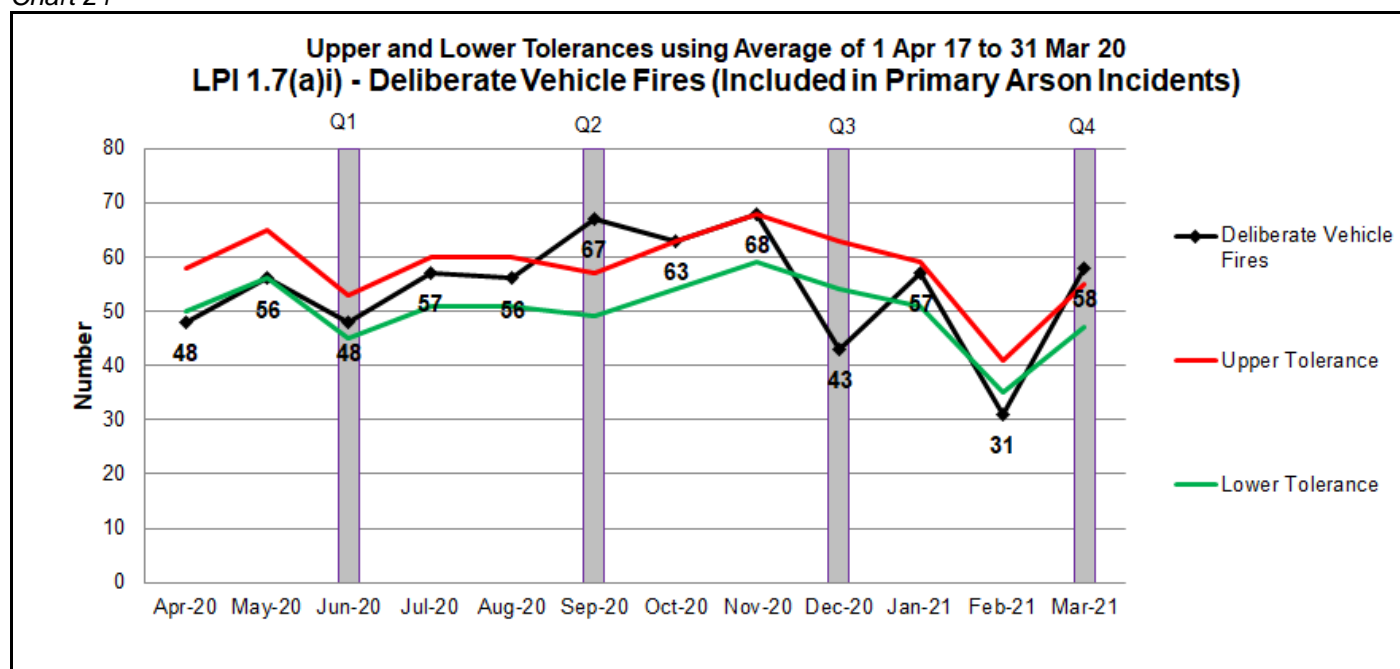
Chart 20





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

Chart 21



Charts 22

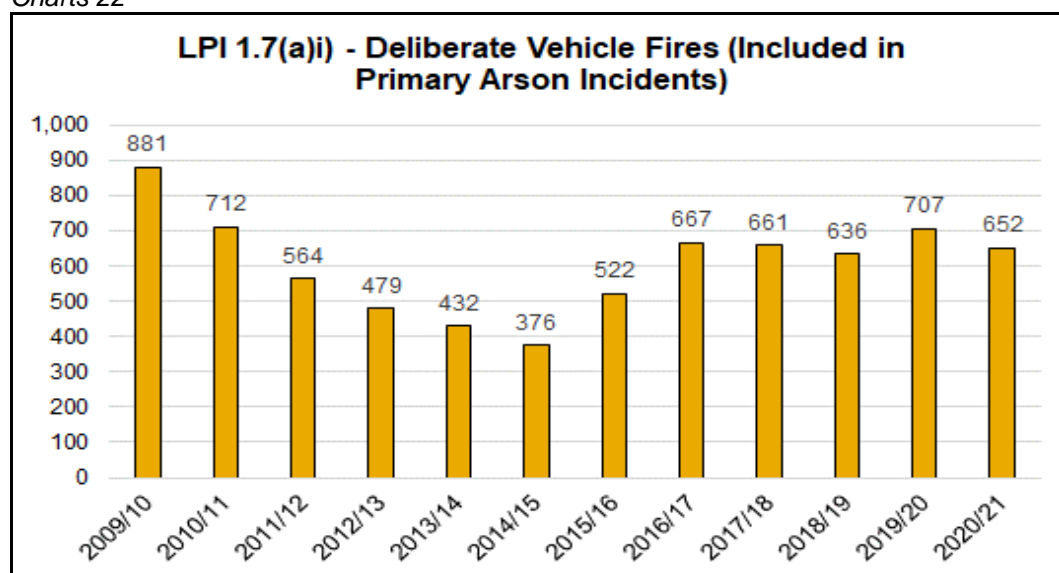


Table 15

LPI 1.7(a)i) - Number of Deliberate Vehicle Fires (Included in Primary Arson Incidents) - Metropolitan Fire and Rescue Services - 2020/21

	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	652	674	471	354	468	593	726
Per 10,000 Population	4.63	2.38	0.53	2.48	4.10	2.02	3.11

## LPI 1.7(b) - Number of Deliberate Secondary Fires

Chart 23

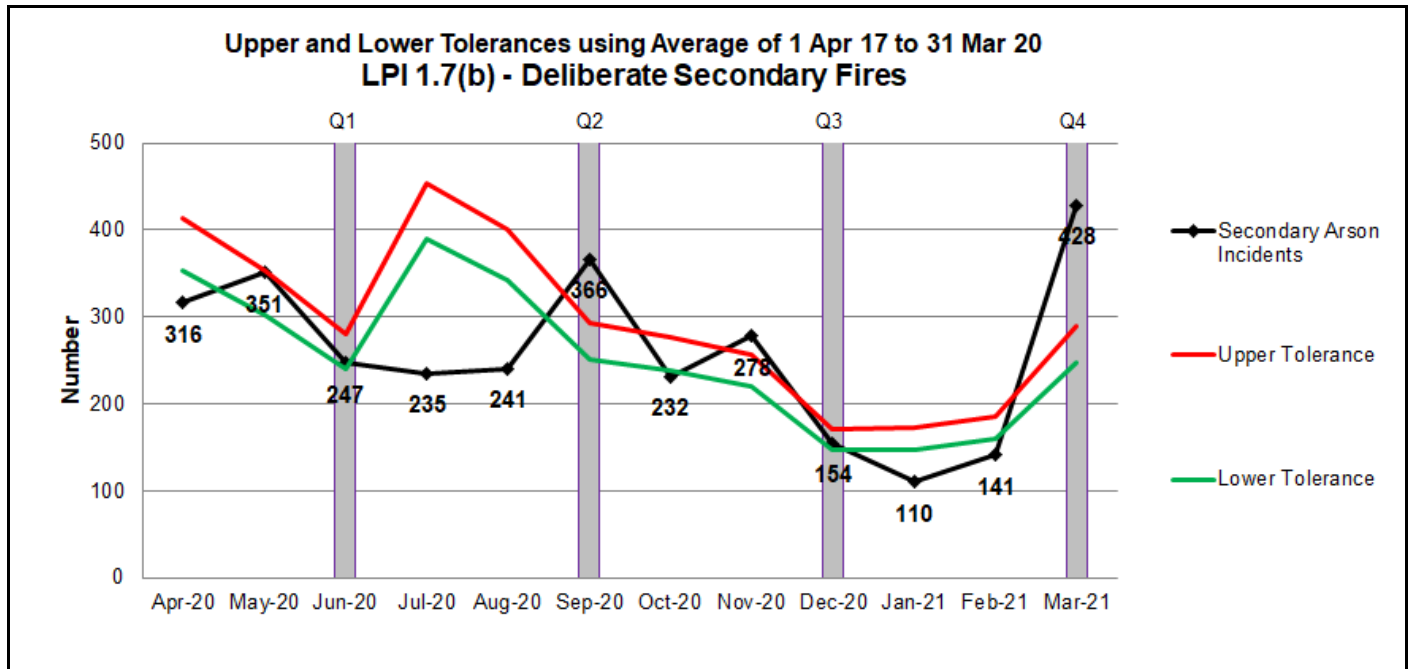


Chart 24

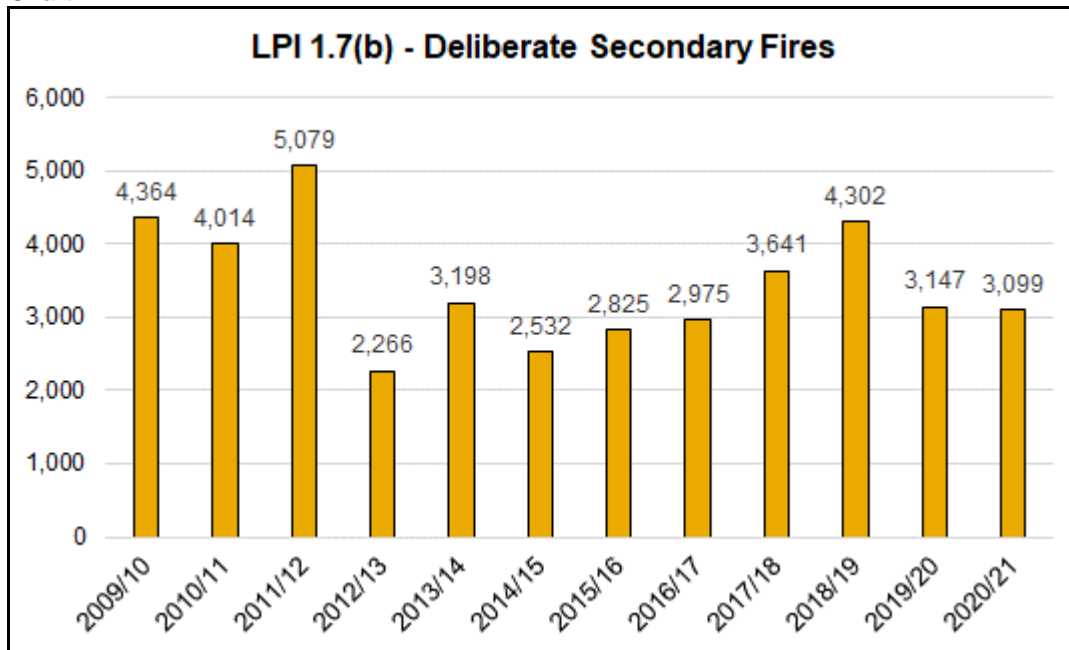


Table 16

### LPI 1.7(b) - Number of Deliberate Secondary Fires - Metropolitan Fire and Rescue Services - 2020/21

	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	3,099	5,474	1,477	2,993	3,657	1,871	4,472
Per 10,000 Population	21.99	19.30	1.65	20.93	32.04	6.39	19.17

Table 17

Table 17





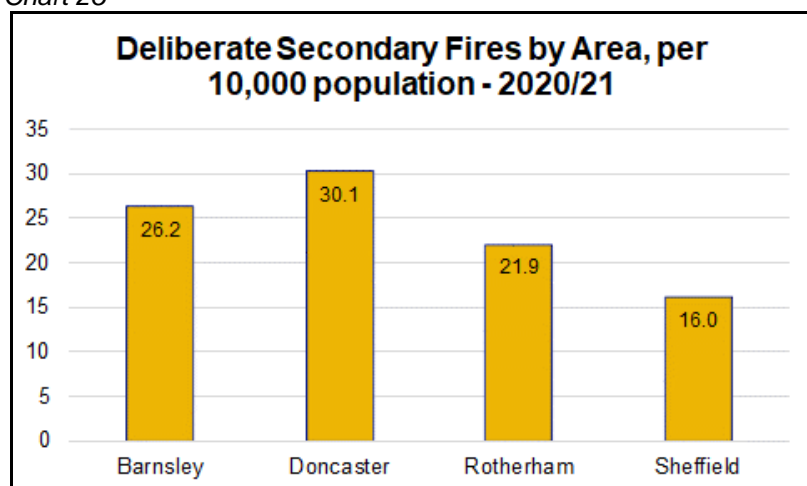
LPI 1.7(b) – Deliberate Secondary Fires							2020/21 compared with 2019/20
LAA		2020/21					
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Outurn	
Barnsley	Target	220	250	139	140	749	
	Quarterly Figure	212	151	165	118	646	
	Figure for same quarter in 2019/20	273	147	96	128	644	
Doncaster	Target	290	337	211	203	1041	
	Quarterly Figure	237	282	193	226	938	
	Figure for same quarter in 2019/20	433	340	149	186	1108	
Rotherham	Target	219	229	136	131	715	
	Quarterly Figure	219	166	93	104	582	
	Figure for same quarter in 2019/20	233	165	89	113	600	
Sheffield	Target	318	333	218	173	1042	
	Quarterly Figure	246	243	213	231	933	
	Figure for same quarter in 2019/20	358	188	120	129	795	

Chart 25



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

Chart 26

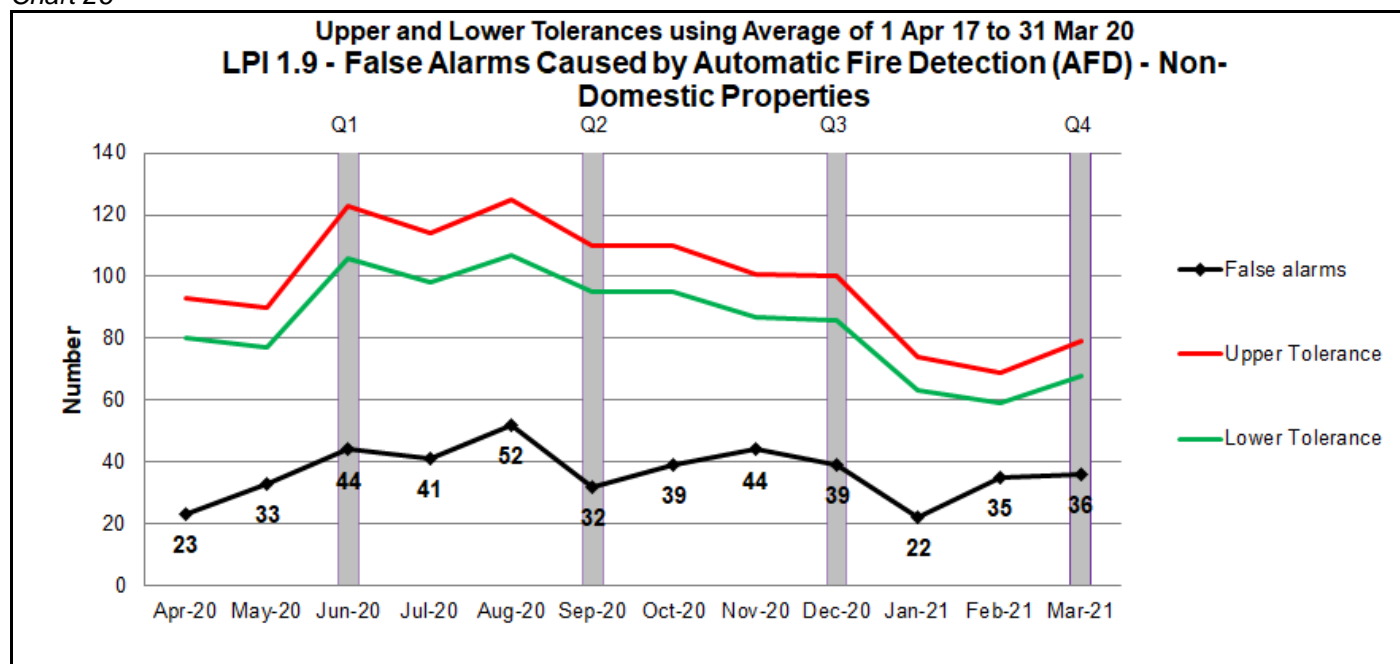


Chart 27

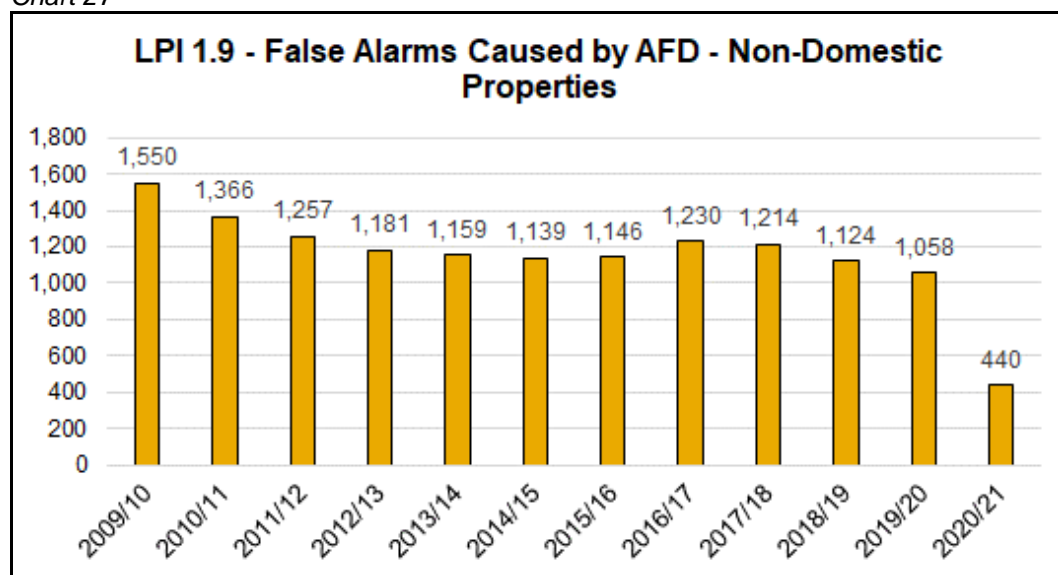


Table 18





**LPI 1.9 - False Alarms Caused by Automatic Fire Detection – Non-Domestic Properties - Metropolitan Fire and Rescue Services - 2020/21**

	South Yorkshire	Greater Manchester	London	Merseyside	Tyne & Wear	West Midlands	West Yorkshire
Number	440	3,816	17,051	460	1,371	1,162	3,087
Per 1,000 Non-Dom. Properties	9.73	34.33	53.80	10.31	37.48	11.46	34.77

An area for improvement identified during the HMICFRS inspection in 2018/19, was that SYFR “should ensure it addresses effectively the burden of false alarms”. A new policy for attending false alarms due to AFD was introduced in January 2020. When an unconfirmed AFD call is received, SYFR does not attend and the Alarm Receiving Centre is advised to contact the key holders to investigate the actuation. There has been no change to our response to residential and sleeping risk properties. This also includes hospitals, schools, colleges, universities and heritage sites. This has resulted in a dramatic decrease in these mobilisations.

Table 19

Table 10

LPI 1.9 – False Alarms caused by Automatic Fire Detection - Non-Domestic Properties							2020/21 compared with 2019/20
LAA		2020/21					
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Outurn	
Barnsley	Target	62	74	48	43	227	
	Quarterly Figure	19	25	26	29	99	
	Figure for same quarter in 2019/20	63	68	58	30	219	
Doncaster	Target	66	82	67	48	263	
	Quarterly Figure	20	30	24	28	102	
	Figure for same quarter in 2019/20	51	84	71	19	225	
Rotherham	Target	63	65	62	41	231	
	Quarterly Figure	12	20	25	14	71	
	Figure for same quarter in 2019/20	54	71	60	17	202	
Sheffield	Target	115	128	134	90	467	
	Quarterly Figure	49	50	47	22	168	
	Figure for same quarter in 2019/20	111	116	136	49	412	







## Road Traffic Collisions (RTCs) Attended









**Table 20** below shows the number of RTCs attended by SYFR by quarter and by district during 2020/21.

Table 20








LPI 2.2 – RTC Incidents Attended by the Service						
LAA		2020/21				
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Outturn
Barnsley	Average of Previous 3 Years	19	17	16	16	68
	Quarterly Figure	8	14	10	5	37
	Figure for same quarter in 2019/20	24	13	19	12	68
Doncaster	Average of Previous 3 Years	23	21	28	29	101
	Quarterly Figure	18	37	25	13	93
	Figure for same quarter in 2019/20	22	28	27	21	98
Rotherham	Average of Previous 3 Years	26	19	22	23	90
	Quarterly Figure	7	20	21	18	66
	Figure for same quarter in 2019/20	30	20	19	18	87
Sheffield	Average of Previous 3 Years	26	30	27	27	110
	Quarterly Figure	12	23	42	27	104
	Figure for same quarter in 2019/20	36	34	24	27	121




3. Quarterly Performance Dashboard - 2020/21


LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2020/21 Compared to 2019/20	
					Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021			
MAKING SOUTH YORKSHIRE SAFER AND STRONGER																			
LPI 1.1	Number of Primary Fires		1	Upper Tolerance +5%	612			589			576			484			2,261		
				Lower Tolerance -10%	525			505			493			414			1,937		
				Actual - 2020/21	504	Blue	502	Blue	496	Green	456	Green	1,958	Green					
				Figures for 2019/20	573			507			532			466			2,078		
LPI 1.2	Accidental Dwelling Fires	a) Number of accidental dwelling fires	1	Upper Tolerance +5%	149			136			153			126			564		
				Lower Tolerance -10%	128			117			130			109			484		
				Actual - 2020/21	133	Green	111	Blue	134	Green	122	Green	500	Green					
				Figures for 2019/20	144			96			119			113			472		
		a)i) Severe	2	Actual - 2020/21	86			65			79			73			303		
				Figures for 2019/20	97			69			67			64			297		
		a)ii) Minor	2	Actual - 2020/21	47			46			55			49			197		
				Figures for 2019/20	47			27			52			49			175		
		b) Number of accidental dwelling fires that are cooking related	2	Upper Tolerance +5%	75			73			73			60			281		
				Lower Tolerance -10%	64			63			62			51			240		
				Actual - 2020/21	58	Blue	48	Blue	72	Green	65	Red	243	Green					
				Figures for 2019/20	71			52			56			52			231		
		c)(i) Percentage of fires attended in dwellings where a smoke or heat alarm activated and raised the alarm *1 See below	2	Actual - 2020/21	44.36%			44.14%			57.46%			54.10%			50.20%		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	Actual - 2020/21	9.77%			14.41%			7.46%			14.75%			11.40%		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 - 2020/21	17.29%			16.22%			13.43%			22.95%			17.40%		N/A
		c)(iv) Percentage of fires attended in dwellings where a smoke or heat alarm was not fitted *1 See below	2	Actual - 2020/21	30.08%			25.23%			25.37%			16.39%			24.40%		N/A
d) Number of fires confined to room of origin	i) Confined	2	Actual - 2020/21	102			101			121			104			428		N/A	
	ii) Not Confined	2	Actual - 2020/21	31			10			13			18			72		N/A	
LPI 1.3	Number of Fires in Non-domestic Premises		1	Upper Tolerance +5%	86			80			71			54			291		
				Lower Tolerance -10%	74			68			60			46			248		
				Actual - 2020/21	42	Blue	53	Blue	51	Blue	51	Green	197	Blue					
				Figures for 2019/20	84			54			55			43			236		

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2020/21 Compared to 2019/20
					Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021		
LPI 1.4	Number of Fire Deaths and Injuries	1) All Fire Deaths	1	Actual - 2020/21	1			3			3			2			9	N/A
		a) Accidental dwelling fire deaths	1	Actual - 2020/21	0			0			2			0			2	N/A
		2) All Fire Injuries	1	Actual - 2020/21	28			13			7			14			62	
				Figures for 2019/20	25			8			12			13			58	
		a) Accidental dwelling fire injuries	1	Upper Tolerance +5%	14			7			12			12			45	
				Lower Tolerance -15%	12			5			11			11			39	
				Actual - 2020/21	11		Blue	8	Red		5		Blue	9	Blue	33	Blue	
				Figures for 2019/20	12			2			11			9			34	
		i) ADF Injuries - Victim went to hospital, injuries appear to be serious	2	Actual - 2020/21	1			0			1			0			2	
				Figures for 2019/20	2			0			2			0			4	
		ii) ADF Injuries - Victim went to hospital, injuries appear to be slight	2	Actual - 2020/21	10			8			4			9			31	
				Figures for 2019/20	10			2			9			9			30	
		3) ADFs - Number of Persons where First Aid or Precautionary Checks were administered.	2	Actual - 2020/21	11			14			21			7			53	
				Figures for 2019/20	18			16			11			16			61	
LPI 1.5	Safe and Well Checks (HSCs) Completed	d) Total number of Home Safety Checks completed	2	Actual - 2020/21	286			1,126			2,006			1,475			4,893	N/A See 2* below
				Figures for 2019/20	4,107			4,002			4,061			3,835			16,005	
		e) Total number of HSC3s completed	2	Actual - 2020/21	11			239			319			366			935	N/A See 2* below
				Figures for 2019/20	416			340			343			404			1,503	
		g) Number of referrals from Safe and Well partners (Amended)	2	Actual - 2020/21	841			982			973			1,067			3,863	N/A See 2* below
				Figures for 2019/20	1,521			1,213			1,410			1,494			5,638	
		h) Total number of Safe and Well visits completed	2	Actual - 2020/21	8			194			202			229			633	N/A See 2* below
				Figures for 2019/20	171			337			349			370			1,227	
LPI 1.6	Special service incidents attended involving people (excluding RTCs)	i) Number of incidents attended (Excluding assistance to other agencies)	1	Actual - 2020/21	50			70			56			63			239	
				Figures for 2019/20	82			85			105			87			359	
		ii) Assistance Requested by Other Agencies	1	Actual - 2020/21	65			78			84			70			297	
				Figures for 2019/20	112			99			114			99			424	
		iii) Number of people involved (parts i & ii) (Fatalities, Injuries and Rescues)	2	Actual - 2020/21	124			156			155			137			572	
				Figures for 2019/20	224			209			470			211			1,114	



LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2020/21 Compared to 2019/20		
					Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021				
LPI 1.7	Arson Incidents	a) Primary Arson Incidents	1	Upper Tolerance +5%	288			303			291			232			1,114			
				Lower Tolerance -10%	247			260			250			198			955			
				Actual - 2020/21	237		Blue	258		Blue	238		Blue	214		Green	947			Blue
				Figures for 2019/20	281			288			291			236			1,096			
		a)i) Deliberate Vehicle Fires (included in the Primary Arson Incidents)	2	Upper Tolerance +5%	176			177			194			155			702			
				Lower Tolerance -10%	151			151			167			133			602			
				Actual - 2020/21	152		Green	180		Amber	174		Green	146		Green	652			Green
				Figures for 2019/20	159			175			207			166			707			
		b) Deliberate Secondary Fires	2	Upper Tolerance + 5%	1,047			1,149			704			647			3,547			
				Lower Tolerance -10%	897			984			605			555			3,041			
				Actual - 2020/21	914		Green	842		Blue	664		Green	679		Amber	3,099			Green
				Figures for 2019/20	1,297			840			454			556			3,147			
LPI 1.9	False alarms caused by automatic fire detection - non-domestic properties		2	Upper Tolerance +5%	306			349			311			222			1,188			
				Lower Tolerance -10%	263			300			268			190			1,021			
				Actual - 2020/21	100		Blue	125		Blue	122		Blue	93		Blue	440			Blue
				Figures for 2019/20	279			339			325			115			1,058			
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 - 2020/21	246			227			293			247			1,013			
				Figures for 2019/20	344			263			311			290			1,208			
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 - 2020/21	25			23			57			52			157			
				Figures for 2019/20	55			47			50			67			219			
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 - 2020/21	26			24			59			35			144			
				Figures for 2019/20	49			69			96			73			287			
STRIVE TO BE THE BEST IN EVERYTHING WE DO - <i>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</i>																				
LPI 2.1	Dwelling Fires - Attendance Times	a) Percentage Attendance within 6 minutes	1	Actual - 2020/21	57.74%			56.92%			50.32%			47.06%			52.96%		N/A	
		b) Average time taken from call to alert <sup>3</sup> (Measured in seconds)	2	Actual - 2020/21	70.54			67.75			69.48			65.75			68.52		N/A	
		c) Average time taken from the alert to the appliance leaving the station <sup>3</sup> (Measured in seconds)	2	Actual - 2020/21	73.87			66.13			68.01			81.48			72.37		N/A	

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2020/21 Compared to 2019/20
					Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021		
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)	93			87			93			94			368	
				Actual - 2020/21	45			94			98			63			300	
				Figures for 2019/20	112			95			89			78			374	
		b). Number of Incidents involving extrications where persons are 'Medically or Physically Trapped'	1	Actual - 2020/21	10			36			35			18			99	N/A
				Actual - 2020/21	2			1			2			2			7	N/A
LPI 2.3	Accident/injury frequency rate per 1,000 shifts/days worked - All Staff	c) Number of Deaths and Serious Injuries at RTC incidents attended by the Service	2	i) Deaths	2			1			2			2			7	N/A
				ii) Serious Injuries	11			20			18			9			58	N/A
		Accident/injury frequency rate per 1,000 shifts/days worked - All Staff	2	Actual - 2020/21 (The target is to maintain the same level of performance as for 2013/14, with the same year end target of 0.90)	0.87			0.41			0.80			0.63			0.68	
				Figures for 2019/20	1.01			0.64			0.81			0.66			0.78	
				Actual - 2020/21 (The target is to maintain the same level of performance as for 2013/14, with the same year end target of 2.90)	8.05			2.79			7.14			5.84			5.99	
LPI 2.4	Accident/injuries at Operational Incidents	a) Accident/injury frequency rate at operational incidents per 1,000 incidents	1	Figures for 2019/20	5.78			4.37			6.28			2.68			4.89	
				Actual - 2020/21	6.36			2.33			5.61			4.24			4.67	N/A
		i) No lost time (minor) (New)		Actual - 2020/21	0.85			0.00			1.02			1.06			0.72	N/A
		ii) Lost time up to and including 7 days (New)		Actual - 2020/21	0.85			0.47			0.51			0.53			0.60	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 - 2020/21	67%			81%			61%			80%			N/A	N/A
				Actual - 2020/21	100%			100%			100%			100%			N/A	N/A
		b) Percentage of serious / major accident/incident investigations completed, quality assured and closed within 3 months		Actual - 2020/21	100%			100%			100%			100%			N/A	N/A
LPI 2.7	Percentage of Time that Pumps are Available	i) Wholetime Pumps (New)	2	Actual - 2020/21	99.90%			99.75%			99.19%			99.85%			N/A	N/A
				Actual - 2020/21	48.21%			32.79%			37.32%			39.40%			N/A	N/A
		ii) On-Call Pumps		Figures for 2019/20	47.14%			44.48%			38.07%			48.78%			N/A	

LPI Number	Measure Description			Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2020/21 Compared to 2019/20
						Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021		
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>	a) All causes	i) All staff (excluding On-Call Firefighters)	2	Actual - 2020/21 (Target of 6.0 days / shifts lost)	1.45			0.89			1.77			1.58			5.69	
					Figures for 2019/20	1.94			1.90			2.31			2.28			8.43	
		ii) On-Call Firefighters	Actual - 2020/21		7.04			6.28			3.43			5.57			22.33	N/A	
		b)(i) Short-term (up to and including 28 days) (New)	Actual - 2020/21		0.52			0.36			0.76			0.60			2.24	N/A	
		b)(ii) Long-term (Over 28 days) (New)	Actual - 2020/21		1.58			1.15			1.20			1.12			5.05	N/A	
		c) Musculoskeletal (including back)	Actual - 2020/21		0.31			0.45			0.45			0.49			1.70	N/A	
		d) Reported Mental Health	Actual - 2020/21		0.13			0.25			0.20			0.12			0.69	N/A	
		e) Caused by Injury on Duty (New)	Actual - 2020/21		0.16			0.17			0.27			0.24			0.83	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 - 2020/21 (Target minimum 33% completion rate)	27%			20%			16%			22%			N/A	N/A
		ii) "I am happy at work" score			Actual - 2020/21 (Score of 3.5 or more)	3.72 out of 5			3.71 out of 5			3.70 out of 5			3.58 out of 5			N/A	N/A
LPI 3.33	Efficient and effective recruitment processes (New)	i) Successful recruitment at first attempt		2	Actual - 2020/21	100.0%			77.8%			44.4%			38.5%			N/A	N/A
		ii) Time taken from recruitment to formal offer of appointment (in weeks, rounded up)			Actual - 2020/21	6.21			4.41			3.63			6.20			N/A	N/A
LPI 3.34	Staff Turnover Rate (New)			2	Actual - 2020/21	3.23%			2.58%			0.86%			3.03%			N/A	N/A
LPI 3.9	Percentage of Operational Personnel currently undertaking operational duties with BA Certification			2	Actual - 2020/21 (Target - 90 to 95%)	99.75%			83.98%			88.81%			95.90%			N/A	N/A
LPI 3.10	Percentage of Operational Personnel undertaking operational duties currently with Working at Heights Certification			2	Actual - 2020/21 (Target - 90 to 95%)	91.53%			87.55%			95.77%			96.86%			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			Outturn	Direction of Travel for 2020/21 Compared to 2019/20
					Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021		
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 - 2020/21 (Target - 90 to 95%)	88.18%			61.15%			83.92%			90.48%			N/A	N/A
		ii) Flexible Officers (8 in total)		Actual - 2020/21 (Target - 90 to 95%)	100.00%			83.33%			75.00%			33.33%			N/A	N/A
LPI 3.12	Percentage of Current ERDT Drivers who are ERDT certified	i) Operational Crews	2	Actual - 2020/21 (Target - 90 to 95%)	99.52%			97.50%			98.57%			99.64%			N/A	N/A
		ii) Flexible Officers		Actual - 2020/21 (Target - 90 to 95%)	100.00%			91.30%			89.13%			100.00%			N/A	N/A
LPI 3.15	Percentage of Operational Personnel currently undertaking operational duties who are qualified in Immediate Emergency Care.		2	Actual - 2020/21 (Target - 70 to 75%)	83.51%			81.71%			81.56%			87.34%			N/A	N/A
LPI 3.17	Percentage of Officers who are currently in ticket for the Officer's Incident Command course	a) Level 1 (This used to be LPI 3.13)	2	Actual - 2020/21 (Target - 90 to 95%)	83.81%			85.57%			86.20%			89.04%			N/A	N/A
		b) Level 2		Actual - 2020/21 (Target - 90 to 95%)	95.59%			89.71%			91.30%			97.10%			N/A	N/A
		c) Level 3		Actual - 2020/21 (Target - 90 to 95%)	88.89%			85.19%			88.89%			85.19%			N/A	N/A
LPI 3.19	Percentage of Operational Personnel undertaking Water and Flood First Responder training *4 (This is only applicable for Adwick, Cudworth, Dearne & Rivelin Fire Stations)		2	Actual - 2020/21 (Target - 90 to 95%)	81.23%			79.21%			65.12%			59.63%			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 - 2020/21 (Target - 90 to 95%)	80.00%			69.81%			66.67%			62.26%			N/A	N/A
LPI 3.21	Percentage of relevant personnel currently qualified in Institute of Occupational Safety and Health (IOSH)		2	Actual - 2020/21 (Target - 90% of target audience completed / booked on a course)	82%			82%			82%			85%			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 - 2020/21 (The original revenue budget for 2020/21 is £55.095m. Therefore, the projected and actual outturn should be between £55.646m and £53.717m)	£51.221m (Before the contributions to and from reserves)										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		1	Actual - 2020/21 (The original budget for 2020/21 is £55.095m. Therefore, the Minimum General Reserves should not fall below £2.75m)	£5.0m										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			Outturn	Direction of Travel for 2020/21 Compared to 2019/20
				Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021		

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

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 The numbers are lower than the same months during 2019/20, due to the Covid-19 situation. Therefore, directional arrows would be inappropriate.  
\*3 The figures may be subject to change, due to updating and data quality checks.  
\*4 This was previously 'Percentage of Operational Personnel undertaking basic water rescue training' and also applied to Thorne Fire Station.

*Much of the data is extracted from a dynamic systems and figures may change in the future due to data quality checks and incident updating. As a general rule, data is in flux for 3 months, although it is subject to change for data quality reasons at any time.*

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 (up to 5% more) 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.










IRS Data correct as at 28 May 2021



4. Monthly Performance Dashboard - 2020/21

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2020/21 Compared to 2019/20	
					Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021			
MAKING SOUTH YORKSHIRE SAFER AND STRONGER																			
LPI 1.1	Number of Primary Fires		1	Upper Tolerance +5%	212	219	181	204	204	181	191	206	179	179	133	171	1,958		
				Lower Tolerance -10%	182	188	155	175	175	155	164	176	153	153	114	147			
				Actual - 2020/21	152	200	152	153	164	185	172	179	145	151	124	181			
				Figures for 2019/20	209	202	162	159	184	164	174	183	175	201	108	157			2,078
LPI 1.2	Accidental Dwelling Fires	a) Number of accidental dwelling fires	1	Upper Tolerance +5%	51	50	48	48	45	43	52	55	46	46	37	43	500		
				Lower Tolerance -10%	44	43	41	41	39	37	44	47	39	40	32	37			
				Actual - 2020/21	41	50	42	30	39	42	42	45	47	44	34	44			
				Figures for 2019/20	50	51	43	37	32	27	41	44	34	50	30	33			472
		a)i) Severe	2	Actual - 2020/21	24	31	31	17	21	27	23	25	31	25	23	25	303		
				Figures for 2019/20	33	37	27	27	21	21	23	26	18	28	18	18	297		
		a)ii) Minor	2	Actual - 2020/21	17	19	11	13	18	15	19	20	16	19	11	19	197		
				Figures for 2019/20	17	14	16	10	11	6	18	18	16	22	12	15	175		
		b) Number of accidental dwelling fires that are cooking related	2	Upper Tolerance +5%	27	24	24	22	29	22	28	25	20	21	18	21	243		
				Lower Tolerance -10%	23	21	20	19	25	19	24	21	17	18	15	18			
				Actual - 2020/21	17	20	21	11	20	17	25	26	21	25	16	24			
				Figures for 2019/20	29	20	22	15	23	14	18	20	18	25	13	14			231
		c)(i) Percentage of fires attended in dwellings where a smoke or heat alarm activated and raised the alarm *1 See below		2	Actual - 2020/21	41.5%	48.0%	42.9%	50.0%	46.2%	38.1%	66.7%	53.3%	53.2%	50.0%	58.8%	54.6%	50.20%	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	Actual - 2020/21	4.9%	12.0%	11.9%	13.3%	18.0%	11.9%	7.1%	4.4%	10.6%	15.9%	17.7%	11.4%	11.40%	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 - 2020/21	24.4%	8.0%	21.4%	16.7%	15.4%	16.7%	7.1%	15.6%	17.0%	25.0%	26.5%	18.2%	17.40%	N/A
		c)(iv) Percentage of fires attended in dwellings where a smoke or heat alarm was not fitted *1 See below		2	Actual - 2020/21	29.3%	36.0%	23.8%	16.7%	20.5%	35.7%	16.7%	28.9%	29.8%	13.6%	11.8%	22.7%	24.40%	N/A
	d) Number of fires confined to room of origin	i) Confined	2	Actual - 2020/21	32	36	34	27	36	38	39	39	43	36	28	40	428	N/A	
		ii) Not Confined	2	Actual - 2020/21	9	14	8	3	3	4	3	6	4	8	6	4	72	N/A	
LPI 1.3	Number of Fires in Non-domestic Premises		1	Upper Tolerance +5%	30	32	24	27	26	27	24	24	23	20	14	20	197		
				Lower Tolerance -10%	26	27	21	23	22	23	20	20	20	17	12	17			
				Actual - 2020/21	10	17	15	19	17	17	14	15	22	13	16	22			
				Figures for 2019/20	32	30	22	20	17	17	23	14	18	18	10	15			236

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2020/21 Compared to 2019/20
					Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021		
LPI 1.4	Number of Fire Deaths and Injuries	1) All Fire Deaths	1	Actual - 2020/21	1	0	0	0	0	3	1	2	0	1	1	0	9	N/A
		a) Accidental dwelling fire deaths	1	Actual - 2020/21	0	0	0	0	0	0	1	1	0	0	0	0	2	N/A
		2) All Fire Injuries	1	Actual - 2020/21	6	10	12	5	4	4	1	2	4	4	4	6	62	
				Figures for 2019/20	7	9	9	2	4	2	8	1	3	8	2	3	58	
		a) Accidental dwelling fire injuries	1	Upper Tolerance +5%	5	4	5	1	3	3	5	3	4	8	2	2	33	
				Lower Tolerance -15%	4	3	5	1	2	2	4	3	4	7	2	2		
				Actual - 2020/21	4	4	3	3	2	3	1	2	2	2	3	4		
				Figures for 2019/20	2	5	5	0	2	0	8	1	2	6	0	3	34	
		i) ADF Injuries - Victim went to hospital, injuries appear to be serious	2	Actual - 2020/21	1	0	0	0	0	0	0	1	0	0	0	0	2	
				Figures for 2019/20	0	2	0	0	0	0	2	0	0	0	0	0	4	
		ii) ADF Injuries - Victim went to hospital, injuries appear to be slight	2	Actual - 2020/21	3	4	3	3	2	3	1	1	2	2	3	4	31	
				Figures for 2019/20	2	3	5	0	2	0	6	1	2	6	0	3	30	
		iii) ADFs - Number of Persons where First Aid or Precautionary Checks were administered.	2	Actual - 2020/21	6	2	3	6	6	2	4	8	9	2	2		50	
				Figures for 2019/20	7	4	7	4	3	9	2	6	3	7	2	7	61	
LPI 1.5	Safe and Well Checks (HSCs) Completed	d) Total number of Home Safety Checks completed	2	Actual - 2020/21	82	70	134	298	335	493	564	786	656	429	487	559	See 2 <sup>nd</sup> below	N/A
				Figures for 2019/20	1,335	1,461	1,311	1,381	1,247	1,374	1,457	1,325	1,279	1,526	1,479	830	16,005	
		e) Total number of HSC3s completed	2	Actual - 2020/21	4	1	6	51	82	106	104	121	94	102	116	148	See 2 <sup>nd</sup> below	N/A
				Figures for 2019/20	107	143	166	121	113	106	134	124	85	180	114	110	1,503	
		g) Number of referrals from Safe and Well partners (Amended)	2	Actual - 2020/21	312	227	302	325	325	332	333	360	280	336	338	393	See 2 <sup>nd</sup> below	N/A
				Figures for 2019/20	512	558	451	454	397	362	458	416	536	476	503	515	5,638	
		h) Total number of Safe and Well visits completed	2	Actual - 2020/21	3	2	3	62	70	62	102	58	42	77	71	81	See 2 <sup>nd</sup> below	N/A
				Figures for 2019/20	32	24	115	128	136	73	110	124	115	134	142	94	1,227	
LPI 1.6	Special service incidents attended involving people (excluding RTCs)	i) Number of incidents attended (Excluding assistance to other agencies)	1	Actual - 2020/21	14	18	18	23	22	25	20	21	15	26	16	21	239	
				Figures for 2019/20	19	31	32	27	30	28	26	59	20	26	34	27	359	
		ii) Assistance Requested by Other Agencies	1	Actual - 2020/21	18	24	23	30	19	29	35	20	29	28	18	24	297	
				Figures for 2019/20	42	35	35	32	30	37	37	43	34	38	34	27	424	
		iii) Number of people involved (parts i & ii) (Fatalities, Injuries and Rescues)	2	Actual - 2020/21	41	42	41	59	42	55	64	45	46	58	34	45	572	
				Figures for 2019/20	67	83	74	67	68	74	77	328	65	75	79	57	1,114	



LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2020/21 Compared to 2019/20
					Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021		
LPI 1.7	Arson Incidents	a) Primary Arson Incidents	1	Upper Tolerance +5%	102	103	83	101	109	93	96	103	92	89	59	83	947	
				Lower Tolerance -10%	88	88	71	87	93	80	83	88	79	76	50	71		
				Actual - 2020/21	70	85	82	73	83	102	83	96	59	77	49	88		
				Figures for 2019/20	101	97	83	83	110	95	89	102	100	104	51	81		
		a)ii) Deliberate Vehicle Fires (included in the Primary Arson Incidents)	2	Upper Tolerance +5%	58	65	53	60	60	57	63	68	63	59	41	55	652	
				Lower Tolerance -10%	50	56	45	51	51	49	54	59	54	51	35	47		
				Actual - 2020/21	48	56	48	57	56	67	63	68	43	57	31	58		
				Figures for 2019/20	48	61	50	51	58	66	61	73	73	66	39	61		
		b) Deliberate Secondary Fires	2	Upper Tolerance +5%	413	354	280	454	401	294	277	256	171	172	186	289	3,099	
				Lower Tolerance -10%	354	303	240	389	343	252	238	220	147	147	160	248		
				Actual - 2020/21	316	351	247	235	241	366	232	278	154	110	141	428		
				Figures for 2019/20	627	431	239	284	254	302	163	139	152	175	111	270		
LPI 1.9	False alarms caused by automatic fire detection - non-domestic properties		2	Upper Tolerance +5%	93	90	123	114	125	110	110	101	100	74	69	79	440	
				Lower Tolerance -10%	80	77	106	98	107	95	95	87	86	63	59	68		
				Actual - 2020/21	23	33	44	41	52	32	39	44	39	22	35	36		
				Figures for 2019/20	81	75	123	107	125	107	120	109	96	38	49	28		
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 - 2020/21	83	83	80	74	67	86	99	104	90	78	79	90	1,013	
				Figures for 2019/20	115	114	115	88	80	95	98	102	111	97	109	84	1,208	
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 - 2020/21	5	5	15	8	8	7	13	20	24	18	16	18	157	
				Figures for 2019/20	18	19	18	15	16	16	15	17	18	22	17	28	219	
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 - 2020/21	9	4	13	10	8	6	24	20	15	17	10	8	144	
				Figures for 2019/20	11	23	15	18	30	21	37	34	25	19	26	28	287	
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 - 2020/21	61.54%	50.02%	52.73%	45.95%	74.42%	50.00%	63.83%	53.45%	34.62%	48.21%	45.24%	47.27%	52.96%	N/A
		b) Average time taken from call to alert <sup>73</sup> (Measured in seconds)	2	Actual - 2020/21	74.71	73.75	62.91	77.03	67.28	61.48	60.96	69.45	77.88	73.48	64.90	58.39	68.52	N/A
		c) Average time taken from the alert to the appliance leaving the station <sup>73</sup> (Measured in seconds)	2	Actual - 2020/21	75.73	77.23	68.13	75.94	66.31	58.28	63.64	65.76	74.23	80.05	74.83	88.25	72.37	N/A

LPI Number	Measure Description		Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2020/21 Compared to 2019/20				
					Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021						
LPI 2.2	RTC incidents attended by the Service	a) Total Number of RTC incidents attended by the Service		1	Last 3 years' average	30	33	30	27	26	34	28	27	39	29	31	33	300				
					Actual - 2020/21	10	15	20	29	31	34	40	27	31	23	22	18					
					Figures for 2019/20	40	26	46	30	28	37	29	28	32	35	25	18			374		
		b). Number of Incidents involving extrications where persons are 'Medically or Physically Trapped'		1	Actual - 2020/21	3	4	3	15	12	9	13	6	16	6	4	8	99	N/A			
					c) Number of Deaths and Serious Injuries at RTC incidents attended by the Service		2	Actual - 2020/21	0	1	1	0	0	1	1	0	1	2	0	0	7	N/A
								2	Actual - 2020/21	1	6	4	7	9	4	6	6	6	2	3	4	58
LPI 2.7	Percentage of Time that Pumps are Available	i) Wholetime Pumps (New)		2	Actual - 2020/21	99.95%	99.94%		99.82%	99.94%	99.62%	99.69%	98.69%	99.31%	99.56%	99.84%	99.88%	99.82%	N/A	N/A		
		ii) On-Call Pumps		2	Actual - 2020/21	59.50%	45.62%	39.52%	35.95%	27.27%	35.16%	45.43%	38.53%	27.98%	20.23%	43.59%	54.38%	N/A	N/A			
					Figures for 2019/20	49.24%	46.83%	45.34%	44.71%	40.88%	47.85%	41.39%	46.91%	25.90%	52.61%	46.91%	46.81%	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)	a) All causes		i) All staff (excluding On-Call Firefighters)	2	Actual - 2020/21 (Target of 6.0 days / shifts lost)	0.58	0.49	0.38	0.23	0.32	0.35	0.48	0.70	0.59	0.61	0.39	0.58	5.69			
						Figures for 2019/20	0.65	0.61	0.68	0.80	0.56	0.54	0.68	0.82	0.82	0.73	0.73	0.81	8.43			
						Actual - 2020/21	2.34	2.52	2.18	2.34	2.15	1.79	1.24	1.20	0.99	1.91	1.69	1.98	22.33		N/A	
		b)(i) Short-term (up to and including 28 days) (New)		Actual - 2020/21		0.25	0.12	0.14	0.10	0.10	0.17	0.23	0.35	0.18	0.34	0.11	0.15	2.24	N/A			
				b)(ii) Long-term (Over 28 days) (New)		Actual - 2020/21	0.54	0.60	0.44	0.38	0.43	0.34	0.33	0.41	0.46	0.35	0.33	0.44	5.05	N/A		
		c) Musculoskeletal (including back)				Actual - 2020/21	0.12	0.10	0.10	0.14	0.15	0.16	0.15	0.16	0.14	0.23	0.12	0.13	1.70	N/A		
		d) Reported Mental Health		Actual - 2020/21		0.04	0.04	0.04	0.08	0.11	0.06	0.07	0.08	0.06	0.01	0.01	0.10	0.69	N/A			
		e) Caused by Injury on Duty (New)		Actual - 2020/21		0.04	0.06	0.06	0.07	0.05	0.05	0.07	0.10	0.10	0.10	0.06	0.08	0.08	0.83	N/A		

LPI Number	Measure Description	Tier / Level	Tolerance Bands and Target details, where applicable	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Outturn	Direction of Travel for 2020/21 Compared to 2019/20
				Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021		

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> The numbers are lower than the same months during 2019/20, due to the Covid-19 situation. Therefore, directional arrows would be inappropriate.

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

Much of the data is extracted from a dynamic systems and figures may change in the future due to data quality checks and incident updating. As a general rule, data is in flux for 3 months, although it is subject to change for data quality reasons at any time.

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 (up to 5% more) 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.



IRS Data correct as at 28 May 2021