

NORTH YORKSHIRE POLICE, FIRE AND CRIME COMMISSIONER FIRE AND RESCUE AUTHORITY
PUBLIC ACCOUNTABILITY MEETING

Report of the Chief Fire Officer

26th February 2019

PERFORMANCE REPORT FOR 1ST APRIL TO 31ST DECEMBER 2018

1.0 Purpose of Report

- 1.1 To inform the Public Accountability Meeting of the performance of North Yorkshire Fire and Rescue Service as measured by the approved performance indicators for the period 1st April to 31st December 2018.

2.0 Background

- 2.1 The table at Appendix A shows the headline performance figures against each of the 12 performance indicators. An end of year forecast is compared to the 5-year average and where the forecast is better or worse, this is displayed as green or red to highlight a potential area of concern.
- 2.2 Data is provided at Appendix B in the form of graphs for each operational performance indicator 1-11. This covers a 5 year period, 2013 to 2018, and includes 4 full years of data and the actual figures for the current year to date (2018/19), along with a forecast trend line.
- 2.3 The narrative in section 3.0 provides an exception report for the indicators which are red only. No update is provided for those showing green unless these have changed from red since the last reporting period.
- 2.4 A breakdown of staff sickness absence in Appendix B, performance indicator 12(i), provides 4 full years of comparable data, along with the actual figures for the period 1st April to 31st December 2018. In the table at 12(ii), data is displayed for both long term and short term sickness absence, and average levels of sickness per person. This is shown for operational staff covering at fire stations, or day duties and support staff.
- 2.5 Sickness figures for all staff working the retained duty system (RDS) are shown in Appendix B 12(iii) for the period 2014/15 to 2018/19 and includes 4 years full data and the actual figures for the current year to date (2018/19), along with a forecast trend line. This provides both short-term and long-term sickness data. A breakdown of sickness per RDS station is shown at Appendix B 12(iv).

3.0 Performance Indicators

3.1 *Indicator No 2, Number of Fire Injuries:*

This indicator is broken down into two subcategories to cover both deliberate and accidental fire injuries. There have been 30 fire injuries, 26 were from accidental fires and 4 from deliberate fires. The forecast number of all fire injuries for the year is 40 which slightly exceeds the 5-year average of 39.4 and has consequently put this indicator to red. The increase is due to a slight rise in accidental fire injuries compared to the same period last year which has also turned this indicator to red however; there has been a decrease in the number of deliberate fire injuries for the same period which turns this indicator to green. The forecast trend line shows an overall increase in fire injuries. Prevention of fire injuries continues to be a focus in community safety activity performed by the Service. The Safe and Well initiative is used to refer the higher risk and vulnerable householders to other agencies to provide a wider range of care, and this initiative is in the process of being rolled out wider through the use of operational crews and volunteers.

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3.2 *Indicator No 3, Number of Road Traffic Collisions - Killed or Seriously Injured:*

There has been a significant increase in the number of road traffic collisions (RTCs) attended to date for this year to 341, compared with 295 for the same period last year. In spite of this however; there has been a slight reduction in the number of people who were killed or seriously injured for the same period, which is 79 compared to 81. Although this is a marginal decrease on the same period last year, the indicator remains red and the 5-year trend line shows an overall increase. Road safety remains a focus within the preventative work for the Service in collaboration with 95Alive and other partners.

3.3 *Indicator No 5, Number of Fires:*

This indicator is broken down into two subcategories to cover those fires started deliberately and those started accidentally. There has been 1,629 fires in total within this reporting period of which 1,053 were accidental, and 576 were deliberate. For the same period last year the total number of fires was 1,389, of which 871 were accidental and 518 were deliberate. The figures for this year represent a slow down in the amount of fires occurring within quarter 3 when compared to quarters 1 and 2, which in turn has brought the forecast for the year down from 2,446 to 2,172. All that said, this figure is still above the 5-year average of 1,802.2 and therefore the indicator remains red, as do the indicators for accidental and deliberate fires. The overall 5-year trend line for this indicator continues to show an overall increase. Prevention work continues with focused campaigns being undertaken to raise awareness and education of the public, along with education delivery within schools. Improvements in data analysis will enable the delivery of preventative activity in the areas which need this the most.

3.4 *Indicator No 7, Number of Non Domestic Building Fires:*

This indicator is broken down into two subcategories to cover non domestic building fires started deliberately and those started accidentally. There were 230 fires in non domestic buildings during this reporting period, compared with 217 for the same period last year. So far this year, the total number is made up of 175 accidental fires and 55 deliberate. The end of year forecast for the total number of fires continues to exceed the 5-year average resulting in this indicator remaining red. Similarly, despite the forecast for deliberate fires reducing since the last reporting period, it still exceeds the 5-year average and the indicator remains red. The 5-year trend line however, continues to show an overall decrease. Work within the business community to provide a range of business engagement sessions continues to promote fire safety and the application of the Regulatory Reform Order. Where necessary the use of enforcement, prohibition or prosecution is used where engagement is not effective.

3.5 *Indicator No 8, Number of Rescues:*

There were 288 rescues in total during this reporting period, whilst there were 249 during the same period for the previous year. This indicator is broken into four categories to show rescues from Fire, RTC, Agricultural-Animals and Animals-Other. There has been an increase in all types of rescue across this reporting period compared to the same last year, with the exception of Animals-Other, which has decreased. The number of people rescued from fires has increased from 22 last year to 32 this year, taking the forecast to 43 which is in excess of the 5-year average. Similarly, the number of people rescued from RTCs has increased from 139 to 170, taking the forecast to 227 which is in excess of the 5-year average. Rescues of people from fires and RTCs has increased more during quarter 3 when compared to the figures for quarters 1 and 2.

3.6 *Indicator No 11, Number of False Alarms from Automatic Fire Alarms Apparatus*

The number of false alarms from Automatic Fire Alarms (AFAs) which were not attended is 694 which is 14 more than the same period last year however; the forecast for the year of 925 is lower than the 5-year average hence the indicator has turned from green to red. The Service continues to undertake AFA call filtering to ensure that the correct attendance is applied under the current Automatic Fire Alarms Attendance Policy; and engagement with businesses continues to try to reduce AFA actuations.

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- 3.7 *Indicator No 12, Number of Working Days Lost to Sickness for all Staff (excluding RDS Staff):*
There has been an increase in short term sickness from 788.5 working days for the reporting period last year, to 951 days for this year. The annual forecast has reduced to 1268 since the last reporting period but the indicator remains red as this is still higher than the 5-year average of 1033.6. There has also been an increase in long-term sickness absence from 944 to 1202 days however; this indicator remains green. Despite these increases, the 5-year trend lines for both sickness absence types continue to fall and by comparison, the Service remains below the national average for sickness absence, with an average of 6.41 days lost to sickness when compared to the national average of 8.18 days.
- 3.8 *Indicator No 12, Number of Working Days Lost to Sickness for RDS Staff):*
There has been a slight increase in the number of working days lost to short-term sickness absence for the reporting period for this year compared to last year, from 792 to 811. The indicator for this type of sickness absence is red due to the annual forecast being higher than the 5-year average. The number of working days lost due to long-term sickness shows a significant decrease for the reporting period, from 2162 last year to 1546 for this year. This indicator remains green as the annual forecast is considerably lower than the 5-year average and by comparison, the Service remains below the national average for sickness absence, with an average of 7.88 days lost to sickness when compared to the national average of 9.89 days.
- 3.9 There are currently 15 staff (8 wholetime, 5 RDS and 2 non-uniformed) on long term sick leave, which is two more than last quarter. As part of on-going case management, individuals are supported and/or managed as appropriate to facilitate a timely return to work. The Occupational Health team continue to work proactively with staff and managers to help staff return to work as soon as possible, using individually designed programmes. The fitness and rehabilitation suite is providing staff with access to appropriate rehabilitation facilities and resources, speeding up their return to work following musculoskeletal injuries.
- 3.10 It should be noted that due to the differences in the working patterns for wholetime and RDS, and the variances between shifts worked and hours worked, sickness absence figures for each are different. Therefore, direct comparisons between the wholetime and RDS sickness absence should not be drawn merely from the two data sets.

4.0 Recommendation

- 4.1 That the Public Accountability Meeting Members note the content of this report.

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Background Documents

There are no background documents to this report.

**North Yorkshire Fire and Rescue Service Headquarters, Thurston Road, NORTHALLERTON
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15th February 2019

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Appendix A

Performance Indicators 1st April 2018 to 31st December 2018

Performance Indicators							
		Actual 2017/18 Q 1-3	Actual 2018/19 Q 1-3	Per 100,000 population	Forecast to end of 2018/19	5 Year Average (2013/18)	Forecast vs 5 Year Average
1	Number of Fire Deaths						
	Total Number of fire deaths	2	0	0.0	0	3.4	Green
	Accidental	2	0	0.0	0	3.0	Green
	Deliberate	0	0	0.0	0	0.4	Green
2	Number of Fire Injuries						
	Total Number of fire injuries	30	30	3.7	40	39.4	Red
	Accidental	24	26	3.2	35	34.0	Red
	Deliberate	6	4	0.5	5	5.4	Green
3	Number of Road Traffic Collisions – Killed or Seriously Injured (KSI)						
	Attended by the FRS	81	79	9.8	105	103.2	Red
4	Number of Road Traffic Collisions						
	Attended by the FRS	295	341	42.4	455	478.4	Green
5	Number of Fires						
	Total Number	1389	1629	202.3	2172	1802.2	Red
	Accidental	871	1053	130.8	1404	1238.6	Red
	Deliberate	518	576	71.5	768	563.6	Red
		Actual 2017/18 Q 1-3	Actual 2018/19 Q 1-3	Per 10,000 buildings	Forecast to end of 2018/19	5 Year Average (2013/18)	Forecast vs 5Yyear Average
6	Number of Domestic Building Fires						
	Total Number	350	297	8.5	396	536.2	Green
	Accidental	328	287	8.2	383	512.0	Green
	Deliberate	22	10	0.3	13	24.2	Green
7	Number of Non Domestic Building Fires						
	Total Number	217	230	66.5	306	289.2	Red
	Accidental	176	175	50.6	233	241.2	Green
	Deliberate	41	55	15.9	73	48.0	Red
		Actual 2017/18 Q 1-3	Actual 2018/19 Q 1-3		Forecast to end of 2018/19	5 Year Average (2013/18)	Forecast vs 5 Year Average
8	Total Number of Rescues						
	Total Number	249	288		384	310.4	Red
	From fires (number of people)	22	32		43	27.8	Red
	From RTCs (number of people)	139	170		227	189.0	Red
	Animals - Agricultural	27	37		49	31.0	Red
	Animals – Other	61	49		65	62.6	Red
9	Flooding						
	Attended by the FRS	148	102		136	205.0	Green

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Appendix A

		Actual 2017/18 Q 1-3	Actual 2018/19 Q 1-3		Forecast to end of 2018/19	5 Year Average (2013/18)	Forecast vs 5 Year Average
10	Malicious Calls						
	Total Number	88	94		125	137.6	Green
	Attended by the FRS	60	73		97	101.8	Green
	Not Attended	28	21		28	35.8	Green
11	Number of False Alarms from Automatic Fire Alarms Apparatus						
	Attended by the FRS	1686	1850		2467	2493.6	Green
	Not Attended	680	694		925	1176.3	Red ⁽²⁾
12	Number of working days lost due to sickness absence for all staff (excluding RDS)						
	Short Term	788.5	951		1268	1033.6	Red
	Long Term	944	1202		1603	1724.7	Green
	Number of working days lost due to sickness absence for RDS staff						
	Short Term	792	811		1081	879.0	Red
	Long Term	2162	1546		2061	2367.2	Green

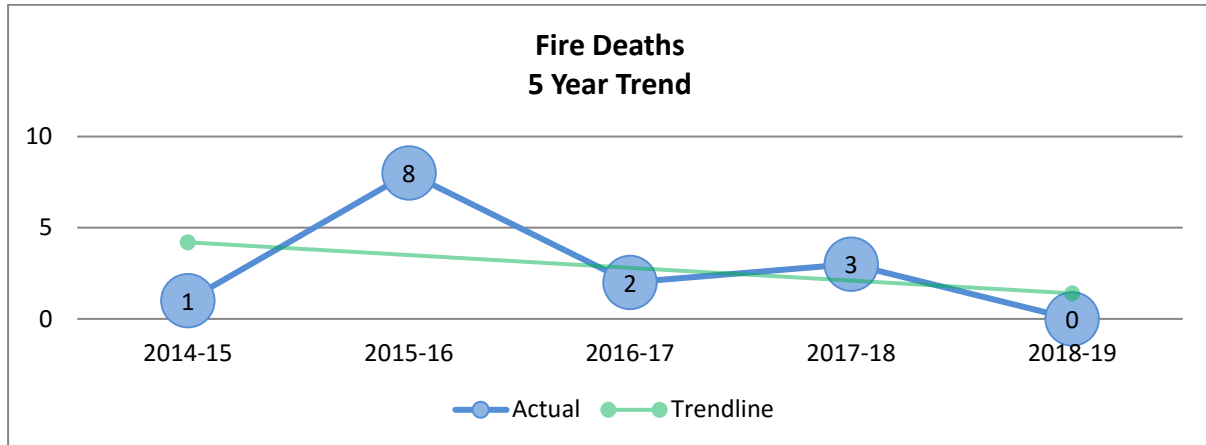
The above table includes the revised suite of performance indicators for 2018/19. In order to provide additional context, the population figure or number of buildings has been included, where relevant.

- (1) Forecast vs 5-year average:
 Green - Forecast for 2018/19 is better than the 5-year average.
 Red - Forecast for 2018/19 is worse than the 5-year average.

- (2) An increase in the number of false alarms not attended indicates a positive direction of travel.

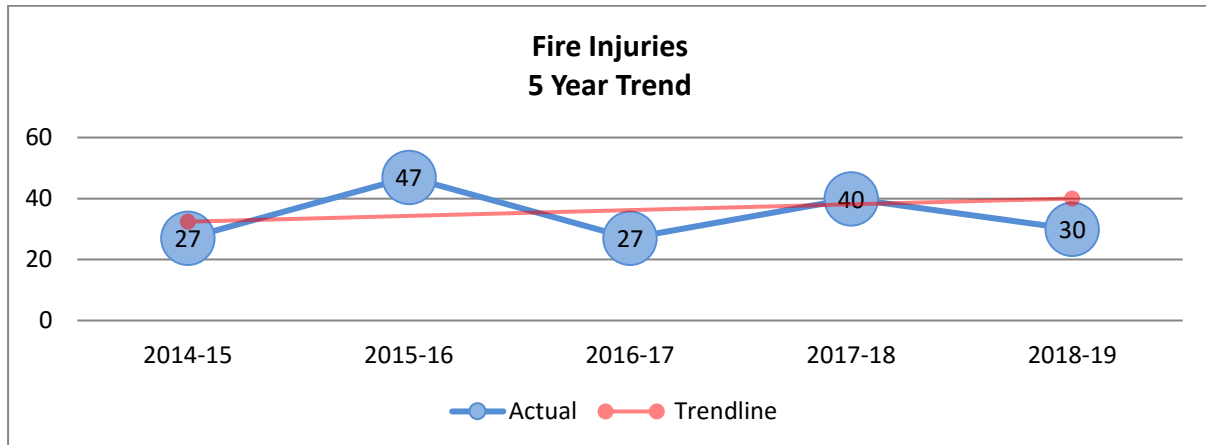
Note: The forecast trend lines in the graphs below use the 'forecast to end of 2018/19' figures for the current year (2018-19).

1



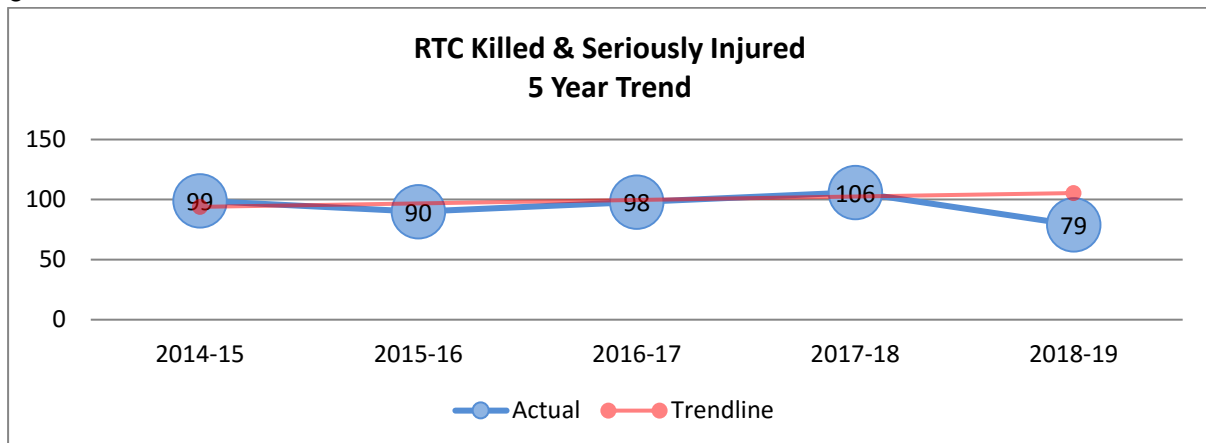
Between April and December 2018, there were no fire deaths. During the same period in the previous year, there were two fire deaths.

2



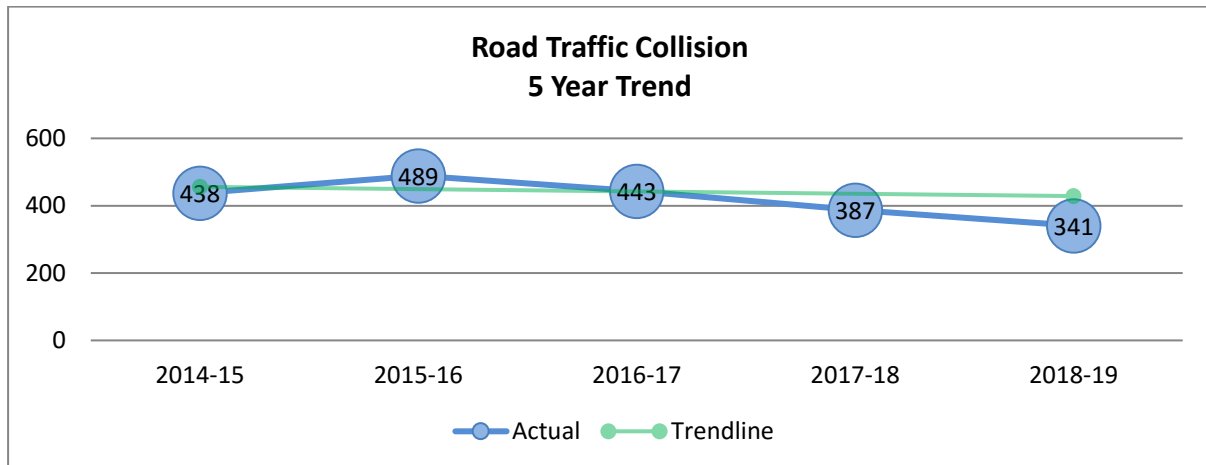
Between April and December 2018, there were 30 injuries caused by fire. During the same period in the previous year, there were 30.

3



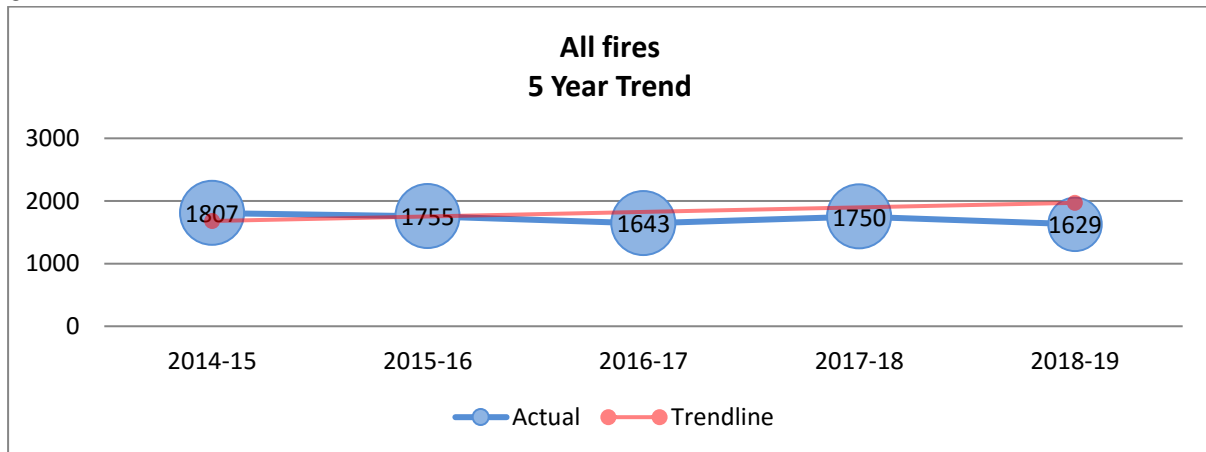
For the period April to December 2018, there were 79 people who were killed or seriously injured in road traffic collisions attended by NYFRS. During the same period in the previous year, there were 81.

4



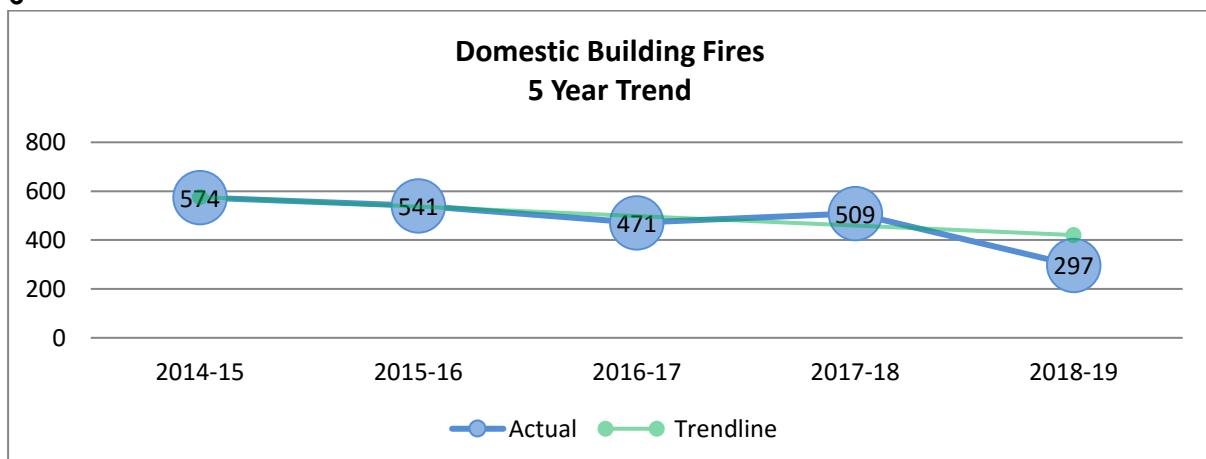
For the period April to December 2018, there were 341 road traffic collisions attended by NYFRS. During the same period in the previous year, there were 295 incidents.

5



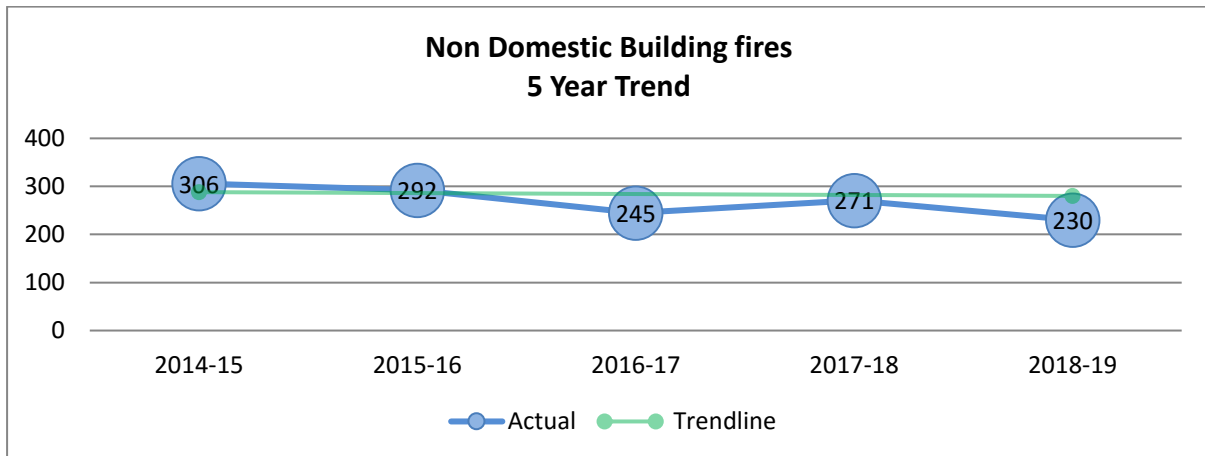
For the period April to December 2018, there were 1,629 incidents involving fires. During the same period in the previous year, there were 1,389 incidents.

6



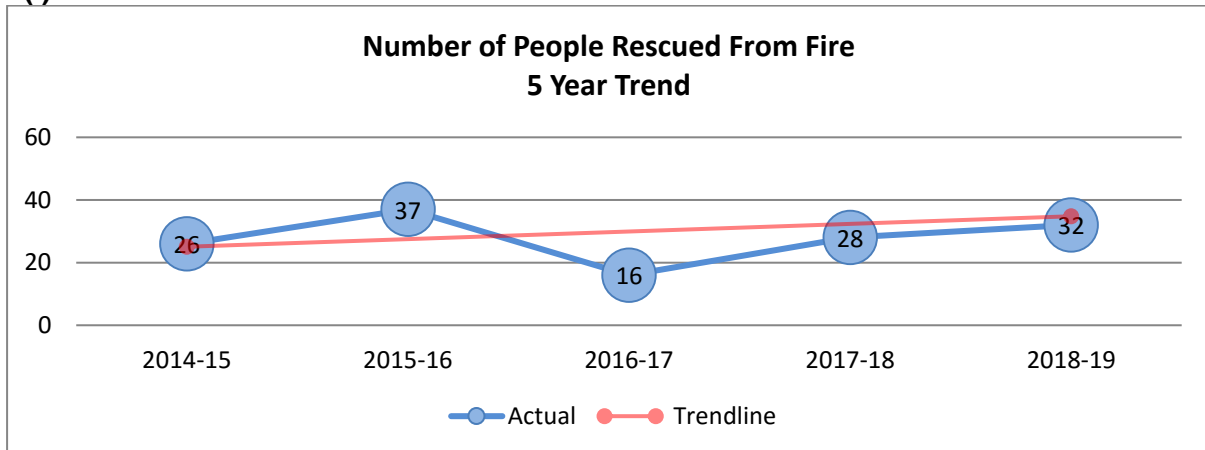
For the period April to December 2018, there were 297 domestic building fires. During the same period in the previous year, there were 350 incidents.

7



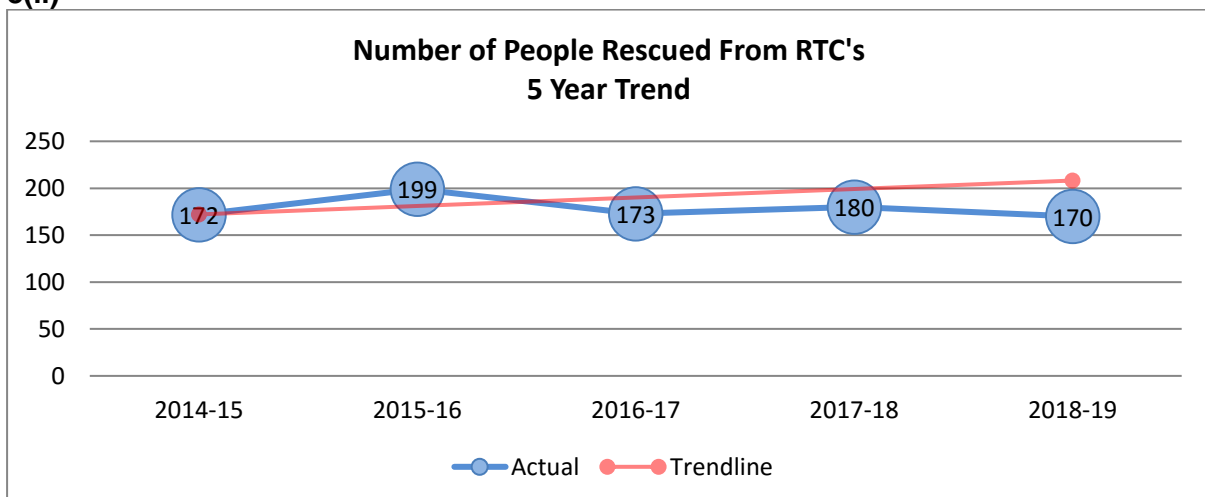
For the period April to December 2018, there were 230 non-domestic building fires. During the same period in the previous year, there were 217 incidents.

8(i)



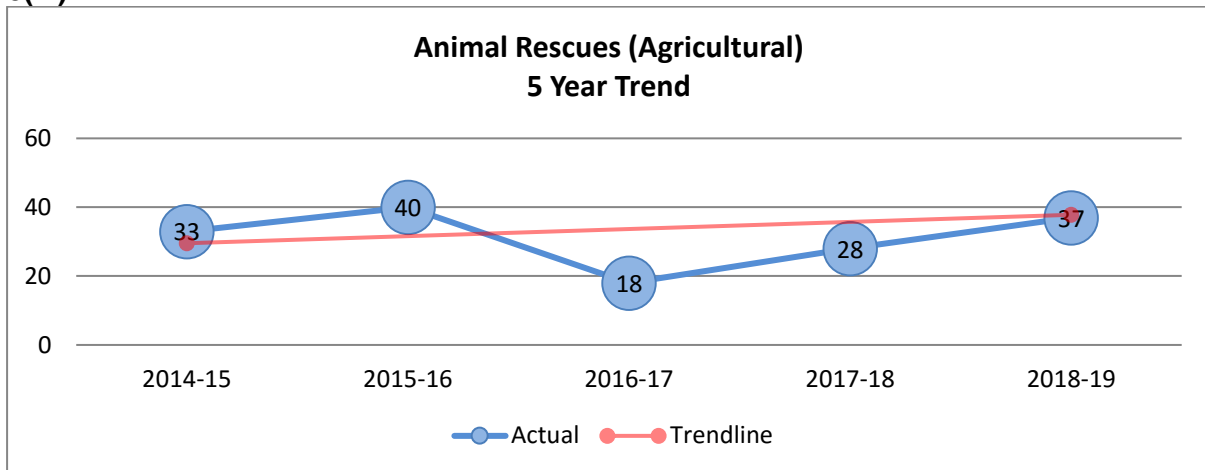
For the period April to December 2018, there were 32 incidents involving people rescued from fires. During the same period in the previous year, there were 22 people rescued.

8(ii)



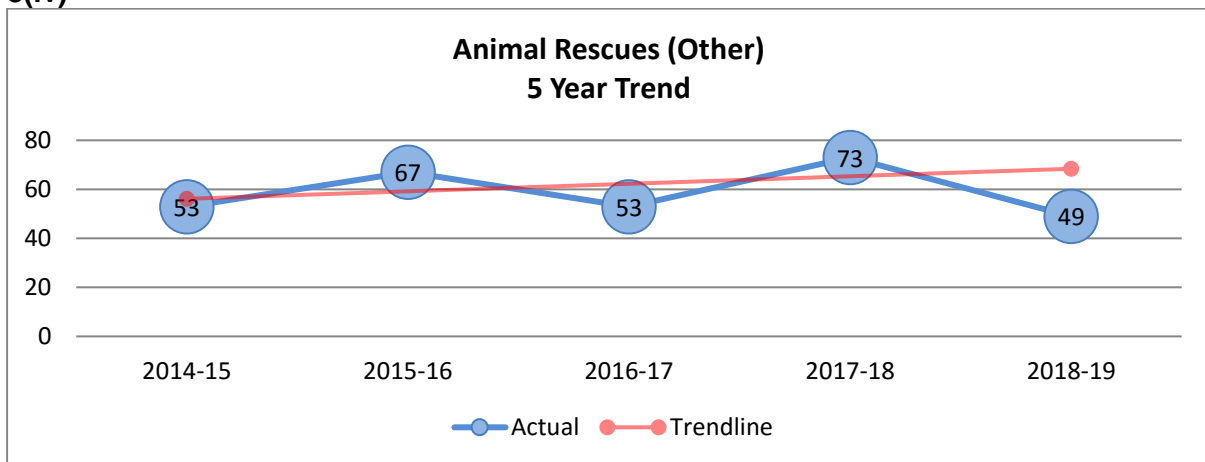
For the period April to December 2018, there were 170 people rescued from road traffic collisions attended by NYFRS. During the same period in the previous year, there were 139 people rescued.

8(iii)



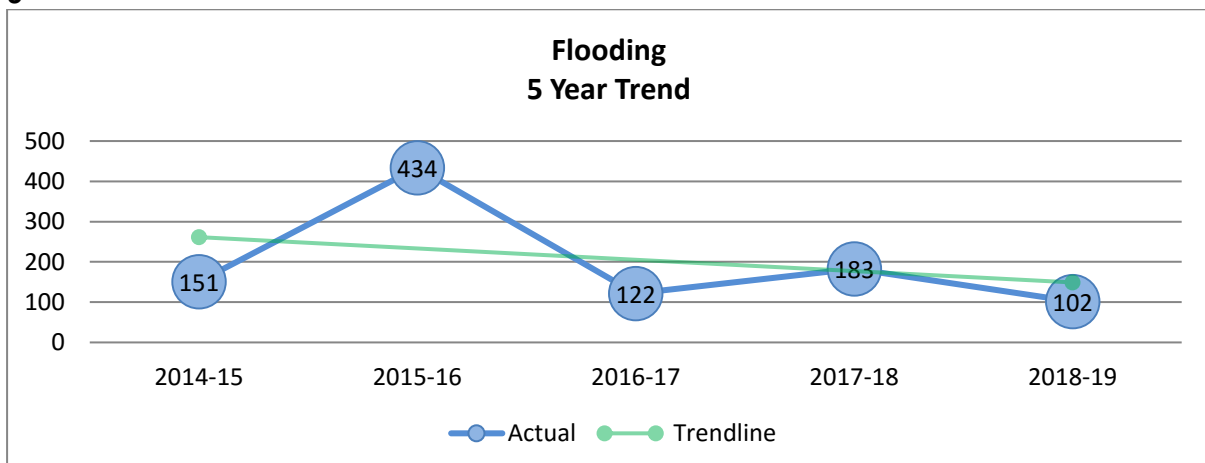
For the period April to December 2018, there were 37 incidents involving rescues to agricultural animals. During the same period in the previous year, there were 27 incidents.

8(iv)



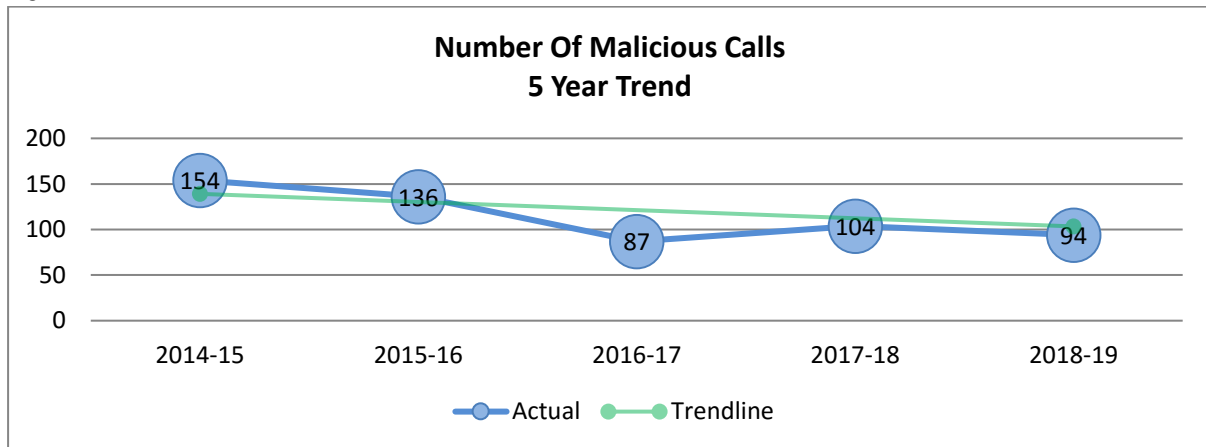
For the period April to December 2018, there were 49 incidents involving animal rescues (not agricultural), such as dogs, cats and birds. During the same period in the previous year, there were 61 incidents.

9



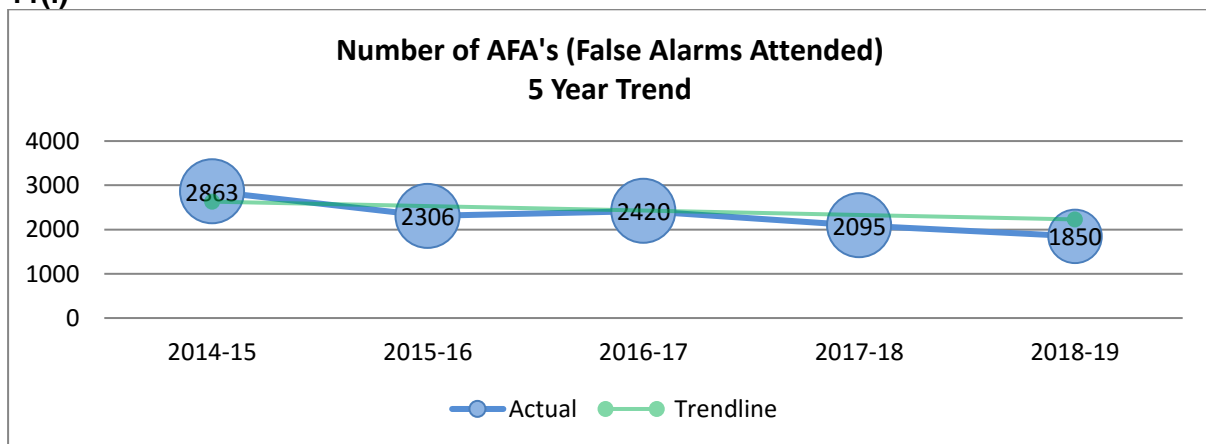
For the period April to December 2018, there were 102 flooding incidents. During the same period in the previous year, there were 148 incidents.

10



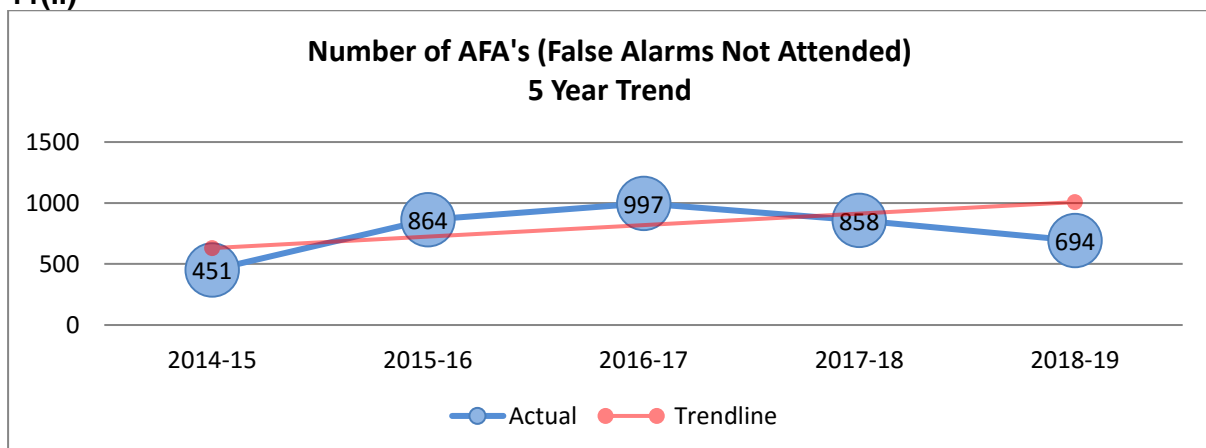
For the period April to September 2018, there were 94 malicious calls of which 21 of these calls were challenged by the Control operator. During the same period in the previous year, there were 88 calls.

11(i)



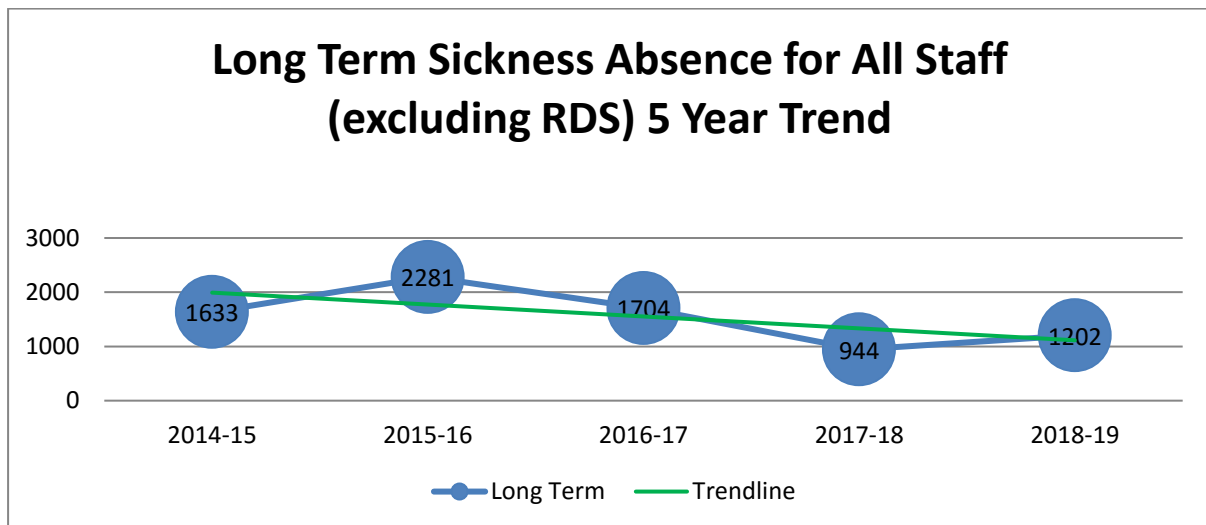
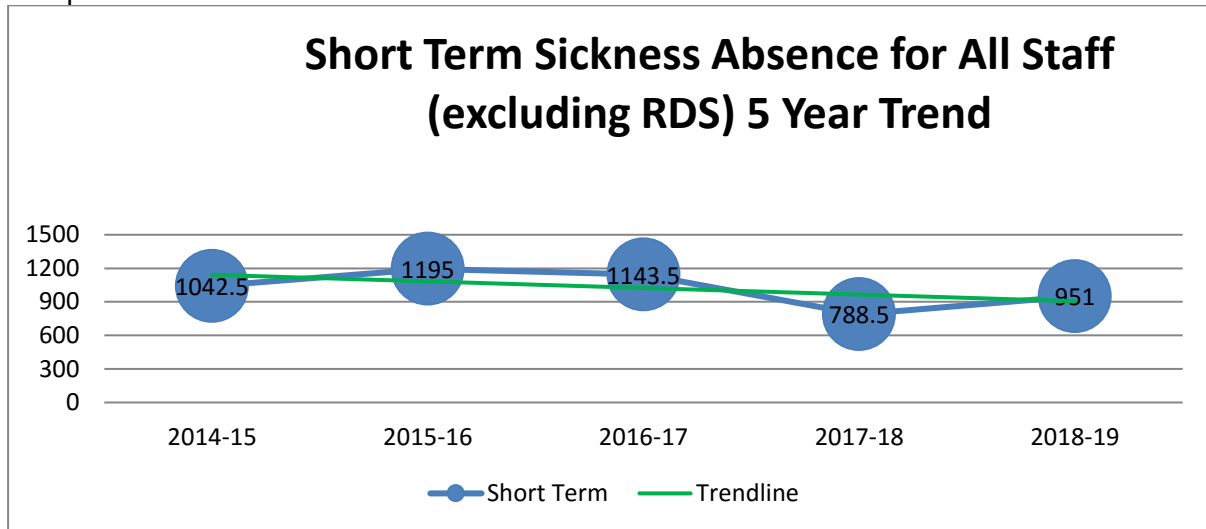
For the period April to December 2018, there were 1,850 false alarms that NYFRS attended. During the same period in the previous year, there were 1,686 false alarms attended.

11(ii)



For the period April to December 2018, there were 694 non attendances to false alarms. During the same period last year, there were 680. An increase in the trend line indicates a positive direction of travel.

12(i) The data for previous year is full years' worth of data. The data for 18-19 covers period 1st April 2018 to 31st December 2018.



For the period April 2018 to December 2018, there were 951 shifts lost to short term sickness absences and 1202 shifts lost to long term absences.

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Appendix B

12(ii)

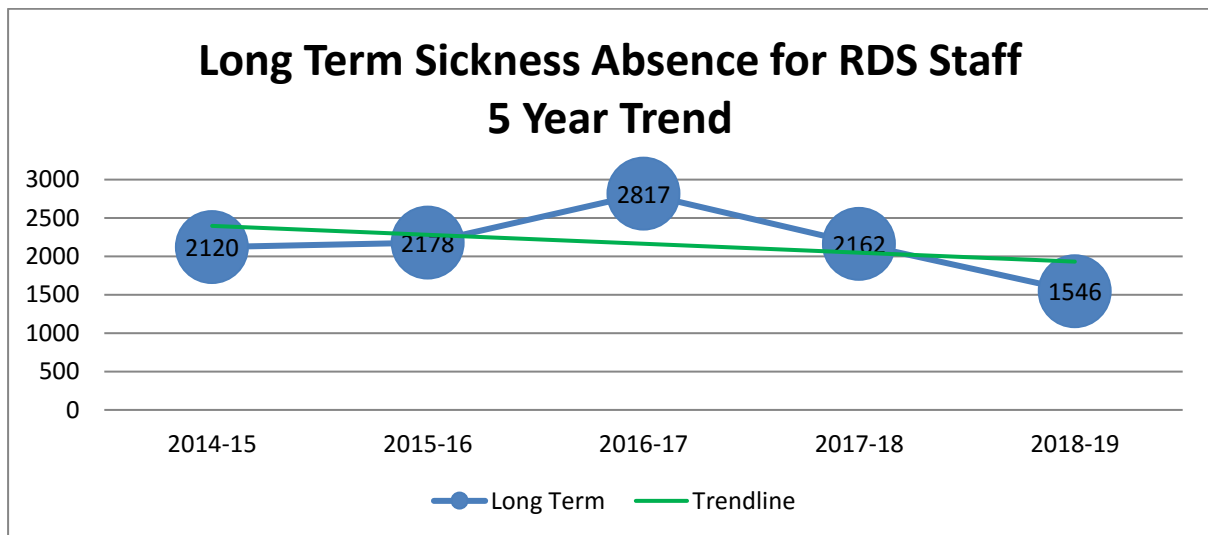
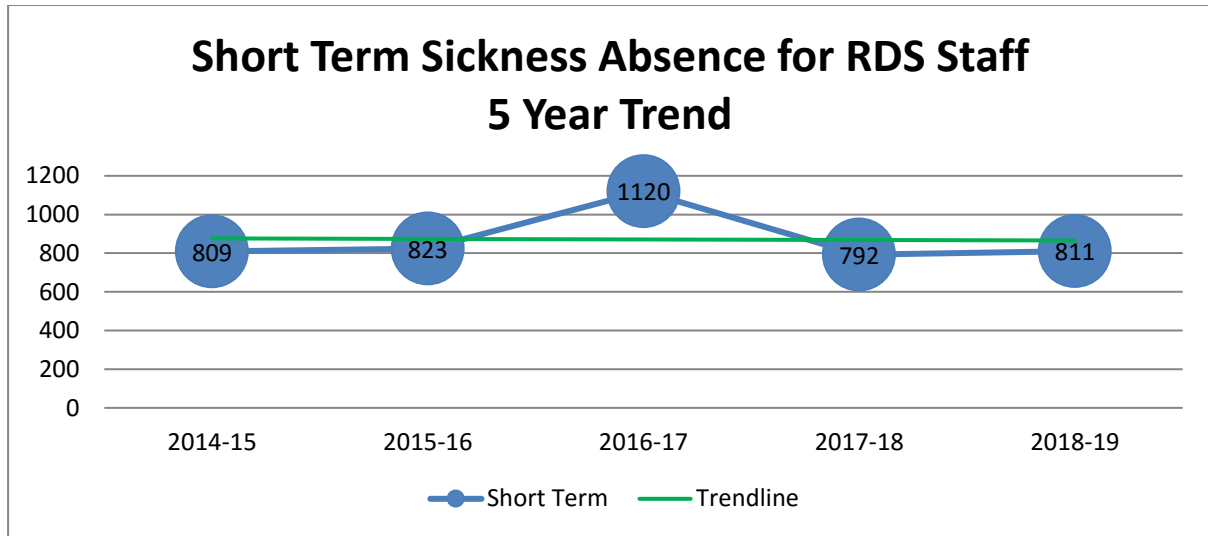
Table showing sickness absence by station or staff group, excluding RDS staff.

Working Days Lost to Sickness Absence	Quarters 1, 2 and 3 2018/19		Average Days Lost per person (Q1, 2 and 3)		Head Count (as at 31/12/18)
	Long Term	Short Term	Long Term	Short Term	
SHIFT STATIONS					
ACOMB	44	69	1.9	3.0	23
HARROGATE	93	125.5	2.4	3.2	39
HUNTINGTON	81	88	3.2	3.5	25
SCARBOROUGH	96	75	2.4	1.9	40
YORK	13	82	0.5	3.4	24
TOTAL (Shift Stations)	327	439.5	2.2	2.5	151
	766.5		4.7		
DAY CREWED STATIONS					
MALTON	0	33	0.0	2.8	12
NORTHALLERTON	176	48	14.7	4.0	12
RICHMOND	0	32	0.0	2.9	11
RIPON	55	23.5	4.6	2.0	12
SELBY	28	9	2.3	0.8	12
TADCASTER	0	40	0.0	3.3	12
WHITBY	13	21.5	1.1	1.8	12
TOTAL (Day Crewed Stations)	272	207	3.3	2.5	83
	479		5.8		
DAY DUTY STAFF	59	17	2.0	0.6	29
	76		2.6		
FLEXI DUTY STAFF	0	13.5	0.0	0.5	29
	13.5		0.5		
FIRE CONTROL	0	40	0.0	2.4	17
	40		2.4		
SUPPORT STAFF	544	234	5.7	2.5	95
	778		8.2		
TOTALS	1202	951	3.0	2.4	404
TOTALS COMBINED	2153		5.3		

12(iii)

RDS Sickness – These are whole days lost due to sickness and not shifts lost.

The data for previous year is full years' worth of data. The data for 2018-19 covers period 1st April 2018 to 31st December 2018.



For the period April 2018 to December 2018, there were 811 short term sickness absences and 1546 long term absences for RDS staff.

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Appendix B

12(iv) Table showing sickness absence for RDS staff shown in whole days.

Whole Days lost to Sickness Absence	Quarters 1, 2 and 3 2018/19		Average Days Lost per Person Q1, 2 and 3		Head Count at (as at 31/12/2018)
	Long Term	Short Term	Long Term	Short Term	
STATIONS					
Acomb Retained	153	42	9.0	2.8	17
Bedale Retained	0	0	0.0	0.0	8
Bentham Retained	0	5	0.0	0.5	11
Boroughbridge Retained	0	1	0.0	0.1	11
Colburn Retained	0	1	0.0	0.1	9
Danby Retained	0	12	0.0	1.5	8
Easingwold Retained	0	15	0.0	1.9	8
Filey Retained	0	30	0.0	2.3	13
Grassington Retained	0	6	0.0	0.9	7
Hawes Retained	87	46	7.3	3.8	12
Helmsley Retained	0	65	0.0	5.0	13
Huntington Retained	131	18	10.9	1.5	12
Kirkbymoorside Retained	0	54	0.0	3.4	16
Knaresborough Retained	129	22	9.9	1.7	13
Leyburn Retained	0	5	0.0	0.5	10
Lofthouse Retained	0	0	0.0	0.0	3
Lythe Retained	306	29	25.5	2.4	12
Malton Retained	30	58	2.1	4.1	14
Masham Retained	0	10	0.0	0.9	11
Northallerton Retained	0	29	0.0	2.1	14
Pickering Retained	100	36	9.1	3.3	11
Reeth Retained	34	0	3.4	0.0	10
Ripon Retained	171	100	11.4	6.7	15
RHB Retained	0	7	0.0	0.7	10
Selby Retained	0	0	0.0	0.0	12
Settle Retained	0	0	0.0	0.0	10
Sherburn Retained	59	73	5.9	7.3	10
Skipton Retained	166	53	10.4	3.3	16
Stokesley Retained	151	59	12.6	4.9	12
Summerbridge Retained	0	2	0.0	0.4	5
Tadcaster Retained	29	12	2.1	0.9	14
Thirsk Retained	0	21	0.0	1.9	11
TOTALS	1546	811	0.3	0.2	358
TOTALS COMBINED	2357		6.6		

Attached to shift Stations
 Attached to day crewed Stations