



DEVON &  
SOMERSET  
FIRE & RESCUE SERVICE

# Quarter 2 Performance Report

Audit and Performance Review Committee

Business Intelligence Hub

Devon & Somerset  
Fire & Rescue Service

03/01/2018



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## Introduction

Devon & Somerset Fire & Rescue Service (DSFRS) is the largest non-metropolitan fire and rescue service in England. DSFRS provide prevention, protection and response services across the counties of Devon and Somerset (including Torbay and Plymouth).

There are 85 fire stations in the service area, the second largest number in England, and over 1,900 dedicated staff who work to protect the 1.7 million people who live in the area. This alongside the estimated 400,000 people who visit the counties throughout the year.

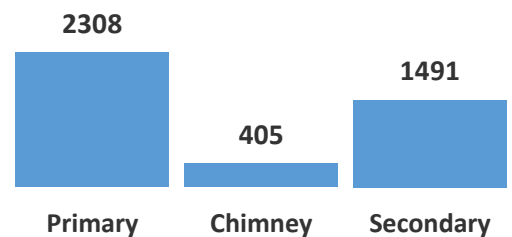
The modern fire and rescue Service does not just rescue people from burning buildings and put out fires. In 2016/17 the Service attended 18035 incidents, as follows:

### Fires, 4204

**Primary Fires** - generally larger more complex incidents, those with casualties or fatalities or those occurring in dwellings.

**Chimney Fires** - fires restricted to the confines of the chimney.

**Secondary Fires** - minor fires, no casualties.

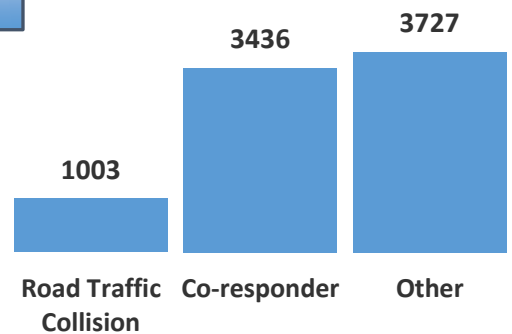


### Special Service, 8166

**Road Traffic Collisions (RTCs)** attended by DSFRS - not fires.

**Medical emergencies** include Co-responder incidents for which DSFRS provide first response on behalf of the South West Ambulance Service Trust (SWAST).

**Other incidents** include flooding, rescue from height, animal rescue

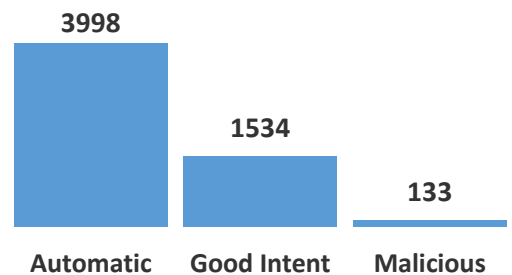


### False Alarm, 5665

**Automatic Fire Alarm (AFAs)** - calls initiated by fire alarm or fire-fighting equipment operating.

**False Alarm Good Intent** - calls made in the belief that the Service would attend an emergency incident.

**Malicious False Alarm** – calls made with the intention of getting the Service to respond to a non-existent incident.



As well as providing a response to ongoing emergencies the Service is committed to providing community safety advice, education and intervention to keep its community and its visitors safe and prevent emergencies from happening. This can be by ensuring that the responsible person in a business premises is adhering to fire safety legislation. Or through community safety activities such as home safety visits, RTC education and youth intervention programmes.

## ***Executive Summary***

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**The Quarter 2 2017/18 Performance Report** - the report shows that of the eight corporate measures five are showing positive performance. Two are in a monitor status and one is a negative exception.

**Numbers of fire related deaths** - these numbers continue to be relatively small. Our two key measures around fire deaths, measures 1 and 4, both show positive performance compared with the corresponding quarter in 2016/17 and the year to date figures. Longer term trends for measure 1 show a positive downward trend in all aspects of the measure. For measure 4 longer term trends are turbulent; this is due to low numbers giving dramatic changes in performance.

**Injuries in fires where people live** - show a positive performance compared with the corresponding quarter and the three year trend is also positive. Year to date comparison and five year trends are either showing monitor or negative performance. Measure 3 performance is showing as a negative exception; a detailed report is provided. The roll out of the new approach to home fire safety delivery, targeted work in high rise premises and House of Multiple Occupation, together with activity around cooking and kitchen fires are designed to address this in a more focussed way.

**Injuries in fires where people work visit and in vehicles** - this measure is in monitor status; this is due to the year to date figures that are either in monitor or negative exception and quarter on quarter figures for injuries in deliberate fires. The other elements of the measure show a positive performance. Measure 6 shows positive performance in most elements; the five year trend for deliberate fires is shown a negative exception. Our business safety team are working closely with a wide range of partners to address this and have particularly focussed this quarter on agricultural premises to address this trend.

**The new Integrated Risk Management Plan (IRMP)** - this new plan sets out our ideas for mitigating these risks and making best use of our resources, is now half way through its consultation period and so far feedback has been positive and supportive.

**The new set of Performance Measures** - these were agreed by the Fire and Rescue Authority, are now being finalised ahead of a rollout in the New Year. These new measures will help us to ensure that our work remains focussed and the outcomes are measurable.

## Measure Status

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The performance status of reportable measures is established through analysis of performance vs previous year and medium / long term trends. Where a measure is reported as an exception an exception report will be included in the document. This report will provide additional information and analysis relating to the measure and will identify whether further action should be considered at this point.

Statuses:     ✓ = Good Performance     ! = Monitor Performance     ✘ = Negative Exception

KPI No.	Description	Status	Page
1	Fire-related deaths where people live	✓	5
2	Fire-related injuries where people live	!	5
3	Fires where people live	✘	5
4	Fire-related deaths where people work, visit and in vehicles	✓	9
5	Fire-related injuries where people work, visit and in vehicles	!	9
6	Fires where people work, visit and in vehicles	✓	9
7	Emergency Response Standard - first appliance to fires where people live in 10 minutes	✓	13
8	Emergency Response Standard - first appliance to Road Traffic Collisions in 15 minutes	✓	13

## Measures 1-3 Details

### Measure 1: Fire-related deaths where people live

Positive performance ✓

	Q2 17/18	Q2 16/17	Var.	YTD 2017	YTD 2016	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	0	1	-100.0% ✓	2	2	0.0% ⚠	↓	↓
Accidental	0	1	-100.0% ✓	2	1	100.0% ✗	↓	↓
Deliberate	0	0	0.0% ✓	0	1	-100.0% ✓	↓	↓

In Q2 there have been no fire related deaths where people live.

If a death occurs in the reporting quarter this measure will become a negative exception and further information will be provided. Trends and performance will be monitored to establish whether there are any developing performance issues.

It is important to note that fortunately the number of deaths from fire is very low and small changes in the number can lead to extreme changes in percentages.

### Measure 2: Injuries at fires where people live

Requires monitoring !

	Q2 17/18	Q2 16/17	Var.	YTD 2017	YTD 2016	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	13	16	-18.8% ✓	41	25	64.0% ✗	↓	↑
Accidental	10	11	-9.1% ✓	36	18	100.0% ✗	↓	↑
Deliberate	3	5	-40.0% ✓	5	7	-28.6% ✓	↓	↔

This measure is highlighted as requiring monitoring due to the year to date increase and the upward trend in the rolling 5 year data.

There has been a decrease compared to the corresponding quarter in the previous year and the rolling 3 year trend is positive for all elements of the measure, however the overall picture suggests that this is an area that should be monitored.

If performance does not improve this measure may become an exception in future reports.

### Measure 3: Fires where people live

Negative exception ✗

	Q2 17/18	Q2 16/17	Var.	YTD 2017	YTD 2016	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	241	242	-0.4% ✓	503	481	4.6% ⚠	↑	↓
Accidental	223	229	-2.6% ✓	460	444	3.6% ⚠	↑	↓
Deliberate	18	13	38.5% ✗	43	37	16.2% ✗	↑	↔

This measure is highlighted as a negative exception due to the year to date increase and the upward trend in the rolling 3 year data. There has been a slight decrease compared to the corresponding quarter in the previous year however the overall picture suggests that this is an area requiring investigation.

Further analysis has been carried out to establish whether further action is required at the point.

An exception report can be found on page 6 of this report.

# Measure 3 Exception Report

## Measure 3: Fires where people live

Negative exception ✘

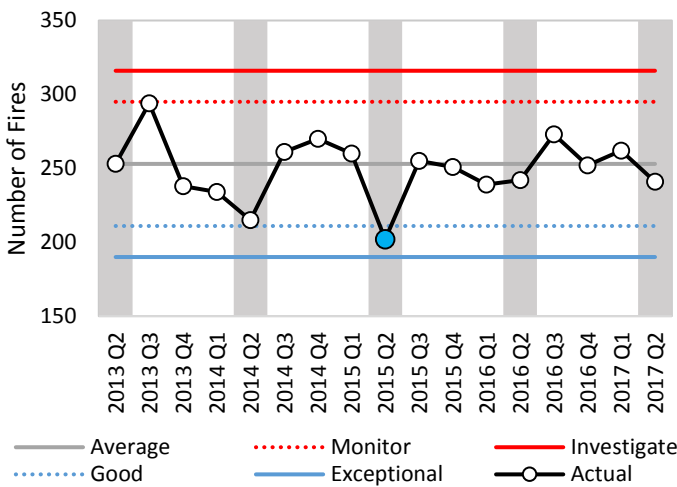
	Q2 17/18	Q2 16/17	Var.		YTD 2017	YTD 2016	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	241	242	-0.4%	✔	503	481	4.6%	⚠	↑	↓
Accidental	223	229	-2.6%	✔	460	444	3.6%	⚠	↑	↓
Deliberate	18	13	38.5%	✘	43	37	16.2%	✘	↑	↔

### Summary of analysis

**No immediate action required. Continue to monitor performance over the coming months.**

While there has been an increase in year to date figures compared to the same period last year performance for the first two quarters of 2017/18 is around the 5 year quarterly average and within normal levels. It is likely that the YTD percentage variance will reduce in the next quarterly report as Q3 2016 saw the highest number of fires since Q3 2013.

Control chart - DSFRS fires where people live by financial quarter



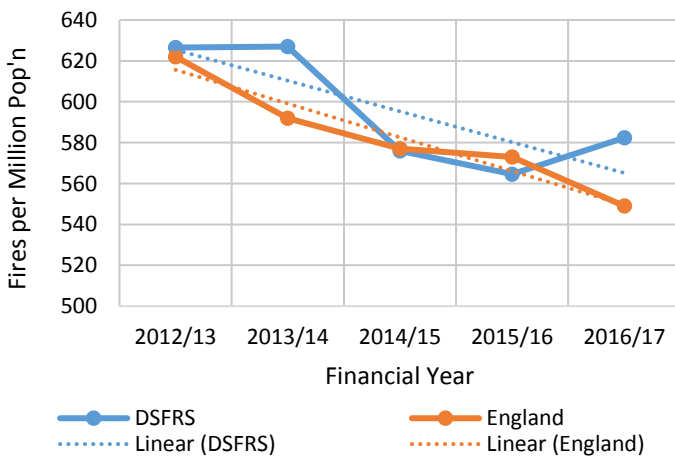
Control charts enable us to monitor whether the data that we are seeing is in control or "normal".

Points above the monitor line indicate there may be an emerging issue

Points above the investigate line indicate special cause variation and will require further investigation.

**There are no points negatively outside normal data ranges.**

Rate of fires where people live in DSFRS and England per million population



The chart on the left shows the rate of fires where people live per million population for DSFRS and England.

Benchmarking data brings DSFRS performance into context.

**There has been a spike for DSFRS in 2016/17 however the long term trend is mirroring that of the national data.**

**This will continue to be monitored as national data is released.**



## ***Measures 1-3 Commentary***

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### **Prevention Activities**

In the 12 months from 01 October 2016 to 30 September 2017 the Service conducted 12,673 targeted Home Safety Visits to households identified as needing our expert guidance and support.

We work closely with our colleagues in other agencies and third sector organisations to build partnerships that enable us to ensure that our resources are used to provide maximum benefit to the community.

We engage with our communities in a variety of ways including educating children and young people through schools talks and structured programmes such as Fire Cadets, Phoenix and FireSetters. In addition to the Home Safety Visit activities, between 01 October 2016 and 30 September 2017 the Service undertook 5,147 preventative activities to improve public safety.

### **Safeguarding**

The Safeguarding Team continues to promote our single point of contact referral process across the Service area. They have run a number of well attended awareness-raising sessions for teams including: Business Safety, Whole-time Recruits, Group Support, and continue to work with partners, including Police and Social Services in order to ensure effective two-way referral pathways.

The team is working to strengthen links with key partners including Housing Associations, Health and Social Care Teams and Alcohol Services to ensure that we are able to signpost vulnerable individuals to the most effective support. For example, a direct referral process for adults over the age of 50 with alcohol-related issues has been identified.

### **Central Operations Activities**

- In this 2nd quarter of the year cooking fires continue to be a focus across all Groups; a Community Safety-led working group has been set up to investigate and to look to create a Service-wide campaign with the aim of reducing fires and injuries as a result of kitchen fires.
- Improved graphics on vehicles will form a common thread, branding resourcing. DSFRS mascots are in service and are beginning to be used Services wide.
- The roll out of the new approach to home safety is progressing. A technician recruitment process will be run in the future, in the meantime work will be able to commence with internal staff. The development of the technology required to undertake the role is in progress.

### **Area Operations Activity**

- West Devon are rolling out a new approach around the protocols used for booking and allocating HSFV; these ways of working are now imbedded and reduction in turnaround time has been identified.
- West Devon have established a dedicated aerial appliance crew and a bespoke inspection programme in reaction to Grenfell tower and risks identified in particular properties in Plymouth.

## *Fires where people live*

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- East Devon have provided high rise input to residents at Rennes house and Sydenham House.
- East Devon continue to formalise partnerships. All 90 partnerships have been reviewed, which has led to 246 level 2 Home Safety Visit referrals from partners alone. A formal partnership has been formed with Clinton Devon Estates. This has already yielded an additional 81 referrals from their most vulnerable tenants.
- Somerset East have now progressed into a formalised partnership with South Somerset District Council and support the Careline telecare system that is in place. The Careline team refer high risk members of the community to DSFRS for home visits through the organisational referral system.
- Staff in North Devon are working in conjunction with 'One Northern Devon' to ensure that 'at risk' groups known by the Health Care system are identified and given Home Fire Safety advice. This work is in early stages at the moment but should yield benefits in the medium term to reduce fires and injuries within the home.
- The South Devon prevention team now have four fire safety technicians working in the group who are carrying out Home fire safety visits, alongside the fire safety advocates. The information used by the technicians and advocates feeds from partnerships and level one checks.
- West Somerset is working in partnership with Somerset Partnership NHS Foundation Trust (SomPar). On our behalf, clinicians look out for signs of increased risk ('trigger points') in the homes that they visit daily and encourage their clients to consider having a home visit from DSFRS. Often these clients are people who would not be identified by other means – they are the often invisible members of our community.
- West Somerset is also working in partnership with Compass Disability. Compass has the remit, on behalf of the County Council, to provide support services to the County's unpaid carers. Through Compass, we are finding community members who are at higher risk from fire due to their limited awareness of fire risk (perhaps through sensory loss) or their limited ability to make a swift escape.
- In West Somerset child safety in the home continues to be delivered (the 'Safer Homes' project) in partnership with RoSPA and Somerset County Council – family support workers can refer families for provision of child safety equipment (e.g. stairgates, window restrictors, etc.) fitted by DSFRS.
- The Suicide reduction strategy is progressing and will link with the collaborative approach which is being led by the senior coroner. Taunton and Plymouth helped to launch the start of the Royal Lifesaving Society's 'Don't drink and drown' campaign.

## Performance Overview Measures 4 - 6

### Measure 4: Fire-related deaths where people work, visit and in vehicles ✓

	Q2 17/18	Q2 16/17	Var.	YTD 2017	YTD 2016	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	0	1	-100.0%	1	2	-50.0%		
Accidental	0	1	-100.0%	1	1	0.0%		
Deliberate	0	0	0.0%	0	1	-100.0%		

In Q2 there have been no fire related deaths where people work, visit or in vehicles.

If a death occurs in the reporting quarter this measure will become a negative exception and further information will be provided. Trends and performance will be monitored to establish whether there are any developing performance issues.

It is important to note that fortunately the number of deaths from fire is very low and small changes in the number can lead to extreme changes in percentages.

### Measure 5: Injuries at fires where people work, visit and in vehicles !

	Q2 17/18	Q2 16/17	Var.	YTD 2017	YTD 2016	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	7	8	-12.5%	18	14	28.6%		
Accidental	4	7	-42.9%	13	12	8.3%		
Deliberate	3	1	200.0%	5	2	150.0%		

This measure is highlighted as requiring monitoring due to the year to date increase and increase in deliberate fires in Q2.

There has been a decrease compared to the corresponding quarter in total fires and accidental fires. The rolling 5 year trend is positive for all elements of the measure, the 3 year rolling trend is positive for all but deliberate fires. The overall picture suggests that this is an area that should be monitored.

If performance does not improve this measure may become an exception in future reports.

### Measure 6: Fires where people work, visit and in vehicles ✓

	Q2 17/18	Q2 16/17	Var.	YTD 2017	YTD 2016	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	338	390	-13.3%	688	731	-5.9%		
Accidental	241	277	-13.0%	504	524	-3.8%		
Deliberate	97	113	-14.2%	184	207	-11.1%		

This measure is showing a positive performance. Numbers of fires have decreased in the corresponding quarters and in the year to date.

Rolling 3 and 5 year trends show an improvement in performance in totals and accidental fires. Deliberate fires show an decrease in the 5 year trend and level performance in 3 year trend; this area should be monitored as an improvement in performance would be expected moving forward.

## ***Fires where people work visit and in vehicles***

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### **Protection Activities**

DSFRS has a statutory obligation to ensure that non-domestic premises and public events are compliant with fire safety regulations. Between 01 October 2016 and 30 September 2017 the Service conducted 2,337 fire safety checks, 581 fire safety audits and 6,150 other protection activities to ensure public safety.

### **Central Operations Activities**

- In October and November DSFRS will attend numerous Learn 2 Live events across Devon seeing in excess of 12,000 students aged between 16 and 18 delivering positive road safety messages
- A water safety film has been launched; this is a collaborative approach to water safety with RNLI, hot spots have been chosen in which to undertake talks. DSFRS have been asked to speak at the Emergency services show around water safety and RTC reduction activity. Urban Search and Rescue have entered into memorandum of understandings with the Police to provide assistance for high risk missing persons, South West Ambulance Service Trust allowing secondments both ways to build good working relationships and build skills and partnership working to provide flood training to local government and councils.
- West Devon have established a cohort of Business Safety advocates that are fully engaged in undertaking fire safety checks; this has led to an increased inspection programme and the Service is now expecting an increase in fire safety audits.

### **Area Operations Activity**

- West Devon are supporting the 'Best Bar None' initiative which is nationally recognised by the Home Office, which aims to raise standards within the licenced establishments to contribute towards a safer night time economy.
- The East Devon Group continues to work closely with East Devon, Exeter and Mid Devon Housing Officers carrying out joint inspections of mixed use commercial and domestic properties. This has resulted in the issue of Prohibition Notices in Exeter and Crediton.
- Operational crews are continuing to carry out Fire Safety Checks at targeted premises in the Exeter and Exmouth areas that have resulted in the issue of two further Prohibition Notices as well as other Enforcement Notices. This level of enforcement activity demonstrates the success of the intelligence-led targeting strategy being employed and has had a positive impact on the safety of persons working and living in the premises as well as reducing the risk from fire.
- A targeted programme of inspections across East Somerset utilising various data sets and intelligence continues. The Fire Risk Event Data (FRED) information has greatly assisted the work when targeting premises. The information has highlighted a number of sleeping risks and licenced premises that the group has focused on visiting during the last quarter. Many of those identified have resulted in enforcement or further action. The group has now completed more than 300 Fire Safety Checks since April resulting in over 50 audits

## ***Fires where people work visit and in vehicles***

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- Members of the Group Support Team from East Somerset attended Haynes Motor museum in conjunction with Tobooka promoting fire safety in Holiday Let Accommodation in the local area. This is an area the group will be exploring further in the coming months.
- In South Devon the Business safety team have worked closely with housing teams in the local authorities to target Houses in multiple occupation (HIMO's) along with targeted joint agency visits including with the Police where there are concerns over illegal activity and risk in communal areas of HIMOs. Following work undertaken in South Devon relating to the Grenfell tragedy a Business fire Safety advocate has been allocated to this work.
- Operational staff in South Devon, specifically Torbay, are also carrying out Fire Safety Checks in businesses along with programming pre-Christmas checks to look at final exits and the increased fire loading/storage at this time of year. The team were involved in an action day this month in Totnes targeting Heritage where there were commercial premises and residential above. This follows on from the Clarence Fire in Exeter to remind owners of the higher risks associated with these kind of older premises. Multi agency exercises are continued to be held to ensure we are prepared. A successful exercise was held at Oldway Mansion in Torbay to test our Heritage and Salvage response.
- In West Somerset effective premises targeting is resulting in a greater proportion of premises being subject to formal enforcement action, developing team knowledge, skill and confidence particularly where legal action may be required. Recent recruitment, following development will enable this team to build on existing partnerships and introduce initiatives.
- Working with seconded DSFRS officers and partner agencies, the West Somerset Business Safety Team is identifying emerging and perceived risks introduced either directly or indirectly due to the HPC project. Currently this focus encompasses accommodation and night time economy.
- Following the tragic fire at Grenfell, London earlier this year, after immediate actions to inspect residential buildings West Somerset focus has now moved to Hospitals / medical premises, educational premises and public buildings. The intention is initial inspections will be carried out by selected Business Safety Advisers (BSO's) and where necessary specialist Business Safety Officers will escalate to ensure safe premises in line with national guidelines. This work stream is expected to take 9-12 months to complete.
- Road safety work continues to be delivered in West Somerset in partnership with Somerset Road Safety (Somerset County Council) through collaborating with their 'Contract for Life', 'Route 60+' and DSFRS 'Biker Down' programmes.
- East Devon have attended the following events with an aim of reducing Road Traffic Collisions (RTC): Speedwatch event with Devon & Cornwall Police Exmouth, Cranbrook road safety event, Exeter College Freshers' Fair, Air Ambulance day at Darts Farm and the Freshers' Fair Bicton College.

## ***Fires where people work visit and in vehicles***

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- In South Devon the Prevention and Business Safety team recently undertook an action day in Totnes to ensure Business compliance alongside advice to residents living above Business premises. It was recognised that Totnes has a Heritage risk and we wanted to target this risk along with keeping the residents living above commercial premises safe. The action day also concentrated on recruitment to ensure we can provide a response when needed.
- In North Devon following the fire at the Dilkusa Hotel, business safety teams are identifying and visiting the rest of the hotels prior to the busy festive period to ensure they are complying.
- East Somerset are working closely and in partnership with the South Somerset and Mendip District Councils, predominantly with the Housing, Licencing and Environmental Health Departments, but also with the Police Licencing team and One Teams. The joint working between Licencing and East Somerset Group has been particularly positive this quarter through the sharing of information to identify licensed premises that lack a Fire Risk Assessment.
- Presentations were given to heads of Halls of Residence at Millfield School. This gave the group the opportunity to promote fire safety within the school and look to reduce the fire calls to this particular premises. It is planned to continue this work with other boarding schools, following the positive feedback received so far.

## Performance Overview - Measures 7 & 8

### Measure 7: ERS for attendance at fires where people live !

	Q2 17/18	Q2 16/17	% pt. var.		YTD 2017	YTD 2016	% pt. var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	69.9%	70.6%	-0.8%	⚠	69.2%	69.5%	-0.3%	⚠	↓	↑

This measure is in a monitoring state. The figures for the quarter comparison and the year to date comparison both show a slight decrease in performance.

The rolling 3 year trend is also showing a downward trend in performance; with only the long term 5 year trend being positive.

The measure is not an exception as the variances are small. If performance does not improve this measure may become an exception in future reports.

### Measure 8: ERS for Road Traffic Collisions ✓

	Q2 17/18	Q2 16/17	% pt. var.		YTD 2017	YTD 2016	% pt. var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	78.6%	73.1%	5.5%	✓	76.8%	74.8%	2.1%	✓	↓	↑

This measure is showing positive performance. Improvements in response standards are shown in the corresponding quarter and in the year to date figures.

The rolling 5 year trend shows long term positive performance, the 3 year trend negative performance does effect the overall direction of travel for this measure but should be monitored.

## ***Emergency Response Standards***

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### **Area Operations Activity**

- Across the organisation retained recruitment is in progress with majority of stations undertaking recruitment activities. West Devon have introduced using group support staff to provide cover; with staff undertaking dual roles to improve cover at RDS stations with some staff relocated in order to dual role at Crownhill.
- Recruitment continues; using social media and open days focusing on stations where establishment is low.
- In East Devon following an initial 5% of Incident Command System (ICS) Level 1 staff not reaching the required standard at their requalification, East Devon GST now provide support in preparation for each individual prior to attending the ICS school. In Qtr 2, five individuals completed their requalification assessment, upon completion all five successfully requalified and continue to provide Operational L1 ICS responsibilities. The 100% pass rate within the group improves appliance availability, increasing Firefighter and Public safety.
- Working with staff at headquarters; a North Devon recruitment campaign has been organised to increase staff at all stations within North Devon - this has proved successful.
- East Somerset stations are actively pre planning the crewing availability, and identifying skills development opportunities for staff through driving and incident command; to support appliance availability; crewing coordinators continue to work with Community firefighters to ensure appliance availability at stations identified by the Resource Allocation Model tool.
- East Somerset are currently working with Yeovil Town Ladies Football Club to promote employment opportunities within DSFRS to females, with a focus on recruitment of female firefighters.
- South Devon have run an intensive recruitment campaign at Bovey Tracey and Totnes with some new joiners and some awaiting courses.
- A positive action evening/workshop for our on-call Watch Managers to promote inclusivity in our workforce. At the beginning of the year there were two female fire-fighters on on-call stations in South Devon. There are now currently three females and another three in the recruitment process, taking numbers from 1% of the total workforce to just over 3%.

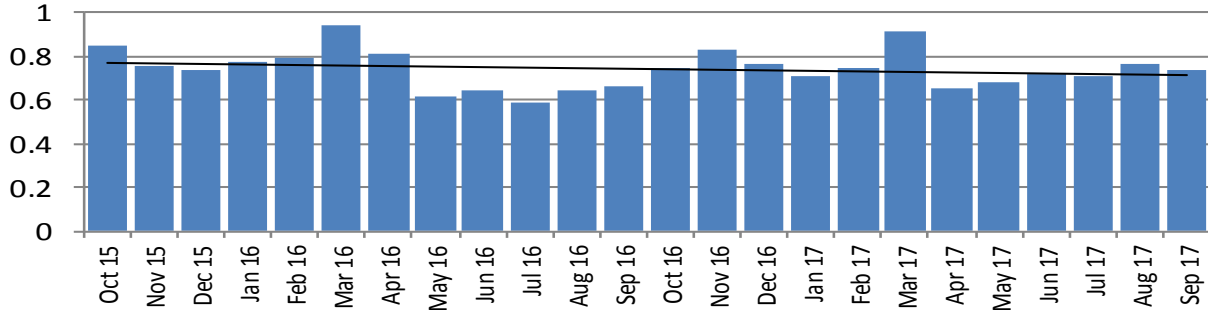


# Sickness

## Priority: Staff Safety - Sickness Rates

Measure Breakdown	Actual Apr-17 to Sept-17	Previous Apr-16 to Sept-16	% Variance
Sickness Rates (All Staff)	4.27	3.96	7.60%

### Average sick days taken per person, per month



Sickness Rates by Post Type Oct-16 to Sept-17	Wholetime Station Based Staff			Wholetime Non-Station Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
<b>Overall Sickness Rate</b>	3.88	3.59	8.2%	3.86	5.45	-29.2%
Days / Shifts Lost	1393.5	1357.5	2.7%	780	1036	-24.7%
<b>Sickness Rate - Long Term*</b>	2.3	2.05	12.3%	3.39	4.7	-27.9%
Days / Shifts Lost - Long Term	825.5	774.5	6.6%	685	893	-23.3%
<b>Sickness Rate - Short Term Cert**</b>	0.58	0.49	18.6%	0.41	0.39	5.5%
Days / Shifts Lost - ST Cert.	207	184	12.5%	83	74	12.2%
<b>Sickness Rate - Short Term***</b>	1	1.05	-4.6%	0.51	0.36	41.7%
Days / Shifts Lost - ST	361	399	-9.5%	104	69	50.7%

Sickness Rates by Post Type Oct-16 to Sept-17	Control			Support Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
<b>Overall Sickness Rate</b>	7.45	5.81	28.2%	4.37	3.12	40.2%
Days / Shifts Lost	250.02	215	16.3%	1025.26	735.16	39.5%
<b>Sickness Rate - Long Term</b>	5.47	3.3	65.8%	3.11	1.4	122.3%
Days / Shifts Lost - Long Term	183.52	122	50.4%	728.63	329.4	121.2%
<b>Sickness Rate - Short Term Cert.</b>	1.3	0.41	219.7%	0.35	0.64	-44.8%
Days / Shifts Lost - ST Cert.	43.5	15	190.0%	83	151.04	-45.0%
<b>Sickness Rate - Short Term</b>	0.69	2.11	-67.5%	0.91	1.08	-15.7%
Days / Shifts Lost - ST	23	78	-70.5%	213.63	254.72	-16.1%

\* Long Term Sickness: >28 Calendar Days

\*\* Short-Term Certified Sickness: 8 to 28 Calendar Days

\*\*\* Short Term Sickness: <8 Calendar Days