



DEVON &  
SOMERSET  
FIRE & RESCUE SERVICE

# October to March 2018/19 Performance Report

Audit and Performance Review Committee

Strategic Analysis Team

Devon & Somerset  
Fire & Rescue Service

17/04/2019



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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.

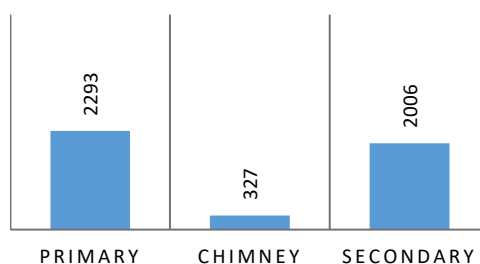
The fire and rescue service does not just rescue people from burning buildings and put out fires. In the 12 month period from April 2018 to March 2019 there were 16,387 incidents attended in the Devon and Somerset service area, a breakdown of the incidents<sup>1</sup> can be seen below:

**FIRES, 4626**

**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.

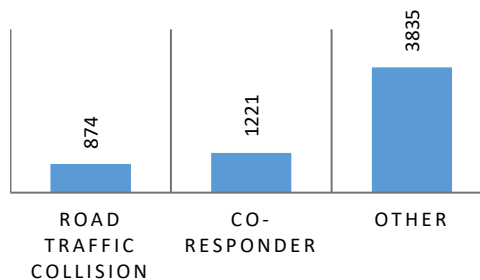


**SPECIAL SERVICE, 5930**

**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

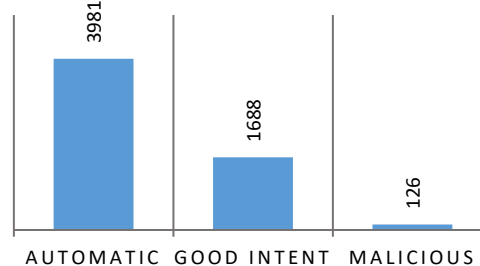


**FALSE ALARMS, 5795**

**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 emergencies the Service is committed to providing community safety advice, education and intervention to keep its community and its visitors safe and prevent incidents 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.

<sup>1</sup> At the point of extraction 36 incidents were incomplete on the Incident Recording System and are therefore not included in the incident breakdown as full details are not available.

## Executive Summary

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The October to March 2018/19 Performance Report sees five of the eight corporate measures showing positive performance, two showing negative performance and one requiring monitoring.

### Positive performance

**Fires where people live** has seen a 13.8% reduction during quarters three and four of 2018/19 compared to previous year. Rolling three-year trends are all positive, as is the five-year trend for accidental fires although the overall five-year trend is level.

**Fire-related deaths where people live** have reduced during 2018/19 from five to three, with no deaths in quarters three and four of 2018/19. Three and five-year-trends are all positive.

**Fire-related injuries where people work, visit and in vehicles** has seen a 50.0% reduction during Q3 and Q4 2018/19 when compared to previous year. While the rolling three-year-trends are negative, this is largely influenced by the low number of injuries and is not considered an area of concern.

**Emergency response standards for fires where people live** is showing improvement across all comparatives. Q3 and Q4 2018/19 has seen an improvement of 3.4% pt. compared to previous year, with year-to-date and rolling three and five-year-trends all indicating a positive direction of travel.

**Emergency response standards for road traffic collisions** is showing improvement across all comparatives. Q3 and Q4 2018/19 has seen an improvement of 2.5% pt. compared to previous year, with year-to-date and rolling three and five-year-trends all indicating a positive direction of travel.

### Monitoring Performance

**Fires where people work, visit and in vehicles** is showing an overall increase in fires where people work, visit and in vehicles of 8.1% (up to 586 from 542) during Q3 and Q4 2018/19 compared to previous year, however this is still within tolerance. Year-to-date figures are showing an overall increase of 11.4%, this is largely due to higher above average levels of fires in the first two quarters of 2018/19.

### Negative Performance

**Fire-related deaths where people work, visit and in vehicles** is in exception due to three fire-related deaths during Q3 and Q4 2018/19. Rolling three and five-year-trends are showing an upward direction of travel for total and deliberate fire-related deaths.

**Fire-related injuries where people live** is showing a 27.8% increase (up to 46 from 36) in fire-related injuries in Q3 and Q4 2018/19. Three and five-year-trends are indicating an upward trend for total and accidental fires.

## Measure Status


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	✓	7
2	Fire-related injuries where people live	✗	7
3	Fires where people live	✓	7
4	Fire-related deaths where people work, visit and in vehicles	✗	16
5	Fire-related injuries where people work, visit and in vehicles	✓	16
6	Fires where people work, visit and in vehicles	!	16
7	Emergency Response Standard - first appliance in attendance at fires where people live within 10 minutes of emergency call answer	✓	25
8	Emergency Response Standard - first appliance in attendance at Road Traffic Collisions within 15 minutes of emergency call answer	✓	25

## Performance Measures 1-3

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


Status 













	Q3-Q4 18/19	Q3-Q4 17/18	Var.	YTD 18/19	YTD 17/18	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	0	2	-100.0% 	3	5	-40.0% 		
Accidental	0	2	-100.0% 	3	5	-40.0% 		
Deliberate	0	0	0.0% 	0	0	0.0% 		

There have been no fire-related deaths where people live in either Q3 or Q4 2018/19. All trends are indicating a positive direction of travel.

It must be noted that the number of deaths are very low and therefore even slight changes can lead to seemingly dramatic percentage change.

### Measure 2: Fire-related injuries where people live

Status 

	Q3-Q4 18/19	Q3-Q4 17/18	Var.	YTD 18/19	YTD 17/18	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	46	36	27.8% 	81	76	6.6% 		
Accidental	43	33	30.3% 	73	68	7.4% 		
Deliberate	3	3	0.0% 	8	8	0.0% 		













This measure is in exception due to a 27.8% increase (up to 46 from 36) in fire-related injuries in Q3 and Q4 2018/19.

Three and five-year-trends are indicating an upward trend for total and accidental fires.

An exception report providing further information is available on page eight of this report.

### Measure 3: Fires where people live

Status 

	Q3-Q4 18/19	Q3-Q4 17/18	Var.	YTD 18/19	YTD 17/18	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	480	557	-13.8% 	923	1060	-12.9% 		
Accidental	447	520	-14.0% 	851	980	-13.2% 		
Deliberate	33	37	-10.8% 	72	80	-10.0% 		

There has been a 13.8% reduction in fires where people live Q3 and Q4 2018/19 compared to the same period in the previous year. All three-year-trends are indicating a positive direction of travel with the overall five-year-trend showing a level trend.

Deliberate fires are showing an upward five-year-trend, however numbers are relatively low and performance against previous year is positive.

## Exception report: fire-related injuries where people live

### Measure 2: Fire-related injuries where people live

Status ✘

	Q3-Q4 18/19	Q3-Q4 17/18	Var.	YTD 18/19	YTD 17/18	Var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	46	36	27.8% <span style="color: red;">✘</span>	81	76	6.6% <span style="color: orange;">!</span>	<span style="color: red;">↑</span>	<span style="color: red;">↑</span>
Accidental	43	33	30.3% <span style="color: red;">✘</span>	73	68	7.4% <span style="color: orange;">!</span>	<span style="color: red;">↑</span>	<span style="color: red;">↑</span>
Deliberate	3	3	0.0% <span style="color: orange;">!</span>	8	8	0.0% <span style="color: orange;">!</span>	<span style="color: green;">↓</span>	<span style="color: red;">↑</span>

### Why is this an exception?

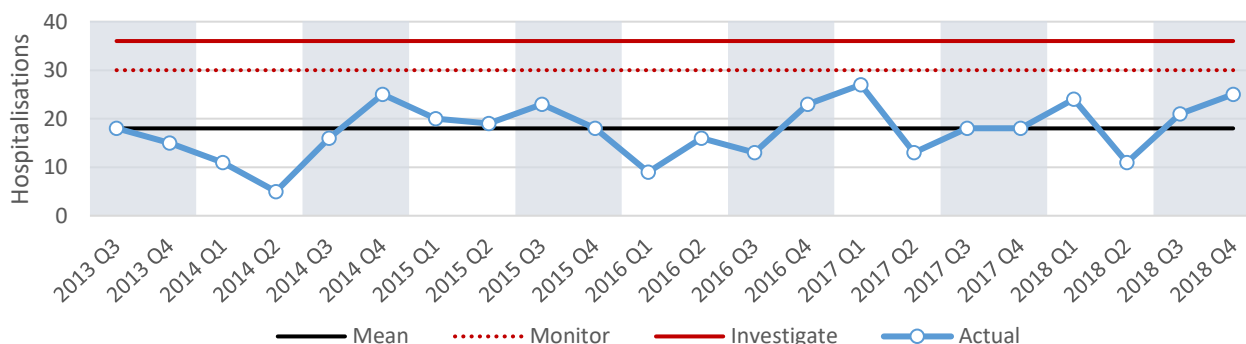
This measure is in exception to a 27.8% increase (up to 46 from 36) in fire related injuries in Q3 and Q4 2018/19.

Three and five-year-trends are indicating an upward trend for total fire-related injuries where people live and those resulting from accidental fires.

### Analysis

The number of fire-related injuries resulting in hospitalisation has increased slightly compared to previous year, however the data shows that the number of injuries remains within normal levels of variation.

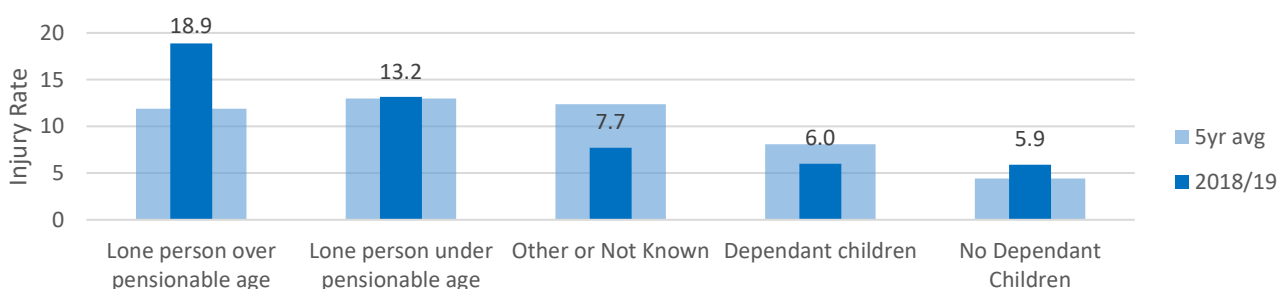
Chart 1: Number of fire-related injuries resulting in hospitalisation with tolerances <sup>1</sup>



In 2018/19, there were 65 fires in the home that resulted in one or more injuries that required hospital treatment. This equates to nine fires for every 100,000 households.

The likelihood of a fire in the home resulting in an injury varies significantly depending upon the household composition. The highest rate of fire-related injuries are seen within households that have a lone occupant over pensionable age. These households have 135% more fires resulting in hospitalisation than the DSFRS average.

Chart 2: Rate of fires per 100,000 households by household composition

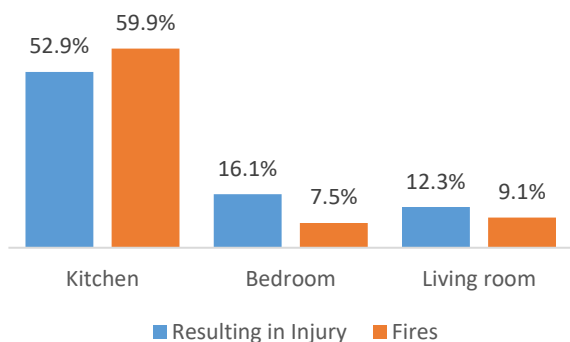


<sup>1</sup>Tolerance: monitor = two standard deviation above mean, investigate = three standard deviations above mean.



## Measures 1-3 Details

Chart 3: Percentage of fires where people live by top start locations 2016/17 to 18/19

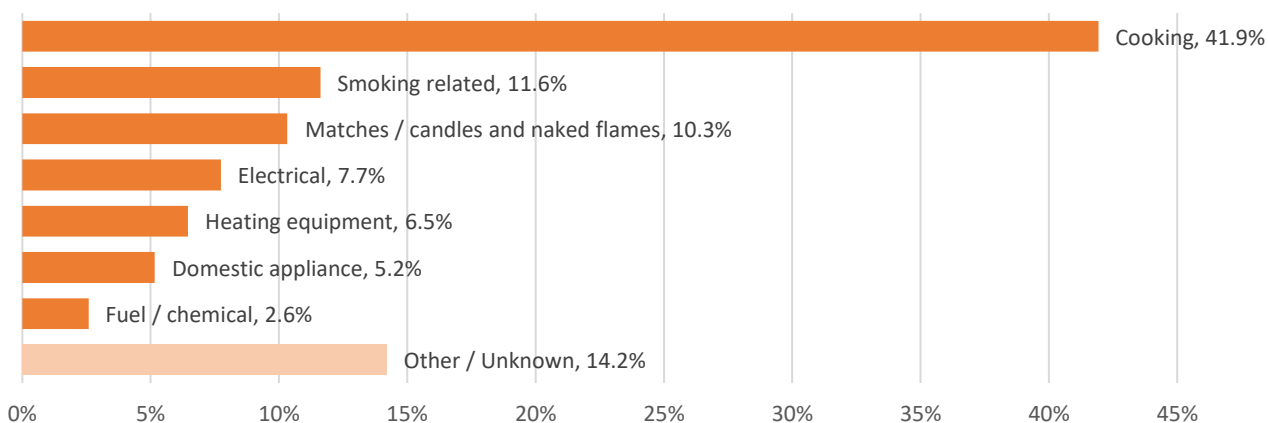


As with all fires where people live, the most prevalent fire start location for incidents resulting in hospitalisation is the kitchen.

However, the data indicates that while most injuries result from fires of this type, a fire originating in the bedroom is two-and-a-half times more likely to result in a significant injury, and a fire in the living room one-and-a-half times more likely.

Unsurprisingly, the source of ignition is most commonly cooking related (41.9%), with smoking materials (11.6%) and matches, candles and naked flames (10.3%).

Chart 4: Percentage injuries and fires where people live by source of ignition 2016/17 to 18/19



### Actions required

While the number of fires have increased slightly compared to previous year the quarterly figures are well within normal levels of variation.

Home safety targeting focuses on fatal risk factors, however there is commonality between factors that lead to increased likelihood of injury e.g. living alone.

The Service's "Look While You Cook" safety message is focused on reducing cooking-related fires and is integrated into community safety engagement.

There are no further actions recommended at this time, other than to continue to monitor performance over the coming months.

## Measures 1-3 Commentary

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### Community Safety Prevention Activities

In the 12 months from 1st April 2018 to 31st March 2019 the Service conducted over 9,000 targeted Home Safety Visits to households identified as needing our expert guidance and support.

The Service works closely with colleagues in other agencies and third sector organisations to build partnerships that enable it to ensure that resources provide maximum benefit to the community.

Engagement with local communities is conducted 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, from 1st April 2018 to 31st March 2019, the Service undertook around 5,000 preventative activities to improve public safety.

### Central Operations Update

The new home safety app was rolled out to the technician team in September and October 2018 and has been fully live for almost 6 months. The change of delivery model has improved consistency of delivery and the overall quality of home safety visits.

The Service aims to reach those most at risk within the communities through referrals for home safety visits from partners identifying the most vulnerable households. The introduction of the central booking team for visits has also impacted the number of partner referrals by freeing up group based staff to engage with partners and generate referrals for visits rather than booking visits as in the previous delivery model. As a result, the number of home safety visits from partner referrals have improved significantly to almost 4,500 in 2018/19 (compared with 8,000 in the previous 4 years combined), with nearly 3,000 referrals in the second half of 2018/19. This figure is expected to rise further in 2019/20 with a whole year of proactive referral generation possible. The number of referring partners is now 372 up from 285 in the previous year.

**Fire Cadets** is a programme open to young people between the ages of 13 to 17. The programme runs over a full school year and within this time, the Cadets are also expected and encouraged to take part in social actions within their communities. Every week (school term) Cadets attend one of the four Fire Cadet Stations for two hours to take part in firefighter activities.

During the reporting period, the Service has delivered 21 cadet drill nights for attended by a total of **38 cadets** who have worked towards their BTEC qualification.

**Phoenix** helps build self-esteem, confidence and develops leadership and team working skills. The course helps improve communication skills and increase motivation as a stepping stone to future success. It recognizes and rewards achievement, broadens experience develops employability and communication skills. The course makes young people aware of the risks and possible consequences of anti- social behaviour and encourages more responsible behaviour.

During the reporting period, the Service has run two, five-day Phoenix courses that have been attended by a total of **24 students**.

Safeguarding The Safeguarding Team continues to provide a range of safeguarding awareness training for staff, including induction sessions for all new staff and targeted training for operational staff.

The number of safeguarding referrals received via the Service single point of contact has continued to rise over the last quarter, with the greatest increase coming from operational crews. Home Safety Technicians have been supported by the Safeguarding Team in their attendance at

## Measures 1-3 Commentary

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multi-agency meetings; these have led to improved and safer living conditions and positive outcomes for a number of the most vulnerable individuals in our Community.

Presentations to the Safeguarding Boards across our Service area have led to an increased number of referrals for Home Safety Visits and the sharing with us of Level 1 risk information by our partners.

Between October 2018 and March 2019 there have been 40 referrals (120 individual visits) by our Fire-setter Advisers.

Referrals continue to be received from a range of agencies including Youth Offending, Early Help and Schools.

There has been an increase in the number of group sessions provided for young people identified as being at risk of becoming involved in fire-setting.

A number of our Fire-setter Advisors have completed Train the Trainer sessions, which will impact positively on our training and quality assurance programmes.

### Service Delivery Update

#### East Devon

During Q3 & Q4 2018/19 East Devon Group has increased its number of Partners by 9% to 97 and has received a total 884 home safety referrals from Partners overall.

The Group have focused on providing support to some of its quieter Partners and as a result have seen a steady increase in the number of referrals generated.

The success of the partnership with the Memory Cafes continues and is now expanding to locations throughout East Devon. The partnership enables the Group to engage with some of the most vulnerable and hard-to-reach members of the community.

The Group have worked in collaboration with Devon & Cornwall Police at Crime Safety Roadshows in Seaton providing home safety messages and generating referrals.

Work with Budleigh Health Hub is continuing, complimentary services join to provide a one-stop-shop for the needs of local communities, holding regular home safety surgeries at the former cottage hospital, with a catchment of over 45,000 residents.

The Group have gained contact, positive engagement and trust within individual premises at the Travellers site at Haldon, enabling home fire safety messages to be delivered and equipment fitted as required.

Advocates visited multiple Flu Clinics to give home safety advice and generate a large number of quality referrals.

The Group has engaged with each its Wholtime Watches to provide input on targeted referrals, providing them with an open approach to generating the required 25 referrals a month.

The Group were invited to speak at the Exeter Forum group meeting, giving home safety information and answering questions. The event resulted in the generation of a number of quality referrals.

Other events attended include: Bampton Fair, Outreach Group talks, National Landlords Association and the Association of Residential Letting Agents – Renting Minefield.

## Measures 1-3 Commentary

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### East Somerset

East Somerset Group is continuing to work with its established partners, all of which are providing a high number of good-quality, targeted referrals. In particular, the partnership with the District Council's South Somerset Careline continues to be one of the most productive in terms of referral quality and numbers.

A number of new partnerships are in the process of being signed off including Altogether Care, British Red Cross (Weston Hospital), Home Instead Senior Care.

Newly established partnerships include local doctor's surgeries and the Royal Voluntary Services' home book service, the Blind Veterans charity and South Somerset Environmental Health.

The Group have recently revisited Yarlington Housing Group and delivered Trigger Point Training to their staff which was well received. The training provides partners with the knowledge they need to households that are more vulnerable to fire in the home.

Development and support of additional effective partnerships to assist in the targeting of the most vulnerable members of our community will continue to be the main focus for 2019/20.

East Somerset continues to attend at all One Team multi-agency forums at both operational and tactical levels. This has raised the profile of the Service and has given access to some extremely vulnerable people through sharing of intelligence.

The Group continue to review existing partnership arrangements to ensure that we have named contacts for each partner organisation and have signed copies of the updated agreements/contracts that are GDPR compliant. This work will be accompanied by continued support for partners, ensuring they are not meeting resistance in referring people to us and that they still understand the partnership process and expectations.

East Somerset continue to engage with vulnerable users living under large landlords, notably Aster and Yarlington Housing, through community events and fire safety talks. While there are partnerships with both these organisations, numbers of referrals don't reflect the amount of people housed. The use of coffee mornings coordinated with the housing provider have been a more effective way of spreading fire safety messages and gathering good referrals.

There have been 95 engagements with sheltered housing, supported living and extra care schemes. Nearly all of the people we engage with at these events fall within key target groups. This engagement has included the 'Look while you cook' message. The relevance of this is backed up by some of the behaviours and observations made by the residents during the visit e.g. they have often forgotten the pan or would use a damp tea-towel to extinguish a fire.

It is hoped that this work will become standard practice across the Service, spreading a safety message, embedding safe behaviours and doing it in a timely and cost effective manner to complement the work done by the Home Safety Technicians.

### North Devon

'One' Ilfracombe continues to deliver quality referrals of high risk persons. This success has been influenced by one of the Group's the Station Managers being on the board of directors, helping to shape the delivery of the One Team. One Barnstaple is in the process of being set up, a Station Manager is involved in this which will aid more quality referrals.

## Measures 1-3 Commentary

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"One Northern Devon" focuses on the 10 year wellbeing strategy for the area is supported by the Group Commander. Following an organisational restructure that will be effective from April 2019, this work will not sit within Group, a decision must be taken as to whether the Service will continue to support it in future and if so identify the resources early to allow the benefits to be fully realised.

The Police and Fire Community Support Officer partnership is being re-energised to ensure that the Service has access to the Police staff for prevention and protection duties on a more regular basis.

The North Devon team has attended a number of health and wellbeing events organised by partners, delivering safety messages and generating referrals. Events attended include:

- Drink wise age well; Hatherleigh and South Molton
- Active Mind; Barnstaple Library
- Carers Support Groups; North Devon
- Parkinson's group; Barnstaple
- Balance Classes; North Devon District Hospital and Torrington
- Stroke groups; South Molton
- Look when you cook demo; Fremington

The Group have set up displays in a number of GP surgeries, these provide further information to support the home safety messages that are played on TV screens in waiting rooms.

The North Devon Group Community Safety Champion (CSC) visited an elderly lady in Bideford who was the victim of a small fire. The CSC arranged a Home Fire Safety Visit but also signposted the victim to other partner agencies including Intagr8 and Neighbourhood Chaplains. As a result she has now been successfully befriended and is settled.

### South Devon

Centralisation of the Home Fire Safety booking process has released capacity within the Group and enabled increased focus to be placed on engaging with external service providers who work with the most vulnerable members of our communities with a view to generating new, high quality partnerships.

The Group has also re-engaged with existing partners to support them to increase the number of quality referrals generated.

As well as seeking partners that work with the most vulnerable we have also targeted partnership groups in more remote areas of South Devon, where fire cover and Emergency Response Standards are harder to achieve. Some examples are mental health teams, community nursing teams, and groups connected to GP surgeries in areas including the Teign-valley, Dartmoor and Dartmouth.

This targeted partnership work led to a 28% increase in Home Fire Safety Visits during February, a significant success story, particularly as February is a short month. Effective partnership working is key to ensuring that referrals are generated for household in the community that are most in need of support.

In addition to increased numbers the Group have observed that there is a greater proportion of home safety visits that are of a complex nature, often with safeguarding connections. This demonstrates the effectiveness of targeted partnerships, however effect of this on the wellbeing of technicians delivering the visits is under review as a priority centrally.

## Measures 1-3 Commentary

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### West Devon

Operation Hestia is a joint initiative between the Police and the Fire Service to address social issues around the city. A firefighter and a local Police Community Support Officer are working together in the community to reduce:

- Arson
- Anti-social behaviour
- Road Traffic Collisions
- Police logs.

This positive action is designed to jointly tackle issues surrounding welfare and safeguarding through a collaborative approach.

Following an increase in incidents at the three Devonport towers the team in West Devon engaged in an initiative to revisit individual flats. This focused on fire safety themes around kitchen/cooking safety. Plymouth Community Homes (PCH) were fully supportive of this new initiative.

Operational crews from Plymouth were allocated a tower each and given ownership of completing the visits. This involved daytime and evening visits.

Operational crews managed to complete approximately two-thirds (180 of 270) of visits. The Group Support Team (GST) then took over and joint visits were booked with PCH to engage with the outstanding occupiers.

Chip pans were replaced with thermostatic controlled fryers, fire doors were replaced, fire retardant throws and bedding packs were issued along with extension leads. A number of vulnerable persons were identified, safeguarded and followed up with ongoing support.

Devon and Cornwall Police approached West Group in 2018 asking to launch the Safe Bus Scheme. The aim of the bus was to ease pressure on the hospital during weekend evenings. The bus was staffed by St Johns Ambulance, Street Pastors and the Police. It was based in Plymouth City Centre on Saturday nights throughout the Summer of 2018. Fire Service personnel from Plympton station delivered the bus at 21:00 and collected it at 04:00 the following morning. Timings have since changed but given its success D&C Police have requested its attendance throughout the Summer of 2019. The Safe Bus has helped many people get home safely and has been pivotal in Plymouth's campaign for Purple Flag Status. This has been a really positive opportunity to collaborate with partner agencies as we strive to support our local communities.

### West Somerset

West Somerset Group are balancing the work of finding new partnerships with maintaining existing ones whilst transitioning to the new Service Deliver Model.

The Group is working with new partners including ARC (formerly Taunton Association for the Homeless) and Somerset Care (the largest home care provider in the South West), providing trigger point training for their staff to help them recognise fire safety issues within homes.

West Somerset continue to work with the Community Council for Somerset (CCS) who provide the Village and Community Agents service. The CCS previously requested the Group meet an elderly couple in Taunton who they had concerns about. The couple in their 90s had lived there all their married lives. During a meeting at their home, our community safety team member identified risks with the gas and electrical services in the home. CCS commissioned and paid for an urgent electrical test and gas safety check. The gas installation was able to be repaired and re-commissioned quickly, but the electrical circuits were in a very poor state and dangerous. A quick meeting was held the relevant partners and an action plan agreed.

## Measures 1-3 Commentary

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Home Fire Safety referrals are now managed centrally via the Home Fire Safety team and supported by local technicians. The Group are working harder than ever to join up with other agencies to enhance the provision of safety advice and prevention activity.

## Performance Measures 4-6

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

Status ✘

	Q3-Q4 18/19	Q3-Q4 17/18	Var.		YTD 18/19	YTD 17/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	3	0	NA	<span style="color: red;">✘</span>	5	1	400.0%	<span style="color: red;">✘</span>	↑	↑
Accidental	2	0	NA	<span style="color: red;">✘</span>	4	1	300.0%	<span style="color: red;">✘</span>	↔	↔
Deliberate	1	0	NA	<span style="color: red;">✘</span>	1	0	NA	<span style="color: red;">✘</span>	↑	↑

This measure is in exception due to three fire-related deaths during Q3 and Q4 2018/19. Rolling three and five-year-trends are showing an upward direction of travel for total and deliberate fire-related deaths.

It must be noted that the number of deaths are very low and therefore even slight changes can lead to seemingly dramatic percentage change.

An exception report providing further information is available on page 17 of this report.

### Measure 5: Fire-related injuries where people work, visit and in vehicles

Status ✔

	Q3-Q4 18/19	Q3-Q4 17/18	Var.		YTD 18/19	YTD 17/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	7	14	-50.0%	<span style="color: green;">✔</span>	22	32	-31.3%	<span style="color: green;">✔</span>	↑	↔
Accidental	5	8	-37.5%	<span style="color: green;">✔</span>	14	21	-33.3%	<span style="color: green;">✔</span>	↑	↓
Deliberate	2	6	-66.7%	<span style="color: green;">✔</span>	8	11	-27.3%	<span style="color: green;">✔</span>	↑	↑

There has been a 50.0% reduction (down to 7 from 14) in fire-related injuries where people work, visit and in vehicles during Q3 and Q4 2018/19.

While the three-year-trends show an upward direction of travel, the five-year-trends are variable.

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

Status !

	Q3-Q4 18/19	Q3-Q4 17/18	Var.		YTD 18/19	YTD 17/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	586	542	8.1%	<span style="color: orange;">!</span>	1370	1230	11.4%	<span style="color: red;">✘</span>	↑	↓
Accidental	414	385	7.5%	<span style="color: orange;">!</span>	999	889	12.4%	<span style="color: red;">✘</span>	↑	↓
Deliberate	172	157	9.6%	<span style="color: orange;">!</span>	371	341	8.8%	<span style="color: orange;">!</span>	↓	↑

This measure requires monitoring. While there has been an overall increase in fires where people work, visit and in vehicles of 8.1% (up to 586 from 542) during Q3 and Q4 2018/19 compared to previous year this is still within tolerance. Year-to-date figures are showing an overall increase of 11.4% however, this is largely due to higher above average levels of fires in the first two quarters of 2018/19.



## Measures 4-6 Details

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

Status ✘

	Q3-Q4 18/19	Q3-Q4 17/18	Var.		YTD 18/19	YTD 17/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	3	0	NA	✘	5	1	400.0%	✘	↑	↑
Accidental	2	0	NA	✘	4	1	300.0%	✘	↔	↔
Deliberate	1	0	NA	✘	1	0	NA	✘	↑	↑

#### Why is this an exception?

This measure is in exception due to three fire-related deaths during quarters three and four 2018/19.

Year-to-date performance is showing slight decline compared to previous year. Rolling three and five-year trends are variable.

The low numbers recorded within this measure should be noted. Even minor fluctuations will lead to dramatic changes to percentages and trends.

#### Analysis

The three fatalities where people work, visit and in vehicles reported resulted from separate incidents.

1) Incident one occurred on the 1st October 2018. The victim was a 31-year-old male, thought to be sleeping in the garage, who died as a result of a combination of burns and being overcome by gas/smoke. The fire started accidentally as a result of combustible articles being placed too close to a heat source. The fire is estimated to have been discovered between 30-120 minutes after it started, with an emergency call placed to the fire service immediately after discovery at 05:01. Awaiting Coroner's Inquest; investigations ongoing.

2) Incident two occurred on the 18th February 2019. The victim was a 71-year-old male who died as a result of a combination of burns and being overcome by gas/smoke. The fire was started intentionally through deliberate ignition of own property, with the purpose of suicide. The emergency call to the fire service was received at 14:09. Due to the extent of the fire, the source of ignition could not be determined. Awaiting Coroner's Inquest; investigations ongoing.

3) Incident three occurred on the 21st March 2019. The victim was a 74-year-old male who was pronounced dead at the scene by paramedics. The fire is estimated to have been discovered between 5-30 minutes after it started, with the call being placed to the fire service within 5 minutes of discovery at 07:26. Due to the extent of the fire, further information is unavailable at this time. Awaiting Coroner's Inquest; investigations ongoing.

#### Action required

No further action is required at this time. Incidents will remain "live" until the result of the Coroner's Inquest is received and the cause of death confirmed.

## Measures 4-6 Commentary

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### **Community Safety Protection Activities**

DSFRS has a statutory obligation to ensure that non-domestic premises and public events are compliant with fire safety regulations. From 01 October 2017 to 30 September 2018 the Service conducted over 4,000 fire safety checks, nearly 900 fire safety audits and just under 8,500 other protection activities to ensure public safety.

### **Central Operations Update**

The Service is adopting the Short Audit process as part of suite of Business Safety activities. The Short Audit provides a qualitative approach to the initial evaluation of what is being managed or done in premises to control risk and ensure safety of people in case of fire. User acceptance testing has been completed by Business Safety staff at Exeter and the ICT department. The new letters have been checked, vetted and amended as necessary and are ready to be used. However, planned upgrades to the Community Fire Risk Management Information System (CFRMIS) to implement an electronic version of the short audit have been delayed. This is due to a new ICT Development project that aims to improve how the Service manages risk information.

Staff will be trained on the new process in April from which point the Short Audit will become business as usual activity, albeit on paper forms.

Under the Licensing Act 2003 and Regulatory Reform (Fire Safety) Order 2005 (FSO), the licensing authority is required to consult and give Devon & Somerset Fire & Rescue Service (DSFRS) the opportunity to make representation with regards to public safety (fire safety), before issuing the license.

The local licensing authority are responsible for administrating and issuing premises licences. The licensing authority cannot impose any fire safety conditions, which fall under the scope of the FSO, as this is enforced by DSFRS.

As part of the consultation process, DSFRS will assess the nature of the application, premises type and the fire precautions detailed in the application to ensure public safety, before determining the appropriate outcome. This may result in us requesting further information, providing you with further fire safety advice and guidance or a fire safety audit may be conducted of the premises.

Following meetings arranged with Licensing Forums to gain advice and expectations on how we respond to applications a new licensing policy has been written and is waiting acceptance.

A new guidance note has been written in line with government guidance and is now available to staff; five new licensing letters have been produced to assist staff in replying to applications.

In line with guidance a document is now available on the DSFRS website to assist applicants in applying for a licence.

Training has been provided to Business Safety staff during a Continuing Professional Development (CPD) day at Service Headquarters. Supporting personnel to maintain and develop their knowledge and skills is essential to ensure that the Service can provide the best support it can to the business community, delivering its statutory obligations consistently and in line with best practice.

### **East Devon**

Work continues in partnership with Exeter City Council, East Devon and Mid Devon District Council's Environmental Health Private Sector Housing and Licensing teams. This work spans both their own housing stock as well as private sector housing. Engagement has included consultations, inspections and support to the local authority officers improving means of escape and improving and maintaining fire safety in the communal areas.

## Measures 4-6 Commentary

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An inspection programme, based on Fire Risk Event Data has continued throughout the quarter. The information provided has led to more efficient targeting of higher risk premises and many of those visited have led to further action or enforcement.

The Group has continued to complete Fire Safety Checks since the previous quarter resulting in a number of Fire Safety Audits.

The Group continues to visit care homes in line with the centrally driven targeting strategy. This has resulted in a number of fire safety audits with a range of outcomes.

Prohibition Notice and Enforcement Notices have been served following targeted inspections, response to fire safety complaints from members of the public and concerns raised by other Regulatory bodies .

East Devon Group has continued to receive a high number of Building Regulation Consultations, of varying size and complexity, during Q3 & Q4 2018/19 . The Group has continued, with support from DSFRS Fire Engineers, to strive for effective and manageable fire safety within the built environment whilst also ensuring adequate measures are in place to support firefighter safety.

Work resulting from the tragedy at Grenfell has now been largely completed and has been integrated into business as usual processes. Information on cladding systems installed across health care and educational premises will continue to be collated through telephone enquiries and site visits.

Partnership work with Local Authorities has led to the following local initiatives:

- continued support to East Devon District Council to ensure compliance with the council's sterile policy in its social housing, completing joint inspection visits. This work has expanded to include inspections of blocks of flats managed and owned by Private Sector parties to identify non-compliant fire doors and other means of escape issues.
- continued to support Exeter City Council in the implementation of their 'Clear and Safe' policy in their social housing blocks. The 'Clear and Safe' policy is now up and running and the Business Safety Team provides advice and joint visits when requested. This work includes attendance at Rogue Landlord meetings and any subsequent joint inspections.

### **East Somerset**

Work continues to educate local private schools on fire safety. The aims are is to reduce the number fire calls to these premises and complete Fire Safety Checks and Audits to ensure compliance with regulations, particularly in premises containing a sleeping risk. The talks are aimed at House Masters and those responsible for fire safety. The follow up inspections have highlighted fire safety issues, with Notification of Deficiencies letters being sent in some instances.

Partnership work with Cornish Mutual supporting the farming community continues to work well, with positive engagements with Cornish Mutual at The Dairy Show and Frome markets.

Following a recent fire in an "Escape Room" in Poland where five teenagers tragically lost their lives, the Group identified three of these premises within its area. Escape rooms involve participants being locked in a room, requiring them to solve clues to escape and are becoming increasingly popular. All three premises have received Fire Safety Checks during the last quarter, two of the three premises progressing to audits where further action has been required.

Targeted fire safety inspections continue using the Fire Risk Event Data which greatly assists officers to identify risky premises.

## Measures 4-6 Commentary

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The team look forward to the Business Safety Team restructure and continuing to utilise the data to support the introduction of the short audit process.

Somerset East Group continues to work with local partners through Safety Advisory Groups (SAG) across South Somerset and Mendip. Recent inspections have taken place at Yeovil Town Football Club and Wincanton racecourse to support the Local Authority in enforcing the Fire Safety Order. The SAGs are supporting both venues to review Fire and Emergency plans following the introduction of the sixth edition of the 'Safety at Sports Grounds Guide'.

South Somerset SAG have been working with event organisers to achieve compliance following concerns raised at two large music events. The SAG has objected to the license of the 'Shindig festival' on the ground of Public Safety and the 'One Love Festival' is facing legal challenges following safety concerns and licence breaches at their event.

The Group have been supporting Night Time Economy activities, working with partner agencies to make local towns safer, vibrant and more attractive at night. Business Safety Officers have attended another night of action accompanying Police, Local Authority Licencing and Environmental Health Officers with coordinated inspections of licenced premises. Our role has been to ensure premises are maintaining compliance under the Fire Safety Order and provided a good opportunity to check nightclubs and public houses during busy periods. The evening highlighted a number of premises with fire safety deficiencies that require follow up inspections. Currently the work has focused activity in and around the Yeovil area, but this is due to be extended into other towns within the current Group structure.

The Group is still managing a high number of premises where prohibitions, enforcement notices and action plans are in place. Currently there are fourteen prohibition notices, twenty enforcement notices and two action plans in place.

The team is engaging with Responsible Persons in liaison with partner agencies to assist and support businesses to achieve compliance. Non-compliance, prohibition and subsequent enforcement notices have been issued on a number of grade II listed premises. The Group have gained valuable knowledge in dealing with these heritage buildings in recent months with the support of organisational specialists; which has been achieved through various meetings at listed premises and an organised training event at Service Headquarters.

It is anticipated that the Fire Risk Event Data will identify more heritage premises in the coming months. It is expected that this sector will require further education/work once the delivery plan and inspection strategy is established and up and running.

### **North Devon**

Through enhanced links with Cornish Mutual Insurance the protection team has delivered farm safety to over 100 farmers identifying risks and mitigating measures with their businesses.

The team have presented to over 60 Holiday let owners from across the North Devon area offering valuable advice around fire safety within Holiday lets

A member of the North Devon team has presented to the Institute of Clerk of Works AGM highlighting the fire protection requirements for new builds especially after the Grenfell tragedy.

The Barnstaple Group protection team has delivered 'Continual Professional Development' to DSFRS staff, other FRS staff and stakeholders to increase the knowledge of Heritage building risk.

## Measures 4-6 Commentary

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Joint Inspection Programmes with North Devon District council and Torrington District council are expanding. Joint Inspections see Service personnel supporting Environmental Health officers during inspections of Houses in Multiple Occupancy (HiMO). The initiative started in Ilfracombe and is now embedded within Barnstaple, South Molton, Combe Martin, Bideford and Torrington. The inspections mainly target converted premises and high risk occupants. A formal Memorandum of Understanding (MOU) is required to ensure this activity continues within the Torrington District Council area.

The Group have used the Service's Fire Risk Event Data and referrals from the Care Quality Commission, local council Licensing team, Ofsted, complaints and intelligence gained at operation incidents to target delivery of Fire Safety Checks (FSCs) by wholtime watches and protection advocates.

There has been a recent dip in fire Safety Checks due to one of the three advocates leaving the Service and another being on leave. This has highlighted that the current approach to delivery may pose resilience issues.

The Protection team in North Devon are mentoring new Firefighters to enable them to gain the Level 3 protection qualification, allowing them to audit premises.

The protection team has given all the on-call and wholtime staff within North Devon refresher training on dangerous conditions to allow them to identify these issues whilst at incidents and ensure they are dealt with appropriately.

### **South Devon**

Prosecution work is ongoing from inspections of an Airbnb in Torquay which is likely to result in legal proceedings.

Partnership working with Local Authority Housing Officers to reduce the risk in Houses in Multiple Occupancy (HiMO) is ongoing, as a result the criteria for licensing of HiMOs increased in November 2018. This requires licenses to be issued for smaller premises meeting the threshold criteria.

Recent multi-agency activity has taken place in relation to Modern Slavery, several bodies were involved in this project including Police, Her Majesty's Revenue and Customs, Housing Officers, Immigration and Safeguarding Officers. The Group has numerous, successful partnerships that provide the bulk of the most effective visits undertaken within the area.

Compliance events are taking place with presentations provided for Licensing and Landlords forums. Attendance and support provided at Public Safety Advisory Groups is continuing.

Officers have attended several large gatherings prior to events taking place and conducted Special Event Checks, providing support and advice to continue to reduce the risks to members of the public. In particular preparation is taking place for the forthcoming Air shows within the group area and the BMAD festivals.

Shadowing, training and support is being provided for staff new to Business Safety and who are undergoing level three training by the Service. Fire Safety Audits and Checks continue to be followed up by Officers as a result of Watch Fire Safety Checks. The Business Safety structure is undergoing a transition period and Officers are awaiting the strategy and risk profile for the forthcoming year from the Capability Lead.

The Group has performed well against its planned delivery during 2018/19, with the exception of Fire Safety Checks which saw 372 delivered compared to the target of 600. It is worth noting there has been a marked increase in Building Regulation consultations (370 from 250) and four Prosecutions within this time period. Both of these activities are resource heavy both in time and technical skills.

## Measures 4-6 Commentary

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### West Devon

Dockyard familiarisation visits have been completed following an incident that occurred in the Frigate Support Centre. It was agreed to embark on a series of familiarisation visits to cover all operational staff in the Plymouth area to ensure that we continue to deliver the highest level of response to the risks in the West Devon area.

The Group have arranged further visits and have now completed two separate day visits for flexi duty officers whose rota may require them to cover Plymouth. This was well attended with at least eight or nine on each day from Area Manager level down. The feedback received has stated that this visit was extremely beneficial and hopefully this will trigger more staff visiting regularly, access issues permitting.

The Group continue to support the Best Bar None (BBN) initiative. Our activity in the last 12 months includes attending steering group meetings, providing expert guidance and undertaking bespoke fire safety training events & presentations.

These events are free to BBN members and cover-

Fire Safety Order – legal requirements of licensees and owners  
Door staff training – means of escape, occupancies etc.

Best Bar None is an Accreditation Scheme with National Awards supported by the Home Office and the drinks industry which is aimed primarily at promoting responsible management and operation of alcohol licensed premises. The overarching objective is to improve safety within licenced premises (including fire safety), reduce anti-social behaviour and to encourage Plymouth's night time economy.

BBN is run by the licensed trade with strong partnership between police, local authorities and trade and has been running for approximately 10 years. (Used to be known as City Safe).

Since DSFRS involvement, scheme membership has increased with membership being from a mixture of national brands and independent venues.

In addition, the Group support funding which assists Best Bar None in continuing to deliver this important work. To date, DSFRS have committed around £6000 to the Best Bar None Scheme.

In early November the West Devon Group Commander represented DSFRS at their annual awards ceremony held at The Crowne Plaza Hotel, Plymouth. This event was to recognise the achievements of scheme members and to thank Partner's for ongoing support. DSFRS took part in a BBN promotional video to showcase the Awards ceremony and the scheme.

Plymouth BBN scheme attended the House of Lords on Monday 4 February and was awarded Best National Scheme for a second year running, the only scheme to have retained the title two years in a row.

Attendance at the BBN steering group has led to further events supported by the service such as-

Attendance at Plymouth University Fresher Fayre to promote fire safety for students;  
RTC reduction & driving under the influence of alcohol and drugs – Scheduled TBC;  
Water Safety Awareness – due to proximity of licenced venues to the waterfront.

## Measures 4-6 Commentary

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Due to the specialist rescue activities undertaken at Camels Head the group have been working more closely with our partner agencies. This has included undertaking initial scoping meetings to familiarise crews with the capabilities of each organisation and collaboration at operational incidents.

In the last 12 months watches have been allocated geographical areas of coastline as point of contact. They have facilitated joint training events on station and undertaken exercises. This is an ongoing relationship and built into the station performance expectations set by the group.

Feedback has confirmed that this has been extremely beneficial to both organisations

The Group is participating in the Redeeming our Community (ROC) forum to help celebrate the good that is already happening in our community. ROC's primary focus is to influence community transformation by creating strategic partnerships between statutory agencies, voluntary groups and churches. Helping to identify the key issues that need addressing and suggesting practical solutions.

ROC Conversations have made a difference in over 160 communities in the UK. As one person described it, "Great and encouraging event and something I'd love to get involved in. Great for all the community to be together", another person said, "I feel like we've really achieved something!"

Personnel from Station 57, Tavistock, have attended Action Group meetings on a quarterly basis to engage with the scheme, the community and to see how best we can become more involved as a service.

### **West Somerset**

The Group's Business Safety Team continues to work in line with Service expectations and is now seeing a greater proportion of inspection activities leading to formal enforcement action and consideration for prosecution where necessary.

West Somerset has embedded an officer within the Hinkley Point C (HPC) team who has focused on business safety checks and visits to premises and businesses that offer accommodation to HPC staff such as hotels, B&B's, pubs with accommodation and caravan parks.

The team also submitted a detailed Christmas safety campaign to organisations including the EDF accommodation team, HPC campus accommodation teams and local authority housing teams linked to local landlords and businesses.

This was supplemented by an on-site Christmas safety campaign given to the EDF Fire Safety and Health and Safety teams for use with the contractors before the Christmas break.

The Group are supporting the transition to a new business operating model which will see the management of the business safety team migrate from Group to a central team, whilst still maintaining a geographical hub within Group.

Following a review of wholetime watch commitments, their work expectations and targets have increased to four fire safety checks per tour. These are a combination of Fire Risk Event Data led premises and an expansion of targeting fast food premises with accommodation. Targeting areas of Taunton and Bridgwater with a history of low compliance in areas of deprivation.

The Group have completed over 450 Fire safety checks (carried out by crews) which have resulted in 21 compliance events.

## Measures 4-6 Commentary

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The team have continued to undertake our statutory Building Regulation and licencing consultations within the appropriate timescales.

Operational crews are now supported by a bespoke Business Safety Officer either accompanying visits to develop staff or located in close proximity to enable a rapid response to fire safety contraventions – improving appliance availability.

Local Authority Environmental Health Officers, having seen the progress made to date in identifying and processing non-compliance by this Business Safety Team, now wish to investigate an expansion to facilitate joint inspection activity.

Availability of business safety advocates and fire safety advisors is limiting the capacity for fire safety checks in on-call stations areas, but it is aimed to recruit further advocates alongside community safety advocates in the last quarter.





Business safety specialist officers continue to carry out statutory consultations for both West and East Somerset groups as they have current staffing challenges. Specialist business safety officers continue to support wholtime watches and advocates through continual development and/or receiving referrals from fire safety checks and also inspecting premises of higher complexity in line with FRED data.

Partnerships with Avon and Somerset Police continue to be improved, with regular meetings to identify premises subject to the Fire Safety Order, that could indicate low standards of fire safety compliance but may also have links into Organised Crime Groups (OCG's) and vulnerable persons.






## Performance Measures 7 & 8

### Measure 7: Emergency Response Standard - first appliance in attendance at fires where people live within 10 minutes of emergency call answer

	Q3-Q4 18/19	Q3-Q4 17/18	% pt. var.	YTD 2018	YTD 2017	% pt. var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	72.5%	69.1%	3.4% 	72.5%	71.4%	1.1% 		

Data is showing improvement across all comparatives for ERS to fires where people live. Q3 and Q4 2018/19 has seen an improvement of 3.4% pt. compared to previous year, with year to date and rolling three and five-year-trends all indicating a positive direction of travel.

### Measure 8: Emergency Response Standard - first appliance in attendance at Road Traffic Collisions within 15 minutes of emergency call answer

	Q3-Q4 18/19	Q3-Q4 17/18	% pt. var.	YTD 2018	YTD 2017	% pt. var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	76.8%	74.3%	2.5% 	77.0%	75.1%	1.9% 		

Data is showing improvement across all comparatives for ERS to RTCs. Q3 and Q4 2018/19 has seen an improvement of 2.5% pt. compared to previous year, with year to date and rolling three and five-year-trends all indicating a positive direction of travel.

## Measures 7-8 Commentary

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### **East Devon**

Organised modular assessments for firefighters are continuing to take place, facilitated within East Devon Group. This is proving successful in improving timescales for firefighters in development and thus improving fire cover.

The Group is continuing with pre-Incident Command Skills (ICS) assessments for Firefighters attending Level 1 ICS assessments.

The group continues to monitor ERS performance and work with all stations to minimise attendance times, this has facilitated delivery of Rapid Intervention Vehicles to Tiverton and Budleigh Salterton.

### **East Somerset**

Stations in East Somerset have been actively planning crewing availability and identifying skills development opportunities for staff through appliance driving and incident command, to support appliance availability.

Crewing Coordinators continue to work with Community Firefighters and colleagues on the crewing pool to ensure appliance availability at key stations.

Somerset East are actively engaged in recruitment across the Group to ensure sufficient crewing is maintained; supporting availability, public and staff safety. This is being targeted to ensure that we recruit the best possible candidates, who will provide cover at the times when it is most needed and a workforce that is reflective of the community that we serve. The Group is actively engaging more with females and those from minority groups.

Recent recruitment campaigns at Frome and Chard have been particularly successful, and a "Have a go" day at Martock has just been delivered where members of the public were able to handle the equipment under controlled conditions.

### **North Devon**

All the on-call stations within North Devon Group are currently under establishment, with recruitment proving to be a challenge. In order to increase first pump availability a decision was taken to pay staff for giving over their contracted hours, in times of need, to keep the pump available. This was offered to all stations in Group and capped so as to ensure work life balance, but has had a positive influence on the first pump availability.

The second pump availability is often impacted due to the crewing pool staff moving from their home station to support priority first appliances in other locations.

The Wholtime watches at Barnstaple are actively contacting the Operational Resource Centre if the watch has spare personnel to ensure they are used effectively to support stations within the Group, enhancing first pump availability.

### **South Devon**

The on-call crews across the group have continued to struggle with traffic when responding to the station, which is having an adverse effect on ERS. The 'FIRE' signs being trialled at Newton Abbot will be evaluated. The results of this trial may encourage this system to be implemented service-wide.

The availability is adversely affected by the performance of some second and third appliances within the Group. It is anticipated that this will be improved through the introduction of different crewing models and

## Measures 7-8 Commentary

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changing appliances to reflect local risk profiles.

A flexible crewing arrangement at Dartmouth has seen improvements in the groups' availability. However due to a low establishment this station remains vulnerable to unforeseen staff issues such as short term sickness, and commitments to primary employment. A targeted recruitment campaign at is under-way, whilst all stations continue to advertise using the standard methods. The ambition is to increase the establishment at Dartmouth by targeting recruitment in a wider catchment area and promoting DSFRS as an inclusive employer.

The 'Have a go day' at Totnes attracted 24 people who are considering joining the on-call. These were spread from stations across the group, however no one from Dartmouth attended hence the recruitment drive above. The group will be working hard to maintain momentum for new applicants to assist them through the process in a speedy and effective manner.

### **West Devon**

Since March 2018 West Devon Group have recruited 20 On Call Firefighters across seven stations and a further three potential recruits are at the medical stage and if passed will be placed onto training courses.

### **West Somerset**

West Somerset Group are continuing to identify areas of reduced crew availability within its on-call stations and are working with these station management teams to understand and support these crewing issues.

Where recruitment is an issue the Group are working with local communities and businesses to encourage more applicants. A successful recruitment campaign in Taunton has resulted in over 10 applicants moving forwards to interview.

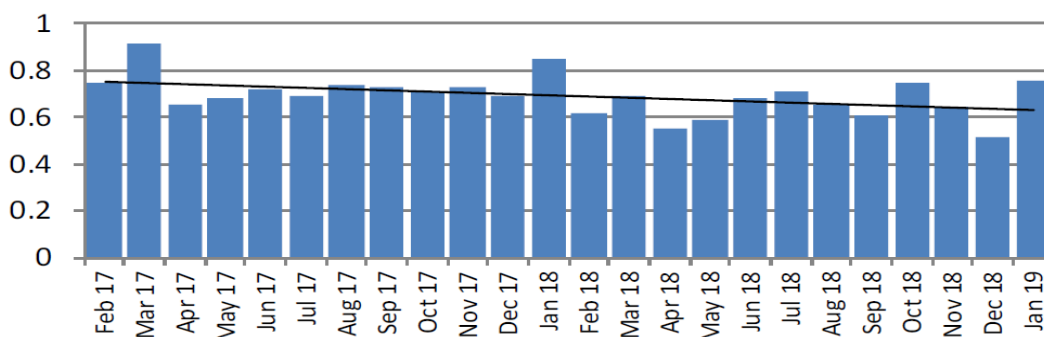
The 999 Academy at Bridgwater College hosted a graduation ceremony which was well supported by our partner 999 agencies and local businesses. Two of the graduates have gone on to join DSFRS and have just successfully completed their recruits course at Severn Park and now provide on-call cover at Bridgwater fire station.

## Performance Overview - Sickness

### Priority: Staff Safety - Sickness Rates

Measure Breakdown	Actual Apr-18 to Jan-19	Previous Apr-17 to Jan-18	% Variance
Sickness Rates (All Staff)	6.44	7.20	-10.50%

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



Sickness Rates by Post Type Apr-18 to Jan-19	Wholetime Station Based Staff			Wholetime Non-Station Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
<b>Overall Sickness Rate</b>	7.97	7.19	10.9%	3.98	5.67	-29.8%
Days / Shifts Lost	2990.0	2570.5	16.3%	748.5	1191.0	-37.2%
<b>Sickness Rate - Long Term*</b>	4.89	4.07	20.3%	2.36	3.83	-38.4%
Days / Shifts Lost - Long Term	1835.0	1453.5	26.2%	443.0	803.0	-44.8%
<b>Sickness Rate - Short Term Cert**</b>	1.26	1.14	10.0%	0.71	0.86	-16.9%
Days / Shifts Lost - ST Cert.	472.0	409.0	15.4%	134.0	180.0	-25.6%
<b>Sickness Rate - Short Term***</b>	1.82	1.98	-8.1%	0.91	0.99	-8.0%
Days / Shifts Lost - ST	683.0	708.0	-3.5%	171.5	208.0	-17.5%

Sickness Rates by Post Type Apr-18 to Jan-19	Control			Support Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
<b>Overall Sickness Rate</b>	6.64	10.37	-36.0%	5.97	8.08	-26.1%
Days / Shifts Lost	225.2	366.5	-38.6%	1544.8	1941.1	-20.4%
<b>Sickness Rate - Long Term</b>	2.64	6.86	-61.5%	3.15	5.21	-39.5%
Days / Shifts Lost - Long Term	89.7	242.5	-63.0%	815.2	1250.6	-34.8%
<b>Sickness Rate - Short Term Cert.</b>	2.29	2.15	6.3%	1.07	0.99	8.6%
Days / Shifts Lost - ST Cert.	77.5	76.0	2.0%	277.0	237.0	16.9%
<b>Sickness Rate - Short Term</b>	1.71	1.36	26.0%	1.75	1.89	-7.3%
Days / Shifts Lost - ST	58.0	48.0	20.8%	452.6	453.5	-0.2%

\* Long Term Sickness: >28 Calendar Days

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

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