



LONDON FIRE BRIGADE

# Performance Report – September

Data to the end of August 2022

For Discussion

Senita Rani Robinson, Head of Performance Management

# LFB Performance Headlines

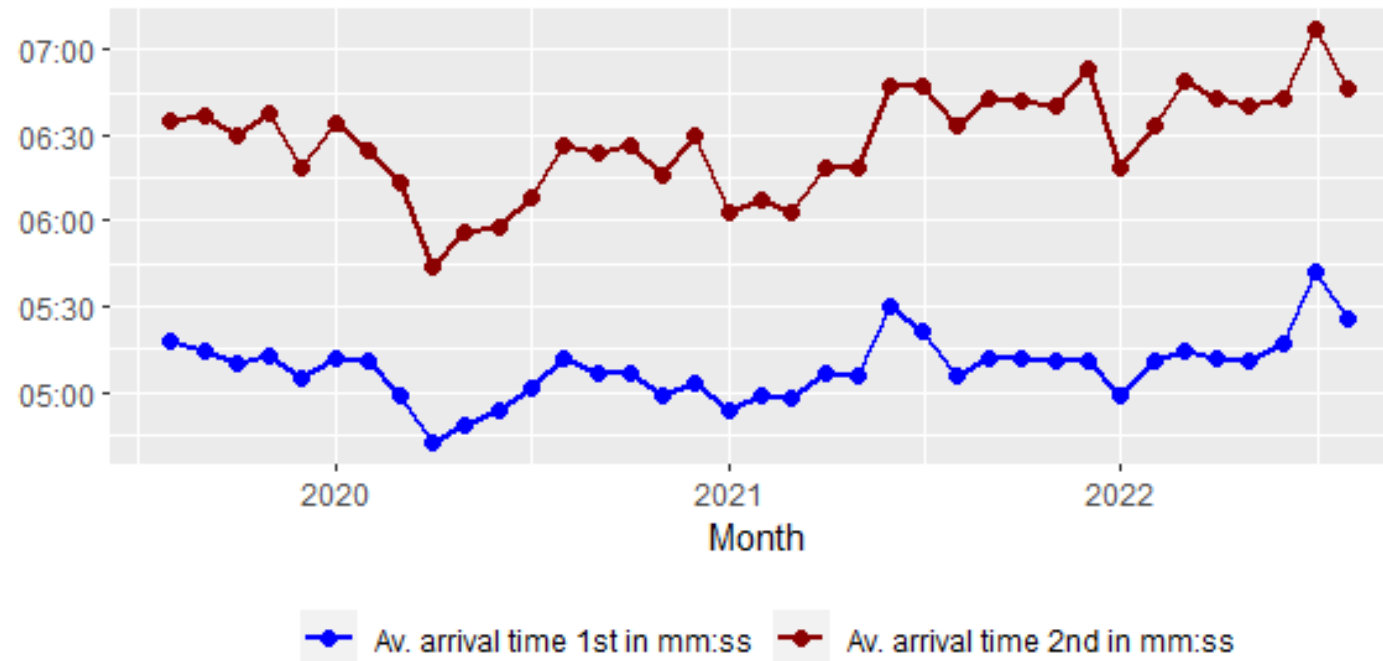
- Average waiting times remain within target
- 13/38 targets met
- 11 KPIs have seen a **positive** shift in performance
- 5 KPIs have seen a **negative** shift in performance
- 23 KPIs have seen **stable** performance

Grenfell  
Recommendations  
Completed

26/29

HMI  
Recommendations  
Completed

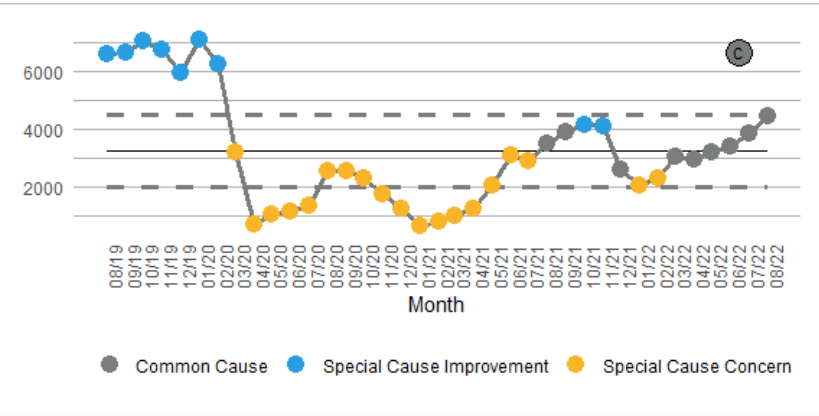
18/26



# Prevention

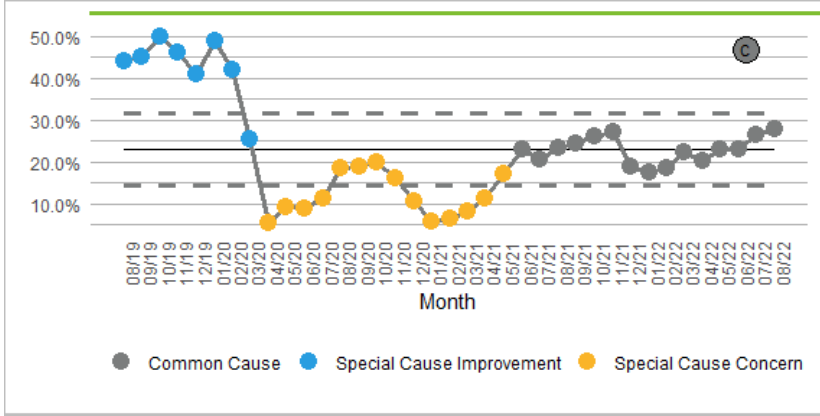
Percentage of time on community safety and number of HSFVs have returned to normal limits following a significant drop at the start of Covid. Positive outlier for time spent on community safety activity.

Number of HFSVs (monthly)



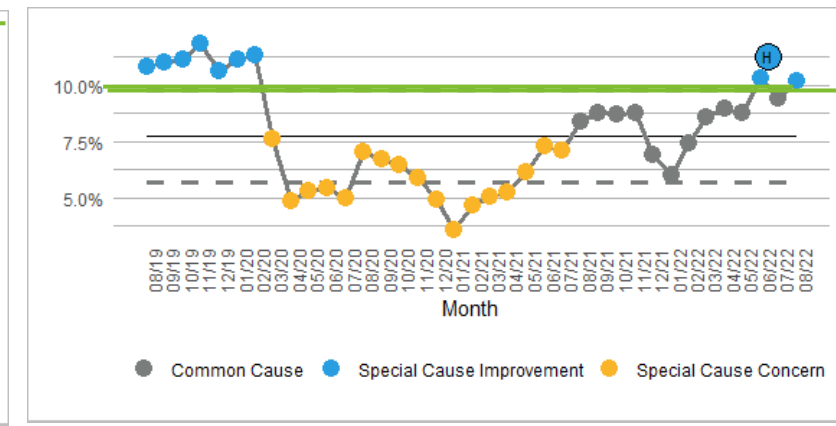
12 month rolling target 76,000 | Aug 2022: 40,354 X

% Priority HSFVs as proportion of overall target



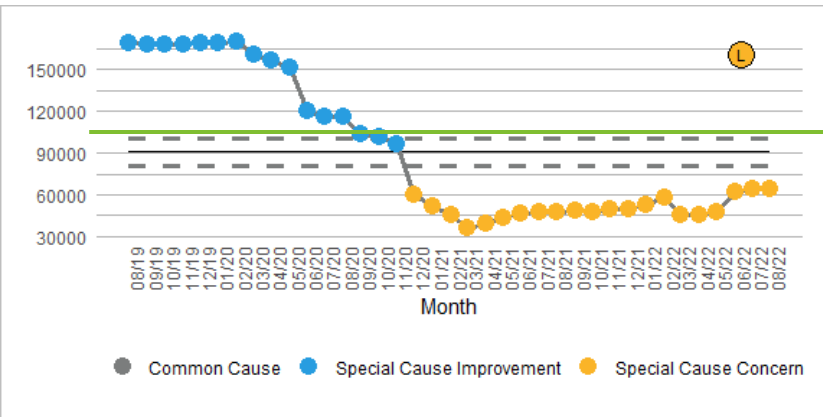
Monthly target 75% | Aug 2022: 27.9% X

% time spent by station staff on comm safety



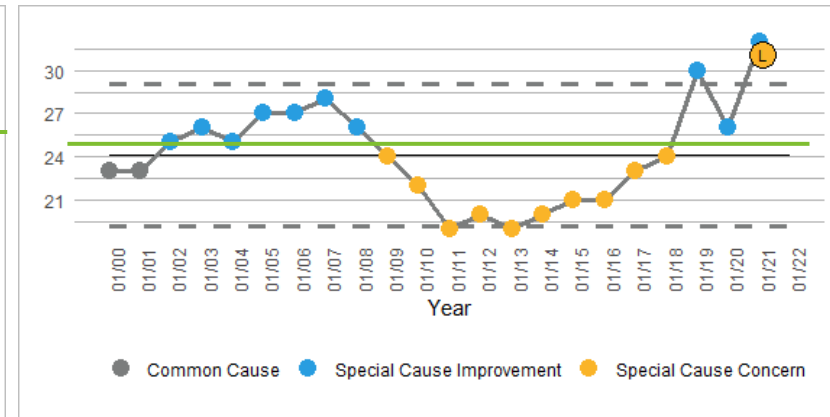
12 month rolling target 10% | Aug 2022: 8.59% X

Educating Young People (rolling 12 month)



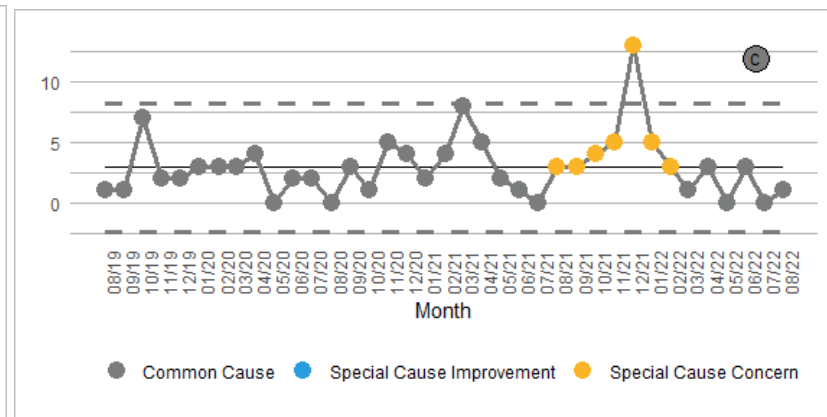
12 month rolling target 100,000 | Aug 2022: 64,221 X

# Boroughs below 13.4 rate of primary fires



Annual target 25 | 2020/21: 32 ✓

All fire deaths (monthly)

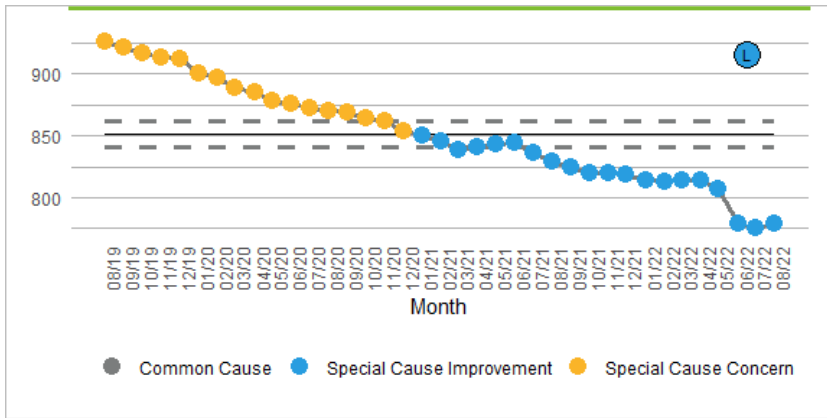


10 year average target 50 | Aug 2022: 45 ✓

# Prevention

Targets for injury from fire and rate of home fires met. Negative statistical shift for accidental deaths starting in November 2021, though it is decreasing.

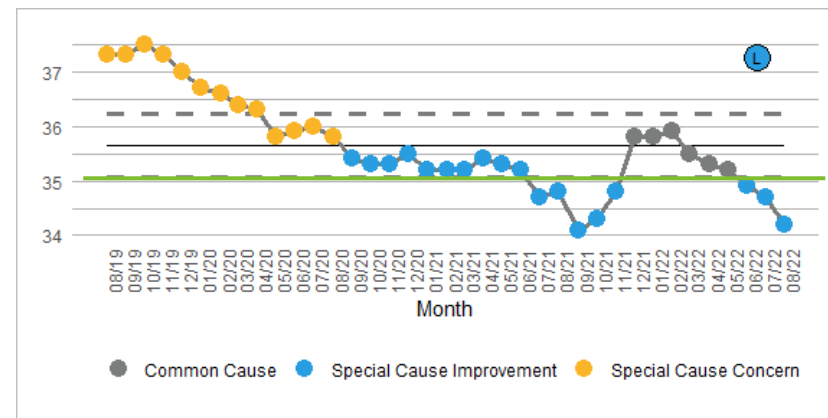
Injury from Fire (5 yr rolling average)



5 year rolling average target 1,000 | Aug 2022: 779



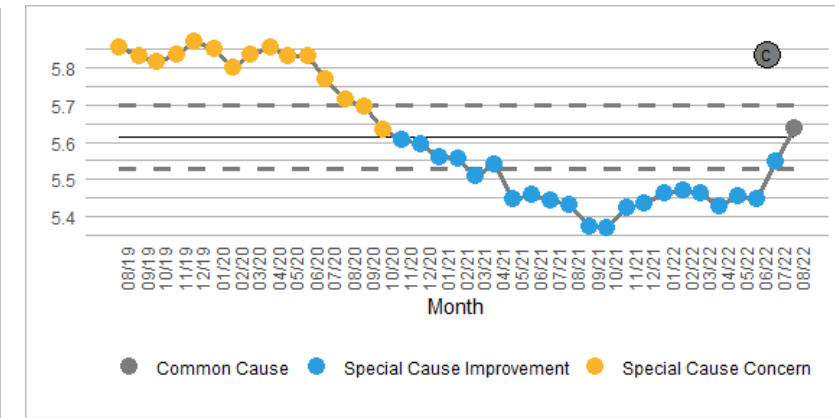
Accidental Fire Deaths in the home (10 yr av.)



10 year rolling average target 35 | August 2022: 34



Rate of Home Fires (per 10,000 pop)



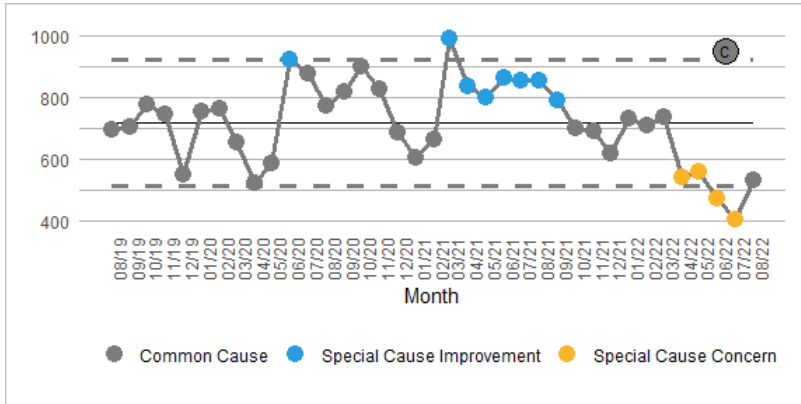
12 month rolling target 6,000 | Jul 22: 4,996



# Protection

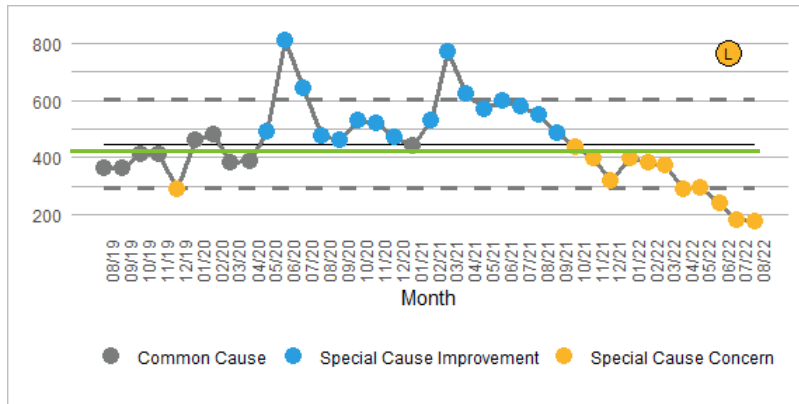
Number of false alarms due to AFA in non-domestic buildings have returned to normal limits following a period of significant increase. The rate of non-residential fires has been increasing since October 2021. Significant improvement seen in percentage of alleged risk risks addressed within target.

All fire safety audits/inspections (monthly)



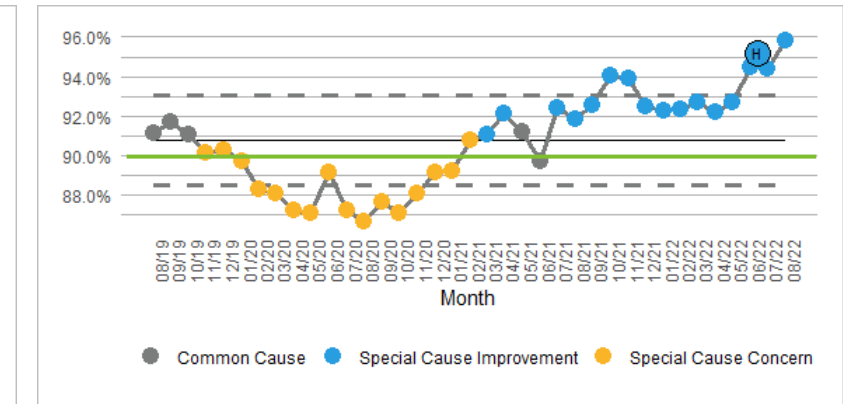
Year-end target 9,000 | Apr-Aug 2022: 2,813 X

Fire Safety Inspections/Audits in High-risk Premises



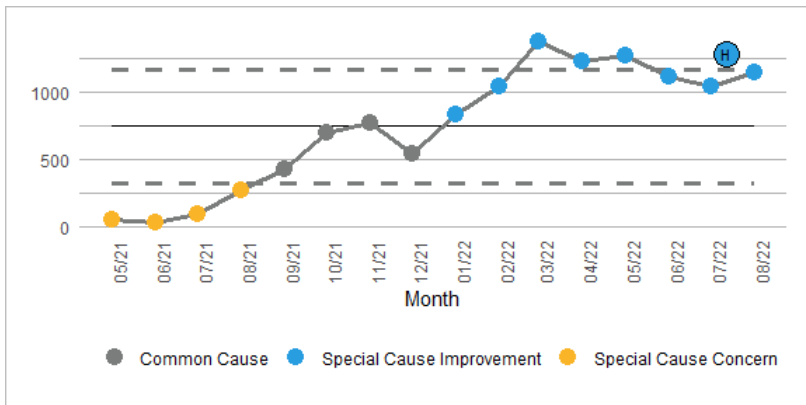
Monthly target 420 | Aug 2022: 176 X

Alleged Fire Risks Addressed within 3 hours



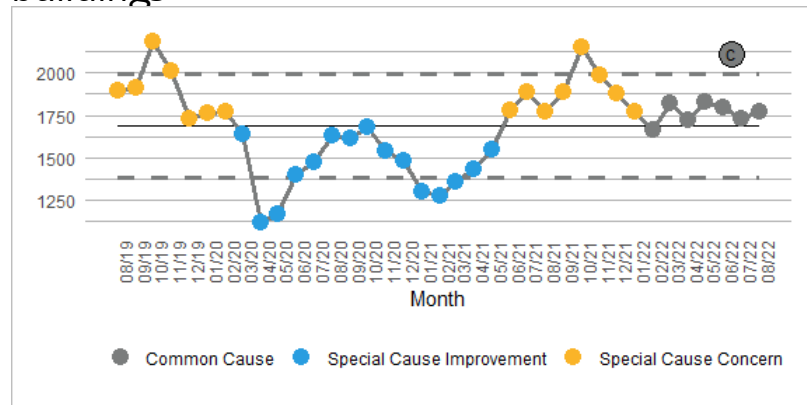
12 month rolling target 90% | Aug 2022: 95.8% ✓

Number of fire safety checks



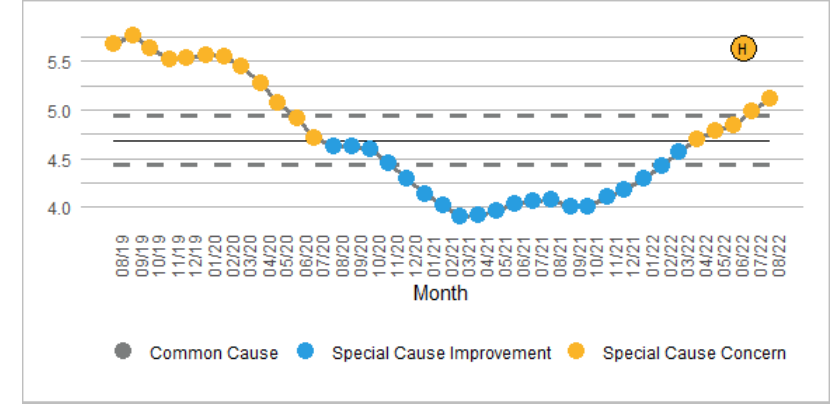
Year-end target 20,000 | Apr-Aug 22: 5,805 X

False Alarms due to AFA in non-domestic buildings



12 month rolling target 20,000 | Aug 2022: 22,050 X

Rate of Non-Residential Fires (per 1,000 non-residential buildings)

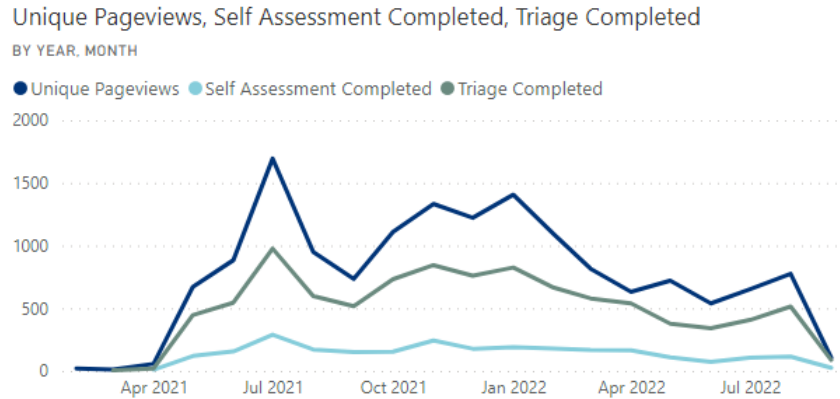


12 month rolling target 2,500 | Aug 2022: 1,586 ✓

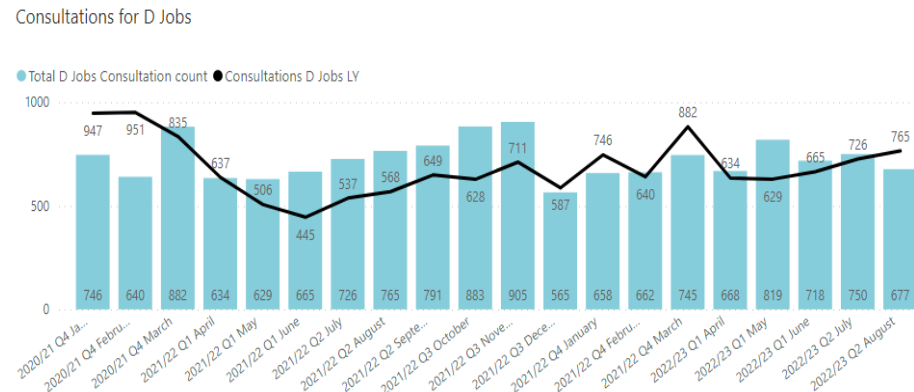
# Protection & Prevention Activity

The number of triages has dipped over the last couple of months. The number of building consultations remains stable just below 20/21 performance.

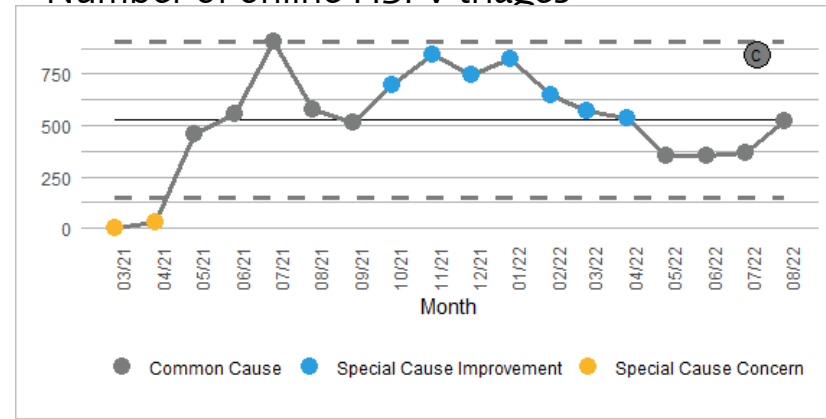
Online Home Fire Safety Checker Activity



Number of building consultations



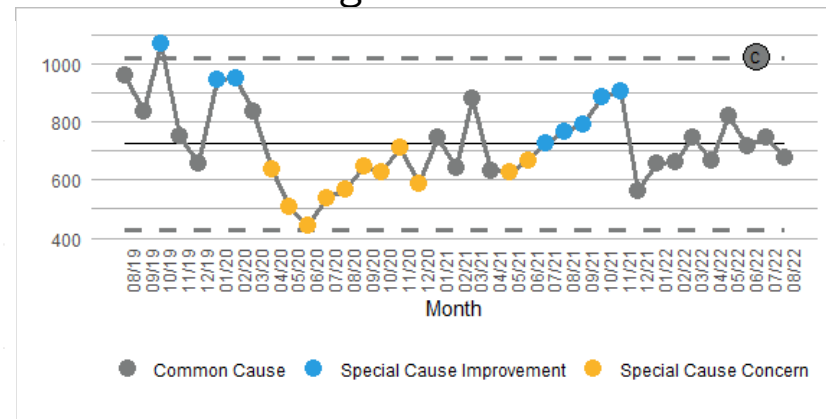
## Number of online HSFV triages



Year-end target 15,000 | Apr-Aug 2022: 2,187



## Number of building consultations



Apr-Aug 2022: 3,632



# Key Points & Actions

## Key Points from Last Month

- In-person HFSVs
- Audits
- Building consultations
- Educating Young People Update



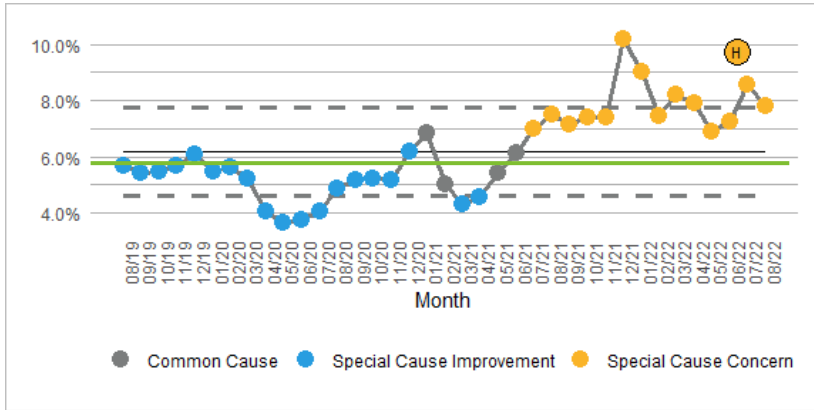
## Key Actions for This Month

- The Brigade is moving forward with an HFSV strategy which is currently in the governance process. However, there has been an upward trend seen for several months with regard to both overall numbers and the proportion which are high-risk.
- Fire safety audit inspections had declined this month due to leavers and starters, and the requirements of the competency framework increasing the time spend on continued professional development. This was managed by Fire Safety's internal learning and development team.
- This measure is reflective of the demand but not the quality offered by our teams. AC fire safety will work with the Head of Performance Management to set a response time target.
- Now schools have reopened following the summer holidays school officers will be returning to schools, the cadet hubs will be reopened and the junior citizens programme is being reintroduced.

# People

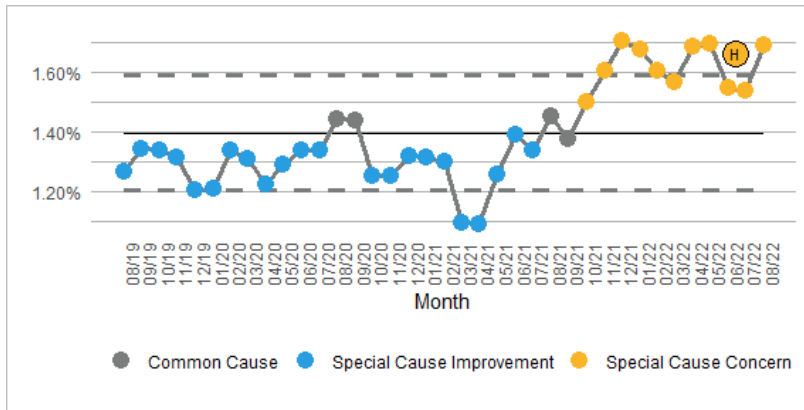
Negative statistical shift in the percentage of working day lost to sickness across the LFB including specifically stress, anxiety and depression. All other measures remain stable. Skill gap figures are identical to last month.

### % Working Day Lost to Sickness - All Staff



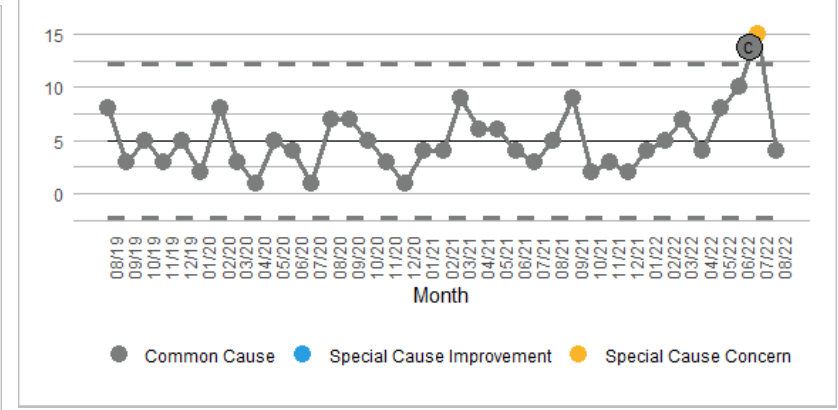
Monthly target 5.75% | Aug 2022: 7.9% X

### % Working Day Lost to SAD - All Staff



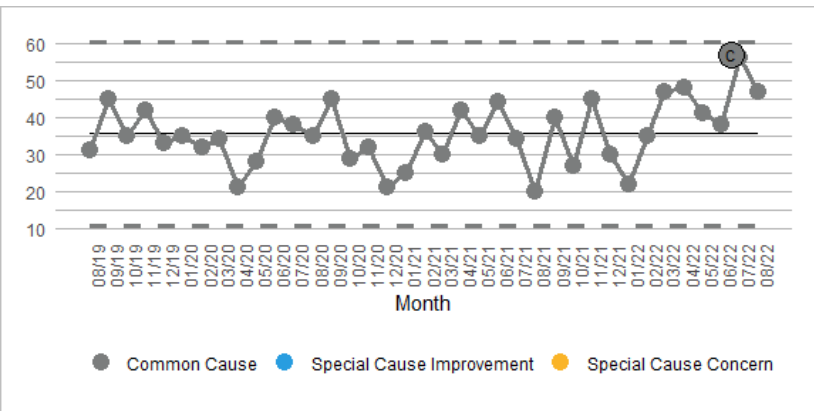
Aug 2022: 1.7% NA

### RIDDOR



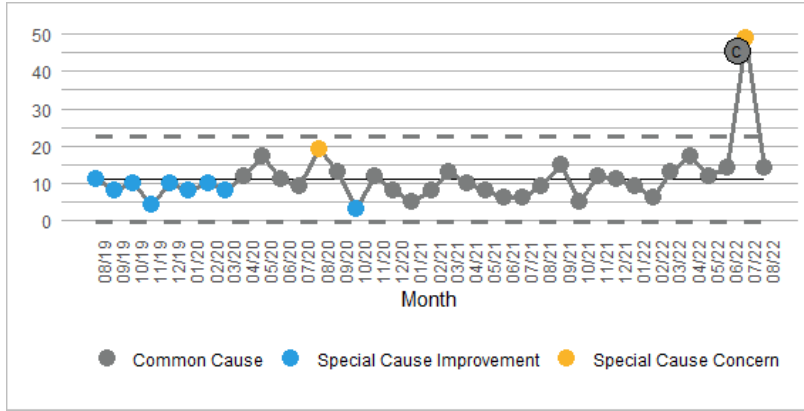
12 month rolling target 62 | Aug 22: 73 X

### RTCs involving Brigade vehicles



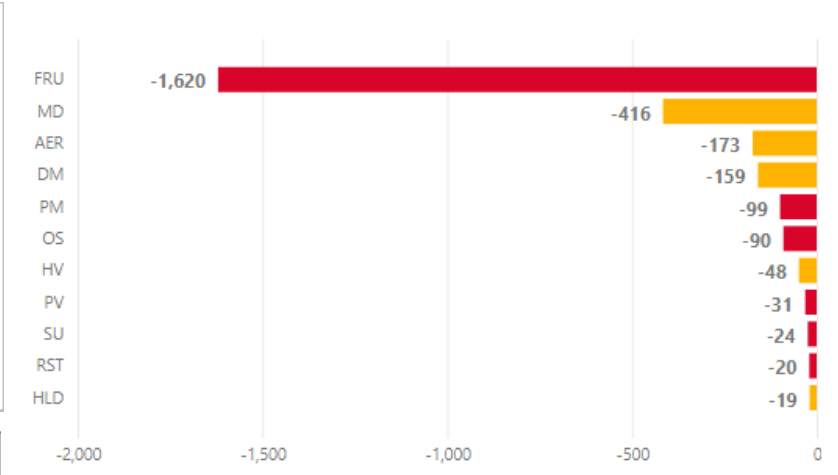
12 month rolling target 390 | Aug 2022: 476 X

### Injuries from Operational Incidents



12 month rolling target 100 | Aug 2022: 177 X

### Skills gap by skill (with drill down)

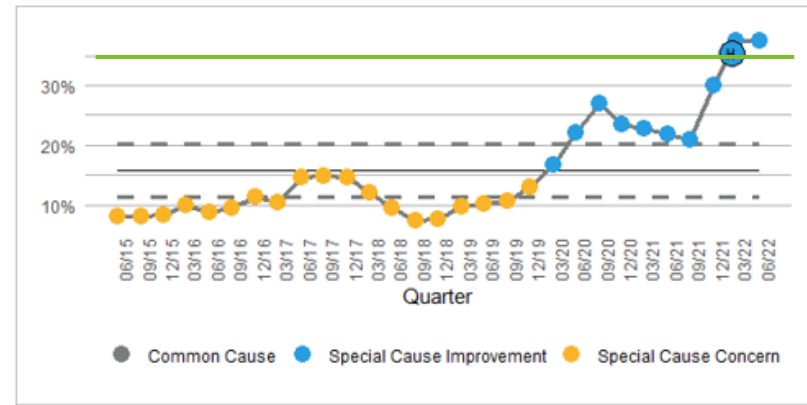




# People: Equality & Diversity

Targets for percentage of trainee firefighter intake who are BAME or female is above target in April.

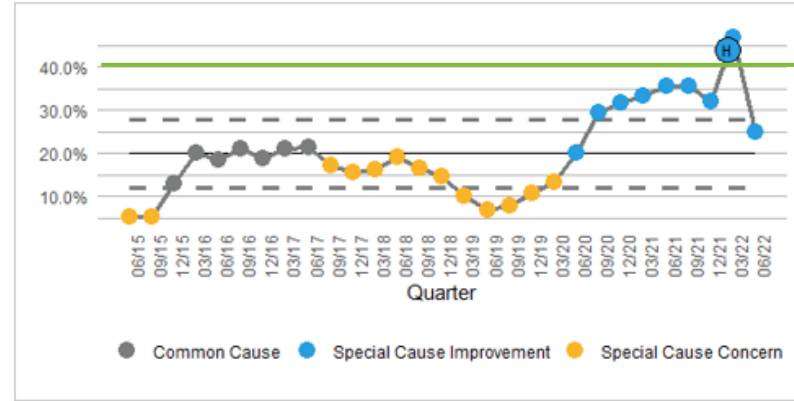
CO7B : Trainee firefighter intake - % women - 12 month rolling



12 month rolling target 35% | Jun 2022: 37.5%



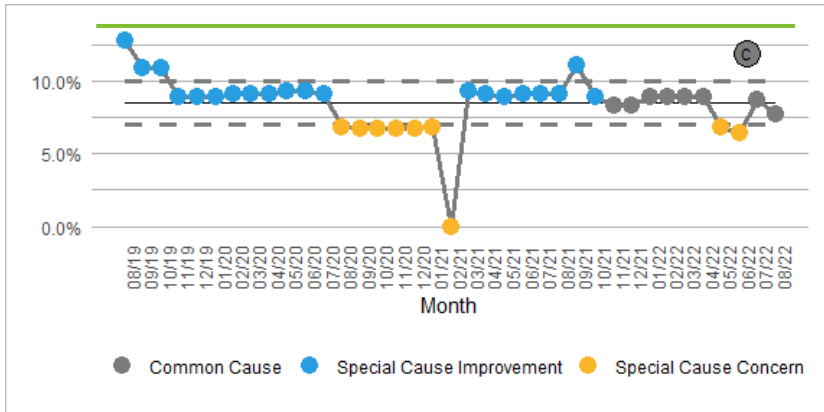
CO7A : Trainee firefighter intake - % Black, Asian and Minority Ethnic - 12 month rolling



12 month rolling target 40% | Jun 2022: 25%



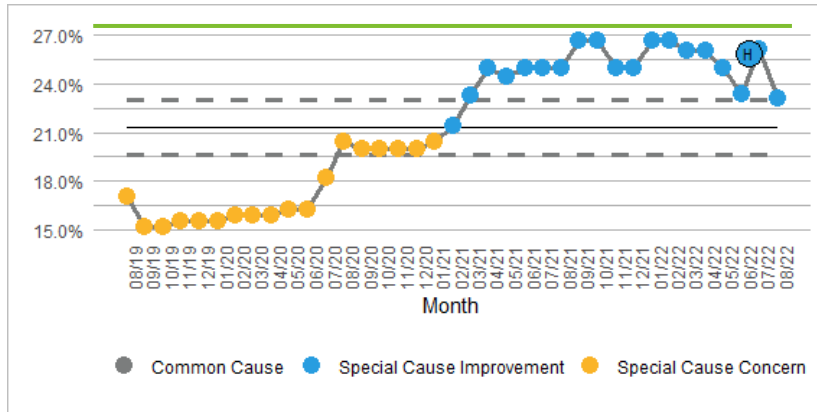
% Top Management Group who are BAME



Target 15% | Aug 2022: 7.7%



% Top Management Group who are female



Target 35% | Aug 2022: 23.1%



# Key Points & Actions

## Key Points from Last Month

- Percentage of working day lost to sickness remains significantly higher than average
- There was a spike in the number of Injuries from Operational incidents in July



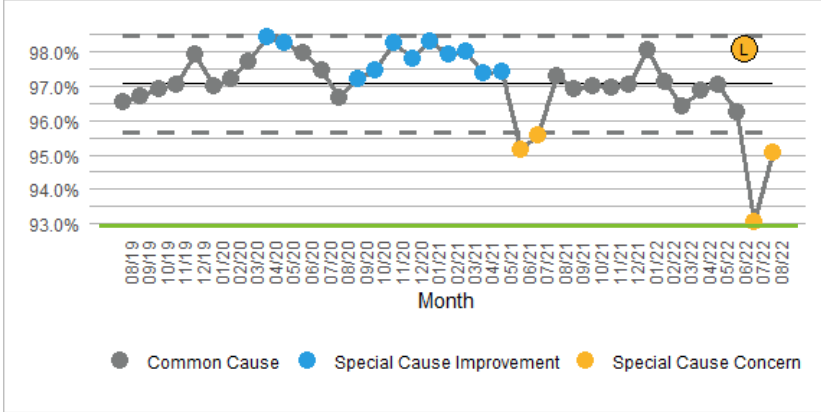
## Key Actions for This Month

- LFBs Wellbeing Strategy was approved by the Commissioners Board and also Fire Resilience Board. Integral to the strategy is the creation of Local Wellbeing Partners (LWPs) – one per Watch/per fire station/per departmental team. The LWPs will be responsible for delivering wellbeing messaging on a face to face basis. They will also have a direct channel of communication to the Wellbeing Team who will provide both support and receive feedback about wellbeing matters affecting staff at a local level. It is proposed to use this information to better inform the development of needed wellbeing interventions.
- The jump in the Ops Injury figures for the month of July can partially be explained by a large number of heat exhaustions due to the hot weather, most of them attending grass fires. This can also be correlated with the increase in the number of Ops events attended during the period.

# Response

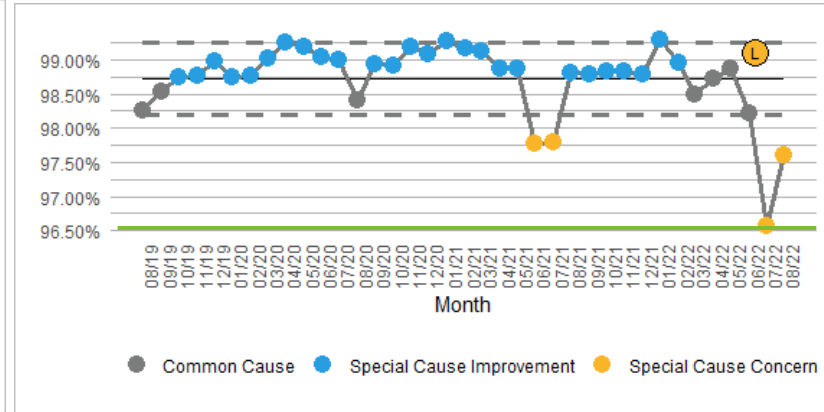
Arrival times continue to be above target for both 10 and 12 minutes, though much lower than usual. The average time to appliance dispatch and percentage of calls answered within 7 seconds are stable.

First Appliance Arrival - % within 10 minutes



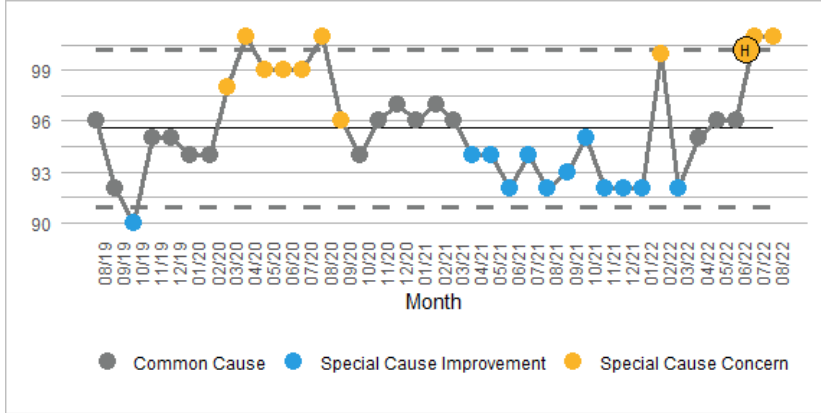
12 month rolling target 90% | Aug 2022: 96.4% ✓

First Appliance Arrival - % within 12 minutes



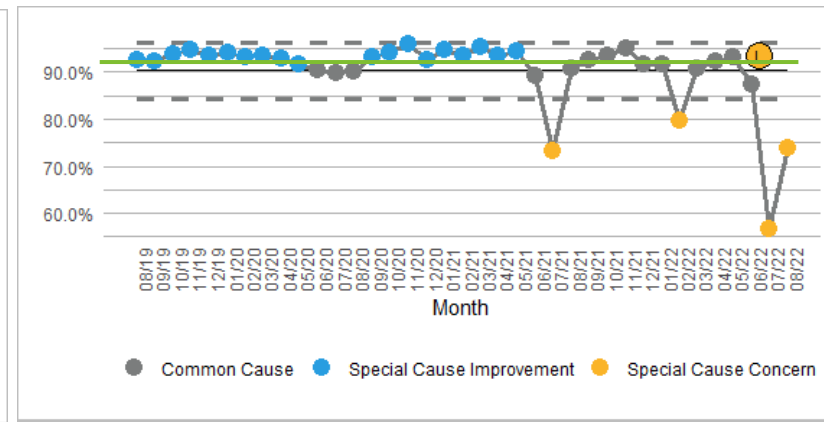
12 month rolling target 95% | Aug 2022: 98.5% ✓

Average time from answering 999 call to appliance dispatch



12 month rolling target 100 | Aug 2022: 96 ✓

999 Calls - % Answered Within 7 Seconds



12 month rolling target 92% | Aug 2022: 85% ✗

HIGH RISE RESIDENTIAL PRAS  
PARENT ADDRESSES



Epips - 6 or more storeys  
BY YEAR

Year	Epips	UPRNs	HR clusters
2022	185	180	30
2021	1094	1082	635
2020	2198	2174	1418
2019	1247	1225	831
<b>Total</b>	<b>7520</b>	<b>7404</b>	<b>4435</b>

# Key Points & Actions

## Key Points from Last Month

- Negative outliers for both response backstop measures



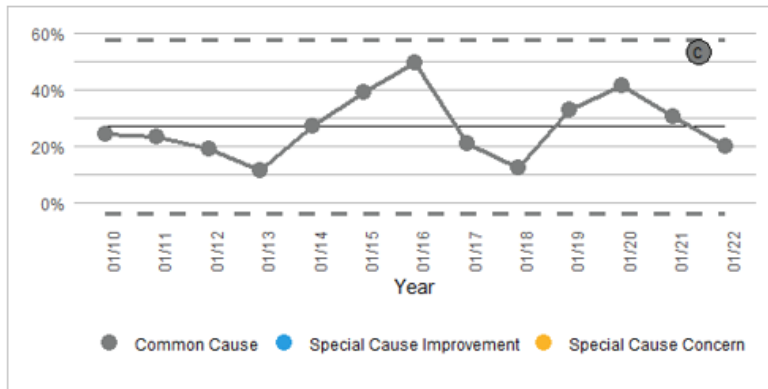
## Key Actions for This Month

- Response times remain above target and significantly recovered from the outlier seen in July. However, circumstances remain challenging and we have utilised agile mobilising as a mitigation.

# Resources

Spend with SMEs remains stable and below target. CO2 emissions compared to 1990 continue to decrease. Statutory info requests handled on time have increased significantly, performance better than target after being below during 2020 and the first half of 2021.

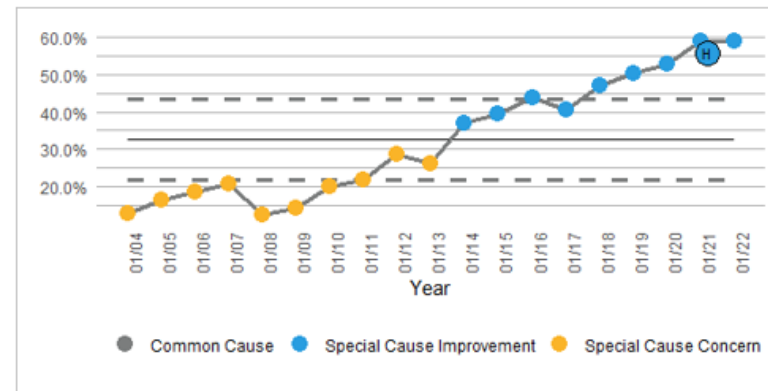
CO14 : Spend with SMEs



Annual target 33% | 2020/21: 20%

X

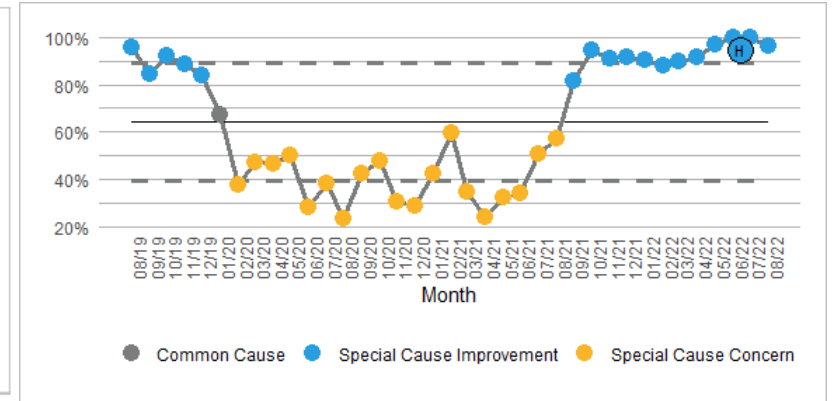
CO15 : CO<sub>2</sub> reduction from 1990 levels (%)



Annual target 60% | 2020/21: 59.1%

X

CO10 : Statutory Info Requests Handled on Time



12 month rolling target 95% | Aug 2022: 92.5%

X

# Appendix

# SPC Charts

The graphs in the following report are mostly represented as SPC charts. These are statistical process control charts which show you whether there has been any statistically significant change. This change can take two forms:

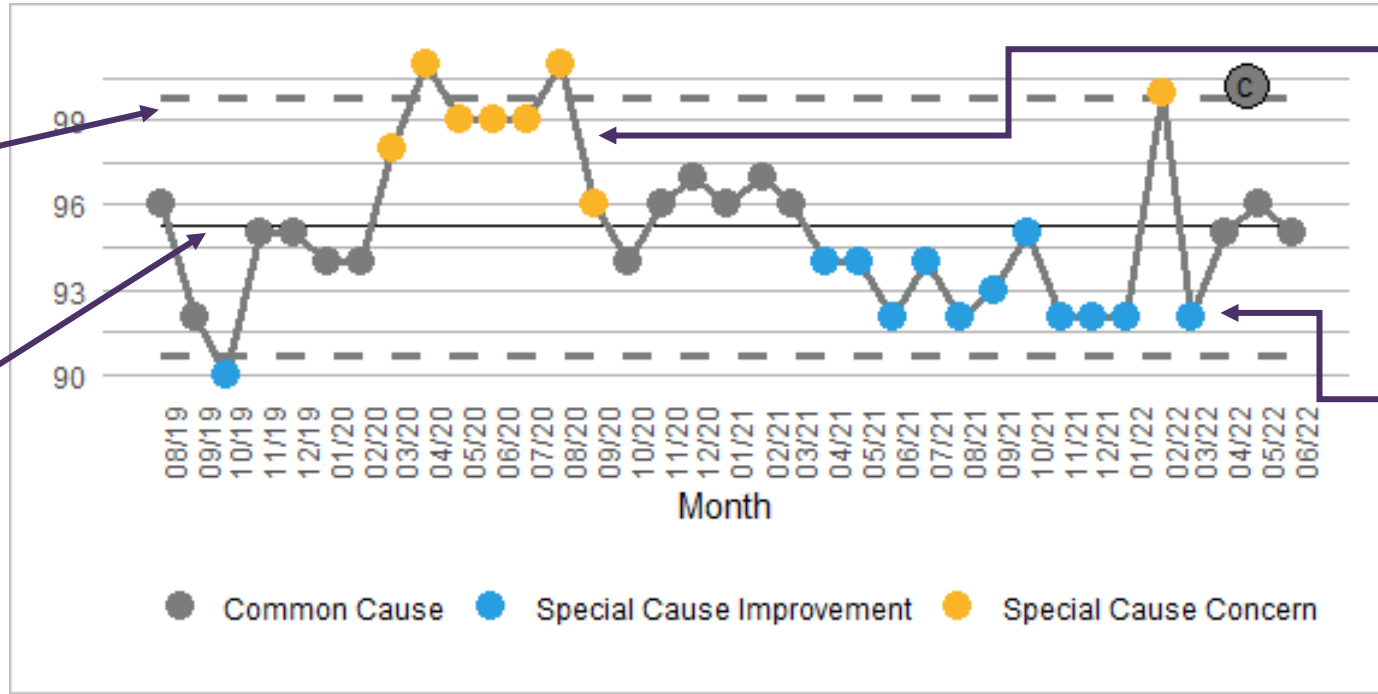
- **Outliers** are data points which sit outside the control limits and represent true statistical outliers.
- **Shifts** are when we see a run of 7 or more data points either above or below the mean.

The next slide will show an example.

# Example SPC chart

Grey dashed lines represent the upper and lower control limits

The thin black line represents the mean



The run of yellow dots in 2020 show statistically poor performance over this timeframe, with two negative outliers.

Blue dots represent positive variation outside of expected limits. Here we have a run of >7 blue dots all below the mean which represents a statistically significant improvement in performance.

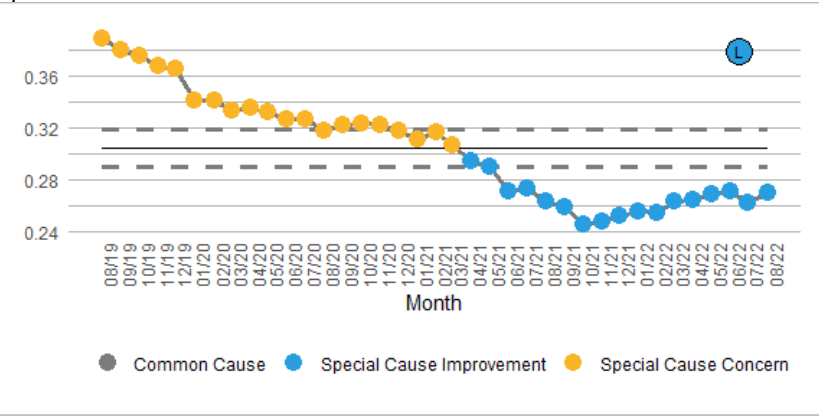
12 month rolling target 100 | Jun 2022: 94 ✓

Where there is a target, this bar will tell you the threshold and the latest month performance. The colour of the box tells you whether the target has been passed or failed whereas the fill tells you the RAG rating. E.g. this measure has a green fill with a tick meaning it is RAG rated green and the target has been passed.



# London Safety Plan Indicators

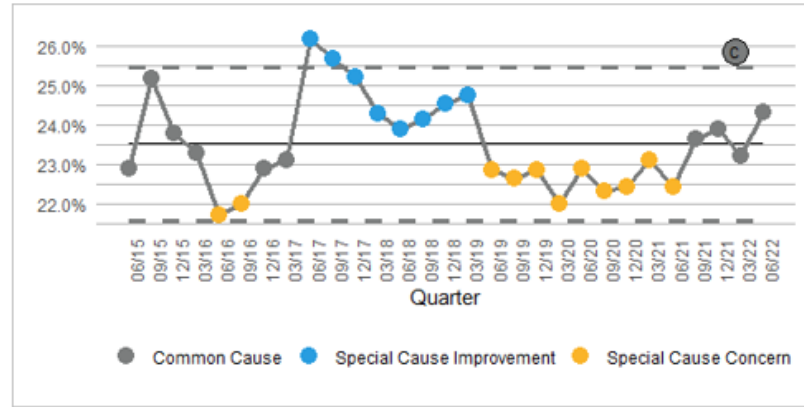
Rate of Care Home Fires  
per 100 care homes



12 month rolling target 400 | Aug 2022: 243



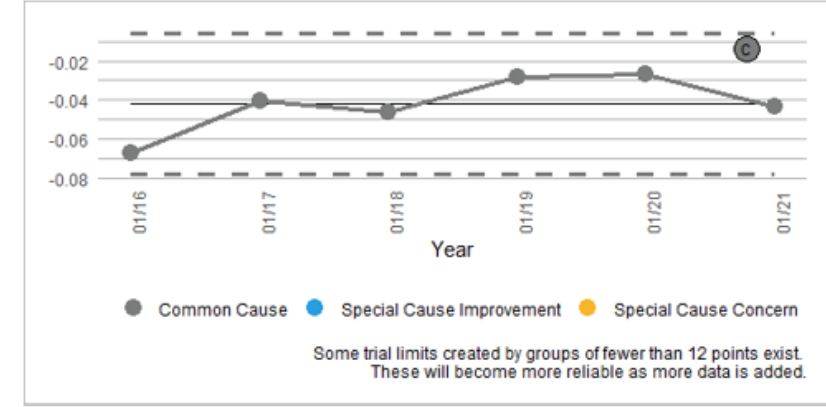
CO8 : Gender diversity (men) of Control staff – 12 month rolling



12 month rolling target 24.3% | Jun 2022: 35%



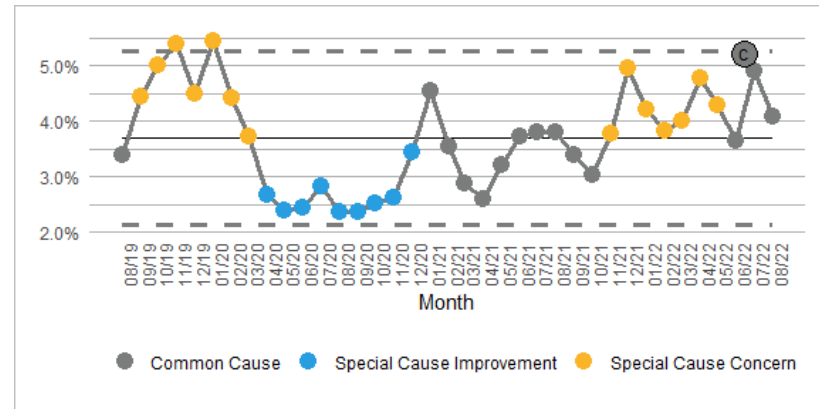
CO10A : Pay ratio between highest & median salary - annual



Annual target 6.0% | 2020/21: 4.99



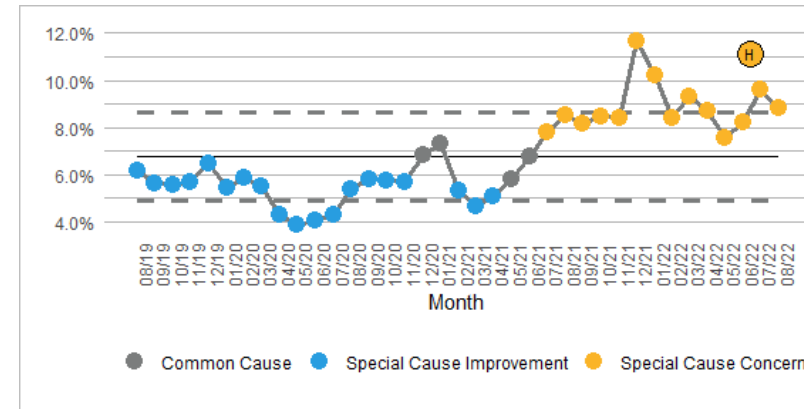
% Working Day Lost to Sickness - FRS



12 month rolling target 2.48% | Aug 2022: 4.06%



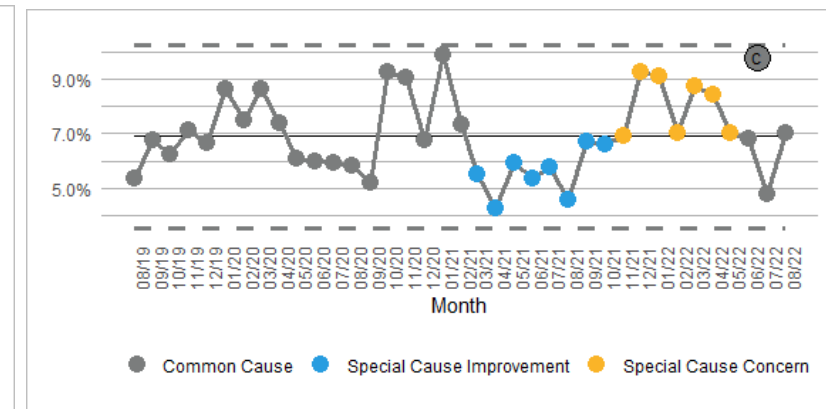
% Working Day Lost to Sickness - Operational



12 month rolling target 3.65% | Aug 2022: 8.97%



% Working Day Lost to Sickness - Control

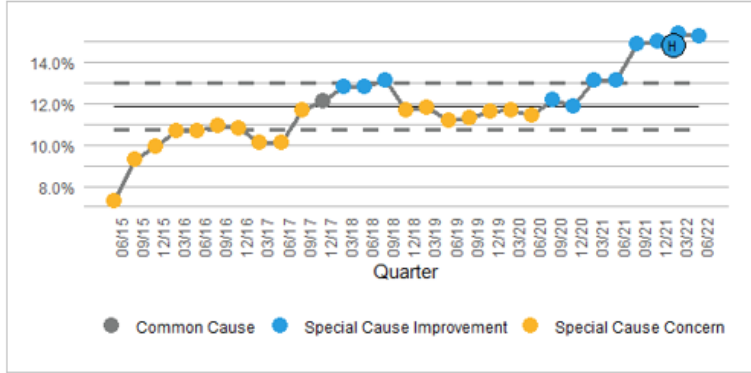


12 month rolling target 4.70% | Aug 2022: 7.37%



# London Safety Plan Indicators

CO9 : Ethnic diversity (Black, Asian and Minority Ethnic) of FRS staff top earners - 12 month rolling



12 month rolling target 16% | Jun 2022: 15.3% **X**