1 November 2017

(1) MEMBERS OF THE AVON FIRE AUTHORITY

Councillors Barrett (C), Barrett (N), Davis (Chair), Dudd, Phipps, Shelford and Williams.

(2) APPROPRIATE OFFICERS

(3) PRESS AND PUBLIC

Dear Member

You are invited to attend a meeting of the Performance Review and Scrutiny Committee to be held on Friday 10 November 2017 commencing at 10.30am.

The meeting will be held in the Somerset Room, Police and Fire HQ, Valley Road, Portishead, Bristol, BS20 8JJ.

The Agenda is set out overleaf.

Yours sincerely

Guy Goodman
Clerk to the Fire Authority
Notes

**Attendance Register:** Members should sign the Register which will be circulated at the meeting.

**Code of Conduct – Declaration of Interests:** any Member in attendance who has a personal interest in any matter to be considered at this meeting must disclose the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent. A Member having a prejudicial interest must withdraw from the meeting room whilst the matter is considered.

**Emergency Evacuation Procedure:**
- If the fire alarm sounding Members must leave the building by the nearest exit.
- The assembly point is situated in the Visitor’s car park.

**Exempt Items:** Members are reminded that any Exempt reports as circulated with the agenda for this meeting contain exempt information and should therefore be treated accordingly. They should not be disclosed or passed on to any other person(s). Members are also reminded of the need to dispose of such reports carefully and are therefore invited to return them to the Clerk at the conclusion of the meeting for disposal.

**Inspection of Papers:** any person wishing to inspect Minutes, reports, or a list of the background papers relating to any item on this Agenda should contact Kathlin Baty on 0117 926 2061 ext. 231 or at Police and Fire HQ, Valley Road, Portishead, Bristol, BS22 8JJ but only by appointment and during normal office hours.

**Public Access:** under Standing Order 21 and providing 2 clear working days’ notice has been given to the Clerk ([the.clerk@avonfire.gov.uk](mailto:the.clerk@avonfire.gov.uk)) any resident or representative of a business or voluntary organisation operating in Bristol, South Gloucestershire, Bath and North East Somerset or North Somerset Council may address the Fire Authority or one of its Committees (for no more than 5 minutes) to present a petition, make a statement, or as leader of a deputation. This is a time limit of 30 minutes for Public Access.

**Reports:** reports are identified by the relevant agenda item number.

**Substitutes (for Committees only):** notification of substitutes should have been received from Group Leaders by the Clerk prior to the meeting.
AGENDA

1. Apologies for Absence
2. Emergency Evacuation Procedures
3. Declaration of Interests
4. Chair’s Business
5. Minutes of the Meeting of the Performance Review and Scrutiny Committee held on 14 July 2017
6. Public Access
7. Performance Report
8. Turntable Ladders – Update
10. Alternatives to the diesel fleet and the increased use of renewables
12. Community Safety - Case Study
13. Date of Next Meeting – Friday 19 January 2018 (10.30am)
AVON FIRE AUTHORITY
PERFORMANCE REVIEW AND SCRUTINY COMMITTEE
14 July 2017
PRESENT: Councillors Davis (Chair), Phipps, Lake and Shelford.
The meeting started at 10.40am.

27. APOLOGIES FOR ABSENCE
Apologies were received from Councillors Dudd, Windows and Davies. Councillor Barrett (N) was absent due to no receiving the papers in time and subsequently sent his apologies.

28. EMERGENCY EVACUATION PROCEDURES – The Chair drew attention to the emergency evacuation procedures as set out in the Agenda.

29. DECLARATION OF INTERESTS – The Chair drew attention to the requirements of the Code of Conduct as set out in the Agenda.

30. CHAIR’S BUSINESS
(a) Grenfell Tower

The Assistant Chief Fire Officer (Risk Reduction/Learning & Development) (ACFO) provided an update on the action taken locally following the Grenfell Tower fire. Members were referred to the previous update concerning a couple of high-rises within Bristol. Joint visits and inspections have been undertaken and a number of Home Fire Safety checks have been completed along with reassuring communities. There is close working with Bristol City Council around planning arrangements and the next step is to expand out to the other local authority areas.

An audit is being undertaken of all premises with 6 floors or more, the next step will be to look at low rise premises and the docks at Portishead engaging with owners and reassuring residents. Education establishments are also being reviewed, particularly further education which may have sleeping risks.

There are 3 – 4 buildings that have cladding type material which have all been audited and reviewed for risks, working with local partners, taking into account instructions issued by Government.

A proportionate response is being provided. This in ongoing work and the whole organisation has responded, pulling together to reassure communities.

A question was asked about video reassurance to communities. The ACFO responded that some written posters have been put together and a pictogram, recognising language barriers and that these will be distributed in relevant areas.
A Member commented that it had been highlighted how often doors were wedged open and that wheelchair users could not open fire safety doors.

A Member commented that perhaps this is an opportunity to develop an overarching inspection process that the public clearly want. The ACFO advised that Technical Fire Safety already have an inspection programme in place. In addition, operational crews undertake visits at least once a year for familiarisation purposes to business premises reporting back on any issues.

The extra inspections are as per national guidance/instruction and cladding does not normally fall under the Fire Service remit.

(b) Heart Attacks and Firefighters

The Health & Safety Manager provided information on a study conducted with 19 firefighters on the impact of extreme heat on the likelihood of heart failure. There are measures in place for training staff which restrict their exposure to extreme heat and these were outlined and a note will be provided on these to Members. More research is required in this area.

In response to a question about temperature and exposure to heat the Health & Safety Manager indicated that the issue is about blood becoming sticky or thick and one thing established by the study is that medication to thin the blood is ineffective. The importance of keeping properly hydrated was stressed. There is definitely a risk that needs to be acknowledged as a fire service.

31. MINUTES OF THE COMMITTEE MEETING HELD ON 20 JANUARY 2017

RESOLVED that the minutes be approved as a true record and signed by the Chair, with actions covered within the agenda for this time.

32. PUBLIC ACCESS – None.

33. PERFORMANCE REPORT

The Committee received a report informing Members on the organisation’s performance against targets for the period April to May 2017 which incorporates benchmarking in the right hand column.

The Corporate Performance Manager provided an overview of the report and the progress being made to reach the targets set. Members considered the report and reviewed the Scorecard with the following being raised in discussion:

(a) report also includes last year’s performance report. After the meeting the report will be formally published on the website.

(b) Gain entry pilot: work has been undertaken with ambulance colleagues since September 2016 with the number on calls received and responded to set out in the report.
(c) sickness targets have been changed to use comparable benchmarking figures rather than our best performing year as setting the target against that was unrealistic.

(d) all the information provided can be made available in any format required and upon request additional information be provided. Feedback on what Members required is welcomed. Members indicated that the current format complies with that provided to Local Authorities and that the range of information is excellent.

(e) the Area Manager (Operational Response) advised on how he manages the information circulated at station level. For example, vehicle fires can be drilled down to geographical areas to try and conduct some prevention activity.

(f) all the information is collated from electronics systems that talk to each other.

(g) the Health & Safety Manager explained how the vehicle incident targets were arrived at and offered to share some specifics with Members once that information is collated.

(h) the increase in households with multiple cars can made access for appliances difficult in some areas.

(i) a report is to be brought to the next meeting on the costs of sickness as previously requested by the Committee.

(j) future reports can distinguish between long and short term sickness.

(k) a suggestion was made around recycling water as the Army does at Warminster.

(l) in terms of the electricity procurement there is an effort are made to ensure that there is a mix of products from the market. The increase in gas consumption was due to new sites and the colder winter but consideration is being given at alternative ways to heat areas.

RESOLVED to note the report.

34. COMMUNITY SAFETY – Case Studies
The ACFO presented the Case Study in relation to safeguarding for information purposes.

RESOLVED to note the report.

35. TURNTABLE LADDERS
The DCFO introduced the report. At the Fire Authority meeting on 26 May 2016, a report was received into the damage caused to two turntable ladders. The DCFO personally apologised for this matter and expressed her disappointment in this and that we have had another recent incident with turntable ladders.

The Health & Safety Manager provided further detail and historical background on these incidents. Reference was made to the recommendations within report and the outstanding actions that are noted
from para 3.41 onwards, with ‘A’ and ‘B’ routines causing the most concern with a manual management process in place whilst the electronic system is built.

A Member commented that there was a procedure in place which was not being followed but queried whether the appliances were sufficiently robust enough for what they are meant to do. Another Member asked thought that the procurement documents may assist with this and it was agreed these would be circulated to Members.

It was confirmed that Bristol City Council act as the Fire Authority’s insurance brokers and deal with claims management.

A Member wondered whether staff considered the damage normal wear and tear and therefore did not report it. The Health & Safety Manager replied that incident are being tracked and monitored as much as possible to see whether the number of minor scrapes are consistent with other appliances.

A further Member commented that this is a piece of kit that must be used and possibly broken in the progression of duties. The safety of personnel must be sacrosanct at all times. It was felt that there was a cultural issue here in not reporting the damage. If there is a culture of fear of reporting this needed to be tackled by line managers.

**RESOLVED** to note the report and provide a follow-up report at the next meeting.

36. **ENVIRONMENTAL REVIEW**

The Committee received an Environmental Review report and appendix from the Property Services Manager. The historical background to this report and performance trends were outlined. Significant energy and costs savings have been achieved. The one negative is an increase in water consumption as there have been some significant water leaks. This has been addressed by improving the monitoring of consumption and highlighting any unusual consumption. Rain and Grey Water Harvesting is not currently in place but this can be considered in the future.

Casual mileage claims are now increasing slightly and the Service is considering the best strategic locations for pool cars. A review of the essential and casual user scheme is under way Operational fuel use remains static.

It was suggested that an annual report rather than an update report at every meeting would be the best way forward with any area of concern being reported by exception. Members were in agreement with this.

**RESOLVED** to note the report

37. **DATE OF NEXT MEETING – Friday 10 November 2017 (10.30am)**

The meeting closed at 12.00pm
Chair
1. SUMMARY

The purpose of this report is to inform the Committee of the performance of the organisation against targets for the period April to September 2017.

2. RECOMMENDATIONS

The Committee is asked to note report and make recommendations as necessary.

3. BACKGROUND

3.1. The intention of this report is to provide the Committee with a regular update on the work being undertaken to manage:

- Performance
- Corporate risks
- Community risks

3.2. Members are reminded that the scorecard (see Appendix 1) looks at monthly performance progress and also compares annual targets, year to date targets, positive or negative progress and comparisons to national benchmarking data. Green indicates monthly progress, on or exceeded targets, amber indicates ‘just off target’ and red indicates ‘not achieving target’.

3.3. A subset of the performance information is also made available in the form of Target Tracker wall charts (see Appendix 2). These are produced at organisation, Unitary Authority and Station level and are displayed in fire stations. They are designed to inform the public and staff as to progress against targets but also may assist Members by displaying performance information in a more graphic format.
3.4. The following summary provides an indication of progress against targets for the first six months (April – September) of financial year 2017/18.

3.5. **Fires** – all four fire indicators are off target. Deliberate Secondary Fires are off target by only 11 incidents and Deliberate Primary Fires (excluding vehicles) by 17 incidents. The organisation will continue to monitor the performance and implement interventions to mitigate risk where necessary.

3.6. **Alarms** - the number of attendances to Automatic Fire Alarms (AFAs) in non-domestic premises is off target by only three incidents. 17% (27 out of 158 incidents) of Malicious False Alarms were successfully “call challenged”, meeting the 5% target.

3.7. **Deaths and injuries** - tragically five fire fatalities have been recorded so far this year. 26 injuries in fire (where hospital treatment was required) have been recorded.

3.8. **Response** - all of the response indicators have met target. The handling of 999 calls (LPIR9) continues to be good with 95.5% answered within the seven second target.

3.9. **Call handling** – 10,643 calls for emergency assistance have been received and 6,638 (59.8%) were attended under emergency conditions. The number of calls for emergency assistance (compared to the same period last year) has increased by 9.9% (962 calls) and the number attended under emergency conditions has increased by 8.9% (518 incidents). Whilst the number of alarms attended is about the same, fire incidents have increased by 17.8% (276 incidents) and Special Service Call incidents by 22.8% (281 incidents).

3.10. **People** - both sickness indicators are off target mainly due to higher numbers of shifts/days lost to Long Term (over 28 day) sickness for uniformed staff. Return to work interviews completion is on target. Personal Development Reviews (PDRs) have been undertaken for 73% of staff (606 out of 826). The organisation’s target is to ensure that 95% of PDRs are completed within 12 months of the last PDR. All staff are undertaking a training programme in PDRs and it is expected that the completion rate will improve.


3.12. For incident data the organisation compares favourably for Accidental Dwelling, Deliberate Primary (excluding vehicle) and Deliberate Secondary Fires but less favourably for Deliberate Vehicle Fires and Attendance at
Alarms. Performance for Attendance at Alarms is very much an outcome of the Fire Authority’s Attendance Policy.

3.13. Sickness benchmarking shows that though off target, performance is just above average compared to other Fire and Rescue Authorities.

3.14. Scorecard acronyms and terminology:

- **Cat** Category defining population density
- **CFOA** Chief Fire Officers Association
- **FG4** Family Group of Fire & Rescue Services used for benchmarking
- **FRS** Fire & Rescue Service
- **HFSV** Home Fire Safety Visit
- **LPI** Local Performance Indicator
- **PDA** Pre-determined Attendance
- **PDR** Personal Development Review
- **Primary Fire** Fire incident affecting non derelict property
- **Secondary Fire** All other fire incidents
- **RTW** Return to Work
- **SSC** Special Service Call (emergency non fire related incident)
- **YTD** Year to date

4. **CONSIDERATIONS**

4.1. **Contribution to Key Policy Priorities**

It is recognised that effective Performance Management and Corporate Risk Management are key to achieving all the objectives and targets of the organisation. In particular:

- The Fire Service National Framework
- Corporate Plan 2015/18
- Corporate Risk Register

4.2. **Financial Implications**

It is acknowledged that proficient, robust and effective performance and risk management will result in economic efficiencies and evidence of value for money.

4.3. **Legal Implications**
None specifically identified.

4.4. Equality & Diversity Implications

Equality Impact Assessments are carried out in all aspects of the organisation. These are monitored and reviewed as part of the performance management framework.

4.5. Corporate Risk Assessment

Providing evidence of outcomes in this area is a key control measure in reducing the Corporate Risks for the Fire Authority, in particular CR1 and CR15.

4.6. Environmental/Sustainability Implications

None

4.7. Health & Safety Implications

None

4.8. Crime & Disorder Implications

Targets and objectives are set to contribute to making improvement in this area.

5. BACKGROUND PAPERS

None

6. APPENDICES

1. Scorecard September 2017/18
2. Target Tracker September 2017/18

7. REPORT CONTACT

Simon Flood, Corporate Performance Manager, extension 358
## Appendix 1

### Fires

<table>
<thead>
<tr>
<th>Measure</th>
<th>Annual Target 2017/18</th>
<th>YTD Target</th>
<th>Amber Target</th>
<th>YTD Actual</th>
<th>Progress</th>
<th>Benchmarking Data $ April - June, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>LPI14II*</td>
<td>No. of calls to accidental fires in dwellings attended</td>
<td>6 yrs average: 475</td>
<td>208 238 261</td>
<td>266</td>
<td>↑</td>
<td>28%</td>
</tr>
<tr>
<td>LPI200III*</td>
<td>No. of deliberate primary fires (excluding deliberate primary fires in vehicles)</td>
<td>6 yrs average: 243</td>
<td>108 122 134</td>
<td>138</td>
<td>↑</td>
<td>28%</td>
</tr>
<tr>
<td>LPI200IV*</td>
<td>No. of deliberate fires in vehicles</td>
<td>%: 351</td>
<td>212 176 193</td>
<td>245</td>
<td>↑</td>
<td>16%</td>
</tr>
<tr>
<td>LPI200III*</td>
<td>No. of deliberate secondary fires (excluding deliberate secondary fires in vehicles)</td>
<td>6 yrs average: 1099</td>
<td>587 698 768</td>
<td>720</td>
<td>↑</td>
<td>21%</td>
</tr>
<tr>
<td>LPI3F*</td>
<td>% of fires attended in dwellings where no smoke alarm was fitted</td>
<td>Monitor only</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
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### Alarms

<table>
<thead>
<tr>
<th>Measure</th>
<th>Annual Target 2017/18</th>
<th>YTD Target</th>
<th>Amber Target</th>
<th>YTD Actual</th>
<th>Progress</th>
<th>Benchmarking Data $ April - June, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>LPI FAMs*</td>
<td>Total No. of malicious false alarms</td>
<td>Monitor only</td>
<td>158</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>LPI FAMs*</td>
<td>% of malicious false alarms not attended</td>
<td>5%</td>
<td>n/a</td>
<td>10%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>LPI 149*</td>
<td>No. of calls caused by automatic fire detection attended (Non Domestic Props.)</td>
<td>6 yrs average: 2147</td>
<td>1136 1074 118</td>
<td>1067</td>
<td>↑</td>
<td>5%</td>
</tr>
<tr>
<td>LPI 200VI*</td>
<td>% of fires attended in dwellings where no fire extinguisher was fitted</td>
<td>Monitor only</td>
<td>36%</td>
<td>(115/310)</td>
<td>n/a</td>
<td>n/a</td>
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</table>

### Deaths, Injuries & Escapes

<table>
<thead>
<tr>
<th>Measure</th>
<th>Annual Target 2017/18</th>
<th>YTD Target</th>
<th>Amber Target</th>
<th>YTD Actual</th>
<th>Progress</th>
<th>Benchmarking Data $ April - June, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>NI 49*</td>
<td>No. of deaths arising from primary fires</td>
<td>Monitor only, last year 2, YTD 0</td>
<td>n/a</td>
<td>5</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>NI 49 III</td>
<td>No. of injuries arising from primary fires</td>
<td>Monitor only, last year 58, YTD 35</td>
<td>n/a</td>
<td>26</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>LPI 143*</td>
<td>No. of deaths in accidental dwelling fires</td>
<td>Monitor only, last year 1, YTD 0</td>
<td>n/a</td>
<td>3</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>LPI 143*</td>
<td>No. of injuries in accidental dwelling fires</td>
<td>Monitor only, last year 36, YTD 22</td>
<td>n/a</td>
<td>14</td>
<td>n/a</td>
<td>n/a</td>
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### Response

<table>
<thead>
<tr>
<th>Measure</th>
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<th>YTD Target</th>
<th>Amber Target</th>
<th>YTD Actual</th>
<th>Progress</th>
<th>Benchmarking Data $ April - June, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>LPI R5</td>
<td>Initial call fire in Building Cat.1: First Appliance in 8mins</td>
<td>85%</td>
<td>80%</td>
<td>90%</td>
<td>(479/528)</td>
<td>↑</td>
</tr>
<tr>
<td>LPI R5I</td>
<td>Initial call fire in Building Cat.2: First Appliance in 10mins</td>
<td>90%</td>
<td>85%</td>
<td>90%</td>
<td>(355/395)</td>
<td>↑</td>
</tr>
<tr>
<td>LPI R5III</td>
<td>Initial call fire in Building Cat.3: First Appliance in 15mins</td>
<td>95%</td>
<td>90%</td>
<td>90%</td>
<td>(116/119)</td>
<td>↑</td>
</tr>
<tr>
<td>LPI R5IV</td>
<td>Full PDA mobilised to initial fire in Building</td>
<td>95%</td>
<td>90%</td>
<td>100%</td>
<td>(397/397)</td>
<td>↑</td>
</tr>
<tr>
<td>LPI R5V</td>
<td>Initial call fire - all other: First attendance in 15mins</td>
<td>95%</td>
<td>90%</td>
<td>97%</td>
<td>(147/151)</td>
<td>↑</td>
</tr>
<tr>
<td>LPI R5VI</td>
<td>Life threatening SSCs: First attendance in 15mins</td>
<td>95%</td>
<td>90%</td>
<td>97%</td>
<td>(144/145)</td>
<td>↓</td>
</tr>
<tr>
<td>LPI R9</td>
<td>Calls for assistance to Service Control answered within seven seconds</td>
<td>94%</td>
<td>89%</td>
<td>95.5%</td>
<td>(11754/12304)</td>
<td>↑</td>
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### Call Handling

<table>
<thead>
<tr>
<th>Measure</th>
<th>Annual Target 2017/18</th>
<th>YTD Target</th>
<th>Amber Target</th>
<th>YTD Actual</th>
<th>Progress</th>
<th>Benchmarking Data $ April - June, 2017</th>
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<tbody>
<tr>
<td>LPI 001</td>
<td>Number of 999 calls received</td>
<td>Monitor Only</td>
<td>10643</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>LPI 002</td>
<td>Number of incidents attended as emergency</td>
<td>Monitor Only</td>
<td>6368</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>LPI 003</td>
<td>% incidents attended as emergency/999 calls</td>
<td>Monitor Only</td>
<td>59.8%</td>
<td>n/a</td>
<td>n/a</td>
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### Community Fire Safety Activity

<table>
<thead>
<tr>
<th>Measure</th>
<th>Annual Target 2017/18</th>
<th>YTD Target</th>
<th>Amber Target</th>
<th>YTD Actual</th>
<th>Progress</th>
<th>Benchmarking Data $ April - June, 2017</th>
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<tbody>
<tr>
<td>Monitor No. of school visits conducted by station personnel</td>
<td>Monitor Only</td>
<td>94</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
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<tr>
<td>Monitor No. of off-station community events attended to deliver fire safety message</td>
<td>Monitor Only</td>
<td>221</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
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<tr>
<td>Monitor No. of on-station community events</td>
<td>Monitor Only</td>
<td>108</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Monitor Total HFSV Safe &amp; Well completed (this year)</td>
<td>Monitor Only</td>
<td>3426 11141 329</td>
<td>3066</td>
<td></td>
<td></td>
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### Health and Safety - quarterly

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<tr>
<th>Measure</th>
<th>Annual Target 2017/18</th>
<th>YTD Target</th>
<th>Amber Target</th>
<th>YTD Actual</th>
<th>Progress</th>
<th>Benchmarking Data $ April - June, 2017</th>
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</thead>
<tbody>
<tr>
<td>Monitor H&amp;S 2</td>
<td>Vehicle incidents where hit-fixed/stationary &amp; at fault</td>
<td>-5%</td>
<td>54 22 21 21</td>
<td>21</td>
<td>n/a</td>
<td>0.0%</td>
</tr>
<tr>
<td>Monitor H&amp;S 3</td>
<td>Days/shifts lost to work related injury/sickness</td>
<td>-10%</td>
<td>1136 665 599 632</td>
<td>788.0</td>
<td>n/a</td>
<td>18.5%</td>
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### Resources and Value for Money - quarterly

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<tr>
<th>Measure</th>
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<th>YTD Target</th>
<th>Amber Target</th>
<th>YTD Actual</th>
<th>Progress</th>
<th>Benchmarking Data $ April - June, 2017</th>
</tr>
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<tbody>
<tr>
<td>LPI ET2</td>
<td>Energy consumption in kWh (compared to 2016/17)</td>
<td>-10%</td>
<td>4038552 86670 77913 818058</td>
<td>746597</td>
<td>n/a</td>
<td>3.9%</td>
</tr>
<tr>
<td>LPI ET3</td>
<td>Carbon emissions (compared to 2016/17)</td>
<td>-5%</td>
<td>2026 458 435 457</td>
<td>436</td>
<td>n/a</td>
<td>-4.8%</td>
</tr>
<tr>
<td>LPI ET6</td>
<td>Water consumption (compared 2016-17)</td>
<td>5%</td>
<td>2449 2344 2796 2836</td>
<td>3195</td>
<td>n/a</td>
<td>34.7%</td>
</tr>
<tr>
<td>LPI ET8</td>
<td>Renewable energy 20% by 2020 (10% in 2017/18)</td>
<td>10%</td>
<td>Total consumed: 770839 77084 38542</td>
<td>131592</td>
<td>n/a</td>
<td>17.1%</td>
</tr>
</tbody>
</table>

### People - Reported Monthly

<table>
<thead>
<tr>
<th>Measure</th>
<th>Annual Target 2017/18</th>
<th>YTD Target</th>
<th>Amber Target</th>
<th>YTD Actual</th>
<th>Progress</th>
<th>Benchmarking Data $ April - June, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>LPI 12I</td>
<td>Working days/shifts lost to sickness wholetime uniformed staff</td>
<td>7.93</td>
<td>3.22 3.91 4.30</td>
<td>4.71</td>
<td>↓</td>
<td>1.93 0.98 4.38</td>
</tr>
<tr>
<td>LPI 12II</td>
<td>Working days/shifts lost to sickness all staff (excl. RDS)</td>
<td>3.42 3.91 4.30</td>
<td>5.01</td>
<td>n/a</td>
<td>1.95 1.02 4.68</td>
<td></td>
</tr>
<tr>
<td>LPI HR4</td>
<td>% of RTW interviews completed within 15 days</td>
<td>8%</td>
<td>96.0% 90% 85%</td>
<td>99%</td>
<td>(161/163)</td>
<td>n/a</td>
</tr>
<tr>
<td>LPI HR5</td>
<td>PDR completion</td>
<td>95%</td>
<td>n/a</td>
<td>95%</td>
<td>85%</td>
<td>73% (600/926)</td>
</tr>
</tbody>
</table>
Appendix 2

Avon Target Tracker: April - September 2017/18

Monthly Message

New home for our firefighter memorial statue
Following a recent consultation and subject to planning permission our firefighter memorial statue will be relocated to a position outside the front of Temple Fire Station.

We are proud to be part of the South West Emergency Services Collaboration, which is a programme focused on making the South West a safer place to live, work and visit. More information about the programme can be found on the Intranet.

Performance Summary

We remain off target for all the five incident Key Performance Indicators, but Automatic Fire Alarms Attended is off target just by three incidents and Deliberate Secondary Fires (excl. Vehicle)by eleven incidents. These incidents figures are better understood with the fact that emergency calls received was 7% higher than the same period last year, while emergency calls attended was 6.9% higher (by 406 incidents).

Sickness absence is off target, mainly due to long term sickness. RTWI completion is on target. The total Energy consumption in April - September is on target.

Sickness Figures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average shifts lost to sickness per member of staff</td>
<td>3.91</td>
<td>5.01</td>
</tr>
<tr>
<td>Full time equivalent</td>
<td>641.3</td>
<td></td>
</tr>
<tr>
<td>Total number of shifts lost to sickness by all staff</td>
<td>2182.5</td>
<td></td>
</tr>
<tr>
<td>Long term</td>
<td>1029</td>
<td></td>
</tr>
<tr>
<td>Short term</td>
<td>161/163</td>
<td></td>
</tr>
<tr>
<td>Return to work interview completion</td>
<td>90%</td>
<td>99%</td>
</tr>
</tbody>
</table>
1. **SUMMARY**

At its meeting on 26 May 2017 the Fire Authority received a report into the damage caused to two turntable ladders (TTL) in 2013 for which transportation, inspection and repair costs of £130,985 were incurred. This sum was written off by the Fire Authority as the insurers refused the claims. The Fire Authority referred the matter to the Performance Review and Scrutiny Committee for consideration. On 14 July 2017 the Committee noted a report into the incidents and that a number of actions had been completed to prevent a reoccurrence. An update was requested on the three outstanding actions.

2. **RECOMMENDATIONS**

The Committee is asked to note progress against the remaining actions and make recommendations as necessary.

3. **BACKGROUND**

The three remaining actions are set out below with an indication of progress to date:

a) *An audit has taken place in relation to TTL Instructor / Operative Refresher training. Any staff that have not been trained in the last three years will be programme in for a refresher to prevent skills fade*

Those requiring instructor refresher training have been identified. All instructors at Bedminster and Temple are fully trained. However, eight instructors at Bath and Weston-super-Mare still require refreshers. This has historically been completed in-house by a competent Watch Manager who was the led instructor for the TTLs. However, their recent promotion has caused a resource issue and a need has arisen to source an external training provider. A provider has been identified and working is ongoing to confirm dates upon which the training will take place.
b) An audit has taken place in relation to TTL drivers. Any drivers that do not have a record of familiarisation training on Firewatch will be assessed.

The audit revealed 50 staff requiring refresher training. To date 24 have been trained, 25 are scheduled to be trained and one is on long term sickness. Demand on driver training resources has been high due to the introduction of the new Welfare Unit and continued pressures to maintain Emergency Response Driver training at full capacity.

c) A&B routines will be transferred to the new Tramman system following the scoping and design by the system provider.

Station staff are currently required to sign the station diary on submission of their A&B routines. The diary is then checked and counter-signed by Watch Managers. A performance management process is now in place with Station Managers monitoring the submission of A&B routines through the email account and via diary signatures.

Civica Tranman has presented a draft module of the new online A&B routine system. Whilst the module requires additional development to fully meet the organisation’s needs, progress is being made towards achieving a suitable end product.

4. CONSIDERATIONS

4.1. Contribution to Key Policy Priorities

Robust systems reduce the likelihood of damage going unreported with consequent financial loss to the Fire Authority.

4.2. Financial Implications

These were dealt with in the Fire Authority report in May 2017.

4.3. Legal Implications

None arising from this report.

4.4. Equality & Diversity Implications

None identified.

4.5. Corporate Risk Assessment

CR7 includes risks in relation to health and safety.

4.6. Environmental/Sustainability Implications

None identified.

4.7. Health & Safety Implications
These are dealt with in the report.

4.8. **Crime & Disorder Implications**

None identified.

5. **BACKGROUND PAPERS**

a) TTL ladder investigation report Weston-super-Mare
b) TTL ladder investigation report Bath
c) Fire Authority Report – 26 May 2017

6. **APPENDIX**

None

7. **REPORT CONTACT**

Lee Troake, Health and Safety Manager, extension 384.
1. SUMMARY

At the Committee’s meeting on 20 January 2017 a discussion was held around sickness absence and injuries. Members were interested in the current support provided, particularly for operational personnel, to enable them to return to work. It was recognised that sickness absence costs the Fire Authority and therefore the cost of support arrangements should be considered against the potential saving of sick pay and associated on-costs (detached duties, cancellation of training courses etc). The most frequent causes of sickness absence are mental health and musculoskeletal conditions. It was agreed that a cost benefit analysis would be conducted and reported back to a future meeting of the Committee.

2. RECOMMENDATIONS

The Committee is asked to note report and make recommendations as necessary.

3. BACKGROUND

3.1 The Fire Authority has a range of support mechanisms in place for staff who are injured, sick or on modified duties.

3.2 A private medical intervention fund has been in place for a significant number of years. This is used to fund the costs of private physiotherapy and chiropractic treatments. It has also been utilised for more complex long term sickness or modified duty cases to fund private MRI scans, diagnostic tests and private treatment including partial funding towards operations. The budget allocated in 2017/18 is £8,980. It was previously agreed by the Fire Authority that additional funding would be made available if required.
3.3 In the first 6 months of this financial year the expenditure on this budget is £3,325 which was used to fund treatment for 5 staff. The treatment provided included a private Consultants appointment to review a complex back condition, 3 staff each received initial physiotherapy consultations and up to 5 further funded sessions and 1 member of staff received 50% partial funding towards a knee operation as they were unable to remain operational due to their condition and the NHS waiting time for the operation was 12 months. The Authority receives a corporate discount for physiotherapy sessions (£30 each).

3.4 The total spend on the medical intervention budget last financial year was £6,545 and this was used to support 11 staff, 9 of which were for physiotherapy and the remainder were for a private consultation and treatment for a complex back condition for an operational firefighter on long term modified duties and 1 psychological assessment and treatment for a complex mental health condition.

3.5 The HR Manager reviews the scheme annually. It is not always possible to accurately predict the impact the medical interventions have upon the return to work and resulting saving to sick pay. However, all indications show that if these funded provisions were not in place and staff had to rely upon NHS support they would be off work longer due to the waiting times involved. The private provision is more cost-effective than an in-house solution as payment is made only for the actual treatment provided as opposed to employing staff who would not be fully utilised. In addition, staff are able to access prompt local treatment and arrange suitable appointment times, which includes early morning, evening and weekend treatment in many cases. The costs are covered by the Fire Authority although HMRC rules require this to be reported as a benefit in kind and dependent upon a range of criteria staff may be taxed. The feedback received from staff who have utilised this provision is positive as it provides immediate support which may not be available on the NHS and enables staff to either remain at work or return to operational duties sooner.

3.6 If the Fire Authority employed a physiotherapist in-house this would cost in the region of £23,000 - £26,000 per year. The Authority employs a Lead Fitness Advisor at a cost of £24,174 per year who works with all operational staff to provide advice and support on fitness. This includes working with those staff who are returning to work following maternity leave, sickness or injury and providing appropriate exercise programmes to enable them to return to their operational role. In addition, they also provide advice and training on manual handling and the correct warm-up exercises to conduct prior to physical training to minimise the risk of injury.

3.7 In addition to the support provided for physical injuries, the Fire Authority also provides funded counselling sessions to aid staff experiencing anxiety, stress or more significant mental health illness. The counselling budget for 2017/18 is £8,320 and 18 staff have accessed this support which is provided through Red Poppy Counselling Service. There are a wide range of counsellors
available across the Avon area and beyond with different specialist areas of expertise. The standard provision is 6 funded sessions (£75 each) although staff with more complex ill health issues may apply for additional sessions. These are confidential and staff can self-refer. The feedback received from staff who have accessed this provision is extremely positive and having an externally provided service reinforces the confidentiality. This provision has also been used to provide support to Watches following particularly traumatic incidents.

3.8 The Fire Authority has an Occupational Health contract which includes a Nurse clinic 2 days a week and Doctor clinic 2 days each month. The annual cost of the contract is £117,410. In addition to routine medicals required for operational staff this contract provides medical advice and support to staff who are off long term sick or on long term modified duties. Monthly Reasonable Adjustment Panels are held with a Principal Officer, HR Manager, Occupational Health Doctor and employees who have been off work for more than 3 months to assess progress and identify actions required to facilitate a return to work.

4. CONSIDERATIONS

4.1. Contribution to Key Policy Priorities

The arrangements in place provide a cost effective solution to medical intervention for staff who require it.

4.2. Financial Implications

The budget for each provision is indicated and expenditure is monitored on a monthly basis.

4.3. Legal Implications

None specifically identified.

4.4. Equality & Diversity Implications

The schemes detailed in this report provide evidence of support which assists staff with significant medical conditions.

4.5. Corporate Risk Assessment

The existing arrangements provide an effective means of providing a range of services in response to the risk faced by staff.

4.6. Environmental/Sustainability Implications

None
4.7. **Health & Safety Implications**

The schemes are designed to respond to mitigate the risk of harm to staff and contribute to ensuring that staff can regain fitness for duty.

4.8. **Crime & Disorder Implications**

None identified.

5. **BACKGROUND PAPERS**

None

6. **APPENDIX**

None

7. **REPORT CONTACT**

Karen Shiel, HR Manager, extension 349.
1. SUMMARY

This report provides an update on considering alternative fuels for the diesel fleet and the approach to increasing the use of renewable generated energy across the organisation.

2. RECOMMENDATIONS

The Committee is asked to consider the report and make recommendations as necessary.

3. BACKGROUND

Alternatives to the diesel fleet

3.1. There are a number of key reasons to address the use of diesel fuel across the operational fleet (appliances & ancillary). These include:

- Diesel emissions and air quality impacts
- The Fire Authority’s Environmental Policy aims to reduce emissions from travel (staff and business) and fleet transport through technical measures, fleet improvements, operational developments and incentive schemes. Transport now accounts for approximately 50% of the organisational carbon footprint.
- Climate Change Declaration: signed by the Fire Authority.
- Significant opportunities for collaboration with Police.
• Air quality issues with Bristol being one of 40 cities in the country which is breaching safe levels for fine particles in the air, and likely to establish a Clean Emissions Zone across the city.

• Budget cuts and rising fuel prices.

3.2. Property Services (Environment) and Fleet are working together to look at options for alternatives to the diesel fleet (appliances & ancillary) as well as measures to reduce diesel consumption. Measures already in place include:

• On-going replacement and investment in appliances, with over 70% now Euro IV, V & VI compliant. From 2019/20 all new appliances will be Euro VI.

• Keeping abreast of research into use of alternative fuels for frontline appliances and currently awaiting further industry evaluations.

• Advanced Driver Training for operational staff which includes driving efficiency measures.

• Introduction of telematics in fleet vehicles.

• Replacement of pool cars with lower emission cars (petrol 1.4 Skodas).

• Provision of hybrid and electric cars for use as pool and station cars via agreement with Co Wheels car club.

• A planned trial of a bio-methane fuelled auxiliary van in partnership with an Avonmouth-based bio-methane supplier (Geneco). This will be undertaken as a suitable model of vehicle becomes available. If successful, this may be rolled out to other vehicles as they become due for replacement.

• Planned trials of hybrid cars as possible alternatives to pool cars due for replacement in 2018/19. Due to higher capital costs, a whole life costing will need to be undertaken to demonstrate whether the alternatives represent value for money in the medium to long term.

3.3. It is also proposed that, resources permitting, a full review of all ancillary vehicles is undertaken to look at:

• Levels/reasons of usage.

• Allocation to locations/teams.

• Fuel type and options for the most effective provision of alternative-fuelled pool cars: owned/maintained pool cars, Co Wheels car club, shared use of Police pool cars etc.

• Rationalisation of deliveries to/from stations.

• Opportunities for collaboration with the Police.

3.4. In addition, a cross-departmental working group is being established in order to undertake a root and branch review of essential, casual and lease car
schemes to address numerous issues including environmental, health and safety, tax changes, management, fuel costs, whole-life costing etc.

**Increased use of renewables**

**Renewables Plan**

3.5. The development of a detailed and fully-costed Renewables Plan has been requested by Members and will form a key part of the Strategic Asset Management Plan. It will also help the organisation to address the key aim of ‘becoming more effective, efficient and economic’ (IRMP 2016-2020 and Corporate Plan 2015-2018), as well as meeting the commitments stated in both the Climate Change Declaration and Environmental Policy.

3.6. The Environmental Policy states that the organisation is committed to ‘Reduce our energy consumption through energy efficiency measures and by increasing the development and use of renewable energy source’. Specific targets related to renewables are:

- To generate 20% of total energy demand from renewable energy (on- and off-site) by 2020 [Already achieved 2017].
- To reduce emissions (CO₂ equivalent) from sites and operations by 50% by 2020 and 65% by 2030 from a 2009 baseline.

3.7. The Renewables Plan is being developed alongside an on-going programme of works to improve energy performance throughout the estate. The priority is for reduction before self-generation – this is the correct energy management hierarchy which prioritises the reduction of energy use by eliminating energy waste (e.g. building insulation, better controls and switch-off) and improving energy efficiency (e.g. better boilers, LED lighting). The next step is to meet remaining energy demand from sustainable energy sources. This makes sense in terms of investment of time and money as there is usually a much greater return on minimisation both in financial terms and in terms of emissions savings.

**Benefits**

3.8. Key benefits of generating a greater proportion of energy requirements from on-site renewable sources are:

- Energy security by future-proofing against power cuts, fuel shortages and supply disruptions.
- CO₂ reduction from reduced consumption of heating oil, gas and electricity.
- Cost savings as conventional energy prices increase significantly year on year.
- Income generation from Feed in Tariff (FIT) and Renewable Heat Incentive (RHI) payments.
• Demonstration of leadership in the Fire sector and more widely in the Emergency Services sector.

**Existing renewable initiatives**

3.9. **Off-site renewable supply** - from 1 October 2017 the organisation has a 2 year electricity contract with Bristol Energy for 100% renewable electricity – which is priced at the same cost as conventional (‘brown’) electricity.

3.10. **Solar** – there are now 6 solar PV installations on buildings at Thornbury, Nailsea, Nova Way, Hicks Gate, Temple and most recently at Lansdown, generating approximately 17% of all electricity needs in 2016-2017 with a financial benefit of around £12,000 per year from Feed in Tariff payments and less electricity purchased from the grid. There is one solar thermal system at Bedminster (6m² evacuated tubes) which pre-heats water in the cylinder providing hot water to the station 24/7, reducing the gas bill by approximately £100 per year.

3.11. **Other on-site renewables** - a feasibility study has been undertaken for an Air Source Heat Pump system at Lansdown to replace the oil-fired boilers which would significantly reduce fuel costs, maintenance costs and CO₂ emissions. Installation is planned in 2018 alongside energy efficiency measures.

**Next Steps**

3.12. Consider the energy requirements for each site and suitability of sites for renewables, including:

- Energy consumption – actual and normalised (kwh/m2).
- DEC rating.
- Heating fuel (electricity, gas and oil).
- Renewables already in situ.
- Plans for wider site refurbishment.
• Wholetime fire stations (24/7) or Retained fire stations (infrequent operation)
• Age and state of heating/hot water plant
• Site location, size, roof structure, available space, access etc.

3.13. **Step 1: Already completed**

Commission renewable specialists to develop a model approach to incorporating renewables in the new builds (Avonmouth, Weston-super-Mare and Bath), focusing on meeting hot water and heating needs, and as appropriate, retro-fit this approach to existing stations. Likely to incorporate a combination of technologies notably:

- Ground and air source heat pumps.
- Solar PV – generate electricity.
- Solar storage batteries and controls – to store ‘unused’ solar electricity and use this at peak tariff periods (17:00-19:00).
- Solar ‘immersion’ switch – to divert ‘unused’ solar electricity into the hot water immersion heaters.

3.14. **Step 2: In progress**

Develop business case with recommended options and priorities for development, taking into consideration:

- Planning permission - only projects/installations with limited or simple planning requirements unless it forms part of a larger station-wide refurbishment programme of works.
- Payback periods limited to 10 years or less.
- Project complexity (multiple partners, complex financial arrangements etc.) to be kept to a minimum.
- Proven technologies only.
- Consideration of technologies installed only on the Fire Authority’s land/property.
- Financial opportunities for income generation and financing mechanisms available.

4. **CONSIDERATIONS**

4.1. **Contribution to Key Policy Priorities**

a) Environmental Policy - provides the parameters for the objectives, targets and plans of our environmental programme.
b) Climate Change Declaration - underpinning the commitment to tackle both the causes and consequences of climate change establishing targets to reduce CO2 emissions and implementing initiatives to achieve this.


4.2. **Financial Implications**

Medium Term Financial Plan - identifying efficiencies and delivering savings in our fuel and energy budgets.

4.3. **Legal Implications**

None.

4.4. **Equality & Diversity Implications**

None.

4.5. **Corporate Risk Assessment**

None.

4.6. **Environmental/Sustainability Implications**

Key subject matter of the report.

4.7. **Health & Safety Implications**

None.

4.8. **Crime & Disorder Implications**

None.

5. **BACKGROUND PAPERS**

Renewables Plan: Development Paper

6. **APPENDICES**

None.

7. **REPORT CONTACT**

Simon Richards, Temporary Property Services Manager, extension 214.
Annabel Harford, Environmental Project Officer, extension 350.
MEETING: Performance Review and Scrutiny Committee

MEETING DATE: 10 November 2017

REPORT OF: Interim Chief Fire Officer/ Chief Executive

SUBJECT: Annual Health and Safety Performance Report 2016/17

1. SUMMARY

This Report informs the Committee of the Fire Authority’s health and safety performance for the year 2016/17.

2. RECOMMENDATIONS

The Committee is asked to consider the report and make recommendations as necessary.

3. BACKGROUND

3.1. Members will be aware that the Fire Authority has statutory duties under the Health and Safety at Work etc. Act 1974 as well as other regulations made under this Act. The role of the Health, Safety and Welfare Unit is to ensure that the statutory expectations placed on the Fire Authority are met and delivered.

3.2. The Report at the Appendix meets the obligation to monitor and review performance in health and safety. It summarises health and safety performance in line with the Corporate Plan, Integrated Risk Management Plan (IRMP) and the Corporate Health and Safety Strategy 2017-20.

3.3. The Strategy is a 3 year plan which outlines objectives and targets for the timeframe. It focuses heavily on operational safety following a number of firefighter fatalities in the UK and as well as days lost to injury / ill health, with particular emphasis on a mental health programme.

3.4. The Report is a positive management tool which forms the basis for continual improvement and provides reliable information to inform managers how well health and safety risks are controlled. Performance review is an accepted part of the ‘Plan-Do-Check-Act’ management process which:
• provides information on how the system operates in practice.
• identifies areas where remedial action is required.
• provides a basis for continual improvement.
• provides feedback and motivation.

3.5. The Report examines data and information from 2016-17. The key trends identified include:

• Work-related injuries continue to decline, with considerably less incidents occurring on the operational incident ground than in the previous year.
• The leading cause of injury continues to be manual handling, albeit these are relatively small numbers in themselves given the nature of the role.
• Days lost to work-related injury has not declined in the last 12 months as desired.
• Instances of work-related illness continue to increase, with mental health issues being the leading cause.
• Days lost to work-related ill-health remains notably high, most are long-term sickness cases.
• Breathing Apparatus Emergencies are the lowest they have been for 10 years.
• Vehicle incidents have plateaued, with the majority continuing to be minor incidents in which contact has been made with fixed or stationary objects.
• The Fire Authority have been deemed fully responsible in 64% of vehicle incidents and partially responsible in a further 12%.
• Albeit low numbers, there was an increase in the number of unauthorised access to premises and break-ins into flexi officers’ cars. Security measures have been reviewed and increased as a result.
• The average projected cost per incident is £835.
• Performance against competency targets is positive in relation to the BA Requalifier, Compartment Fire Behaviour Training, Tactical Ventilation, Emergency Response Driving and Work at Height. Whilst improvement is required in relation to RTC training, water awareness and Tactical Decision Making.

4. CONSIDERATIONS

4.1. Contribution to Key Policy Priorities
IRMP
Corporate Plan
Health and Safety Strategy 2017-20

4.2. Financial Implications

Direct and indirect costs associated with accidents and incidents.

4.3. Legal Implications

No significant changes to legislation during this period.

4.4. Equality & Diversity Implications

No implications noted.

4.5. Corporate Risk Assessment

CR7 on the Corporate Risk Register has been assessed as medium risk.

4.6. Environmental/Sustainability Implications

Not applicable.

4.7. Health & Safety Implications

This is the focus of this report.

4.8. Crime & Disorder Implications

None.

5. BACKGROUND PAPERS

None.

6. APPENDIX

Annual Health and Safety Performance Report 2016/17

7. REPORT CONTACT

Lee Troake, Health Safety and Welfare Manager, extension 384
HEALTH AND SAFETY ANNUAL REVIEW

Health and safety review 2016-17

This annual health and safety review details our health and safety performance over the last 12 months.
Introduction

This report summarises the organisation’s health and safety performance in line with its Corporate Plan and the Corporate Health and Safety Strategy 2017-2020.

The three year Strategy outlines objectives and targets and focuses heavily on operational safety and reducing risk. Progress against the targets is outlined in the section entitled Proactive Performance Monitoring.

This document reflects the success of the health and safety management system but also highlights where improvement is needed. This report forms the basis of the Service Management Board’s annual review of health and safety.
HEALTH AND SAFETY PERFORMANCE 2016-17

Overall there were 257 incidents reported in 2016/17. This was a slight decrease on the previous three financial years which were 283, 271 and 307 incidents respectively.

The sections below provide a detailed analysis of the incident types reported and the trends identified.

INJURIES

In 2016-17 there were 70 work-related injuries, the lowest number of injuries in the last six years. The trend line depicted on the chart below shows a general decline in injuries reported, with a clear spike in the preceding period of 2015/16.

In 2016-17, operational staff accounted for 64 of the 70 injuries reported in this period, in comparison to 84 operational injuries last year and 65 in 2014/15. Nine of the 64 injuries were retained duty staff with incidents reported at Thornbury, Blagdon,
Winscombe, Clevedon, Nailsea and Radstock. The 55 whole-time injuries were spread fairly evenly across all four watches, with Temple, Avonmouth and Kingswood stations experiencing the highest number of injuries per station at 10, 8 and 8 respectively within the 12 month period.

The injury incident rate for 2016-17 is 9 incidents per 100 operational staff and 4 incidents per 100 support staff. This is considerably less that the 13 per 100 operational staff and 11 per 100 support staff in 2015/16.

The sections below examine in more depth the types of hazards that led to a safety event which resulted in an injury.

**Injuries during operational incidents**

There were 15 injuries in this period during operational incidents, less than half of the number reported in the previous 12 months. However, a similar trend emerged in that, with the exception of a cat rescue, the other 14 injuries on the incident ground occurred at fires; although they were not directly associated with exposure to heat or smoke.

Four of those injuries were a result of manual handling and included a member of staff fracturing their wrist whilst using a sledge hammer, another straining their shoulder removing a heavy metal door frame, a back spasm while using bolt croppers and neck pain after handling a heavy hydrant cover. Whilst staff are trained in manual handling techniques, injuries can still occur particularly if there is insufficient time to properly plan the task or restricted space limits safe movement or optimum posture.

Four people also slipped or tripped on uneven ground or debris on the incident ground. All four of these incidents resulted in ankle injuries; three of them minor sprains and one bruising.

One person strained their arm when a loft hatch fell onto to them and another hit their head on a banister rail when assisting in carrying a casualty up a staircase. A further member of staff bruised their ribs gaining access through a first floor window from a ladder.
Another person experienced a reaction to a substance (Chemgene) used to clean BA sets. It was noted that although the individual had some sensitivity to the substance, a number of staff were not correctly diluting the substance before applying it to the sets.

Further, a firefighter also suffered a laceration to the leg after entering a skip to turn over the smouldering rubbish. The investigation noted that the practice of entering the skip was outside of our normal safe procedure as fire boots are not impenetrable against all sharp objects. In a further incident, a firefighter noted a mark on their hand which corresponded to a pin hole in their gloves. The fire fighter was concerned that this was a needle stick injury potentially sustained during a fire at a property where syringes were found. The firefighter was wearing the correct PPE at the incident.

Responding to a call

Only one person reported injuries whilst responding to a fire call. This occurred when the individual stumbled whilst dismounting the appliance and fractured their wrist. The investigation concluded that the firefighter was rushing, although this was not a persons reported incident.

There were no injuries reported in relation to responding to a pager during this period.

Operational training injuries

In the last financial year there were 28 injuries during operational training, which is comparable to the 31 reported last year.

Severn Park

Nine incidents occurred at Severn Park, which is almost half the number occurring there last year and is comparable with the ten incidents reported two years ago.

There were four cases of minor burns and reddening. Three were caused by the excessive use of water during training activities, resulting in steam penetrating the firefighter’s PPE. Investigating officers identified that skills-fade led to the over-application of water in two
instances and the other was linked to the inexperience of a new student. As noted previously, skills-fade is foreseeable and will be present in some candidates at the point of their refresher. As with any skills, poor techniques can develop or there may have been a lack of opportunity to apply learned skills in a live fire situation. In the fourth reddening case a firefighter’s collar came undone on their tunic, exposing the neck area to heat and steam.

Four manual handling incidents were reported during training at Severn Park, compared to nine in the previous period. One occurred whilst handling the Stabfast equipment used to stabilise a vehicle, one was whilst using the hydraulic cutters and spreaders, one whilst managing hose and the other whilst moving a dummy. In the first three instances the individual had a pre-existing injury which was aggravated by the task. In the fourth instance the individual’s knee locked whilst crawling and moving the dummy.

In the final incident reported at Severn Park, an individual hit their head on the stable door of the training container, sustaining a cut. The individual had removed their helmet and omitted to replace it before continuing to move a dummy.

**Hicksgate Training Centre**

Only one injury has been reported which was a minor reddening to the ear. The investigation resulted in a reminder to instructors regarding fire loading in the containers and reiterating to students to stay low.

**Station training injuries**

Nine injuries occurred during station-based training.

Three of these were manual handling injuries, one whilst making up a 135 ladder, one hauling hose and one re-stowing equipment. In all three cases the individual strained their back. In the ladder incident, there was a pre-existing injury, in the hose incident the individual did not realise that the hose had reached its full length and when pulling it was met with unexpected resistance. In the re-stowing case, the individual omitted to follow the requirements for a two person lift as identified in the manual handling risk assessment.

In two further incidents an entrapment injury occurred. A firefighter trapped their hand between the rear axle of an HGV and an airbag whilst trying to position it in a small gap
and another firefighter trapped their finger between a BA cylinder and the racking. Both resulted in minor injuries.

Another person suffered a knee strain whilst performing a BA shuffle, whilst a fire fighter accidentally caught their thumb on a winding handle. There was also an incident in which an individual tripped over a hose spraining their wrist and one in which someone suffered a skin reaction to Chemgene during BA training. The latter was caused by the same dilution issues as seen in the other Chemgene incident on the incident ground.

**Off-site training / exercises injuries**

Nine injuries occurred during exercises or at external training venues.

Four were manual handling injuries one of which occurred at the Fire Service College (FSC) where a back strain was experience following the use of a breaker and hammer drill on concrete. Repetitive arduous tasks are part of a fire fighter’s role and staff rotation should be used to reduce the risk. Another back strain was reported following a day of training at Horseworld, although this was related to a pre-existing injury. Two other injuries were sustained during exercise whilst moving a casualty and when managing hose.

In a further incident at the FSC an individual suffered a shoulder strain when crews activated the hose reel unit pulling them off their feet, whilst at the white water training centre in Cardiff a firefighter banged their knee on the bottom of the white water course.

The final three incidents involved someone missing the appliance step, someone biting their tongue whilst re-sowing the ladder and a minor cut to someone playing the role of the casualty who was not appropriately protected. In the case of the latter the casualty was a member of the public in ordinary clothes and not in fire kit. A detailed memo was released regarding the safe use of live casualties to prevent a reoccurrence.

**Injuries during routine activities (Ops Staff)**

There were 17 injuries to operational staff during routine activities this period compared to only 10 in the preceding 12 month period.

Five were related to manual handling resulting in two arm strains, a shoulder strain, a bump to the face and a back strain. One occurred when opening a roller shutter door
that had seized, one when lifting a ladder, a third when replacing a locker shelf and the fourth when moving a piece of equipment on wheels that caught on a floor sill. The fifth injury was a back strain believed to have been caused by adopting an awkward position when re-stowing a BA set. All were minor injuries.

Three further staff experienced minor cuts, one to the finger when opening a roller shutter door, one using a knife in the kitchen and one to the back of the ankle when closing the vehicle access gate.

Three people strained their backs but not while manual handling. One person experienced pain when travelling in an appliance, whilst another person had a back spasm whilst in the office and the third person experienced pain when the arm rest broke on their chair. In two further incidents, one individual sprained their ankle missing their footing when alighting an appliance and another hit their knee on the appliance step.

Another fire fighter sustained bruising to the foot when a cylinder that had been incorrectly transported in the cab rolled out onto them. Staff were reminded to stow equipment correctly and safely. Another tripped on the stairs when the automatic lighting failed on a station staircase. During one icy day a member of staff slipped on the painted markings in the yard when exiting their car. The paint is anti-slip.

There was also an instance of acoustic shock, caused by alarms sounding during a conversation with our Control centre.

Injuries during physical training activities

Only three injuries were reported to have occurred during physical fitness activities. One person was lifting weights, one was on the running machine and one was doing a bleep test. All experienced minor muscle strains from over exertion, failure to warm up properly or incorrect technique.

The organisation now employs a lead station fitness advisor to help staff maintain good fitness levels in a safe manner.

Non-operational training
There were no injuries associated with non-operational or managerial training activities in this period.

**Support staff injuries**

There were only five injuries to support staff during 2016/17, compared to 15 injuries in 2015/16. Three of these incidents related to one department at the Technical Centre.

One person stepped back into an open hydrant pit when a passing vehicle caused them to jump backwards. They sustained a cut to the leg. The same individual also cut their head on a fence when stepping onto, and slipping off, an icy boulder. Another person had a minor cut to the head when a door blew open onto them in unusually strong wind.

Another member of staff slipped on the main stairs to the basement floor at SWCDC. These stairs are very steep and there has been a number of incidents on them. A handrail and stair lift is provided and the stairs are in good condition. This staircase is quite wide and in the latest instance the handrail was not being used.

The fifth support staff injury was a steam burn to the arm in a kitchen. The individual had forgotten to use the oven gloves provided when removing the lid of a cooking pot filled with boiling water.

**Work-related external activities**

We support the Gambian Fire Service. Staff are permitted to travel to Gambia as part of an organised visit on our behalf. During this year’s trip one person suffered a wound to their foot which became infected with a maggot and required treatment in the UK.

**Display screen equipment (DSE) and associated ill-health**

DSE refers to equipment such as PCs, monitors, laptops, touch-screens devices, mobile phones and other similar devices. A total 126 risk assessments and online training courses were completed in the DSE module in 2016/17, with most staff reporting they feel well and comfortable when using their DSE.

Nine members of staff flagged that they were not aware of their entitlement to an eyesight test. This
information is available on the intranet and each person was advised to read the relevant Standard Operating Procedure (SOP) for further details. Similarly 25 members of staff flagged that they have headaches or eyestrain but when contacted most advised they had ticked the box in error. Those that had not were advised to see their GP or optician and to contact the HSW Unit if DSE use was considered to be the cause of any remaining symptoms following that advice.

Five members of staff stated they had lower back pain and were not supported correctly by their seat back rest. In some instances the individuals had pre-existing back conditions which were not caused by DSE work but were exacerbated by sitting still for longer periods. In other cases the back rest was not correctly adjusted and required minor changes to chair DSE set up. All staff were offered a face-to-face ergonomic assessments to resolve DSE issues where possible.

Three staff reported they did not take breaks. Each person was given advice on the requirement to take a break and the health benefits of alternating tasks or changing sitting position regularly.

A more detailed face-to-face ergonomic assessment has been provided to a small number of people who are using DSE whilst on modified duties or who have a long-term health condition. Adjustments have been successfully provided including back supports, ergonomic chairs or other specialised DSE equipment. Advice is always sought from occupational health before proving specialised DSE equipment to ensure that the adjustments are suitable to the individual. However, it should be noted that it is not always possible to achieve complete comfort for some individuals when the source of the pain is not specifically caused by DSE.

**Injuries to the public**

The only injury sustained by a member of the public is detailed above in the operational training section and involved the use a member of the public as a live casualty. As previously, stated this risk has since been addressed.
DAYS LOST TO WORK-RELATED INJURIES

There were a 539 days lost in 2016/17 to workplace injuries. The chart below shows the data over the last six years.

All days lost to work-related injury were in relation to 30 operational staff. No support staff were absence from injury during this period.

The longest absence was 83 days following a knee injury during training at Severn Park when a firefighter’s knee locked-up whilst crawling with a dummy. This investigation is ongoing and it is not yet clear whether the injury related to a pre-existing condition. A further absence lasted 60 days after the fire fighter stumbled when alighting a truck and fractured their wrist. Another longer absence was associated with a calf injury (50 days) whilst completing the bleep test.

All other periods of absence were less than 30 days.
ILLNESS

In 2016/17 there were 24 work-related illnesses reported. 17 illnesses occurred in relation to whole-time staff, four were retained staff and three were support staff.

The chart below shows the fluctuation in ill health reports since 2011 and depicts the recent rise in the number of cases reported. This does coincide with significant changes within the organisation which have been made to meet financial pressures and budget cuts over the past few years and into the future.

Work-related stress
There were 14 instances of work-related stress reported, including one post-traumatic stress disorder (PTSD) case. 10 related to operational staff and three to support staff. The table below summaries the underlying causes of the reported illnesses.

<table>
<thead>
<tr>
<th>Staff group</th>
<th>Identified cause(s)</th>
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<tbody>
<tr>
<td>Operational</td>
<td>PTSD – affected by incident</td>
</tr>
<tr>
<td>Operational</td>
<td>Affected by past incident</td>
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<tr>
<td>Operational</td>
<td>Affected by past incident. Relationship issues at work</td>
</tr>
<tr>
<td>Operational</td>
<td>Issues regarding transfer</td>
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<td>Issues regarding transfer</td>
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<tr>
<td>Operational</td>
<td>Lack of stability and long term depression</td>
</tr>
<tr>
<td>Operational</td>
<td>Prolonged case / pressure</td>
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<tr>
<td>Operational</td>
<td>Relationship issues at work</td>
</tr>
<tr>
<td>Operational</td>
<td>Personal illness affecting ability to perform operationally</td>
</tr>
<tr>
<td>Support</td>
<td>Prolonged case / pressure</td>
</tr>
<tr>
<td>Support</td>
<td>Work demands/ home life issues</td>
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<tr>
<td>Support</td>
<td>Change in workload / responsibilities</td>
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There have been three incidents of trauma-related illness in this reporting period. Trauma-related illness is a risk associated with emergency service staff. In February this year we committed to the Blue Light Programme on mental health and has developed an action plan which seeks reduce the stigma associated with mental health issues. The programme, whilst in its infancy, has had a positive response from staff. The actions include setting up a trauma incident management system (TRIM) specifically designed to support staff exposed to critical incidents which we hope will provide additional support and intervene and prevent potential PSTD cases.

For the second year running, work-related illness has included a number of cases whereby a transfer has affected an individual's home-life or did not meet their personal
preference. A number of transfers have been necessary this year for business reasons and operational staff contracts allow for such transfers. It is unfortunately not reasonably practicable to prioritise either individual home-life issues or personal preferences over the business need and so there will always be an inherent risk that a transfer may impact individual to a greater or lesser degree at any given stage in their private lives.

Other causes of stress have included personal health issues that have affected performance, working relationship issues and the pressure associated with a protracted employment case.

Other illnesses

There have been three instances of heat related illness, where staff have experienced dizziness, nausea and light-headedness. One of these instances occurred at an operational incident while the other two were at Severn Park and involved a BA drill in which students must exert themselves doing manual activities. All three were on a warm summer day giving rise to conditions in which a firefighter may find it more difficult to cope with heat.

There were six cases of exposure to a harmful substance. Two of these instances involved swift water rescue staff who experienced symptoms following training in natural rivers. Staff follow strict hygiene procedures when training in water to reduce the risk of illness from contaminated water. However, this risk cannot be completely eliminated and viruses may occur, particularly if water is accidentally swallowed. In another incident a station reported headaches caused by fumes from a leaking vehicle battery. The battery was left on charge over-night and so staff were not alerted to the leak until fumes had drifted into the station. Another person suffered headaches which they believed had been caused by the flooring adhesive in a new building; although no other reports of illness were received from other staff in the building and the adhesive was correctly applied.

The final illness case involved another individual who went to the Gambia on our behalf. This person attended hospital with a suspected tropical disease, although was later diagnosed with a virus.

DAYS LOST TO WORK-RELATED ILLNESS/DISEASE
17 members of staff took time off work after reporting work-related illness, totalling 626 days lost. Three of these staff had two periods of absence each.

The PTSD case led to 117 days absence, although this individual has successfully now returned to work following intensive treatment provided by the organisation. Although 13 other people reported work-related stress, only 12 of these took time off and two of those individuals had two periods of absence linked to the same issues.

The longest absence was a stress case in which the individual took 254 days off during the relevant period and remains absence into the next financial year. This is a complex and on-going case. Two further stress cases resulted in 73 and 71 days absence respectively and in both instances work and home life had affected the individual’s health.

Three short-term absences were related to the viral symptoms within the swift water rescue team as discussed above.
REPORTING TO THE ENFORCING AUTHORITY

We are required by law to notify the enforcing authority, the Health & Safety Executive (HSE), of reportable incidents, referred to as RIDDORs. Reports must include major injuries, work-related absences over seven days, certain occupational diseases and dangerous occurrences that meet specific criteria.

In 2016/17 we reported 21 incidents, which is closely comparable to the previous year at 23 albeit higher than the 14 reported in 2012/13 and 13 reported in 2013/14.

Two injuries were reported under RIDDOR as major injuries, one was the fractured wrist discussed above and the other was the laceration to the head when carrying a casualty upstairs. The latter was reported as the individual lost consciousness several minutes after cutting their head. A further 19 incidents were reported under RIDDOR as over 7 days absence.

The HSE has not contacted us regarding any of these incidents but as per our procedure we have fully investigated each one and taken remedial measures as appropriate.
BREATHING APPARATUS EMERGENCIES

In 2016/17 only five BA emergencies were recorded denoted by the yellow bar in the chart below. The chart shows the steep increase and then decline of BA emergencies over the last 10 years. The peak was associated with a calibration issue on the Distress Signal Unit (DSU) and was caused by a manufacturing fault that affected most sets. In recent years there have been general wear and tear issues such as O ring failure or demand valve faults.

In 2016/17 three were during operational incidents involving fire and two were during training. A rip was discovered in the face mask of a set whilst the wearer was servicing it post fire. The investigation noted that this failure may have been caused by the repeated use of concentrated cleaning fluids on the mask; the same issue that caused the skin irritation noted in the injury section above. The other two BA emergencies were during skip fires and in both instances the wearer failed to respond to the pre-alarm resulting in the actuation of the full alarm.

During training, one person experienced difficulties whilst in BA and a gas tight suit. This investigation is not yet complete but initial enquiries have focused on whether the vents on
the gas tight suit were blocked. In the second training incident a BA instructor noted damage to a face mask which had not been identified during the two pre-entry buddy checks. A memo reminding staff of the importance and order of buddy checks was published in response to this incident.

In April 2017, the Scott BA sets reached their pre-planned replacement date and we introduced new Interspiro BA sets. As with any new BA set it will take time for staff to adjust to the new set and staff are encouraged to report any issues they experience. Given this, we might reasonably expect a rise in the number of BA emergencies (accidental or real) in relation to the new sets.
VERBAL AND PHYSICAL ABUSE

There were six incidents of verbal and physical abuse reported during this period. These included three verbal assaults, two incidents of threatening behaviour and one missile thrown at a crew.

On one occasion a youth became verbally aggressive towards a firefighter and on another a resident was verbally abusive whilst a firefighter attempted to escort people to safety during a small house fire. A further report noted threatening behaviour from an unknown member of the public who had entered headquarters via the main entrance.

Two members of staff also reported separate incidents of verbal abuse and threatening behaviour from ex-employees; both incidents occurred in the street.

A glass bottle was also thrown at a crew making their way to an incident, hitting the side of the appliance.
VEHICLE INCIDENTS

There were 90 vehicle incidents last year. The chart below depicts our vehicle incidents for each financial year from 2011/12 onwards. Injuries during vehicle incidents remain extremely low and the number of minor vehicle incidents has begun to plateau in recent years.

Given that the number of appliance mobilisations to operational incidents last year was 26,620 and assuming that these involved a return journey, we could take a rudimentary figure of 53,240 vehicle movements last year. This equates to only 0.1% of vehicle movements resulting in an incident. However, as this figure does not include routine journeys by any Fire Authority-owned, leased or hired vehicle or any private vehicle authorised for work use, the figure may well be even lower.

The main trends and significant vehicle incidents are outlined below.
Vehicle incidents that resulted in injury

Only two of these incidents resulted in injury, in one a third party came out of a side road and collided with a member of staff’s vehicle resulting in friction burn injuries. In the other incidents, two members of the public collided at a junction when the first stopped to allow the emergency vehicle through. The injuries at this incident are unconfirmed but were believed to be a head wound. Neither incident was deemed the fault of our driver.

Responding

30 incidents occurred whilst responding on blue lights. All but five of these vehicle incidents were a result of hitting an object or structure that was fixed or stationary.

Breaking those down, 14 incidents involved minor contact with a third party vehicle that was either in stationary traffic or parked, four involved contact with a wall or a fence, three involved overhanging foliage, one impacted with a post, one clipped a kerb, whilst another made contact with Armco barriers and the final one was an impact with the appliance bay door. As previously noted, these incidents tend to relate to congested areas, heavy traffic and narrow roads / entrances.

In addition, four collisions also occurred with another moving vehicle. These were, however, low speed collisions in which only glancing contact was made between vehicles and only minor damage resulted. All four were deemed to be the third party’s fault. There was also a low speed reversing incident in which the appliance caught a low bank despite being marshalled through a gate.

At incidents

Only 7 vehicle incidents occurred on the operational incident ground, which is significantly less than the 17 reported the previous year. Five of these incidents were deemed the third party’s fault and were as a result of the third party making contacting with an emergency vehicle whilst attempting to move past it at the scene. In the two remaining
vehicle incidents on scene, one of our drivers made contact with the kerb and the other with a rock.

**Routine / non-operational driving**

Routine driving accounted for 45 of the vehicle incidents during the relevant period. As with the preceding period, more vehicle incidents occur during non-blue lights driving than when responding to emergency calls. Over half of those that occurred during routine journeys followed the same trend in that they were minor, low speed contact with stationary objects, vehicles and structures.

Seven incidents occurred in which a minor collision took place with a third party moving vehicle. However, the third party was wholly liable in six of these instances and 50/50 liability was noted in the fifth incident.

There were five reversing incidents, two of which involved cars where a banksmen was not feasible and human error played a part. Three of the involved appliances clipping a parked vehicle, although a banksmen was present.

Three vehicles were damaged by stones or debris hitting the windscreen during a journey, two of these incidents occurred on the M4.

Damaged occurred to one vehicle whilst it was being manoeuvred off a ramp in our workshops. A procedural issue was the cause of this incident and has been addressed to prevent a reoccurrence. In five other incidents damage was found on a vehicle and the cause was unknown.

**Off duty**

Six incidents occurred in relation to our vehicles whilst the driver was off-duty. These are reported as the vehicle is either owned by us or is on the lease scheme and insured through our insurance scheme. These incidents generally involved damage occurring whilst on a private journey or whilst a vehicle was being kept at a private address overnight ready for a business journey the following day.

**Fault and non-fault incidents**

Of the 90 vehicle incidents we were deemed 100% responsible for 57 of them. A third party was considered wholly responsible for 22 incidents, a 50/50 decision was recorded
for three incidents and on eight other occasions liability was attributed on a proportional spilt such as 70/30 or 80/20 (other).

**LOST DAYS TO VEHICLE INCIDENT INJURIES**

There were no absences related to vehicle incidents in this period.
NEAR MISSES

There were 42 near misses in 2016/17 which is a lower figure than the previous four years (46, 78, 72 and 84 respectively). As stated previously this could represent a period of under-reporting or could reflect the improvements in health and safety which have reduced the near miss incidents.

When examining near misses our aim is to use the opportunity to prevent a future occurrence and/or an injury materialising. We also look for trends within the data which can be indicative of a wider, non-isolated issue.

12 of these occurred at operational incidents. One of the most serious near misses at an operational incident this period was the discovery that some of the eye bolts on the Clifton Suspension Bridge (used for rope rescue) were not rated. Immediate action was taken to resolve the situation. In another serious incident, crews fought a fire in a communications tower without confirmation from an engineer that the electricity supply had been isolated.

Other examples include:

- A supplier provided a non-floating line for water rescue team use
- An old Thermal Image Camera became unreliable following steam ingress
- A crew unaware of presence of asbestos or did not de-robe correctly
- A ladder was positioned against a skip and used as a working platform when a flashover occurred

12 near misses occurred in relation to a vehicle. The most serious were the wheel nuts coming loose on an appliance after its inspection. Although there was no accident, injury or damage caused the consequences of the wheel coming off are extremely serious. Measures have now been taken to ensure that torqueing is recorded. In a further serious incident a ladder fell from its housing on the appliance. Again there was no accident, injury or damage caused but if this had fallen on another vehicle, cyclist or pedestrian it could have been very serious. The housing fault has now been rectified.

Two incidents also involved the turntable ladder (TL) and were related to a strap and console. In one instance the strap was not undone before operating the controls and in the other the console was not fully housed. Both caused damage to the TL. Other vehicle near misses related to staff failing to unplug the charging lead.

Other near misses which occurred on our premises and which varied in seriousness included:

- A flood at a station caused by a faulty pipe under the sink
• Rats entering a station
• Smoke coming from a shredder caused by dust build up
• Debris from a property roof coming loose and falling in a storm
• Damage found to hydraulic hoses
• Poor ladder pitching techniques causing risk of injury
• Damage to the Webber equipment
• Interference on the radio.

In each instance staff rightly identified that there was the potential for a more serious incident to have occurred and reported it on OSHENS, the Authority’s incident reporting software. Appropriate and proportionate remedial measures have been put in place to prevent or reduce a similar occurrence in the future. We continue to encourage near miss reporting.
SECURITY BREACHES / THEFT

There were 18 security / theft incidents report in 2016/17. These included:

- Phone lost or stolen
- Hooligan bar, fuel and reciprocating saw missing from Chew Magna station (2 separate incidents)
- Unauthorised person (good intentions) on our premises
- Four incidents of unauthorised person (intentions unknown) on our premises
- Evidence of break in at premises and on appliances
- Unauthorised access by contractor to a staff locker
- Broken windows whilst station unmanned
- External key safe smashed and stolen from station
- Unauthorised drone within our boundaries
- Blue light stolen from car at private address (two separate incidents)
- San J radio, Tom Tom, charging leads and blue light stolen from car at private address
- Tom Tom stolen from car at private address
- Collection money stolen.

There has been an increase in the number of unauthorised access incidents, with two occurring at the new at Temple Station, one at Bath and one at Nova Way. It is possible that the one at Nova Way was linked to the break-in that also occurred at that location. The security of our premises is being assessed by the Property Services Unit. Our staff have also been reminded to ensure premises are secure at all times, to remain vigilant for suspicious activity and to report anything of concern immediately.

Following the four incidents of theft of equipment from a flexi officer’s car, staff have been reminded to either remove equipment from the vehicle whilst unattended or parked at a private address or, if this is not reasonably practical, to secure it completely out of sight in the boot or glove compartment.
COSTS

Indicative costs

Some of the financial the costs associated with work related incidents are recorded against each OSHENS record. For example, known vehicle repair costs and management time are recorded.

Vehicle repair costs

Fleet record vehicle repair costs against incidents reported on OSHENS. In 2016/17 the total repair costs were £31,486.55.

Medical costs

Human Resources have provided a figure of £1,145 in relation to medical intervention or support for work-related injuries and illnesses recorded on OSHENS. A further £16,000 was spent on counselling services, however, as these are confidential it is not possible to attribute a sum to work-related issues. Staff may see a counsellor with both home-life issues also (or both).

Lost days costs

Each day of absence has been calculated to cost the organisation an average of £148 in paid salary. With a total of 1165 days lost last year this equates to approximately £172,420 lost in 2015/16 in wages alone.

Management time costs

Management time costs recorded on OSHENS should reflect the hourly rate of the investigating officer multiples by the number of hours spent on the investigation. For this period currently stand at £9,544.

Total projected costs on OSHENS

The total estimated costs for last year are approximately £214,595.55 (excluding counselling costs). With 257 incidents this year, this gives an average of approximately £835 per incident recorded.
Actual costs

However, these costs are indicative of the overall cost of incidents to the Fire Authority and by no means represent the full extent of our losses following an incident. For example, they do not include:

- Costs associated with minor vehicle damage that was not repaired
- Costs associated with damage where no event was recorded on OSHENS
- Equipment repairs
- Replacement of lost equipment
- Costs of counselling
- Clear up costs
- Loss of productivity
- Insurance premiums
- Administrative/ legal costs
- Provision of support services
- Costs of reasonable adjustments / reasonable adjustment panel meetings
- Human costs – pain, loss of confidence, morale
- Reputational damage.

The true costs are much more than estimated in this report.
The Corporate Health and Safety Strategy 2017-2020 includes a number of targets in relation to core competencies and other key areas of operational training. The target for each training competency is to ensure that 100% of operational staff have completed the training within the prescribed refresher period. The Resource Planning Unit has used baseline for the figures below which includes whole-time (station based), retained and USAR staff. Those on modified duties (day duties) are excluded.

**Breathing Apparatus Re-qualifier**

As illustrated above we have maintained a high return on staff attending a BA re-qualifier, with a significant rise in USAR. Long term sick and one course cancellation accounts for some of those staff not trained and there are challenges in relation to whole-time vacancies, which result in riding short. This affects the number of staff that can be released for the training.

**Compartment Fire Behaviour Training (CFBT)**
We expected to achieve 100% completion of this training by March 2017. However, 2016/17 has seen only a 10% rise in the completion rate. Both the wholetime and retained have improved significantly, however USAR remain low at 36% as do retained at 75%. During the year two courses were cancelled, equating to 20 individuals. Further work will be done to in relation to this competency.

Breathing Apparatus Emergency Training

The figure of completion for BA Emergency across all groups for the 2016/17 training year is at 98%, this is an increase of 11% over the course of the year, with a rise from 76% to 97% for the retained staff. The remaining 2% are individuals on long term modified duties and retained staff who are currently in development.

Tactical Ventilation Training
The overall figure of completion for Tactical Ventilation training currently sits at 93%, this is an increase of 25% over the course of the year, with is a significant rise in retained staff from 37% to 82%. The remaining 2% of whole-time staff to be trained are those on long term absence. During the 2017/18 further retained courses will be planned.

Road Traffic Collision (RTC) Operational Response Training

We expected to achieve 100% completion by March 2017. However, there has not been a significant improvement in the number of staff who have completed this training within the required period. During the year, two wholetime courses were cancelled, which would equate to 20 individuals being trained (equivalent of 5%) but this did not account for the remaining individuals yet to be trained within the required frequency. Looking forward to 2017/18, the Resource Planning Unit have advised that a shortfall in the number of trainers which affect the provision of this course.

Safe working at Height (SWAH) Technicians
Each watch now has a competent instructor and this will now be maintained through succession planning.

**SWAH level 1 Training**

Training records show that 94% of staff have completed this training, with no further improvement on this figure since 2015/16. New recruits will receive this training during their initial programme and arrangements will be made to train the remaining existing staff.

**Water Awareness Training**

Only 54% of staff have completed the course, an increase of 1% on the previous year. As a significant improvement is required, a plan will be put in place through the Resource Planning Unit to ensure all individuals receive this training during 2017/18.

**Crew Manager/Watch Manger Operational Assessments**

The figure shows that 93% of staff have completed an assessment within the required frequency. The Resource Planning Unit and Incident Command Team have committed to improving the process in the coming year.

**HAZMAT Awareness**

There has been a 10% increase in the overall percentage of individuals in date for the Hazmat Awareness training, however further work is required particularly in relation to the retained). During the training year one course was cancelled, which will equate to 10
people. The Resource Planning Unit now allocate to individuals which should assist in increasing attendance levels.

**Tactical Decision Making Exercise**

Whilst the wholetime and retained figures have improved in the last 12 months, the overall figure remains at 73%. The allocation of places to individuals, as oppose to crews, has been beneficial and should result in continual improvement over the next financial year. Of note, is that three courses were cancelled in 2016/17 which equates to 30 places and this is likely to have had a significant impact.

**Emergency Response Driver (ERD) Training**

All Flexi-duty Officers and Principal Officers have now completed an ERD Class B within the required three year period. Further, at the close of 2016/17, 99% of operational drivers had completed an ERD Class C course within the required three year frequency. The two individuals remaining completed their training in April 2017. Refresher training will scheduled to ensure ERD skills are maintained within the required frequency.
HEALTH, SAFETY AND WELFARE COMMITTEES

Department and station HSW Committees are required to meet every quarter to discuss health and safety concerns, share ideas and develop good practices. The table below shows the results for the last financial year. Those stations and departments achieving all four quarterly meetings are shown in green and those achieving three of the quarterly meetings are shown in yellow. Those in red did not perform as expected.
WORKPLACE INSPECTIONS

Workplace inspections are required on a quarterly basis in line with legislative requirements. The relevant SOP sets who is responsible for inspecting each premises we own or occupy. The table below shows the results for the last financial year.

Those stations and areas achieving all four quarterly meetings are shown in green and those achieving three of the quarterly meetings are shown in yellow.

Again, performance was not as expected for those depicted in red, with two areas failing to record any inspections and a further six recorded only one or two for the 12 month period.

KITCHEN INSPECTIONS
We are required to register our commercial kitchens as food businesses which means they are subject to food hygiene legislation and are inspected by the local authority. We have both a legal and moral duty to observe good hygiene practices within our kitchens.

Kitchen inspections are required on a quarterly basis. The table below shows the results for the last financial year for the eleven registered kitchens.

Those areas achieving all four quarterly kitchen inspections are shown in green and those achieving three of the quarterly inspections are shown in yellow. The Control and Communications department did not perform as expected.
CONCLUSION

There are clearly areas upon which we will need to focus over the coming 12 months. However, progress against our targets and objectives is encouraging. The Integrated Risk Management Plan documents our commitment to safety, health and well-being and this remains the driver for the work of the HSW Unit, managers and staff alike.
Community Safety - Case Study

A is a man in his 70s who now lives alone very frail, malnourished and weak.

Our first interactions were back in **February 2012** where a referral was made to us from a Unitary Authority Care and Repair.

Between **2012-2015** we had 3 calls of controlled burning where advice was given by the Officer in Charge.

In **February 2015** we had a referral from Care and Repair, which we carried out a Home Fire Safety visit jointly with a social care provider. On this visit the appropriate fire alarms and deaf alarm system were installed.

In **December 2015**: we responded to a 999 call which turned out to be controlled burning. A Home Fire Safety visit was carried out and concerns were raised and a Safeguarding referral was made.

**2016** was the recorded start of criticism from neighbours, the majority of calls came from the same person.

A number of calls were received in early 2016 around the lighting of fires which were all deliberate and under control and advice was given.

On **29 June 2017** the Vulnerable Adults Team were asked to attend a multi-agency meeting by Environmental Health. It was disappointing to hear the approach they were taking over A. It became very apparent that there was great pressure from the local community to do something about him being an anti-social nuisance. At this meeting we had been misquoted to have said A was lighting fires inside the property.

That afternoon the Team carried out a visit and shared the findings with all involved. We found a very vulnerable old man who was in need of immediate care and support, not a person who was anti-social and causing a nuisance. A was a malnourished weak frail old man who would be vulnerable to financial exploitation. As a result of the findings the Team called a multi-disciplinary meeting.

The following week **6 July 2017** a Level 3 multi-agency visit was carried out at the property with Social Services and Health colleagues. A mental health assessment and needs assessment was made and the appropriate level of action and care was decided.

On the **11 July 2017** a multi-disciplinary meeting was held. With help from mental health and Social Services we were able to change the mind set and approach to A as a vulnerable adult in need not an anti-social nuisance. At this meeting an action plan of interventions were decided.
Having gained the trust of A, the Team has remained the lead between agencies in the early stages until A was happy with the situation. Regular updates and feedback has enabled great collaborative interventions across all agencies and disciplines.

As an addition to our normal level of interventions, the Team was able to deploy the Community Resilience Team (CRT) in collaboration with the Police and the Unitary Authority waste disposal to clear the front garden to make the property and the owner look less vulnerable.

Outcomes

- A has the appropriate level of fire detection and advice
- Risk information shared with Crews
- Mental health have assessed his needs
- Social Services have put together a comprehensive care package
- Property looks less vulnerable
- Emergency works have been carried out to the property
- Financial support has been put in place
- Meals on wheels are now attending
- Possibility of rehousing
- Health review with GP ongoing
- Signposted to Independent living services, RVS and Age UK
- A positive demonstration to other agencies of collaborative working to achieve positive outcomes and goals
- Changed mind sets when working with vulnerable adults.