



LONDON FIRE BRIGADE

Decision title

# Half yearly monitoring of Health and Safety performance 2017/18

Recommendation by  
Assistant Director, Health and Safety

Decision Number  
LFC-0097-D

Protective marking: **NOT PROTECTIVELY MARKED**  
Publication status: Published in full

### Summary

LFC-0097 is the Health and Safety update and monitoring report for the 12-month period ending September 2018 (Q2 2018/19), which also includes Q1 and Q2 specific commentary. The report covers performance against a number of key health and safety indicators and measures.

### Decision

The London Fire Commissioner receives the report.

Dany Cotton QFSM  
London Fire Commissioner

Date 06-02-2019

### Access to Information – Contact Officer

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LONDON FIRE BRIGADE

Report title

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## Half yearly monitoring of Health and Safety performance 2017/18

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Report to

London Fire Commissioner

Date

5<sup>th</sup> December 2018

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Report by

Assistant Director – Health and Safety

Report number

LFC-0097

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Protective marking: **NOT PROTECTIVELY MARKED**

Publication status: Published with redactions

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### Summary

This is the Health and Safety update and monitoring report for the 12 month period ending September 2018 (Q2 2018/19), which also includes Q1 and Q2 specific commentary. This report covers performance against a number of key health and safety indicators and measures.

### Recommended decision

The report is received.

### Introduction

1. This is the half-year 2018/19 monitoring report. The report provides data on performance, as well as a commentary on the key performance indicators. A detailed breakdown of data from safety events can be found in appendix 1.
2. The report also includes an update on:
  - preventive initiatives and interventions;
  - premises audit;
  - occupational health;
  - workforce liaison (health and safety committees);
  - compliance and liaison with the Health and Safety Executive (HSE); and
  - health and safety training.
3. The report also includes information on leading indicators of health and safety performance; these can be found in appendix 2 of this report.

## Performance monitoring

4. Information on the 12 months to the end of Q2 2018/19 performance for the three corporate performance indicators is set out in table 1, with comparative data for 2016/17 and 2017/18. The five year trend indicator reflects the change in performance since 2014/15. For greater clarity, targets are displayed for all indicators, and performance for the 12 months to the end of Q2 2018/19 is colour (RAG) coded to show achievement against the normal target (see key below Table 1).

Table 1 – corporate key performance indicators

	2016/17	2017/18	12 months to end September 2018	Target 2017/18	Trend over 5 yrs
				normal	
CO 11: RTCs involving Brigade vehicles	499	465	503	460	◀
CO 12: Injuries from operational incidents	135	208	170	135	▼
CO 13: All RIDDOR <sup>1</sup> injuries	73	82	80	99	▼

<b>KEY</b>	<b>Performance</b> Green – on target	Amber – within 10% of target	Red – more than 10% outside target
<b>Trend</b>	▲ Numbers increasing, good performance trend	▼ Numbers decreasing, good performance trend	▲ Numbers increasing, poor performance trend
	◀ No discernible trend	▼ Numbers decreasing, poor performance trend	

## Performance highlights – corporate indicators

5. In the long term there has been a reduction in RIDDOR injuries to staff, which has been sustained over several years. The number of vehicle events has remained relatively static over the last 5 years and there has been an increase in vehicle events when compared with the same period last year, which has resulted in the reducing target not being met. The annual performance target for injuries sustained at operational incidents is also not being met despite an improvement over last years figures and a general reduction over 5 years. More detailed information for the key indicators for the 12 months to the end of September 2018 is set out in detail in appendix 1, but highlights are as follows:

- the total number of **vehicle events** (503) indicates the annual performance target is not being met and performance has been relatively static over the last 5 years;
- the **injuries from operational incidents** figure has decreased during the 12 months to the end of September 2018 (170), it is currently over the target but the long term trend indicates a reduction in the number of injuries at operational incidents; and
- the number of **RIDDOR injuries** (80) is a reduction when compared to the outturn for 2017/18, and it is well below our target (99). See appendices 1E and 1F for further detail.

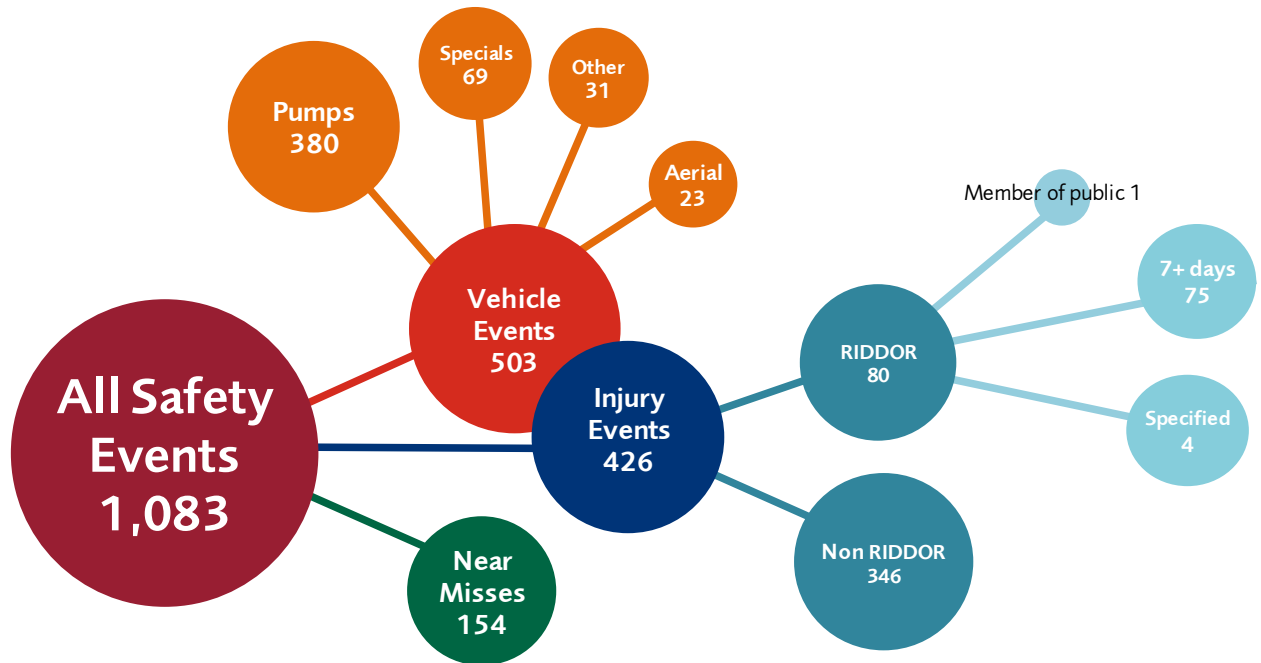
## Safety events overall

6. The total number of safety events for the 12 months to the end of September 2018 was 1,083 (more details in appendix 1A), and this shows a reduction when compared to the same period last

<sup>1</sup> Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

year. The long term trend is a continuation of the reduction in the number of recorded events over the five year period from April 2014/15.

7. The overall number of personal safety events (including near-misses) for the 12 months to the end of September 2018 is 580 (more details in appendix 1A and 1H). Of this total, 426 (73%) involved some form of personal injury and 154 (27%) were near misses.
8. All safety events for the 12 months to the end of September 2018 broken down by type and showing the relationship between different types of event, are shown in the graphic below.



### Vehicle events

9. Of the 503 vehicle events recorded during the 12 months to the end of September 2018, 303 (60%) occurred in non-emergency situations (further data in appendix 1D) and 380 (75%) involved pumping appliances (further data in appendix 1C). Officer cars accounted for 15 (3%) of the vehicle events.
10. The vehicle events do not just include those incidents involving front line pumping appliances but all brigade vehicles, including specials, aerials and officer cars (including leased cars).
11. Injuries that occur in road traffic collisions are classified separately to other injury events in this report because they are excluded from the requirements of RIDDOR. During the period, 11 injuries occurred to brigade staff as a result of 9 road traffic collisions. This is a 63% reduction when compared to the 30 injuries to staff from road traffic collisions in 2017/18. There was an increase in the number of injuries to members of the public in road traffic collisions involving Brigade vehicles; nine events were recorded in the 12 months to the end September 2018 compared to 6 in 2017/18.
12. It is estimated that there are 1.3 million vehicle movements per annum (pump and pump ladder). When divided by the data for the number of vehicle events just involving pumps and pump ladders (380) it equates to approximately one collision in every 3,421 vehicle movements.
13. Specifically during Q1 and Q2 2018/19, there were 278 vehicle events, of which:
  - 210 involved pumping appliances (further data in appendix 1C); and
  - 167 (60%) occurred in non-emergency situations (further data in appendix 1D).

## Injury events

14. Injury events are all those events that result in an injury to staff or a member of the public (where the injury was caused by Brigade's undertaking).
15. During the 12 months to the end of September 2018, 426 injuries were reported (further data in appendix 1A), of which 80 injuries (19%) were reported as RIDDOR injuries to the HSE (further data in appendix 1E).
16. 49 RIDDOR events occurred at operational incidents during the period (further data in appendix 1H). The principal causes for personal injuries during operational activities over the period were:
  - **Slip/trip/fall**
    - Total injuries = 38 injuries
    - **RIDDOR reportable = 19 injuries**
    - Non-RIDDOR or No lost time injuries = 19 injuries
  - **Manual handling**
    - Total injuries = 38 injuries
    - **RIDDOR reportable = 13 injuries**
    - Non-RIDDOR or No lost time injuries = 25 injuries
  - **Struck by moving objects**
    - Total injuries = 20 injuries
    - **RIDDOR reportable = 6 injuries**
    - Non-RIDDOR or No lost time injuries = 14 injuries
  - **Exposure to heat/fire (includes burns and heat exhaustion)**
    - Total injuries = 20 injuries
    - **RIDDOR reportable = 2 injuries**
    - Non-RIDDOR or No lost time injuries = 18 injuries
  - **Strike against fixed/stationary object**
    - Total injuries = 7 injuries
    - **RIDDOR reportable = 2 injuries**
    - Non-RIDDOR or No lost time injuries = 5 injuries
  - **Exposures to hazardous substances**
    - Non-RIDDOR or No lost time injuries = 13 injuries
  - **Injuries during RTCs enroute to operational incidents (Note: RIDDOR does not generally apply)**
    - Non-RIDDOR or No lost time injuries = 8 injuries
17. There was a 5% increase in the number of injuries reportable under RIDDOR in the 12 months to the end of Q2 2018/19 when compared to the same period the previous year. This figure is in line with the RIDDOR injuries reported during 2017/18.
18. The overall number of injuries reported (426) has increased by 7% when compared to the same period the previous year during which 400 injury events were reported. RIDDOR events represent 19% of all injury events.
19. The table below shows the RIDDOR injury event data for the last five financial years.

2014/15	2015/16	2016/17	2017/18	12 months to the end of September 2018/19	2014/15	2015/16	2016/17	2017/18	12 months to the end of September 2018/19	Trend over 5 years
RIDDOR Numbers					RIDDOR Incidence rate					
134	94	73	82	80	2,240	1,630	1,320	1,500	1,433	▼

20. From the table it is apparent that there has been a general reduction in the number of RIDDOR injuries over the last 5 years. The overall number of RIDDOR events and the incidence rate has decreased over the last 5 years.
21. The RIDDOR incidence rate is the number of injuries reportable under RIDDOR that have occurred in a year, and is expressed as a rate per 100,000 employees. It is calculated as follows:
  - $\text{RIDDOR incidence rate} = (\text{number of injuries reportable under RIDDOR in a year} / \text{number of staff}) \times 100,000$
22. The RIDDOR incidence rate, expressed per 100,000 workers, is the commonly accepted rate that the HSE use for their statistics and as such will allow for comparison with other industries and other fire and rescue services.
23. Remedial and preventive measures have been introduced following investigations and, where relevant, information has been provided to the Operational Review Team (ORT), which works closely with health and safety staff. Information from health and safety investigations is used to inform the operational improvement process and in the production of Operational News.

### Near misses

24. The number of near misses reported during the 12 months to the end of September 2018 (154) is lower than the number reported during the same period the previous year (see appendix 1H). This reduction is mainly associated with the fact that over 50 near misses were reported during the Grenfell Tower fire. The number of near misses reported is now in line with annual figures pre-June 2017.
25. Whilst there is evidence that reporting of near misses has increased in the last 2 years (see appendix 1I for further details) near miss reporting should continue to be encouraged as it helps identifying the potential for injury early. Near miss reporting is important to the Brigade because the sequence of events that lead up to a near miss is usually the same as those which result in an injury. The reporting of near misses allows managers to determine whether there is a trend, a further training need, a required improvement in personal protection or an equipment deficiency. An increase in near miss reporting is considered as positive, because emerging trends can be identified and managed proactively before they cause an injury or damage.
26. More work has been done to further encourage the reporting of near misses. A streamlined process for reporting near misses has been introduced in October 2018 as part of the release of the new safety event reporting software. The Health and Safety team have specified a shorter and more user friendly near miss reporting tool to allow near miss reporting by all staff directly to the safety event database (anonymously if they choose to do so) and this should further promote near miss reporting.

### Leading indicators

27. Leading indicators provide information to help the Brigade respond to changing circumstances, and take actions to achieve desired outcomes or avoid unwanted outcomes. They also help improve future performance by promoting action to correct potential weaknesses without waiting for demonstrated failures. Leading indicators can provide a more realistic picture of health and

safety performance and can be used positively to both reinforce health and safety improvement and to increase the visibility of health and safety effort.

28. More detailed information for the leading indicators are set out in appendix 2 but the highlights are as follows:
- across Operations, the total number of **local accident investigations** taking longer than 28 days to resolve has decreased in all areas (See appendix 2B); and

### Preventive initiatives and interventions

29. The Health and Safety department continue to work on a range of preventive initiatives and interventions, including:
- **Reducing risk from 'contaminants'**. In conjunction with Operational Policy the Health and Safety department has issued guidance reemphasising existing control measures or introducing new risk control measures to minimise the risks to staff from contaminants (i.e. the toxic/volatile products of combustion) through inhalation or absorption. The majority of risk control measures currently focus on the principles of hygiene/cleanliness (personal, clothing/PPE and equipment) and the correct use of respiratory and personal protective equipment. In collaboration with the Wellbeing team the Health and Safety team is also coordinating the Brigade's participation in research to better understand the risks from contamination, which may lead to improved or additional control measures.
  - **Improving food safety and kitchen hygiene standards**. The majority of our workforce store and prepare their meals in kitchens provided by the Brigade. To make sure that the food prepared on fire stations is safe to eat and that the Brigade complies with the current food safety legislation, a food safety training package for all station-based personnel including crew and watch managers has been developed. The training covers the essentials of food safety such as handling and preparing raw meat, refrigeration, defrosting and cross contamination. It follows the Food Standards Agency's level 2 food hygiene training and meets the requirement of the Food Safety Act 1990 and Regulation EC 852/2004. There is also a module providing guidance on health and safety in kitchens. The training was made available to station-based personnel in August and 900 staff had successfully completed the package at the end of September 2018.
  - **Identification and assessment of risks at fire stations**. The health and safety team carries out visits to fire stations to assess the risks associated with the use of the gym and gym equipment and to conduct station slips and trips risk assessments. The reports produced assist station managers in highlighting the areas of concerns and providing recommendations for improving premises safety standards.
  - **Thematic reviews of high risk activities**. The thematic reviews take a holistic approach to review the adequacy of our risk controls in a defined area (e.g. use of respiratory protective equipment) by examining associated policy, training and the implementation and effectiveness of risk control measures. Health and Safety continue to work on the thematic review forcing entry to premises, which was previously identified as a target for reduction of operational injuries. The Health and Safety team have also started preparations for a campaign to encourage firefighters to wear their seatbelts while riding in fire appliances to be started in 2018/19;
  - **Analysis of statistics and identification of risk trends**. Risk trends, and relevant policy and risk controls, are communicated to staff through Operational News publications and dedicated monthly reports for the Area DACs; and

- **Continuing corporate audit of the health and safety management system.**  
MOPAC has completed a review of the health and safety inspection regime at fire stations and the audit report indicates that the control framework is adequate to control key risks effectively. The premises inspections and auditing tools are effective with adequate training provided. The risk issues identified included: parts of premises not inspected as scheduled; delays in addressing defects reported during premises inspections; and, inadequate scheduling and recording of joint management and safety representatives inspections. Remedial actions with deadlines for completion were agreed with the departments concerned. The health and safety team have been working with other Fire and Rescue Services to develop a FRS specific corporate audit template. This template has now been approved by the NFCC Health and Safety Committee. The health and safety team will use this new audit tool to carry out a desktop gap analysis of our safety management systems and to review our internal health and safety audit process in 2018/19.

## Health and safety premises audits

30. The integrated Health, Safety and Environmental premises audits represent one of LFB's established leading indicators. No audits were completed during the first two quarters of 2018/19.
31. The auditing process including the question set were reviewed and a new audit format using the audit system provided by Sphera is currently being developed. The system will enhance premises health and safety auditing and streamline the production of audit reports. Following a pilot of the new audit system a new audit cycle will begin in Q1 2019/2020 for a three years cycle during which all Brigade premises will be audited.
32. The health and safety team have continued to review some high risk issues/areas in our stations while the audit tool is under review. During the period, premises slips and trips risk assessments and gym risk assessments were conducted. It involves a full site inspection during which hazards are identified and reported to the station manager and borough commander so that remedial actions can be taken. The gym risk assessments mainly highlight that non-maintained/non-Brigade gym equipment is being used in several fire stations and that gym equipment is sometimes found in various areas of the station such as the appliance bay.

## Occupational health

33. The health and safety team continue to work closely with the occupational health provider of the Brigade (Health Management Ltd (HML)). The process of introducing the Chief Medical Officer to the different occupational working environments of operational staff has developed into arranging for a number of clinicians from the OH team to view the operational equipment used by the Brigade along with discussions with trained operatives. This is to increase their awareness of our equipment, procedures and working methods, which should enable them to give more pertinent advice to the Brigade and patients. The next visit is to Lewisham in January 2019.
34. The process of referring some members of staff to HML who have suffered injury due to workplace accidents within the first few days after the injury continues. This allows the Brigade to ensure the welfare of an injured employee is being attended to correctly as soon as possible as well as facilitating the earliest possible return to full duties.
35. The health and safety team continue to participate in giving health and safety opinion in Medical Panel meetings, which considers the health issues that could impact on abilities to undertake the role of an operational member of staff as well as new recruits who present with pre-existing medical issues. Attendance at more specialist medical meetings is also taking place on a regular basis, the most recent being a presentation by orthopaedic consultants about knee replacement surgeries. This sort of work is particularly useful while preparing for increasing average age of



firefighters. The health and safety team also continue to attend and input into the 'due to service' injury panel meetings.

36. The specialist interventions and advice that is provided to the occupational health provision by the health and safety team continues. The introduction of enhanced medical checks for operational staff who, due to their roles, embark on high volumes of Real Fire Training (RFT) will be done within the next couple of months. This is to address the known occupational hazards associated with spending significant time in the RFT environment.

### **Workforce liaison (Brigade Joint Committee for Health, Safety and Welfare, BJCHSW)**

37. Throughout Q1 and Q2 2018/19 Brigade Management have continued to meet regularly with staff side safety representatives regarding health and safety issues relating to operational policies and procedures as well as the introduction of new equipment and initiatives. Consultation has taken place through the scheduled BJCHSW meetings as well as through a large number of side meetings which provide a greater opportunity for more detailed analysis and discussion of issues with responsible officers outside of the main BJCHSW committee meeting.
38. During the first two quarters of 2018/19, the committee opened 6 new items and closed 15. An example of some of the policies opened and closed during the period include Breathing Apparatus and Home Fire Safety Visit policies. Other initiatives that were discussed include traveling in uniform, flood project equipment, the introduction of rescue hoods, driver training and resuscitation skills.

### **Compliance and liaison with the Health and Safety Executive (HSE)**

39. The Health and Safety team has had no specific contact with the HSE in the first half of 2018/19. The HSE have however indicated via the NFCC Health and Safety Committee that they intend to conduct inspections of 6 Fire and Rescue Services in the latter half of 2018/19. At the time of writing they have indicated that they will not be seeking to inspect the Brigade. It is not yet clear how the HSE will report their findings from the inspections.

### **Changes to health and safety legislation**

40. HSE continue to identify statutory instruments that can be revoked and make alterations and improvements to existing regulations. The health and safety team take the lead on assessing these changes for their potential impact on the Brigade.
41. There were no significant changes to the legislation relevant to the Brigade during this reporting period.

### **Health and safety training**

42. The Health and Safety team take an active role in monitoring the health and safety performance of the training provider, which is achieved through regular meetings with Babcock Training's Health and Safety Advisor, monitoring of any safety events that occur at Babcock-delivered training events and via specific items in contract management/oversight meetings.
43. The health and safety team are carrying out a wider review of the strategy for delivering manual handling and local accident investigation training to all staff. A training specification for local accident investigation has been submitted to Babcock Training for development.

## Conclusions

44. For the 12 months to the end of September 2018, performance on the key indicators showed that:
- CO 11:** RTCs involving Brigade vehicles has increased and was amber status at the end of the period (actual - 503 and target - 460);
  - CO 12:** the injuries from operational incidents target is not currently being achieved (actual - 170 and target - 135), and
  - CO 13:** the all RIDDOR injuries total is being met and is well below the target despite a slight increase during the period (actual - 80 and target - 99).

## Finance comments

45. The Chief Finance Officer has reviewed this report and has no comments.

## Workforce comments

46. No specific consultation with the workforce has been undertaken in the preparation of this report. The report is made available to trade unions via the Brigade's Committee for Health, Safety and Welfare (BJCHSW) following approval.

## Legal comments

47. Under section 9 of the Policing and Crime Act 2017, the London Fire Commissioner (the "Commissioner") is established as a corporation sole with the Mayor appointing the occupant of that office. Section 1 of the Fire and Rescue Services Act 2004 states that the Commissioner is the fire and rescue authority for Greater London.
48. As an employer, the London Fire Commissioner must comply with the Health and Safety at Work etc. Act 1974. Section 2 of that Act imposes a general duty on the employer to '*ensure, so as is reasonably practicable, the health, safety and welfare at work of all of his employees.*' This general duty extends (amongst other things) to the plant and systems of work, the provision of information, instruction, training and supervision and to the provision and maintenance of a working environment that is, so far as reasonably practicable, without risks to health and adequate as regards facilities and arrangements for welfare at work.
49. In accordance with Section 2(6) Health and Safety at Work etc. Act 1974, it is the employer's duty to consult safety representatives with a view to the making and maintenance of arrangements which will enable him and his employees to co-operate effectively in promoting and developing measures to ensure the health and safety at work of the employees, and in checking the effectiveness of such measures.
50. The work undertaken and described in this report contributes to the London Fire Commissioner's compliance with its duties under the Health and Safety at Work etc. Act 1974 and the subordinate legislation made under the Act.

## Sustainability implications

51. Health, safety and wellbeing is one of the five themes under the Brigade's sustainable development framework. This report is consistent with the objective under the Sustainable Development Strategy 2016-20 (FEP 2580) to 'protect and promote the health, safety and wellbeing of our staff' through business as usual activities detailed in the report, and the monitoring of performance data to reduce the impact of days lost to safety events.

## Equalities implications

52. This report is consistent with the Brigade's employment aims under the Diversity Policy to behave in a professional manner and impose professional standards on our staff. Monitoring and managing the impact of safety events enables the Brigade to develop a workforce that is well trained, motivated and respectful to one another. This will not only help us to provide more responsive services, but it will also help to build confidence in each community of a professional and representative workforce.

## List of Appendices

Appendix	Title	Protective Marking
1.	Performance against a number of key indicators for the 12 months to the end of September 2018	Not Protectively marked
2.	Leading indicators for the 12 months to the end of September 2018	Not Protectively marked

## Consultation

[Note: this section is for internal reference only – consultation information for public consideration should be included within the body of the report]

Name/role	Method consulted
SADB attendees	SADB meeting (27 <sup>th</sup> November)

**All safety events**

<u>Appendix 1A – All safety events</u>	<u>12</u>
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**Vehicle events**

<u>Appendix 1B – RTCs involving Brigade vehicles (CO 11)</u>	<u>14</u>
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<u>Appendix 1C – Vehicle events - type of Vehicle</u>	<u>17</u>
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<u>Appendix 1D – Vehicle events – on/off 'Blue Light'</u>	<u>19</u>
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**Personal events**

<u>Appendix 1E – All RIDDOR injuries (CO 13)</u>	<u>21</u>
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<u>Appendix 1F – RIDDOR events – severity Level</u>	<u>24</u>
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<u>Appendix 1G – Injury events – top 2 causes</u>	<u>26</u>
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<u>Appendix 1H – Injuries from operational incidents (CO 12)</u>	<u>28</u>
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<u>Appendix 1I – Near Misses</u>	<u>30</u>
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# All safety events

**ALL EVENTS (rolling 12 month figures)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/15	1,158	1,146	1,151	1,141	1,145	1,189	1,162	1,139	1,123	1,147	1,088	1,080
2015/16	1,044	1,033	1,024	1,007	997	973	994	990	990	956	967	979
2016/17	993	1,008	1,001	1,014	1,027	1,025	1,007	1,008	1,019	1,035	1,035	1,016
2017/18	1,014	985	1,073	1,070	1,043	1,050	1,045	1,081	1,071	1,057	1,066	1,074
2018/19	1,067	1,116	1,031	1,063	1,091	1,083						

**INJURY EVENTS (rolling 12 month figures)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/15	440	444	457	468	474	493	469	472	466	476	451	448
2015/16	429	427	409	387	378	359	367	352	352	328	330	343
2016/17	343	344	345	360	367	368	370	370	370	375	380	366
2017/18	372	364	406	400	392	400	397	423	423	420	430	426
2018/19	428	440	401	412	427	426						

chart 1 : rolling 12 months

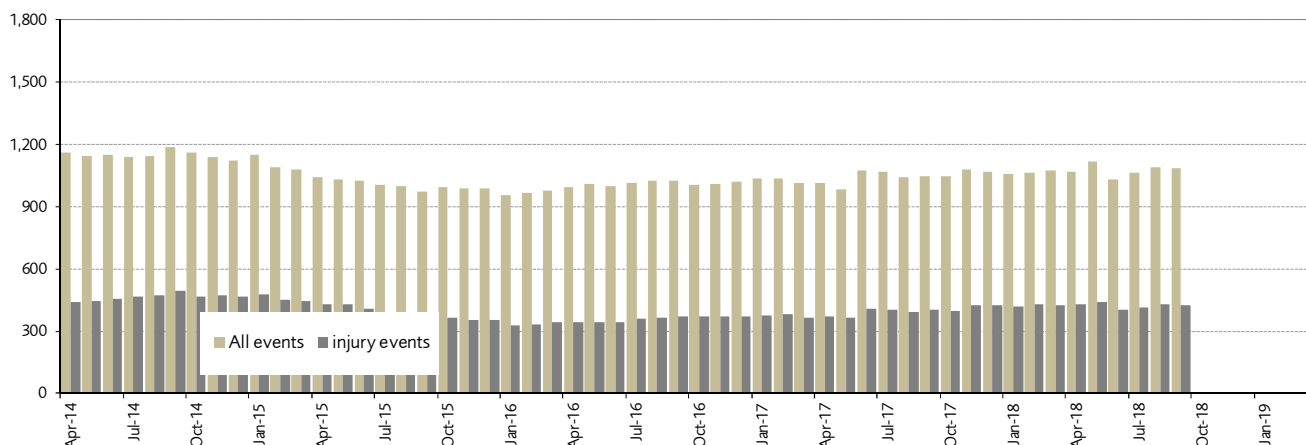
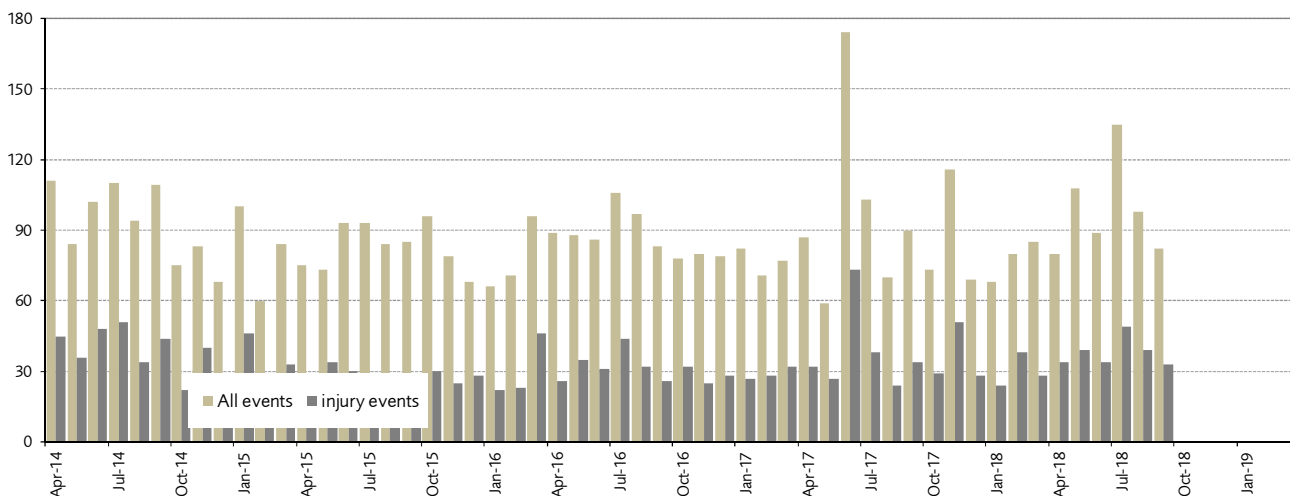


chart 2 : monthly



## **Indicator Description**

The tables and graphs display the number of health and safety events recorded across the Brigade.

The "All safety events" table includes any event in a sequence of occurrences which results in injury to an individual(s) (physical), damage to property where injury could have resulted, damage to the environment through actions of LFB employees, or a 'near miss'. It includes all vehicle events and personal injury events.

The "injury events" table includes only those events that resulted in an injury and excludes near misses (a near miss is an uncontrolled occurrence, which could have resulted in injury or damage but did not) and injuries sustained during a vehicle event.

The all safety events figure for the 12 months to the end of September 2018 (1,083) shows a 3% increase when compared to the same period the previous year. The five year trend continues to be an improving one despite the increase during Q1 2017/18.

There has been a 7% increase in the number of injury events recorded in the period when compared to the same period last year. The long term trend however remains one of improvement, with 426 events representing an improvement of 14% compared to the high point of 493 in September 2014.

Of the 93 injury events that occurred during training activities in the 12 months to the end of September 2018, 46 (49%) were during training events managed by Babcock.

## **Performance Management**

Over the longer term the reduction in safety events is due to the continual monitoring and improvement of the health and safety management system and the monitoring of risks through corporate and departmental risk registers (e.g. CRR1: A death or serious injury occurs as a result of our staff not operating a safe system of work).

All risk controls, including the proactive identification of risks and risk controls through risk assessment at the policy stage or the reactive management of risk through accident investigation will contribute to maintaining and/or further reducing the numbers of safety events.

During the period, Health and Safety continued with proactive work to reduce risks on fire stations. It included conducting slips and trips risk assessments and station gyms risk assessments.

Recommendations for improvement are made to the person in control of the premises through detailed reports.

## All Vehicle events

ALL VEHICLE EVENTS (rolling 12 month figures)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2014/15	527	514	510	493	490	513	514	497	500	511	484	482	536
2015/16	474	467	476	485	486	481	489	500	495	485	495	490	509
2016/17	503	509	500	500	510	510	497	497	506	512	501	497	509
2017/18	487	475	480	487	468	460	457	463	456	455	457	469	484
2018/19	468	496	489	497	507	503							460

chart 1 : rolling 12 months

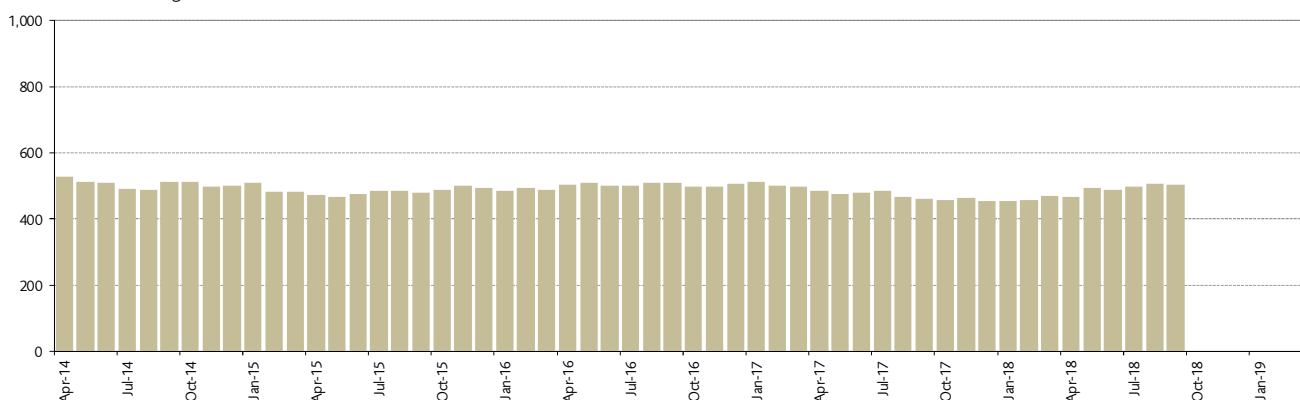
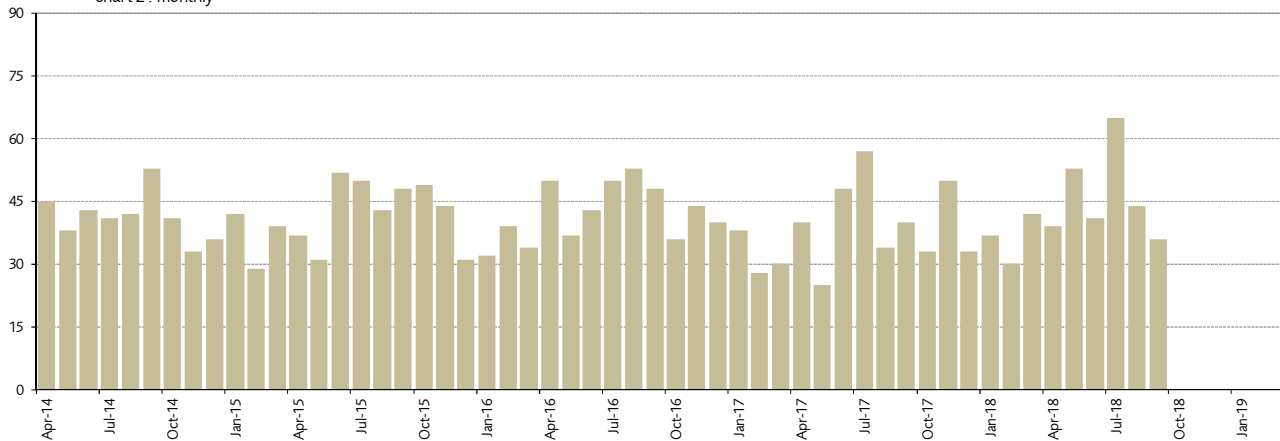


chart 2 : monthly



## **Indicator Description**

The tables and graphs display the number of all vehicle events recorded across the Brigade. The numbers include all vehicles used by the Brigade, and also include those RTCs that were not the fault of a Brigade driver (for example, where a private vehicle collides with a stationary Brigade vehicle).

Performance for the 12 months to the end of September 2018 at 503 vehicle events represents an increase of nine per cent when compared to the same period last year during which 460 events were reported.

The number of events involving pumping appliances in 2017/18 (348) has reduced by six per cent since the year end figure for 2016/17.

<b>Vehicle type</b>	<b>Number of events 2014/15</b>	<b>Number of events 2015/16</b>	<b>Number of events 2016/17</b>	<b>Number of events 2017/18</b>	<b>12 months to the end of September 2018</b>
Pumping appliances	375	381	371	348	380
Special appliances	58	52	76	57	69
Aerials	13	22	12	28	23
Other vehicles (includes vans and officer cars)	34	34	33	32	31

The table below gives an indication of the number of injuries to members of the public as a result of road traffic collisions involving LFB vehicles.

	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>12 months to the end of September 2018</b>
Responding to emergency	3	7	5	5	7
Not responding to emergency	2	3	6	1	4
Fire appliances (including CU)	3	9	10	6	10
• Collisions with cars	2	7	6	5	7
• Collisions with motorcycles/cycles	0	2	1	0	2
• Collisions with pedestrians	1	0	2	1	1
Officers' cars	2	0	1	0	1
Total injuries	5	10	11	6	11

The total number of injuries to members of the public has increased during the period. There were no fatal injuries.



## **Performance Management**

Continued efforts are being made to drive down the number of vehicle events across the Brigade. Driving policy and training has been reviewed; vehicle event trends and driver behaviour were considered as part of that review. The new Emergency Response Driver refresher training programme started in Q2 2017/18. This training includes a reassessment of driver skills in accordance with the Joint Emergency Services High Speed Driver Training (HSDT) codes of practice.

To ensure focus is maintained, this subject is covered at quarterly meetings between AC Fire Stations and the area Deputy Assistant Commissioners. The health and safety team are supporting this by providing specific data on vehicle events each quarter to AC Fire Stations and the Director of Operations.

This also helps maintain a consistent approach across the four operational areas, and allows for Area DACs to apply a similar approach when holding 1-2-1 meetings with Borough Commanders. This focus has helped to reduce the number of vehicle events over the last few years. Managers at stations ensure that there are suitable plans in place to prevent, as far as possible, the occurrence of all types of vehicle events. Actions taken include:

- risk assessment of vehicle movements on the fire station;
- establishing a system of follow up, working with those drivers who have recorded two or more road traffic collisions or other vehicle events in a year;
- reminding all staff of their responsibilities as set out in the firefighter role map;
- recording all types of training on staff individual training records (ITR), and
- discipline when it is established personnel breach conduct or performance standards.

## Vehicle events by type of vehicle

### PUMPING APPLIANCES (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/15	397	386	383	376	375	390	392	379	381	395	375	375
2015/16	371	368	371	374	373	370	377	383	384	373	383	381
2016/17	389	396	394	389	397	393	384	382	386	394	381	376
2017/18	369	360	359	361	345	342	343	353	345	338	342	352
2018/19	347	363	360	373	380	380						

### SPECIALS (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/15	70	70	72	68	67	70	68	65	63	63	59	58
2015/16	51	48	49	53	54	53	51	52	50	52	53	52
2016/17	57	58	55	60	63	68	69	76	77	75	75	76
2017/18	75	71	76	73	68	62	59	52	57	58	55	56
2018/19	61	68	64	65	69	69						

### AERIALS (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/15	18	17	17	11	12	14	15	12	13	13	12	13
2015/16	17	18	20	21	20	21	19	25	23	22	23	22
2016/17	20	20	18	17	18	18	18	13	14	13	12	11
2017/18	10	10	12	18	20	20	20	20	20	25	28	29
2018/19	29	30	30	25	24	23						

### OTHER VEHICLES (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/15	42	41	38	38	36	39	39	40	42	39	37	34
2015/16	33	29	31	32	34	32	37	36	34	34	32	34
2016/17	34	34	33	34	32	31	26	26	29	30	33	34
2017/18	33	34	33	35	35	36	35	38	34	34	32	32
2018/19	31	35	35	34	34	31						

chart 1 : rolling 12 months

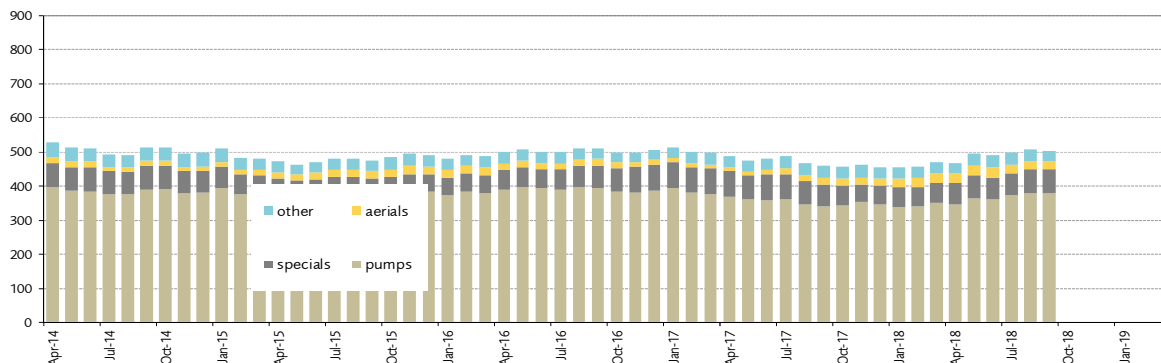
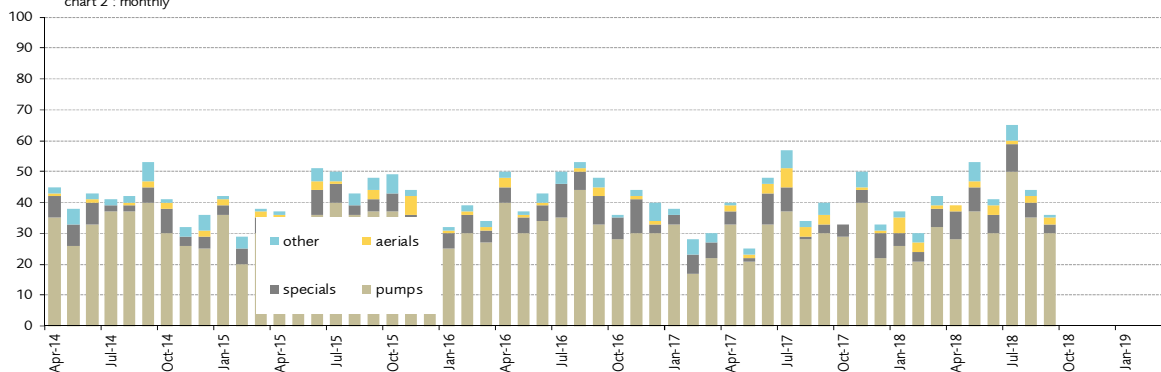


chart 2 : monthly

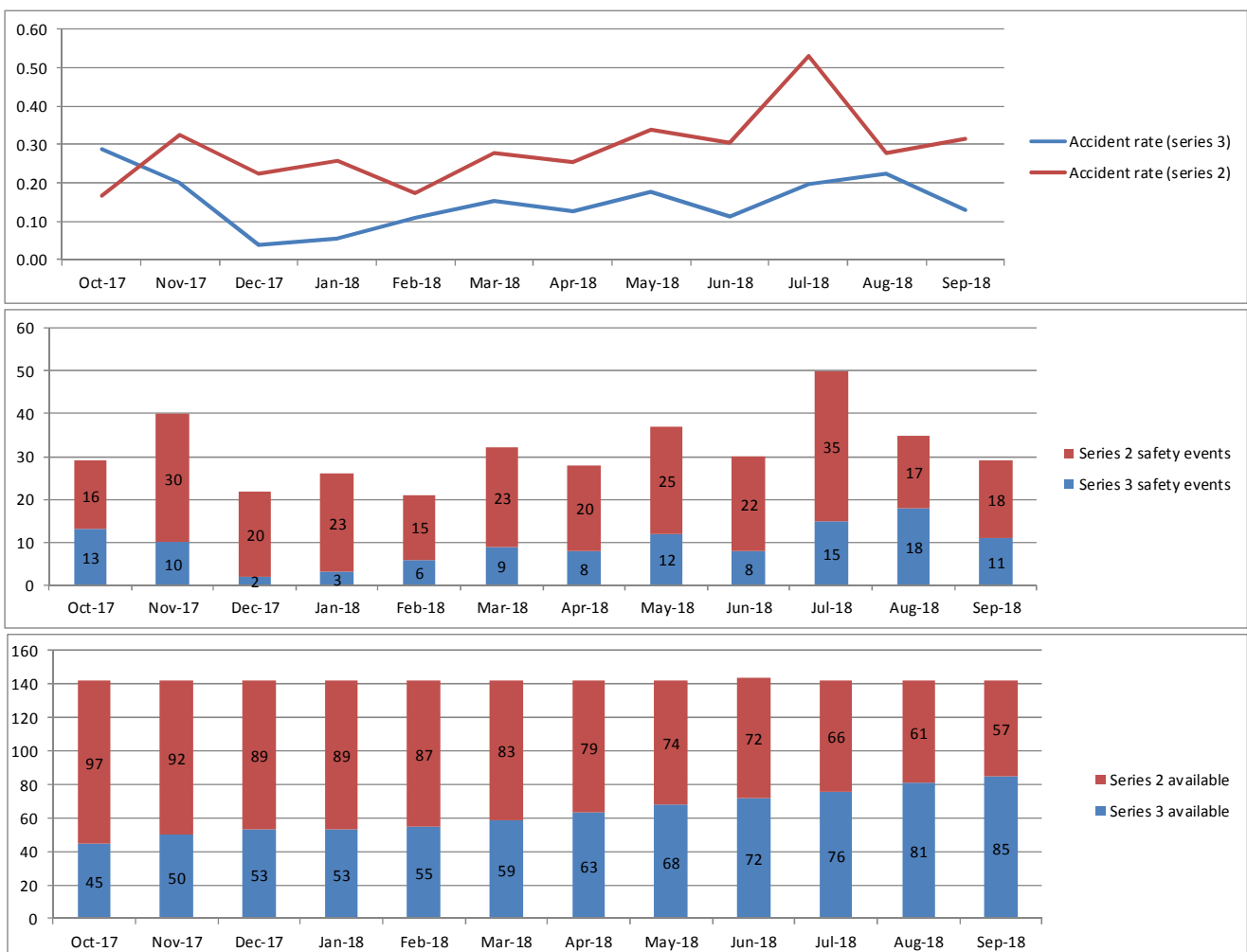


## Indicator Description

The tables and graphs display the number of vehicle events recorded across the London Fire Brigade per type of vehicle. This includes road traffic collisions where a non-Brigade driver may have been responsible.

The 'pumping appliances' category contains all events involving Pump Ladders (PL) and Dual Pump Ladder (DPL). The 'Other' category includes events involving cars, vans and people carriers and the 'Special' category contains all other vehicles, including Fire Rescue Units (FRU) and Command Units (CU). Aerials includes hydraulic platform (HP), aerial ladder platform (ALP) and turntable ladder (TL).

Series 2 pumping appliances are currently being replaced by newer fire appliances (Series 3) and considering the data available to date, it is noticeable that the vehicle event rate is lower with the new vehicles. The tables and charts below compare vehicle event rates during the 12 months to the end of September 2018 for series 2 versus series 3 fire appliances.



The noticeable spike in vehicle events for series 2 appliances in July 2018 was predominantly due to increases in vehicle events during slow speed manoeuvres (13 events; including 3 while reversing) and collisions with stationary vehicles (8 events).

## Performance Management

See appendix 1B.

## Vehicle events on/off 'blue light'

### UNDER BLUE LIGHT EVENTS (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/15	180	179	177	170	158	167	170	160	163	171	156	154
2015/16	157	157	168	170	180	179	181	185	180	173	185	182
2016/17	188	186	178	181	180	171	161	163	175	182	173	168
2017/18	169	153	153	153	149	152	158	160	160	157	159	168
2018/19	169	183	185	191	198	200						

### NON EMERGENCY EVENTS (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/15	347	335	333	323	332	346	344	337	337	340	328	328
2015/16	317	310	308	315	306	302	308	315	315	312	310	308
2016/17	315	323	322	319	330	339	336	334	331	330	328	329
2017/18	328	322	327	334	319	308	299	303	296	298	298	301
2018/19	299	313	304	306	309	303						

chart 1 : rolling 12 months

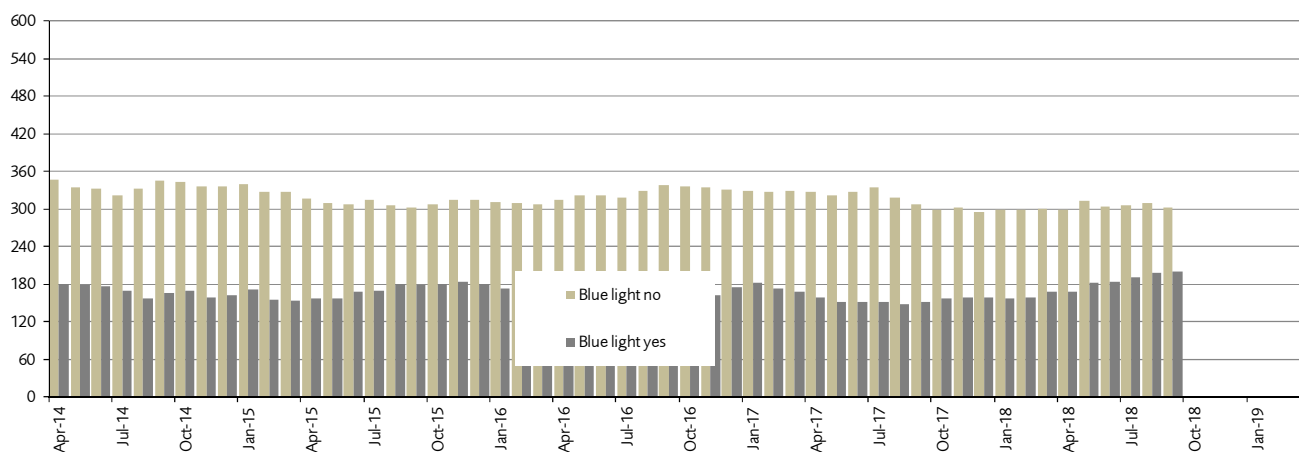
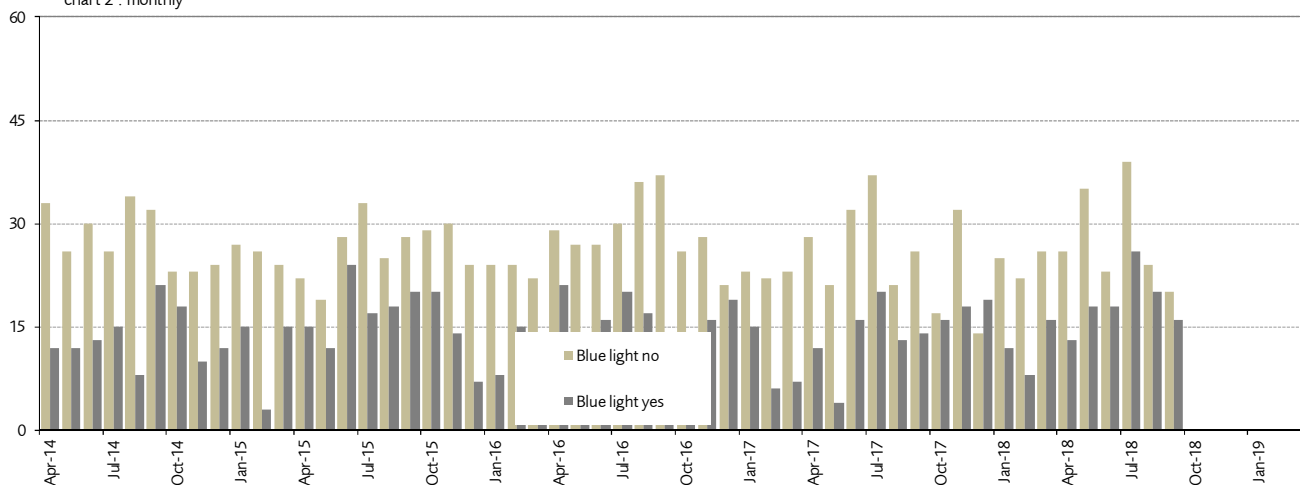


chart 2 : monthly



## **Indicator Description**

The tables and graphs display the number of vehicle events recorded across the Brigade that occurred under blue light and in non-emergency conditions.

For the past five years, the majority of vehicle events have occurred in non-emergency circumstances. There was a 2% reduction in the number of these events during the 12 months to the end of September 2018 when compared to the same period the previous year. The number of events under blue light increased by 32% during the period, which requires further investigation.

## **Performance Management**

The number of vehicle events under emergency (and non-emergency) conditions is monitored through the SERD database. The new SERD database will start to operate from 1<sup>st</sup> October 2018; this has a new dedicated vehicle event form that should allow for a more effective analysis of vehicle events in order to target interventions.

The new Emergency Response Driver refresher training programme started in Q2 2017/18. This training includes a reassessment of driver skills in accordance with the Joint Emergency Services High Speed Driver Training (HSDT) codes of practice.

The Health and Safety team are working with colleagues to ensure that road traffic collisions and other vehicle events that occur when driving under non-emergency situations are sufficiently covered in training as these represent the majority of our vehicle events.

The Health and safety team provide monthly reports to the Area DACs with statistical information, safety event causation and preventive actions.

## CO13 - RIDDOR events

CO13 - RIDDOR EVENTS (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2013/14	136	127	126	124	116	109	108	102	97	99	101	101	137
2014/15	110	113	123	131	132	139	135	143	143	141	132	134	115
2015/16	123	129	115	110	114	107	111	100	101	98	95	93	109
2016/17	92	84	86	85	85	85	79	77	72	73	78	73	109
2017/18	76	75	86	85	78	76	79	84	85	83	81	82	104
2018/19	85	89	80	78	78	80							99

chart 1 : rolling 12 months

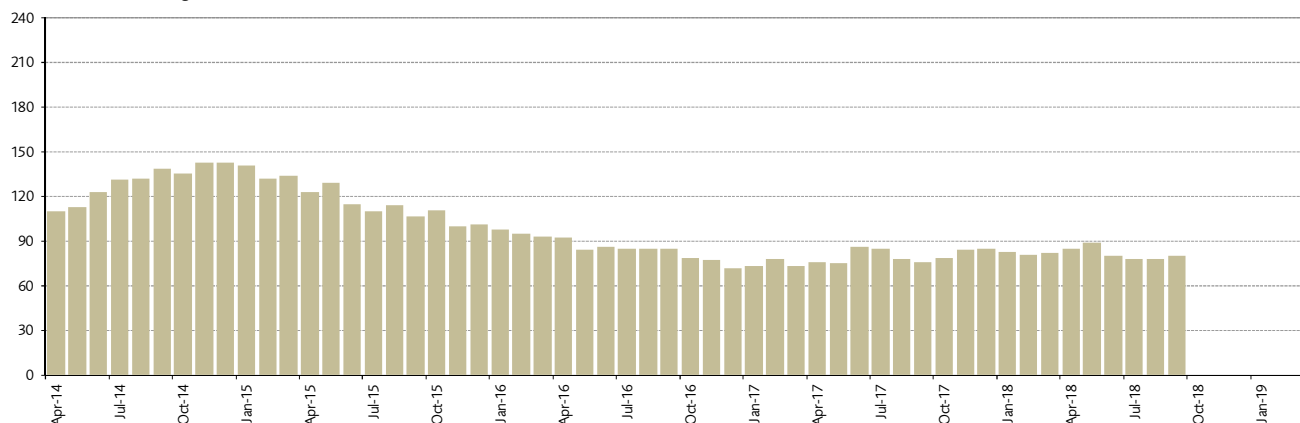
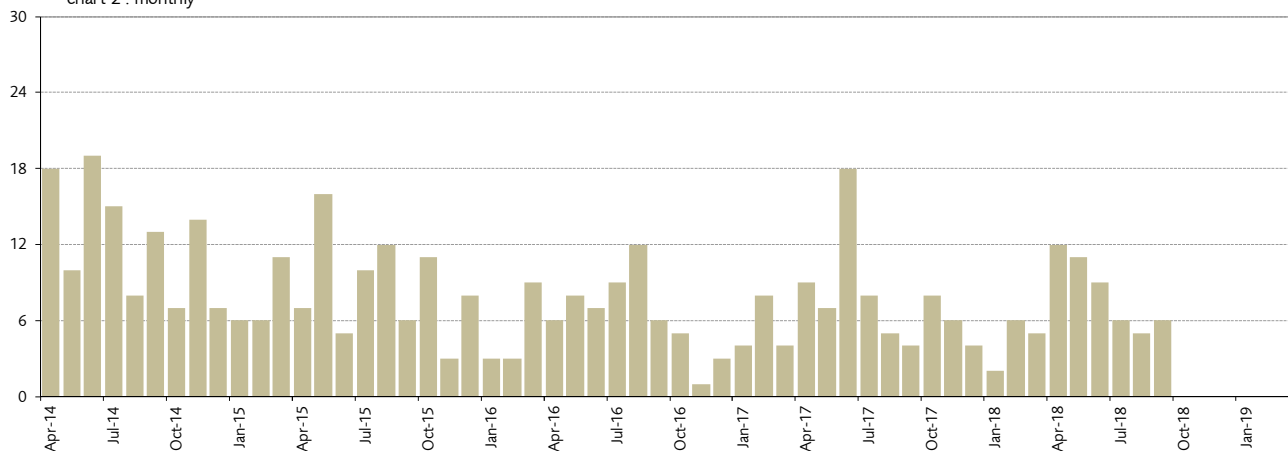


chart 2 : monthly



## **Indicator Description**

RIDDOR events are those required to be reported to the Health and Safety Executive (HSE), under the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR) 2013. Data shows the majority of RIDDOR injury events fall within the over 'over seven day injury' category, in other words, where an employee has been off sick for more than seven days following a safety event. Very few of these injuries fall within the category of 'specified' injuries as described in Appendix 2.

The figure for the 12 months to the end of September 2018 (80) is higher than the performance for the same period the previous year during which 76 events were reported. The five year trend remains one of improvement; RIDDOR events have fallen by 42 per cent when compared to the figure at the end of September 2014.

Four injury events were reported as specified injuries during the period. These events were 2 firefighters falling from height at an incident; a firefighter trapping their finger while restowing BA on a fire appliance; and a firefighter injuring their ankle while dismounting a fire appliance at their base station.

The Resources Committee in September 2014 (*FEP2312*), asked that a distinction be made between RIDDOR injury events involving FRS and operational staff, and a further breakdown of the events for operational staff into categories. Data for the 12 months to the end of September 2018, broken down by quarter, is shown below:

	<b>Accident type</b>	<b>Q3 2017/18</b>	<b>Q4 2017/18</b>	<b>Q1 2018/19</b>	<b>Q2 2018/19</b>	<b>Total</b>
<b>Operational staff</b>	Operations	10	7	18	14	<b>49</b>
	Training	3	3	9	0	<b>15*</b>
	General	5	3	4	3	<b>15</b>
	<b>Total</b>	<b>18</b>	<b>13</b>	<b>31</b>	<b>17</b>	<b>79</b>
<b>FRS staff</b>	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* Six RIDDOR injuries occurred at Babcock led training sessions during the 12 months to the end of September 2018. These events included: three injuries during real fire training; two injuries while handling hoses, and one injury while swimming.

The number of RIDDOR events has increased during the 12 months to the end of September 2018, when compared to the same period the previous year.

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>2014/15</b>	46	36	28	23
<b>2015/16</b>	28	28	22	15
<b>2016/17</b>	21	27	9	16
<b>2017/18</b>	34	17	18	13
<b>2018/19</b>	31	18		

## **Performance Management**

All accidents, including RIDDOR reportable incidents, are investigated and the causes identified. Where an accident occurs that has corporate implications, the Senior Accident Investigation (SAI) team will lead and provide a report for corporate consideration. Where significant risks are identified these may be subject to thematic audit by Health and Safety Services staff.

Analysis of the current incidents shows that slips and trips, and the moving and handling of operational equipment are the major causes of RIDDOR and other injuries. Our premises slips and trips risk assessment programme proactively identifies and records slips and trips risks on Brigade premises; and the posters from the previous communication campaign are still on display in all fire stations.

A training package (CBT) to raise awareness of the risks (and control measures) from moving and handling loads is available for all staff via the intranet. This training has been promoted to staff through departmental risk assessments.

More work has been done to encourage 'near miss' reporting as identifying the potential for injury early provides an opportunity to prevent RIDDOR injuries occurring. As well as making general improvements to the investigation and reporting of safety events and injuries and to accident investigation training near miss reporting has been improved as part of the new safety event reporting system which was made available to staff on the 1<sup>st</sup> October 2018. It allows near miss reporting by all staff (anonymously if they wish) directly to the safety event database, which should further promote near miss reporting.



## RIDDOR events - severity level

### 7+ DAYS (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/15	105	108	115	124	125	131	128	135	135	133	123	122
2015/16	109	115	104	99	102	96	101	92	93	90	88	89
2016/17	90	83	85	84	84	84	78	75	70	71	76	71
2017/18	74	73	80	79	73	71	74	80	81	79	77	78
2018/19	80	84	79	76	75	75						

### SPECIFIED INJURIES (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/15	5	4	6	5	5	6	5	6	6	6	7	10
2015/16	12	13	11	11	12	11	10	8	8	8	7	4
2016/17	2	1	1	1	1	1	1	1	1	1	1	1
2017/18	1	1	5	5	4	4	4	4	4	4	4	4
2018/19	4	4	0	1	2	4						

chart 1 : rolling 12 months

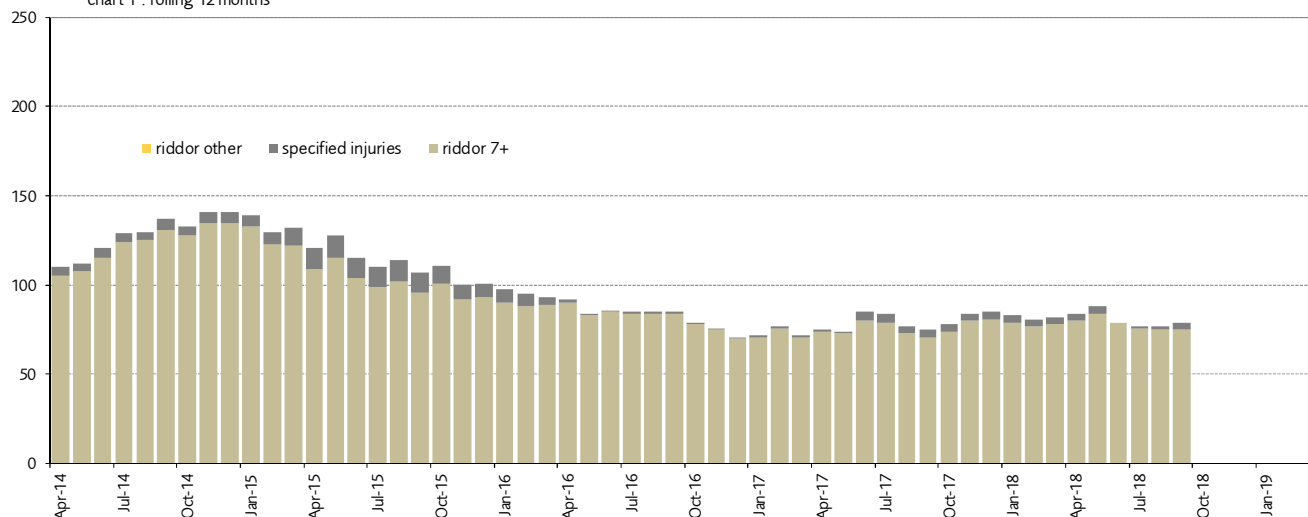
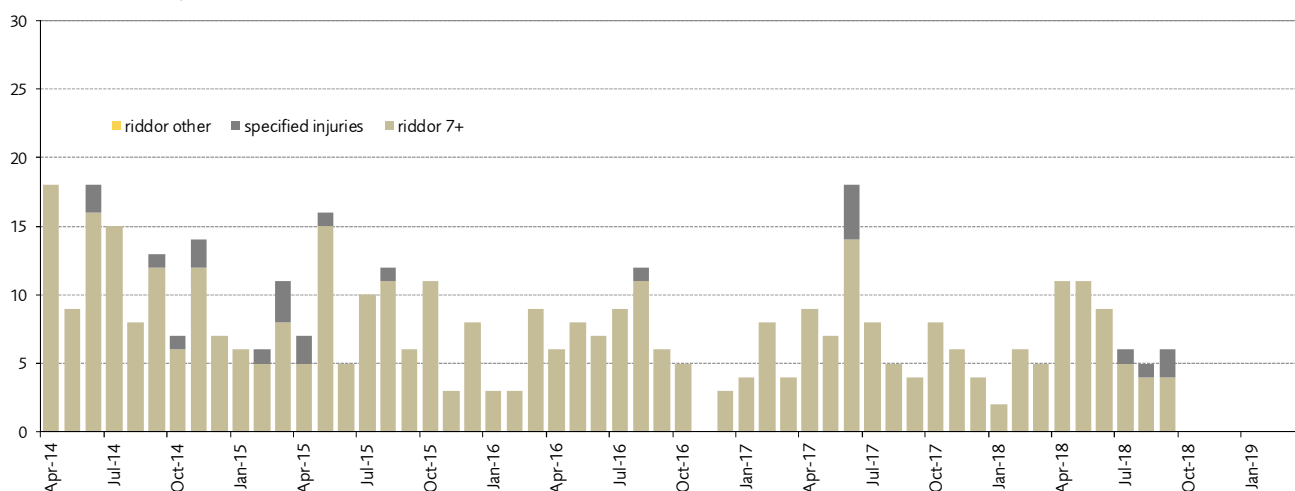


chart 2 : monthly



## **Indicator Description**

The tables and graphs display the severity level of RIDDOR events recorded across the Brigade.

Those events categorised as 'specified injuries' are relatively low in number (these events were previously classified as 'major' injuries under RIDDOR). During the 12 months to the end of September 2018, four safety events were reported as 'specified' injury to the HSE. The specified injuries were two firefighters falling from height at an incident, a firefighter injuring their ankle while dismounting a fire appliance at their base station and a finger injury while restowing a BA set on a new fire appliance.

For those incidents categorised as '7+ days', the figure of 75 for the 12 months to the end of September 2018 is deterioration in performance when compared with the same period the previous year. Over the long term, the trend is however one of improvement; current performance reflects an improvement of 43% when compared with the high point of 131 which occurred in the 12 months to the end of September 2014.

## **Performance Management**

Information on the management of reportable injuries is described in Appendix 1E.

## Injury events - type (2 main causes)

### SLIPS, TRIPS & FALLS (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/15	99	100	103	106	111	117	114	122	120	126	119	115
2015/16	112	111	103	99	93	88	88	77	82	73	72	80
2016/17	76	79	79	76	78	78	80	82	79	84	90	80
2017/18	86	80	100	106	101	106	107	108	105	99	100	100
2018/19	97	100	82	85	92	86						

### MANUAL HANDLING (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/15	84	86	91	95	96	94	91	94	91	90	84	87
2015/16	79	81	81	80	80	79	84	80	78	76	75	73
2016/17	76	73	68	68	62	63	62	60	60	61	60	58
2017/18	60	58	70	72	80	73	69	76	75	72	75	79
2018/19	85	90	83	89	90	92						

chart 1 : rolling 12 months

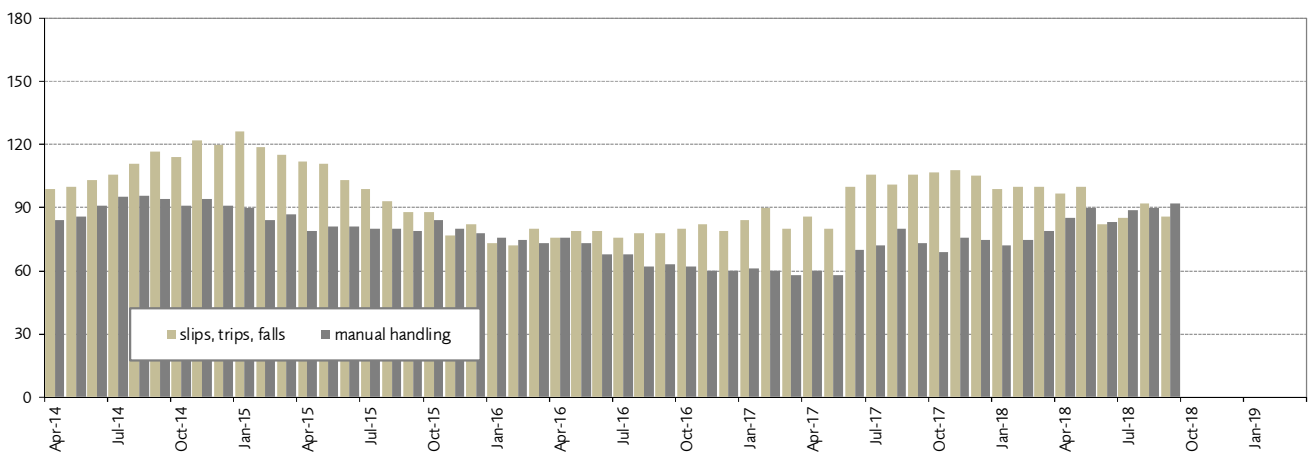
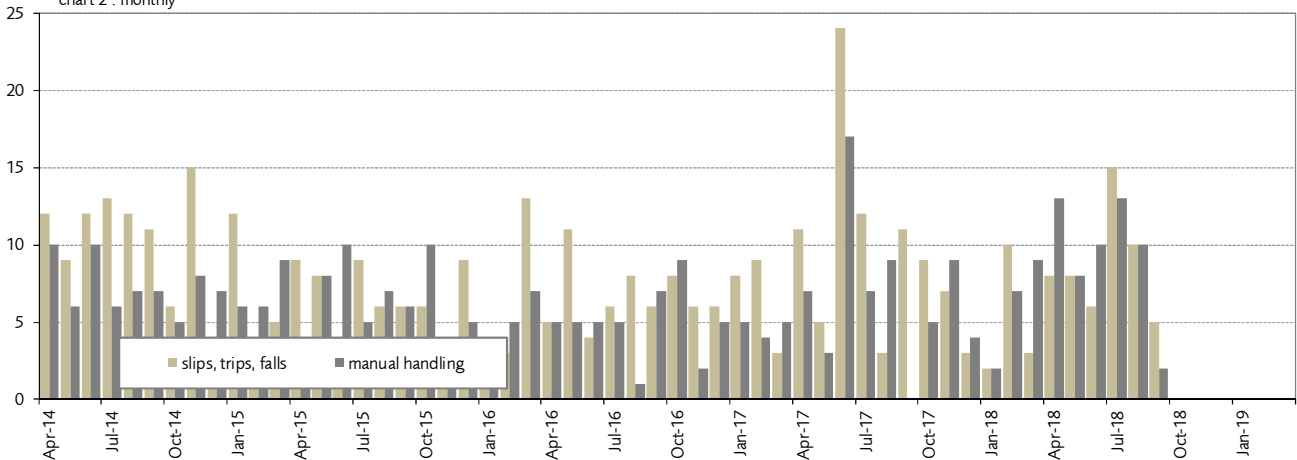


chart 2 : monthly



## **Indicator Description**

Slips, trips, falls and manual handling remain the two largest causes of injury events across the Brigade. Together these accounted for 42% of all injuries recorded during the 12 months to the end of September 2018. The tables and graphs display the number of these injuries recorded across the Brigade.

There has been a 26% increase in the number of manual handling events when compared to the same period last year and a 19% reduction in the number of slips/trips/falls events.

In the 12 months to the end of September 2018, the majority of manual handling injuries (41%) occurred during operations. Manual handling injuries were mainly associated with the handling of hoses (of which there was a significant increase in events in Q1 and Q2 2018/19 that is under further investigation), ladders, pieces of equipment, handling of casualties and when forcing entry to premises.

38 (44%) slips, trips and falls injuries occurred on the incident ground during the 12 months to the end of September 2018 and were caused by uneven floor surfaces, debris, handling hoses and while mounting/dismounting fire appliances. Other injuries occurred on Brigade premises (34 injuries) and during training (14 injuries).

## **Performance Management**

During the period, we have continued our premises slips and trips risk assessment programme to proactively identify and record slips and trips risks on Brigade premises. The health and safety team has been focusing on hose operation and management as it is one of the main causes of slips and trips on the incident ground.

Awareness training in relation to moving and handling risks has been introduced and has been made available via the intranet for all staff. The health and safety team are currently reviewing manual handling risks associated with forcing entry, handling hose and patients/casualties.

The health and safety team continue to work with colleagues in People Services and Babcock Training to ensure that moving and handling input is incorporated into all operational training.

## Injuries from operational incidents

### CO12 - INJURIES FROM OPERATIONAL INCIDENTS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	target
2014/15	186	188	191	198	203	216	211	219	212	220	193	192	-
2015/16	184	188	190	195	197	187	193	185	191	169	179	187	-
2016/17	192	141	142	139	142	144	144	140	136	143	148	135	-
2017/18	132	129	197	190	186	185	181	200	202	197	201	206	135
2018/19	210	214	152	165	170	170							135

chart 1 : rolling 12 months

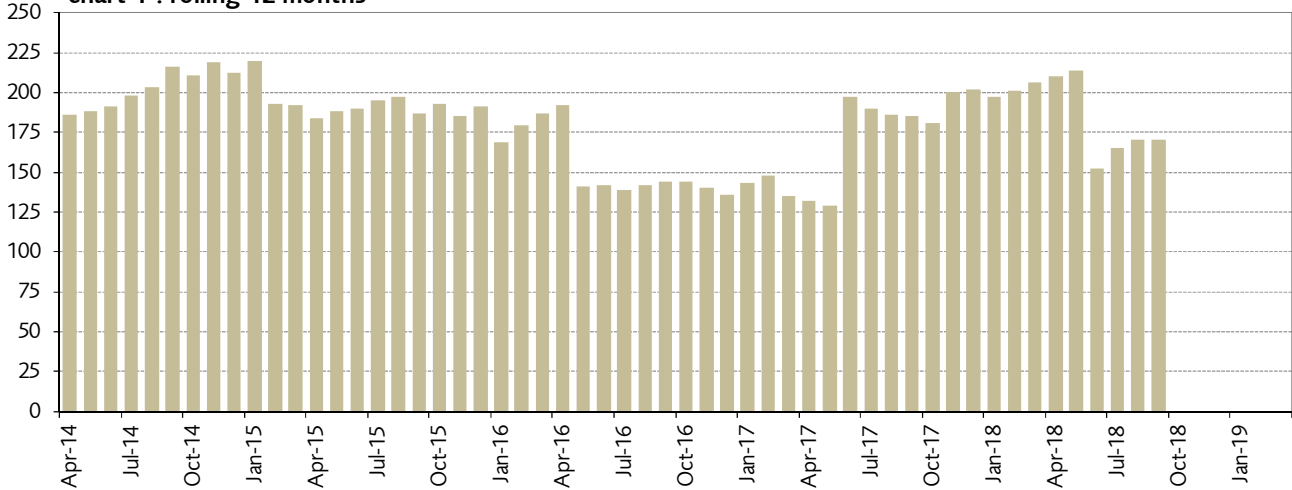
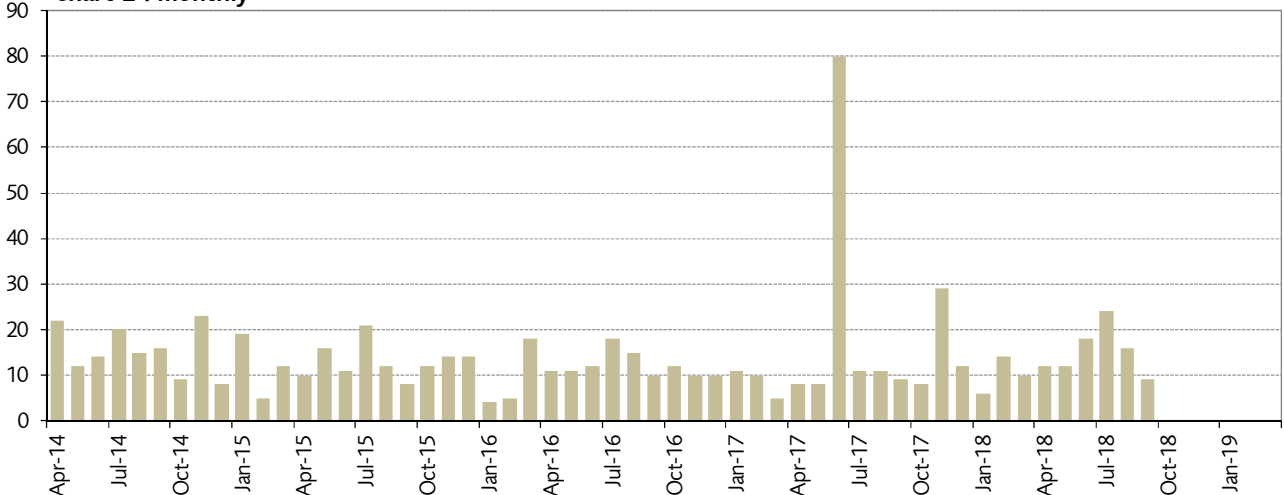


chart 2 : monthly



## **Indicator Description**

Injuries from operational incidents include all injuries that occurred on the incident ground from the moment the crews arrive on site to the moment they leave. Injuries that occur during RTC while enroute to an incident, or on return to station, are not included.

These operational injuries represent 40 per cent of the total number of injuries and are the main cause of RIDDOR events. During the 12 months to the end of September 2018, 49 operational RIDDOR events were reported representing 61 per cent of all RIDDOR events reported during the period.

The two main causes of operational injuries are slips and trips and moving and handling injuries which represent respectively 22 per cent (38 events) and 22 per cent (38 events) of all operational injuries reported in the 12 months to the end of September 2018.

The target of 135 events for this performance indicator was not achieved during the period but the figure of 170 events represent an improvement in performance over the 5 years period.

## **Performance Management**

This is a new corporate target; work to specifically reduce the number of injuries that occur at operational incidents has commenced. Operational injuries have been analysed and the main causes of injuries have been identified. This has led to work to specifically target reductions in injuries that occur from the activities of forcing entry to premises and hose management at incidents.

A training package (CBT) to raise awareness of the risks (and control measures) from moving and handling loads has been completed and the package is now available for all staff via the intranet. This training has been promoted to staff through departmental risk assessments and Operational News.

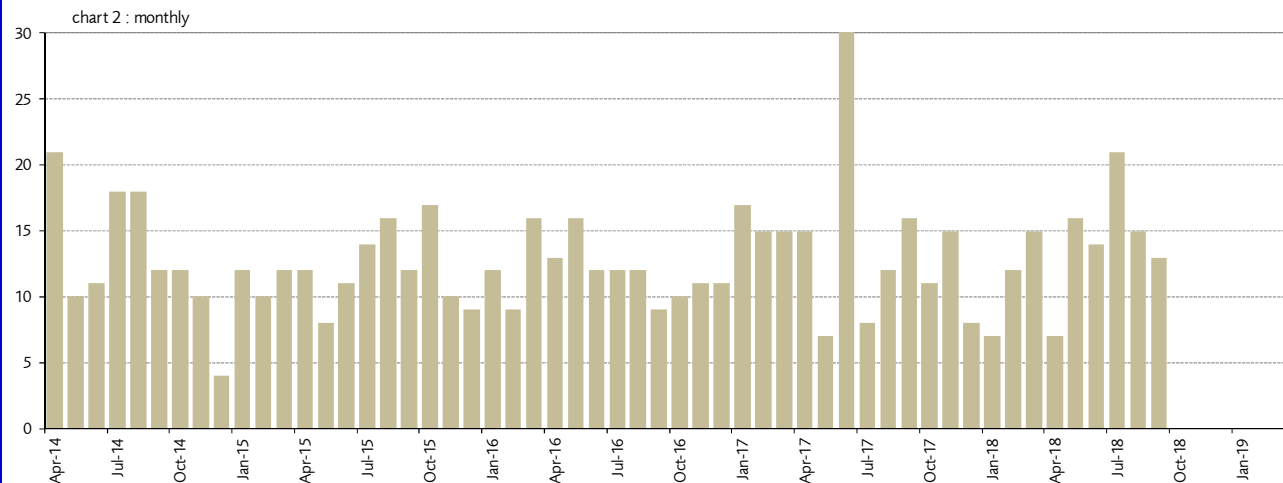
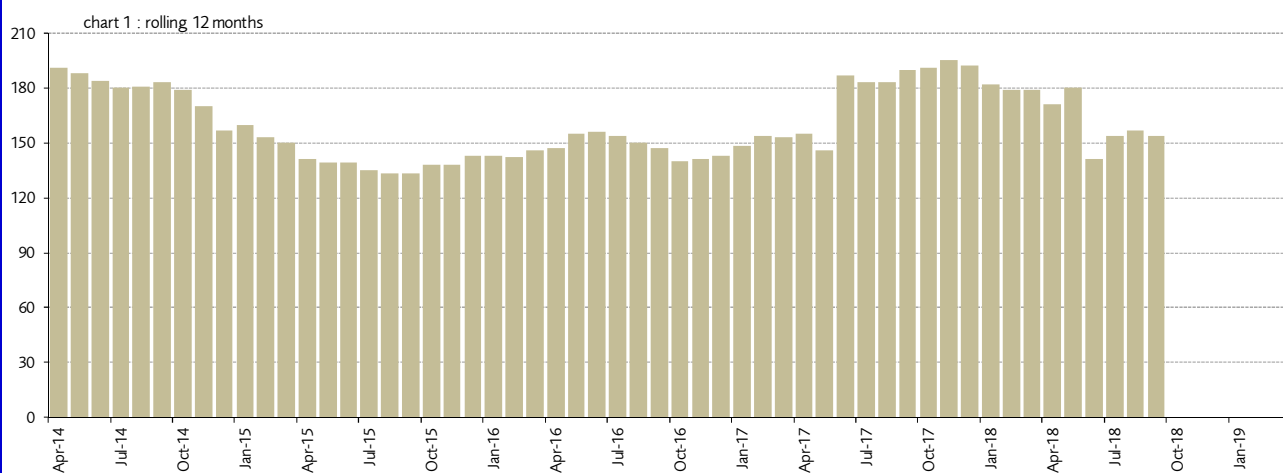
The Safety Officer role at incidents is critical for hazard awareness and management at incidents. This role is also under review, which will include an analysis of training needs.

The new SERD database (provided by Sphera) will allow for more effective analysis of injuries that occur on the incident ground and as such provide opportunities to better target interventions to reduce injuries.

## Near miss events

Near misses

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014/15	191	188	184	180	181	183	179	170	157	160	153	150
2015/16	141	139	139	135	133	133	138	138	143	143	142	146
2016/17	147	155	156	154	150	147	140	141	143	148	154	153
2017/18	155	146	187	183	183	190	191	195	192	182	179	179
2018/19	171	180	141	154	157	154						

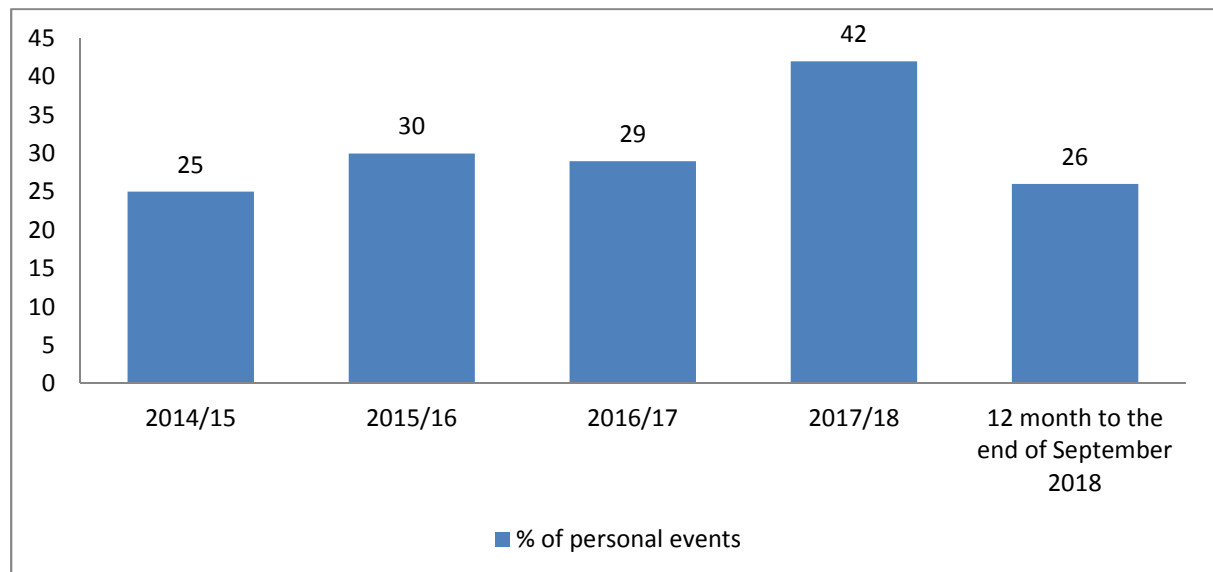


## **Indicator Description**

A near miss is an uncontrolled event, which has the potential for injury or damage. Near miss reporting is important to the Brigade because the sequence of events that lead up to a near miss is usually the same as those which result in an injury.

The reporting of near misses allows managers to determine whether there is a trend, a further training need, a required improvement in personal protection, or an equipment deficiency. An increase in near miss reporting is considered as positive, because emerging trends can be identified and managed proactively before they cause an injury or damage.

In terms of actual volume, the figure for the period (154) is lower than number reported during 2017/18. As a percentage of all personal events, performance is relatively consistent over the years; this is shown in the graph below.



The majority of near misses reported during the period were in relation to operational equipment, ladders, vehicle failures and premises defects.

## **Performance Management**

Near misses are included in the analysis of event/incident data to establish whether there are identifiable trends that would benefit from intervention. These also feed into the operational improvement process. Near misses involving equipment and vehicles are additionally included in the overall analysis of trends that are considered by the Engineering Compliance and Improvement Team (ECIT).

Near misses where there was high potential for injury (or work-related ill health) are investigated in exactly the same way as serious injuries.

To encourage near miss reporting the benefits have been included in training for senior accident investigators and will also be incorporated into a revision of training for local accident investigators. A simpler, quicker and more accessible way of reporting near misses has been included in the new safety event reporting database. There is also capacity for individuals to report near misses anonymously if they are concerned about being identified.



**Leading indicators**

Appendix 2A – Late accident investigations

**OPR - Local Accident Investigations  
at end of Q2 2018/19**

	All LAIs not completed within 28 days at the end of Q3 2017/18			All LAIs not completed within 28 days at the end of Q4 2017/18			All LAIs not completed within 28 days at the end of Q1 2018/19			All LAIs not completed within 28 days at the end of Q2 2018/19			Improvement
	29 to 42 days	42 days+	Total	29 to 42 days	42 days+	Total	29 to 42 days	42 days+	Total	29 to 42 days	42 days+	Total	
OPR - North West	2	2	4	2	7	9	6	8	14	4	8	12	↓
OPR - North East	3	3	6	8	4	12	2	5	7	0	3	3	↓
OPR - South West	3	3	6	8	1	9	12	9	21	2	4	6	↓
OPR - South East	3	0	3	3	2	5	3	3	6	1	3	4	↓
<b>Total</b>	<b>11</b>	<b>8</b>	<b>19</b>	<b>21</b>	<b>14</b>	<b>35</b>	<b>23</b>	<b>25</b>	<b>48</b>	<b>7</b>	<b>18</b>	<b>25</b>	↓

It is important that local accident investigations are completed within timescales, which allows preventive actions to be taken swiftly following an accident to prevent a recurrence.

There was an improvement this quarter in the number of late accident investigation across all areas. Completion of accident investigations will be closely monitored during 2018/19 to improve performance in this area. The new safety event reporting system should contribute to better performance with automatic notifications/reminders to staff to complete investigations and the introduction of a new quality check by the investigator's line manager.