



LONDON FIRE BRIGADE

Decision title

# Annual monitoring of Health and Safety Performance 2017/18

Recommendation by

Assistant Director, Health and Safety

Decision Number

LFC-0037-D

**NOT PROTECTIVELY MARKED**

### Summary

LFC-0037 is the Health and Safety update and monitoring report for the year 2017/18, which also includes Q3 and Q4 specific commentary. This 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

6/9/18

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LONDON FIRE BRIGADE

Report title

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## Annual monitoring of Health and Safety Performance 2017/18

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Report to

London Fire Commissioner

Date

20 June 2018

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Report by

Assistant Director, Health and Safety

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### Summary

This is the Health and Safety update and monitoring report for the year 2017/18, which also includes Q3 and Q4 specific commentary. This report covers performance against a number of key health and safety indicators and measures.

### Recommendation

That the report be received.

## Introduction

1. This is the year 2017/18 monitoring report, which incorporates Q3 and Q4 commentary. The report provides data on performance, as well as a commentary on the key performance indicators. A detailed breakdown of data from accidents and vehicle 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 year 2017/18 performance for the three corporate performance indicators is set out in table 1, with comparative data for 2015/16 and 2016/17. The five year trend indicator reflects the change in performance since 2013/14. For greater clarity, targets are displayed for all indicators, and performance for the year 2017/18 is colour (RAG) coded to show achievement against the normal target (see key below Table 1).

Table 1 – corporate key performance indicators

	2015/16	2016/17	2017/18	Target 2017/18	Trend over 5 yrs
				normal	
CO 11: RTCs involving Brigade vehicles	492	499	465	484	▼
CO 12: Injuries from operational incidents	187	135	208	135	▲
CO 13: All RIDDOR <sup>1</sup> injuries	94	73	82	104	▼

<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	

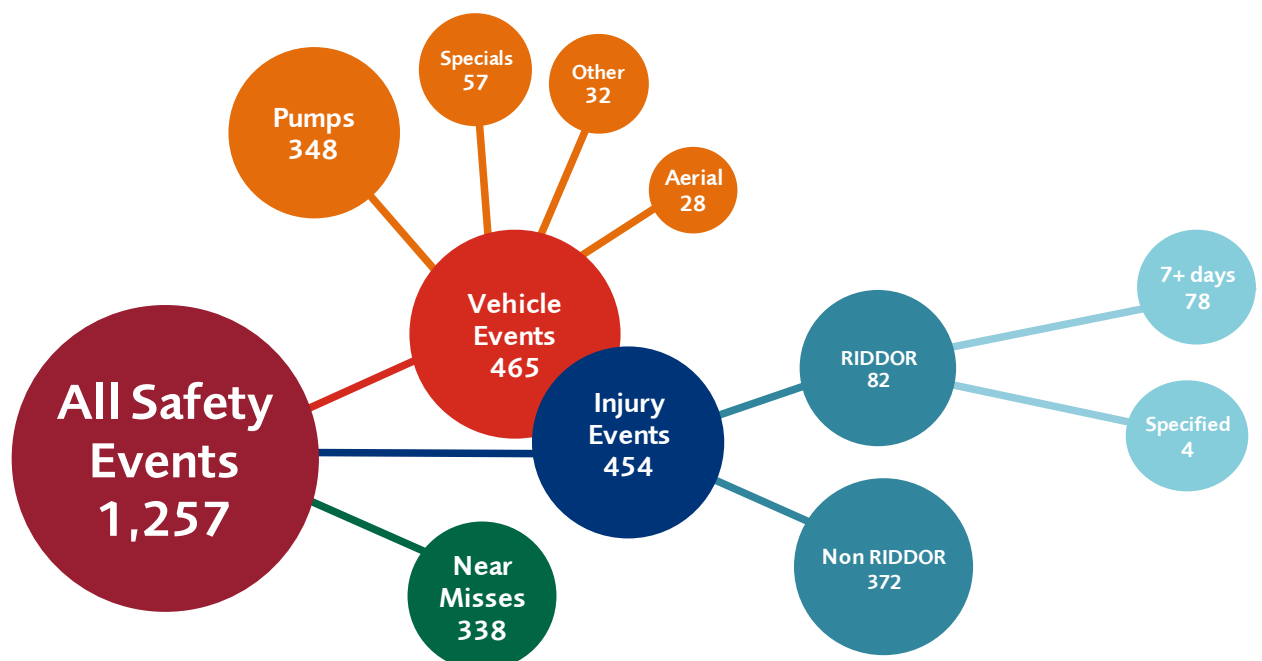
<sup>1</sup> Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

## Performance highlights – corporate indicators

5. Performance in the long term continues to improve with reductions in the number of injuries to staff and in the number of vehicle events despite an increase in the number of injuries sustained at operational incidents 2017/18, which is mainly associated with the Grenfell Tower fire. More detailed information for the key indicators for 2017/18 is set out in detail in appendix 1, but highlights are as follows:
- the total number of **vehicle events** (465) indicates the annual performance target is being met; performance has improved over the last 12 months;
  - the **injuries from operational incidents** figure has increased during 2017/18 (208) and is currently over the target for the year but the long term trend indicates a reduction in the number of injuries at operational incidents; and
  - the number of **RIDDOR injuries** (82) is a 12% increase when compared to 2016/17, but it is still well below our 104 target and the long term trend remains one of improvement. See appendices 1E and 1F for further detail.

## Safety events overall

6. The total number of safety events for 2017/18 was 1,257 (more details in appendix 1A), and this shows an increase when compared to 2016/17 which can mainly be associated with the 203 near misses reported following the Grenfell Tower fire. The long term trend is however a continuation of the reduction in the number of recorded events over the five year period from April 2013/14.
7. The overall number of personal safety events (including near-misses) for 2017/18 is 792 (more details in appendix 1A and 1H). Of this total, 454 (57%) involved some form of personal injury and 338 (43%) were near misses.
8. All safety events for 2017/18, broken down by type and showing the relationship between different types of event, are shown in the graphic below.



## Vehicle events

9. Of the 465 vehicle events recorded during 2017/18, 299 (64%) occurred in non-emergency situations (further data in appendix 1D) and 348 (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. In 2017/18, 30 injuries occurred to brigade staff as a result of 16 road traffic accidents. This is a 23% reduction when compared to the 39 injuries to staff from road traffic collisions in 2016/17. There was also reduction in the number of injuries to members of the public in road traffics collisions involving Brigade vehicles. Six events were recorded in 2017/18 compared to 10 in 2016/17.
12. It is estimated that there are over 1.3 million vehicle movements per annum (pump and pump ladder). When divided by the data for the number of vehicle accidents just involving pumps and pump ladders (348) it equates to approximately one accident in every 3,735 vehicle movements.
13. Specifically during Q3 and Q4 2017/18, there were 221 vehicle events, of which:
  - 166 involved pumping appliances (further data in appendix 1C); and
  - 134 (61%) 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 LFB's undertaking).
15. During 2017/18, 454 injuries were reported (further data in appendix 1A), of which 82 injuries (18%) were reported as RIDDOR injuries to the HSE (further data in appendix 1E).
16. During Q3 and Q4 2017/18, 197 injuries were reported, including 31 RIDDOR injury events (further data in appendix 1E).
17. 54 RIDDOR events occurred at operational incidents during 2017/18 (further data in appendix 1H). Overall, 208 injuries occurred at operational incidents. 48 of these operational injuries (23% of all operational injuries) were attributable to the Grenfell Tower fire. Also contributing to the increase in operational injuries were a small number of incidents with multiple injuries, including 6 firefighters exposed to excessive noise at a single incident, 13 firefighters exposed to hazardous materials at 3 separate incidents and 6 firefighters injured by a fire gas ignition at a single incident. The principal causes for personal injuries during operational activities over the period were:
  - **Manual handling**
    - Total injuries = 38 injuries
    - **RIDDOR reportable = 20 injuries**
    - Non-RIDDOR or No lost time injuries = 18 injuries
  - **Slip/trip/fall**
    - Total injuries = 47 injuries
    - **RIDDOR reportable = 18 injuries**
    - Non-RIDDOR or No lost time injuries = 29 injuries
  - **Exposure to heat/fire (includes burns and heat exhaustion)**
    - Total injuries = 26 injuries
    - **RIDDOR reportable = 6 injuries**
    - Non-RIDDOR or No lost time injuries = 20 injuries
  - **Struck by moving objects**
    - Total injuries = 34 injuries
    - **RIDDOR reportable = 4 injuries**
    - Non-RIDDOR or No lost time injuries = 30 injuries
  - **Strike against fixed/stationary object**

- Total injuries = 9 injuries
- **RIDDOR reportable = 2 injury**
- Non-RIDDOR or No lost time injuries = 7 injuries
- **Injuries during RTCs enroute to operational incidents (Note: RIDDOR does not generally apply)**
  - Non-RIDDOR or No lost time injuries = 21 injuries
- **Exposures to hazardous substances**
  - Non-RIDDOR or No lost time injuries = 19 injuries

18. There was a 12% increase in the number of injuries reportable under RIDDOR in 2017/18 when compared to 2017/18. This increase is mainly associated with the Grenfell Tower for which 10 RIDDOR injuries were reported. RIDDOR events represent 18% of all injury events.
19. The overall number of injuries reported (454) in 2017/18 has increased by 24% when compared to 2016/17 during which 366 injury events were reported of which 48 were associated with the Grenfell Tower fire.
20. The table below shows the RIDDOR incidence rate for the last five financial years.

2013/14	2014/15	2015/16	2016/17	2017/18	2013/14	2014/15	2015/16	2016/17	2017/18	Trend over 5 years
RIDDOR Numbers					RIDDOR Incidence rate					
101	134	94	73	82	1,610	2,240	1,630	1,320	1,500	▼

21. From the table it is apparent that there has been a general reduction in the number of RIDDOR injuries over the last 5 years. There has however been a slight increase in the figure for the end of 2017/18 year, which caused the incidence rate to increase. This increase is largely associated with the Grenfell Tower fire for which ten RIDDOR injuries were reported.
22. 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:
- $\text{RIDDOR incidence rate} = (\text{number of injuries reportable under RIDDOR in a year} / \text{number of staff}) \times 100,000$
23. 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.
24. 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 as part of the production of Operational News.

### Near misses

25. The number of near misses reported during 2017/18 (338) is considerably higher than the number reported during the previous year (see appendix 1H). This increase is mainly associated with the Grenfell Tower fire. The near misses reported for the Grenfell Tower fire included exposure to

smoke (smoke inhalation without injury) and the potential for injury from falling debris, objects and people.

26. Whilst there is evidence that reporting of near misses has increased in the last 2 years (see appendix 11 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.
27. More work has been done to further encourage the reporting of near misses. A streamlined process for reporting near misses has been designed and will be introduced 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 accident database (anonymously if they choose to do so) and this should further promote near miss reporting.

### Leading indicators

28. 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.
29. 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 increased in all areas (See appendix 2A); and

### Preventive initiatives and interventions

30. The Health and Safety department continue to work on a range of preventive initiatives and interventions, including:
  - **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 are currently working on the thematic review of two areas, forcing entry to premises and all aspects of hose management and deployment, which have been identified as targets for reduction of operational injuries. The Health and Safety team have also started preparations for a campaign on wearing seatbelts to be undertaken 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

31. The integrated Health, Safety and Environmental premises audits represent one of LFB's established leading indicators. The three year audit cycle was completed at the end of 2016/17.
32. The results for the audits finalised during 2016/17 generally showed that average audit scores were increasing and the average compliance over the three years period was 89%. A total of 11 fire stations scored below 80%.
33. The audit system is currently under review. During 2017/18 only the fire stations with an audit score below 80% compliance (i.e. those audits that are 'red' in the RAG status) were visited. As a result, 11 health and safety audits were carried out. The focus of these audits was to drive improvement in the poor performing stations above 80%. All stations were brought above 80% compliance. A new premises health and safety audit tool, is being designed using the capabilities of our new safety events reporting system. It will be rolled out in Q3 2018/19 and a new audit cycle will be started.
34. 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 2017/18, premises slips and trips risk assessments and gym risk assessments were conducted at 58 fire stations. 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. As a result of these surveys floor surfaces were replaced in areas of high risk areas. 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

35. The health and safety team have arranged and facilitated a number of visits for the Chief Medical Officer (CMO) to give an overview of the different roles and tasks that Brigade's employees undertake, which allows the clinicians to have a better understanding of how the working requirements may or may not impact on an individual who present at occupational health with an injury or illness. It is anticipated that this will allow the clinician's to be more targeted with their recommendations in relation to light duties and sickness absence, as well as occupational health being able to make recommendations on groups of the workforce with regard to wellbeing interventions in light of the specific risks within certain groups of staff. The CMO has already visited real fire training, protective equipment group, hose and line and control, with USAR training, command unit operation and FRU operation being planned for 2018/19.



36. The health and safety team have been trialling a process where an employee who is injured in an accident at work can be quickly referred to occupational health by the health and safety team. This enables the employee to be seen by a clinician quicker than would be normal. This results in our employees being given medical advice quicker and confirms that the Brigade is committed to the wellbeing of its personnel. This system has not been in operation for long enough to form any conclusions.
37. The health and safety team continue to participate in giving health and safety opinion in Medical Panel meetings, which consider applicants presenting with health issues that could impact on their ability to undertake the role of a fire fighter. The health and safety team also continue to attend and input into the 'due to service' panel meetings.
38. The specialist interventions and advice that is provided to the occupational health provision by the health and safety team continues. It is hoped that the advice given in regard of employee's with colour vision deficiencies will be adopted in national guidance, which will give a more balanced approach to recruitment and retention as well as safe guarding against discrimination claims as restrictions are only placed on roles where such an ailment is safety critical.

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

39. Throughout the 2017/18 year 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.
40. In total the committee opened 43 new items in the year and closed 34. An example of some of the policies opened and closed in the year include the Major Investigation Policy, a new policy called Recognising and Coping with Potentially Traumatic Events which required urgent review after the Grenfell Tower fire, and the Tactical Ventilation Policy. Other initiatives that were discussed in the year include PV Stop, Fire Escape Hoods, Rescue Jackets and the Brigade agreed to sign up the TUC Dying to Work Charter which gives protection to staff with terminal illnesses. Overall it was a productive year which compares favourably to the previous year where 44 items were opened but only 18 were closed.

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

41. There has been a range of contact with the HSE following the Grenfell Tower fire. HSE have indicated via formal letter to the Brigade that they will not be investigating any of the 10 injuries reported to them under RIDDOR from the Grenfell Tower fire as they do not meet their criteria for investigation. There will be ongoing contact with the HSE while the joint investigation (Operation Northleigh) into the Grenfell Tower fire is ongoing. No formal enforcement action was taken against the Brigade in this period.

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

42. 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.
43. There were no significant changes to the legislation relevant to the Brigade during this reporting period.

### **Health and safety training**

44. 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 accidents that occur at Babcock-delivered training events and via specific items in contract management/oversight meetings.
45. 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**

46. For 2017/18, performance on the key indicators showed that:
  - CO 11:** RTCs involving Brigade vehicles continue to reduce and was green status at the end of the period (actual - 465 and target - 484);
  - CO 12:** the injuries from operational incidents target is not currently being achieved (actual - 208 and target - 135), which is mainly due to the number of injuries associated with the Grenfell tower event, and
  - CO 13:** the all RIDDOR injuries total was green status, well below the target despite a slight increase during the period (actual - 82 and target - 104).

### **Finance comments**

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

### **Workforce comments**

48. No specific consultation has been undertaken with staff or trade union representatives. The report is provided to the Brigade Joint Committee for Health, Safety and Welfare when it has been approved.

### **Legal comments**

49. The General Counsel has reviewed this report and has no comments.

### **Sustainability implications**

50. 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**

51. 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 to this report:**

- a) Performance against a number of key indicators for the year 2017/18
- b) Leading indicators for the year 2017/18

## APPENDIX 1

### **All safety events**

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

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

<u>Appendix 1E – All RIDDOR injuries (CO 13)</u>	21
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<u>Appendix 1F – RIDDOR events – severity Level</u>	24
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<u>Appendix 1G – Injury events – top 2 causes</u>	26
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<u>Appendix 1H – Injuries from operational incidents (CO 12)</u>	28
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<u>Appendix 1I – Near Misses</u>	30
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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
2013/14	1,151	1,134	1,141	1,162	1,151	1,128	1,125	1,151	1,155	1,125	1,139	1,132
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	1,264	1,261	1,234	1,241	1,236	1,272	1,261	1,246	1,251	1,257

## INJURY EVENTS (rolling 12 month figures)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	484	478	473	472	450	443	441	441	446	436	437	430
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	435	429	421	429	426	452	452	448	457	454

chart 1 : rolling 12 months

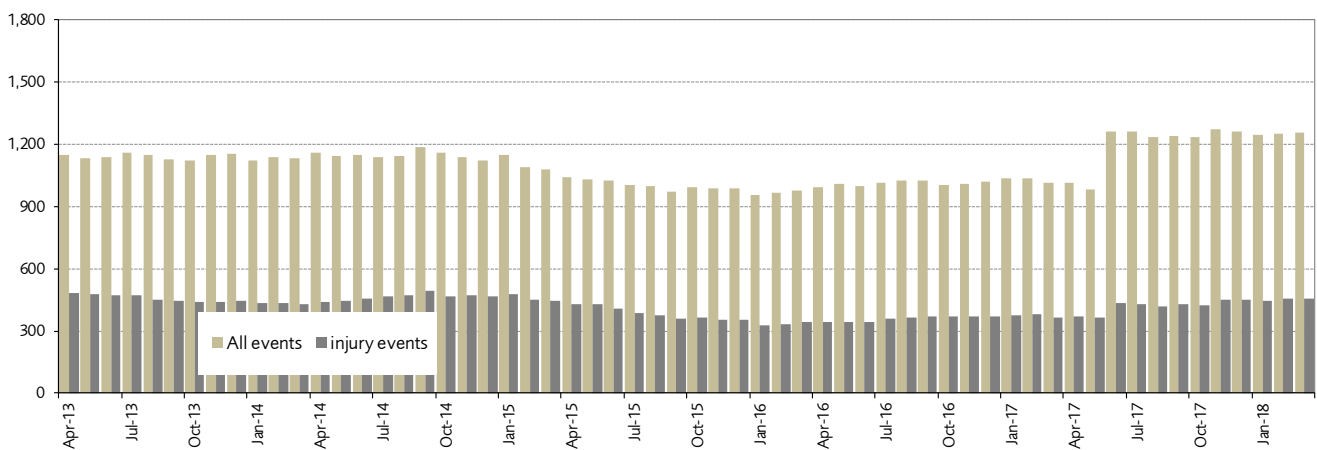
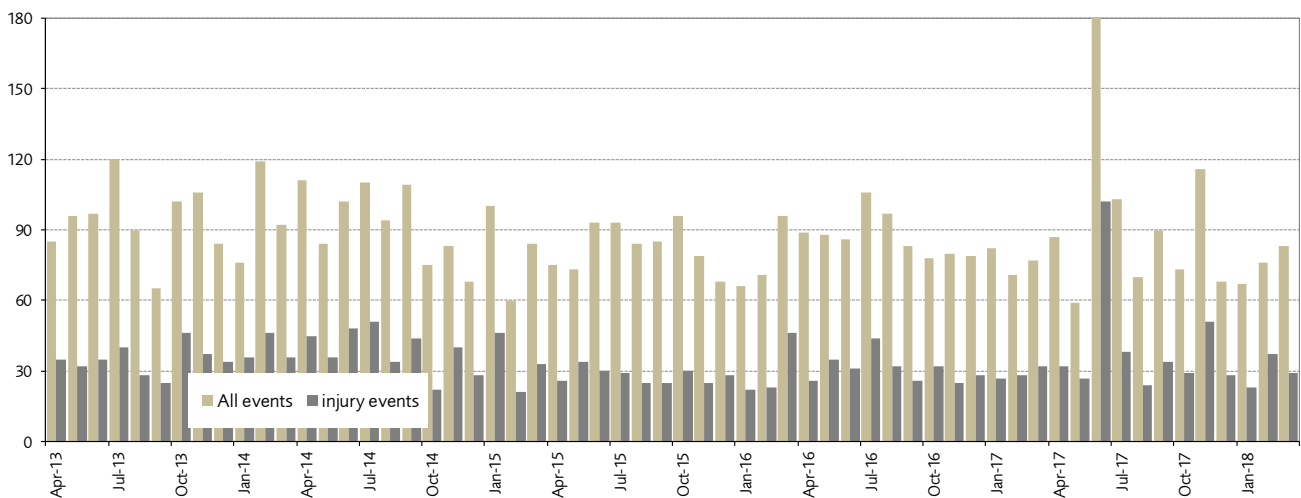


chart 2 : monthly



## **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 2017/18 (1,257) shows a 24% increase when compared to the same period the previous year, which is mainly caused by the number of safety events reported during the Grenfell Tower fire. The five year trend continues to be an improving one despite the increase during Q1 2017/18.

There has been a 24% increase in the number of injury events recorded in the period when compared to 2016/17. As explained above this rise is mainly associated with the Grenfell Tower fire. The long term trend however remains one of improvement, with 454 events representing an improvement of 7% compared to the high point of 484 in April 2013.

Of the 83 injury events that occurred during training activities during 2017/18, 43 (52%) 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
2013/14	490	484	497	508	516	505	500	519	510	504	520	523	564
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	455	454	455	465	484

chart 1 : rolling 12 months

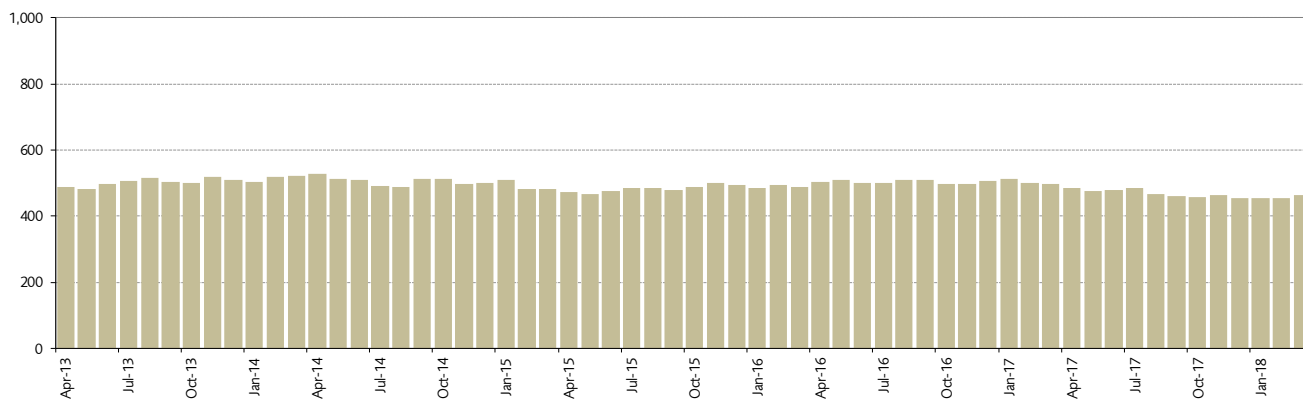
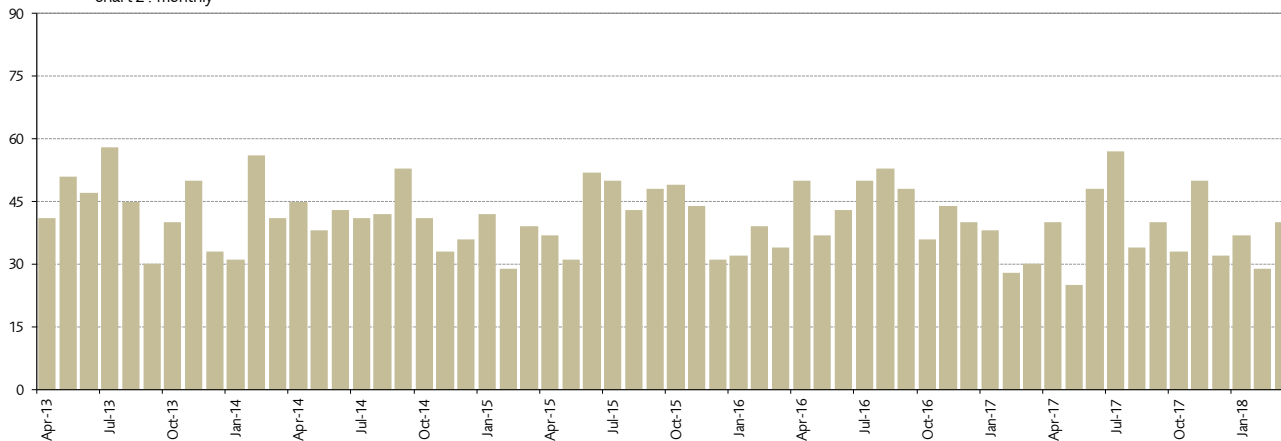


chart 2 : monthly



## **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 2017/18 at 465 vehicle events represents a continuing improvement of six per cent when compared to 2016/17.

The table below shows an overall long term reduction in vehicle events. 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 2013/14</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>
Pumping appliances	395	375	381	371	348
Special appliances	68	58	52	76	57
Aerials	17	13	22	12	28
Other vehicles (includes vans and officer cars)	43	34	34	33	32

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>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Responding to emergency	16	7	3	7	5	5
Not responding to emergency	5	4	2	3	6	1
Fire appliances (including CU)	18	11	3	9	10	6
• Collisions with cars	12	3	2	7	6	5
• Collisions with motorcycles/cycles	1	4	0	2	1	0
• Collisions with pedestrians	5	4	1	0	2	1
Officers' cars	3	0	2	0	1	0
Total injuries	21	11	5	10	11	6

The total number of injuries to members of the public has been relatively static over the last few years. There were no fatal injuries during the period.

## **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
2013/14	395	386	396	403	409	398	391	405	395	385	394	395
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	344	336	340	348

### SPECIALS (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	53	53	55	55	54	52	57	62	62	62	65	68
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	59	56	57

### AERIALS (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	12	12	12	16	15	15	16	17	17	18	18	17
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	27	28

### OTHER VEHICLES (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	30	33	34	34	38	40	36	35	36	39	43	43
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

chart 1 : rolling 12 months

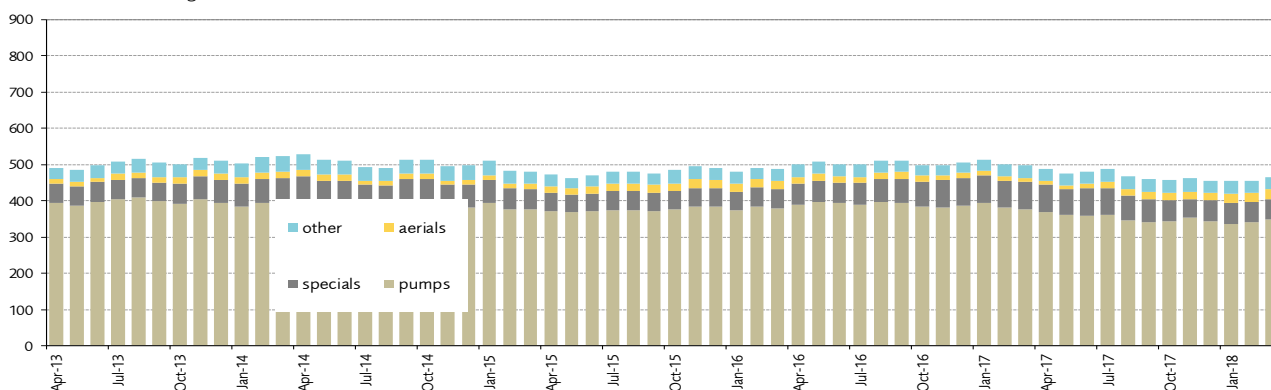
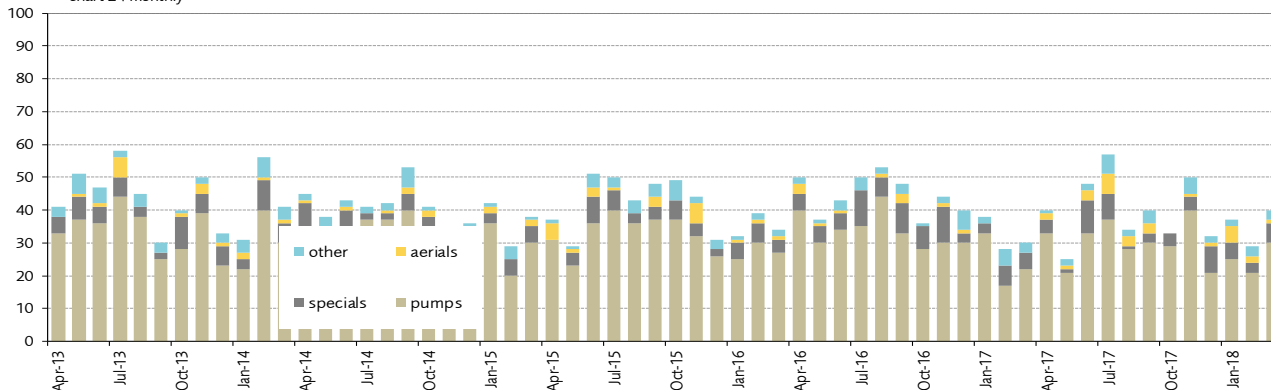


chart 2 : monthly

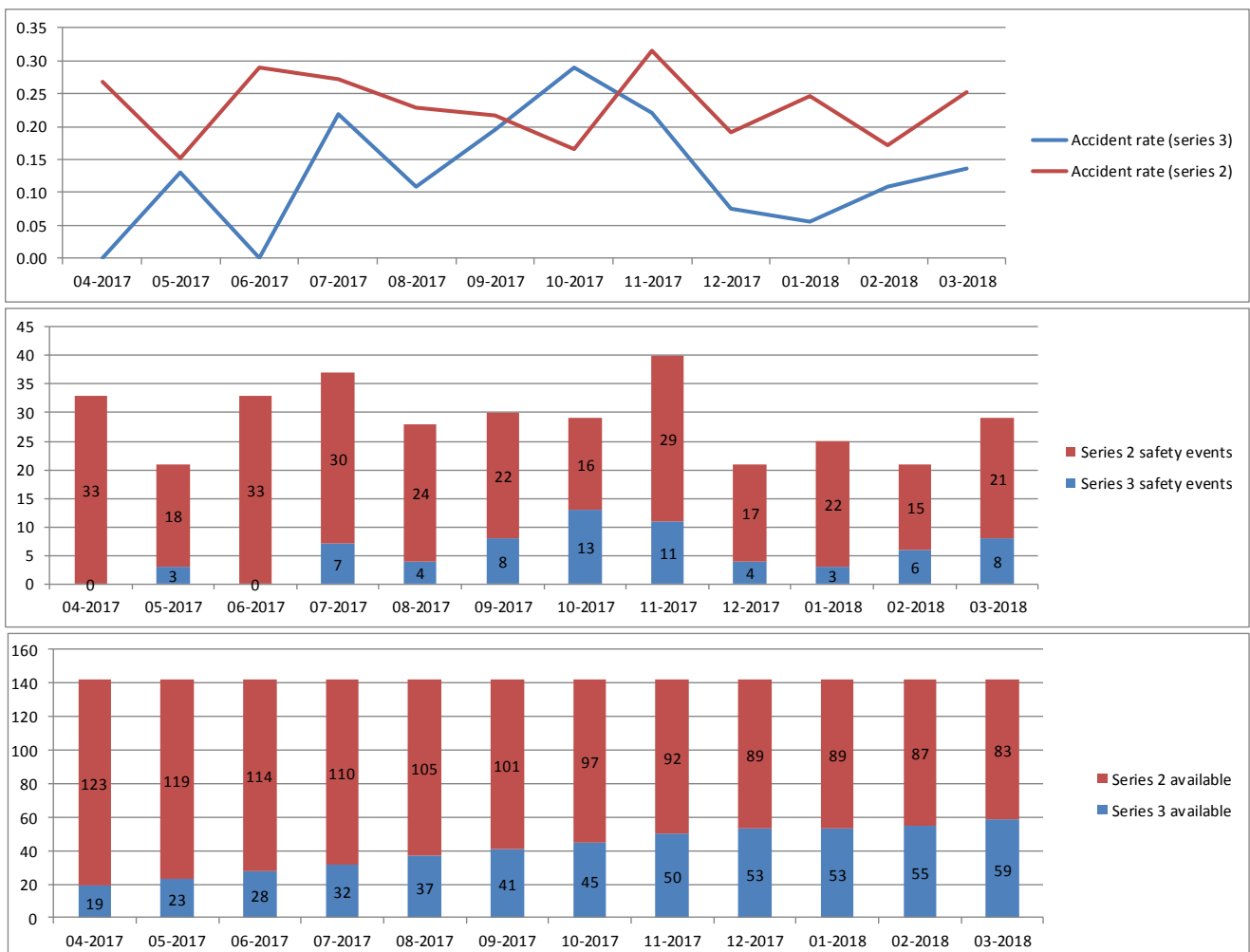


## Indicator Description

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 accident rate is lower with the new vehicles. The tables and charts below compare vehicle accident rates during 2017/18 for series 2 versus series 3 fire appliances.



## 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
2013/14	168	156	161	170	177	176	175	186	180	175	176	182
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	159	153	153	153	149	152	158	160	159	156	158	166

### NON EMERGENCY EVENTS (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	322	328	336	338	339	329	325	333	330	329	344	341
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	297	299

chart 1 : rolling 12 months

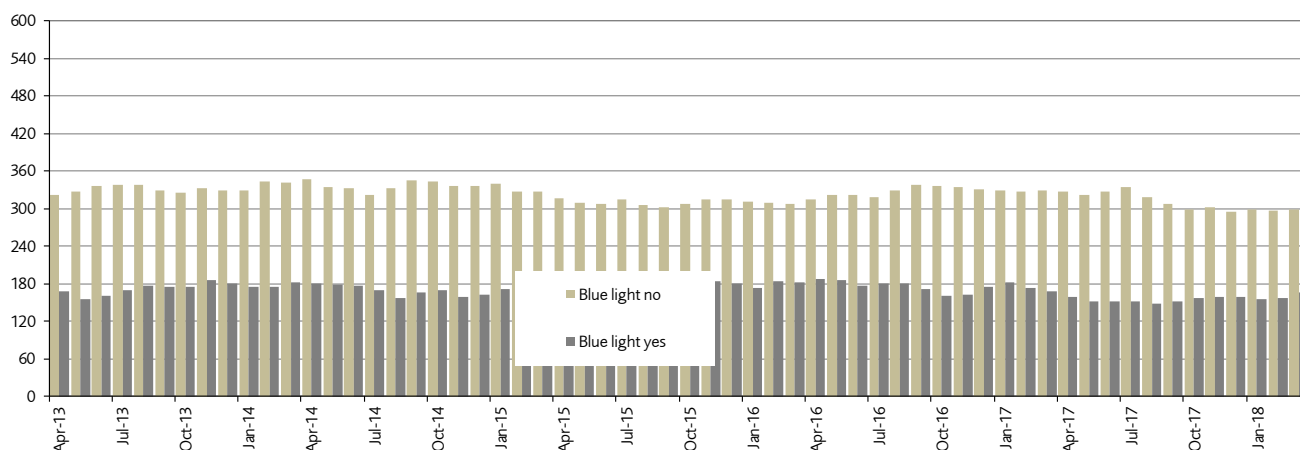
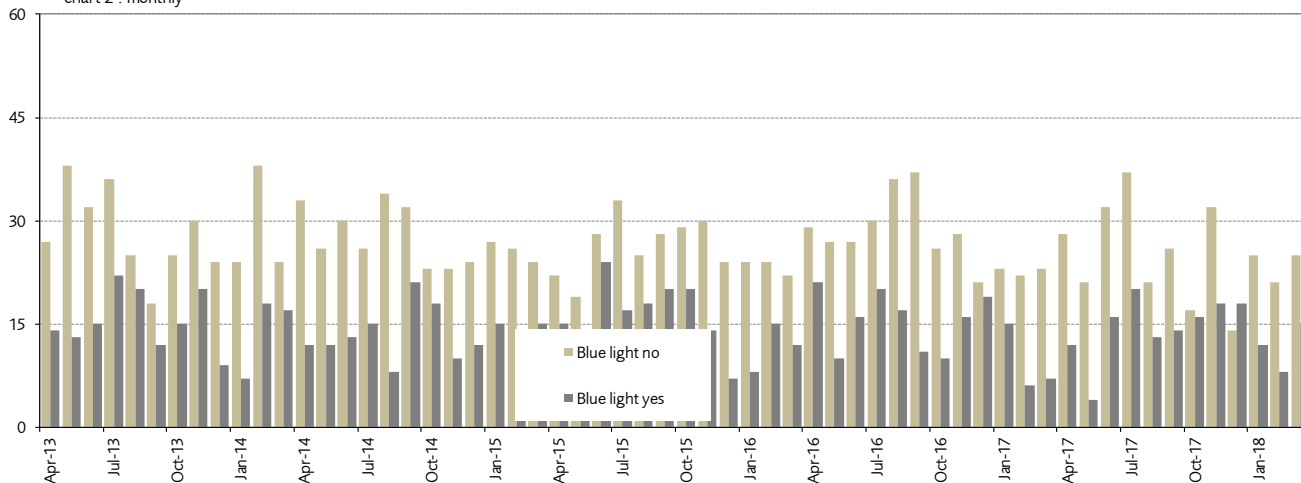


chart 2 : monthly



## **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 9% reduction in the number of these events during 2017/18 when compared to the same period the previous year. Events under blue light were slightly down and the long term trend is an improvement in performance.

## **Performance Management**

The number of vehicle events under emergency (and non-emergency) conditions is monitored through the SERD database. Vehicle events are reported on a monthly basis to Deputy Assistant Commissioners (DACs) so that positive preventive actions can be taken to prevent the recurrence of incidents.

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, accident 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

chart 1 : rolling 12 months

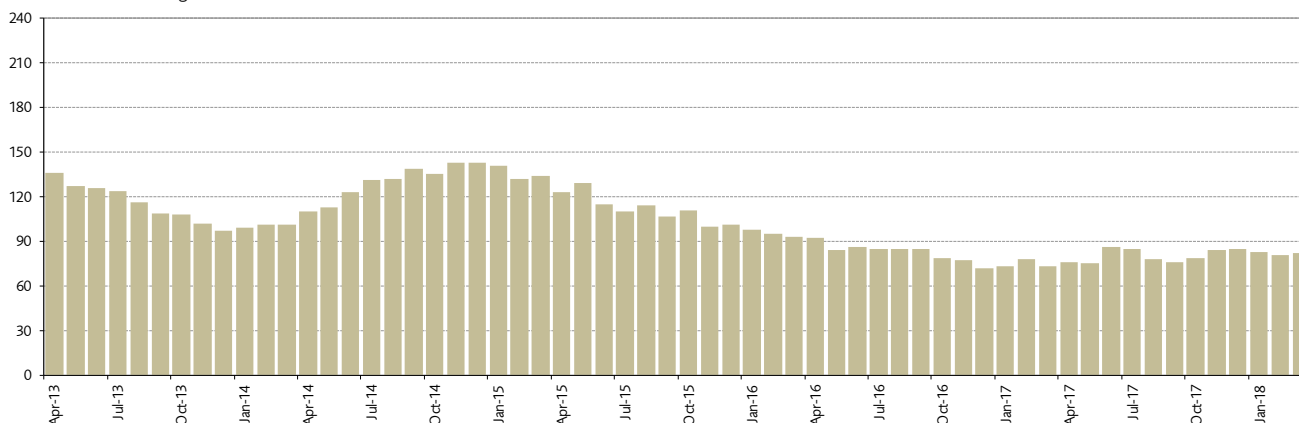
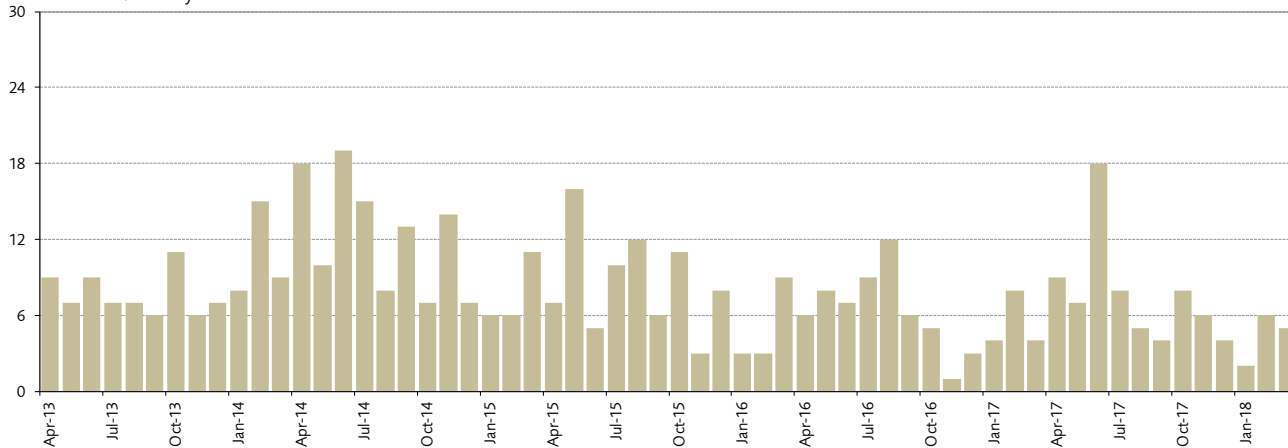


chart 2 : monthly



## 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 2017/18 (82) is higher than the performance in 2016/17 (73). This increase can be partly attributed to the Grenfell Tower fire where 10 RIDDOR events were reported. The five year trend remains one of improvement; RIDDOR events have fallen by 19 per cent when compared to 2013/14.

Four injury events were reported as specified injuries during Q1 2017/18. These events were firefighters suffering heat exhaustion while in attendance at the Grenfell Tower fire.

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 2017/18, additionally broken down by quarter, is shown below:

	Accident type	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Total
<b>Operational staff</b>	Operations	27	10	10	7	<b>54</b>
	Training	4	1	3	4	<b>12*</b>
	General	3	6	5	2	<b>16</b>
	<b>Total</b>	<b>34</b>	<b>17</b>	<b>18</b>	<b>13</b>	<b>82</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 2017/18. These events included: two injuries while swimming at water rescue courses; two exposure to heat causing blisters during real fire training, one hand injury while opening the locker of a USAR module and one foot injury caused by a falling piece of metal from the training facilities.

## Performance Management

The number of RIDDOR events has increased during 2017/18, when compared to 2016/17. This increase can be explained by the number of RIDDOR (10) associated with the Grenfell Tower fire.

	Q1	Q2	Q3	Q4
<b>2013/14</b>	25	20	24	32
<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

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 accidents and injuries and to accident investigation training near miss reporting has been improved as part of the new accident reporting system which will be made available to staff in Q2 2018/19. It allows near miss reporting by all staff (anonymously if they wish) directly to the accident 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
2013/14	123	114	115	114	108	102	100	94	90	92	96	96
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

### SPECIFIED INJURIES (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	10	10	9	8	6	6	7	7	6	6	5	5
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

chart 1 : rolling 12 months

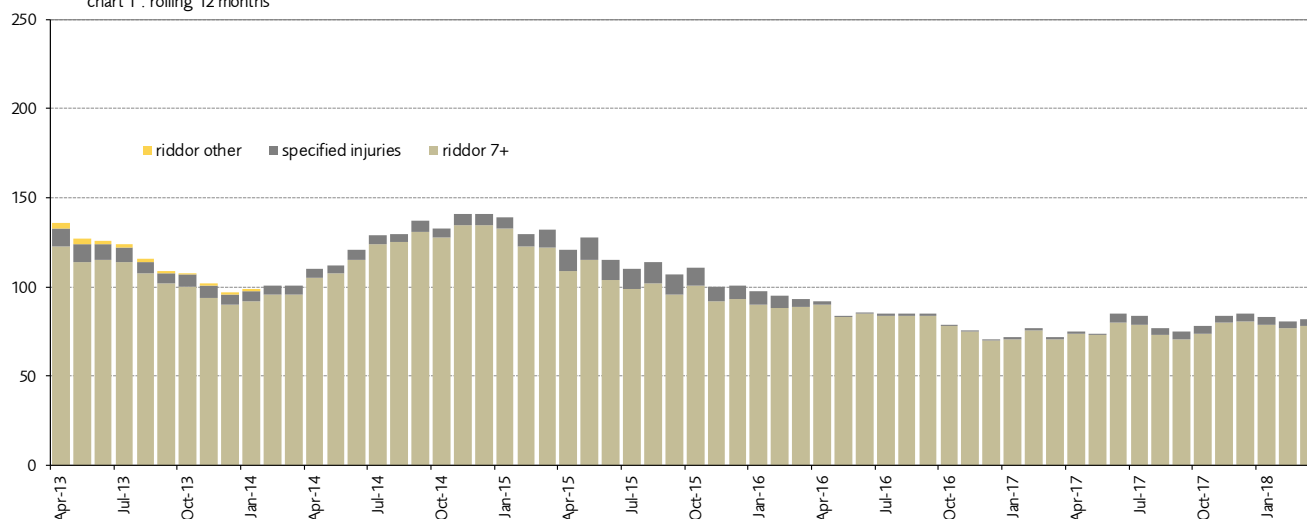
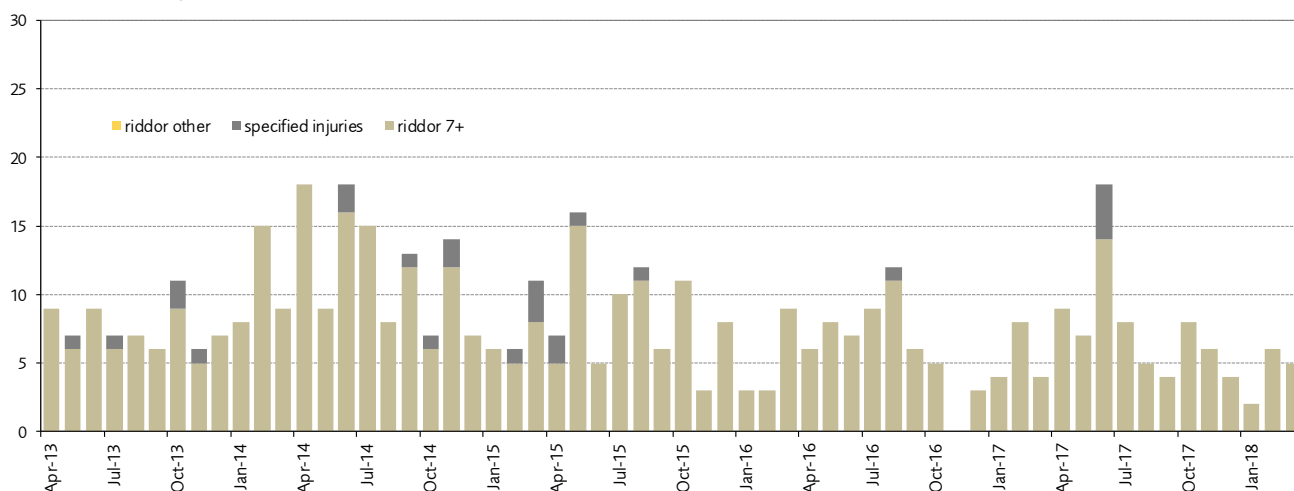


chart 2 : monthly





## **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 2017/18, four safety events were reported as 'specified' injury to the HSE. The specified injuries were all firefighters suffering heat exhaustion that required medical treatment while in attendance at the Grenfell Tower fire.

For those incidents categorised as '7+ days', the figure of 78 for 2017/18 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 33% when compared with the high point of 122 which occurred in 2014/15.

## **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
2013/14	114	109	107	112	108	107	107	107	102	94	101	99
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	99	99

### MANUAL HANDLING (rolling 12 months)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	113	106	98	92	87	85	78	74	79	84	82	80
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	74	78

chart 1 : rolling 12 months

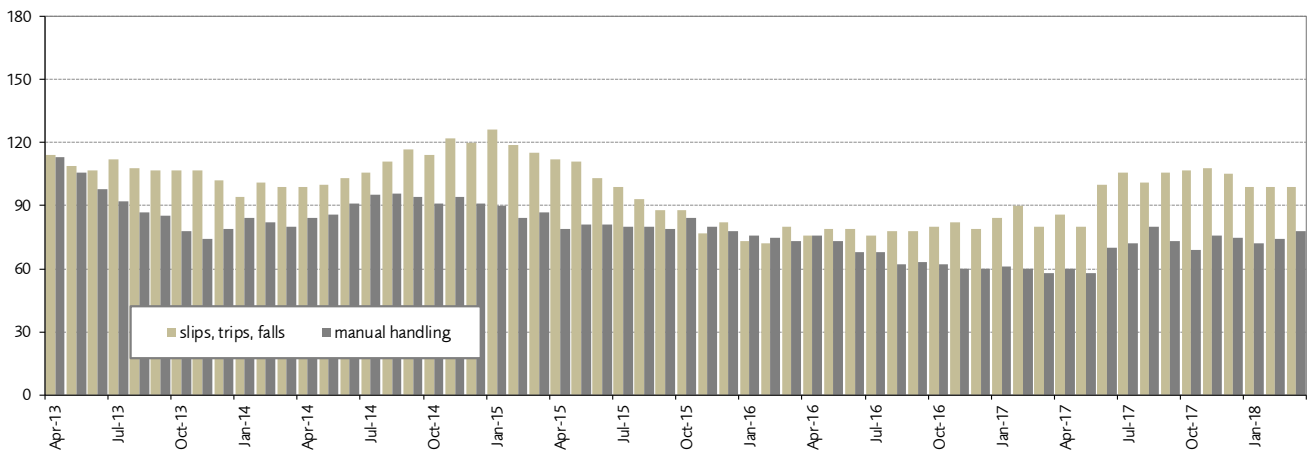
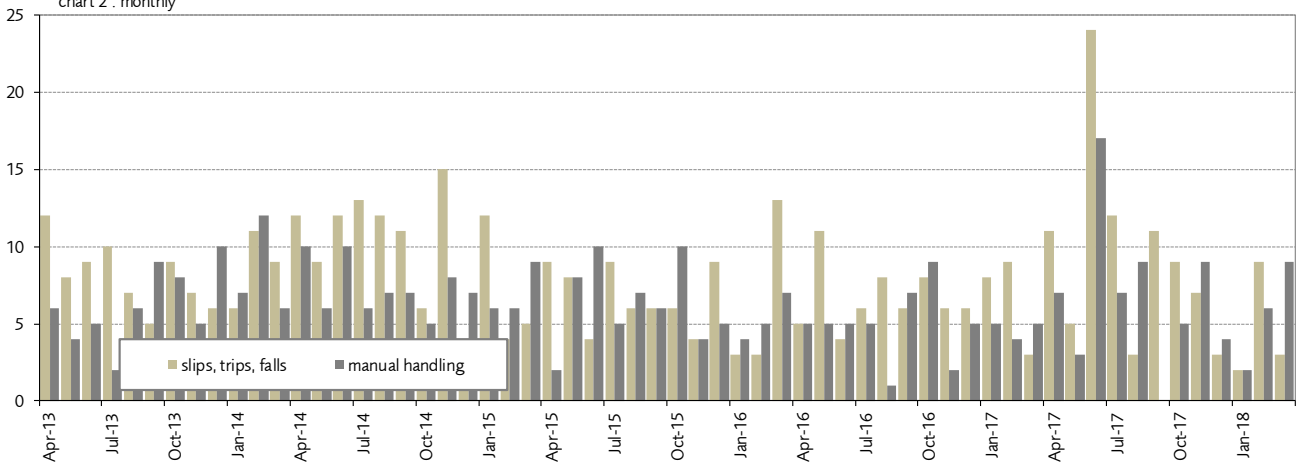


chart 2 : monthly



## **Indicator Description**

Slips, trips, falls and manual handling remain the two largest causes of injury events across the Brigade. Together these accounted for 39% of all injuries recorded during 2017/18. The tables and graphs display the number of these injuries recorded across the Brigade.

There has been a 35% increase in the number of manual handling events when compared to 2016/17 and a 24% increase in the number of slips/trips/falls events. This increase in the number of slips/trips/falls injuries is mainly due to the Grenfell Tower fire during which 16 events were reported. Only four manual handling injuries were reported during the Grenfell Tower fire.

In 2017/18, the majority of manual handling injuries (51%) occurred during operations. Manual handling injuries were mainly associated with the handling of hoses and other operational pieces of equipment, handling of casualties and when forcing entry to premises.

48 (48%) slips, trips and falls injuries occurred on the incident ground during 2017/18 and were caused by uneven floor surfaces, debris, handling hoses and while mounting/dismounting fire appliances. Other injuries occurred on Brigade premises (35 injuries) and during training (16 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 is currently 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. Manual handling guidance notes have been reviewed and re-issued in 2017/18.

The health and safety team continue to work with colleagues in HR 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
2013/14	201	200	194	199	181	177	177	177	179	181	194	180	-
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	202	208	135

chart 1 : rolling 12 months

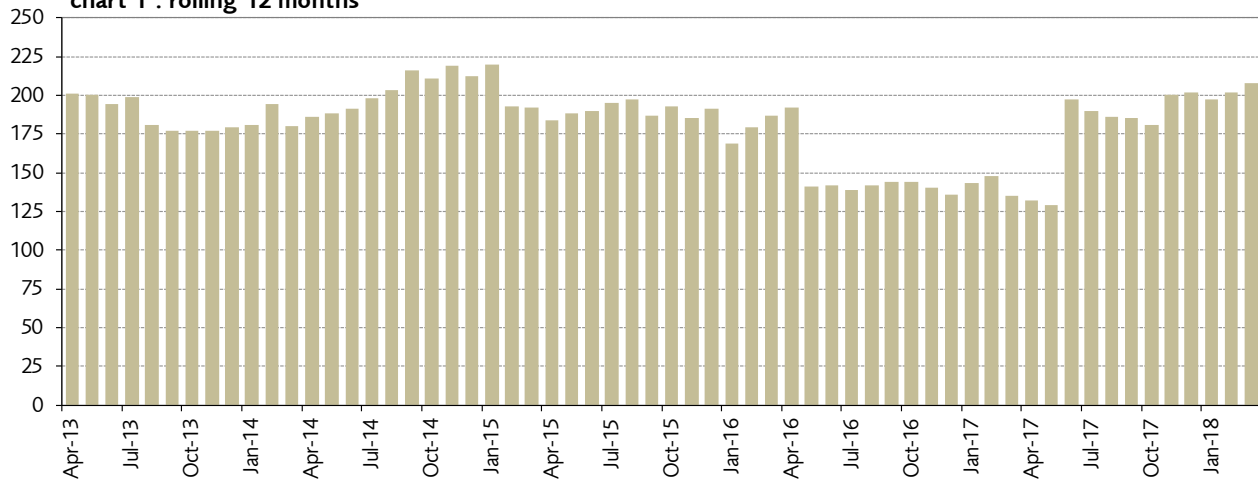
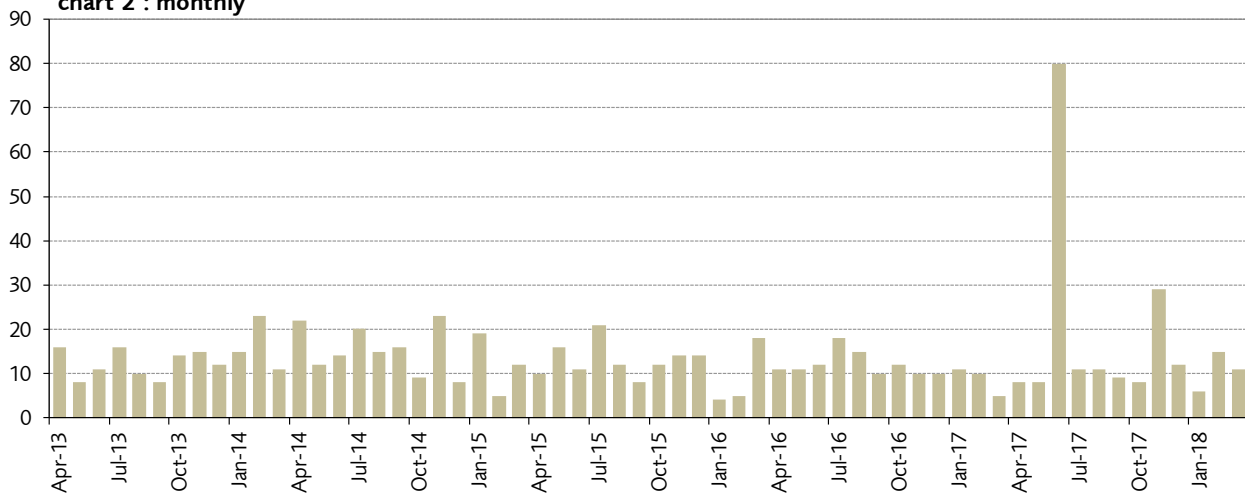


chart 2 : monthly



## **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 46 per cent of the total number of injuries and are the main cause of RIDDOR events. During 2017/18, 54 operational RIDDOR events were reported representing 66 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 23 per cent (48 events) and 19 per cent (37 events) of all operational injuries reported in 2017/18.

The target of 135 events for this performance indicator was not achieved in 2017/18 and the figure for the period (208) is higher than the performance in 2016/17 (at 135). This is largely due to the number of events reported during the Grenfell Tower fire.

## **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.

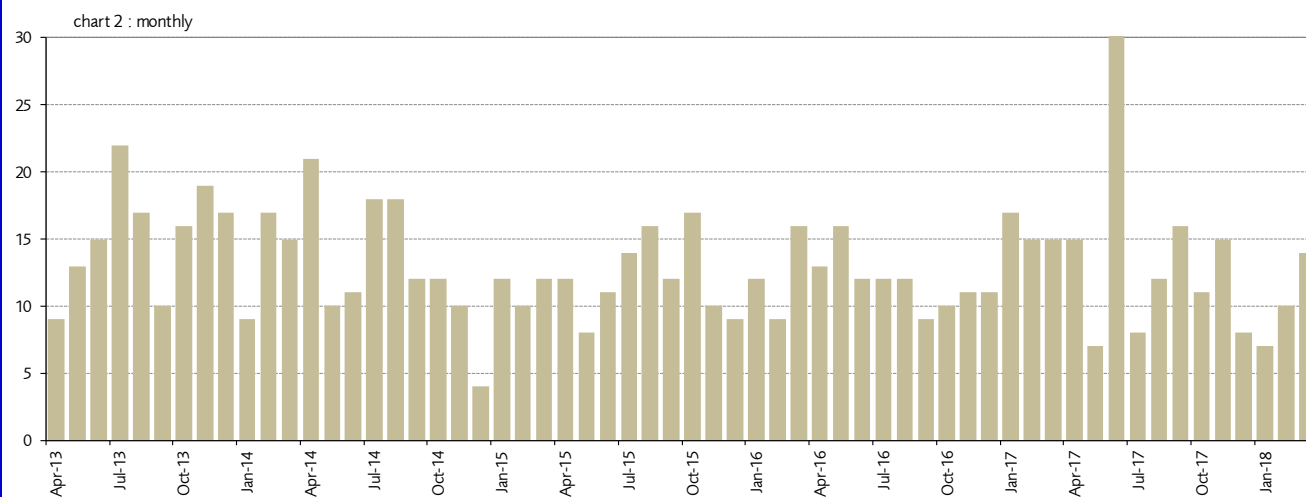
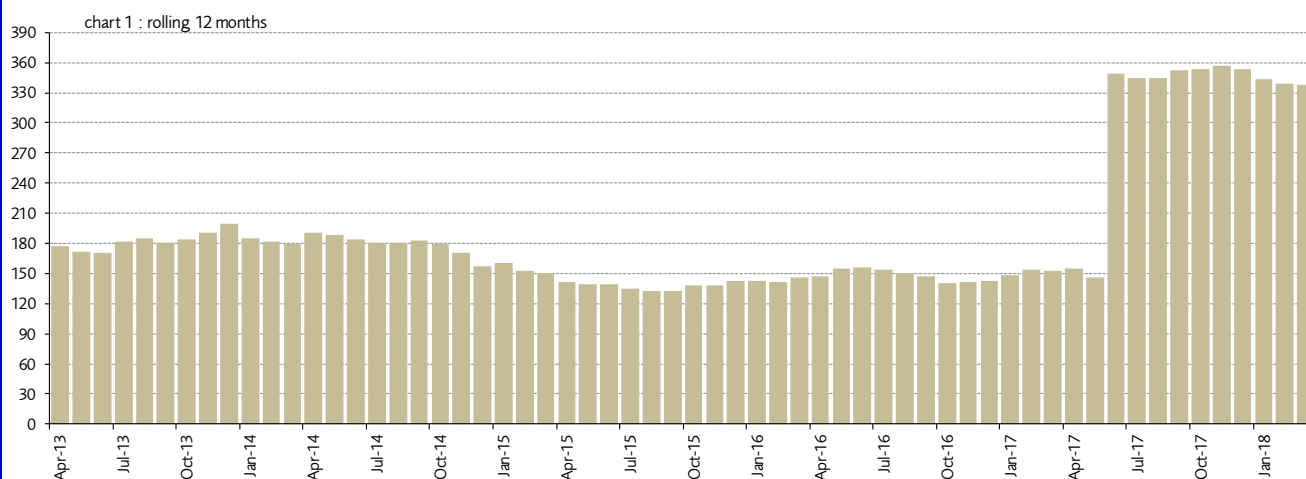
A training package (CBT) to raise awareness of the risks (and control measures) from moving and handling loads has been completed and the package is now available for all staff via the intranet. This training has been promoted to staff through departmental risk assessments and Operational News. Moving and handling guidance for operational activities (including casualty and patient handling) has been reviewed and re-issued resulting in further improvements to training.

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.

## Near miss events

Near misses

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	177	172	171	182	185	180	184	191	199	185	182	179
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	349	345	345	352	353	357	354	344	339	338

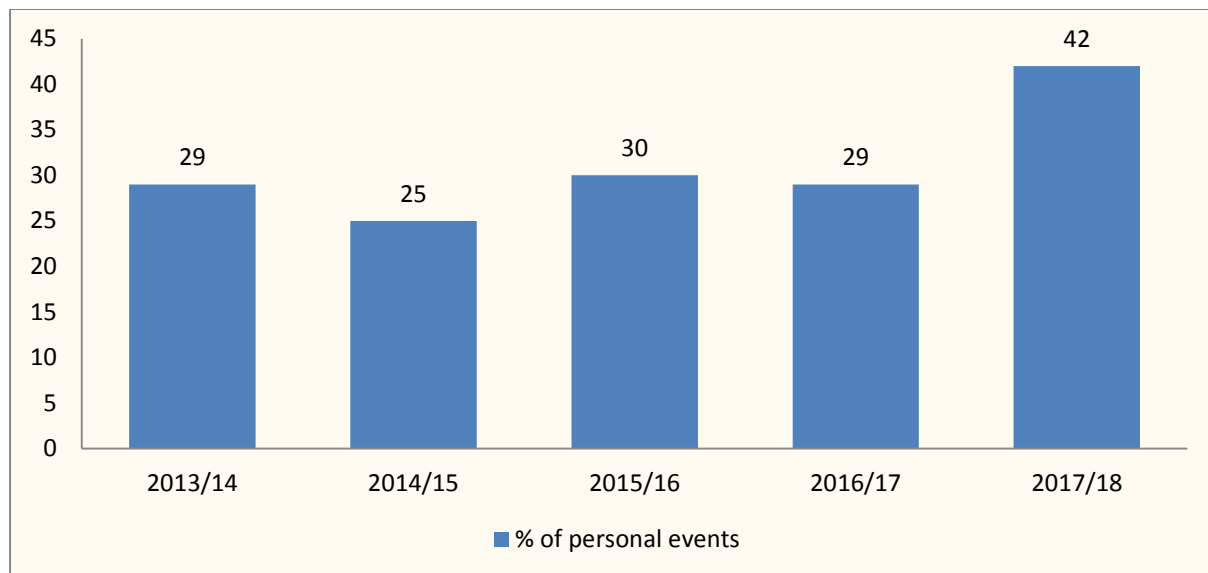


## **Indicator Description**

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 2017/18 (338) is higher than number reported during 2016/17. This increase is mainly due to the 203 near misses associated with the Grenfell Tower fire. As a percentage of all personal events, performance is relatively consistent over the years although an increase in the proportion of events reported as near misses is showing gradual increase over the last 5 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.

The 203 near misses reports associated with Grenfell Tower fire were mainly related to smoke inhalation, falling debris and trips where there was potential for injury but no injury occurred.

## **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.

**Leading indicators**





Appendix 2A – Late accident investigations

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33



**Local Accident Investigation - completion within targets**

	All LAIs not completed within 28 days at the end of Q1			All LAIs not completed within 28 days at the end of Q2			All LAIs not completed within 28 days at the end of Q3			All LAIs not completed within 28 days at the end of Q4			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	
<b>2017/18</b>	8	0	8	11	8	19	Data not available*	Data not available*	22	21	14	35	
<b>2016/17</b>	3	0	3	8	0	8	0	0	0	2	2	4	
<b>2015/16</b>	2	4	6	1	3	4	0	0	0	0	0	0	
<b>2014/15</b>	8	28	36	6	19	25	5	28	33	0	1	1	

\* - Data for outstanding local accident investigations for Quarter 3 cannot be categorised into 29-42 days or over 42 days because of a reporting error, although it can be noted that there were 22 outstanding local accident investigations in total.

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 increase in this financial year in the number of accident investigations that have not been completed within timescales. Completion of accident investigations will be closely monitored during 2018/19 to improve performance in this area. When the new safety event reporting database is introduced there will be the capacity to provide automatic notifications/reminders to staff to complete investigations.