

Public Document Pack

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Thursday, 15 September 2016 in Main Conference Room, Service Headquarters, Fulwood commencing at 10.00 am.

IF YOU HAVE ANY QUERIES REGARDING THE AGENDA PAPERS OR REQUIRE ANY FURTHER INFORMATION PLEASE INITIALLY CONTACT DIANE BROOKS ON TELEPHONE NUMBER PRESTON (01772) 866720 AND SHE WILL BE PLEASED TO ASSIST.

AGENDA

PART 1 (open to press and public)

Chairman's Announcement – Openness of Local Government Bodies Regulations 2014

Any persons present at the meeting may photograph, film or record the proceedings, during the public part of the agenda. Any member of the press and public who objects to being photographed, filmed or recorded should let it be known to the Chairman who will then instruct that those persons are not photographed, filmed or recorded.

1. APOLOGIES FOR ABSENCE

2. DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

Members are asked to consider any pecuniary/non-pecuniary interests they may have to disclose to the meeting in relation to matters under consideration on the agenda.

3. MINUTES OF THE LAST MEETING HELD ON 9 JUNE 2016 (Pages 1 - 12)

4. PERFORMANCE MANAGEMENT INFORMATION FOR 1ST QUARTER 2016/17 (Pages 13 - 52)

5. DATE OF NEXT MEETING

The next meeting of the Committee will be held on 1 December 2016 at 10:00 hours in the Main Conference Room at Lancashire Fire & Rescue Headquarters, Fulwood.

Further meetings are proposed for: 16 March 2017, 8 June 2017, 14 September 2017 and 30 November 2017.

6. URGENT BUSINESS

An item of business may only be considered under this heading where, by reason of special circumstances to be recorded in the Minutes, the Chairman of the meeting is of the opinion that the item should be considered as a matter of urgency. Wherever possible, the Clerk should be given advance warning of any member's intention to raise a matter under this heading.

7. EXCLUSION OF PRESS AND PUBLIC

The Authority is asked to consider whether, under Section 100A(4) of the Local Government Act 1972, they consider that the public should be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part 1 of Schedule 12A to the Local Government Act 1972, indicated under the heading to the item.

Agenda Item 3

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Thursday 9 June 2016 at 1000 hours in the Main Conference Room, Service Headquarters, Fulwood

MINUTES

PRESENT:-

County Councillors

T Aldridge
P Britcliffe
F DeMolfetta (for C Crompton)
N Penney
M Perks
J Shedwick (for V Taylor)
D Stansfield

Blackburn with Darwen Council

M Khan (Vice-Chairman)

In accordance with the resolution of the predecessor Performance Review Committee at its inaugural meeting on the 30th July 2004 (Minute No. 1/04 refers), representatives of the LFRS, the Unions and Audit had been invited to attend all Performance Committee meetings to participate in discussion and debate.

Officers:-

J Johnston – Deputy Chief Fire Officer / Director of Strategy and Planning (LFRS)
D Russel – Assistant Chief Fire Officer / Director of Service Delivery (LFRS)
S Fryer – Head of Service Delivery – Pennine, Eastern & Southern (LFRS)
B Norman – Head of Service Delivery – Western, Northern & Central (LFRS)
D Robinson – Knowledge & Information Manager (LFRS)
D Brooks – Principal Member Services Officer (LFRS)
J Harney – Member Services Assistant (LFRS)

Unions

I McGill, FBU
K Wilkie, FBU

CHAIRMAN'S ANNOUNCEMENT

The Vice-Chairman, Councillor Khan expressed his gratitude and best wishes on behalf of the Committee to former CFA Member, County Councillor Graham Gooch for all his hard work during his time on the Committee.

APOLOGIES FOR ABSENCE

Apologies were received from County Councillors C Crompton, S Holgate, V Taylor and Councillor Z Khan.

DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

MINUTES OF THE PERFORMANCE COMMITTEE MEETING HELD ON 17 MARCH 2016

09/15 RESOLVED:- That the minutes of the meeting held on 17 March 2016 be confirmed and signed by the Chairman.

PERFORMANCE MANAGEMENT INFORMATION FOR 4TH QUARTER 2015/16

The Assistant Chief Fire Officer advised Members that this was the 4th quarterly report for 2015/16 as detailed in the Risk Management Plan 2013-2017.

The end of year report showed there were 5 negative KPI Exception Reports. An exception report was provided which detailed the reasons for the exception, analysis of the issue and actions being taken to improve performance.

Members focussed on the indicators where an exception report was presented and examined each indicator in turn as follows:-

2.1.1 Critical Fire Response – 1st Fire Engine Attendance

This indicator reported the 'Time of Call' (TOC) and 'Time in Attendance' (TIA) of the first fire engine arriving at the incident in less than the relevant response standard.

The response standards for the first fire engine attending a critical fire (including call handling time KPI 2.1.3) are as follows:-

- Very high risk area = 6 minutes
- High risk area = 8 minutes
- Medium risk area = 10 minutes
- Low risk area = 12 minutes

The response standards are determined by the risk map score and subsequent risk grade for the location of the fire.

Standard: to be in attendance within response standard target on 88% of occasions.

Quarter 4 – 1st pump response 88.28%, previous year quarter 4 87.07%.

Overall, Quarter 4 pass rate was 88.28%, which was within the standard; however, the measure was cumulative over the year with a 2015/16 pass rate of 85.28%.

Exception report provided.

The Assistant Chief Fire Officer advised that this reporting period showed an improvement with only January being below standard. Quarter 4 returned a standard of 88% pass rate for 1st Fire Engine Response to Critical Incidents. Members were advised each failure response time to attend a Critical Fire Incident would be scrutinised and investigated by a Head of Service Delivery. The most common reasons reported for not meeting attendance times were:

- The incident was in a neighbouring station ground and the local appliance was engaged elsewhere;
- The incident was in a remote part of the incident ground with extended travel times;

- Failing to book in attendance.

Performance would continue to be monitored.

In response to a question raised by County Councillor Shedwick, the Assistant Chief Fire Officer confirmed that one of the most common reasons reported for not meeting attendance times was where incidents were in remote areas where extended travel time was needed with some areas more affected than others.

In response to a question raised by County Councillor Penney, AM Norman confirmed the procedure of recording geographic area road closure notifications was routinely received from home authorities and this worked well.

2.2.1 Critical Special Service Response – 1st Fire Engine Attendance

This indicator measured how long it took the first fire engine to respond to critical non-fire incidents such as road traffic collisions. The response standard for the first fire engine attending a critical special call (including call handling time KPI 2.2.2) is 13 minutes. We have achieved our standard when the time between the TOC and TIA of the first fire engine arriving at the incident is less than 13 minutes.

Standard: To be met on 91.5% of occasions

Quarter 4 results 92.18% achieved against a target of 91.5%, previous year quarter 4 87.02%, an improvement of 5.16%.

Overall, quarter 4 pass rate was 92.18%, which is within the standard; however, the measure is cumulative over the year with a 2015/16 pass rate of 86.45%.

Exception report provided.

2.2.2 Critical Special Service Response – Call Handling

This indicator measured the time from the 'Time of Call' to the 'Time of Send' of the first appliance mobilised. A median was used to calculate the average time for the month. This excluded duplicate calls for the same incident.

The median call handling time for quarter 4 was 96 seconds, previous year quarter 4 124 seconds; an improvement of 28 seconds. The previous quarter three (October to December) recorded 116 seconds.

Standard: Within 90 seconds

Quarter 4 results indicate percentage median being a longer duration than the standard. There has been a steady improvement in critical special service call handling over the year, with quarter 4 recording the shortest call handling of the year.

Exception report provided.

The Assistant Chief Fire Officer advised that for the fourth concurrent quarter call handling times had been reduced with the most recent quarter's performance being the best since transition to North West Fire Control.

County Councillor De Molfetta congratulated North West Fire Control staff for their hard work to bring improved performance, particularly given the challenges of working for the 4 authorities involved and as they were working as a new team with new and inexperienced team members.

In response to a question raised by County Councillor Shedwick, the Assistant Chief Fire Officer advised that whilst a number of experienced control staff had moved across to North West Fire Control some were new to the systems and the role and each had a development portfolio. Details of the number of staff classed as fully competent would be provided to Members outside the meeting.

2.4 Fire Engine Availability – Retained Duty System

This indicator measured the availability of fire engines that are crewed by the retained duty system. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.

The percentage of time that RDS crewed engines were available for quarter 4 was 91.66%, previous year quarter 4 92.63, a decrease of 0.97%. The previous quarter three recorded 89.45%.

Annual Standard: Above 95%

Quarter 4 results indicated due to yearend cumulative RDS percentage availability for being below the standard and outside of the two per cent tolerance. However, quarter 4 of 2015/16 had seen a slight improvement of overall RDS appliance availability.

Exception report provided.

The Assistant Chief Fire Officer advised Members that the Service was proud of its Retained Duty System, nonetheless there were a number of stations where availability was low and this had a cumulative impact on overall performance. Following a review of the Retained Duty System, 6 Task and Finish groups had been formed to focus on specific areas of improvement, one of these was appliance availability. AM Fryer advised that action plans were being developed to improve appliance availability. Where a shortfall had been identified, areas were being developed and improvements were expected throughout next year. In addition, due to the nature of the Retained Duty System it took a significant amount of time to replace competent staff.

The Deputy Chief Fire Officer advised that there was no one single solution to ensure availability all the time. The Authority had set aside £600k to invest in the Retained Duty System to address a number of issues that were being faced including the recognition that people didn't necessarily live and work in their communities, yet the requirement to respond within 5 minutes of the station remained. The percentage attendance figures the Service achieved would be envy of most other Fire and Rescue Services where some only achieved 50% - 60% availability.

The Assistant Chief Fire Officer confirmed that the actions from the Task and Finish groups would be short, medium and long-term within a rolling time period of a year. On an annual basis the process of strengthening the Retained Duty System would be revisited therefore this was a continuous process.

4.2.1 Staff Absence – Excluding Retained Duty System

This indicator measured the cumulative number of shifts (days) lost due to sickness for all wholtime, day crewing plus, day crewing and support staff divided by the total number of staff.

Annual Standard: Not more than 5 shifts lost

Cumulative total number of monthly shifts lost 5.6

Quarter 4 results indicate the number of shifts lost through absence per employee per month during the quarter to be above the Service target for two months.

Exception report provided.

Members then examined each indicator in turn as follows:-

KPI 1 – Preventing and Protecting

1.1 Risk Map Score

This indicator measured the risk level in each neighbourhood (Super Output Area) determined using fire activity over the previous three fiscal years along with a range of demographic data.

The County risk map score is updated annually, before the end of the first quarter. An improvement is shown by a year on year decreasing 'score' value.

Score for 2012-2015 - 33,268, previous year score 33,648.

No exception report required.

1.2 Overall Activity

This indicator measured the number of incidents that the Service attended with one or more pumping appliances.

Quarter 4 activity 3,604, previous year quarter 4 activity 2,777, an increase of 29.78%.

Total number of incidents 2015/16 – Year to Date, 15,428

Included within this KPI is a new incident type of 'Gaining Entry'. This is where we have attended on behalf of the North West Ambulance Service. During quarter 4 we attended on 180 occasions.

No exception report required.

1.3 Accidental Dwelling Fires

This indicator reported the number of primary fires where a dwelling had been affected and the cause of the fire had been recorded as 'Accidental' or 'Not known'.

Quarter 4 activity 254, previous year quarter 4 activity 219, an increase of 16%.

Total number of Accidental Dwelling Fires – Year to Date, 938

No exception report required.

1.3.1 Accidental Dwelling Fires – Extent of Damage

This indicator reported the number of primary fires where a dwelling had been affected and the cause of the fire had been recorded as 'Accidental' or 'Not known' presented as a percentage extent of fire and heat damage.

This indicator shows the total number of Accidental Dwelling Fires where damage is limited to the item first ignited and limited to the room of origin (it excludes incidents that are limited to heat/smoke damage only).

Quarter 4 Accidental Dwelling Fires activity, 179: -

	2015/16				2014/15				
	ADF activity	Item 1 st ignited	Room of origin	Floor of origin	Spread beyond floor of origin	Item 1 st ignited	Room of origin	Floor of origin	Spread beyond floor of origin
Q1	164	26%	60%	7%	6%	29%	58%	9%	4%
Q2	156	29%	56%	11%	3%	32%	56%	8%	5%
Q3	155	31%	55%	8%	6%	32%	56%	8%	4%
Q4	179	21%	69%	7%	4%	33%	56%	7%	4%

No exception report required.

1.3.2 Accidental Dwelling Fires – Number of Incidents where occupants have received a Home Fire Safety Check

This indicator reported the number of primary fires where a dwelling had been affected and the cause of fire had been recorded as 'Accidental' or 'Not known' by the extent of the fire and heat damage. The Home Fire Safety Check must be completed within 12 months of the fire occurring.

	2015/16		2014/15	
	ADF's with previous HFSC	% of ADF's with previous HFSC	ADF's with previous HFSC	% of ADF's with previous HFSC
Q1	7	4%	4	2%
Q2	8	4%	8	4%
Q3	4	2%	3	1%
Q4	5	2%	9	4%

No exception report required.

1.4 Accidental Dwelling Fire Casualties

This indicator reported the number of fatalities, slight and serious injuries occurring at primary fires where a dwelling had been affected and the cause of fire had been recorded as 'Accidental' or 'Not known'.

Casualty Status	2015/16 Quarter 4	2014/15 Quarter 4
Fatal	2	2
Hospital visit, injuries appeared Serious	3	2
Hospital visit, injuries appeared Slight	14	13
TOTAL	19	17

No exception report required.

1.5 Accidental Building Fires (Non-Dwellings)

This indicator reported the number of primary fires where the property type is a building and the property sub-type is not a dwelling and the cause of fire has been recorded as 'Accidental' or 'Not known'.

Total number of incidents	2015/16 Quarter 4	2014/15 Quarter 4
	80	79

No exception report required.

1.5.1 Accidental Building Fires (Non-Dwellings) – Extent of Damage

This indicator reported the number of primary fires where the property type is a building and the property sub-type is not a dwelling and the cause of fire has been recorded as 'Accidental' or 'Not known' presented as a percentage extent of fire and heat damage.

This indicator shows the total number of Accidental Building Fires where damage is limited to the item first ignited and limited to the room of origin (it excludes incidents that are limited to heat/smoke damage only).

Quarter 4 Accidental Building Fires activity, 68: -

	2015/16				2014/15				
	ADF activity	Item 1 st ignited	Room of origin	Floor of origin	Spread beyond floor of origin	Item 1 st ignited	Room of origin	Floor of origin	Spread beyond floor of origin
Q1	76	29%	28%	13%	30%	22%	19%	27%	32%
Q2	57	21%	30%	14%	35%	23%	34%	11%	32%
Q3	73	22%	47%	14%	18%	25%	29%	25%	21%
Q4	68	25%	29%	21%	25%	30%	30%	13%	28%

No exception report required.

1.6 Deliberate Fires

This indicator reported the number of primary and secondary fires where the cause of fire had been recorded as 'Deliberate'. Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or more appliances attend. They include fires in single derelict buildings.

Deliberate Fire Type	2015/16 Quarter 4	2014/15 Quarter 4
1.6.1 Deliberate Fires – Anti-Social Behaviour	331	277
1.6.2 Deliberate Fires – Dwellings	27	38
1.6.3 Deliberate Fires – Non-Dwellings	37	28

No exception report required.

1.7 High / Very High Risk Home Fire Safety Checks

This indicator reported the percentage of completed Home Fire Safety Checks (HFSC), excluding refusals, carried out where the risk score had been determined to be either high or very high.

	2015/16	2014/15
	% of High and Very High HFSC outcomes	% of High and Very High HFSC outcomes
Q1	67%	59%
Q2	68%	64%
Q3	68%	65%
Q4	63%	63%

No exception report required.

1.8 Road Safety Education Evaluation

This indicator reported the percentage of participants of the Wasted Lives and Childsafe Plus education packages that show a positive change to less risky behaviour following the programme; based on comparing the overall responses to an evaluation question before and after the course.

	2015/16 (cumulative)		2014/15 (cumulative)	
	Total participants	% positive influence on participants' behaviour	Total participants	% positive influence on participants' behaviour
Q1	4811	82%	593	84%
Q2	6630	84%	1448	86%
Q3	8119	85%	4220	85%
Q4	8244	85%	5468	86%

No exception report required.

County Councillor Perks was pleased that not only was the evaluation showing the positive influence of this work but that the reach had increased significantly when compared with the previous year.

1.9.1 Fire Safety Enforcement – Known Risk

This indicator reported on the percentage of premises that have had a Fire Safety Audit as a percentage of the number of all known premises in Lancashire to which The Regulatory Reform (Fire Safety) Order 2005 applies.

Number of premises	Number of premises audited to date	% of all premises audited Year end: 2015/16	% of all premises audited Year end: 2014/15
32,556	18,051	55%	55%

No exception report required.

1.9.2 Fire Safety Enforcement – Risk Reduction

This indicator reported the percentage of Fire Safety Audits carried out within the period resulting in enforcement action. Enforcement action is defined as one or more of the following: notification of deficiencies, action plan, enforcement notice, alterations notice or prohibition notice.

Period	Satisfactory audits 2015/16	Requiring formal activity – 2015/16	Requiring informal activity – 2015/16
Q1	35%	8%	53%
Q2	38%	9%	52%
Q3	40%	8%	48%
Q4	32%	9%	59%

No exception report required.

KPI 2 – Responding to Emergencies

2.1.2 Critical Fire Response – 2nd Fire Engine Attendance

This indicator reported the time taken for the second fire engine to attend a critical fire incident measured from the time between the second fire engine arriving and the time it was sent to the incident. The target is determined by the risk map score and subsequent risk grade for the location of the fire.

Standard: to be in attendance within response standard target on 85% of occasions.

Quarter 4 – 2nd pump response 84.38%, previous year quarter 4 82.80%
No exception report required.

2.1.3 Critical Fire Response – Call Handling

Critical fire criteria as 2.1.1 Call handling time is calculated from the 'Time of Call' to the 'Time of Send' of the first fire engine. The measure used is taken from the Performance Framework used by North West Fire Control. A median is used to calculate the average time for the quarter. Excluding duplicate calls for the same incident.

Standard: within 90 seconds

The median call handling time for quarter 4 is 79 seconds, previous year quarter 4 was 78 seconds, a worsening of 1 second.
No exception report required.

2.3 Fire Engine Availability – Wholetime, Day Crewing and Day Crewing Plus

This indicator measured the availability of fire engines that are crewed by wholetime, day crewing and day crewing plus shifts. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.

Fire engines are designated as unavailable for the following reasons:

- Mechanical
- Crew deficient
- Engineer working on station

Annual Standard: Above 99.5%

The Assistant Chief Fire Officer reported to Members since the transition to North West Fire Control KPI data is now held by North West Fire Control. The use of NWFC's Business Information tool (BI Direct) to extract the data is proving problematic therefore alternative solutions are being investigated.
No exception report required.

2.5 Staff Accidents

This indicator measured the number of staff accidents.

Total number of staff accidents 2015/16 – Year to Date, 60
Quarter 4 results indicate percentage pass within standard
No exception report required.

KPI 3 – Delivering Value for Money

3.1 Progress Against Savings Programme

Annual budget for 2015/16 - £56.7m
Budget to end of quarter 4 - £56.7m
Spend for the period to date was £57.6m
Overspend for the period £0.6m
Variance 1.06%

The overspend included a one off payment of £3.2m towards the Local Government Pension Scheme deficit, as approved by the Authority in February 2016.

3.2 Overall User Satisfaction

Total responses 1256; number satisfied 1245
% satisfied 99.1% against a standard of 97.5%
Variance 1.67%
No exception report required.

KPI 4 – Engaging With Our Staff

4.1 Overall Staff Engagement

This indicator measured overall staff engagement. The engagement index score was derived from the answers given by staff that related to how engaged they feel with the Service.

Total responses 195
Engagement index 56%
No exception report required.

4.2.2 Staff Absence – Retained Duty System

This indicator measured the percentage of contracted hours lost due to sickness for all retained duty staff.

Annual Standard: Not more than 2.5% lost as % of available hours of cover
Quarter 4 results indicate percentage pass within standard
Cumulative retained absence (as % of available hours cover) 1.02%
No exception report required.

10/15 RESOLVED:- That the Committee note and endorse the content of the report and the detailed management information presented.

ANNUAL REPORT ON ROAD SAFETY EDUCATION ACTIVITY

The report provided Members with an annual overview of road safety intervention activity being delivered by the Lancashire Fire and Rescue Service to the communities of Lancashire on a daily basis.

The Assistant Chief Fire Officer reported to Members that Lancashire Fire and Rescue had a key role to play with partners in preventing Road Traffic Collisions and reducing the risk to life, however no single agency was solely responsible for reducing the number and impact of Road Traffic Collisions. The focus of the Service's involvement was to embed the approach within existing arenas of partnership working and to provide strategic commitment to road safety.

Members considered the details of planned national and local events which were aimed at generating maximum impact to raise awareness of the need for road safety.

11/15 RESOLVED:- That the Committee note and endorse the content of the report as presented.

DATE OF NEXT MEETING

The next meeting of the Committee had been agreed for Thursday 15 September 2016 in the Main Conference Room, Service Headquarters, Fulwood at 1000 hours.

Further meeting date were noted for 1 December 2016.

EXCLUSION OF PRESS AND PUBLIC

12/15 RESOLVED:- The Authority is asked to consider whether, under Section 100A(4) of the Local Government Act 1972, they consider that the public should be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part 1 of Schedule 12A to the Local Government Act 1972, indicated under the heading to the item.

COMPARATIVE PERFORMANCE

The Assistant Chief Fire Officer explained to Members that arrangements were in place within the old Best Value Family Group 4 to compile comparative data in respect of the two (now withdrawn) National Fire Indicators that related specifically to fire authorities.

Data was provided for the six components that made up the two National Indicators which formed the now withdrawn National Indicators: NI 33 – Number of deliberate primary and secondary fires per 10,000 population and NI 49 – Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checkups) per 100,000 population, 2014/15 – 2015/16 comparative progress/decline; percentage change in terms of actual numbers; and a summary overview in graphical form

Members examined each indicator in turn and noted Lancashire's position.

National Indicator 33 – Number of deliberate (i) primary and (ii) secondary fires per 10,000 population.

NI 33 – Arson Incidents (deliberate fires) per 10,000 population

Position in Family Group 4th Quarter YTD 2015/16		BV – 4th Quarter YTD Comparison 2014/15 – 2015/16		Actuals – 4th Quarter YTD Comparison 2014/15 – 2015/16		
Position	2014/15	2015/16	% +/-	2014/15	2015/16	% +/-
12	15.9	17.6	10.23	2346	2586	10.23

NI 33i Deliberate primary fires per 10,000 population

Position in Family Group 4th Quarter YTD 2015/16		BV – 4th Quarter YTD Comparison 2014/15 – 2015/16		Actuals – 4th Quarter YTD Comparison 2014/15 – 2015/16		
Position	2014/15	2015/16	% +/-	2014/15	2015/16	% +/-
8	3.5	3.6	2.54	521	534	2.54

NI 33ii Deliberate secondary fires per 10,000 population

Position in Family Group 4th Quarter YTD 2015/16		BV – 4th Quarter YTD Comparison 2014/15 – 2015/16		Actuals – 4th Quarter YTD Comparison 2014/15 – 2015/16		
Position	2014/15	2015/16	% +/-	2014/15	2015/16	% +/-
12	12.4	13.9	12.34	1825	2050	12.34

National Indicator 49 – Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checkups) per 100,000 population.

NI 49i Number of primary fires per 100,000 population

Position in Family Group 4th Quarter YTD 2015/16		BV – 4th Quarter YTD Comparison 2014/15 – 2015/16		Actuals – 4th Quarter YTD Comparison 201/154 – 2015/16		
Position	2014/15	2015/16	% +/-	2014/15	2015/16	% +/-
12	145.3	148.0	1.82	2139	2178	1.82

NI49ii Number of fatalities in primary fires per 100,000 population

Position in Family Group 4th Quarter YTD 2015/16		BV – 4th Quarter YTD Comparison 2014/15 – 2015/16		Actuals – 4th Quarter YTD Comparison 2014/15 – 2015/16		
Position	2014/15	2015/16	% +/-	2014/15	2015/16	% +/-
13	0.4	0.6	48.78	6	9	48.78

NI49iii Number of non-fatal casualties in primary fires per 100,000 population

Position in Family Group 4th Quarter YTD 2015/16		BV – 4th Quarter YTD Comparison 2014/15 – 2015/16		Actuals – 4th Quarter YTD Comparison 2014/15 – 2015/16		
Position	2014/15	2015/16	% +/-	2014/15	2015/16	% +/-
14	5.8	5.6	-3.42	86	83	-3.42

13/15 RESOLVED: - That the Committee note the content of the report and the comparative outcomes.

LFRS HQ
Fulwood

M NOLAN
Clerk to the CFA

**LANCASHIRE COMBINED FIRE AUTHORITY
PERFORMANCE COMMITTEE**

Meeting to be held on 15th September 2016

**PERFORMANCE MANAGEMENT INFORMATION FOR 1ST QUARTER 2016/17
(Appendix 1 refers)**

Contact for further information:

David Russel, Assistant Chief Fire Officer – Tel No. 01772 866801

Executive Summary

This paper provides a clear measure of our progress against the Key Performance Indicators (KPI) detailed in the Risk Management Plan 2013-2017.

Recommendation

The Performance Committee is asked to endorse the Quarter 1 Measuring Progress report and note the contents of the 5 negative KPI Exception Reports.

Information

As set out in the report.

Business Risk

High

Environmental Impact

High

Equality & Diversity Implications

High – the report appraises the Committee of the Authority's progress.

HR Implications

Medium

Financial Implications

Medium

Local Government (Access to Information) Act 1985
List of Background Papers

Paper Performance Management Information	Date	Contact David Russel (ACO)
Reason for inclusion in Part 2, if appropriate: N/A		

Measuring Progress



2016-17 Quarter 1

Combined Fire Authority
15th September 2016

Lancashire Fire and Rescue Service

Introduction

The following pages set out Lancashire Fire and Rescue Service's Performance Framework, an explanation of how our Key Performance Indicator's (KPI) are measured and how we are performing.

This is followed, where appropriate, by an analysis of the KPI's which are classified as being in exception, along with an analysis of the cause and actions being taken to improve performance. The remainder of the document illustrates our performance across all other KPI's.

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Performance Framework

The below graphic illustrates the Services four priorities and how their respective KPI's fit within the overall performance framework.



Explanation of Performance Measures

KPI's are monitored either by using an XmR chart (explained on the following page), comparing current performance against that achieved in the previous cumulative years activity, or against a pre-determined standard, for example, the response standard KPI's are measured against a range of set times.

The response standards are measured against a set range of times dependent upon the risk rating given to each Super Output Area (SOA), which is presented as a percentage of occasions where the standard is met. A two percent tolerance has been added to create a buffer so that a positive/negative exception report is not produced each quarter where only slight variations from the standard occur.

It is worth noting that there can be positive as well as negative exception reports. Positive exceptions are where performance levels meet set rules, as detailed on the following page.

Explanation of Performance Measures

XmR chart explanation (Value [X] over a moving [m] range [R])

An XmR chart is a control chart used to highlight any significant changes in activity so that interventions can be made before an issue arises. It can also highlight where activity has decreased, potentially as a result of preventative action which could be replicated elsewhere.

Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are set using a standard deviation calculation based upon the previous three years activity.

An exception report is generated if the XmR rules are breached. Note that a 'positive' exception could also be generated.

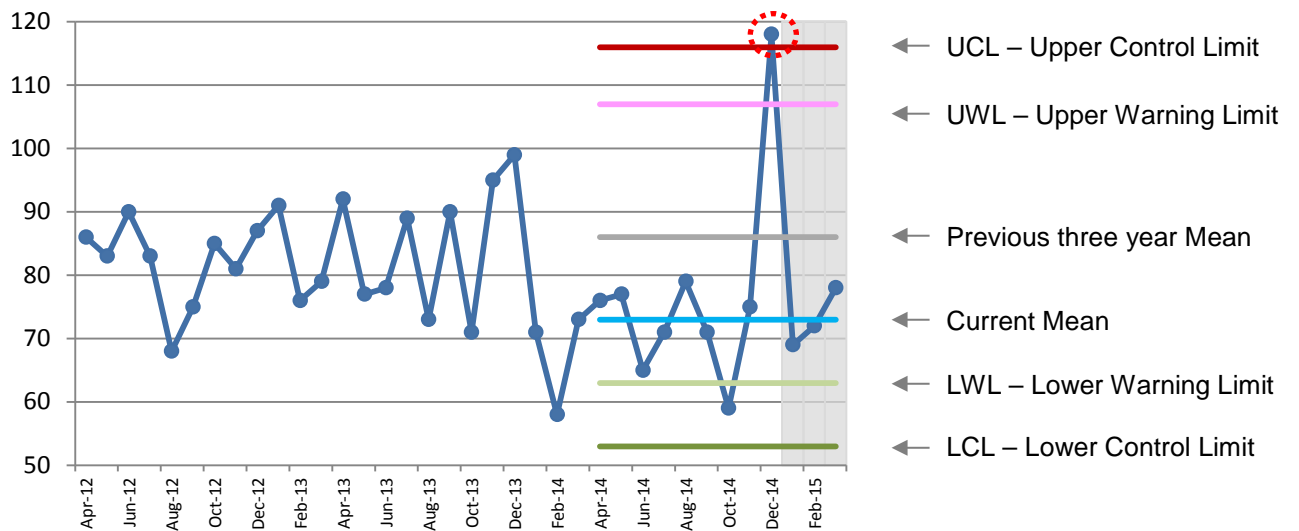
The following rules are applicable to the XmR charts and define when an exception has occurred:

1. A single point beyond the control limit
2. Two out of three consecutive points near the control limits
3. A trend of six consecutive points either up or down
4. A shift of eight or more consecutive points above or below the mean line

XMR chart key definitions:

						
Incidents	UCL	UWL	Current Mean	Mean	LWL	LCL

Example XmR chart: In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2014 (⊙) is above the Upper Control Limit (UCL).



KPI Exception Overview

The KPI Exception Overview highlights those KPI's that are classified as being in exception. Each KPI is shown with an indicator to illustrate whether performance is: Improving (↑), indicating a positive exception or, Declining (↓), which would produce a negative exception. This is followed by any relevant exception reports, which detail the reasons for the exception, analysis of the issue, and actions being taken to improve performance.

For the period April 2016 – June 2016 five KPI's are classified as being in negative exception.

KPI	Description	Progress	Exception Positive / Negative	Page (s)
2 - Responding to Emergencies				
2.1.1	Critical Fire Response - 1st Fire Engine Attendance	↓	–	9
2.2.1	Critical Special Service Response - 1st Fire Engine Attendance	↓	–	11
2.2.2	Critical Special Service Response - Call Handling	↓	–	13
2.4	Fire Engine Availability – Retained Duty System	↓	–	15
4 - Engaging with our Staff				
4.2.1	Staff Absence - Excluding Retained Duty System	↓	–	17

Exception report: 2.1.1 Critical Fire Response - 1st Fire Engine Attendance

Performance indicator: 2.1.1 Critical Fire Response – 1st Fire Engine Attendance

Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the SOA in which the fire occurred.

The response standards for the first fire engine attending a critical fire (including call handling time KPI 2.1.3) are as follows^[1]:

- Very high risk area = 6 minutes
- High risk area = 8 minutes
- Medium risk area = 10 minutes
- Low risk area = 12 minutes

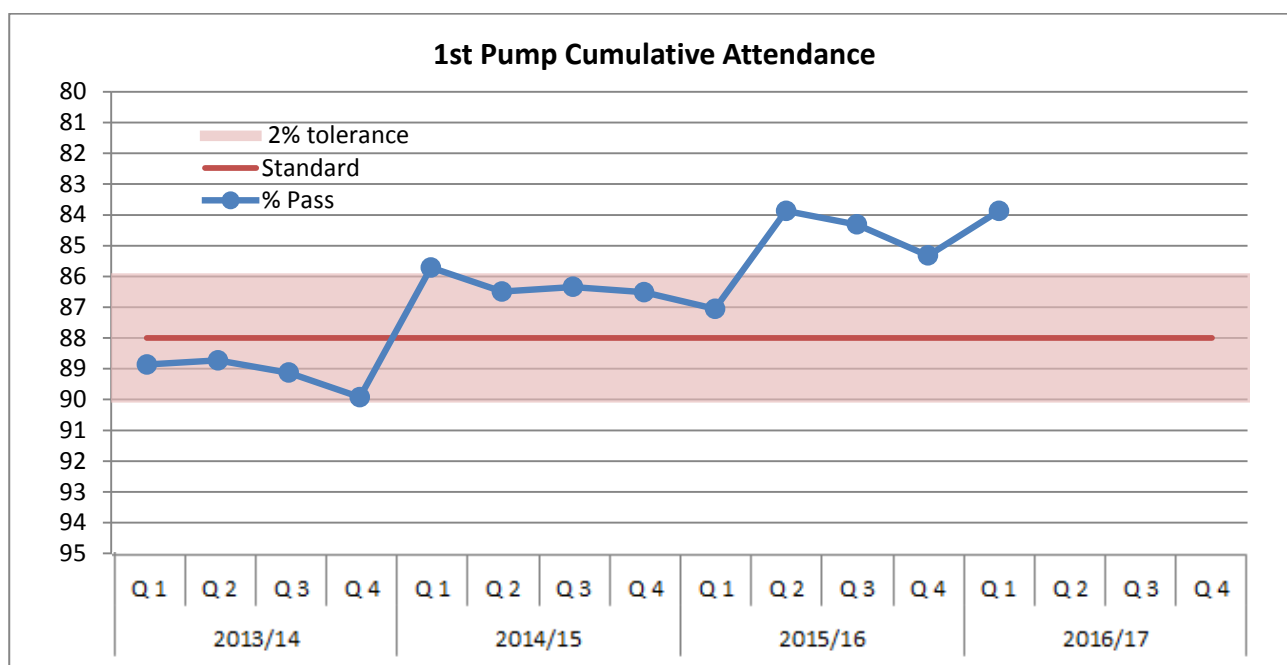
We have achieved our standard when the time between the 'Time of Call' (TOC) and 'Time in Attendance' (TIA) of the first fire engine arriving at the incident is less than the relevant response standard.

^[1] The above times now include the previous 'call handling' element. Ref note [1] 2015/16 Q2 for explanation.

We aim to achieve this standard on 88% of occasions.

Quarter one 1st pump response 83.87%, previous year quarter one 87.06%.

1 st pump cumulative attendance standard	Year to Date	2016/17 Quarter 1	Previous year to Date	2015/16 Quarter 1
	83.87%	83.87%	87.06%	87.06%



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What are the reasons for an Exception Report

This is a negative exception report due to critical Fire 1st pump response being below the standard. Overall, quarter one pass rate was 83.87%.

Analysis

Critical Fire activity was within standard during the month of April. However, this could be attributed to the unusually low number of critical fire incidents (98) during the month. The preceding two months, particularly May, were below standard.

During May, responses failed by an average of 1 minute and 37 seconds and by 3 minutes and 9 seconds during June. This includes the median call handling time. June contained an incident where the first pump failed to book in attendance at the incident on initial arrival, resulting in an unusually long response time being recorded. If this incident had attained an average response, then the average for the month would be 2 minutes and 25 seconds.

Over the quarter one period, 31% of the failures failed by less than 60 seconds.

Shown below are the actual failures and monthly totals over previous 12 months, along with the percentage pass rate.

	2015/16									2016/17		
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Failed	24	26	24	15	19	20	16	16	12	11	23	21
Total	125	143	113	126	120	120	130	129	126	98	114	129
% Pass	80.8	81.8	78.8	88.1	84.2	83.3	87.7	87.6	90.5	88.8	79.8	83.7

The call handling time (KPI 2.1.3) is a contributing factor as this is now included within the overall response time. The individual monthly [median] call handling times are shown below.

	2015/16									2016/17		
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Median Seconds	75	77	79	80	82	75	80	77	78	89	83	77

Actions being taken to improve performance?

AM Fryer, Head of Service Delivery (HoSD) to implement local performance monitoring to identify deficiencies and drive improvement.

It is hoped that ongoing initiatives to address these issues will bring the standard back to within the 2% tolerance.

Exception report: 2.2.1 Critical Special Service Response – 1st Fire Engine Attendance

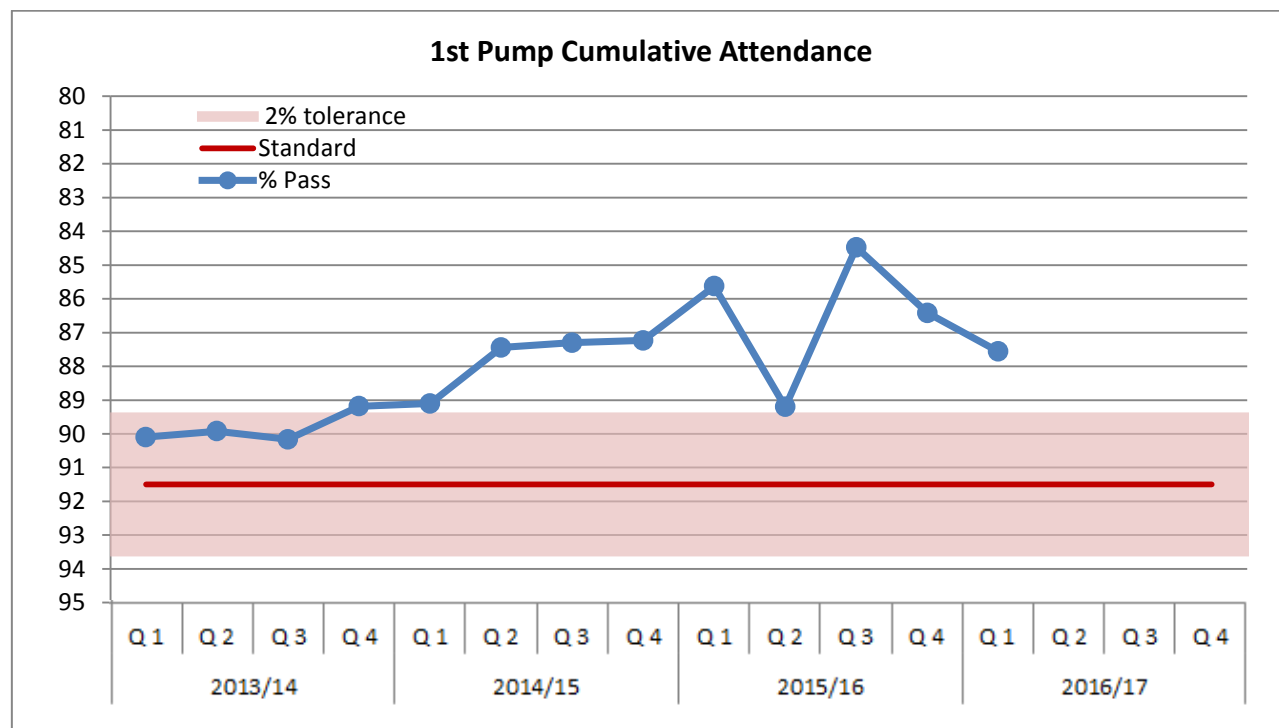
Performance indicator: 2.2.1 Critical Special Service Response – 1st Fire Engine Attendance

Critical special service incidents are non-fire incidents where there is a risk to life, for example, road traffic collisions, rescues and hazardous materials incidents. For these incidents there is a single response standard which measures how long it takes the first fire engine to attend. The response standard for the first fire engine attending a critical special service call (including call handling time (KPI 2.2.2) is 13 minutes. We have achieved our standard when the time between the 'Time of Call' and 'Time in attendance' of the first fire engine arriving at the incident is less than 13 minutes.

Quarter one response percentage pass rate 87.56%, previous year quarter one 85.63%, an improvement of 1.93%.

Standard: 91.5% of occasions.

1 st pump cumulative attendance standard	Year to Date	2016/17 Quarter 1	Previous year to Date	2015/16 Quarter 1
	87.56%	87.56%	85.63%	85.63%



What are the reasons for an Exception Report

This is a negative exception report due to critical Special Service 1st pump response being below the standard. Overall, quarter one pass rate was 87.56%, outside of the 91.5% standard.

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Analysis

This KPI has shown large variations over the quarter, with April recording one of the lowest response rates but with June recording a pass rate within the two percent tolerance.

Shown below are the actual failures and monthly totals over previous 12 months, along with the percentage pass rate.

	2015/16									2016/17		
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Failed	12	13	14	14	27	114	13	10	18	22	14	20
Incidents	119	156	192	197	187	375	205	187	131	121	124	205
% Pass	89.9	91.7	92.7	92.9	85.6	69.6	93.7	94.7	86.3	81.8	88.7	90.2

Over the quarter one period, 21% of the failures failed by less than 60 seconds.

Call handling is a contributing factor as this is now included within the overall response time. The individual monthly [median] call handling times are shown below.

Median Seconds	2015/16									2016/17		
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
	121	103	104	93	95	174	93	88	116	130	132	118

Actions being taken to improve performance?

AM Fryer, Head of Service Delivery (HoSD) to implement local performance monitoring to identify deficiencies and drive improvement.

It is hoped that on-going initiatives to address these issues will bring the cumulative standard back to within the 2% tolerance.

Exception report: 2.2.2 Critical Special Service Response – Call Handling

Performance indicator: 2.2.2 Critical Special Service Response – Call Handling

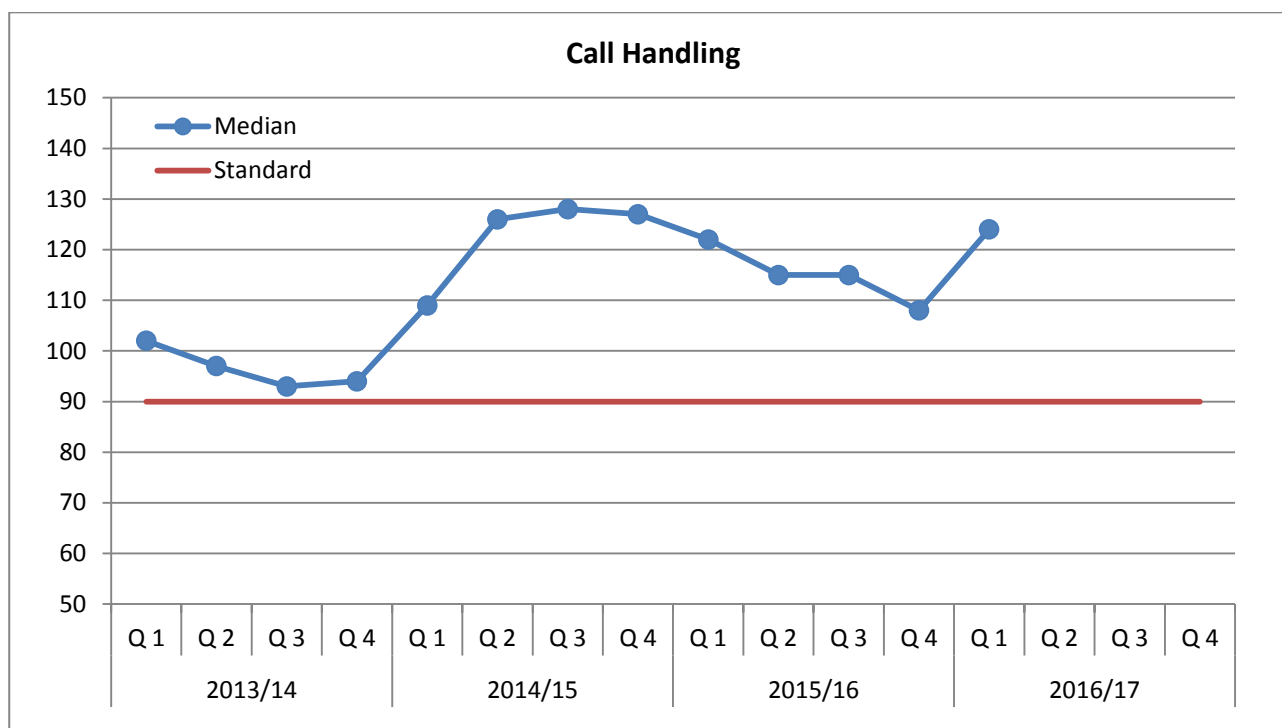
Call handling time is calculated from the ToC to the ToS of the first appliance mobilised. A median is used to calculate the average time for the month. Excludes duplicate calls for the same incident.

The median call handling time for quarter one is 124 seconds, previous year quarter one 122 seconds, a worsening of 2 seconds. The median for the months of quarter four (January to March 2016) recorded 95 seconds.

A negative exception report has been produced due to the median being a longer duration than the 90 second standard.

Standard: Within 90 seconds.

Median response	Year to Date	2016/17 Quarter 1	Previous year to Date	2015/16 Quarter 1
(Seconds)	124	124	122	122



What are the reasons for an Exception Report

This is a negative exception report due to performance being below standard, with the improvement in call handling recorded during the previous year showing a worsening during quarter one of 2016/17.

Analysis

Impacts of remedial actions are displaying a long term trend of improved performance. For the fourth concurrent quarter call handling times have been reduced with the most recent quarter's performance being the best since transition to NWFC.

It is anticipated that the 4 key areas of development as detailed in the actions being taken section will deliver progressive improvements leading to call handling returning to levels previously delivered prior to year end.

Incident location on occasions remains to be problematic due to the challenges in identifying an addressable location. This naturally occurs when either the caller is in an unfamiliar location or when the incident occurs away from a landmark or road junction.

Actions being taken to improve performance

1. Performance standards have been written into each individual's appraisal review against which their performance and that of their team will be measured and managed.
2. FRSs are being asked to review the final classifications for incidents in order to make these easier to record and report on. This will also allow for more specific reporting to be done based on incident type per FRS rather than a generic NWFC report.
3. Staff are working through phased development plans in order to achieve competent status as quickly as possible.
4. FRS's are being encouraged to converge on ways of working wherever possible to reduce the number of response plans (mobilising rule sets) that Control Room Operators (CRO's) have to apply.

Exception report: 2.4 Fire Engine Availability - Retained Duty System

Performance indicator: 2.4 Fire Engine Availability – Retained Duty System

This indicator measures the availability of fire engines that are crewed by the retained duty system (RDS). It is measured by calculating the percentage of time a fire engine is available to respond compared to the total time in the period.

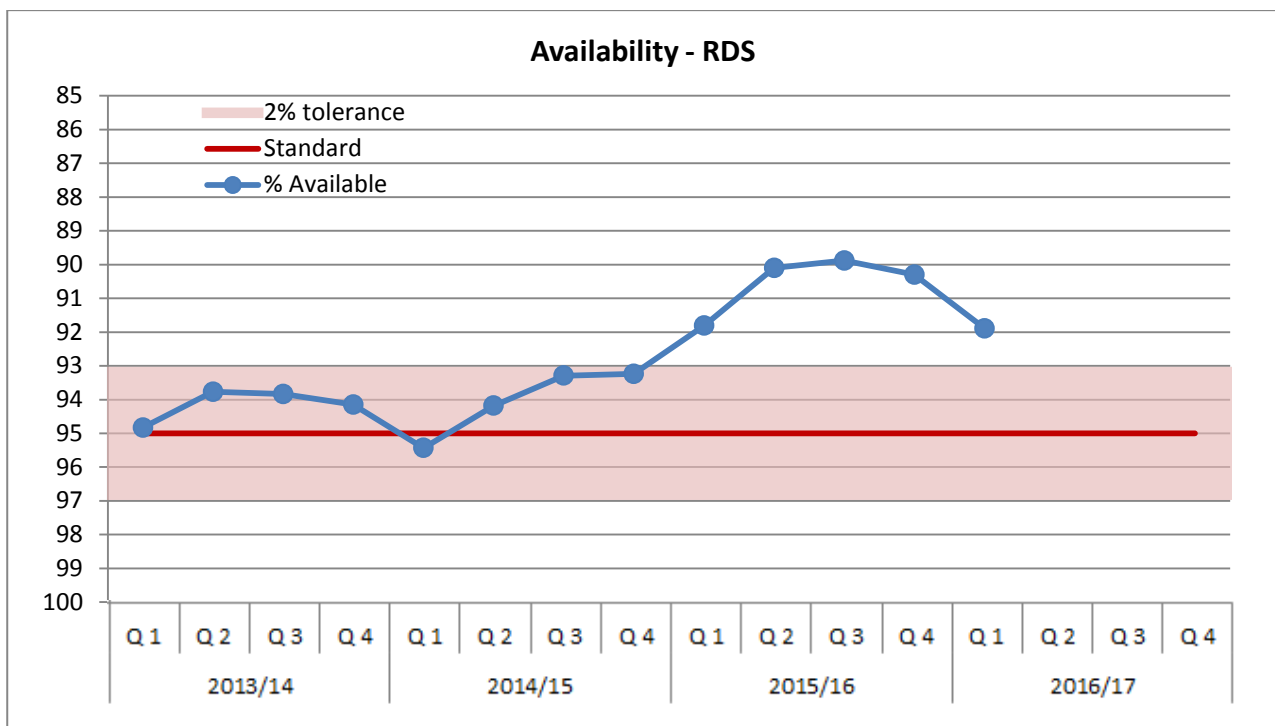
Fire engines are designated as unavailable (off-the-run) for the following reasons:

- *Manager deficient*
- *Crew deficient*
- *Not enough BA wearers*
- *No driver*

The percentage of time that RDS crewed engines are available for quarter one was 91.89%, previous year quarter one 91.81%, an improvement of 0.08%. The previous quarter (January to March 2016) recorded 91.66%.

A negative exception report has been produced due to percentage availability being below the standard.

Annual standard: Above 95%



What are the reasons for an Exception Report

This is a negative exception report due to the cumulative RDS availability for the three months of quarter one being below the standard and outside of the two per cent tolerance.

Analysis

Quarter 1 has seen continued improvement in RDS appliance availability due to recruitment and closer managerial scrutiny. It must be borne in mind that the current recruitment process will have a short term detrimental effect on this KPI until we are able to fill any vacancies created and upskill staff.

Continuing ongoing work by the Retained Duty System Recruitment and Improvement Group (RIG) will be responsible for progressing areas for improvement. This isn't being viewed as a project with start and finish dates but as a number of on-going pieces of work which will strive to deliver incremental improvements in order to strengthen and support the Retained Duty System.

Actions being taken to improve performance

AM Fryer, Head of Service Delivery (HoSD) to implement local performance monitoring to identify deficiencies and drive improvement.

It is hoped that ongoing initiatives to address these issues will bring the standard back to within the 2% tolerance.

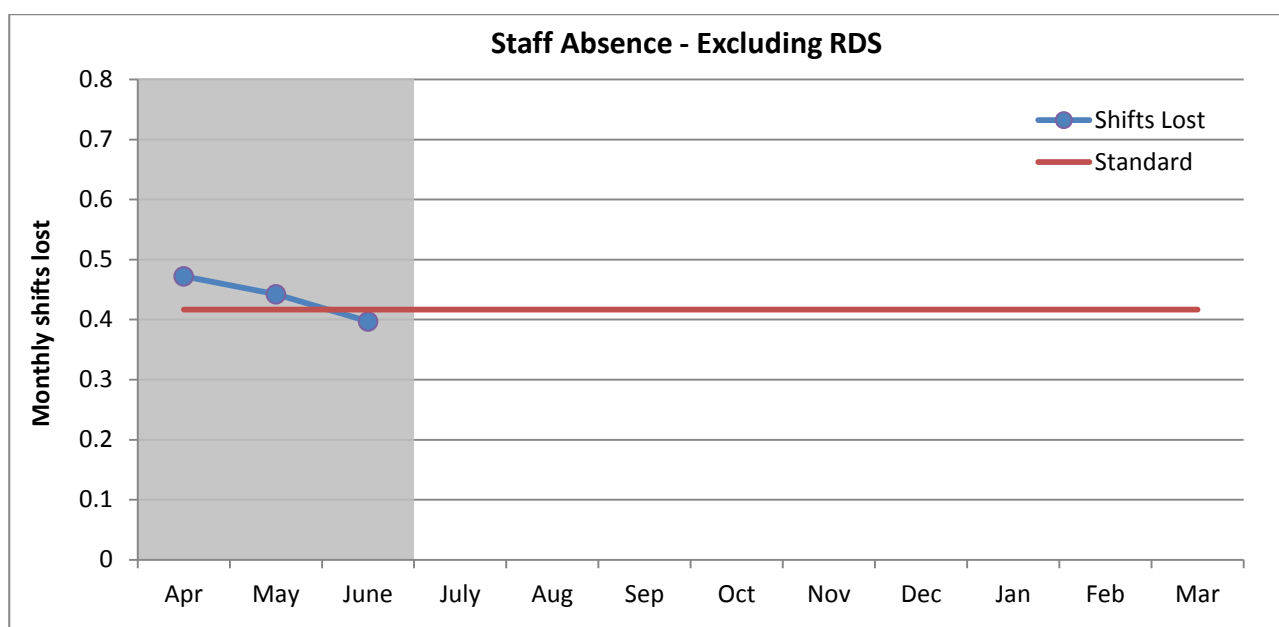
Exception report: 4.2.1 Staff Absence - Excluding Retained Duty System

4.2.1 Staff Absence - Excluding Retained Duty System

The cumulative number of shifts (days) lost due to sickness for all wholetime, DCP, DC and support staff divided by the total number of staff.

Annual Standard: Not more than 5 shifts lost.

(Represented on the chart as annual shifts lost ÷ 12 months)



Cumulative total number of monthly shifts lost	1.311
--	-------

What are the reasons for an Exception Report

This is a negative exception report due to the number of shifts lost through absence per employee being above the Service target for two months during quarter one.

Analysis

During quarter one the shifts lost through absence month on month shows June 2016 cumulative being above the Service target.

During this quarter there were 12 long term absence cases, eight of these were from wholetime staff and two from non-uniformed. The main reasons reported for long-term absence being

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hospital procedure and muscular skeletal. At the end of the quarter, 8 out of 12 of the long term absences cases had returned to work.

At the end of June the cumulative totals show that non-uniformed staff absence was well above target at 1.33 shifts lost per employee, whilst whole-time staff absence was below target at 1.31 shifts per employee. Overall absence for all staff (except Retained Duty System) was 1.31 shifts lost which exceeds the Service target of 1.25 shifts at the end of the first quarter.

Actions being taken to improve performance

Early intervention by OHU doctor/nurse/physiotherapist, HR support to managers in following the Attendance Policy managing individual cases, addressing review periods/triggers in a timely manner and dealing with capability off staff due to health issues. Absence management presentations and question and answer session on the ILM course to assist future managers understand and interpret the policy. Encouraging employees to make use of our Employee Assistance Programme provider and The Firefighters Charity.

Key Performance Indicators

This section gives an overview of the performance direction of the KPI's which are not in exception. Each KPI is shown within its priority with an indicator to illustrate whether performance is: Improving (↑), Maintaining (↔) or Declining (↓), followed by a summary of the current position.

KPI	Description	Progress	Page (s)
1 - Preventing and Protecting			
1.1	Risk Map Score	↑	20
1.2	Overall Activity	↓	21
1.3	Accidental Dwelling Fires	↑	22
1.3.1	ADF - Extent of Damage	↓	23
1.3.2	ADF - Number of Incidents Where Occupants have Received a HFSC	↑	23
1.4	Accidental Dwelling Fire Casualties	↔	24
1.5	Accidental Building Fires (Non Dwellings)	↑	25
1.5.1	ABF (Non Dwellings) - Extent of Damage	↓	26
1.6	Deliberate Fires	↓	27
1.7	High/Very High Risk Home Fire Safety Checks	↑	28
1.8	Road Safety Education Evaluation	↑	29
1.9.1	Fire Safety Enforcement - Known Risk	↑	30
1.9.2	Fire Safety Enforcement - Risk Reduction	↓	30
2 - Responding to Emergencies			
2.1.2	Critical Fire Response - 2nd Fire Engine Attendance	↓	31
2.1.3	Critical Fire Response - Call Handling	↑	32
2.3	Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus	n/a	33
2.5	Staff Accidents	↓	34
3 - Delivering Value for Money			
3.1	Progress Against Savings Programme	↑	35
3.2	Overall User Satisfaction	↑	36
4 - Engaging with our Staff			
4.2.2	Staff Absence - Retained Duty System	↑	37

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1.1 Risk Map

This indicator measures the fire risk in each SOA. Risk is determined using fire activity over the previous three fiscal years along with a range of demographic data, such as population and deprivation. Specifically, the risk score for each SOA is calculated using the following formula:






$$\frac{\text{Dwelling fires}}{\text{Total dwellings}} + \left[\frac{\text{Dwelling fire casualties}}{\text{Resident population}} \times 4 \right] + \text{Building fire count} + \left[\text{IMD} \times 2 \right] = \text{Risk Score}$$

Once an SOA has been assigned a score, it is then categorised by risk grade.

Standard: To reduce the risk in Lancashire - an annual reduction in the County risk map score.

The County risk map score is updated annually, before the end of the first quarter. An improvement is shown by a year on year decreasing 'score' value. Current score 32990, previous year score 33268.

Score Category	Grade	Score (11-14)	SOA Count (11-14)	Score (12-15)	SOA Count (12-15)	Score (13-16)	SOA Count (13-16)
Less than 36	L	11686	508	12366	533	11944	519
Between 36 & 55	M	13208	306	12130	281	13578	314
Between 56 & 75	H	6040	95	5440	86	4890	76
Greater than 75	VH	2714	32	3332	41	2578	32
Grand Total		33648	941	33268	941	32990	941

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2015 count	41	86	281	533	33268
2016 count	32	76	314	519	32990
Change	 -22% Overall reduction in Very High risk SOA's	 -12% Overall reduction in High risk SOA's	 12% Overall increase in Medium risk SOA's	 -3% Overall reduction in Low risk SOA's	 -1% Overall reduction in fire risk

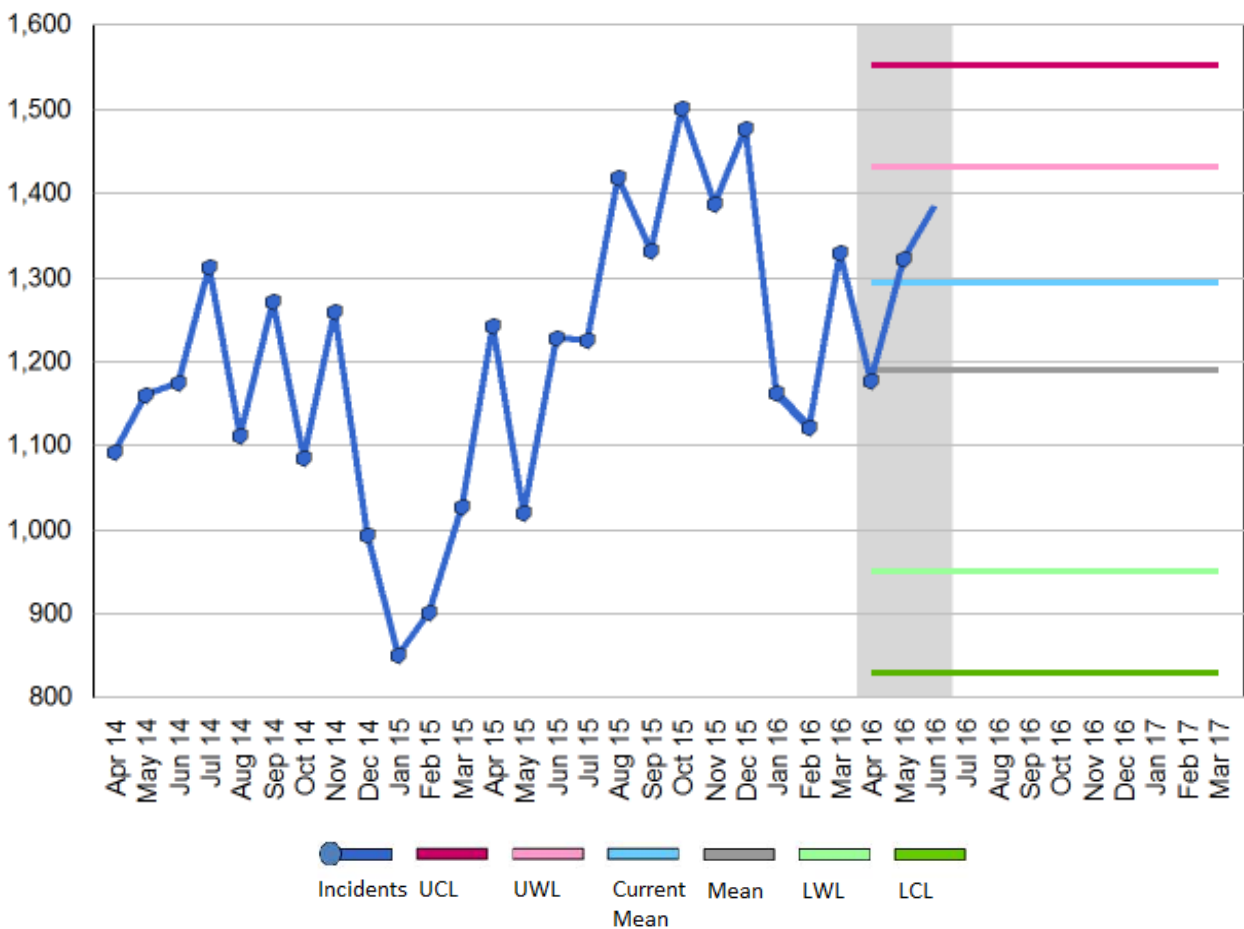
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1.2 Overall Activity

The number of incidents that LFRS attend with one or more pumping appliances. Includes fires, special service calls and false alarms.

Quarter one activity 3880, previous year quarter one activity 3485, an increase of 11.33%.

Included within this KPI is a new incident type of 'Gaining Entry'. This is where we have attended on behalf of the North West Ambulance Service. During quarter one we attended on 137 occasions.



1.2 Number of attended incidents	Year to Date	2016/17 Quarter 1	Previous year to Date	2015/16 Quarter 1
	3880	3880	3485	3485

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

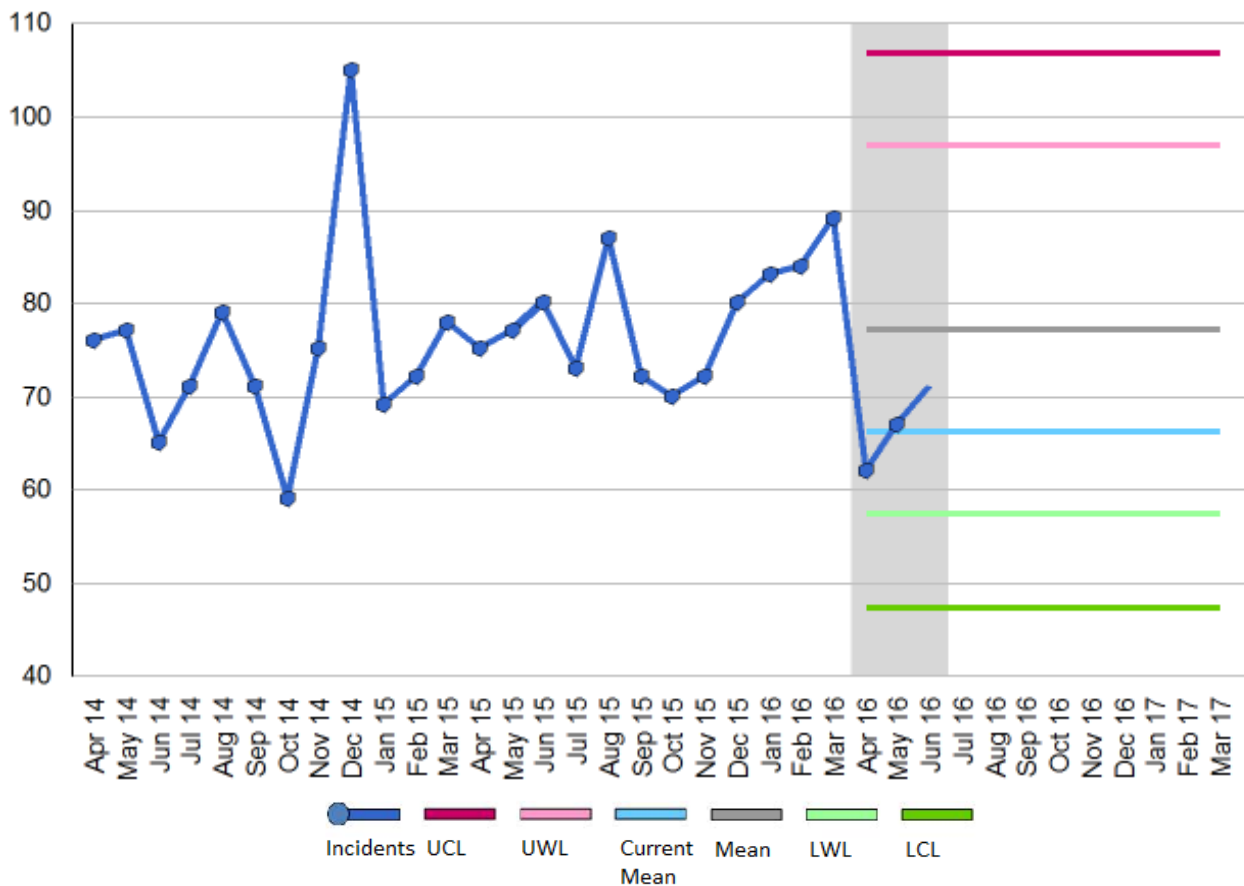
Current Mean	3 year Mean	Monthly Mean		
		2015/16	2014/15	2013/14
1293	1189	1285	1102	1181

1.3 Accidental Dwelling Fires

The number of primary fires where a dwelling has been affected and the cause of fire has been recorded as 'Accidental' or 'Not known'.

A primary fire is one involving property (excluding derelict property) or any fires involving casualties, rescues, or any fire attended by five or more appliances. An appliance is counted if either the appliance, equipment from it or personnel riding on it, were used to fight the fire.

Quarter one activity 200, previous year quarter one activity 232, a decrease of 14%.



1.3 Accidental Dwelling Fires	Year to Date	2016/17 Quarter 1	<i>Previous year to Date</i>	<i>2015/16 Quarter 1</i>
		200	232	232

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	3 year Mean	Monthly Mean		
		2015/16	2014/15	2013/14
66	78	78	75	81

1.3.1 ADF - Extent of Damage

ADF criteria as 1.3. Extent of fire and heat damage is limited to: Item ignited first, Limited to room of origin, Limited to floor of origin and Spread beyond floor of origin.

*The ADF activity count is limited to only those ADF's which had an extent of damage shown above.

An improvement is shown if the total percentage of 'Item first ignited' and 'Room of origin' is greater than the comparable quarter of the previous year.

Percentage of accidental dwelling fires limited to item 1st ignited in quarter one 20%, quarter one of previous year 25%. Percentage limited to room of origin in quarter one 61%, quarter one previous year 60%, limited to floor of origin in quarter one 13%, quarter one previous year 8% and spread beyond floor 6%, previous year 7%.

	2016/17					↑/↓	2015/16			
	*ADF activity	Item 1st ignited	Room of origin	Floor of origin	Spread beyond floor of origin	Progress	Item 1st ignited	Room of origin	Floor of origin	Spread beyond floor of origin
Quarter 1	152	20%	61%	13%	6%	↓	25%	60%	8%	7%
Quarter 2							28%	57%	12%	3%
Quarter 3							30%	56%	8%	6%
Quarter 4							18%	71%	7%	4%

1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC

ADF criteria as 1.3. The HFSC must be a completed job (i.e. not a refusal) carried out by LFRS personnel or partner agency. The HFSC must have been carried out within 12 months prior of the fire occurring.

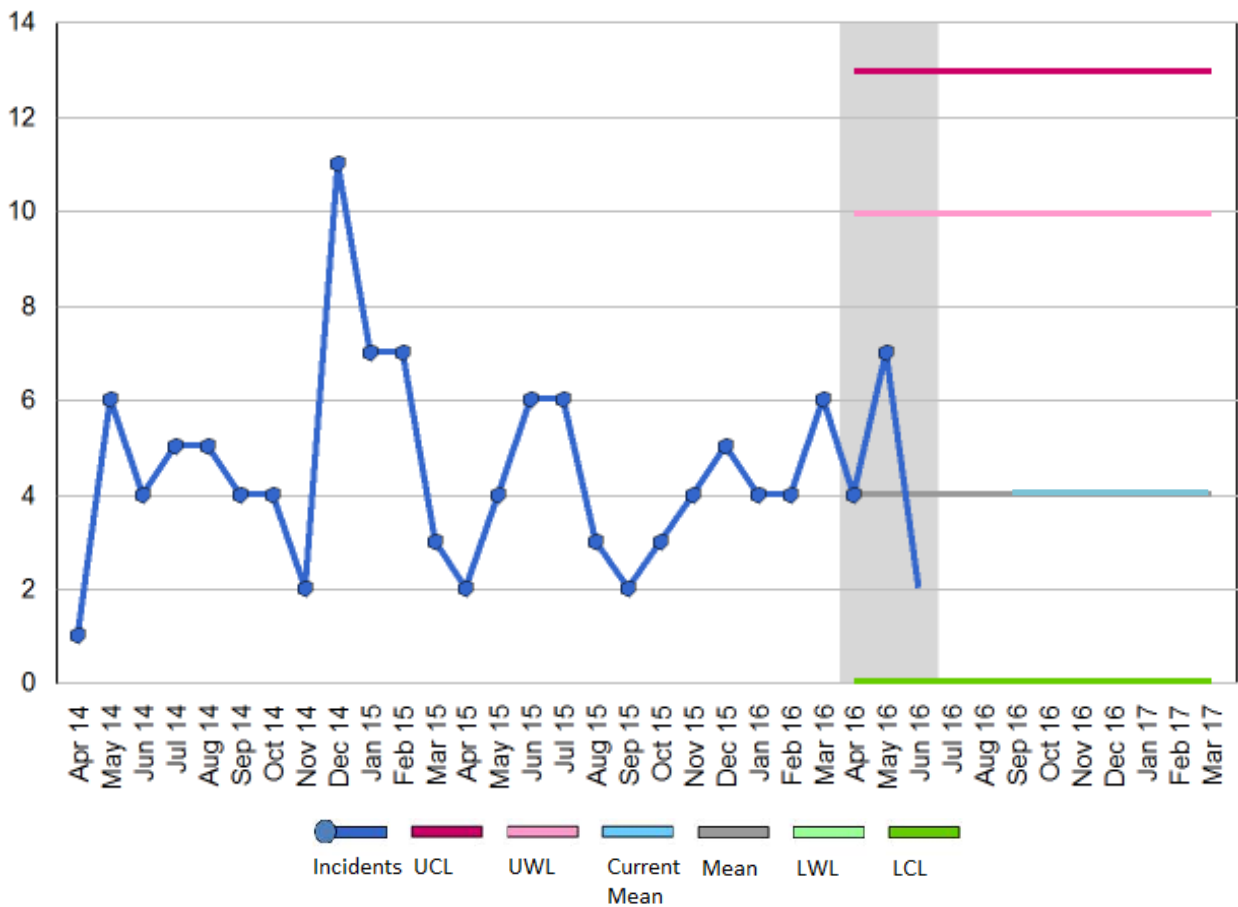
	2016/17		2015/16	
	ADF's with previous HFSC	% of ADF's with previous HFSC	ADF's with previous HFSC	% of ADF's with previous HFSC
Quarter 1	13	7%	7	3%
Quarter 2			7	3%
Quarter 3			4	2%
Quarter 4			6	2%

Analysis: Of the thirteen accidental dwelling fire incidents that had received a HFSC within the previous 12 months, eight had 'Heat and smoke damage only', one resulted in damage 'Limited to item first ignited', three 'Limited to room of origin' and on 'Spread beyond floor of origin.

1.4 Accidental Dwelling Fire Casualties

ADF criteria as 1.3. The number of fire related fatalities, slight and serious injuries. A slight injury is defined as; a person attending hospital as an outpatient (not precautionary check). A serious injury is defined as; at least an overnight stay in hospital as an in-patient.

During quarter one there have been no fatalities. Six casualties are recorded as serious and 7 with slight injuries. Quarter one of the previous year recorded one fatality, 3 serious and 8 slight.



Casualty Status	Year to Date	2016/17 Quarter 1	Previous year to Date	2015/16 Quarter 1
Fatal	0	0	1	1
Victim went to hospital, injuries appear Serious	6	6	3	3
Victim went to hospital, injuries appear Slight	7	7	8	8
Total	13	13	12	12

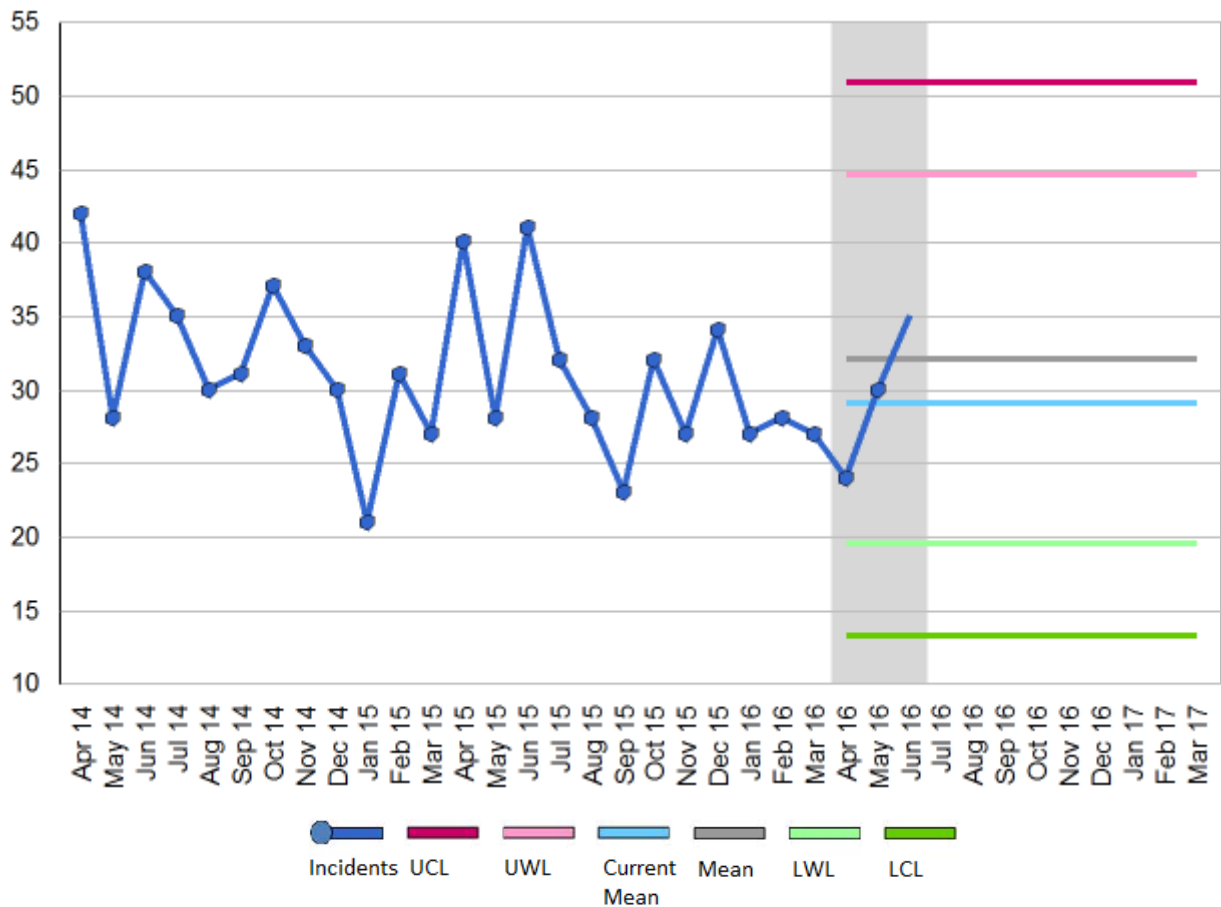
The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	3 year Mean	Monthly Mean		
		2015/16	2014/15	2013/14
4	4	4	4	5

1.5 Accidental Building Fires (Non Dwellings)

Primary fire criteria as 1.3. The number of primary fires where; the property type is 'Building' and the property sub type does not equal 'Dwelling' and the cause of fire has been recorded as 'Accidental' or 'Not known'.

Number of accidental building fires quarter one activity 89, previous year quarter one activity 109, a decrease of 18.35%.



1.5 Accidental Building Fires	Year to Date	2016/17 Quarter 1	<i>Previous year to Date</i>	<i>2015/16 Quarter 1</i>
		89	109	109

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	3 year Mean	Monthly Mean		
		2015/16	2014/15	2013/14
29	32	31	32	35

1.5.1 ABF (Non Dwellings) - Extent of Damage

ABF criteria as 1.5. Extent of fire and heat damage is limited to: Item ignited first, Limited to room of origin, Limited to floor of origin and Spread beyond floor of origin.

*The ABF activity count is limited to only those ABF's which had an extent of damage shown above.

An improvement is shown if the total percentage of 'Item first ignited' and 'Room of origin' is greater than the comparable quarter of the previous year.

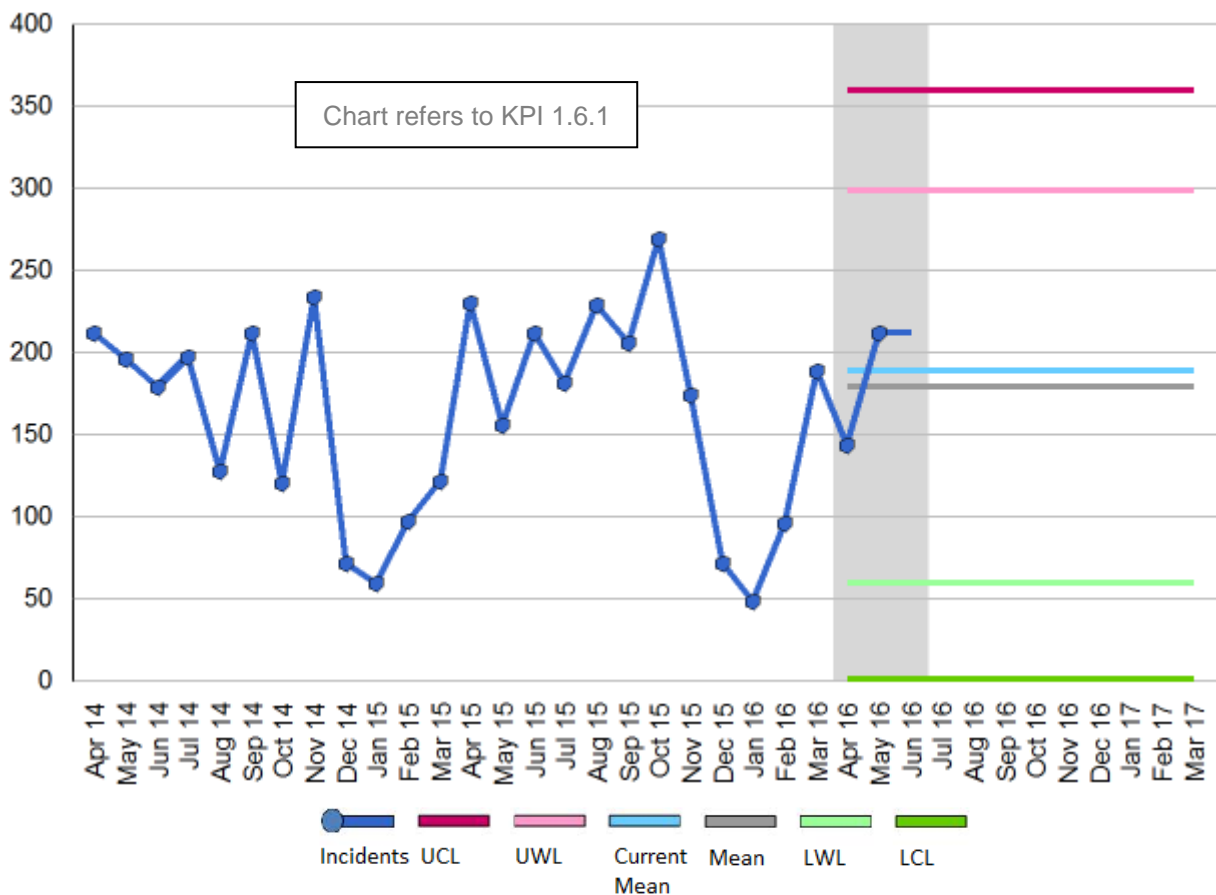
Percentage of accidental building fires limited to item 1st ignited in quarter one 12%, quarter one of previous year 29%. Percentage limited to room of origin in quarter one 40%, quarter one previous year 26%, limited to floor of origin in quarter one 17%, quarter one previous year 13% and spread beyond floor 31%, previous year 32%.

		2016/17				↑/↓	2015/16			
	*ABF activity	Item 1st ignited	Room of origin	Floor of origin	Spread beyond floor of origin	Progress	Item 1st ignited	Room of origin	Floor of origin	Spread beyond floor of origin
Quarter 1	75	12%	40%	17%	31%	↓	29%	26%	13%	32%
Quarter 2							26%	28%	11%	34%
Quarter 3							20%	49%	12%	19%
Quarter 4							24%	30%	20%	26%

1.6 Deliberate Fires

The number of primary and secondary fires where; the cause of fire has been recorded as 'Deliberate'. Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or 5 or more appliances attend. Includes fires in single derelict buildings.

- 1.6.1 Deliberate fires (ASB) quarter one activity 566, previous year quarter one activity 596.
- 1.6.2 Deliberate fires (Dwellings) quarter one activity 21, previous year quarter one activity 30.
- 1.6.3 Deliberate fires (Non dwellings) quarter one activity 41, previous year quarter one activity 37.



Deliberate Fire Type	Year to Date	2016/17 Quarter 1	Previous year to Date	2015/16 Quarter 1
1.6.1 Deliberate Fires - ASB	566	566	596	596
1.6.2 Deliberate Fires - Dwellings	21	21	30	30
1.6.3 Deliberate Fires - Non Dwellings	41	41	37	37

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	3 year Mean	Monthly Mean		
		2015/16	2014/15	2013/14
188	179	171	152	214

1.7 High / Very High Risk Home Fire Safety Checks

The percentage of completed HFSC's, excluding refusals, carried out by LFRS personnel or partner agencies where the risk score has been determined to be either high or very high.

An improvement is shown if the percentage of high and very high HFSC outcomes is greater than the comparable quarter of the previous year.

Percentage of high and very high HFSC outcomes in quarter one 79%, quarter one of the previous year 67%.

	2016/17		↑/↓	2015/16	
	% of High and Very High HFSC outcomes	% of High and Very High HFSC outcomes (Cumulative)	Progress	% of High and Very High HFSC outcomes	% of High and Very High HFSC outcomes (Cumulative)
Quarter 1	79%	79%	↑	67%	67%
Quarter 2				68%	67%
Quarter 3				74%	67%
Quarter 4				80%	71%

1.8 Road Safety Education Evaluation

The percentage of participants of the Wasted Lives and Childsafe Plus education packages that show a positive change to less risky behaviour following the programme. This is based on comparing the overall responses to an evaluation question pre and post-delivery of the course.

An improvement is shown if the percentage positive influence on participants behaviour is greater than the comparable quarter of the previous year.

A programme is also being delivered called 'Safe Drive Stay Alive'. This has been delivered to 1,000 students. Additionally, the 'Crashed cars' shown at events, have been seen by approximately 11,000 people.

Total number of participants 1832, with a percentage of positive influence^[1] on participant's behaviour for the current year to date of 87%.

	2016/17 (Cumulative)		↑/↓	2015/16 (Cumulative)	
	Total participants	% positive influence on participants behaviour	Progress	Total participants	% positive influence on participants behaviour
Quarter 1	1832	87%	↑	4811	82%
Quarter 2				6630	84%
Quarter 3				8119	85%
Quarter 4				11943	85%

^[1] From a sample

1.9.1 Fire Safety Enforcement - Known Risk

The percentage of premises that have had a Fire Safety Audit (as recorded in the CFRMIS system to date), as a percentage of the number of all known premises (as recorded in the Address Base Premium Gazetteer) in Lancashire to which The Regulatory Reform (Fire Safety) Order 2005 applies.

Total number of premises within system 32933, number of premises audited to date 18329 (56%).

Number of premises	Number of premises audited to date	% of all premises audited to date: 2016/17	% of all premises audited Year end: 2015/16
32933	18329	56%	55%

1.9.2 Fire Safety Enforcement - Risk Reduction

The percentage of Fire Safety Audits carried out within the period resulting in enforcement action. Enforcement action is defined as one or more of the following; notification of deficiencies, action plan, enforcement notice, alterations notice or prohibition notice.

An improvement is shown if the 'Satisfactory Audits' percentage is greater than the comparable quarter of the previous year.

Satisfactory audits in quarter one 28%, previous year quarter one 35%

Requiring formal activity in quarter one 8%, previous year quarter one 9%

Requiring informal activity in quarter one 61%, previous year quarter one 53%

	2016/17			↑/↓ Progress	2015/16		
	Satisfactory audits	Requiring formal activity	Requiring informal activity		Satisfactory audits	Requiring formal activity	Requiring informal activity
Quarter 1	28%	8%	61%	↓	35%	9%	53%
Quarter 2					38%	10%	50%
Quarter 3					40%	8%	48%
Quarter 4					32%	10%	58%

2.1.2 Critical Fire Response - 2nd Fire Engine Attendance

Critical fire criteria as 2.1.1. The response standards for the 2nd fire engine attending a critical fire (including call handling time KPI 2.1.3) are as follows^[1]:

- Very high risk area = 9 minutes
- High risk area = 11 minutes
- Medium risk area = 13 minutes
- Low risk area = 15 minutes

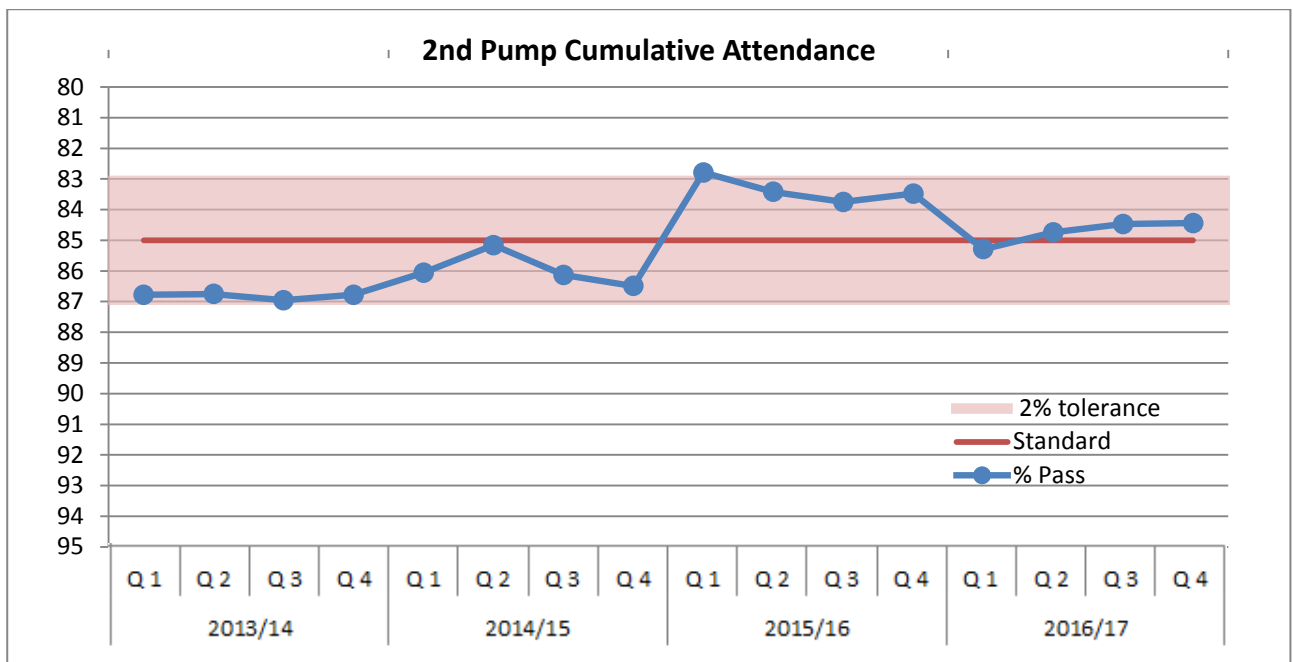
We have achieved our standard when the time between the 'Time of Call' and 'Time in Attendance' of second fire engine arriving at the incident is less than the relevant response standard.

^[1] The above times now include the previous 'call handling' element. Ref note [1] 2015/16 Q2 for explanation.

We aim to achieve this standard on 85% of occasions.

Quarter one 2nd pump response 84.34%, previous year quarter one 85.04%.

2 nd pump cumulative attendance standard	Year to Date	2016/17 Quarter 1	Previous year to Date	2015/16 Quarter 1
	84.34%	84.34%	85.04%	85.04%



2.1.3 Critical Fire Response – Call Handling

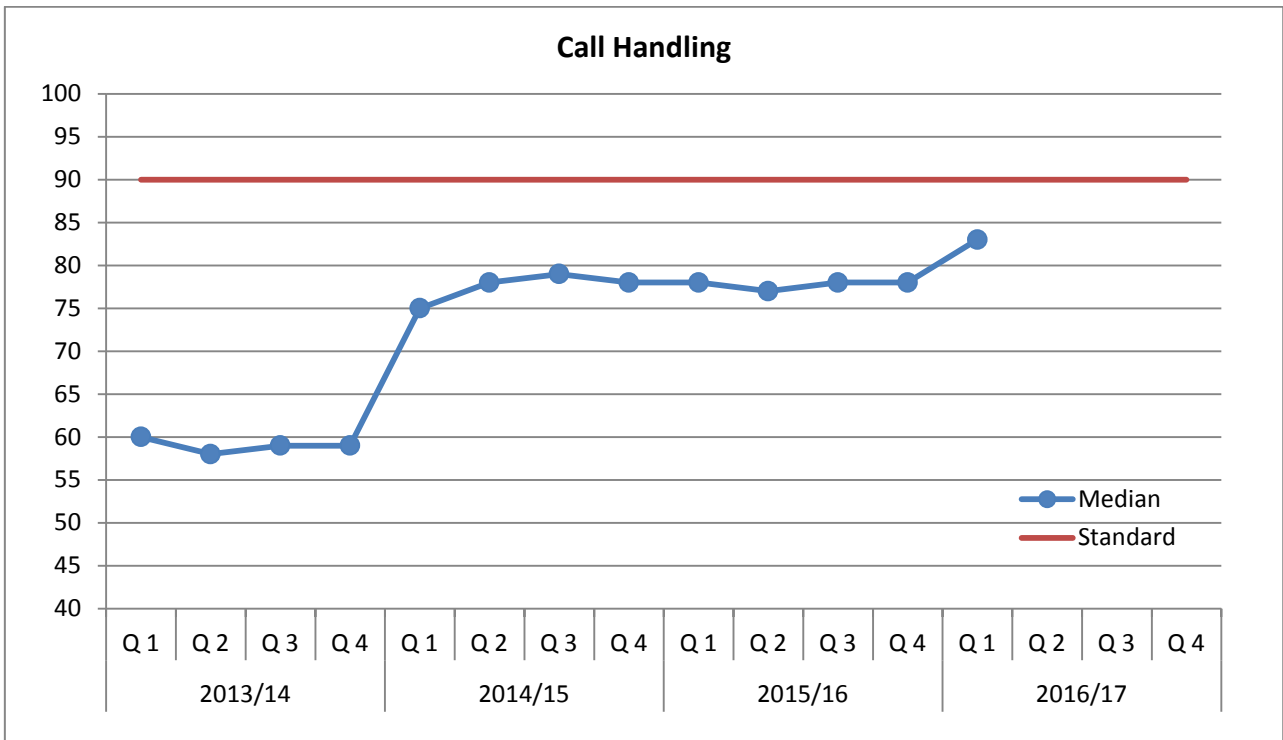
Performance indicator: 2.1.3 Critical Fire Response – Call Handling

Critical fire criteria as 2.1.1. Call handling time is calculated from the 'Time of Call' to the 'Time of Send' of the first fire engine. The measure used is taken from the Performance Framework used by North West Fire Control (NWFC). A median is used to calculate the average time for the quarter. Excludes duplicate calls for the same incident.

The median call handling time for quarter one is 83 seconds, previous year quarter one was 78 seconds, a worsening of 5 seconds.

Standard: Within 90 seconds.

Median response (Seconds)	Year to Date	2016/17 Quarter 1	Previous year to Date	2015/16 Quarter 1
	83	83	78	78



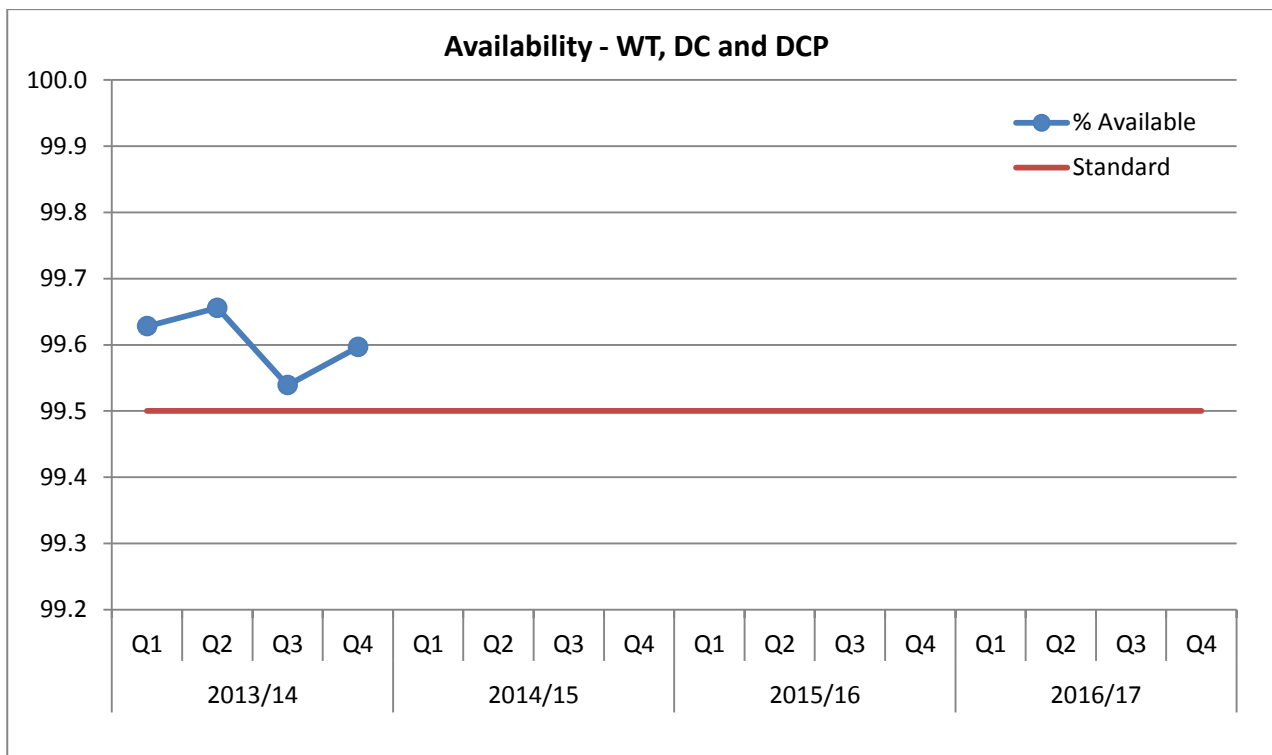
2.3 Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus

This indicator measures the availability of fire engines that are crewed by wholetime, day crewing and day crewing plus shifts. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.

Fire engines are designated as unavailable for the following reasons:

- Mechanical
- Crew deficient
- Engineer working on station

Annual Standard: Above 99.5%



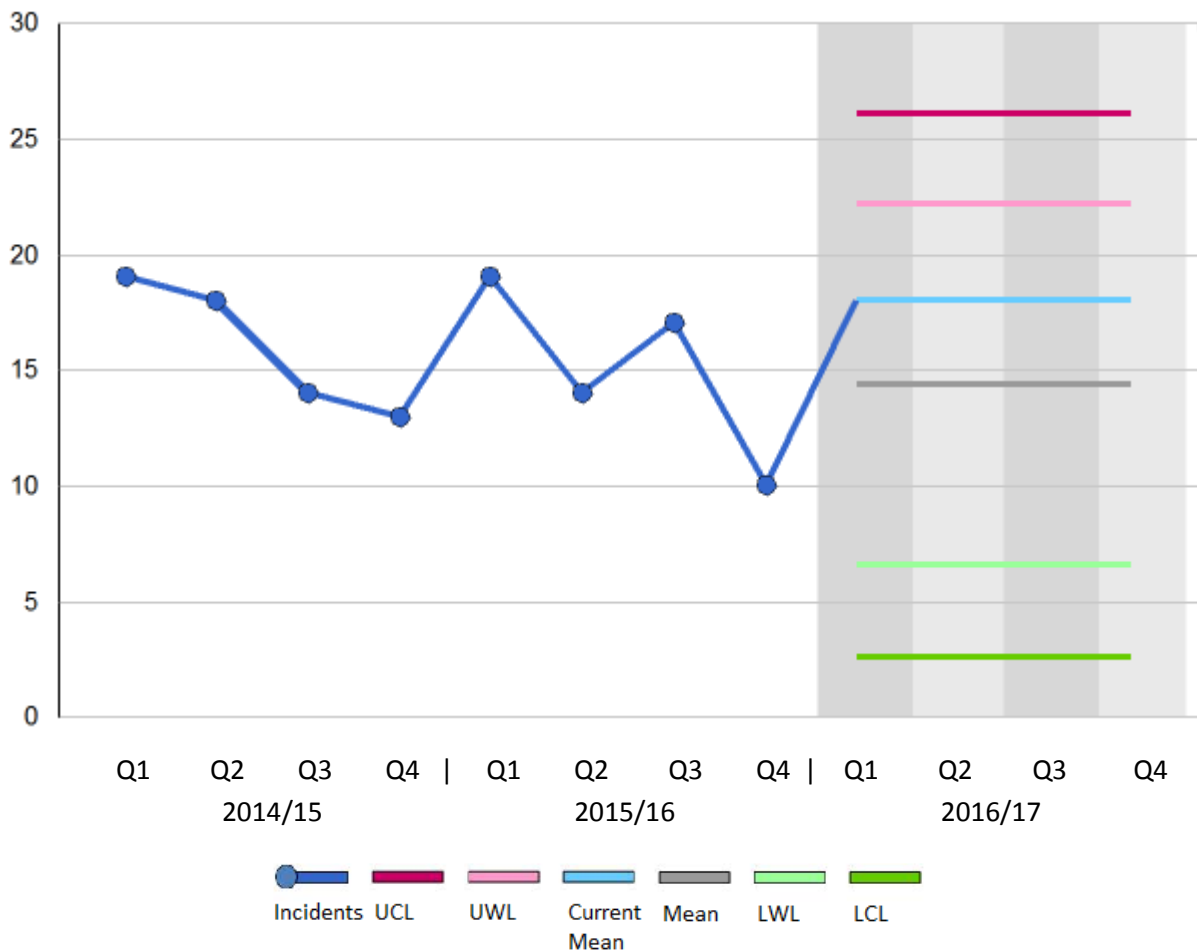
This data is held by North West Fire Control (NWFC). The use of NWFC's Business Information tool (BI Direct) to extract the data is proving problematic. Alternate solutions are being investigated.

2.5 Staff Accidents

The number of staff accidents.

An improvement is shown if the average number of staff accidents per quarter is lower than the mean of the previous three years.

Number of staff accidents in quarter one 18. Previous year quarter one 19.



Total number of staff accidents	Year to Date	2016/17 Quarter 1	Previous year to date	2015/16 Quarter 1
	18	18	19	19

The grey line on the XmR chart denotes the mean quarterly activity over the previous 3 years and the pale blue line the current

Current Mean	3 year Mean	Quarterly Mean		
		2015/16	2014/15	2013/14
18	14	15	16	12

3.1 Progress Against Savings Programme

The total cumulative value of the savings delivered to date compared to the year's standard and the total.

Budget to end of quarter one £14.4 million. The spend for the period is £13.9 million.

As a public service we are committed to providing a value for money service to the community and it is important that once a budget has been agreed and set, our spending remains within this.

The annual budget for 2016/17 was set at £55.66 million, with a budget to 30th June of £14.4 million. The spend for the same period was £13.9 million. This gives an under spend for the period of £0.5 million.

Variance:

-0.90%

3.2 Overall User Satisfaction

The percentage of people who were satisfied with the service received as a percentage of the total number of people surveyed.

People surveyed include those who have experienced an accidental dwelling fire, a commercial fire or a special service incident that we attended.

The standard is achieved if the percentage of satisfied responses is greater than the standard.

61 people were surveyed in quarter one, 60 responded that they were very or fairly satisfied.

Question	Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everything in to account, are you satisfied, dissatisfied, or neither with the service you received from Lancashire Fire and Rescue Service?	1317	1305	99.09%	97.50%	1.63%

There have been 1317 people surveyed since April 2012.

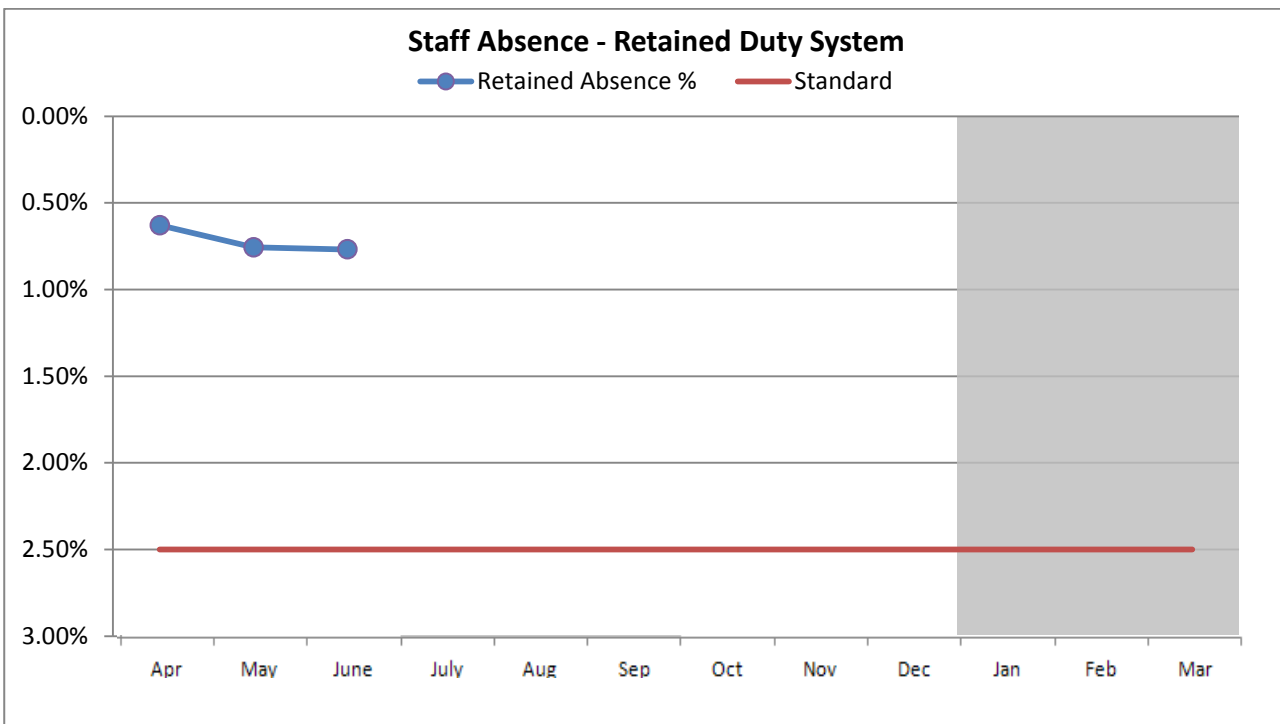
In quarter one of 2016/17 - 61 people were surveyed. 60 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

4.2.2 Staff Absence - Retained Duty System

The percentage of contracted hours lost due to sickness for all RDS staff. An individual's sickness hours are only counted as absent where they overlap with their contracted hours.

Cumulative retained absence, as a percentage of available hours of cover at end of quarter one, 0.77%

Annual Standard: Not more than 2.5% lost as % of available hours of cover.



Cumulative retained absence (as % of available hours of cover)	0.77%
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