

Public Document Pack

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Thursday, 1 December 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 15 SEPTEMBER 2016 (Pages 1 - 12)

4. PERFORMANCE MANAGEMENT INFORMATION FOR QUARTER 2 - 2016/17 (Pages 13 - 52)

5. BRIGHT SPARX 2016

(Oral report)

6. DATE OF NEXT MEETING

The next meeting of the Committee will be held on Thursday 16 March 2017 at 10:00 am in the Main Conference Room at Lancashire Fire & Rescue Headquarters, Fulwood.

Further meetings are scheduled for: 8 June 2017, 14 September 2017 and 30 November 2017.

7. 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.

8. 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, 15 September 2016, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

MINUTES

PRESENT:

Councillors

S Holgate (Chairman)
T Aldridge
C Crompton
F De Molfetta
M Perks
D Smith
D Stansfield
V Taylor

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
D Russel, Assistant Chief Fire Officer (LFRS)
N Taylor, Community Protection Manager (LFRS)
D Robinson, Knowledge & Information Manager (LFRS)
D Brooks, Principal Member Services Officer (LFRS)
J Harney, Member Services Assistant (LFRS)

In attendance

K Wilkie, Fire Brigades Union
I McGill, Fire Brigades Union

1/16 APOLOGIES FOR ABSENCE

Apologies were received from County Councillors P Britcliffe and N Penney and Councillors M Khan and Z Khan.

2/16 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

3/16 MINUTES OF THE LAST MEETING HELD ON 9 JUNE 2016

RESOLVED:- That the minutes of the meeting held on 9 June 2016 be confirmed and signed by the Chairman.

4/16 PERFORMANCE MANAGEMENT INFORMATION FOR 1ST QUARTER 2016/17

The Assistant Chief Fire Officer advised Members that this was the 1st quarterly report for 2016/17 as detailed in the Risk Management Plan 2013-2017.

The 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 1 – 1st pump response 83.87%, previous year quarter 1 - 87.06%. This is a negative exception report due to critical Fire 1st pump response being below the standard. Overall quarter 1 pass rate was 83.87%.

Exception report provided.

The Assistant Chief Fire Officer advised that there had been a marginal improvement in this indicator during 2015/16. Critical fire activity was within standard during the month of April however, this could be attributed to the unusually low number of incidents during the month. During May, responses failed by an average of 1 minute and 37 seconds and by 3 minutes and 9 seconds during June. This included the call handling time. June contained an incident where the first pump failed to book in attendance at the incident on initial arrival, which resulted in an unusually long response time being recorded. Over the quarter 1 period, 55 incidents failed to achieve the

standard response, 31% of the failures failed by less than 60 seconds. It was reported that Preston, Chorley and Hyndburn were accountable for 16 of the 55 failures with the main reasons being distance and time of day. Many failures occurred between 1600 hours - 1900 hours and the possible relationship between peak travel times and fire engines travelling through congested traffic was noted.

The Deputy Chief Fire Officer confirmed that the standards were not set nationally they were set by the Authority's Planning Committee and monitored by this Performance Committee. It was noted that Fire Services across the family group had less stringent targets for example, some had a blanket response time of 10 minutes whereas Lancashire's response standards were graded on risk.

In response to a question raised by County Councillor Holgate, the Assistant Chief Fire Officer advised that there used to be two separate measures for call handling and response attendance however with the introduction of North West Fire Control the 2 indicators had been amalgamated. There was however an opportunity to review the current suite of indicators which would link into the new Integrated Risk Management Plan and be effective from April 2017.

In response to a question raised by County Councillor Taylor, the Assistant Chief Fire Officer explained that it was the responsibility of the Officer In Charge to press a button on arrival to confirm attendance however, sometimes when there was a serious fire their attention was drawn to commence operations. It was noted that new technology was being considered which auto recognised when an engine had arrived at its destination.

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 1 results 87.56% achieved against a target of 91.5%, previous year quarter 1, 85.63%, an improvement of 1.93%.

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

Exception report provided.

The Assistant Chief Officer advised that during this reporting period had shown large variations, with April recording one of the lowest response rates 81.8%, with June recording a pass rate of 90.2% within the two percent tolerance. 21% of the failures failed by less than 60 seconds.

In response to a question raised by County Councillor Crompton, the Assistant Chief Officer confirmed the high number of failures in December was due to the severe storms with failures occurring between peak times of 1600 hours to 1900 hours.

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 1 was 124 seconds, previous year quarter 1 was 122 seconds; a worsening of 2 seconds. The previous quarter 1 (January to March 2016) recorded 95 seconds.

Standard: Within 90 seconds

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 1 of 2016/17.

Exception report provided.

The Assistant Chief Fire Officer advised Members that this indicator was wholly reliant on the performance of North West Fire Control. Performance had worsened during the winter months when the number of special service calls would be at their peak and potentially quite complex. It was anticipated that the actions identified in the report would deliver progressive improvements that would lead to call handling performance returning to levels previously delivered prior to the year end.

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 1 was 91.89%, previous year quarter 1 was 91.81%, an improvement of 0.08%.

The previous quarter 1 (January to March 2016) recorded 91.66%.

Annual Standard: Above 95%

This is a negative exception report due to the cumulative RDS availability for the three months of quarter 1 being below the standard and outside of the 2 per cent tolerance.

Exception report provided.

The Assistant Chief Fire Officer reassured Members that quarter 1 had seen continued improvement in the Retained Duty System (RDS) appliance availability. Members discussed the potential impact following the current recruitment of whole time posts. The Deputy Chief Fire Officer confirmed that RDS staff who were successfully appointed would be expected to support the

service to maintain cover. He clarified that where the Service looked at the availability of the RDS it was looking at appliance availability and not staff availability as quite often staff would make other arrangements to crew the engine (including the use of whole time staff or overtime).

In response to a question raised by County Councillor Crompton, the Assistant Chief Fire Officer would confirm outside the meeting the total number of RDS applicants from ethnic backgrounds and their gender.

4.2.1 Staff Absence – Excluding Retained Duty System

This indicator measured the cumulative number of shifts (days) lost due to sickness for all wholetime, 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 1.3

Quarter 1 results indicate the number of shifts lost through absence per employee being above the Service target for 2 months during quarter 1.

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 2013-2016 – 32,990, previous year score 33,268. 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 1 activity 3,880, previous year quarter 1 activity 3,485, an increase of 11.33%.

Total number of incidents 2016/17 – Year to Date, 3,880

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 1 we attended on 137 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 1 activity 200, previous year quarter 1 activity 232, a decrease of 14%.

Total number of Accidental Dwelling Fires – Year to Date, 200

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).

Cumulative Accidental Dwelling Fires activity, 152: -

20% limited to item 1st ignited

61% limited to room of origin

13% limited to floor of origin

6% spread beyond floor of origin

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.

	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
Q1	13	7%	7	3%

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	2016/17 Quarter 1	2015/16 Quarter 1
Fatal	0	1
Victim went to hospital visit, injuries appeared Serious	6	3
Victim went to hospital visit, injuries appeared Slight	7	8
TOTAL	13	12

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	2016/17 Quarter 1	2015/16 Quarter 1
	89	109

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 1 Accidental Building Fires activity, 75: -

	2016/17				2015/16				
	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	75	12%	40%	17%	31%	29%	26%	13%	32%

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	2016/17 Quarter 1	2015/16 Quarter 1
1.6.1 Deliberate Fires – Anti-Social Behaviour	566	596
1.6.2 Deliberate Fires – Dwellings	21	30
1.6.3 Deliberate Fires – Non-Dwellings	41	37

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.

	2016/17	2015/16
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	% of High and Very High HFSC outcomes	% of High and Very High HFSC outcomes
Q1	79%	67%

No exception report required.

The Assistant Chief Fire Officer introduced Group Manager Neil Taylor who provided Members with a presentation on the Springboard Project. The background to the project included that LFRS had secured an Information Sharing Protocol with Lancashire County Council which provided 'upper threshold' adult social care data that gave us detailed household level risk information. The initial data contained approximately 18,000 households of which 7,000 – 8,000 were new and predicted to be high risk, based on the Home Fire Safety Check scoring matrix. The Springboard Project had been piloted in Burnley and extended to Preston. Following a positive evaluation this would be rolled out on a phased basis across the Service from October 2016. Agreement in principle had been reached with both Blackpool Council and Blackburn with Darwen Council to share data using similar Information Sharing Protocols.

In response to Members concerns around staff making visits to potentially aggressive and volatile individuals, the Assistant Chief Fire Officer advised that the more staff undertake high risk / vulnerable visits the greater the complexity of the service we deliver. As part of the roll out across other districts the training and support that staff received would be revisited so they were confident and able to make meaningful interventions.

Members asked that the Committee's thanks be extended to all involved for a tremendous initiative.

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.

	2016/17 (cumulative)		2015/16 (cumulative)	
	Total participants	% positive influence on participants' behaviour	Total participants	% positive influence on participants' behaviour
Q1	1832	87%	4811	82%

No exception report required.

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: 2016/17	% of all premises audited Year end: 2015/16
32,933	18,329	56%	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 2016/17	Requiring formal activity – 2016/17	Requiring informal activity – 2016/17
Q1	28%	8%	61%

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 1 – 2nd pump response 84.34%, previous year quarter 1 was 85.04%
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 1 is 83 seconds, previous year quarter 1 was 78 seconds, a worsening of 5 seconds.
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 was held by North West Fire Control. The use of NWFC's Business Information tool (BI Direct) to extract the data was proving problematic therefore alternative solutions were being investigated. No exception report required.

2.5 Staff Accidents

This indicator measured the number of staff accidents.

Total number of staff accidents 2016/17 – Year to Date, 18

Quarter 1 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 2016/17 - £55.6m

Budget to end of quarter 1 - £14.4m

Spend for the period to date was £13.9m

Underspend for the period £0.5m

Variance -0.90%

3.2 Overall User Satisfaction

Total responses 1317; number satisfied 1305

% satisfied 99.1% against a standard of 97.5%

Variance 1.63%

No exception report required.

KPI 4 – Engaging With Our Staff

The Assistant Chief Officer tabled the data for indicator 4.1 which had not been available at the time of issuing the report.

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.

Staff engagement index for period 1 to 62%, based upon 220 replies. This is 4% higher when compared against the same period last year.

Period	2016/17		2015/16	
	Number of Replies	Engagement Index	Number of Replies	Engagement Index
1	220	62%	199	58%

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 1 results indicate percentage pass within standard

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

No exception report required.

The Deputy Chief Fire Officer advised that at Chief Fire Officers Association annual conference which was attended by Brandon Lewis MP, the Minister of State for Policing and the Fire Service and other key government figures from the Home Office, the Service had contributed to video which promoted the collaborative work the Service was doing. Members viewed the video and requested that it be shown to all Members.

RESOLVED:- That the Committee endorse the report and note the contents of the 5 negative KPI exception reports.

5/16 DATE OF NEXT MEETING

The next meeting of the Committee had been agreed for Thursday 1 December 2016 in the Main Conference Room, Service Headquarters, Fulwood at 1000 hours.

Further meeting date were noted for: 16 March 2017, 8 June 2017, 14 September 2017 and 30 November 2017.

M NOLAN
Clerk to CFA

LFRS HQ
Fulwood

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**LANCASHIRE COMBINED FIRE AUTHORITY
PERFORMANCE COMMITTEE**

Meeting to be held on 1st December 2016

**PERFORMANCE MANAGEMENT INFORMATION FOR 2ND 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 2 Measuring Progress report and note the contents of the 4 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 2

Combined Fire Authority
1st December 2016

Lancashire Fire and Rescue Service

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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.

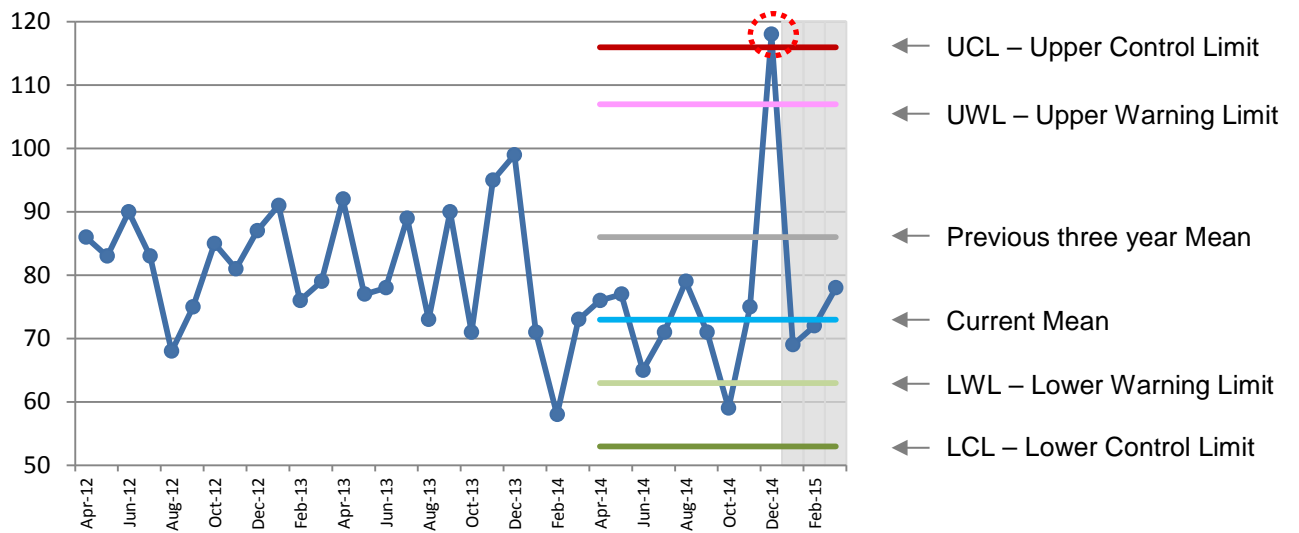
The following rules are applicable to the XmR charts and define when an exception has occurred:

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 July 2016 – September 2016 four KPI's are classified as being in negative exception.

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

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

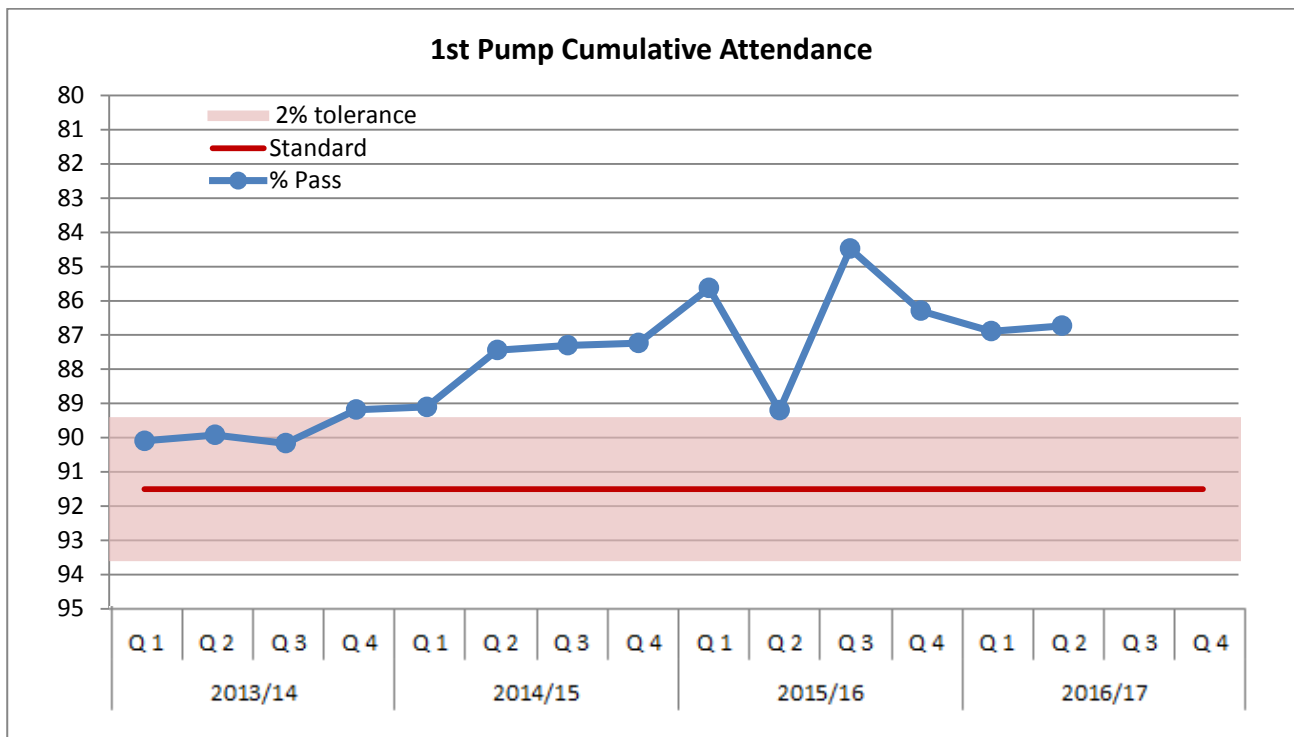
Performance indicator: 2.2.1 Critical Special Service Response – 1st Fire Engine Attendance

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 two response percentage pass rate 86.54%, previous year quarter two 91.65%, a worsening of 5.11%.

Standard: 91.5% of occasions.

1 st pump cumulative attendance standard	Year to Date	2016/17 Quarter 2	Previous year to Date	2015/16 Quarter 2
	86.73%	86.54%	89.20%	91.65%



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 two pass rate was 86.54%, with a cumulative pass rate of 86.73%, which is outside of the 91.5% standard.

Lancashire Fire and Rescue Service
Measuring Progress
Jul 16 - Sep 16

Analysis

Each month of quarter 2 recorded a below standard pass rate, though there was an improvement towards the end of the quarter. However, this could be attributed to a very low activity count for the month of September. The increasing call handling time is one factor that could affect the worsening performance, with quarter 2 recording a longer median call handling time than any quarter of the previous 12 months (KPI 2.2.2).

The Officer in Charge (OIC) is now required to provide a narrative for the failure to respond to the incident within standard. Analysis of 22 narratives implies that the travel distance involved, along with incidents occurring outside of their own station area, are the main reasons for longer travel times.

Failure to book in attendance or the MDT failing to acknowledge an attendance, still account for a small number of failure reasons. This is the subject of continued focus by the Heads of Service Delivery.

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

	2015/16						2016/17					
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Failed	14	27	114	13	10	21	22	14	23	18	19	12
Incidents	197	187	375	205	187	134	120	124	206	131	137	96
% Pass	92.9	85.6	69.6	93.7	94.7	84.3	81.7	88.7	88.8	86.3	86.1	87.5

Over the quarter two period, 31% 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.

	2015/16						2016/17					
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Median Seconds	93	95	174	93	88	116	132	135	120	121	135	135

Actions being taken to improve performance?

Head's of Service Delivery (HoSD) are implementing and monitoring performance measures to remedy 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

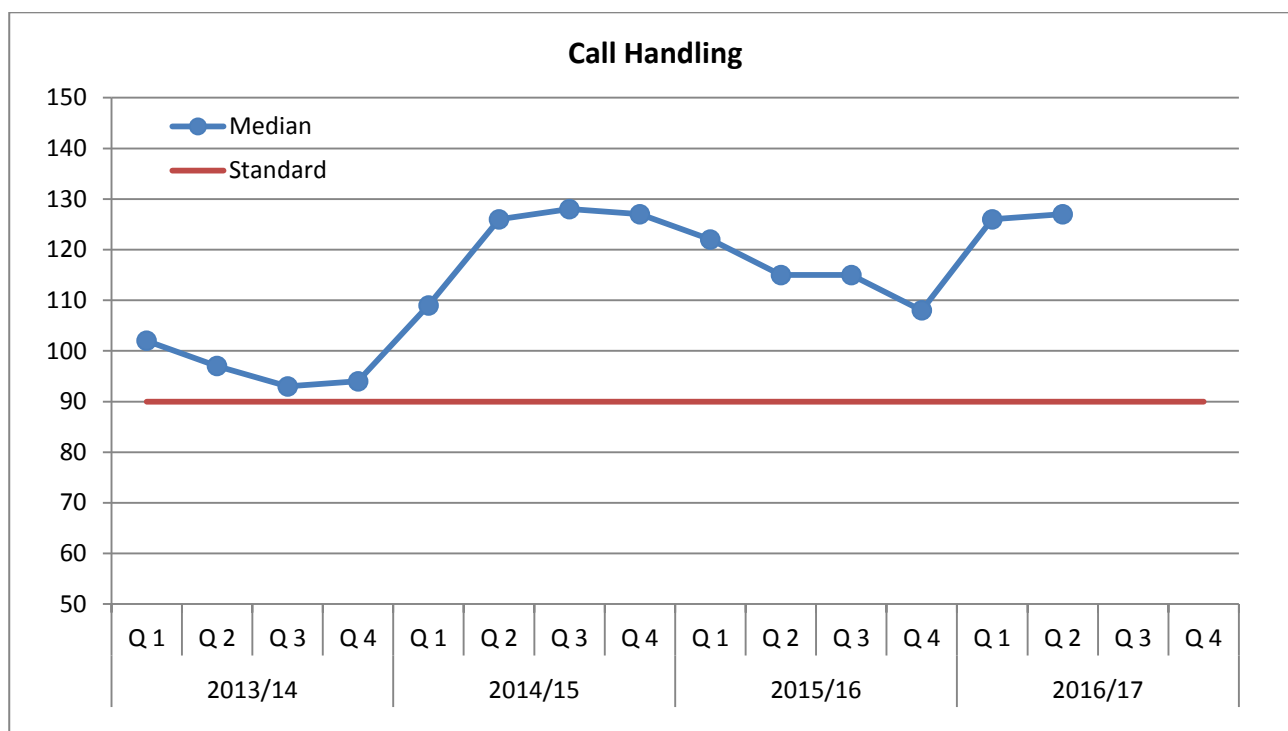
Call handling time is calculated from the ToC to the ToS of the first appliance mobilised. A median is used to calculate the average time for the month. Excludes duplicate calls for the same incident.

The median call handling time for quarter two is 129 seconds, previous year quarter two 107 seconds, a worsening of 22 seconds. The median for the months of quarter one (April to June 2016) recorded 126 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 2	Previous year to Date	2015/16 Quarter 2
(Seconds)	127	129	115	107



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 and two of 2016/17.

Analysis

The long term trend of improved performance has not continued in the 2016/17 year, with quarter one and two of this year showing a worsening performance similar to the initial transition to North West Fire Control (NWFC).

The latest performance report from NWFC shows that the time taken from receiving a call to alerting the first resource is 112 seconds for Lancashire, which is 2 seconds slower than that achieved during quarter 1, and also 2 seconds slower than the average for all FRS's handled by NWFC.

This average is for *all* emergency calls; however, this KPI looks at a subset of calls which tend to be more challenging in terms of 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.

It is hoped that further analysis of call handling data, in conjunction with NWFC, will help highlight where the issues lie and aid targeting of areas for improvement.

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. FRS's 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.

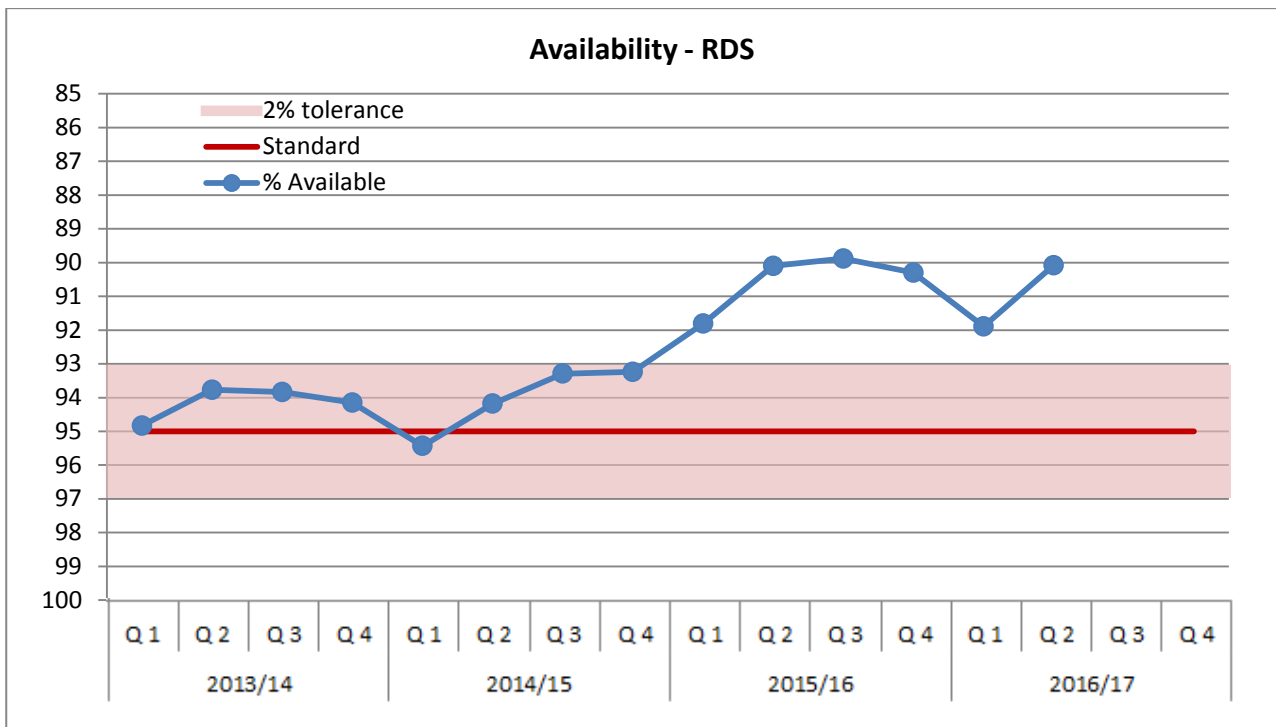
Fire engines are designated as unavailable (off-the-run) for the following reasons:

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

The percentage of time that RDS crewed engines are available for quarter two was 88.28%, previous year quarter two 88.40%, a worsening of 0.12%. The previous quarter (April to June 2016) recorded 91.90%.

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 two being below the standard and outside of the two per cent tolerance.

Analysis

Quarter 2 has seen a worsening in RDS appliance availability. The number of RDS personnel who were successful in obtaining a wholetime position has had an impact on available RDS hours. This is due to leaving the RDS service, being able to commit fewer hours due to W/T commitment or being unavailable due to development (W/T recruit course).

With an ageing workforce, the loss of staff due to retirement also has an impact on the ability to fully crew an appliance, and a number of retirements have occurred over the last two quarters.

The Service has also seen a number of resignations, albeit, some temporarily which has also reduced coverage.

Continuing 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 ongoing 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

Local performance monitoring is being led by Heads of Service Delivery to track progress against this KPI and to identify opportunity to improve performance

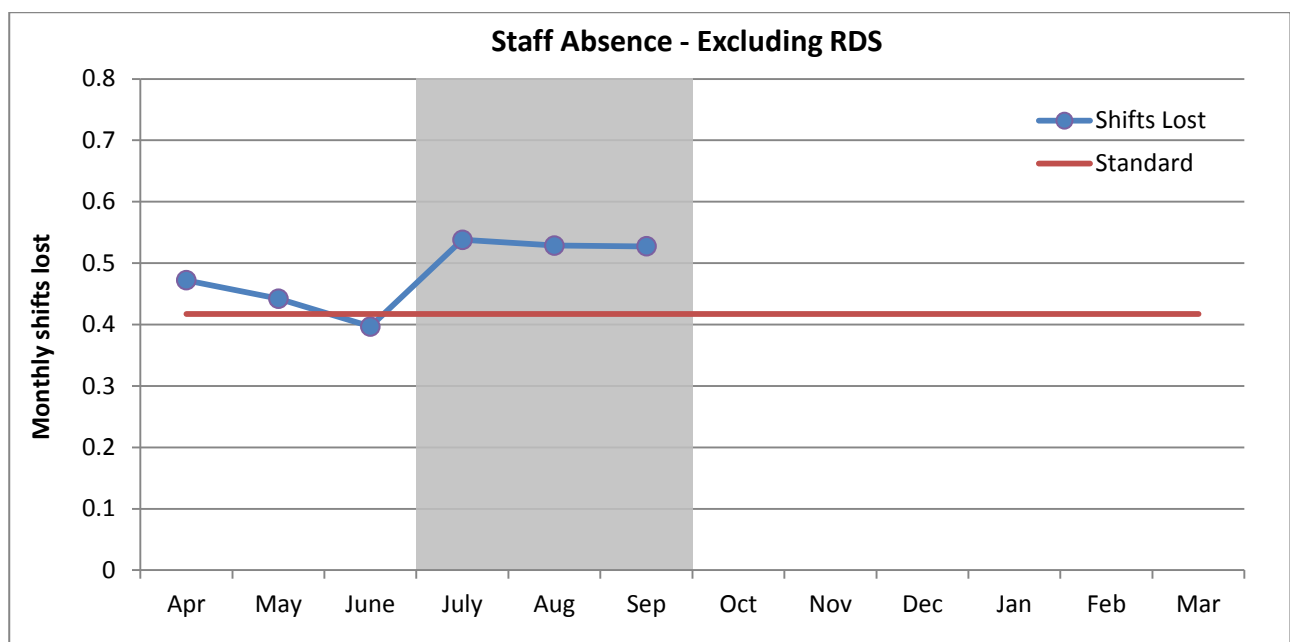
It is hoped that ongoing initiatives to address these issues will bring the standard back to within the 2% tolerance.

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	2.905
--	-------

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 three months during quarter two.

Analysis

During quarter two the shifts lost through absence month on month shows September 2016 being above the Service target.

During this quarter there were 8 long term absence cases which span over the 3 months, seven of these were from whole-time staff and one from non-uniformed. The main reasons reported for

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long-term absence being hospital procedure and muscular skeletal. There are two cases of employees with cancer. At the end of the quarter there were 9 other long term absences of less than 3 months, 5 have since returned to work.

At the end of September the cumulative totals show that non-uniformed staff absence was above target at 2.90 shifts lost per employee, whole-time staff absence was also above target at 2.92 shifts per employee. Overall absence for all staff (except Retained Duty System) was 2.90 shifts lost which exceeds the Service target of 2.5 shifts at the end of the second 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. We encourage employees to make use of our Employee Assistance Programme provider OPTUM and The Firefighters Charity.

The new Absence Management Policy was introduced on 1 September 2016 and is being rolled out to managers, who are invited to the training provided by HR.

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	↑	18
1.2	Overall Activity	↓	19
1.3	Accidental Dwelling Fires	↑	20
1.3.1	ADF - Extent of Damage	↓	21
1.3.2	ADF - Number of Incidents Where Occupants have Received a HFSC	↑	21
1.4	Accidental Dwelling Fire Casualties	↑	22
1.5	Accidental Building Fires (Non Dwellings)	↑	23
1.5.1	ABF (Non Dwellings) - Extent of Damage	↑	24
1.6	Deliberate Fires	↑	25
1.7	High/Very High Risk Home Fire Safety Checks	↑	26
1.8	Road Safety Education Evaluation	↑	27
1.9.1	Fire Safety Enforcement - Known Risk	↑	28
1.9.2	Fire Safety Enforcement - Risk Reduction	↓	28
2 - Responding to Emergencies			
2.1.1	Critical Fire Response – 1st Fire Engine Attendance	↑	29
2.1.2	Critical Fire Response - 2nd Fire Engine Attendance	↑	30
2.1.3	Critical Fire Response - Call Handling	↑	31
2.3	Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus	n/a	32
2.5	Staff Accidents	↓	33
3 - Delivering Value for Money			
3.1	Progress Against Savings Programme	↑	34
3.2	Overall User Satisfaction	↑	35
4 - Engaging with our Staff			
4.1	Overall Staff Engagement	↑	36
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

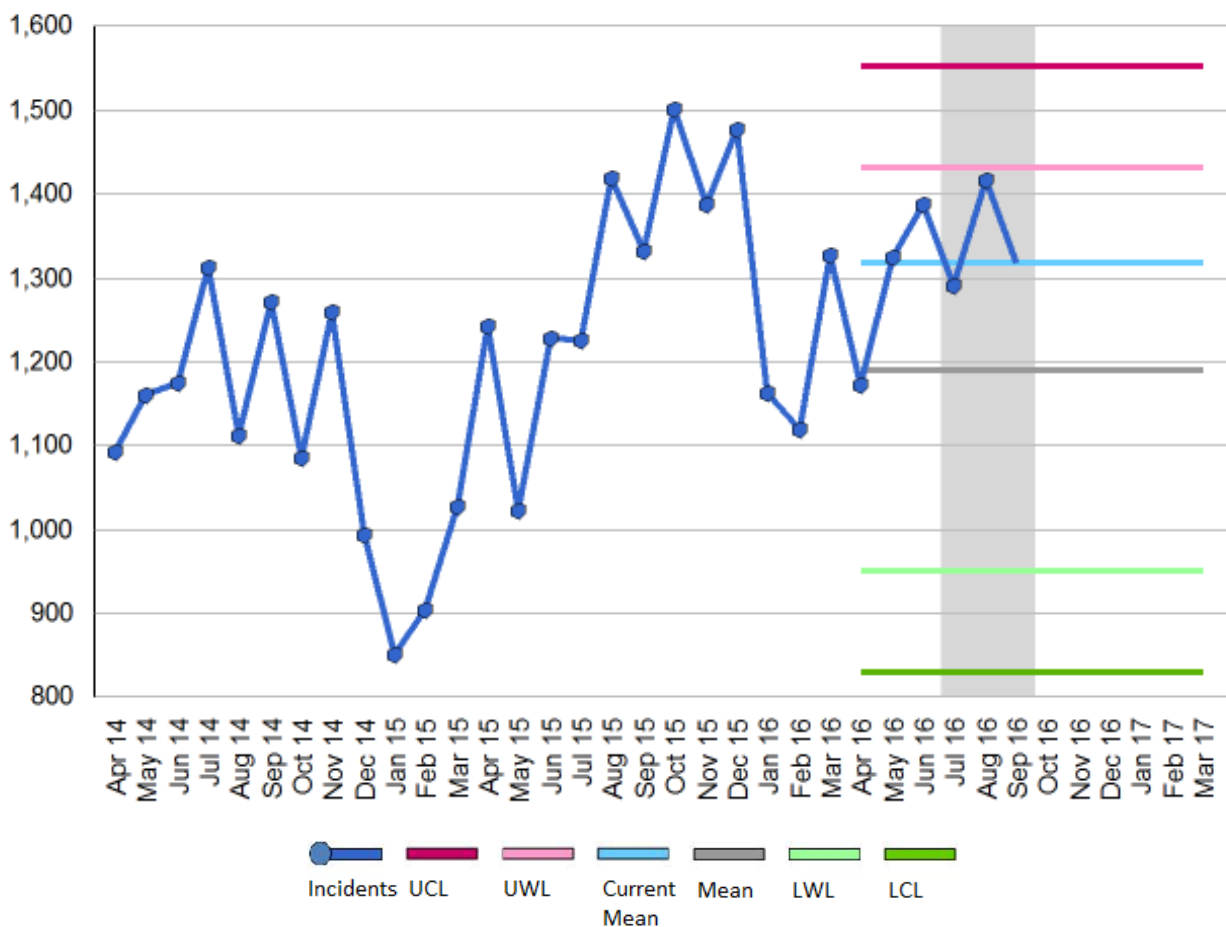
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1.2 Overall Activity

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

Quarter two activity 4020, previous year quarter two activity 3976, an increase of 1.11%.

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 two we attended on 126 occasions.



1.2 Number of attended incidents	Year to Date	2016/17 Quarter 2	Previous year to Date	2015/16 Quarter 2
	7900	4020	7461	3976

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
1316	1189	1285	1102	1181

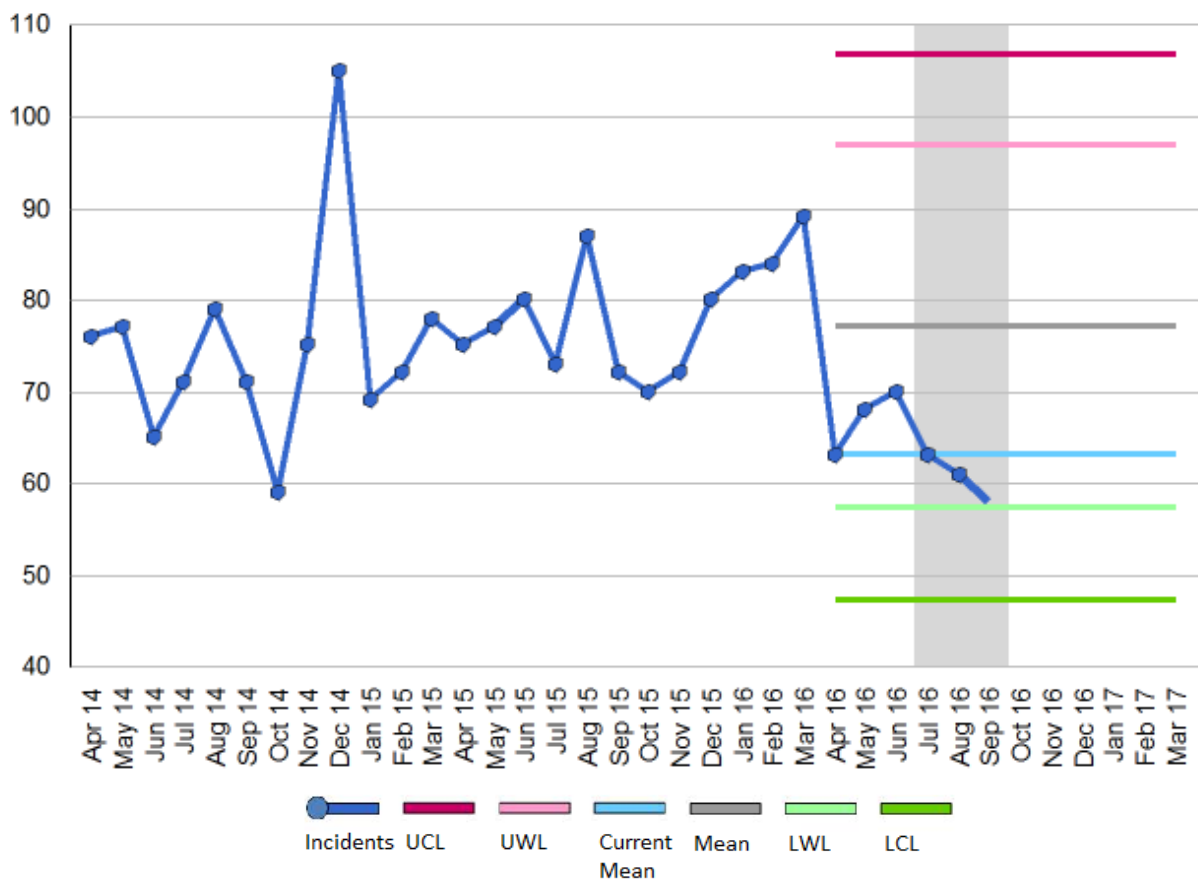
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1.3 Accidental Dwelling Fires

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 two activity 182, previous year quarter two activity 232, a decrease of 22%.



1.3 Accidental Dwelling Fires	Year to Date	2016/17 Quarter 2	<i>Previous year to Date</i>	<i>2015/16 Quarter 2</i>
	383	182	464	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
63	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 two 28%, quarter two of previous year 28%. Percentage limited to room of origin in quarter two 56%, quarter two previous year 57%, limited to floor of origin in quarter two 12%, quarter two previous year 12% and spread beyond floor 4%, previous year 3%.

	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%	62%	13%	6%	↓	25%	60%	8%	7%
Quarter 2	130	28%	56%	12%	4%	↓	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.

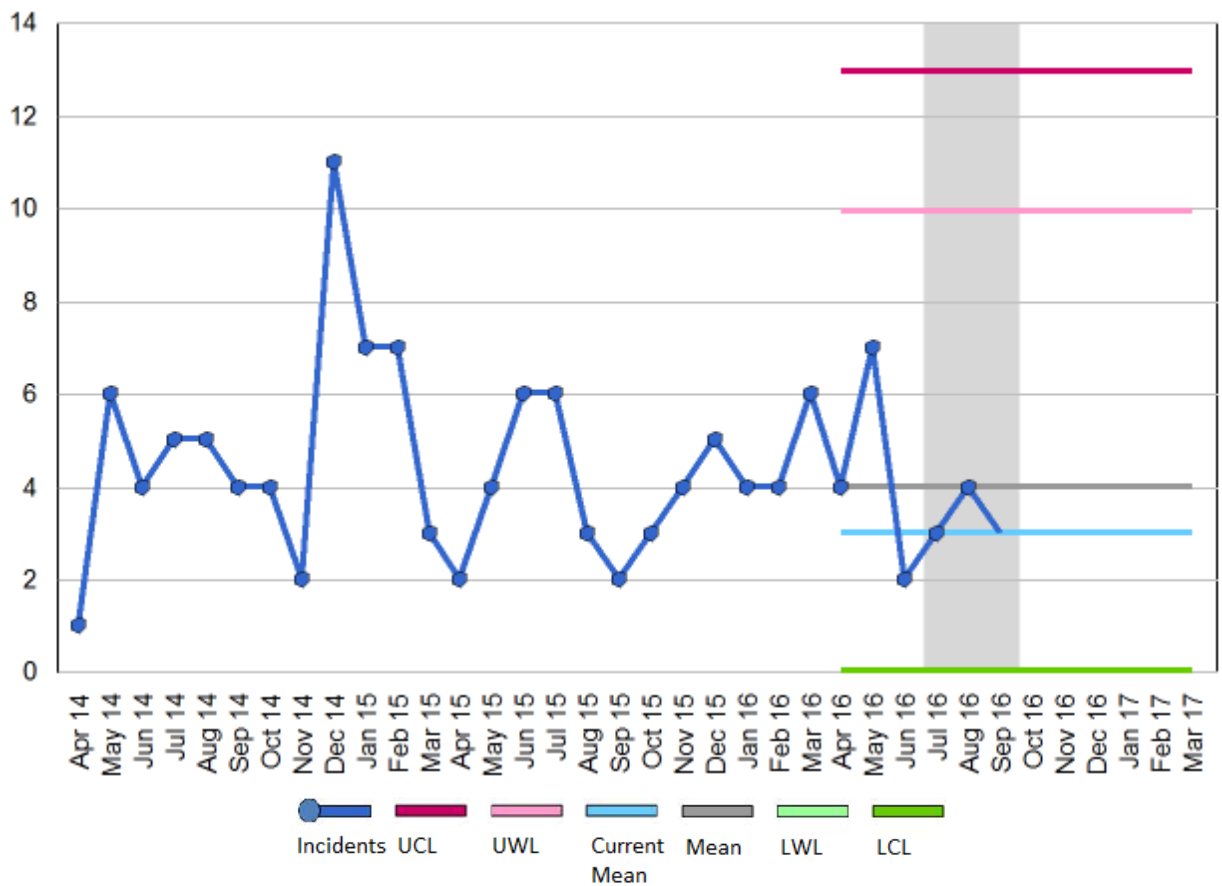
	2016/17		2015/16	
	ADF's with previous HFSC	% of ADF's with previous HFSC	ADF's with previous HFSC	% of ADF's with previous HFSC
Quarter 1	13	7%	7	3%
Quarter 2	13	7%	7	3%
Quarter 3			4	2%
Quarter 4			6	2%

Analysis: Of the thirteen accidental dwelling fire incidents that had received a HFSC within the previous 12 months, six had 'Heat and smoke damage only', two resulted in damage 'Limited to item first ignited' and five '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 two there have been no fatalities. Two casualties are recorded as serious and 7 with slight injuries. Quarter two of the previous year recorded two fatalities, 1 serious and 8 slight.



Casualty Status	Year to Date	2016/17 Quarter 2	Previous year to Date	2015/16 Quarter 2
Fatal	0	0	3	2
Victim went to hospital, injuries appear Serious	8	2	4	1
Victim went to hospital, injuries appear Slight	14	7	16	8
Total	22	9	23	11

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.

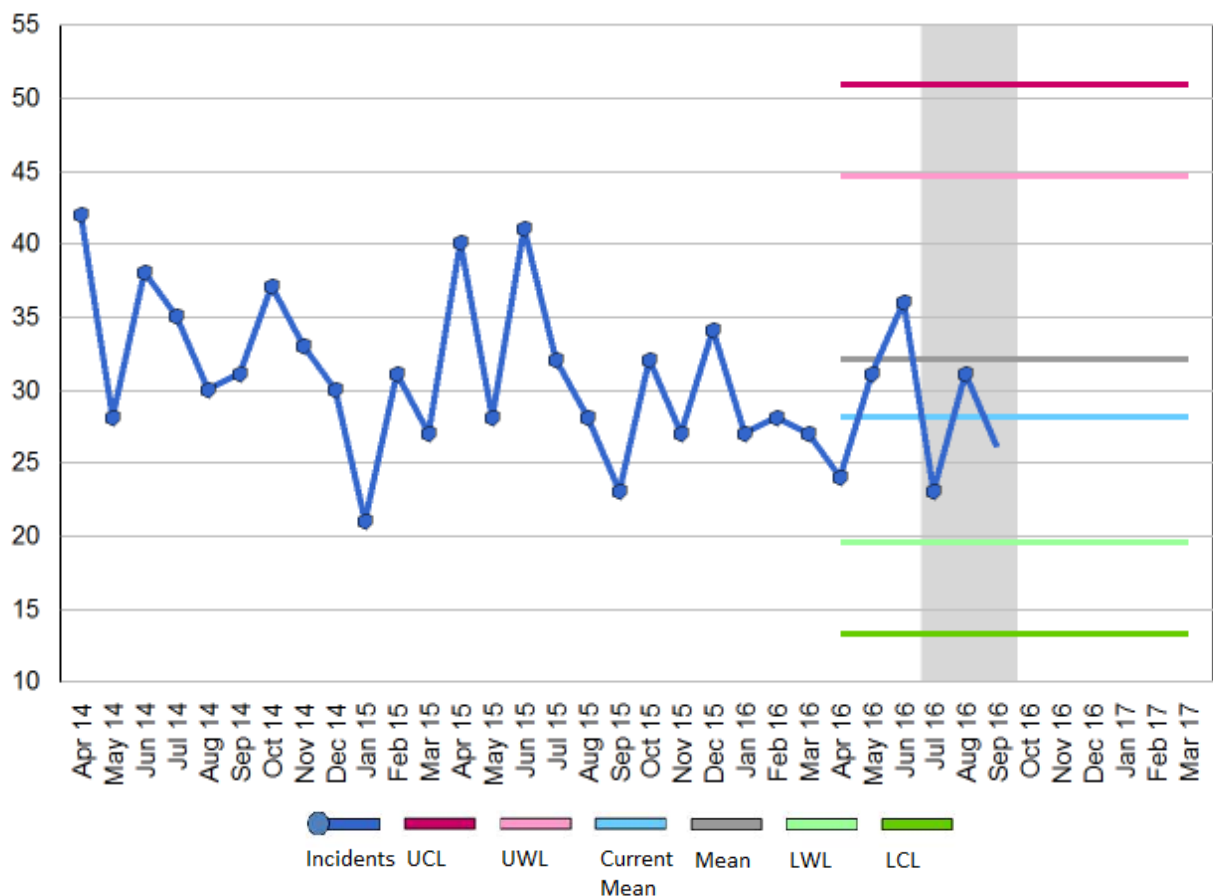
Current Mean	3 year Mean	Monthly Mean		
		2015/16	2014/15	2013/14
3	4	4	4	5

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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 two activity 80, previous year quarter two activity 192, a decrease of 56.25%.



1.5 Accidental Building Fires	Year to Date	2016/17 Quarter 2	Previous year to Date	2015/16 Quarter 2
	171	80	192	83

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
28	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 two 13%, quarter two of previous year 26%. Percentage limited to room of origin in quarter two 46%, quarter two previous year 28%, limited to floor of origin in quarter two 21%, quarter two previous year 11% and spread beyond floor 21%, previous year 34%.

		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	11%	41%	17%	31%	↓	29%	26%	13%	32%
Quarter 2	63	13%	46%	21%	21%	↑	26%	28%	11%	34%
Quarter 3							20%	49%	12%	19%
Quarter 4							24%	30%	20%	26%

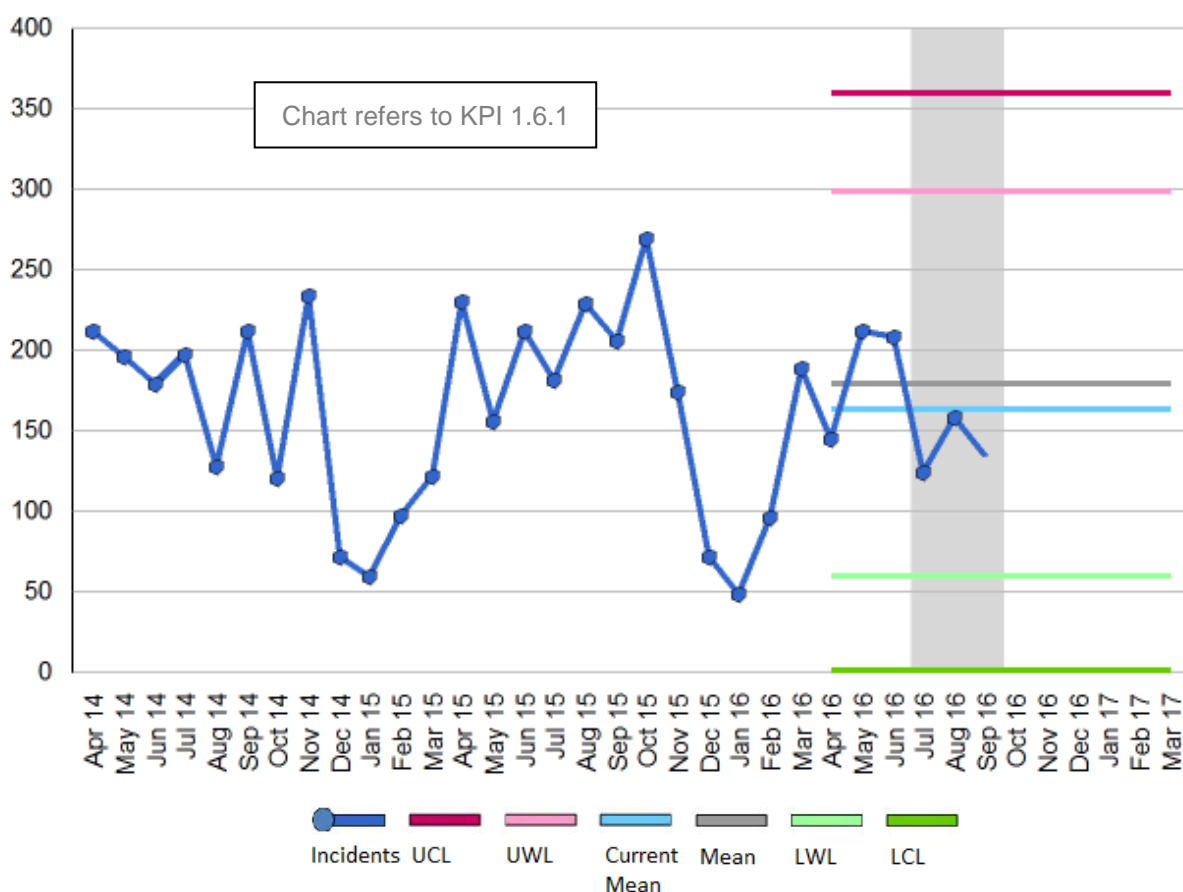
1.6 Deliberate Fires

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 two activity 416, previous year quarter two activity 615.

1.6.2 Deliberate fires (Dwellings) quarter two activity 34, previous year quarter two activity 32.

1.6.3 Deliberate fires (Non dwellings) quarter two activity 42, previous year quarter two activity 43.



Deliberate Fire Type	Year to Date	2016/17 Quarter 2	Previous year to Date	2015/16 Quarter 2
1.6.1 Deliberate Fires - ASB	979	416	1211	615
1.6.2 Deliberate Fires - Dwellings	53	34	62	32
1.6.3 Deliberate Fires - Non Dwellings	84	42	80	43

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
	163	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 two 75%, quarter two of the previous year 68%.

	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	75%	77%	↑	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 2,600 students. Additionally, the ‘Crashed cars’ shown at events, have been seen by approximately 16,300 people.

Total number of participants 2847, with a percentage of positive influence ^[1] on participant’s behaviour for the current year to date of 85%.

	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	2847	85%	↑	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 33243, number of premises audited to date 18463 (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
33243	18463	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 two 34%, previous year quarter two 38%

Requiring formal activity in quarter two 10%, previous year quarter two 10%

Requiring informal activity in quarter two 57%, previous year quarter two 50%

	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%	59%	↓	35%	9%	53%
Quarter 2	34%	10%	57%	↓	38%	10%	50%
Quarter 3					40%	8%	48%
Quarter 4					32%	10%	58%

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

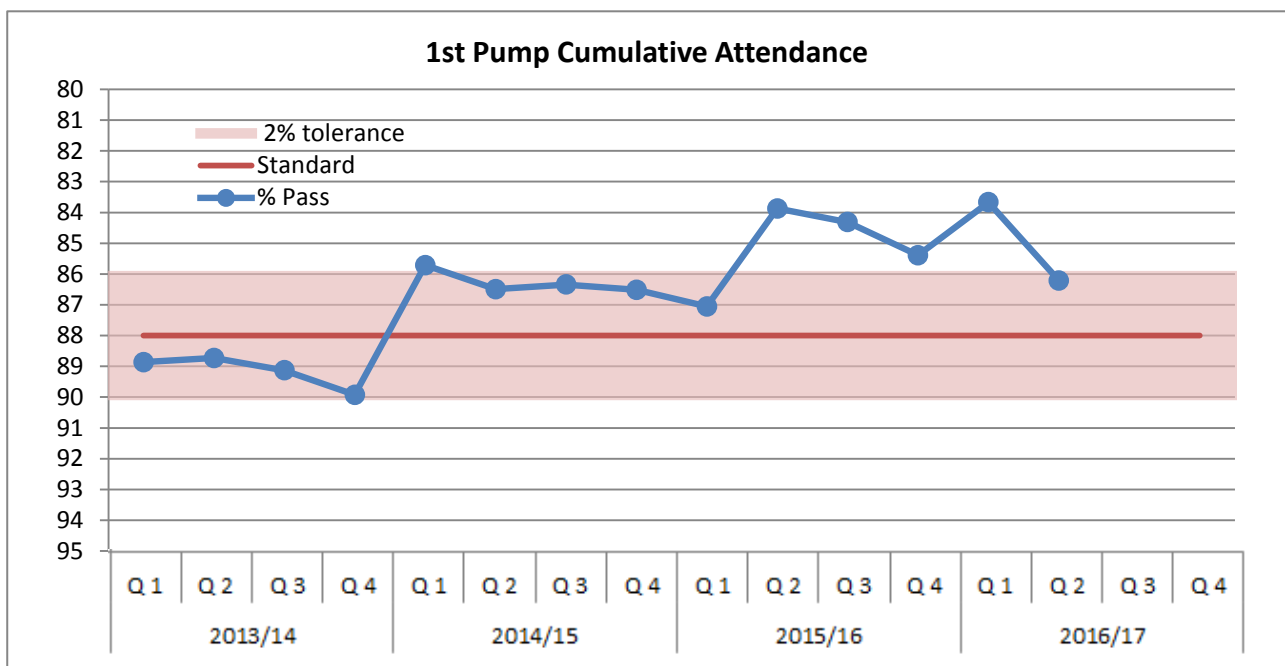
We have achieved our standard when the time between the ‘Time of Call’ (TOC) and ‘Time in Attendance’ (TIA) of the first fire engine arriving at the incident is less than the relevant response standard.

^[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 two 1st pump response 88.89%, previous year quarter two 80.58%.

1 st pump cumulative attendance standard	Year to Date	2016/17 Quarter 2	Previous year to Date	2015/16 Quarter 2
	86.21%	88.89%	83.87%	80.58%



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

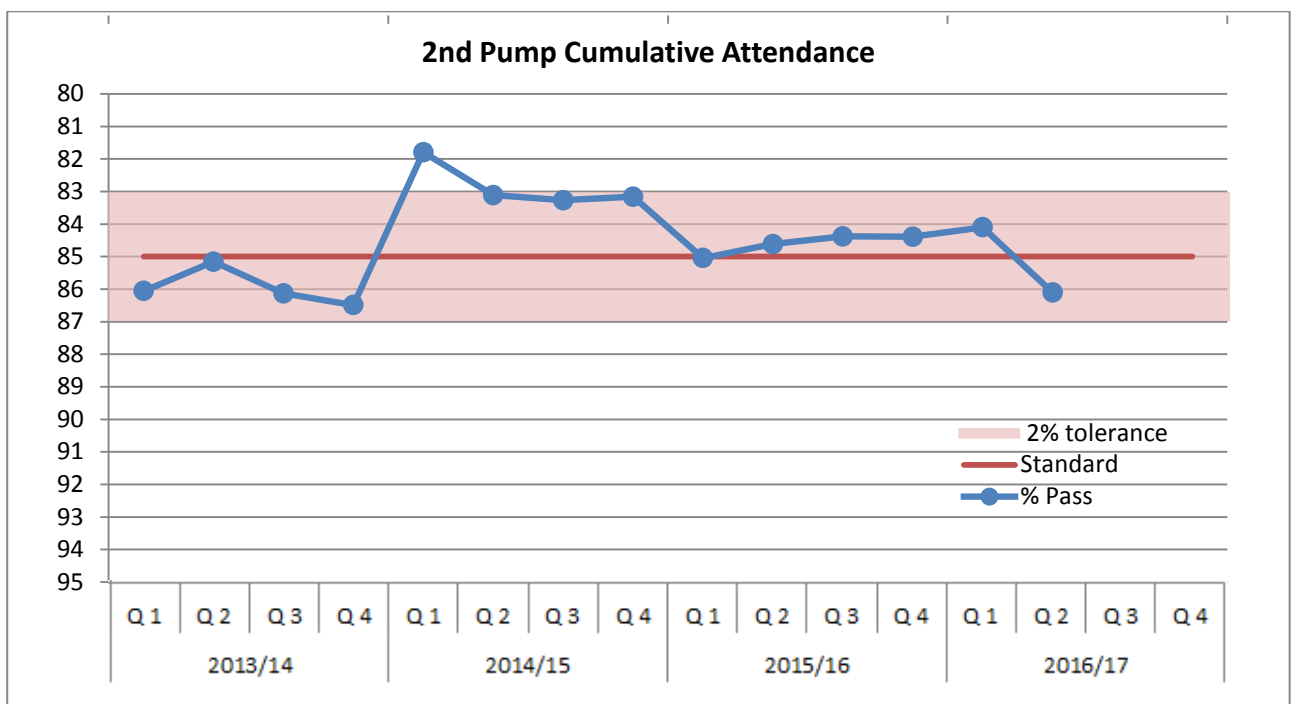
We have achieved our standard when the time between the 'Time of Call' and 'Time in Attendance' of second fire engine arriving at the incident is less than the relevant response standard.

^[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 two 2nd pump response 88.19%, previous year quarter two 84.16%.

2 nd pump cumulative attendance standard	Year to Date	2016/17 Quarter 2	Previous year to Date	2015/16 Quarter 2
	86.10%	88.19%	84.62%	84.16%



2.1.3 Critical Fire Response – Call Handling

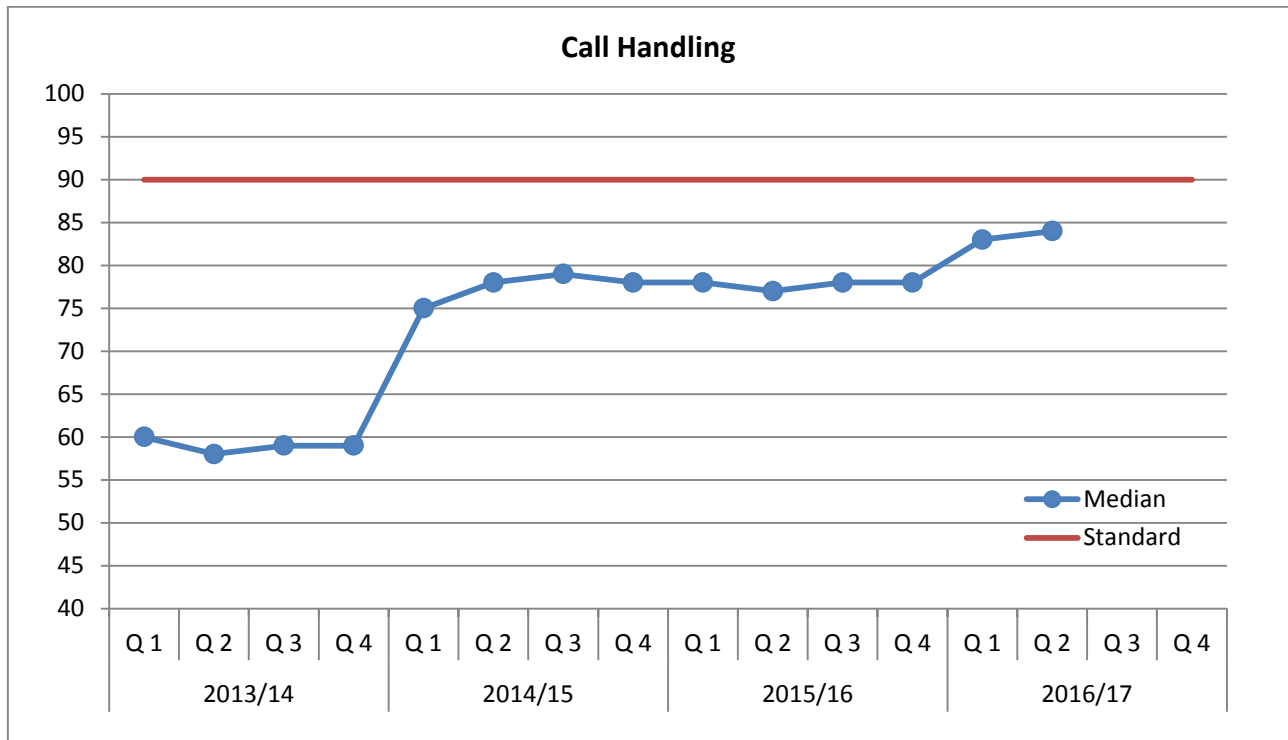
Performance indicator: 2.1.3 Critical Fire Response – Call Handling

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 two is 85 seconds, previous year quarter two was 76 seconds, a worsening of 9 seconds.

Standard: Within 90 seconds.

Median response (Seconds)	Year to Date	2016/17 Quarter 2	Previous year to Date	2015/16 Quarter 2
	84	85	77	76



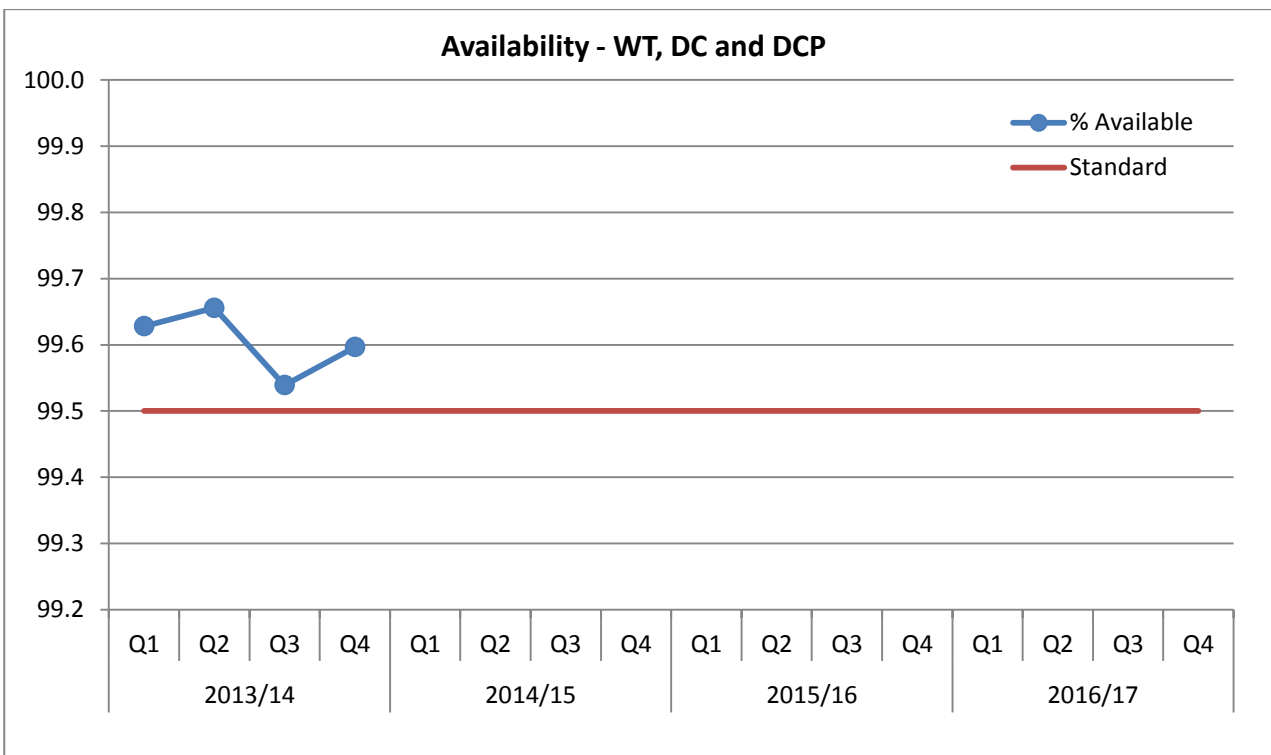
2.3 Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus

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%



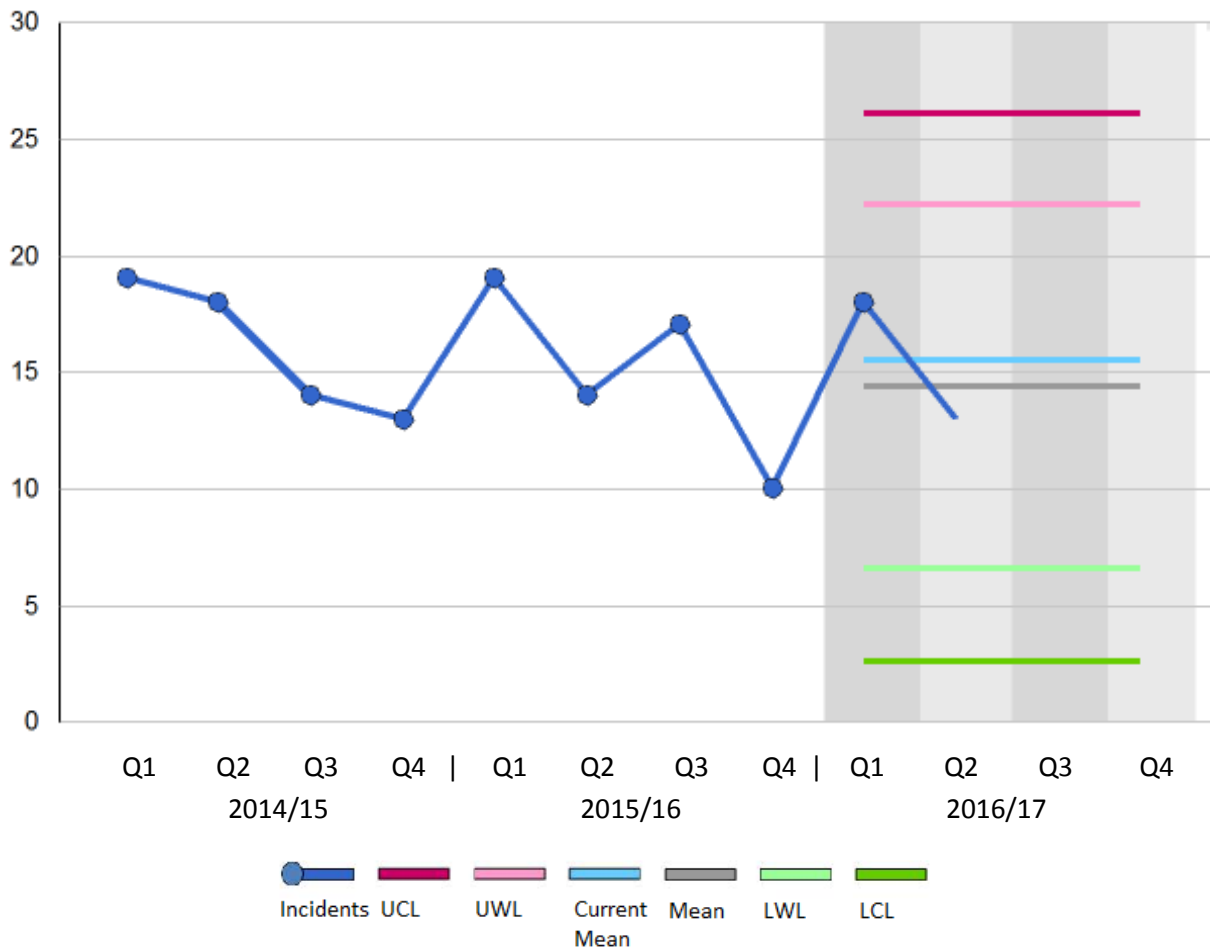
This data is held by North West Fire Control (NWFC). Due to an update of recording practices recently adopted by NWFC, it is hoped that this data will be available for quarter 3 reporting.

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 two 13. Previous year quarter two 14.



Total number of staff accidents	Year to Date	2016/17 Quarter 2	Previous year to date	2015/16 Quarter 2
	31	13	33	14

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
16	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 two £27.0 million. The spend for the period is £25.8 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 £55.7 million, with a budget to 30th September of £27.0 million. The spend for the same period was £25.8 million. This gives an under spend for the period of £1.2 million.

Variance:

-2.15%

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.

77 people were surveyed in quarter two, 77 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?	1394	1382	99.14%	97.50%	1.68%

There have been 1394 people surveyed since April 2012.

In quarter two of 2016/17 - 77 people were surveyed. 77 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

4.1 Overall Staff Engagement

Three times a year all staff are asked the same questions in an online survey covering feelings of pride, advocacy, attachment, inspiration and motivation - factors that are understood to be important features shared by staff who are engaged with the organisation. The survey mirrors the questions asked by the Civil Service People Survey.

From these responses: An index score to show the degree to which the respond group answers positively to a number of questions about their engagement with LFRS.

This is calculated by attributing a weighting to each of the five possible answers ranging from 0% to 100%, in 25% increments. The percentage scores are then totalled and divided by the number of questions (5). This individual person score is then totalled across the service then divided by the number of respondents.

An improvement is shown if the percentage engagement index is greater than the comparable quarter of the previous year.

An engagement index score is derived from the answers given by staff about questions relating to how engaged they feel with the Service.

Staff engagement index for period one is 62%, based upon 220 replies. This is 4% higher when compared against the same period last year.

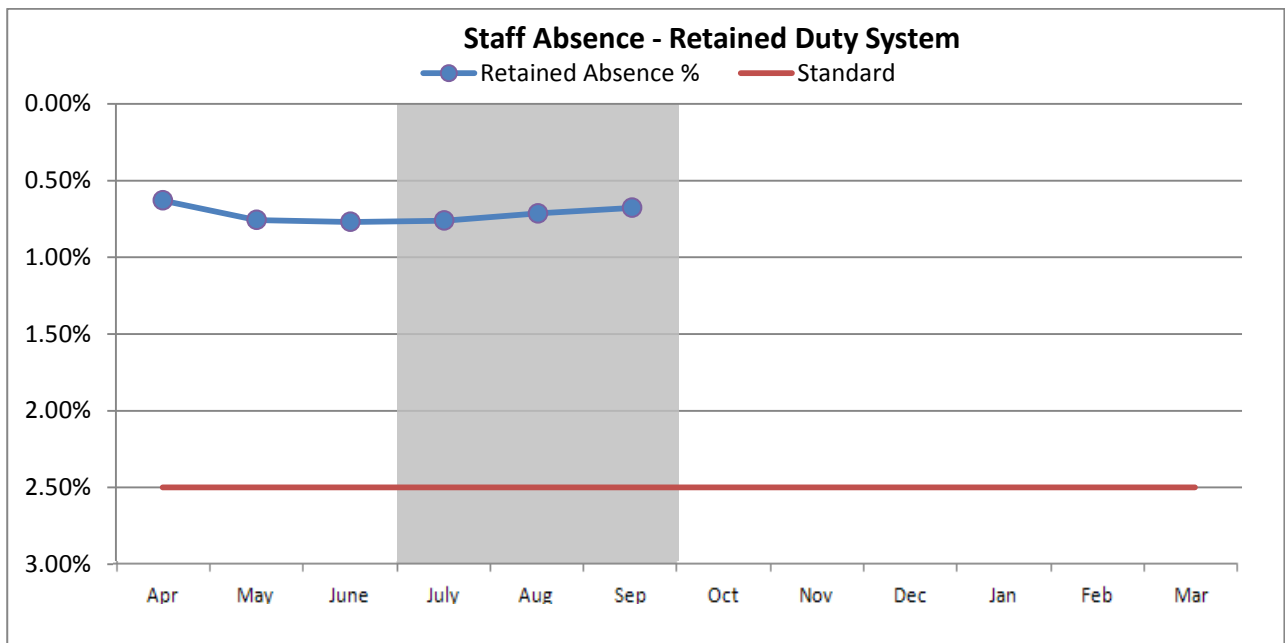
2016/17			2015/16		
Period	Number of replies	Engagement index	Period	Number of replies	Engagement index
1	220	62%	1	199	58%
2			2	148	60%
3			3	195	56%

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 two, 0.68%

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



Cumulative retained absence (as % of available hours of cover)	0.68%
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