

Public Document Pack

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Thursday, 14 September 2017 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 PREVIOUS MEETING (Pages 1 - 14)

4. SPRINGBOARD PROJECT UPDATE

Oral report

5. NORTH WEST FIRE CONTROL UPDATE REPORT

Oral report

6. PERFORMANCE MANAGEMENT INFORMATION (Pages 15 - 52)

7. DATE OF NEXT MEETING

The next scheduled meeting of the Committee has been agreed for 10:00 hours on 30 November 2017 in the Main Conference Room, at Lancashire Fire & Rescue Service Headquarters, Fulwood.

Further meetings are: scheduled for 15 March 2018 and 07 June 2018
 proposed for 13 September 2018

8. 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.

9. 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.

PART 2

10. COMPARATIVE PERFORMANCE (Pages 53 - 64)

Agenda Item 3

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Thursday, 16 March 2017, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

MINUTES

PRESENT:

Councillors

S Holgate (Chairman)
P Britcliffe
F De Molfetta (for C Crompton)
M Khan (Vice-Chair)
N Penney
M Perks
D Smith (for Z Khan)
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

C Kenny, Chief Fire Officer (LFRS)
D Russel, Assistant Chief Fire Officer (LFRS)
J Charters, Head of Service Delivery (Northern, Western and Central)
D Brooks, Principal Member Services Officer (LFRS)
J Harney, Assistant Member Services Officer (LFRS)

In attendance

S Wilson, North West Fire Control
G Basson, North West Fire Control
K Wilkie, Fire Brigades Union
I McGill, Fire Brigades Union

12/16 APOLOGIES FOR ABSENCE

Apologies were received from Councillor Z Khan and County Councillors C Crompton and T Aldridge.

13/16 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

14/16 MINUTES OF PREVIOUS MEETING

RESOLVED: - That the Minutes of the last meeting held on the 1 December 2016 be confirmed as a correct record and signed by the Chairman.

15/16 PERFORMANCE MANAGEMENT INFORMATION FOR 3RD QUARTER 2016/17

The Assistant Chief Fire Officer introduced Area Manager Charters who gave Members a brief update on 2 major fire incidents that had occurred the previous evening.

1. Six fire engines from Darwen, Blackburn, Hyndburn and Preston had attended a fire involving a thatched roof at a house in Mellor. Firefighters used 2 breathing apparatus, a hose reel, a ladder, 3 jets and 2 pumps to get the fire under control. There were no injuries reported and the cause of the fire was under investigation.
2. A more significant incident was a fire at Alston Hall, Longridge. When the first fire engines arrived at the scene they found a large fire involving the three storey heritage building which was approximately 40 metres by 40 metres in size. The fire was affecting at least 30% of the building and firefighters requested 10 fire engines, 2 aerial ladder platforms and a command support unit to help bring the fire under control. The Aerial Support Unit (drone) was also used to gather information; with images from the Unit tabled for Member information. The incident remained ongoing but had now been scaled down to 2 fire engines to allow damping down. The fire had mostly affected the roof and the first floor however, the Service had been able to protect the key elements of the structure. A fire investigation would begin later that morning.

The Committee asked that Members' thanks be extended to all those involved.

The Assistant Chief Fire Officer then welcomed Sarah Wilson, Head of North West Fire Control and Ged Basson, Operations Manager, North West Fire Control who had been invited to attend to discuss the call handling Key Performance indicators.

Mrs Wilson presented Members with an update on how the move to North West Fire Control (NWFC) from Lancashire had added a greater degree of complexity and how technology was being used to support improvements. She explained that NWFC data (measured as a mean average) was not directly comparable with LFRS' data (which had been measured as a median average). In addition LFRS measured critical fires and special service calls whereas NWFC measured priorities which meant the data sets were different; thereby making data comparison very difficult.

NWFC had been operating for 3 years in May this year and during that time there had been a lot of change. Because NWFC operated on a regional basis it was important to consider outputs and outcomes:

- People considerations included: individual performance, additional training and team performance by time of day / shift. Currently there was a high level of staff turnover with 47% staff 'in development' bearing in mind that it could take up to 2 years to achieve competence;

- FRS Partner requirements involved the need to question callers and carry out additional actions with operators reading information and following rules to get the right resources to the right location. The construction of resources in Lancashire, although complex, enabled all resources to be despatched at the same time which all extended the call-handling time but the outcome was that specialist resources were mobilised more quickly; and;
- Systems included caller location information, the use of a nationally used public service Gazetteer (a large geographical data reference source) and Call Challenge systems brought fewer mobilisations from operators asking challenging questions.

There had been a number of beneficial changes to workflows:

- Call handling in NWFC was measured from the time the call was answered to the time of mobilisation. In LFRS this was the time the incident was created (approx. 10-15 seconds after call answer) to time of mobilisation.
- Enhanced caller location information – more location information needed to be processed by the operator. Caller information displayed the location of the caller on a map which the operator could use to pinpoint the incident location if the caller did not know the address. This led to a higher level of accuracy in the address passed to crews and made it easier to identify malicious callers and therefore reduce mobilisations – none of this information had been available in LFRS Control.
- The ability to mobilise to x and y co-ordinates from a point on a map; this was also not available in LFRS Control. LFRS would have had to check the origin of the call or re-contact the caller, the pumps would still have been mobilised but they would not have proceeded to a validated address and may have therefore needed to change location once in attendance.
- Premises based gazetteer – LFRS Control only had street based gazetteer. Information relating to specific addresses was now passed to crews on turnout.
- Emergency Call Management Protocols – reduced unnecessary mobilisations and maintained pump availability for critical incidents – 27% of calls challenged or 3,561 incidents since go live.

There had also been a number of improved outcomes:

- Site Specific Risk Information could be attached to individual premises and passed to crews on mobilisation; this was not available in LFRS Control;
- High Rise, Heritage and Crown premises were all identified on address selection; again this was not available in LFRS Control;
- Ability for LFRS to specify pre-mobilising actions e.g. advise National Inter-Agency Liaison Officer before mobilising and provide FireMet information prior to mobilising;
- Ability for LFRS to apply special mobilising rules;

- Quicker mobilising time for special appliances;
- Bespoke LFRS attendances linked to converged incident types, whereas LFRS Control only mobilised pumps on the initial attendance.

System improvements included:

- Enhanced caller location information using GPS instead of mobile phone mast triangulation thereby making it easier to locate rural incident locations;
- Gazetteer enhancements included updated filtering options to reduce address options, fallow land, grazing land, orchards, ponds, phone masts, verges, heathland and advertising hoardings. In addition a specific emergency services gazetteer was being considered, in the meantime there would be access to a cleansed gazetteer in the next couple of months;
- Inclusion of parishes in address database to enable quicker identification of major roads running through different parishes;
- Liaison with LFRS to reduce unnecessary mobilising rules and pre-mobilising actions;
- Research had begun into the use of pre-alerting in Lancashire.

In response to Members questions Mrs Wilson confirmed that:

- Parish data was received from Lancashire. Although the gazetteer was provided by ordnance survey, information was entered by local authorities but without any national standards set the information was provided in different ways;
- An additional factor for consideration was the support the operator was trained to give the caller, particularly if the caller was panicking or chatty. Statistics for emergency first responder mobilisations were quicker because operators were not talking to a member of the public;
- The 27% of calls challenged where resources were not needed were not included in the statistics, only where an appliance was mobilised was it included.

The Chief Fire Officer summarised that when NWFC was set up LFRS had tried to passport the same performance standards and since then had tried to compare data that was not comparable. In addition, emergency first responding and call challenge systems had been added and there had been a number of external changes including the way in which people used mobile phones and the change to a premises-based gazetteer system. The fundamental aim was to have the right resources, at the right place, at the right time and with the right information.

The question now was whether we were measuring the right thing. In terms of outcomes, Lancashire's average attendance to dwelling fires was 7.5 minutes which put LFRS in 7th place nationally and for primary fires Lancashire was the 6th fastest.

Members agreed that the current Mobilising Performance Indicators (KPI) were not sophisticated enough to take into consideration all the new innovations and therefore requested a review of these KPIs which focussed on outcomes, including benchmarking these against other family group fire and rescue services of a comparable size and geography. The Assistant Chief Fire Officer agreed to undertake the review, the findings of which would be presented to the Planning

Committee for consideration after consultation with the Performance Committee Chairman.

In addition, CC Holgate, the Chairman of the Committee requested Mrs Wilson provide a plan of action report to a future meeting.

Members then considered the written report.

The Assistant Chief Fire Officer advised Members that this was the 3rd quarterly report for 2016/17 as detailed in the Risk Management Plan 2013-2017.

The report showed there were 4 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:-

2.2.1 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 3 results 89.21% achieved against a target of 91.5%, previous year quarter 3, 79.58%, an improvement of 9.63%

This is a negative exception report due to critical Special Service 1st pump response being below the standard. Overall quarter 3 pass rate was 89.21%, with a cumulative pass rate of 87.14% which is outside of the 91.5% standard.

Exception report provided.

The Assistant Chief Officer advised during this reporting period it was a mixed monthly performance for quarter 3; with October and December being below standard but in November being within the 2% tolerance. This could be attributed to a very low activity count for the month of November (89) the lowest activity count since February 2015.

The Officer in Charge (OIC) was now required to provide a narrative for the failure to respond to the incident within standard. The analysis of 78 narratives implied that the travel distance involved, along with incidents which occurred outside of their own station area, were the main reasons for longer travel times.

The failure to book in attendance or the Mobile Data Terminal failing to acknowledge an attendance, was still accountable for a small number of failure reasons. This was still the subject of continued focus by the Heads of Service Delivery.

Over the quarter 3 period, 32% of the failures failed by less than 60 seconds. Call handling was a contributing factor as this was now included within the overall response time. It was hoped that on going initiatives to address these issues would bring the cumulative standard back within the 2% tolerance.

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 3 was 124 seconds, previous year quarter 3 was 116 seconds; a worsening of 8 seconds. The previous quarter 2 (July to September 2016) recorded 127 seconds.

Standard: Within 90 seconds

This was a negative exception report due to performance being below standard, with quarter 3 call handling recording a similar return as previous quarters in the year.

Exception report provided.

The Assistant Chief Fire Officer advised Members each of the 3 quarters of 2016/17 returned similar performance which varied by only one second; with a cumulative median of 126 seconds. This was in contrast to the previous year where quarterly call handling varied up to 14 seconds. The April to December period of 2015/16 returned a median call handling time of 115 seconds. The latest performance report from North West Fire Control (NWFC) showed that the average time taken from receiving a call to alerting the first resource was 112 seconds for Lancashire, the same as achieved during quarter 2. This was 3 seconds slower than the average for all FRS's handled by NWFC. This average was for all emergency calls, however, this KPI looked at a subset of calls which tended to be more challenging in terms of identifying an addressable location. This naturally occurred when either the caller was in an unfamiliar location or when the incident occurred away from a landmark or road junction.

It was hoped that further analysis of call handling data, in conjunction with NWFC, would help highlight where the issues were and would aid targeting of areas of improvement.

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 3 was 90.7%, previous year quarter 3 was 89.88%, an improvement of 0.19%.

The previous quarter 3 (July to September 2016) recorded 88.28%.

Annual Standard: Above 95%

This was a negative exception report due to the cumulative RDS availability for the three months of quarter 3 being below the standard and outside of the 2 percent tolerance.

Exception report provided.

The Assistant Chief Fire Officer advised Members quarter 3 had showed an improvement over quarter 2 however, the cumulative position at the end of quarter 3 had seen a slight worsening in RDS appliance availability over the cumulative position of quarter 2. The number of RDS personnel who had been successful in obtaining a Wholetime (W/T) position had had an impact on available RDS hours. This was 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). An ageing workforce, the loss of staff due to retirement had also had an impact on the ability to fully crew an appliance and a number of retirements had occurred over the last three quarters. The Service had also seen a number of resignations although some temporarily which had also reduced coverage.

It was reported to Members that continued work by the Retained Duty System Recruitment and Improvement Group (RIG) would be responsible for progressing areas for improvement. This would not be viewed as a project with start and finish dates but as a number of ongoing pieces of work which would strive to deliver incremental improvements in order to strengthen and support the Retained Duty System. It was hoped that ongoing initiatives to address these issues would bring the standard back to within the 2% tolerance.

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 4.1

Quarter 3 results indicated the number of shifts lost through absence per employee being above the Service target for one month during quarter 3.

Exception report provided.

The Assistant Chief Fire Officer advised Members that during quarter 3 the shifts lost through absence month on month showed December 2016 being above the Service target. There were 4 long term absences cases which had span over 3 months for W/T staff. At the end of the quarter there were 3 other long term absences of less than 3 months who had since returned to work.

At the end of December the cumulative totals showed that non-uniformed staff absence was below target at 3.31 shifts lost per employee, W/T staff absence was above target at 4.40 shifts per employee. Overall absence for all staff (except RDS) was 4.12 shifts lost which exceeded the Service target of 3.75 shifts at the end of the third quarter.

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 3 activity 3,994, previous year quarter 3 activity 4,363, a decrease of 8.46%.

Total number of incidents 2016/17 – Year to Date, 11,895

Included within this KPI was a new incident type of 'Gaining Entry'. This was where LFRS had attended on behalf of the North West Ambulance Service. During quarter 3 we attended on 88 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 3 activity 249, previous year quarter 3 activity 222, an increase of 12%.

Total number of Accidental Dwelling Fires – Year to Date, 633

No exception report required.

The Assistant Chief Fire Officer was pleased to announce that accidental dwelling fires were at the lowest level they had been in the last decade.

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, 178: -
 30% limited to item 1st ignited
 60% limited to room of origin
 8% limited to floor of origin
 3% 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%
Q2	13	7%	7	3%
Q3	20	8%	4	2%

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 3	2015/16 Quarter 3
Fatal	0	1
Victim went to hospital visit, injuries appeared Serious	3	5
Victim went to hospital visit, injuries appeared Slight	15	6
TOTAL	18	12

No exception report required.

The Assistant Chief Fire Officer advised that sadly, there had been 2 fatalities at the end of January in Chorley which would be reported as part of the Measuring Progress report in quarter 4.

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 3	2015/16 Quarter 3
	85	93

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 3 Accidental Building Fires activity, 69: -

	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	11%	41%	17%	31%	29%	26%	13%	32%
Q2	63	10%	49%	14%	27%	26%	28%	11%	34%
Q3	69	20%	45%	16%	19%	20%	49%	12%	19%

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 3	2015/16 Quarter 3
1.6.1 Deliberate Fires – Anti-Social Behaviour	538	514
1.6.2 Deliberate Fires – Dwellings	32	23
1.6.3 Deliberate Fires – Non-Dwellings	31	40

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
	% of High and Very High HFSC outcomes	% of High and Very High HFSC outcomes
Q1	79%	67%
Q2	75%	68%
Q3	74%	74%

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.

	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%
Q2	2847	85%	6630	84%
Q3	6398	85%	8119	85%

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
30,449	16,941	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%	59%
Q2	34%	10%	57%
Q3	26%	9%	63%

No exception report required.

KPI 2 – Responding to Emergencies

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 3 – 1st pump response 86.27%, previous year quarter 3 was 85.25%
No exception report required.

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 3 – 2nd pump response 85.31%, previous year quarter 3 was 83.87%
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 3 was 83 seconds, previous year quarter 3 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
- Alternate crew
- Appliances change over

- Debrief
- Lack of equipment
- Miscellaneous
- Unavailable
- Welfare

Annual Standard: Above 99.5%

Quarter 3 availability 99.50%, previous year quarter 3 - 99.32%

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, 40

Quarter 3 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 - £55.7m

Budget to end of quarter 3 - £39.6m

Spend for the period to date was £37.9m

Underspend for the period £1.7m

Variance -3.05%

No exception report required.

3.2 Overall User Satisfaction

Total responses 1458; number satisfied 1446

% satisfied 99.18% against a standard of 97.5%

Variance 1.72%

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.

Three times a year all staff were asked the same questions in an online survey to gauge engagement. Staff engagement index for period two is 64%, based upon 141 replies. This was 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%
2	141	64%	148	60%
3			195	56%

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 3 results indicate percentage pass within standard

Cumulative retained absence (as % of available hours cover) 0.63%

No exception report required.

RESOLVED:- That the Committee:

- i) approved a review of the Mobilising Performance Indicators be presented to the Planning Committee for consideration, after consultation with the Performance Committee Chairman;
- ii) requested Mrs Wilson, NWFC provide a plan of action to a future meeting; and
- iii) endorsed the report and noted the contents of the 4 negative KPI exception reports.

16/16 CALL CHALLENGE POLICY REPORT

The Assistant Chief Fire Officer advised that it was reported at the previous meeting under KPI 1.2 – Overall Activity that there had been a significant increase in automatic fire alarms in the first 6 months of the year. He confirmed that work had started to review this increase in order to define the Authority's policy for the Service's attendance to automatic fire alarms (AFA) with the aim of eliminating further unwanted calls.

The Chief Fire Officer added that the Emergency Cover Review process due this year presented an opportunity to review the Authority's AFA policy and to present options for change to support further efficiency and effectiveness in service delivery.

RESOLVED: - That the report be noted.

17/16 DATE OF NEXT MEETING

The next meeting of the Committee would be held on Thursday 8 June 2017 at 1000 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.

Further meeting dates were noted for: 14 September 2017 and 30 November 2017.

M NOLAN
Clerk to CFA

LFRS HQ
Fulwood

**LANCASHIRE COMBINED FIRE AUTHORITY
PERFORMANCE COMMITTEE**

Meeting to be held on 14th September 2017

**PERFORMANCE MANAGEMENT INFORMATION FOR 1ST QUARTER 2017/18
(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 Integrated Risk Management Plan 2017-2022

Recommendation

The Performance Committee is asked to endorse the Quarter 1 Measuring Progress report and note the contents of the 2 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

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Measuring Progress



2017-18 Quarter 1

Combined Fire Authority
14th September 2017

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.

The above graphic illustrates a change for the 2017/18 reporting year. The two performance measures relating to 'call handling' have now been incorporated into the 3 response indicators of 2.1.1, 2.1.2 and 2.2.1. This is to best represent the time taken from receiving a call to the fire engine arriving at scene.

An additional KPI of 2.4.1 has been created to show the availability of RDS crewed fire engines without wholtime crew imports to supplement when RDS staff are unavailable.

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.

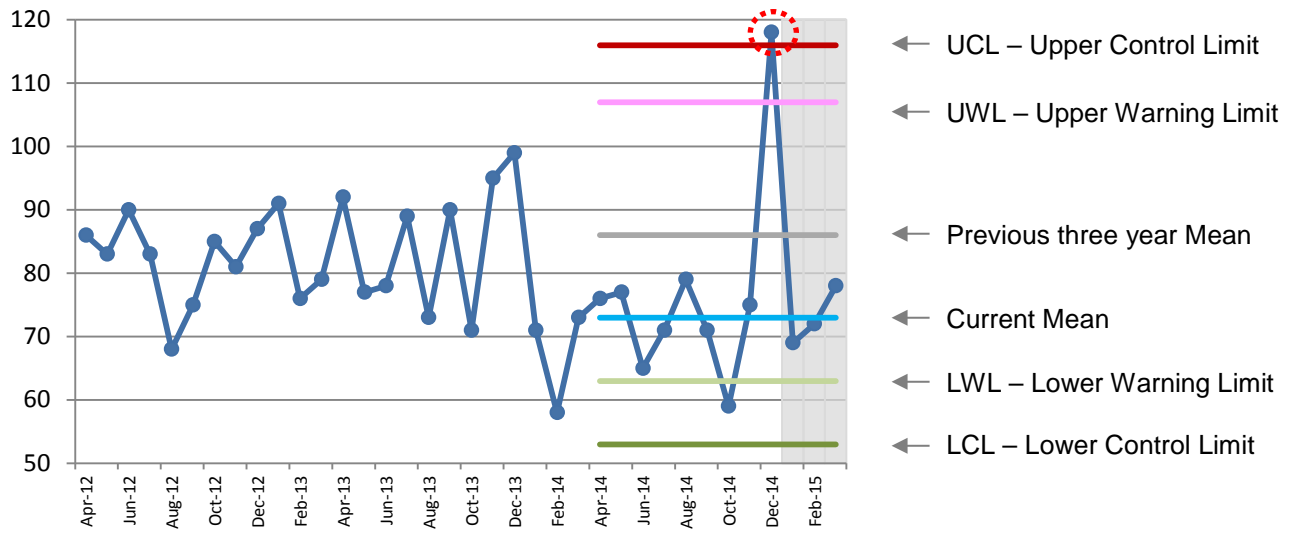
The following rules are applicable to the XmR charts and define when an exception has occurred:

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 2017 – June 2017 two KPI's are classified as being in negative exception.

KPI	Description	Progress	Exception Positive / Negative	Page (s)
2 - Responding to Emergencies				
2.4	Fire Engine Availability - Retained Duty System	↓	–	9
2.4.1	Fire Engine Availability - Retained Duty System (without wholetime detachments)	Subset of KPI 2.4 and provided for information only		11
4 - Engaging with our Staff				
4.2.1	Staff Absence - Excluding Retained Duty System	↓	–	12

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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.

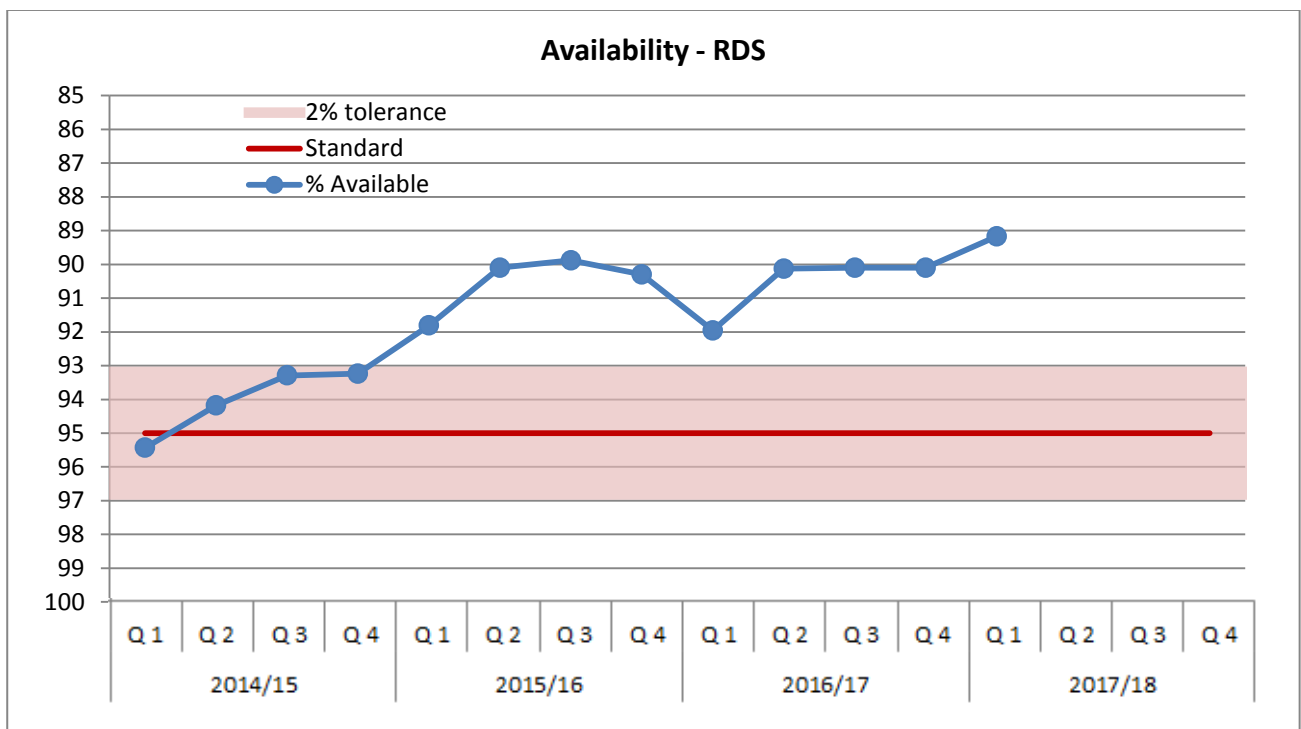
Fire engines are designated as unavailable (off-the-run) for the following reasons:

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

The percentage of time that RDS crewed engines are available for quarter one was 89.17%, previous year quarter one 91.96%, a worsening of 2.79%. The previous quarter (January to March 2017) recorded 90.10%.

Standard: Above 95%.

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



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 recorded the lowest level of availability for any quarter period over the past 5 years. To aid local level monitoring, additional analysis is now supplied at pump level, along with a new KPI 2.4.1 which measures RDS availability without wholetime staff imports to supplement RDS staff.

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 three quarters, along with 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

The new recruits, which started in May this year, will begin to show an improvements in RDS crew availability when the respective qualifications of BA and BA Team Leader have been completed, and have gained experience to start acting up to cover the OIC role.

There is a minimum of 6 months before a Firefighter is BA qualified, and a further 6 month period of BA experience before acquiring further BA Team Leader skills. As such, results in availability may only start to be realised during quarter 3.

Similarly, some stations which have suffered from a lack of available driver will start to show improvements when staff members continue to build driving hours in preparation for their Emergency Fire Appliance Driving course (EFAD).

There are stations where staff on dual contracts makeup half of the RDS crew, with the inevitable impact on RDS availability.

The Retained Support Officer (RSO) role will assist in some of these areas, particularly around recruitment and firefighter/officer development, and in conjunction with the various Strengthening and Improving work streams, the service should see a positive effect on availability over time.

The forthcoming Wholetime (WT) recruitment campaign is also being used as an opportunity to promote RDS vacancies. RSO's are supporting the 'Have a Go' days and will collate information from potential applicants.

2.4.1 Fire Engine Availability - Retained Duty System (without whole-time detachments).

Performance indicator: 2.4.1 Fire Engine Availability – Retained Duty System (without whole-time detachments).

Subset of KPI 2.4 and provided for information only.

This indicator measures the availability of fire engines that are crewed by the retained duty system (RDS) when whole-time detachments are not used to support availability. 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 80.45%. This excludes the whole-time detachments shown in KPI 2.4

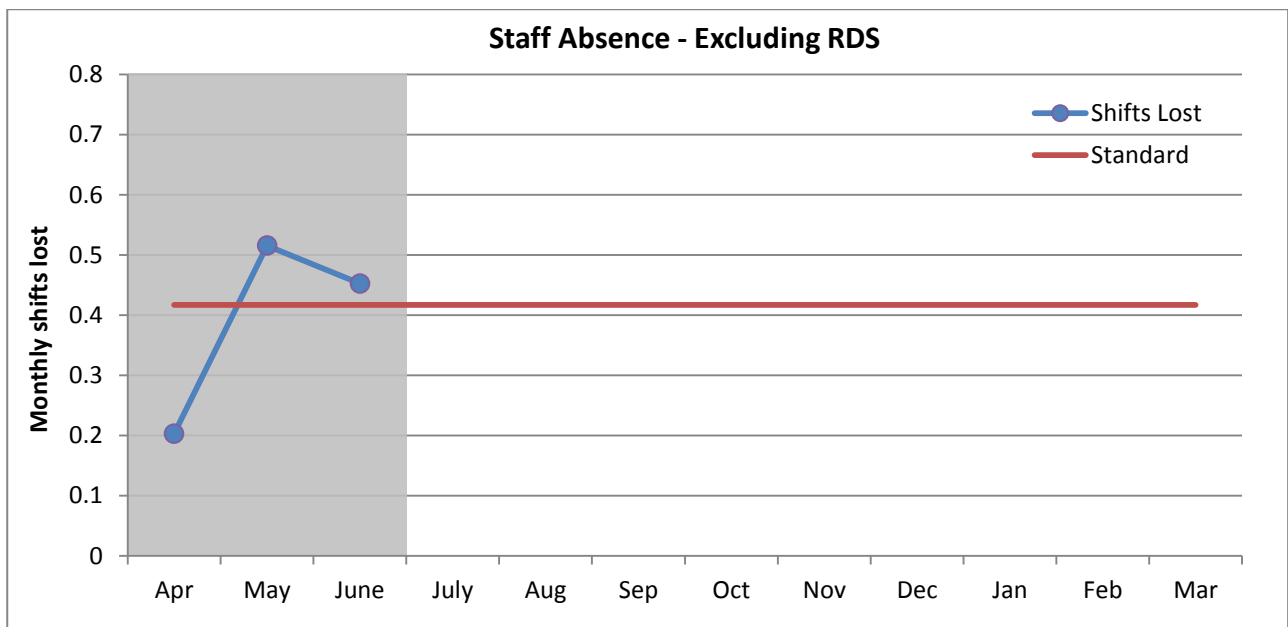
Standard: As a subset of KPI 2.4 there is no standard attributable to this KPI.

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	1.171
------------------------------------------------	-------

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 two months during quarter one.

Analysis

During quarter one April 2017 - June 2017, absence statistics shows below target within each month, which is due to a number of employees returning from long term sick (over 3 months) and ill health retirements. Shifts lost showed a steady monthly increase from April through to June both non-uniformed and uniformed, however still remaining within the Service target.

At the end of March the cumulative totals show that non-uniformed staff absence was below target at 1.18 shifts lost per employee, for whole-time staff absence was 1.17 shifts per employee.

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Overall absence for all staff (except Retained Duty System) was 1.17 shifts lost which is below the Service target for this quarter of 1.25 lost shifts.

Actions being taken to improve performance

To maintain this, the Service aims to continue with:

- Early intervention by the Occupational Health Unit (OHU) doctor/nurse/physiotherapist,
- HR supporting managers in following the Attendance Policy managing individual long term 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 be included again within the leadership conference to assist future managers understanding and interpretation of the policy.
- Encouraging employees to make use of our Employee Assistance Programme provider Health Assured and The Firefighters Charity.

And commence new actions of:

- HR to be in attendance at Stress Risk assessment meetings, to support managers and to offer appropriate support to the employee along with signposting.
- OHU to organise health checks for individuals on a voluntary basis.

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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	↑	16
1.2	Overall Activity	↓	17
1.3	Accidental Dwelling Fires	↓	18
1.3.1	ADF - Extent of Damage	↔	19
1.3.2	ADF - Number of Incidents Where Occupants have Received a HFSC	↑	19
1.4	Accidental Dwelling Fire Casualties	↓	20
1.5	Accidental Building Fires (Non Dwellings)	↓	21
1.5.1	ABF (Non Dwellings) - Extent of Damage	↔	22
1.6	Deliberate Fires	↓	23
1.7	Home Fire Safety Checks	↓	24
1.8	Road Safety Education Evaluation	↓	25
1.9.1	Fire Safety Enforcement - Known Risk	↔	26
1.9.2	Fire Safety Enforcement - Risk Reduction	↓	26
2 - Responding to Emergencies			
2.1.1	Critical Fire Response - 1st Fire Engine Attendance	↑	27
2.1.2	Critical Fire Response - 2nd Fire Engine Attendance	↑	28
2.2.1	Critical Special Service Response - 1st Fire Engine Attendance	↑	29
2.3	Fire Engine Availability - Wholetime, Day Crewing & Day Crewing Plus	↓	30
2.5	Staff Accidents	↓	31
3 - Delivering Value for Money			
3.1	Progress Against Savings Programme	↑	32
3.2	Overall User Satisfaction	↑	33
4 - Engaging with our Staff			
4.1	Overall Staff Engagement	n/a	34
4.2.2	Staff Absence - Retained Duty System	↑	35

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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 32398, previous year score 32990.

Score Category	Grade	Score (12-15)	SOA Count (12-15)	Score (13-16)	SOA Count (13-16)	Score (14-17)	SOA Count (14-17)
Less than 36	L	12366	533	11944	519	11980	521
Between 36 & 55	M	12130	281	13578	314	13722	321
Between 56 & 75	H	5440	86	4890	76	4654	74
Greater than 75	VH	3332	41	2578	32	2042	25
Grand Total		33268	941	32990	941	32398	941

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2016 count	32	76	314	519	32990
2017 count	25	74	321	521	32398
Change	 -22% Overall reduction in Very High risk SOA's	 -3% Overall reduction in High risk SOA's	 2% Overall increase in Medium risk SOA's	 0% Overall reduction in Low risk SOA's	 -2% Overall reduction in fire risk

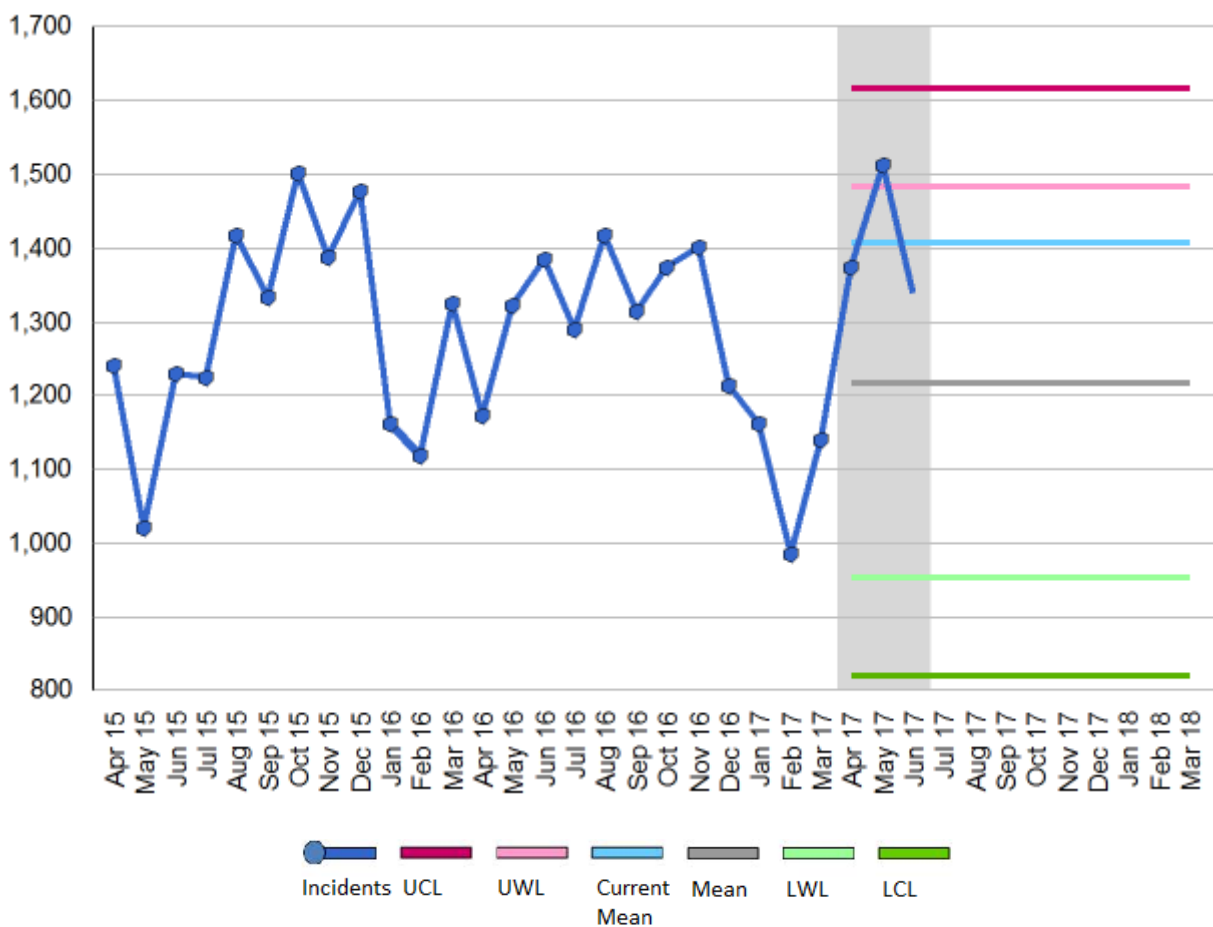
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1.2 Overall Activity

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

Quarter one activity 4219, previous year quarter one activity 3874, an increase of 8.91%.

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 129 occasions.



1.2 Number of attended incidents	Year to Date	2017/18 Quarter 1	Previous year to Date	2016/17 Quarter 1
	4219	4219	3874	3874

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.

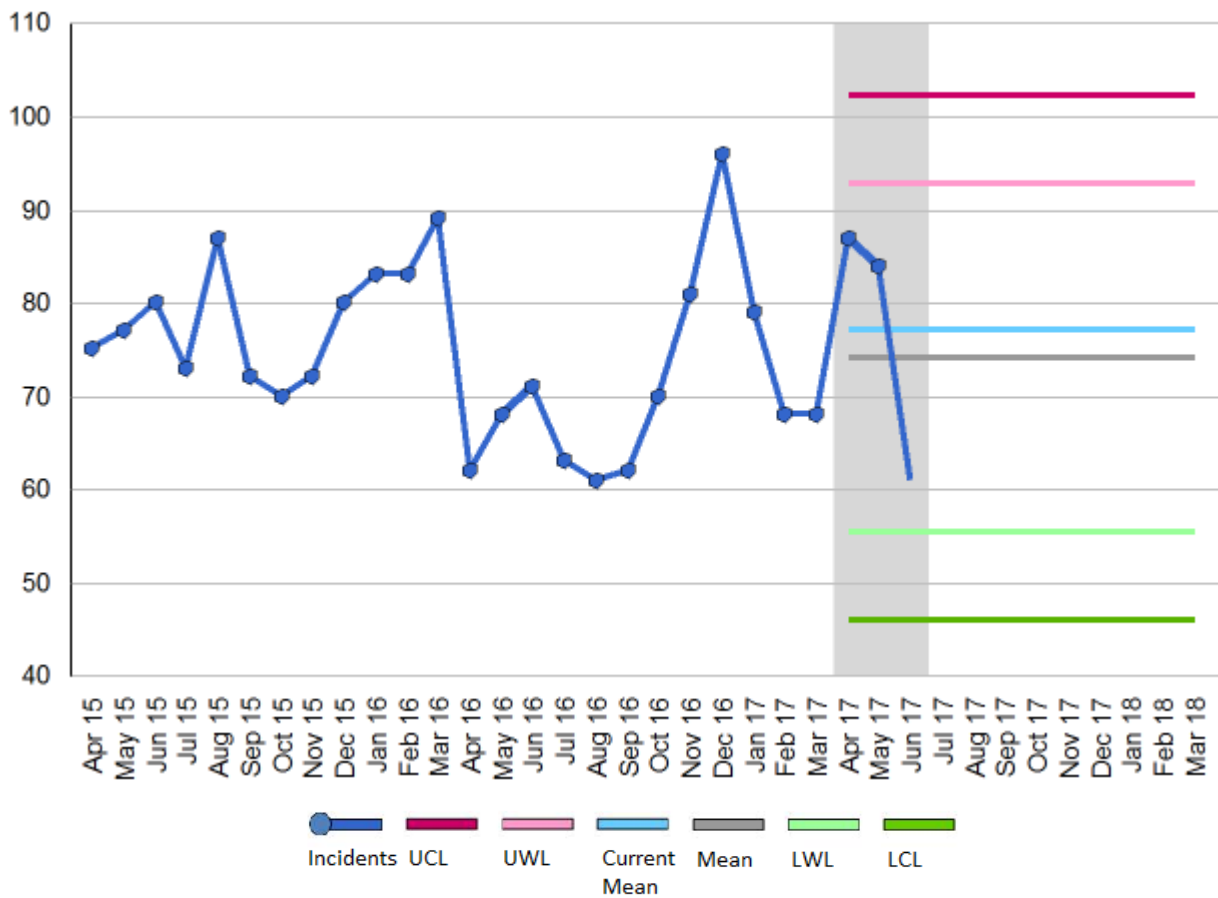
Current Mean	3 year Mean	Monthly Mean		
		2016/17	2015/16	2014/15
1406	1217	1263	1286	1102

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 231, previous year quarter one activity 201, an increase of 15%.



1.3 Accidental Dwelling Fires	Year to Date	2017/18 Quarter 1	Previous year to Date	2016/17 Quarter 1
		231	201	201

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		
		2016/17	2015/16	2014/15
77	74	70	78	74

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 23%, quarter one of previous year 19%. Percentage limited to room of origin in quarter one 59%, quarter one previous year 63%, limited to floor of origin in quarter one 11%, quarter one previous year 13% and spread beyond floor 7%, previous year 6%.

	2017/18					↑/↓	2016/17			
	*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	176	23%	59%	11%	7%	↔	19%	63%	13%	6%
Quarter 2							22%	65%	10%	3%
Quarter 3							23%	67%	8%	3%
Quarter 4							25%	59%	9%	7%

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.

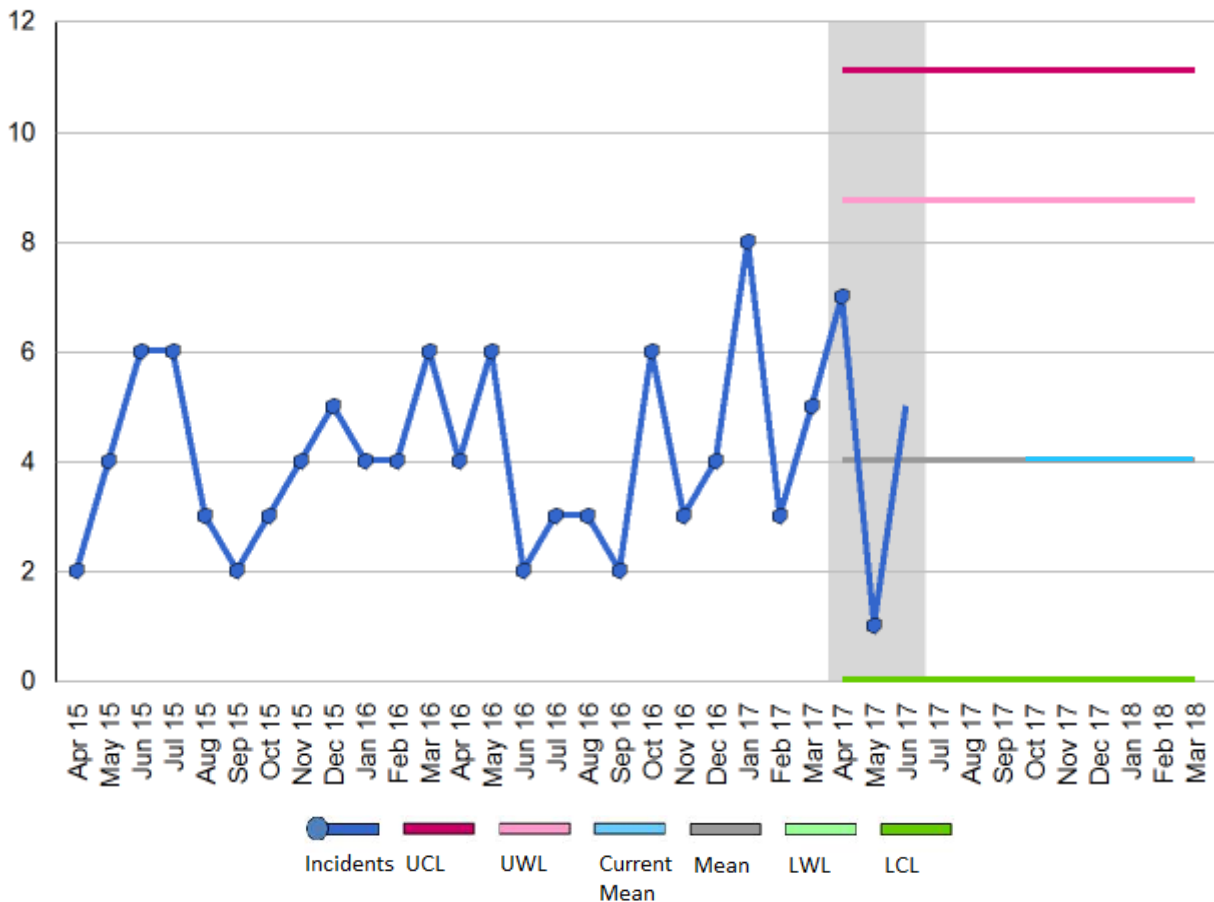
	2017/18		2016/17	
	ADF's with previous HFSC	% of ADF's with previous HFSC	ADF's with previous HFSC	% of ADF's with previous HFSC
Quarter 1	18	8%	15	7%
Quarter 2			13	7%
Quarter 3			20	8%
Quarter 4			21	10%

Analysis: Of the eighteen accidental dwelling fire incidents that had received a HFSC within the previous 12 months, six had 'Heat and smoke damage only', six resulted in damage 'Limited to item first ignited' and six 'limited to room 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 2 fatalities. Three casualties are recorded as serious and 8 with slight injuries. Quarter one of the previous year recorded no fatalities, 6 serious and 6 slight.



Casualty Status	Year to Date	2017/18 Quarter 1	Previous year to Date	2016/17 Quarter 1
Fatal	2	2	0	0
Victim went to hospital, injuries appear Serious	3	3	6	6
Victim went to hospital, injuries appear Slight	8	8	6	6
Total	13	13	12	12

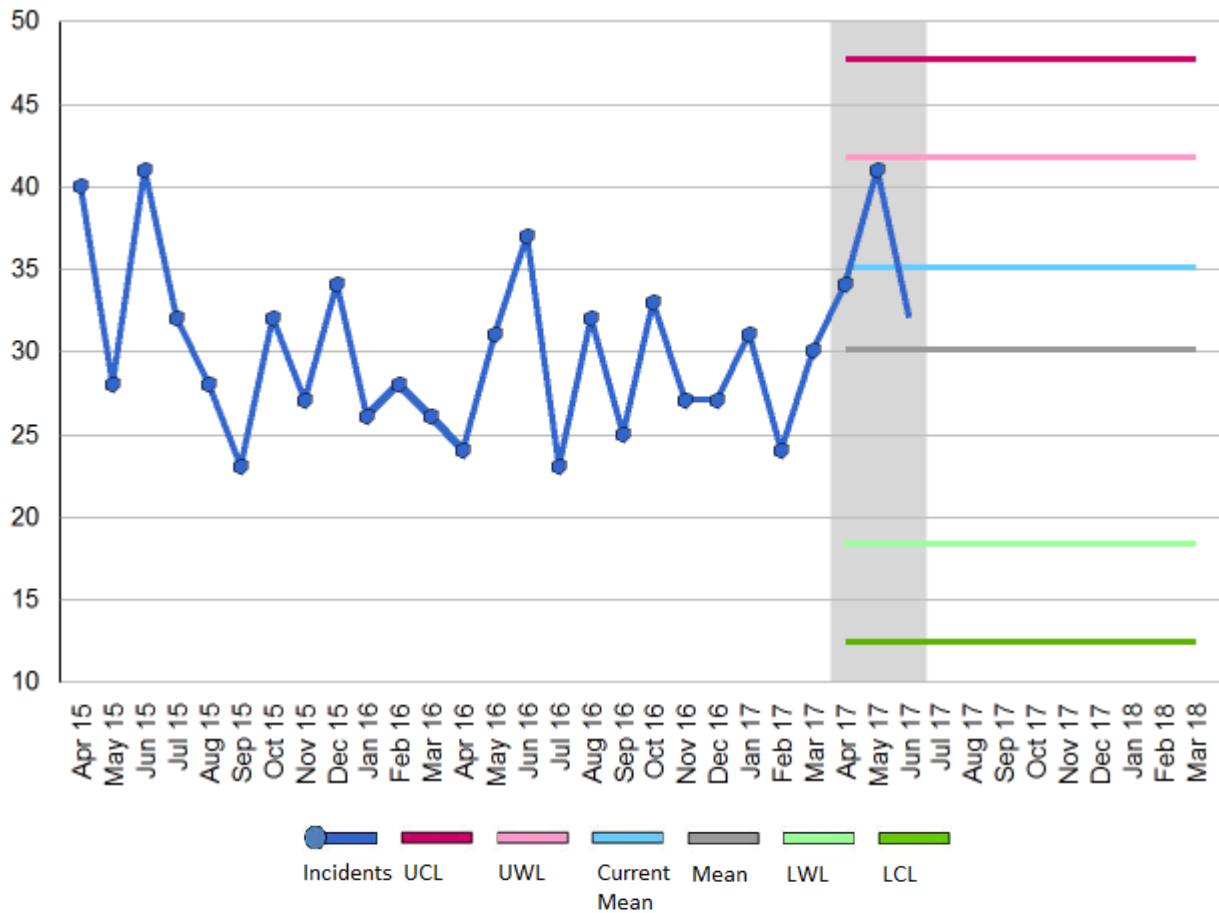
The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	3 year Mean	Monthly Mean		
		2016/17	2015/16	2014/15
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 107, previous year quarter one activity 92.



1.5 Accidental Building Fires	Year to Date	2017/18 Quarter 1	<i>Previous year to Date</i>	<i>2017/18 Quarter 1</i>
		107	92	92

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		
		2016/17	2015/16	2014/15
35	30	28	30	32

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.

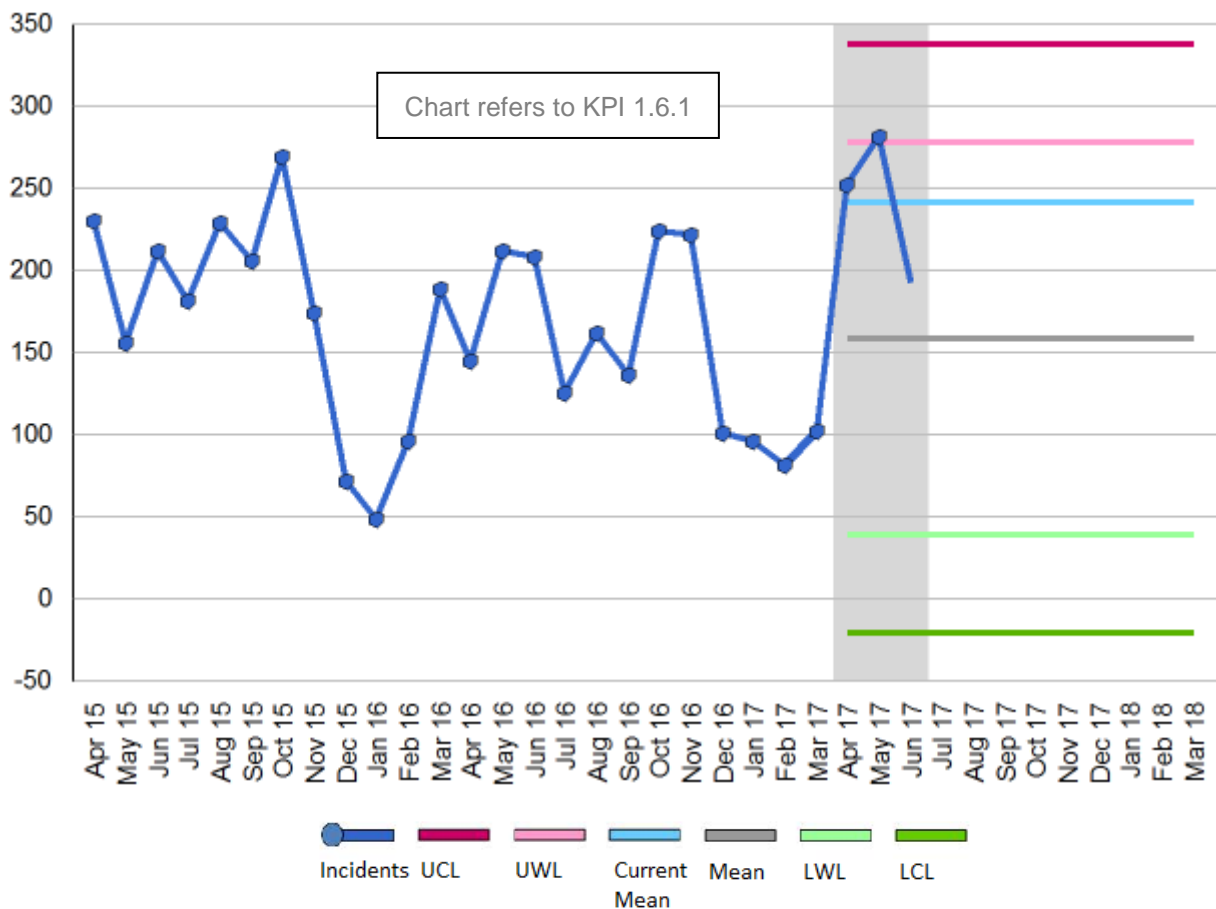
Percentage of accidental building fires limited to item 1st ignited in quarter one 21%, quarter one of previous year 11%. Percentage limited to room of origin in quarter one 31%, quarter one previous year 41%, limited to floor of origin in quarter one 16%, quarter one previous year 17% and spread beyond floor 33%, previous year 31%.

	*ABF activity	2017/18				↑/↓ Progress	2016/17			
		Item 1st ignited	Room of origin	Floor of origin	Spread beyond floor of origin		Item 1st ignited	Room of origin	Floor of origin	Spread beyond floor of origin
Quarter 1	95	21%	31%	16%	33%	↔	11%	41%	17%	31%
Quarter 2							6%	52%	13%	29%
Quarter 3							14%	51%	15%	21%
Quarter 4							23%	36%	15%	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 725, previous year quarter one activity 564.
- 1.6.2 Deliberate fires (Dwellings) quarter one activity 18, previous year quarter one activity 19.
- 1.6.3 Deliberate fires (Non dwellings) quarter one activity 49, previous year quarter one activity 42.



Deliberate Fire Type	Year to Date	2017/18 Quarter 1	Previous year to Date	2016/17 Quarter 1
1.6.1 Deliberate Fires - ASB	725	725	564	564
1.6.2 Deliberate Fires - Dwellings	18	18	19	19
1.6.3 Deliberate Fires - Non Dwellings	49	49	42	42

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		
			2016/17	2015/16	2014/15
	241	157	150	171	152

1.7 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 high.

An improvement is shown if:

- 1) *the total number of HFSC's completed is greater than the comparable quarter of the previous year and,*
- 2) *the percentage of high HFSC outcomes is greater than the comparable quarter of the previous year.*

**Count of HFSC's in quarter one 3101, percentage of high risk HFSC outcomes in quarter one 68%.
 Count of HFSC's in quarter one of the previous year 1929, percentage high risk 79%.**

	2017/18		↑/↓	2016/17	
	<i>HFSC completed</i>	<i>% of High HFSC outcomes</i>	Progress	<i>HFSC completed</i>	<i>% of High HFSC outcomes</i>
Quarter 1	3101	68%	↓	1929	79%
Quarter 2				2555	75%
Quarter 3				2956	74%
Quarter 4				2930	72%

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.

The 'Safe Drive Stay Alive' programme has not been delivered to any students during quarter 1. The 'Crashed cars' shown at events, have been seen by approximately 2,500 people to date.

Total number of participants 1441, with a percentage of positive influence^[1] on participant's behaviour for the current year to date of 85%.

	2017/18 (Cumulative)		↑/↓	2016/17 (Cumulative)	
	Total participants	% positive influence on participants behaviour	Progress	Total participants	% positive influence on participants behaviour
Quarter 1	1441	85%	↓	1832	87%
Quarter 2				2847	85%
Quarter 3				6398	85%
Quarter 4				8733	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 31296, number of premises audited to date 17421 (56%).

Number of premises	Number of premises audited to date	% of all premises audited to date: 2017/18	% of all premises audited Year end: 2016/17
31296	17421	56%	56%

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 25%, previous year quarter one 27%

Requiring formal activity in quarter one 7%, previous year quarter one 9%

Requiring informal activity in quarter one 66%, previous year quarter one 59%

	2017/18			↑/↓ Progress	2016/17		
	Satisfactory audits	Requiring formal activity	Requiring informal activity		Satisfactory audits	Requiring formal activity	Requiring informal activity
Quarter 1	25%	7%	66%	↓	27%	9%	59%
Quarter 2					31%	9%	60%
Quarter 3					26%	9%	63%
Quarter 4					29%	8%	61%

2.1.1 Lancashire Emergency Response Standards - Critical Fires - 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 Super Output Area (SOA) in which the fire occurred.

The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

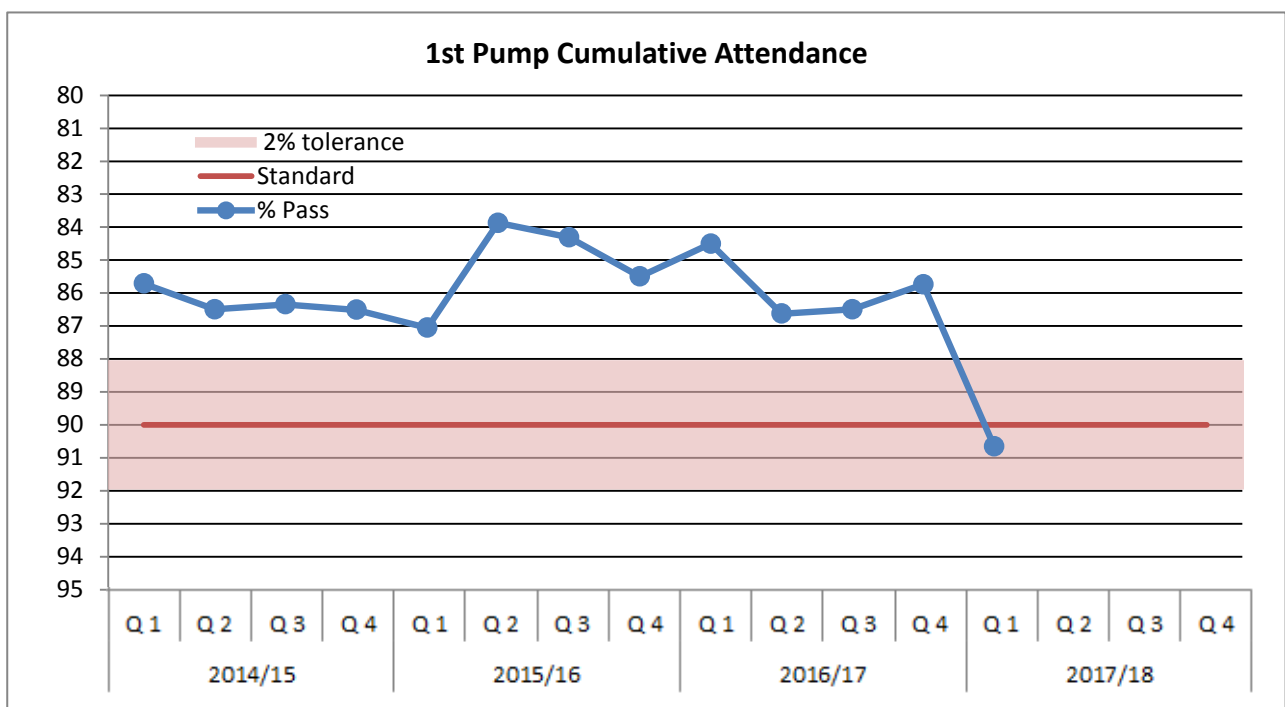
- Very high risk area = 6 minutes
- High risk area = 8 minutes
- Medium risk area = 10 minutes
- Low risk area = 12 minutes

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.

Standard: 90% of occasions.

Quarter one 1st pump response 90.66%, previous year quarter one 84.50%.

1 st pump cumulative attendance standard	Year to Date	2016/17 Quarter 1	Previous year to Date	2015/16 Quarter 1
	90.66%	90.66%	84.50%	84.50%



2.1.2 Lancashire Emergency Response Standards - Critical Fires - 2nd 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 Super Output Area (SOA) in which the fire occurred.

The response standards include call handling and fire engine response time for the second fire engine attending a critical fire, and are as follows:

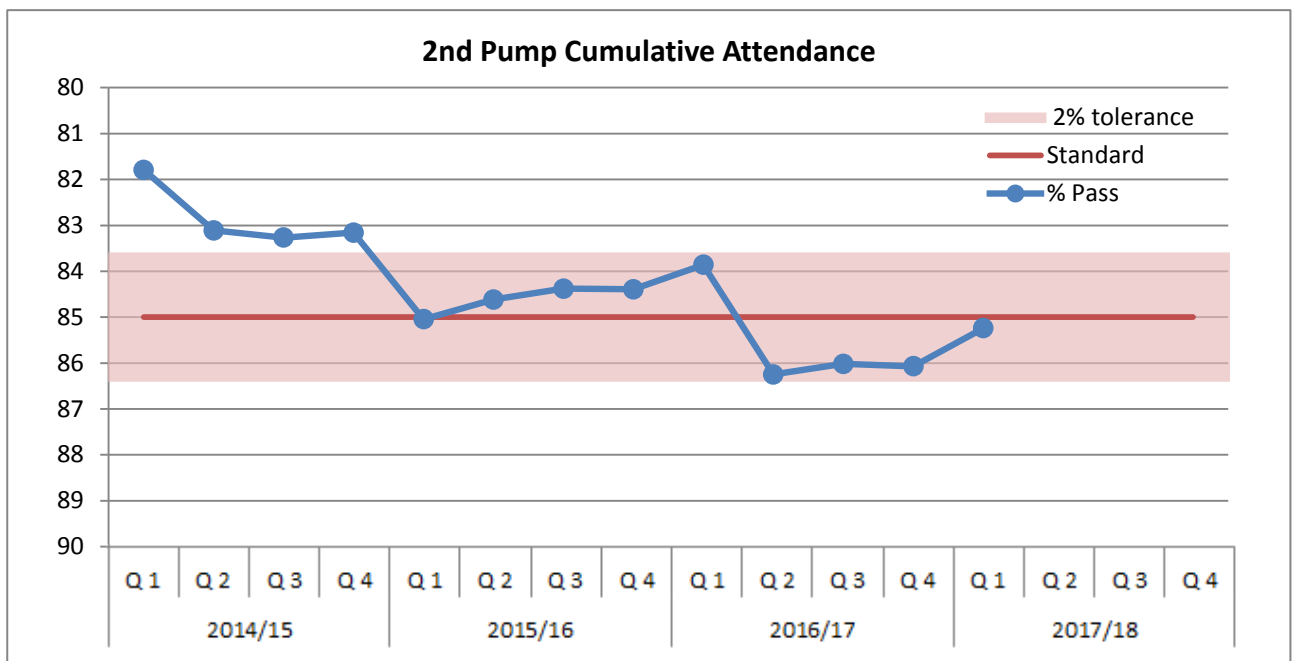
- Very high risk area = 9 minutes
- High risk area = 11 minutes
- Medium risk area = 13 minutes
- Low risk area = 15 minutes

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.

Standard: 85% of occasions.

Quarter one 2nd pump response 85.24%, previous year quarter one 83.86%.

2 nd pump cumulative attendance standard	Year to Date	2017/18 Quarter 1	Previous year to Date	2016/17 Quarter 1
	85.24%	85.24%	83.86%	83.86%



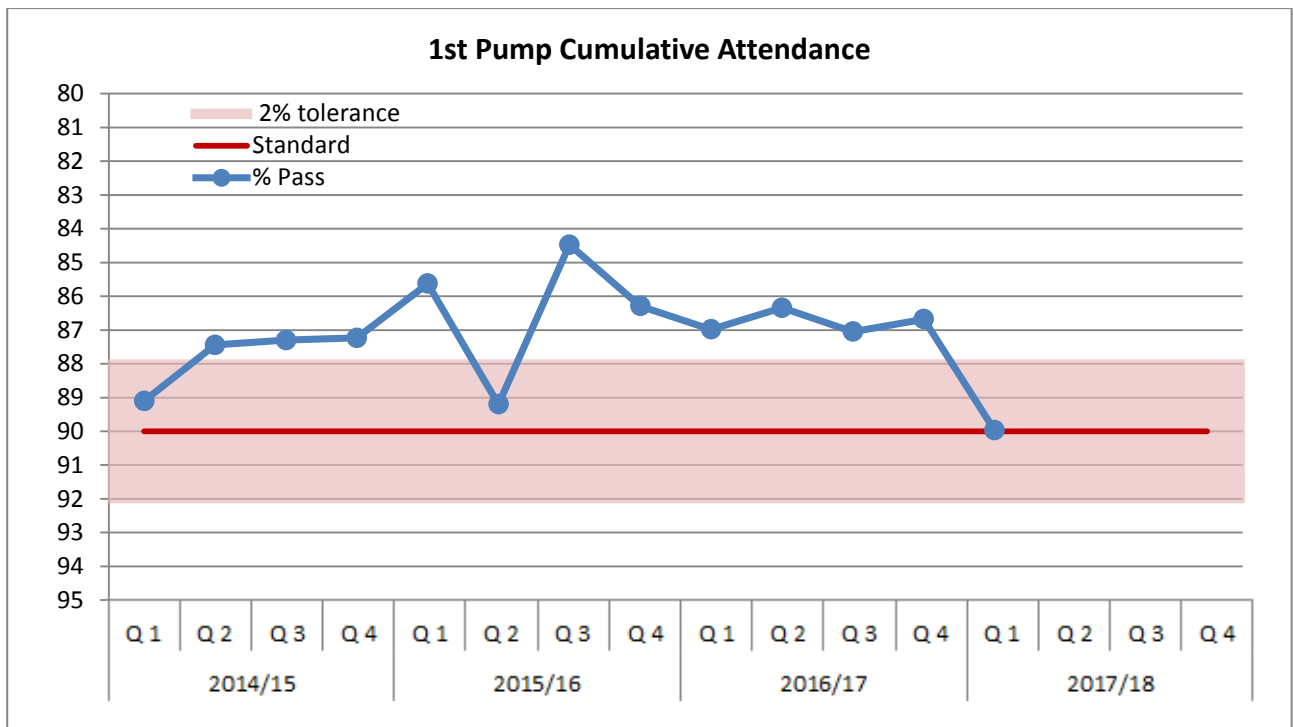
2.2.1 Lancashire Emergency Response Standard - Critical Special Service - 1st Fire Engine Attendance

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 call handling time and fire engine response time. The response standard for the first fire engine attending a critical special service call is 13 minutes.

Standard: 90% of occasions.

Quarter one response percentage pass rate 90%, previous year quarter one 86.98%, an improvement of 3.02%.

1 st pump cumulative attendance standard	Year to Date	2016/17 Quarter 1	Previous year to Date	2015/16 Quarter 1
	90%	90%	86.98%	86.98%



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

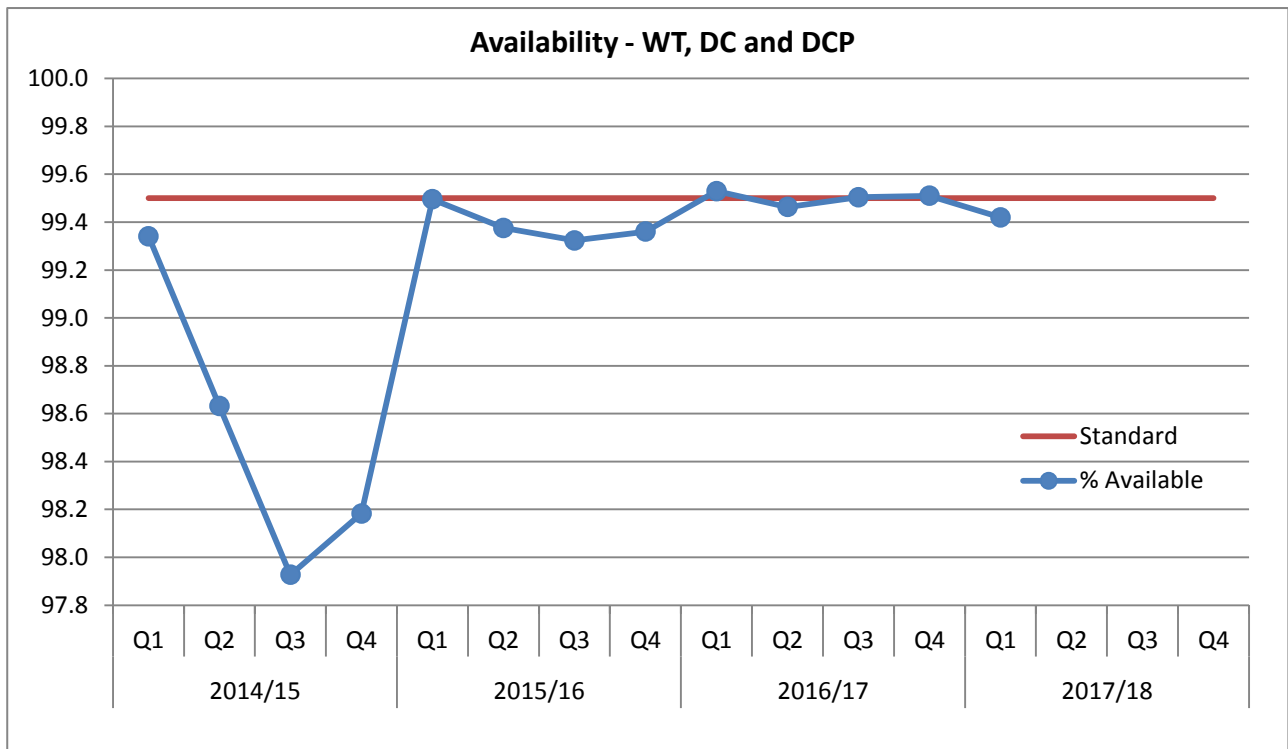
This indicator measures the availability of fire engines that are crewed by wholetime, day crewing and day crewing plus shifts. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.

Fire engines are designated as unavailable for the following reasons:

- Mechanical
- Crew deficient
- Engineer working on station
- Alternate crew
- Appliance change over
- Debrief
- Lack of equipment
- Miscellaneous
- Unavailable
- Welfare

Standard: Above 99.5%

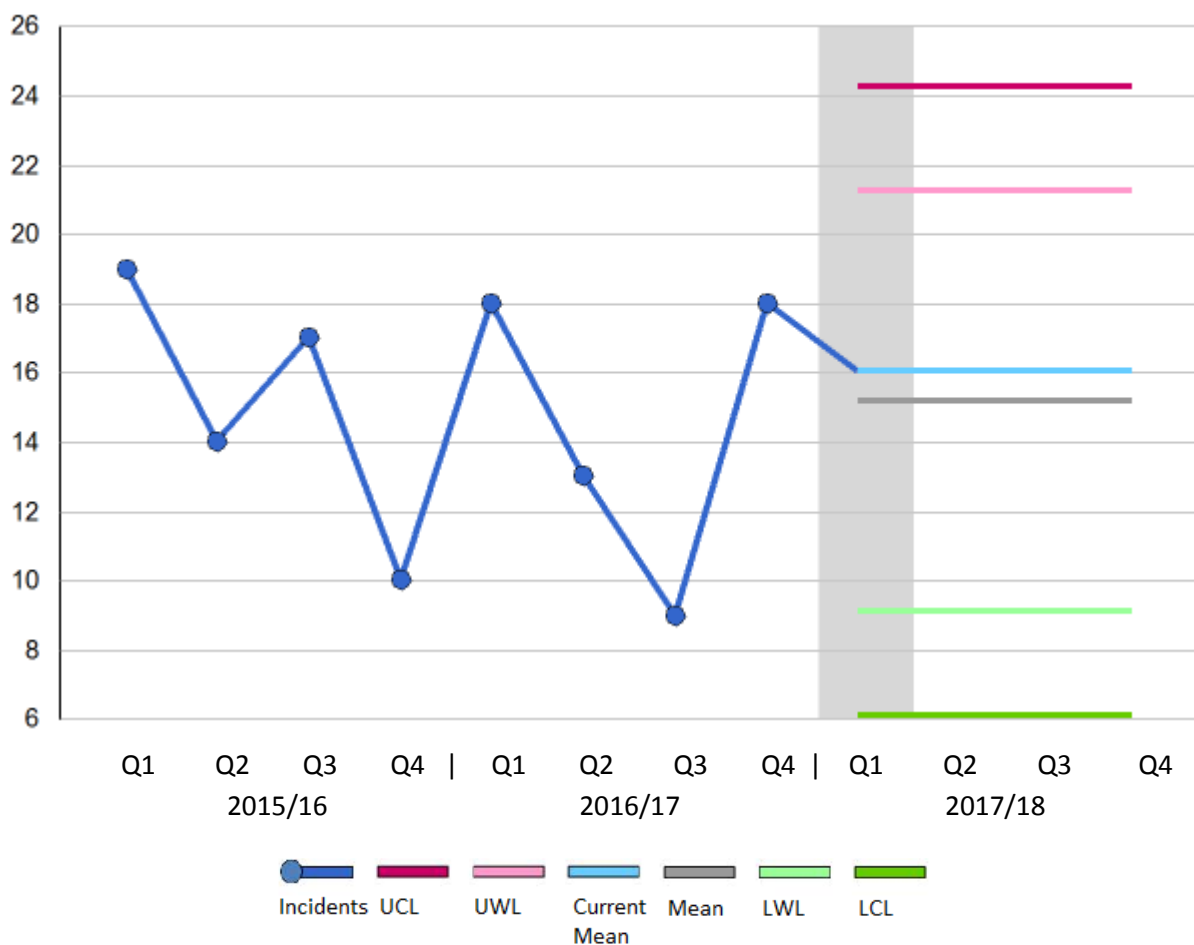
Quarter one availability 99.42%, previous year quarter one 99.53%.



2.5 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 16. Previous year quarter one 18.



Total number of staff accidents	Year to Date	2017/18 Quarter 1	Previous year to date	2016/17 Quarter 1
	16	16	18	18

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		
		2016/17	2015/16	2014/15
16	15	15	15	16

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 £14.7 million. The spend for the period is £14.5 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 2017/18 is £53.9 million, with a budget to 30 June of £14.7 million. The spend for the same period was £14.5 million. This gives an under spend for the period of £0.2 million.

Variance:

- 0.37%

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.

48 people were surveyed in quarter one, 47 responded that they were very or fairly satisfied.

Question	Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everything into account, are you satisfied, dissatisfied, or neither with the service you received from Lancashire Fire and Rescue Service?	1610	1596	99.13%	97.50%	1.67%

There have been 1610 people surveyed since April 2012.

In quarter one of 2017/18 - 48 people were surveyed. 47 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.

Period 1 encompasses the period of April to July, with the results reported at the end of quarter 2.

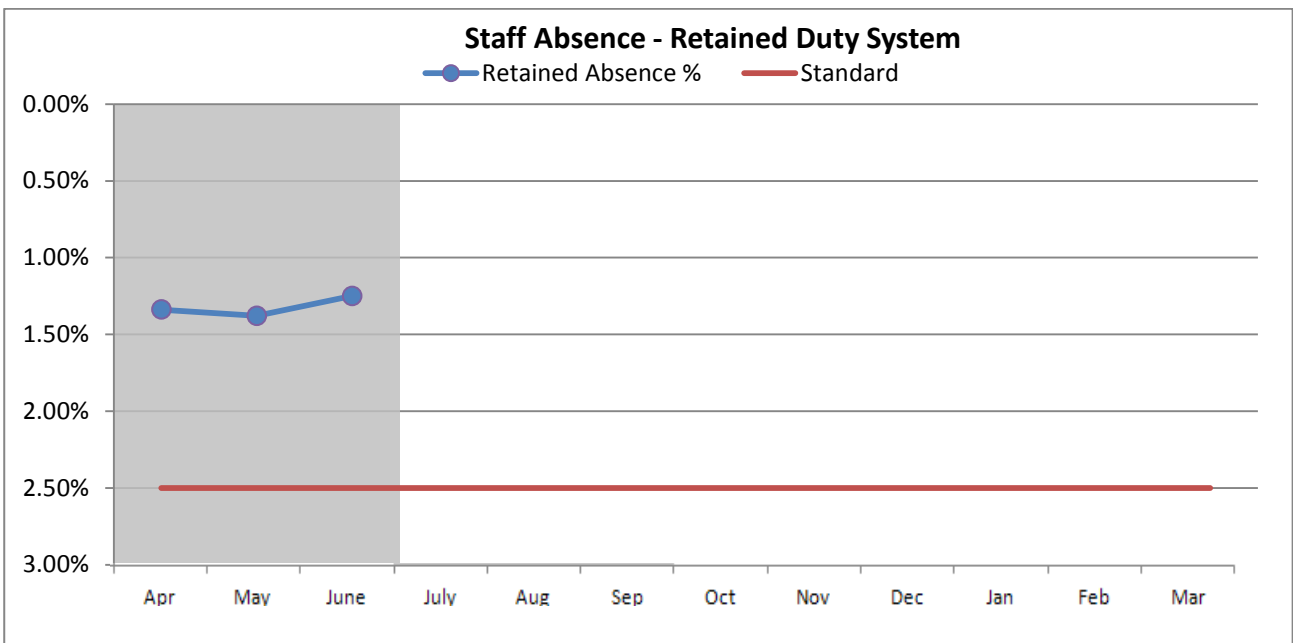
2017/18			2016/17		
Period	Number of replies	Engagement index	Period	Number of replies	Engagement index
1	-	-	1	220	62%
2			2	141	64%
3			3	141	64%

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, 1.25%

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



Cumulative retained absence (as % of available hours of cover)	1.25%
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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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