

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Thursday, 13 September 2018, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

MINUTES

PRESENT:

Councillors

S Holgate (Chairman)
L Beavers
S Clarke
M Perks
M Khan (Vice-Chair)
D Smith
D Stansfield

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

D Russel, Assistant Chief Fire Officer (LFRS)
S Morgan, Head of Service Delivery - South East (LFRS)
D Brooks, Principal Member Services Officer (LFRS)
1/18 APOLOGIES FOR ABSENCE

Apologies were received from County Councillors P Britcliffe and M Tomlinson and Councillor Z Khan.

2/18 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

3/18 MINUTES OF PREVIOUS MEETING

RESOLVED: - That the Minutes of the last meeting held on 7 June 2018 be confirmed as a correct record and signed by the Chairman.

4/18 PERFORMANCE MANAGEMENT INFORMATION

In response to a question raised by the Assistant Chief Fire Officer, Members confirmed that representatives from the North West Fire Control Centre should continue to be invited to attend the meetings in June (quarter 4) and November (quarter 2) to provide update reports.

The Assistant Chief Fire Officer advised Members that this was the 1st quarterly report for 2018/19 as detailed in the Risk Management Plan 2017-2022.

The report showed there were 5 negative Key Performance Indicator 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:-

1.2 Overall Activity

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

Quarter 1 activity 4,637, previous year quarter 1 activity 4,217 an increase of 9.96%.

Included within this KPI was the incident type 'Gaining Entry'. This was where LFRS had attended on behalf of the North West Ambulance Service. During quarter 1 we were asked to attend on 343 occasions, of which 173 resulted in the use of tools to gain entry to a property.

This was a negative exception report due to a single monthly point of the XmR chart being beyond the upper control limit.

Activity during June was the main cause of the exception with 1,927 incidents recorded; the highest single monthly activity since April 2010. Members noted that the highest daily count was on 27 June at 114 pump attended incidents; the day prior to the initial call to Winter Hill. Although all incident types saw an increase in activity, it was secondary fires which accounted for the largest rise. Both accidental and deliberate causes increased during the period with accidental causes recording the largest increase. It was probable that the prolonged warm and dry weather contributed to the increase in secondary incidents. June recorded the lowest June monthly rainfall in the North West region since 1975 and the highest June temperatures since 1940. These two casual factors would have had an effect on the conditions which increased the likelihood of fire and the probability of people being in situations that could of led to a fire incident.

The Assistant Chief Fire Officer advised that the dry weather had continued into July and August which meant that activity remained high and the likely consequence was this indicator would again be in exception in quarter 2.

Media communication enforced the 'carelessness causes fires' message, along with the high profile Winter Hill incident which increased public awareness. It was expected that this, combined with the change in the weather will lead to a reduction in secondary fires.

In response to a question raised by County Councillor Perks who had visited winter hill with another local councillor to see the devastation first hand, Area Manager Morgan confirmed that the Service was working with the Police to support them with their investigations.

During the winter hill incident Members had spoken to people to raise awareness about the incident and the hazards associated with barbeques, smoking and drinking and deliberate fire setting. Members wondered therefore whether there was more that could be done to reach hard to reach people; perhaps patrolling or placing posters in relevant areas could assist. In response the Assistant Chief Fire Officer would ask the fire prevention team to take a look at whether improvements could be made to target specific groups.

In addition the Assistant Chief Fire Officer confirmed that a new education package aimed at year 7 pupils had been developed which was modular based and covered: antisocial behaviour, deliberate fire setting, wildfire risk, water safety and re-start a heart. The ambition was for every year 7 across every school in Lancashire to be in receipt of this education package which mixed and matched modules to support individual school risks. As the Service required an invitation to deliver this education package, Members were asked for their support to encourage Head teachers to make contact with the Service.

In response to a concern raised by County Councillor Beavers that the Inspection by Her Majesty’s Inspectorate of Constabulary, Fire and Rescue Services took place while the Service was dealing with the winter hill incident, the Assistant Chief Fire Officer confirmed that he did speak with the lead inspector to explain how performance was managed and there was recognition that the event was significant. He confirmed that he did not have any concerns regarding scrutiny and performance.

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 were the majority of outdoor fires including grassland and refuse fires unless they involved casualties or rescues, property loss or 5 or more appliances attended. They included fires in single derelict buildings.

Deliberate Fire Type	2018/19 Quarter 1	2017/18 Quarter 1
1.6.1 Deliberate Fires – Anti-Social Behaviour	682	726
1.6.2 Deliberate Fires – Dwellings	40	18
1.6.3 Deliberate Fires – Non-Dwellings	39	49

This was a negative exception report due to a single monthly point of the XmR chart being beyond the upper control limit.

High activity levels during June were the main cause of the Anti-Social Behaviour (ASB) KPI being in exception. This is the highest single monthly activity since July 2013. Overall, activity levels of quarter 1 were below that of quarter 1 in 2017/18, it was only the single high month of June which caused the exception. Deliberate secondary fires increased 41% in June over May, with two districts recording large increases: Blackburn with Darwen. The largest increases by property type were in: Other outdoors (including land) and Grassland, woodland and crops, which saw increases of 45% and 97% respectively. KPI 1.6.2 (Deliberate Fires – Dwellings) also recorded large increases; mainly deliberate to others property. There was no distinct pattern to account for the increase; rather there had been a general uplift in

the ratio of such incidents.

As these fires were caused by intent it was more difficult to target fire safe messages. However, as the increase appeared to coincide with the warm and dry period, a break in the weather could possibly lead to such incidents reducing to normal levels. As the warm and dry weather period continued throughout July and coincided with the school holiday season, it was likely that this KPI would also be exception in the next quarter. Resources to support broader prevention work could potentially be realigned to apply more focus with partners in districts with continued levels of higher activity.

In relation to the indicator for deliberate fire setting for non-dwellings Area Manager Morgan advised that in the past it had proven difficult to get cases through the crown prosecution service (CPS) where a prisoner had set fire to their cell. Recently however, an Incident Intelligence Officer had worked with the Criminal Investigation Department and the CPS had taken the case forward which resulted in an additional 31 months being added to the inmate's sentence.

2.1.1 Emergency Response Standards - Critical Fires – 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 included call handling and fire engine response time for the first fire engine attending a critical fire, these were 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 were 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 90% of occasions.

Quarter 1 – 1st pump response 85.46%, previous year quarter 1 was 90.66%

This was a negative exception report due to critical fire 1st pump response being below the standard. Overall, quarter one pass rate was 85.46%, which was outside of the 90% standard and 2 percent tolerance.

After a 12 month period of this KPI being within standard the increase in activity, combined with the resource intensive incident of Winter Hill, caused this KPI to dip below standard during the month of June. The month of May was within standard however, April and June were both below the 90% standard and outside the 2% tolerance. This caused the overall quarter return to be out of standard. The response achieved to non-residential buildings, particularly private garden sheds led to a reduction of the pass rate during June. Even though the Winter Hill incident occurred late in the month on the 28th, there were 54 pumps involved in the last 3 days of June, with 50% of the 14 critical fire incidents occurring during this period being out of standard. If the 7 incidents had been within standard then the pass rate

for June would have increased by 4.7%. The Officer in Charge is now required to provide a specific narrative from a set list for the failure to respond to an incident within standard. Analysis of quarter 1 narratives implied that the nearest appliance being engaged at another incident was the main reason for missed attendance times.

As the warm and dry weather period continued throughout July and coincided with the school holiday season, it was likely that this KPI would also be exception in the next quarter. Heads of Service Delivery were implementing and monitoring performance measures to remedy deficiencies and drive improvement. Service Delivery Managers (SDM) were also monitoring crew reaction times and instigating local improvements where required. The importance of recording pump response failures had also been impressed upon SDM's which, in conjunction with mandatory completion and the use of defined failure reasons, would aid recording accuracy and develop understanding of failure reasons. It was hoped that on-going initiatives to address these issues would bring the cumulative standard back to within the 2% tolerance.

2.4 Fire Engine Availability – Retained Duty System

This indicator measured the availability of fire engines that were crewed by the retained duty system. It was measured as the percentage of time a fire engine was 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 88.93%, previous year quarter 1 was 89.81%, a decrease of 0.88%.

The previous quarter (January to March 2018) recorded 89.50%.
Annual Standard: Above 95%.

This was a negative exception report due to the cumulative RDS availability to the end of quarter 1 being below the standard and outside of the 2% percent tolerance.

Quarter 1 availability decreased by 1.03% over that achieved for Q4 2017/18 with June recording the highest unavailability hours, accounting for 37.71% of the quarter. The Winter Hill incident started on 28 June at approximately 15:00 hours. Local level monitoring continued, with additional analysis at pump level showing that a small number of stations continued to account for the largest proportion of 'off the run hours' with one station accounting for 17% of the total for the quarter.

County Councillor Clarke commented that the few stations in exception distorted the overall performance. The Assistant Chief Fire Officer agreed to consider if the context could be better reported.

KPI 2.4.1 measured RDS availability without wholetime staff imports, so that a clear picture was available to assist monitoring. Continued analysis from that reported in quarter 4 2017/18 showed that the number of RDS personnel who were successful in obtaining a wholetime position had impacted on available RDS hours. This was due to leaving the RDS service, being able to commit fewer hours due to wholetime commitment or being unavailable due to development (wholetime recruit course). With an ageing workforce, the loss of staff due to retirement also had an impact on the ability to fully crew an appliance and a number of retirements had occurred,

along with a number of resignations, although some temporary which had also reduced coverage. The Retained Duty System Recruitment and Improvement Group was responsible for progressing areas for improvement, continuing to work on a number of ongoing actions which strived to deliver incremental improvements in order to strengthen and support the Retained Duty System.

It was expected that the new recruits who started in May 2017 would begin to have a positive impact on RDS crew availability when their respective qualifications of BA and BA Team Leader had been completed and they had gained experience to start acting up to cover the Officer In Charge role.

Similarly, some stations that had suffered from a lack of an available driver were expected to start to show improvements as staff members continued to build driving hours in preparation for their Emergency Fire Appliance Driving course. It was noted that there were stations where staff on dual contracts made up half of the RDS crew which impacted on RDS availability. It was noted that the Retained Support Officer (RSO) role would 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 recruitment campaign was also being used as an opportunity to promote RDS vacancies. RSO's were supporting the 'Have a Go' days and would collate information from potential applicants.

2.4.1 Fire Engine Availability – Retained Duty System (without wholetime detachments) Subset of KP1 2.4 and provided for information only

This indicator measured the availability of fire engines that were crewed by the retained duty system (RDS) when wholetime detachments were not used to support availability. It was measured by calculating the percentage of time a fire engine was available to respond compared to the total time in the period.

Fire engines were 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 were available for quarter 1 was 85.14%. This excluded the wholetime detachments shown in KPI 2.4.

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

County Councillor Holgate stated that this target had been missed for a significant period of time and not by a significant amount. It was recognised that most Fire and Rescue Services would be happy with our level of achievement but given the appliances were classed as 'off the run' for a number of reasons he asked that clarification be provided of the percentage of time that the engines were unavailable against each of the 4 reasons identified. The Assistant Chief Fire Officer confirmed that this would be included in future reports.

Area Manager Morgan advised that the winter hill incident had highlighted the Service to prospective retained duty recruits.

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 1.415

Quarter 1 results indicated the number of shifts lost through absence per employee being above the Service target for 3 months during quarter 1.

During quarter 1 (April 2018 to June 2018), absence statistics showed above target for all 3 months. Shifts lost showed a monthly decrease from January through to March for uniformed personnel. For non-uniformed personnel there was an increase in February 2018 then a decrease in March 2018. The main reasons continued to be cases of mental health and muscular-skeletal. In this quarter a number of employees on long term absence returned to duty and there were less short term absences. At the end of March, the cumulative totals showed that overall absence for all staff (except RDS) was 0.42 shifts lost which was below the target of 1.25 shift lost for this quarter.

Members noted that action taken continued to be early intervention by the Occupational Health Unit and where appropriate, issues around capability due to health issues were reviewed and addressed; the Service would continue to run leadership conferences to assist future managers to understand policy which included absence management; in addition, new actions had commenced which included support from the Service Fitness Advisors / Personal Trainers Instructors, promotion of health, fitness and wellbeing via the routine bulletin and employees were encouraged to make use of the Employee Assistance Programme.

The Assistant Chief Fire Officer advised that based on 39 out of 45 returns submitted to a national survey in relation to overall absentee rates, Lancashire had the 6th best performance across all Fire and Rescue Services in England.

Members then examined each indicator in turn as follows:-

KPI 1 – Preventing and Protecting

1.6 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 was updated annually, before the end of the first quarter. An improvement was shown by a year on year decreasing 'score' value.

Score for 2015-2018 – 32,114, previous year score 32,398.

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 214, previous year quarter 1 activity 235, a decrease of 9%.

Total number of Accidental Dwelling Fires – Year to Date, 214

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.

Extent of fire and heat damage was 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 was limited to only those ADF's which had an extent of damage shown above. An improvement was shown if the total percentage of 'Item first ignited' and 'Room of origin' was greater than the comparable quarter of the previous year.

Percentage of accidental dwelling fires limited to item 1st ignited in quarter 1, 29%, quarter 1 of previous year 23%. Percentage limited to room of origin in quarter 1, 56%, quarter 1 previous year 59%, limited to floor of origin in quarter 1, 9%, quarter 1 previous year 11% and spread beyond floor 6%, previous year 7%.

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 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.

	2018/19		2017/18	
	ADF's with previous HFSC	% of ADF's with previous HFSC	ADF's with previous HFSC	% of ADF's with previous HFSC
Q1	21	10%	15	6%
Q2			20	10%
Q3			15	6%
Q4			18	8%

Of the 21 accidental dwelling fire incidents that had received a HFSC within the

previous 12 months, 10 had 'heat and smoke damage only', 4 resulted in damage 'limited to item first ignited' and 6 'limited to room or origin and 1 to 'limited to floor of origin'.

No exception report required

- Accidental Dwelling Fire Casualties

This indicator reported the number of fire related fatalities, slight and serious injuries at primary fires where a dwelling had been affected and the cause of fire had been recorded as 'Accidental or Not known'. A slight injury was defined as; a person attending hospital as an outpatient (not precautionary check). A serious injury was defined as; at least an overnight stay in hospital as an in-patient.

Casualty Status	2018/19 Quarter 1	2017/18 Quarter 1
Fatal	2	2
Victim went to hospital visit, injuries appeared Serious	1	3
Victim went to hospital visit, injuries appeared Slight	14	6
TOTAL	17	11

No exception report required.

Area Manager Morgan advised that there had been 2 fatalities this year in domestic properties. In Lancaster in late May a 94 year old female who was receiving a care package and who had previously had a home fire safety check where the cause was thought to be smoking related and in Wyre in early June a 22 year old male where the cause was thought to be an electrical fault with a domestic appliance. AM Morgan advised that whenever there was a fire fatality the Service provided reassurance to the community through safe and well visits and by posting leaflets in the area to increase engagement.

- Accidental Building Fires (Non-Dwellings)

This indicator reported number of primary fires where the property type was 'Building' and the property sub type did not equal 'Dwelling' and the cause of fire had been recorded as 'Accidental' or 'Not known'.

Total number of incidents	2018/19 Quarter 1	2017/18 Quarter 1
	112	115

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 was a building and the property sub-type was not a dwelling and the cause of fire had been recorded as 'Accidental or Not known' presented as a percentage extent of fire and heat damage.

This indicator showed the total number of Accidental Building Fires where damage was limited to room of origin, limited to floor of origin and spread beyond floor of

origin.

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

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

Quarter 1 Accidental Building Fires activity, 90: -

	2017/18					2017/18			
	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	90	8%	37%	17%	39%	18%	30%	13%	39%
Q2						31%	34%	12%	23%
Q3						21%	42%	15%	22%
Q4						20%	41%	14%	26%

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.

	2018/19	2017/18
	% of High and Very High HFSC outcomes	% of High and Very High HFSC outcomes
Q1	66%	68%
Q2		72%
Q3		68%
Q4		71%

No exception report required.

County Councillor Perks advised that as Community Safety Champion he had attended a number of visits with community fire safety teams. He was extremely impressed with the professionalism of staff who tailored support to individual needs and asked that the thanks of the Committee be recorded and the Assistant Chief Fire Officer convey this to the staff concerned.

In response to a question from County Councillor Perks, Area Manager Morgan explained that when the system for partner referrals was set up those partners who mainly referred high risk individuals were classified on the system as preferred partners and this classification was regularly reviewed.

1.8 Road Safety Education Evaluation

This indicator reported the percentage of participants of the Wasted Lives and

RoadSense education packages that showed 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.

During quarter 1 the 'Safe Drive Stay Alive' programme had been seen by 1,675 students.

There was a total of 5,002 participants during quarter 1, with a percentage of positive influence on participants' behaviour for the current year to date of 85%.

	2017/18 (cumulative)		2017/18 (cumulative)	
	Total participants	% positive influence on participants' behaviour	Total participants	% positive influence on participants' behaviour
Q1	5002	85%	1441	85%
Q2			2259	85%
Q3			3938	85%
Q4			10228	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 applied.

Number of premises	Number of premises audited to date	% of all premises audited Year end: 2017/18	% of all premises audited Year end: 2016/17
33406	18168	54%	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 was defined as one or more of the following: notification of deficiencies, action plan, enforcement notice, alterations notice or prohibition notice.

Period	Satisfactory audits 2018/19	Requiring formal activity – 2018/19	Requiring informal activity – 2018/19
Q1	24%	4%	70%
Q2			
Q3			
Q4			

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 84.55%, previous year quarter 1 was 85.13%
No exception report required.

2.2.1 Critical Special Service – 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, rescues and hazardous materials incidents. For those incidents there was a single response standard which measured call handling time and fire engine response time. The response standard for the first fire engine attending a critical special call less 13 minutes.

Standard: To be met on 90% of occasions

Quarter 1 results 88.52% achieved against a target of 90%, previous year quarter 1, 89.39%.

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 were crewed by Wholetime, day crewing and day crewing plus shifts. It was measured as the percentage of time a fire engine was available to respond compared to the total time in the period.

Fire engines were designated as unavailable for the following reasons:

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

Annual Standard: Above 99.5%

Quarter 1 availability 99.47%, previous year quarter 1 - 99.42%
No exception report required.

2.5 Staff Accidents

This indicator measured the number of staff accidents.

Total number of staff accidents 2018/19 – Year to Date, 15
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 2018/19 - £54.8m

Budget to end of May 2018 as reported to Resources Committee - £10.1m

Spend for the period to date was £10.3m

Overspend for the period £0.2m

Variance 0.36%

No exception report required.

3.2 Overall User Satisfaction

Total responses 1874; number satisfied 1858

% satisfied 99.15 against a standard of 97.50

Variance 1.69%

There had been 1874 people surveyed since April 2012.

In quarter 1 of 2018/19 – 36 people were surveyed. 36 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

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 felt with the Service.

A comprehensive survey was undertaken during April/May 2018 on topics including internal communications, working for LFRS, organisational values, leadership and management, training and development and recognition. The survey also covered 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. These questions mirror those asked in the Civil Service People Survey.

An improvement is shown if the percentage engagement index is greater than the previous survey.

	Period		Change
	2018/19	2016/17* * Period 3, 2016/17	
Number of Replies	489	141	247%
Engagement Index	70.13%	64%	6.13%

No exception report required

4.2.2 Staff Absence – Retained Duty System

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

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

Quarter 1 results indicate percentage pass within standard

Cumulative retained absence (as % of available hours cover) 0.71%

No exception report required.

RESOLVED:- That the Performance Committee endorsed the quarter 1 measuring progress report and noted the contents including the 5 negative key performance indicator exception reports.

5/18 DATE OF NEXT MEETING

The next meeting of the Committee would be held on Thursday, 29 November 2018 at 1000 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.

Further meeting dates were agreed for 14 March 2019, 27 June 2019 and 19 September 2019.

M NOLAN
Clerk to CFA

LFRS HQ
Fulwood