

# Public Document Pack

## LANCASHIRE COMBINED FIRE AUTHORITY

### PERFORMANCE COMMITTEE

Thursday, 19 September 2019 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 - 16)

4. PERFORMANCE MANAGEMENT INFORMATION (Pages 17 - 52)

5. DATE OF NEXT MEETING

The next scheduled meeting of the Committee has been agreed for 10:00 hours on 28 November 2019 in the Main Conference Room, at Lancashire Fire & Rescue Service Headquarters, Fulwood.

Further meetings are:            scheduled for 18 March 2020 and 24 June 2020  
   proposed for 16 September 2020

6. URGENT BUSINESS

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

7. EXCLUSION OF PRESS AND PUBLIC

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

## LANCASHIRE COMBINED FIRE AUTHORITY

### PERFORMANCE COMMITTEE

Thursday, 27 June 2019, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

### MINUTES

### PRESENT:

#### Councillors

S Holgate (Chairman)  
J Fillis  
M Perks  
M Khan (Vice-Chair)  
Z Khan  
D O'Toole  
D Smith  
D Stansfield

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

#### Officers

J Johnston, Chief Fire Officer (LFRS)  
D Russel, Deputy Chief Fire Officer (LFRS)  
J Charters, Head of Service Delivery (Northern, Western and Central Areas) (LFRS)  
S Morgan, Head of Service Delivery (Pennine, Eastern and Southern Areas) (LFRS)  
D Brooks, Principal Member Services Officer (LFRS)

#### In attendance

G Basson, North West Fire Control  
K Wilkie, Fire Brigades Union

#### 1/19 APOLOGIES FOR ABSENCE

Apologies were received from County Councillors P Britcliffe, S Clarke and N Hennessy.

#### 2/19 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

#### 3/19 MINUTES OF PREVIOUS MEETING

RESOLVED: - That the Minutes of the last meeting held on the 14 March 2019 be confirmed as a correct record and signed by the Chairman.

The Deputy Chief Fire Officer introduced Ged Basson, Operations Manager from North West Fire Control (NWFC) who gave apologies for Tessa Tracey, Senior Operations Manager, NWFC and then presented Members with an update on NWFC Operational Performance.

Over the last 18 months the call handling times in Lancashire had reduced from 109 seconds to 100 seconds for most incidents except where information was received from officers ie: gaining entry or missing person calls. Improvements were due to the close liaison between Lancashire Fire and Rescue Service (LFRS) and NWFC. Lancashire's activity levels were expected to be around 25.5% and for 2018/19 these were: Q1: 24.98%; Q2: 24.35%; Q3: 25.95%; Q4: 25.83%.

Details of comparative cost savings were presented showing 2014/15 – 2018/19 actual annual costs compared with costs if the transition had not taken place which showed a saving for 2018/19 of £1.57m. It was noted that the cost per call for LFRS (including emergency calls and admin calls) was £9.60 which was considerably less than originally projected given the withdrawal of Merseyside and the increased number of admin calls dealt with was probably not anticipated in the original business case.

It was noted that NWFC had a Key Performance Target of answering 95% of calls within 10 seconds. The current achievement was 94.93% with an aim to continuously improve this to 90% of calls answered within 5 seconds; this was not currently being met however, ways of working around automatic call distribution had been reviewed.

In response to a question raised by County Councillor O'Toole regarding the length of time a caller had to wait to be transferred to an emergency service, the Chairman, County Councillor Holgate determined this should be looked at separately as it was not a question for NWFC.

Mr Basson presented a review of the number of calls by hour of the day; the pattern of which it was felt would be reflective of the rest of the country. NWFC continuously reviewed shift patterns and had quarterly meetings with staff representative bodies regarding staff levels. To ensure NWFC could meet demand, more staff were on duty during peak periods.

NWFC operated a process of call challenge for all incidents however, for certain calls (automatic fire alarms (AFA), gaining entry and during bonfire night) there were specific scripts that required NWFC to ask if an attendance was required to reduce unnecessary mobilisation of resources which helped reduce the risk of accidents and created financial savings. This process could however compromise call handling times if at the end of a protracted call challenge, a mobilisation was required. The Deputy Chief Fire Officer advised that this detail was what would be reported to the Performance Committee going forward. The ability for NWFC to call challenge was hugely beneficial to LFRS in terms of the prevention of general disruption (if staff were undertaking an educational visit or undergoing training) which was why it was important not to look at the key performance indicators (KPIs) in isolation.

In addition, Mr Basson advised on progress in relation to: implementation of improved technology, recruitment and deployment of support department posts

together with an update on initiatives: AFA call challenge, Water Safety Boards Project and the Road Routing Project. In particular, NWFC and LFRS had worked together on a trial of a Pre-Alerting system which alerted the nearest appliance the moment a call was received. Initial reports showed that the appliances involved in the trial had reduced their attendance times.

In response to a question raised by Councillor Smith regarding hoax calls, Mr Basson confirmed that it was presumed every call was genuine and calls were challenged. The mobilisation system could highlight a telephone number to be challenged but it was never presumed to be a hoax and if in doubt the appliance would be mobilised.

In response to a question raised by County Councillor O'Toole regarding what action could be taken where the same alarm was repeatedly activated, Mr Basson confirmed that in addition to the call challenge process there was ongoing work with LFRS who were able to investigate. The Deputy Chief Fire Officer explained that staff from LFRS protection teams would follow up with the responsible person of the premises and determine whether any legislative action would be required.

County Councillor O'Toole expressed concern that there had been a number of NWFC meetings cancelled recently which, Members agreed were needed for scrutiny. The Chief Fire Officer agreed to take this to the Chairman of the North West Fire Forum and report back to a future meeting.

The Deputy Chief Fire Officer advised that the following day was the anniversary of the Winter Hill incident and that some public relations work had been prepared proactively and in response to media enquiries including from BBC Radio Lancashire, MEN, Capital Lancashire and The One Show and a video had been prepared for the media. The focus was on: i) the steps we had taken since the incident; ii) to reassure the public that we could deal with an incident of that scale in the future; and iii) that the public had a really important role in being vigilant and safety aware.

The Deputy Chief Fire Officer advised Members that this was the 4th quarterly report for 2018/19 as detailed in the Risk Management Plan 2017-2022. The report showed there were 1 positive and 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:-

### 1.3 Accidental Dwelling Fires

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

Quarter 4 activity 186, previous year quarter 4 activity 237, a decrease of 22%.

Total number of Accidental Dwelling Fires – Year to Date, 815.

The Deputy Chief Fire Officer was pleased to report the first positive exception report due to Accidental Dwelling Fires (ADF's) recorded during the month of February being better than the lower control limit.

It was noted there were 42 recorded ADF incidents in February 2019; this was the lowest monthly count over the previous 10 years. In addition, the year had the second lowest monthly count during August at 53 incidents.

This contributed to the year-end ADF count to be at an all-time low, with 815 incidents recorded for 2018/19. This was 129 fewer incidents than the previous year, a reduction of 16% against that recorded 5 years ago and 34% reduction over the last 10 years.

It was reported that during 2018/19 the number of delivered Home Fire Safety Checks (HFSC) had been actively increased along with Safe & Well and the Winter Safety campaign. County Councillor Perks queried how the HFSCs had increased when previous quarter performance had decreased. In response, the Deputy Chief Fire Officer advised that the quantity of visits had been reviewed and an increase to 18,000 visits had been set for 2019/20. He reassured the Committee that there would be a continual increase in visits undertaken and that the quality would remain consistent.

In response to a further question from County Councillor Perks, the Deputy Chief Fire Officer confirmed that there were a number of strong partner referrals from Police, Social Services, Lancashire County Council, Blackpool Council, Blackburn with Darwen Council and other partners given they were working on a day to day basis with high risk individuals. He confirmed that upon receipt of a referral, individuals completed a series of questions that had been designed to identify vulnerability in the context of a potential fire. This risk scoring matrix enabled us to deliver the service to those who needed it the most. He advised that where home fire safety requests were received and these were a low-risk, a visit was not provided and this detail was not currently being reported. County Councillor Perks welcomed that this information would be presented in future reports.

In addition, there was a significant amount of work which continued to take place around the county which included safety initiatives and collaboration with partner agencies with: Dementia cafes, Age UK events and Live Safe, Age Well presentations delivered to Councils and other large employee organisations.

#### 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 4 – 1st pump response 87.97%, previous year quarter 4 was 88.27%

This was a negative exception report due to critical fire 1st pump response being below the standard. Overall, quarter 4 pass rate was 87.97%, which was outside of the 90% standard and 2% tolerance.

Members noted that February recorded the lowest number of critical fire incidents over the year. The frequency of failures remained constant over the 3 months, this made it more difficult to maintain a high pass rate when there were fewer numbers of overall incidents. This contributed to a below standard pass rate when the 'baseline' number of failures was taken from a lower pool of incidents.

This correlated with the narratives received from the officer in charge (OIC) which indicated that the travel time (extended travel distances to incident of traffic), accounted for 26% of returns, were the main reason for missed attendance times.

It was reported that the reduced performance in quarter 4 could not be accounted for by policy decisions or actions which affected call handling or crew reaction times and so were more likely to be accounted for in the phase when appliances were driving to incidents.

In terms of actions being taken, Service Delivery Managers (SDM's) would continue to monitor Wholtime (WT) crew reaction times; instigating local improvements where required and highlighted the importance of ensuring the appliance had been booked in to attendance upon arrival. In addition, the Deputy Chief Fire Officer advised that the Service were also assessing the utilisation of the Service's Geographical Information System (GIS) to analyse individual attendance standard failures and identify if the failures related to specific Super Output Areas (SOA's). If this was confirmed, the Service could consider if there were any actions which could be taken to improve attendance performance or reduce risk by community safety action.

In addition, the Deputy Chief Fire Officer reported to Members that there were new actions being implemented which included: the 6 month Pre-Alerting trial mentioned by Mr Basson earlier which commenced on 15 April 2019. This aimed to reduce the time the crews took to react to the initial mobilisation. The proposed removal of the 'Available redirection' appliance status in North West Fire Control/Mobile Data Terminal's (NWFC/MDT's) as this had the effect of showing an appliance was unavailable. It was hoped that the on-going initiatives to address these issues would continue to improve performance. The Deputy Chief Fire Officer reported that the outcomes of the trial would be presented to a future Planning Committee meeting.

The Deputy Chief Fire Officer advised that there were a number of Fire and Rescue Services (including Cheshire and Merseyside) that had moved from a risk-based approach to a generic response time of 10 minutes. He advised that the next Measuring Progress report to be presented at this committee in September for quarter 1 2019/20 would contain more rounded information.

The Chief Fire Officer added that we were rightly concerned about being outside a 2% tolerance, and confirmed that LFRS had a risk-based response. He advised that Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) had looked at our response standards and we had been directed not to move away from that. In addition, he advised that from a national perspective, response times had increased over the last 10 years due to a number of factors including: a growing

population, more housing, austerity had meant that fire engines had either disappeared or moved from whole time to retained shift systems and there was more traffic on the roads now. He had met several times recently with the Home Office to try to explain 'risk and demand' to ensure they understood the risk-based approach given their experience of the demand-led approach taken by the Police.

#### 2.1.2 Critical Fire Response – 2<sup>nd</sup> Fire Engine Attendance

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

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

Quarter 4 – 2<sup>nd</sup> pump response 81.15%, previous year quarter 4 was 86.86%

This was a negative exception report due to critical fire 2<sup>nd</sup> pump response being below the standard. Overall, the cumulative quarter 4 pass rate was 81.15%, which was outside the 85% standard and 2% tolerance.

The month of January was just within the 2% tolerance at 83.16%, along with the month of March which recorded one of the highest pass rates of the year at 84.69%. However, the month of February recorded a pass rate of 73.13%, the second lowest of the year which led quarter 4 to return an overall pass rate of 81.15%.

The findings highlighted in the 1st pump critical fires were mirrored here for the 2<sup>nd</sup> pump, with the month of February recording just 67 incidents, whilst the number of failures remained consistent with other months.

This correlated with the narratives received from the OIC where analysis of quarter 4 narratives indicated that the 'Extended travel distances to incident', which accounted for 50% of returns, was the main reason for missed attendance times.

In terms of action being taken the second pump response attendance to critical fire incidents was closely related to those of the first pump (KPI 2.1.1).

#### 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 4 was 87.05%, a decrease of 2.12% over the previous quarters 89.17%. The cumulative availability to the end of quarter 4 was 87.29% against the previous quarter cumulative (April to March 2018) at 88.90%.

Annual Standard: Above 95%.

This was a negative exception report due to the cumulative RDS availability to the end of quarter 4 being below the standard and outside of the 2% percent tolerance.

Quarter 4 recorded a decrease over both quarter 3, although January recorded the

highest individual month of availability over the year at 91.17%. Unfortunately, both February and March returned 2 of the lowest months of the year.

Local level monitoring continued with additional analysis at pump level showing that just 6 stations accounted for 43.2% of off the runs hours within quarter 4.

The amount of RDS stations that were in exception had dropped from 9 to 11 in this quarter. Although it should be noted that 2 of the stations had lost staff to the W/T recruits course, which affected their availability through this quarter. All recently qualified W/T staff were to give dual contract cover on their return which boosted their units with development and cover. Lack of drivers and OIC's continued to be an issue on some stations. The appointment of a new Southern RSO, who had taken up his post, was already having a positive effect on the Southern RDS stations. Dual contract staff within LFRS had increased again this quarter. It was noted the positives a dual contract member of staff could bring to an RDS station could be immense, benefits included: knowledge of IT systems, operational experience, mentoring and increasing WT understanding of RDS units.

In terms of actions being taken to improve performance, 2 RDS initial Breathing Apparatus (BA) courses were scheduled for May and June which would further add an increase to availability numbers over the next quarter.

Over the last year, working alongside TOR, the RSO group removed the theory based learning from the On-Call initial course and delivered it to recruits on area prior to the course starting, this essentially allowed an extra 2 days of practical learning for recruits on the course. In addition, during this quarter the successful recruits attended a pre course learning with their area RSO at the Service Training Centre (STC). The students were required to attend 4 three-hour sessions culminating in the pre-learning day at STC. The sessions included: Health and Safety, ladder and pump theory, knots and lines, rank structure as well as attitude and discipline. The training sessions not only gave the students pre course development, it also brought them together prior to the course starting which in turn enabled them to form bonds and support each other during the course. It was noted by Training & Operational Review (TOR) the recruits' attitude and propensity for learning had greatly improved.

In addition, this quarter recruitment campaign had received over 120 On-Call applications Service wide. This was a vast improvement on previous year's campaigns and emphasised the work being carried out by the Retained Support Officer's (RSO'S). Over the last year there had been a marked improvement on the public's awareness of On-Call, this could only assist the Service to attract potential applicants in the future.

#### 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:

- 1 Manager deficient
- 2 Crew deficient
- 3 Not enough BA wearers
- 4 No driver

The percentage of time that RDS crewed engines were available for quarter 4 was 83.06%. This excluded the WT detachments shown in KPI 2.4.

#### 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 6.093

Quarter 4 results indicated the number of shifts lost through absence per employee being above the Service target for 2 months during quarter 4.

During quarter 4 January 2019 – March 2019, absence statistics showed above target for 2 of the 3 months. Whilst shifts lost for uniformed personnel for the month of January remained below target, this increased above target for February and March. Non-uniformed personnel were considerably above the target over all 3 months. The main reasons were cases of muscular-skeletal and mental health with 7 cases of long term absence which span over the 3 months.

At the end of March the cumulative totals showed that non-uniformed staff absence was above target at 8.9 shifts lost per employee and for Whole-time, staff absence was just above target at 5.25 shifts lost per employee. Overall absence for all staff (except Retained Duty System) was 6.16 shifts lost which was above the Service target of 5 shifts lost for this quarter.

Members noted that action taken continued to be early intervention by the Occupational Health Unit (OHU) 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, OHU to organise health checks for individuals on a voluntary basis, 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 provider and The Firefighters Charity.

The Deputy Chief Fire Officer advised that he had received a fire and rescue national report on performance during 2018/19 which included data from 39 Fire and Rescue Services. Performance against the number of shifts lost due to sickness had been received from 32 Services and he was pleased to report that Lancashire was the best in the country (with an average of 5.19% compared with a national average of 8.51%). Across the rest of the performance indicators we were performing as either the best or we were in the top 3. He advised that where possible we took opportunities to get and compare data to benchmark our performance nationally. From a national perspective we had always performed in the top cohort for shifts lost due to absence.

The Chief Fire Officer advised that the Service was doing a lot of work on wellbeing with the aim of being more flexible in treating an individual's absence rather than following processes that could drive people back to work when they may not be ready.

Following Member debate it was agreed that the Head of Human Resources be invited to attend a future meeting to present to Members the initiatives that were taken to support staff to return to work in a timely and sensitive manner and the work the Service was doing to improve staff wellbeing.

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 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.

### **1.2 Overall Activity**

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

Quarter 4 activity 3,575, previous year quarter 4 activity 3,499, an increase of 2.17%.

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 4 we were asked to attend on 349 occasions, of which 218 resulted in the use of tools to gain entry to a property.  
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 4, 25%, quarter 4 of previous year 21%. Percentage limited to room of origin in quarter 4, 64%, quarter 4 previous year 64%, limited to floor of origin in quarter 4, 8%, quarter 4 previous year 9% and spread beyond floor 4%, previous year 6%.

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	17	9%	20	10%
Q3	24	11%	15	6%
Q4	15	8%	18	8%

Of the 15 accidental dwelling fire incidents that had received a HFSC within the previous 12 months, 4 had 'Heat and smoke damage only', 2 resulted in damage 'limited to item first ignited' and 7 'limited to room or origin and 2 incident had damaged 'Limited to floor of origin'.

No exception report required

### 1.4 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 4	2017/18 Quarter 4
Fatal	0	4
Victim went to hospital visit, injuries appeared Serious	3	1
Victim went to hospital visit, injuries appeared Slight	10	7
TOTAL	13	12

No exception report required.

The Deputy Chief Fire Officer wanted to highlight that although, as stated earlier, there had been the lowest ever level of Accidental Dwelling Fires reported there had sadly been 8 fatalities during the year; an increase from the previous year. He confirmed that work would be undertaken to analyse this. County Councillor O'Toole commented that while there could be areas for improvement identified it should be

acknowledged there were times where the Service had no control ie: arson.

### 1.5 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 4	2017/18 Quarter 4
	93	80

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.

Percentage of accidental building fires limited to item first ignited in quarter 4, 15%, quarter 4 of previous year, 20%. Percentage limited to room of origin in quarter 4, 38%, quarter 4 of previous year, 41%, limited to floor of origin in quarter 4, 18%, quarter 4 from previous year, 14% and spread beyond floor, 30%, previous year 26%.

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 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 4	2017/18 Quarter 4
1.6.1 Deliberate Fires – Anti-Social Behaviour	333	301
1.6.2 Deliberate Fires – Dwellings	22	29
1.6.3 Deliberate Fires – Non-Dwellings	26	24

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	67%	72%
Q3	64%	68%
Q4	65%	71%

No exception report required.

### 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.

The crashed car displays were shown at 15 different events during quarter 4.

There were a total of 6,607 participants during quarter 4, 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	5893	85%	2259	85%
Q3	10613	85%	3938	85%
Q4	17220	85%	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: 2018/19	% of all premises audited Year end: 2017/18
34484	18617	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	30%	10%	56%
Q3	25%	7%	60%
Q4	19%	9%	70%

No exception report required.

## KPI 2 – Responding to Emergencies

### 2.2.1 Critical Special Service – 1<sup>st</sup> 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 is 13 minutes.

Standard: To be met on 90% of occasions

Quarter 4 results 89.90% achieved against a target of 90%, previous year quarter 4, 82.86%.

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 4 availability 99.45%, previous year quarter 4 - 99.45%

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, 65  
Quarter 4 results indicate percentage pass within standard  
No exception report required.

### **KPI 3 – Delivering Value for Money**

#### **3.1 Progress Against Savings Programme**

Annual Budget for 2018/2019 - £54.8m  
Budget to end of quarter 4 - £54.8m

Members noted that the closure of the accounts process during May had yet to be finalised, however it was expected to result in an underspend for the period of £0.4m.  
No exception report required.

#### **3.2 Overall User Satisfaction**

Total responses 2105; number satisfied 2084  
% satisfied 99.00% against a standard of 97.50  
Variance 1.54%

There had been 2,105 people surveyed since April 2012.

In quarter 4 of 2018/19 – 72 people were surveyed. 72 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 were engaged with the organisation. These questions mirrored those asked in the Civil Service People Survey.

An improvement was shown if the percentage engagement index was 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 4 results indicate percentage pass within standard

Cumulative retained absence (as % of available hours cover) 0.91%

No exception report required.

#### ANNUAL REPORT ON ROAD SAFETY INTERVENTION ACTIVITY 2018/19

The Assistant Chief Fire Officer reported to Members that through our Integrated Risk Management Plan 2017-2022 (IRMP), prevention and protection services and our structure for delivery were reviewed over the course of the last IRMP to ensure that we were delivering appropriate services in line with our changing operating environment. As a result we had changed our working practices with a strategic focus on the quality of the services that we continue to deliver. These services were delivered around 4 key themes: helping people to start safe, live safe, age safe and be safe on our roads with a focus on working collaboratively with other organisations. To ensure constant improvement in all parts of our prevention priority, the Service had dedicated thematic groups which reviewed current practice and results.

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

RESOLVED: - That the Performance Committee endorsed the quarter 4 measuring progress report and noted the contents including the 1 positive and 4 negative key performance indicator exception reports and the annual Road Safety Intervention Activity.

#### 5/19 DATE OF NEXT MEETING

The next meeting of the Committee would be held on Thursday 19 September 2019 at 1000 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.

Further meeting dates were noted for 28 November 2019 and 18 March 2020 and agreed for 24 June 2020.

M NOLAN  
Clerk to CFA

LFRS HQ  
Fulwood

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## **LANCASHIRE COMBINED FIRE AUTHORITY PERFORMANCE COMMITTEE**

Meeting to be held on 19<sup>th</sup> September 2019

### **PERFORMANCE MANAGEMENT INFORMATION FOR 1ST QUARTER 2019/20 (Appendix 1 refers)**

Contact for further information:

David Russel, Deputy Chief Fire Officer (DCFO) – 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 Report.

#### **Information**

As set out in the report.

#### **Business Risk**

High

#### **Environmental Impact**

High

#### **Equality & Diversity Implications**

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

#### **HR Implications**

Medium

#### **Financial Implications**

Medium

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

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



## **Measuring Progress** **Performance Report**

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April 2019 - June 2019

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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.

The document illustrates our performance across all our KPI's and 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.

Table of Contents	Page (s)
Introduction	3
Performance Framework	4
Explanation of Performance Measures	5
Index	6 - 7
Key Performance Indicators	9 - 34

## Performance Framework

The Combined Fire Authority sets the Service challenging targets for a range of key performance indicators (KPI) which help them to monitor and measure our performance in achieving success and meeting our priorities. Performance against these KPIs is scrutinised every quarter at the Performance Committee.

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

<b>1</b> <b>Preventing fires and other emergencies from happening.</b>  <b>Protecting people and property when fires happen.</b>	<ul style="list-style-type: none"> <li>1.1 Critical Fire Risk Map Score</li> <li>1.2 Overall Activity</li> <li>1.3 Accidental Dwelling Fires (ADF) <ul style="list-style-type: none"> <li>1.3.1 ADF – Extent of Damage (Fire Severity)</li> <li>1.3.2 ADF – Number of incidents where occupants have received a Home Fire Safety Check</li> </ul> </li> <li>1.4 ADF Casualties</li> <li>1.5 Accidental Building Fires <ul style="list-style-type: none"> <li>1.5.1 Accidental Building Fires – Extent of Damage (Fire Severity)</li> </ul> </li> <li>1.6.1 Deliberate Fires – Antisocial Behaviour (ASB)</li> <li>1.6.2 Deliberate Fires – Dwellings</li> <li>1.6.3 Deliberate Fires – Non Dwellings</li> <li>1.7 High Risk HFSC</li> <li>1.8 Road Safety Education</li> <li>1.9 Fire Safety Enforcement</li> </ul>
<b>2</b> <b>Responding to fire and other emergencies quickly and competently.</b>	<ul style="list-style-type: none"> <li>2.1.1 Critical Fire Response – 1<sup>st</sup> Fire Engine Attendance</li> <li>2.1.2 Critical Fire Response – 2<sup>nd</sup> Fire Engine Attendance</li> <li>2.2.1 Critical Special Service Response – 1<sup>st</sup> Fire Engine Attendance</li> <li>2.3 Fire Engine Availability (Wholetime, Day Crewing &amp; Day Crewing Plus)</li> <li>2.4 Fire Engine Availability (On Call) <ul style="list-style-type: none"> <li>2.4.1 Fire Engine Availability (On Call) – Without wholetime detachments</li> </ul> </li> <li>2.5 Staff Accidents</li> </ul>
<b>3</b> <b>Delivering value for money in how we use our resources.</b>	<ul style="list-style-type: none"> <li>3.1 Progress Against Savings Programme</li> <li>3.2 Overall User Satisfaction</li> </ul>
<b>4</b> <b>Valuing our people so that they can focus on making Lancashire safer.</b>	<ul style="list-style-type: none"> <li>4.2 Staff Absence (Excluding On Call) <ul style="list-style-type: none"> <li>4.2.2 Staff Absence (On Call)</li> </ul> </li> </ul>

## Explanation of Performance Measures

KPI's are monitored either by using an XmR chart, 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 set times are 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.

**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.**

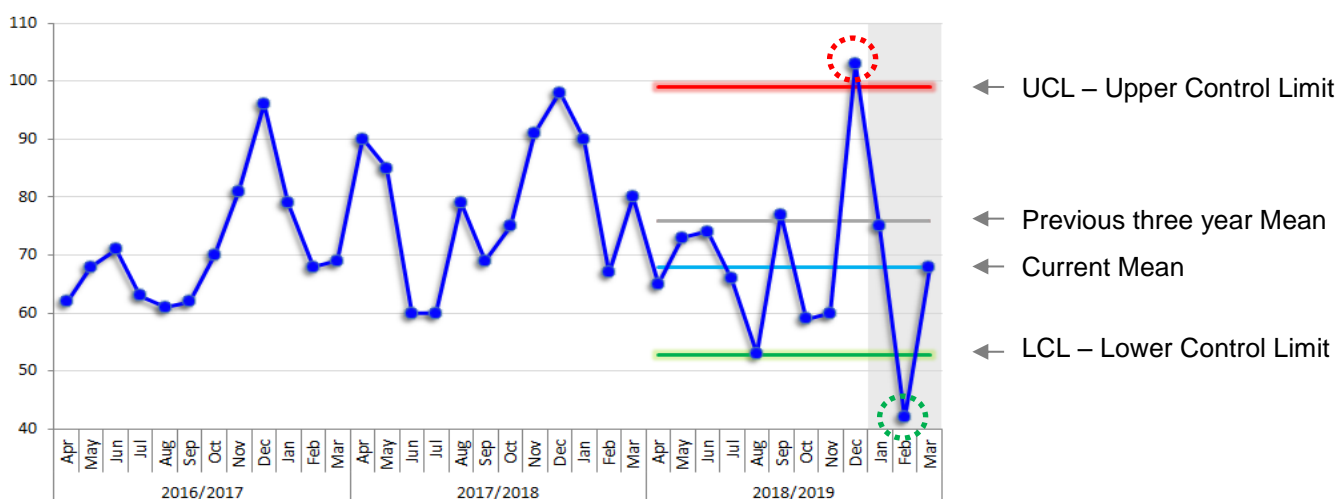
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistical constant, derived from the standard deviation.

An exception report is generated if the XmR rules are breached.

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

1. A single point beyond the Upper Control Limit is classified as a negative exception.
2. A single point beyond the Lower Control Limit is classified as a positive exception.

**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 2018 (●) is above the Upper Control Limit (UCL) and a positive exception in February 2019 (●) for meeting rule 2.



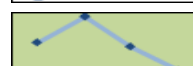
## Key Performance Index and Indicator trends

This section provides an overview of the performance direction of the KPI's. Each KPI is shown within its priority with an indicator, called Sparkline's, which are the inset summary charts below and indicate the relative direction of travel and trends over the last four quarters; so the last point of the chart will always represent the most recent quarter. Sparkline's are simple indicative indicators and are not intended to have labelled points or axes.

The cell shading denotes whether the indicator is - within accepted limits:



is in positive exception:








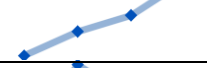






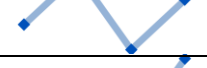





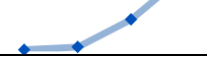


or is in negative exception:



KPI		Description	Progress	Page (s)
<b>1</b>		<b>Preventing fires and other emergencies from happening. Protecting people and property when fires happen.</b>		
1.1		Risk Map Score		9
1.2		Overall Activity		10
1.3		Accidental Dwelling Fires (ADF)		11
1.3.1		ADF - Extent of Damage (Fire Severity)		12
1.3.2		ADF - Number of Incidents Where Occupants have Received a HFSC		13
1.4		Accidental Dwelling Fire Casualties		14
1.5		Accidental Building Fires (ABF) - Non Dwellings		15
1.5.1		ABF (Non Dwellings) - Extent of Damage (Fire Severity)		16
1.6.1		Deliberate Fires - Anti-Social Behaviour		17
1.6.2		Deliberate Fires - Dwellings		17
1.6.3		Deliberate Fires - Non Dwellings		17
1.7		High Risk Home Fire Safety Checks		20
1.8		Road Safety Education Evaluation		21
1.9		Fire Safety Enforcement		22

## Key Performance Index and Indicator trends

KPI		Description	Progress	Page (s)
<b>2</b>	<b>Responding to fire and other emergencies quickly and competently.</b>			
2.1.1		Critical Fire Response - 1st Fire Engine Attendance		23
2.1.2		Critical Fire Response - 2nd Fire Engine Attendance		24
2.2.1		Critical Special Service Response - 1st Fire Engine Attendance		25
2.3		Fire Engine Availability - Wholtime, Day Crewing and Day Crewing Plus		26
2.4		Fire Engine Availability - On-Call Duty System		27
2.4.1		Fire Engine Availability - On-Call Duty System (without wholtime detachments)	Subset of KPI 2.4 and provided for information only	28
2.5		Staff Accidents		29
<b>3</b>	<b>Delivering value for money in how we use our resources.</b>			
3.1		Progress Against Savings Programme		30
3.2		Overall User Satisfaction		31
<b>4</b>	<b>Valuing our people so that they can focus on making Lancashire safer.</b>			
4.2.1		Staff Absence - Excluding On-Call Duty System		32
4.2.2		Staff Absence - On-Call Duty System		34

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## 1.1 Risk Map



Risk Score  
**31,816**

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.

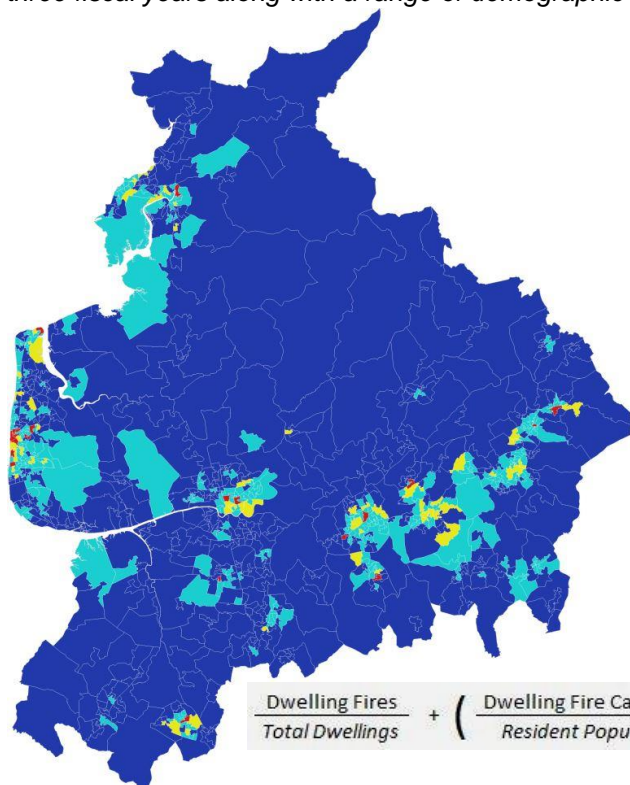
Specifically, the risk score for each SOA is calculated using the formula shown below.

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 31,816, previous year score 32,114.



$$\frac{\text{Dwelling Fires}}{\text{Total Dwellings}} + \left( \frac{\text{Dwelling Fire Casualties}}{\text{Resident Population}} \times 4 \right) + \text{Building Fire} + \left( \text{IMD} \times 2 \right) = \text{Risk Score}$$

Score Category	Risk Grade	Score (14-17)	SOA Count (14-17)	Score (15-18)	SOA Count (15-18)	Score (16-19)	SOA Count (16-19)
Less than 36	L	11,980	521	12,012	524	12,528	542
Between 36 & 55	M	13,722	321	13,654	321	13,230	310
Between 56 & 75	H	4,654	74	4,598	74	4,306	68
Greater than 75	VH	2,042	25	1,850	22	1,752	21
Grand Total		32,398	941	32,114	941	31,816	941

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2018 count	22	74	321	524	32,114
2019 count	21	68	310	542	31,816
Change	-5% Overall reduction in Very High risk SOA's	-8% Overall reduction in High risk SOA's	-3% Overall increase in Medium risk SOA's	3% Overall reduction in Low risk SOA's	-1% Overall reduction in fire risk

# Lancashire Fire and Rescue Service

## Measuring Progress

### April 19 – June 19

## 1.2 Overall Activity

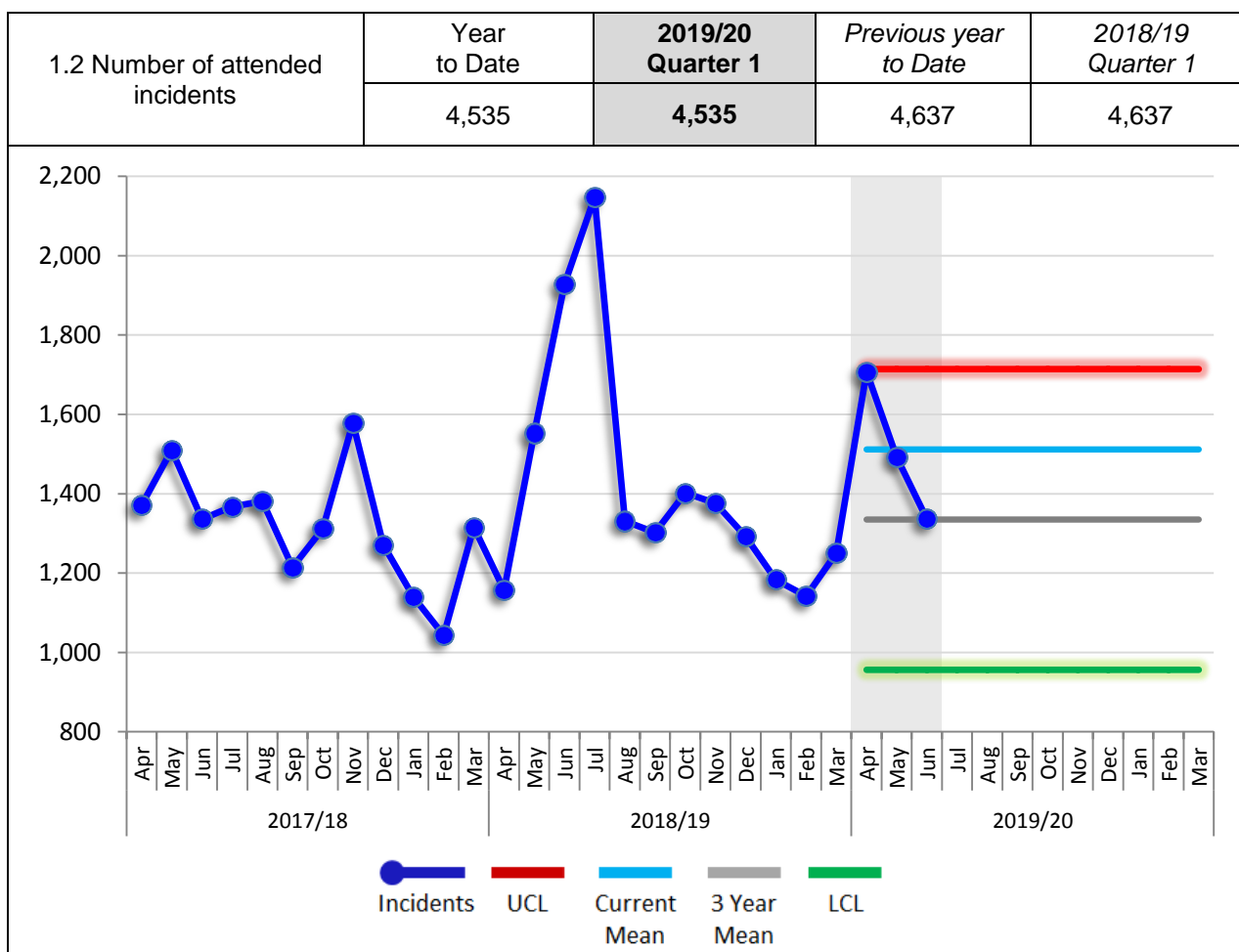


Quarter activity  
**4,535**

The number of incidents that LFRS attend with one or more pumping appliances. Includes fires, special service calls, false alarms and collaborative work undertaken with other emergency services. For example, missing person searches on behalf of the Police and gaining entry incidents at the request of the Ambulance Service.

A breakdown of incident types included within this KPI is shown on the following page.

Quarterly activity decreased 2.20% over the same quarter of the previous year.



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		
		2018/19	2017/18	2016/17
1,511	1,334	1,421	1,320	1,263

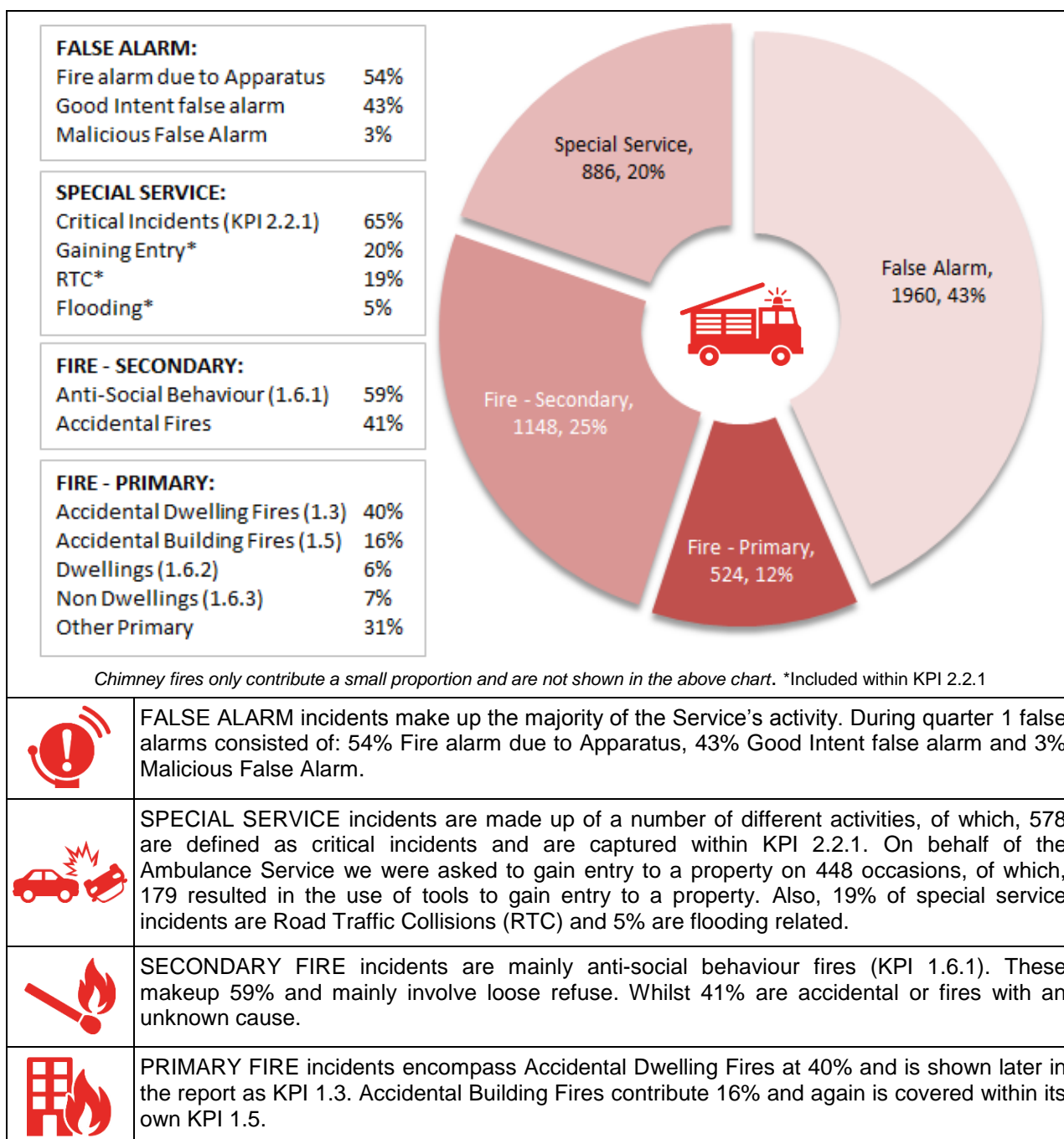
## 1.2 Overall Activity Breakdown



Quarter activity  
**4,535**

Incidents attended by Lancashire Fire and Rescue Service consist of a myriad of different types. The breakdown below, whilst not an exhaustive list, aims to illustrate how activity captured within KPI 1.2 Overall Activity is split by the different types of incidents.

The chart figures represent the count and percentage each activity contributes to the quarter's activity, whilst the inset table breaks the incident types down further.



## 1.3 Accidental Dwelling Fires

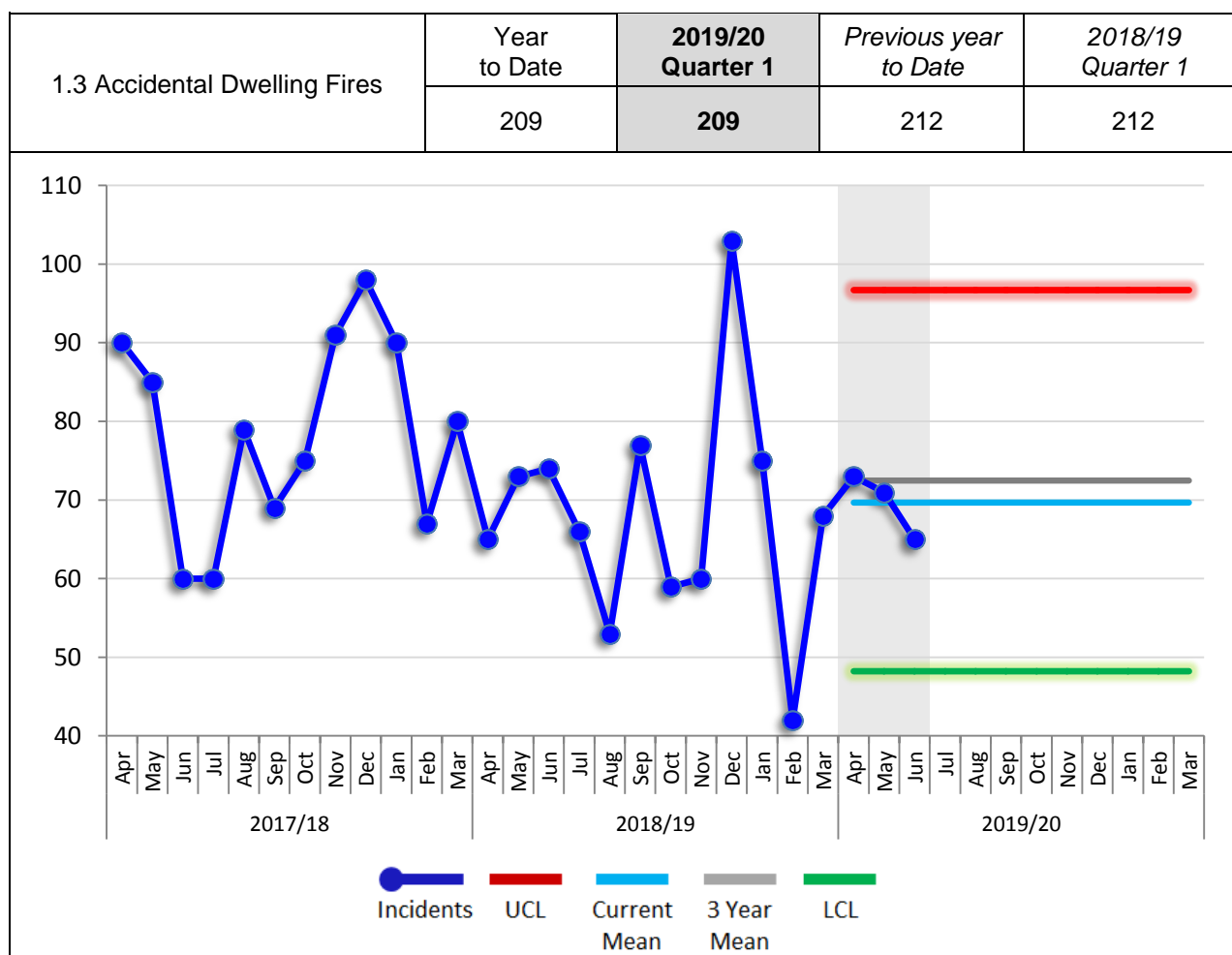


Quarter activity  
**209**

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.

Quarterly activity decreased 1.42% over the same quarter of the previous year.



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		
		2018/19	2017/18	2016/17
70	72	68	79	70

### 1.3.1 ADF - Extent of Damage (Fire Severity)



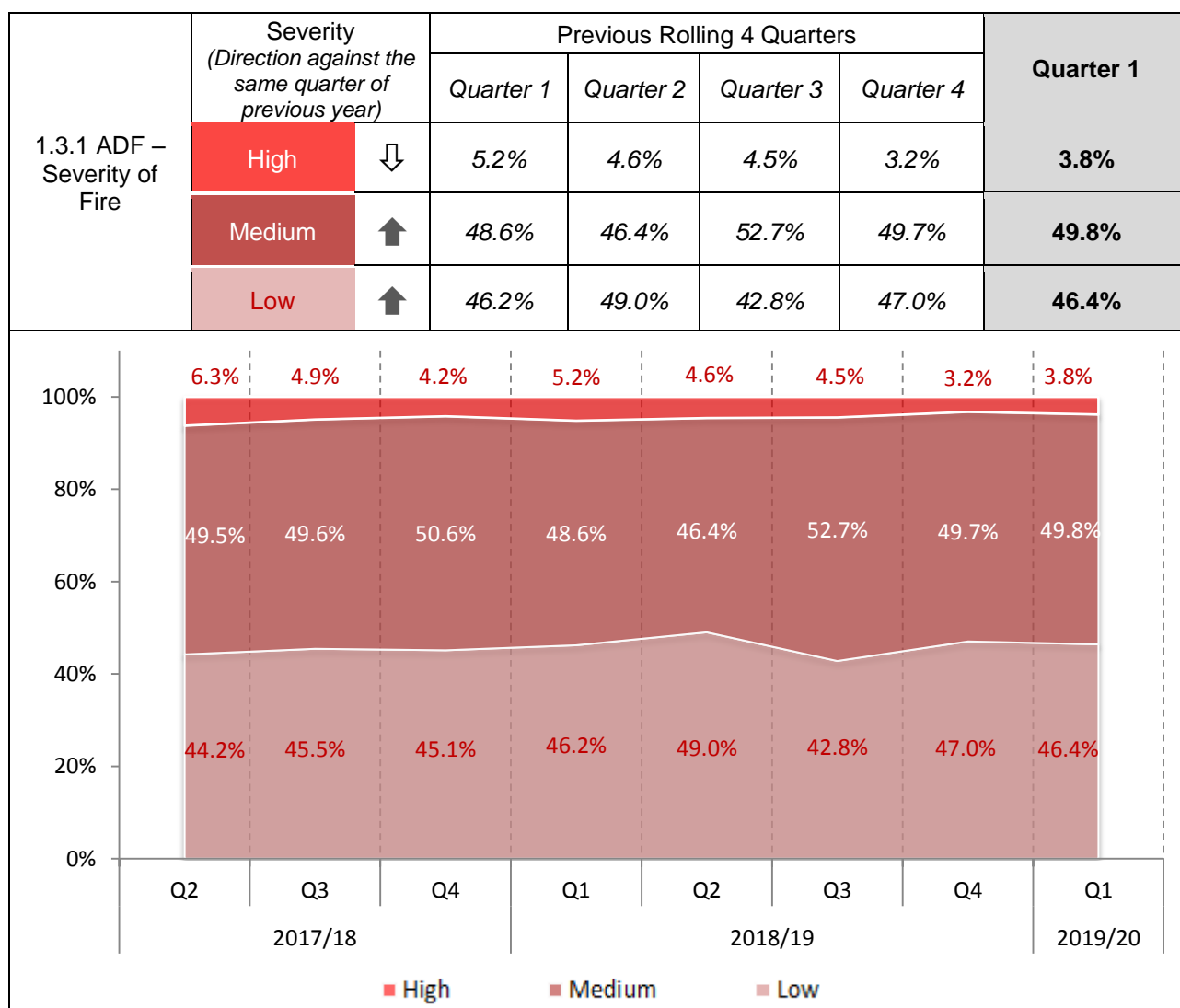
Quarter activity:  
**96.2%**


ADF criteria as 1.3. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types.

The chart below shows a rolling quarterly severity of Accidental Dwelling Fire over the previous two years. Each quarter is broken down in to high, medium & low and is calculated using the Cheshire Fire Severity Index for Accidental Dwelling Fires.

Each quarter includes the percentage out of 100% that each severity type represents of the total, with an indicator to illustrate the direction against the same quarter of the previous year.

The latest quarter recorded a combined 'low' and 'medium' severity of 96.2%, against a 94.8% in the same quarter of the previous year. Accidental Dwelling Fires with a calculated fire severity of Medium and Low decreased 1.4% against the same quarter of the previous year.



<b>1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC</b>		% with previous HFSC <b>11%</b>
---	---	------------------------------------

*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.*

*An improvement is shown if the percentage of '% of ADF's with previous HFSC' is greater than the comparable quarter of the previous year. This indicates that the correct households are being targeted with prevention activities.*

**Over the latest quarter, Accidental Dwelling Fires with a previous HFSC increased 1% over the same quarter of the previous year.**

	2019/20		↑/↓	2018/19	
	ADF's with previous HFSC	% of ADF's with previous HFSC	Progress	ADF's with previous HFSC	% of ADF's with previous HFSC
Quarter 1	23	11%	↑	21	10%
Quarter 2				17	9%
Quarter 3				24	11%
Quarter 4				15	8%

## 1.4 Accidental Dwelling Fire Casualties



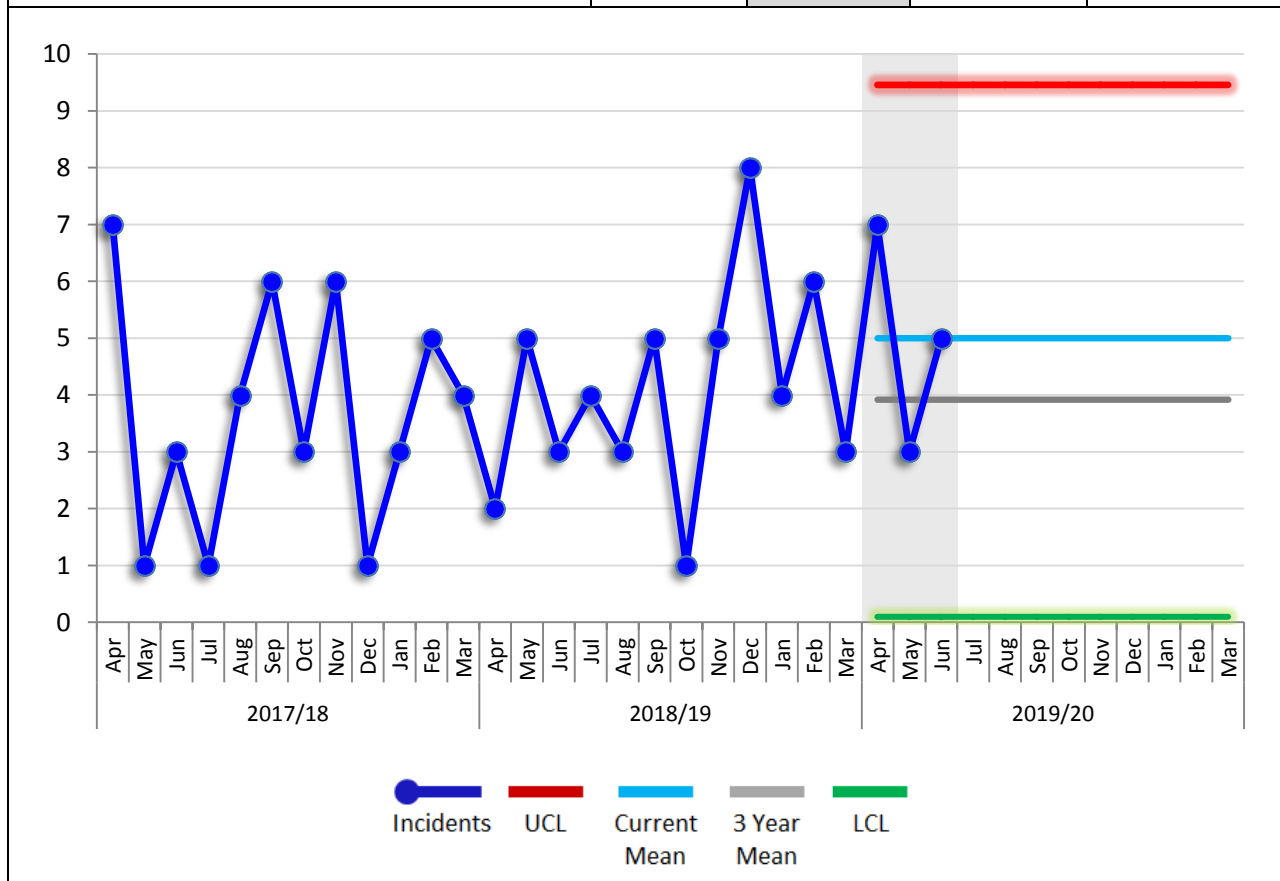
Quarter activity  
**15**

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.

**There were two fatalities during the latest quarterly period. Six casualties are recorded as serious and 7 slight. The same quarter of the previous year recorded 2 fatalities, 1 serious and 7 slight.**

Casualty Status	Year to Date	2019/20 Quarter 1	Previous year to Date	2018/19 Quarter 1
Fatal	2	2	2	2
Victim went to hospital, injuries appear Serious	6	6	1	1
Victim went to hospital, injuries appear Slight	7	7	7	7
Total	15	15	10	10



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		
		2018/19	2017/18	2016/17
5	4	4	3	4

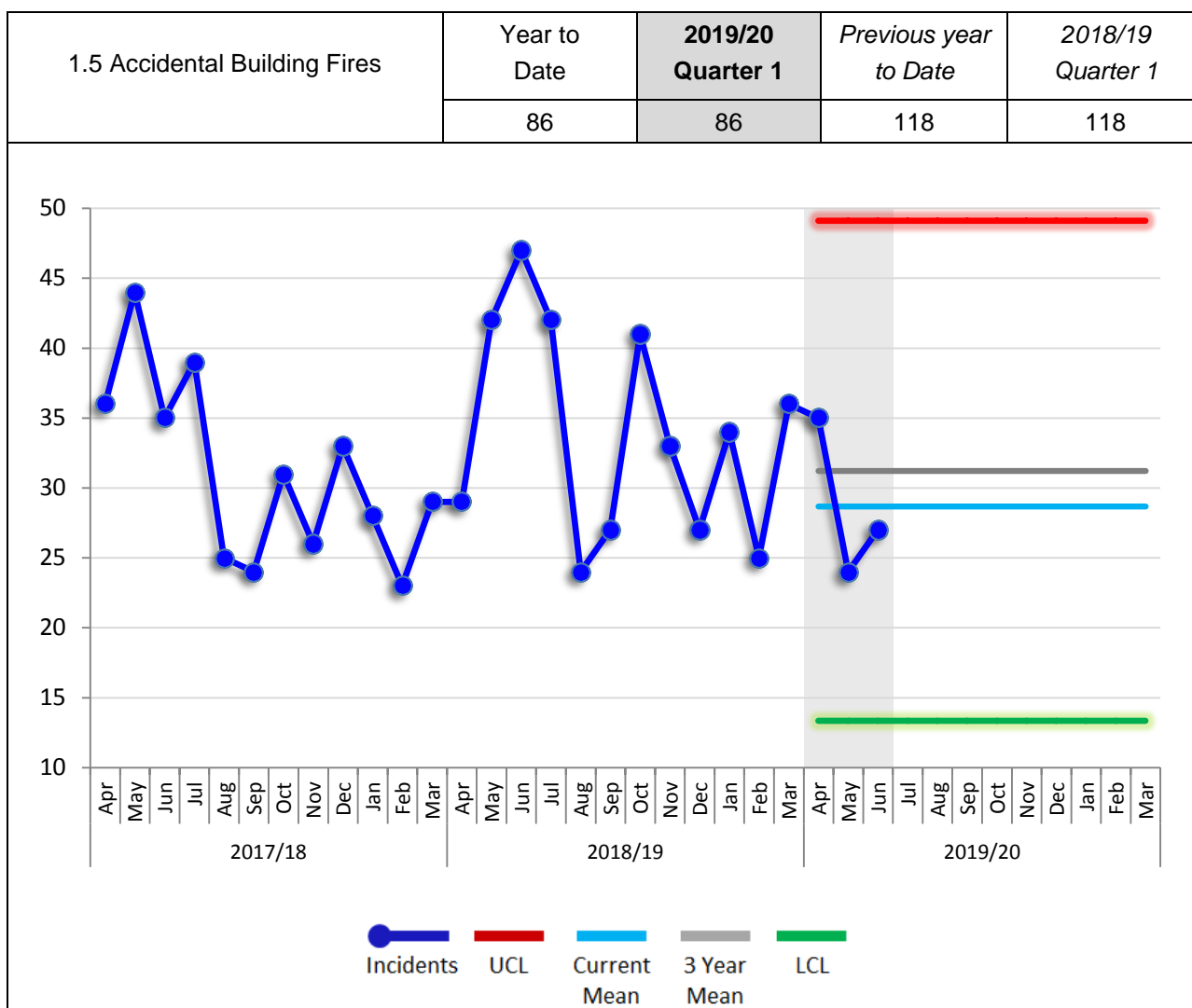
## 1.5 Accidental Building Fires (Non Dwellings)



Quarter activity  
**86**

Primary fire criteria as 1.3. Accidental Building Fires (ABF) are recorded as: 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'.

Quarterly activity decreased 27.12% over the same quarter of the previous year.



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		
		2018/19	2017/18	2016/17
29	31	34	31	28

### 1.5.1 ABF (Non Dwellings) - Extent of Damage (Fire Severity)



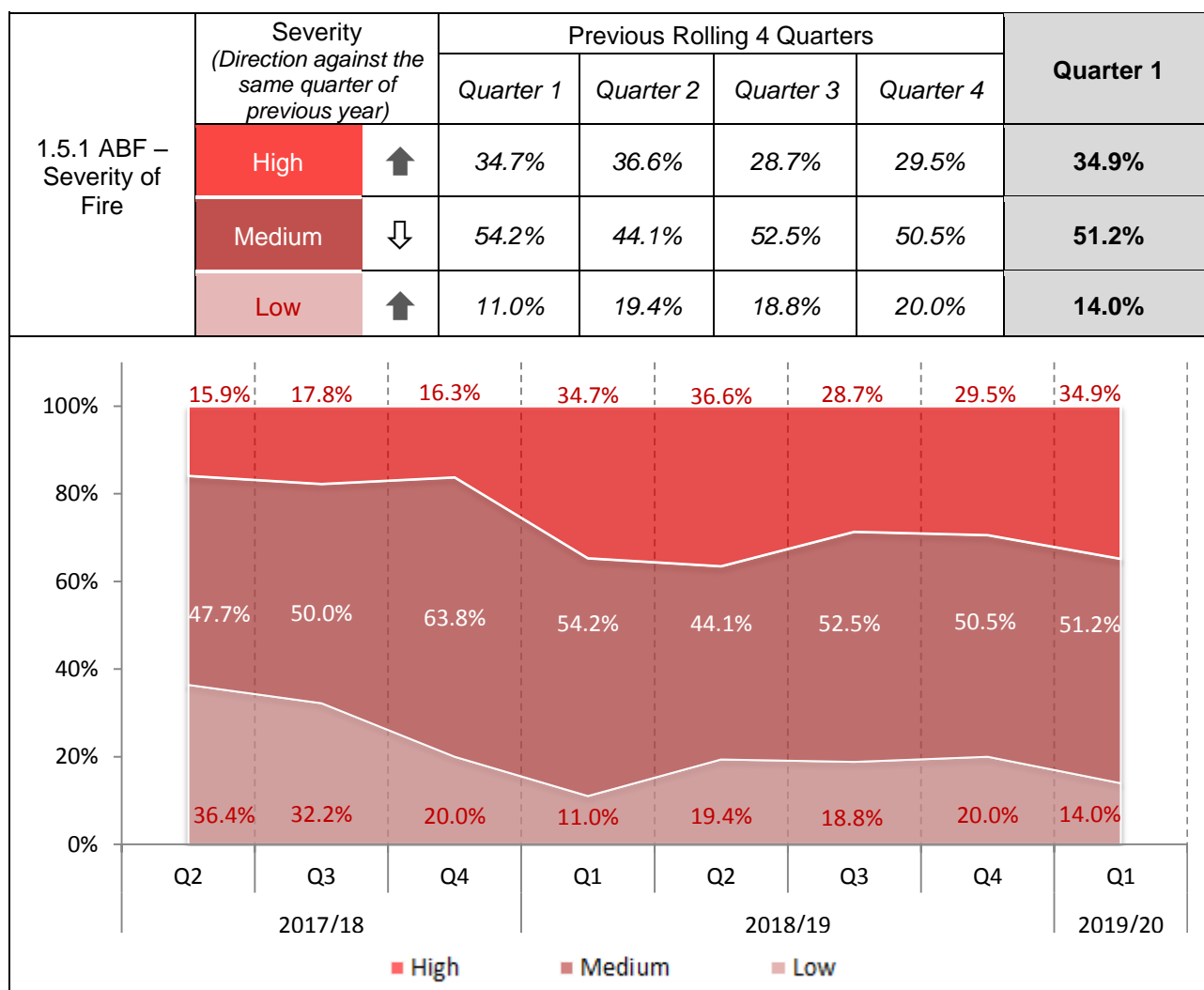
Quarter activity:  
**65.1%**

ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. Included within this KPI are property types of private garages and private sheds; due to their single room construction, any damage is often classified as 'whole building', which will have the effect of increasing their severity category outcome.

The chart below shows a rolling quarterly severity of ABF over the previous two years. Each quarter is broken down in to high, medium & low and is calculated using the Cheshire Fire Severity Index for Accidental Dwelling Fires methodology, applied to Accidental Building Fires.

Each quarter includes the percentage out of 100% that each severity type represents of the total, with an indicator to illustrate the direction against the same quarter of the previous year.

The latest quarter recorded a combined 'low' and 'medium' severity of 65.1%, against a 65.3% in the same quarter of the previous year. Accidental Building Fires with a calculated fire severity of High and Low increased against the same quarter of the previous year, whilst Medium severity decreased.

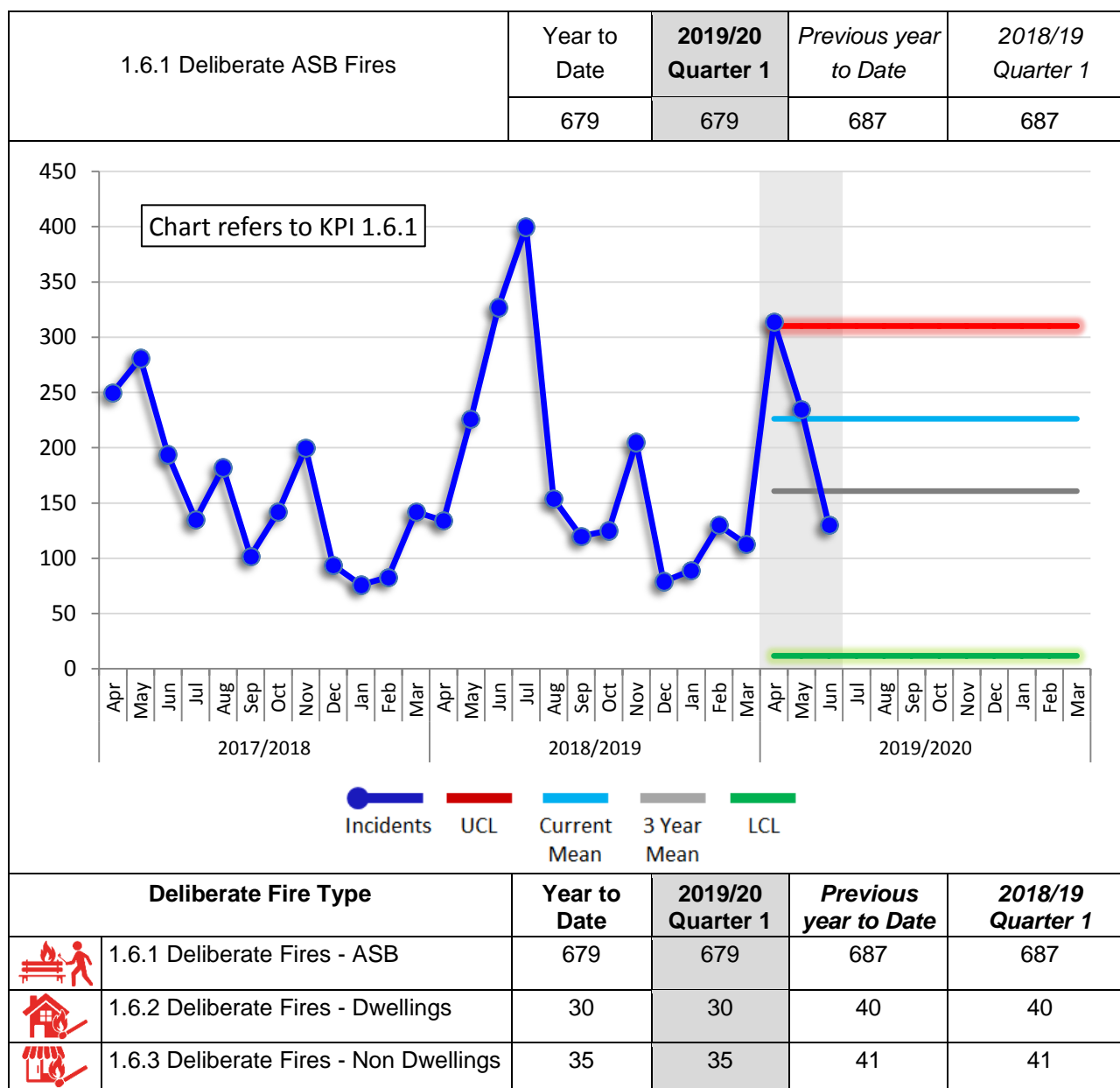


## 1.6 Deliberate Fires



Quarter activity  
**679**

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.



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		
			2018/19	2017/18	2016/17
	226	160	175	156	150

**What are the reasons for an Exception Report**

As activity is now measured on a monthly, rather than quarterly basis, this is a negative exception report is due to the number of Anti-Social Behaviour fires recorded during the month of April being higher than the upper control limit (please refer to rule 1, page 5).

**Analysis**

There were 314 recorded Anti-Social Behaviour fire incidents in April 2019; this is 4 incidents greater than the upper control limit of 310.

This was the largest April count over the past five years, although the overall quarter 1 count is lower than the same position of the previous two years.

Several large increases in small geographic areas contributed to the increase, particularly in Eastern and Western areas. Since the April high activity levels in these areas have reduced to normal levels.

There has been shown to be a correlation between seasonal temperature and its influence on social behaviour, particularly when the temperatures are high. A relatively warm start to the early spring period, with maximum temperatures being above the same period of the previous 5 years, also coincided with the Easter half term school holidays, which no doubt helped contribute to the April high.

Rainfall was also lower in April than preceding months, with 192mm of rain in March 2019; which recorded 113 ASB's, to the 77mm in April with 314 incidents.

**Actions undertaken to improve performance**

Initiatives undertaken around the county differ depending upon the area. For example:

- There has been an increase in Environmental Visual Audits (EVA) in problem areas, particularly around waste bin collection days. A system is also in place with some council's so that fly tipping can be reported online.
- EVA's have also increased in popular moorland areas, along with ongoing education initiatives around barbecues and open fires.
- Firewise Communities are being introduced to help reduce moorland incidents and mitigate the associated impacts. This will be introduced around Winter Hill and Scout Moor. This enables local residents to help maintain defendable spaces along with partners to deliver more positive outcomes.
- A case is also being made in partnership with Chorley Council, Lancashire Constabulary (LANCON) and the Environmental Agency (EA) to put in place a Public Spaces Protection Order (PSPO) for Winter Hill. This will give powers for Council Officers / LANCON to remove items that could be responsible for ASB incidents in this area.

1.7 Home Fire Safety Checks		Quarter outcome <b>65%</b>
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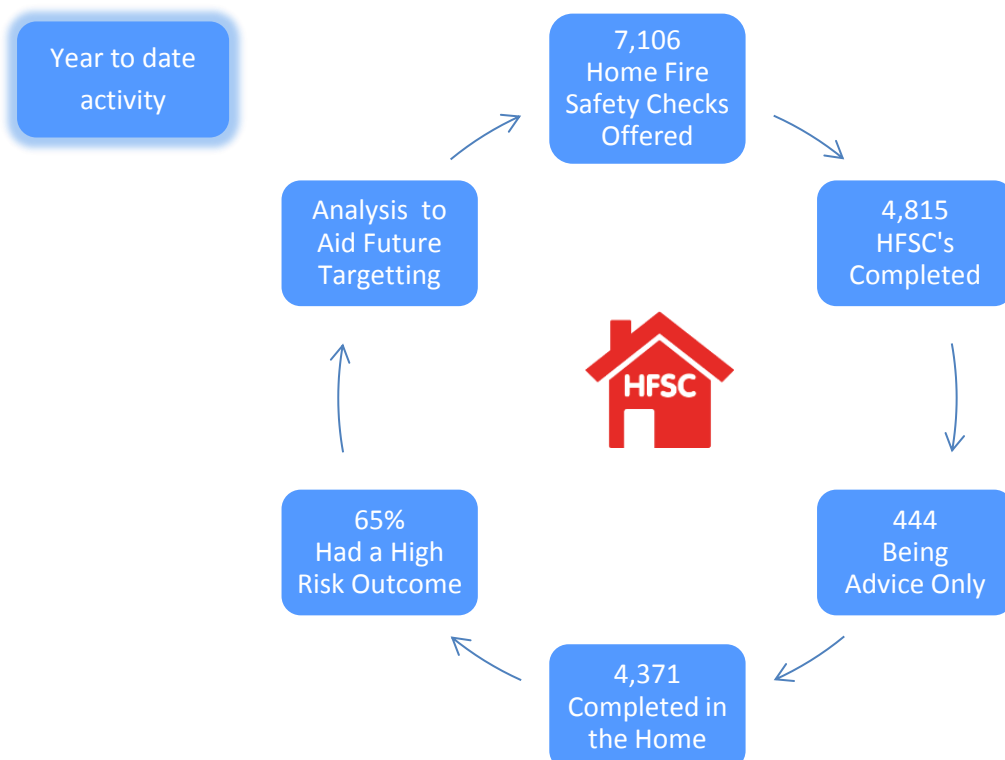
The percentage of completed HFSC's, excluding refusals, carried out by LFRS personnel or partner agencies in the home, where the risk score has been determined to be high.

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.

The number of completed HFSC's increased 45% over the same quarter of the previous year and those with a high risk outcome, decreased by 1%.

	2019/20		↑/↓	2018/19	
	<b>HFSC completed</b>	<b>% of High HFSC outcomes</b>	<b>Progress</b>	<b>HFSC completed</b>	<b>% of High HFSC outcomes</b>
Quarter 1	4,815	65%	↑/↓	3,441	66%
Quarter 2				3,988	67%
Quarter 3				4,945	64%
Quarter 4				5,137	65%



## 1.8 Road Safety Education Evaluation



Quarter activity  
**65%**

The percentage of participants of the Wasted Lives and RoadSense 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.

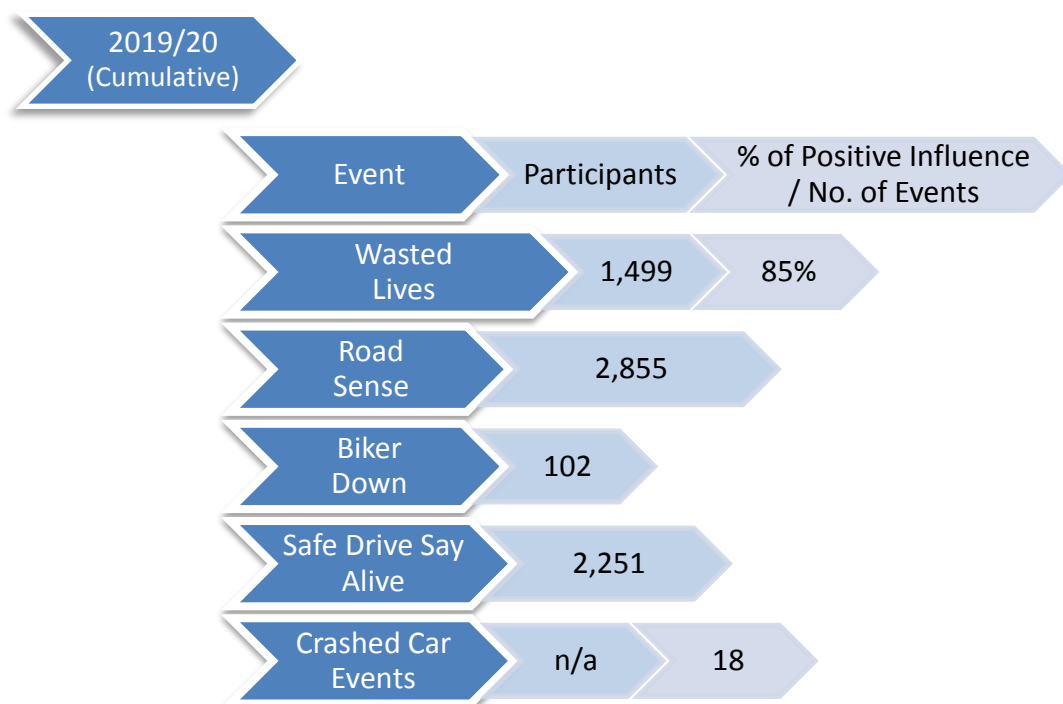
Total participants are a combination of those engaged with at Wasted Lives and Road Sense events.

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

The total number of participants decreased 13% and those with a percentage of positive influence<sup>[1]</sup> on participant's behaviour remained consistent with the same quarter of the previous year.

	2019/20 (Cumulative)		↑/↓	2018/19 (Cumulative)	
	Total participants	% positive influence on participants behaviour <sup>[1]</sup>	Progress	Total participants	% positive influence on participants behaviour <sup>[1]</sup>
Quarter 1	4,354	85%	↓/↔	5002	85%
Quarter 2				5983	85%
Quarter 3				10613	85%
Quarter 4				17220	85%

<sup>[1]</sup> From a sample



## 1.9 Fire Safety Enforcement



Quarter activity  
**9%**

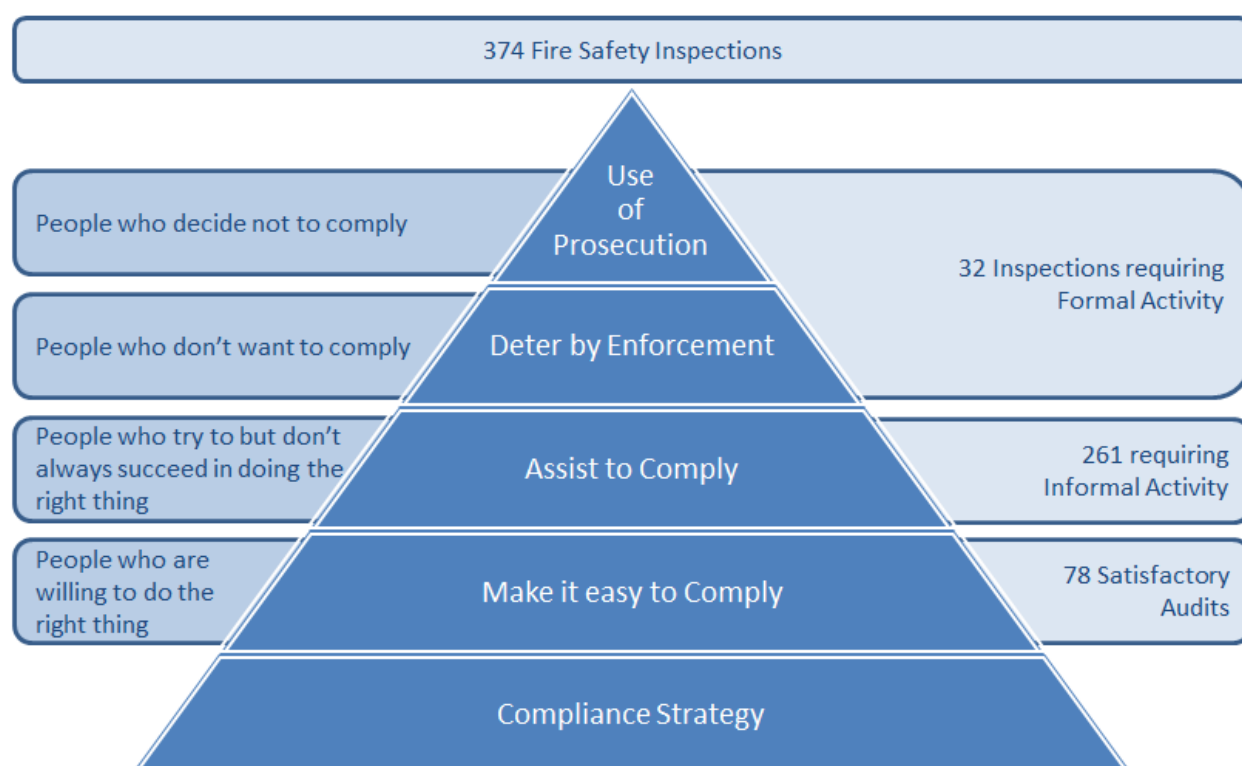
The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action of enforcement and prosecution of those that fail to comply.

Formal activity is defined as one or more of the following; enforcement notice or an action plan, alterations notice or prohibition notice.

An improvement is shown if the percentage of audits 'Requiring formal activity' is greater than the comparable quarter of the previous year. This helps inform that the correct businesses are being identified.

\*The 'Number of Inspections' count includes Business safety advice and advice to other enforcement authorities, which are not captured within the formal/informal or satisfactory counts.

	2019/20					↑/↓	2018/19
Quarter	*Number of Inspections	Requiring		Satisfactory Audit	Percentage requiring Formal Activity	Progress	Percentage requiring Formal Activity
		Formal Activity	Informal Activity				
1	374	32	261	78	9%	↔	9%
2							12%
3							7%
4							11%



### 2.1.1 Emergency Response Standards - Critical Fires - 1<sup>st</sup> Fire Engine Attendance



Quarter response  
**89.52%**

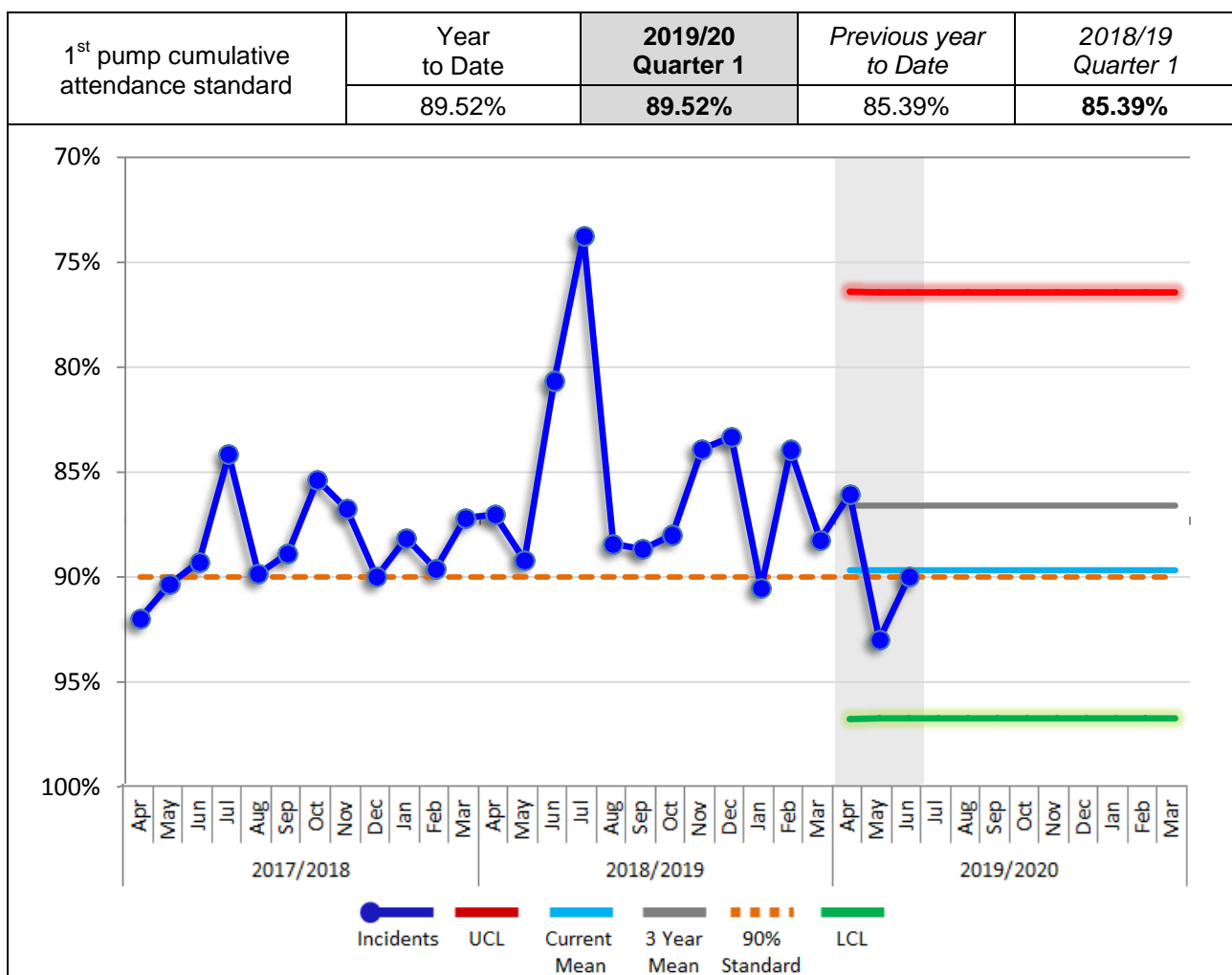
Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) 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 **90% 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.

The latest quarter 1<sup>st</sup> pump response improved 4.84% over the same quarter of the previous year.



## 2.1.2 Emergency Response Standards - Critical Fires – 2<sup>nd</sup> Fire Engine Attendance



Quarter response  
**90.07%**

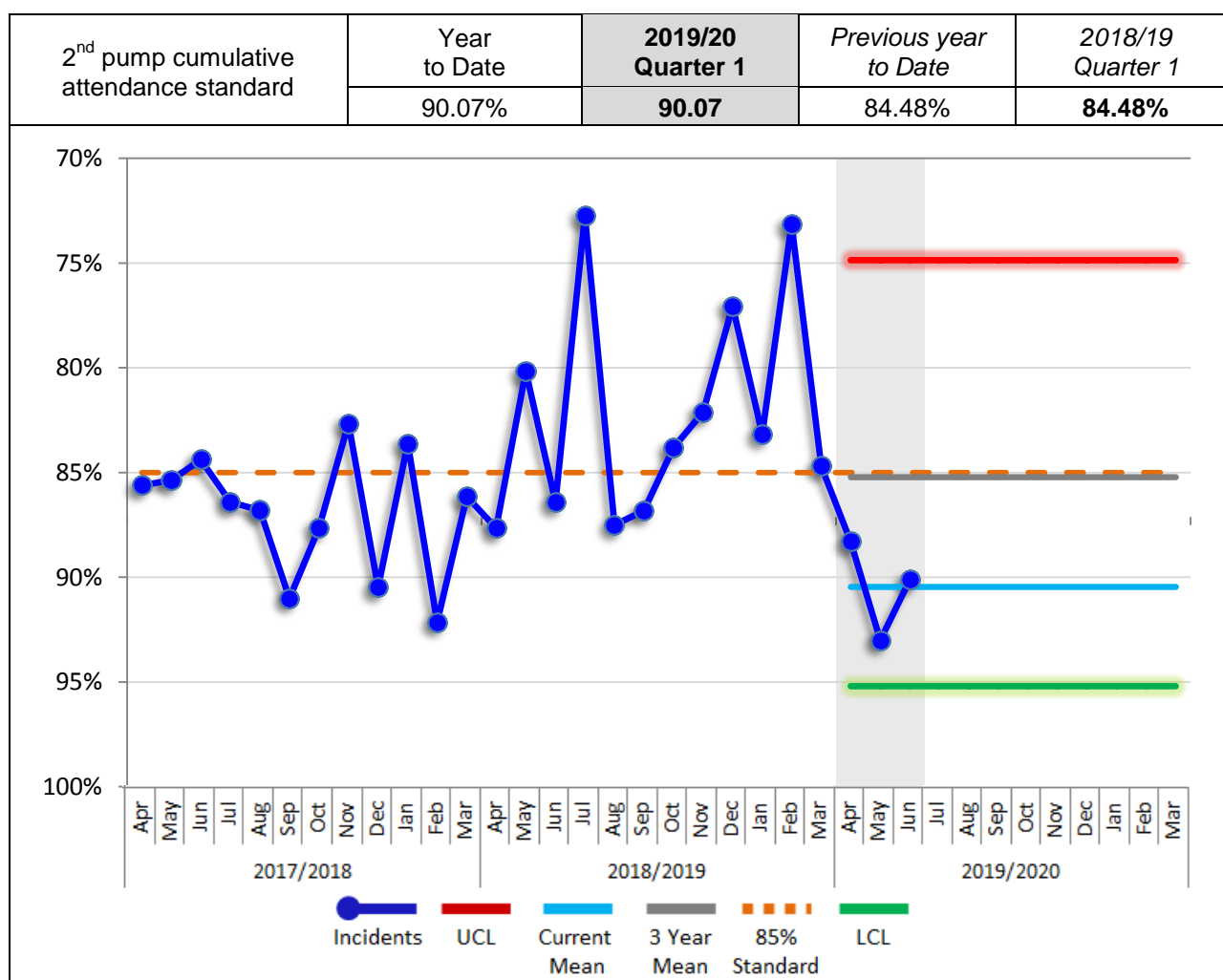
Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) 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 **85% 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.

The latest quarter 2<sup>nd</sup> pump response improved 6.62% over the same quarter of the previous year.



## 2.2.1 Emergency Response Standard - Critical Special Service - 1<sup>st</sup> Fire Engine Attendance

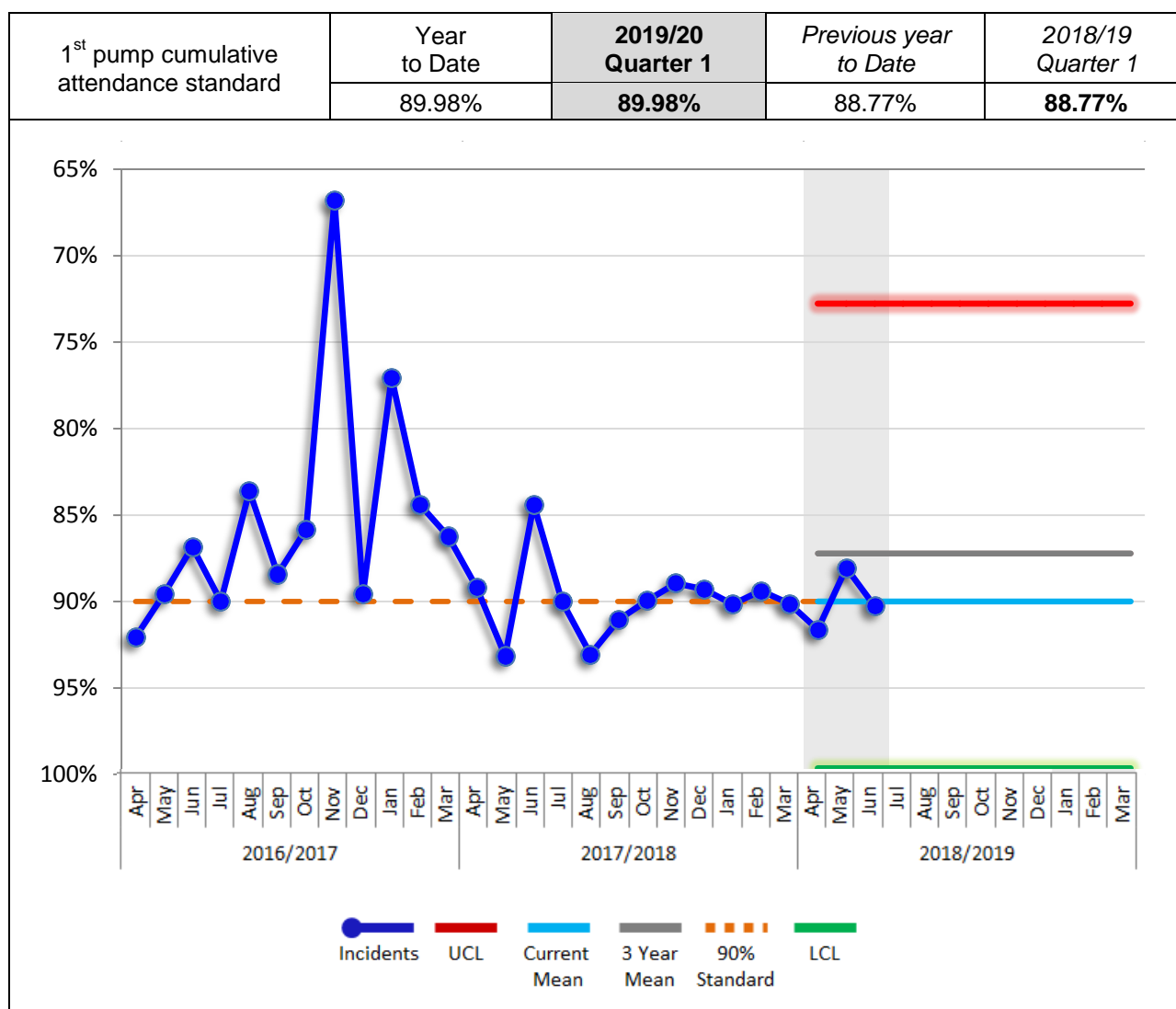


Quarter response  
**89.98%**

*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.*

*We have achieved our **90% standard** when the time between the 'Time of Call' and 'Time in Attendance' of first fire engine arriving at the incident is less than the response standard.*

**The latest quarter 1<sup>st</sup> pump response improved 1.36% over the same quarter of the previous year.**



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



Quarter availability  
**99.58%**

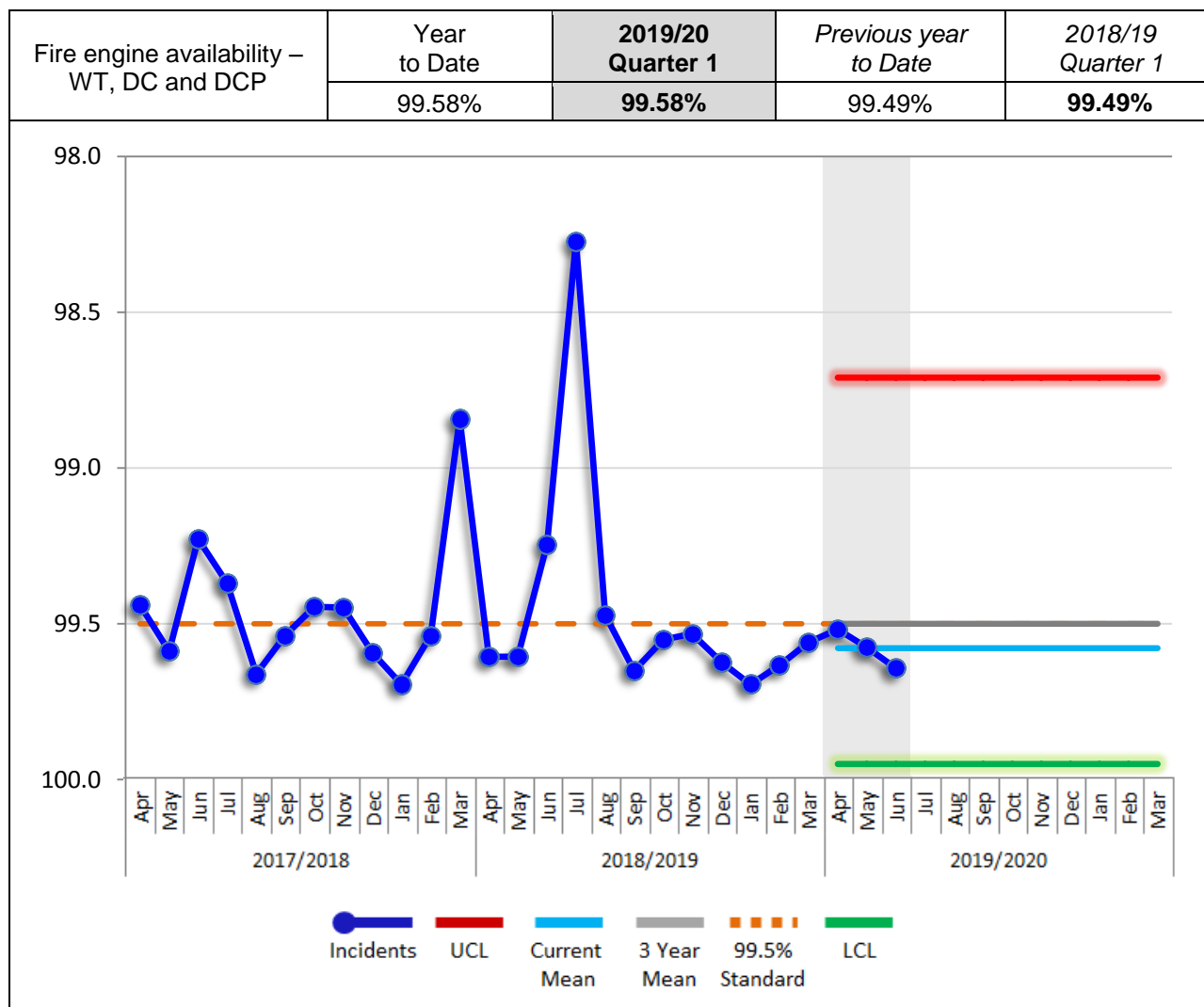
*This indicator measures the availability of fire engines that are crewed by wholetime, day crewing and day crewing plus shifts. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.*

*Fire engines are designated as unavailable for the following reasons:*

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

**Standard: 99.5%**

**Year to date availability of 99.58% is an increase of 0.1% over the same period of the previous year.**



## 2.4 Fire Engine Availability – On-Call Duty System



Quarter availability  
**87.86%**

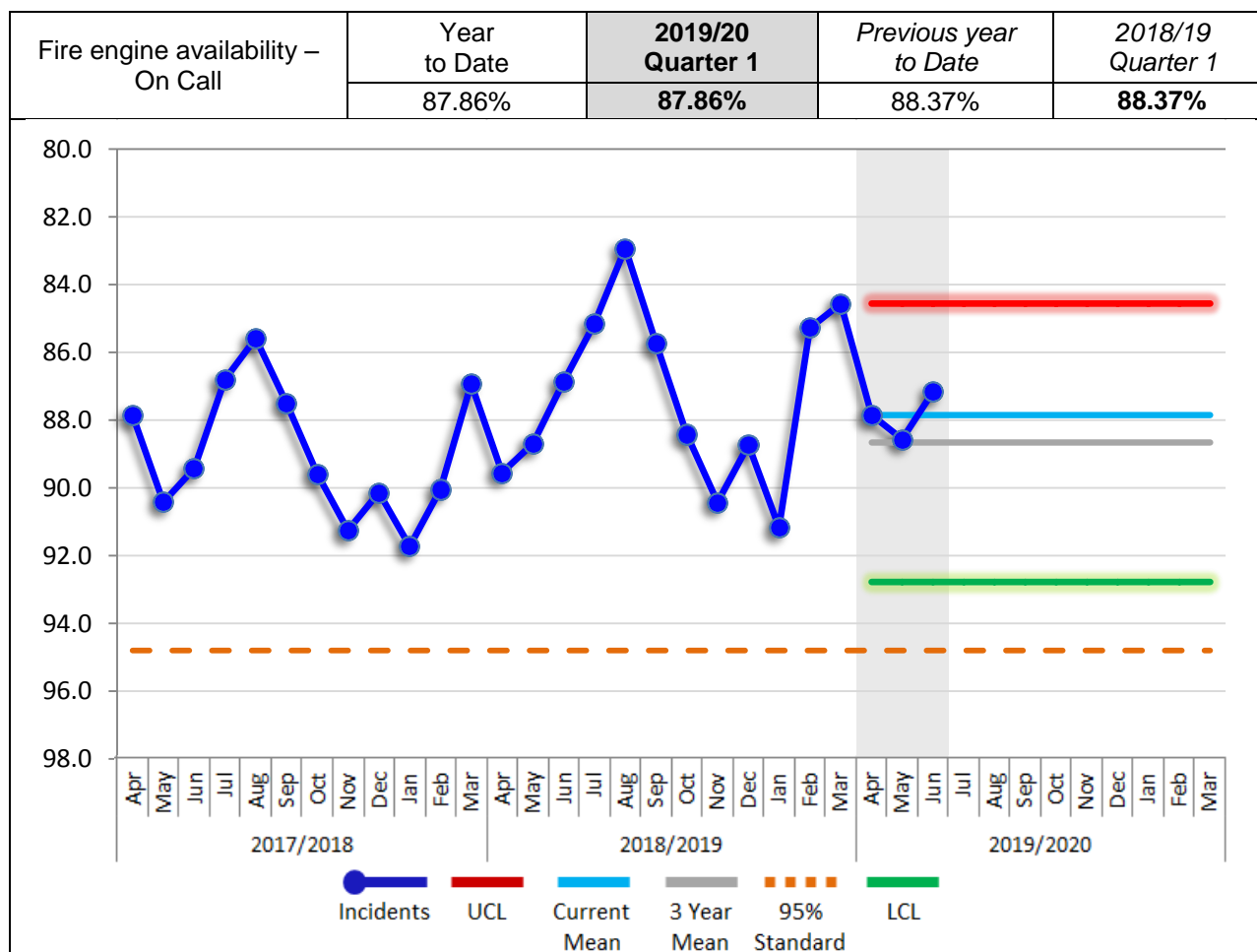
This indicator measures the availability of fire engines that are crewed by the On Call duty system. It is measured by calculating the percentage of time a fire engine is available to respond compared against the total time in the period.


Fire engines are designated as unavailable (off-the-run) for the following reasons. This is further broken down by the percentage of off-the-run (OTR) hours that each reason contributes to the total. A Fire engine can be OTR for more than one reason; hence the percentages are interpreted individually, rather than as a proportion of the total:

- Manager deficient **62%**
- Not enough BA wearers **50%**
- Crew deficient **72%**
- No driver **46%**

**Standard: Above 95%**

**Year to date availability 87.86%, a 0.58% decrease against the previous year to date of 88.37%.**



2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).		Quarter availability <b>84.28%</b>
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**Performance indicator: 2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).**

**Subset of KPI 2.4 and provided for information only.**

*This indicator measures the availability of fire engines that are crewed by the On-Call duty system (OC) when wholetime 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*

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

**The percentage of time that RDS crewed engines were available for the most recent quarter was 84.28%. This excludes the wholetime detachments shown in KPI 2.4**

## 2.5 Staff Accidents

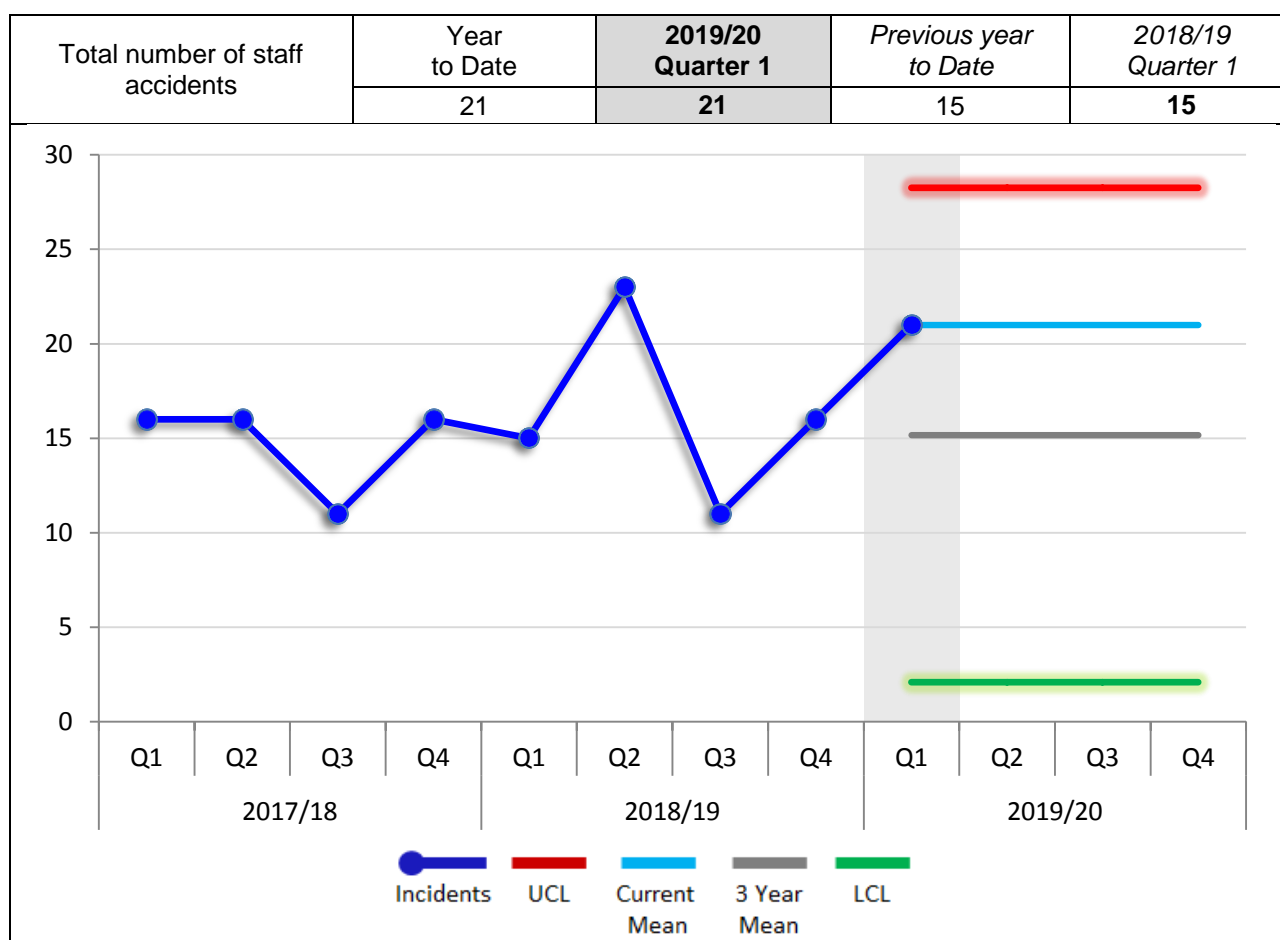


Quarter activity  
**21**

The number of staff accidents.


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

The number of staff accidents during the latest quarter increased by 40% against the same quarter of the previous year.



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

Current Mean	3 year Mean	Quarterly Mean		
		2018/19	2017/18	2016/17
21	15	16	15	15

3.1 Progress against Savings Programme		Quarter variance <b>-0.18%</b>
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*The total cumulative value of the savings delivered to date compared to the year's standard and the total.*

**Budget to end of June 2019 £13.7 million. The spend for the same period is £13.6 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 2019/20 was set at £56.0 million, with a budget to 30 June of £13.7 million. The spend for the same period was £13.6 million. This gives an under spend for the period of £0.1 million.

Variance:	<b>-0.18%</b>
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3.2 Overall User Satisfaction		Percentage satisfied <b>99%</b>
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*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; 48 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?	2,153	2,132	99.02%	97.50%	1.56%

There have been 2,153 people surveyed since April 2012.

During the latest quarter - 48 people were surveyed and 48 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

### 4.2.1 Staff Absence - Excluding On-Call Duty System

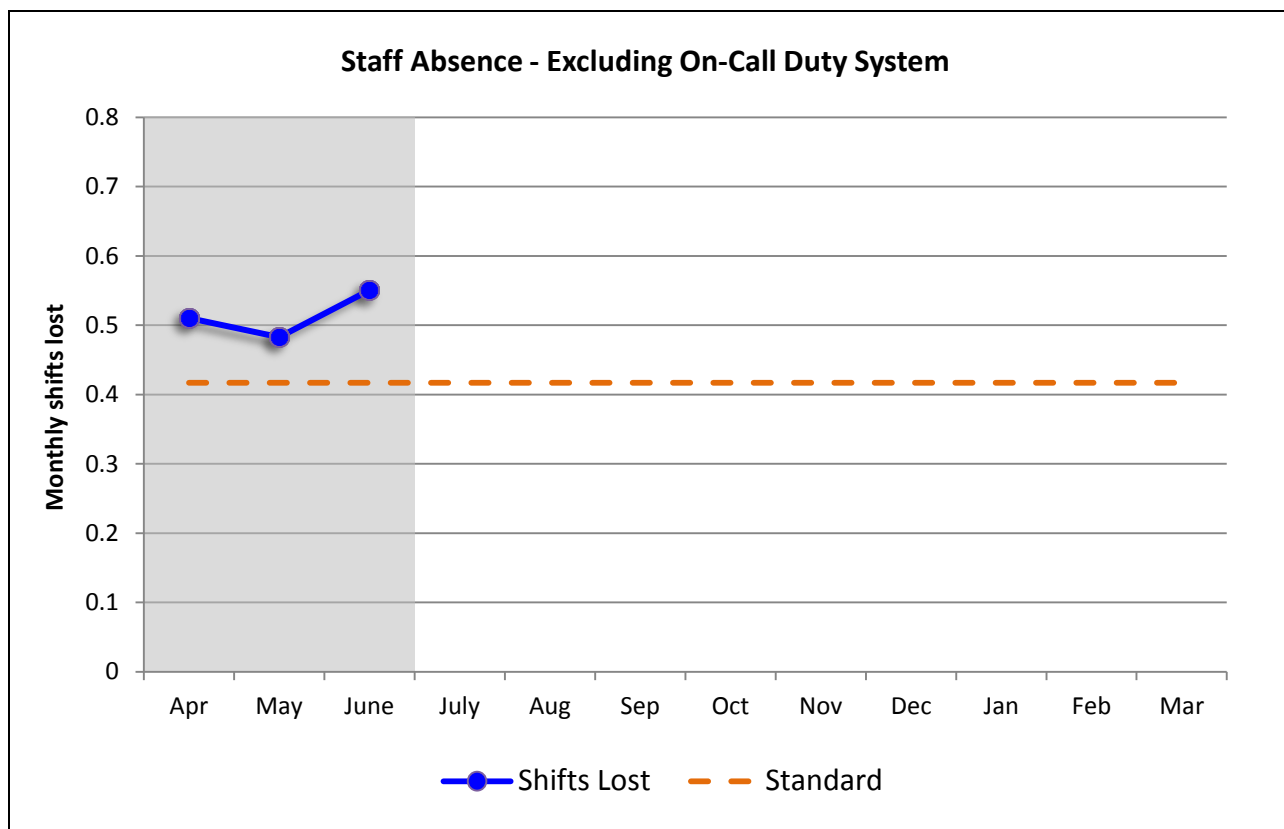


Shifts lost  
**1.543**

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:

**1.543**

### **What are the reasons for an Exception Report**

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

### **Analysis**

During quarter one April 2019 - June 2019, absence statistics shows above target for all three months. Shifts lost showed a monthly increase from April through to June for whole-time personnel. Non-uniformed personnel are above the target over all three months. There were 7 cases of long term absence 5 of which span over the 3 months, the main reasons are cases of cancer (3) and mental health (2), one employee left the Service on ill health retirement.

At the end of June the cumulative totals show that non-uniformed staff absence was above target at 2.37 shifts lost per employee, for whole-time staff absence was slightly above target at 1.27 shifts lost per employee. Overall absence for all staff (except On Call staff) was 1.54 shifts lost which is above the Service target of 1.25 shifts lost for this quarter.

### **Actions being taken to improve performance**

The Service aims to continue with:

- Early intervention by Occupational Health Unit (OHU) doctor/nurse/physiotherapist,
- Human Resources (HR) supporting managers in following the Absence Management 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/training and question and answer sessions on the ILM course and for newly appointed managers.
- 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.
- 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.
- Support from Service Fitness Advisor/Personal Training Instructors.
- Promotion of health, fitness and wellbeing via the routine bulletin and Employee Assistance programme.

## 4.2.2 Staff Absence – On-Call Duty System

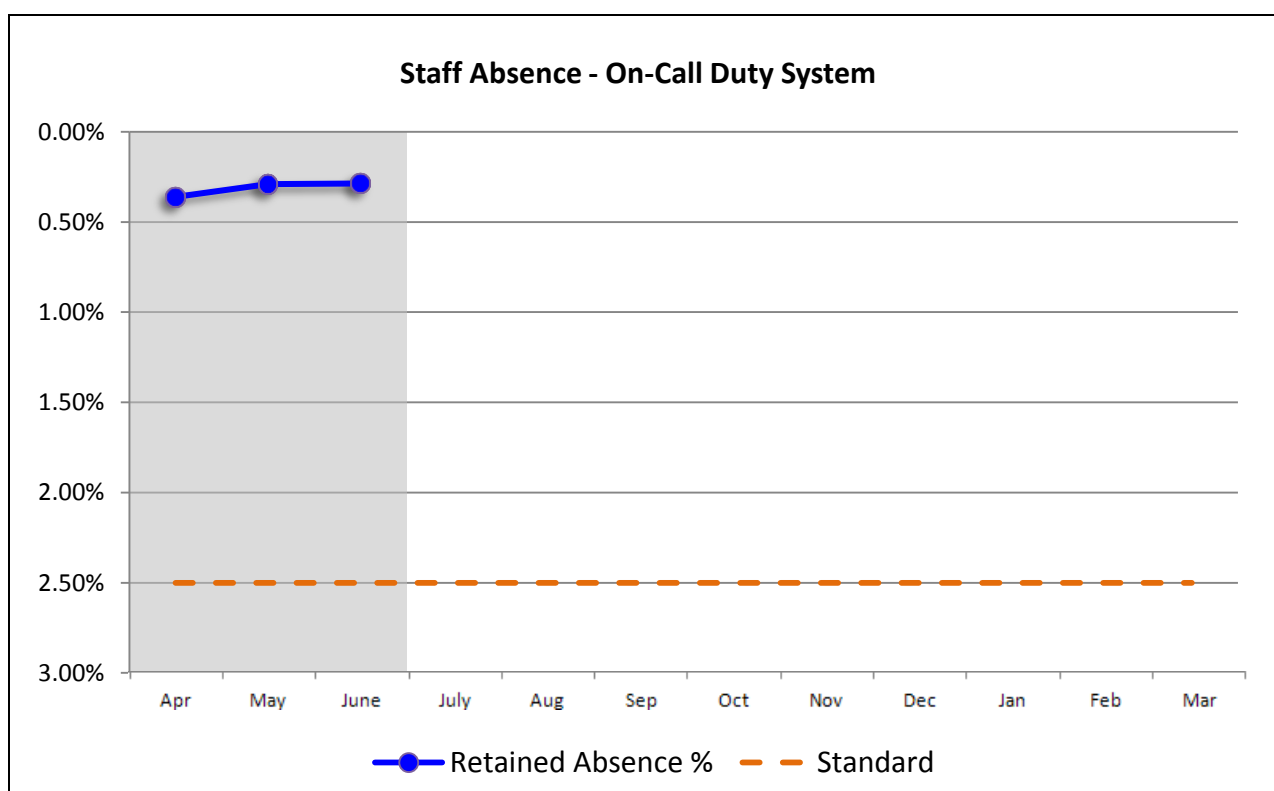


Absence  
**0.29%**

*The percentage of contracted hours lost due to sickness for all On-Call contracted 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 the quarter, 0.29%**

**Annual Standard: No more than 2.5% lost as % of available hours of cover.**



Cumulative On-Call absence (as % of available hours of cover):

**0.29%**