Public Document Pack

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Thursday, 28 November 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 - 14)

4. PERFORMANCE MANAGEMENT INFORMATION (Pages 15 - 50)

5. DATE OF NEXT MEETING

   The next scheduled meeting of the Committee has been agreed for 10:00 hours on 18 March 2020 in the Main Conference Room, at Lancashire Fire & Rescue Service Headquarters, Fulwood.

   Further meetings are: scheduled for 24 June 2020 and 16 September 2020
                              proposed for 16 December 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.   <u>EXCLUSION OF PRESS AND PUBLIC</u>

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.

<u>PART 2</u>

8.   <u>COMPARATIVE PERFORMANCE</u> (Pages 51 - 62)

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Thursday, 19 September 2019, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

MINUTES

PRESENT:

Councillors

L Beavers
S Clarke
F De Molfetta
N Hennessy
M Khan OBE (Vice-Chair, in the Chair)
Z Khan
D O'Toole
M Perks
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, Deputy Chief Fire Officer (LFRS)
B Norman, Acting Assistant Chief Fire Officer (LFRS)
J Charters, Area Manager, Head of Service Delivery (LFRS)
S Morgan, Area Manager, Head of Service Delivery (LFRS)
E Sandiford, Head of Human Resources (LFRS)
D Brooks, Principal Member Services Officer (LFRS)

In attendance

K Wilkie, FBU

6/19   APOLOGIES FOR ABSENCE

Apologies were received from County Councillor Britcliffe and the Chairman County Councillor Holgate. The Vice-Chairman therefore took the chair.

7/19   DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

8/19   MINUTES OF PREVIOUS MEETING

       RESOLVED: - That the Minutes of the last meeting held on the 27 June 2019 be confirmed as a correct record and signed by the Chairman.

9/19   PERFORMANCE MANAGEMENT INFORMATION

       The Head of Human Resources attended the meeting to present Members with an overview of the approach the Service took to managing absence which included current rates of absence and their causes together with the initiatives in place to support staff wellbeing.

       In response to questions raised by County Councillor O'Toole, the Head of Human Resources confirmed that staff requiring advice and guidance on various matters could contact the Employee Assistance Scheme which was a 24 hour; 365 day telephone service that would signpost the individual as appropriate. If there was a complex mental health concern the individual would be put through to counselling services and a counsellor would arrange a one-to-one session. The Service also provided Trauma Risk Management (TRiM) for those who had potentially experienced a traumatic incident in the course of their duties. This was a one-to-one trauma risk assessment to support the individual to receive additional help and support.

       In response to questions raised by CC Hennessy, the Head of Human Resources confirmed that for support staff and staff who worked day duty there was flexible working; the Day Crewing shift system had just moved to a flexible system; the Day Crewing Plus system was a flexible self-rostering system with the 2-2-4 system the most rigid however, consultation regarding this with staff and the Fire Brigade Union was planned. In addition, the Service had a policy where a request could be made to change existing working arrangements. The Head of Human Resources agreed to ask the Occupational Health Unit to undertake a risk assessment to determine whether to offer staff an inoculation against the flu virus ie: for those who carried out home fire safety checks with vulnerable people. This would then be reported back to a future meeting.

       This was the 1st quarterly report for 2019/20 as detailed in the Risk Management Plan 2017-2022.

       The Deputy Chief Fire Officer advised that the Measuring Progress report had been refreshed (as presented to Members at the last Strategy Group). He confirmed that the Key Performance Indicators (KPIs) had not changed but the information provided greater insight in relation to a number of KPIs ie: home fire safety checks and prevention work such as road safety. Page 22 of the agenda pack identified priorities and how the respective KPI fit within the overall performance framework. Where possible for each KPI an XmR chart was now employed and performance was set within upper and lower limits that were based on the previous 3 years activity. Therefore if the performance was within tolerance it was deemed to be within standard.

The report included new graphics with spark lines and colour coding on pages 24 and 25 to provide a quick summary of the direction of travel for each KPI and whether it was within accepted limits or was in a positive or negative exception. The report showed there were 2 negative Key Performance Indicator Exception Reports. Unlike previous reports that started with indicators in exception, the KPIs would be considered sequentially. Exception reports were provided to detail the reasons for the exception, analysis of the issue and actions being taken to improve performance.

Members examined each indicator in turn as follows:-

KPI 1 – Preventing, fires and other emergencies from happening and Protecting, people and property when fires happen

1.1   Risk Map

This indicator measured the fire risk in each Super Output Area. Risk was determined using fire activity over the previous 3 fiscal years along with a range of demographic data, such as population and deprivation.

The standard was to reduce the risk in Lancashire – an annual reduction in the County risk map score.

The current score 31,816, previous year score 32,114 an overall reduction in fire risk of 1%.

1.2   Overall Activity

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

Quarter 1 activity 4,535, previous year quarter 1 activity 4,637 a decrease of 2.20% over the same quarter.

Year to Date	2019/20 Quarter 1	Previous year to Date	2018/19 Quarter 1
4,535	4,535	4,637	4,637

Incidents attended consisted of a myriad of different types. The report presented a chart which represented the count and percentage that each activity had contributed to the overall quarter's activity.

In response to Member queries in relation to false alarm calls which put others at risk, the Deputy Chief Fire Officer confirmed that 43% of overall activity related to false alarm calls. He advised that the majority of these (54%) related to faulty apparatus. He confirmed the Service would respond and where necessary take firm action with the responsible person to make sure steps were being taken to eradicate false alarms; where necessary, legislative action was taken against the business concerned.

Members agreed that it would be helpful to discuss this topic in more detail at the next meeting.

1.3   Accidental Dwelling Fires

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

Quarter 1 activity 209, previous year quarter 1 activity 212, a decrease of 1.42% over the same quarter.

Total number of Accidental Dwelling Fires – Year to Date, 209

1.3.1   Accidental Dwelling Fires – Extent of Damage (Fire Severity)

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

The extent of fire and heat damage was recorded at the time the 'stop' message was sent and included all damage types. The report charted a rolling quarterly severity of accidental dwelling fire over the previous two years with each quarter broken down into high, medium and low severity. Each quarter included the percentage (out of 100%) that each severity type represented 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.

Previous Rolling 4 Quarters				Quarter 1
Quarter 1	Quarter 2	Quarter 3	Quarter 4	
5.2%	4.6%	4.5%	3.2%	**3.8%**
48.6%	46.4%	52.7%	49.7%	**49.8%**
46.2%	49.0%	42.8%	47.0%	**46.4%**

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 <u>and</u> 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.

	2019/20		2018/19	
	ADF's with previous HFSC	% of ADF's with previous HFSC	ADF's with previous HFSC	% of ADF's with previous HFSC
Q1	23	11%	21	10%
Q2			17	9%
Q3			24	11%
Q4			15	8%

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.

There were 2 fatalities during the latest quarterly period. 6 casualties were recorded as serious and 7 slight. The same quarter of the previous year recorded 2 fatalities, 1 serious and 7 slight.

Casualty Status	2019/20 Quarter 1	2018/19 Quarter 1
Fatal	2	2
Victim went to hospital visit, injuries appeared Serious	6	1
Victim went to hospital visit, injuries appeared Slight	7	7
TOTAL	15	10

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'.

Quarterly activity decreased 27.12% over the same quarter.

Total number of incidents	2019/20 Quarter 1	2018/19 Quarter 1
	86	118

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

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.

The extent of fire and heat damage was recorded at the time the 'stop' message was sent and included all damage types. The report charted a rolling quarterly severity of accidental dwelling fire over the previous two years with each quarter broken down into high, medium and low severity. Each quarter included the percentage (out of 100%) that each severity type represented 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.

Previous Rolling 4 Quarters				Quarter 1
Quarter 1	Quarter 2	Quarter 3	Quarter 4	
34.7%	36.6%	28.7%	29.5%	**34.9%**
54.2%	44.1%	52.5%	50.5%	**51.2%**
11.0%	19.4%	18.8%	20.0%	**14.0%**

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	2019/20 Quarter 1	2018/19 Quarter 1
1.6.1 Deliberate Fires – Anti-Social Behaviour	679	687
1.6.2 Deliberate Fires – Dwellings	30	40
1.6.3 Deliberate Fires – Non-Dwellings	35	41

This was a negative exception report.

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

The Deputy Chief Fire Officer presented Members with the analysis, that:-

- There were 314 recorded Anti-Social Behaviour fire incidents in April 2019; this was 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 was 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 had reduced to normal levels;

- There had been shown to be a correlation between seasonal temperature and its influence on social behaviour, particularly when the temperatures were 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.

Members also considered the actions undertaken to improve performance which included that:

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

In response to Member concerns regarding a spate of anti-social behaviour in the West Lancashire area particularly around the delph quarry, the Deputy Chief Fire Officer would consider whether more fire safety education could be delivered.

Members welcomed the work done to improve performance in relation to deliberate fires including the environmental visual audits. The Deputy Chief Fire Officer agreed to look at whether the Teen safe education package could be delivered in schools before the Easter period.

1.7   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.

An improvement was shown if: i) the total number of HFSC's completed was greater than the comparable quarter of the previous year; and ii) the percentage of high HFSC outcomes was greater than the comparable quarter of the previous year.

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

	2019/20	2018/19
	% of High HFSC outcomes	% of High HFSC outcomes
Q1	65%	66%
Q2		67%
Q3		64%
Q4		65%

1.8   Road Safety Education Evaluation

This indicator reported the percentage of participants of the Wasted Lives and Road Sense 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.

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

The total number of participants decreased 13% and those with a percentage of positive influence 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	Total participants	% positive influence on participants' behaviour
Q1	4,354	85%	5,002	85%
Q2			5,983	85%
Q3			10,613	85%
Q4			17,220	85%

1.9   Fire Safety Enforcement

This indicator reported 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 was shown if the percentage of adults 'requiring formal activity' was greater than the comparable quarter of the previous year. This helped inform that the correct businesses were being identified.

*The 'number of inspections' count included business safety advice and advice to other enforcement authorities which were not captured within the formal/informal or satisfactory counts.

| | 2019/20 | | | | | 2018/19 |
| | *No. of Inspections | Requiring | | Satisfactory Audit | % requiring Formal Activity | % requiring Formal Activity |
		Formal Activity	Informal Activity			
Q1	374	32	261	78	9%	9%
Q2						12%
Q3						7%
Q4						11%

KPI 2 – Responding, to fire and other emergencies quickly and competently

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 improved 4.84% over the same quarter of the previous year.

Year to Date	**2019/20 Quarter 1**	Previous year to Date	2018/19 Quarter 1
89.52%	**89.52%**	85.39%	**85.39%**

2.1.2 Emergency Response Standards - Critical Fires – 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 of call. 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 improved 6.62% over the same quarter of the previous year.

Year to Date	2019/20 Quarter 1	Previous year to Date	2018/19 Quarter 1
90.07%	90.07	84.48%	84.48%

2.2.1   Emergency Response Standards - 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 was 13 minutes.

Standard: to be in attendance within response standard target on 90% of occasions.

The latest quarter 1st pump response improved 1.36% over the same quarter of the previous year.

Year to Date	2019/20 Quarter 1	Previous year to Date	2018/19 Quarter 1
89.98%	89.98%	88.77%	88.77%

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

Standard: 99.5%

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

Year to Date	2019/20 Quarter 1	Previous year to Date	2018/19 Quarter 1
99.58%	99.58%	99.49%	99.49%

2.4   Fire Engine Availability – On-Call Duty System

This indicator measured the availability of fire engines that were crewed by the on-call 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.

Fire engines were designated as unavailable (off the run) for the following reasons which include the percentage of off the run hours that each reason contributed to the total. Members noted that fire engines can be off the run for more than one reason; hence the percentages were interpreted individually (rather than as a proportion of the total):

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

Standard: above 95%

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

Year to Date	2019/20 Quarter 1	Previous year to Date	2018/19 Quarter 1
87.86%	87.86%	88.37%	88.37%

2.4.1   Fire Engine Availability – On-Call 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 on-call duty system (OC) 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

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

The percentage of time that OC crewed engines were available for quarter 1 was

84.28%. This excluded the wholetime detachments shown in KPI 2.4.

2.5   Staff Accidents

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

Year to Date	2019/20 Quarter 1	Previous year to Date	2018/19 Quarter 1
21	21	15	15

KPI 3 – Delivering, value for money in how we use our resources

3.1   Progress against Savings Programme

The annual budget for 2019/20 was set at £56.0m with a budget to 30 June of £13.7m. The spend for the same period was £13.6m which gave an underspend for the period of £0.1m; a variance of -0.18%

3.2   Overall User Satisfaction

There have been 2,153 people surveyed since April 2012 and the number satisfied with the service was 2,132; % satisfied 99.02 against a standard of 97.50%; a variance 1.56%.

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

KPI 4 – Valuing, our people so that they can focus on making Lancashire safer

4.2.1 Staff Absence – Excluding on-Call 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 1.543

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

The Deputy Chief Fire Officer presented Members with the analysis, that:-

During quarter 1 (April 2019 to June 2019), absence statistics showed above target for all 3 months. Shifts lost showed a monthly increase from April through to June for wholetime personnel. Non-uniformed personnel were above the target over all 3

months. There were 7 cases of long term absence 5 of which spanned over the 3 months, the main reasons were cases of cancer and mental health and one employee left the Service on ill health retirement.

At the end of June the cumulative totals showed that non-uniformed staff absence was above target at 2.37 shifts lost per employee. Wholetime 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 was above the Service target of 1.25 shifts lost for this quarter.

Members also considered the actions undertaken to improve performance which included that the Service aimed to continue with:

- Early intervention by Occupational Health Unit (OHU) doctor / nurse / physiotherapist;
- Human Resources supported managers in following the Absence Management Policy managing individual long term cases, addressing review periods / triggers in a timely manner and dealing with capability of 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

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

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

Cumulative retained absence (as % of available hours cover) at the end of the quarter, 0.29%.

RESOLVED:- That the Performance Committee endorsed the quarter 1 measuring progress report and noted the contents including the 2 negative key performance indicator exception reports.

10/19 DATE OF NEXT MEETING

The next meeting of the Committee would be held on Thursday, 28 November 2019 at 1000 hours in the Main Conference Room at Lancashire Fire and Rescue Service

Headquarters, Fulwood.

Further meeting dates were noted for 18 March 2020 and 24 June 2020 and agreed for 16 September 2020.

<div align="right">
M NOLAN
Clerk to CFA
</div>

LFRS HQ
<u>Fulwood</u>

LANCASHIRE COMBINED FIRE AUTHORITY
PERFORMANCE COMMITTEE
Meeting to be held on 28th November 2019

PERFORMANCE MANAGEMENT INFORMATION FOR 2ND 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 2 Measuring Progress report and note the contents of the 2 negative KPI Exception Reports.

Information

As set out in the report.

Business Risk

High

Environmental Impact

High

Equality & Diversity Implications

High – the report apprises 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	Date	Contact
Performance Management Information		David Russel (DCFO)
Reason for inclusion in Part 2, if appropriate: N/A		

Measuring Progress

Performance Report

July 2019 - September 2019

making Lancashire **safer**

2019-20 **Quarter 2**

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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.

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.

1 **Preventing** fires and other emergencies from happening. **Protecting** people and property when fires happen.	1.1	Critical Fire Risk Map Score
	1.2	Overall Activity
	1.3	Accidental Dwelling Fires (ADF)
	1.3.1	ADF – Extent of Damage (Fire Severity)
	1.3.2	ADF – Number of incidents where occupants have received a Home Fire Safety Check
	1.4	ADF Casualties
	1.5	Accidental Building Fires
	1.5.1	Accidental Building Fires – Extent of Damage (Fire Severity)
	1.6.1	Deliberate Fires – Antisocial Behaviour (ASB)
	1.6.2	Deliberate Fires – Dwellings
	1.6.3	Deliberate Fires – Non Dwellings
	1.7	High Risk HFSC
	1.8	Road Safety Education
	1.9	Fire Safety Enforcement

2 **Responding** to fire and other emergencies quickly and competently.	2.1.1	Critical Fire Response – 1st Fire Engine Attendance
	2.1.2	Critical Fire Response – 2nd Fire Engine Attendance
	2.2.1	Critical Special Service Response – 1st Fire Engine Attendance
	2.3	Fire Engine Availability (Wholetime, Day Crewing & Day Crewing Plus)
	2.4	Fire Engine Availability (On Call)
	2.4.1	Fire Engine Availability (On Call) – Without wholetime detachments
	2.5	Staff Accidents

| **3** **Delivering** value for money in how we use our resources. | 3.1 | Progress Against Savings Programme |
| | 3.2 | Overall User Satisfaction |

| **4** **Valuing** our people so that they can focus on making Lancashire safer. | 4.2.1 | Staff Absence (Excluding On Call) |
| | 4.2.2 | Staff Absence (On Call) |

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:

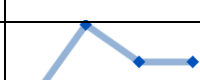1. A single point beyond the Upper Control Limit is classified as a negative exception.
2. A single point beyond the Lower Control Limit is classified as a positive exception.

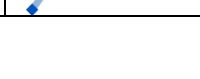**Example XmR chart:** In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2018 (⭕) is above the Upper Control Limit (UCL) and a positive exception in February 2019 (⭕) for meeting rule 2.
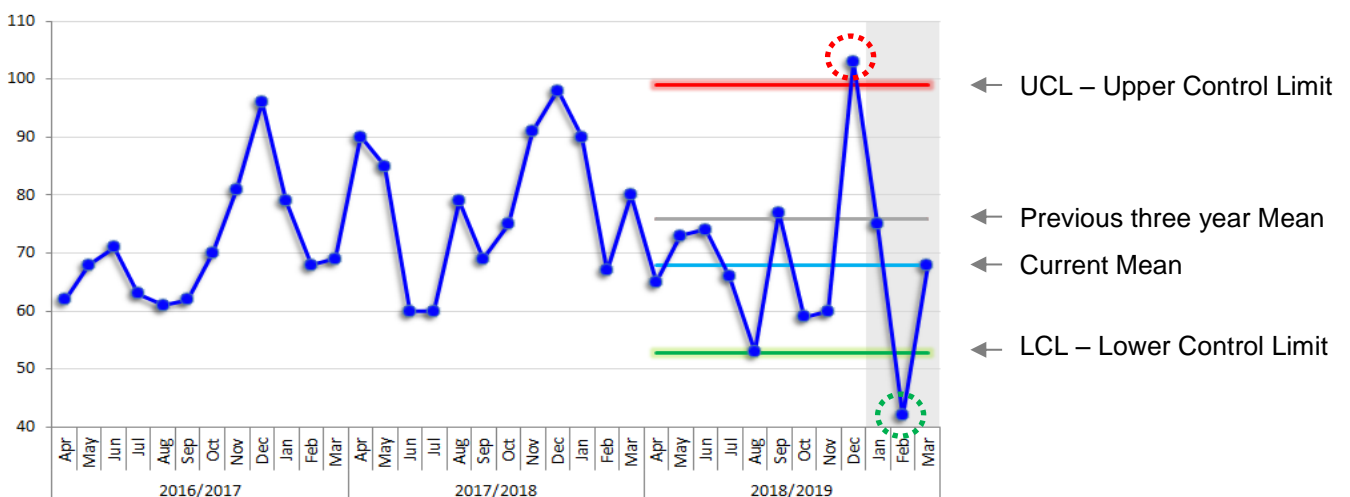
Key Performance Index and Indicator trends

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:
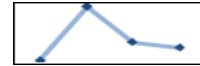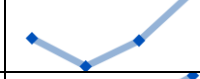
is in positive exception:
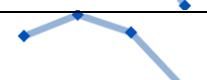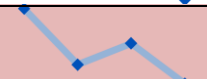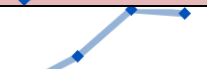
or is in negative exception:

KPI		Description	Progress	Page (s)
1		**Preventing** fires and other emergencies from happening. **Protecting** people and property when fires happen.		
1.1		Risk Map Score		9
1.2		Overall Activity		10
1.3		Accidental Dwelling Fires (ADF)		12
1.3.1		ADF - Extent of Damage (Fire Severity)		13
1.3.2		ADF - Number of Incidents Where Occupants have Received a HFSC		14
1.4		Accidental Dwelling Fire Casualties		15
1.5		Accidental Building Fires (ABF) - Non Dwellings		16
1.5.1		ABF (Non Dwellings) - Extent of Damage (Fire Severity)		17
1.6.1		Deliberate Fires - Anti-Social Behaviour		18
1.6.2		Deliberate Fires - Dwellings		18
1.6.3		Deliberate Fires - Non Dwellings		18
1.7		High Risk Home Fire Safety Checks		19
1.8		Road Safety Education Evaluation		20
1.9		Fire Safety Enforcement		21

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Key Performance Index and Indicator trends

KPI		Description	Progress	Page (s)
2		**Responding** to fire and other emergencies quickly and competently.		
2.1.1		Critical Fire Response - 1st Fire Engine Attendance		22
2.1.2		Critical Fire Response - 2nd Fire Engine Attendance		23
2.2.1		Critical Special Service Response - 1st Fire Engine Attendance		24
2.3		Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		15
2.4		Fire Engine Availability - On-Call Duty System		26
2.4.1		Fire Engine Availability - On-Call Duty System (without wholetime detachments)	Subset of KPI 2.4 and provided for information only	28
2.5		Staff Accidents		29
3		**Delivering** value for money in how we use our resources.		
3.1		Progress Against Savings Programme		30
3.2		Overall User Satisfaction		31
4		**Valuing** our people so that they can focus on making Lanacshire safer.		
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.
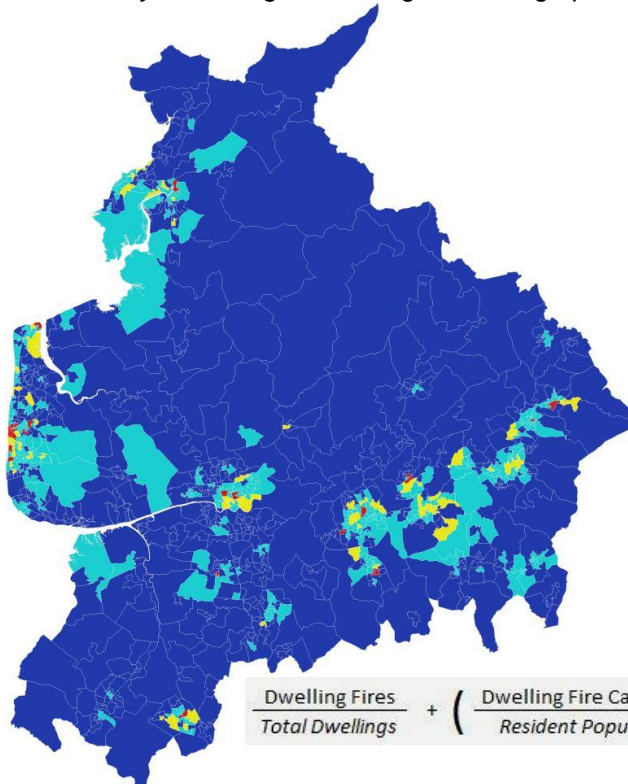
Specifically, the risk score for each SOA is calculated using the formula shown below.

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

1.2 Overall Activity		Quarter activity 4,547

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 4.87% over the same quarter of the previous year.
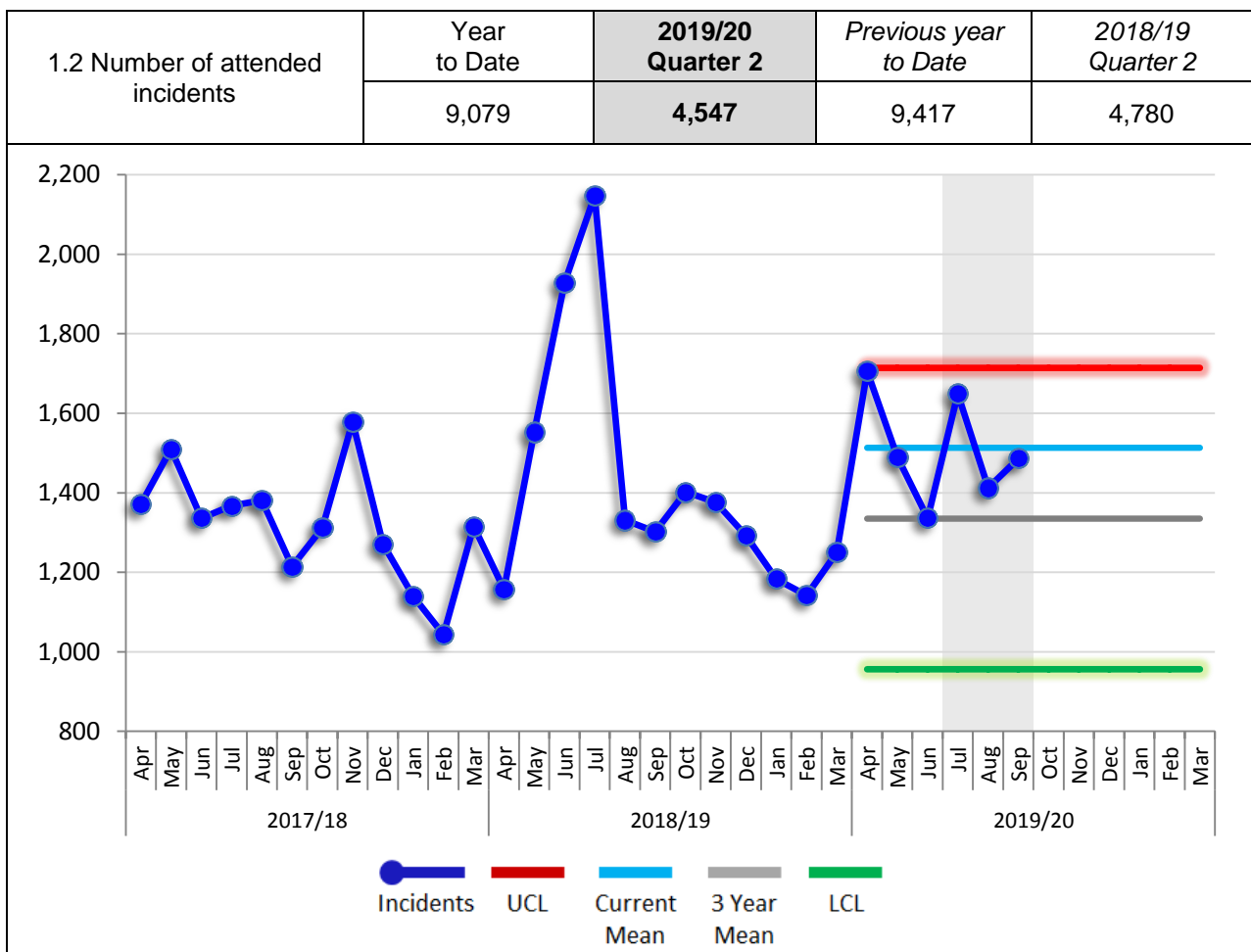
1.2 Number of attended incidents	Year to Date	2019/20 Quarter 2	Previous year to Date	2018/19 Quarter 2
	9,079	4,547	9,417	4,780

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
1,513	1,335	1,421	1,320	1,263

1.2 Overall Activity Breakdown

Quarter activity
4,547

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.

FALSE ALARM:	
Fire alarm due to Apparatus	60%
Good Intent false alarm	37%
Malicious False Alarm	3%

SPECIAL SERVICE:	
Critical Incidents (KPI 2.2.1)	64%
Gaining Entry*	18%
RTC*	17%
Flooding*	7%

FIRE - SECONDARY:	
Anti-Social Behaviour (1.6.1)	57%
Accidental Fires	43%

FIRE - PRIMARY:	
Accidental Dwelling Fires (1.3)	39%
Accidental Building Fires (1.5)	13%
Dwellings (1.6.2)	7%
Non Dwellings (1.6.3)	5%
Other Primary	37%

Special Service, 1024, 23%
False Alarm, 2280, 50%
Fire - Secondary, 678, 15%
Fire - Primary, 553, 12%

*Chimney fires only contribute a small proportion and are not shown in the above chart. *Included within KPI 2.2.1*

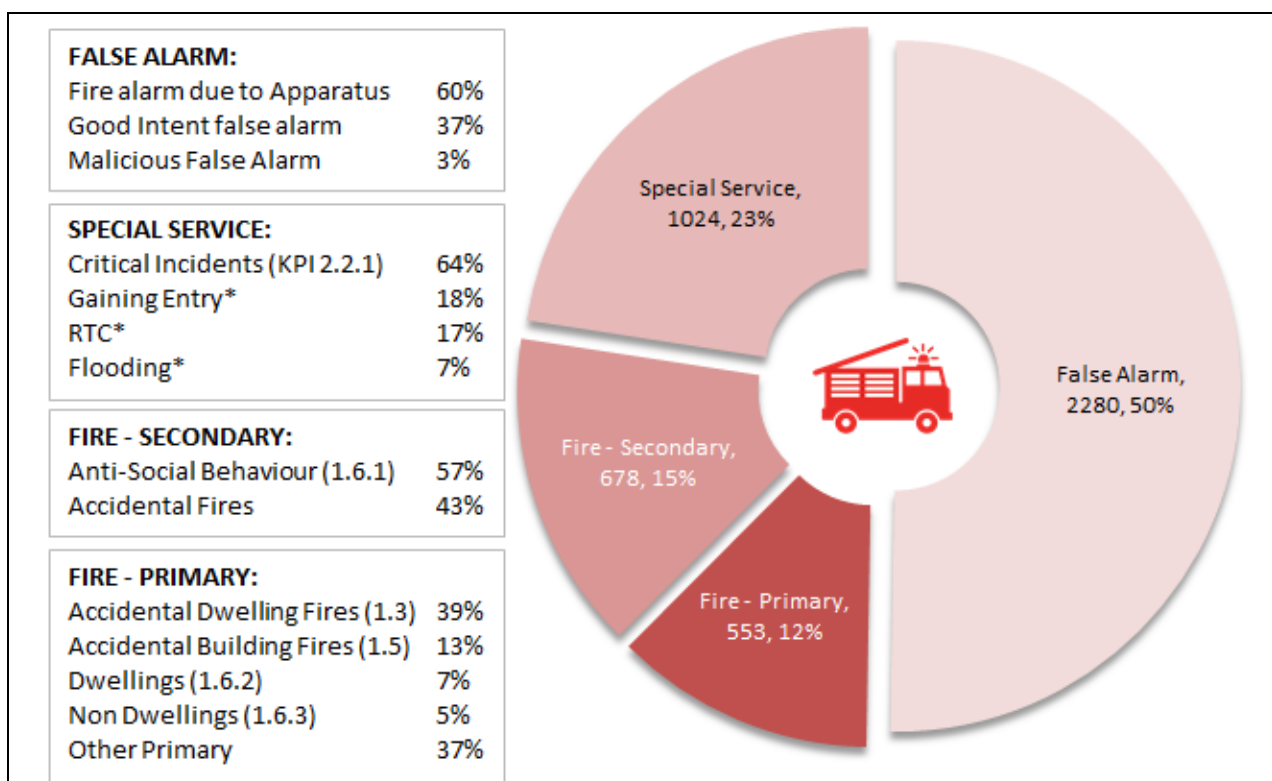|	
	FALSE ALARM incidents make up the majority of the Service's activity. During quarter 2 false alarms consisted of: 60% Fire alarm due to Apparatus, 37% Good Intent false alarm and 3% Malicious False Alarm.
	SPECIAL SERVICE incidents are made up of a number of different activities, of which, 655 are defined as critical incidents and are captured within KPI 2.2.1. On behalf of the Ambulance Service we were asked to gain entry to a property on 315 occasions, of which, 187 (59%) resulted in the use of tools to gain entry to a property. Also, 17% of special service incidents are Road Traffic Collisions (RTC) and 7% are flooding related.
	SECONDARY FIRE incidents are mainly anti-social behaviour fires (KPI 1.6.1). These makeup 57% and mainly involve loose refuse. Whilst 43% are accidental fires, or fires with an unknown cause.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 39% and are shown later in the report as KPI 1.3. Accidental Building Fires contribute 13% and again are covered within its own KPI 1.5.

| 1.3 Accidental Dwelling Fires | | Quarter activity 213 |

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

A primary fire is one involving property (excluding derelict property) <u>or</u> any fires involving casualties, rescues, <u>or</u> any fire attended by five <u>or</u> 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 8.67% over the same quarter of the previous year.
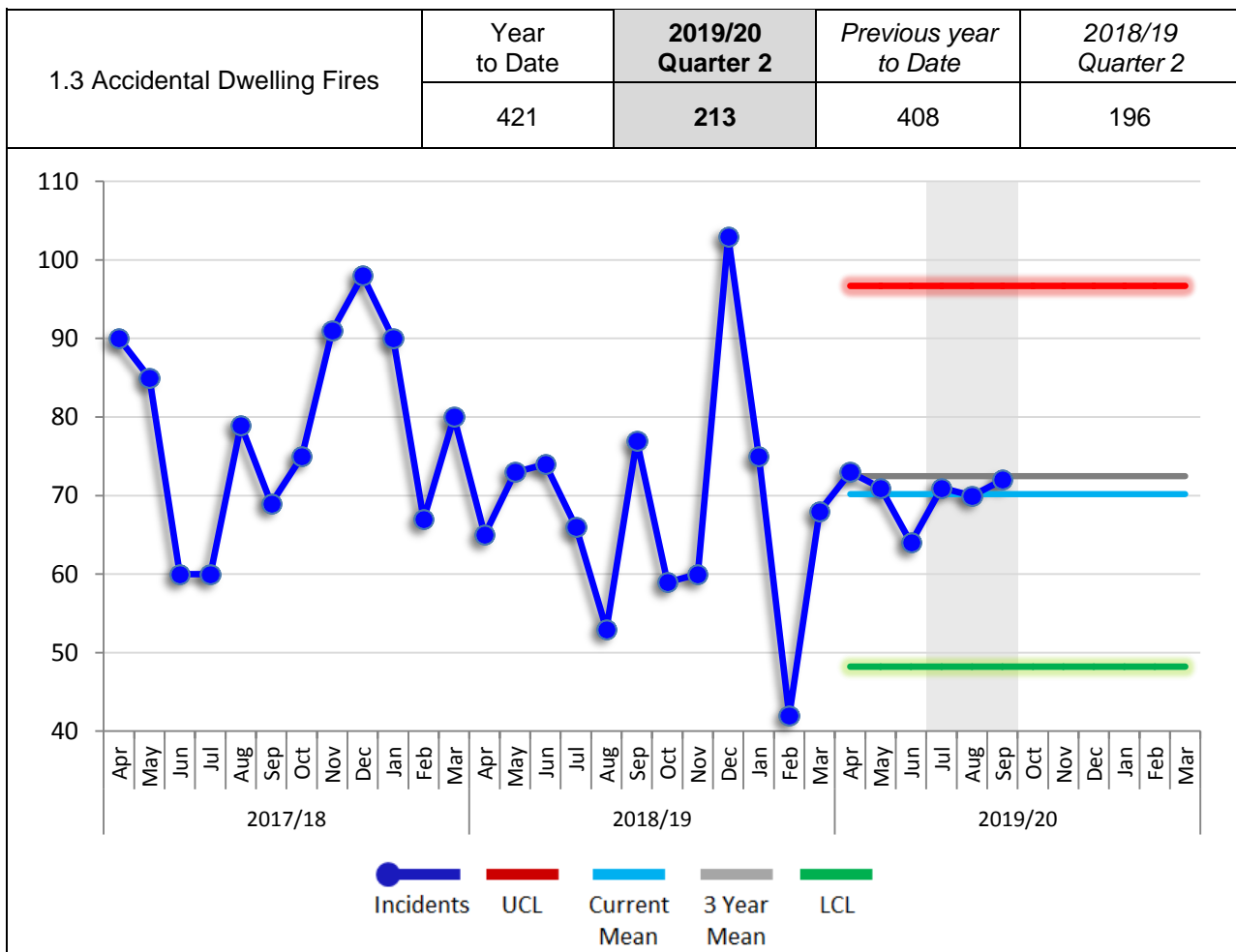
1.3 Accidental Dwelling Fires	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	421	**213**	408	196

| | Incidents | UCL | Current Mean | 3 Year Mean | LCL |

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:
93.5%

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 93.5%. This is a decrease of 1.9% against the 95.4% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				Quarter 2
			Quarter 2	*Quarter 3*	*Quarter 4*	*Quarter 1*	
1.3.1 ADF – Severity of Fire	High	⬆	*4.6%*	*4.5%*	*3.2%*	*4.3%*	**6.5%**
	Medium	⇩	*46.4%*	*52.7%*	*49.7%*	*49.0%*	**44.9%**
	Low	⇩	*49.0%*	*42.8%*	*47.0%*	*46.6%*	**48.6%**
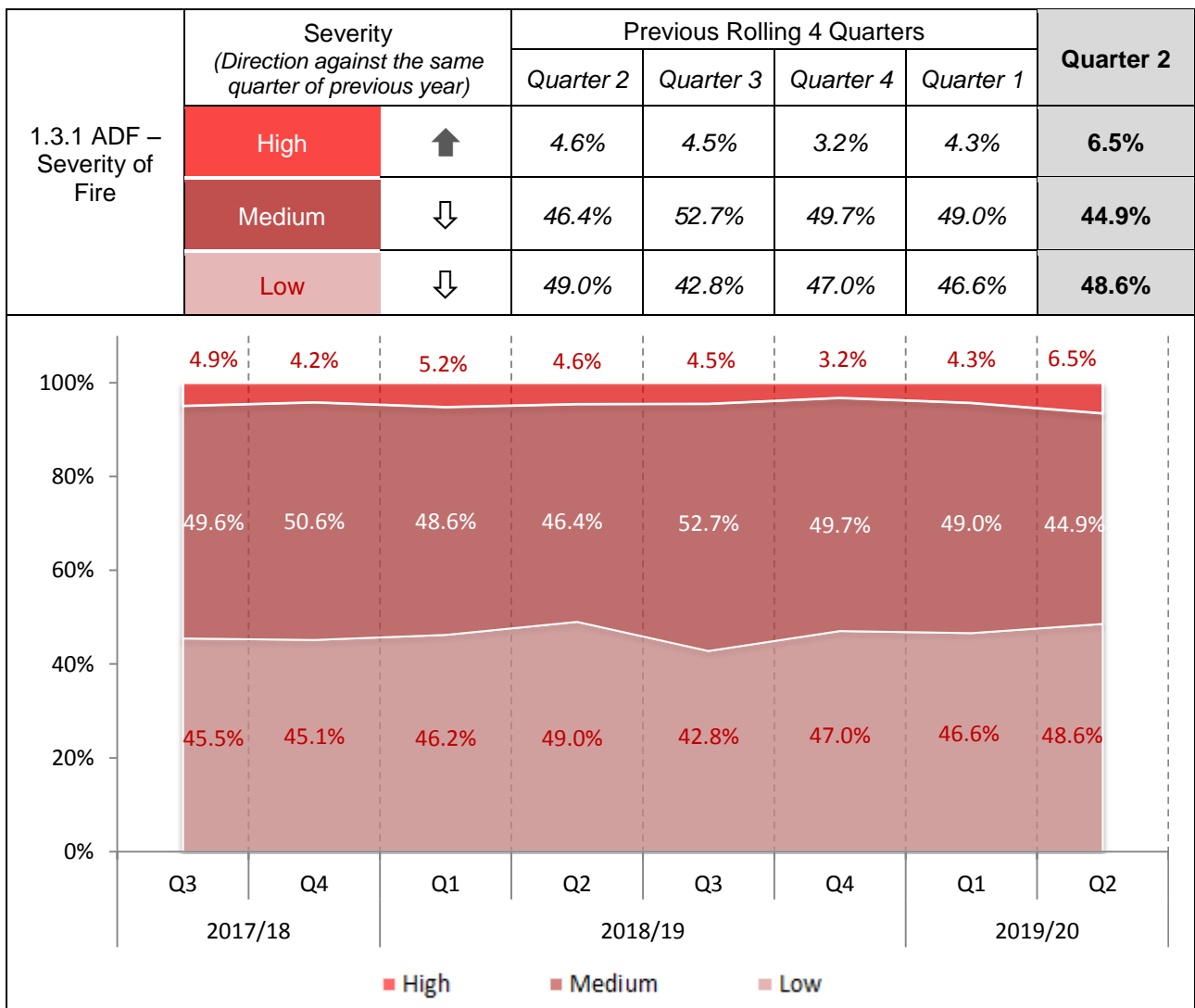
1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC		% with previous HFSC 13%

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 4% 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	28	13%	⬆	17	9%
Quarter 3				24	11%
Quarter 4				15	8%

1.4 Accidental Dwelling Fire Casualties		Quarter activity 16

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 was one fatality during the latest quarterly period. Four casualties are recorded as serious and 11 slight. The same quarter of the previous year recorded 2 fatalities, 1 serious and 9 slight.

Casualty Status	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
Fatal	3	1	4	2
Victim went to hospital, injuries appear Serious	10	4	2	1
Victim went to hospital, injuries appear Slight	18	11	16	9
Total	31	16	22	12

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

Current Mean	**3 year Mean**	**Monthly Mean**		
		2018/19	**2017/18**	**2016/17**
5	4	4	3	4

1.5 Accidental Building Fires (Non Dwellings)		Quarter activity 73

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' <u>and</u> the cause of fire has been recorded as 'Accidental' or 'Not known'.

Quarterly activity decreased 21.51% over the same quarter of the previous year.

1.5 Accidental Building Fires	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	160	73	211	93

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.
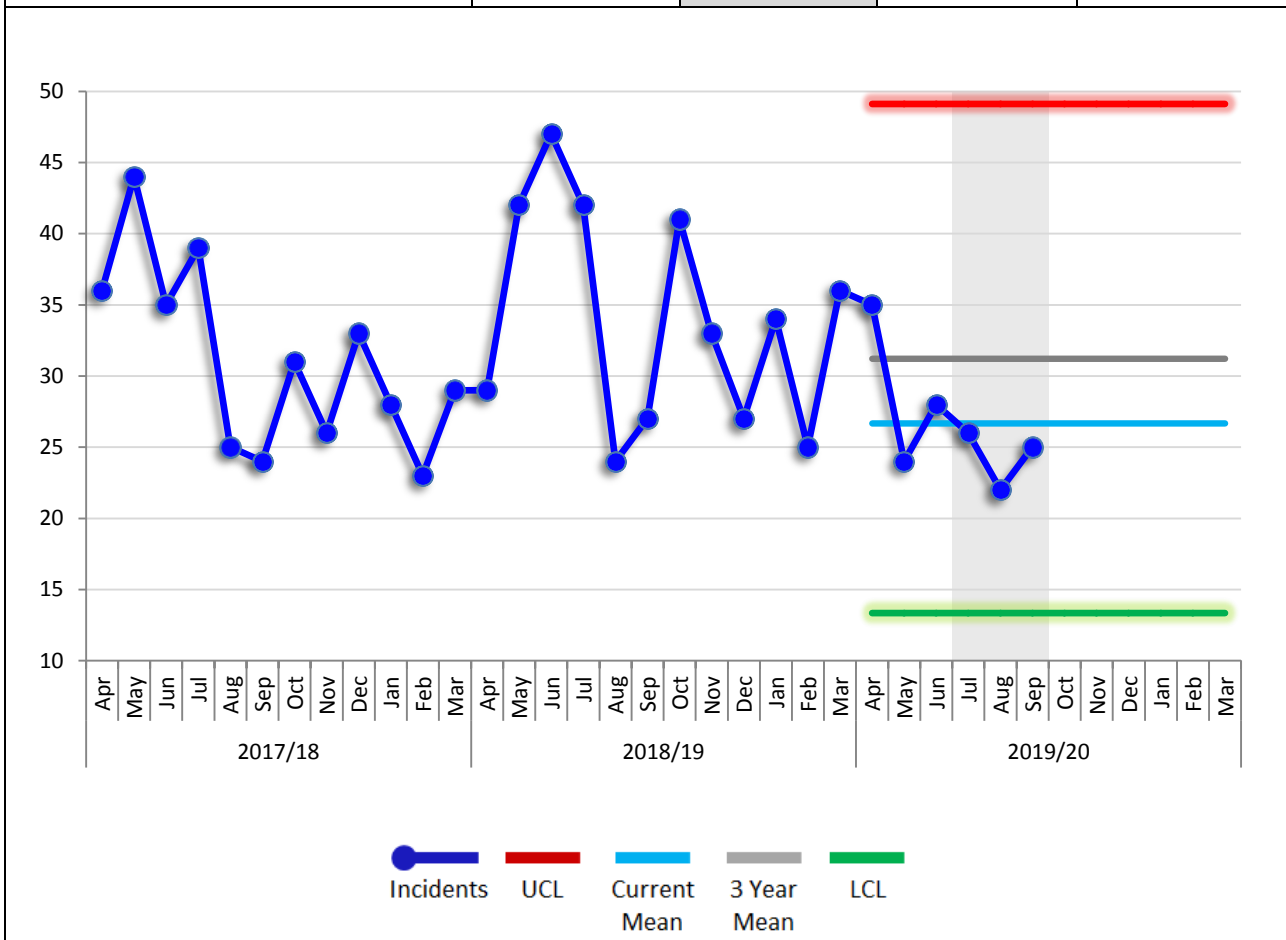
Current Mean	3 year Mean	Monthly Mean		
		2018/19	**2017/18**	**2016/17**
27	31	34	31	28

1.5.1 ABF (Non Dwellings) - Extent of Damage (Fire Severity)
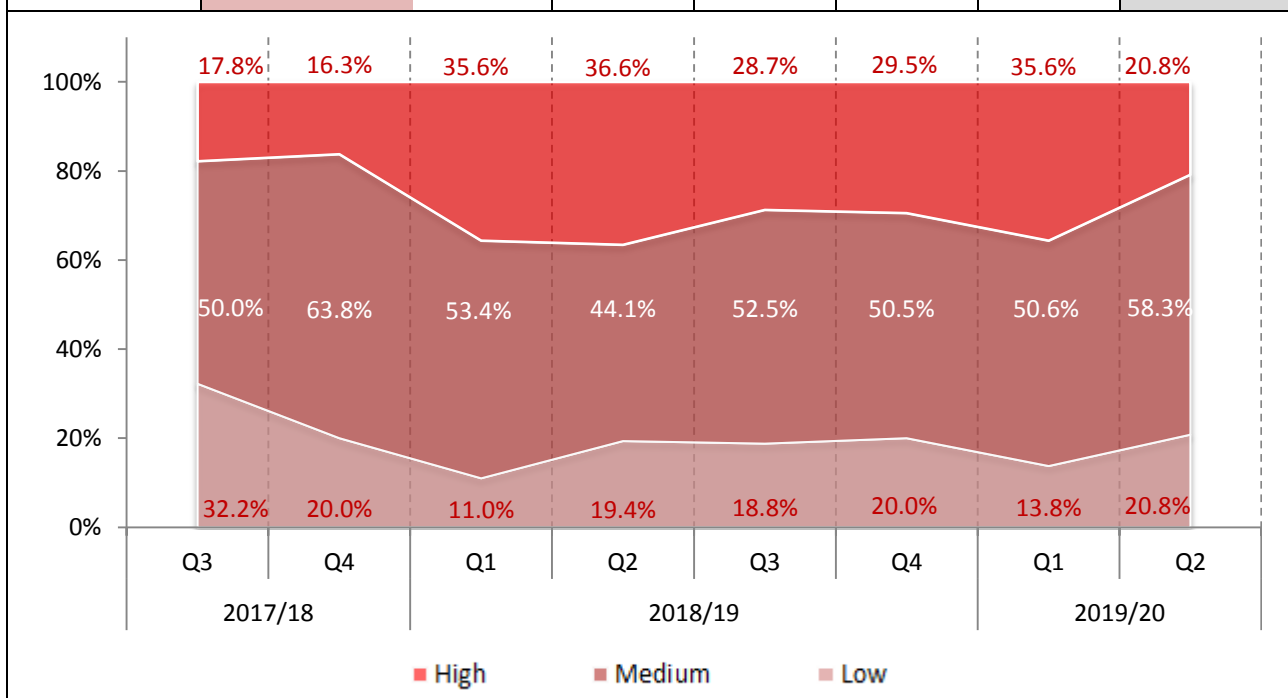
Quarter activity:
79.2%

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 79.2%. This is an improvement of 15.8% against the 63.4% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				Quarter 2
			Quarter 2	*Quarter 3*	*Quarter 4*	*Quarter 1*	
1.5.1 ABF – Severity of Fire	High	⇩	*36.6%*	*28.7%*	*29.5%*	*35.6%*	**20.8%**
	Medium	⬆	*44.1%*	*52.5%*	*50.5%*	*50.6%*	**58.3%**
	Low	⬆	*19.4%*	*18.8%*	*20.0%*	*13.8%*	**20.8%**

1.6 Deliberate Fires		Quarter activity 390

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

1.6.1 Deliberate ASB Fires	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	1,071	390	1,361	674

Chart refers to KPI 1.6.1

Legend: Incidents, UCL, Current Mean, 3 Year Mean, LCL
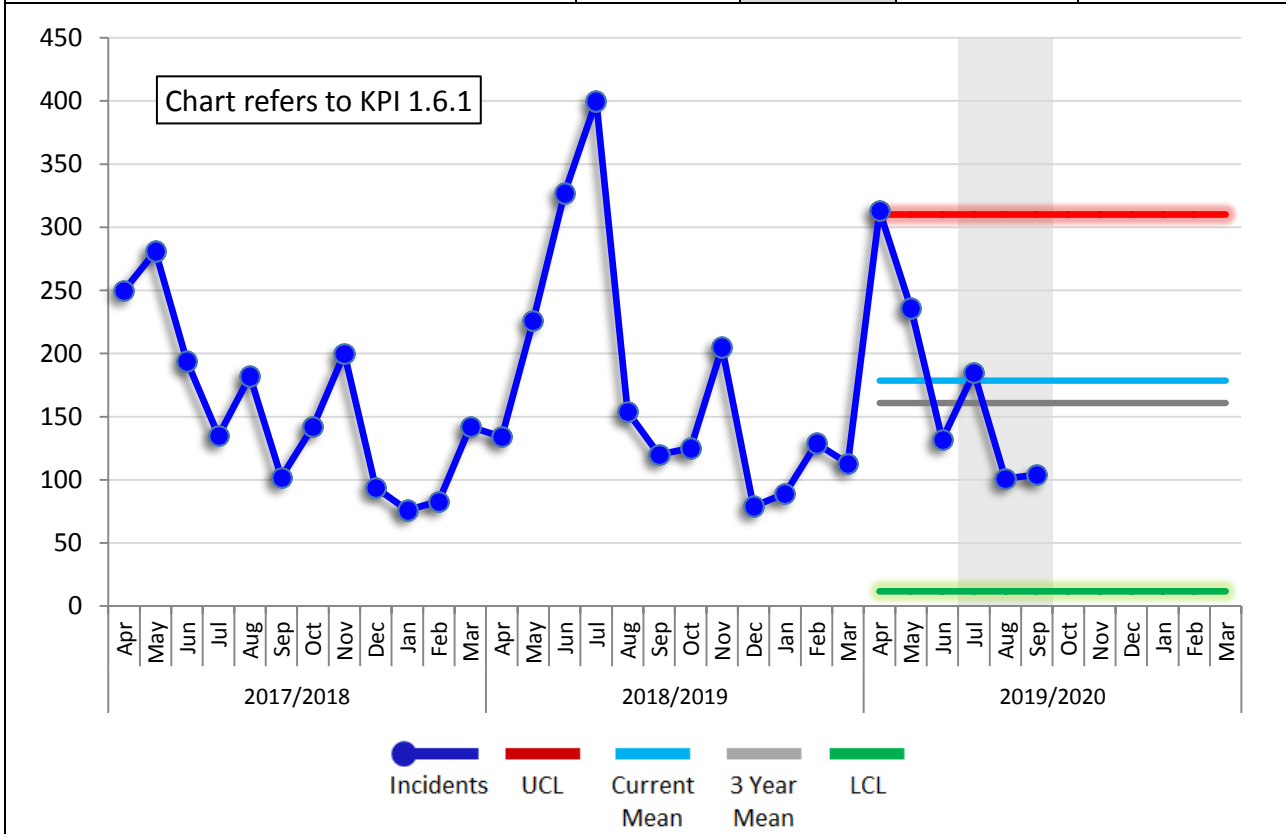
Deliberate Fire Type		Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	1.6.1 Deliberate Fires - ASB	1,071	390	1,361	674
	1.6.2 Deliberate Fires - Dwellings	67	38	67	27
	1.6.3 Deliberate Fires - Non Dwellings	79	44	59	18

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**
	178	160	175	156	150

1.7 Home Fire Safety Checks	HFSC	Quarter outcome 61%

The percentage of completed HFSC's (KPI 1.7.1), 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 34% over the same quarter of the previous year and those with a high risk outcome, decreased by 6%.

	2019/20		⬆/⬇	2018/19	
	HFSC completed	% of High HFSC outcomes	**Progress**	*HFSC completed*	% of High HFSC outcomes
Quarter 1	4,841	65%	⬆/⬇	3,441	66%
Quarter 2	5,332	61%	⬆/⬇	3,988	67%
Quarter 3				4,945	64%
Quarter 4				5,137	65%
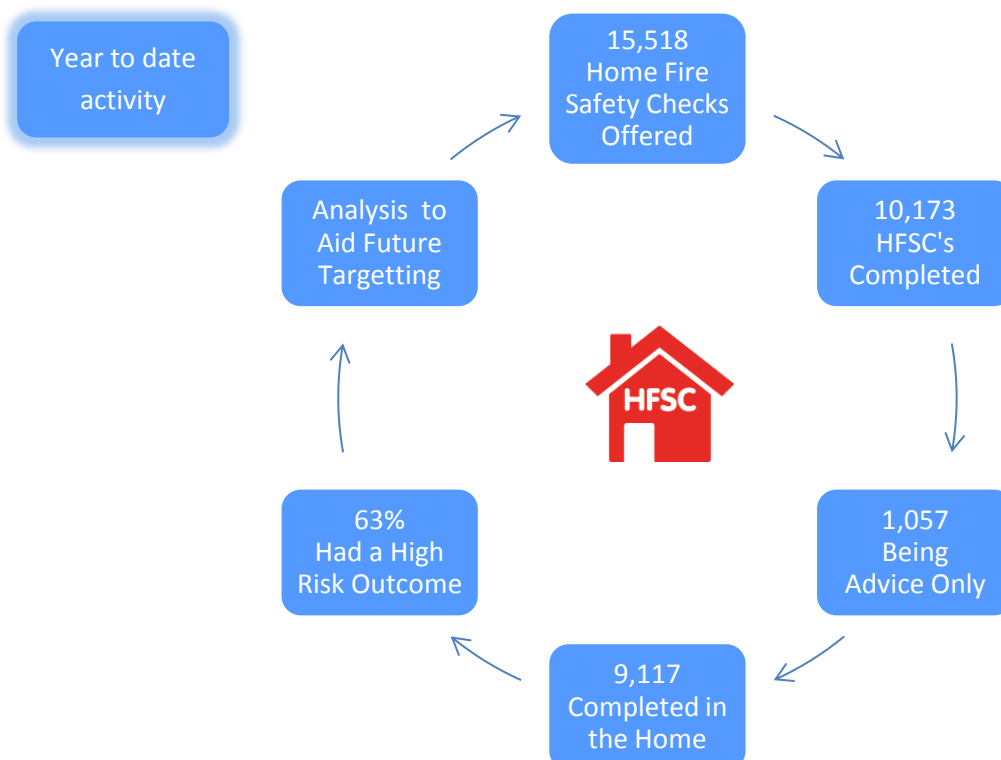
Year to date activity

- 15,518 Home Fire Safety Checks Offered
- 10,173 HFSC's Completed
- 1,057 Being Advice Only
- 9,117 Completed in the Home
- 63% Had a High Risk Outcome
- Analysis to Aid Future Targetting

1.8 Road Safety Education Evaluation

Quarter activity
85%

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 increased 36% and those with a percentage of positive influence [1] 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[1]**	**Progress**	*Total participants*	*% positive influence on participants behaviour[1]*
Quarter 1	4,354	85%	⬇/⬄	5002	85%
Quarter 2	8,158	85%[2]	⬆/⬄	5983	85%
Quarter 3				10613	85%
Quarter 4				17220	85%

[1] *From a sample.* [2] *Estimate*
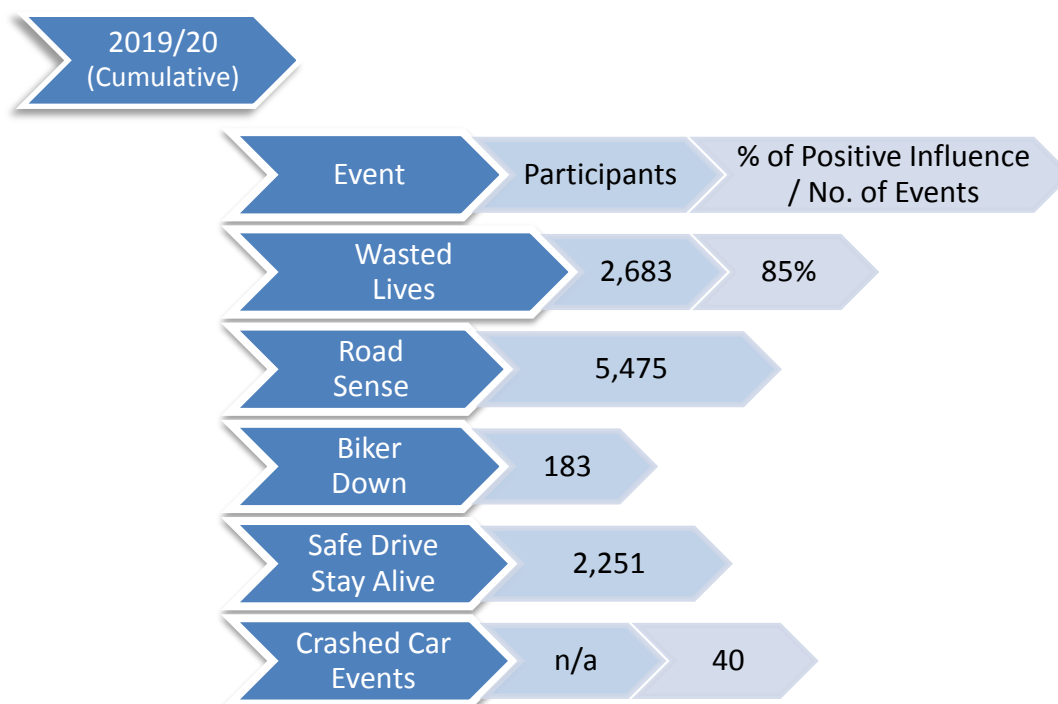
2019/20 (Cumulative)		
Event	Participants	% of Positive Influence / No. of Events
Wasted Lives	2,683	85%
Road Sense	5,475	
Biker Down	183	
Safe Drive Stay Alive	2,251	
Crashed Car Events	n/a	40

making Lancashire **safer**

20

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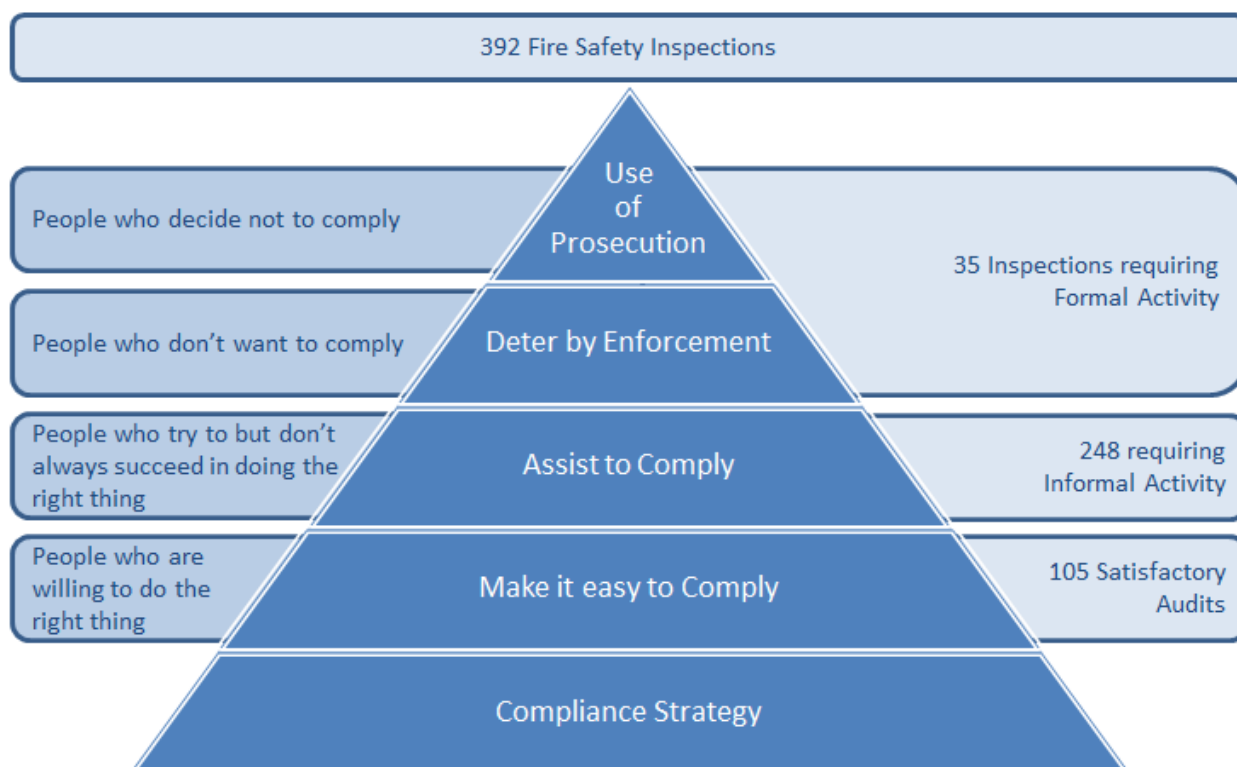
*The 'Number of Inspections' count includes Business safety advice and advice to other enforcement authorities, which are not captured within the formal/informal or satisfactory counts.

	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	411	38	270	90	9%	⇔	*9%*
2	392	35	248	105	9%	⇩	*12%*
3							*7%*
4							*11%*

392 Fire Safety Inspections

People who decide not to comply

People who don't want to comply

People who try to but don't always succeed in doing the right thing

People who are willing to do the right thing

Use of Prosecution

Deter by Enforcement

Assist to Comply

Make it easy to Comply

Compliance Strategy

35 Inspections requiring Formal Activity

248 requiring Informal Activity

105 Satisfactory Audits

2.1.1 Emergency Response Standards - Critical Fires - 1st Fire Engine Attendance		Quarter response 88.37%

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 1st pump response improved 5.4% over the same quarter of the previous year.

1st pump cumulative attendance standard	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	88.78%	**88.37%**	84.31%	**82.97%**

2.1.2 Emergency Response Standards - Critical Fires – 2nd Fire Engine Attendance		Quarter response 86.32%

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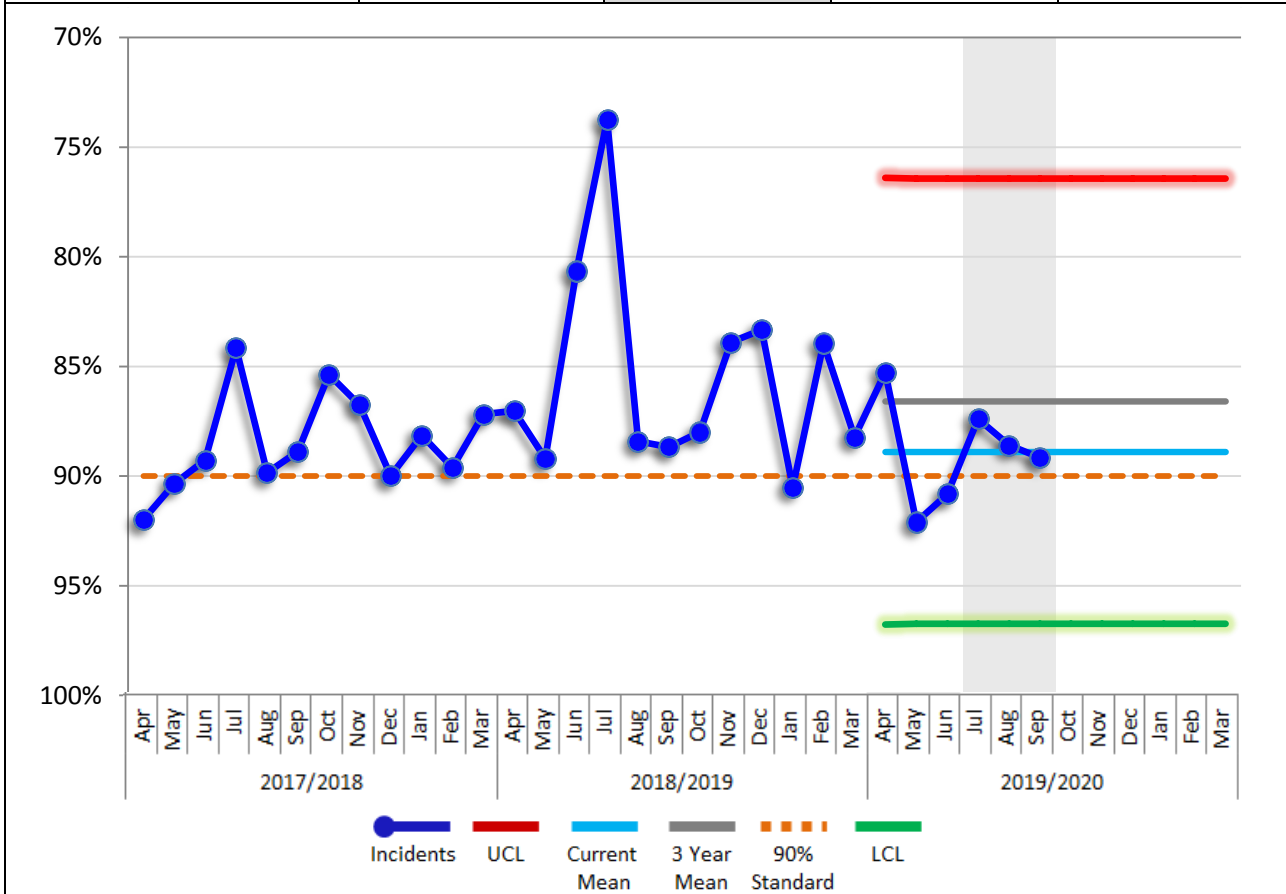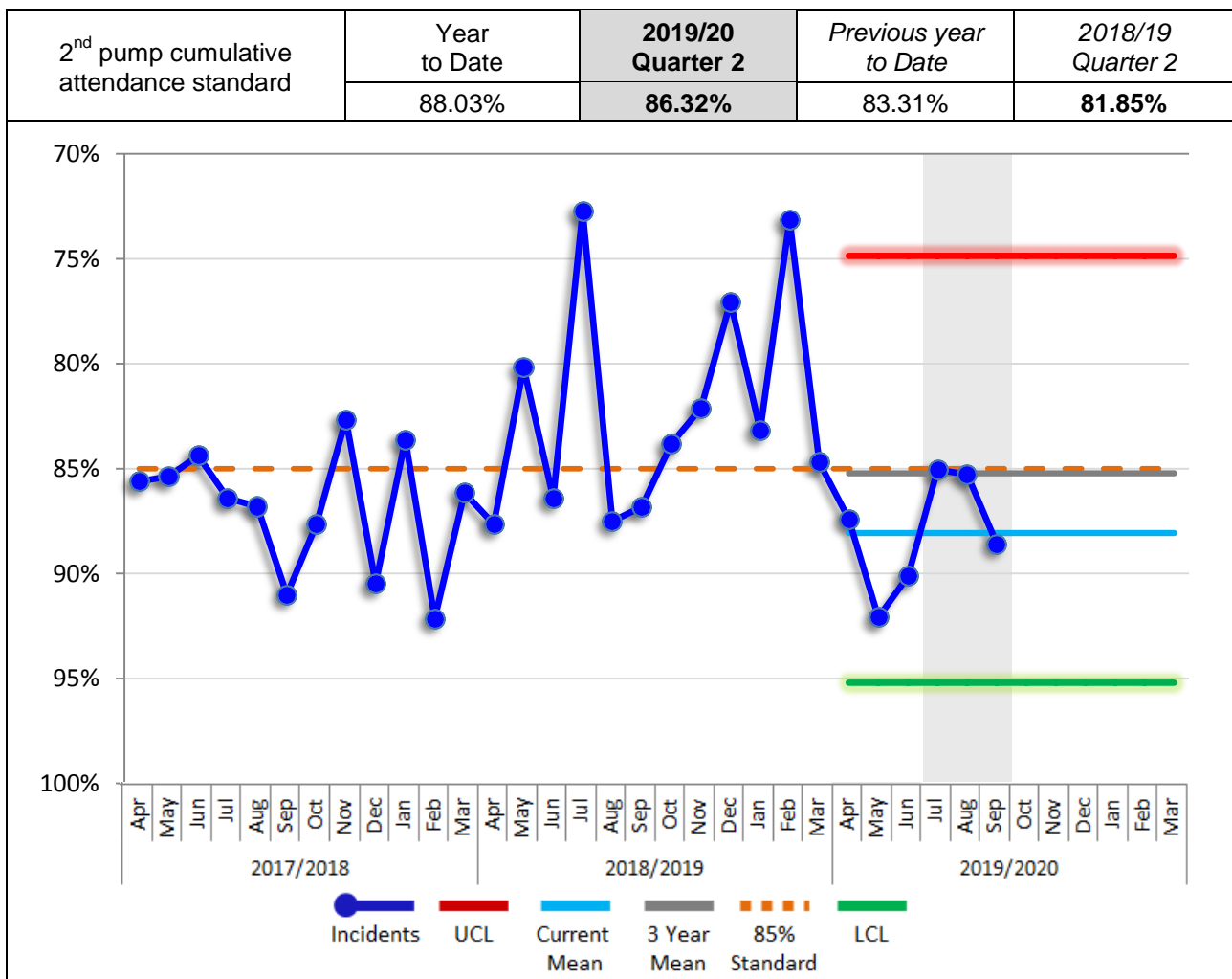
The response standards include call handling and fire engine response time for the second fire engine attending a critical fire, and are as follows:

- *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 2nd pump response improved 4.47% over the same quarter of the previous year.
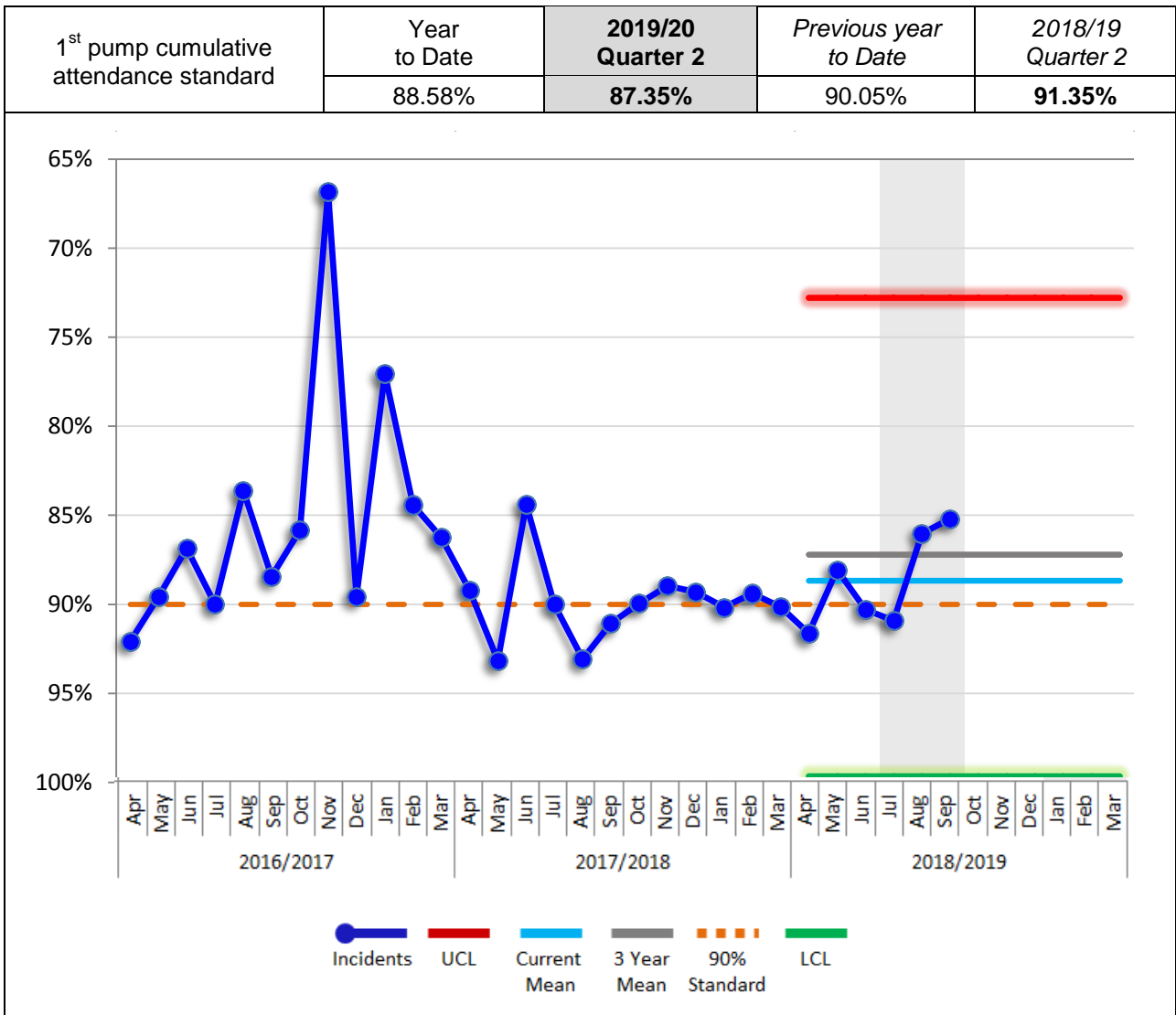
2nd pump cumulative attendance standard	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	88.03%	**86.32%**	83.31%	**81.85%**

2.2.1 Emergency Response Standard - Critical Special Service - 1st Fire Engine Attendance		Quarter response **87.35%**

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 1st pump response decreased 4% over the same quarter of the previous year.

1st pump cumulative attendance standard	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	88.58%	**87.35%**	90.05%	**91.35%**

2.3 Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		Quarter availbility 99.42%

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 99.50% is an increase of 0.19% over the same period of the previous year.
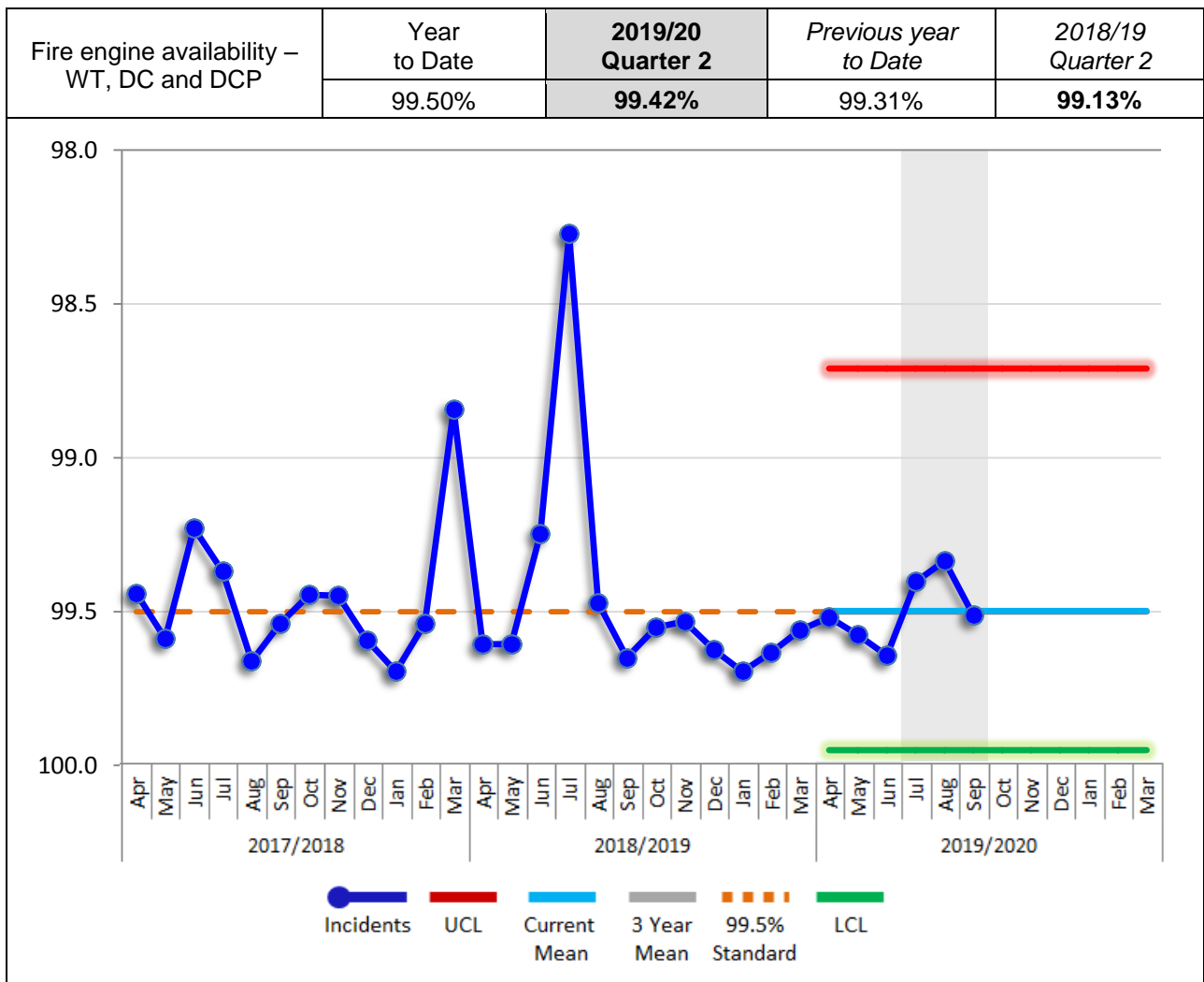
Fire engine availability – WT, DC and DCP	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	99.50%	**99.42%**	99.31%	**99.13%**

2.4 Fire Engine Availability – On-Call Duty System		Quarter availbility 86.34%

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*   61%
- *Crew deficient*   73%
- *Not enough BA wearers*   51%
- *No driver*   50%

Standard: Above 95%

Year to date availability 87.09%, a 0.72% increase against the previous year to date of 86.47%.
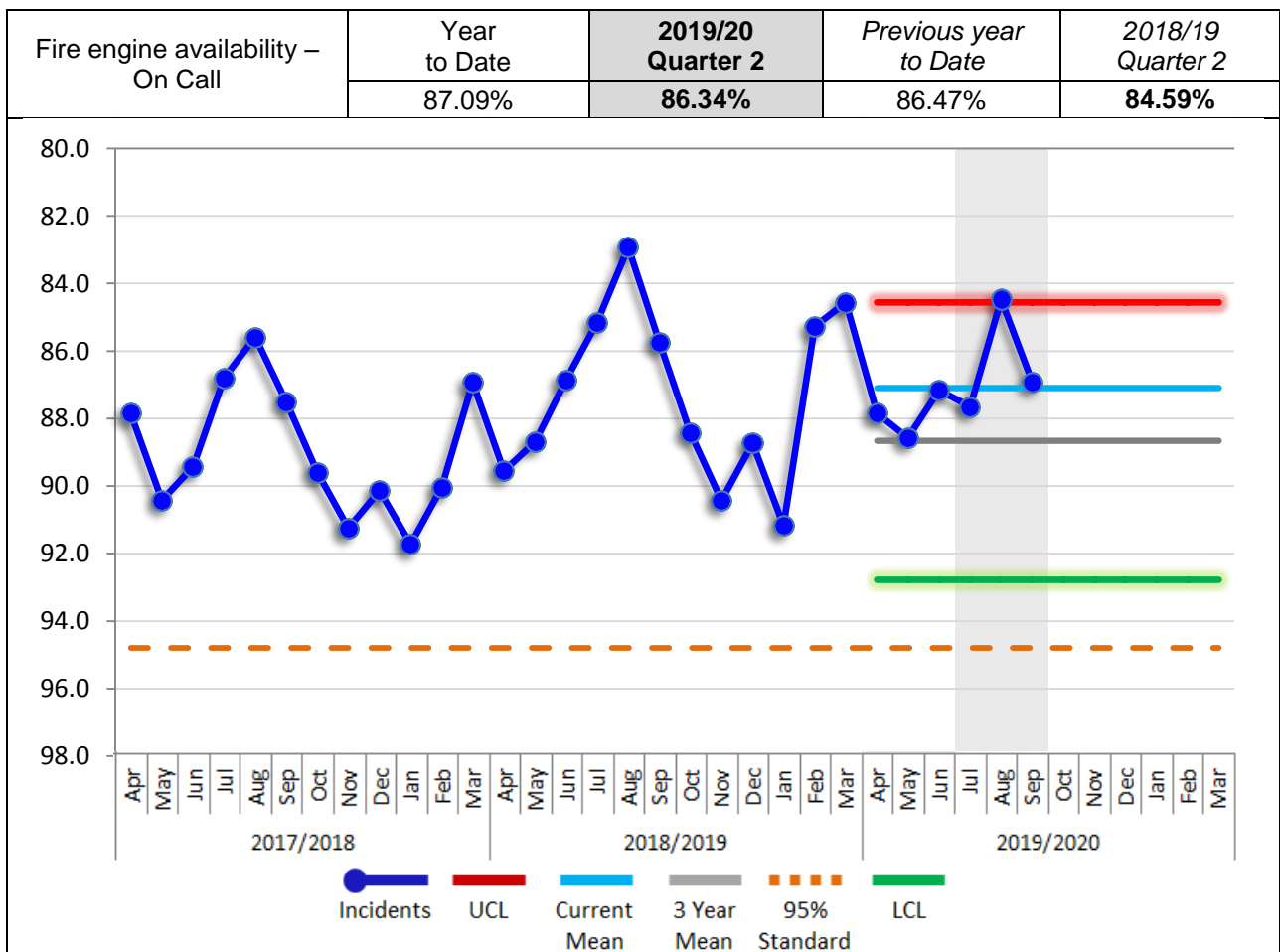
Fire engine availability – On Call	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	87.09%	**86.34%**	86.47%	**84.59%**

What are the reasons for an Exception Report

This is a negative exception report due to the month of August recording availability of 84.47%, which is outside the lower control limit of 84.55%.

Analysis

Within quarter 2 the months of July and September are within tolerance, unfortunately, the month of August recorded 0.08% outside of the lower control limit.

Typically, the summer period months can be a struggle to provide cover. This can be due to family commitments as school age children need to be cared for and annual summer holidays.

The chart above shows that this is a regular trend, with the previous August month's making a significant contribution to pump unavailability.

Normally this peak would be smoothed out by other months in the quarter, but as we now monitor on a monthly basis, instances such as this are more transparent and more readily identified.

	Quarter 3			Quarter 4			Quarter 1			Quarter 2		
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Standard achieved	88.41	90.42	88.73	91.17	85.27	84.55	87.84	88.56	87.16	87.64	84.47	86.92
		89.17%			87.05%			87.86%			86.34%	

Actions being taken to improve performance

Recruitment – This quarter's recruitment campaign saw LFRS receive over 160 On-Call applications service wide. This is a big improvement on previous year's campaigns and emphasises the work being carried out by OCSO's (On-call Support Officer's). Over the last year there has been a marked improvement on the public's awareness of On-Call, this will only assist the service to attract potential applicants in the future. The current November On-Call initial course has 31 recruits starting and will prove a welcome support to stations where availability is below the benchmark.

Local action plans for stations with availability of less than 85% should continue to be produced in conjunction with SDM's (Service Delivery Manager's), Unit Managers and OCSO's to tailor the support required to each unit. The reports need to be standardised and completed each month.

In addition to the above recommendations, further input from OCSO's has seen significant improvements in Firefighter/Officer development, along with the highest numbers of applications applying for and joining On-Call. As these changes take effect over the course of the next 12 months it is envisaged that availability will begin to increase.

A focused look at existing contract alignment while ensuring staff are fulfilling existing contracts when under contracted hours. SDM's to ensure ownership of this at a local level.
Support national On-Call campaigns and utilise their recruitment literature and designs.

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2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).

Quarter availbility
81.92%

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 On-Call crewed engines were available for the most recent quarter was 81.92%. This excludes the wholetime detachments shown in KPI 2.4
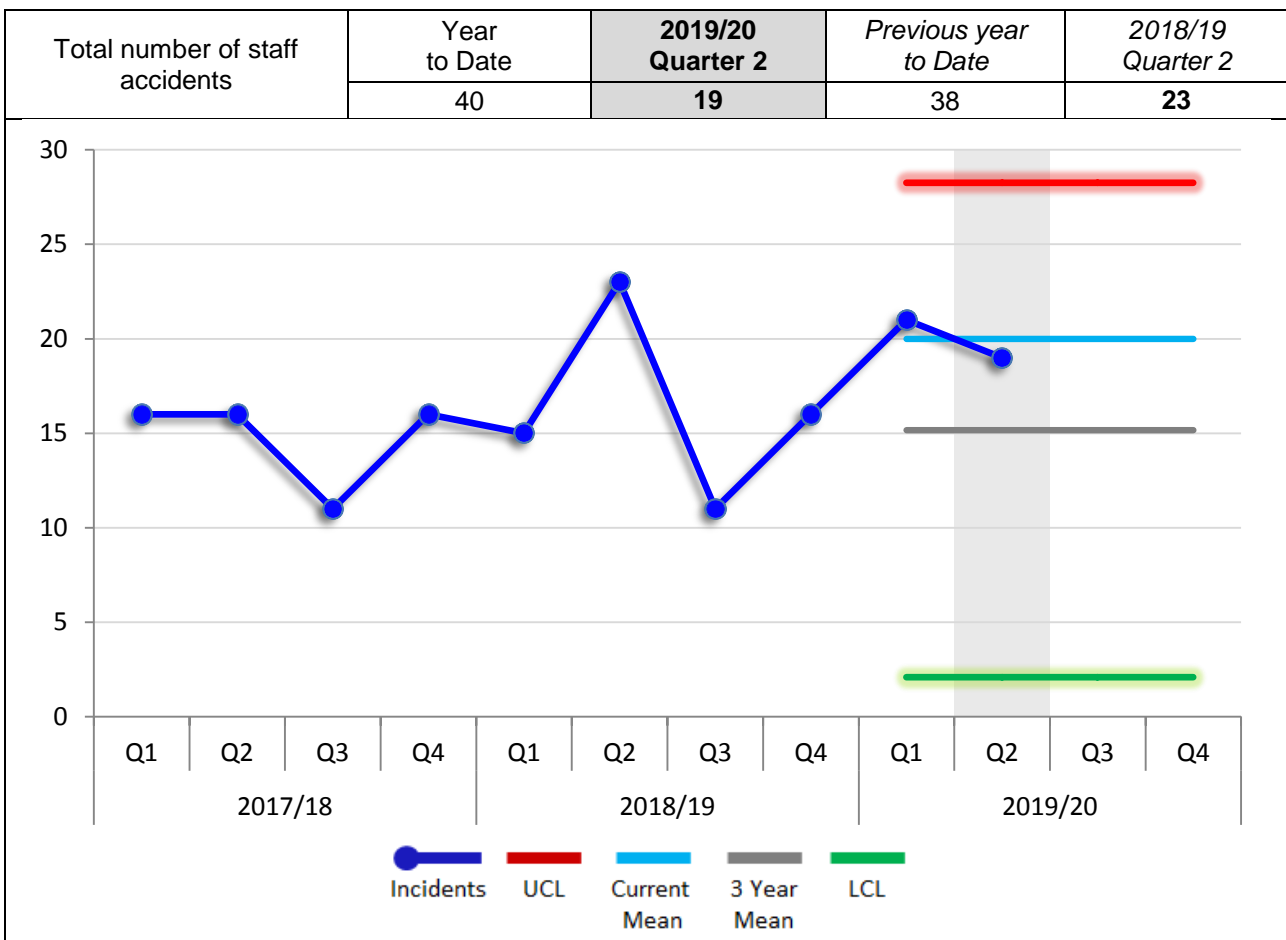
2.5 Staff Accidents		Quarter activity 19

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 decreased by 17.39% against the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	40	**19**	38	**23**

| | Incidents | UCL | Current Mean | 3 Year Mean | LCL |

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**
20	15	16	15	15

3.1 Progress against Savings Programme		Quarter variance -0.71%

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

Budget to end of September 2019 £27.4 million. The spend for the same period is £27.0 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 September of £27.4 million. The spend for the same period was £27.0 million. This gives an under spend for the period of £0.4 million.

Variance:	-0.71%

3.2 Overall User Satisfaction		Percentage satisfied 99%

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.

97 people were surveyed; 96 responded that they were very or fairly satisfied.

Question	Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everthing in to account, are you satisfied, dissatistfied, or neither with the service you received from Lancashire Fire and Rescue Service?	2,250	2,228	99.02%	97.50%	1.56%

There have been 2,250 people surveyed since April 2012.

During the latest quarter - 97 people were surveyed and 96 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.
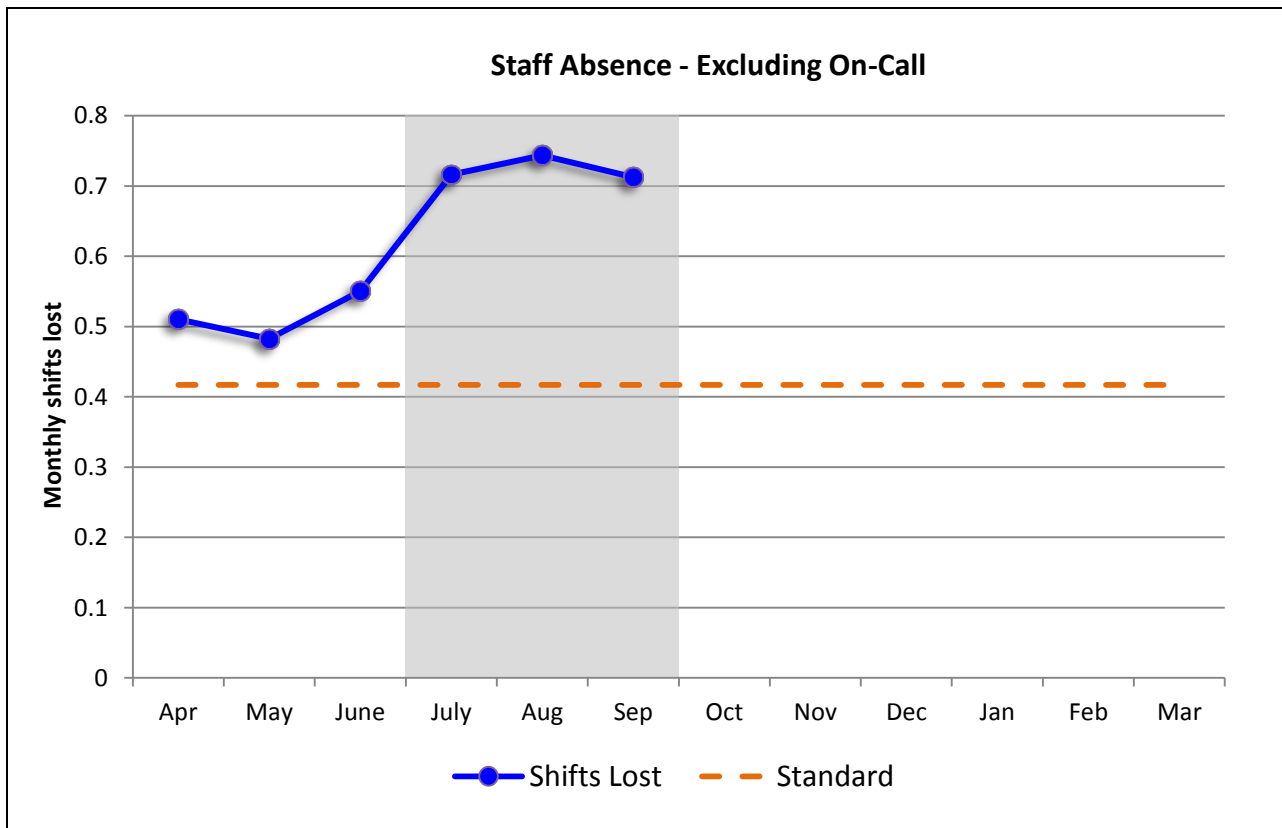
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4.2.1 Staff Absence - Excluding On-Call Duty System		Shifts lost 3.716

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)

Staff Absence - Excluding On-Call

Cumulative total number of monthly shifts lost:	3.716

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 two.

Analysis

During quarter two July 2019 - September 2019, absence statistics shows above target for all three months. Whole-time personnel and Non-uniformed personnel are both above the target over all three months. There were 13 cases of long term absence which span over the 3 months; the main reasons are cases of cancer (4) and mental health (5).

At the end of September the cumulative totals show that non-uniformed staff absence was above target at 5.61 shifts lost per employee, for whole-time staff absence was also above target at 3.12 shifts lost per employee. Overall absence for all staff (except On-Call staff) was 3.72 shifts lost which is above the Service target of 2.50 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 0.39%

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 On-Call absence, as a percentage of available hours of cover at end of the quarter, 0.39%

Annual Standard: No more than 2.5% lost as % of available hours of cover.
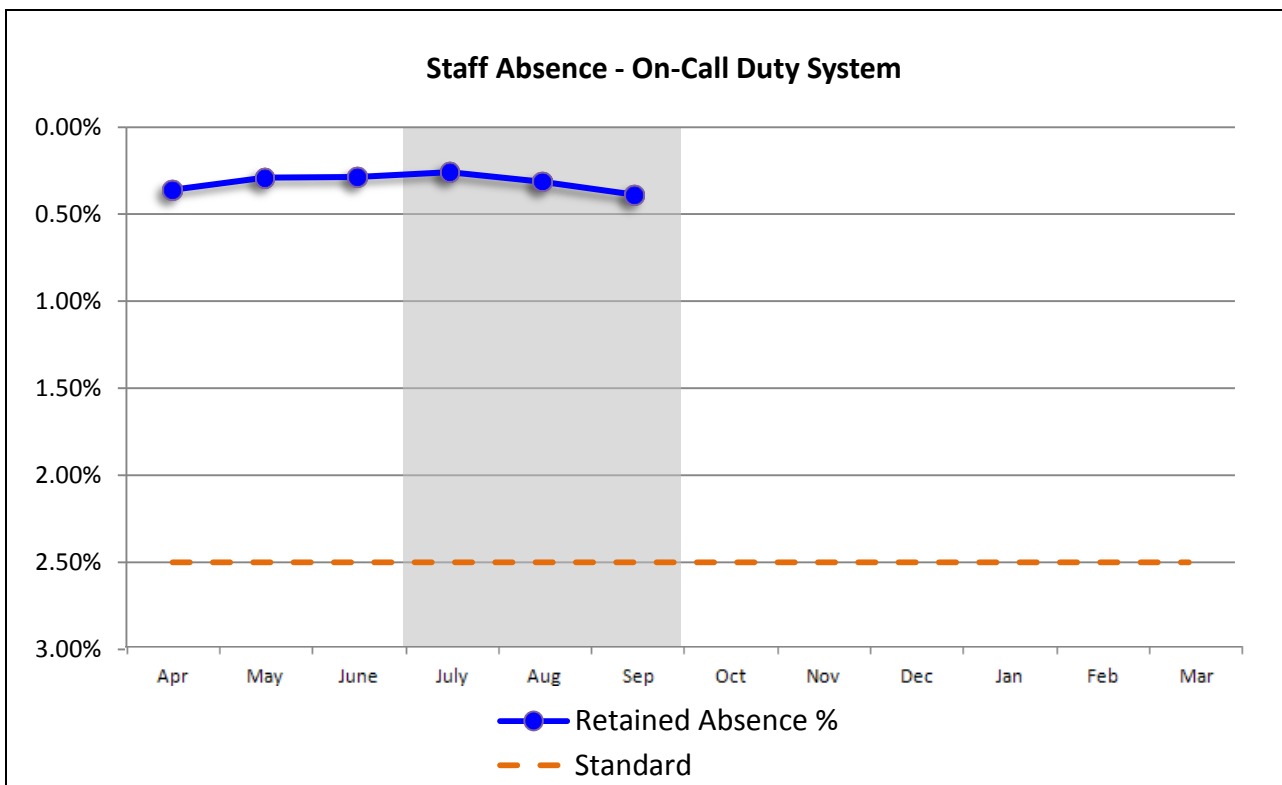
Cumulative On-Call absence (as % of available hours of cover):	0.39%

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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