LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Wednesday, 18 March 2020 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 - 18)

4. PERFORMANCE MANAGEMENT INFORMATION (Pages 19 - 54)

5. DATE OF NEXT MEETING

   The next scheduled meeting of the Committee has been agreed for 10:00 hours on 24 June 2020 in the Main Conference Room, at Lancashire Fire & Rescue Service Headquarters, Fulwood.

   Further meetings are scheduled for 16 September and 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. 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, 28 November 2019, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

MINUTES

PRESENT:

Councillors

S Holgate (Chairman)
P Britcliffe
S Clarke
N Hennessy
M Khan OBE (Vice-Chair)
Z Khan
A Riggott
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)
J Charters, Area Manager, Head of Service Delivery (LFRS)
M Hamer, Group Manager (Acting) Prevention, Protection and Road Safety (LFRS)
C Johnston, Station Manager, Corporate Planning and Audit (LFRS)
D Brooks, Principal Member Services Officer (LFRS)

In attendance

G Basson, North West Fire Contol
K Wilkie, FBU

11/19 CHAIRMAN'S WELCOME

The Chairman welcomed County Councillor Aidy Riggott to the meeting who had replaced County Councillor Mark Perks.

12/19 APOLOGIES FOR ABSENCE

Apologies were received from County Councillor Lorraine Beavers.

13/19 MINUTES OF PREVIOUS MEETING

The Deputy Chief Fire Officer advised that Group Manager Matt Hamer had been invited to present to Members an overview of unwanted fire signal call management as agreed under the overall activity section of the previous minutes (resolution 9/19 refers).

GM Hamer advised that larger premises with more detectors had greater chances of an unwanted fire signal call. Lancashire had a procedure where if 2 calls were received within the month or 3 calls in 6 months this was monitored and a Business Safety Advisor would visit the premises to provide guidance as appropriate. (The alarm system might not have been maintained or may be faulty.) Most businesses were accommodating given plant could shut down during an alarm and evacuation. It was noted that LFRS could issue a minor notice and if a business was not keen on working with the Service it could enforce however, the majority of businesses in Lancashire were keen to engage and put things in place to prevent any further unwanted fire calls.

GM Hamer advised of a premises in Penwortham where there had been up to 30 calls within a 12 month period which was a result of having the wrong detectors in the wrong locations. LFRS had provided advice and an unwanted fire call had not now been received for the last 10 months. Another example was of a University who used a call receiving centre whereby a detector informed the call centre who would then ring 999; the call would go through call challenge at North West Fire Control to try and identify if there was a fire and if there were people at risk but because the call centre was remote from the building they could not answer the questions and the Service would be deployed to the incident. On advice of the Service the University had changed its policies and now, should a detector activate their security would investigate; this had seen the numbers of calls drop dramatically. Some of the larger, older buildings may need investment in new equipment and / or to improve their procedures. During the monitoring visits to premises the Service stressed the impact of unwanted fire calls for the business, for the Service and also on members of the public.

In response to Member questions, GM Hamer confirmed that there were not any specific geographical areas or business sectors that were the worst offenders. Business Safety Advisors met regularly to discuss safety education campaigns which included the National Fire Chiefs Council Business Safety Week where the Service supported business to be aware of the help available to ensure they complied with the law and keep people as safe as possible (particularly, preventing arson, reducing false alarms, preventing common causes of business fires and protecting sleeping accommodation).

County Councillor Hennessy asked whether (as reported under the same resolution) it had been possible for a risk assessment to be undertaken for staff to be inoculated against the flu virus. It was agreed that the Deputy Chief Fire Officer would investigate and inform the Committee separately.

RESOLVED: - That the Minutes of the last meeting held on 19 September 2019 be confirmed as a correct record and signed by the Chairman.

14/19 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

15/19 PERFORMANCE MANAGEMENT INFORMATION

The Deputy Chief Fire Officer introduced Ged Basson, Operations Manager from North West Fire Control who presented Members with a 6-monthly update on issues relating to call handling.

Mr Basson advised that the target from time of call to mobilise for Lancashire was 90 seconds; this was not being achieved but there had been gradual improvement towards that with a current time of 106 seconds which included call challenge.

During the last quarter the percentage of incidents had increased for Lancashire and a table was presented that showed the calls by hour of the day across quarters 1 and 2. In response to a question raised by Councillor Dave Smith, Mr Basson confirmed that the staffing structure was scaled down and increased in line with the expected peak in calls.

Details of the number of calls challenged that related specifically to: automatic fire alarms, gaining entry on behalf of the Police and bonfires was presented. Generally there was just over a quarter of these incidents where the Service was not mobilised; this helped to maintain fire cover and reduce cost and risk of accidents. There had been no change in the call challenge procedure, but this figure was worth monitoring to ensure the challenge carried out on behalf of LFRS was providing the right results or whether there were other external factors involved. The number of 999 calls over the bonfire period showed a downward trend due to LFRS initiatives such as Bright Sparx.

Mr Basson also provided an update on the following:

- Bonfire Period - All fire and rescue control services had been informed nationally that they had managed to answer calls on bonfire night without deferred delay (no more than 2 minutes);
- Ordnance Survey Mapping – the mobilisation system would be updated on 12 December to include a new road route network;
- Grenfell Tower Inquiry Report – NWFC was working with fire and rescue services to see how to implement the recommendations; The Deputy Chief Fire Officer reassured Members that with any national learning LFRS would examine the report to understand what was needed to strengthen the response to high-rise buildings. What had been put in place on the back of Grenfell was to transmit a message from the incident ground of any need to move away from the stay put policy and that message was transmitted from the recent incident at student accommodation in Bolton really early;
- Strategy Planning Day – a day had been arranged for March 2020 to look at the purpose of NWFC. The Fire and Rescue Services in NWFC and the Board of Directors would look at strategic plans and develop a new business case;
- Pre-Alerting – NWFC and LFRS worked together on this early warning system;

- Senior Operations Manager – it was noted that Tessa Tracey was retiring in the New Year. The Committee wished her well for the future and asked Mr Basson to pass on their best wishes for a happy retirement.

Councillor M Khan advised that, as Leader of Blackburn with Darwen Council he was looking to put a motion to Government to change legislation for fireworks to only be sold under licence and would ask that other local authorities consider doing the same. The Committee Chairman, County Councillor Holgate added that fireworks were not just a challenge for the fire service but for others given the noise of explosions made had seemed to get louder and were more frightening for some adults, children and animals. A co-ordinated response was needed across all services to support the overall wellbeing of people.

In response to questions raised by County Councillor Hennessy in relation to staff turnover, training and whether NWFC was inspected, Mr Basson confirmed that NWFC prepared for staff retirements and there had recently been 3 people who had retired in October with 8 staff recently recruited. He confirmed that from placing the advert to someone taking their own calls was a minimum 16 week period although it took someone 2-3 years to become competent. Recruitment was again planned for February 2020 which would take staffing levels to over-establishment however, this was considered against the staff profile and the expectation that more people would retire. He advised that NWFC came under the HMICFRS inspection as a sub-section of LFRS and did have an annual audit.

In response to a question raised by the Committee Chairman, CC Holgate regarding peer review, Mr Basson confirmed that call handling arrangements across the country were very different and that there was a Mobilisation Officer Group who met to look at best practice and peer review could be considered by that group.

County Councillor Dave Stansfield asked that a visit to NWFC be arranged in the New Year for CFA Members and Mr Basson agreed to facilitate this.

This was the 2nd quarterly report for 2019/20 as detailed in the Risk Management Plan 2017-2022.

The Deputy Chief Fire Officer presented the report and 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.

1.2 Overall Activity

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

Quarter 2 activity 4,547, previous year quarter 2 activity 4,780 a decrease of 4.87% over the same quarter.

Year to Date	**2019/20 Quarter 2**	Previous year to Date	2018/19 Quarter 2
9,079	**4,547**	9,417	4,780

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.

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 2 activity 213, previous year quarter 2 activity 196, a decrease of 8.67% over the same quarter.

Total number of Accidental Dwelling Fires – Year to Date, 421

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 and 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 93.5% which was a decreased of 1.9% against the 95.4% recorded in the same quarter of the previous year.

Previous Rolling 4 Quarters				**Quarter 2**
Quarter 2	Quarter 3	Quarter 4	Quarter 1	
4.6%	4.5%	3.2%	4.3%	**6.5%**
46.4%	52.7%	49.7%	49.0%	**44.9%**
49.0%	42.8%	47.0%	46.6%	**48.6%**

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.

	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	28	13%	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.

Sadly there had been 3 people who has lost their lives in accidental dwelling fires including 1 fatality during the latest quarterly period. Four casualties were recorded as serious and 11 slight. The same quarter of the previous year recorded 2 fatalities, 1 serious and 9 slight.

Casualty Status	2019/20 Quarter 2	2018/19 Quarter 2
Fatal	1	2
Victim went to hospital visit, injuries appeared Serious	4	1
Victim went to hospital visit, injuries appeared Slight	11	9
TOTAL	16	12

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 21.51% over the same quarter.

Total number of incidents	2019/20 Quarter 2	2018/19 Quarter 2
	73	93

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 79.2% against a 63.4% 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 2**
Quarter 2	Quarter 3	Quarter 4	Quarter 1	
36.6%	28.7%	29.5%	35.6%	**20.8%**
44.1%	52.5%	50.5%	50.6%	**58.3%**
19.4%	18.8%	20.0%	13.8%	**20.8%**

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 2	2018/19 Quarter 2
1.6.1 Deliberate Fires – Anti-Social Behaviour	390	674
1.6.2 Deliberate Fires – Dwellings	38	27
1.6.3 Deliberate Fires – Non-Dwellings	44	18

The Deputy Chief Fire Officer introduced Area Manager, Jon Charters who provided Members with a presentation on Bright Sparx. This was an annual safety campaign aimed at maximising public safety and the safety of firefighters. The target audience were those at greater risk and the campaign's key messages included: encouraging attendance at organised bonfire displays, ensuring legal compliance of safe storage and sale of fireworks, working closely with our partners and reassuring concerned members of the public.

AM Charters advised that an online portal had been created for each district to input their plans and to share best practice. Hot spot areas were identified and staff worked with trading standards, radio stations issued messages, leaflet and flyers were distributed, schools were visited, environmental vulnerability assessments were undertaken and diversionary activities for youths were offered in conjunction with partners. For example, in West Lancashire a refuse amnesty was introduced where skips were place across the district; the Fleetwood Firework Extravaganza was really successful, resulting in almost zero fires in the area; LFRS also held a very successful organised event at Service Training Centre, Euxton; and Radio Wave transmitted live from Forest Gate Fire Station in Blackpool. Social media messages reached over 70,000 on twitter and 16,000 on Facebook with Instagram videos over 1,100 views.

A general overview of the campaign for 2019 during the period 1 October to 12 November was:

- There had been a consistent decrease in the number of Anti-Social Behaviour fires over the last 5 years Bright Sparx campaign periods;
- Anti-social behaviour fires during the latest Bright Sparx period recorded the lowest number over the 5 years at 215;
- This was a 17% decrease over the previous year and a 46% decrease over the 5 year high of 400 recorded during 2015/16;
- Bonfire incidents also recorded the lowest number at just 17 incidents, against the previous year's 44.

A multi-agency vehicle was used to ensure LFRS could respond to critical incidents which included a 6-pump commercial fire in Hyndburn and a fatal road traffic collision on the M6.

In response to a question raised by County Councillor Aidy Riggott, AM Charters advised that there may be occasions where a deliberate secondary fire spread to property; however, LFRS had some of the fastest response times across the country.

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 34% over the same quarter of the previous year and those with a high risk outcome, decreased by 6%.

	2019/20	2018/19
	% of High HFSC outcomes	% of High HFSC outcomes
Q1	65%	66%
Q2	61%	67%
Q3		64%
Q4		65%

County Councillor Aidy Riggott queried whether it was possible to determine from the domestic fires attended how many had refused a home fire safety check. The Deputy Chief Fire Officer agreed to investigate and report back.

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 increased 36% 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	8,158	85%	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	411	38	270	90	9%	9%
Q2	392	35	248	105	9%	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 2 – 1st pump response improved 5.4% over the same quarter of the previous year.

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

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 2 – 2nd pump response improved 4.47% over the same quarter of the previous year.

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 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 decreased 4% over the same quarter of the previous year.

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

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 99.50% was an increase of 0.19% over the same period of the previous year.

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

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 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%.

Year to Date	**2019/20 Quarter 2**	Previous year to Date	2018/19 Quarter 2
87.09%	**86.34%**	86.47%	**84.59%**

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%.

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

The months of July and September were within tolerance, unfortunately, the month of August recorded 0.08% outside of the lower control limit. Typically, the summer period months could be a struggle to provide cover. This could be due to family commitments as school age children needed to be cared for and annual summer holidays. Normally this peak would be smoothed out by other months in the quarter, but given monitoring was now on a monthly basis, instances such as this were more transparent and more readily identified.

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

- Recruitment – This quarter's recruitment campaign saw LFRS receive over 160 on-call applications Service-wide. This was a big improvement on previous year's campaigns and emphasised the work being carried out by OCSO's (On-call Support Officer's). Over the last year there had been a marked improvement on the public's awareness of on-call, which would only assist the service to attract potential applicants in the future. The current November on-call initial course had 31 recruits starting and would prove a welcome support to stations where availability was below the benchmark;
- Local action plans for stations with availability of less than 85% would 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;
- In addition, further input from OCSO's had seen significant improvements in Firefighter/Officer development, along with the highest numbers of applications applying for and joining on-call. As these changes would take effect over the course of the next 12 months it was envisaged that availability would begin to increase;
- A focused look at existing contract alignment while ensuring staff were fulfilling existing contracts when under contracted hours. SDM's would ensure ownership of this at a local level;
- Support given to national on-call campaigns and use of their recruitment literature and designs.

In response to Member discussion, the Deputy Chief Fire Officer advised that when the report was refreshed at the beginning of this reporting year, consideration was given to the appropriateness of the 95% target. His professional advice was to aim high and explain the actions being taken towards improving performance. He would provide a retrospective report covering the reporting periods for the year to date on the number of incidents not attended and the effect of that on the Service; this would be sent out to Performance Committee Members and built into future reports.

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 2 was 81.92%. 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 decreased by 17.39% against the same quarter of the previous year.

Year to Date	**2019/20 Quarter 2**	Previous year to Date	2018/19 Quarter 2
40	**19**	38	**23**

The Deputy Chief Fire Officer proposed that at the next meeting the Head of Safety, Health and Environment, Julie Lamb be invited to attend to present Members with an update on this target.

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 September of £27.4m. The spend for the same period was £27.0m which gave an underspend for the period of £0.4m; a variance of -0.71%

3.2 Overall User Satisfaction

There had been 2,250 people surveyed since April 2012 and the number satisfied with the service was 2,228; % satisfied 99.02% against a standard of 97.50%; a variance 1.56%.

During the latest quarter, 97 people were surveyed and 96 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 3.716

This was 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 2.

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

During quarter 2 (July 2019 to September 2019), absence statistics showed above target for all 3 months. Wholetime personnel and non-uniformed personnel were both above the target over all 3 months. There were 13 cases of long term absence which spanned over the 3 months, the main reasons were cases of cancer and mental health.

At the end of September the cumulative totals showed that non-uniformed staff absence was above target at 5.61 shifts lost per employee. Wholetime 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 was above the Service target of 2.50 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, 0.39%.

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

16/19 DATE OF NEXT MEETING

The next meeting of the Committee would be held on Wednesday 18 March 2020 at 1000 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.

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

17/19 EXCLUSION OF PRESS AND PUBLIC

RESOLVED: - That the press and members of the public 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.

18/19 COMPARATIVE PERFORMANCE

(Paragraph 3)

It was noted that arrangements were in place within the old Best Value (BV) Family Group 4 to compile an annual comparative data in respect of the two (now withdrawn) National Fire Indicators that related specifically to fire authorities.

Data was provided for the six components which in turn made up the two explicit fire and rescue indicators in respect of: the position of each Fire and Rescue Service within the Family Group, 2017/18 – 2018/19 comparative progress/decline; percentage change in terms of actual numbers; the position of each F&RS within the comparative group for the respective indicator and a summary overview in graphical form.

Members examined each indicator in turn and noted Lancashire's position.

National Indicator 33 – Number of deliberate (i) primary and (ii) secondary fires per 10,000 population.

NI 33 – Arson Incidents (deliberate fires) per 10,000 population

Position in Family Group 4th Quarter YTD 2018/19		BV – 4th Quarter YTD Comparison 2017/18 - 2018/19		Actuals – 4th Quarter YTD Comparison 2017/18 - 2018/19		
Position	2017/18	2018/19	% +/-	2017/18	2018/19	% +/-
9	16.2	17.5	8.10	2412	2607	8.10

NI 33i Deliberate primary fires per 10,000 population

Position in Family Group 4th Quarter YTD 2018/19		BV – 4th Quarter YTD Comparison 2017/18 - 2018/19		Actuals – 4th Quarter YTD Comparison 2017/18 - 2018/19		
Position	2017/18	2018/19	% +/-	2017/18	2018/19	% +/-
10	3.6	3.4	-4.78	531	505	-4.78

NI 33ii Deliberate secondary fires per 10,000 population

Position in Family Group 4th Quarter YTD 2018/19		BV – 4th Quarter YTD Comparison 2017/18 - 2018/19		Actuals – 4th Quarter YTD Comparison 2017/18 - 2018/19		
Position	2017/18	2018/19	% +/-	2017/18	2018/19	% +/-
8	12.6	14.1	11.73	1881	2102	11.73

National Indicator 49 – Number of primary fires and related fatalities and non-fatal casualties per 100,000 population.

NI 49i Number of primary fires per 100,000 population

Position in Family Group 4th Quarter YTD 2018/19		BV – 4th Quarter YTD Comparison 2017/18 - 2018/19		Actuals – 4th Quarter YTD Comparison 2017/18 - 2018/19		
Position	2017/18	2018/19	% +/-	2017/18	2018/19	% +/-
1	146.4	138.0	-5.72	2182	2057	-5.72

NI49ii Number of fatalities in primary fires per 100,000 population

Position in Family Group 4th Quarter YTD 2018/19		BV – 4th Quarter YTD Comparison 2017/18 - 2018/19		Actuals – 4th Quarter YTD Comparison 2017/18 - 2018/19		
Position	2017/18	2018/19	% +/-	2017/18	2018/19	% +/-
13	0.4	0.7	67.50	6	10	67.50

NI49iii Number of non-fatal casualties in primary fires per 100,000 population

Position in Family Group 4th Quarter YTD 2018/19		BV – 4th Quarter YTD Comparison 2017/18 - 2018/19		Actuals – 4th Quarter YTD Comparison 2017/18 - 2018/19		
Position	2017/18	2018/19	% +/-	2017/18	2018/19	% +/-
13	4.4	4.6	2.93	66	68	2.93

RESOLVED:- That the Committee noted the content of the report and the comparative outcomes.

M NOLAN
Clerk to CFA

LFRS HQ
Fulwood

LANCASHIRE COMBINED FIRE AUTHORITY
PERFORMANCE COMMITTEE
Meeting to be held on 18th March 2020

PERFORMANCE MANAGEMENT INFORMATION FOR 3RD 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 3 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		

Lancashire Fire and Rescue Service

Measuring Progress

Performance Report

October 2019 - December 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.

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.

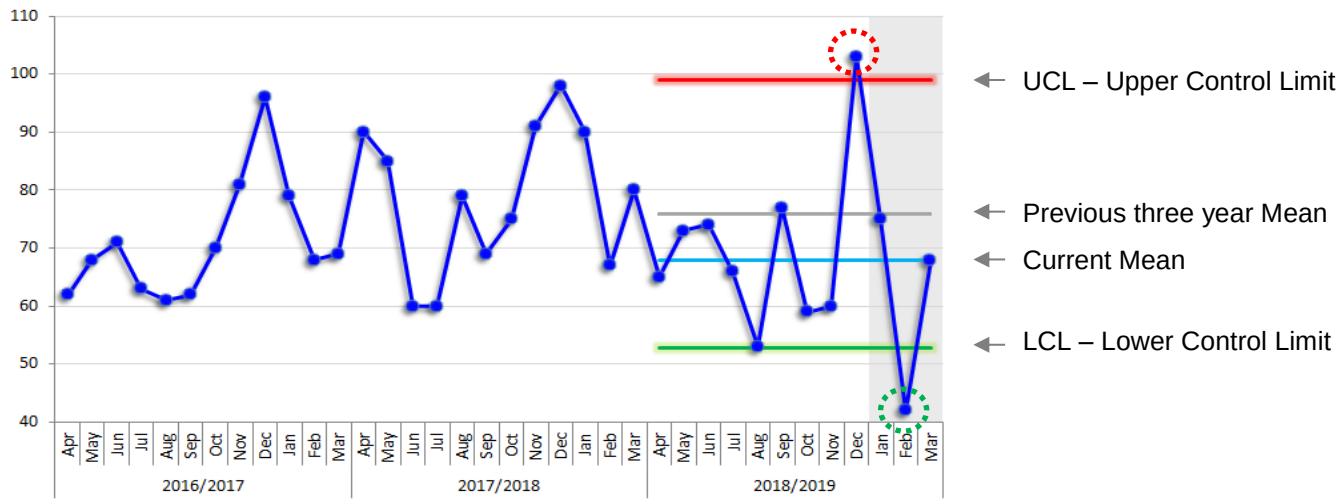
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistical constant, derived from the standard deviation.

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:

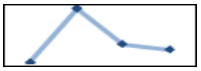
1. A single point beyond the Upper Control Limit is classified as a negative exception.
2. A single point beyond the Lower Control Limit is classified as a positive exception.

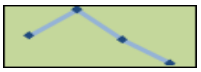
Example XmR chart: In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2018 (○) is above the Upper Control Limit (UCL) and a positive exception in February 2019 (○) for meeting rule 2.

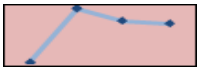


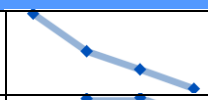
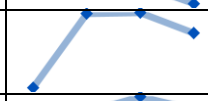
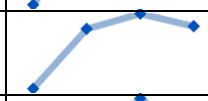
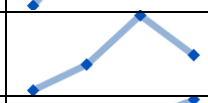
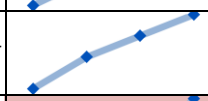
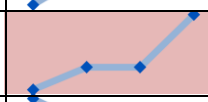
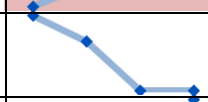
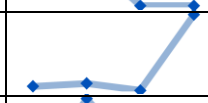
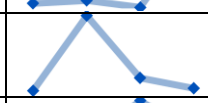
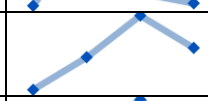
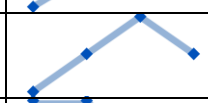
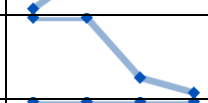
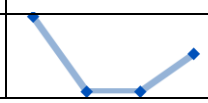
Key Performance Index and Indicator trends

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.

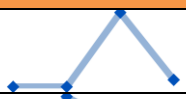
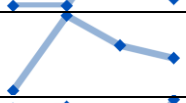
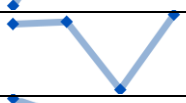
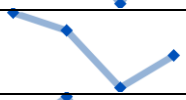
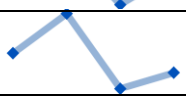
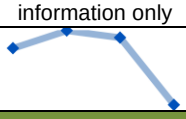
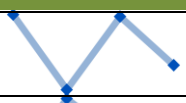
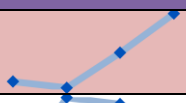
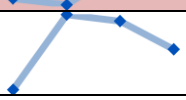
The cell shading denotes whether the indicator is - within accepted limits: 

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		17
1.5.1		ABF (Non Dwellings) - Extent of Damage (Fire Severity)		18
1.6.1		Deliberate Fires - Anti-Social Behaviour		19
1.6.2		Deliberate Fires - Dwellings		19
1.6.3		Deliberate Fires - Non Dwellings		19
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)
2	**Responding** to fire and other emergencies quickly and competently.		
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 - Wholetime, 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 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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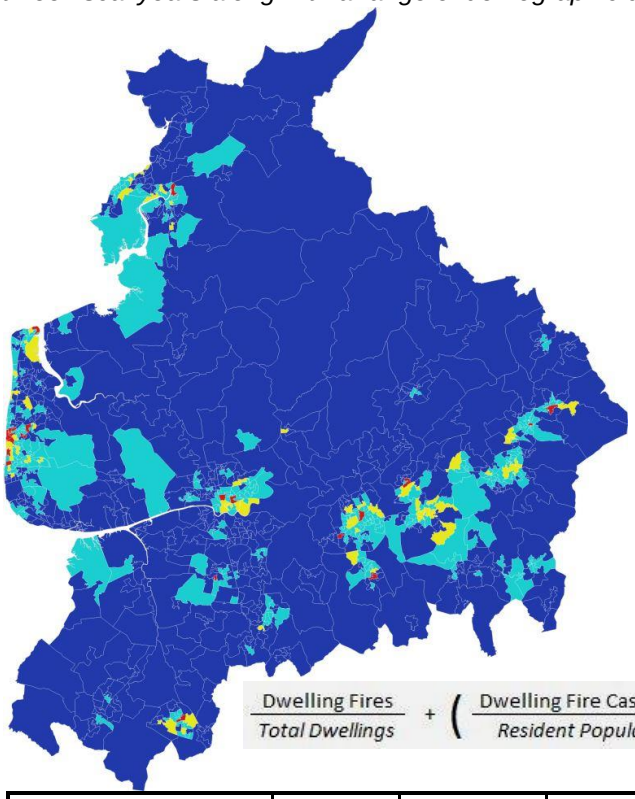
1.1 Risk Map

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

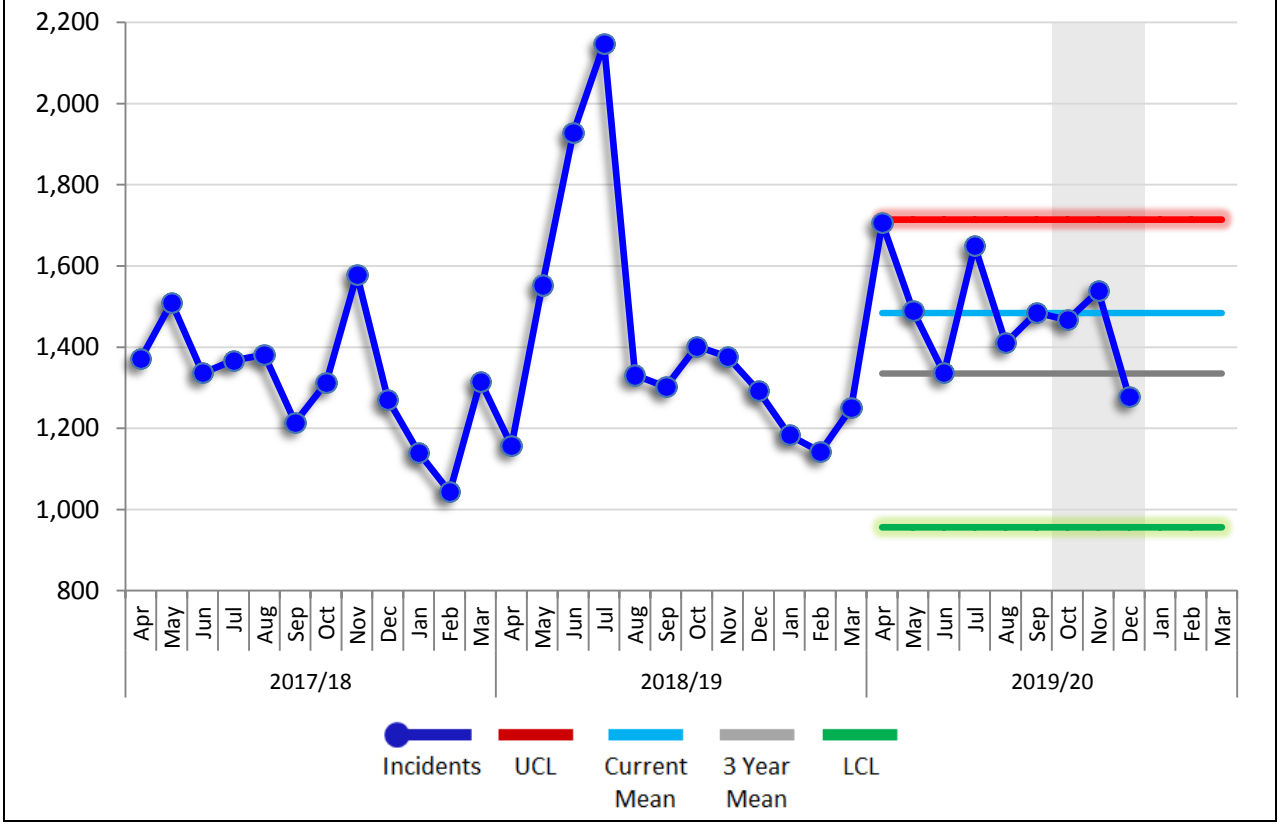
Quarter activity
4,282

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 increased 5.21% over the same quarter of the previous year.

1.2 Number of attended incidents	Year to Date	**2019/20 Quarter 3**	*Previous year to Date*	*2018/19 Quarter 3*
	13,358	**4,282**	13,487	4,070



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
1,484	1,335	1,421	1,320	1,263

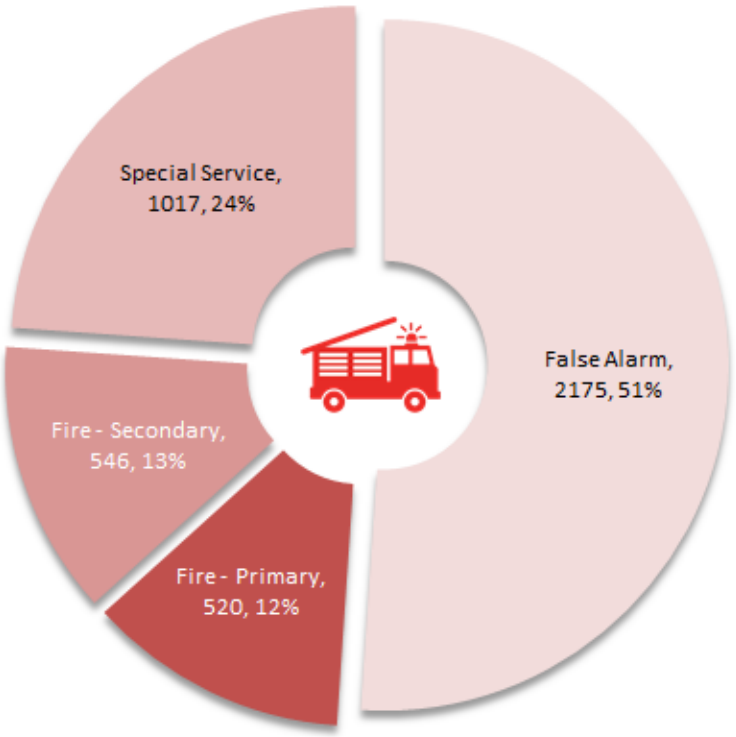
1.2 Overall Activity Breakdown

Quarter activity
4,282

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	61%
Good Intent false alarm	37%
Malicious False Alarm	2%
SPECIAL SERVICE:	
Critical Incidents (KPI 2.2.1)	56%
Gaining Entry*	21%
RTC*	17%
Flooding*	6%
FIRE - SECONDARY:	
Anti-Social Behaviour (1.6.1)	62%
Accidental Fires	38%
FIRE - PRIMARY:	
Accidental Dwelling Fires (1.3)	40%
Accidental Building Fires (1.5)	14%
Dwellings (1.6.2)	6%
Non Dwellings (1.6.3)	7%
Other Primary	33%



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 3 false alarms consisted of: 61% Fire alarm due to Apparatus, 37% Good Intent false alarm and 2% Malicious False Alarm.
	SPECIAL SERVICE incidents are made up of a number of different activities, of which, 637 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 489 occasions, of which, 241 (49%) resulted in the use of tools to gain entry to a property. Also, 17% of special service incidents are Road Traffic Collisions (RTC) and 6% are flooding related.
	SECONDARY FIRE incidents are mainly anti-social behaviour fires (KPI 1.6.1). These makeup 62% and mainly involve loose refuse. Whilst 38% are accidental fires, or fires with an unknown cause.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 40% and are shown later in the report as KPI 1.3. Accidental Building Fires contribute 14% and again are covered within its own KPI 1.5.

1.3 Accidental Dwelling Fires

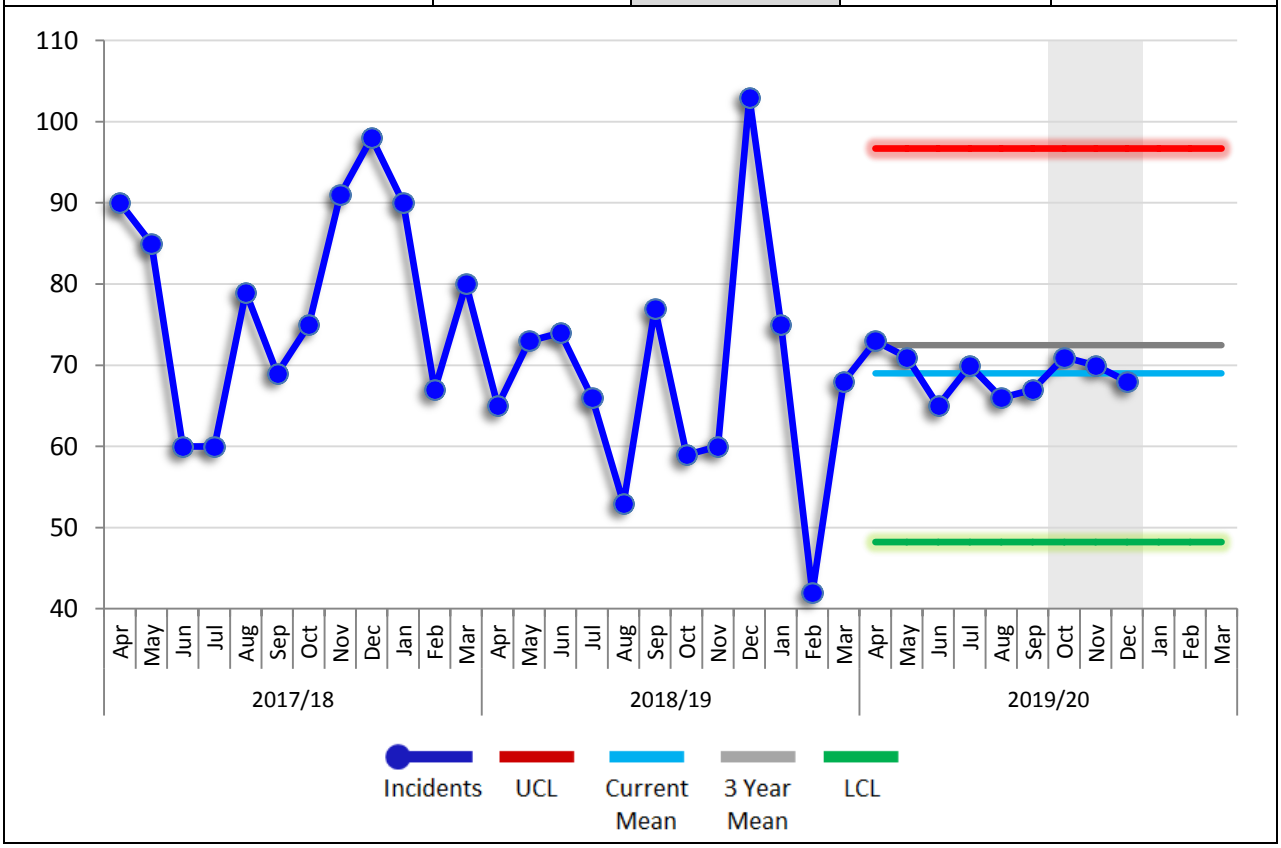
Quarter activity
209

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 5.86% over the same quarter of the previous year.

1.3 Accidental Dwelling Fires	Year to Date	**2019/20 Quarter 3**	*Previous year to Date*	*2018/19 Quarter 3*
	621	**209**	630	222



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**
69	72	68	79	70

1.3.1 ADF - Extent of Damage (Fire Severity)

Quarter activity: 95.2%

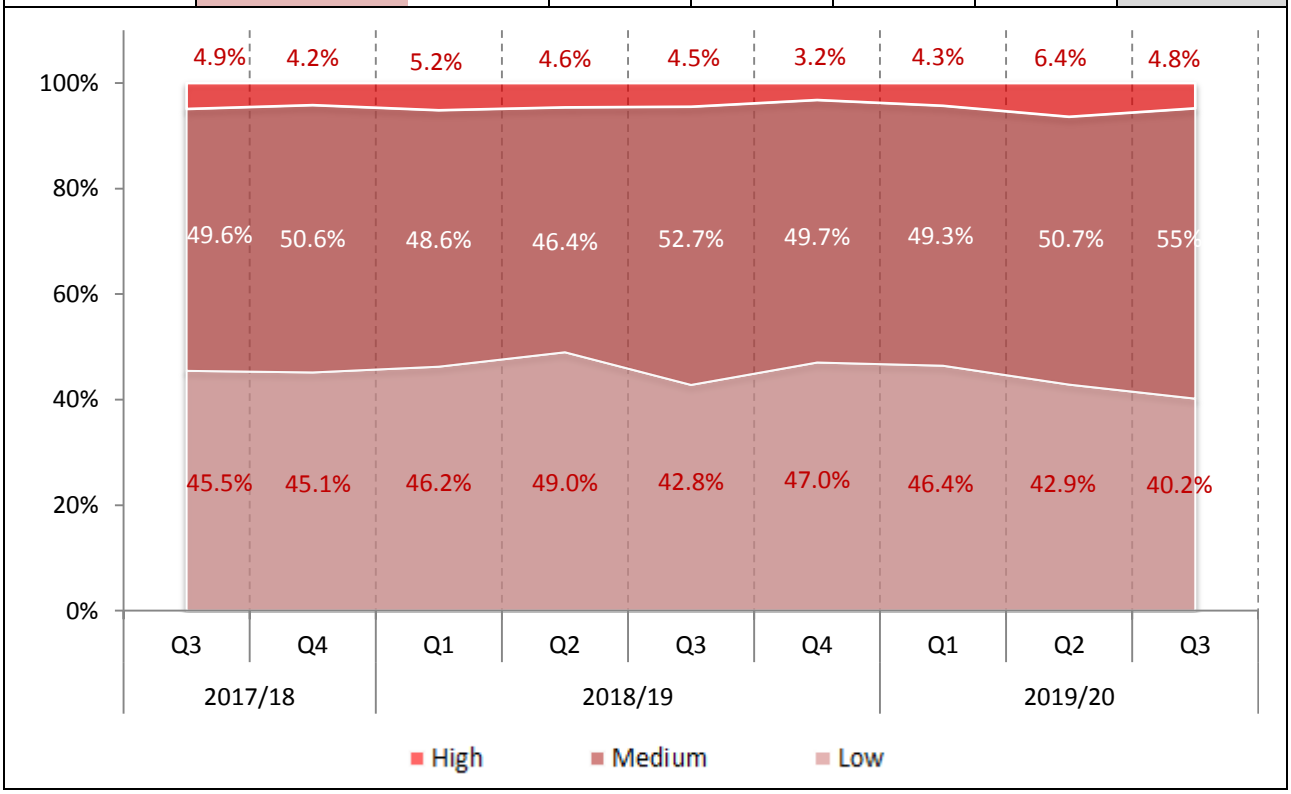
ADF criteria as 1.3. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types.

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 95.2%. This is a decrease of 0.3% against the 95.5% recorded in the same quarter of the previous year.

	Severity (Direction against the same quarter of previous year)		Previous Rolling 4 Quarters				Quarter 3
			Quarter 3	*Quarter 4*	*Quarter 1*	*Quarter 2*	
1.3.1 ADF – Severity of Fire	High	⇧	*4.5%*	*3.2%*	*4.3%*	*6.4%*	**4.8%**
	Medium	⇧	*52.7%*	*49.7%*	*493%*	*50.7%*	**55.0%**
	Low	⇩	*42.8%*	*47.0%*	*46.4%*	*42.9%*	**40.2%**



1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC		% with previous HFSC 15%

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	26	13%	⇧	17	9%
Quarter 3	32	15%	⇧	24	11%
Quarter 4				15	8%

1.4 Accidental Dwelling Fire Casualties

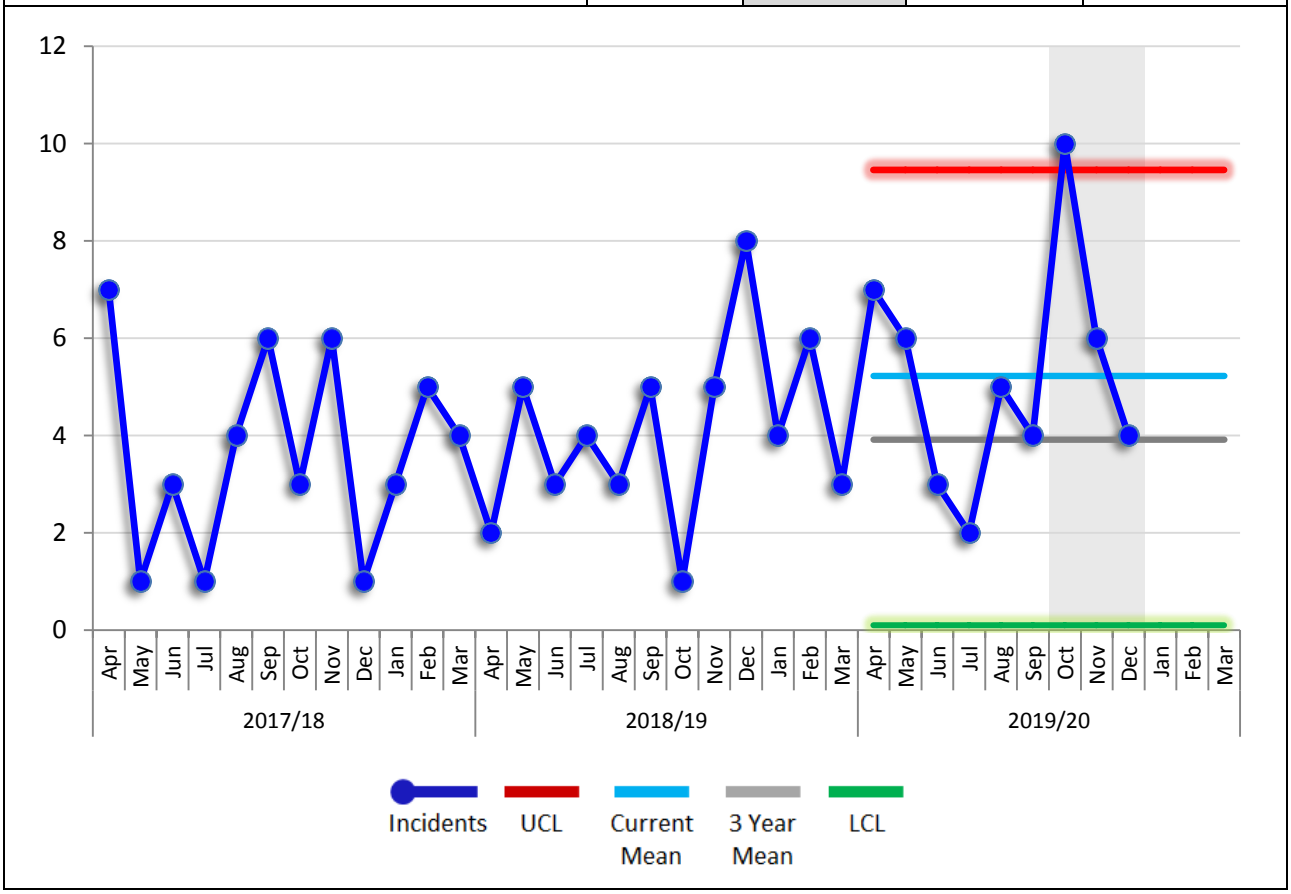
Quarter activity: 20

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 no fatalities during the latest quarterly period. Nine casualties are recorded as serious and 11 slight. The same quarter of the previous year recorded 4 fatalities, 3 serious and 7 slight.

Casualty Status	Year to Date	**2019/20 Quarter 3**	*Previous year to Date*	*2018/19 Quarter 3*
Fatal	3	0	8	4
Victim went to hospital, injuries appear Serious	19	9	5	3
Victim went to hospital, injuries appear Slight	25	11	23	7
Total	47	20	36	14



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

What are the reasons for an Exception Report

This is a negative exception report due to the number casualty's recorded during quarter 3 being above the upper control limit.

Analysis

During quarter three October 2019 - December 2019, there have been 20 recorded casualties, with a peak in October of 10. This month is above the upper control limit of 9.

This was largely due to a single incident involving 4 casualties, with an ignition source originating within the electric meter of a terraced house. All 4 casualties went to hospital, with injuries which appeared to be serious.

The remaining 6 casualties occurred in separate incidents, at different locations.

This is an unusual high, with the monthly average, based over the previous 10 years, being 4 casualties. The last time a double digit return occurred was in December 2014.

The overall Accidental Dwelling Fire (KPI 1.3) counts show that October was below the 3 year mean and that the year to date count is at a 10 year low.

Home Fire Safety Checks (HFSC's) have also been increasing, with a greater number being undertaken than in the previous 4 years.

Actions being taken to improve performance

The Service aims to continue with:

- Continue local and county wide initiatives.
- Community Fire Safety (CFS) attendance at Age UK events, Dementia cafes, engagement with people with a health, physical or mental health condition to highlight key messages and champion LFRS campaigns.
- Engagement with local pubs, with material left to highlight awareness of cooking under the influence.
- Continued encouragement of partner agencies to refer those they feel at risk of fire
- The Live Safe, Age Well presentation delivered to Councils and other large employee organisations.

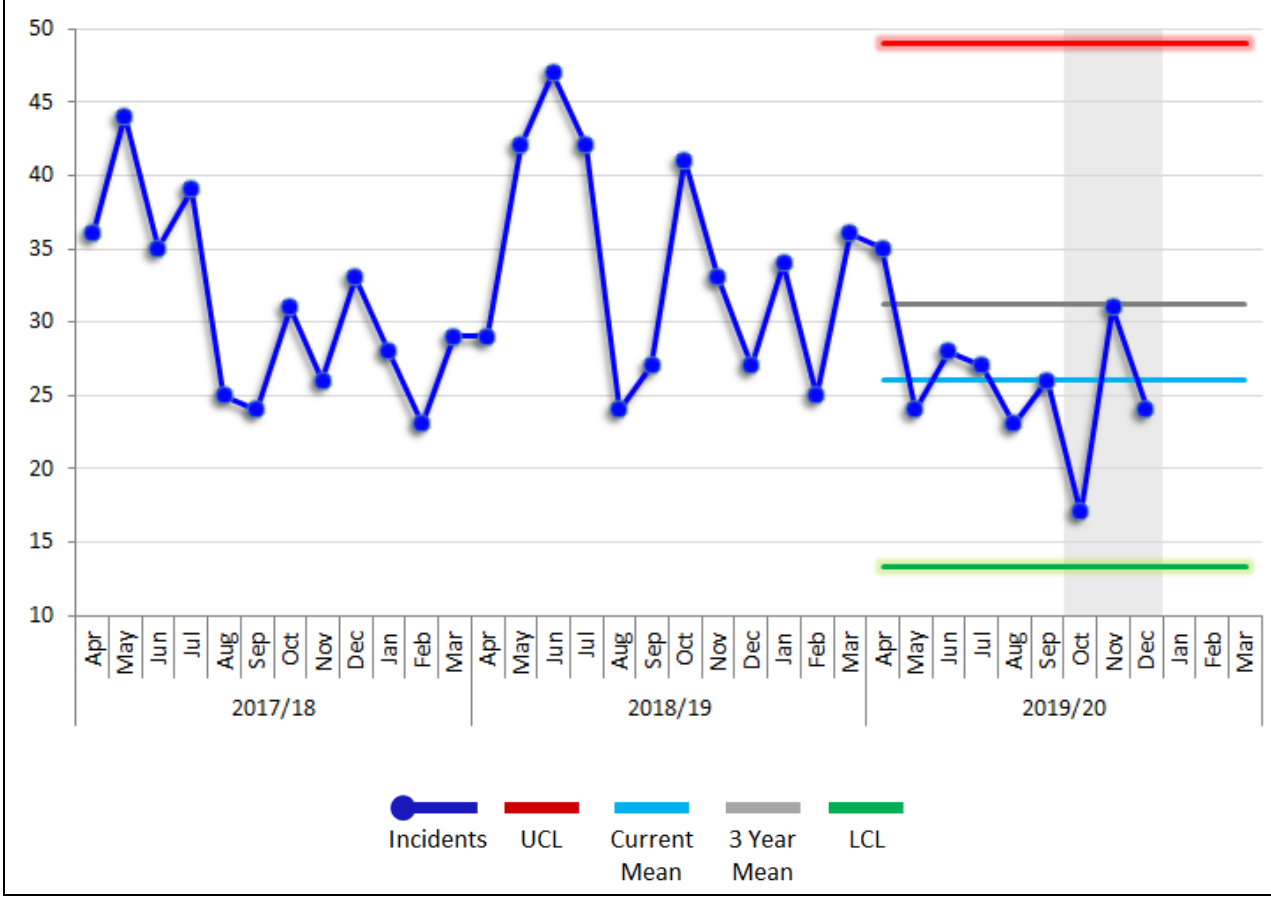
1.5 Accidental Building Fires (Non Dwellings)

Quarter activity
72

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 28.71% over the same quarter of the previous year.

1.5 Accidental Building Fires	Year to Date	**2019/20 Quarter 3**	*Previous year to Date*	*2018/19 Quarter 3*
	235	72	312	101



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**
26	31	34	31	28

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

Quarter activity: 90.3%

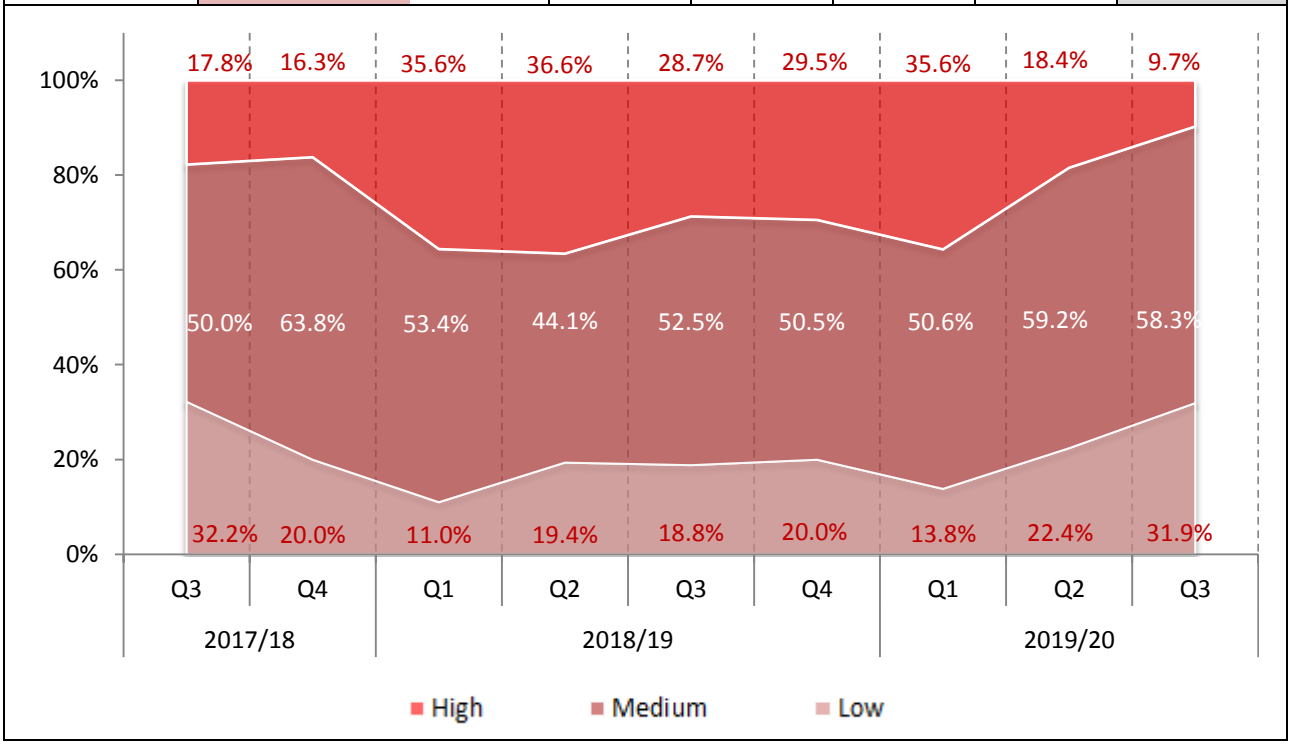
ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. Included within this KPI are property types of private garages and private sheds; due to their single room construction, any damage is often classified as 'whole building', 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 90.3%. This is an improvement of 19% against the 71.3% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				**Quarter 3**
			Quarter 3	*Quarter 4*	*Quarter 1*	*Quarter 2*	
1.5.1 ABF – Severity of Fire	High	⇩	*28.7%*	*29.5%*	*35.6%*	*18.4%*	**9.7%**
	Medium	⇧	*52.5%*	*50.5%*	*50.6%*	*59.2%*	**58.3%**
	Low	⇧	*18.8%*	*20.0%*	*13.8%*	*22.4%*	**31.9%**

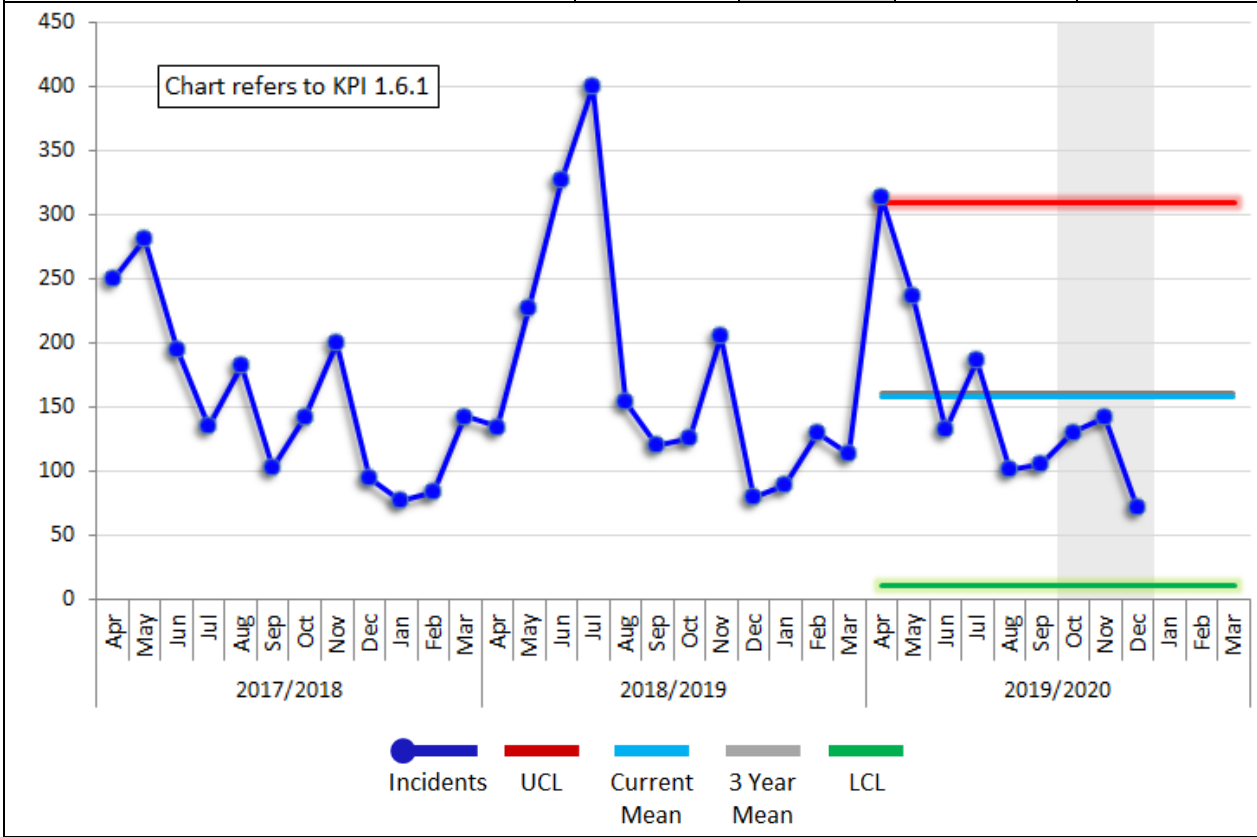


1.6 Deliberate Fires

Quarter activity: 342

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 3**	*Previous year to Date*	*2018/19 Quarter 3*
	1,415	342	1,770	409



Deliberate Fire Type		**Year to Date**	**2019/20 Quarter 3**	***Previous year to Date***	***2018/19 Quarter 3***
	1.6.1 Deliberate Fires - ASB	1,415	342	1,770	409
	1.6.2 Deliberate Fires - Dwellings	96	31	102	35
	1.6.3 Deliberate Fires - Non Dwellings	113	35	95	36

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**
	157	160	175	156	150

1.7 Home Fire Safety Checks

Quarter outcome
60%

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.

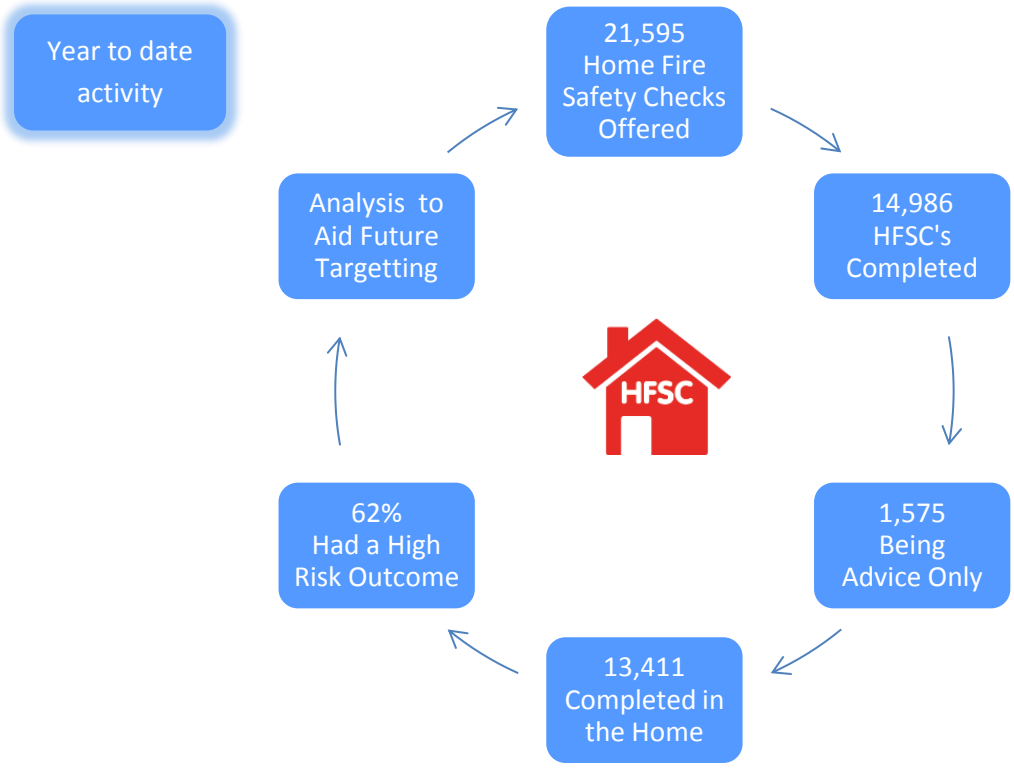
An improvement is shown if:

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 decreased 2.1% over the same quarter of the previous year and those with a high risk outcome, decreased by 4%.

	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	5,373	61%	⇧/⇩	3,988	67%
Quarter 3	4,841	60%	⇩/⇩	4,945	64%
Quarter 4				5,137	65%



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.

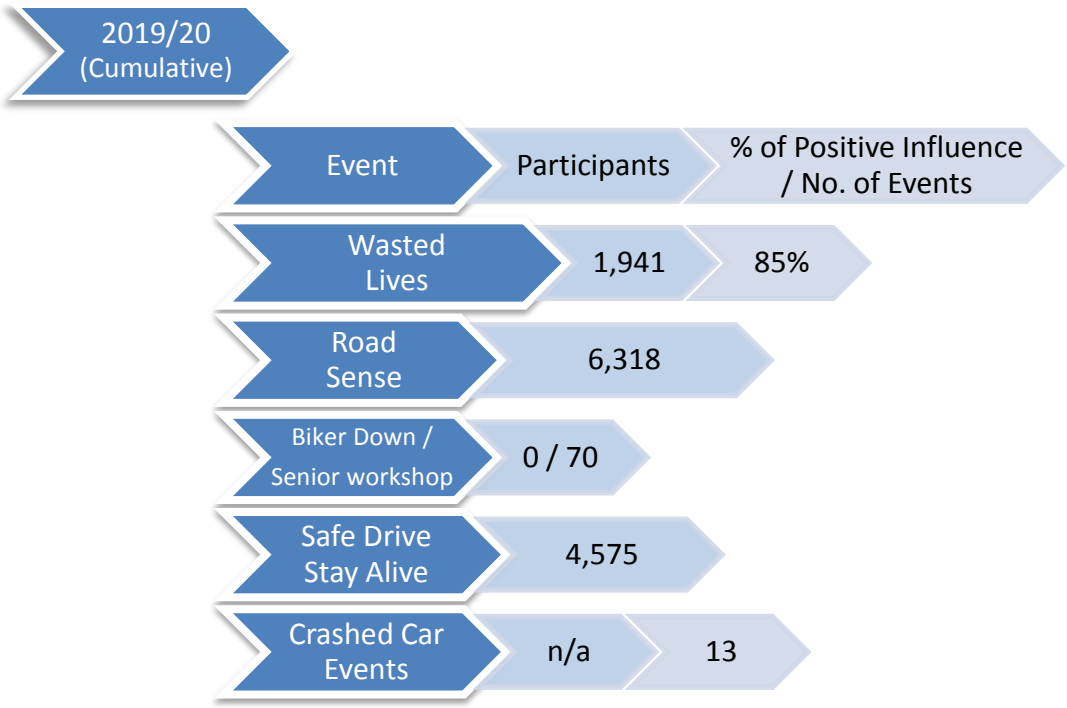
Total participants are a combination of those engaged with at Wasted Lives and Road Sense events.

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 54.7% 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	16,417	85%[2]	⇧/⇔	10613	85%
Quarter 4				17220	85%

[1] *From a sample.* [2] *Estimate*



1.9 Fire Safety Enforcement

Quarter activity
10%

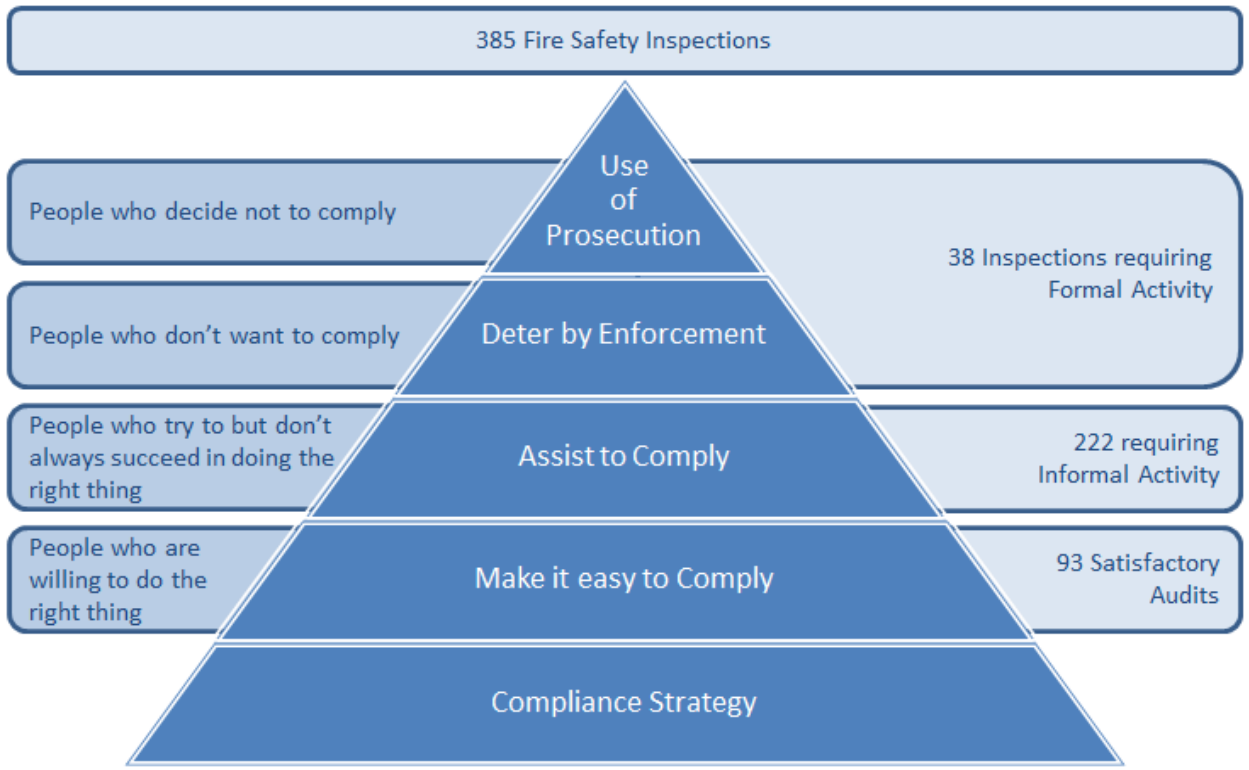
The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action of enforcement and prosecution of those that fail to comply.

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	385	38	222	93	10%	⬆	*7%*
4							*11%*



2.1.1 Emergency Response Standards - Critical Fires - 1st Fire Engine Attendance

Quarter response
88.01%

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.

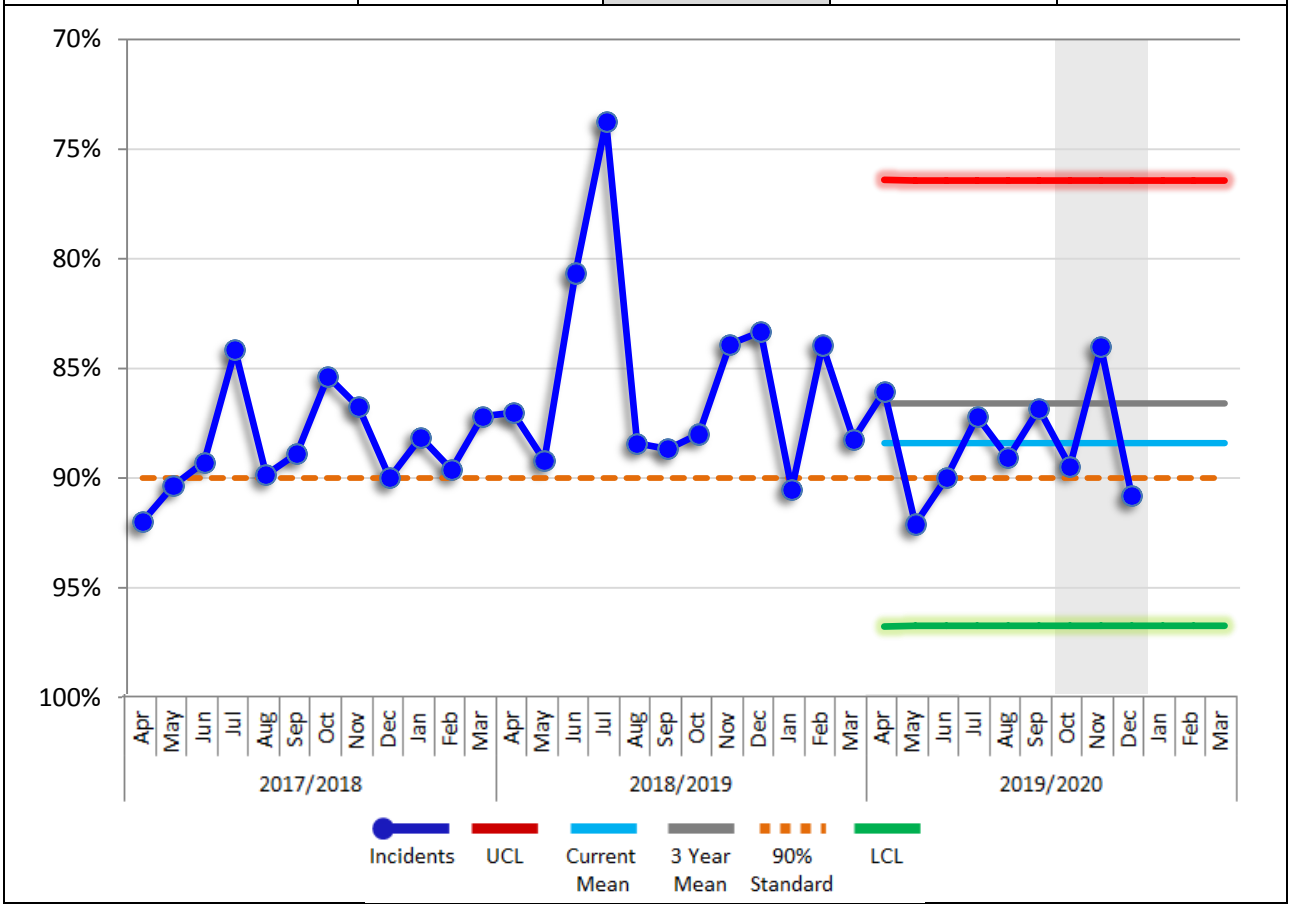
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

- *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 3% over the same quarter of the previous year.

1st pump cumulative attendance standard	Year to Date	**2019/20 Quarter 3**	*Previous year to Date*	*2018/19 Quarter 3*
	88.31%	**88.01%**	84.55%	**85.01%**



2.1.2 Emergency Response Standards - Critical Fires – 2nd Fire Engine Attendance

Quarter response
84.88%

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.

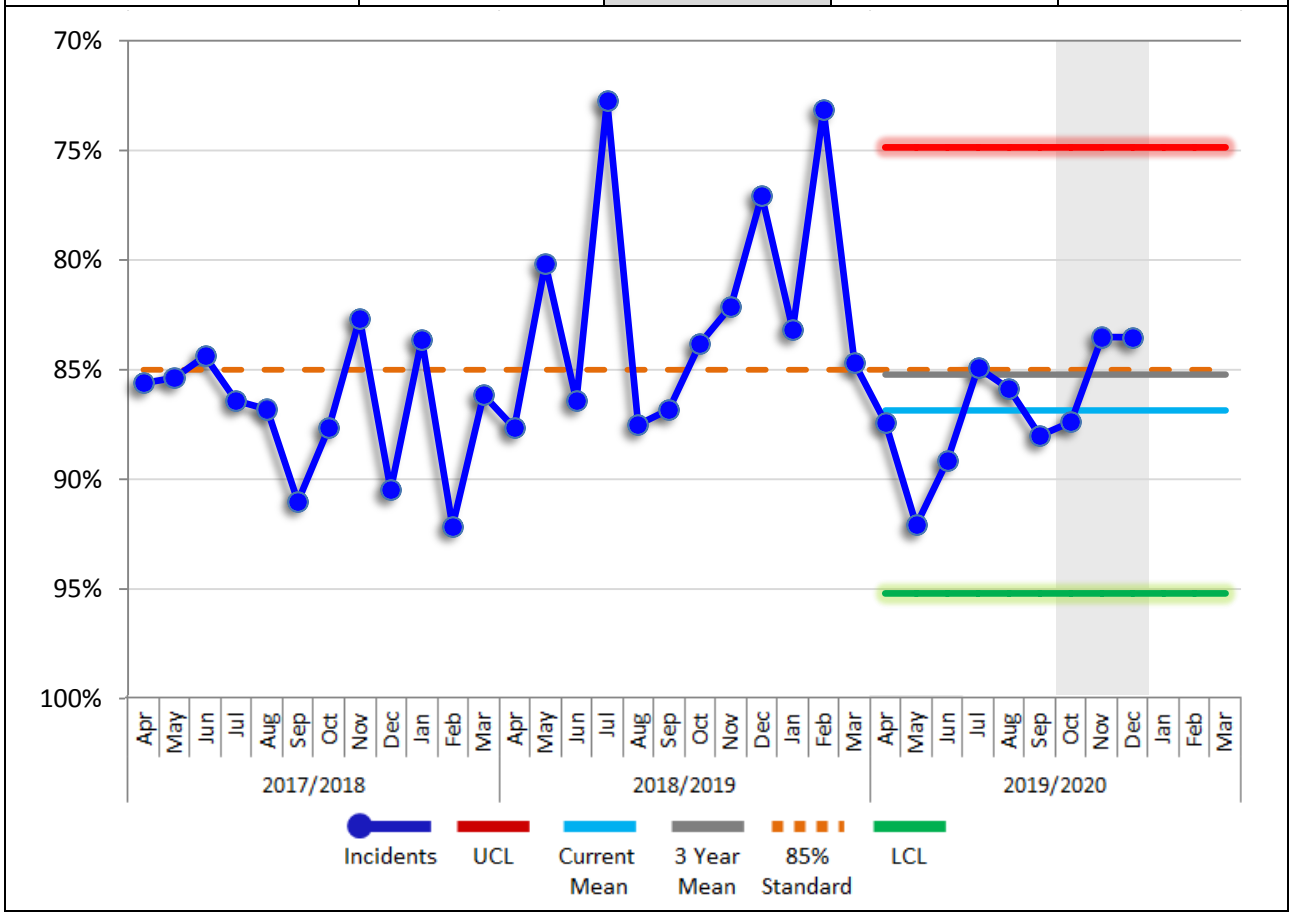
The response standards include call handling and fire engine response time for the second fire engine attending a critical fire, and are as follows:

- *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 4.13% over the same quarter of the previous year.

2nd pump cumulative attendance standard	Year to Date	**2019/20 Quarter 3**	*Previous year to Date*	*2018/19 Quarter 3*
	86.90%	**84.88%**	82.42%	**80.75%**



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

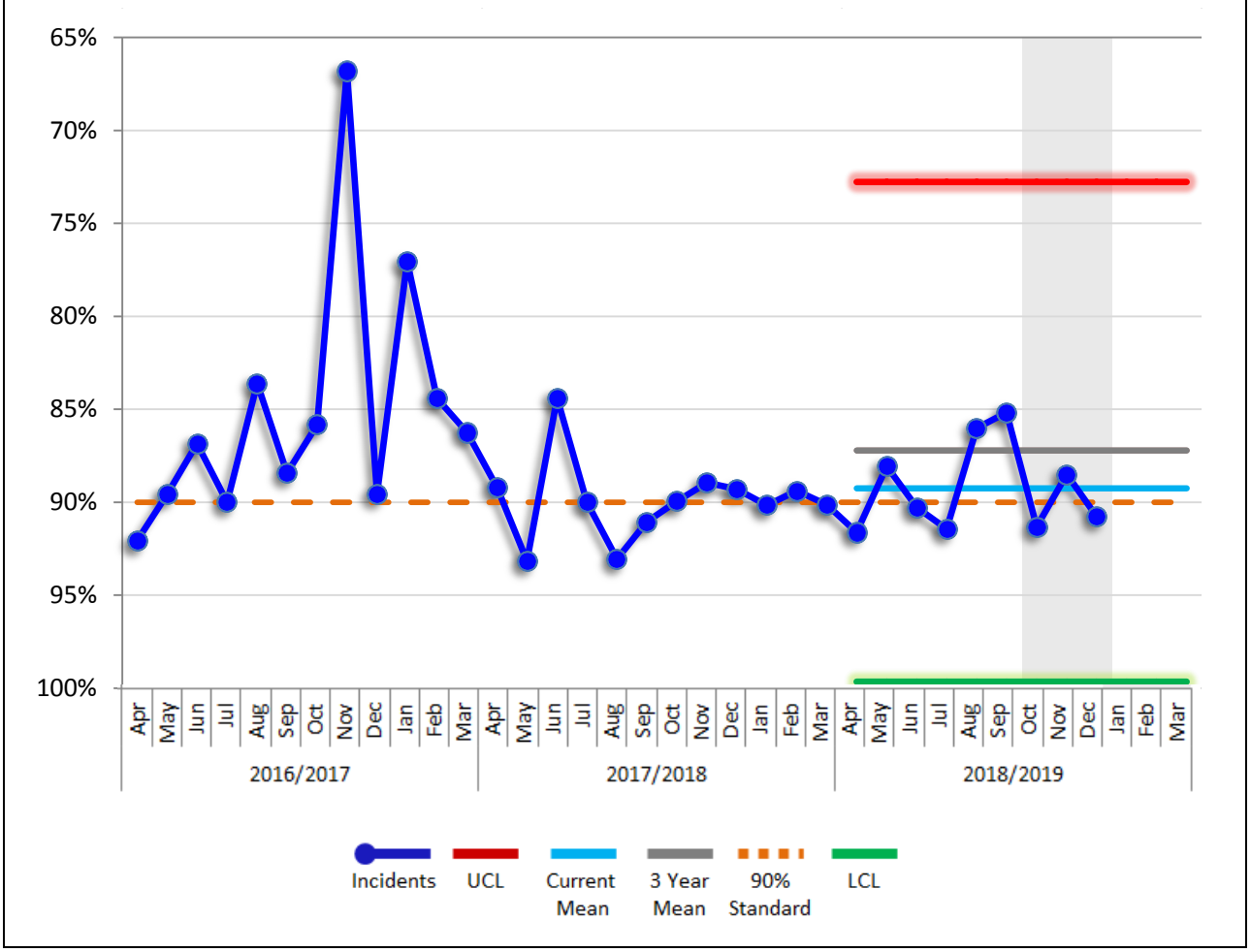
Quarter response
90.27%

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 improved 0.86% over the same quarter of the previous year.

1st pump cumulative attendance standard	Year to Date	**2019/20 Quarter 3**	*Previous year to Date*	*2018/19 Quarter 3*
	89.22%	**90.27%**	89.83%	**89.41%**



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

Quarter availbility 99.51%

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.

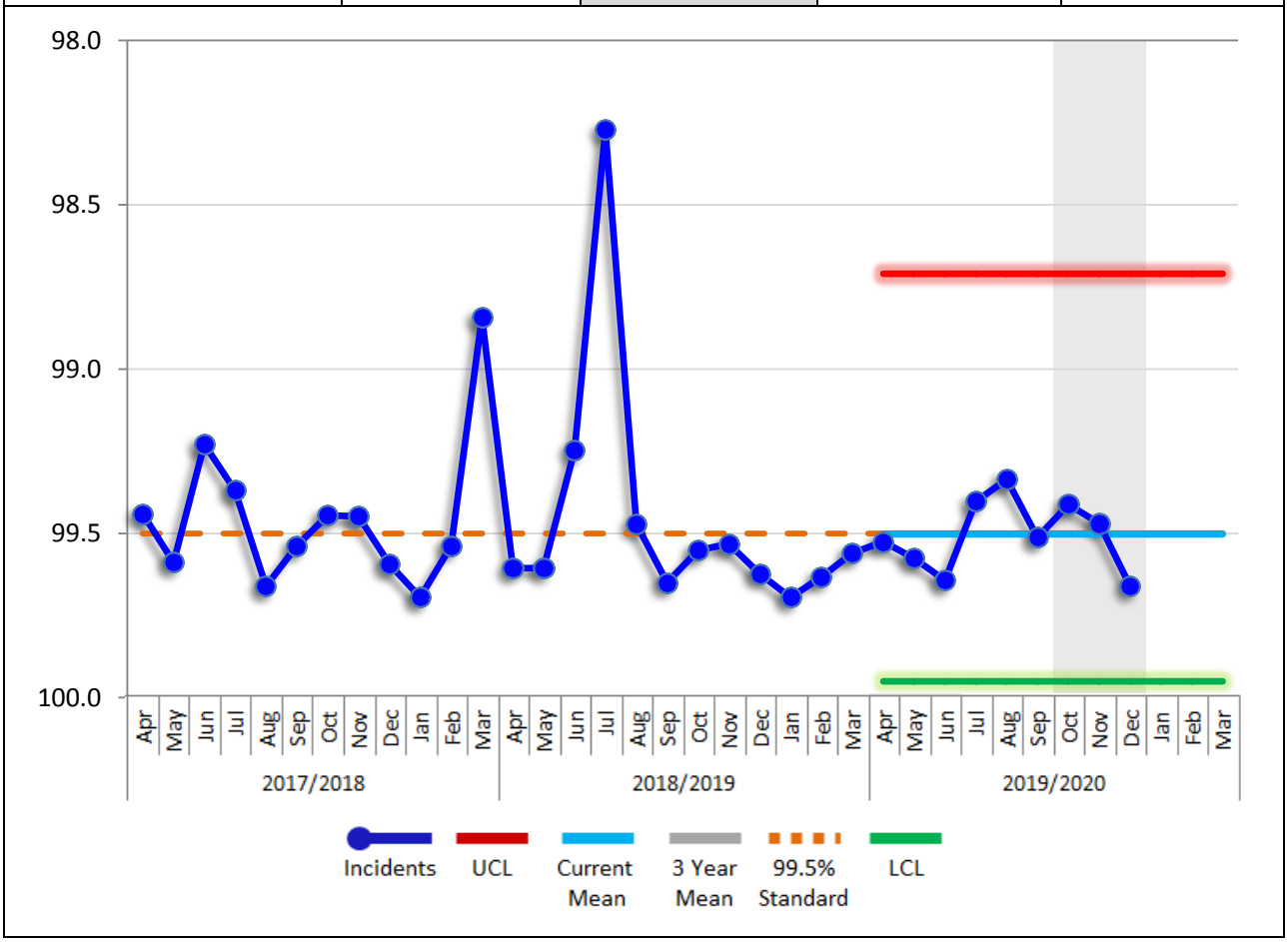
Fire engines are designated as unavailable for the following reasons:

- *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 0.11% over the same period of the previous year.

Fire engine availability – WT, DC and DCP	Year to Date	**2019/20 Quarter 3**	*Previous year to Date*	*2018/19 Quarter 3*
	99.50%	**99.51%**	99.39%	**99.57%**



2.4 Fire Engine Availability – On-Call Duty System

Quarter availbility
86.66%

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.

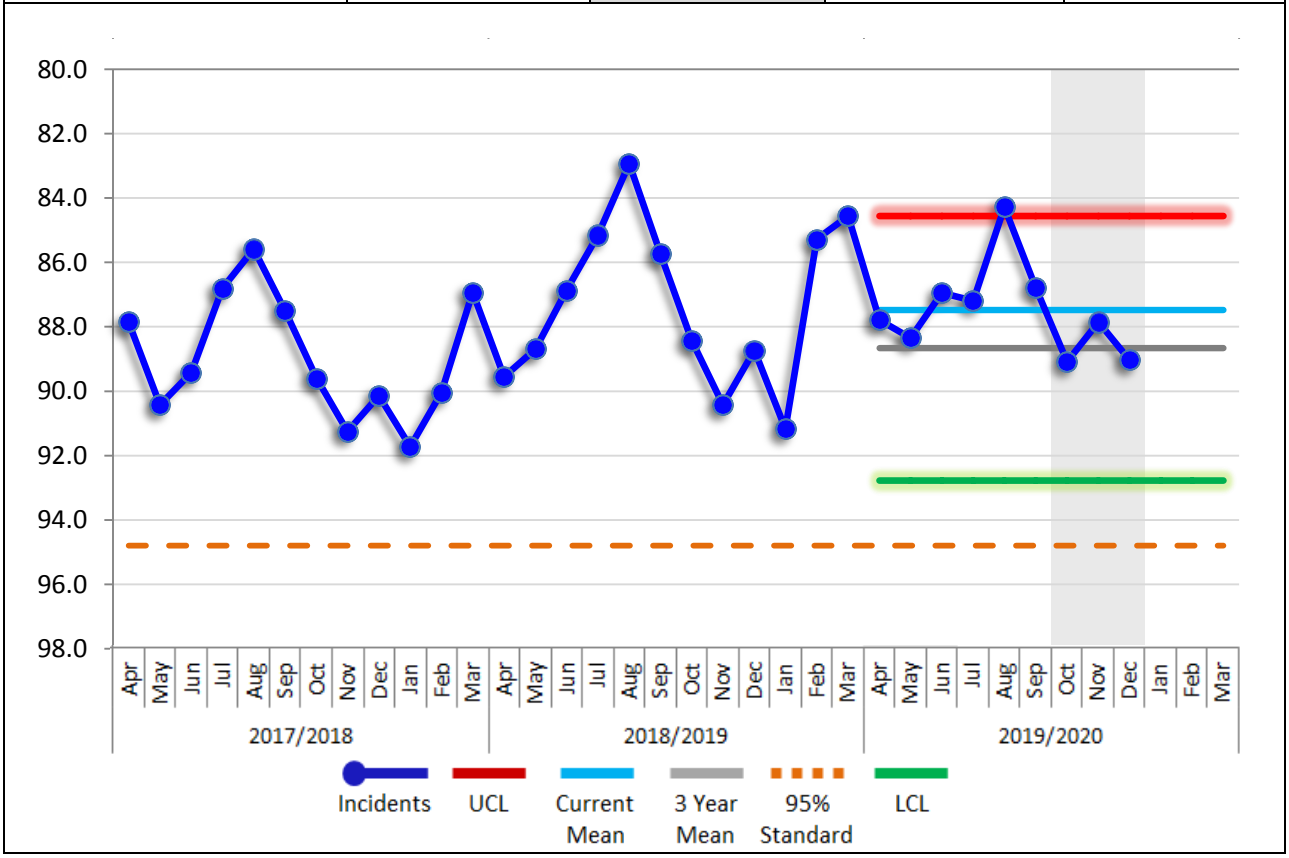
Fire engines are designated as unavailable (off-the-run) for the following reasons. This is further broken down by the percentage of off-the-run (OTR) hours that each reason contributes to the total. A Fire engine can be OTR for more than one reason; hence the percentages are interpreted individually,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

- *Manager deficient* 63%
- *Crew deficient* 76%
- *Not enough BA wearers* 56%
- *No driver* 50%

Standard: Above 95%

Year to date availability 87.48%, a 0.11% increase against the previous year to date of 87.37%.

Fire engine availability – On Call	Year to Date	**2019/20 Quarter 3**	*Previous year to Date*	*2018/19 Quarter 3*
	87.48%	**86.66%**	87.37%	**89.17%**



2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).		Quarter availbility 85.31%

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 85.31%. This excludes the wholetime detachments shown in KPI 2.4

2.5 Staff Accidents

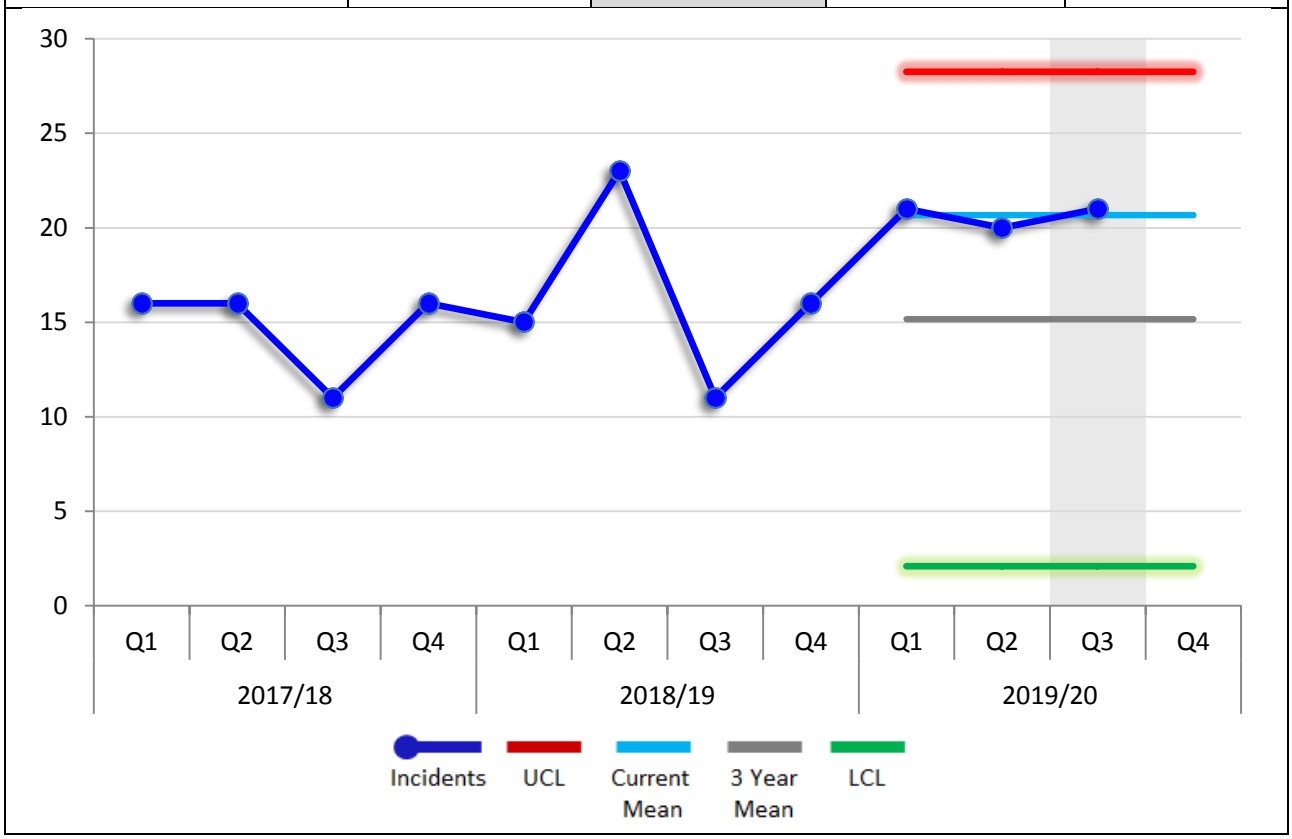
Quarter activity: 21

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 90.91% against the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2019/20 Quarter 3**	*Previous year to Date*	*2018/19 Quarter 3*
	62	**21**	49	**11**



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 -0.36%

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

Budget to end of December 2019 £40.6 million. The spend for the same period was £40.4 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 31 December of £40.6 million. The spend for the same period was £40.4 million. This gives an under spend for the period of £0.2 million.

Variance:	-0.36%

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.

57 people were surveyed; 56 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?	2,307	2,284	99.00%	97.50%	1.54%

There have been 2,307 people surveyed since April 2012.

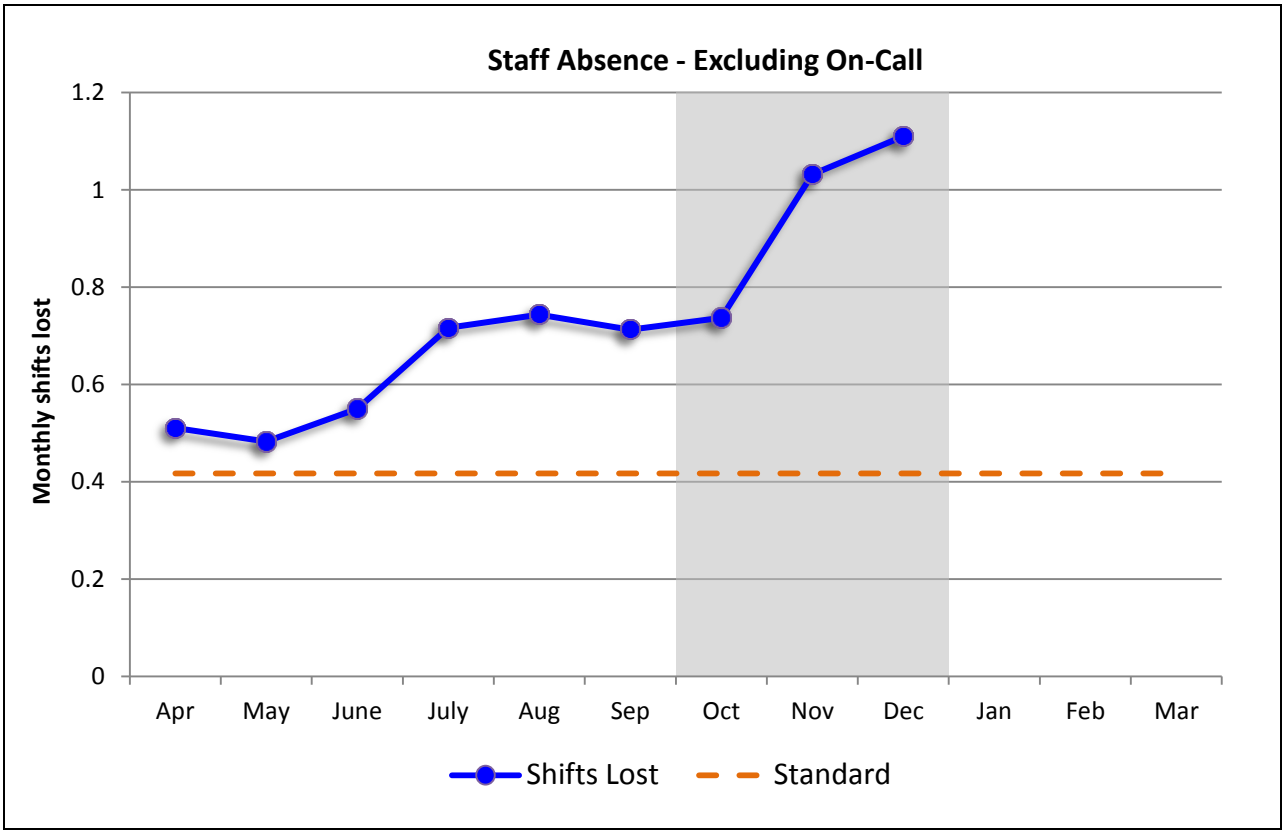
During the latest quarter - 57 people were surveyed and 56 responded that they were ‘very satisfied’ or ‘fairly satisfied’ with the service they received.

4.2.1 Staff Absence - Excluding On-Call Duty System

Shifts lost
6.596

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:	6.596

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 three.

Analysis

During quarter three October 2019 - December 2019, absence statistics shows above target for all three months. Whole-time personnel and Non-uniformed personnel are both well above the target over all three months.

There were 17 cases of long term absence which span over the total of the 3 months; the reasons being: Cancer 5 cases, mental health 5, operation 1 and other 5 cases.

Along with 16 other cases of long term absence which were also recorded within the 3 months: Mental health 8 cases, operation 4, injury 2, cancer 1 and other 1 case.

At the end of December 2019 the cumulative totals show that non-uniformed staff absence was well above target at 9.55 shifts lost per employee, for whole-time staff absence was also above target at 5.66 shifts lost per employee. Overall absence for all staff (except On Call staff) was 6.59 shifts lost which is well above the Service target of 3.75 shifts lost for this quarter.

Actions being taken to improve performance

The Service aims to continue with:

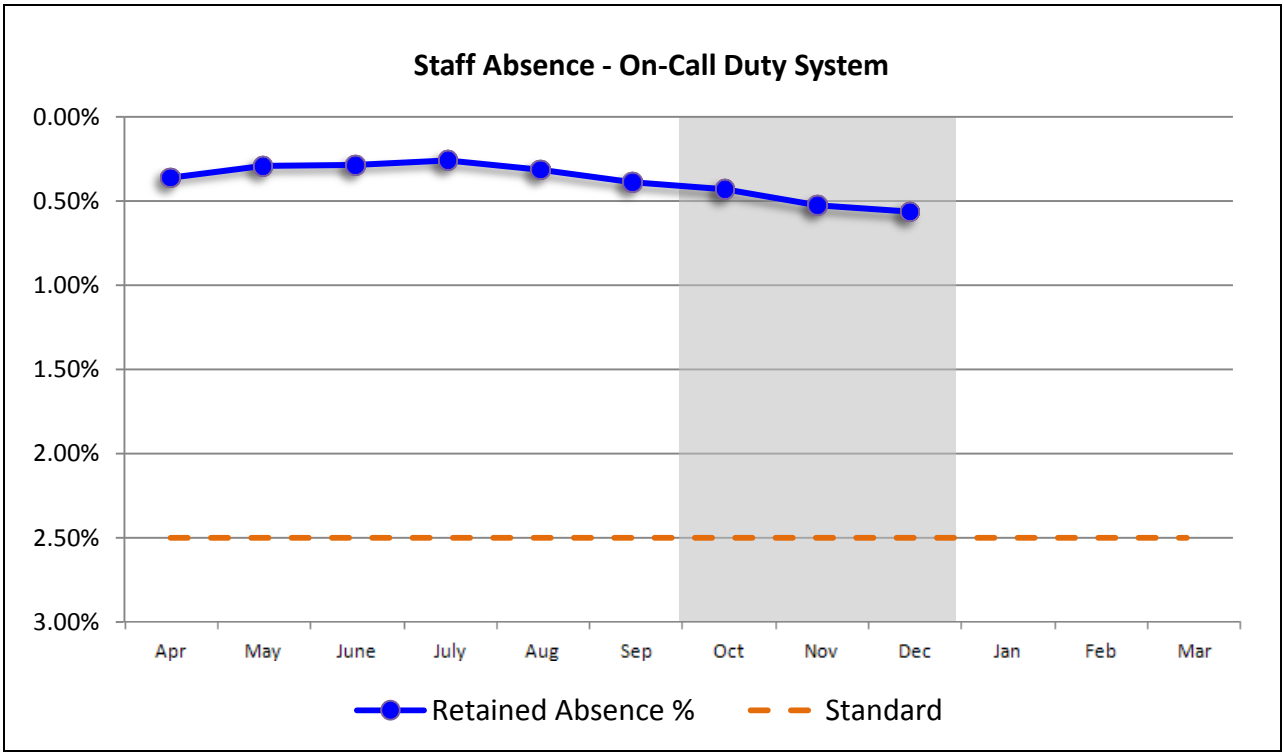
- Early intervention by Occupational Health Unit (OHU) doctor/nurse/physiotherapist.
- Human Resources (HR) supporting managers in following the Absence Management Policy managing individual long term cases, addressing review periods/triggers in a timely manner and dealing with capability off staff due 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 0.56%

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, 0.56%

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



Cumulative On-Call absence (as % of available hours of cover):	0.56%