

## LANCASHIRE COMBINED FIRE AUTHORITY

### PERFORMANCE COMMITTEE

Wednesday, 24 June 2020, at 10.00 am - Virtual Meeting accessible via MS Teams and YouTube (as a live webcast).

### MINUTES

#### PRESENT:

#### Councillors

S Holgate (Chairman)  
M Khan OBE (Vice-Chair)  
L Beavers  
P Britcliffe  
S Clarke  
N Hennessy  
Z Khan  
A Riggott  
D Smith

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

#### Officers

D Russel, Deputy Chief Fire Officer (LFRS)  
B Norman, Assistant Chief Fire Officer (LFRS)  
T Crook, Area Manager, Head of Service Delivery (LFRS)  
S Morgan, Area Manager, Head of Service Delivery (LFRS)  
D Brooks, Principal Member Services Officer (LFRS)  
N Bashall, Member Services Officer (LFRS)

#### 19/19 CHAIRMAN'S ANNOUNCEMENT

The Chairman, County Councillor Holgate welcomed Authority Members and members of the press and public to the first virtual committee meeting of the Performance Committee. He advised that in response to the Covid-19 Pandemic the Government had made regulations that enabled virtual meetings. This meeting was accessible for Committee Members via Microsoft Teams and for members of the press and public via a live webcast on YouTube.

The Committee Members individually confirmed their attendance at the start of the meeting.

20/19 APOLOGIES FOR ABSENCE

Apologies for absence were received from County Councillor Stansfield.

21/19 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

22/19 MINUTES OF PREVIOUS MEETING

In response to a question raised by CC Riggott, the Deputy Chief Fire Officer confirmed that in relation to 1.3, Accidental Dwelling Fires quarter 2 activity was 213 with the previous year quarter 2 activity 196; this represented an increase of 8.67% (and not a decrease as stated in the report).

Further to the update presented by Mr Basson, North West Fire Control at the last meeting, CC Hennessy requested an update in relation to Fire Control staff recruitment and turnover. The Deputy Chief Fire Officer agreed to investigate and report back to CC Hennessy after the meeting.

RESOLVED: - That, subject to the above amendment the Minutes of the last meeting held on the 28 November 2019 be confirmed as a correct record for signature by the Chairman.

23/19 PERFORMANCE MANAGEMENT INFORMATION

The Chairman introduced, Deputy Chief Fire Officer David Russel who presented the report.

The Deputy Chief Fire Officer advised Members that this was the 4th quarterly report for 2019/20 as detailed in the Risk Management Plan 2017-2022 and it included an Annual Report on Road Safety Intervention Activity during 2019/20.

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**

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.

## 1.6 Overall Activity

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

Quarter 4 activity 3,851, previous year quarter 4 activity 3,575 an increase of 7.72% over the same quarter.

Year to Date	2019/20 Quarter 4	Previous year to Date	2018/19 Quarter 4
17,207	<b>3,851</b>	17,062	3,575

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; most notably was that 47% were false alarms.

In response to a question from CC Clarke on whether the Service could impose a charge or penalty for repeat offenders the Deputy Chief Fire Officer advised that a robust approach was taken but no charge was applied. He confirmed there was a huge spread of alarm systems across the built environment and numbers of repeat offenders were not that high.

## 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'.

It was noted that quarter 4 activity was 201, the previous year quarter 4 activity was 185, which represented an increase of 8.65% over the same quarter (not a decrease as stated in the report).

Total number of Accidental Dwelling Fires – Year to Date, 816

The Deputy Chief Fire Officer advised that the previous year activity of 815 was the lowest level in the previous 10 years and this year was on a similar level which reflected all the good work staff were doing to reduce risk and keep people safer from fire in their homes.

CC Hennessy felt that a press release should be issued to recognise this achievement and give staff credit for their good work.

### 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 92% which was a decreased of 4.8% against the 96.8% recorded in the same quarter of the previous year.

Previous Rolling 4 Quarters				Quarter 4	
Quarter 4	Quarter 1	Quarter 2	Quarter 3		
3.2%	3.8%	6.5%	4.9%	<b>8.0%</b>	
49.7%	49.8%	51.5%	57.3%	<b>49.8%</b>	
47.0%	46.4%	42.0%	37.9%	<b>42.2%</b>	

### 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	26	13%	17	9%
Q3	31	15%	24	11%
Q4	27	13%	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. 4 casualties were recorded as serious and 11 slight. The same quarter of the previous year recorded no

fatalities, 3 serious and 10 slight.

Casualty Status	2019/20 Quarter 4	2018/19 Quarter 4
Fatal	2	0
Victim went to hospital visit, injuries appeared Serious	4	3
Victim went to hospital visit, injuries appeared Slight	11	10
<b>TOTAL</b>	<b>17</b>	<b>13</b>

The Deputy Chief Fire Officer introduced Area Manager Morgan who advised that sadly the 2 fatalities recorded (in Leyland and Chorley) were both older, females in receipt of care packages to assist with underlying health conditions. He confirmed that where people had unfortunately lost their lives a review of the circumstances was undertaken to draw out any learning which was then fed back to staff. It was recognised that while advice and support was provided from multi-agencies it was difficult to secure behavioural change.

A negative exception report was provided due to the number of casualty's recorded during the month of January being above the upper control limit.

Analysis of the casualties recorded showed that during quarter 4 January 2020 – March 2020 there had been 17 recorded casualties, with a peak in January of 11. This month recorded 1 fatality, a further 2 casualties with serious injuries an 8 with slight injuries 2 of which occurred at the same incident. Due to the number of casualties being quite small, there can often be large variations in the month on month counts. As such, the monthly 'mean' average over the year showed there were an average of 5 casualties per month, compared to 4 over the previous 3 years.

The overall Accidental Dwelling Fire count that the end of year count was at a 10-year low.

Home Fire Safety Checks (HFSC's) had also been increasing, with a greater number being undertaken in 2019/20 than in each of the previous 4 years.

Members noted the actions being taken to improve performance.

#### 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 25.26% over the same quarter of the previous year.

Total number of incidents	2019/20 Quarter 4	2018/19 Quarter 4
	71	95

### 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 83.1%. This is an improvement of 13.6% against a combined severity of 69.5% 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 4
Quarter 4	Quarter 1	Quarter 2	Quarter 3	
30.5%	36.8%	19.7%	12.5%	<b>16.9%</b>
49.5%	50.6%	57.9%	58.3%	<b>63.4%</b>
20.0%	12.6%	22.4%	29.2%	<b>19.7%</b>

#### o 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 4	2018/19 Quarter 4
1.6.1 Deliberate Fires – Anti-Social Behaviour	256	301
1.6.2 Deliberate Fires – Dwellings	30	22
1.6.3 Deliberate Fires – Non-Dwellings	29	25

### 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 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 decreased 14% over the same quarter of the previous year and those with a high risk outcome, decreased by 5%.

	2019/20	2018/19
	% of High HFSC outcomes	% of High HFSC outcomes
Q1	65%	66%
Q2	61%	67%
Q3	60%	64%
Q4	60%	65%

The Deputy Chief Fire Officer advised that this year had seen a significant increase from the previous year of 2,000 HFSCs undertaken. Going forwards, the Service would be monitoring that increases in the number of visits undertaken included more high risk vulnerable people.

The Deputy Chief Fire Officer introduced Area Manager Crook to provide a brief update for Members on what the Service had been undertaking to keep people safe in their homes during the Covid-19 pandemic.

AM Crook advised that during the pandemic the Service was leading on the 'humanitarian assist cell' for the Lancashire Resilience Forum. This involved contacting vulnerable and shielded people, working with local authority community hubs and visiting people to find out if they were safe and well and to leave any supplies and medicine as required. The Service had carried out approximately 3,500 visits during the last quarter to assist people in Lancashire. The visits were carried out mainly by community safety staff who had redesigned their work and shift pattern across a 7-day week; with support from LFRS volunteers who also worked over the weekend. The Service engaged with local authorities and within districts for this work and had taken the opportunity to ask whether they would like to become a 'preferred partner' which meant that details of any vulnerable person would then automatically be sent for the Service to carry out a home fire safety check. To date 9 (out of 14) local authorities had responded favourably to this request. This would hopefully increase the count of high risk HFSCs. The Committee wanted to express their thanks to staff and volunteers for their support to vulnerable people during this time.

CC Riggott had asked at the last meeting whether it was possible to determine from the domestic fires attended where a home fire safety check had been refused; he also asked whether reasons were known for these refusals. Area Manager Crook advised that there were various reasons why a home fire safety check was refused ie: transient people may have already relocated, sometimes the fire was small and people didn't want to make any more contact with the Service. Of the 816 accidental dwelling fires reported this year (under KPI 1.3) 121 people had been offered a visit and had refused for a variety of reasons (broken down into quarters these were: 30

in quarter 1, 30 in quarter 2, 35 in quarter 3 and 26 in quarter 4). AM Crook confirmed that immediately following an accidental dwelling fire a smoke detector was fitted and advice given; this was then followed up with that dwelling and the surrounding area provided advice and HFSCs.

The Deputy Chief Fire Officer stated that the challenge going forwards was 3 fold: i) a closer conversion rate ie: the service offered was taken up; ii) there was an increase in completion rates; iii) alongside an increasing percentage return on the numbers completed within high risk households. It was agreed that more detail would be provided in future reports.

In response to a question raised by CC Hennessy regarding whether it was possible to determine of those who had refused a HFSC whether they subsequently had a fire, the Deputy Chief Fire Officer confirmed this was possible and details would be provided at a future meeting.

### 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 by 24.9% 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	16,417	85%	10,613	85%
Q4	21,516	85%	17,220	85%

Area Manager Crook advised that the Service delivered a number of road safety education packages which included:

- Wasted lives –a hard-hitting prevention package targeted at year 11 high school children on the consequences of dangerous driving behaviour;
- Road Sense – targeted at year 6 primary school children to understand risks as they prepare for the transition to high school and more independent travel;
- Biker Down senior workshops were community events which targeted particular demographics ie: motor bike users and the older population who may have



- health concerns while driving;
- Safe Drive Stay Alive – aimed at college students aged 16-17 to highlight the risks of dangerous driving;
- Community events were also held for the wider population where cars that had been involved in accidents were shown to demonstrate what could happen.

AM Crook also advised that the Service was part of the Lancashire Road Safety Partnership which was Chaired by Deputy Chief Constable Terry Woods. The work of the partnership included:

- Child pedestrian training at reception, year 1 and year 2 at almost every primary school in the county;
- Cycle training at every primary school;
- Targeted social media campaigns based on the 'fatal 5': failure to wear seat belts, intoxication, speeding and driving while fatigued or distracted (ie: driving without thinking about other road users behaviour);
- Activity in communities at key times of the year in line with the national road safety calendar;
- Managing and responding to community speed concerns;
- Delivery of speed awareness courses;
- Coordinated safety engineering and enforcement works such as the installation of the average speed cameras.

All this work did have an impact but this was difficult to quantify. However, the Department of Transport figures nationally showed that between 2014 – 2018 there had been a consistent year on year decrease in the number of people who have been killed and seriously injured on Lancashire's roads (860 in 2014 had dropped to 740 in 2018).

County Councillor Hennessy asked whether it was possible to find out the age of the drivers who had died and the Deputy Chief Fire Officer confirmed that it was.

It was therefore agreed that the detail requested for Home Fire Safety Checks and Road Safety be brought together as a separate item for a future meeting of this Committee and more detail be provided as part of this report going forwards.

## 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 was 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	385	38	222	93	10%	7%
Q4	251	33	147	55	13%	11%

The Deputy Chief Fire Officer reported that following the Grenfell Fire and the independent review of building regulations and fire safety led by Dame Judith Hackitt there had been a number of legislative changes that would increase the powers of the Fire Authority in its enforcement of the Fire Safety Order. The performance of the Service in relation to how people were being kept safe in buildings (that were not domestic properties) would be an area of focus for central government and Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services. It was noted that the Assistant Chief Fire Officer would be taking a report on this to a future meeting of the Planning Committee.

## **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 4 – 1st pump response improved 5.4% over the same quarter of the previous year.

Year to Date	<b>2019/20 Quarter 4</b>	Previous year to Date	2018/19 Quarter 4
88.47%	<b>88.99%</b>	85.31%	<b>87.97%</b>

### 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 4 – 2nd pump response improved 4.41% over the same quarter of the previous year.

Year to Date	<b>2019/20 Quarter 4</b>	Previous year to Date	2018/19 Quarter 4
86.40%	<b>85.56%</b>	82.14%	<b>81.15%</b>

### 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 2.15% over the same quarter of the previous year.

Year to Date	<b>2019/20 Quarter 4</b>	Previous year to Date	2018/19 Quarter 4
88.90%	<b>87.75%</b>	89.85%	<b>89.90%</b>

### 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 99.55% was a decrease of 0.1% over the same period of the previous year.

Year to Date	2019/20 Quarter 4	Previous year to Date	2018/19 Quarter 4
99.51%	<b>99.55%</b>	99.45%	<b>99.63%</b>

#### 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 59%
- Crew deficient 60%
- Not enough BA wearers 50%
- No driver 45%

Standard: above 95%

Year to date availability 87.49%, a 0.23% increase against the previous year to date of 87.29%.

Year to Date	2019/20 Quarter 4	Previous year to Date	2018/19 Quarter 4
87.49%	<b>90.20%</b>	87.29%	<b>87.05%</b>

#### 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 4 was 86.68%. This excluded the wholetime detachments shown in KPI 2.4.

The Deputy Chief Fire Officer praised the exceptional efforts of on-call firefighters and officers during the pandemic; they have worked hard to deliver almost 100% availability due in part to staff being furloughed and self-employed staff working longer contracted hours.

## 2.5 Staff Accidents

This indicator measured the number of staff accidents.

The number of staff accidents during the latest quarter decreased by 47.39% against the same quarter of the previous year.

Year to Date	2019/20 Quarter 4	Previous year to Date	2018/19 Quarter 4
73	11	65	16

The Deputy Chief Fire Officer explained the increase was a rise in accidents of routine activity, typically manual handling related injuries at road traffic incidents and at incidents attended with North West Ambulance Service involving bariatric casualties; ie: the moving of people in testing environments. It was noted that the Authority had recently invested £60k for lightweight, battery powered tools that could be used at road traffic incidents which would help going forward. Also while there had been an increase in accidents overall, a more accurate of picture of injury severity could be gained from the number of accidents reported to Health and Safety Executive under Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR). Statistics reportable under RIDDOR for the last 3 years was 13 in 2017/18; 9 in 2018/19 and 9 in 2019/20. While there had been an increased number the severity was not high. It was difficult to provide an accident free environment due to the nature of the work but the Service endeavoured to create a culture where accidents were as low as possible.

## **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 the spend for the same period £56.0m.

### 3.2 Overall User Satisfaction

There had been 2,401 people surveyed since April 2012 and the number satisfied with the service was 2,378; % satisfied 99.04% against a standard of 97.50%; a variance 1.58%.

During the latest quarter, 94 people were surveyed and 94 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**

### 4.1 Overall Staff Engagement

Staff surveys were undertaken on matters which required a broader range of input. In the past, these had related to health and wellbeing, naming of the new intranet or more targeted surveys on challenges faced by blue light drivers. Due to surveys being undertaken on an ad hoc basis they were reported on an 'as required' basis. As such, the measure of success would be the levels of engagement in a survey and in contributing to decisions and improvements.

During December 2019 and December 2020 a survey was undertaken as part of a review of the duty rig uniform. The survey was carried out via online and paper surveys. 573 staff responded to the survey representing 49% of the workforce. This was an increase on the 2018 staff survey response rate which was 43%.

A further 57 members of staff participated in trials of new trousers and boots and 32 engaged in focus groups to provide feedback. Based on the engagement levels and the positive feedback during the consultation, the Service is changing to the boots and trousers preferred by staff.

#### 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 9.132

This was a negative exception report due to the number of shifts lost through absence per employee being above the Service target.

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

During quarter 4 (January 2020 to March 2020), 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 14 cases of long term absence which spanned over the 3 months and there were 26 other cases of long term absence which were recorded within the 3 months with the reasons detailed in the report.

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;
- 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 on-call absence (as % of available hours cover) at the end of the quarter, 0.61%.

### ANNUAL REPORT ON ROAD SAFETY INTERVENTION ACTIVITY 2019/20

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

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

RESOLVED: - That the Performance Committee endorsed the quarter 4 measuring progress report and noted the contents including the 2 negative key performance indicator exception reports and the annual Road Safety Intervention Activity.

24/19 DATE OF NEXT MEETING

The next meeting of the Committee would be held on Wednesday 16 September 2020 at 1000 hours – venue to be confirmed.

A further meeting date was noted for 16 December 2020.

25/19 URGENT BUSINESS - APPEAL TO STOP THE USE OF DISPOSABLE BARBECUES IN THE COUNTRYSIDE

The Chairman asked for an update on the progress made regarding the appeal made by the Service for people to stop using disposable barbecues in the countryside following two large wildfires in the county.

The Deputy Chief Fire Officer advised that the 2 significant moorland fires were in Longridge and Darwen. Assistant Chief Fire Officer Norman was in charge and he declared this a major incident because of the collective impact of these fires. Lessons learned from Winter Hill enabled the incidents to be dealt with swiftly and partnership arrangements worked seamlessly. Everyone connected with LFRS had been appalled by the behaviours of some people who appeared to have an utter absence of regard to public safety or the impact on the environment if a fire got out of control, whether that was in relation to barbecues, smoking materials or lighting fires.

On the specific issue of disposable barbecues, which have been problematic in the past and were problematic in the 2 recent incidents, the Chief Fire Officer had a strong view and had been very vocal to state that these should be unequivocally banned. The Chief had also made contact with Chief Executives of local authorities who have agreed in principle to start to try and ban and progressively eradicate the use of them in open moorland areas.

The next step for the Service was to work with major suppliers within the county ie: supermarket type outlets with the aim of gaining agreement to remove these items from their stores.

RESOLVED: - That the report be noted.

M NOLAN  
Clerk to CFA

LFRS HQ  
Fulwood