LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

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

IF YOU HAVE ANY QUERIES REGARDING THE AGENDA PAPERS OR REQUIRE ANY FURTHER INFORMATION PLEASE CONTACT DIANE BROOKS ON TELEPHONE NUMBER PRESTON (01772 866720) AND SHE WILL BE PLEASED TO ASSIST.

IF ANY MEMBER OF THE PRESS AND PUBLIC WISH TO RAISE A QUESTION FOR THE CHAIRMAN PLEASE DO SO NO LATER THAN 3 WORKING DAYS IN ADVANCE OF THE MEETING BY EMAIL TO: DIANEBROOKS@LANCSFIRERESCUE.ORG.UK.

AGENDA

PART 1 (open to press and public)

Chairman's Announcement – Open and Transparent Virtual Committee Meeting
In response to the Covid-19 Pandemic the Government has made regulations that enable virtual meetings.

This meeting will be accessible for Committee Members via Microsoft Teams and for members of the press and public via a live webcast on YouTube.

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 - 64)

5. DATE OF NEXT MEETING

   The next scheduled meeting of the Committee has been agreed for 10:00 hours on 16 September 2020, venue to be confirmed.

   A further meeting date is scheduled for 16 December 2020.

6. URGENT BUSINESS

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

7. 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 <u>Fire Engine Availability – On-Call Duty System (without wholetime detachments)</u>

<u>Subset of KP1 2.4 and provided for information only</u>
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 24 June 2020

PERFORMANCE MANAGEMENT INFORMATION FOR 4TH QUARTER 2019/20 (Appendices 1 and 2 refer)

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 and includes an Annual Report on Road Safety Intervention Activity during 2019-2020.

Recommendation

The Performance Committee is asked to endorse the Quarter 4 Measuring Progress report, note the contents of the 2 negative KPI Exception Reports and the Annual Report on Road Safety Intervention Activity.

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

January 2020 - March 2020

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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.	4.1 Overall Staff Engagement 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.

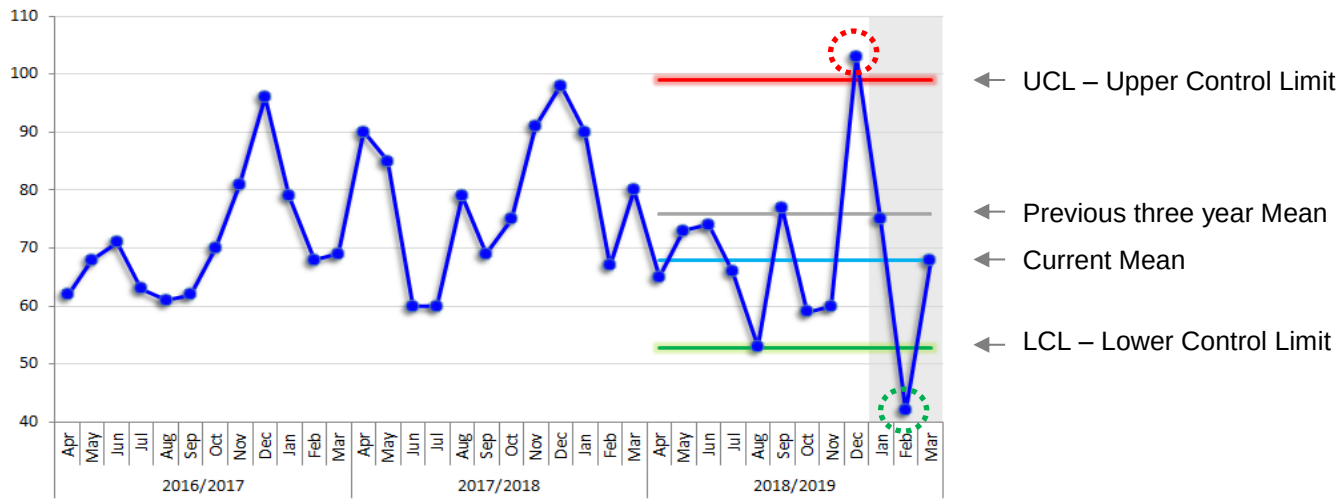
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistical constant, derived from the standard deviation.

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:

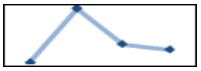
1. A single point beyond the Upper Control Limit is classified as a negative exception.
2. A single point beyond the Lower Control Limit is classified as a positive exception.

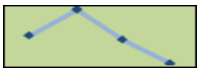
Example XmR chart: In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2018 (○) is above the Upper Control Limit (UCL) and a positive exception in February 2019 (○) for meeting rule 2.

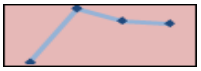


Key Performance Index and Indicator trends

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.

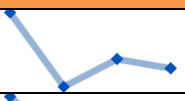
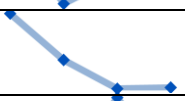
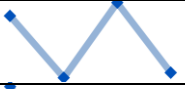
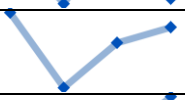
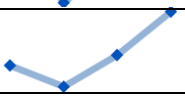
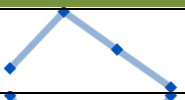
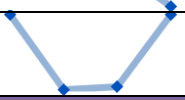
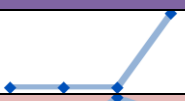
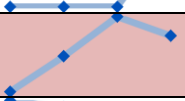
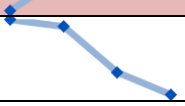
The cell shading denotes whether the indicator is - within accepted limits: 

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	HFSC	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	HFSC	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.		
4.1	Overall Staff Engagement		32
4.2.1	Staff Absence - Excluding On-Call Duty System		33
4.2.2	Staff Absence - On-Call Duty System		36

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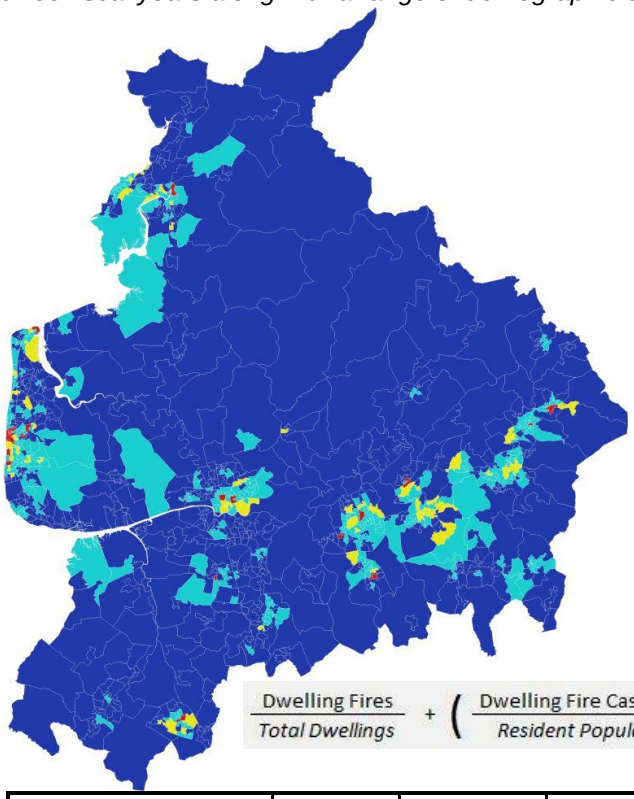
1.1 Risk Map

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 reduction in Medium risk SOA's	3% Overall increase in Low risk SOA's	-1% Overall reduction in fire risk

1.2 Overall Activity

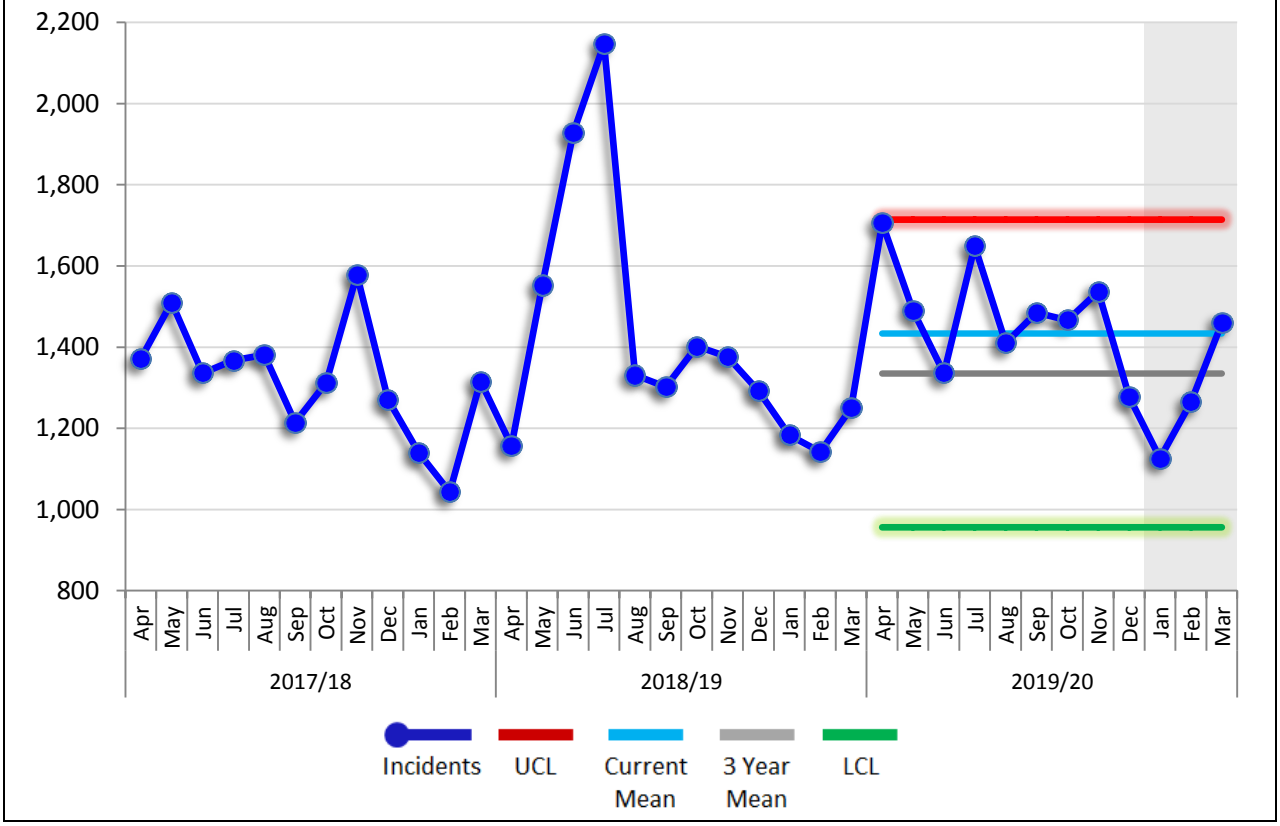
Quarter activity
3,851

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 7.72% over the same quarter of the previous year.

1.2 Number of attended incidents	Year to Date	**2019/20 Quarter 4**	*Previous year to Date*	*2018/19 Quarter 4*
	17,207	**3,851**	17,062	3,575



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
1,434	1,335	1,421	1,320	1,263

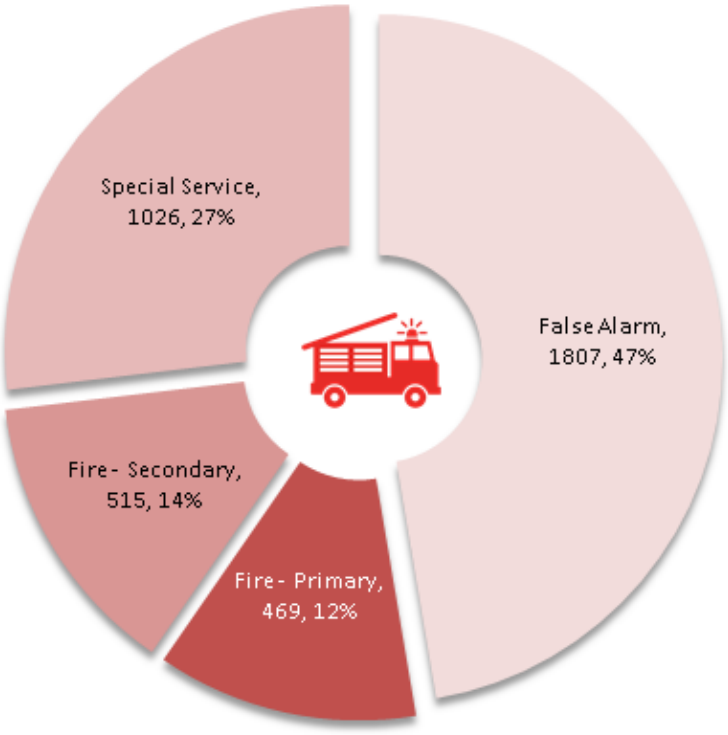
1.2 Overall Activity Breakdown

Quarter activity
3,851

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

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

FALSE ALARM:	
Fire alarm due to Apparatus	60%
Good Intent false alarm	36%
Malicious False Alarm	3%
SPECIAL SERVICE:	
Critical Incidents (KPI 2.2.1)	64%
Gaining Entry*	21%
RTC*	15%
Flooding*	11%
FIRE - SECONDARY:	
Anti-Social Behaviour (1.6.1)	50%
Accidental Fires	50%
FIRE - PRIMARY:	
Accidental Dwelling Fires (1.3)	38%
Accidental Building Fires (1.5)	14%
Dwellings (1.6.2)	6%
Non Dwellings (1.6.3)	6%
Other Primary	37%



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 almost half of the Service's activity. During quarter 4 false alarms consisted of: 61% Fire alarm due to Apparatus, 36% Good Intent false alarm and 3% Malicious False Alarm.
	SPECIAL SERVICE incidents are made up of a number of different activities, of which, 660 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 452 occasions, of which, 220 (49%) resulted in the use of tools to gain entry to a property. Also, 15% of special service incidents are Road Traffic Collisions (RTC) and 11% are flooding related.
	SECONDARY FIRE incidents are typically anti-social behaviour fires (KPI 1.6.1). These makeup 50% and mainly involve loose refuse. However; during the warmer weather of quarter one, 50% are also recorded as accidental fires or fires with an unknown cause.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 43% and are shown later in the report as KPI 1.3. Accidental Building Fires contribute 15% and again are covered within its own KPI 1.5.

1.3 Accidental Dwelling Fires

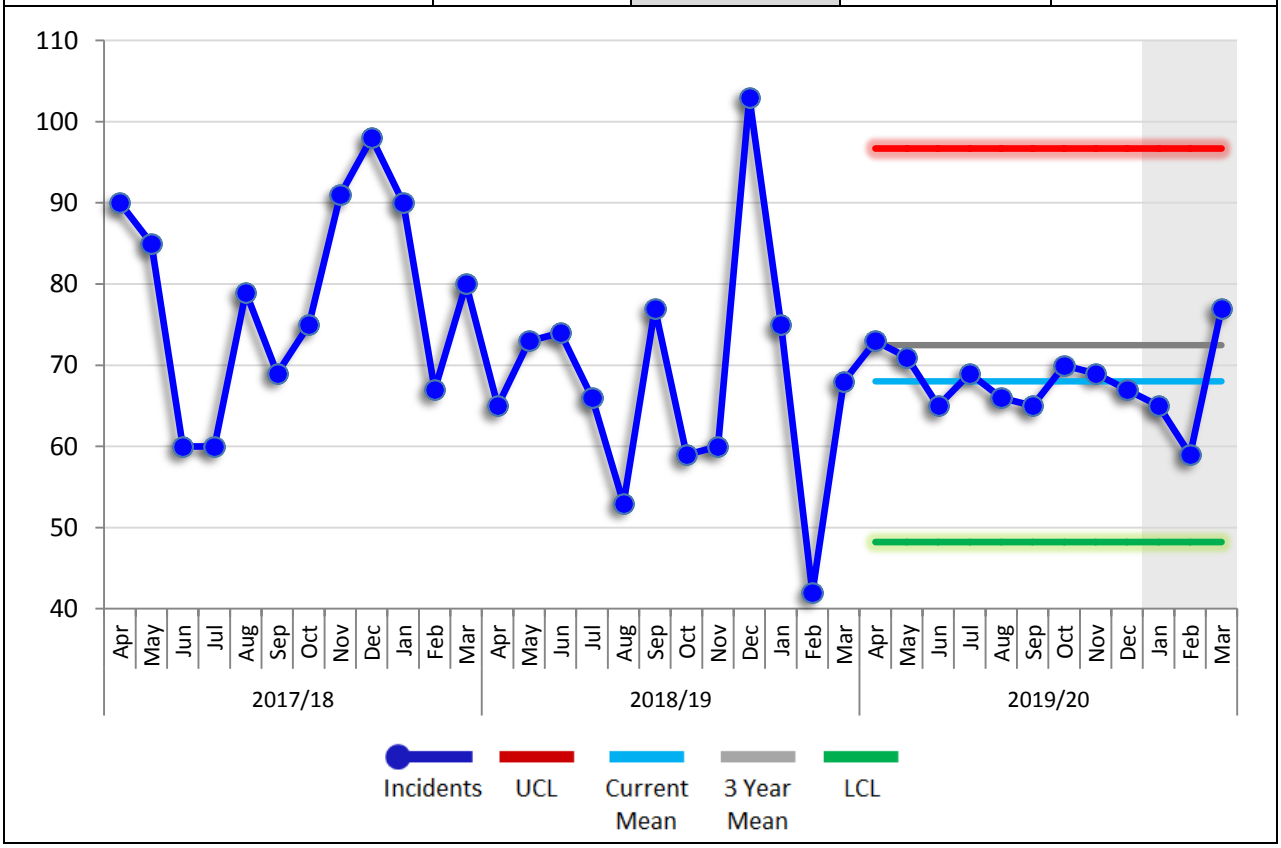
Quarter activity
201

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 8.65% over the same quarter of the previous year.

1.3 Accidental Dwelling Fires	Year to Date	**2019/20 Quarter 4**	*Previous year to Date*	*2018/19 Quarter 4*
	816	**201**	815	185



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**
68	72	68	79	70

1.3.1 ADF - Extent of Damage (Fire Severity)

Quarter activity: 92%

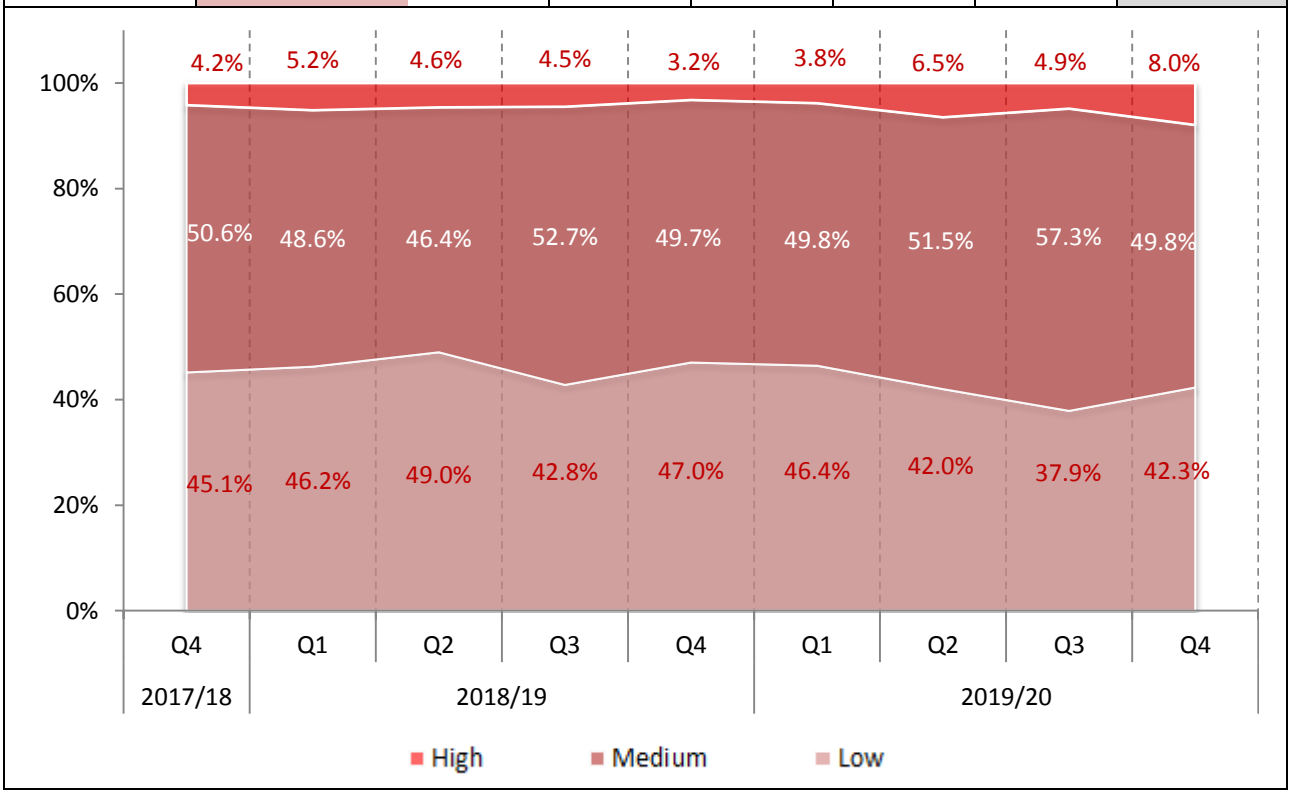
ADF criteria as 1.3. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types.

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 92%. This is a decrease of 4.8% against the 96.8% recorded in the same quarter of the previous year.

	Severity (Direction against the same quarter of previous year)		Previous Rolling 4 Quarters				Quarter 4
			Quarter 4	*Quarter 1*	*Quarter 2*	*Quarter 3*	
1.3.1 ADF – Severity of Fire	High	⇧	*3.2%*	*3.8%*	*6.5%*	*4.9%*	**8.0%**
	Medium	⇧	*49.7%*	*49.8%*	*51.5%*	*57.3%*	**49.8%**
	Low	⇩	*47.0%*	*46.4%*	*42.0%*	*37.9%*	**42.2%**



1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC		% with previous HFSC 13%

ADF criteria as 1.3. The HFSC must be a completed job (i.e. not a refusal) carried out by LFRS personnel or partner agency. The HFSC must have been carried out within 12 months prior of the fire occurring.

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

Over the latest quarter, Accidental Dwelling Fires with a previous HFSC increased 5% against the total number of ADF's 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	31	15%	⇧	24	11%
Quarter 4	27	13%	⇧	15	8%

1.4 Accidental Dwelling Fire Casualties

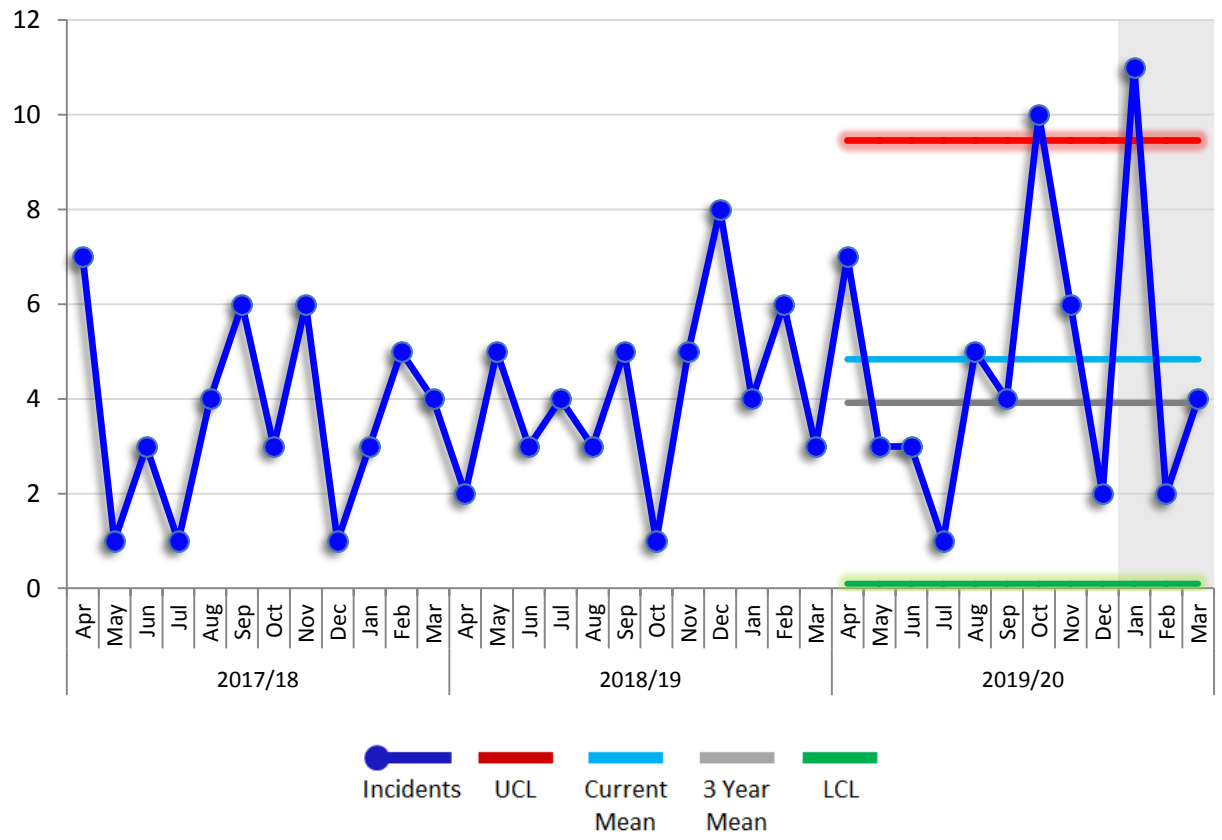
Quarter activity
17

ADF criteria as 1.3. The number of fire related fatalities, slight and serious injuries.

A slight injury is defined as; a person attending hospital as an outpatient (not precautionary check). A serious injury is defined as; at least an overnight stay in hospital as an in-patient.

There were two fatalities during the latest quarterly period. Four casualties are recorded as serious and 11 slight. The same quarter of the previous year recorded no fatalities, 3 serious and 10 slight.

Casualty Status	Year to Date	**2019/20 Quarter 4**	*Previous year to Date*	*2018/19 Quarter 4*
Fatal	5	**2**	8	0
Victim went to hospital, injuries appear Serious	22	**4**	8	3
Victim went to hospital, injuries appear Slight	31	**11**	33	10
Total	58	**17**	49	13



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 of casualties recorded during the month of January, within quarter 4, being above the upper control limit.

Analysis

During the January 2020 – March 2020 quarter, there have been 17 recorded casualties, with a peak in January of 11. This month is above the upper control limit of 9.

January recorded one fatality, a further 2 casualties with serious injuries and 8 with slight injuries. Two of the slight injuries occurred at the same incident, with the remainder occurring at separate locations.

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 show there are an average of 5 casualties per month, compared to 4 per month over the previous 3 years.

The overall Accidental Dwelling Fire (KPI 1.3) counts show that the end of year counts are at an equal ten year low.

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

Actions being taken to improve performance

Whilst adhering to current Health and Safety distancing guidance: The Service aims to continue with:

- 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.

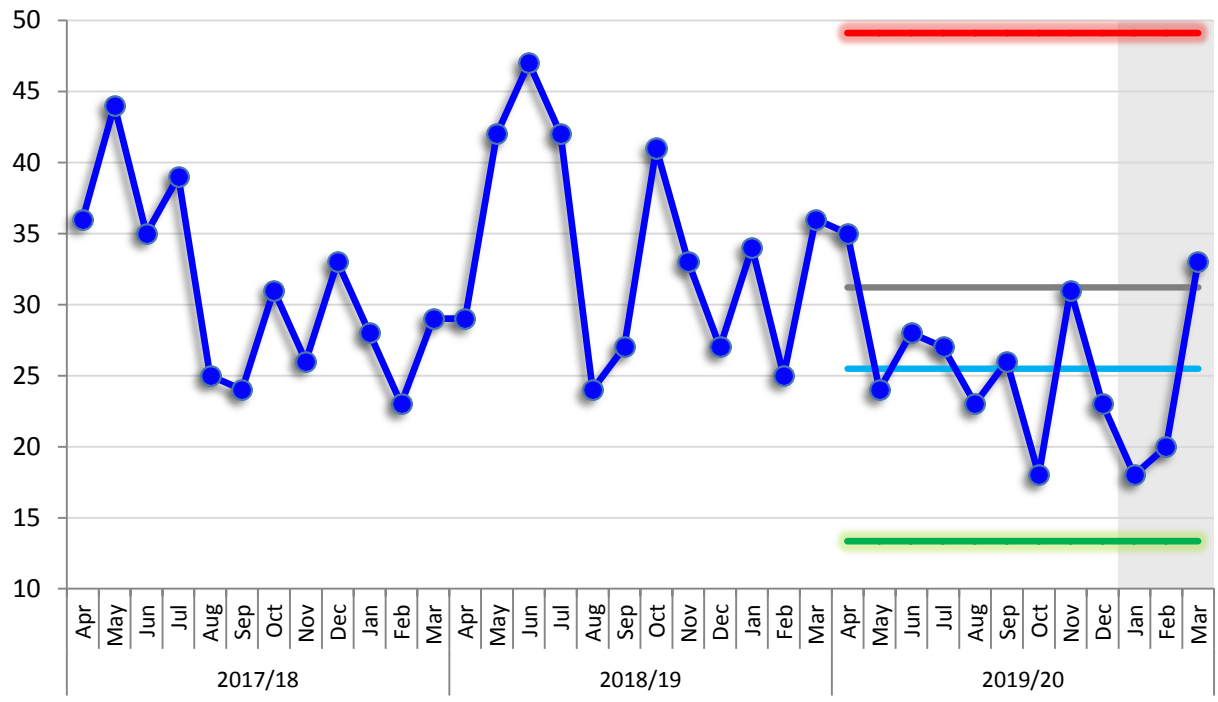
1.5 Accidental Building Fires (Non Dwellings)

Quarter activity
71

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 25.26% over the same quarter of the previous year.

1.5 Accidental Building Fires	Year to Date	**2019/20 Quarter 4**	*Previous year to Date*	*2018/19 Quarter 4*
	306	**71**	407	95



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: 83.1%

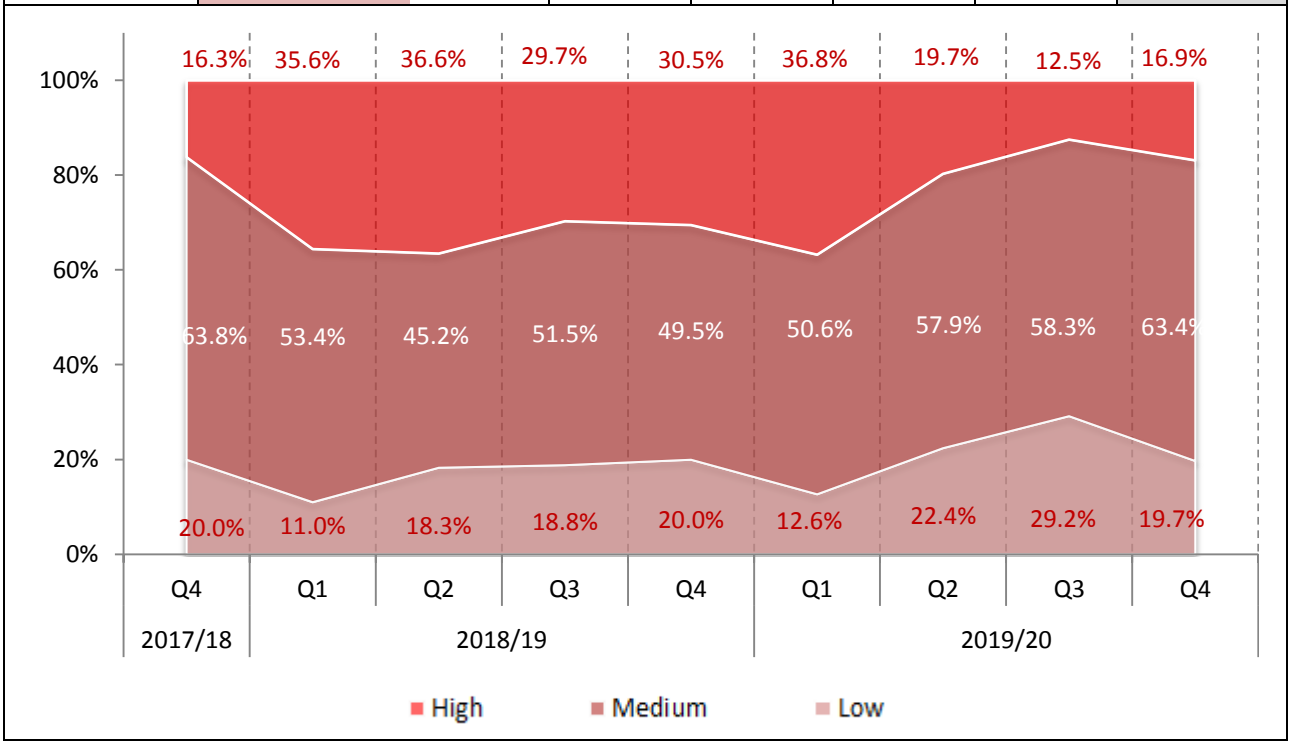
ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. Included within this KPI are property types of private garages and private sheds; due to their single room construction, any damage is often classified as 'whole building',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

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

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

The latest quarter recorded a combined 'low' and 'medium' severity of 83.1%. This is an improvement of 13.6% against the combined severity of 69.5% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				**Quarter 4**
			Quarter 4	*Quarter 1*	*Quarter 2*	*Quarter 3*	
1.5.1 ABF – Severity of Fire	High	⇩	*30.5%*	*36.8%*	*19.7%*	*12.5%*	**16.9%**
	Medium	⇧	*49.5%*	*50.6%*	*57.9%*	*58.3%*	**63.4%**
	Low	⇩	*20.0%*	*12.6%*	*22.4%*	*29.2%*	**19.7%**

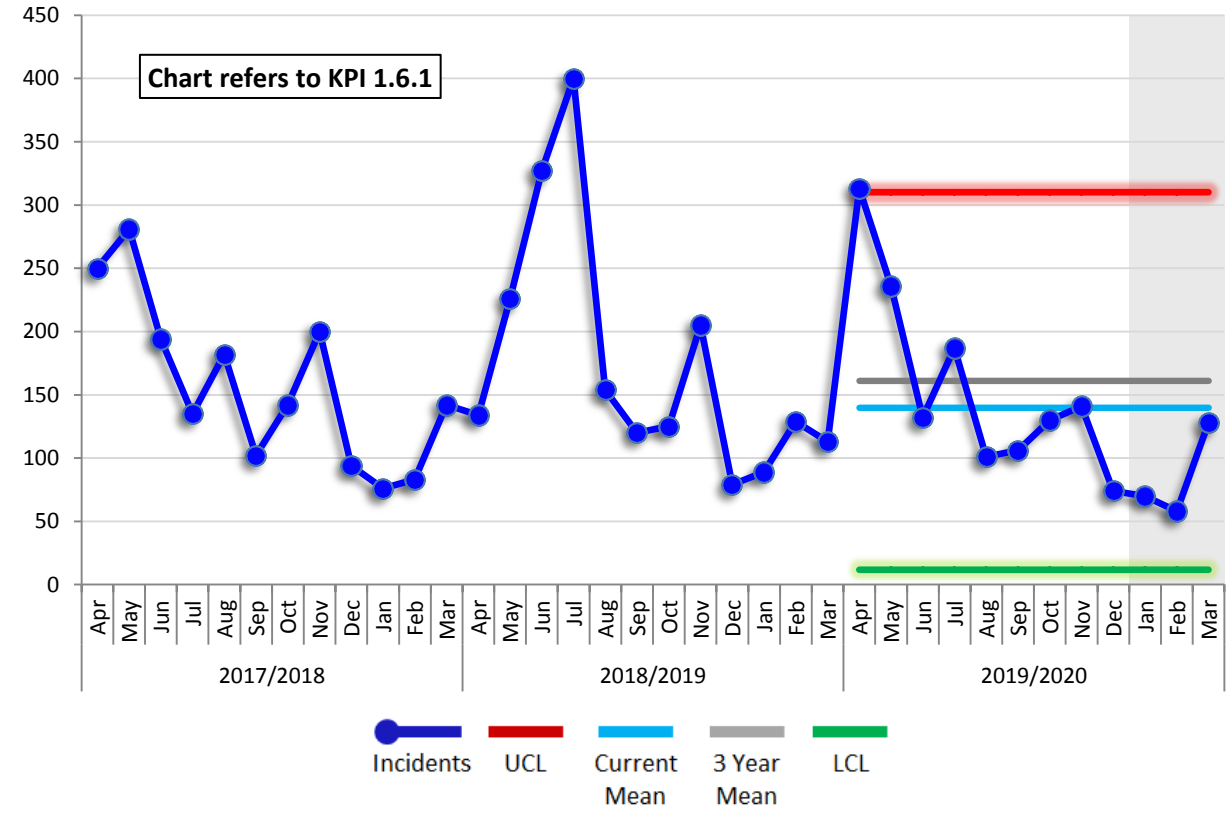


1.6 Deliberate Fires

Quarter activity: 256

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 4**	*Previous year to Date*	*2018/19 Quarter 4*
	1,676	**256**	2,101	331



Deliberate Fire Type	Year to Date	**2019/20 Quarter 4**	***Previous year to Date***	***2018/19 Quarter 4***
1.6.1 Deliberate Fires - ASB	1,676	**256**	2,101	301
1.6.2 Deliberate Fires - Dwellings	124	**30**	124	22
1.6.3 Deliberate Fires - Non Dwellings	142	**29**	120	25

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**
	140	160	175	156	150

1.7 Home Fire Safety Checks	HFSC	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.

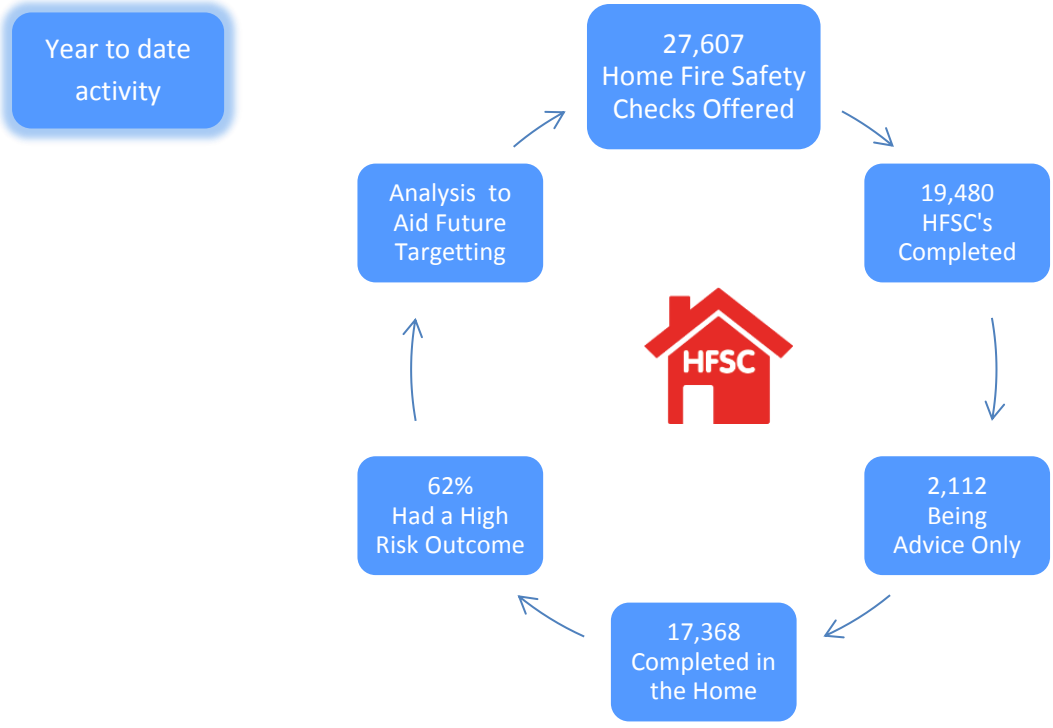
An improvement is shown if:

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

	2019/20		⇧/⇩	2018/19	
	HFSC completed	**% of High HFSC outcomes**	**Progress**	***HFSC completed***	**% of High HFSC outcomes**
Quarter 1	4,843	65%	⇧/⇩	3,441	66%
Quarter 2	5,381	61%	⇧/⇩	3,988	67%
Quarter 3	4,862	60%	⇩/⇩	4,945	64%
Quarter 4	4,393	60%	⇩/⇩	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.

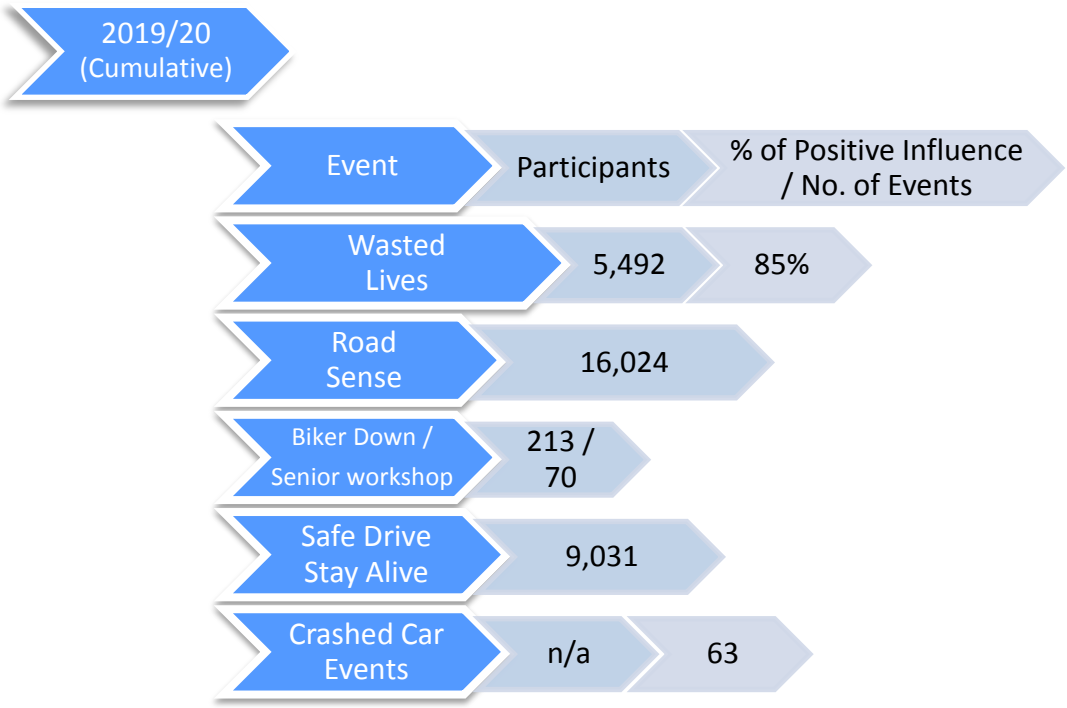
Total participants are a combination of those engaged with at Wasted Lives and Road Sense events.

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 24.9% 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	21,516	85%[2]	⇧/⇔	17220	85%

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



1.9 Fire Safety Enforcement

Quarter activity
10%

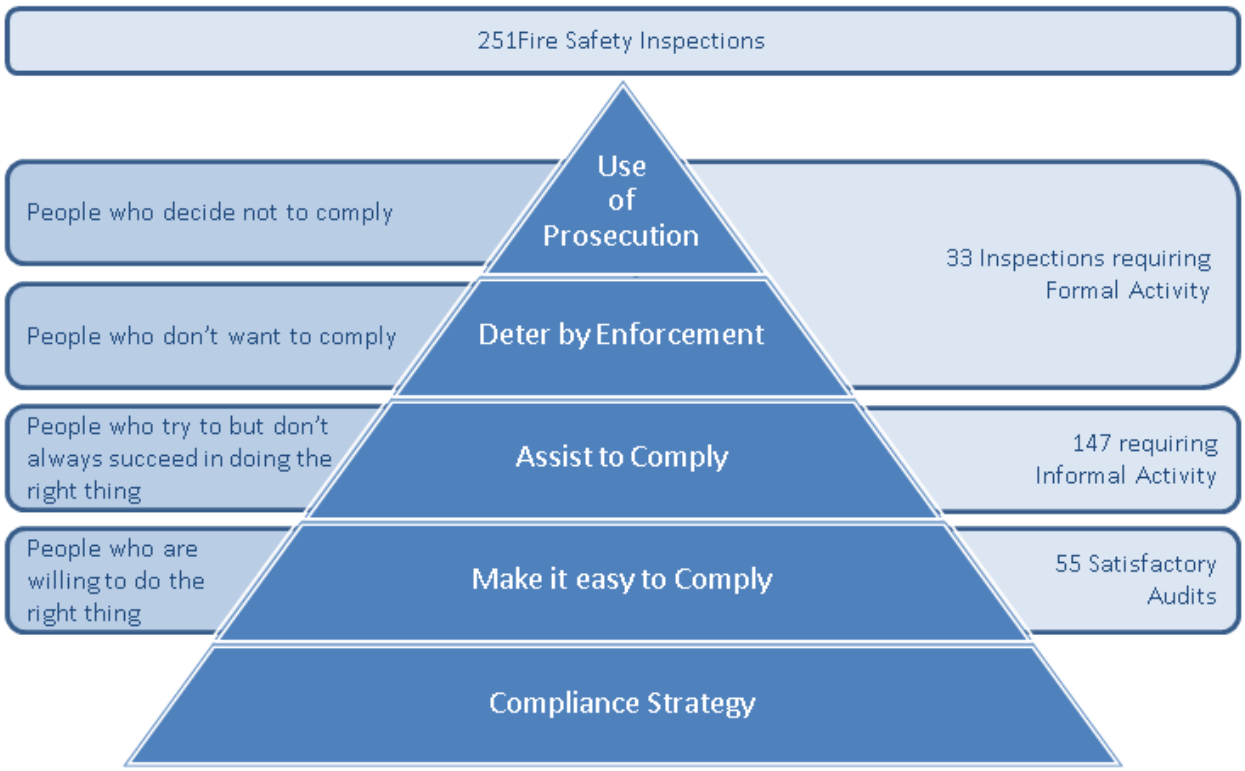
The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action of enforcement and prosecution of those that fail to comply.

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	251	33	147	55	13%	⇧	*11%*



2.1.1 Emergency Response Standards - Critical Fires - 1st Fire Engine Attendance		Quarter response 88.99%

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.

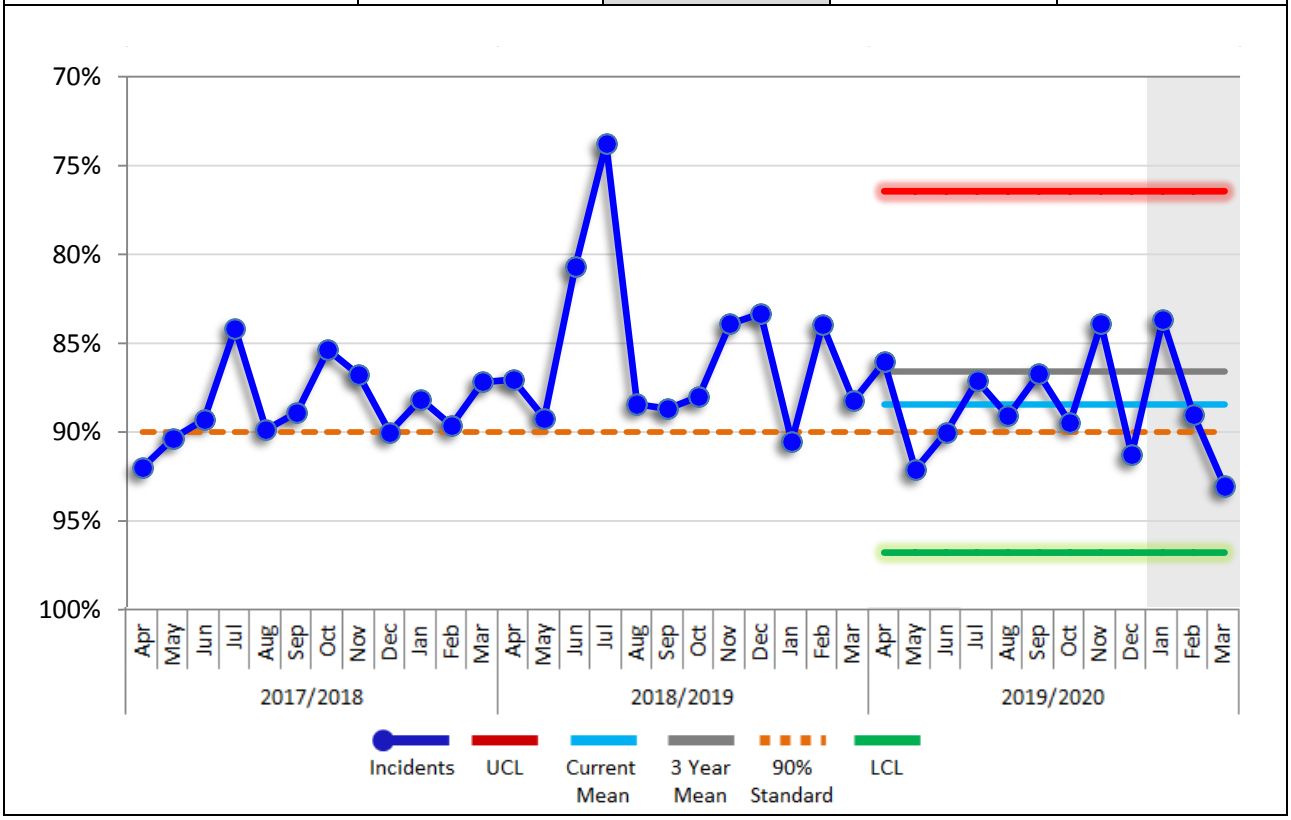
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

- *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 increased 1.02% of total first fire engine attendances over the same quarter of the previous year.

1st pump cumulative attendance standard	Year to Date	**2019/20 Quarter 4**	*Previous year to Date*	*2018/19 Quarter 4*
	88.47%	**88.99%**	85.31%	87.97%



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

Quarter response
85.56%

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.

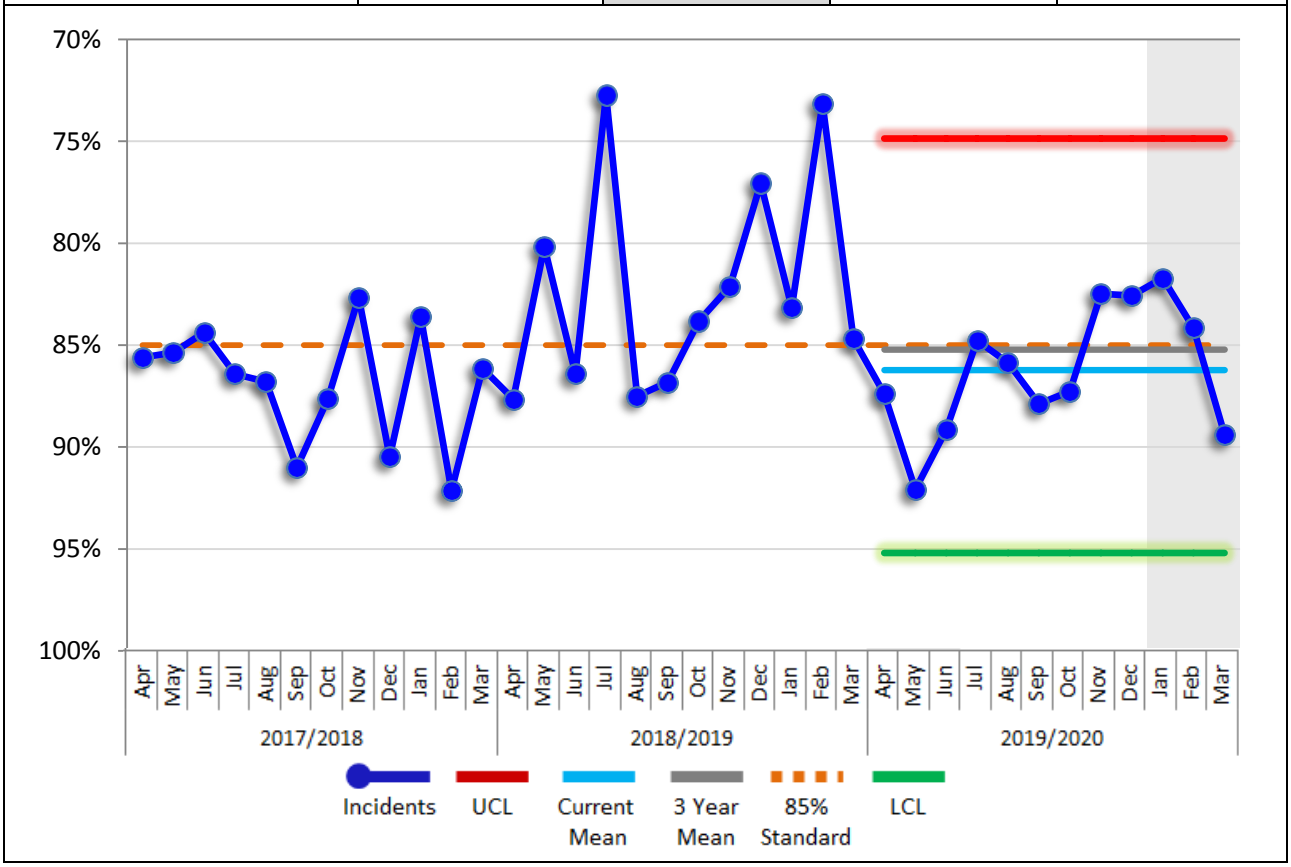
The response standards include call handling and fire engine response time for the second fire engine attending a critical fire, and are as follows:

- *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 4.41% of total Second Pump Attendances over the same quarter of the previous year.

2nd pump cumulative attendance standard	Year to Date	**2019/20 Quarter 4**	*Previous year to Date*	*2018/19 Quarter 4*
	86.40%	**85.56%**	82.14%	81.15%



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

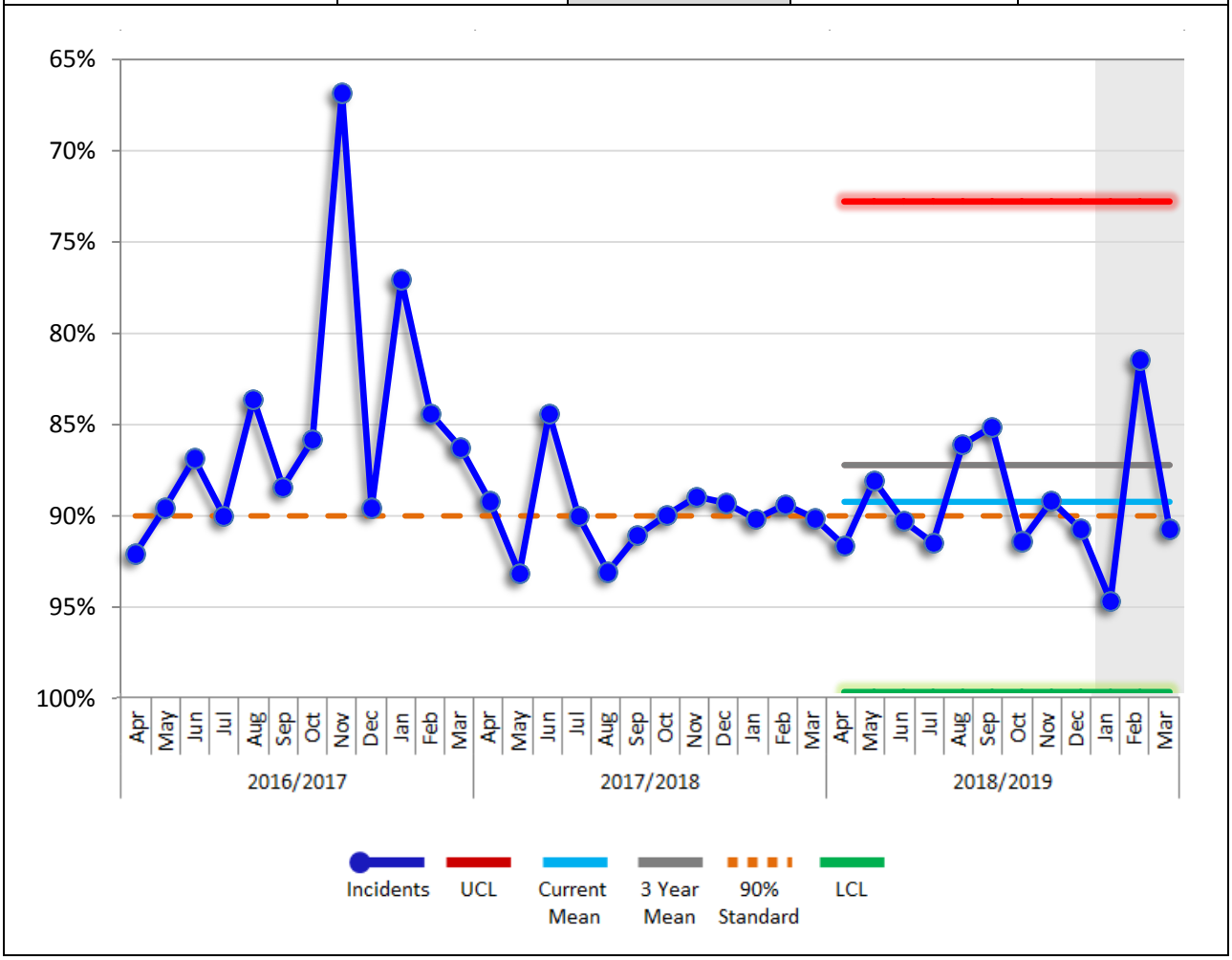
Quarter response
87.75%

Critical special service incidents are non-fire incidents where there is a risk to life, for example, road traffic collisions, rescues and hazardous materials incidents. For these incidents there is a single response standard which measures call handling time and fire engine response time. The response standard for the first fire engine attending a critical special service call is 13 minutes.

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

The latest quarter 1st pump response decreased 2.15% of the total responses over the same quarter of the previous year.

1st pump cumulative attendance standard	Year to Date	**2019/20 Quarter 4**	*Previous year to Date*	*2018/19 Quarter 4*
	88.90%	**87.75%**	89.85%	89.90%



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

WT	Quarter availbility 99.55%

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.

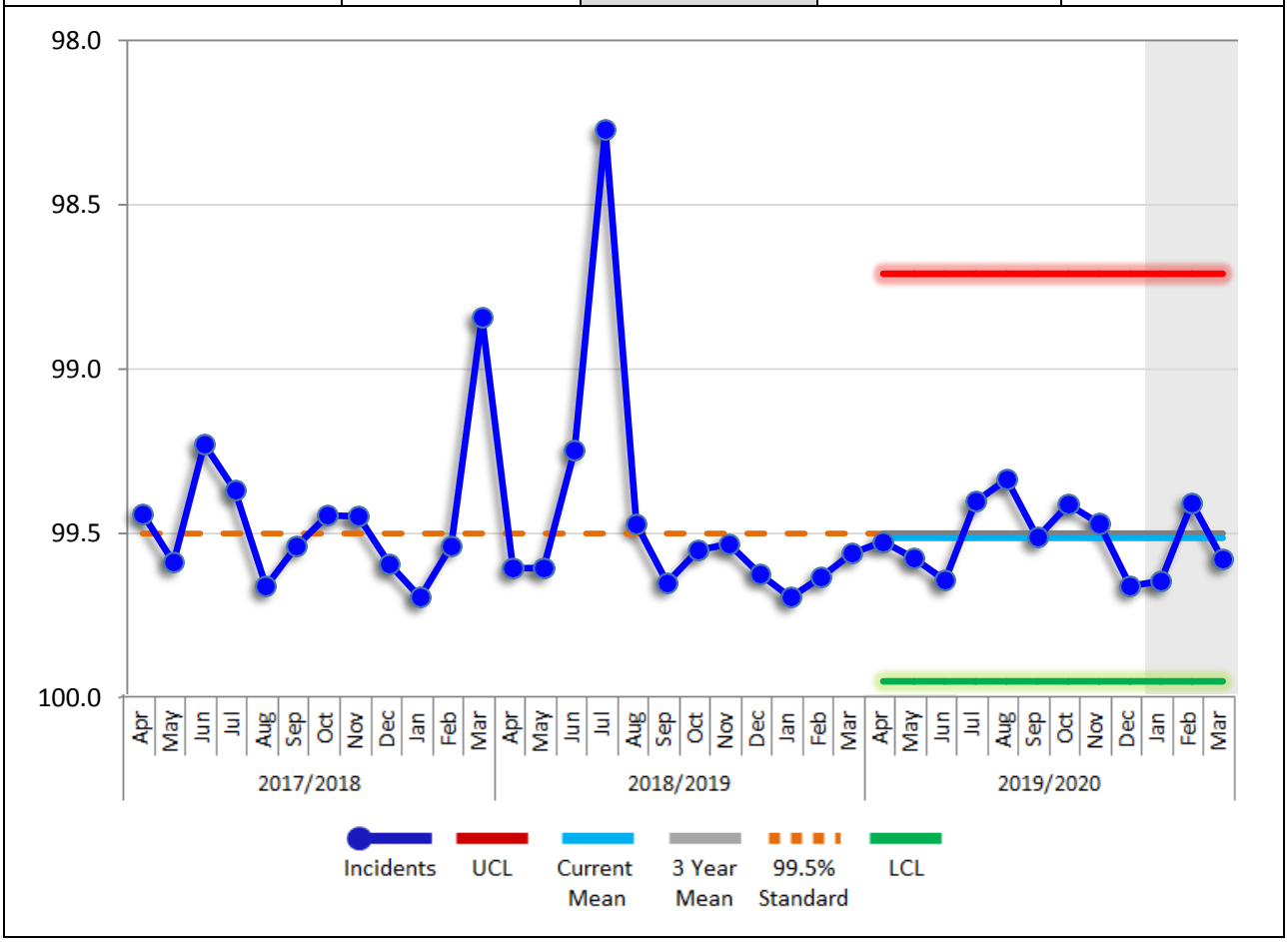
Fire engines are designated as unavailable for the following reasons:

- *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 99.55% is a decrease of 0.1% over the same period of the previous year.

Fire engine availability – WT, DC and DCP	Year to Date	**2019/20 Quarter 4**	*Previous year to Date*	*2018/19 Quarter 4*
	99.51%	**99.55%**	99.45%	**99.63%**



2.4 Fire Engine Availability – On-Call Duty System

Quarter availbility
90.20%

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.

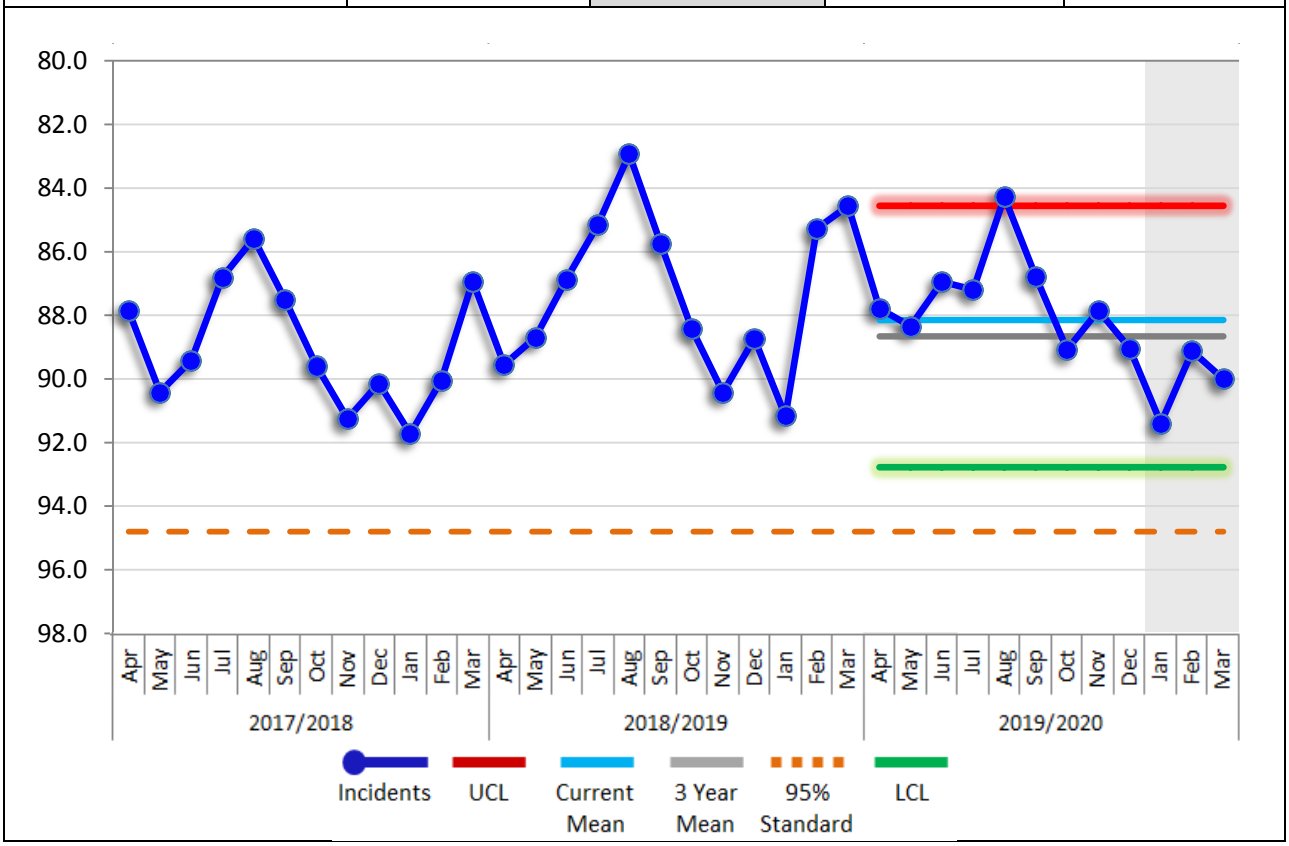
Fire engines are designated as unavailable (off-the-run) for the following reasons. This is further broken down by the percentage of off-the-run (OTR) hours that each reason contributes to the total. A Fire engine can be OTR for more than one reason; hence the percentages are interpreted individually,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

- *Manager deficient* 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 total availability previous year to date of 87.29%.

Fire engine availability – On Call	Year to Date	**2019/20 Quarter 4**	*Previous year to Date*	*2018/19 Quarter 4*
	87.49%	**90.20%**	87.29%	**87.05%**



2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).		Quarter availbility 86.68%

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 86.68%. This excludes the wholetime detachments shown in KPI 2.4

2.5 Staff Accidents

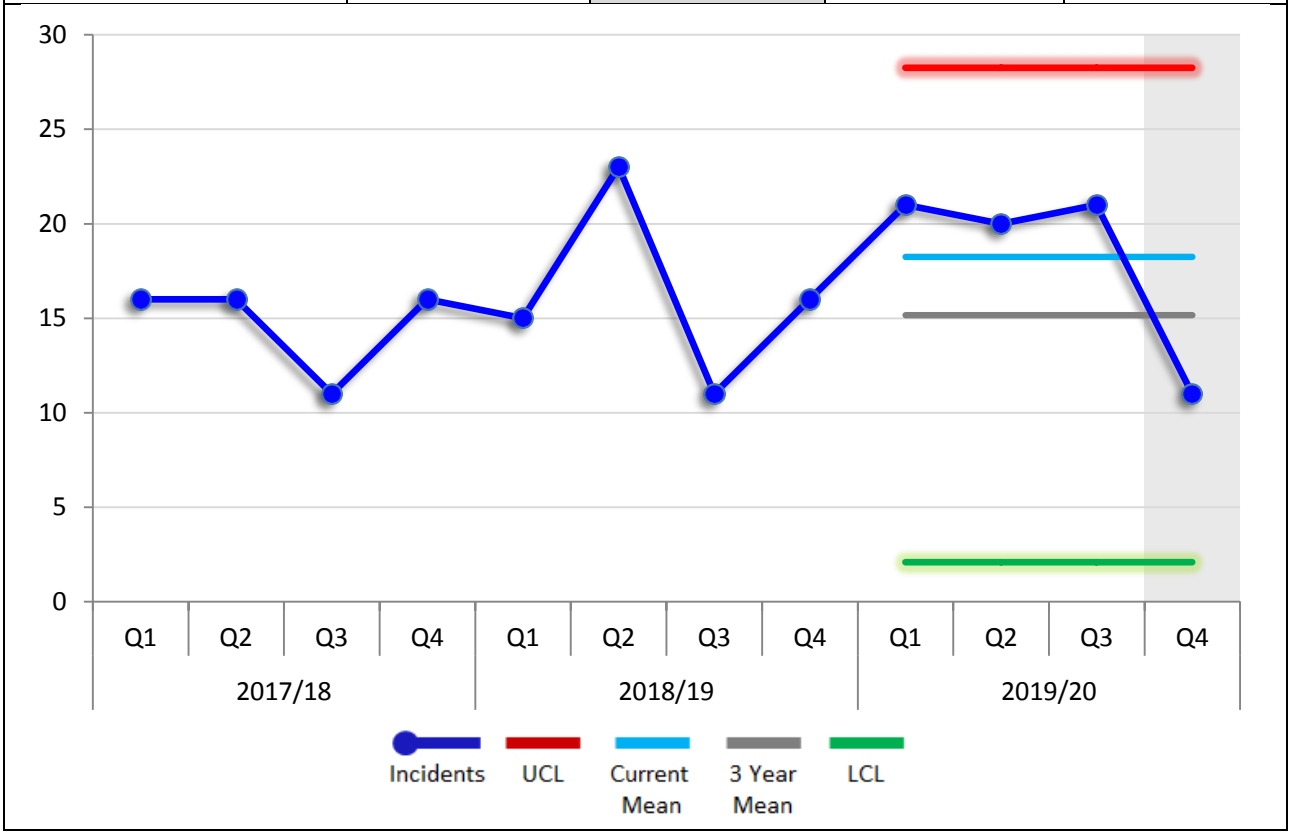
Quarter activity: 11

The number of staff accidents.

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

The number of staff accidents during the latest quarter decreased by 47.6% against the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2019/20 Quarter 4**	*Previous year to Date*	*2018/19 Quarter 4*
	73	**11**	65	**16**



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**
18	15	16	15	15

3.1 Progress against Savings Programme		Quarter variance 0.00%

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

Budget to end of March 2020 £56.0 million. The spend for the same period was £56.0 million.

As a public service we are committed to providing a value for money service to the community and it is important that once a budget has been agreed and set, our spending remains within this.

The annual budget for 2019/20 was set at £56.0 million. The spend for the year is currently also £56.0 million, although the closure of the accounts process during May (including year-end accounting adjustments in respect of items such as provisions and reserves transfers and capital accounting) has yet to be finalised. Following completion of the year end process, this is expected to remain in a broadly break even position.

Variance:	0.00%

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.

94 people were surveyed; 94 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?	2,401	2,378	99.04%	97.50%	1.58%

There have been 2,401 people surveyed since April 2012.

During the latest quarter - 94 people were surveyed and 94 responded that they were ‘very satisfied’ or ‘fairly satisfied’ with the service they received.

4.1 Overall Staff Engagement

Percentage Engaged
49%

Staff surveys are undertaken on matters which require a broader range of input. In the past, these have related to health and wellbeing, naming of the new intranet or more targeted surveys on challenges faced by blue light drivers.

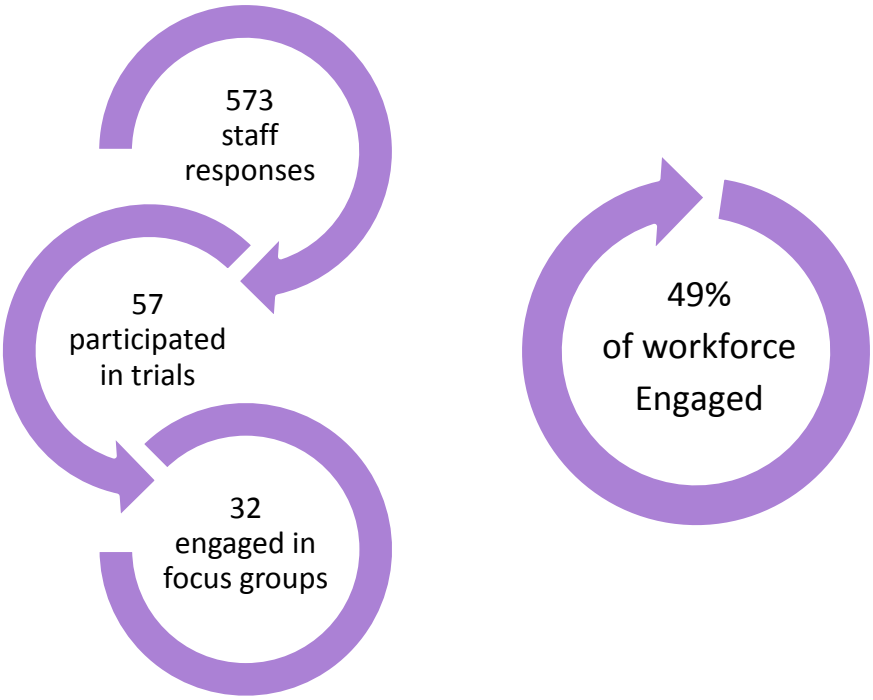
Due to surveys being undertaken on an ad hoc basis, they will be reported on an 'as required' basis. As such, the measure of success will be the levels of engagement in a survey and in contributing to decisions and improvements.

During December 2019 and January 2020, a survey was undertaken as part of a review of the duty rig uniform. Staff were consulted on a proposal for all uniform-wearing staff to wear blue shirts, including managers who currently wear white shirts.

The survey was carried out via online and paper surveys. 573 staff responded to the survey representing 49% of the workforce. This is 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 obtained during the consultation, the Service is changing to the boots and trousers preferred by staff. The majority also preferred to maintain blue and white shirts and this position has been accepted by the Service.

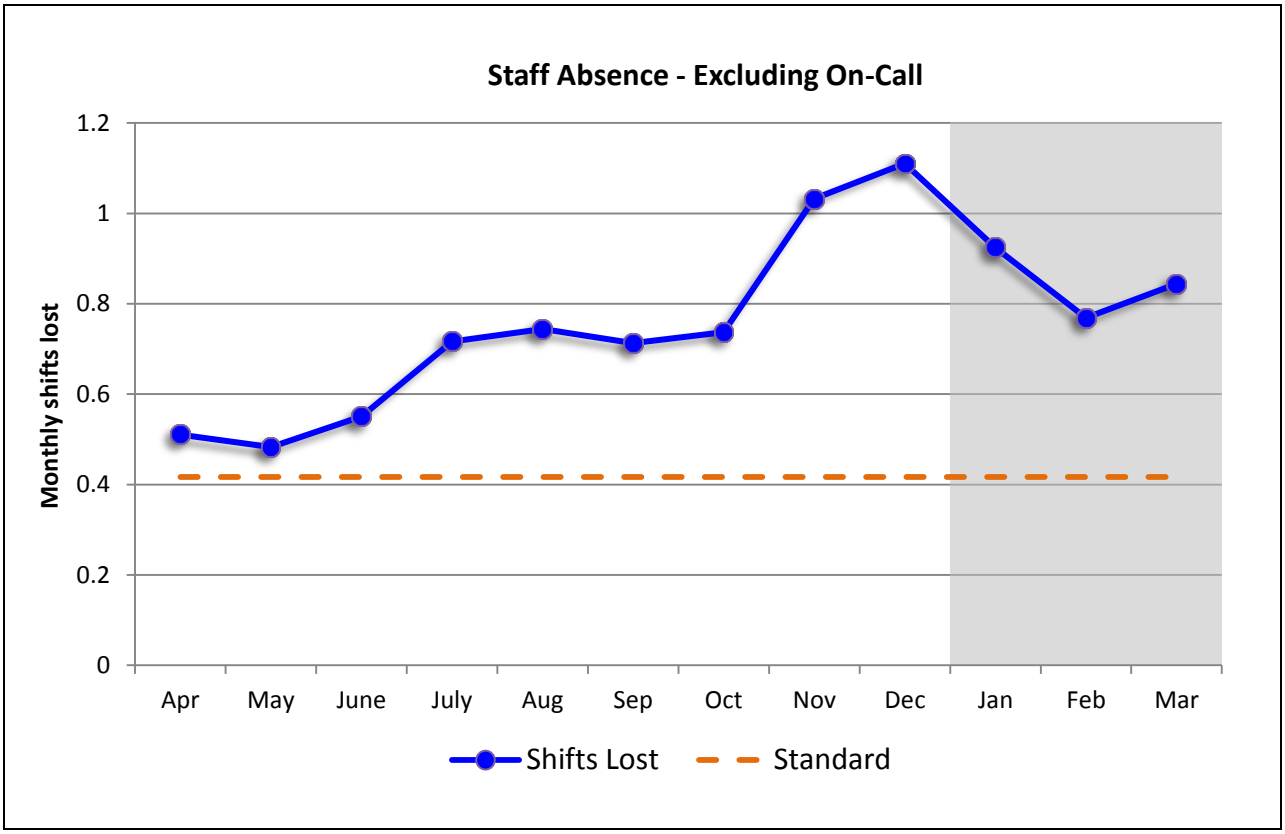


4.2.1 Staff Absence - Excluding On-Call Duty System

Shifts lost
9.132

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:	9.132

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 3.

Analysis

During quarter four January 2020 – March 2020, 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 14 cases of long term absence which span over the total of the 3 months; the reasons being:

Green Book	
Reason	Case/s
Mental health	2
Injury	2
Cancer	1
Cardio Vascular	1
Operation	1

Grey Book	
Reason	Case/s
Cancer	3
Mental Health	3
Injury	1

During the quarter, 4 Green book employees returned to duty.

There were 26 other cases of long term absence which were also recorded within the 3 months:

Green Book	
Reason	Case/s
Mental health	2
Operation	2
Injury	1
Neurological	1

Grey Book	
Reason	Case/s
Muscular-skeletal	7
Mental Health	4
Injury	3
Operation	3
Cancer	2
Cardio	1

During the quarter there were 12 Grey book employees who returned to duty, 3 employees retired and 1 death in Service.

At the end of March 2020 the cumulative totals show that non-uniformed staff absence was significantly above target at 13.41 shifts lost per employee, for whole-time uniformed staff absence

was also above target at 7.73 shifts lost per employee. Overall absence for all staff (except On Call staff) was 9.13 shifts lost which is well above the Service target of 5 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.
- 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.

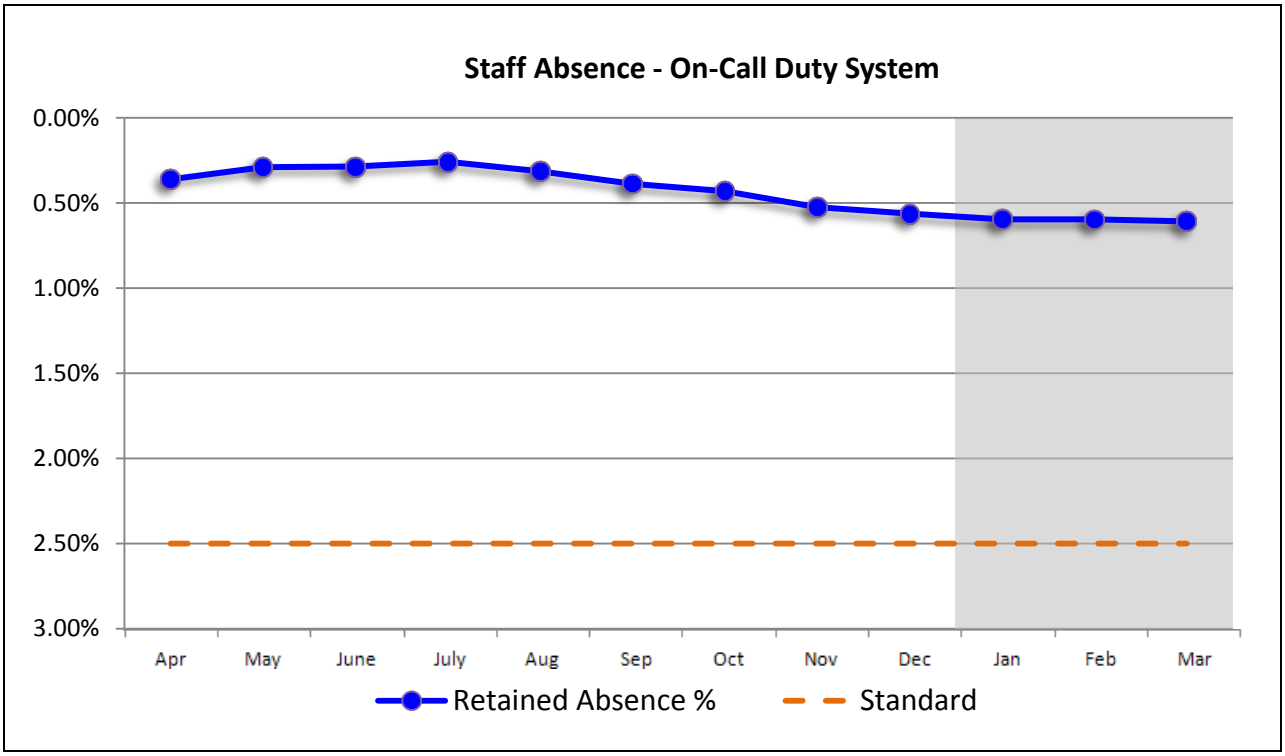
4.2.2 Staff Absence – On-Call Duty System

Absence
0.61%

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, 0.61%

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



Cumulative On-Call absence (as % of available hours of cover):	0.61%

Appendix 2

Annual Report on Road Safety Intervention Activity

Annual Report

Road Safety Intervention Activity 2019-2020

Introduction

Through our Integrated Risk Management Plan 2017-2022 (IRMP), prevention and protection services and our structure for delivery were reviewed over the course of the last IRMP to ensure that we are delivering appropriate services in line with our changing operating environment. As a result we have changed our working practices with a strategic focus on the quality of the services that we deliver. These services are delivered around four key themes: helping people to start safe, live safe; age safe **and be safe on our roads** with a focus on working collaboratively with other organisations.

To ensure constant improvement in all parts of our prevention priority, the Service has dedicated thematic groups which review current practice and results.

Road Safe Thematic Group

During 2019 - 2020 the Thematic Road Safety Group became well established and is chaired by a Group Manager.

Terms of reference have been developed alongside a priority work programme which supports the Lancashire Road Safety Partnership (LRSP) 'Towards Zero' strategy as described below.

The Terms of Reference are very clear and the group comprises of both Service Delivery and Service Support staff with representation from each of the 6 areas. One of the ambitions is to improve communication between strategic and practitioner levels. Also to send clear messages out to areas with key road safety priorities. We want to deliver focused activities, in areas identified as having issues.

Lancashire Road Safety Partnership

Lancashire Fire and Rescue continue to be a pro-active member of LRSP and have representatives at both Executive and Operational group level. The partners are working very closely with each other and delivering the partnership strategy – 'Towards Zero' Lancashire: Road Safety Strategy for Lancashire, 2016 – 2026', in an attempt to reduce those killed or seriously injured on our roads.

The Partnership has 2 staff posts:
i) Road Safety Analyst, hosted by Lancashire Constabulary
ii) Road Safety Coordinator, hosted by LFRS.

The Road Safety Analyst produces road safety reports that focus on the risks not only throughout Lancashire but also on a district level. This data ensures resources are best directed into reducing road traffic collisions of all severities across all of Lancashire's fourteen districts, whilst combating the criminal use of the wider road network. A lot of work has focused on the installation and evaluation of Average Speed Cameras across the county.

The Road Safety Coordinator post aligns all partnership action plans and priorities and ensures the Partnership's road safety activity is effective. An ongoing action plan is monitored to ensure outcomes are reviewed with recommendations made and implemented. The multi-agency role of the Road Safety Coordinator helps to coordinate national campaigns across the county with a high degree of synergy.

LFRS Road Safety Thematic Group Priorities 2019-2020

1. Amend the Road Safe primary school package for year 6 (re-development of Road Sense) – modernise, add a section on fire safety and provide easier access for delivery. Ensure delivery in every primary school.
2. Develop an assembly format and promote delivery of Wasted Lives for year 11/10.
3. Further delivery of Biker Down courses.
4. Promote and record the use of Crashed Cars.
5. Support Safe Drive Stay Alive events.
6. Roll out Tyre Safe at Fire Fighters Charity car washes.
7. Trial Driving for Better Business (DFBB).
8. Use road safety statistics to inform area based road safety delivery and promote Casualty Reduction Partnerships.
9. Support the National Fire Chiefs Council Road Safety Calendar.

1. Road Sense

Road Sense is the name given to the road safety education programme that is delivered to Year 6 pupils. It has replaced the Child Safe Fire Safety session with a full fire safety session being moved to year 7 offered to all secondary schools under the Teen Safe banner. However following requests from schools and feedback from our own staff we have reintroduced a fire safety recap at the start, giving an opportunity to draw on previous sessions they will have received in year 2 and exploring the consequences of hoax calls and deliberate fires.

The package focuses on five key road safety themes which were selected to reflect our issues with young people:-

- In Car Safety.
- Pedestrian Safety.
- Cycle Safety.
- Be Safe Be Seen.
- Bus Safety.

In September 2017 Road Sense delivery became mandatory and in the financial year 2019-2020 LFRS delivered Road Sense to 16,024 pupils in year 6 classrooms throughout Lancashire, Blackpool and Blackburn with Darwen. This is an increase of 4000 on the previous financial year.

A lot of work has been done to update the Road Sense package for September 2020 with consultation from both Operational and Community Safety staff. New video clips have been added and the format has been changed to make the presentation easier to deliver for staff and more appropriate for the age group of pupils it is delivered to. We have invested in a hosting platform for the website to assist with technological related problems and subsequently future proof the medium which we deliver. This will also enable us to make changes when required at no extra cost as the package is hosted on a virtual platform, not requiring new disks to be produced.

As with the Wasted Lives programme the evaluation is captured using post-delivery questionnaires given to teachers in an attempt to influence behaviour and change attitudes. The package has been written to align with OFSTED inspections to evidence the positive impact an external organisation has on its pupils.

This initiative is an extension to our existing Child Safe programme so has little impact on schools in terms of additional time or scheduling. By the same token, it has low impact on LFRS resources yet ensures all children in Lancashire receive Road Safety education. This fits in with the LRSP delivery plan aged 0-100 years. All key partners have agreed to focus on different age groups where risk has been identified. This ensures partners are not all targeting the same pupils with different messages.

2. 'Wasted Lives' Young Driver Road Safety Education Programme

LFRS is now the only delivery partner for Wasted Lives following changes at Lancashire County Council. The programme is aimed at young and pre-drivers and hopes to influence behaviour and change attitudes either as a driver or a passenger, thereby reducing risk to this specific group and to other road users.

By actively engaging with this age group (15 – 25 year olds) Wasted Lives aims to maximise the opportunities for people to evaluate and reflect on their own attitudes and behaviour behind the wheel and as a passenger and promote real and lasting changes in how each participant behaves in a car.

Since the introduction of Wasted Lives in 2010, LFRS has delivered road safety education to over 110,000 young people throughout Lancashire, Blackpool and Blackburn with Darwen. For the period 2019–2020 LFRS has delivered the programme to 5,492 young people, a 1000 increase on last year's figure.

Some changes have been made in 2019 to include more material around the dangers of mobile phone use in a vehicle to reflect the trend nationally of mobile phone use increasing by drivers.

We will continue to focus our delivery of Wasted Lives to year 10/11 students as pre-drivers and those employed as apprentices. In 2020 work has started on developing an assembly format as this is a request we often receive from schools due to timetables being very tight in Yr10 and Yr 11. Although students will get more involvement in the classroom based sessions we have to adapt to requests from the schools.

The 17-25 year olds will receive road safety education by attending a Safe Drive Stay Alive presentation. Although it was expected that the numbers would fall due to SDSA replacing the input offered to colleges, there is concern about consistency of recording sessions using the CFRMIS Q codes. Currently work is being undertaken to look at how Wasted Lives could come under the Teen Safe booking process and resolve the recording issue.

As Wasted Lives is the only recognised road safety education programme delivered to young people within this age group, it is considered that it has played a positive role in the reduction of those killed or seriously injured over the last 10 years.

Each Fire Station and Community Fire Safety Team has a Road Safety Reference Holder who is trained to deliver the programme. Typically, delivery takes place either within a secondary school setting (Year 10 / 11) or to 17-25 year olds in other settings such as the workplace. The programme can be subject to evaluation through a pre and post questionnaire with a further follow up where possible three months after the programme is delivered. The results of the evaluation can then be utilised by Head Teachers as part of any OFSTED inspection demonstrating the positive influence LFRS have had on the young people, as an external organisation visiting the school.

Evaluation is taken across four key areas:
1) driver behaviour
2) speed
3) seatbelts
4) drink/drugs.

Evaluation feedback overall suggests that the input has positively changed both behaviour and attitudes in 85% of cases. We continue to monitor this by dip sampling sessions.

3. Safe Drive Stay Alive

Safe Drive Stay Alive is a road safety initiative where the audiences hear real life stories from the emergency services and families who have all been affected by road traffic collisions.

The speakers have all come forward to share their emotional experiences in a bid to reduce the number of young people killed or seriously injured on Lancashire's roads.

Safe Drive Stay Alive is emotional and encourages reflection.

The sessions aim to encourage students to improve their attitudes towards risk taking behaviour on the roads.

Ideally, delivery is carried out in a theatre setting where audiences are bused in from 6th form schools and 1st year students from Further Education Colleges. In 2019-2020 9,031 students attended from various educational establishments around the county. This is a 3000 increase on last year's figures.

Both wasted Lives and SDSA are supported by the use of two crashed cars that are towed to venues, so that students can see first-hand the results of driving at speed under the influence of either alcohol or drugs. To date over 300,000 young people have received the education using the crashed cars. During 2018-2019 the vehicles attended 63 schools / events which we hope will increase year on year. Driving school at STC have been offering courses to increase the number of staff who are passed out to tow the trailers.

4. Fire Fighters Charity Car Wash; Incorporating Vehicle Safety Checks

Both Lancashire and Cheshire Fire & Rescue Service have worked closely on a pilot with Highways England to expand the FF Charity Car washes to include an optional Vehicle Safety Check. Drivers are offered a free tyre safety check, then advice around the safety / health of their tyres. It has proved to be a welcome addition with drivers returning with family members or friends to get their vehicles checked too. This has inadvertently led to an increase in donations for the FF Charity.

The pilot was so successful it got through to the final of the National Highways England Awards. The trial has assisted the development of a toolkit which is supported by the NFCC and will hopefully be adopted by other FRS across the country. Although there is an option to work with Highways England and utilise the laser tyre scanners they purchased, it is easy to replicate using manual tread depth checkers for very little cost. This trial has continued in the March 2020 car washes and work being undertaken with the Fire Fighters Charity to support the roll out nationally.

5. Biker Down

Biker Down is a course that is aimed at motorcyclists and pillions of all ages and experience. The free 3 hour course offers members of the public a chance to learn practical skills which can be put into practice anywhere at any time. The three modules covered are:

- Incident Management
- First Aid
- The Science of Being Seen

The initiative started in Kent and LFRS have signed a memorandum of understanding with Kent FRS to allow us to use the logo and delivery material.

LFRS has worked with LRSP to ensure the delivery is complementary of Bike Safe, which is a Police Led initiative. Anyone who attends Biker Down is encouraged to book onto Bike Safe which is seen as the next step in training as it involves a ride out with an Advanced Police Motorcyclist.

LFRS has successfully delivered 16 Biker Down Sessions in 2019-2020 with 293 people attending. The small delivery team has worked hard to promote the course and forge links with clubs and groups across the county. Plans are in place to expand the delivery and increase knowledge of the course throughout the biking fraternity. All feedback received has been very positive with all attendees saying they will recommend the course to their friends. With some funding from the CFA Road Safety Champion we were very fortunate to be able to purchase some equipment to assist with the delivery of the sessions. We have purchased a training defibrillator, 6 CPR mannequins, 8 helmets and other essential items. We were also able to purchase 100 first aid kits which were a very welcome addition but we are now considering more cost effective ways to provide these. The new equipment has enabled us to make the course far more interactive and give all attendees the opportunity to practice CPR and helmet removal safely, both skills that could save a life.

6. Safe Pass Mat

Lancashire Road Safety Partnership purchased 2 Safe Pass Mats, 1 of which is now stored at Chorley Fire Station. It is a visual aid for all road users around how to pass cyclists safely (allow 1.5 meters), and for educating cyclists to give themselves sufficient room (0.75 meters) away from the gutter to ensure a consistent riding line where they do not become unpredictable, moving in and out to pass grids for example.

The safe pass has been useful to explain the vulnerability of cyclists to other road users who may assume they should ride very close to the kerb or in the gutter. It has proved to be a good engagement tool, being utilised at Road Safety events and Fire Station Open Days.

7. Casualty Reduction Partnerships

This work is currently ongoing with LFRS taking the lead and chairing all three Casualty Reduction Partnerships which take their steer from the Lancashire Road Safety Partnership. This has enabled all road safety partners to come together, look at the risks on the roads in each area and more importantly put action plans together in an attempt to reduce those killed or seriously injured on Lancashire's roads. As it is a meeting practitioners attend it has forged strong links and allowed partners to work far more effectively together.

8. Senior Road Users Workshops

The Senior Road Users Workshops are a LRSP lead initiative, funded by the local authority which continues to be well attended by members of the public. The events give delegates the opportunity to view a market place of exhibitors from local organisations and listen to presentations from Road Safety professionals covering topics that affect the more senior road user:

- In car safety; car seats and seatbelts.
- Fitness to drive.
- Medication and its effect on driving.
- Smart motorways.
- The law.
- Pedestrian safety.
- Alternative modes of transport.

In light of a national trend in the increase in collisions involving the more senior road user it is a welcome addition to Road Safety delivery. LFRS delivers the in car safety presentation which explores the importance of seat belt use and car seat safety for transporting children under 12. Only 1 event was run this year due to the outbreak of the corona virus. The event which took place at Burnley football club attracted over 70 attendees.

9. Road Safety Week

BRAKE Road Safety Week 2019 was 18th-25th November and activities were carried out across the county. Some stations organised specific events or booked in Wasted Lives sessions. The Road Safe group also utilised the 'Selfie Megaphones,' as part of a social media campaign to share key messages. LFRS has featured in the BRAKE report and a photo used from the event run at Kirkham. As an addition to all school sessions crews and CFS staff handed out road safety worksheets on all primary school visits throughout the month of November to ensure messages got home to parents and carers. We also joined other partners of Lancashire Road Safety Partnership to create multiagency messages for social media and deliver road safety assemblies.