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PERFORMANCE COMMITTEE

Wednesday, 16 December 2020 – Virtual meeting accessible via MS Teams and YouTube (as a live webcast) commencing at 10.00 am.

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AGENDA

PART 1 (open to press and public)

<u>Chairman's Announcement – Open and Transparent Virtual Committee Meeting</u> 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. <u>APOLOGIES FOR ABSENCE</u>
- 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 56)
- 5. CASE STUDY PRESENTATION ACCIDENTAL DWELLING FIRES

(Presentation to be provided at the meeting)

6. WILDFIRES POSITION STATEMENT (PAGES 57 - 60)

7. <u>DATE OF NEXT MEETING</u>

The next scheduled meeting of the Committee has been agreed for 10:00 hours on <u>17 March 2021</u> – venue to be confirmed.

Further meetings are: scheduled for 30 June 2021 and 15 September 2021 and proposed for 15 December 2021.

8. <u>URGENT BUSINESS</u>

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.

9. 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

Wednesday, 16 September 2020, at 10.00 am - Virtual Meeting accessible via MS Teams and YouTube (as a live webcast).

MINUTES

PRESENT:

Councillors

S Holgate (Chairman)

L Beavers

P Britcliffe

S Clarke

N Hennessy (for M Khan OBE)

H Khan

Z Khan

A Riggott

D Smith

D Stansfield

Officers

B Norman, Assistant Chief Fire Officer (LFRS)

T Crook, Area Manager, Head of Service Delivery (LFRS)

S Morgan, Area Manager, Head of Service Delivery (LFRS)

J Ashton, Community Protection Manager (LFRS)

D Brooks, Principal Member Services Officer (LFRS)

N Bashall, Member Services Officer (LFRS)

26/19 APOLOGIES FOR ABSENCE

Apologies were received from Councillor Mohammed Khan.

27/19 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

28/19 MINUTES OF PREVIOUS MEETING

In relation to resolution 25/19 on page 16, Councillor Smith was aware of a petition to parliament to ban the sale of disposable barbecues. He felt this was an important issue and asked whether any progress had been made. In response, the Assistant Chief Fire Officer advised that the sector had fed back concerns to the National Fire Chiefs Council who were lobbying the Home Office to consider making changes to legislation to ban barbecues. In the interim a number of leading manufacturers and supermarkets had chosen to stop stocking them, not just those used on the

moorlands but also those that were used on balconies. Members would be updated at future meetings as clarity emerged.

<u>RESOLVED</u>: - That the Minutes of the last meeting held on <u>24 June 2020</u> be confirmed as a correct record for signature by the Chairman.

29/19 PERFORMANCE MANAGEMENT INFORMATION

The Chairman introduced, Assistant Chief Fire Officer Ben Norman who presented the report.

The Assistant Chief Fire Officer advised Members that this was the 1st quarterly report for 2020/21 as detailed in the Risk Management Plan 2017-2022.

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 32,448, previous year score 31,816.

This was a negative exception report due to the overall risk score increasing over the previous year.

Analysis showed the reason was due to two factors:

- i) an update in 2019 to the Index of Multiple Deprivation (IMD) score which was compiled by the Ministry of Housing and Local Government; (with the previous update being 2015). The IMD score was the official measure of relative deprivation for Lower Level Super Output Areas (SOA's) and was taken from the English Indices of Deprivation. Each SOA was assigned a score; the higher the score the more deprived the area. The 2019 update showed an increased score for 565 of the 941 SOA's within Lancashire. Our risk map calculation applied a multiplier of two to the score; hence an increased likelihood of SOA's being moved to a higher risk banding; and
- ii) the number of dwelling fire casualties recorded over the three-year period had increased. Details of casualties were reported quarterly within KPI 1.4. It was noted that although there were decreases in the number of dwelling and building fires, they were insufficient to offset the combined increases in IMD and casualties.

It was also noted that as the increase in the risk map score appeared to be related to the updated IMD, it was felt that this increase would be a single occurrence and that the current trajectory of dwelling and building fires would lead to a reduction in the next risk map update. The updated risk would be considered in future planning actions and performance would continue to be monitored at both a local and county level.

1.2 Overall Activity

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

Quarter 1 activity 4,916, previous year quarter 1 activity 4,532 an increase of 8.47% over the same quarter.

Year to Date	2020/21 Quarter 1	Previous year to Date	2019/20 Quarter 1
4,916	4,916	4,532	4,532

Incidents attended consisted of a myriad of different types. The report presented a chart which represented the count and percentage that each activity had contributed to the overall quarter's activity; most notably was that 45% were false alarms which was comparable with previous periods. The Assistant Chief Fire Officer advised that the Home Office had commissioned an academic institution to undertake a national study on how Fire and Rescue Services were dealing with false alarms and a report was awaited. This would feed into National Fire Chief Council practices and identify best practice for consideration.

In response to a request from the Chairman that a detailed report be provided to the Committee on the issue of false alarms, the Assistant Chief Fire Officer suggested and it was agreed that a report would be presented once the national report had been received.

1.3 <u>Accidental Dwelling Fires</u>

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

It was noted that quarter 1 activity was 224, the previous year quarter 1 activity was 209, which represented an increase of 7.18% over the same quarter.

The Assistant Chief Fire Officer advised that although this indicator was not in exception there had been an increase when compared to quarter 1 from the previous year; the reasons for this had therefore been investigated.

Area Manager Morgan advised that a moderate spike had been seen in May with incident numbers moving from the very low 60s (which was comparable with previous months) up to 100 accidental dwelling fires. This was during the lockdown period which reflected that more people were spending time at home. The data

showed that those primarily involved were single occupant males or older persons and the incident types were cooking and distraction related, with the fires contained to items first ignited.

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

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

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

The latest quarter recorded a combined 'low' and 'medium' severity of 92.9% which was a decreased of 3.3% against the 96.2% recorded in the same quarter of the previous year.

Severit	:У	Previous Rolling 4 Quarters				
(Direction a the same q of previous	uarter	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1
High	•	3.8%	6.5%	4.9%	8.1%	7.1%
Medium	•	49.8%	51.5%	57.8%	50.8%	52.7%
Low	Û	46.4%	42.0%	37.4%	41.1%	40.2%

1.3.2 <u>Accidental Dwelling Fires – Number of Incidents where occupants have</u> received a Home Fire Safety Check

This indicator reported the number of primary fires where a dwelling had been affected <u>and</u> the cause of fire had been recorded as 'Accidental or Not known' by the extent of the fire and heat damage. The HFSC must be a completed job (i.e. not a refusal) carried out by LFRS personnel or partner agency. The HFSC must have been carried out within 12 months prior to the fire occurring.

	2020/21		2019/20		
		% of ADF's with previous HFSC		% of ADF's with previous HFSC	
Q1	26	12%	23	11%	
Q2			26	13%	
Q3			31	15%	
Q4			27	14%	

County Councillor Riggott queried whether it was possible to provide an update concerning those who had refused a Home Fire Safety Check (as detailed on page 3 in the third paragraph of the previous minutes). In response, Area Manager Crook advised that within quarter 1 there that been 4 people who had refused a HFSC. The reasons for the refusal were: 1 x change of occupier; 2 x unable to contact (after trying for up to 3 times) and 1 x person declined following a small fire. The Assistant Chief Fire Officer added that for some homeowners, particularly those living in troubled conditions or with chaotic lifestyles, it was common for a Home Fire Safety Check to be declined. The Service did install smoke alarms wherever possible at the scene of a fire, given the probability that if someone had already had a fire a further fire was more likely.

CC Riggott thanked Officers for the information and asked that this be provided at future meetings. As he had a number of questions regarding Home Fire Safety Checks he wondered whether at some point it would be appropriate to consider what was reported rather than ask Officers to keep doing extra work. In response, the Assistant Chief Fire Officer confirmed the headings in the report were set by the Integrated Risk Management Plan but the detail of what was provided in the reports could be changed and systems set to extract the required data.

CC Riggott queried (on page 33) of the report the statement that an improvement indicated "that the correct households were being targeted with prevention activities". He wondered whether the data showed an increase in accidental dwelling fires in premises that had had a HFSC due to better targeting and people were taking advice on board, or had the number of accidental dwelling fires just increased. In response, the Assistant Chief Fire Officer advised the aim was to demonstrate that individuals who were highly vulnerable and who had received an intervention didn't have a fire although, this was difficult to evidence. He suggested a case study presentation for the next meeting to provide qualitative evidence of why high risk individuals that didn't have a fire was a measure of success. He also reassured Members that there remained a targeted approach taken for those having fires and low risk households to influence behaviour however; the approach was through other means including social media.

In response to a question from County Councillor Hennessy on the action taken to inform residents of the risks, the Assistant Chief Fire Officer confirmed it was possible to see if there was more the Service could do via social media and this would be included in the presentation agreed for the next meeting. He advised that those who were most vulnerable to fire were those in domiciliary care which was where efforts were focussed and while the Service was very successful in accessing those dwellings it was very difficult to change deep seated behaviours.

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 <u>and</u> the cause of fire had been recorded as 'Accidental or Not known'. A slight injury was defined as; a person attending hospital as an outpatient (not precautionary check). A serious injury was defined as; at least an overnight stay in hospital as an in-patient.

There were no fatalities during the latest quarterly period. One casualty was recorded as serious and 10 slight. The same quarter of the previous year recorded 2 fatalities, 6 serious and 5 slight.

Casualty Status	2020/21	2019/20
	Quarter 1	Quarter 1
Fatal	0	2
Victim went to hospital visit, injuries appeared Serious	1	6
Victim went to hospital visit, injuries appeared Slight	10	5
TOTAL	11	13

1.5 <u>Accidental Building Fires (Non-Dwellings)</u>

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 increased 29.89% over the same quarter of the previous year.

Total number of incidents	2020/21	2019/20
	Quarter 1	Quarter 1
	113	87

This was a negative exception report due to the number of accidental building fires (non-dwelling) recorded during the month of May, within quarter 1, being above the upper control limit.

Analysis had identified that there had been 113 recorded accidental building fires, with a peak in May of 50. This month was just above the upper control limit of 48.8. A similar increase was seen during quarter 1 of 2018 with activity possibly being exaggerated during the period by the national lockdown which started late March.

Area Manager Crook advised that private garden shed fires accounted for a third of the fires during the quarter, with a further 14% being within a private garage. Combined, there were 53 fires, which accounted for almost 50% of the accidental building fires within the quarter. This would be consistent with the public being mainly confined to their home address for several months.

As a comparison, during the same quarter of the previous year, there had been 21 private garage and private garden shed fires.

It was expected that performance would return to within standard over the coming months which had already started to occur with June activity being very low in comparison to previous years. During lockdown, appropriate local targeting had taken place which included where an accidental garden rubbish fire that without intervention might have led to a primary property being affected. He assured Members that the campaign calendar would be reviewed to ensure that risks associated with the home were highlighted, including: the use of sheds, gardening, electrical and barbeque safety.

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 <u>and</u> 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 building fires 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 56.6%. This was a decrease of 6.6% against a combined severity of 63.2% in the same quarter of the previous year. Area Manager Crook advised that analysis of the accidental building fires showed that although the fires were not major they had led to a near or complete loss of a shed or outbuilding structure.

Severit	ty	Previous Rolling 4 Quarters				
(Direction a the same q of previous	uarter	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1
High	•	12.6%	22.4%	29.2%	17.8%	43.4%
Medium	Û	50.6%	57.9%	58.3%	65.8%	47.8%
Low	Û	36.8%	19.7%	12.5%	16.4%	8.8%

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.

The Assistant Chief Fire officer advised that it was seen as a real positive that this indicator was not in exception (as it had been in previous years) given a number of social factors at that time (such as young people were not in school and people were not engaged in holidays and social activity). Efforts from wholetime, prevention and unusually on-call staff (because of their first class availability during the period) were focussed on reducing deliberate fires.

Deliberate Fire Type		2019/20
	Quarter 1	Quarter 1
1.6.1 Deliberate Fires – Anti-Social Behaviour	552	681
1.6.2 Deliberate Fires – Dwellings	18	29
1.6.3 Deliberate Fires – Non-Dwellings	29	35

1.7 <u>Home Fire Safety Checks</u>

This indicator reported the percentage of completed Home Fire Safety Checks (HFSC), excluding refusals, carried out where the risk score had been determined to be high.

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

The Assistant Chief Fire Officer advised that during the lockdown the Service had carried out 2,300 Home Fire Safety Checks on a risk basis (where the risk of harm from fire to individuals was greater than the risk to staff of wearing PPE and entering the home). This was in addition to the 3,500 visits that mainly prevention colleagues delivered on behalf of local authorities with a focus on those shielding, checking on people's welfare, ensuring food parcels and medicines were delivered etc.

Members noted that although the number of HFSCs undertaken during the quarter had decreased by 52% over the same quarter of the previous year, it was pleasing that the percentage of those with a high risk outcome had increased by 6%.

In response to a question raised by County Councillor Riggott the Assistant Chief Fire Officer advised that quarter 2 would be very similar figures to those seen in quarter 1. The Service was currently still in the emergency phase of the response to Covid however, a recovery group had been set up to look at services that had been ceased or amended and, in a prioritised order, risk assessments had been undertaken to look at those recommencing. The risk assessments were currently being reviewed in line with Public Health England, Public Health Directors and the National Fire Chief's guidance. Currently there was more freedom to consider entering into homes to carry out safe and wellbeing visits and work was ongoing to determine an appropriate time for this to be re-established.

In addition, the Assistant Chief Fire Officer reassured Members that where services could recommence they had done so including: i) for young people playing with fire the restorative justice work had been adapted to a digital based delivery; and ii) education work continued particularly the Prince's Trust programme with 9 teams due to commence this month. Therefore the Service was looking to influence circa 150 young people in a Covid secure way.

	2020/21	2019/20
	% of High HFSC outcomes	% of High HFSC outcomes
Q1	71%	65%
Q2		61%
Q3		60%
Q4		61%

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.

	2020/21 (cumul	ative)	2019/20 (cumula	ative)
			participants	% positive influence on participants'
				behaviour
Q1	The covid-19 pa	andemic led to	4,354	85%
		the closure of educational		85%
w C	facilities which meant it was not		16,417	85%
N J —	possible to deliver road safety activities in the normal way.		21,516	85%

It was noted that during the quarter 1 period the pandemic had led to the closure of educational facilities and the Service had been unable to deliver road safety activities in the normal way. However, to ensure road safety messages continued to be available people were engaged via social media platforms; with 30,000 people recorded as being engaged via social media platforms during the period.

The Assistant Chief Fire Officer introduced Area Manager Crook who was the national fire chief's lead for the sector on road safety.

Area Manager Crook advised that the Service was part of the Road Safety Partnership which was also very active on social media in relation to road safety messages across the county. He advised that the Service recovery group was writing out to all educational establishments requesting they complete a survey to determine whether they wanted education packages to be delivered either in school, remotely or by more digital handouts for pupils.

In response to a question asked by CC Hennessy at the last meeting, Area Manager Crook advised that between the years 2014 – 2018 there had been a consistent year-on-year decrease in the number of people who had been killed and seriously injured on Lancashire's roads from 859 in 2014 to 734 in 2018. Of all those killed or seriously injured in Lancashire over the 5 years, two-thirds were male.

Area Manager Crook advised that: i) there was an increasing trend for motorcyclists (who represented 1% of all traffic on the roads) yet they were much more prominent on the casualty data (and the Service provided education through its Biker Down campaign); ii) there was a higher rate of collision in the hours of daylight in line with increased traffic at rush our periods and education was needed for commuters to drive responsibly and safer; iii) in summer cyclists were more prevalent to have accidents; iv) there was a spike in collisions involving 11 and 12 year olds as they moved to high school which introduced new risks to them (this was a key message covered in RoadSense delivered by the Service at year 6); v) there was also a spike in serious collisions at ages 16-20 when most people learned to drive (which was covered in education packages such as Wasted Lives and SafeDrive StayAlive).

To date there had been 20 fatalities across Lancashire. This included 6 drivers, 3 pedal cyclists, 8 motorcyclists and 3 pedestrians (none of whom were children). All of these investigations were complex and would take some time to determine the causation factors. The number of fatalities in 2020 was far lower than the 51 fatalities in 2019 which reflected the dramatic (around 50%) reduction in road traffic primarily as a result of lockdown since March.

The next Lancashire Road Safety Partner Executive Board was due to meet in early October and at the meeting the Partnership analyst would update the Board on the current data to determine the targeting of demographic and geographic risk. Area Manager Crook reassured Members that the road safety data and the education prevention provided was carefully considered.

In response to Member comments concerning an update on the partnership work, it was agreed that Area Manager Crook would invite the Lancashire Road Safety Partnership Co-ordinator, Rhiannon Leeds to attend a future meeting.

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 failed to comply.

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

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

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

	2020/21	2019/20				
		Requiring			0/	0/
	*No. of Inspections	Formal Activity	Informal Activity	Satisfactory	Formal	% requiring Formal Activity
Q1	18	5	7	4	28%	9%
Q2						9%
Q3						10%
Q4						13%

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

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

This indicator reported the 'Time of Call' (TOC) and 'Time in Attendance' (TIA) of the first fire engine arriving at the incident in less than the relevant response standard.

The response standards included call handling and fire engine response time for the first fire engine attending a critical fire, these were as follows:-

- Very high risk area = 6 minutes
- High risk area = 8 minutes
- Medium risk area = 10 minutes
- Low risk area = 12 minutes

The response standards were determined by the risk map score and subsequent risk grade for the location of the fire.

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

Quarter 1 – 1st pump response decreased 0.74% of total first fire engine attendances over the same quarter of the previous year.

Year	2020/21	Previous year to Date	2019/20
to Date	Quarter 1		Quarter 1
88.50%	88.50%	89.24%	89.24%

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

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

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

Quarter 1 - 2nd pump response decreased 5.76% of total second pump attendances over the same quarter of the previous year.

Year to Date		Previous year to Date	2019/20 Quarter 1
83.71%	83.71%	89.47%	89.47%

2.2.1 <u>Emergency Response Standards - Critical Special Service – 1st Fire Engine</u> 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 increased 2.32% over the same quarter of the previous year.

Year to Date	_	Previous year to Date	2019/20 Quarter 1
92.07%	92.07%	89.98%	89.98%

2.3 <u>Fire Engine Availability – Wholetime, Day Crewing and Day Crewing Plus</u>

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 99.27% was a decrease of 0.31% over the same period of the previous year.

Year to Date		Previous year to Date	2019/20 Quarter 1
99.27%	99.27%	99.58%	99.58%

2.4 Fire Engine Availability – On-Call Duty System

This indicator measured the availability of fire engines that were crewed by the oncall 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	50%
•	Crew deficient	30%
•	Not enough BA wearers	29%
•	No driver	33%

Standard: above 95%

Year to date availability 96.11%, a 9.28% increase against the previous year to date total availability of 86.83%.

Year	2020/21	Previous year	2019/20
to Date	Quarter 1	to Date	Quarter 1
96.11%	96.11%	86.83%	86.83%

This was a positive exception report due to On-Call availability being within standard and greater than the lower control limit, during all three months of quarter 1.

Area Manager Morgan advised that from analysis, on-call availability had increased during the start of the lockdown period due to: staff being furloughed from their primary employment, those who were self-employed who were not able to carry out their roles, and those who were homeworking. An overall increase in availability was also due to furloughed and self-employed staff choosing contract variations to increase availability, with staff on some units working over their contracted hours, particularly at weekends. As the job retention scheme was coming to an end it was felt likely that the need for wholetime staff to cover (which had decreased during quarter 1) would begin to increase to the pre-April position. Wholetime staff would be used to help manage the reduction in hours that on call staff would be able to cover when they returned to their primary employment.

The number of on-call staff who had left the Service during quarter 1 was lower than previously recorded at this time of year which might suggest that the Service had assisted staff to be able to maintain their financial position to support any furlough payments they received from their primary employers.

As we moved out of the initial restrictions, additional work on local risks, hydrants and additional training, where possible, would continue to drive Service Delivery at a local level. Additionally, an increase in the use of flexible contracts, used to cover

gaps in availability, would continue to be appraised.

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

Subset of KP1 2.4 and provided for information only

This indicator measured the availability of fire engines that were crewed by the oncall duty system (OC) when wholetime detachments were not used to support availability. It was measured by calculating the percentage of time a fire engine was available to respond compared to the total time in the period.

Fire engines were designated as unavailable (off-the-run) for the following reasons:

- Manager deficient
- Crew deficient
- Not enough BA wearers
- No driver

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

The percentage of time that OC crewed engines were available for quarter 1 was 94.57%. 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 19.05% against the same quarter of the previous year.

Year	2020/21	Previous year	2019/20
to Date	Quarter 1	to Date	Quarter 1
17	17	21	21

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

3.1 <u>Progress against Savings Programme</u>

The annual budget for 2020/21 was set at £57.3m with a budget to 30 June of £13.8m. The spend for the same period was £13.5m which gave an underspend of £0.3m; a variance of -0.52%. This was a result of the pandemic affecting planned spend activity during the period. This position would continue to be monitored in the forthcoming months.

3.2 Overall User Satisfaction

There had been 2,472 people surveyed since April 2012 and the number satisfied with the service was 2,447; % satisfied 98.99% against a standard of 97.50%; a variance 1.53%.

During the latest quarter, 71 people were surveyed and 69 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

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

4.1 Overall Staff Engagement

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

Members noted that 2 surveys for operational and support staff ran online only for two weeks from 15th to 21st June 2020. These were designed to gain insight into the health and wellbeing of staff during the pandemic along with their views on ways of working, safety measures and communications. There was additional focus on support service staff in relation to remote working and plans to gradually re-occupy offices. In total, 374 responses to the surveys were received (32% of staff). In total 79% of respondents were very satisfied or satisfied with safety measures taken by work to-date; 96% strongly agreed or agreed that they knew what to do to keep safe and healthy during the pandemic; 81% strongly agreed or agreed that they were receiving timely communications; 93% of people were able to access the systems and technology they needed to do their job remotely; and 76% strongly agreed or agreed that the Service was supporting employees during the pandemic.

4.2.1 Staff Absence – Excluding on-Call Duty System

This indicator measured the cumulative number of shifts (days) lost due to sickness for all wholetime, day crewing plus, day crewing and support staff divided by the total number of staff.

Annual Standard: Not more than 5 shifts lost Cumulative total number of monthly shifts lost 1.549

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

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

During quarter 1 (April 2020 to June 2020), absence statistics showed wholetime personnel and non-uniformed personnel were above target for April and May and below target for June. The target for April was 0.41 and the total shifts lost was 0.71. Cumulatively, the target for May was 0.83 and the total of shifts lost was 1.18 and the target for June was 1.25 and the total number of shifts lost was 1.55.

There were 10 cases of long-term absence which spanned over the 3 months and there were 24 other cases of long-term absence which were recorded within the 3

months with the reasons detailed in the report.

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

- Early intervention by Occupational Health Unit (OHU) doctor / nurse / physiotherapist;
- Human Resources supported managers in following the Absence Management Policy managing individual long-term cases, addressing review periods / triggers in a timely manner and dealing with capability of staff due to health issues;
- To be included again within the leadership conference to assist future managers understanding and interpretation of the policy;
- Encouraging employees to make use of our Employee Assistance Programme provider Health Assured and The Firefighters Charity;
- HR to be in attendance at Stress Risk Assessment meetings, to support managers and to offer appropriate support to the employee along with signposting;
- OHU to organise health checks for individuals on a voluntary basis;
- Support from Service Fitness Advisor / Personal Training Instructors;
- Promotion of health, fitness and wellbeing via the routine bulletin and Employee Assistance programme.

As staff were key workers, County Councillor Hennessy queried the level of engagement staff received and whether consideration was given to family concerns around child care, supporting elderly family members etc. In response, the Assistant Chief Fire Officer confirmed that staff briefings were held via Teams with the Executive Board members and departmental and sectional managers. There was in the region of 50 staff members who worked flexibly to support childcare, caring for family members or they were shielding themselves and this in a limited fashion remained ongoing. He advised that in the long term the Chief Fire Officer was clear that any improvements to practices be continued after Covid and that the Service emerged better stronger and more effective.

4.2.2 <u>Staff Absence – On-Call Duty System</u>

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

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

Cumulative on-call absence (as % of available hours cover) at the end of the quarter, 0.91%.

<u>RESOLVED</u>: - That the Committee endorsed the Measuring Progress report for Quarter 1 (including noting the contents of the 3 negative and 1 positive KPI exception reports).

30/19 DATE OF NEXT MEETING

The next meeting of the Committee would be held on <u>Wednesday</u>, <u>16 December 2020</u> at 1000 hours – venue to be confirmed.

Further meeting dates were agreed for 17 March 2021, 30 June 2021 and 15 September 2021.

31/19 EXCLUSION OF PRESS AND PUBLIC

<u>RESOLVED</u>: - 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.

32/19 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, 2018/19 – 2019/20 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	BV – 4th Quarter YTD		Actuals – 4th Quarter YTD		
Group 4th Quarter Comparison		Comparison				
YTD 2	019/20	19/20 2018/19 - 2019/20		2018/19 - 2019/20		
Position	2018/19	2019/20	% +/-	2018/19	2019/20	% +/-
9	17.4	15.1	-13.33	2595	2249	-13.33

NI 33i Deliberate primary fires per 10,000 population

Position	in Family	BV – 4th Quarter YTD		Actuals – 4th Quarter YTD		
Group 4t	h Quarter	Comparison		Comparison		
YTD 2	019/20	2018/19 - 2019/20		2018/19 - 2019/20		
Position	2018/19	2019/20	% +/-	2018/19	2019/20	% +/-
13	3.4	3.9	15.68	504	583	15.68

NI 33ii Deliberate secondary fires per 10,000 population

Position	in Family	BV – 4th Quarter YTD		Actuals – 4th Quarter YTD		
Group 4t	h Quarter	Comparison		Comparison		
YTD 2	019/20	2018/19 - 2019/20		2018/19 - 2019/20		
Position	2018/19	2019/20	% +/-	2018/19	2019/20	% +/-
8	14.0	11.2	-20.26	2090	1666	-20.26

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	Position in Family BV – 4th Quarter YTD		Actuals – 4th Quarter YTD			
Group 4th Quarter		Comparison		Comparison		
YTD 2	019/20	2018/19	- 2019/20	201	8/19 - 2019/2	20
Position	2018/19	2019/20	% +/-	2018/19	2019/20	% +/-
11	137.5	135.4	-1.56	2049	2017	-1.56

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

Position	in Family	BV – 4th Quarter YTD		Actuals – 4th Quarter YTD		
Group 4t	h Quarter	Comparison		Comparison		
YTD 2	019/20	2018/19 - 2019/20		2018/19 - 2019/20		
Position	2018/19	2019/20	% +/-	2018/19	2019/20	% +/-
6	0.6	0.6	0.00	9	9	0.00

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

Position	in Family	BV – 4th Quarter YTD		Actuals – 4th Quarter YTD		
Group 4t	h Quarter	Comparison		Comparison		
YTD 2	019/20	2018/19 - 2019/20		2018/19 - 2019/20		
Position	2018/19	2019/20	% +/-	2018/19	2019/20	% +/-
8	4.5	4.9	7.27	68	73	7.27

<u>RESOLVED</u>:- 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 16th December 2020

PERFORMANCE MANAGEMENT INFORMATION FOR 2ND QUARTER 2020/21 (Appendix 1 refers)

Contact for further information:

Ben Norman, Assistant Chief Fire Officer (ACFO) - Tel No. 01772 866801

Executive Summary

This paper provides a clear measure of our progress against the Key Performance Indicators (KPI) detailed in the Integrated Risk Management Plan 2017-2022

Recommendation

The Performance Committee is asked to endorse the Quarter 2 Measuring Progress report, note the contents of the 1 positive and 1 negative exceptions.

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		Ben Norman (ACFO)			
Information		, ,			
Reason for inclusion in Part 2, if appropriate: N/A					



Measuring Progress Performance Report

July 2020 - September 2020

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Lancashire Fire and Rescue Service Measuring Progress July 20 – September 20

Introduction

The following pages set out Lancashire Fire and Rescue Service's Performance Framework, an explanation of how our Key Performance Indicator's (KPI) are measured and how we are performing.

The document illustrates our performance across all our KPI's and where appropriate, by an analysis of the KPI's which are classified as being in exception, along with an analysis of the cause and actions being taken to improve performance.

Table of Contents	Page (s)
Introduction	3
Performance Framework	4
Explanation of Performance Measures	5
Index	6 - 7
Key Performance Indicators	9 - 35

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.

Critical Fire Risk Map Score **Preventing** fires 1.1 1.2 Overall Activity and other emergencies 1.3 Accidental Dwelling Fires (ADF) from happening. 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 **Protecting ADF** Casualties people and 1.4 1.5 Accidental Building Fires property when 1.5.1 Accidental Building Fires – Extent of Damage (Fire Severity) fires happen. 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 Fire Safety Enforcement 1.9

Responding to fire and other emergencies quickly and competently.

2.1.1 Critical Fire Response – 1st Fire Engine Attendance
2.1.2 Critical Special Service Response – 1st 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

- 3.1 Progress Against Savings Programme
 value for money in how we use our resources.

 3.1 Overall User Satisfaction
- Valuing our people so that they can focus on making Lancashire safer.

 4.2.1 Staff Absence (Excluding On Call)

 4.2.2 Staff Absence (On Call)

Explanation of Performance Measures

KPI's are monitored either by using an XmR chart, comparing current performance against that achieved in the previous cumulative years activity, or against a pre-determined standard, for example, the response standard KPI's are measured against a range of set times.

The set times are dependent upon the risk rating given to each Super Output Area (SOA), which is presented as a percentage of occasions where the standard is met.

XmR chart explanation (Value [X] over a moving [m] range [R]).

An XmR chart is a control chart used to highlight any significant changes in activity so that interventions can be made before an issue arises. It can also highlight where activity has decreased, potentially as a result of preventative action which could be replicated elsewhere.

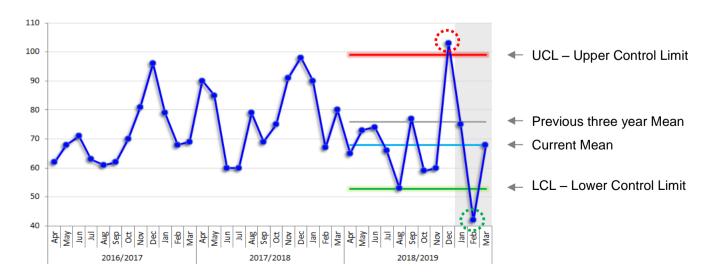
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistical constant, derived from the standard deviation.

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

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

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

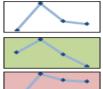
Example XmR chart: In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2018 (::) is above the Upper Control Limit (UCL) and a positive exception in February 2019 (::) for meeting rule 2.



Key Performance Index and Indicator trends

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

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



is in positive exception:

or is in negative exception:

KPI		Description	Progress	Page (s)
1		ting fires and other emergencies from happening. ing people and property when fires happen.		
1.1	2	Risk Map Score		9
1.2		Overall Activity		10
1.3	A	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	3	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	冷 兽	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	Respor	nding to fire and other emergencies quickly and competent	ly.	
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	ON-CALL	Fire Engine Availability - On-Call Duty System		27
2.4.1	ON-CALL	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	Deliver	ing value for money in how we use our resources.		
3.1	E o	Progress Against Savings Programme		30
3.2		Overall User Satisfaction		31
4	Valuing	our people so that they can focus on making Lancashire s	safer.	
4.2.1	1 1 2 3	Staff Absence - Excluding On-Call Duty System		32
4.2.2		Staff Absence - On-Call Duty System		35

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Lancashire Fire and Rescue Service Measuring Progress

July 20 - September 20

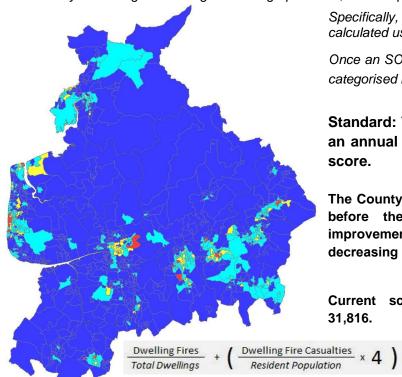
1.1 Risk Map



Risk Score

32,448

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 32,448, previous year score 31,816.

+ Building Fire +

Score Category	Risk Grade	Score (15-18)	SOA Count (15-18)	Score (16-19)	SOA Count (16-19)	Score (17-20)	SOA Count (17-20)
Less than 36	L	12,012	524	12,528	542	12,058	520
Between 36 & 55	M	13,654	321	13,230	310	13,798	324
Between 56 & 75	Н	4,598	74	4,306	68	4,718	74
Greater than 75	VH	1,850	22	1,752	21	1,871	23
Grand Total		32,114	941	31,816	941	32,448	941

Risk Grade	Very High
2019 count	21
2020 count	23
Change	10% Overall increase in Very High risk SOA's

High
68
74
9% Overall increase in High risk SOA's

Medium
310
324
1 5%
Overall increase
in Medium risk SOA's

Low
542
520
- 3%
Overall decrease
in Low risk SOA's

Overall Risk Score
31,816
32,448
2% Overall increase in fire risk

Lancashire Fire and Rescue Service Measuring Progress

July 20 - September 20

1.2 Overall Activity

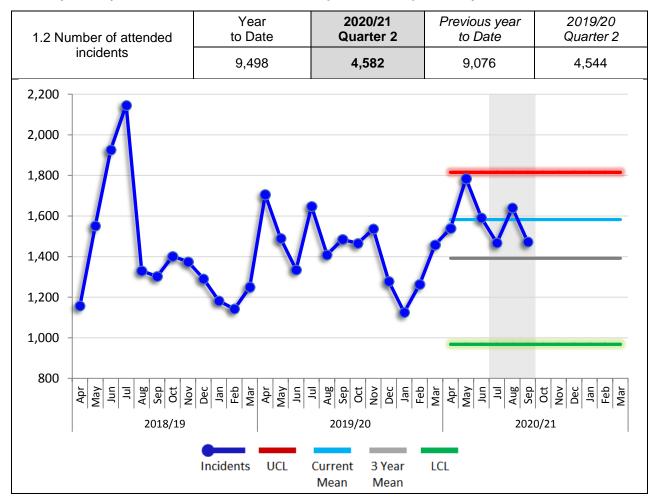


Quarter activity 4,582

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 0.84% over the same quarter of the previous year.



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

Current	3 year	ı	Monthly Mea	n
Mean	Mean	2019/20	2018/19	2017/18
1,583	1,392	1,434	1,422	1,320

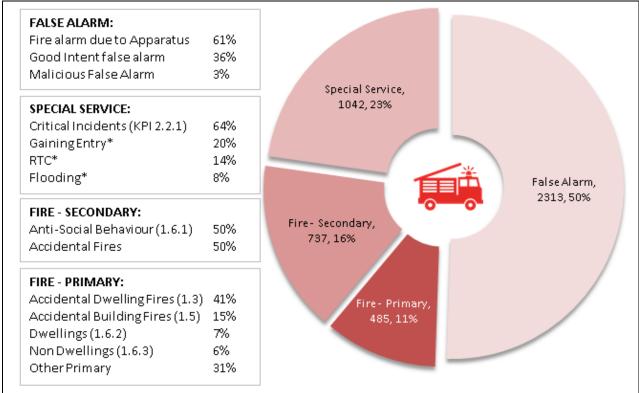
1.2 Overall Activity Breakdown



Quarter activity 4,582

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.



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 half of the Service's activity. During quarter 2 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, 668 have been 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 424 occasions, of which, 206 (49%) resulted in the use of tools to gain entry to a property. Also, 14% of special service incidents are Road Traffic Collisions (RTC) and 8% are flooding related.



SECONDARY FIRE incidents are typically anti-social behaviour fires (KPI 1.6.1). These mainly involve loose refuse. However; during the dryer weather of quarter two, 50% have been recorded as accidental fires or fires with an unknown cause.



PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 41% 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

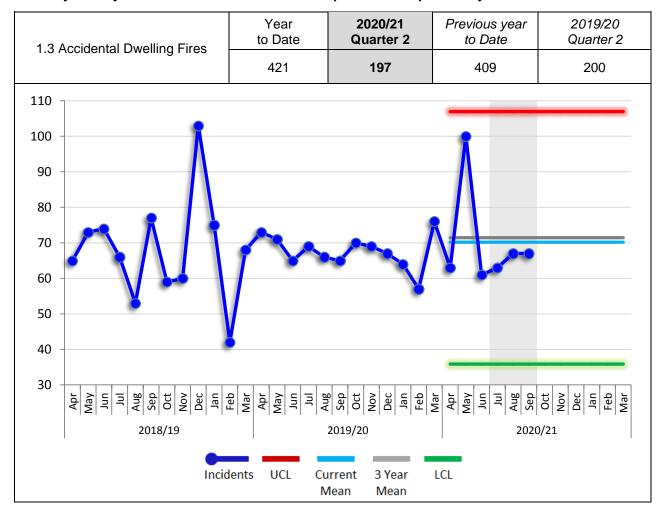


Quarter activity 197

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

A primary fire is one involving property (excluding derelict property) <u>or</u> any fires involving casualties, rescues, <u>or</u> any fire attended by five <u>or</u> more appliances. An appliance is counted if either the appliance, equipment from it or personnel riding on it, were used to fight the fire.

Quarterly activity decreased 1.50% over the same quarter of the previous year.



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

Current	3 year	I	Monthly Mea	n
Mean	Mean	2019/20	2018/19	2017/18
70	71	68	68	79

1.3.1 ADF - Extent of Damage (Fire Severity)



Quarter activity:

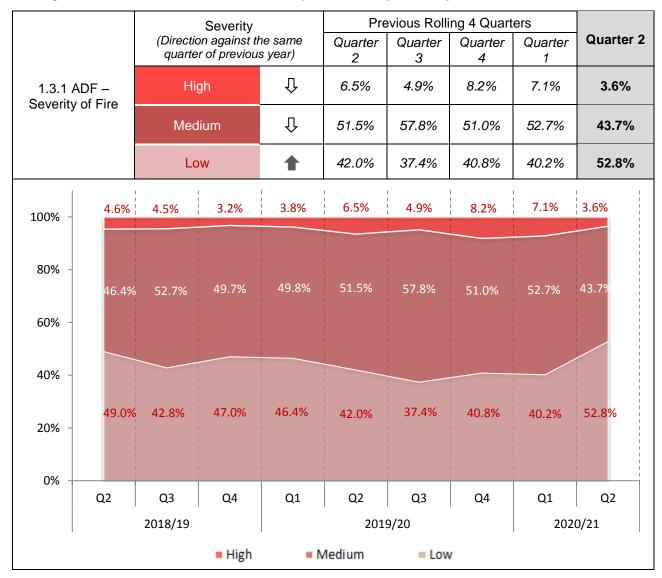
96%

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

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

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

The latest quarter recorded a combined 'low' and 'medium' severity of 96.4%. This is an increase of 2.9% against the 93.5% recorded in the same quarter of the previous year.



Lancashire Fire and Rescue Service Measuring Progress

July 20 - September 20

1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC



% with previous HFSC

11%

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 <u>12 months</u> 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 decreased 2% against the total number of ADF's over the same quarter of the previous year.

	2020	0/21	♠ /⇩	2019/20		
	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	26	12%	1	23	11%	
Quarter 2	21	11%	Û	26	13%	
Quarter 3				31	15%	
Quarter 4				27	14%	

1.4 Accidental Dwelling Fire Casualties



Quarter activity

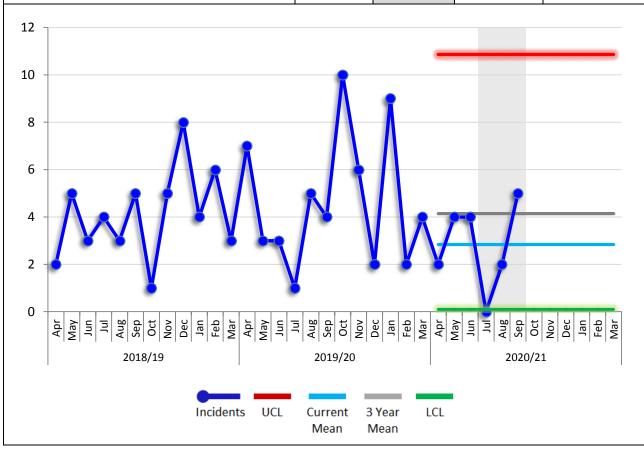
7

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

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

There were no fatalities during the latest quarterly period. One casualty is recorded as serious and 6 slight. The same quarter of the previous year recorded 1 fatality, 4 serious and 5 slight.

Casualty Status	Year to Date	2020/21 Quarter 2	Previous year to Date	2019/20 Quarter 2
Fatal	0	0	3	1
Victim went to hospital, injuries appear Serious	2	1	9	4
Victim went to hospital, injuries appear Slight	15	6	10	5
Total	17	7	22	10



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

Current	3 year		Monthly Mean	
Mean	Mean	2019/20	2018/19	2017/18
3	4	5	4	4

Lancashire Fire and Rescue Service Measuring Progress July 20 – September 20

What are the reasons for an Exception Report

This is a positive exception report due to the number of Accidental Dwelling Fire casualties meeting the lower control limit during the month of July.

Analysis

During the month of July 2020 there were no recorded ADF casualties. It is unusual to have no casualties within a single month, with the previous monthly occurrence being September 2010.

Although the numbers involved are thankfully low, the average monthly count for the year to date is 3 casualties; which is also an improvement on the previous 3 year average of 4 casualties per month. It should be noted that there were no ADF fatal incidents in either 1st or 2nd Quarter of 2020/21.

The cumulative casualty figure up to and including the 2nd Quarter is 17, a reduction of 5 casualties on the previous year. The cumulative reduction is likely due to an unusually poor April in 2019 when LFRS saw a number of serious incidents (double fatality and serious burns incident involving 3 casualties). This increased the overall casualty figures for 2019/20 and in conjunction with the success of multiple media campaigns (Cooking & Gardening safety) is now presenting as a reduction of around 20% during the 1st & 2nd Quarter of 2020/21.

Whilst a positive exception is to be grateful for, such small numbers do not lend themselves to further analysis.

Actions being taken to maintain performance

During this quarter LFRS have remained committed to delivering advice and providing interventions to the most vulnerable within our communities, through the continuation in a revised format of our HFSC's. Our Community Safety Advisors have operated within Covid 19 secure guidelines to maintain our offer in providing a broad range of fire safety advice and checking / installation of smoke alarms in the domestic setting.

We will also continue with our successful media campaigns across a multitude of platforms, which will be used again at key times of the year in line with the Service's Campaigns calendar.

1.5 Accidental Building Fires (Non Dwellings)

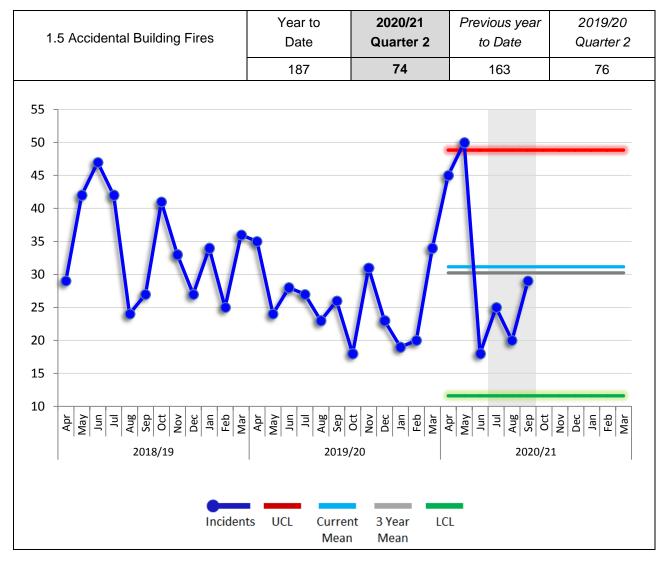


Quarter activity

74

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 -2.63% over the same quarter of the previous year.



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

Current	3 year	M	onthly Mea	ın
Mean	Mean	2019/20	2018/19	2017/18
31	30	26	34	31

July 20 - September 20

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



Quarter activity:

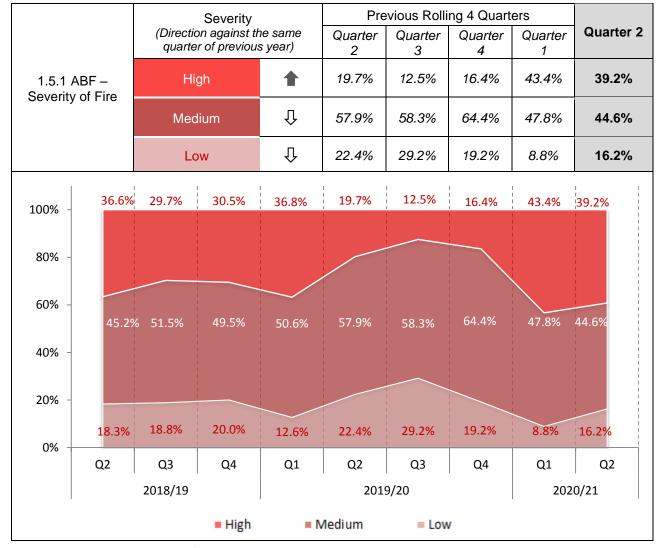
60.8%

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 60.8%. This is a decrease of 19.5% against the combined severity of 80.3% recorded in the same quarter of the previous year.



July 20 - September 20

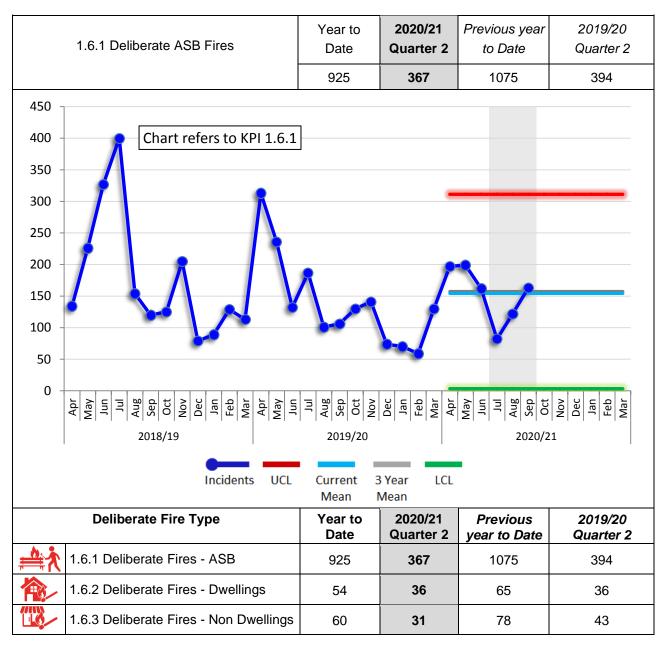
1.6 Deliberate Fires



Quarter activity

367

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



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

	Current Mean	3 year Mean	M	onthly Mea	n
,	Wiedii	Wiean	2019/20	2018/19	2017/18
	154	157	140	175	157

1.7 Home Fire Safety Checks



Quarter outcome

72%

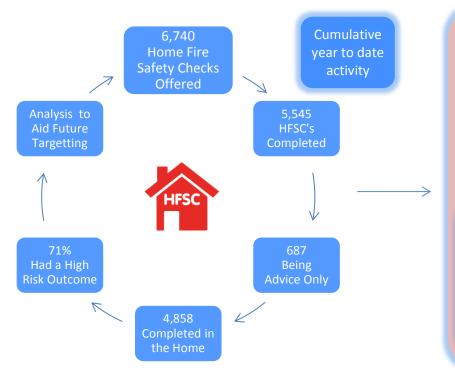
The percentage of completed HFSC's (KPI 1.7.1), excluding refusals, carried out by LFRS personnel or partner agencies in the home, where the risk score has been determined to be high.

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 39% over the same quarter as the previous year; this is due to the challenges presented by the Covid 19 pandemic. However, through a modified HFSC process we have still been able to deliver HFSC's, engaging with the most vulnerable which has resulted in an 11% increase of those with a high risk outcome.

	2020/21		♠ /⇩	1 1 1 2019/20	
	HFSC completed	% of High HFSC outcomes	Progress	HFSC completed	% of High HFSC outcomes
Quarter 1	2,247	71%	₽/♠	4,401	65%
Quarter 2	3,298	72%	₽/ ♠	4,770	61%
Quarter 3				4,364	60%
Quarter 4				4,028	61%



To help illustrate the importance of the Home Fire Safety Check service; we continue to monitor properties that have refused a HFSC, but subsequently, suffered an Accidental Dwelling Fire.

During this quarter **2**

Properties recorded an ADF after refusing a HFSC during the previous rolling 12 month period.

Lancashire Fire and Rescue Service

Measuring Progress

July 20 - September 20

1.8 Road Safety Education Evaluation



Quarter activity

n/a

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 and those with a percentage of positive influence [1] on participant's behaviour are not available due to the ongoing pandemic. Please refer to the below narrative.

	2020/21 (Cumulative)		♠ /⇩		2019/20 mulative)
	Total % positive influence participants on participants behaviour ^[1]		Progress	Total participants	% positive influence on participants behaviour ^[1]
Quarter 1	Please refer to the narrative below.		-/-	4,354	85%
Quarter 2			-/-	8,158	85% ^[2]
Quarter 3				16,417	85% ^[2]
Quarter 4				21,516	85% ^[2]

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

Due to the ongoing Covid-19 pandemic, Lancashire Fire and Rescue (LFRS) have been unable to deliver road safety activities in the normal way. As such, LFRS has undertaken Wasted Lives sessions via an online video chat service: Microsoft Teams.

During quarter 2, there have been 8 Wasted Lives sessions, involving 120 attendees.

To ensure our road safety messages continue to be available, we are engaging with people via our social media platforms; and sharing information via our 'Biker down' page.

July 20 - September 20

1.9 Fire Safety Enforcement



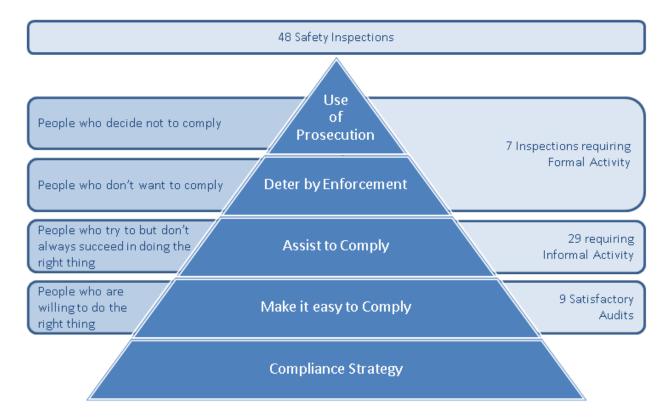
Quarter activity 15%

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.

	2020/21					♠ /⇩	2019/20		
	*Number of	Requiring		Number of Requiring		Satisfactory	Percentage		Percentage
Quarter	Inspections	Formal Activity	Informal Activity	Audit	requiring Formal Activity	Progress	requiring Formal Activity		
1	18	5	7	4	28%	•	9%		
2	48	7	29	9	15%	•	9%		
3							10%		
4							13%		



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



Quarter response 88.31%

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.

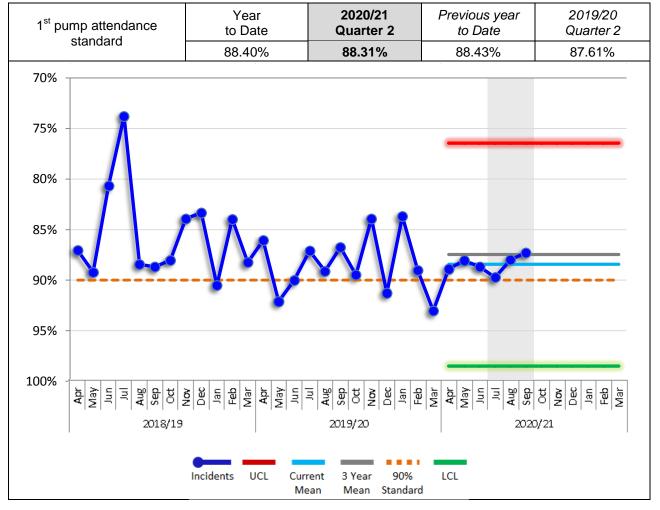
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

- 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 0.70% of total first fire engine attendances over the same quarter of the previous year.



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



Quarter response 87.97%

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:

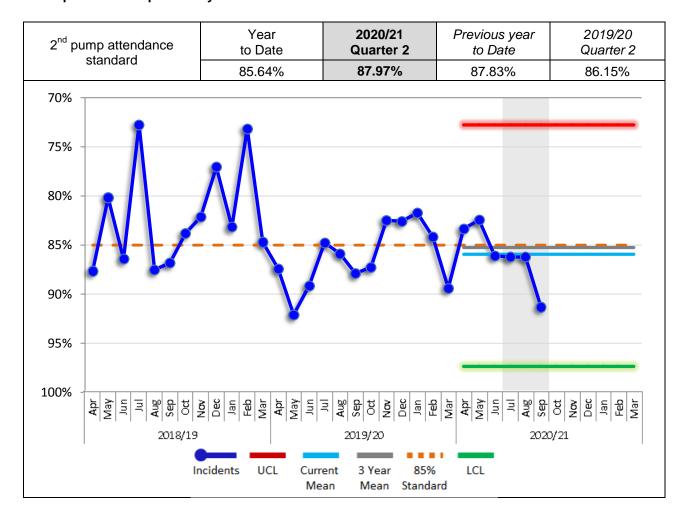
- Very high risk area = 9 minutes
- Medium risk area = 13 minutes

High risk area = 11 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 increased 1.82% of total second pump attendances over the same quarter of the previous year.



July 20 - September 20

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

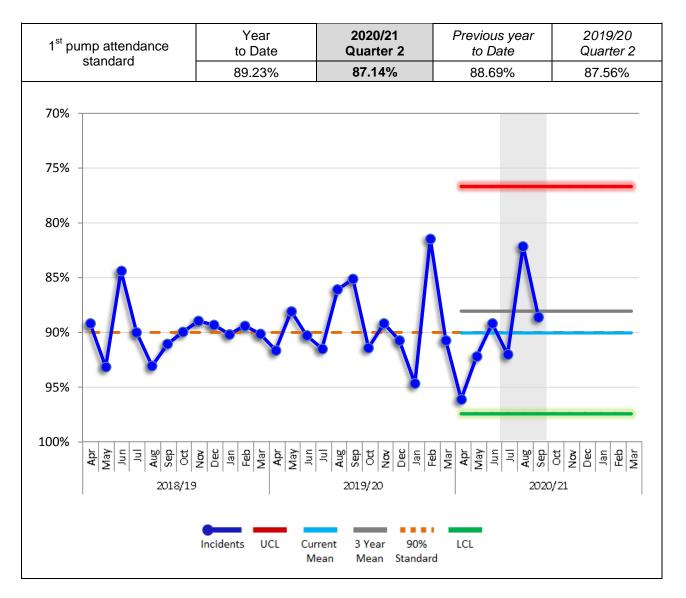


Quarter response 87.14%

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 0.42% of the total responses over the same quarter of the previous year.



July 20 - September 20

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



Quarter availbility 99.43%

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.

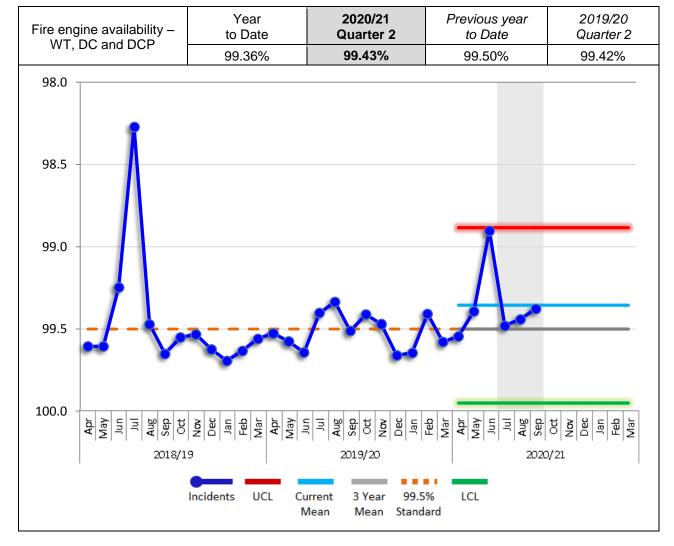
Fire engines are designated as unavailable for the following reasons:

- 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 99.43% is an increase of 0.01% over the same period of the previous year.



Lancashire Fire and Rescue Service

Measuring Progress

July 20 - September 20

2.4 Fire Engine Availability – On-Call Duty System



Quarter availbility 87.31%

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

57%

Not enough BA wearers

54%

Crew deficient

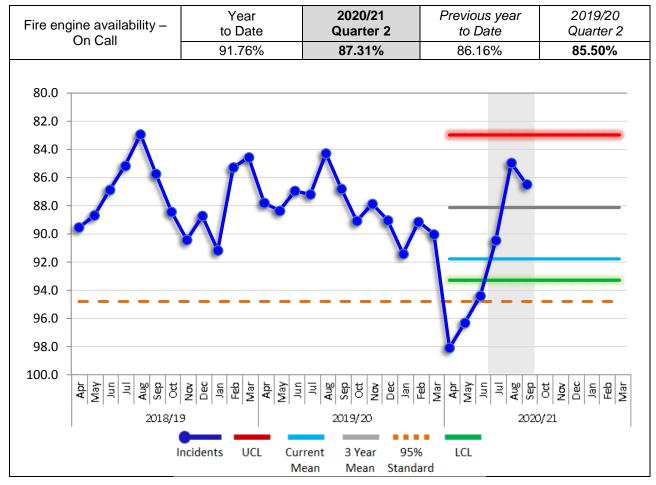
61%

No driver

35%

Standard: Above 95%

Year to date availability 91.76%, a 5.6% increase against the previous year to date total availability of 86.16%.



July 20 - September 20

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



Quarter availbility 84.97%

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 84.97%. This excludes the wholetime detachments shown in KPI 2.4

2.5 Staff Accidents

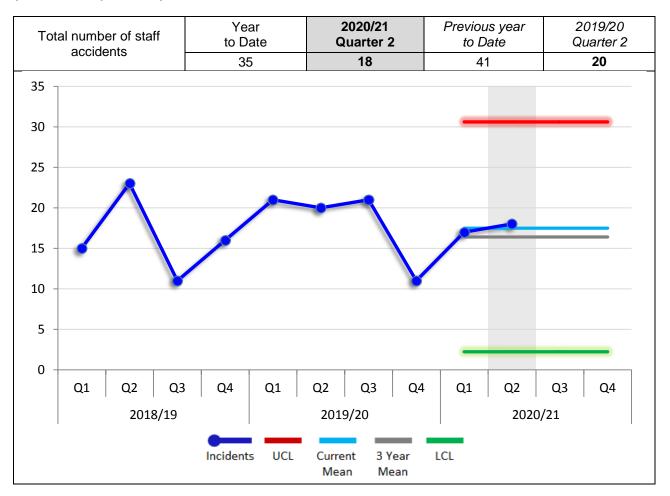


Quarter activity 18

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 10.00% against the same quarter of the previous year.



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

Current	3 year		Quarterly Me	an
Mean	Mean	2019/20	2018/19	2017/18
18	16	18	16	15

July 20 - September 20

3.1 Progress against Savings Programme



Quarter variance

-1.40%

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

Budget to end of September 2020 £27.5 million. The spend for the same period was £26.7 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 2020/21 was set at £57.3 million, with a budget to 30 September of £27.5 million. The spend for the same period was £26.7 million. This gives an under spend for the period of £0.8 million, which is a result of the pandemic continuing to affect planned spend activity during the period. This position will continue to be monitored in the forthcoming months.

Variance:

-1.40%

July 20 - September 20

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.

54 people were surveyed; 51 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?	2,526	2,498	98.89%	97.50%	1.43%

There have been 2,526 people surveyed since April 2012.

During the latest quarter - 54 people were surveyed and 51 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

Lancashire Fire and Rescue Service

Measuring Progress

July 20 - September 20

4.2.1 Staff Absence - Excluding On-Call Duty System

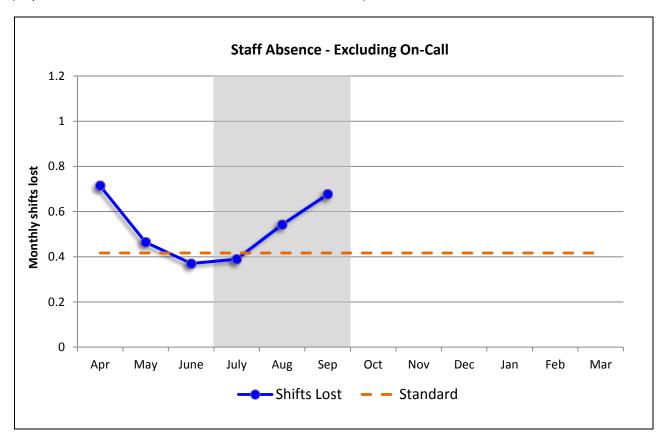


Shifts lost 3.156

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:

3.156

July 20 - September 20

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 the months of August and September during quarter 2.

Analysis

During quarter two July 2020 – September 2020, absence statistics show above target for two out of the three months. Whole-time personnel and Non-uniformed personnel are both above the target over two months.

There were 5 cases of long term absence which span over the total of the 3 months; the reasons being:

Green Book				
Reason Case/s				
Mental health	1			
Operation	1			

Grey Book			
Reason	Case/s		
Cancer	1		
Cardiac	1		
Muscular skeletal	1		

There were 18 other cases of long term absence which were also recorded within the 3 months:

Green Book				
Reason Case/s				
Operation	1			

Grey Book			
Reason	Case/s		
Mental health	6		
Operation	4		
Muscular skeletal	3		
Cancer	1		
Cardio	1		
Neurological	1		
Skin condition	1		

During the quarter period, 9 of the 18 employees returned to duty.

At the end of September 2020 the cumulative totals show that non-uniformed staff absence was above target at 4.19 shifts lost per employee, for whole-time uniformed staff absence was also above target at 2.82 shifts lost per employee. Overall absence for all staff (except On Call staff) was 3.15 shifts lost which is above the Service target of 2.50 shifts lost for this quarter.

Lancashire Fire and Rescue Service Measuring Progress July 20 – September 20

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.

July 20 - September 20

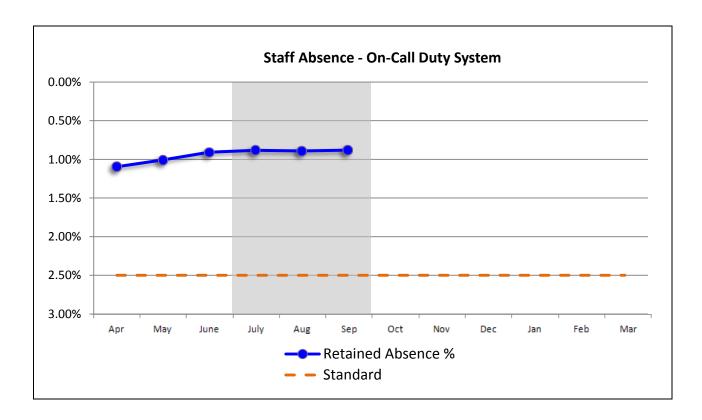
4.2.2 Staff Absence – On-Call Duty System



Absence 0.88%

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, 0.88% Annual Standard: No more than 2.5% lost as % of available hours of cover.



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

0.88%



LANCASHIRE COMBINED FIRE AUTHORITY PERFORMANCE COMMITTEE

Meeting to be held on the 16 December 2020

WILDFIRES POSTION STATEMENT

Contact for further information: A/Assistant Chief Fire Officer Steve Morgan – Tel. 01772 866801

Executive Summary

This report deals with Lancashire Fire and Rescue Service position on the prevention of wildfires and specifically disposable barbecues.

Information included on the National Fire Chiefs Council (NFCC), wild fires and campaign planning.

Recommendation

The Committee is asked to note and endorse the report/recommendation.

Information

During Summer 2020 an informal position statement on disposable barbecues was agreed by the Chief Fire Officer and the Chairman, which was used widely following the Darwen and Longridge fires, https://www.lancsfirerescue.org.uk/lfrs-call-for-an-end-to-disposable-barbecue-use-in-lancashires-countryside calling for people to stop using disposable barbecues in the countryside. A number of local and national political leaders took up this call for a ban.

These two large wildfires had significant impact on our performance: we have seen a 25% increase in wildfire incidents in 2020 compared to 2019 and a 36% increase in pump deployments, with estimated resourcing costs of approximately £850,000.

Background - National Fire Chiefs Council (NFCC) Guidance

NFCC are also now asking the public to ensure they are doing their upmost to prevent outdoor fires from occurring. Many outdoor fires start from portable BBQs, litter and campfires. At this time where fire and rescue services are also working to assist in the Covid-19 response, we ask people to exercise caution and please avoid lighting fires in the countryside. (NFCC, Wildfire Prevention, 2020)

CFA (Current) Position Statement (with additional amendment)

Lancashire Combined Fire Authority (CFA) is calling for people to stop using disposable barbecues in the countryside to reduce the amount of harm caused by wildfires. Wildfires are easily started and can spread rapidly putting people, property and infrastructure at risk. The terrain makes them challenging to firefight and demands large amounts of resources from the service and our partners.

Lancashire knows only too well the devastating effects of wildfires following a fire on Winter Hill near Bolton in summer 2018 which destroyed 18 square kilometres of moorland. Despite this, we continue to experience avoidable fires in open spaces across the county, causing long-lasting harm to wildlife, habitats and biodiversity.

The CFA believes that the threat to the environment and our communities can be significantly reduced if people enjoy Lancashire's great outdoors without using disposable barbecues. (With either (1) a ban on the sale of disposable BBQs or (2) a restriction on the use of disposable BBQs in public open spaces – specifically around moorlands and forestation).

Options for Committee Members to consider:

- 1. With a ban on the sale of disposable BBQ's
- 2. With a restriction on the use of disposable BBQs in public open spaces specifically around moorlands and forestation

Recommendation, option 1.

Fire Safety & Business Support Information

Preventative work will be carried out 1 June – 30 September 2021, which will focus on reducing moorland and grassland fires.

Objectives of Prevention activity

- Reduced risk of wildfires during summer period (1 June 30 Sept 2020).
- Collaborate with partners in key areas.
- Increased understanding of the risk of wildfires from disposable barbecue, campfire use and discarding of cigarettes and litter.

Business Risk

Severe – Committee members need to be aware that prevention of wildfire activity within Lancashire is suitability and sufficiently robust.

En۱	viro	nmental	Impact
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Positive, reducing wildfire occurrence and protecting the environment.

Equality & Diversity Implications

None

HR Implications

None

Financial Implications

Minimal - Prevention work budgeted for and included within the campaign calendar

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

Paper	Date	Contact		
Reason for inclusion in Part 2, if appropriate:				

