Public Document Pack

<u>LANCASHIRE COMBINED FIRE AUTHORITY</u>

<u>PERFORMANCE COMMITTEE</u>

<u>Wednesday, 17 March 2021 - Virtual Meeting accessible via MS Teams and YouTube (as a live webcast) commencing at 10.00 am.</u>

<u>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.</u>

<u>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.</u>

<u>AGENDA</u>

<u>PART 1 (open to press and public)</u>

<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. <u>DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS</u>

   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. <u>MINUTES OF PREVIOUS MEETING (PAGES 1 - 20)</u>

4. <u>PERFORMANCE MANAGEMENT INFORMATION (PAGES 21 - 68)</u>

5. <u>UNWANTED FIRE SIGNAL POLICY (UWFS) - PROPOSALS FOR CHANGE (PAGES 69 - 92)</u>

6. <u>LANCASHIRE ROAD SAFETY PARTNERSHIP (PAGES 93 - 106)</u>

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

   The next scheduled meeting of the Committee has been agreed for 10:00 hours on <u>30 June 2021</u> - venue to be agreed.

Further meetings are: scheduled for 15 September 2021 and 15 December 2021
proposed for 16 March 2022

8.   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.

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

MINUTES

PRESENT:

Councillors

S Holgate (Chairman)
M Khan CBE (Vice-Chair)
L Beavers
P Britcliffe
H Khan
Z Khan
D O'Toole (for S Clarke)
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

B Norman, Acting Deputy Chief Fire Officer (LFRS)
J Charters, Acting Assistant Chief Fire Officer (LFRS)
S Morgan, Acting Assistant Chief Fire Officer (LFRS)
L Wilson, Community Protection Manager (LFRS)
D Brooks, Principal Member Services Officer (LFRS)
N Bashall, Member Services Officer (LFRS)

In attendance

G Basson, North West Fire Contol
K Matthews, North West Fire Control

33/19   CHAIRMAN'S WELCOME AND INTRODUCTION

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

A roll call was undertaken and Members individually confirmed their attendance.

34/19   APOLOGIES FOR ABSENCE

Apologies were received from County Councillor Stephen Clarke.

35/19   DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

36/19   MINUTES OF PREVIOUS MEETING

RESOLVED: - That the Minutes of the last meeting held on the 16 September 2020 be confirmed as a correct record for signature by the Chairman.

37/19   PERFORMANCE MANAGEMENT INFORMATION

Acting Assistant Chief Fire Officer Steve Morgan presented the report. This was the 2nd quarterly report for 2020/21 as detailed in the Risk Management Plan 2017-2022.

Members considered the Key Performance Indicators that were in positive and negative exception as detailed on pages 26 and 27 of the agenda pack. This showed 1 positive exception (KPI 1.4, Accidental Dwelling Fires) and 1 negative exception (KPI 4.2.1, Staff Absence – excluding on-call duty system).

Members then 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.

1.2   Overall Activity

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

Quarter 2 activity 4,582, previous year quarter 2 activity 4,544 an increase of 0.84% over the same quarter.

Year to Date	**2020/21 Quarter 2**	Previous year to Date	2019/20 Quarter 2
9,498	4,582	9,076	4,544

Page 2

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 50% were false alarms.

Acting Assistant Chief Fire Officer Morgan introduced Acting Assistant Chief Fire Officer Jon Charters to present information to Members on the current policy position in relation to automatic fire alarms and unwanted fire signals.

Acting Assistant Chief Fire Officer Charters advised that an unwanted fire signal (UWFS) was "Attendance by one or more Fire Appliances to a premises where, on arrival there was found to be no fire or emergency; where the initial call to North West Fire Control was generated by an Automatic Fire Alarm system (AFA)." It was noted that the term UWFS was only applied after arrival.

Automatic Fire Alarm systems were typically found in commercial buildings incorporating systems that detected a fire (smoke/heat detectors) and raised the alarm (sounders etc) which might link to other systems such as a sprinkler system. The Service would receive a call from a variety of sources (ie: telecare provider, fire alarm monitoring organisation, or other monitoring system provider) into North West Fire Control (NWFC) where call challenge procedures were used but could lead to appliance mobilisation. Where, after attendance and faulty equipment was determined as the cause, the call would be categorised as an UWFS.

The organisational cost of AFAs included: the diversion of essential resources from emergencies; creation of disruption for businesses that employed on-call Firefighters; the risk created to staff and public whilst responding; disruption to community and business safety activities; disruption to operational training; impact on the environment; a drain on public finances and potential call handling delays at NWFC. Data presented in graphical form showed that a significant proportion of activity (circa one-third of calls year-on-year) was attendance to UWFS.

The National Fire Chiefs Council (NFCC) had published national guidance to assist Fire and Rescue Services in reducing the risks created by UWFS.

Tactics to reduce risk at the time of call included:

• Undertaking call challenge in Fire Control rooms (used by the Service at NWFC to query calls and filter those that did not require attendance);
• Ensuring Fire Alarm Monitoring Organisations undertook call-back to originators premises;
• Sending reduced or no attendance, under risk-based and defined conditions.

The NFCC also provided guidance on tactics to reduce risk by reducing recurrence including:

• Setting reasonable expectations for UWFS;
• Providing Business Advice to nudge compliance;
• Using Fire Safety Enforcement to secure compliance;
• Exercising capability to raise charges which some Fire and Rescue Services (FRS) had adopted to perhaps the most persistent premises.

To proactively manage UWFS, the Service's Business Safety Advisors undertook business engagement and dealt with poor AFA performance using the following triggers: 2 or more UWFS received in a 4-week period; 3 or more UWFS received in

a 26-week period and where the cause of the UWFS had not been remedied within 7 days.   Where advice was not followed the case was escalated and a Fire Safety Audit undertaken by an Inspecting Officer, legal powers could be used and where necessary an Enforcement Notice issued to secure compliance. To withstand legal scrutiny the Service had to demonstrate the fire alarm system generating the AFA was poorly installed, defective or poorly managed against criteria detailed in standard BS5839:1.

A breakdown of the distribution of AFAs over the last 3 years across different building and types were shown (in decreasing order) as: self-contained sheltered housing, single-occupancy house, hospitals and medical care, education, retail, industrial manufacturing, multi-occupancy purpose built flat/maisonette, single-occupancy bungalow, multi-occupancy converted flat/maisonette and offices/call centres. These were the property types that officers worked with on a routine basis. In addition, there were a lot of other commercial premises which might only have one or two AFAs per year and the trigger system would be used before these became a significant issue.

Recent changes in social care and improvements in technology had enabled people to live safely in their own homes for longer which had resulted in a steady but significant increase in AFA calls to domestic properties generated by telecare systems.

Findings from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) inspection stated: *"We found that Lancashire FRS may be attending more false alarm calls than it needs to. It shares the North West Fire Control Centre with other services but does not use the call challenging protocols they use"*.

This highlighted that Lancashire FRS was potentially attending more false alarms than needed and was out of alignment with protocols undertaken by other Fire & Rescue Services in North West Fire Control (Cumbria, Cheshire and Greater Manchester) who currently employed exemptions based on building risks, ie: building types exempt from the wider AFA policy (as demonstrated in the table below where for example there would always be an attendance made either day or night or during the times shown).

| Cheshire FRS | **Day & Night**
Care Home/Nursing Home/EPH
Hospital
Penal institution
Police or Fire Station
Airport
Domestic Dwelling
Highrise
COMAH Site
Sleeping Risk | |
| Cumbria FRS | **Day & Night**
Care Home/Nursing Home/EPH
Hospital
Penal institution
Police or Fire Station
Airport
Domestic Dwelling | |

	Highrise COMAH Site Sleeping Risk	
Greater Manchester FRS	**0800 – 1700** Sleeping Risk Care Home/Nursing Home/EPH COMAH Site Highrise Hospital Penal Institute Police or Fire Station Unknown	**1700 – 0800 hours** Sleeping Risk

Lancashire FRS position was different as it did not presently use exemption principles. Using incident data from the last 3 years a comparison was provided to demonstrate the difference had Lancashire FRS adopted the same exemption principles as Cheshire FRS and this showed a significant decrease:

Year	Fire alarm due to Apparatus incidents	AFA incidents following Cheshire approach	Difference	% Difference
2017/18	4,379	2,543	-1,836	-41.9%
2018/19	4,362	2,731	-1,631	-37.4%
2019/20	4,810	3,032	-1,778	-37.0%
Total	**13,551**	**8,306**	**-5,245**	**-38.7%**

Should Members wish to review the AFA policy, the following was noted: a national report from NFCC was due imminently, LFRS could review its call challenge policy or use fire alarm monitoring organisations differently. Exemption principles could be considered and there were powers under the Localism Act to levy a charge. An example was provided of Humberside FRS who levied a charge per incident where a business had 4 or more calls to an UWFS within a 12-month period. Also, there was an opportunity to consider refreshing the false alarm policy to address the emergent risk in domestic premises, particularly in some communities. Any proposed changes to the domestic policy would need consultation with telecare providers. From a performance reporting perspective, it may be beneficial to separately report domestic and commercial type incidents. Members considered in graphical form the number of incidents received during 2019/20 as AFAs which subsequently became a primary fire (by property type) and these were very low, with the Service attending a total of only 30 incidents (which equated to 0.5%). Potential benefits of a change in policy included: simplifying and thereby speeding up call handling times; increased appliance availability; Lancashire FRS alignment with other North West FRS and National Fire Chiefs Council guidance; potential reduction in attendances to non-exempted premises (typically non-sleeping risk during the day) and charging provided a deterrent and possible cost recovery option.

The Chairman advised that the use of exemption principles in the same way as neighbouring FRSs had previously been discussed with the agreement not to apply these in Lancashire however, as the dynamics and the areas from which the UWFS calls were being received had shifted, he did think it now worthy of debate again although as this could be a major policy change he thought the Performance Committee should make a recommendation for further debate at a full Authority meeting.

Acting Deputy Chief Fire Officer advised that detail had purposefully been shared with the Committee to provide the background for new Members and an update for more long-standing Members. In addition, the intention was to share what had occurred since the last time this was discussed which was at a time when most FRS were making changes. There now was clarity that: i) FRSs were using the charging levy (and it was noted that the most prolific premises types that would most likely be charged would be hospitals, care homes and educational establishments); and ii) there was now a level of insight and confidence gained from neighbouring FRS as to what happened when you made these type of changes and LFRS was better placed to understand the short, medium and long-term impact any changes made would have on levels of organisational risk.

In response to questions raised by County Councillor Riggott to understand the relationship between changes in the market and the response to those changes the Acting Deputy Chief Fire Officer advised that in terms of the domestic setting there were 2 key issues: i) fire alarm systems, CCTV systems and other installations in the home were far more affordable and therefore more widespread which meant it was more likely LFRS would be called out to incidents which turned out to be false-alarm calls; and ii) the domiciliary care sector was changing significantly where not all people who required huge elements of support were in care home commercial settings, therefore there was a true need to respond to alarms in domestic settings. It was noted that this would be considered as part of the next Integrated Risk Management Plan and the Strategic Assessment of Risk which would be carried out the following year. He confirmed that over time there had been successes made ie: Lancaster University, Preston University and some hospitals had welcomed the business support advice provided and after their investment in management and infrastructure huge improvements had been achieved.

He advised that growth in AFA numbers was from a variety of factors including: i) given economic challenges some businesses were not investing in maintenance of their systems and were not being proactive; and ii) there were many different systems. Previously, alarm receiving centres (ARCs) were often huge multi-national companies that were easy to deal as there were a few of them however, now there were a great many businesses with some operating from home settings without means to call challenge (and double-check whether a response is required), without which NWFC mobilised and the current policy enabled that.

It was noted however, that there would only be a significant difference made to the volume of AFAs to free up capacity to carry out other work by accepting there was some risk of commercial / financial loss by not attending UWFS.

County Councillor O'Toole commented that calls that could cause loss of life and property should not be ignored however, regular offenders should pay a penalty and positive action taken to include making the names of offenders' public.

In addition, the Chairman commented and there was general agreement that 0.5% of the calls initially perceived to be false alarms which were proven to be actual incidents was a very small percentage but there was also the possibility life risk therefore, stopping attending altogether was not an option however, there were policy changes that should be considered; an exemptions list could be introduced and consideration should be given to charge repeat offenders. This was the start of a fuller and wider debate with the wider membership of the Authority to capture all opinions before any change to policy.

It was agreed that a report be presented to the next Performance Committee meeting detailing proposed policy changes including: exemption principles, a penalty system and a small number of case study examples be provided by independent fire alarm engineers to evidence negligence which could be published on the website to raise awareness. The Committee could then make recommendations to a subsequent full Authority meeting.

1.3   Accidental Dwelling Fires

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

It was noted that quarter 2 activity was 197, the previous year quarter 2 activity was 200, which represented a decrease of 1.50% over the same quarter. Year to date performance was 421 which was broadly comparable with the strong position held over the last 2 years where the lowest number of accidental dwelling fires was reported in the history of the Service.

In response to a question raised by County Councillor Riggott regarding the longer-term trends in performance, Acting Assistant Chief Fire Officer Morgan advised that the aim was to maintain throughout the year the position seen at quarter 2 however, quarters 3 and 4 could be really challenging therefore, there was a focus on community engagement through the winter safety campaign. It was noted that because of the level of detail scrutinised, a 3% change in high risk equated to 6 incidents.

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 96.4% which was an increase of 2.9% against the 93.5% recorded in the same quarter of the previous year.

Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				Quarter 2
		Quarter 2	Quarter 3	Quarter 4	Quarter 1	
High	⇩	6.5%	4.9%	8.2%	7.1%	**3.6%**
Medium	⇩	51.5%	57.8%	51%	52.7%	**43.7%**

| Low | ⬆ | 42.0% | 37.4% | 40.8% | 40.2% | **52.8%** |

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

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

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

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 6 slight. The same quarter of the previous year recorded 1 fatality, 4 serious and 5 slight.

Casualty Status	2020/21 Quarter 2	2019/20 Quarter 2
Fatal	0	1
Victim went to hospital visit, injuries appeared Serious	1	4
Victim went to hospital visit, injuries appeared Slight	6	5
TOTAL	7	10

This was a positive exception report as the number of Accidental Dwelling Fire casualties met the lower control limit during the month of July 2020.

Acting Assistant Chief Fire Officer Morgan presented Members with the analysis, which showed that during the month of July 2020 there were no recorded Accidental Dwelling Fire casualties. It was noted that it was unusual to have no casualties within a single month, with the previous monthly occurrence being September 2010. Although the numbers involved were thankfully low, the average monthly count for the year to date was 3 casualties; which was also an improvement on the previous 3-year average of 4 casualties per month. It was also noted that there were no Accidental Dwelling Fire fatal incidents in either first or second quarter of 2020/21.

The cumulative casualty figure (up to and including the second quarter) was 17, a reduction of 5 casualties on the previous year; this was likely due to an unusually poor April in 2019 when there were a number of serious incidents involving 3 casualties. This increased the overall casualty figures for 2019/20 and in conjunction with the success of multiple media campaigns (cooking and gardening safety) this was now presenting as a reduction of around 20% during the first and second quarters of 2020/21.

Actions undertaken to maintain performance included the commitment to deliver advice and provide interventions to the most vulnerable within our communities, through the continuation (albeit in a revised format) of the Home Fire Safety Checks. Community Safety Advisors had operated within Covid 19 secure guidelines to maintain the provision of a broad range of fire safety advice and checking / installation of smoke alarms in the domestic setting.

In addition, successful media campaigns continued across a multitude of platforms, which would be used again at key times of the year in line with the Service's Campaign's calendar.

Acting Assistant Chief Fire Officer Morgan introduced Group Manager Liam Wilson who gave a presentation to provide further information in relation to the performance of Key Performance Indicators (KPIs) 1.3, accidental dwelling fires and 1.4 accidental dwelling fire casualties, as follows:

Accidental Dwelling Fires (KPI 1.3)
The number of accidental dwelling fires from the previous 3 years were noted as:

2017-18 = 944
2018-19 = 815
2019-20 = 811

This demonstrated an almost 16% reduction in activity over the period.

It was noted that cooking activity was the main cause, shown as a percentage by year as:

2017-18 = 49%
2018-19 = 51%
2019-20 = 51%

Upon further investigation the three main causes of cooking fires were:

1. Negligent use of equipment or appliance;
2. Cooking - chip pan / deep fat fryer;
3. Combustible articles, too close to heat source.

Electrical defects / misuse of electrical appliances, smoking materials and heating sources were the other main causes of accidental dwelling fires in Lancashire.

Accidental Dwelling Fire Casualties (KPI 1.4)
The number of accidental dwelling fire casualties from the previous 3 years were noted as:

2017-18 = 44
2018-19 = 49

2019-20 = 56 (this included 4 incidents each with multiple casualties)

It was noted that by comparison, in the first six months of 2020-21 the number of casualties was 18 which pro-rata gave a reduction overall of over 22%.

Group Manager Wilson advised Members of the prevention activities and safety campaigns undertaken by the Service to inform and educate:

- Home Safety campaign – delivered as part of the safe and well package in response to an uplift in casualty numbers during the winter of 2019. Advice and information were provided particularly, detailed evacuation plans and the safe evacuation of premises when a fire did occur; this was communicated through the safe and well visit;
- Cook Safe Campaign (#cooksafe) - cooking safety advice had been provided;
- Home Fire Safety Advice provide re: nuisance fires - particularly in relation to those in the gardening environment and subsequent development into accidental dwelling fires, in response to the spike in these type of fires in spring;
- Community Engagement - as part of the Service response to Covid staff had provided support to the most vulnerable and people had been encouraged through the Nosey Neighbour Campaign to check on vulnerable people in the community.

In response to a question raised by County Councillor Britcliffe on the use of chip pans at home, Acting Assistant Chief Fire Officer Morgan confirmed that the advice provided was to replace them with a deep fat fryer as this was much safer. Further to a point raised at the recent Authority meeting regarding a person-centred approach to the delivery of a Home Fire Safety Checks (HFSCs), he advised that during 2016/17 the HFSC visit was expanded into a safe and well visit to encompass consideration of health inequalities within the domestic setting and to provide advice on: falls prevention, social isolation, dementia, type 2 diabetes and cooking and as part of the wider safety looking at how homes were heated ie: advising the use of oil filled radiators as opposed to using naked flames.

In response to a query from County Councillor O'Toole, Acting Assistant Chief Fire Officer Morgan advised that on occasion the Service received a late fire call after the occupant had dealt with a small fire but then required assistance re: heat/smoke damage. This was viewed as an opportunity to provide advice: do not tackle the fire yourself, close your doors and call the Fire Service.

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 2.63% over the same quarter of the previous year.

Total number of incidents	2020/21 Quarter 2	2019/20 Quarter 2
	74	76

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

Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				Quarter 2
		Quarter 2	Quarter 3	Quarter 4	Quarter 1	
High	⬆	19.7%	12.5%	16.4%	43.4%	**39.2%**
Medium	⇩	57.9%	58.3%	64.4%	47.8%	**44.6%**
Low	⇩	22.4%	29.2%	19.2%	8.8%	**16.2%**

<u>1.6 Deliberate Fires</u>

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	2020/21 Quarter 2	2019/20 Quarter 2
1.6.1 Deliberate Fires – Anti-Social Behaviour	367	394
1.6.2 Deliberate Fires – Dwellings	36	36
1.6.3 Deliberate Fires – Non-Dwellings	31	43

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 number of HFSCs undertaken during the quarter had decreased by 39% over

the same quarter of the previous year and the percentage of those with a high-risk outcome had increased by 11%.

	2020/21	2019/20
	% of High HFSC outcomes	% of High HFSC outcomes
Q1	71%	65%
Q2	72%	61%
Q3		60%
Q4		61%

Acting Assistant Chief Fire Officer Morgan advised that while the total HFSCs had decreased to 3,298 during the quarter when compared with the previous year, Lancashire FRS had also delivered over 5,500 visits to vulnerable people carried out on behalf of the Lancashire Resilience Forum.

In addition, a footnote had now been included in the report to show properties were being monitored where they had previously refused a HFSC but had subsequently suffered an accidental dwelling fire. During the quarter, 2 properties were recorded during the previous rolling 12-month period.

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 (cumulative)		2019/20 (cumulative)	
	Total participants	% positive influence on participants' behaviour	Total participants	% positive influence on participants' behaviour
Q1	The covid-19 pandemic led to the closure of educational facilities which meant it was not possible to deliver road safety activities in the normal way.		4,354	85%
Q2			8,158	85%
Q3			16,417	85%
Q4			21,516	85%

It was noted that 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, the Service had undertaken Wasted Lives sessions via an online video chat service. During quarter 2 there had been 8 Wasted Lives sessions, involving 120 attendees. The Service also continued to engage with people via social media platforms and shared information via the Biker Down webpage.

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
	*No. of Inspections	Requiring		Satisfactory Audit	% requiring Formal Activity	% requiring Formal Activity
		Formal Activity	Informal Activity			
Q1	18	5	7	4	28%	9%
Q2	48	7	29	9	15%	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 2 – 1st pump response increased 0.70% of total first fire engine attendances over the same quarter of the previous year.

Year to Date	**2020/21 Quarter 2**	Previous year to Date	2019/20 Quarter 2
88.40%	**88.31%**	88.43%	**87.61%**

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 increased 1.82% of total second pump attendances over the same quarter of the previous year.

Year to Date	2020/21 Quarter 2	Previous year to Date	2019/20 Quarter 2
85.64%	87.97%	87.83%	86.15%

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 0.42% over the same quarter of the previous year.

Year to Date	2020/21 Quarter 2	Previous year to Date	2019/20 Quarter 2
89.23%	87.14%	88.69%	87.56%

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

Year to Date	**2020/21 Quarter 2**	Previous year to Date	2019/20 Quarter 2
99.36%	**99.43%**	99.50%	**99.42%**

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   57%
- Crew deficient   61%
- Not enough BA wearers   54%
- 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%.

Year to Date	**2020/21 Quarter 2**	Previous year to Date	2019/20 Quarter 2
91.76%	**87.31%**	86.16%	**85.50%**

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

Subset of KP1 2.4 and provided for information only
This indicator measured the availability of fire engines that were crewed by the on-call duty system (OC) when wholetime detachments were not used to support availability. It was measured by calculating the percentage of time a fire engine was available to respond compared to the total time in the period.

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

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

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

The percentage of time that OC crewed engines were available for quarter 2 was 84.97%. This excluded the wholetime detachments shown in KPI 2.4.

North West Fire Control Update

Acting Assistant Chief Fire Officer Morgan introduced Ged Basson, Senior Operations Manager, North West Fire Control (NWFC). Mr Basson introduced Kellie Matthews who was the new point of contact for Lancashire FRS. He then updated Members on key areas of interest from throughout quarters 1 and 2 as follows:

- Business as usual services had been provided throughout the pandemic;
- Callers were asked covid questions for reporting symptoms to the fire crew which enabled preparation while on route to incidents;
- There had been a number of significant incidents which included:
  - fires on the moors at Longridge and Rivington which lasted several days; and
  - a 5-storey building fire in Blackpool. This was the first time a Highrise Immediate Residential Evacuation (HIRE) message was sent which worked really well. This allowed the incident commander to change call handling advice to inform callers to get out of the premises immediately, regardless of their building evacuation policy;
- Business continuity arrangements for mobilising had been tested; Lancashire FRS had upgraded their mobile data terminal gateway which enabled testing of the 'fallback' arrangements over a 3-day period and NWFC had been able to consolidate their mapping software;
- Performance statistics had now been included on the NWFC website;
- A graph was presented which showed the number of incidents created against the number of incidents where the call challenge procedure meant no attendance was made. This showed the percentage of calls that resulted in no mobilisation was between 39% - 43% of calls per month;
- Lancashire paid 25.5% of the running costs for NWFC. A graph was presented which showed the percentage of activity was between 26% - 27% therefore demonstrating Lancashire received good value for money;
- A graph was presented which showed the length of time from answering a call to mobilising the first resource; the graph and data evidenced continuous improvement year on year;
- A graph was presented that benchmarked Lancashire with other FRS for call handling times for fires. All average call handling times for fires for each FRS were consistently 90 seconds or below throughout the period. Overall average call handling time for fires for 2019 – 2020 was 94 seconds which, after a thematic review, had improved for Q1 and Q2 for 2020 – 2021 to 79 seconds;
- Graphs were presented which showed the length of time from answering a Special Service Call and how Lancashire benchmarked against other FRS. Special Service calls took longer as more information was extracted from the caller; data showed an improvement over the past 6 months;
- 95% of calls were being answered within 10 seconds with the average time taken being 5 seconds;
- Lancashire FRS had been consistently the highest requisitioner for changes to the mobilising system since transition to NWFC. Currently work was being undertaken regarding attendance to vulnerable people and requests for specialist officers;
- In response to previous Committee Member requests, benchmarking data against other FRS across the country had been sought; although not readily available it had been possible to extract data from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services inspection reports that demonstrated: i) NWFRS supported more fire stations; ii) it mobilised more

incidents per control room operator and iii) the cost per incident mobilised was cheaper than any other control room in the country;

- NWFC continued to respond to high risk incidents and review action plans to be more efficient;
- NWFC was involved in the Manchester Arena bomb inquiry with staff expected to present evidence in March 2021;
- One of the key areas for improvement would be Multi-Agency Incident Transfer between agencies instead of ringing someone to pass on the information it could be electronically transferred from one control room to another however, as NWFC did not generate income it would be working with North West partner FRSs regarding this.

The Chairman thanked Mr Basson for his attendance and update.

In response to a question from County Councillor O'Toole regarding approaching Merseyside FRS to be included as a partner in North West Fire Control (as originally planned) the Acting Deputy Chief Fire Officer advised that the greater to consortium the greater the benefit for all parties and NWFC had capacity to grow. However, from insight as regional lead for Airwave systems and the investment Merseyside FRS had made with Merseyside Police in a joint control room led him to think this was unlikely.

2.5   Staff Accidents

This indicator measured the number of staff accidents.
The number of staff accidents during the latest quarter decreased by 10.00% against the same quarter of the previous year.

Year to Date	2020/21 Quarter 2	Previous year to Date	2019/20 Quarter 2
35	18	41	20

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

3.1   Progress against Savings Programme

The annual budget for 2020/21 was set at £57.3m with a budget to 30 September of £27.5m. The spend for the same period was £26.7m which gave an underspend of £0.8m; a variance of -1.40%. This was a result of the pandemic continuing to affect 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 2,526 people surveyed since April 2012 and the number satisfied with the service was 2,498; % satisfied was 98.89% against a standard of 97.50%; a variance of 1.43%.

During the latest quarter, 54 people were surveyed and 51 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 <u>Staff Absence – Excluding on-Call Duty System</u>

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 3.156

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 August and September.

Acting Assistant Chief Fire Officer Morgan presented Members with the analysis, that:

During quarter 2 (July 2020 to September 2020), absence statistics showed wholetime personnel and non-uniformed personnel were above target for August and September and below target for July.

There were 5 cases of long-term absence which spanned over the 3 months and there were 18 other cases of long-term absence which were recorded within the 3 months with the reasons detailed in the report.

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

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

4.2.2 <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, 0.88%.

RESOLVED: - That the Committee:
i) endorsed the Measuring Progress report for Quarter 2 (including noting the contents of the 1 negative and 1 positive KPI exception reports);
ii) received a report on proposed changes to the Automatic Fire Alarms Policy at its next meeting.

38/19   WILDFIRES POSITION STATEMENT

Acting Assistant Chief Fire Officer, Steve Morgan presented the report.

During the 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. This called 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 a significant impact on performance with 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.

It was noted that the National Fire Chiefs Council was also now asking the public to ensure they did their upmost to prevent outdoor fires from occurring. Many outdoor fires started from portable BBQs, litter and campfires. At the current time where fire and rescue services were also working to assist in the Covid-19 response, people were asked to exercise caution and please avoid lighting fires in the countryside.

Lancashire Combined Fire Authority Position Statement

"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."

Members considered whether the position statement should include either option 1: a ban on the sale of disposable BBQs or option 2: a restriction on the use of disposable BBQs in public open spaces – specifically around moorlands and forestation.

Councillor Smith proposed option 1 which was a ban on the sale of disposable BBQs and County Councillor Holgate seconded the motion. On being put to the vote: 5 Members were in favour; 4 Members were against and 1 Member did not respond.

The motion was therefore CARRIED.

<u>Fire Safety & Business Support Information</u>

It was noted that preventative work would be carried out 1 June 2021 –
30 September 2021, which would focus on reducing moorland and grassland fires.
The objectives of prevention activity were to: i) reduced risk of wildfires during
summer period (1 June – 30 Sept 2021); ii) collaborate with partners in key areas;
and iii) increase understanding of the risk of wildfires from disposable barbecue,
campfire use and discarding of cigarettes and litter.

<u>RESOLVED:</u> - That the report be noted and endorsed including the inclusion in the
position statement for a ban on the sale of disposable BBQ's.

39/19   <u>DATE OF NEXT MEETING</u>

The next meeting of the Committee would be held on <u>Wednesday, 17 March 2021</u> at
1000 hours – venue to be confirmed.

Further meeting dates were noted for 30 June 2021 and 15 September 2021 and
agreed for 15 December 2021.

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

LFRS HQ
<u>Fulwood</u>

LANCASHIRE COMBINED FIRE AUTHORITY
PERFORMANCE COMMITTEE
Meeting to be held on 17 March 2021

PERFORMANCE MANAGEMENT INFORMATION FOR 3RD QUARTER 2020/21
(Appendices 1 and 2 refer)

Contact for further information:
Steve Healey, 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 (attached as appendix 1).

The report also includes a BrightSparx presentation (attached as appendix 2).

Recommendation

The Performance Committee is asked to endorse the Quarter 3 Measuring Progress report, note the content of the 1 negative exception.

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		Steve Healey (DCFO)
Reason for inclusion in Part 2, if appropriate: N/A		

Measuring Progress

Performance Report

October 2020 - December 2020

making Lancashire **safer**

2020-21 **Quarter 3**

This page is intentionally left blank

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.
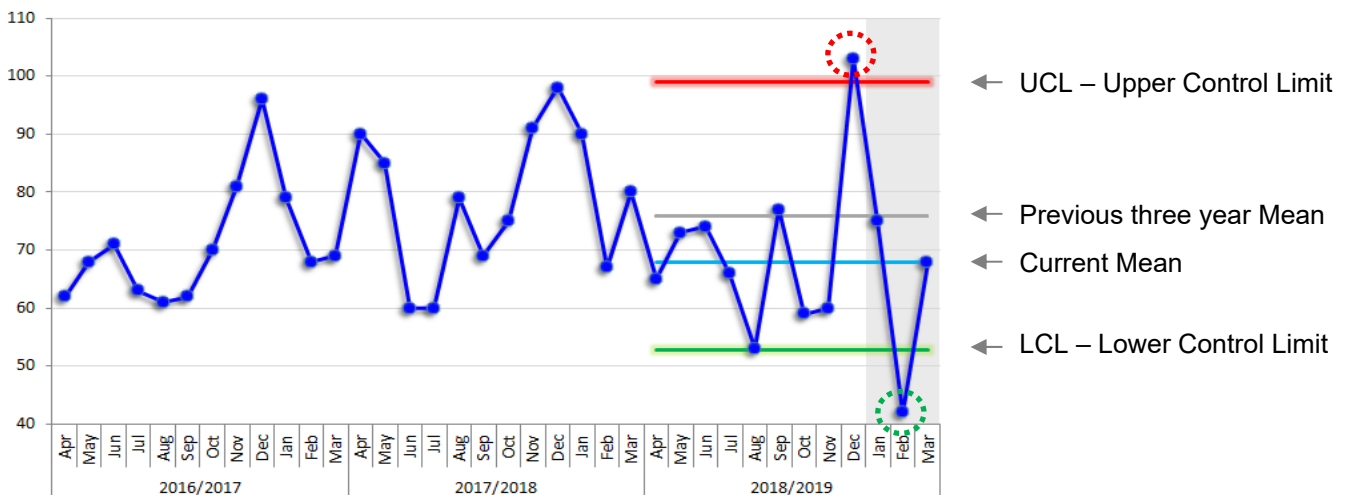
Key Performance Index and Indicator trends

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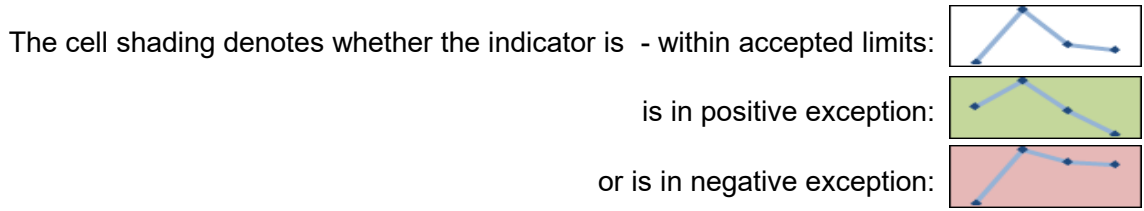
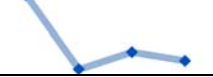| KPI		Description	Progress	Page (s)
1		**Preventing** fires and other emergencies from happening. **Protecting** people and property when fires happen.		
1.1		Risk Map Score		9
1.2		Overall Activity		10
1.3		Accidental Dwelling Fires (ADF)		12
1.3.1		ADF - Extent of Damage (Fire Severity)		13
1.3.2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

Page 28

Key Performance Index and Indicator trends

KPI		Description	Progress	Page (s)
2		**Responding** to fire and other emergencies quickly and competently.		
2.1.1		Critical Fire Response - 1st Fire Engine Attendance		22
2.1.2		Critical Fire Response - 2nd Fire Engine Attendance		23
2.2.1		Critical Special Service Response - 1st Fire Engine Attendance		24
2.3		Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		25
2.4		Fire Engine Availability - On-Call Duty System		26
2.4.1		Fire Engine Availability - On-Call Duty System (without wholetime detachments)	Subset of KPI 2.4 and provided for information only	27
2.5		Staff Accidents		28
3		**Delivering** value for money in how we use our resources.		
3.1		Progress Against Savings Programme		29
3.2		Overall User Satisfaction		30
4		**Valuing** our people so that they can focus on making Lancashire safer.		
4.1		Overall Staff Engagement		31
4.2.1		Staff Absence - Excluding On-Call Duty System		32
4.2.2		Staff Absence - On-Call Duty System		35

Page 29

This page is intentionally left blank

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.
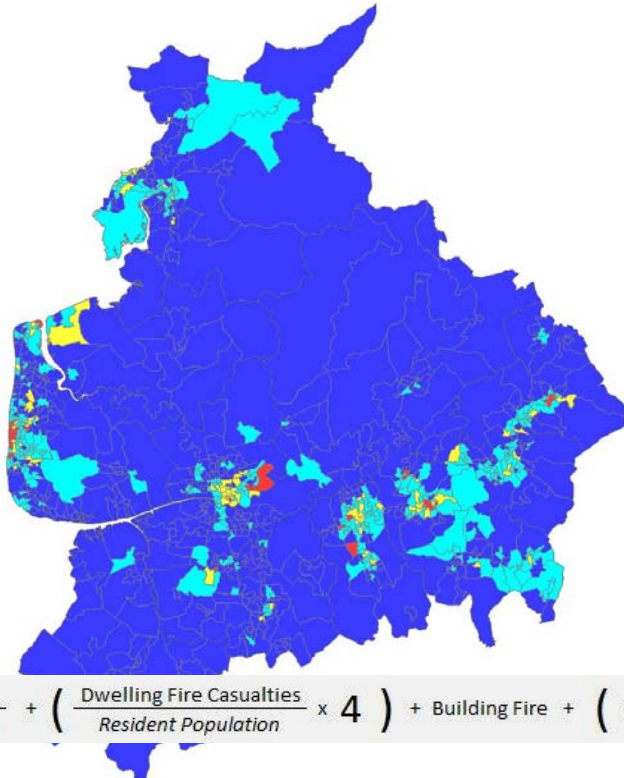
Specifically, the risk score for each SOA is calculated using the formula shown below.

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.

$$\frac{Dwelling\ Fires}{Total\ Dwellings} + \left(\frac{Dwelling\ Fire\ Casualties}{Resident\ Population} \times 4 \right) + Building\ Fire + \left(IMD \times 2 \right) = Risk\ Score$$

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	H	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

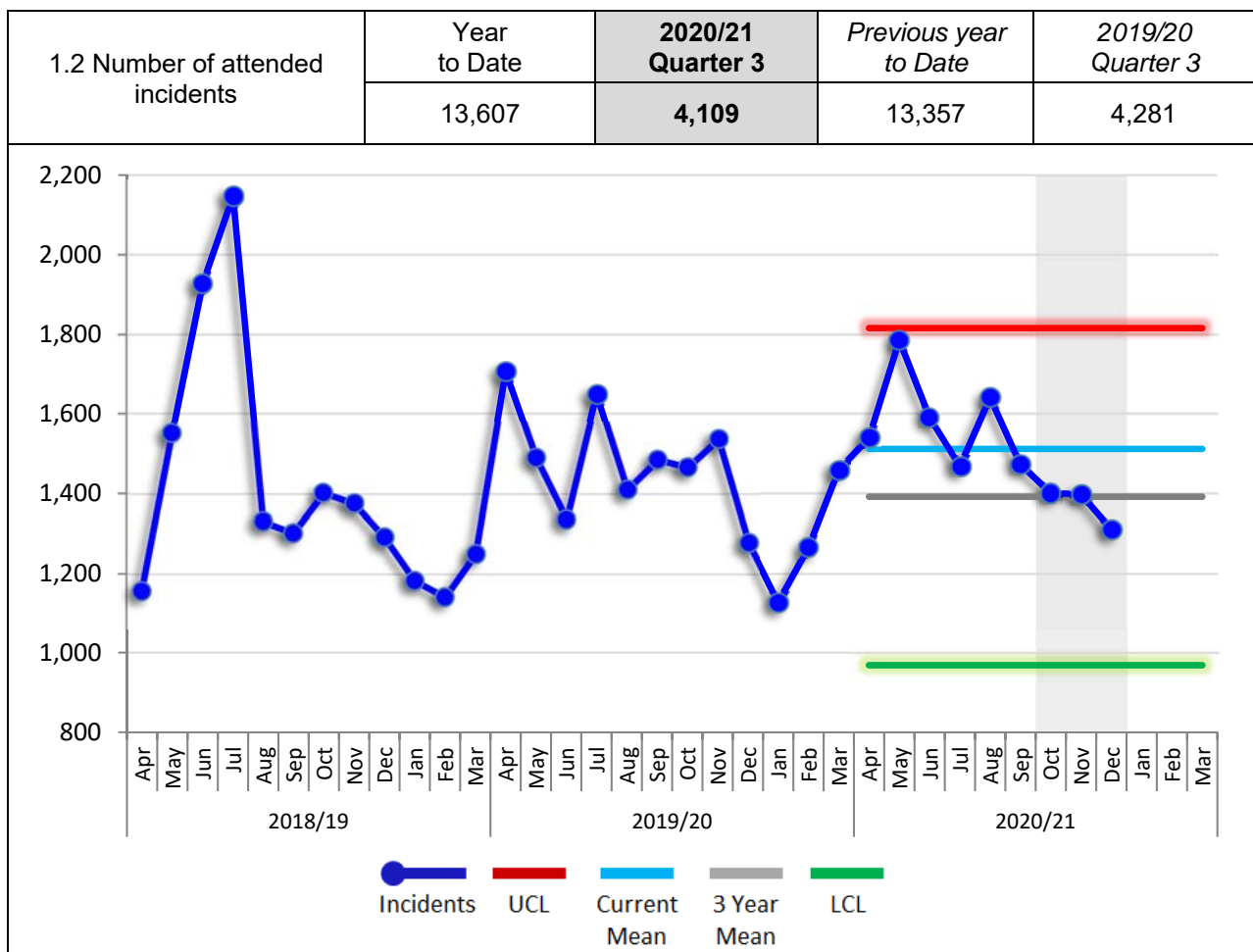| Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2019 count	21	68	310	542	31,816
2020 count	23	74	324	520	32,448
Change	⬆ 10% Overall increase in Very High risk SOA's	⬆ 9% Overall increase in High risk SOA's	⬆ 5% Overall increase in Medium risk SOA's	⬇ - 3% Overall decrease in Low risk SOA's	⬆ 2% Overall increase in fire risk

1.2 Overall Activity

Quarter activity
4,109

The number of incidents that LFRS attend with one or more pumping appliances. Includes fires, special service calls, false alarms and collaborative work undertaken with other emergency services. For example, missing person searches on behalf of the Police and gaining entry incidents at the request of the Ambulance Service.

A breakdown of incident types included within this KPI is shown on the following page.

Quarterly activity decreased 4.02% over the same quarter of the previous year.

1.2 Number of attended incidents	Year to Date	**2020/21 Quarter 3**	*Previous year to Date*	*2019/20 Quarter 3*
	13,607	**4,109**	13,357	4,281

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

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.	**Current Mean**	**3 year Mean**	**Monthly Mean**		
			2019/20	**2018/19**	**2017/18**
	1,512	1,392	1,434	1,422	1,320

1.2 Overall Activity Breakdown		Quarter activity
		4,109

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	62%
Good Intent false alarm	34%
Malicious False Alarm	4%

SPECIAL SERVICE:

Critical Incidents (KPI 2.2.1)	64%
Gaining Entry*	23%
RTC*	16%
Flooding*	10%

FIRE - SECONDARY:

Anti-Social Behaviour (1.6.1)	51%
Accidental Fires	49%

FIRE - PRIMARY:

Accidental Dwelling Fires (1.3)	47%
Accidental Building Fires (1.5)	16%
Dwellings (1.6.2)	6%
Non Dwellings (1.6.3)	6%
Other Primary	25%

*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 3 false alarms consisted of: 62% Fire alarm due to Apparatus, 34% Good Intent false alarm and 4% Malicious False Alarm.
	SPECIAL SERVICE incidents are made up of a number of different activities, of which, 608 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 407 occasions, of which, 217 (53%) resulted in the use of tools to gain entry to a property. Also, 16% of special service incidents are Road Traffic Collisions (RTC) and 10% are flooding related.
	SECONDARY FIRE incidents are typically anti-social behaviour fires (KPI 1.6.1). These mainly involve loose refuse. However; accidental fires recorded a large increase during the November lockdown period, as such, 49% are recorded with an accidental/unknown cause.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 47% and are shown later in the report as KPI 1.3. Accidental Building Fires contribute 16% and again are covered within its own KPI 1.5.

making Lancashire **safer**

11

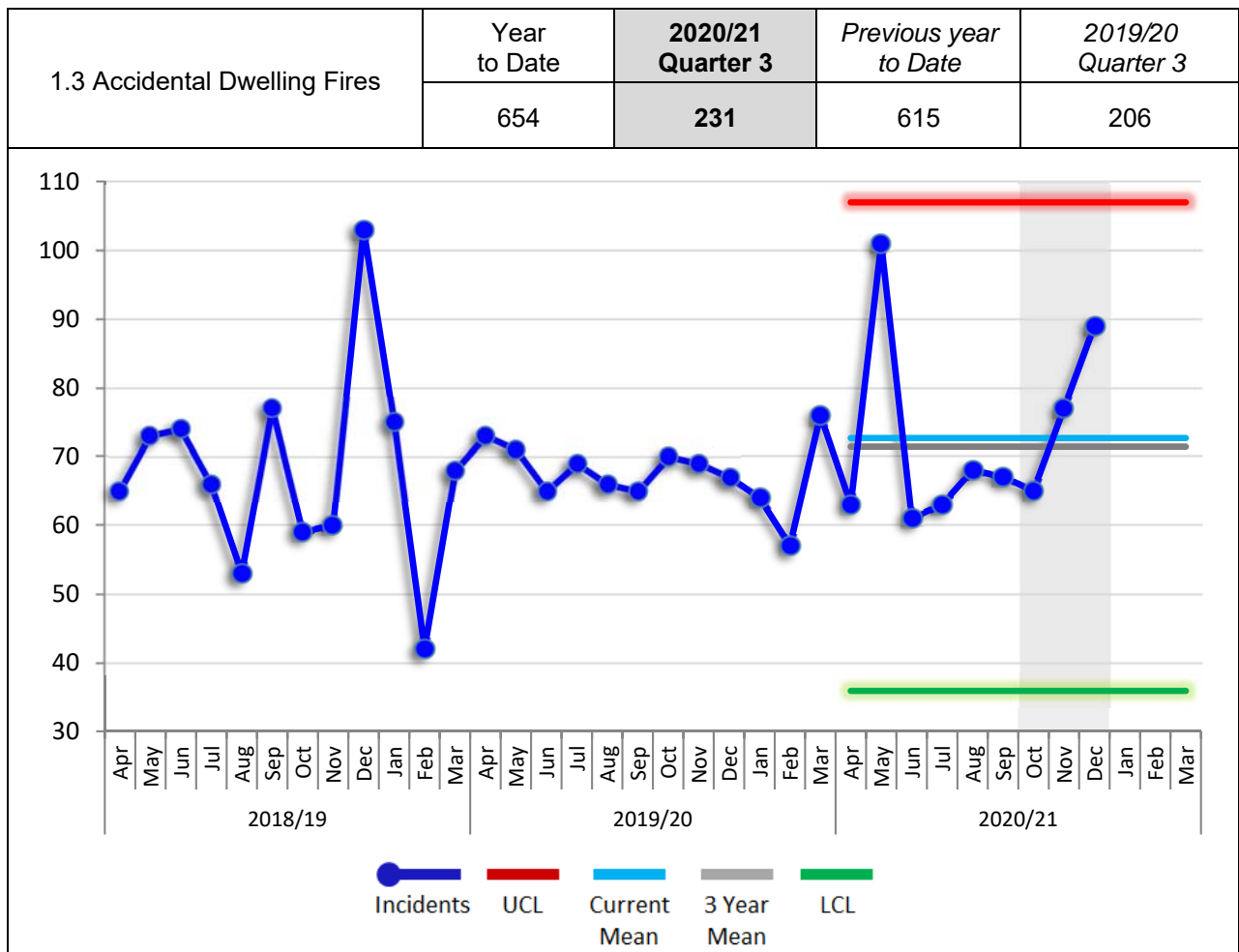| 1.3 Accidental Dwelling Fires		Quarter activity 231

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 increased 12.1% over the same quarter of the previous year.

1.3 Accidental Dwelling Fires	Year to Date	**2020/21 Quarter 3**	*Previous year to Date*	*2019/20 Quarter 3*
	654	**231**	615	206

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**		
		2019/20	**2018/19**	**2017/18**
73	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 95.7%. This is an increase of 0.6% against the 95.1% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				Quarter 3
			Quarter 3	Quarter 4	Quarter 1	Quarter 2	
1.3.1 ADF – Severity of Fire	High	⇩	4.9%	8.2%	7.1%	3.5%	**4.3%**
	Medium	⇩	57.8%	51.0%	52.4%	43.9%	**47.6%**
	Low	⬆	37.4%	40.8%	40.4%	52.55	**48.1%**
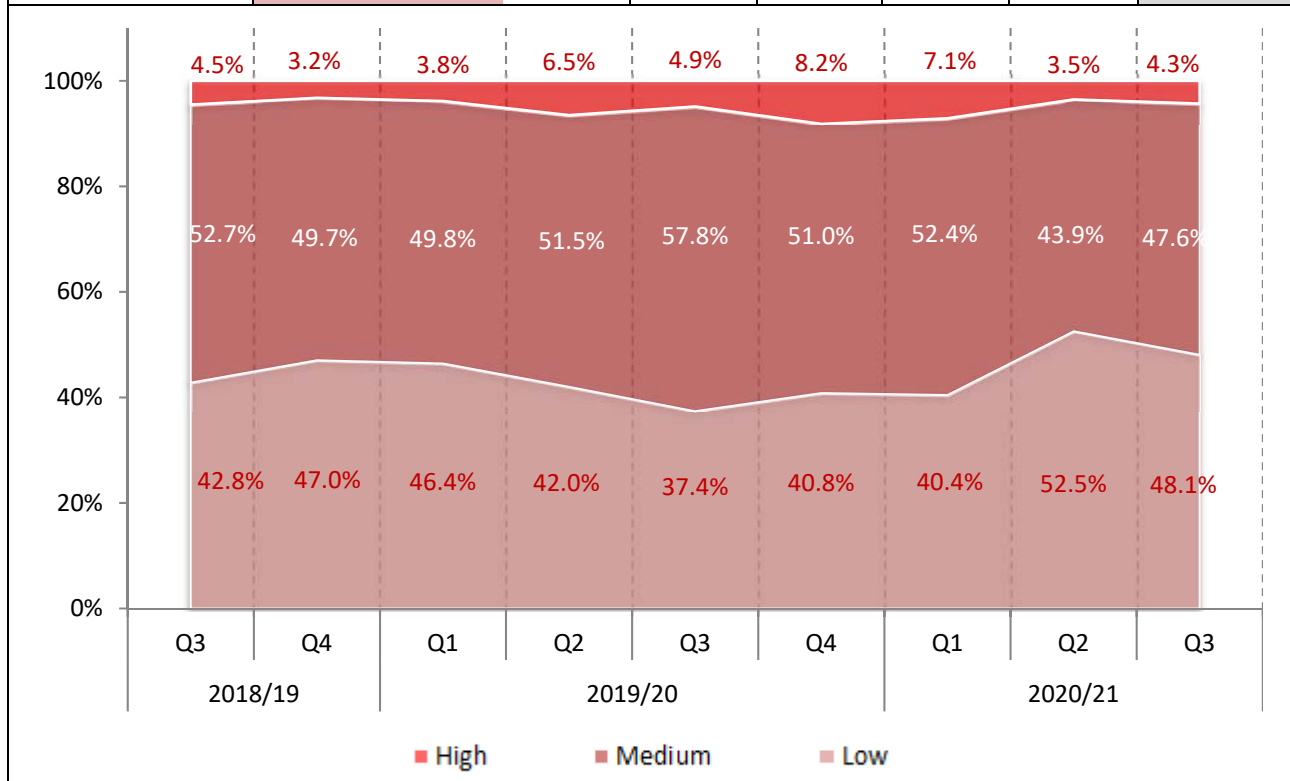
1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC	HFSC	% with previous HFSC 13%

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 decreased 2% against the total number of ADF's over the same quarter of the previous year.

	2020/21		⬆/⬇	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%	⬆	23	11%
Quarter 2	21	11%	⬇	26	13%
Quarter 3	31	13%	⬇	31	15%
Quarter 4				27	14%

1.4 Accidental Dwelling Fire Casualties		Quarter activity 14

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

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

There was 1 fatality during the latest quarterly period. One casualty is recorded as serious and 12 slight. The same quarter of the previous year recorded no fatalities, 8 serious and 10 slight.

Casualty Status	Year to Date	**2020/21 Quarter 3**	*Previous year to Date*	*2019/20 Quarter 3*
Fatal	1	**1**	3	0
Victim went to hospital, injuries appear Serious	3	**1**	18	8
Victim went to hospital, injuries appear Slight	25	**12**	20	10
Total	29	**14**	41	18
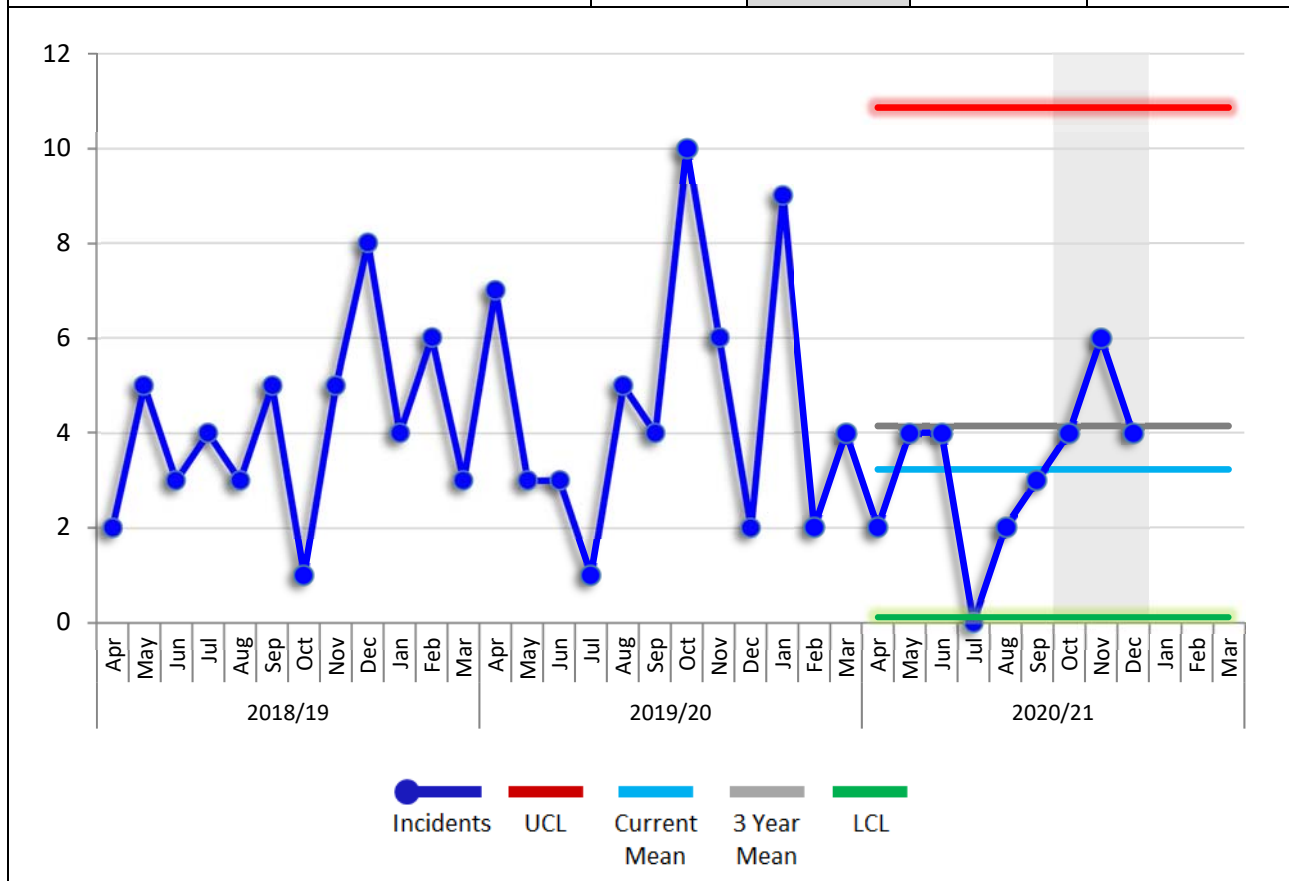
The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

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

| 1.5 Accidental Building Fires (Non Dwellings)		Quarter activity 78

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 increased 8.33% over the same quarter of the previous year.

1.5 Accidental Building Fires	Year to Date	**2020/21 Quarter 3**	*Previous year to Date*	*2019/20 Quarter 3*
	264	**78**	235	72
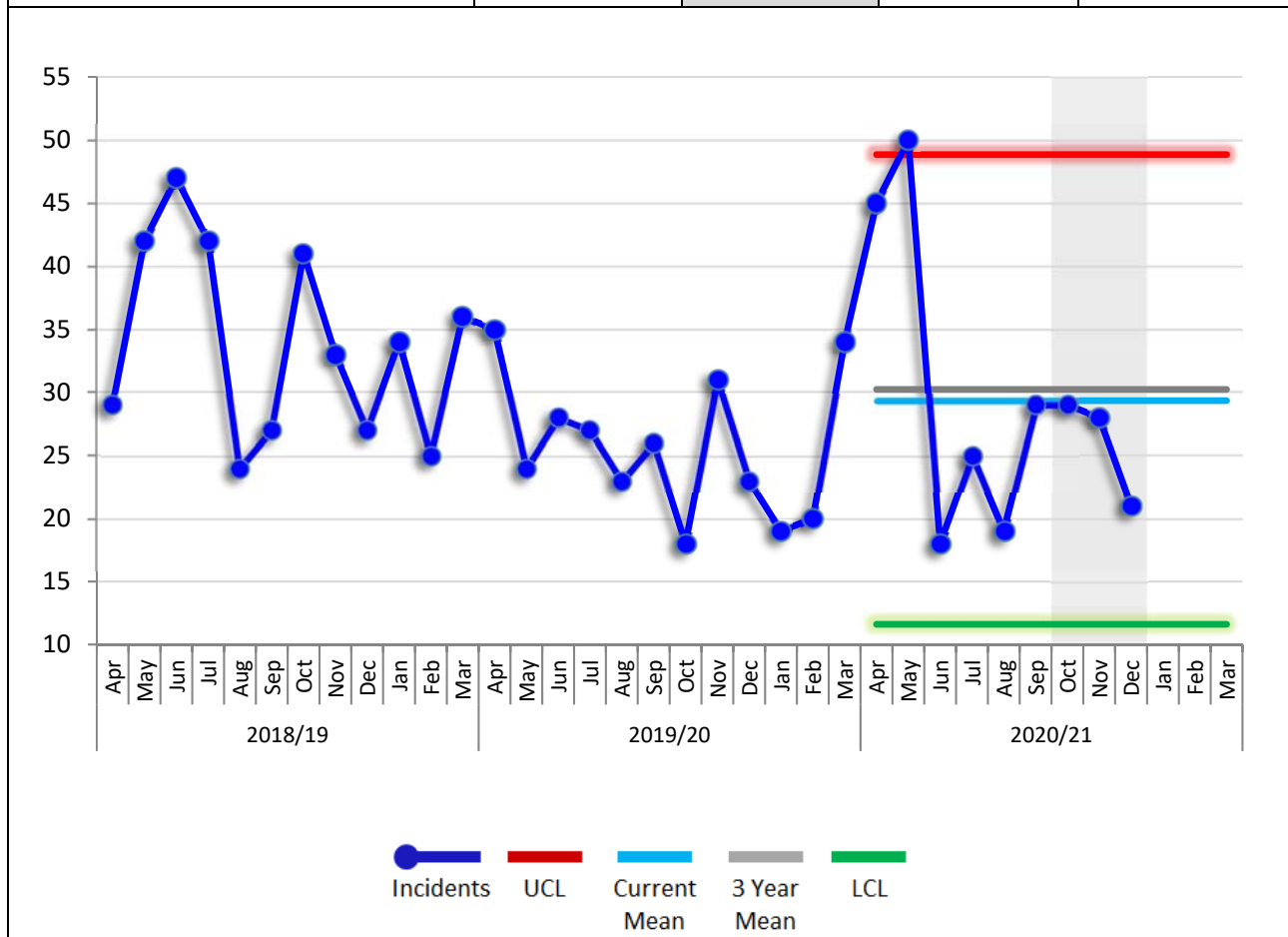
| | | Incidents | UCL | Current Mean | 3 Year Mean | LCL |

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

Current Mean	**3 year Mean**	**Monthly Mean**		
		2019/20	**2018/19**	**2017/18**
29	30	26	34	31

1.5.1 ABF (Non Dwellings) - Extent of Damage (Fire Severity)
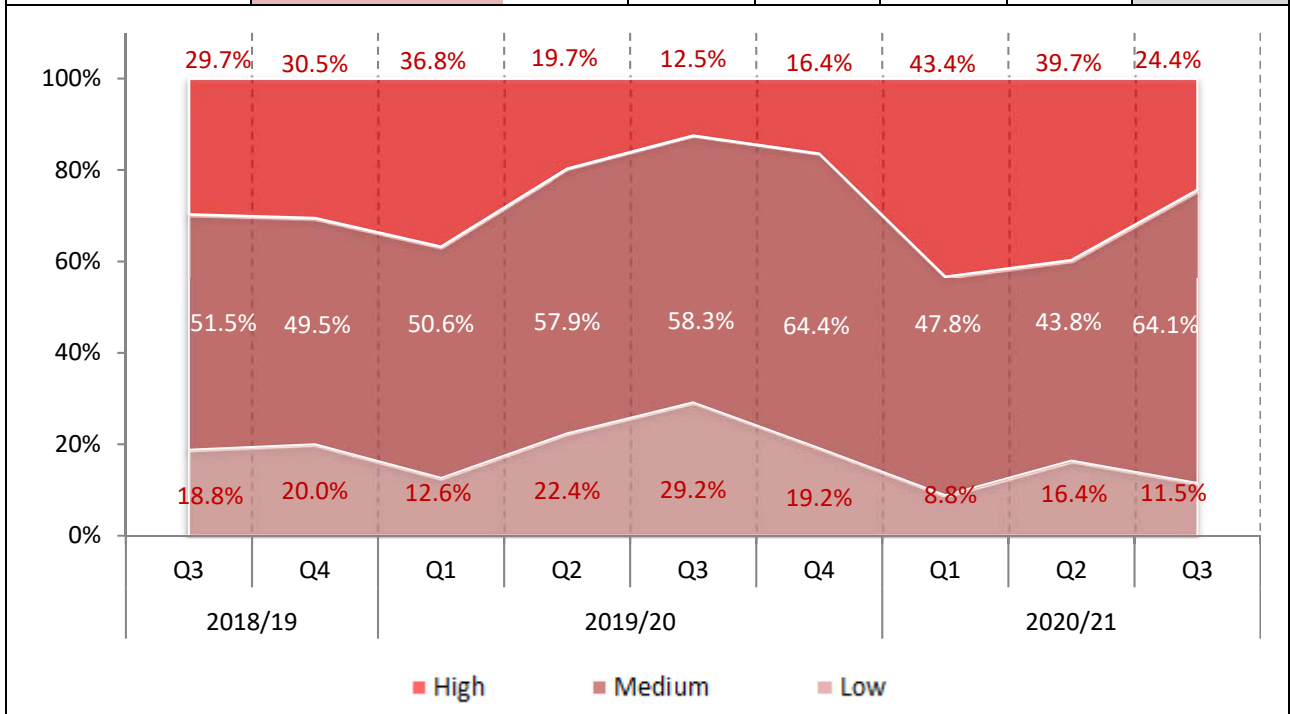
Quarter activity:
75.6%

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 75.6%. This is a decrease of 11.9% against the combined severity of 87.5% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				Quarter 3
			Quarter 3	*Quarter 4*	*Quarter 1*	*Quarter 2*	
1.5.1 ABF – Severity of Fire	High	⬆	*12.5%*	*16.4%*	*43.4%*	*39.7%*	**24.4%**
	Medium	⬆	*58.3%*	*64.4%*	*47.8%*	*43.8%*	**64.1%**
	Low	⬇	*29.2%*	*19.2%*	*8.8%*	*16.4%*	**11.5%**

1.6 Deliberate Fires		Quarter activity
		290

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	**2020/21 Quarter 3**	*Previous year to Date*	*2019/20 Quarter 3*
	1,213	**290**	1,420	345

Chart refers to KPI 1.6.1

Legend: Incidents — UCL — Current Mean — 3 Year Mean — LCL
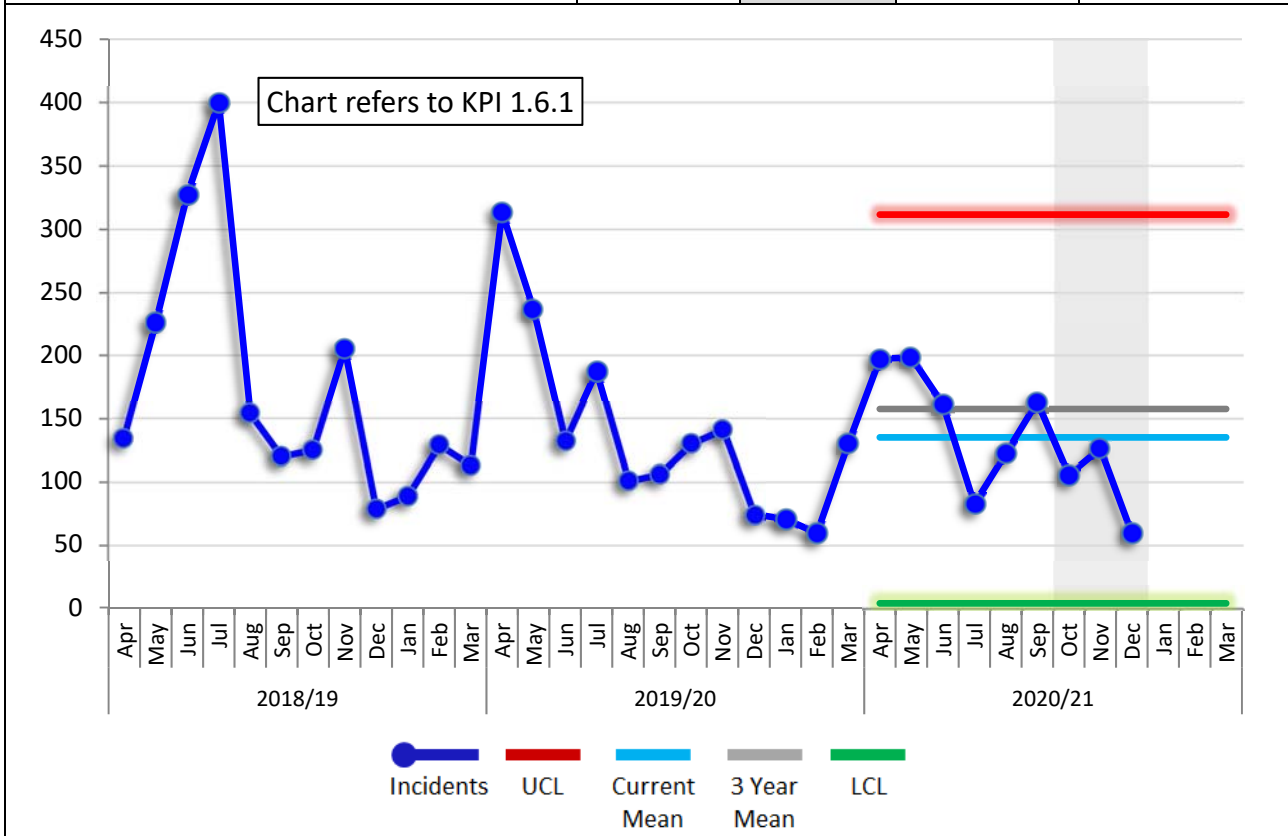
Deliberate Fire Type		Year to Date	**2020/21 Quarter 3**	*Previous year to Date*	*2019/20 Quarter 3*
	1.6.1 Deliberate Fires - ASB	1,213	**290**	1,420	345
	1.6.2 Deliberate Fires - Dwellings	85	**31**	94	29
	1.6.3 Deliberate Fires - Non Dwellings	87	**27**	113	35

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		
		2019/20	**2018/19**	**2017/18**
135	157	140	175	157

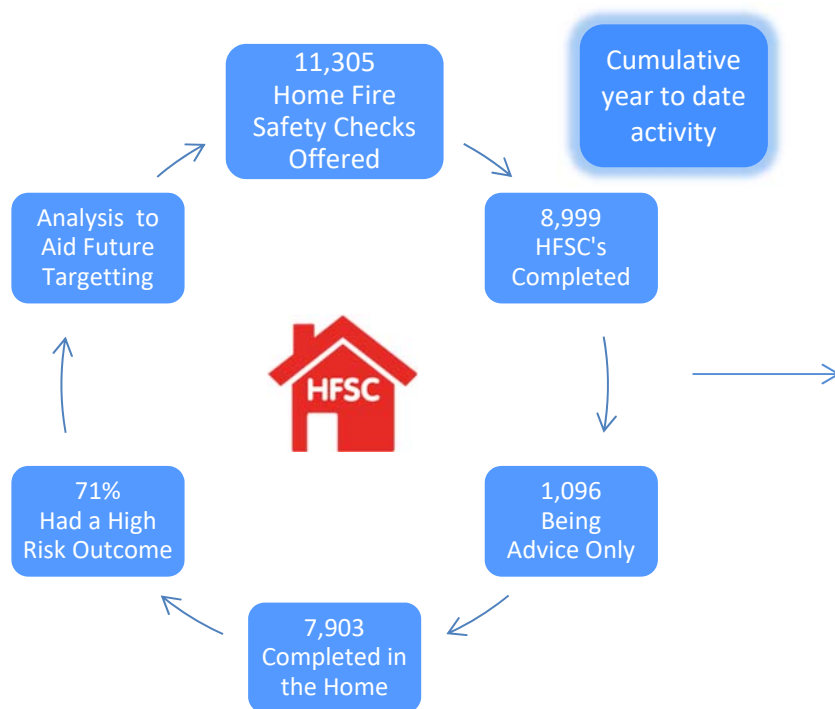| 1.7 Home Fire Safety Checks		Quarter outcome 69%

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 29% 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 a 9% increase of those with a high risk outcome.

	2020/21		⬆/⬇	2019/20	
	HFSC completed	% of High HFSC outcomes	**Progress**	*HFSC completed*	% of High HFSC outcomes
Quarter 1	2,205	71%	⬇/⬆	4,401	65%
Quarter 2	3,302	72%	⬇/⬆	4,770	61%
Quarter 3	3,492	69%	⬇/⬆	4,364	60%
Quarter 4				4,028	61%

11,305
Home Fire Safety Checks Offered

Cumulative year to date activity

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

Analysis to Aid Future Targetting

8,999
HFSC's Completed

71%
Had a High Risk Outcome

1,096
Being Advice Only

7,903
Completed in the Home

During this quarter
7
Properties recorded an ADF after refusing a HFSC during the previous rolling 12 month period.

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 (Cumulative)	
	Total participants	**% positive influence on participants behaviour[1]**	**Progress**	**Total participants**	**% positive influence on participants behaviour[1]**
Quarter 1			–/–	4,354	85%
Quarter 2	Please refer to the narrative below.		–/–	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 3, there have been 5 Wasted Lives sessions, involving 40 attendees.

To ensure our road safety messages continue to be available, we are engaging with people via our social media platforms; which included coverage of the Road Safety week during November. We also continued to share information via our 'Biker down' page.
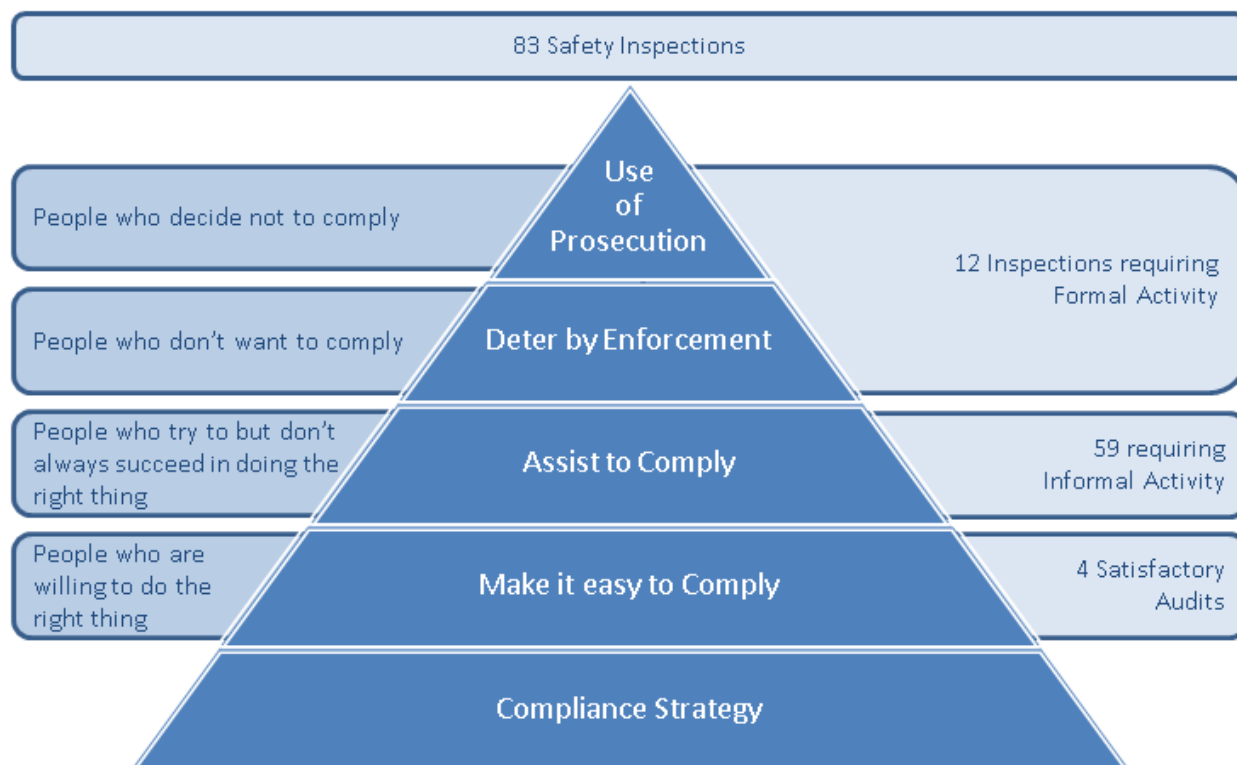
1.9 Fire Safety Enforcement		Quarter activity 14%

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.

Quarter	2020/21					⬆/⬇ Progress	2019/20
	*Number of Inspections	Requiring		Satisfactory Audit	Percentage requiring Formal Activity		*Percentage requiring Formal Activity*
		Formal Activity	Informal Activity				
1	18	5	7	4	28%	⬆	9%
2	48	7	29	9	15%	⬆	9%
3	83	12	59	4	14%	⬆	10%
4							13%

83 Safety Inspections

People who decide not to comply — Use of Prosecution

People who don't want to comply — Deter by Enforcement

12 Inspections requiring Formal Activity

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

59 requiring Informal Activity

People who are willing to do the right thing — Make it easy to Comply

4 Satisfactory Audits

Compliance Strategy

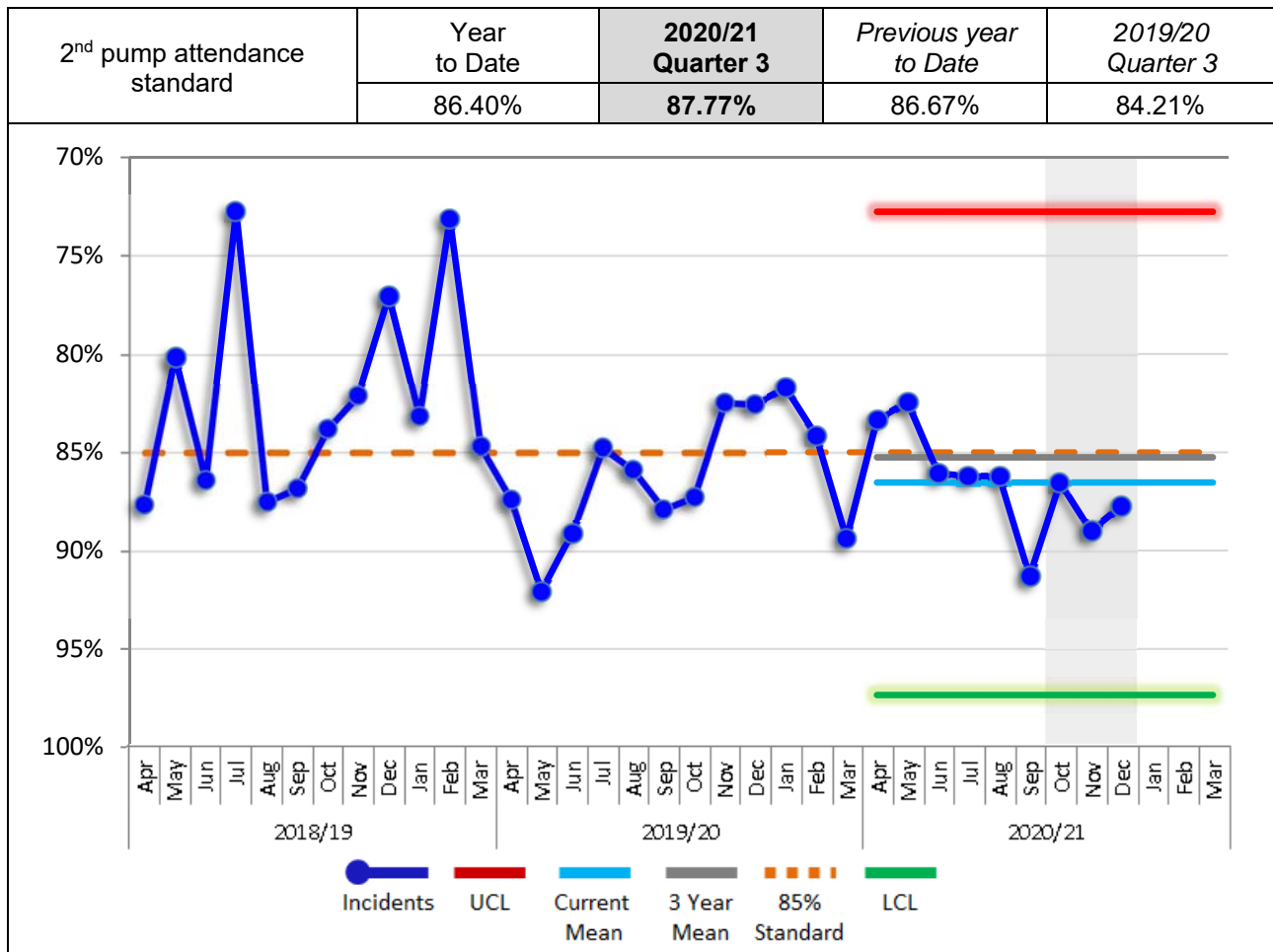| 2.1.1 Emergency Response Standards - Critical Fires - 1ˢᵗ Fire Engine Attendance		Quarter response 89.58%

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 1.52% of total first fire engine attendances over the same quarter of the previous year.

1ˢᵗ pump attendance standard	Year to Date	**2020/21 Quarter 3**	*Previous year to Date*	*2019/20 Quarter 3*
	88.80%	**89.58%**	88.31%	88.06%
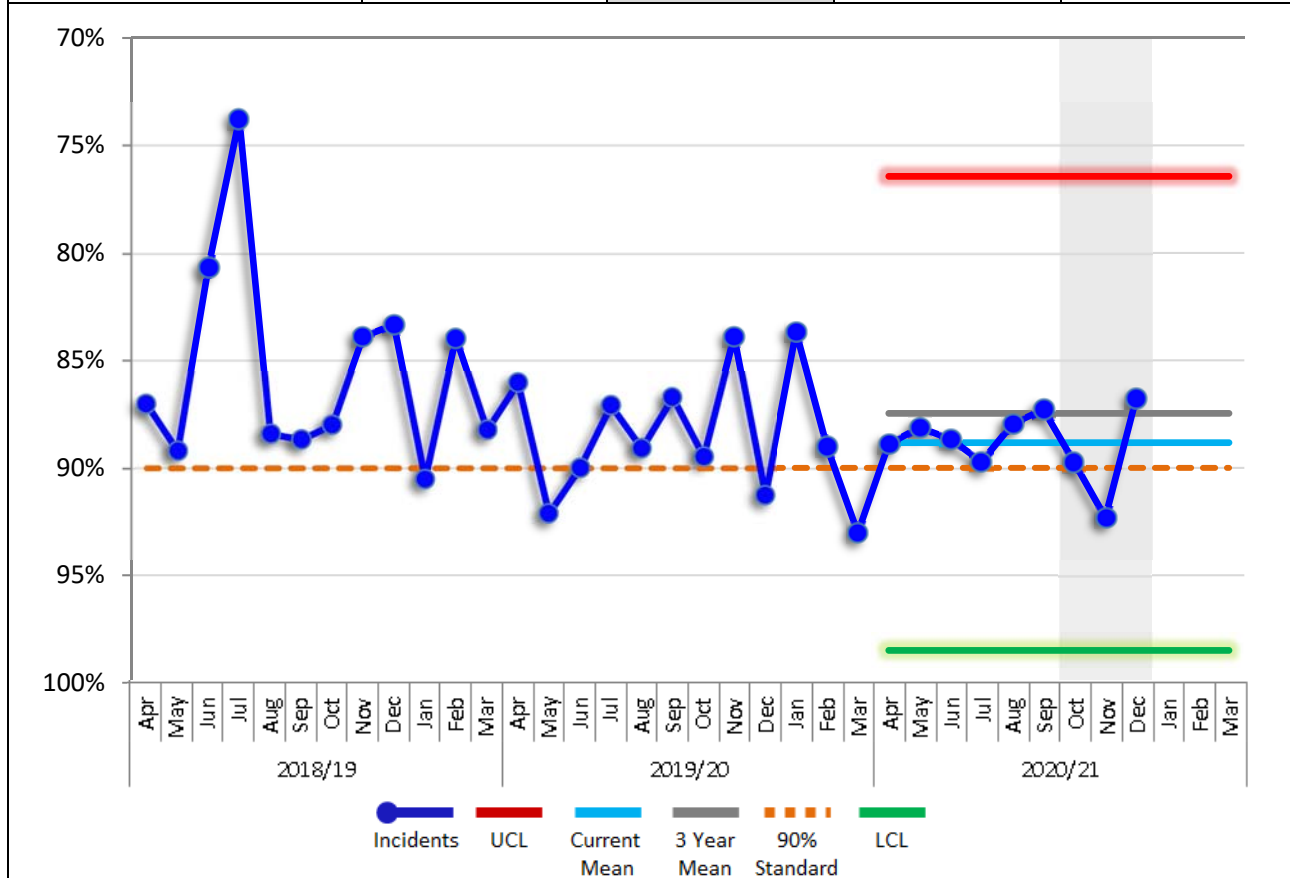
2.1.2 Emergency Response Standards - Critical Fires – 2nd Fire Engine Attendance		Quarter response 87.77%

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 increased 3.56% of total second pump attendances over the same quarter of the previous year.

2nd pump attendance standard	Year to Date	**2020/21 Quarter 3**	*Previous year to Date*	*2019/20 Quarter 3*
	86.40%	**87.77%**	86.67%	84.21%

2.2.1 Emergency Response Standard - Critical Special Service - 1st Fire Engine Attendance		Quarter response **87.83%**

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 2.96 of the total responses over the same quarter of the previous year.
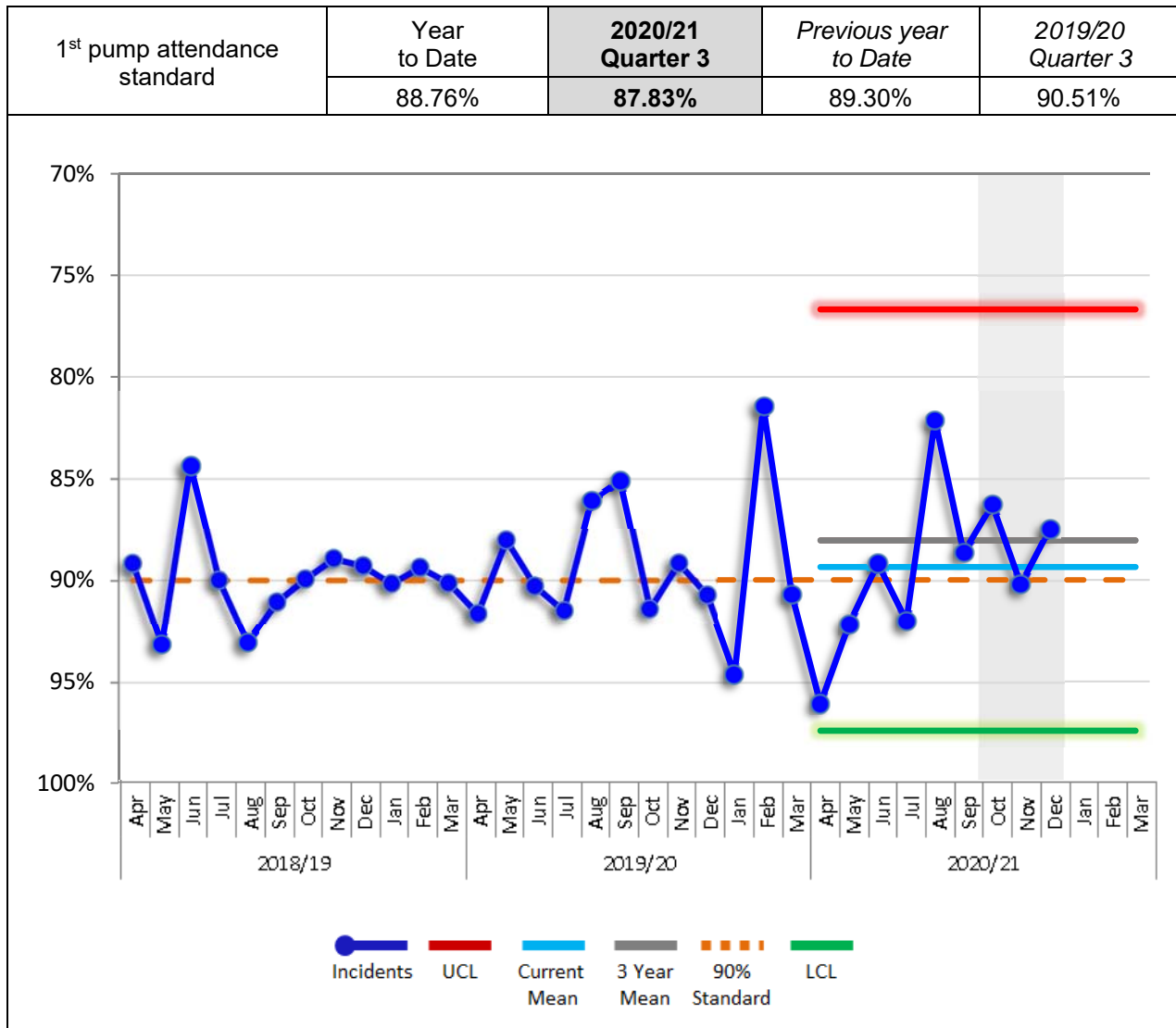
1st pump attendance standard	Year to Date	**2020/21 Quarter 3**	*Previous year to Date*	*2019/20 Quarter 3*
	88.76%	**87.83%**	89.30%	90.51%

2.3 Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		Quarter availbility 99.16%

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 99.29% is a decrease of 0.21% over the same period of the previous year.

Fire engine availability – WT, DC and DCP	Year to Date	**2020/21 Quarter 3**	*Previous year to Date*	*2019/20 Quarter 3*
	99.29%	**99.16%**	99.50%	99.51%
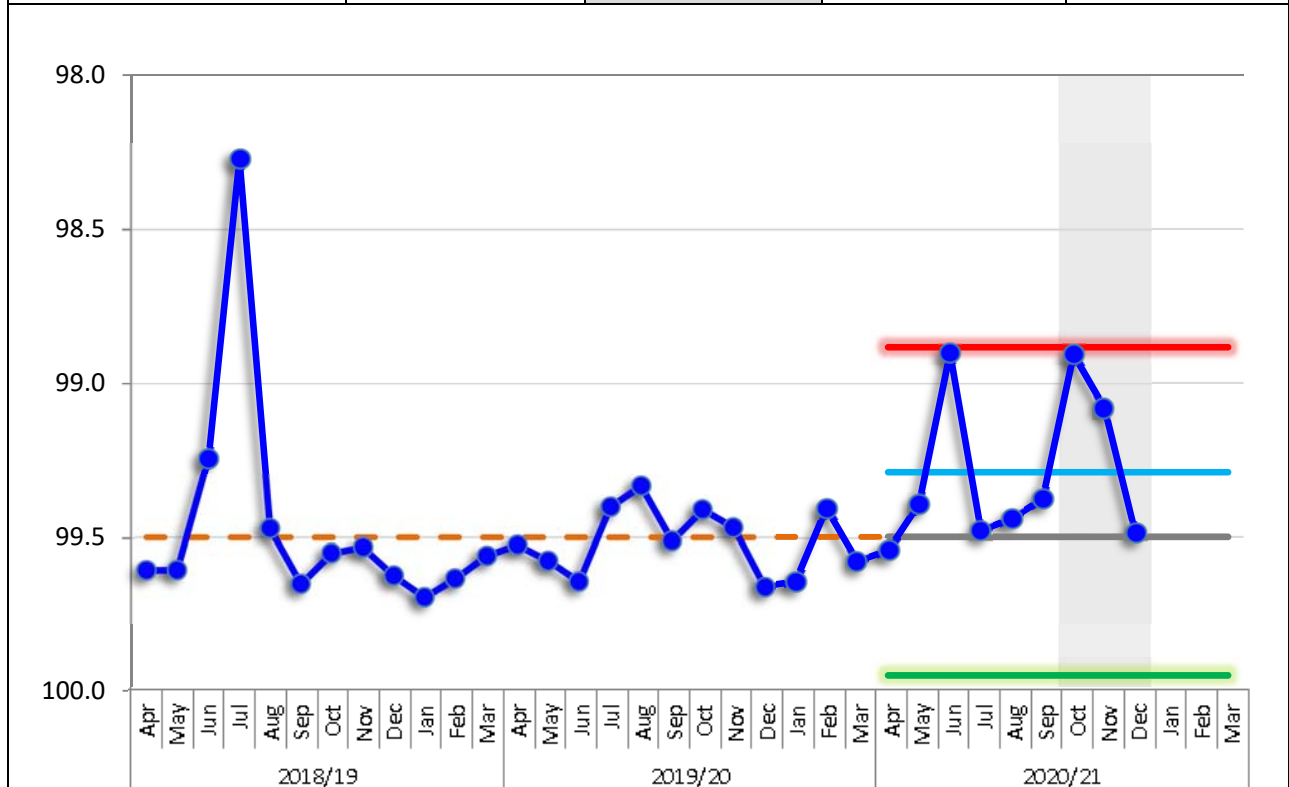
Incidents	UCL	Current Mean	3 Year Mean	99.5% Standard	LCL

2.4 Fire Engine Availability – On-Call Duty System		Quarter availbility 87.90%

This indicator measures the availability of fire engines that are crewed by the On Call duty system. It is measured by calculating the percentage of time a fire engine is available to respond compared against the total time in the period.

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

- *Manager deficient* — 61%
- *Crew deficient* — 63%
- *Not enough BA wearers* — 51%
- *No driver* — 36%

Standard: Above 95%

Year to date availability 90.46%, a 4.46% increase against the previous year to date total availability of 86.60%.
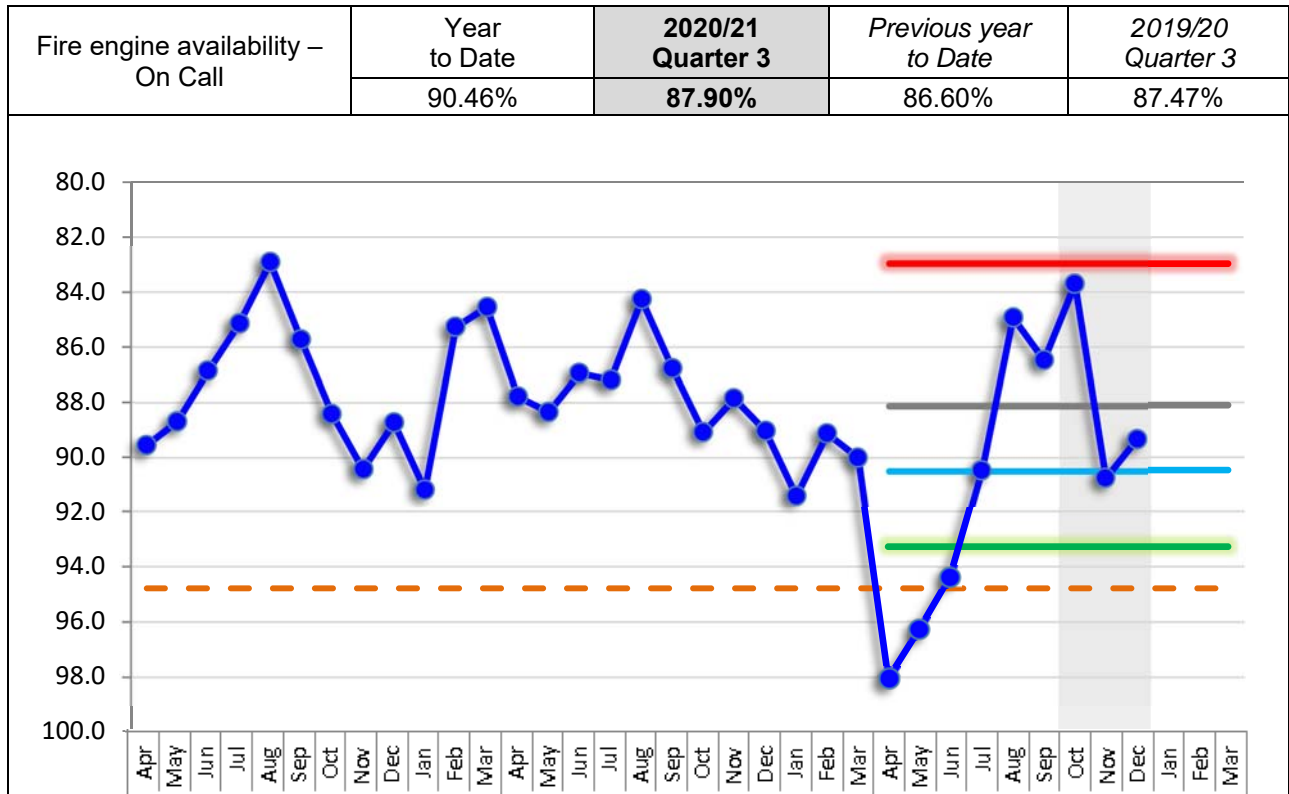
Fire engine availability – On Call	Year to Date	**2020/21 Quarter 3**	*Previous year to Date*	*2019/20 Quarter 3*
	90.46%	**87.90%**	86.60%	87.47%

Incidents | UCL | Current Mean | 3 Year Mean | 95% Standard | LCL

| 2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments). | ON-CALL | Quarter availbility 86.15% |
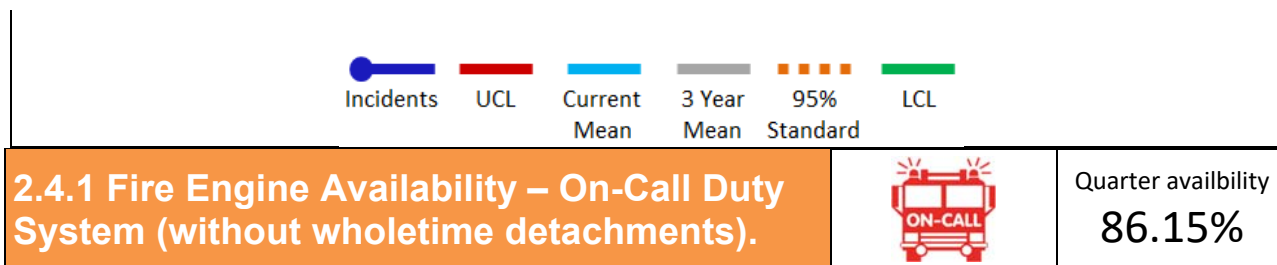
Performance indicator: 2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).

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 86.15%. This excludes the wholetime detachments shown in KPI 2.4

2.5 Staff Accidents		Quarter activity 15

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 28.57% against the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2020/21 Quarter 3**	*Previous year to Date*	*2019/20 Quarter 3*
	50	**15**	62	**21**
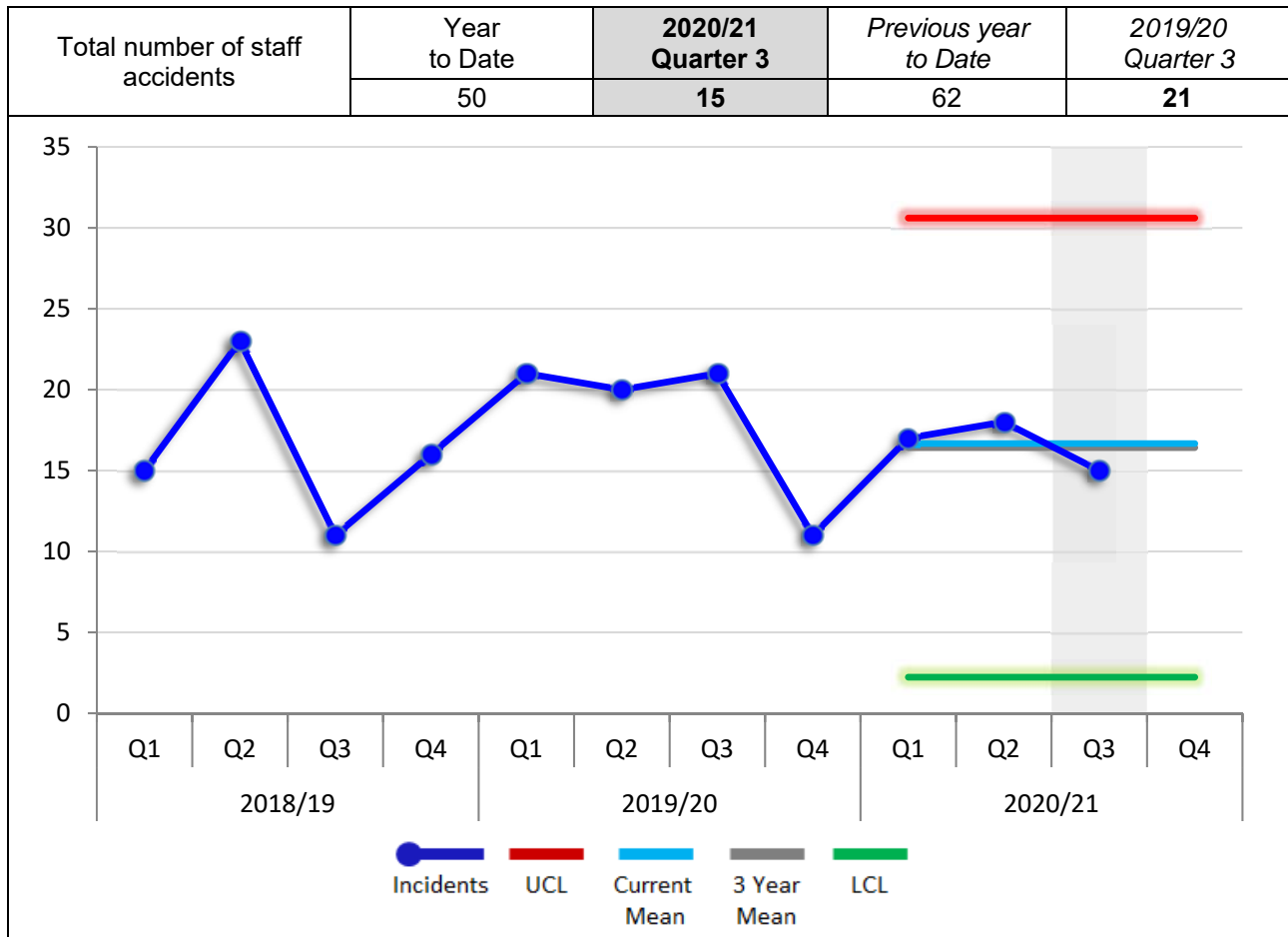
The grey line on the XmR chart denotes the mean quarterly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	**3 year Mean**	**Quarterly Mean**		
		2019/20	**2018/19**	**2017/18**
17	16	18	16	15

| 3.1 Progress against Savings Programme | | Quarter variance -1.57% |

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

Budget to end of December 2020 £40.8 million. The spend for the same period was £39.9 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 31 December of £40.8 million. The spend for the same period was £39.9 million. This gives an under spend for the period of £0.9 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, and we are currently working with budget holders to calculate what proportion of the underspend needs to be carried forwards into the next financial year to allow for catch up activities to take place.

| Variance: | -1.57% |

| 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.

27 people were surveyed; 27 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?	2,553	2,525	98.90%	97.50%	1.44%

There have been 2,553 people surveyed since April 2012.

During the latest quarter - 27 people were surveyed and 27 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

4.1 Overall Staff Engagement		Percentage Engaged 79%

Staff were surveyed from October to December 2020 on topics including working at LFRS; equality, diversity and inclusion; health and wellbeing; training and development; leadership and management; and internal communication.

An engagement index is calculated based on five questions measuring pride, advocacy, attachment, inspiration and motivation; factors that are understood to be important features shared by staff who are engaged with the organisation.

For each respondent an engagement score is calculated as the average score across the five questions where strongly disagree is equivalent to 0, disagree is equivalent to 25, neither agree nor disagree is equivalent to 50, agree is equivalent to 75 and strongly agree is equivalent to 100. The engagement index is then calculated as the average engagement score in the organisation. This approach means that a score of 100 is equivalent to all respondents saying strongly agree to all five engagement questions, while a score of 0 is equivalent to all respondents saying strongly disagree to all five engagement questions.

An improvement is shown if the percentage engagement index is greater than the previous survey.

The engagement index was previously measured in the last full staff survey undertaken in May 2018.

2020 STAFF SURVEY RESULTS:

Engagement index – 79%, an increase of 9% on the 2018 survey.

Number of Responses – 458, a decrease of 6% on the 2018 survey. This equates to a decrease of 31 people however the Service was unable to undertake focus groups and engage with crews at stations due to the coronavirus pandemic. These were carried out extensively during the last survey to encourage participation.

	Period		Change	⬆/⬇
	2020/21	**2018/19**		**Progress**
Engagement index	79.0%	70.13%	8.87%	⬆
Number of responses	458	489	-6.34%	⬇

4.2.1 Staff Absence - Excluding On-Call Duty System	Shifts lost 5.300

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)
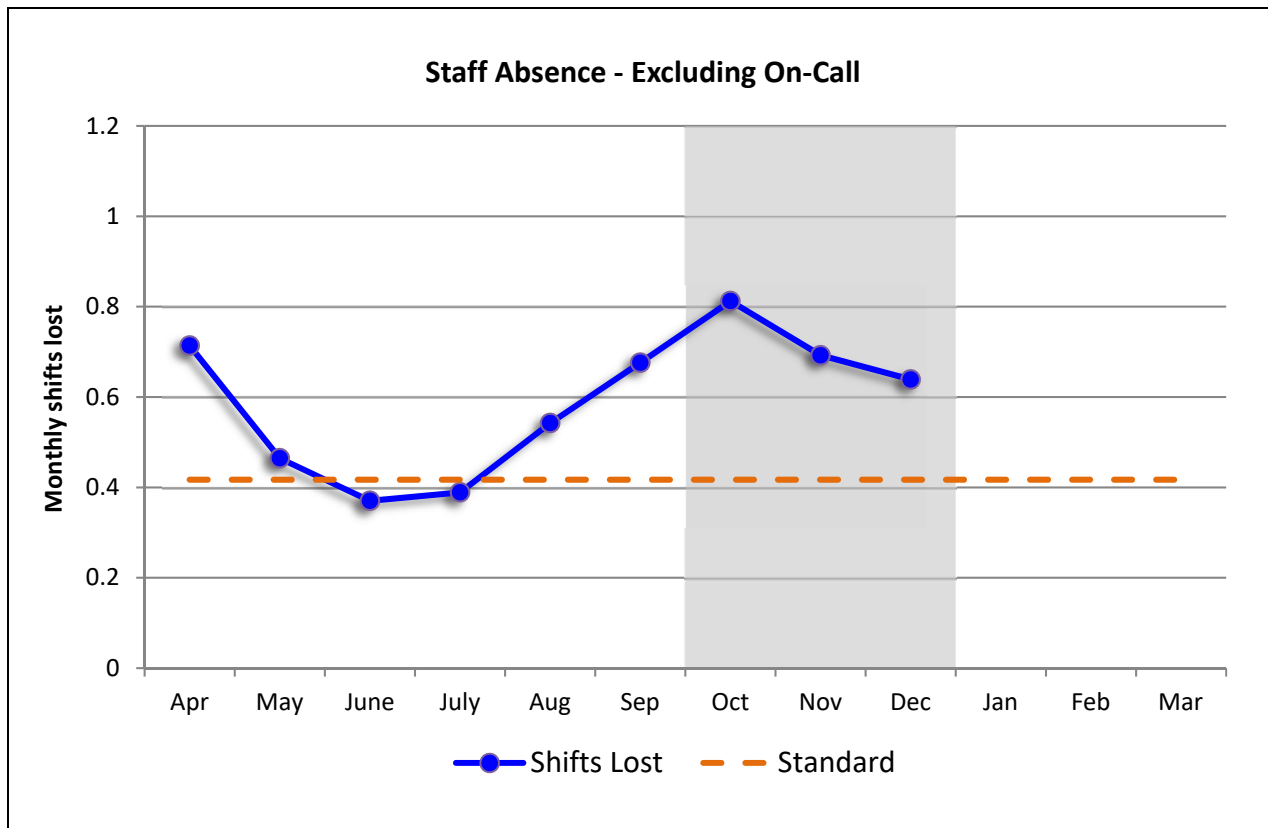
Cumulative total number of monthly shifts lost:	5.300

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 three October 2020 – December 2020, absence statistics show above target for all three months for both Whole-time personnel and Non-uniformed personnel.

There were 10 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
Gastro-intestinal	1

Grey Book	
Reason	Case/s
Muscular skeletal	3
Mental Health	2
Cancer	1
Neurological	1
Post Op/Hospital	1

There were 21 other cases of long term absence which were also recorded within the 3 months:

Green Book	
Reason	Case/s
Mental Health	2
Gastro-intestinal	1

Grey Book	
Reason	Case/s
Mental health	5
Operation	4
Coronavirus/Self isolation	3
Muscular skeletal	3
Cardiac	2
Neurological	1

During the quarter there were 16 of the 31 employees who returned to duty.

At the end of December 2020, the cumulative totals show that non-uniformed staff absence was above target at 6.73 shifts lost per employee, for whole-time uniformed staff absence was also above target at 4.84 shifts lost per employee. Overall absence for all staff (except On Call staff) was 5.3 shifts lost which is above the Service target of 3.75 shifts lost for this quarter.

The cumulative figures in this period include employees absent due to coronavirus and those required to self-isolate as a result of coronavirus since 1st September 2020.

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 0.92%

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.
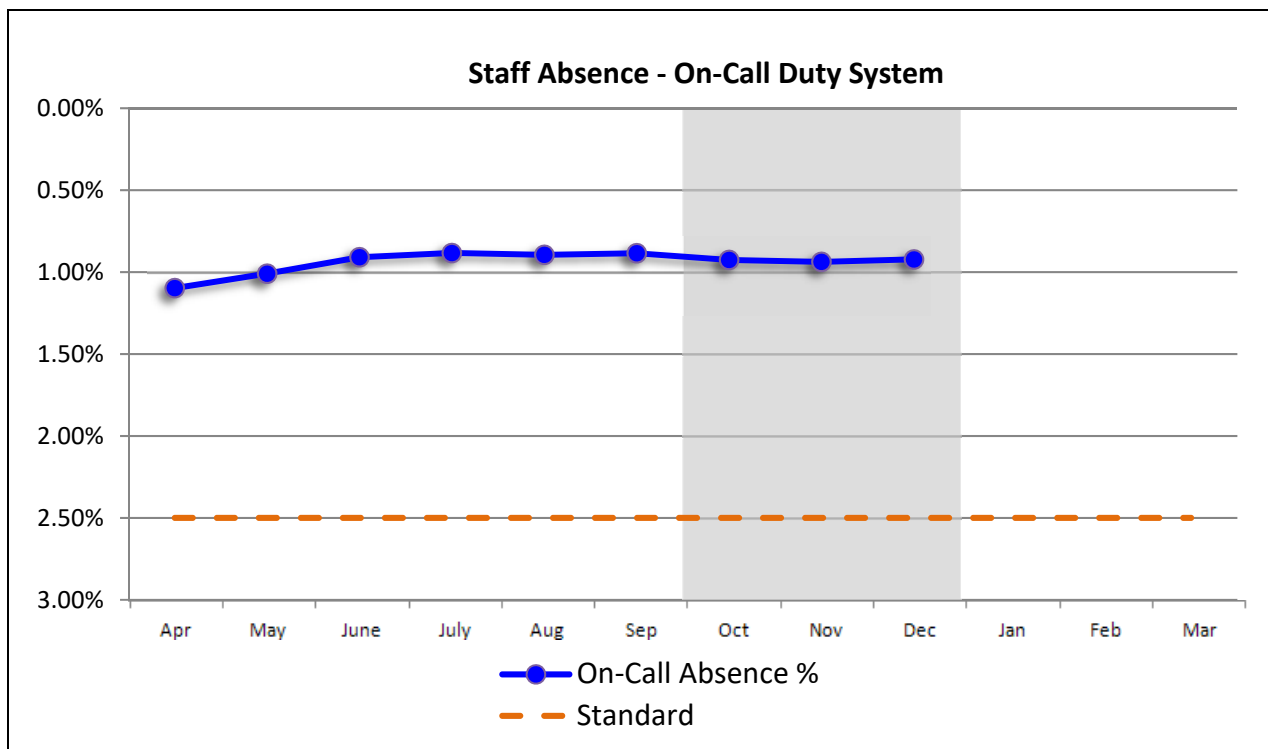
Cumulative On-Call absence (as % of available hours of cover):	0.92%

This page is intentionally left blank

Love 'em OR Loath 'em

The fact is that fireworks scare many animals.

Please think twice about the when and the where you choose to set off your fireworks.

www.lancsfirerescue.org.uk

INTRODUCING OUR COVID SAFE

bright Sparx 2020
Education Package

Fire safety education can now come to you live, online and to multiple groups at a time through Microsoft Teams.

You can book onto one of these **FREE** sessions by emailing your contact details and choice of session to: preventionsupport@lancsfirerescue.org.uk

Sessions are between 30 and 45 mins

If your school does not have access to Teams or you have any questions please email the address above for assistance.

www.lancsfiresrescue.org.uk

Session Delivery Times

Day	Time 1	Time 2	Time 3
Thur 15/10	10:15	12:35	
Fri 16/10	09:15	11:15	
Mon 19/10	11:15	14:15	
Tues 20/10	10:15	12:35	
Wed 21/10	09:15	11:15	
Thur 22/10	11:15	14:15	
Fri 23/10	10:15	12:35	
Mon 2/11	10:15	12:35	
Tues 3/11	09:15	11:15	14:45
Wed 4/11	10:15	12:35	

Please register/ dial in 15 mins beforehand as the sessions will start at the time stated.

LET'S DO IT FOR LANCASHIRE

Strategic Objectives

- Maximise public and responder safety

- Target resources at areas of greatest risk and demographic groups most at risk based on data and incident intelligence

- Increase target audience awareness of Bonfire and Firework Safety

- Ensure legal compliance regarding safe storage and sale of fireworks

- Identify and work closely with appropriate partners

- Reassure members of the public who may be concerned over this period that LFRS is pro-active in managing the risks associated with Firework and Bonfire related activity, whilst also recognising that to many the period is one of celebration

making Lancashire safer

Media Campaign

- Viewed as being more essential than ever due to limited opportunity for face to face engagement / education
- Challenging work finding 'airtime' in the midst of a pandemic
- Maximised opportunity generated by Covid to work with LRF partners
- Data led with clear target groups and calls to action
  - Accidental fires – families
  - Illegal firework purchase – young people, young adults and parents
  - Anti-Social Behaviour – young people (mainly males)
  - Breaking Covid Rules – all age groups
- Co-ordinated approach across multiple platforms including website, Council Digital Screens, Twitter, YouTube and Instagram
- Starting on 14th Oct wuth National Burns Awareness Day
- Included Halloween (sparkler and costume hazards)
- Included Diwali & work with a Social Media Influencer
- Virtual Bonfire Night YouTube event – Diversionary tactics

Prevention & Education

- Service wide strategy backed up by local, District level, tactics
- Virtual Library refreshed with current and relevant material aligned to target groups and ongoing Covid compliance campaign
  - Allows local staff to grab corporate material and use locally
  - Used by Fire Cadets and Princes Trust to assist Youth Engagement
- Environmental Visual Audits (EVAs) by Crews linked to waste (fuel) removal work with District Council Street Clean & Cleansing Teams
- Local engagement where Covid rules allowed and by using innovative and reaching method e.g.
  - CSA Faz Patel on Pendle Radio
  - Brightsparx education looping video played in entrances to Schools / Mosques
- Brightsparx Education packages for Key Stage 2 and 3
  - Moved to a digital delivery platform (MS Teams)
  - Booked using Eventbrite
  - Promoted via LRF Education Group and Social Media

Protection

- Service wide strategy backed up by local, District level, tactics

- List of Firework storage and retail sites from Trading Standards, updated regularly as this changes throughout the period

- Risk Information added to Fire Appliance Mobile Data Terminals

- Protection Fire Safety Inspectors undertook targeted audits of premises presenting greatest risk i.e. those with;
  - history of poor fire safety compliance
  - A sleeping risk above
  - evidence of non-compliance shared by Trading Standards

making Lancashire safer

Response

- Well rehearsed annual plan in conjunction with LanCon and NWAS
- Multiagency cars in each Area deployed based on historical data and current intelligence over 4 nights predicted to have highest activity
- Command Support Room staffed at LFRS SHQ
- Multi-agency co-ordination at Greenbank Police Station
- LFRS Managers co-located in NW Fire Control
- Deployed to small fires in lieu of appliances to triage response and maintain fire appliance availability for genuine emergencies
- In total the vehicles responded to 67 incidents:
  - Eastern and Pennine 55
  - Southern 6
  - Central 5
  - Northern 1

making Lancashire **safer**

Debrief & Analysis

- Essential to maintain effectiveness
- Used to inform following years plan
- Objective Data (form Corporate Intelligence Team, SHE and Comms)
- Subjective feedback (from staff who contributed)
- Output data contributes to normal performance reporting cycle
- Meets an improvement area cited by HMICFRS

- Each Sub-Group undertook its own debrief
- Overall debrief operated in College of Policing Style
- Improvement areas and good practice identified and reported to Prevention & Protection Task Group
- Improvement items stored ready in Campaign folder ready for 2021..

- Learning will feed into Covid Innovation e.g. Digital Schools Delivery

making Lancashire safer

Performance Outcomes

- Overall, the 230 media articles reached 9.23 million people and had 83% positive sentiment.

- Advertising value equivalent of £132,000.

- The virtual Bonfire Night hosted live on the Service's Facebook and YouTube page
  – reached over 270,000 people from the UK and abroad.
  – Almost 4000 comments and messages were received from people thanking everyone involved and saying how much they enjoyed it.
  – Over £1800 was raised for the FF Charity.

- Digital School Education Sessions
  – KS2 - 52 schools (12 sessions) - 4,390 pupils
  – KS3 - 18 schools (26 sessions) - 6,425 pupils
  – Total - 70 schools (38 sessions) - 10,815 pupils
  – 50% of schools provided feedback - 90% of respondents grading the sessions as good or outstanding

Performance Outcomes

- Lowest number of ASB fires in five years

ASB FIRES DURING BRIGHT SPARX PERIOD				
2016/17	2017/18	2018/19	2019/20	2020/21
365	290	259	217	192

- Increase in accidental secondary fires (no damage to property)

SECONDARY FIRES WITH AN ACCIDENTAL CAUSE				
2016/17	2017/18	2018/19	2019/20	2020/21
143	139	142	120	179

- Casualties (incidents LFRS attended) remain at low levels

PRIMARY FIRES AND CASUALTIES	2016/17	2017/18	2018/19	2019/20	2020/21	Total
Injuries	0	2	0	2	1	5

- Attacks on Firefighters

ATTACKS ON FIREFIGHTERS	2016/17	2017/18	2018/19	2019/20	2020/21	Total
Injuries	2	8	6	3	4	23

making Lancashire safer

Questions?

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE
Meeting to be held on 17 March 2021

UNWANTED FIRE SIGNAL POLICY (UWFS) – PROPOSALS FOR CHANGE
(Appendices 1 and 2 refer)

Contact for further information:
Deputy Chief Fire Officer Steve Healey - Telephone 01772 866801

Executive Summary

This paper and accompanying presentation (attached as appendix 2) provide an overview of the current policy pertaining to Automatic Fire Alarm (AFA) actuations and in particular, those categorised as Unwanted Fire Signals (UWFS), and provides proposals for policy change.

AFA mobilisations account for around half of all Lancashire Fire and Rescue Service (LFRS) operational activity, and almost two thirds of those relate to false alarms involving unwanted fire alarm apparatus actuations (UWFS). The levels of activity were noted by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) who made reference to the current policy, observing that "*LFRS was attending more false alarms than necessary and that call challenging protocols employed by LFRS were out of step with the other Fire and Rescue Services using North West Fire Control (NWFC")*. This is an area which it is reasonable to expect will receive further HMICFRS scrutiny during the second round of inspections.

UWFS mobilisations present a number of risks and challenges to the Service; diverting essential resources from emergencies, increasing road risk, disrupting operational training and impacting upon the delivery of community and business safety activities.

Furthermore, there are environmental, financial and performance aspects also impacted by the current approach.

This paper provides Performance Committee with 3 scalable options for change, framed around non-attendance to non-sleeping risk premises, the formulation of a charging policy and the development of a new policy relating specifically to domestic false alarms. The individual proposals could be adopted in isolation or collectively and could be implemented on a staged basis to monitor and measure the impact of policy change.

The proposals would bring LFRS into greater alignment with other North West Services and with sector direction of travel.

Recommendation

Performance Committee is asked to consider the proposals within the paper and accompanying presentation, and endorse recommendations into the Full Fire Authority.

Information

The current AFA policy has been in place since April 2016. It provides for the following principles:

- Setting out the impact and risks associated with Unwanted Fire Signals;
- Defining what constitutes an Unwanted Fire Signals;
- Defining the role of Alarm Receiving Centres (ARCs);
- Defining the call handling role within NW Fire Control;
- Confirming the information gathering role of Operational Crews;
  (to correctly categorise the incident and populate the Incident Recording System);
- Confirming that LFRS does not reset Fire Alarms;
- Setting trigger points for Fire Protection staff intervention;
- Setting out a proportionate enforcement route which starts with the provision of business support & escalates to formal enforcement action to resolve unsatisfactory premises.

LFRS continues to attend much higher volumes of Automatic Fire Alarm actuations that many other fire and rescue services, as noted by HMICFRS during our first inspection. In 2020, LFRS attended 4851 AFA's, 63% were in sleeping risk premises and 37% in non-sleeping risk. Further statistics are available in Appendix 1.

At the present time, LFRS is distinctly out of step with the approaches currently being employed by the other services operating within North West Fire Control, whom have taken a risk-based approach to reducing mobilisations to AFA's, typically framed around building types and/or time of day or night.

LFRS current approach poses a number of challenges to the Service:

- Diverts essential resources from actual emergencies;
- Creates risk to crew and public whilst responding;
- Disrupts Community and Business Safety activities;
- Creates disruption for businesses employing On-Call firefighters;
- Reduces operational training time and impacts upon planned exercises;
- Creates environmental impact;
- Constitutes a draw upon public finances;
- Causes call handling delays in NWFC impacting Service performance levels.

The National Fire Chiefs Council (NFCC) publishes guidance to assist fire and rescue services in reducing the risks created by Unwanted Fire Signals citing options such as:

- Undertaking call challenge in Control rooms (NWFC do this);
- Ensuring Fire Alarm Monitoring Organisations undertake call-back (NWFC do this);
- Sending reduced or no attendance under risk based and defined conditions (LFRS partially does this).

NFCC also endorses:

- Setting reasonable expectations for UWFS (LFRS applies these;)
- Providing Business Advice to continually nudge compliance (LFRS does this);
- Using Fire Safety Enforcement to secure compliance (LFRS does this);

- Exercising capability to Raise Charges (LFRS does not do this).

Our present approach to management of AFA's combines Business Safety advice and legal enforcement measures (under the Regulatory Reform (Fire Safety) Order 2005.

Business Safety Advisors deliver engagement / education and deal with poor AFA performance using a series of triggers, which aims to help premises owners and operators to comply.

Where business safety advice is not followed the case is escalated and a full Fire Safety Audit is undertaken and Fire Safety Order legal powers used (Enforcement Notices issued to secure compliance, if for example, the Fire Alarm is deemed not suitable). To withstand legal scrutiny / appeal, LFRS has to demonstrate the fire alarm system generating the AFA is poorly installed, defective or poorly managed against criteria in British Standard, BS5839:1.

These approaches to supporting premises owners to comply will continue. However, a number of improvement options exist which could fundamentally reduce fire appliance mobilisations, thereby alleviating service wide impacts, providing increased operational efficiency and better value for money.

Following detail on the AFA policy being provided at the last Performance Committee, work has been undertaken to explore policies of other Services both within the North West region and beyond, to examine the differing approaches, benefits, and risks, in order to shape LFRS' proposals for change.

Options are presented which seek to derive maximum Service benefit, optimising performance whilst encompassing a carefully risk-based approach.

Option 1: Remove attendance to AFA at non-sleeping premises

Performance Benefits:
- Would immediately realise c.40% reduction in attendances to AFA's;
- Aligns LFRS to other FRS in NW Fire Control;
- Improves NWFC call handling process and associated KPI;
- Improves availability and speed of response to real emergencies;
- Introduction could be staged i.e. during the day in year 1 and during the night from year 2.

Resource Implications:
- Public Consultation.

Risks:
- In 2019, there were 1841 AFA in non-sleeping risks, 4 of which were found to be fires on arrival (0.2%).

Option 2: Implement a Charging policy

Performance Benefits:
- Is likely to realise a small % reduction in attendances;
- Could generate up to £80k in cost recovery charges.

Resource Implications:
- Public Consultation;
- Inspecting Officer time / costs (gathering sufficient evidence to withstand potential appeal);
- Administration costs (raising charges and tracking payments / non-payments).

Risks:
- Potential reputational damage (£60k of charges would arise from NHS premises)
- Inspecting Officer time / costs (gathering sufficient evidence to withstand potential appeal)
- Administration costs (raising charges and tracking payments / non-payments)

Option 3: Introduce a Domestic False Alarm Policy

This would be a very different type of policy as AFA's from domestic dwellings are predominantly generated from Telecare systems incorporating smoke alarms. Numbers of actuations are increasing year on year and so the policy would focus on close collaboration with Lancashire's Social Care Providers.

The Objective:
To reduce UWFS and simultaneously reduce risk to vulnerable persons who rely on Telecare systems for their safety. Focus will be on poor installations and improvements that reduce UWFS but don't increase risk to the occupier/s.

Financial Implications

Medium – Financial benefits to Service in increased productivity of operational crews through reduced disruption, reduced fuel costs and reduced road risk liability.

Sustainability or Environmental Impact

Medium – significant reduction in appliance movements across Lancashire representing reduced carbon footprint.

Equality and Diversity Implications

Low

Human Resource Implications

Low

Business Risk Implications

High – should the Service not act to refine the UWFS policy there is a high probability that our next HMICFRS inspection could see a deterioration in outcome, from 'good' to 'requires improvement' across both Efficiency and Response areas of the inspection.

Low – a very low number of AFA mobilisations do result in a fire. In 2019, there were 1841 AFA in non-sleeping risks, 4 of which were found to be fires once appliances attended (0.2%).

Local Government (Access to Information) Act 1985

List of Background Papers

Paper	Date	Contact
None		
Reason for inclusion in Part II, if appropriate:		

Overall Appliance attendance at incidents (KPI 1.2) and proportion of which are 'False alarm due to Apparatus'

Legend: KPI 1.2 Incidents — Fire alarm due to Apparatus

Figure 3.1: Total fire false alarms by type of false alarm, England; year ending September 2011 to year ending September 2020

Legend: Due to apparatus — Good intent — Malicious
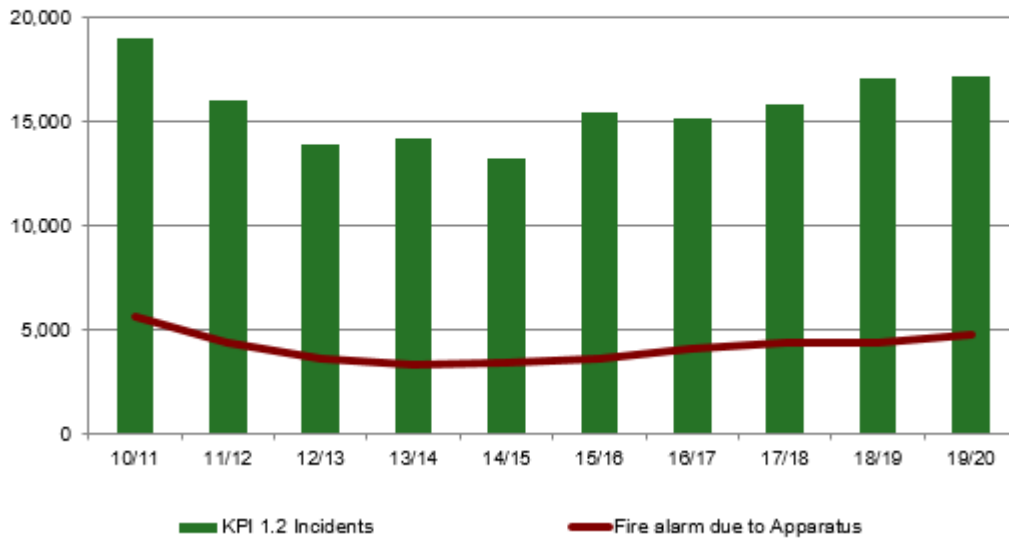
Year ending September
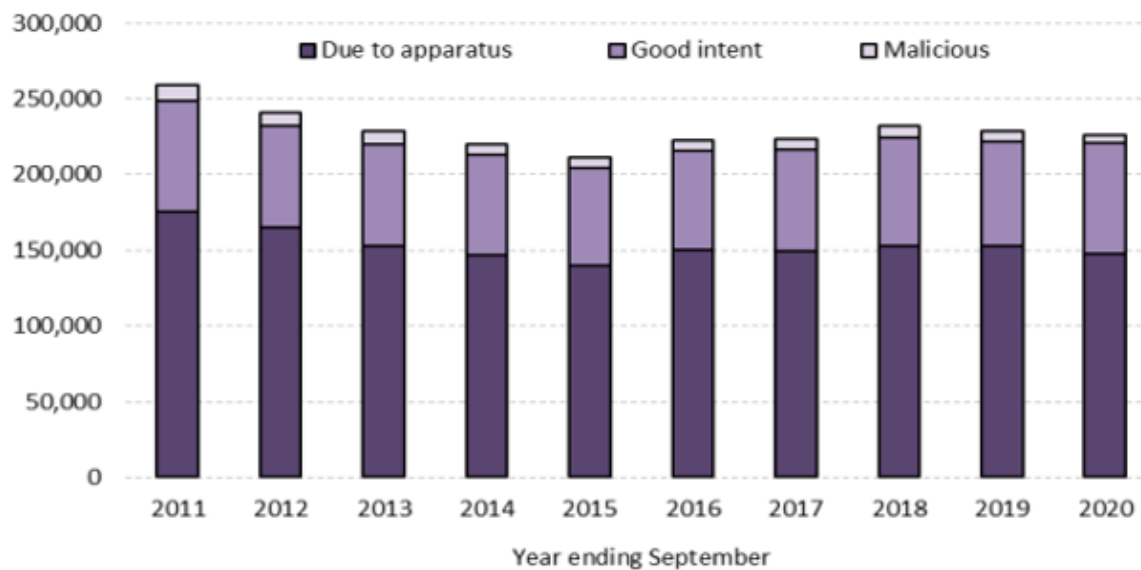
False Alarm due to apparatus (UWFS) performance nationally has remained broadly stable at circa 50k per anum

Lancashire Performance by premises type

Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Total
Sleeping Risk	2,483	1,833	1,635	1,708	1,766	2,170	2,388	2,548	2,870	3,053	22,454
	52%	49%	50%	49%	52%	53%	55%	59%	61%	63%	55%
Non-Sleeping Risk	2,285	1,917	1,652	1,790	1,654	1,916	1,946	1,786	1,841	1,798	18,585
	48%	51%	50%	51%	48%	47%	45%	41%	39%	37%	45%
Total AFA	4,768	3,750	3,287	3,498	3,420	4,086	4,334	4,334	4,711	4,851	41,039

Breakdown by occupancy type (10 yrs) - Sleeping

SLEEPING RISK PREMISES

- Self contained Sheltered Housing — 33%
- Hospitals — 16%
- House - single occupancy — 14%
- Purpose Built Flat/Maisonette - multi occ' — 9%
- Residential Home — 6%
- Bungalow - single occupancy — 5%
- Converted Flat/Maisonette - multi occ' — 4%
- Student Hall of Residence — 2%
- Sheltered Housing – not self contained — 2%
- Hotel/motel — 2%
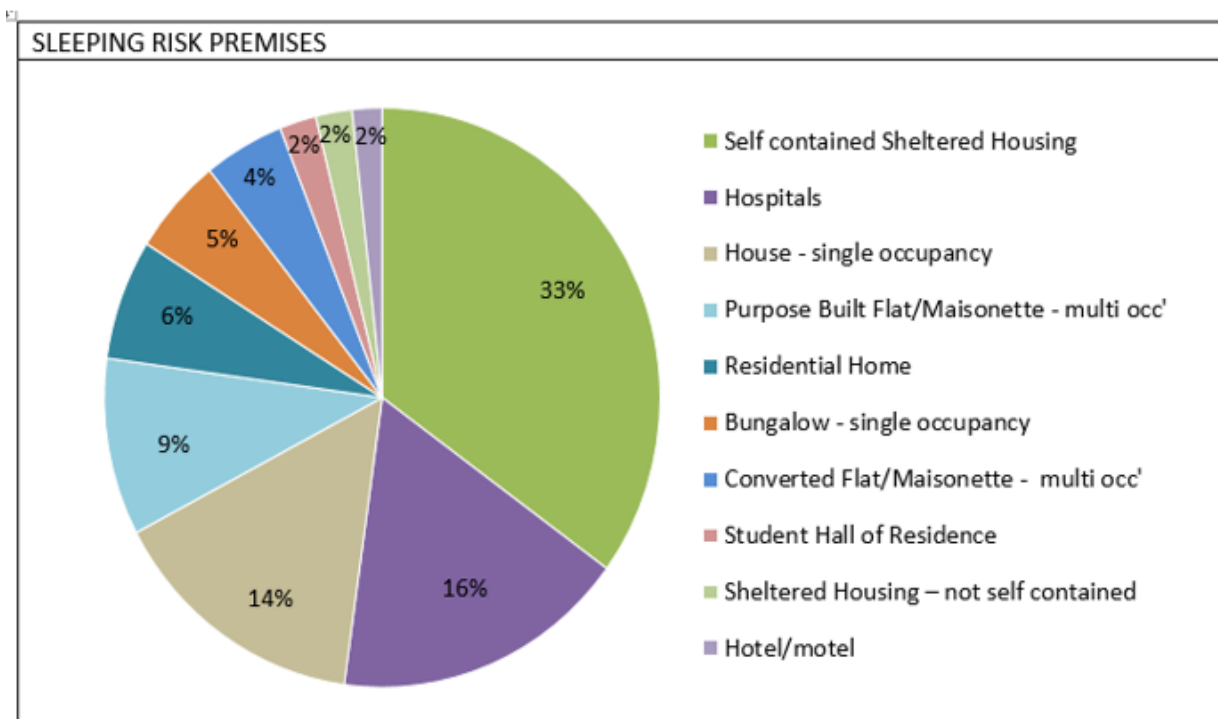
Breakdown by occupancy type (10 yrs) – Non Sleeping

NON-SLEEPING RISK PREMISES

Legend	
■ Education	21%
■ Retail	17%
■ Industrial Manufacturing	16%
■ Offices and call centres	9%
■ Entertainment and culture	8%
■ Warehouses and bulk storage	7%
■ Medical care (Excludes Hospitals)	5%
■ Public admin, security and safety	4%
■ Sporting venues	3%
■ Industrial Processing	2%
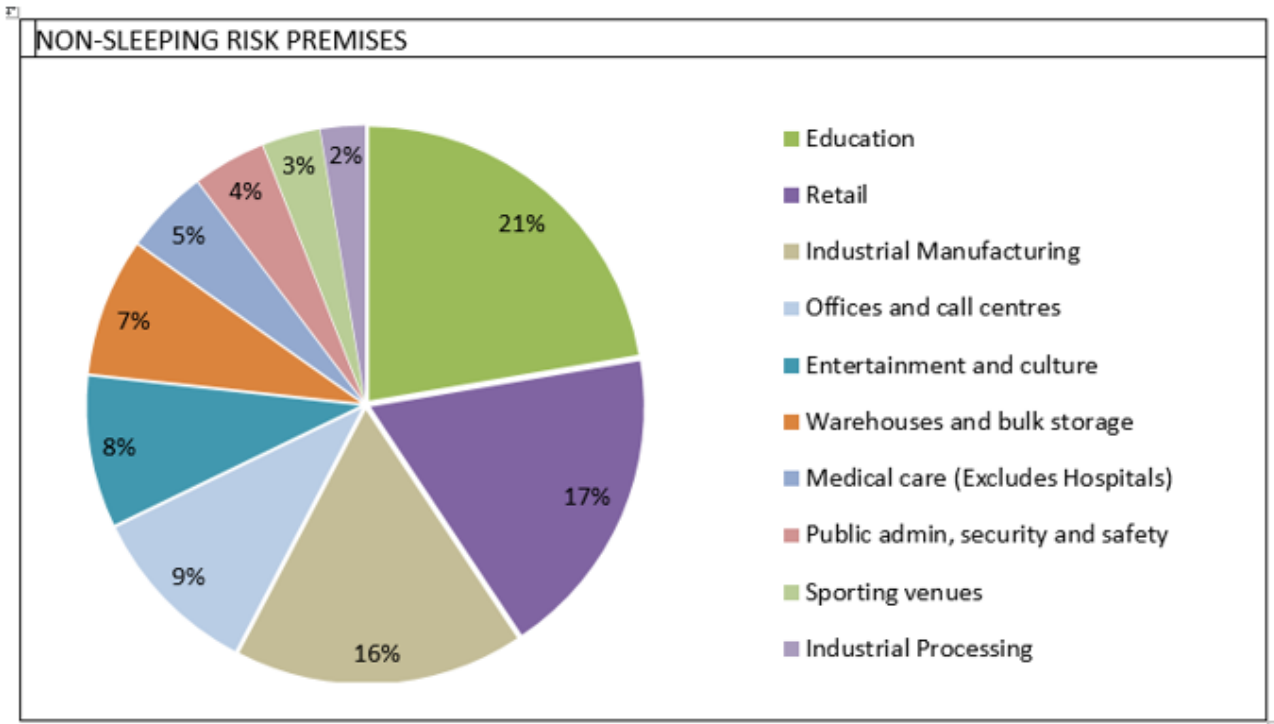
Impact of Domestic Alarms (Telecare)

Top 4 property types (which account for 46% of all UWFS) over a10 year period.

Legend:
- Self contained Sheltered Housing
- Hospitals and medical care
- Education
- House - single occupancy

Unwanted Fire Signals (UWFS)
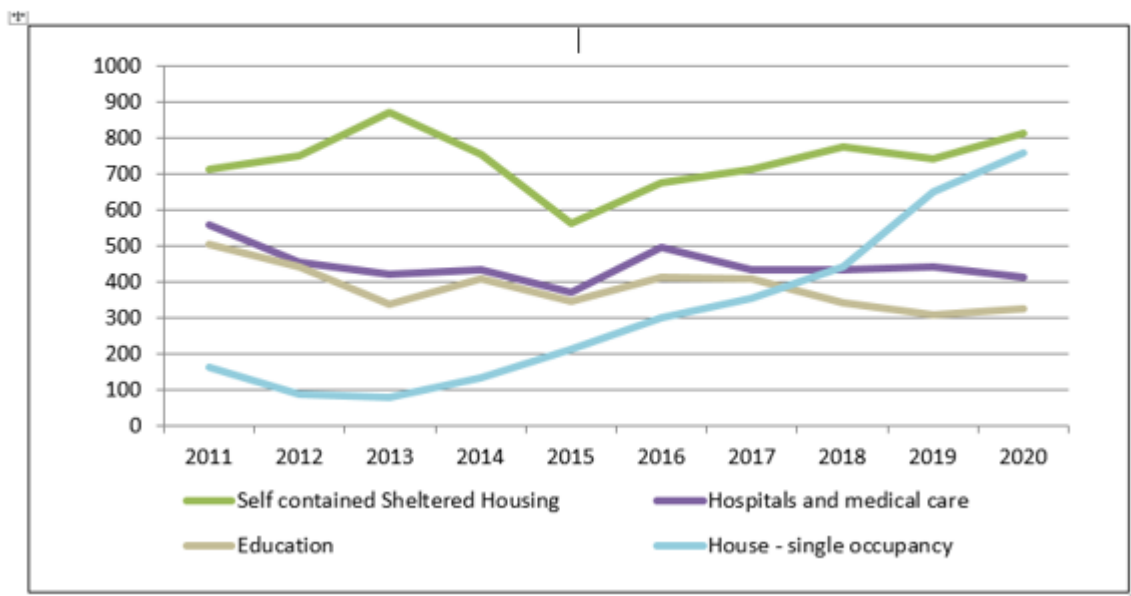
Current LFRS Performance &
Options for Improvement

CFOA Guidance for the
Reduction of False Alarms
& Unwanted Fire Signals

CFOA
Publications

making Lancashire safer

LFRS UWFS demand as a proportion of overall incident activity over 10 years

Overall Appliance attendance at incidents (KPI 1.2) and proportion of which are 'False alarm due to Apparatus'

making Lancashire safer
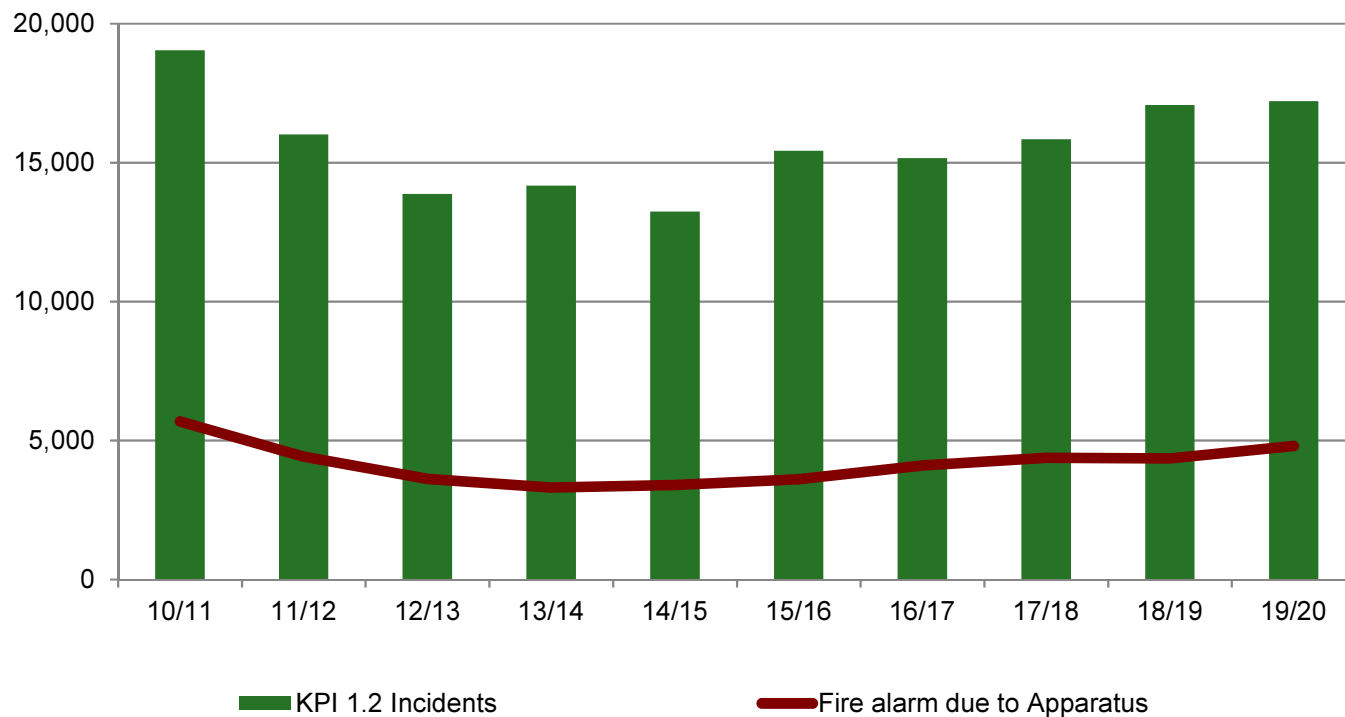
Figure 3.1: Total fire false alarms by type of false alarm, England; year ending September 2011 to year ending September 2020
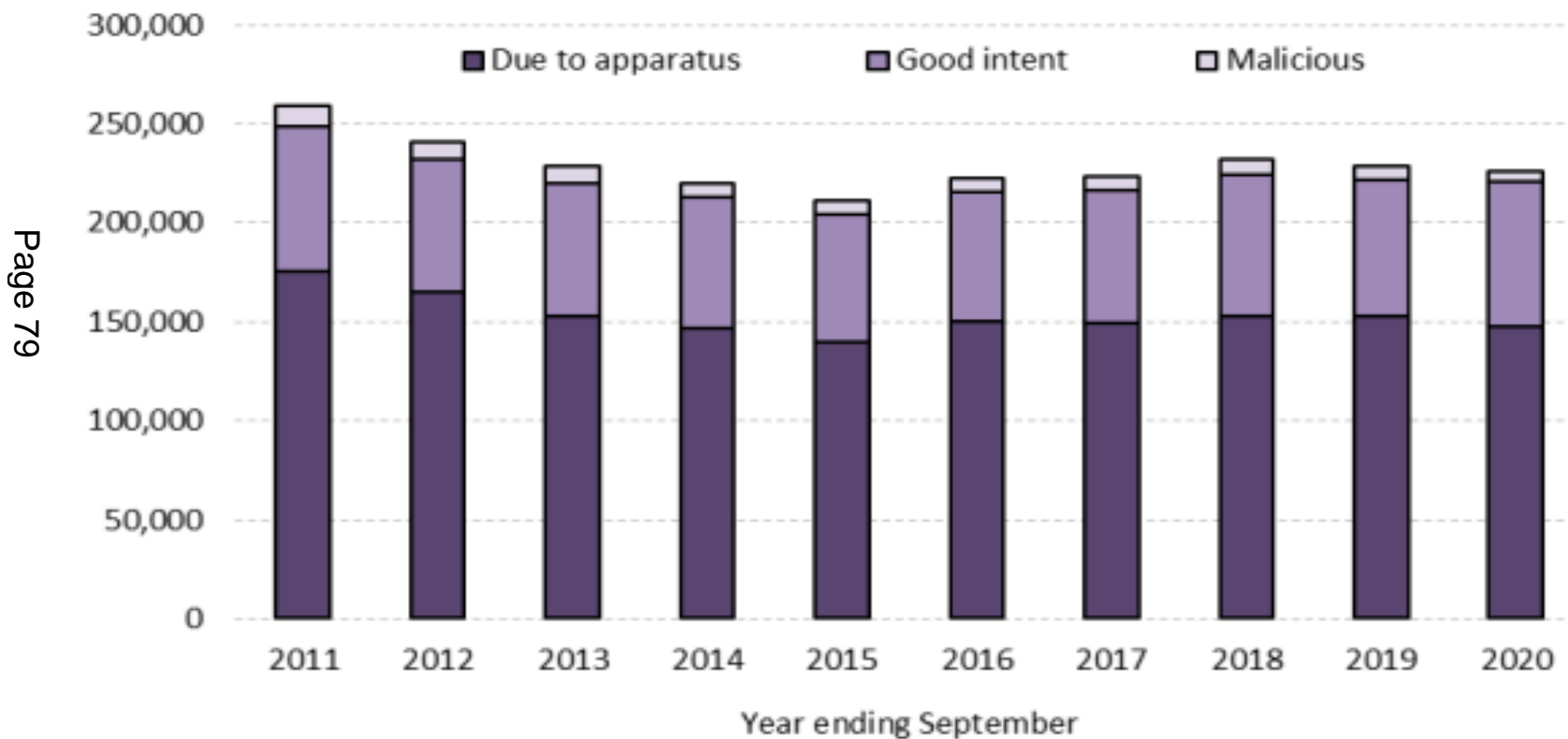
False Alarm due to apparatus (UWFS) performance nationally has remained broadly stable at circa 150k per anum

making Lancashire **safer**

Lancashire Performance by premises type

Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Total
Sleeping Risk	2,483	1,833	1,635	1,708	1,766	2,170	2,388	2,548	2,870	3,053	22,454
	52%	49%	50%	49%	52%	53%	55%	59%	61%	63%	55%
Non-Sleeping Risk	2,285	1,917	1,652	1,790	1,654	1,916	1,946	1,786	1,841	1,798	18,585
	48%	51%	50%	51%	48%	47%	45%	41%	39%	37%	45%
Total AFA	4,768	3,750	3,287	3,498	3,420	4,086	4,334	4,334	4,711	4,851	41,039

making Lancashire safer

Breakdown by occupancy type (10 yrs)

Lancashire Fire and Rescue Service

Top 10 Property Types Sleeping and Non-Sleeping

- Self contained Sheltered Housing — 18%
- Hospitals and medical care — 11%
- Education — 9%
- House - single occupancy — 8%
- Retail — 8%
- Industrial Manufacturing — 7%
- Purpose Built Flat/Maisonette - multi occ' — 5%
- Offices and call centres — 4%
- Entertainment and culture — 4%
- Residential Home — 3%

making Lancashire **safer**

The summary of findings from our first HMICFRS inspection stated the following:

"We found that Lancashire FRS may be attending more false alarm calls than it needs to.

It shares the North West Fire Control Centre with other services but does not use the call challenging protocols they use".

Page 83

making Lancashire **safer**

Benefit of Alignment to other NWFRS (Cheshire FRS used as the example)

■ Fire alarm due to Apparatus incidents - current status

■ Fire alarm due to Apparatus incidents - following Cheshire approach

Year	Fire alarm due to Apparatus incidents	AFA incidents following Cheshire approach	Difference	% Difference
2017/18	4,379	2,543	-1,836	-41.9%
2018/19	4,362	2,731	-1,631	-37.4%
2019/20	4,810	3,032	-1,778	-37.0%
Total	13,551	8,306	-5,245	-38.7%

making Lancashire safer

Performance Benefits

- Is likely to realise a small % reduction in attendances

- Could generate up to £80k in cost recovery charges

Resource Implications

-    Public Consultation (could be part of IRMP)

-    Inspecting Officer time / costs

     (gathering sufficient evidence to withstand potential appeal)

-    Administration costs

     (raising charges and tracking payments / non-payments)

Risks

-    Potential reputational damage (upto £60k comes from NHS)

-    Inspecting Officer time spent raising charges (not reducing risk)

making Lancashire safer

Page 87

AFA's occurring in non-sleeping risk properties						
Property Type	2015	2016	2017	2018	2019	2020
Sporting venues	19	22	9	6	13	30
Retail	13	38	36	7	14	23
Entertainment and culture	4	2	2	11	31	15
Warehouses and bulk storage		1	6	9	8	15
Public admin, security and safety	1		2		3	11
Industrial Processing					1	10
Industrial Manufacturing	12	45	21	11	26	6
Education	4	28	22	8		1
Offices and call centres	12	11	8			
Grand Total	65	147	106	52	96	111

Applying the London Fire Brigade (LFB) policy of charging for the 10th (and any additional) AFA's, based upon the results of the latest 2020 year counts, would have resulted in 7 premises being liable for charges. This would have raised circa £9k in cost recovery charges.

making Lancashire safer

Page 88

AFA's occurring in sleeping risk properties

Property Type	2015	2016	2017	2018	2019	2020
Hospitals	260	364	316	291	320	286
Self-contained Sheltered Housing	124	165	221	196	139	92
Residential Home	13	27	17	23	7	16
Purpose Built Flat/Maisonette - multi occ'	15	6	5	15	2	4
Converted Flat/Maisonette - multi occ'	4	13	21	1	1	2
Student Hall of Residence	3	8	12	6	4	4
Hostel (e.g. for homeless people)	5	3	3	15	8	1
House - single occupancy	1	7	12	9		
Licensed HMO			5	12	2	
Bungalow - single occupancy				10		
Total	425	593	612	578	483	405
Total recorded as a domestic premises	144	191	264	243	144	98
% that are a domestic premise	34%	32%	43%	42%	30%	24%

Applying the London Fire Brigade (LFB) policy of charging for the 10th (and any additional) AFA's, based upon the results of the latest 2020 year counts, would have resulted in 9 premises being liable for charging raising circa £70k in charges (£60k of which would be Hospitals)

making Lancashire safer

Of 46 FRS' contacted - 17 responded:

- All have non attendance policies for non-sleeping risk

- 5 have charging policies

  (generally used in extremis)

- 1 has a non-attendance policy for non-sleeping risk and also reduces attendance to sleeping risks if charges are raised

making Lancashire **safer**

This would be a very different type of policy to other UWFS:

- AFAs from Single Domestic Dwellings & those within Sheltered Housing Schemes are generated from Telecare systems

  (new installations will increase year on year)

- The Policy would focus on close collaboration with Lancashire's Social Care Providers

- The Objective would be to: Reduce UWFS to LFRS <u>and</u> Risk to vulnerable persons who rely on Telecare for their safety

- Focus on poor installations and improvements that reduce UWFS but won't increase risk to the occupier/s

making Lancashire **safer**

Questions?

This page is intentionally left blank

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMMITTEE
Meeting to be held on the 17 March 2021

LANCASHIRE ROAD SAFTEY PARTNERSHIP
(Appendix 1 refers)

Contact for further information:
Deputy Chief Fire Officer Steve Healey – Tel. 01772 866801

Executive Summary

This report updates the Performance Committee on the work of the Lancashire Road Safety Partnership (LRSP).

Lancashire Fire and Rescue Service are the host organisation for Rhiannon Leeds (RL) the LRSP Coordinator.

Recommendation

The Committee is asked to note and endorse the report.

LRSP

The Lancashire Road Safety Partnership is the coordinating body for Lancashire, Blackburn with Darwen and Blackpool which aims to reduce road casualties through the management of speed, enforcement, engineering, emergency response, driver education and training and through developing collaborative approaches to education, awareness, engagement and other measures. Everything we do is based on casualty, collision and police data in order to target some of our most vulnerable road user groups. (PowerPoint presentation delivered by RL, attached as appendix 1).

All the LRSP partners are committed to working together to reduce casualties on Lancashire's roads and make people feel safe, some of the partnership activities are:

- Child pedestrian training at reception, year 1 and year 2 at almost every primary school in the county;
- Cycle training at primary school age;
- Targeted social media campaigns based on the 'fatal 5';
- Activity in communities at key times of the year in line with the national road safety calendar;
- Managing and responding to community speed concerns county wide;
- Delivery of speed awareness courses (and other educational courses as an alternative to prosecution);
- Coordinated safety engineering and enforcement works such as the installation of average speed cameras;
- Delivery of RoadSense to Year 6;
- Delivery of Safe Drive Safe Alive;

- During COVID digital methods of delivery have been used for educational road safety training.

Business Risk

Moderate – Members need to be aware of road safety activity within Lancashire in order to satisfy themselves that the required robust approach is being pursued to reduce killed or serious injuries on our roads.

Environmental Impact

None

Equality & Diversity Implications

None

HR Implications

None

Financial Implications

None

Road Safety Partnerships -
a journey towards excellence

Rhiannon Leeds

Coordinator
Lancashire Road Safety Partnership

Scrutiny Panel

Situation: After a year on year rise in KSI in Lancashire the RSP were brought before a Local Authority scrutiny panel and were told to improve.

Issues we had: a lack of a purposeful strategy, lack of meaningful analysis, lack of coordination and duplication of (wasted) effort.

Keep it simple!

People + Plans + Problems = Purpose

The right people in the right roles

Clear, long-term strategy alongside short-term tactical needs

Identified issues with realistic and evidence-based options and tactics

Effectiveness

People

Strategic Plan

Lancashire Road Safety Partnership

Towards Zero: Lancashire Road Safety Strategy

It is our vision that people are safe and feel safe on Lancashire's roads

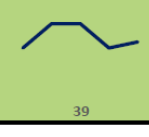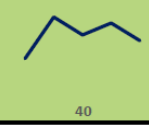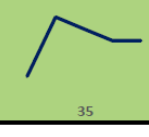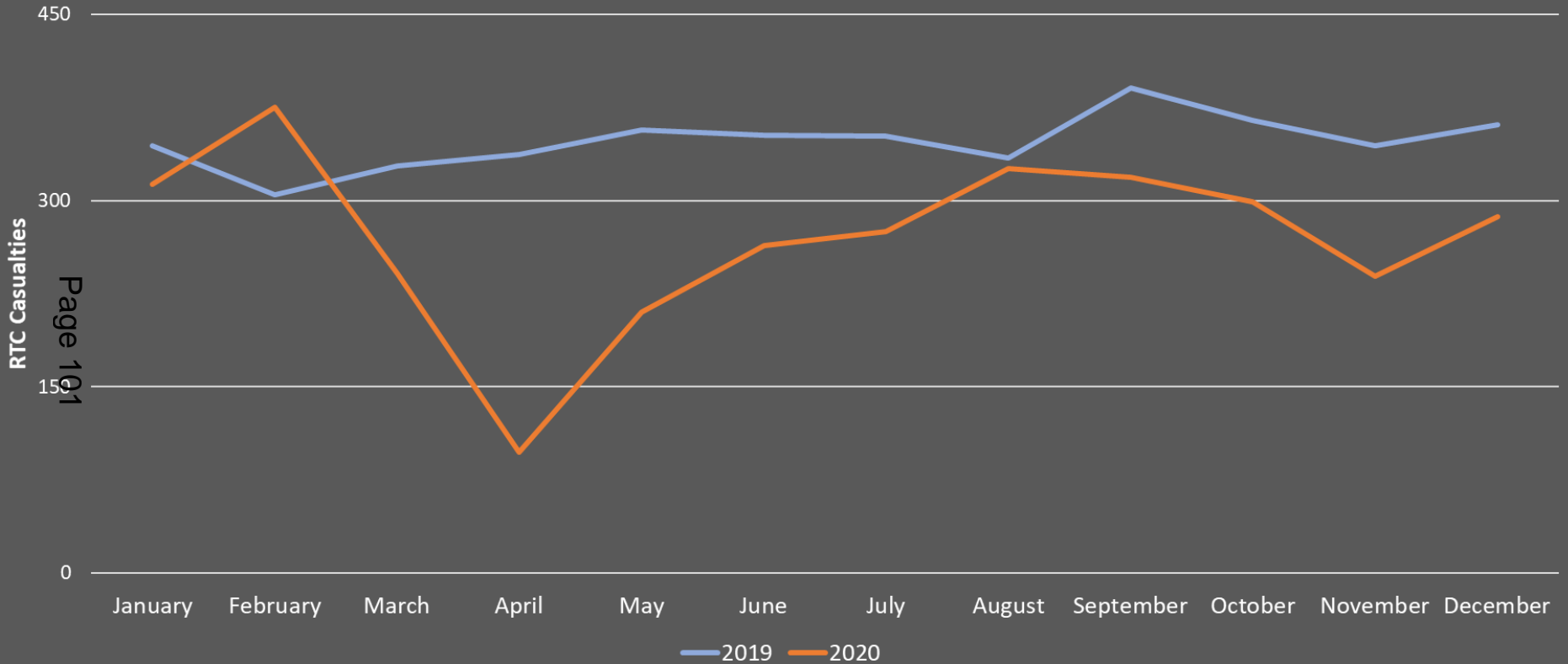| Priority 1	Priority 2	Priority 3	Priority 4
Coordinated and evidence based response to Road Safety	*Enabling, engaging and educating individuals and communities to influence road user attitudes and behaviour*	*Intelligence-led Enforcement*	*Engineering for Safety*
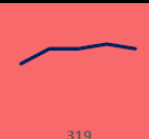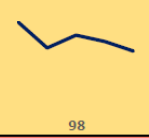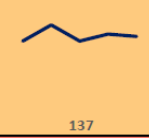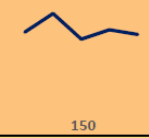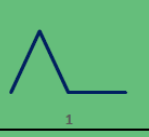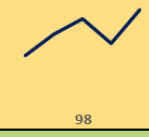
Problems

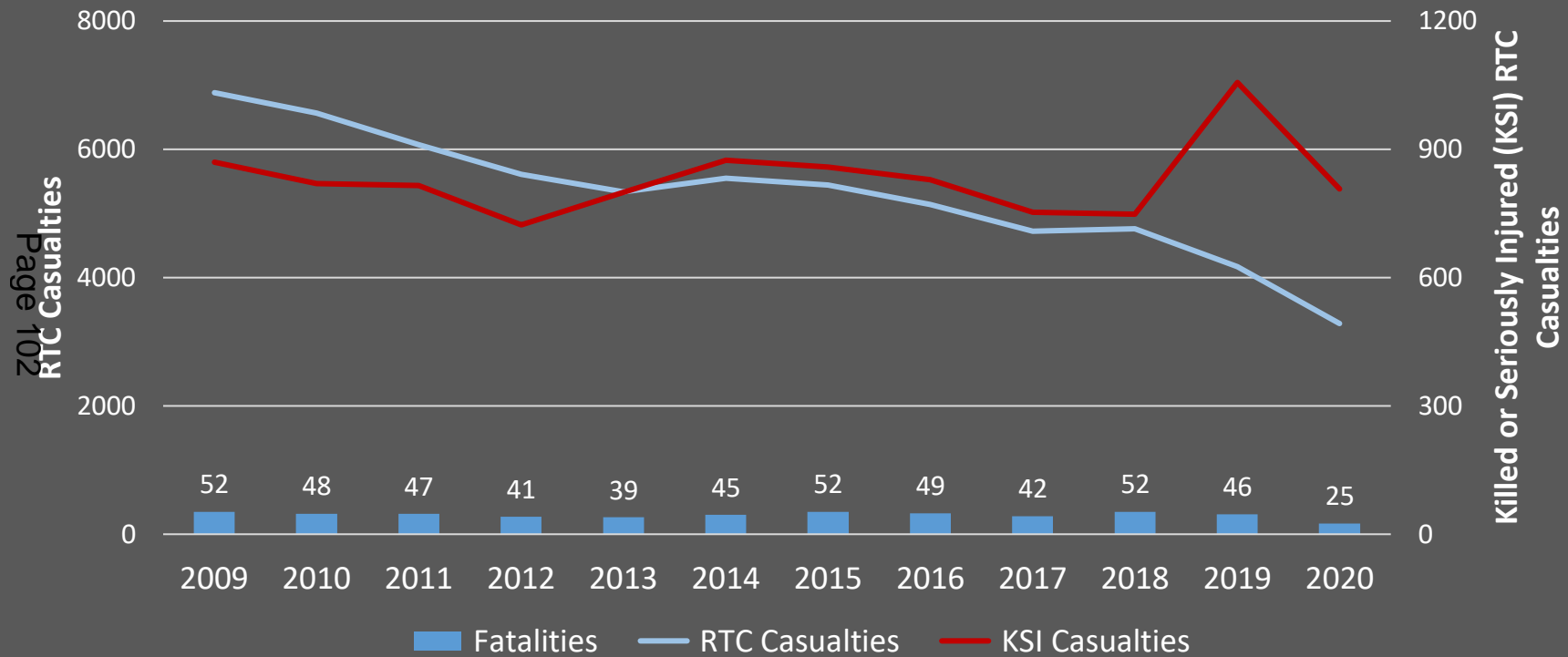|	0-5 Years	6-10 Years	11-16 Years	17-24 Years	25-39 Years	40-55 Years	56-74 Years	75+ Years
Car Occupant	23	16	43	317	319	232	208	175
Cyclist	5	25	41	76	132	184	89	14
Pedestrian	71	108	165	98	117	137	150	123
Powered 2 Wheeler	1	0	29	282	212	285	98	5
Other	1	0	4	23	16	39	40	35

The Pandemic Effects on Road Safety

Collision Recording, Data, CRASH and KSIs

Fatalities: 52 (2009), 48 (2010), 47 (2011), 41 (2012), 39 (2013), 45 (2014), 52 (2015), 49 (2016), 42 (2017), 52 (2018), 46 (2019), 25 (2020)

Legend: Fatalities, RTC Casualties, KSI Casualties

Y-axis left: RTC Casualties (0–8000)
Y-axis right: Killed or Seriously Injured (KSI) RTC Casualties (0–1200)
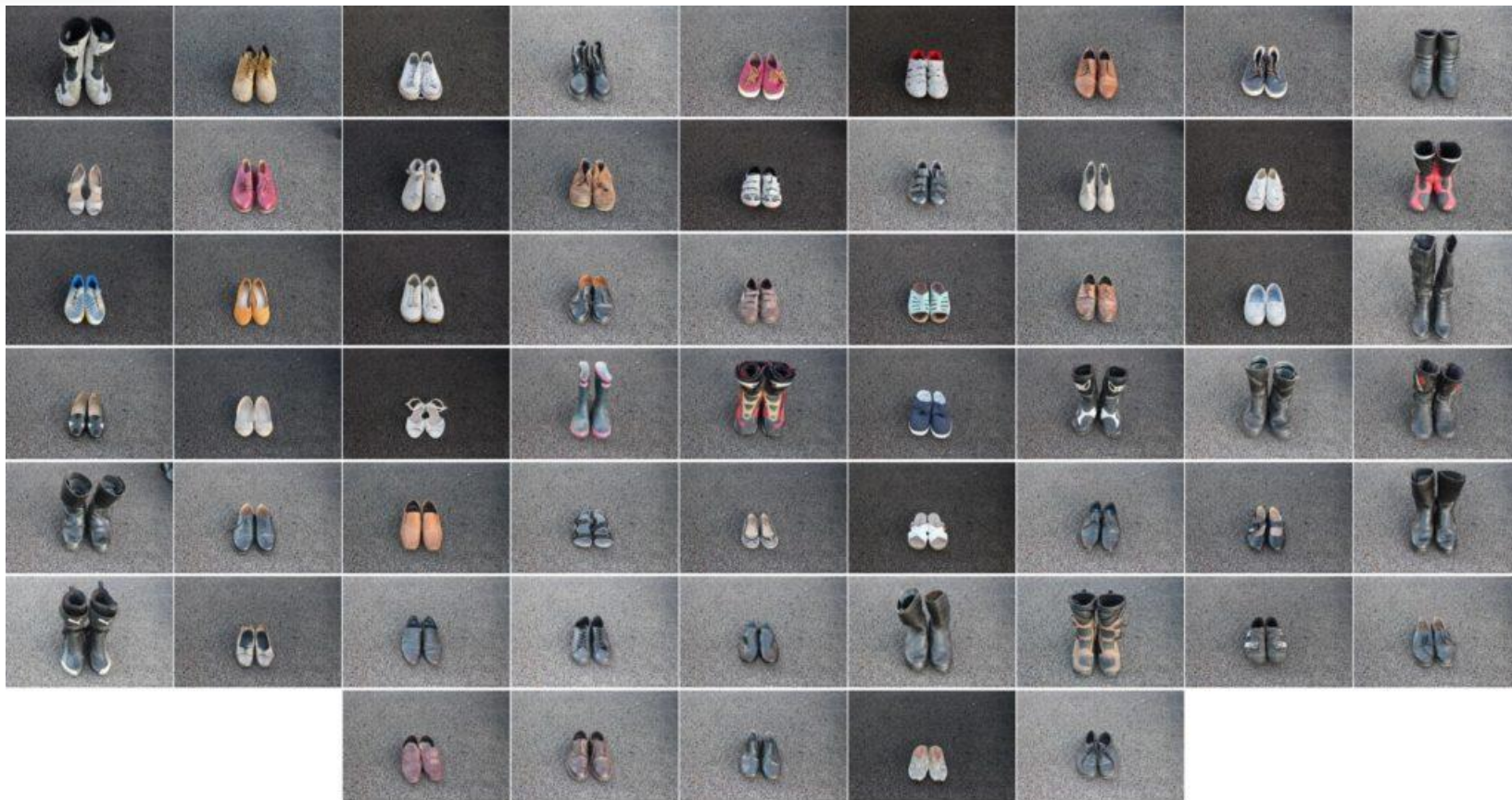
Top 8

Top Issues

- **Young Road Users**

- **Motorcyclists**

- **A584** between Clifton and Squires Gate

- **A59** between Clitheroe and the Lancashire/North Yorkshire border

- **A59** between Northway and Tarleton

- **A682** Colne Road between Burnley and J12

- **M6** between J31a and J33

- **Careless Driving**

Thank you

www.lancsroadsafety.co.uk

rhannonleeds@lancsfirerescue.org.uk

This page is intentionally left blank